



Webster-Rubin Consulting Group

Sample Employee Climate Survey

Employee Climate Survey: Section I

Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Don't Know (dk)
------------------------	---------------	--------------	------------	---------------------	-----------------

- | | | | | | | |
|--|---|---|---|---|---|----|
| 1. Management gives employees a clear picture of the direction in which our organization is headed. | 1 | 2 | 3 | 4 | 5 | dk |
| 2. I have adequate knowledge of our organization's vision, mission, values and objectives. | 1 | 2 | 3 | 4 | 5 | dk |
| 3. The actions of my co-workers support our organization's mission and values. | 1 | 2 | 3 | 4 | 5 | dk |
| 4. I can see a clear link between my work and the organization's objectives. | 1 | 2 | 3 | 4 | 5 | dk |
| 5. I have a clear understanding of my role, relationships, and responsibilities. | 1 | 2 | 3 | 4 | 5 | dk |
| 6. There is a high degree of involvement and positive energy in this organization. | 1 | 2 | 3 | 4 | 5 | dk |
| 7. The actions of co-workers outside of my department support our organization's mission and values. | 1 | 2 | 3 | 4 | 5 | dk |

Employee Climate Survey: Section II

Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Don't Know (dk)
------------------------	---------------	--------------	------------	---------------------	-----------------

- | | | | | | | |
|---|---|---|---|---|---|----|
| 8. My department listens to the needs of our customers. | 1 | 2 | 3 | 4 | 5 | dk |
| 9. My department provides a very high quality of service to our customers. | 1 | 2 | 3 | 4 | 5 | dk |
| 10. Management is aware of marketplace trends. | 1 | 2 | 3 | 4 | 5 | dk |
| 11. We make customer satisfaction a primary concern of all employees. | 1 | 2 | 3 | 4 | 5 | dk |
| 12. The organization selects high-quality vendors and suppliers. | 1 | 2 | 3 | 4 | 5 | dk |
| 13. The organization has developed a quality level in our products/services that customers trust. | 1 | 2 | 3 | 4 | 5 | dk |
| 14. The organization continuously studies customer needs and expectations. | 1 | 2 | 3 | 4 | 5 | dk |
| 15. The organization keeps customers satisfied by resolving complaints quickly and ethically. | 1 | 2 | 3 | 4 | 5 | dk |