

Employee Satisfaction Survey

CONTEXT

The challenge this survey aims to address are areas contributing to weak employee satisfaction, morale, performance and retention. This challenge may occur in the workplace, especially where staff do not receive supportive supervision, do not feel challenged to grow, lack resources to do their jobs well, do not have clear roles and responsibilities or regular performance reviews.

	Disagree	1	2	3	4	5	Agree
1. My salary is fair compared to other staff with the same level of responsibility		1	2	3	4	5	
2. My benefits are fair compared to other staff at my level.							
3. My job description is accurate and up to date		1	2	3	4	5	
4. My supervisor and I have agreed on the priorities of my job		1	2	3	4	5	
5. I get clear feedback from my supervisor about how well I am performing in my job		1	2	3	4	5	
6. My annual performance appraisal is based on the priorities in my workplan		1	2	3	4	5	
7. My supervisor seeks my input when faced with a challenge or problem		1	2	3	4	5	
8. The organization acknowledges and values my work		1	2	3	4	5	
9. The organization provides me with the essential coaching and training to do my job.		1	2	3	4	5	
10. The organization works (as much as possible) to provide me with opportunities for career growth.		1	2	3	4	5	

APPROACH

This survey helps to identify bottlenecks in staff satisfaction and so contributes to assessing and strengthening the HR building blocks of a health system. It establishes a baseline on employee satisfaction and is intended to be used 1 year later to measure the impact of management improvements.

The survey is delivered as part of a larger program (i.e. LDP) as a tool to assess employee satisfaction. It can be delivered in person or virtually. The target audience is participants of a larger program. The facilitator needs to put this survey in the larger context and how it fits within the objectives of the program.

The deliverables will be completed participant surveys. The findings provide insight into what is contributing to employee dissatisfaction.

The Employee Satisfaction Survey helps managers of NGOs, private sector organizations or public institutions to:

- assess which levels of competence (stages of development) the organization has reached in managing its finances
- identify changes that can be made to address staff satisfaction
- incorporate findings into action plans for workshops (such as LDP) they may be involved in
- measure the impact of management improvements

For More Information

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