

Job Satisfaction Survey Template

Tell your staff to rate each statement below from 1-6. Then calculate and collate the average level of satisfaction to each answer. If everyone in the company rates the same questions poorly you know you have a widespread problem in that particular topic. The higher the score – the more satisfied they are at work.

**The scale:**

Very much satisfaction ---6

Much satisfaction ---5

Some satisfaction ---4

Some dissatisfaction ---3

Much dissatisfaction ---2

Very much dissatisfaction ---1

**Sample statements to rate:**

* Communication and the way information flows around your organisation.
* The relationships you have with other people at work.
* The feeling you have about the way you and your efforts are valued.
* The actual job itself.
* The degree to which you feel 'motivated' by your job.
* Current career opportunities.
* The level of job security in your present job.
* The extent to which you may identify with the public image or goals of your organisation.
* The style of supervision that your superiors use.
* The way changes and innovations are implemented.
* The kind of work or tasks that you are required to perform.
* The degree to which you feel that you can personally develop or grow in your job.
* The way in which conflicts are resolved in your company.
* The scope of your job provides to help you achieve your aspirations and ambitions.
* The amount of participation which you are given in an important decision making.
* The degree to which your job taps the range of skills which you feel you possess.
* The amount of flexibility and freedom that you have in your job.
* The psychological 'feel' or climate that dominates your organisation.
* Your level of salary relative to your experience.
* The design or shape of your organisation's structure.
* The amount of work you are given to do, whether too much or too little.
* The degree to which you feel extended in your job.

Source: Occupational Stress Indicator; Cooper et al 1987

It’s not difficult to ask staff to fill out this survey, anonymously, if they know that management are genuinely interested in hearing if their staff are satisfied or not – and that they will pay attention to and address the issues raised.

If your staff do NOT believe you will actually listen to the truth about what it’s like to work with you and your company – then the survey results will be false and a waste of time.

Therefore, step one is to let your staff know that you care about their job satisfaction levels and that the company is willing and ready to listen to what they have to say, and will act on the information provided to improve their job satisfaction levels. Step two, is to administer the survey and look at the results.

Step three is to address the common issues raised and implement change. Step four is to ask the staff to take the survey again to see if your improvements actually improved working conditions.