1. Tell Us About Yourself

1. F	Please select your generation.
0	Boomers (Birth Year 1943 - 1964)
0	Generation X (Birth Year 1965 - 1980)
0	Millennials (Birth Year 1981 - 2000)
2. F	Please select your years of service with WCTC
0	< 1 Year
0	1-3 Years
0	4-7 Years
0	8-11 Years
0	12+ Years
3. F	Please select your department.
0	Collection Services (North Walton Branch)
0	Collection Services (South Walton Branch)
0	Compliance Services
0	Customer Relations
0	Finance
0	Senior Leadership

2. Feedback 1. I receive useful and constructive feedback from my supervisor Strongly Agree Agree O Disagree C Strongly Disagree Comments 2. I am given adequate feedback about my performance. C Strongly Agree Agree Disagree Strongly Disagree Comments 3. I receive feedback that helps me improve my performance. C Strongly Agree Agree O Disagree Strongly Disagree Comments 4. I have an opportunity to participate in the goal setting process. Strongly Agree Agree Disagree C Strongly Disagree Comments

	TO Employee Survey Sample
5. l	My supervisor gives me praise and recog
0	Strongly Agree
0	Agree
0	Disagree
0	Strongly Disagree
Con	nments
6. \	When I do a good job, I receive the praise
0	Strongly Agree
0	Agree
0	Disagree
0	Strongly Disagree
Con	nments

3. 1	. Teamwork	
1.	1. Teamwork is encouraged and practiced in this or	rganization
0	C Strongly Agree	
0	C Agree	
0	O Disagree	
0	C Strongly Disagree	
Con	Comments	
2. 7	2. There is a strong feeling of teamwork and cooper	ration in this organization
0	C Strongly Agree	
0	C Agree	
0	C Disagree	
0	C Strongly Disagree	
Con	Comments	
3. 1	3. The different departments work well together.	
0	C Strongly Agree	
0	C Agree	
0	C Disagree	
0	C Strongly Disagree	
Con	Comments	

4. 0	. Quality and Customer Focus	
1. I	l. People are held accountable for the quality of v	vork they produce.
0	C Strongly Agree	
0	C Agree	
0	C Disagree	
0	C Strongly Disagree	
Con	Comments	
2. 1	2. The quality of our services are very important t	o this organization.
0	C Strongly Agree	
0	O Agree	
0	O Disagree	
0	C Strongly Disagree	
Con	Comments	
3. I	3. In this organization we maintain very high stan	dards of quality service.
0	C Strongly Agree	
0	C Agree	
0	O Disagree	
0	C Strongly Disagree	
Con	Comments	
4. 1	l. This organization understands its customers' r	needs.
0	C Strongly Agree	
0	C Agree	
0	C Disagree	
0	C Strongly Disagree	
Con	Comments	

	To Employee Survey Sample	
5. 7	This organization is extremely focused	d oı
0	Strongly Agree	
0	Agree	
0	Disagree	
0	Strongly Disagree	
Con	nments	
6. (Customer needs are the top priority in	this
0	Strongly Agree	
0	Agree	
0	Disagree	
0	Strongly Disagree	
Con	nments	

5. N	. Mission and Purpose	
1. I	1. I have a good understanding of the mission and the g	goals of this organization.
0	C Strongly Agree	
0	C Agree	
0	C Disagree	
0	C Strongly Disagree	
Com	Comments	
	2. I understand how my work directly contributes to the	e overall success of the
org o	organization. © Strongly Agree	
0		
0		
0		
Com	Comments	
	3. My job is important in accomplishing the mission of t	he organization.
0		
0	·	
0		
0	Strongly Disagree	
Com	Comments	

4. My supervisor provides me organization.	e regular information about the mission and the goals of this
C Strongly Agree	
C Agree	
C Disagree	
C Strongly Disagree	
Comments	
	erstand the organization's four strategic priorities (C.A.R.E.)
and their objectives.	
3, 3	
C Agree C Disagree	
C Strongly Disagree	
Comments	
6. Doing my job well gives me C Strongly Agree	e a sense of personal satisfaction.
C Agree	
C Disagree	
Strongly Disagree	
Comments	

