

# Example 2: Staff Questionnaire

help formulate plans to continually improve "Name of Organisation", its services and facilities. Please note that your anonymity will be protected at all times. No questionnaires will be seen by "Name of Organisation" nor will any individual questionnaire be scrutinised. All completed questionnaires are analysed by QDP Services, an independent data processing company, who will treat all responses in the strictest confidence. Thank you for your help.

Please place <u>ONE</u> cross in the box (using **black/blue** ink), e.g.  $\mathbf{X}$ , next to the number which best describes how much you agree with each of the following statements below:

1		- Strongly	Agree;
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2 - Agree; 3 - Disagree;

; 4 - Strongly Disagree;

5 - Not Applicable (N/A)

			$\odot$			$\overline{\mathfrak{S}}$	
Office Use Only	<u>Pur</u>	pose, Structure and Direction	Strongly Agree			trongly isagree	N/A
(2)	1	I support the Mission Statement	1	2	3	4	5
(6)	2	Overall, I support the organisation's strategic aims/objectives	1	2	3	4	5
(7)	3	I know what various areas/departments in the organisation do	1	2	3	4	5
Office Use Only	<u>Stra</u>	ategic Management					
(147)	4	The senior leadership promote a culture of excellence	1	2	3	4	5
(8)	5	I know who the organisation's senior managers are	1	2	3	4	5
(9)	6	I understand what senior managers do	1	2	3	4	5
(13)	7	The senior managers provide clear direction and leadership	1	2	3	4	5
(10)	8	The organisation is managed effectively	1	2	3	4	5
(144)	9	Senior Managers have high expectations	1	2	3	4	5
Office Use Only	<u>Org</u>	anisational Values and Culture					
(105)	10	I am aware of the organisation's stated values	1	2	3	4	5
(106)	11	This is a friendly place to work	1	2	3	4	5
(107)	12	I am treated with respect by my colleagues	1	2	3	4	5
(108)	13	My efforts at work are recognised	1	2	3	4	5
(109)	14	People are generally helpful here	1	2	3	4	5
(110)	15	I am regularly asked for my view on work matters	1	2	3	4	5
(145)	16	My views are considered	1	2	3	4	5
(111)	17	The organisation treats me fairly	1	2	3	4	5
(81)	18	The organisation cares about my welfare	1	2	3	4	5
(57)	19	Things are improving in the organisation	1	2	3	4	5

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	-			the number which best c							
1	Strong	jly Agree;	2 - Agree;	3 - Disagree;	4	- Strongly Disagre	e; 5∟	- Not	Applicat	ile (N/A	)
	•		12	2		0		0		ſ	
							$\odot$			$\overline{\mathbf{i}}$	
Office Use	Con	nmunica	tions				Strongly		Sti	rongly	N/A
<u>Only</u> (14)	20			ne organisation's activi	ties		Agree	_		sagree	
(15)	21			organisation are good			1	2	3	4	5
(11)	22			staff when introducing		hange		2	3	4	5
(96)	23	-		tion to understand why	-	-	1	2	3	4	5
(19)	24	The news	sletter is valuable				1	2	3	4	5
(20)	25	Communi	ications between d	lifferent areas/departm	nents are	effective	1	2	3	4	5
(21)	26	Good pra	ctice is effectively	shared across the orga	anisation	I	1	2	3	4	5
Office Use Only	<u>Cro</u>	ss Univer	rsity Organisat	ion							
(58)	27	The curri	culum is managed	effectively			1	2	3	4	5
(59)	28	Students	are well supported	t			1	2	3	4	5
(51)	29	The orga	nisation provides h	nigh quality learning op	portuniti	ies	1	2	3	4	5
Office Use	Mv	l ocal l in	e Management	ŀ							
Only			-	_			_		_	_	
(112)	30	•	department is well	-			1	2	3	4	5
(113)	31	•	nanager makes me				1	2	3	4	5
(114)	32			ine manager for my ef	TORTS		1	2	3	4	5
(115)	33			y my line manager			1	2	3	4	5
(116)	34	•	nanager treats even				1	2	3	4	5
(18)	35		•	within my area/departr	nent		1	2	3	4	5
(117)	36	-	nanager keeps me				1	2	3	4	5
(118)	37			ent are dealt with in th	e open		1	2	3	4	5
(119)	38		n meetings are wor				1	2	3	4	5
(120)	39			department's priorities	s/targets		1	2	3	4	5
(121)	40	I am clea	r about my individ	ual priorities/targets			1	2	3	4	5
(83)	41	My line m improve	nanager lets me kr	now what I am doing v	vell and I	now I need to	1	2	3	4	5
(70)	42	My line m	nanager's assessm	ent of my performance	e is fair		1	2	3	4	5
(30)	43	I receive	good support from	n my line manager			1	2	3	4	5

