

## Employee Engagement and Satisfaction Survey

Please complete this brief survey using a pen or pencil. To ensure your anonymity, mail your completed survey in the postage-paid envelope provided. Upon receipt of your survey, your answers and comments will be added to those of your fellow workers and summarized as a group. The number in the right hand corner of this document is for data processing only and cannot be tracked to any individual's survey responses. If you have any questions or comments contact Best Companies Group at support@bestcompaniesgroup.com or toll free at (877) 455-2159.

### 1. Overall, how satisfied are you with this organization as an employer? (Check one response)

Very <u>Dissatisfied</u>		Neither Satisfied nor Dissatisfied		Very <u>Satisfied</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How do you feel about each of the following specific matters? (Circle one response for each statement below)

### 2. This organization's leadership and planning

	Disagree <u>Strongly</u>	Disagree <u>Somewhat</u>	<u>Neutral</u>	Agree <u>Somewhat</u>	Agree <u>Strongly</u>
I understand the long-term strategy of this organization .....	1	2	3	4	5
I have confidence in the leadership of this organization.....	1	2	3	4	5
The leaders of this organization care about their employees' well being .....	1	2	3	4	5
There is adequate planning of corporate objectives .....	1	2	3	4	5
There is adequate follow-through of corporate objectives.....	1	2	3	4	5
There is adequate planning of departmental objectives .....	1	2	3	4	5
There is adequate follow-through of departmental objectives .....	1	2	3	4	5
The leaders of this organization are open to input from employees .....	1	2	3	4	5

### 3. The organization's corporate culture and communications

	Disagree <u>Strongly</u>	Disagree <u>Somewhat</u>	<u>Neutral</u>	Agree <u>Somewhat</u>	Agree <u>Strongly</u>
This organization's corporate communications are frequent enough .....	1	2	3	4	5
This organization's corporate communications are detailed enough .....	1	2	3	4	5
I have a good understanding of how this organization is doing financially.....	1	2	3	4	5
I can trust what this organization tells me.....	1	2	3	4	5
This organization treats me like a person, not a number.....	1	2	3	4	5
This organization gives me enough recognition for work that is well done .....	1	2	3	4	5
Staffing levels are adequate to provide quality products/services .....	1	2	3	4	5
Quality is a top priority with this organization .....	1	2	3	4	5
Safety is a top priority with this organization .....	1	2	3	4	5
I believe there is a spirit of cooperation within this organization .....	1	2	3	4	5
Employees are treated fairly here regardless of race, gender, age, religion or sexual orientation.....	1	2	3	4	5
I like the people I work with at this organization .....	1	2	3	4	5
Changes that may affect me are communicated to me prior to implementation .....	1	2	3	4	5

### 4. Your role at this organization

	Disagree <u>Strongly</u>	Disagree <u>Somewhat</u>	<u>Neutral</u>	Agree <u>Somewhat</u>	Agree <u>Strongly</u>
I like the type of work that I do .....	1	2	3	4	5
I am given enough authority to make decisions I need to make .....	1	2	3	4	5

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- I believe my job is secure ..... 1 ..... 2 ..... 3 ..... 4 ..... 5
- Deadlines at this organization are realistic ..... 1 ..... 2 ..... 3 ..... 4 ..... 5
- I feel I am valued in this organization ..... 1 ..... 2 ..... 3 ..... 4 ..... 5
- I feel part of a team working toward a shared goal..... 1 ..... 2 ..... 3 ..... 4 ..... 5
- I am able to maintain a reasonable  
balance between work and my personal life ..... 1 ..... 2 ..... 3 ..... 4 ..... 5
- My job makes good use of my skills and abilities ..... 1 ..... 2 ..... 3 ..... 4 ..... 5
- I have a clear understanding of my job role..... 1 ..... 2 ..... 3 ..... 4 ..... 5
- I understand the importance of my role to the success of the organization ... 1 ..... 2 ..... 3 ..... 4 ..... 5