91 W	rorkplace and Resources
1. I	have the resources I need to do my job well.
0	Strongly Agree
0	Agree
0	Disagree
0	Strongly Disagree
Com	ments
2. T	he necessary information systems are in place and accessible for me to get my job
don	e.
0	Strongly Agree
0	Agree
0	Disagree
0	Strongly Disagree
Com	ments
3. I	have all the information I need to do my job effectively.
0	Strongly Agree
0	Agree
0	Disagree
0	Strongly Disagree
Com	ments
4. N	ly workplace is well maintained.
0	Strongly Agree
0	Agree
0	Disagree
0	Strongly Disagree
Com	ments

5. N	ly workplace is a physi	cally comfortable	place to work.
0			
0	Agree		
0	Disagree		
0	Strongly Disagree		
Com	nments		
6. N	lly workplace is safe.		
0	Strongly Agree		
0	Agree		
0	Disagree		
0	Strongly Disagree		
Com	nments		

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 C 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

٥. ر	opportunities for Growth	
1. I	I have adequate opportunities for professi	onal growth in this organization.
0		
0	Agree	
0	Disagree	
0	Strongly Disagree	
Con	mments	
2. I	I receive the training I need to do my job w	ell.
0	Strongly Agree	
0	Agree	
0	Disagree	
0	Strongly Disagree	
Con	mments	
3. I	My supervisor is actively interested in my	professional development and advancement.
0	Strongly Agree	
0	Agree	
0	Disagree	
0	Strongly Disagree	
Con	mments	
4. I	My supervisor encourages and supports r	ny development.
0	Strongly Agree	
0	Agree	
0	Disagree	
0	Strongly Disagree	
Con	mments	

V	TO Employee Survey Sample
5. I	am encouraged to learn from my mistake
0	Strongly Agree
0	Agree
0	Disagree
0	Strongly Disagree
Com	nments
6. N	My work is challenging.
0	Strongly Agree
0	Agree
0	Disagree
0	Strongly Disagree
Com	nments
7. N	My work is rewarding.
0	Strongly Agree
0	Agree
0	Disagree
0	Strongly Disagree
Com	nments

	The environment in this everyingtion of	unnerte e belevee between week and neveend
ife	-	upports a balance between work and personal
0	Strongly Agree	
0	Agree	
0	Disagree	
0	Strongly Disagree	
Con	nments	
. I	My supervisor understands the importa	nce of maintaining a balance between work an
eı	sonal life.	
0	Strongly Agree	
0	Agree	
0	Disagree	
0	Strongly Disagree	
Con	nments	
3. I	am able to satisfy both my job and fam	ily responsibilities.
0	Strongly Agree	
0	Agree	
0	Disagree	
0	Strongly Disagree	
	nments	
٦On	IIICIIG	

		Em	J. C. J.		Z.II V	•								
ļ. I	am	not f	orced	to c	noos	e betw	een jol	b and	fan	nily	oblig	ation	S.	
0	Stro	ongly Agre	е											
0	Agr	ee												
0	Disa	agree												
0	Stro	ongly Disa	gree											
Con	ment	ts												
5. 1	he	pace	of the	e woi	k in t	his or	ganiza	tion e	enal	bles	me t	o do a	good	l job
0	Stro	ongly Agre	е											
0	Agr	ee												
0	Disa	agree												
0	Stro	ongly Disa	gree											
Con	ment	ts												
6. 1	he	amou	nt of	work	l am	asked	l to do	is rea	asoı	nabl	e.			
6. 1 O		amou		work	l am	asked	l to do	is rea	asoı	nabl	e.			
		ongly Agre		work	I am	asked	l to do	is rea	asoı	nabl	е.			
0	Stro	ongly Agre		work	I am	asked	l to do	is rea	asoı	nabl	e.			
0	Stro Agro Disa	ongly Agre	e	work	I am	asked	l to do	is rea	asoi	nabl	e.			
0 0 0	Stro Agro Disa	ongly Agre ee agree ongly Disa	e	work	I am	asked	l to do	is rea	asoi	nabl	e.			
0 0 0	Stro Agro Disa Stro	ongly Agre ee agree ongly Disa	e	work	I am	asked	l to do	is rea	asoı	nabl	e.			
O O Com	Stro Agre Disa Stro	ongly Agree ee agree ongly Disa	gree				l to do					nploy	ees.	
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Com	Agra Disa Stro	ee agree ongly Disa ts organ	gree izatio									nploy	ees.	
Com Con Con	Agra Disa Stro	ee agree ongly Disa ts organ	gree izatio									nploy	ees.	
Com 7.1	Agric Disa Strong Mental Strong Agric Agric Disa Strong Disa Stron	ee agree ongly Disa ts organ	gree ization									nploy	ees.	
Com 7.1	Agric Disa Strong Mental Strong Agric Agric Disa Strong Disa Stron	ee agree ongly Disa ts orgar ongly Agre ee agree	gree ization									nploy	ees.	