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	•	e <u>ONE</u> cros gly Agree;	ss in the box next to	the number which best of 3 - Disagree;	describes how much you agree				nents. <b>ble (N/A</b>	
	ouong						,	Арриса		· <b>/</b>
			13	3	0		0			
	1					$\odot$		(	3	I
Office Use Only	<u>My</u>	<u>Local Lii</u>	ne Management	<u>t</u> (contd)		Strongly Agree			ongly agree	N/A
(101)	44	My line r	manager is willing t	o listen to my work re	elated problems	1	2	3	4	5
(122)	45	I feel ab	le to ask my line m	anager for help		1	2	3	4	5
(87)	46	My area	works to high profe	essional/vocational sta	andards	1	2	3	4	5
(29)	47	In my ar	rea/department we	continually improve o	our services/provision	1	2	3	4	5
Office Use Only	My	Colleagu	ues in the Team	L						
(73)	48	I get hel	p from my colleagu	les if needed		1	2	3	4	5
(104)	49	My colle	agues are willing to	listen to my work rel	ated problems	1	2	3	4	5
Office Use Only	App	oraisal, T	raining and De	velopment						
(123)	50	My perfo	ormance against ind	lividual priorities/targe	ets is regularly reviewed	1	2	3	4	5
(31)	51	I particip	pate in the appraisa	l scheme/performance	e review	1	2	3	4	5
(124)	52	My indivi	idual training needs	are discussed and ag	greed with me	1	2	3	4	5
(32)	53	My appra	aisal/performance r	eview leads to positive	e actions	1	2	3	4	5
(125)	54	The orga	anisation commits r	esources to my develo	opment	1	2	3	4	5
(35)	55	The train	ning I receive helps	me in my work		1	2	3	4	5
Office Use Only	<u>Car</u>	<u>eer Deve</u>	elopment							
(126)	56	My job p	rovides me with op	portunities to develop	)	1	2	3	4	5
(79)	57	There ar	e opportunities her	e for me to progress r	ny career	1	2	3	4	5
Office Use Only	<u>Equ</u>	ial Oppo	rtunities & Safe	guarding						
(45)	58	I am fan	niliar with the orgar	nisation's Equal Oppor	tunities policy	1	2	3	4	5
(46)	59	The orga	anisation provides E	equal Opportunities for	r all	1	2	3	4	5
(60)	60	The orga disabilitie		suitable environment	for people with	1	2	3	4	5
(146)	61	I know v adult	vho to contact if I h	nave a concern about	a child or a vulnerable	1	2	3	4	5
(148)	62		vho to contact if I h ugs in work	have a concern about	the use or supply of	1	2	3	4	5
(49)	63	I am fan	niliar with the orgar	nisation's Health and S	Safety policy	1	2	3	4	5

	Please place <b>ONE</b> cross in the box next to the number which best describes how much you agree with each of the statements. <b>1</b> - Strongly Agree; <b>2</b> - Agree; <b>3</b> - Disagree; <b>4</b> - Strongly Disagree; <b>5</b> - Not Applicable (N/A)									
1	Strong	jiy Agree;	2 - Agree;	3 - Disagree;	4 - Strongly Disagree	5_	- NOT	Арриса		4)
			14	4	0		0		l	
						$\odot$		(	$\overline{\mathbf{S}}$	
Office Use Only	<u>Saf</u>	ety, Heal	th & Environm	<u>ent</u>		Strongly Agree			rongly	N/A
(50)	64	I feel safe	e at work			1	2	3	4	5
(127)	65	I am trair	ned to use equipme	ent for my job		1	2	3	4	5
(159)	66	My emoti	onal and mental h	ealth are safeguarded	at work	1	2	3	4	5
(177)	67	I am not discrimina		ceptable behaviour su	ch as bullying or	1	2	3	4	5
(171)	68	I am able	e to manage my wo	ork/home-life balance		1	2	3	4	5
Office Use	Job	Security	and Satisfaction	on						
Only (78)	<u>69</u>	-		the foreseeable future						
(80)	70			uture of the organisati			2	3	4	5
Office			<b>C</b> 1				2	5		5
Use Only		and Ben								1
(128)	71		fair reward for my			1	2	3	4	5
(129)	72				k I am fairly rewarded	1	2	3	4	5
(130)	73	I know I	will share in the pr	osperity of the organi	sation	1	2	3	4	5
Office Use Only	<u>Self</u>	f-Assessn	nent and Plann	ling						
(25)	74	I contribu	ite to my area's se	If assessment reports		1	2	3	4	5
(26)	75	I contribu	ite to my area's bu	isiness plans		1	2	3	4	5
(28)	76	I am clea	r about my role in	the fulfilment of our p	blans	1	2	3	4	5
Office Use Only	<u>The</u>	Work It	<u>self</u>							1
(180)	77	I understa	and my role within	the organisation		1	2	3	4	5
(131)	78	The work	I do is varied			1	2	3	4	5
(132)	79	The work	I do is interesting			1	2	3	4	5
(133)	80	The work	I do is challenging	9		1	2	3	4	5
(178)	81	I can cop	e with the demand	ls of my job		1	2	3	4	5
(179)	82	I have ad	lequate say over h	ow I do my work		1	2	3	4	5
(134)	83	I have ga	ined in confidence	whilst working here		1	2	3	4	5
(135)	84	I have ga	ined new skills wh	ilst working here		1	2	3	4	5
(136)	85	I enjoy th	ne type of work I d	o		1	2	3	4	5

