

## Sample Written Job Satisfaction Survey

1. The people who supervise me have:

- a) Many more good habits than bad
- b) More good habits than bad
- c) Same number of good and bad work habits
- d) More bad habits than good
- e) Many more bad habits than good

2. The example my fellow employees set:

- a) Greatly discourages me from working hard
- b) Somewhat discourages me from working hard
- c) Has little effect on me
- d) Somewhat encourages me to work hard
- e) Greatly encourages me to work hard

3. The way my future looks to me now:

- a) Hard work seems very worthwhile
- b) Hard work seems fairly worthwhile
- c) Hard work seems worthwhile
- d) Hard work hardly seems worthwhile
- e) Hard work seems almost worthless

4. Do you ever have the feeling you would be better off working under different supervision?

- a) I almost always feel this way
- b) I frequently feel this way
- c) I occasionally feel this way
- d) I seldom feel this way
- e) I never feel this way

5. How does working here influence your overall attitude toward your job?

- a) It has a very unfavorable influence
- b) It has an unfavorable influence
- c) It has no influence one way or the other
- d) It has a favorable influence
- e) It has a very favorable influence

6. How do you feel about the amount of work you are expected to do?

- a) Very dissatisfied
- b) Somewhat dissatisfied
- c) Neither satisfied nor dissatisfied
- d) Somewhat satisfied
- e) Very satisfied

7. How do your physical working conditions influence your overall attitude toward your job?

- a) They have a very unfavorable influence
- b) They have a slightly unfavorable influence
- c) They have no influence one way or the other
- d) They have a favorable influence
- e) They have a very favorable influence

8. Performing my specific job duties at work:

- a) Discourages me from doing my best
- b) Tends to discourage me from doing my best
- c) Makes little difference
- d) Slightly encourages me to do my best
- e) Greatly encourages me to do my best

9. How does the amount of work you're expected to do influence your overall attitude toward your job?

- a) It has a very favorable influence
- b) It has a favorable influence

- c) It has no influence one way or the other
- d) It has an unfavorable influence
- e) It has a very unfavorable influence

10. In my work group/on my shift at work there is:

- a) A great deal of friction
- b) Quite a bit of friction
- c) Some friction
- d) Little friction
- e) Almost no friction

11. How does the way you are treated by those who supervise you influence your overall attitude about the job?

- a) It has a very unfavorable influence
- b) It has a slightly unfavorable influence
- c) It has no real effect
- d) It has a favorable influence
- e) It has a very favorable influence

12. For the work I do, my physical working conditions are:

- a) Much worse than can be expected in this industry
- b) Not as good as can be expected in this industry
- c) Neither good nor poor
- d) As good as can be expected in this industry
- e) Better than can be expected in this industry

13. The supervision I receive is the kind that:

- a) Greatly discourages me from giving extra effort
- b) Tends to discourage me from giving extra effort
- c) Has little influence on me
- d) Encourages me to give extra effort
- e) Greatly encourages me to give extra effort

14. The equipment we work with is in good working condition:

- a) Never
- b) Seldom
- c) Sometimes
- d) Frequently
- e) Usually

15. Our benefits:

- a) Compare very favorably with those provided at other companies
- b) Compare favorably with those provided at other companies
- c) Are about average compared to other companies
- d) Compare unfavorably with those provided at other companies
- e) Compare very unfavorably with those provided at other companies

16. Treatment of employees is consistent.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

17. The way our work group or department gets along with other work groups or departments can best be described as:

- a) Very poor
- b) Poor
- c) Neither good nor poor
- d) Good
- e) Very good

18. Respect for rules and regulations by employees is:

- a) Very high

- b) High
- c) Neither high nor low
- d) Low
- e) Very low

19. The way supplies and equipment are currently used:

- a) Frequently saves the business money
- b) Sometimes saves the business money
- c) Neither saves the business money nor costs the business extra money
- d) Sometimes costs the business extra money
- e) Frequently costs the business extra money

20. My supervisor keeps me in the dark about things I ought to know.

- a) Almost always
- b) Frequently
- c) Sometimes
- d) Seldom
- e) Almost never

21. Career advancement is possible here if openings occur.

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

22. At my location, drug abuse and/or drinking on the job:

- a) Are very frequently a problem
- b) Are frequently a problem
- c) Are occasionally a problem
- d) Are seldom a problem

e) Are almost never a problem

23. Tardiness and absenteeism are handled fairly.

a) Usually

b) Frequently

c) Sometimes

d) Seldom

e) Almost never

24. My supervisor lets me know when I am doing a good job.

a) Almost never

b) Seldom

c) Sometimes

d) Quite often

e) Very often

25. The supervisors and the owners of this business are making strong efforts toward improving the organization.

a) Strongly disagree

b) Disagree

c) Neutral

d) Agree

e) Strongly agree

26. Employees are consulted about changes that directly affect the work they do.

a) Never

b) Seldom

c) Sometimes

d) Frequently

e) Always

27. Discipline is fair and reasonable.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

28. I have faith in the word of my supervisor.

- a) Never
- b) Seldom
- c) Sometimes
- d) Frequently
- e) Usually

29. Instructions I have received on how to do my job have been:

- a) Very poor
- b) Relatively poor
- c) Neither good nor poor
- d) Reasonably good
- e) Very good

