

Appendix 2

Sample Satisfaction Survey

This survey gives you an opportunity to give your opinions about working at (organization). It will take you about 20 minutes to complete. Your responses are anonymous and confidential. The survey will be returned to an external consultant. No attempt will be made to identify you as an individual. If you do not want to answer or cannot answer any of the questions please leave that question blank.

The deadline for surveys to be returned is (date). Please use the stamped return envelope provided.

Survey results will be summarized and this information will be made available to all staff. Your feedback will be used to strengthen and improve the agency and its services.

1. Where do you work in the organization? (check all that apply)
 - a. Administration
 - b. Department A
 - c. Department B
 - d. Department C

2. How long have you worked for (organization)?
 - a. Less than 6 months
 - b. 6 months – 1 year
 - c. 1 to 3 years
 - d. 3 to 5 years
 - e. 5+ years

3. How long do you plan to continue working at (organization)?
 - a. Less than 6 months
 - b. 6 months – 1 yr
 - c. 1-3 years
 - d. 3-5 yrs
 - e. 5+ yrs

4. What is your age range?
- a. Under 25 years
 - b. 26 – 35 yrs
 - c. 36 – 45 yrs
 - d. 46 – 55 yrs
 - e. 56 – 65 yrs
 - f. 65+ yrs
5. What is your gender?
- Female Male
6. What is your approximate annual income (before taxes and other deductions) from this job, including sleepovers and bonuses?
- a. Less than \$15,000 per year
 - b. \$15,000 - \$20,000 per year
 - c. \$20,000 - \$25,000 per year
 - d. \$25,000 - \$30,000 per year
 - e. \$30,000 or more per year
7. Is your current position: (check only one)
- A part-time position A salaried position
- A full-time position A casual or relief position
8. In addition to your position(s) at (organization), do you currently work at any other job(s) for other employers?
- Yes No

Please indicate your agreement or disagreement with each statement below.

		Disagree Strongly			Agree Strongly	
9.	I am given enough authority to make decisions in my job	1	2	3	4	5
10.	I feel my job is secure	1	2	3	4	5
11.	My physical working conditions are good	1	2	3	4	5

Any comments relating to this page?

		Disagree Strongly			Agree Strongly	
12.	The amount of work I am expected to do is realistic	1	2	3	4	5
13.	The timelines given to do my work are reasonable	1	2	3	4	5
14.	There are opportunities for promotion if I do good work.	1	2	3	4	5
15.	I can achieve my long term career goals at (organization)	1	2	3	4	5
16.	I feel I am contributing to (organization)'s mission	1	2	3	4	5
17.	I feel part of a team	1	2	3	4	5
18.	I like the people I work with	1	2	3	4	5
19.	My team has common goals	1	2	3	4	5
20.	I am clear on who is my supervisor	1	2	3	4	5
21.	My supervisor's expectations are clear to me	1	2	3	4	5
22.	My supervisor treats me fairly	1	2	3	4	5
23.	My supervisor treats me with respect	1	2	3	4	5
24.	I see my supervisor often enough	1	2	3	4	5
25.	I have the materials and supplies needed to do my job properly	1	2	3	4	5
26.	I have the equipment and access to technology needed to do my job properly	1	2	3	4	5
27.	My supervisor handles any work-related problems with employees well	1	2	3	4	5

Any comments relating to this page?

		Disagree Strongly			Agree Strongly	
28.	My supervisor handles personal issues with employees	1	2	3	4	5
29.	If my work needs improvement, my supervisor tells me directly and in a professional manner	1	2	3	4	5
30.	My supervisor gives me sufficient positive feedback about by work	1	2	3	4	5
31.	My supervisor asks me for input into decisions or to solve problems	1	2	3	4	5
32.	I get enough recognition from senior management for work well done	1	2	3	4	5
33.	When I first started this job, I received the orientation I needed	1	2	3	4	5
34.	The mandatory workshops at (organization) are necessary	1	2	3	4	5
35.	The training received in the mandatory workshops helps me do my job	1	2	3	4	5
36.	(organization) provides me with sufficient other training and workshops	1	2	3	4	5
37.	I like the work that I do	1	2	3	4	5
38.	I am proud to work for (organization)	1	2	3	4	5
39.	I feel I am valued by (organization)	1	2	3	4	5
40.	Written communication keeps me informed about what's going on	1	2	3	4	5
41.	Written communication happens often enough	1	2	3	4	5
42.	Face to face communication with coordinators happens often enough	1	2	3	4	5

Any comments relating to this page?

		Disagree Strongly			Agree Strongly	
43.	I feel I can trust what my supervisor tells me	1	2	3	4	5
44.	I feel I can trust what my coordinator tells me	1	2	3	4	5
45.	Providing high quality service is a top priority at (organization)	1	2	3	4	5
46.	There is a spirit of cooperation at (organization)	1	2	3	4	5
47.	I have sufficient opportunity to participate in making decisions that may impact on me	1	2	3	4	5
48.	I have a sense of belonging to the association as a whole	1	2	3	4	5
49.	I understand the long-term plans of (organization)	1	2	3	4	5
50.	I have sufficient opportunity to participate in the planning processes at (organization)	1	2	3	4	5
51.	I have confidence in the senior management team	1	2	3	4	5
52.	I have confidence in the Board of Directors	1	2	3	4	5
53.	My wage is fair for my responsibilities	1	2	3	4	5
54.	I am happy with the benefits I receive	1	2	3	4	5

Any comments relating to this page?

		Disagree			Agree	
		Strongly			Strongly	
55.	I am satisfied with the amount of vacation time I receive	1	2	3	4	5
56.	I am satisfied with the amount of Health Care paid by (organization)	1	2	3	4	5
57.	I am satisfied with the amount of sick leave I receive	1	2	3	4	5
58.	I would like to participate in a savings plan	1	2	3	4	5
59.	I am satisfied with the life insurance provided	1	2	3	4	5
60.	I am satisfied with the short term disability benefits available	1	2	3	4	5
61.	I am satisfied with the long term disability benefits available	1	2	3	4	5
62.	I am satisfied with the dental plan	1	2	3	4	5
63.	I am satisfied with the accidental death and dismemberment benefits available	1	2	3	4	5
64.	I am satisfied with the extended health benefits (prescription drugs, ambulance, etc.)	1	2	3	4	5
65.	Sharing costs of benefits 50/50 by the employee and (organization) is reasonable	1	2	3	4	5
66.	I feel I understand the benefits I am entitled to	1	2	3	4	5
67.	I feel the current benefits offered me are sufficient for me and my family	1	2	3	4	5

68. Are there any other benefits you would like added?

Any comments relating to this page?

		Disagree Strongly			Agree Strongly	
69.	I would like more opportunities to socialize and have fun with my co-workers outside of work (parties, barbecues, etc.)	1	2	3	4	5
70.	I would recommend employment at (organization) to a friend	1	2	3	4	5
71.	Overall I am satisfied with (organization) as an employer	1	2	3	4	5

72. What could be done to increase your satisfaction as a (organization) employee?
73. What part of working for (organization) do you find most satisfying?
74. Any other comments you wish to make?

Thank you for completing the survey. Please mail it in the stamped return envelope **today!** All staff will receive a copy of the summarized results. Deadline for returned surveys is (date).