

WCTC Employee Survey Sample

1. Tell Us About Yourself

1. Please select your generation.

- ☐ Boomers (Birth Year 1943 - 1964)
- ☐ Generation X (Birth Year 1965 - 1980)
- ☐ Millennials (Birth Year 1981 - 2000)

2. Please select your years of service with WCTC

- ☐ < 1 Year
- ☐ 1-3 Years
- ☐ 4-7 Years
- ☐ 8-11 Years
- ☐ 12+ Years

3. Please select your department.

- ☐ Collection Services (North Walton Branch)
- ☐ Collection Services (South Walton Branch)
- ☐ Compliance Services
- ☐ Customer Relations
- ☐ Finance
- ☐ Senior Leadership

2. Feedback

1. I receive useful and constructive feedback from my supervisor

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

2. I am given adequate feedback about my performance.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

3. I receive feedback that helps me improve my performance.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

4. I have an opportunity to participate in the goal setting process.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

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5. My supervisor gives me praise and recognition when I do a good job.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

6. When I do a good job, I receive the praise and recognition I deserve.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

3. Teamwork

1. Teamwork is encouraged and practiced in this organization

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

2. There is a strong feeling of teamwork and cooperation in this organization

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

3. The different departments work well together.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

4. Quality and Customer Focus

1. People are held accountable for the quality of work they produce.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

2. The quality of our services are very important to this organization.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

3. In this organization we maintain very high standards of quality service.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

4. This organization understands its customers' needs.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

WCTC Employee Survey Sample

5. This organization is extremely focused on its customers' needs.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

6. Customer needs are the top priority in this organization.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

5. Mission and Purpose

1. I have a good understanding of the mission and the goals of this organization.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

2. I understand how my work directly contributes to the overall success of the organization.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

3. My job is important in accomplishing the mission of the organization.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

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4. My supervisor provides me regular information about the mission and the goals of this organization.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

5. I am familiar with and understand the organization's four strategic priorities (C.A.R.E.) and their objectives.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

6. Doing my job well gives me a sense of personal satisfaction.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

6. Workplace and Resources

1. I have the resources I need to do my job well.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

2. The necessary information systems are in place and accessible for me to get my job done.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

3. I have all the information I need to do my job effectively.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

4. My workplace is well maintained.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

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5. My workplace is a physically comfortable place to work.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

6. My workplace is safe.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

7. Communication

1. Information and knowledge are shared openly within this organization.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

2. Communication is encouraged in this organization.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

3. My supervisor does a good job of sharing information.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

4. Senior management communicates well with the rest of the organization.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

8. Opportunities for Growth

1. I have adequate opportunities for professional growth in this organization.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

2. I receive the training I need to do my job well.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

3. My supervisor is actively interested in my professional development and advancement.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

4. My supervisor encourages and supports my development.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

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5. I am encouraged to learn from my mistakes.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

6. My work is challenging.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

7. My work is rewarding.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

9. Work/Life Balance; Stress and Work Pace

1. The environment in this organization supports a balance between work and personal life.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

2. My supervisor understands the importance of maintaining a balance between work and personal life.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

3. I am able to satisfy both my job and family responsibilities.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

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4. I am not forced to choose between job and family obligations.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

5. The pace of the work in this organization enables me to do a good job.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

6. The amount of work I am asked to do is reasonable.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

7. The organization has reasonable expectations of its employees.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

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8. My job does not cause unreasonable amounts of stress in my life.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

9. I enjoy coming to work each day.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

10. Fairness

1. My supervisor treats all his/her employees fairly.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

2. The organization's policies for promotion and advancement are always fair.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

3. Favoritism (special treatment) is not an issue in raises or promotions.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

4. My supervisor is always consistent when administering policies concerning employees.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

WCTC Employee Survey Sample

5. I am always treated fairly by my supervisor.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

6. Everybody is treated fairly in this organization.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

7. I am paid fairly for the work I do.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

11. Respect for Management

1. I respect the senior leaders of this organization.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

2. I respect my supervisor as a competent professional.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

3. The leaders of this organization know what they are doing.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

4. Our senior managers demonstrate strong leadership skills.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

5. I am very satisfied with my supervisor.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

12. Respect for Employees

1. My supervisor always treats me with respect.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

2. My supervisor listens to what I'm saying.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

3. This organization respects its employees.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

4. My supervisor values my talents and the contribution I make.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

WCTC Employee Survey Sample

5. My talent is valued at work.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

6. The organization values the contribution I make.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

7. My coworkers care about me as a person.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

13. Personal Expression/Diversity

1. People who challenge the status quo are valued.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

2. I can disagree with my supervisor without fear of getting in trouble.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

3. I am comfortable sharing my opinions at work.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

4. We work to attract, develop, and retain people with diverse backgrounds.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

WCTC Employee Survey Sample

5. People with different ideas are valued in this organization.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments

6. My ideas and opinions count at work.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Comments