

**STAFF SURVEY**  
**(Academic Year - 2011/12)**



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Your help in completing this questionnaire is very important to "Name of Employer". Your help will help formulate plans to continually improve "Name of Employer", its services and its staff. Your **anonymity will be protected at all times. No questionnaires will be seen by anyone other than the individual questionnaire be scrutinised. Thank you for your help.**

Please complete and return this in the envelope provided by dd/mm/yy. All questionnaires will be processed and then destroyed by QDP Services who are an independent questionnaire provider.

It is not intended that you use all of the statements in this model. The statements are shown as a prompt to cover all the possible issues. If you have any additional statements, just let us know. We would expect you to delete statements and amend the questionnaire to suit. Finally please note on your master questionnaire your logo will replace ours.

Please place **ONE** cross in the box (using **black/blue** ink), e.g. , next to the statement that you most much you agree with each of the following statements below:

1  - Agree Completely; 2  - Agree Mostly; 3  - Disagree Mostly; 4  - Disagree Completely; 5  - Not Applicable (N/A)

Office Use Only	<u>Purpose, Structure and Direction</u>	 Agree Completely	→	 Disagree Completely	N/A
(2)	1 I support the Mission Statement	1 <input type="checkbox"/>		2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>	5 <input type="checkbox"/>
(6)	2 Overall, I support the organisation's strategic aims/objectives	1 <input type="checkbox"/>		2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>	5 <input type="checkbox"/>
Office Use Only	<u>Strategic Management</u>				
(13)	3 The senior managers provide clear direction and leadership	1 <input type="checkbox"/>		2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>	5 <input type="checkbox"/>
(10)	4 The organisation is managed effectively	1 <input type="checkbox"/>		2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>	5 <input type="checkbox"/>
(144)	5 Senior Managers have high expectations	1 <input type="checkbox"/>		2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>	5 <input type="checkbox"/>
Office Use Only	<u>Organisational Values and Culture</u>				
(106)	6 This is a friendly place to work	1 <input type="checkbox"/>		2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>	5 <input type="checkbox"/>
(107)	7 I am treated with respect by my colleagues	1 <input type="checkbox"/>		2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>	5 <input type="checkbox"/>
(108)	8 My efforts at work are recognised	1 <input type="checkbox"/>		2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>	5 <input type="checkbox"/>
(110)	9 I am regularly asked for my view on work matters	1 <input type="checkbox"/>		2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>	5 <input type="checkbox"/>
(145)	10 My views are considered	1 <input type="checkbox"/>		2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>	5 <input type="checkbox"/>
(111)	11 The organisation treats me fairly	1 <input type="checkbox"/>		2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>	5 <input type="checkbox"/>
(81)	12 The organisation cares about my welfare	1 <input type="checkbox"/>		2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>	5 <input type="checkbox"/>
(57)	13 Things are improving in the organisation	1 <input type="checkbox"/>		2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>	5 <input type="checkbox"/>

*(please continue over the page)*

Please place **ONE** cross in the box next to the number which best describes how much you agree with each of the statements.

1  - Agree Completely; 2  - Agree Mostly; 3  - Disagree Mostly; 4  - Disagree Completely; 5  - Not Applicable (N/A)

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### Communications

				→		N/A	
			Agree Completely		Disagree Completely		
(14)	14	I am well informed about the organisation's activities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(15)	15	Communications within this organisation are good	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(11)	16	Management consults with staff when introducing major change	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(96)	17	I am given enough information to understand why change needs to happen	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(19)	18	The newsletter is valuable	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(20)	19	Communications between different areas/departments are effective	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(21)	20	Good practice is effectively shared across the organisation	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

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### Cross Provider Organisation

(59)	21	Learners are well supported	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(51)	22	The organisation provides high quality training	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