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_	•	e <u>ONE</u> cros Ily Agree;	s in the box next to tr 2 - Agree;	a number which bes 3 - Disagree;	t describes now much you agree $4 \prod$ - Strongly Disagree	_	-	e staten Applica		۵)
<u> </u>	Sciong	ny Agree,	2[] Agree,				]	Applica		- <b>y</b>
I			15	5	0		0			
						$\odot$		(	3	
Office Use Only	<u>Wo</u>	rking Cor	nditions			Strongly Agree			ongly Igree	N/A
(44)	86	The orga	nisation's premises	are well maintained	t	1	2	3	4	5
(137)	87	Toilet fac	cilities are well looke	d after		1	2	3	4	5
(72)	88	The cate	ring facilities are goo	bd		1	2	3	4	5
(53)	89	Social fac	cilities for staff are g	ood		1	2	3	4	5
(138)	90	My place	of work is clean and	d tidy		1	2	3	4	5
(38)	91	My work	area is adequate for	r my needs		1	2	3	4	5
(139)	92	The equi	pment I use in my jo	ob works effectively	y	1	2	3	4	5
(43)	93	I receive	good technical supp	port		1	2	3	4	5
(140)	94	The equi	pment I use is prope	erly maintained		1	2	3	4	5
Office Use Only	<u>Ove</u>	rall Satis	sfaction							
(82)	95	I would re	ecommend this orga	nisation as a good	place to work	1	2	3	4	5
(141)	96	I would re	ecommend the orga	nisation to other p	otential employees	1	2	3	4	5
(56)	97	Overall, I	am happy working	here		1	2	3	4	5
(150)	98	I think th	at this survey is beir	ng done in a confid	lential way	1	2	3	4	5

#### About Yourself (Please place <u>ONE</u> 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 Organisation" personnel and no individual questionnaire will be scrutinised.

(75)	Curriculum/ Programme Art, Area:	, Design & Construction (AD&C)	Humanities, Care & Education (HCE)	2
	(please cross one box <b>ONLY,</b> as appropriate)	Science & Engineering	Service Industries, Managerial & Occupational Studies (SIMOS)	4
(76)	Service or Support Area:	Estates/Reprographics	Marketing/Quality	2
		Nursery 3	Finance/Purchasing	4
	(please cross one box <b>ONLY,</b> as appropriate)	Student Services 5	CIS/IT Support	6
		Administrative/Clerical	Personnel	8
		Staff Development g	Directorate	10

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(61)	Job Role:	Managerial	1	Admin	2	Classroom Support	3
		Teaching	4	Other	5		
(62)	Contract Type:	Full Time	1	Part Time Permanent	2	Fractional	3
(64)	Time Employed		1	3 – 5 yrs	2	6 – 10 yrs	3
		11+ yrs	4				
	Site:	Site 1	1	Site 2	2	Site 3	3
		Site 4	4				
				Г			
(65)	Age Group:	16 – 30 yrs _	1	31 – 40 yrs	2	41 – 50 yrs	3
		51+ yrs	4				
(63)	Gender:	Male	1	Female	2		
		Transgender	3	Prefer not to answer	4		
(160)	Gender Reassig	<b>gnment:</b> Have you or do y	you plan to	change gender?			
		Yes	1	No	2		
(161)	Sexual Orienta	tion:					
	Н	leterosexual or Straight	1	Gay or Lesbian	2		
		Bisexual	3	Prefer not to answer	4		
(162)	Religion or Be	elief					
		No Religion	1	Christian (includ Protestant and a	ling Church o Il other Chris	of England, Catholic, tian denominations)	2
		Buddhist	3			Hindu	4
		Jewish	5			Muslim	6
		Sikh	7			Any Other Religion	8
		Prefer Not to Answer	9				

## About Yourself (contd) (Please place <u>ONE</u> cross in appropriate box)

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### <u>About Yourself</u> (contd) (Please place <u>ONE</u> cross in appropriate box)

7

(66) Ethnicity (Census 2011)			
Prefer not to answer	1	Arab	2
Asian/Asian British - Bangladeshi	3	Asian/Asian British - Indian	4
Asian/Asian British - Pakistani	5	Asian/Asian British - Any other Asian background	6
Black/African/Caribbean/Black British - African	7	Black/African/Caribbean/Black British - Caribbean	8
Black/African/Caribbean/Black British - Any other background	9	Chinese	10
Mixed - White & Asian	11	Mixed - White & Black African	12
Mixed - White & Black Caribbean	13	Mixed - Any other Mixed/Multi Ethnic background	14
White - English/Welsh/Scottish/Northern Irish/British	15	White - Gypsy or Irish Traveller	16
White - Irish	17	White - Any other White background	18
Any other Ethnic group	19		

#### **General Comments**

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

# Thank you for completing this survey