

ES³ Online

Employee Satisfaction Survey Setup Questionnaire

Instructions

The HR/IR Employee Satisfaction Survey is comprised of 17 core questions (16 force response and one free text), plus 31 additional supplemental questions that focus on Hospitality issues. To setup the survey for your organization, please complete the Organization Profile by entering the missing information into the blue boxes below.

Organization Profile

Industry	Hospitality Restaurant / Hotel / Motel
NACIS code (if known)	
Organization Name	
Contact Name, email and phone number	
Street Address	
City	
Province	ON
Postal Code	
Country	Canada
Logo in .jpg format is required (please email to Jane or provide url with it's location)	
# employees to survey	
Departments, if any (if the department location is different from the organization address, please indicate)	
Survey open dates (suggest your preferred dates from / till)	June XX to June YY
Unionized? (yes or no)	
Names and email addresses of those who can view survey results	

QUESTIONS

Use?

CORE 17 - Mandatory Statements

1. I feel my pay is fair.	x
2. I have the tools and equipment I need to do my job.	x
3. Considering everything, I am satisfied working for this organization at the present time.	x
4. I feel that the work I do directly impacts the success of my organization.	x
5. I have sufficient freedom to determine how I carry out my job responsibilities.	x
6. I understand my organization's goals and objectives.	x
7. My organization is making the changes to be successful.	x
8. My direct supervisor in this organization behaves in an ethical manner.	x
9. I understand how my work contributes to the organization.	x
10. In the last month my direct supervisor has encouraged me to be innovative and creative.	x
11. I care a great deal about the quality of my work.	x
12. I feel as an organization we listen to the needs of our customers.	x
13. In the last month I have been recognized for my efforts at work by my direct supervisor.	x
14. I feel my organization values me.	x
15. I am willing to put in as much effort as necessary to get my job done.	x
16. The organization where it can, strives to create opportunity for work life and home life balance.	x
17. Please take this opportunity to elaborate on any of your above indicated responses and raise any other concerns you may have.	x

Customized Supplemental Survey Statements**Compensation, Benefit & Resources**

3. I receive appropriate recognition for my contributions.	X
18. The current pay system has a positive effect on employee productivity.	X

Employee Commitment & Job Satisfaction

21. We do a good job retaining team members.	X
22. Overall, I am satisfied with my position here.	X
23. I feel employees are recognized as individuals	X
27. Work assignments are distributed fairly.	X
34. I do not feel frequent stress in my job.	X

Organization Values & Communications

35. This organization's policies and procedures make sense to me.	X
36. Individual differences are respected here (e.g. gender, race, age, etc.)	X
45. There are opportunities available to me to express my ideas to upper management.	X
53. I have never felt pressure from my co-workers to violate standards or behave in an unethical manner.	X
54. If I observe unethical behaviour I know how and where to report it.	X
56. I have never experienced any form of discrimination in this organization.	X
57. My organization values honesty and integrity.	X

Organization Values & Communications

61. I solve customers' problems.	X
62. My work group listens attentively to identify and understand customer concerns.	X
63. Overall I am satisfied with the quality of the customer service provided by my work group.	X
64. Customer needs are the top priority at my organization.	X
67. This organization has a good understanding of what constitutes a positive customer experience.	X

Work Relationships

75. Overall, I am satisfied with the spirit of teamwork within this organization.	X
76. Senior management gives team members a clear picture of the direction this organization is headed.	X
79. Overall I am satisfied with the job being done by my immediate supervisor.	X
81. I receive coaching and training from my immediate supervisor.	X
82. I feel my job performance is fairly evaluated.	X
86. My supervisor has reasonable expectations of my work.	X
88. There is strong spirit of teamwork and cooperation among employees.	X
89. Employee performance evaluations are fair and appropriate.	X
90. Policies and procedures are applied consistently in my department.	X
94. Management and non-management employees work well together.	X
95. I respect my supervisor.	X