

EMPLOYEE SATISFACTION SURVEY PROJECTS:

1. Develop Survey Objectives –

- ❑ Why is this being undertaken? Do you have management's full support needed for the survey initiatives?
- ❑ What will be measured by the survey?
- ❑ Who will be involved?
- ❑ How do you want to see the results? ...what slices of data do you want to see? ...how will the results be used?
- ❑ When do you want to start the survey? ... do you want to have it completed?

2. Plausible Survey Objectives:

- ❑ Obtain from the Company employees their views of the organization, people they work with, their job.
- ❑ Use questions to specifically measure the effectiveness of the Company in major categories:
 - ✓ Communication
 - ✓ Work Environment
 - ✓ Management & Leadership
 - ✓ Job Security
 - ✓ Training and Development
 - ✓ Advancement
 - ✓ Total Compensation
 - ✓ Total Benefits
- ❑ Determine levels of satisfaction experienced relative to the above categories.
- ❑ Determine levels of satisfaction with total compensation (including Benefits) and perceived opportunities for advancement.
- ❑ Include questions specifically related to support areas quality of required service to respective internal clients.
- ❑ Determine if all segments of the Company's employees view these issues the same way – in other words, do hierarchical /functional differences exist?
- ❑ Narrative comments will be solicited to allow respondents to express, in their own words, examples of strengths and weaknesses of THE ORGANIZATION and their suggestions for improvement.

3. Administering The Survey:

- ❑ All members of the Organization should be invited to participate.
- ❑ Code numbers will be used so that functional team, hierarchal level, geographical location, and major projects assigned (as appropriate), data can be segregated.
- ❑ Data from the teams will be considered privileged and confidential, provided only to the team leader, and then only when the anonymity of the participating employee can be protected, for use in feedback sessions.
- ❑ All feedback sessions will be expected to generate action plans for improvement within the control of the team.
- ❑ Survey administration will involve use of the Company's Intranet (if there is one) and will be available 24-7, on line.
- ❑ In order to protect each participant's anonymity, no questions will be summarized if there were 3 or fewer replies. Additionally, all the data will be tabulated and processed by Perry Resources, Inc.

4. Creating the Survey Questionnaire:

□ Sections of The Survey by Types of Questions:

- ✓ Extent Scale – “To what extent ...”
 1. To a very little extent
 2. To a little extent
 3. To some extent
 4. To a great extent
 5. To a very great extent
- ✓ Agree/Disagree Scale –
 1. Strongly Disagree
 2. Disagree
 3. Undecided
 4. Agree
 5. Strongly Agree
- ✓ Multiple Choice Questions to Acquire Demographic Data –

Age, Length of Service, etc can be obtained through the use of a multiple choice question by having the respondent actually select placement in an appropriate range of numbers.
- ✓ “Additional Comments” Section –

The use of this section allows respondents to provide you with descriptive, open-ended information related to the areas measured by the survey.
- ✓ ***Most important of all, the questions selected and the types of questions utilized, should be carefully related to the predetermined survey objectives.***

□ Several guidelines to follow when creating your survey questionnaire:

- ✓ Keep your questionnaire focused and a manageable length. Do not include questions that would generate information that would “be nice to know” or information that you do not need to meet your survey’s objectives.
- ✓ Use as few different scales as possible to gather the information you need.
- ✓ Avoid questions that appear to have a positive or negative bias.
- ✓ Lay out the survey in a user-friendly manner with a lot of “white” and minimum crowding.
- ✓ Do not ask trick questions, or questions which may be perceived to have a right or wrong answer.
- ✓ Make sure that the survey instructions are clearly written.
- ✓ Pre-test the survey to ensure that the instructions and questions will be clearly understood by survey participants.
- ✓ Have each question focus on the one discrete variable you want to measure.
- ✓ Avoid asking questions about a subject if the participants have no information or experience on which to formulate an accurate response.

- ✓ Demographic questions should be used with great care and as sparingly as possible. (Experience has shown that there is a direct co-relation between the number of demographic questions pursued and the degree to which the respondents respond candidly.)

5. Analyze and Final Report of Survey Results:

- Managers and Supervisors will be instructed how to share the results with their teams and then facilitate an action plan (along with their final report) tailored to the needs of their team to re-enforce what is right and correct what needs to be address during the next year.
- The same survey will be utilized each year from now on to measure the effectiveness of our plan.

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