



Staff Satisfaction Survey

Best Practice Resources – Program Management

This staff satisfaction survey was created by Gallup in 1998. These 13 questions have been validated and tested with 24 industries and 2500 businesses sites (include not-for-profit agencies). Use this survey as a pre- and post-test to improve staff satisfaction at your workplace. Note: these questions are validated and will not be so if you change the wording. Many organizations that administer the survey wish to change question #10; however, research shows that individuals that have a best friend at work are happier and more productive.

Staff Satisfaction Survey

Directions: Circle the number that best reflects your agreement/disagreement with each of the following statements.

1 = Strongly Disagree. 2 = Disagree. 3 = Neither Agree or Disagree. 4 = Agree. 5 = Strongly Agree.

	1	2	3	4	5
1. I know what is expected of me at work.					
2. I have the materials and equipment I need to do my work right.					
3. At work, I have the opportunity to do what I do best every day.					
4. In the last seven days, I have received recognition or praise for doing good work.					
5. My supervisor, or someone at work, seems to care about me as a person.					
6. There is someone at work who encourages my development.					
7. At work, my opinions seem to count.					
8. The mission/purpose of my agency makes me feel my job is important.					
9. My fellow employees are committed to doing quality work.					
10. I have a best friend at work.					
11. In the last six months, someone at work has talked with me about my progress.					
12. This last year, I had opportunities at work to learn and grow.					
13. Overall, I am satisfied with this agency as a place to work.					

Total Score: ## / 65