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Questions to use for a Team Member Survey

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Questions to use for a Team Member Survey

A team member survey is an important 'workplace culture' health check that needs careful consideration. It is an opportunity for yourself and your team members to understand the existing workplace culture. Doing the survey is one of the healthiest activities you can do, but do not undertake one if you feel you cannot guarantee an appropriate follow-through which could be a considerable amount of work.

The survey measures 'staff satisfaction' and 'staff attitudes' towards management and the workplace. Respondents need to be allowed the option to be anonymous. Think carefully about what you ask, if there is a matter you do not want to engage in, don't ask questions about it. Be advised that asking questions then failing to act on the responses is nothing short of disastrous.

Survey questions

It is strongly recommended that you use a third-party survey provider like 'Survey Monkey' to create, conduct, collate and present the results of the survey or you can do some of this work using 'Google Forms' which is free.

1. Survey steps.

1. Create the survey.
2. Conduct the survey.
3. Collate the results.
4. Determine what actions will be taken.
5. Chart and present the results.
6. Deliver on promises and monitor progress.
7. Provide monthly progress updates.

2. Reviewing the survey results.

1. Break down the results into Tasks and produce a Project Schedule.
2. Appoint a Survey project manager to manage the plan.
3. Determine what the top three issues are and prioritise their resolution.
4. Work out what needs to be done to address the remaining issues?
5. How will you manage the issues?
6. What actions are required to improve morale?
7. Do team members have the tools and knowledge they need to do their jobs?
8. Consider Emailing the survey results staff for management transparency.
9. Consider surveying the staff AFTER the team member survey.
10. Issue a monthly update on managements progress addressing the issues.

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3. Staff survey instructions and statements.

Listed below, are some statements that could be used to describe your workplace. Please read each statement carefully and indicate the extent to which you 'agree' or disagree' that the statement applies at the present time by marking the appropriate response

		Strongly Disagree			Strongly Agree	
1	There is an effective flow of information in all directions (upward, downward, and sideways)	1	2	3	4	5
2	I often receive critical information too late	1	2	3	4	5
3	There are forums in this workplace where I can express my views and opinions	1	2	3	4	5
4	Our organization keeps us informed about current developments	1	2	3	4	5
5	There is good communication between departments within this organization	1	2	3	4	5
6	Changes in my work are well communicated to me	1	2	3	4	5
7	There is a team vision that the whole organization is working towards	1	2	3	4	5
8	The goals of the organization are easy to understand and well communicated	1	2	3	4	5
9	I receive feedback on my performance in a timely and appropriate manner	1	2	3	4	5
10	I believe that I am rewarded fairly for the work I do	1	2	3	4	5
11	Our organization has an effective performance appraisal system in place	1	2	3	4	5

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12	I have access to all required resources necessary to complete projects	1	2	3	4	5
13	I am clear of what my role is within this organization	1	2	3	4	5
14	Management sends a clear message that quality is important in this organization.	1	2	3	4	5
15	There are good linkages between departments, that allows the smooth coordination of activities	1	2	3	4	5
16	In my opinion, there is too much duplication of effort within this department	1	2	3	4	5
17	I am satisfied with the hours that I am currently working	1	2	3	4	5
18	I do not think that management will act on the information identified through this survey	1	2	3	4	5
19	My manager has a clear vision of where the team is going	1	2	3	4	5
20	People are treated with respect in this organization regardless of their level	1	2	3	4	5
21	My manager must tolerate substandard performance, to meet goals, budgets and quotas	1	2	3	4	5
22	I can approach my manager to discuss concerns and grievances	1	2	3	4	5
23	Management does not really know what problems staff are experiencing in their working lives	1	2	3	4	5
24	If I am dissatisfied with my manager's decisions on an issue, I feel free to go to someone higher in authority	1	2	3	4	5

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25	It is difficult for me to gain access to the training that I need or want	1	2	3	4	5
26	When job or work processes change, there is appropriate training available	1	2	3	4	5
27	At times, I am anxious over the security of my job at this organization	1	2	3	4	5
29	I think that this company offers me long-term career opportunities	1	2	3	4	5
30	There is a clear career path within this organization	1	2	3	4	5
31	All available job opportunities within this organization are adequately advertised.	1	2	3	4	5
32	This organization allows me to adequately balance my work and family life	1	2	3	4	5
33	I enjoy working in a team environment	1	2	3	4	5
34	There is good cooperation between my team and other teams within the organization	1	2	3	4	5
35	My team needs to focus on fewer activities	1	2	3	4	5
36	We need to meet more often as a team	1	2	3	4	5
37	There is little planning in my team	1	2	3	4	5
38	All team members take equal responsibility	1	2	3	4	5
39	Those who are permanent staff are more committed to team performance than contractual employees.	1	2	3	4	5
40	My contribution at work is valued	1	2	3	4	5
41	My dissatisfaction with this job has led me to consider quitting	1	2	3	4	5

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42	The morale amongst staff in this organization is low	1	2	3	4	5
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