

BA-PHALABORWA MUNICIPALITY



JOB SATISFACTION SURVEY

INTRODUCTION

Ba-Phalaborwa Municipality is embarking in the process of surveying employee satisfaction in terms of work performance, employee engagement in order to evaluate employees' feelings about the management and administration of employee related issues, especially when it comes to the delivery of services, to take remedial action and measures where there is a room for improvement or adjustments.

Employee Job Satisfaction

Please take a few minutes to tell us about your job and how the organization assists, in terms of support, human relations, benefits, personal and career development.

	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
I feel encouraged to come up with new and better ways of doing things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My work gives me a feeling of personal accomplishment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the tools and resources to do my job well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job have clearly defined quality goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the municipality provides/ keep employees well informed about matters affecting them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the municipality understand the value of diversity (to recognize and respect the value of differences in race, gender, age, etc.?)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your skills and abilities compliment your work area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are you satisfied in the matter in which information is cascaded?

How satisfied are you with your involvement in decisions that affect your work?

Considering your daily job requirements, how satisfied are you with your job?

How satisfied are you with the information you receive from management about the municipal decisions and updates?

Do you consider yourself growing at the municipality?

2. Employee Job Satisfaction—Job Passion and Self-Evaluation
 Kindly share with us your positive experiences within the organisation in terms of the following

	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
I experience personal growth such as updating skills and learning different jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management provides prior learning opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supervisors encourage me to do my best	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am rewarded for the quality of my efforts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I solve customers' problems with ease	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

with my job.

How committed are you in the execution and performance of duties.

When answering these questions, please compare yourself with an average employee in your position and rate your own productivity and quality of your work.

	Upper 5%	Upper 10%	Upper 20%	Upper 30%	Middle 50%	Lower 30%	Bottom 20%
Productive time spent working on the tasks assigned to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting targets and goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall productivity in getting the job done	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Going beyond what is expected of me to make customers happy and enhancement of service delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I respond quickly and courteously to fulfill customers' needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall quality of service that I provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Employee Retention

Which of the following best describes the department you work in?

- Customer Service**
- Finance/Accounting**
- Technical (roads, water, building etc**
- Human Resources**

- Traffic control**
- Parks, cemetery and recreation**
- IT**

- Facilities**

Which of the following best describes your position here?

- Clerical**
- Technician**
- Managerial**
- Accounting**
- Project Management**
- Other**

How long have you worked at institution?

- Less than 6 months**
- 6 months – 1 year**
- 1-3 years**
- 3-5 years**
- More than 5 years**

Overall, how satisfied are you with your position?

- Very Dissatisfied**
- Dissatisfied**
- Neutral**
- Satisfied**
- Very Satisfied**

Do you feel that employees are recognized as individuals?

- Strongly Disagree**
- Disagree**
- Neither Agree nor Disagree**

- Agree
- Strongly Agree

How motivated are you to see the company succeed?

- Very motivated
- Somewhat motivated
- Not very motivated
- Not at all motivated
- Not sure

In thinking about the variety of tasks your position requires, would you say that there are too many, enough, or not enough?

- Too many
- Enough
- Not enough

How flexible is the company with respect to your family responsibilities?

- Very inflexible
- Somewhat inflexible
- Neither
- Somewhat flexible
- Very flexible

Would you advise a friend to apply for a job at this company?

- Definitely
- Probably
- Not sure

- probably not
- definitely not

Have you ever observed or experienced any of the following forms of discrimination or harassment at this company?

- Racial discrimination
- Sexual harassment
- Gender discrimination
- Sexual orientation discrimination
- None Observed

Please indicate your level of agreement with each of the following statements.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
The company clearly communicates its goals and strategies to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive adequate opportunity to interact with other employees on a formal level.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a clear path for career advancement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job requirements are clear.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>