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### My Line Management

(112)	23	My area/department is well managed	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(114)	24	I am often thanked by my line manager for my efforts	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(116)	25	My line manager treats everyone fairly	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(18)	26	Communications are good within my area/department	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(120)	27	I am clear about my area's/department's priorities/targets	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(121)	28	I am clear about my individual priorities/targets	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(30)	29	I receive good support from my line manager	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(87)	30	My area works to high professional/vocational standards	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(29)	31	In my area/department we continually improve our services/provision	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

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### Appraisal, Training and Development

(123)	32	My performance against individual priorities/targets is regularly reviewed	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(124)	33	My individual training needs are discussed and agreed with me	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(125)	34	The organisation commits resources to my development	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
(35)	35	The training I receive helps me in my work	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

*(please continue over the page)*

Please place **ONE** cross in the box next to the number which best describes how much you agree with each of the statements.

1  - Agree Completely; 2  - Agree Mostly; 3  - Disagree Mostly; 4  - Disagree Completely; 5  - Not Applicable (N/A)

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### Career Development

- (79) 36 There are opportunities here for me to progress
- (80) 37 I feel confident about the future of the organisation

			→			
		Agree Completely			Disagree Completely	N/A
		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

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### Equal Opportunities & Safeguarding

- (45) 38 I am familiar with the organisation's Equal Opportunities policy
- (46) 39 The organisation provides Equal Opportunities for all
- (60) 40 The organisation provides a suitable environment for people with disabilities
- (146) 41 I know who to contact if I have a concern about a child or a vulnerable adult
- (148) 42 I know who to contact if I have a concern about the use or supply of illegal drugs in College
- (149) 43 I know what to do if someone tells me that they are being bullied

		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

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### Health and Safety

- (49) 44 I am familiar with the organisation's Health and Safety policy
- (50) 45 I feel safe at work
- (127) 46 I am trained to use equipment for my job

		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

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### Pay and Benefits

- (128) 47 My pay is fair reward for my work
- (129) 48 Compared with people in other walks of life I think I am fairly rewarded
- (130) 49 I know I will share in the prosperity of the organisation

		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

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### Personal Development and Skills

- (88) 50 I am confident in using my computer and its applications in my work role
- (89) 51 I am confident about using numbers in my job
- (90) 52 I am confident about the use of English in my job

		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
		1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

*(please continue over the page)*

Please place **ONE** cross in the box next to the number which best describes how much you agree with each of the statements.

1  - Agree Completely; 2  - Agree Mostly; 3  - Disagree Mostly; 4  - Disagree Completely; 5  - Not Applicable (N/A)

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Agree  
Completely



Disagree  
Completely

N/A

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**Self-Assessment and Planning**

- (25) 53 I contribute to the self assessment report
- (26) 54 I contribute to the business development plan
- (28) 55 I am clear about my role in the fulfilment of our plans

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

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**The Work Itself**

- (131) 56 The work I do is varied
- (132) 57 The work I do is interesting
- (133) 58 The work I do is challenging
- (134) 59 I have gained in confidence whilst working here
- (135) 60 I have gained new skills whilst working here
- (136) 61 I enjoy the type of work I do

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

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**Working Conditions**

- (44) 62 The organisation's premises are well maintained

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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**Overall Satisfaction**

- (82) 63 I would recommend this organisation as a good place to work
- (56) 64 Overall, I am happy working here
- (150) 65 I think that this survey is being done in a confidential way

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

*(please continue over the page)*

**About Yourself** (Please place ONE cross in appropriate box)

**Your anonymity is guaranteed as all questionnaires will be collected, processed and then destroyed by QDP Services who are an independent questionnaire data processing agency. No questionnaire will be seen by any "Name of Employer" personnel and no individual questionnaire will be scrutinised.**

(75) **Curriculum/ Programme Area:** Art, Design & Construction (AD&C)  <sup>1</sup> Humanities, Care & Education (HCE)  <sup>2</sup>  
 (please cross one box ONLY, as appropriate) Science & Engineering  <sup>3</sup> Service Industries, Managerial & Occupational Studies (SIMOS)  <sup>4</sup>

