**EMPLOYEE SATISFACTION QUESTIONNAIRE**

SBU/ENTITY : LOCATION :

DEPARTMENT: DESIGNATION:

SEX : CATEGORY :

NO.OF YEARS OF SERV ICE IN THE ORGAN IZATION :

(1)Strongly Agree, (2) Agree, (3) Uncertain,(4) Disagree,(5) Strongly Disagree

(6) Not Applicable

1.) I get all information about the events and affairs of the company which have an effect on my work.

(1) D (2) D (3) D (4) D (5) D (6) D

2.) Employees are encouraged to suggest new ideas about their work

(1) D (2) D (3) D (4) D (5) D (6) D

3.) When you have a suggestion to improve your job it is easy for you to get your ideas across to your immediate supervisor.

(1) D (2) D (3) D (4) D (5) D (6) D

4.) I am provided with clear instructions and sufficient facilities regarding new assignments.

(1) D (2) D (3) D (4) D (5) D (6) D

5.) I am clearly informed about what exactly is expected of me regarding my work .

(1) D (2) D (3) D (4) D (5) D (6) D

6.) Employees receive recognition and appreciation for their abilities, efficiency and good work done.

(1) D (2) D (3) D (4) D (5) D (6) D

7. I look forward to going to work on Monday morning.

8. I feel positive and up most of the time I am working.

9. I have energy at the end of each work day to attend to the people I care about or engage in personal interests.

10. My opinions count.

11. My manager reviews my progress.

12. I am fairly compensated.

JOB Commitment

Scale: (1)Strongly Agree, (2) Agree, (3) Uncertain,(4) Disagree,(5) Strongly Disagree

(6) Not Applicable

1. I am willing to make greater effort than expected in order to contribute to the success of the organization
2. When I talk to people, I defend my organization as a great place to work.
3. I feel that my personal values fit with those of the organization.
4. This firm means a lot to me.
5. I would have feelings of guilt if I were to leave the organization now.
6. I continue to work for the organization because if I left, I would have to make greater personal sacrifice.
7. It would take very little change in my present circumstances to cause me to leave this organization.
8. I am extremely glad that I chose this organization to work over others I was considering at the time I joined
9. There’s not too much to be gained by sticking with this organization indefinitely.

JOB Performance

A9. The next questions are about the time you spent during your hours at work in the past 1 month. Circle the one number from each question that comes closest to your experience.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| a. | How often was your performance **higher**  than most workers on your job?................. | All of the time  1 | Most of the time  2 | Some of the time  3 | A little of the time  4 | None of the time  5 |
| b. | How often was your performance **lower**  than most workers on your job?................. | 1 | 2 | 3 | 4 | 5 |
| c. | How often did you do no work at times when you were supposed to be working?.. | 1 | 2 | 3 | 4 | 5 |
| d. | How often did you find yourself not working as **carefully** as you should?........... | 1 | 2 | 3 | 4 | 5 |
| e. | How often was the **quality** of your work lower than it should have been?................ | 1 | 2 | 3 | 4 | 5 |
| f. | How often did you not concentrate enough on your work?................................ | 1 | 2 | 3 | 4 | 5 |
| g. | How often did health problems limit the kind or amount of work you could do?....... | 1 | 2 | 3 | 4 | 5 |

A10. On a scale from 0 to 10 where 0 is the worst job performance anyone could have at your job and 10 is the performance of a top worker, how would you rate the usual performance of most workers in a job similar to yours? *(Circle the number)*

Worst Top

Performance Performance

0 1 2 3 4 5 6 7 8 9 10

A11. Using the same 0-to-10 scale, how would you rate your usual job performance over the past year or two? *(Circle the number)*

Worst Top

Performance Performance

0 1 2 3 4 5 6 7 8 9 10

A12. Using the same 0-to-10 scale, how would you rate your overall performance on the days you worked during the past 7 days? *(Circle the number)*

Worst Top

Performance Performance

0 1 2 3 4 5 6 7 8 9 10