

EMPLOYEE OPINION-POLL LIBRARY

1. OVERALL
 - A. On an overall basis, how satisfied are you with your job with our company?
 - B. On an overall basis, how satisfied are you with the company's commitment to its employees?
 - C. The environment in this company is conducive to a long-term career.
 - D. I would recommend this company as a good place to work for my friends and acquaintances.

2. MANAGEMENT INTERACTIONS
 - A. How satisfied are you in your dealings with our management staff?
 - B. The management staff listens and responds to my ideas and suggestions.
 - C. I can always count on a member of management to be available if I need them.
 - D. Company management views me as part of a team, not just an employee.

3. SENIOR MANAGEMENT
 - A. How satisfied are you with our senior management?
 - B. Senior management seems to have a good understanding of what is happening in the company.
 - C. Senior management has clearly defined and communicated the direction of the company.
 - D. Senior management understands the needs of our customers.

4. SENIOR MANAGEMENT COMMUNICATION
 - A. How satisfied are you with communication between senior management and the rest of the company?
 - B. Communications from senior management are clear and consistent.
 - C. Senior management spends an appropriate amount of time interacting with the rest of the company.
 - D. Senior management is approachable and will listen to my opinions.

5. COMMITMENT TO QUALITY
 - A. How satisfied are you with our company's overall commitment to quality?
 - B. Company management views quality work as the most important element of my job.
 - C. I am never asked or allowed to "cut corners" in a way that might compromise quality.
 - D. I am encouraged to submit and discuss ideas for improving product quality.

6. COMMITMENT TO QUALITY
 - A. How satisfied are you with the level of quality of the work output of the company?
 - B. Quality is emphasized here; it is not just something that is occasionally mentioned.
 - C. Our quality control programmes are effective.
 - D. Everyone in my department is aware of and committed to quality results.

7. CUSTOMER FOCUS
 - A. How satisfied are you with the customer focus of the company?
 - B. The customers' needs are the most important element of my job.
 - C. Management in the company is very customer focused.
 - D. Being focused at all times on the customer is rewarded in this company.

8. QUALITY OF SUPERVISION
 - A. How satisfied are you with the effectiveness of your supervisor?
 - B. My supervisor is an effective team leader.
 - C. I can communicate easily and effectively with my supervisor.
 - D. My supervisor understands what I need to do my job well.

9. QUALITY OF SUPERVISION
 - A. How satisfied are you overall with your immediate supervisor?
 - B. My supervisor is fair and does not show favouritism.
 - C. My supervisor recognizes and rewards quality performance.
 - D. My supervisor consistently checks my work to make sure quality standards are maintained.

10. QUALITY OF SUPERVISION
 - A. How satisfied are you with the way your supervisor manages you?
 - B. My supervisor sets goals and does not micro-manage me.
 - C. My supervisor spends time evaluating my work and gives me objective feedback.
 - D. My supervisor is interested in helping me achieve my goals.

11. COMMUNICATION WITH SUPERVISOR
 - A. How satisfied are you with the communication between you and your supervisor?
 - B. My supervisor is available whenever I need to see him/her.
 - C. My supervisor is consistent in his/her communications to me.
 - D. My supervisor is clear in communicating exactly what is expected of me.

12. ASSIGNMENTS & PRODUCTIVITY
 - A. How satisfied are you with the quantity of work that you are asked to complete?
 - B. I often work below my capabilities because of the light workload assigned to me.
 - C. There is so much work assigned to me that I cannot always achieve the quality expected of me.
 - D. I receive too many "routine" assignments instead of work that lets me use my capabilities.

13. RECOGNITION
 - A. How satisfied are you with the recognition you receive for your efforts at work?
 - B. Outstanding work is always recognised and appreciated.
 - C. The company has a very good formal process for recognising outstanding work.
 - D. Performance above and beyond the call of duty is recognised by company management.

14. FLEXIBILITY
 - A. How satisfied are you with your ability to take on work that might lead to advancement?
 - B. I would like the opportunity to work in other areas of the company.
 - C. My supervisor would be supportive of me if I wished to take on new or different duties.
 - D. The company has cliques that make it hard for someone like me to get promoted.

15. TEAMWORK
 - A. How satisfied are you with the company's commitment to effective team building?
 - B. I feel I am an important part of a team that is committed to serving our customers.
 - C. When problems arise, I am encouraged to offer ideas and suggestions for solving them.
 - D. I know that efforts I make to improve our business will be recognised and appreciated.

16. TEAMWORK
 - A. How satisfied are you with the overall spirit of teamwork within the company?
 - B. My opinions are respected and appreciated.
 - C. I feel that I am an important part of a larger overall team.
 - D. My capabilities are understood and appreciated by the company.

17. **JOB SAFETY**
 - A. How satisfied are you with our commitment to maintaining a safe working environment?
 - B. Unsafe working conditions are never allowed to exist.
 - C. If safety issues arise, I know they will be dealt with promptly and efficiently.
 - D. Members of management are always available to address safety related problems and concerns.

