

EMPLOYEE SATISFACTION SURVEY

Rate the following questions according to your degree of agreement:

| Score | 1 | 2 | 3 | 4 |
|-------|--------------------|----------------|-------------------------------|------------------|
| | Don't agree at all | Agree somewhat | Agree with a few reservations | Agree Completely |

1. I expect to remain working here for at least the next two years, assuming I continue to meet performance expectations. _____.
2. I would recommend our organization to friends as a good place to work. _____
3. Our company values are consistent with my personal values. _____
4. There are no process or organizational barriers to my doing a good job. _____
5. The work that I do makes a difference to this organization. _____
6. Our leadership team has the capabilities and commitment to address the challenges our organization faces. _____
7. I am trusted to make meaningful decisions in my day to day activities. _____
8. I am paid fairly, given my responsibilities and performance. _____

Pease give a narrative answer to the following question:

9. What one thing could we start to do as an organization that would have the biggest impact for our clients and our people?

(Source: Quaero, a company that designs and implements CRM solutions. Quoted in **Your New Core Strategy: Employee Retention** by Paul Michelman in Harvard Business School **Working Knowledge**, Nov.26,2003)