

Satisfaction Questionnaire (For use on site)

Return your questionnaire in the envelope provided to _____ who will analyse the results.

Background

'Respect for People' is the umbrella term used in the construction industry for a major drive to improve the conditions and standards for the people in it. It is through better Respect demonstrated to you and the others in construction that the industry hopes to address the poor image that construction has and improve Recruitment and Retention.

Satisfaction is the most important single performance measure for 'people' issues available to the industry. Only by attending to the issues that affect the quality of the construction workforce's working life – of working conditions, reward, quality of the management and the training on offer – can a satisfied workforce exist.

You may also be asked to complete a questionnaire about the Working Environment (covering the physical environment that you work in). These questionnaires have been designed to be complementary and to take about 15 minutes each.

Instructions

1. Read the key. (0 is a low rating and 5 is high.)
2. Read each question and place a rating in the score box at the side. **If you wish**, add any comments in the box alongside the questions.
3. Ignore the Total Score and Average Score boxes.
4. Return the scorecard to the person administering the questionnaires. You will have been provided with separate instructions as to who this is and how you should return the completed form.

Key to the scoring system – circle a number in the score column

RATINGS		AGREE/DISAGREE		SATISFACTION		FREQUENCY	
5	Very good	5	Agree	5	Very satisfied	5	Weekly
4	Good	4		4	Satisfied	4	Monthly
3	Satisfactory	3		3	Neither satisfied nor dissatisfied	3	Once every few months
2	Poor	2		2	Dissatisfied	2	Once a year
1	Very poor	1		1	Totally dissatisfied	1	Never
0	Don't know	0	Disagree	0	Don't know	0	Don't know

A Satisfaction Ratings	Circle your Score	Comments
A1 I am satisfied with the respect I get from my supervisors/line managers.	<i>Satisfaction</i> 5 4 3 2 1 Don't know	
A2 I am satisfied with the amount of influence I have over my job.	<i>Satisfaction</i> 5 4 3 2 1 Don't know	
A3 I am satisfied with the amount of pay I receive.	<i>Satisfaction</i> 5 4 3 2 1 Don't know	
A4 I am satisfied with the sense of achievement I get from my work.	<i>Satisfaction</i> 5 4 3 2 1 Don't know	
<i>Total score for this section</i>		
<i>Average score for this section (divide total score by 4)</i>		

B Management	Circle your score	Comments
B1 I share many of the values of my organisation.	<i>Agree/Disagree</i> 5 4 3 2 1 0	
B2 Managers here are understanding about Workers having to meet family responsibilities.	<i>Agree/Disagree</i> 5 4 3 2 1 0	
B3 How do you rate managers here at keeping everyone up to date with proposed changes?	<i>Rating</i> 5 4 3 2 1 0	
B4 How often do you and your supervisor/manager discuss how you are getting on with your job?	<i>Frequency</i> 5 4 3 2 1 0	
B5 How often do you and your supervisor/manager discuss your chances of promotion?	<i>Frequency</i> 5 4 3 2 1 0	
B6 Are managers here good at providing everyone with the chance to comment on proposed changes?	<i>Rating</i> 5 4 3 2 1 0	
B7 How would you rate managers here at responding to your suggestions?	<i>Rating</i> 5 4 3 2 1 0	
B8 Are managers here good at dealing with work problems that you or others may have?	<i>Rating</i> 5 4 3 2 1 0	
B9 Are managers here good at treating workers fairly?	<i>Rating</i> 5 4 3 2 1 0	
B10 In general, how would you rate relations between managers and employers here?	<i>Rating</i> 5 4 3 2 1 0	
<i>Total score for this section</i>		
<i>Average score for this section (divide total score by 10)</i>		

C Reward	Circle your score	Comments
C1 I am paid regularly.	<i>Agree/Disagree</i> 5 4 3 2 1 0	
C2 How often do you and your supervisor/manager discuss your pay arrangements?	<i>Frequency</i> 5 4 3 2 1 0	
C3 I receive appropriate reward and recognition from my immediate manager for the work I do.	<i>Rating</i> 5 4 3 2 1 0	
C4 I am made to feel that my work is important.	<i>Rating</i> 5 4 3 2 1 0	
C5 How often do you receive feedback from your immediate manager/supervisor on how you are performing?	<i>Frequency</i> 5 4 3 2 1 0	
C6 The people around me are committed to doing high quality work.	<i>Rating</i> 5 4 3 2 1 0	
C7 Managers here give praise for good work.	<i>Rating</i> 5 4 3 2 1 0	
<i>Total score for this section</i>		
<i>Average score for this section (divide total score by 7)</i>		

D Working conditions		Circle your score	Comments
D1	I feel my job is secure in this workplace.	<i>Agree/Disagree</i> 5 4 3 2 1 0	
D2	I do not worry a lot about my work outside working hours.	<i>Agree/Disagree</i> 5 4 3 2 1 0	
D3	I always know what professional and personal standards are expected of me at work.	<i>Agree/Disagree</i> 5 4 3 2 1 0	
D4	The right materials and equipment I need are easily available when I need them.	<i>Rating</i> 5 4 3 2 1 0	
D5	I am satisfied with the hours I work.	<i>Agree/Disagree</i> 5 4 3 2 1 0	
D6	I am always clear about what tasks I have to accomplish and the resources available to achieve those tasks.	<i>Agree/Disagree</i> 5 4 3 2 1 0	
D7	How regular is your contact with trade union or other worker representatives about workplace matters?	<i>Frequency</i> 5 4 3 2 1 0	
D8	Managers take unions or other worker representative bodies seriously here.	<i>Agree/Disagree</i> 5 4 3 2 1 0	
D9	I feel loyal to my organisation.	<i>Agree/Disagree</i> 5 4 3 2 1 0	
D10	I am proud to tell people who I work for.	<i>Agree/Disagree</i> 5 4 3 2 1 0	
<i>Total score for this section</i>			
<i>Average score for this section (divide total score by 10)</i>			

E Training and progression		Circle your score	Comments
E1	I have sufficient opportunities for training to do my current job better, and to develop my skills for the future.	<i>Rating</i> 5 4 3 2 1 0	
E2	People working here are encouraged to develop their skills.	<i>Rating</i> 5 4 3 2 1 0	
E3	How often do you and your supervisor/manager discuss your training needs?	<i>Rating</i> 5 4 3 2 1 0	
E4	The current system for promotion is fair and accessible to everyone.	<i>Rating</i> 5 4 3 2 1 0	
E5	Overall, I am satisfied with my current career opportunities.	<i>Rating</i> 5 4 3 2 1 0	
<i>Total score for this section</i>			
<i>Average score for this section (divide total score by 5)</i>			

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