



Employee Opinion Survey

Workplace Satisfaction

Understanding and Balancing Corporate and employee needs

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What is it?

- **It's a powerful tool to identify strengths and opportunities for improvement within SHRS.**
- **It's also an effective way to apply the talents, knowledge, and skills of employees to identify solutions to problems -- solutions that can help increase SHRS's profitability and competitiveness.**

Benefits

- **Pinpoints problems in selected areas**
- **Provides timely feedback on the success of new initiatives**
- **Highlights new issues that have risen since previous surveys**
- **Demonstrates to employees that the employee opinion survey process is ongoing and not just an event that occurs once every two years**
- **Encourages supervisors and managers to address problems, making them accountable for driving improvements in the organization**

Implement solutions that will

- **Boost productivity**
- **Reduce turnover**
- **Create a safer work environment**
- **Strengthen leadership effectiveness**
- **Promote employee involvement and teamwork**
- **Raise the effectiveness of communications**
link training programs with organizational skills
- **Increase product quality, on-time delivery, and customer satisfaction**

Help Understand

- The development needs of SHRS employees and management
- The roadblocks in SHRS that impede productivity and performance
- Why new initiatives do not have the impact on SHRS that were expected
- Why there is resistance to change
- Why deadlines and delivery dates are not met
- Why short- and long-term goals are not met
- How we can improve in all critical success areas

Process

- **Develop survey**
- **Communicate**
- **Distribute**
- **Complete and submit**
- **Evaluate**
- **Report results**
- **Communicate to management and employees**

Survey

- **Questions**

- **Responses:**

- 1 Strongly Agree
 - 2 Moderately Agree
 - 3 Agree
 - 4 Moderately Disagree
 - 5 Strongly Disagree

- **Comments**

- Provides opportunity for employee to make general comments
 - &/or to be specific
 - &/or make recommendations

Access to Data

- **Completely anonymous**
- **Returns sealed and sent directly to Pamela Ennis**
- **Reviewed by Pamela Ennis only**
- **Management has no access to original survey responses**
- **Management receives only analyzed feedback in report format**
- **Employees receive summary of their area's results**

Feedback

- **Management**
 - Receive summary
 - Review
 - Analyze
 - Determine key areas of concern
 - Establish solutions
 - Provide employees with feedback and develop action plans

Success Measurements

- **Management**
 - Review solutions and progress regularly
 - Employee feedback to track action plan and provide feedback
 - Generate report card at end of specific period
 - Conduct follow-up survey after one year or other specific timeframe
 - Measure responses against first survey