

# EMPLOYEE SATISFACTION QUESTIONNAIRE

IT IS ACKNOWLEDGED THAT ALL INFORMATION PROVIDED ON THIS DOCUMENT WILL BE TREATED AS CONFIDENTIAL.

Your Details – **This is Optional**

Name:

Current Position:

Manager's Name:

Length of Employment:

Gender:

Type of Employment:

The answers you provide will be used to identify key factors in the workplace.

This questionnaire shall play a key role in our continual improvement processes.

**Please answer the questions honestly.**

Please circle just one response (either 1, 2, 3, 4 or 5) for each question.

1. The following statements relate to the application of your work.		Never	Rarely	Sometimes	Often	Very Often or Always
1.1	Your workload is irregular and sometimes piles up.	1	2	3	4	5
1.2	You are usually in a rush at work.	1	2	3	4	5
1.3	You usually complete your work on time.	1	2	3	4	5
1.4	You usually complete your work on time.	1	2	3	4	5
1.5	You usually complete your work on time.	1	2	3	4	5
1.6	You usually complete your work on time.	1	2	3	4	5

	The following statements relate to the application of your work.	Never	Rarely	Sometimes	Often	Very Often or Always
1.7	Your work requires your maximum attention and focus.	1	2	3	4	5
1.8	Your work requires you to make quick decisions.	1	2	3	4	5



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2.	The following statements relate to the amount of time pressure you have in your current job.	Never	Rarely	Sometimes	Often	Very Often or Always
2.1	You are pressured to work long hours.	1	2	3	4	5
2.2	You have unrealistic deadlines.	1	2	3	4	5
2.3	You have unrealistic time pressure.	1	2	3	4	5
2.4	You have to neglect other tasks because you have too much to do.	1	2	3	4	5



5. The following statements concern the support you receive from your co-workers.		Never	Rarely	Sometimes	Often	Very Often or Always
5.1	You can rely on your co-workers to assist you with a work problem.	1	2	3	4	5
5.2	If the work gets too much for you, your co-workers will help you.	1	2	3	4	5
5.3	You get the help you need from your co-workers.	1	2	3	4	5
5.4	Your co-workers help you solve work problems.	1	2	3	4	5
5.5	Other people at work depend on you to do things that are difficult to do at the same time.	1	2	3	4	5
5.6	Other people at work depend on you to do things that are difficult to do.	1	2	3	4	5
5.7	Other people at work depend on you to do things that are difficult to do.	1	2	3	4	5
5.8	You receive too many requests from too many people.	1	2	3	4	5
5.9	You have trouble working with co-workers while you are working.	1	2	3	4	5



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7. The following statements concern your relationship with your supervisor.		Never	Rarely	Sometimes	Often	Very Often or Always
7.1	You feel that your supervisor values your contributions to this organisation.	1	2	3	4	5
7.2	Your supervisor encourages you to take on new challenges.					
7.3	Your supervisor provides you with the resources you need to do your job.					
8	The following job:					
8.1	...is a good fit for your skills and experience.					
8.2	You have to keep track of more than one person at a time.	1	2	3	4	5
8.3	You have to concentrate all the time to watch for things getting wrong.	1	2	3	4	5
8.4	There is your work hours is full of you or someone else violating a company policy.	1	2	3	4	5
8.5	There is your work hours is full of handling in an unsafe manner.	1	2	3	4	5
8.6	You know what is required for you to get work that you consider sufficient to 2 years.	1	2	3	4	5
8.7	You prefer the challenge presented by taking on new tasks.	1	2	3	4	5



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9. The following statements refer to the processes used to respond to task and relationship conflicts in your workgroup.		Never	Rarely	Sometimes	Often	Very Often or Always
9.1	Processes are applied consistently in your workgroup.	1	2	3	4	5
9.2	Processes are free from bias in your workgroup.	1	2	3	4	5



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11. The following statements concern how change is managed in your organisation.		Never	Rarely	Sometimes	Often	Very Often or Always
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11.1	You are consulted about proposed changes at work.	1	2	3	4	5
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11.2	When change is made, you are told about it.					5
11.3	You are told about changes before they are made.					5
11.4	You are told about changes after they are made.					5



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12. What is the organisational culture like in your work area?		Never	Sometimes	Often	Very Often or Always
12.1	Competitive	5	5	5	5
12.2	Encouraging and supportive	5	5	5	5
12.3	Relaxation and enjoyment	5	5	5	5
12.4	Relaxed and comfortable	5	5	5	5
12.5	High and demanding	5	5	5	5
12.6	Management's concern for the health and well-being of personnel	5	5	5	5



## WORK MOTIVES

13. How important are the following considerations in relation to your ideal job?		Unimportant	Not So Important	Rather Important	Very Important	Absolutely Necessary
13.1	To have a peaceful and orderly job.	1	2	3	4	5



