

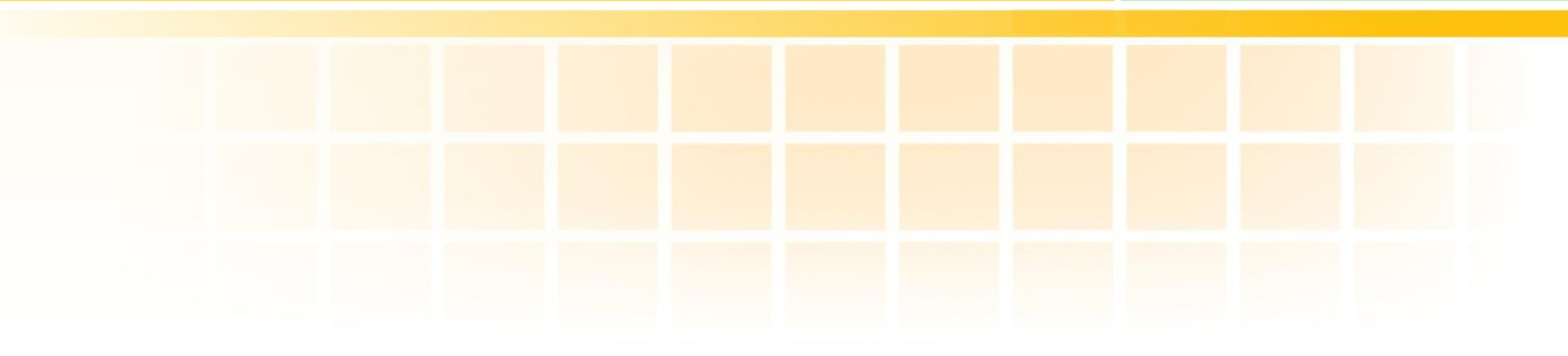


economic development
& tourism

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA



Employee Satisfaction Survey Questionnaire



1. INTRODUCTION

This employee's survey can play a big part in understanding the impact of existing policies and identify areas for improvement.

Employee satisfaction surveys provide management with the knowledge and tools to build positive employee relations and a positive work environment as well as to create a happier workplace. Employees' attitude, burnout tendencies, passion factors, loyalty, workplace climate and competitive intelligence are key indicators for employee retention, satisfaction, and productivity.

Effective businesses focus on creating and reinforcing employee satisfaction to get the most out of their human capital. Employee satisfaction surveys provide the insights that are foundational to creating and reinforcing pleasurable work environments.

The following employee satisfaction survey questionnaire should be completed by each employee so as to start measuring employee satisfaction properly.

2. PURPOSE

The purpose of this survey is to obtain information about employees' views and opinions on the DEDT as a work environment. The survey results should serve to promote working conditions and the work environment in general.

- ***Please read carefully every question before answering. You should express your opinions only, without discussing with fellow co-workers. This is very important because the purpose of the survey is to obtain a true image of your views and opinions on certain issues. It is also recommended that all questions be answered.***
- ***Your participation in the survey is voluntary and anonymous. Please put your completed questionnaire into the specially marked boxes at Head Office / in the Regional Offices of the Department.***

Before attempting to answer the questions, we would like to know your:

Region	
Work Station	
Salary Level	
Gender	
Age	
Years in Service	

3. Employee Job Satisfaction

Please take a few minutes to tell us about your job and how the department assists you.

Tick or make a cross in the appropriate box

	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
I feel encouraged to come up with new and better ways of doing things.					
My work gives me a feeling of personal accomplishment.					
I have the tools and resources to do my job well.					
On my job, I have clearly defined quality goals.					
DEDT does an excellent job of keeping employees informed about matters affecting us.					
When a customer is dissatisfied, I can usually correct the problem to his or her satisfaction.					
I understand why it is so important for DEDT to value					



diversity (to recognize and respect the value of differences in race, gender, age, etc.)					
My job makes good use of my skills and abilities.					
My supervisor/ manager visibly demonstrate a commitment to quality.					
Senior Managers visibly demonstrate a commitment to quality.					
How satisfied are you with the information you receive from management on what is going on in your division/Directorate/Programme?					
How satisfied are you with your involvement in decisions that affect your work?					
Considering everything, how satisfied are you with your job?					
How satisfied are you with the information you receive from management on what's going on in DEDT?					
How satisfied are you with your opportunity to get a better job in this Department?					

What suggestions do you have for the improvement in DEDT?

What 2-3 things do we need to work on to improve (DEDT)’s performance?

What other issues not included in this survey need to be addressed in this department?

4. Employee Job Satisfaction—Job Passion and Self-Evaluation.

We would like to ask you about the kinds of positive experiences you have in your department.

	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
I experience personal growth such as updating skills and learning different jobs					



Management looks to me for suggestions and leadership					
Supervisors encourage me to be my best					
I am rewarded for the quality of my efforts					
I am valued by my supervisor					
DEDT has a positive image to my friends and family.					
My job makes a difference in the lives of others.					
I solve customers' problems					
Overall, I am satisfied with my job.					

Next, we are interested in how you believe you perform on the job.

When answering these questions, please compare yourself with an average employee in your position and rate your own productivity and quality of your work.

