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.

		Strongly	Disagree Somewhat	Neutral	Somewhat		
1. Ov	verall, I am very satisfied with my employer	O	O	O	O	C	······
How d	lo you feel about each of the following specific matters?	(Fill in a	single respo	nse for ea	nch stateme	nt below)	
2. Thi			Disagree Somewhat			Agree Strongly	Not Applicable
I have	rstand the long-term strategy of this organization	O	O	O	O	O	O
we Senior	aders of this organization care about their employees' ell being leaders live the core values of the organization	O	O	O	O	O	O
	aders of this organization are open to input from employees e organization's corporate culture and communications:		O	O	O	O	O
		Disagree	e Disagree Somewhat			Agree Strongly	Not Applicable
	rganization's corporate communications are frequent enough						
This or	rganization's corporate communications are detailed enough rganization effectively communicates its progress towards eeting departmental goals						
I have	a good understanding of how this organization doing financially						
I can tı	rust what this organization tells me		O	•	O	O	
This or	rganization treats me like a person, not a numberrganization gives me enough recognition for work	O	O	O	O	O	C
tha	at is well done						
	g levels are adequate to provide quality products/services						
	y is a top priority with this organization						
	is a top priority with this organizationve there is a spirit of cooperation within this organization						
My am	reloyer enables a culture of diversity	J		0	O	O	
This or	rganization makes a strong effort to minimize discrimination	J		3	🧿	O	
	he people I work with at this organization						
	s organization, employees have fun at work						
I feel I	can express my honest opinions without fear of negative onsequences.						
Change	es that may affect me are communicated to me prior						
to	implementation	O	C	O	O	O	C

4.	Your role within this organization:	_	_		Agree	_	
		Strongly	Somewhat	<u>Neutral</u>	Somewhat	Strongly	<u>Applicable</u>
I lik	te the type of work that I do	O	O	O	O	C	······
I an	n given enough authority to make decisions I need to make	O	O	O	O	C	······
I be	lieve my job is secure	O	O	O	O	O	······
	adlines at this organization are realistic						
I fe	el I am valued in this organization	O	O	O	O	O	O
I fe	el part of a team working toward a shared goal	O	O	O	O	C	C
I an	n able to maintain a reasonable balance between work and						
	my personal life						
	job makes good use of my skills and abilities						
	ve a clear understanding of my job role	O	O	O	O	C	······
I un	derstand the importance of my role to the success of						
	the organization	O	O	O	O	O	······
Mo	st days, I feel I have made progress at work	O	O	O	O	O	······
5.	Your work environment:	Disagree	Disagree		Agree	Agree	Not
		Strongly	Somewhat	Neutral Neutral	Somewhat	Strongly	<u>Applicable</u>
Mv	physical working conditions are good	O	O	O	O	O	O
	general work area is adequately heated/cooled						
	ere is adequate noise control to allow me to focus on my work.						
	workspace has adequate privacy for me to do my job						
I fe	el physically safe in my work environment	O	O	O	O	C	C
6.	Your relationship with your immediate supervisor:	Disagree	Disagree		Agree	Agree	Not
					Somewhat		
Mv	supervisor treats me fairly	0	0	\circ	0	0	0
	supervisor treats me with respect						
	supervisor handles my work-related issues satisfactorily						
	supervisor handles my personal issues satisfactorily						
	supervisor acknowledges when I do my work well						
	supervisor tells me when my work needs improvement						
	supervisor is open to hearing my opinion or feedback						
Mv	supervisor wants me to develop to my fullest potential	Q	Q	🔾		•	O
I fe	el I can trust what my supervisor tells me		O	•		•	O
7.	Training, development and resources:	Disagree	Disagree		Agree	Agree	Not
					Somewhat		Applicable
Thi	s organization provided as much initial training as I needed						
Thi	s organization provided as much ongoing training as I need	J	······	•		3	
	s organization provides as much ongoing training as 1 need		······	•		🔾	
1 1111	resources I need to do my job well	\circ	\circ	\circ	\circ	\circ	\circ
The	computer or other hardware I use to do my job is dependable	o	······	3			
	software and program applications I use to do my job are		·······				
1110	adequateadequate	\circ	\circ	\circ	\circ	\circ	\circ
Tec	hnology issues are resolved in a timely manner	o					
	hnology issues affecting my work are communicated to me	🗸	🗸	🔰	🗸	🔾	
100	in a timely manner	\circ	\circ	\circ	\circ	\circ	\circ
Thi	s organization helps me pursue a career path that aligns	🕶		🔾	🕶	🔰	
1 1111	with my skills and interests	\circ	\circ	\circ	\bigcirc	\bigcirc	\circ
Thi	s organization encourages me to develop professionally and/or	·······		🕶		•	
1 1111	acquire new skills		\circ	\circ	\bigcirc	\bigcirc	\circ
IfI	do good work. I will be rewarded	J	<u>J</u>	3	······	3	

8.	Pay and Benefits:		Disagree Somewhat		Agree Somewhat		Not <u>Applicable</u>
My	pay is fair for the work I perform	O	C	O	O	O	C
Ove	erall, I'm satisfied with this organization's benefits package	O	O	O	O	O	······
Spe	cifically, I'm satisfied with the:						
Am	ount of vacation (or Paid Time Off)	O	C	O	O	O	C
Sic	s leave policy	O	C	O	O	O	······
Am	ount of healthcare paid for	O	C	O	O	O	C
Der	ntal benefits	O	C	O	O	O	······
Vis	ion care benefits	O	C	O	O	O	······
Ret	irement plan benefits	O	O	o	O	O	C
Life	e insurance benefits	O	C	O	O	O	C
Dis	ability benefits	O	O	o	O	O	C
Tui	tion reimbursement benefits	C	O	O	C	C	C
9.	Overall feelings about your employment experience:		Disagree Somewhat		Agree Somewhat		Not Applicable
Mo	st days, I look forward to going to work						
My	job provides me with a sense of meaning and purpose	O	O	O	O	O	O
Ian	n proud to work for this organization	O	O	O	O	C	······
I fe	el this organization has created an environment						
Lan	where I can do my best work n willing to give extra effort to help this organization succeed.	0	0	0		•	
-	at least two more years	O	O	o	O	O	······
I w	ould recommend this organization's products/services to a friend	O bn	<u>C</u>	<u>C</u>	<u>C</u>	<u>C</u>	O
I W	ould recommend working here to a friend		•	O	•	•	
	NOTE: We recommend that you do not include your name open-ended questions listed below. Please					onses to 1	the two
10.	What does this organization do that makes it a place when		-				
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.

17. Which of the following best describes your work setting?
Onsite
HybridO
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)Q
Executive
Other
19. In which department do you work?
Collections - First Party
Collections - Third Party
Customer Service/Care/Support O
Legal and/or Compliance/QA
Marketing/Sales
Admin (HR, IT, Acctg, Finance)
Other
20. Do you reside in the United States?
YesO
No

Thank You for Your Participation!

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