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## WORKPLACE RELATIONSHIPS

14. The following statements concern relationships with members of your workgroup.		Never	Rarely	Sometimes	Often	Very Often or Always
14.1	You and members of your workgroup disagree about the work being done.	1	2	3	4	5
14.2	There are conflicts about ideas between you and members of your workgroup.	1	2	3	4	5
14.3	There is conflict between you and members of your workgroup.	1	2	3	4	5
14.4	There are conflicts about ideas between you and members of your workgroup.	1	2	3	4	5
14.5	There is conflict between you and members of your workgroup.	1	2	3	4	5
14.6	There is a conflict of personality between you and members of your workgroup.	1	2	3	4	5
14.7	There is tension among members in your workgroup.	1	2	3	4	5
14.8	There is emotional conflict among members in your workgroup.	1	2	3	4	5
15. Workplace bullying is repeated, unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.		Never	Rarely	Sometimes	Often	Very Often or Always
15.1	Have you been the subject of bullying in your workgroup?	1	2	3	4	5



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16. In the past 6 months, have you been subjected to any of the following behaviours at or associated with your work?		Never	Rarely	Sometimes	Often	Very Often or Always
16.1	Verbal abuse.	1	2	3	4	5
16.2	Threats of punishment for no reason.	1	2	3	4	5
16.3	Physical abuse.	1	2	3	4	5
16.4	Threats of physical abuse.	1	2	3	4	5
16.5	Sexual harassment.	1	2	3	4	5
16.6	Threats of sexual harassment.	1	2	3	4	5
16.7	Threats of sexual abuse.	1	2	3	4	5
16.8	Harassment through gestures, cartoons, stickers or emails.	1	2	3	4	5
16.9	Threats of gestures or emails, including cartoons.	1	2	3	4	5
16.10	Threats or violence.	1	2	3	4	5



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17. If you have been subjected to workplace bullying, or experienced one or more of the behaviours listed above, please select the source(s).

17.1	Not applicable (not bullied)	<input type="checkbox"/>
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18. In the past 12 months, have you...		Never	Rarely	Sometimes	Often	Very Often or Always
18.1	Witnessed workplace bullying or your workplace?	1	2	3	4	5
18.2	Witnessed any inappropriate or toxic work and culture are practised at your workplace?	1	2	3	4	5
18.3	Witnessed any inappropriate or toxic work and workplace environment are practised at your workplace?	1	2	3	4	5

How much more would you have been feeling isolated or unhappy about your workplace during the last 12 months?	None	_____	Some	_____
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GENERAL HEALTH AND WELLBEING

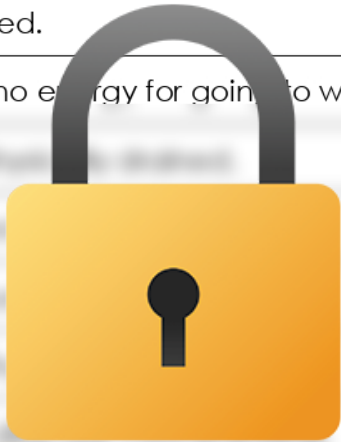
19. How often, over the past 4 weeks, have you had an ache, pain, or discomfort in your...		Never	Rarely	Sometimes	Often	Very Often or Always
19.1	Upper back?	1	2	3	4	5



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20. The following statements refer to how often you feel this way about your job.		Never	Rarely	Sometimes	Often	Very Often or Always
20.1	You feel tired.	1	2	3	4	5
20.2	You have no energy for going to work in the morning.	1	2	3	4	5
20.3	You feel stressed.	1	2	3	4	5
20.4	You feel nervous.	1	2	3	4	5
20.5	You feel anxious.	1	2	3	4	5
20.6	You feel angry.	1	2	3	4	5
20.7	You have difficulty concentrating.	1	2	3	4	5
20.8	You feel like you are not thinking clearly.	1	2	3	4	5
20.9	You feel like you are not functioning at your best.	1	2	3	4	5
20.10	You have difficulty thinking about complex things.	1	2	3	4	5
20.11	You feel like you are unable to be sensitive to the needs of our customer service customers.	1	2	3	4	5
20.12	You feel like you are not capable of handling complaints in a courteous and/or customer.	1	2	3	4	5
20.13	You feel like you are not capable of being respectful to our customer service customers.	1	2	3	4	5



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21. Please select the answer that best describes your sleep patterns over the past four weeks.		No, not in the past 4 weeks	Yes, less than once a week	Yes, 1 or 2 times a week	Yes, 3 or 4 times a week	Yes, 5 or more times a week
21.1	You have trouble falling asleep.	1	2	3	4	5
21.2	You wake up several times a night.	1	2	3	4	5
21.3	You wake up several times a night.	1	2	3	4	5
21.4	You have trouble staying asleep.	1	2	3	4	5
22. Do you have trouble sleeping?		Strongly Disagree				
22.1	I have trouble sleeping.	1	2	3	4	5
22.2	I have trouble staying asleep.	1	2	3	4	5
22.3	I have trouble falling asleep.	1	2	3	4	5
22.4	I have trouble waking up.	1	2	3	4	5
23. The following statements refer to how you feel about your job.		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
23.1	You enjoy your job.	1	2	3	4	5
23.2	You are satisfied with your job.	1	2	3	4	5
23.3	You are very happy with your job.	1	2	3	4	5



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If you would like to, you can please provide a brief summary of what is suggested on how your work or your workplace could be improved?




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Thanks for t

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