(76) **Service or Support Area:** Estates/Reprographics  <sup>1</sup> Marketing/Quality  <sup>2</sup>  
 (please cross one box ONLY, as appropriate) Nursery  <sup>3</sup> Finance/Purchasing  <sup>4</sup>  
 Student Services  <sup>5</sup> CIS/IT Support  <sup>6</sup>  
 Administrative/Clerical  <sup>7</sup> Personnel  <sup>8</sup>  
 Staff Development  <sup>9</sup> Directorate  <sup>10</sup>

(61) **Job Role:** Managerial  <sup>1</sup> Admin  <sup>2</sup> Classroom Support  <sup>3</sup>  
 Teaching  <sup>4</sup> Other  <sup>5</sup>

(62) **Contract Type:** Full Time Permanent  <sup>1</sup> Part Time Permanent  <sup>2</sup> Fractional  <sup>3</sup>

(63) **Gender:** Male  <sup>1</sup> Female  <sup>2</sup> Prefer not to answer  <sup>3</sup>

(160) **Gender Reassignment:** Have you or do you plan to change gender?  
 Yes  <sup>1</sup> No  <sup>2</sup>

(161) **Sexual Orientation:** Heterosexual or Straight  <sup>1</sup> Gay or Lesbian  <sup>2</sup>  
 Bisexual  <sup>3</sup> Prefer not to answer  <sup>4</sup>

*(please continue over the page)*

**About Yourself (contd)** (Please place ONE cross in appropriate box)

(64) **Time Employed:** 0 - 2 yrs  <sup>1</sup> 3 - 5 yrs  <sup>2</sup> 6 - 10 yrs  <sup>3</sup>  
11+ yrs  <sup>4</sup>

(65) **Age Group:** 16 - 30 yrs  <sup>1</sup> 31 - 40 yrs  <sup>2</sup> 41 - 50 yrs  <sup>3</sup>  
51+ yrs  <sup>4</sup>

**Site:** Site 1  <sup>1</sup> Site 2  <sup>2</sup> Site 3  <sup>3</sup>  
Site 4  <sup>4</sup>

**(66) Ethnicity (Census 2011)**

Prefer not to answer  <sup>1</sup> Arab  <sup>2</sup>  
Asian/Asian British - Bangladeshi  <sup>3</sup> Asian/Asian British - Indian  <sup>4</sup>  
Asian/Asian British - Pakistani  <sup>5</sup> Asian/Asian British - Any other Asian background  <sup>6</sup>  
Black/African/Caribbean/Black British - African  <sup>7</sup> Black/African/Caribbean/Black British - Caribbean  <sup>8</sup>  
Black/African/Caribbean/Black British - Any other background  <sup>9</sup> Chinese  <sup>10</sup>  
Mixed - White & Asian  <sup>11</sup> Mixed - White & Black African  <sup>12</sup>  
Mixed - White & Black Caribbean  <sup>13</sup> Mixed - Any other Mixed/Multi Ethnic background  <sup>14</sup>  
White - English/Welsh/Scottish/Northern Irish/British  <sup>15</sup> White - Gypsy or Irish Traveller  <sup>16</sup>  
White - Irish  <sup>17</sup> White - Any other White background  <sup>18</sup>  
Any other Ethnic group  <sup>19</sup>

**(162) Religion or Belief**

No Religion  <sup>1</sup> Christian (including Church of England, Catholic, Protestant and all other Christian denominations)  <sup>2</sup>  
Buddhist  <sup>3</sup> Hindu  <sup>4</sup>  
Jewish  <sup>5</sup> Muslim  <sup>6</sup>  
Sikh  <sup>7</sup> Any Other Religion  <sup>8</sup>  
Prefer Not to Answer  <sup>9</sup>

*(please continue over the page)*

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### **General Comments**

Do you have any general comments about **"Name of Employer"**? (For example, aspects that have been very successful or ideas you have which could improve the Provider).

**Thank you for completing this survey**

