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ONLINE EMPLOYEE OPINION SURVEY

Topic and Question Breakdown

Included in the Online Employee Opinion Survey features is the ability for your company to customize your survey to include any of the 12 dimensions (topics). Use the following topic and question breakdown to assist your selection of dimensions you would like included in your online survey questionnaire.

Topic Statements:

The questions or statements associated with the dimensions cannot be modified as they are designed to specifically measure the dimension; changing them will negate the validity of the dimension. For each statement, there are only six possible options: *Strongly Agree, Agree, Neither Agree nor Disagree (Neutral), Disagree, Strongly Disagree, and N/A*. Employees must respond to each statement by selecting one of these options in order to proceed to the next statements.

Dimensions, Online Employee Opinion Survey:

- | | |
|---|---|
| I. Engagement | VII. Compensation and Benefits |
| II. Management Effectiveness | VIII. Quality and Productivity |
| III. Working Conditions | IX. Policies and Practices |
| IV. Supervisory Effectiveness – Management Skills | X. Employee Development and Recognition |
| V. Supervisory Effectiveness – People Skills | XI. Quality of Work Life |
| VI. Communication | XII. Reaction to the Survey |

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I. ENGAGEMENT

The items in the Employee Opinion Survey on Employee Engagement cover elements that determine employee's overall engagement in their jobs and the organization: perceived value of the work, future career growth, optimism about the future, work-life balance, and interactions with management. These measurements suggest employees' commitment—their willingness to stay with the organization and to give full effort to the goals of the organization and the tasks of the individual job.

Question Text
Considering everything, I am satisfied working for this organization at the present time.
I am doing something I consider satisfying and worthwhile in my job.
My job is challenging and interesting.
I am proud to be part of this organization.
I am committed to seeing this organization succeed.
I see myself working for this organization three years from now.
I am confident we can face the business challenges of the future.
I am treated with dignity and respect.
I have the freedom I need to do my job.
I am involved with decisions that affect my work.
The work I do is very important to the success of my organization.
I am expected to produce significant but reasonable results.
I am satisfied with my opportunity for growth and development.
I believe my career aspirations can be achieved at this organization.
I am satisfied with the level of balance between my work and personal life.
I have the flexibility to arrange my work so that I can meet my business objectives and balance my family and personal needs.

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II. MANAGEMENT EFFECTIVENESS

Employees know management primarily by its reputation for integrity, fairness, sound personnel policies and - very importantly - a willingness to really listen. In general, employees want to respect management. The loss of this respect always has a serious effect on the attitudes toward working for the organization. Most unfortunately, it also creates insecurity among employees and causes them to exaggerate existing problems.

Question Text
Management effectively responds to employee needs.
Management is doing what it takes to make our organization successful.
Management does consider employee interests when making decisions.
Management follows through with decisions.
Management is open to new ideas and ways of doing things.
Management is fair and honest.

III. WORKING CONDITIONS

Employee judgments of working conditions and of management's interest in physical comfort, efficiency, safety and adequacy of equipment are probed. Employees usually respond with directness to the problem of working conditions. Sometimes employees regard poor working conditions as evidence of management's lack of concern for them as individuals.

Question Text
My work area is well designed for my job.
Safety is important here.
If I bring up a safety issue, I know it will be addressed.
This organization provides a clean environment in which to work.
For my kind of job, the physical working conditions are acceptable.

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IV. SUPERVISORY EFFECTIVENESS – MANAGEMENT SKILLS

Employees' perceptions of their supervisor's ability to provide resources, guidance, direction, training, and above all, leadership are appraised here. How well the supervisor knows his or her job, including the ability to train employees, make decisions, organize work, issue instructions and see that employees have the facilities and equipment to do the job is reflected.

Question Text
My supervisor supports the goals and objectives of the organization.
My supervisor works well with other supervisors.
My supervisor manages our department effectively.
My supervisor has the knowledge required to do the job.
My supervisor does follow up on my questions and suggestions.

V. SUPERVISORY EFFECTIVENESS – PEOPLE SKILLS

In this component employees evaluate how their supervisors interact with them on a person-to-person basis. Fairness, consistency, follow-up and positive feedback are some of the issues examined. Employees react favorably to a supervisor's effectiveness, fairness, consistency, communications, training skill, respect, recognition, friendliness, firmness and organization.

