

Employee Engagement and Satisfaction Survey

Fill in each circle completely using a DARK BLUE or BLACK PEN, not a pencil. Do not use “x” or “/” marks. 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.

Disagree Disagree Agree Agree Not
Strongly Somewhat Neutral Somewhat Strongly Applicable

1. Overall, I am very satisfied with my employer.....○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

How do you feel about each of the following specific matters? (Fill in a single response for each statement below)

2. This organization’s leadership:

Disagree Disagree Agree Agree Not
Strongly Somewhat Neutral Somewhat Strongly Applicable

I understand the long-term strategy of this organization.....○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

I have confidence in the leadership of this organization.....○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

The leaders of this organization care about their employees’ well being○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

Senior leaders live the core values of the organization.....○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

The leaders of this organization are open to input from employees.....○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

3. The organization’s corporate culture and communications:

Disagree Disagree Agree Agree Not
Strongly Somewhat Neutral Somewhat Strongly Applicable

This organization’s corporate communications are frequent enough.....○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

This organization’s corporate communications are detailed enough ... ○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

This organization effectively communicates its progress towards meeting departmental goals○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

I have a good understanding of how this organization is doing financially○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

I can trust what this organization tells me.....○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

This organization treats me like a person, not a number.....○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

This organization gives me enough recognition for work that is well done.....○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

Staffing levels are adequate to provide quality products/services.....○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

Quality is a top priority with this organization○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

Safety is a top priority with this organization○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

I believe there is a spirit of cooperation within this organization○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

My employer enables a culture of diversity○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

This organization makes a strong effort to minimize discrimination....○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

I like the people I work with at this organization.....○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

At this organization, employees have fun at work.....○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

I feel I can express my honest opinions without fear of negative consequences.....○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

Changes that may affect me are communicated to me prior to implementation○..... ○..... ○..... ○..... ○..... ○..... ○..... ○.....

4. Your role within this organization:

Disagree Disagree Agree Agree Not

8. Pay and Benefits:

Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

My pay is fair for the work I perform

Overall, I'm satisfied with this organization's benefits package

Specifically, I'm satisfied with the:

Amount of vacation (or Paid Time Off).....

Sick leave policy

Amount of healthcare paid for

Dental benefits

Vision care benefits

Retirement plan benefits

Life insurance benefits

Disability benefits

Tuition reimbursement benefits.....

9. Overall feelings about your employment experience:

Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

Most days, I look forward to going to work.....

My job provides me with a sense of meaning and purpose.....

I am proud to work for this organization...

I feel this organization has created an environment
 where I can do my best work...

I am willing to give extra effort to help this organization succeed

I plan to continue my career with this organization for
 at least two more years.....

I would recommend this organization's products/services to a friend

I would recommend working here to a friend.....

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.

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

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

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

12. 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

13. In what year were you born?

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Example: 1990

14. What is your gender?

- Female
- Male
- Non-Binary
- Prefer not to answer

15. What is your ethnic background?

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

16. Which is your job status?

- Full-Time
- Part-Time

17. Which of the following best describes your role?

- CEO or other C-suite
- General Executive
- Origination manager or supervisor
- Origination sales (e.g., Loan officer)
- Origination back office (e.g., Underwriter/Processor) ...
- Secondary markets sales
- Secondary markets back office
- Servicing manager or supervisor
- Servicing borrower-facing
- Servicing back office
- Default servicing
- Other

18. In which department do you work?

- Origination Customer Service/Care/Support
- Origination Underwriting
- Secondary Market
- Servicing: Performing
- Servicing: Loss mitigation/default
- Servicing: Customer Service/Care/Support
- Finance/Accounting
- Human Resources
- Information Technology
- Legal
- Marketing/Advertising
- Maintenance/Operations
- Research & Development
- Risk Management
- Other

Thank You for Your Participation!

For questions or comments, please email support@bestcompaniesgroup.com.