|  | **SD** | **D** | **A** | **SA** |
| --- | --- | --- | --- | --- |
| **Company Direction** |  |  |  |  |
| 1. I believe the company’s business goals & targets will ensure that we are successful. |  |  |  |  |
| 1. I understand how performing my job well contributes to Finlays success. |  |  |  |  |
| 1. I think that Finlays has an excellent future. |  |  |  |  |
| I clearly understand what my company goals and targets are. |  |  |  |  |
| **Relationship with Manager/ Supervisor** |  |  |  |  |
| 1. My Manager delegates to my potential and gives me the necessary authority to decide. |  |  |  |  |
| 1. My Manager fairly and consistently applies policies and practices that relate to staff. |  |  |  |  |
| 1. My Manager provides timely, constructive feedback on my performance. |  |  |  |  |
| 1. My Manager also gives me the chance to communicate my point of view on the matter discussed. |  |  |  |  |
| 1. My Manager coaches me on areas of my performance which could be improved. |  |  |  |  |
| 1. My Manager gives me positive feedback when I do a good job. |  |  |  |  |
| 1. My Manager takes time needed to help me develop my skills and potential for my future growth. |  |  |  |  |
| 1. My Manager encourages me to take decisions on my own within agreed guidelines. |  |  |  |  |
| 1. My Manager actively supports and empowers me to take risks in carrying out my job responsibilities. |  |  |  |  |
| 1. My Manager encourages me to discuss issues and concerns that affect me at work. |  |  |  |  |
| 15. When I need input from my Manager she/he is prompt and decisive. |  |  |  |  |
|  | **SD** | **D** | **A** | **SA** |
| 1. My Manager provides me with clear goals and objectives. |  |  |  |  |
| 1. My Manager gives me very clear instructions so I know what he/she expects me to do. |  |  |  |  |
| 1. My Manager practices what he / she preaches (Walk the Talk). |  |  |  |  |
| 1. My Manager establishes a good working relationship with other departments in order that our department work is made easier. |  |  |  |  |
| 1. My Manager listens to ideas I have for improving work practices. |  |  |  |  |
| **Team Work** |  |  |  |  |
| 1. Everyone cooperates well in my department. |  |  |  |  |
| 1. People cooperate well across departments. |  |  |  |  |
| 1. I can count on my team to help when I have too much work to do. |  |  |  |  |
| 1. My team members know what their job goals & targets are. |  |  |  |  |
| 1. My team members are competent to perform to their goals & targets. |  |  |  |  |
| 1. My team mates share with the team, appreciation and credit given to them by Superiors/Customers for a job well done and do not take personal glory. |  |  |  |  |
| 1. I feel a part of Finlays team. |  |  |  |  |
| 1. I believe leisure/sporting activities outside of work will help me get to know my fellow colleagues better. |  |  |  |  |
| **Internal Communication** |  |  |  |  |
| 1. I receive enough information from Management to do my job effectively. |  |  |  |  |
| 1. I receive enough information from my Manager to do my job effectively. |  |  |  |  |
|  | **SD** | **D** | **A** | **SA** |
| 31. I receive enough information from people in my department to do my job effectively. |  |  |  |  |
| 1. I receive enough information from people in other departments to do my job effectively. |  |  |  |  |
| 1. I receive enough information about Company goals and direction. |  |  |  |  |
| 1. I receive enough information about Company performance. |  |  |  |  |
| 1. I receive enough information about product/service developments and marketing promotions. |  |  |  |  |
| 1. The information I receive from my Manager is accurate. |  |  |  |  |
| 1. The information I receive from my Manager is timely. |  |  |  |  |
| **Job Characteristics** |  |  |  |  |
| 1. The physical working conditions support me to perform my job. |  |  |  |  |
| 1. My job makes full use of my knowledge and abilities. |  |  |  |  |
| 1. I have received adequate training to do my job effectively. |  |  |  |  |
| 1. Work instructions exist for the procedures in my job. |  |  |  |  |
| 1. I have adequate computers, systems and material to perform my job effectively. |  |  |  |  |
| 1. There is enough time to do my job. |  |  |  |  |
| 1. I have the authority to make decisions I need to make in order to get my job done. |  |  |  |  |
| 1. I believe I have the capacity to take on more work. |  |  |  |  |
| 1. I cope well with the workload required in my job. |  |  |  |  |
|  | **SD** | **D** | **A** | **SA** |
| **Service Quality** |  |  |  |  |
| 1. The overall quality of the Marketing department meets or exceeds customer’s expectations. |  |  |  |  |
| 1. The overall quality of Accounts department meets or exceeds customer's expectations. |  |  |  |  |
| 1. The overall quality of Central Purchasing Unit meets or exceeds it’s customer’s expectations. |  |  |  |  |
| 1. The overall quality of HR department meets or exceeds its customer’s expectations. |  |  |  |  |
| 1. We are regularly informed about how satisfied customers are with the quality of our services. |  |  |  |  |
| 1. I am encouraged to make suggestions to improve service quality and job practices. |  |  |  |  |
| 1. Providing high quality services is a top priority in my job. |  |  |  |  |
| 1. My Manager is seriously interested in how we can improve our work processes to enhance service quality. |  |  |  |  |
| 1. Our Service is better than our competitors. |  |  |  |  |
| 1. Work policies and practices are applied consistently across departments. |  |  |  |  |
| **Rewards and Career Opportunities** |  |  |  |  |
| 1. My future opportunities look good at Finlays. |  |  |  |  |
| 1. The way Finlays promotes staff is fair. |  |  |  |  |
| 1. Internal job openings are appropriately communicated to all employees. |  |  |  |  |
| 1. I have been told what my performance targets are. |  |  |  |  |
| 1. I am fairly paid for the work I do. |  |  |  |  |
| 62. My pay increases are fair and linked to my performance. |  |  |  |  |
|  | **SD** | **D** | **A** | **SA** |
| 1. My pay and benefits are competitive compared to people doing similar work in other organizations. |  |  |  |  |
| 1. I understand how my pay is determined. |  |  |  |  |
| 1. When I do a good job it is recognized and rewarded. |  |  |  |  |
| **Employee Commitment** |  |  |  |  |
| 1. I am proud to work for Finlays.. |  |  |  |  |
| 1. Overall I am satisfied with my job at Finlays. |  |  |  |  |
| 1. I am willing to put a great deal of effort beyond that normally expected of me in order to help Finlays to be successful. |  |  |  |  |
| 1. I know what the company Values are. |  |  |  |  |
| 1. I find my values and company values similar. |  |  |  |  |
| 1. Presently I feel that the Employee motivation and morale is high at Finlays. |  |  |  |  |
| 1. It is very likely that I will leave Finlays in the next twelve months. |  |  |  |  |
| I would rather work for Finlays than anywhere. |  |  |  |  |
| **Questions Specific for Managers/Supervisors** |  |  |  |  |
| 1. I ensure that my staff receives the training and development needed to perform effectively. |  |  |  |  |
| 1. I have the people I need to get my job done effectively. |  |  |  |  |
| 1. I have the budget to get my job done effectively. |  |  |  |  |
| 1. I have the authority to make decisions I need to make, in order to get the job done. |  |  |  |  |
| 1. I have the skills needed to manage my staff effectively. |  |  |  |  |
| 78. Finlays has provided me with sufficient training to manage people effectively. |  |  |  |  |