Question Text
My supervisor gives me enough freedom to do my work.
My supervisor provides me with feedback that helps me do my job.
My supervisor has good people skills.
My supervisor treats me with respect.
My supervisor lets me know what is expected of me.
My supervisor treats me fairly.
My supervisor gives me credit and praise for the work I do.
My supervisor is available when I need him/her.
My supervisor deals effectively with poor performance.

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VI. COMMUNICATION

Employees' freedom to express their ideas and feelings and the opportunity they have to learn about organization plans and what, in general, is going on in the organization are measures of effective communication. In addition, there are usually negative reactions to management communication when there is lack of confidence in management.

Question Text
I feel comfortable expressing my opinions.
Management keeps us informed about new plans and developments.
I learn more from official communication than I do through other employees.
I am rarely confused by conflicting instructions.
I understand how my job contributes to the success of the organization.
I am informed about changes in a timely manner.
I am kept informed about the performance of the business.
This organization communicates well with employees.

VII. COMPENSATION AND BENEFITS

The equity of pay, both internal and external to the organization, is covered in this component. Employees are also asked about their satisfaction with employee benefits, how well they are understood and how they compare to benefits offered by other firms.

Question Text
Compared with other organizations in this area, pay here is good.
Compared with other organizations in this area, our benefits package is good.
I understand how my pay is determined.
Our health benefits are good.
I understand this organization's benefits program.
Our paid time-off benefits (holidays, vacations, etc.) are good.
I am paid fairly compared to other people in this organization.
Our retirement plan(s) are good.
In this organization, better performers receive better pay.

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VIII. QUALITY AND PRODUCTIVITY

Here employees appraise the general efficiency in operations. This includes the effectiveness of management. Employees rate the efficiency of the organization's internal systems and management's efforts to improve them. Also addressed are the organization's efforts to improve the quality of its products and/or service.

Question Text
I am provided with what I need to do my job effectively.
I understand the level of quality expected of me.
This organization is working hard to improve productivity and quality.
Quality is important to my supervisor.
This organization operates smoothly and efficiently.
This organization is making the changes necessary to compete effectively.
Our organization provides good service to our customers.
In this organization, people can't get away with poor performance.

IX. POLICIES AND PRACTICES

The reasonableness and the consistent enforcement of company policies are evaluated here. Also addressed is the organization's sensitivity to employee matters.

Question Text
This organization has reasonable policies.
Sensitive matters are treated confidentially.
This organization does not tolerate any type of harassment or discrimination.
I understand this organization's policies and practices.
Policies and guidelines are applied fairly.

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X. EMPLOYEE DEVELOPMENT AND RECOGNITION

Here employees assess their contentment in terms of advancement, promotions and learning opportunities, changes that are made within the organization, and they consider their worth to the organization as measured by management's recognition of their contributions to the organization.

Question Text
This organization makes me feel that my contribution is important.
This organization provides employees with opportunities to develop their skills.
I am properly trained for my job.
Promotions generally are given to the people who deserve them.
My performance is discussed to help me improve.
There are opportunities for advancement in this organization.

XI. QUALITY OF WORK LIFE

This component deals with overall satisfaction toward the organization. Employees are asked for their opinions on their work schedule and workload, if they are proud of the company, and if there is someone to go to with problems. How their job makes use of their skills and abilities and other job-related issues are addressed here as well.

Question Text
My work schedule is satisfactory.
There is someone here I feel comfortable going to with questions or problems.
The people in my department do work well together.
Departments in this organization work well together.
I am interested in the future of this organization.
An adequate amount of work is expected from me.
My job makes good use of my knowledge, skills and abilities.
I have input into matters that affect my job.
Taking everything into consideration, this is a good place to work.

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XII. REACTION TO THIS SURVEY

Here employees indicate their attitude toward the survey as a means of communication. Clearly shown is their belief in the organization's willingness to make changes based on the issues they have raised.

Question Text
I think management will use the results of this survey to improve our organization.
This survey is a good way to let management know what I think.