

Employee Engagement and Satisfaction Survey

Please complete this approximately 15-minute confidential survey with your honest feedback. Responses will be sent directly to and processed by Best Companies Group. No one will have access to your specific survey responses. Employers are not given any information that enables them to trace answers back to a specific person, even if you are part of a small demographic group. We will not report results from demographic categories with fewer than five respondents. Your employer may receive a report that summarizes, in alphabetical order, all responses to the two open-ended questions at the end. Please do not include your name or other identifying remarks in your responses. For questions 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

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8. Pay and Benefits:

	Disagree Strongly	Disagree Somewhat	Neutral	Agree Somewhat	Agree Strongly	Not Applicable
My pay is fair for the work I perform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I'm satisfied with this organization's benefits package	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, I'm satisfied with the:

Amount of vacation (or Paid Time Off).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sick leave policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amount of healthcare paid for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vision care benefits.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retirement plan benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Life insurance benefits.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tuition reimbursement benefits.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job provides me with a sense of meaning and purpose.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am proud to work for this organization.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel this organization has created an environment where I can do my best work.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am willing to give extra effort to help this organization succeed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I plan to continue my career with this organization for at least two more years.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this organization's products/services to a friend..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend working here to a friend.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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?

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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 work setting?

- Onsite
- Hybrid.....
- Remote.....

18. Which of the following best describes your role?

- Administrative/Clerical
- Customer Service/Collector.....
- Compliance/QA.....
- Manager or Supervisor - Operations (HR, IT, Accounting, Finance).....
- Manager or Supervisor - Collections
- Professional (Legal/Accounting).....
- Executive
- Other.....

19. In which department do you work?

- Collections - First Party
- Collections - Third Party
- Customer Service/Care/Support
- Legal and/or Compliance/QA.....
- Marketing/Sales.....
- Admin (HR, IT, Acctg, Finance).....
- Other.....

20. Do you reside in the United States?

- Yes.....
- No

Thank You for Your Participation!

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