

Monitoring and Evaluation Tool Overall Employee Satisfaction Index

Rationale

The Overall Employee Satisfaction Rating (OESR) is a Key Performance Indicator (KPI) that measures the general happiness and contentment of employees within an organization.

This monitoring and evaluation tool helps MSU-IIT identify strengths and areas for improvement, ultimately aiming to enhance employee morale, productivity, and retention.

Service Quality Dimensions

Each dimension provides insights into different aspects of the employee experience, helping the institution improve human resource capabilities, boost employee morale and retention, and provide a better workplace that enhances efficiency and productivity.

1. Work Environment

The physical and emotional conditions under which employees work.

2. Job Role and Responsibilities

How well employees feel their job roles and tasks align with their skills and interests.

3. Compensation and Benefits

Satisfaction with pay, benefits, and rewards.

4. Leadership and Management

Employees' perceptions of their leaders' effectiveness and support.

5. Career and Development

Opportunities for training, growth, and career advancement.

6. Work Life-Balance

The ability of employees to balance work demands with personal life.

Employee Satisfaction Survey Form:

Data Privacy Notice:

We value your privacy and are committed to protecting the personal information you share with us. By participating in this survey, you agree to the collection, use, and storage of your responses for the purposes outlined below.

The data collected through this survey will be used to evaluate overall employee satisfaction, assess key service quality dimensions, and identify areas for organizational improvement. This information is critical for enhancing employee morale, productivity, and retention while fostering a better workplace environment.

Instructions: Please take a few minutes to complete this survey. Your feedback is essential in helping us improve our workplace environment.

I. Employee Profile:

1. Name (Optional): _____
2. Age: _____
3. Sex at Birth: _____
4. Preferred Pronoun: _____
5. Highest Educational Attainment: _____
6. Position: _____
7. Status of Employment: _____
8. Office/Department: _____

II. Service Quality Dimension

SQD 1: Work Environment

1.1 How satisfied are you with your physical working conditions (e.g., office space, equipment)?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

1.2 How satisfied are you with the overall atmosphere and culture at your workplace?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

SQD 2: Job Role and Responsibilities

2.1 How satisfied are you with your job roles and responsibilities align with your skills and interests?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

2.2 How satisfied are you with your job expectations and objectives?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

SQD 3: Compensation and Benefits

3.1 How satisfied are you with your compensation (salary, bonuses)?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

3.2 How satisfied are you with the benefits provided by the company (e.g., health insurance, retirement plans)?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

SQD 4: Management and Leadership

4.1 How satisfied are you with the management and leadership in your organization?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

4.2 How satisfied are you with the support from your immediate supervisor?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

SQD 5: Career Development

5.1 How satisfied are you with the opportunities for career advancement within the company?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

5.2 How satisfied are you with the training and development programs offered?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

SQD 6: Work-Life Balance

6.1 How satisfied are you with your ability to balance work demands with your personal life?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

6.2 How satisfied are you with the university's support for maintaining a healthy work-life balance (e.g., flexible hours, remote work options)?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

7. Additional Feedback

Please provide any additional comments or suggestions to help us improve the workplace environment:

7.1 What makes you happy about working at MSU-IIT?

7.2 What can MSU-IIT do to make you happy?

Thank you for taking the time to participate in the Employee Satisfaction Survey conducted by the Office of Monitoring and Evaluation- Office of the Vice-Chancellor for Strategic Initiatives. Your valuable insights and honest feedback play a crucial role in helping us create a better workplace for everyone.

We deeply appreciate your input and are committed to using the data we've gathered to identify areas for improvement and to enhance our work environment by providing recommendations. Your voice matters, and together, we can continue building a positive and productive organization that will help us influence the future.

If you have any additional thoughts or suggestions, feel free to share them with us. Once again, thank you for your time and contribution.