	Upper 5%	Upper 10%	Upper 20%	Upper 30%	Middle 50%	Lower 30%	Bottom 20%
Productive time spent working on the tasks assigned to me.							
Meeting target quotas and goals							
Overall productivity in getting the job done							
Going beyond what is expected of me to make customers happy							
I respond quickly and							



courteously to fulfill customers' needs							
The overall quality of service that I provide							

What is it that helps you to be productive and provide quality service?

What would help you to be more productive and provide higher quality service?

How can you describe the morale or spirit of your fellow employees in general?

What can the Department do to improve employee morale?

5. Employee Retention

Mark with a tick (✓)

Which of the following best describes the Division you work in?

- Customer Service
- Finance/Accounting
- MIS
- Communication
- Corporate Marketing
- Human Resources

Which of the following best describes your position here?

- Clerical
- Business Advisor
- Managerial
- Accounting
- Project Management
- Other

How long have you worked for DEDT

- Less than 6 months
- 6 months – 1 year
- 1-3 years
- 3-5 years
- More than 5 years

Overall, how satisfied are you with your position in this department?

- Very Dissatisfied
- Dissatisfied

- Neutral
- Satisfied
- Very Satisfied

Do you feel that employees are recognized as individuals?

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

How motivated are you to see DEDT succeed?

- Very motivated
- Somewhat motivated
- Not very motivated
- Not at all motivated
- Not sure

In thinking about the variety of tasks your position requires, would you say that there are too many, enough, or not enough?

- Too many
- Enough
- Not enough

How flexible is DEDT with respect to your family responsibilities?

- Very inflexible
- somewhat inflexible
- Neither
- Somewhat flexible
- Very flexible

Do you take part in your Department's flextime program?

- Yes
- No

Would you advise a friend to apply for a job at this department?

- Definitely
- Probably
- Not sure
- Probably not
- Definitely not

Have you ever observed or experienced any of the following forms of discrimination or harassment in this department?

- Racial discrimination
- Sexual harassment
- Gender discrimination
- Sexual orientation discrimination
- None Observed

Please indicate your level of agreement with each of the following statements.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
DEDT clearly communicates its goals and strategies to me.					
I receive adequate opportunity to interact with other employees on a formal level.					
I have a clear path for career advancement.					
My job requirements are clear.					
My supervisor values my ideas.					

My working conditions motivate me to work hard / or even harder.					
I receive quality feedback from my supervisor or manager on my work performance.					
I am aware of the procedures in this Department for handling employee grievances.					
My Department takes a short period of time in resolving grievances.					
I am satisfied with opportunities for advancement in this Department.					
I understand how my work relates to the overall departmental strategic objectives/goals.					

6. Supervisor Performance

Mark with a tick (√)

6.1 How approachable is your supervisor?

- Extremely approachable
- Very approachable
- Moderately approachable
- Slightly approachable
- Not at all approachable

6.2. How available to employees is your supervisor?

- Extremely available
- Very available
- Moderately available
- Slightly available
- Not at all available

6. 3. How often does your supervisor give you feedback about your work?

- Extremely often
- Very often
- Moderately often
- Slightly often
- Not at all often

6. 4. How improved is your performance after getting feedback from your supervisor about your work?

- Extremely improved
- Very improved
- Moderately improved
- Slightly improved
- Not at all improved

6. 5. How effective is the training you receive from your supervisor?

- Extremely effective
- Very effective
- Moderately effective
- Slightly effective
- Not at all effective

6. 6. How consistently does your supervisor reward employees for good work?

- Extremely consistently
- Very consistently
- Moderately consistently
- Slightly consistently
- Not at all consistently

6. 7. How consistently does your supervisor punish employees for bad work?

- Extremely consistently
- Very consistently
- Moderately consistently
- Slightly consistently
- Not at all consistently

6. 8. How reasonable are the decisions made by your supervisor?

- Extremely reasonable
- Very reasonable
- Moderately reasonable
- Slightly reasonable
- Not at all reasonable

6. 9. Does your supervisor take too much time to make decisions, too little time, or about the right amount of time?

- Much too much
- Somewhat too much
- Slightly too much
- About the right amount
- Slightly too little
- Somewhat too little
- Much too little

6. 10. How often does your supervisor listen to employees' opinions when making decisions?

- Extremely often
- Very often
- Moderately often
- Slightly often
- Not at all often

6. 11. How easy is it for employees to disagree with the decisions made by your supervisor?

- Extremely easy
- Moderately easy
- Very easy
- Slightly easy
- Not at all easy

6. 12. How realistic are the expectations of your supervisor?

- Extremely realistic

- Very realistic
- Moderately realistic
- Slightly realistic
- Not at all realistic

6. 13. How well does your supervisor respond to employees' mistakes?

- Extremely well
- Very well
- Moderately well
- Slightly well
- Not at all well

6. 14. How reliable is your supervisor?

- Extremely reliable
- Very reliable
- Moderately reliable
- Slightly reliable
- Not at all reliable

6. 15. How effectively does your supervisor use company resources?

- Extremely effectively
- Very effectively
- Moderately effectively
- Slightly effectively
- Not at all effectively

6. 16. Overall, are you satisfied with your supervisor?

- Extremely satisfied
- Very satisfied
- Moderately satisfied
- Neither satisfied nor dissatisfied
- Moderately dissatisfied
- Very dissatisfied
- Extremely dissatisfied



6.17 What does your supervisor need to do to improve his/her performance?

A large, empty rectangular box intended for the respondent to provide their answer to the question above.

END