## 5. Your work environment

- |  | Disagree<br>Strongly | Disagree<br>Somewhat | Neutral | Agree<br>Somewhat | Agree<br>Strongly |
|--|----------------------|----------------------|---------|-------------------|-------------------|
| My physical working conditions are good.....                         | 1                    | 2                    | 3       | 4                 | 5                 |
| My general work area is adequately lit.....                          | 1                    | 2                    | 3       | 4                 | 5                 |
| My general work area is adequately heated/cooled.....                | 1                    | 2                    | 3       | 4                 | 5                 |
| My general work area is adequately clean.....                        | 1                    | 2                    | 3       | 4                 | 5                 |
| There is adequate noise control to allow me to focus on my work..... | 1                    | 2                    | 3       | 4                 | 5                 |
| I feel physically safe in my work environment.....                   | 1                    | 2                    | 3       | 4                 | 5                 |

## 6. Your relationship with your immediate supervisor

- |  | Disagree<br>Strongly | Disagree<br>Somewhat | Neutral | Agree<br>Somewhat | Agree<br>Strongly |
|--|----------------------|----------------------|---------|-------------------|-------------------|
| My supervisor treats me fairly.....                              | 1                    | 2                    | 3       | 4                 | 5                 |
| My supervisor treats me with respect.....                        | 1                    | 2                    | 3       | 4                 | 5                 |
| My supervisor handles my work-related issues satisfactorily..... | 1                    | 2                    | 3       | 4                 | 5                 |
| My supervisor handles my personal issues satisfactorily.....     | 1                    | 2                    | 3       | 4                 | 5                 |
| My supervisor acknowledges when I do my work well.....           | 1                    | 2                    | 3       | 4                 | 5                 |
| My supervisor tells me when my work needs improvement.....       | 1                    | 2                    | 3       | 4                 | 5                 |
| My supervisor is open to hearing my opinion or feedback.....     | 1                    | 2                    | 3       | 4                 | 5                 |
| My supervisor helps me develop to my fullest potential.....      | 1                    | 2                    | 3       | 4                 | 5                 |
| I can trust what my supervisor tells me.....                     | 1                    | 2                    | 3       | 4                 | 5                 |

## 7. Training and development

- |   | Disagree<br>Strongly | Disagree<br>Somewhat | Neutral | Agree<br>Somewhat | Agree<br>Strongly |
|---|----------------------|----------------------|---------|-------------------|-------------------|
| This organization provided as much initial training as I needed.....  | 1                    | 2                    | 3       | 4                 | 5                 |
| This organization provides as much ongoing training as I need.....  | 1                    | 2                    | 3       | 4                 | 5                 |
| This organization provides enough information, equipment and<br>resources I need to do my job well.....                       | 1                    | 2                    | 3       | 4                 | 5                 |
| My company clearly tells me what is expected for advancement.....   | 1                    | 2                    | 3       | 4                 | 5                 |
| I trust what the company tells me it takes to advance my career.....  | 1                    | 2                    | 3       | 4                 | 5                 |
| This organization provides training or experiences to help me<br>explore other possible opportunities within the company..... | 1                    | 2                    | 3       | 4                 | 5                 |
| There is room for me to advance at this organization.....   | 1                    | 2                    | 3       | 4                 | 5                 |
| I trust that if I do good work, my company may increase my pay.....   | 1                    | 2                    | 3       | 4                 | 5                 |
| I trust that if I do good work, my company may<br>consider me for a promotion.....  | 1                    | 2                    | 3       | 4                 | 5                 |

## 8. Pay and Benefits

- |  | Disagree<br>Strongly | Disagree<br>Somewhat | Neutral | Agree<br>Somewhat | Agree<br>Strongly |
|--|----------------------|----------------------|---------|-------------------|-------------------|
| My pay is fair for the work I perform..... | 1                    | 2                    | 3       | 4                 | 5                 |

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Overall, I'm satisfied with this organization's  
 benefits package ..... 1 ..... 2 ..... 3 ..... 4 ..... 5

