

# SFA Modernization Program Plan

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## SAMPLE EMPLOYEE SATIFACTION SURVEY

The objective of this survey is to measure your satisfaction with the project to identify areas for improvement and potential changes to future development efforts. This survey will be conducted at periodic intervals to monitor the effect of these changes.

**PROJECT:**  
**TEAM:**  
**DATE:**

**MONTHS ON PROJECT:**

### INSTRUCTIONS:

For each statement below, circle the response that most closely represents your feelings:

*0 Don't Know 1 = Strongly Disagree 2 = Disagree 3 = Neutral 4 = Agree 5 Strongly Agree*

#### *Planning*

- |    |   |   |   |   |   |   |   |
|----|---|---|---|---|---|---|---|
| 1. | I understand the goals and objectives of my team.   | 0 | 1 | 2 | 3 | 4 | 5 |
| 2. | My team understands the expectations of our users.  | 0 | 1 | 2 | 3 | 4 | 5 |
| 3. | My team has an effective plan for meetings our users' expectations.   | 0 | 1 | 2 | 3 | 4 | 5 |
| 4. | My team has effective processes and methods for completing our work   | 0 | 1 | 2 | 3 | 4 | 5 |
| 5. | My team has clearly defined performance measures and goals for assessing quality, schedule and budget.            | 0 | 1 | 2 | 3 | 4 | 5 |
| 6. | My team has the skills and knowledge (or access to them) to meet our goals.                                       | 0 | 1 | 2 | 3 | 4 | 5 |
| 7. | Persons outside the team who are critical to the team's success, have clearly defined roles and responsibilities. | 0 | 1 | 2 | 3 | 4 | 5 |

#### *Execution*

- |     |   |   |   |   |   |   |   |
|-----|---|---|---|---|---|---|---|
| 8.  | Persons outside the team who are critical to the team's success, are effectively completing their responsibilities. | 0 | 1 | 2 | 3 | 4 | 5 |
| 9.  | My team receives adequate feedback from our users on how well we are meeting their expectations.                    | 0 | 1 | 2 | 3 | 4 | 5 |
| 10. | My team has effective performance reporting to evaluate quality, schedule and budget results against the plan.      | 0 | 1 | 2 | 3 | 4 | 5 |

#### *Continuous Improvement*

- |     |   |   |   |   |   |   |   |
|-----|---|---|---|---|---|---|---|
| 11. | My team has an effective process for continuously improving our work              | 0 | 1 | 2 | 3 | 4 | 5 |
| 12. | When I suggest improvements, my ideas are welcomed and given due consideration.   | 0 | 1 | 2 | 3 | 4 | 5 |
| 13. | My team is effective at implementing agreed upon improvements in a timely manner. | 0 | 1 | 2 | 3 | 4 | 5 |

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14.	My team receives the appropriate level of recognition for its achievements. Teamwork	0	1	2	3	4	5
15.	I am a valued member of the team.	0	1	2	3	4	5
16.	My team leader (or supervisor) clearly communicates expectations of me including responsibilities, performance goals, policies and procedures.	0	1	2	3	4	5
17.	My team leader provides me with timely feedback on my performance.	0	1	2	3	4	5
18.	My team leader is aware of team member problems and concerns.	0	1	2	3	4	5
19.	Overtime is effectively planned and managed.	0	1	2	3	4	5
20.	My team leader is helpful, supportive, encouraging and shows trust in my abilities.	0	1	2	3	4	5
21.	The work I am doing is appropriate for my level of expertise.	0	1	2	3	4	5
22.	The work I am doing supports my career objectives.	0	1	2	3	4	5
	<i>Results</i>						
23.	My team is creating a quality product and providing quality service.	0	1	2	3	4	5
24.	I have confidence in my team's ability to meet its 0 goals and objectives.	1	2	3	4	5	
25.	I am confident our users' expectations will be met.	0	1	2	3	4	5

### PLEASE COMPLETE THE FOLLOWING SENTENCES:

My team is very effective at the following:

My team can improve at the following (include improvement ideas):

I could do my job better if ...

**What other initiatives can you suggest for improving quality on this project?**

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**Any other comments?**

### **Survey Feedback**

Is this survey an effective means of measuring your satisfaction with the project?

Yes    No    (Circle one)

B. How would you modify this survey to make it more effective?

**Thank you for your participation and input. Please return this survey to \_\_\_\_\_ as soon as possible.**