

# Staff Satisfaction Survey Example Questions

---

*Version September 2016*

**Monitoring staff satisfaction and turnover is a key part of your commitment to treating your employees responsibly.**

As a social business, you need to know if your staff are on board with your mission, and whether they feel supported and empowered to achieve it. Tap into their insights by updating your existing annual staff satisfaction survey, in line with the [Universal Standards for SPM](#). You'll find tables below of questions (grouped by Dimension of the Universal Standards) that you can adapt as needed.

## General questions

Question	Type
What was your initial motivation for working for [this organization]?	Either free response or multiple choice
What is your motivation for continuing to work for [this organization]?	Either free response or multiple choice
My work gives me a feeling of personal accomplishment.	Degree of agreement (Strongly agree....)

## Dimension 1: Define and Monitor Social Goals

Question	Type
I believe in [this organization]'s mission and vision.	Degree of agreement
[The organization] clearly communicates its goals and strategy to me.	Degree of agreement
[This organization] makes a difference in the lives of clients.	Degree of agreement
My job makes a difference in the lives of our clients.	Degree of agreement
I know how well my clients are doing.	Frequency (Always....)
[The organization] puts clients first.	Degree of agreement

## Dimension 2: Ensure Board, Management, and Employee Commitment to Social Goals

Question	Type
I am strongly committed to helping [the organization] achieve its goals.	Degree of agreement
My manager clearly demonstrates a commitment to quality.	Degree of agreement
My manager's manager clearly demonstrates a commitment to quality.	Degree of agreement
In my job I have clearly defined quality goals.	Degree of agreement
I am rewarded for the quality of my work.	Degree of agreement

## Dimension 3: Design Products, Services, and Delivery Channels That Meet Clients' Needs and Preferences

Question	Type
I am encouraged to come up with new and better ways of doing things.	Frequency
Management looks to me for suggestions about how to improve our work.	Frequency
My top priority is supporting and protecting clients.	Degree of agreement
[The organization]'s top priority is helping clients improve their lives.	Degree of agreement
I am satisfied that I reach all the clients who need our help.	Degree of satisfaction (Strongly satisfied...)

## Dimension 4: Treat Clients Responsibly

Question	Type
[The organization] has high ethical standards.	Degree of agreement
I am held to high ethical standards in my work.	Frequency
I have a good relationship with my clients.	Degree of agreement
When a client is dissatisfied, I can resolve the problem.	Frequency
[The organization] supports me to communicate effectively with clients.	Degree of agreement

## Dimension 5: Treat Staff Responsibly

Question	Type
I have access to the tools, resources, and training I need to do my job well.	Degree of agreement
I am satisfied with the professional development opportunities available to me.	Degree of agreement
Supervisors encourage me to be my best.	Degree of agreement
I am valued by my supervisor.	Degree of agreement
My superiors act on my concerns and grievances.	Frequency
My superiors listen to my ideas about how to improve the work we do.	Frequency
My job makes good use of my skills and abilities.	Frequency
[The organization] values diversity in its employees (age, race, gender, etc.).	Degree of agreement
I know my rights as an employee of [the organization].	Degree of agreement
I do not experience discrimination as an employee.	Degree of agreement
I know my responsibilities as an employee of [the organization].	Degree of agreement
My workload is manageable.	Degree of agreement
How satisfied are you with the information management provides you about issues that affect your work?	Degree of satisfaction
How satisfied are you with your involvement in decisions that affect your work?	Degree of satisfaction
How satisfied are you with the information you receive from management about what's going on in [organization name] as a whole?	Degree of satisfaction
Considering everything, how satisfied are you with your job?	Degree of satisfaction

## Dimension 6: Balance Financial and Social Goals

Question	Type
Staff at [this organization] receive fair wages for the work they do.	Degree of agreement