**Specifically, I'm satisfied with the:**

	<u>Disagree Strongly</u>	<u>Disagree Somewhat</u>	<u>Neutral</u>	<u>Agree Somewhat</u>	<u>Agree Strongly</u>	<u>Not Applicable</u>
Amount of vacation (or Paid Time Off).....	1.....	2.....	3.....	4.....	5.....	N/A
Sick leave policy.....	1.....	2.....	3.....	4.....	5.....	N/A
Amount of health care paid for.....	1.....	2.....	3.....	4.....	5.....	N/A
Dental benefits.....	1.....	2.....	3.....	4.....	5.....	N/A
Vision care benefits.....	1.....	2.....	3.....	4.....	5.....	N/A
401k or 403b plan.....	1.....	2.....	3.....	4.....	5.....	N/A
Retirement plan benefits.....	1.....	2.....	3.....	4.....	5.....	N/A
Life insurance benefits.....	1.....	2.....	3.....	4.....	5.....	N/A
Disability benefits.....	1.....	2.....	3.....	4.....	5.....	N/A
Tuition reimbursement benefits.....	1.....	2.....	3.....	4.....	5.....	N/A

**9. I am willing to give extra effort to help my company succeed. (Check one box)**

<u>Disagree Strongly</u>	<u>Disagree Somewhat</u>	<u>Neutral</u>	<u>Agree Somewhat</u>	<u>Agree Strongly</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10. I plan to continue my career with my company for at least 2 more years. (Check one box)**

<u>Disagree Strongly</u>	<u>Disagree Somewhat</u>	<u>Neutral</u>	<u>Agree Somewhat</u>	<u>Agree Strongly</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**11. I would recommend my company's products / services to a friend. (Check one box)**

<u>Disagree Strongly</u>	<u>Disagree Somewhat</u>	<u>Neutral</u>	<u>Agree Somewhat</u>	<u>Agree Strongly</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**12. I would recommend employment at my company to a friend. (Check one box)**

<u>Disagree Strongly</u>	<u>Disagree Somewhat</u>	<u>Neutral</u>	<u>Agree Somewhat</u>	<u>Agree Strongly</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**NOTE: We recommend that you do not include your name or other identifying remarks in your responses to the two open-ended questions listed below. PLEASE DO NOT EXCEED THE SPACE PROVIDED BELOW.**

**13. What does this organization do that makes it a place where people would want to work?**

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**14. What can this organization do to increase your satisfaction and productivity as an employee?**

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The following questions are for classification purposes only. They will not be used to identify any individual.  
Please select only one response per question.

## 15. How long have you worked for this organization?

- Less than one year .....
- One year to less than two years.....
- Two years to less than five years .....
- Five years to less than ten years.....
- Ten years or more .....
- Prefer not to answer .....

## 16. What is your age?

- Less than 21 .....
- 21 - 25 .....
- 26 - 35 .....
- 36 - 45 .....
- 46 - 55 .....
- 56 - 65 .....
- Above 65 .....
- Prefer not to answer .....

## 17. What is your gender?

- Female .....
- Male .....
- Prefer not to answer .....

## 18. What is your ethnic background?

- African-American .....
- Asian .....
- Caucasian .....
- Hispanic/Latino.....
- Native American (not Pacific Islander) .....
- Pacific Islander .....
- Bi-Racial or Multi-Racial .....
- Prefer not to answer .....

## 19. Which is your job status?

- Full-Time .....
- Part-Time .....

## 20. Which of the following best describes your role?

- Administrative/Clerical .....
- Executive/Partner .....
- Manager or Supervisor .....
- Production/Service .....
- Professional .....
- Other .....

## 21. In which department do you work?

- Customer Service/Care/Support .....
- Development/Fundraising .....
- Finance/Accounting.....
- Human Resources .....
- Information Technology .....
- Legal .....
- Marketing/Advertising .....
- Maintenance/Operations.....
- Production .....
- Research & Development.....
- Other .....

**Thank You for Your Participation!**

**For questions or comments, please call Best Companies Group toll free at (877) 455-2159**