

BIG Employee Satisfaction Survey

to meet your own information needs and/or
to comply with the requirements of ISO standard 9001:2000

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Survey to identify and improve

- ❖ the motivation and customer orientation of employees
- ❖ the cooperation between departments and functional levels
- ❖ the psychological and physical stress of employees at work
- ❖ employee satisfaction in general, their expectations for the future
- ❖ how employees cope with mergers, acquisitions, organizational changes
- ❖ the assessment of management conduct and possibilities of co-determination and participation

The major steps of an employee satisfaction survey are:

1. Questions Concept / questionnaire (in writing, online, verbally)
2. Replies Collection, input, evaluation, report
3. Reactions Feedback to participants, discussion in workshops
4. Results Implementation of the results, control, follow-up

How FBInnovation can actually help you:

- ❖ FBInnovation supports you in all stages of an employee satisfaction survey (planning/concept, process management, follow-up processes) and can rely on valuable experience from other firms and up-to-date research knowledge.
- ❖ FBInnovation acts as a trustee and intermediary for both the company staff and the staff council serving as a credible guarantor of your employees' anonymity (without limiting the value and use of the results).
- ❖ FBInnovation offers comparative employee satisfaction surveys for other business units and trend-based follow-up analyses at agreed intervals.
- ❖ Moreover, FBInnovation conducts **customer satisfaction surveys** in order to measure the external impression and customer orientation of your staff and gain a valuable insight by comparing the results of the customer and employee satisfaction analyses.

Please continue reading →

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Project targets may include:

- ❖ measuring the perception and impression of employees (stressors, etc.) (identifying management weaknesses, motivation in general)
- ❖ identifying strengths and weaknesses (finding out possible factors beneficial or detrimental to health, identifying unnecessary/avoidable stressors)
- ❖ carrying out improvements to reinforce strengths and reduce identified weaknesses
- ❖ actively integrating employees (identifying prerequisites for high motivation, performance and satisfaction as well as opportunities for changes safeguarding productivity)
- ❖ bundling forces (increasing the awareness of productivity incentives as well as of existing and new processes and instruments and fostering their implementation)
- ❖ fixing health-related targets
- ❖ fixing communication targets (improving the cooperation between departments, etc; creating a feedback culture)
- ❖ creating/determining the basis for an ISO 9001 quality guide, for Balanced Scorecard and other tools

Typical subject areas of a questionnaire

1. Conditions of work
2. Scope/type of work
3. Career opportunities
4. Remuneration
5. Cooperation
6. Management
7. Information and communication
8. Image and confidence (trust)
9. Other comments
10. Statistical/demographic data

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