18. **JOB SAFETY AND SECURITY**
 - A. How satisfied are you with the safety and security of your work environment?
 - B. I feel safe when working in the building.
 - C. I feel safe walking to or from my car or public transportation.
 - D. I believe everything that can reasonably be done to provide a safe working environment has been done.

19. **CAPABILITY OF PERSONNEL**
 - A. How satisfied are you with the calibre of the personnel you work with?
 - B. On the whole, company personnel have exceptional individual abilities.
 - C. The company seems to strive to hire and retain only the best people.
 - D. The people I work with function well as a team.

20. **COMPANY STABILITY**
 - A. How satisfied are you with the long-term growth potential of the company?
 - B. The markets the company serves offer opportunity for long-term growth.
 - C. The company is a strong competitor in the marketplace.
 - D. The company appears to be very financially strong.

21. **COMPANY VISION**
 - A. How satisfied are you with how the company meets its overall mission statement?
 - B. I am aware of and understand the company's mission statement.
 - C. I am encouraged to live up to the standards of the company's mission statement at all times.
 - D. I understand how my activities support the company's overall business strategies.

22. **BENEFITS**
 - A. How satisfied are you with our present benefit package?
 - B. The benefit package is flexible enough to meet my needs.
 - C. I completely understand the benefits I have.
 - D. The benefits package is competitive with those I know about at other companies.

23. **COMPENSATION**
 - A. How satisfied are you with your present level of compensation?
 - B. I believe that opportunities within the company will lead to pay increases if I do a good job at all times.
 - C. I believe that my salary range is competitive with equivalent positions in other similar companies.
 - D. I believe my salary fairly reflects my contributions to the company.

24. **ADVANCEMENT POTENTIAL**
 - A. How satisfied are you with the opportunities for advancement or leadership?
 - B. The ability to be promoted is important to me.
 - C. People are promoted in this company solely because of the quality of their accomplishments.
 - D. Promotions are influenced more by the quality of work done than by politics.

25. TRAINING

- A. How satisfied are you with the quality of our training programmes?
- B. Training programmes for new employees are comprehensive and effective.
- C. Whenever I am asked to take on a new task, I am always adequately trained in what needs to be done.
- D. I cannot think of any ways in which company training programmes could be improved.

27. PERSONAL DEVELOPMENT

- A. How satisfied are you with the efforts of management to help you with your career development?
- B. I have had recent (within the past six months) discussions about my future potential with the company.
- C. I have clearly defined my career expectations to management.
- D. I have a clear understanding of what I need to do to advance with the company.

26. UTILISATION OF ABILITIES

- A. How satisfied are you with the degree to which your abilities are utilised by the company?
- B. The scope of my responsibilities fully utilises my abilities (or qualifications).
- C. The work I perform is interesting and challenging.
- D. The amount of work I am expected to perform is reasonable.

27. PAY POLICIES

- A. How satisfied are you with the company policies by which compensation is determined?
- B. Company pay policies are fair.
- C. Company pay policies are clear and easy to understand.
- D. Company pay policies are administered fairly and uniformly.

28. PERFORMANCE APPRAISALS

- A. How satisfied are you with the annual employee performance appraisals?
- B. Annual performance appraisals are effective for improving overall company results.
- C. Annual performance appraisals are an effective career development tool.
- D. In my experience, annual performance appraisals are administered fairly and objectively.

29. MORALE

- A. How satisfied are you with the overall level of morale within the company?
- B. Management's leadership has created a work atmosphere which tends to inspire peak performance.
- C. All levels of the company, management and staff, seem to be working together toward a common goal.
- D. Employees are encouraged to come forward with problems, suggestions and issues.

30. MORALE

- A. How satisfied are you with the overall level of morale within the company?
- B. I have the training needed to do a good job.
- C. I have the equipment needed to do a good job.
- D. This is a good place to work.

32. MANAGEMENT CONSISTENCY

- A. How satisfied are you with management's commitment to treat all employees consistently and fairly?
- B. Everyone in the company is expected to consistently meet or exceed reasonable but demanding expectations.
- C. Company rules and policies are consistently and uniformly administered.
- D. Qualifications and performance are the only things considered in company hiring and promotion decisions.

33. BUSINESS ETHICS

- A. How satisfied are you with the company's ethics in its conduct of business?
- B. I have read and understand the company's code of business ethics.
- C. I have never been asked to do or say anything I considered to be unethical.
- D. Management consistently lives up to the same ethical standards expected of all employees.

Notes

1. Where the word “Supervisor” appears, it is recommended that it is replaced by the words “the person I work for” or “the person I report to”.
2. The payroll can be divided in several ways. E.g. -
 - i. By region or department.
 - ii. By skill type
 - iii. By level – hourly paid, management and director.

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