30. I receive full information about benefits and how they affect me.

- a) Almost never
- b) Seldom
- c) Sometimes
- d) Frequently
- e) Almost always

31. How do you feel about your pay in relation to your duties and responsibilities?

- a) My pay is very generous
- b) My pay is generous
- c) My pay is fair

- d) My pay is unfair
- e) My pay is very unfair

32. Commitment and dedication:

- a) Have great meaning in this organization
- b) Have some meaning in this organization
- c) Have neither great nor little meaning in this organization
- d) Have little meaning in this organization
- e) Have very little meaning in this organization

33. I am able to express my feelings and opinions to my supervisor.

- a) Usually
- b) Frequently
- c) Sometimes
- d) Seldom
- e) Almost never

34. Employees here are treated fairly.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

35. Favoritism accounts for supervisory decisions.

- a) Always
- b) Frequently
- c) Sometimes
- d) Seldom
- e) Never

36. Everyone in my work group:
- a) Contributes far more than his/her full share to the workload
  - b) Contributes more than his/her full share to the workload
  - c) Does his/her part
  - d) Contributes less than his/her full share to the workload
  - e) Contributes far less than his/her full share to the workload

37. Safety on the job receives adequate attention.

- a) Usually
- b) Frequently
- c) Sometimes
- d) Seldom
- e) Almost never

38. Time is wasted by unnecessary duplication of work efforts.

- a) Very frequently
- b) Frequently
- c) Sometimes
- d) Seldom
- e) Very seldom

39. Our levels of absenteeism and tardiness here are:

- a) Far worse than average
- b) Worse than average
- c) About average
- d) Better than average
- e) Far better than average

40. My supervisor gives clear cut orders and instructions.

- a) Almost never
- b) Seldom

- c) Sometimes
- d) Frequently
- e) Almost always

41. Resources and supplies I need to perform my job are:

- a) Nearly always available
- b) Frequently available
- c) Available sometimes
- d) Frequently unavailable
- e) Nearly always unavailable

42. The owners of the business have a good understanding of problems faced by the employees.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

43. Our business's level of productivity:

- a) Is very high
- b) Is high
- c) Is average
- d) Is low
- e) Is very low

44. When it comes to quality, I believe:

- a) Employees are working their very hardest to provide quality customer service
- b) Employees are working hard to provide quality customer service
- c) Employees are doing okay
- d) Employees are giving less than their best to provide quality customer service
- e) Employees are giving far less than their best to provide quality customer service

45. We have a good channel of communication for when we have problems.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

46. The owners of the business care about their employees.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

47. How comfortable would you feel bringing a problem or concern directly to the attention of the owners of the business?

- a) Completely comfortable
- b) Very comfortable
- c) Comfortable
- d) Uncomfortable
- e) Very uncomfortable

48. My immediate supervisor is my best source of information about work matters.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

49. I have a good understanding of the policies that apply to employees.

- a) Strongly disagree

- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

50. Work is divided and assigned fairly.

- a) Usually
- b) Frequently
- c) Sometimes
- d) Infrequently
- e) Almost never

51. The owners of the business keep us informed about the things that are important to us and/or that directly affect us.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

52. I have faith in the word of the owners of the business.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

53. I am paid the same or nearly the same as others who do the same kind of job here.

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree

e) Strongly agree

54. The process of performance appraisal we use works well.

a) Strongly disagree

b) Disagree

c) Neutral

d) Agree

e) Strongly agree

55. I am informed about decisions that are made which affect me and my job.

a) Almost always

b) Frequently

c) Sometimes

d) Infrequently

e) Almost never

56. If I had a friend looking for a job, I would recommend this business as a place to work.

a) Strongly disagree

b) Disagree

c) Neutral

d) Agree

e) Strongly agree

57. Employees here need someone to speak up for them.

a) Strongly agree

b) Agree

c) Neutral

d) Disagree

e) Strongly disagree

You have now completed this survey. Thank you!

You may have something that you would like to express that we didn't address in the survey. If so, please use the space provided below or use the reverse side. Just remember, don't sign your name

There is something I would like explained to me, something I don't understand, or something I want to bring to your attention:

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