		TC Employee Survey Sample	
8.	M	y job does not cause unreasonable	amo
0		Strongly Agree	
0) ,	Agree	
0		Disagree	
0		Strongly Disagree	
Co	mn	nents	
9.	le	enjoy coming to work each day.	
0		Strongly Agree	
0		Agree	
0		Disagree	
0		Strongly Disagree	
		nents	
	,,,,,,,	Попо	

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 O Disagree C 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 C Strongly Disagree Comments

5. I	l a	am always treated fairly by n
0	S	Strongly Agree
0	Α	Agree
0	D	Disagree
0	S	Strongly Disagree
Con	nme	nents
6. E	Ev	erybody is treated fairly in t
0	S	Strongly Agree
0	Α	Agree
0	D	Disagree
0	S	Strongly Disagree
Con	nme	nents
7. I	l a	nm paid fairly for the work I d
0	S	Strongly Agree
0	Α	Agree
0		Disagree
0	S	Strongly Disagree
Con		nents

Disagree

Comments

C Strongly Disagree

11. Respect for Management 1. I respect the senior leaders of this organization. Strongly Agree Agree O Disagree C Strongly Disagree Comments 2. I respect my supervisor as a competent professional. C Strongly Agree Agree Disagree Strongly Disagree Comments 3. The leaders of this organization know what they are doing. C Strongly Agree Agree O Disagree Strongly Disagree Comments 4. Our senior managers demonstrate strong leadership skills. Strongly Agree Agree

WCTC Employee Survey Sample	
5. I am very satisfied with my supervisor.	
C Strongly Agree	
○ Agree	
O Disagree	
O Strongly Disagree	
Comments	

12. Respect for Employees

1. N	ly supervisor always treats me with resp	ect.	
0	Strongly Agree		
0	Agree		
0	Disagree		
0	Strongly Disagree		
Com	ments		
2. [ly supervisor listens to what I'm saying.		
0	Strongly Agree		
0	Agree		
0	Disagree		
0	Strongly Disagree		
Com	ments		
3. 1	his organization respects its employees	5.	
0	Strongly Agree		
0	Agree		
0	Disagree		
0	Strongly Disagree		
Com	ments	_	
4. I	ly supervisor values my talents and the c	contribution I make.	
0	Strongly Agree		
0	Agree		
0	Disagree		
0	Strongly Disagree		
Com	ments		

5. I			
	My talent is valued	at work.	
0	Strongly Agree		
0	Agree		
0	Disagree		
0	Strongly Disagree		
Con	nments		
6. 1	Γhe organization ν	alues the contrib	ution I
0	Strongly Agree		
0	Agree		
0	Disagree		
0	Strongly Disagree		
Con	nments		
7. F	My coworkers car	e about me as a p	erson.
0		-	
	Strongly Agree		
	Strongly Agree		
0	Agree		
0	Agree Disagree		
0	Agree Disagree Strongly Disagree		
0	Agree Disagree		
0	Agree Disagree Strongly Disagree		
0	Agree Disagree Strongly Disagree		
0	Agree Disagree Strongly Disagree		
0	Agree Disagree Strongly Disagree		
0	Agree Disagree Strongly Disagree		
0	Agree Disagree Strongly Disagree		
0	Agree Disagree Strongly Disagree		
0	Agree Disagree Strongly Disagree		
0	Agree Disagree Strongly Disagree		
0	Agree Disagree Strongly Disagree		
0	Agree Disagree Strongly Disagree		

13. Personal Expression/Diversity

0	People who challenge the status quo are	valued.
•	Strongly Agree	
0	Agree	
0	Disagree	
0	Strongly Disagree	
Cor	nments	
2.	can disagree with my supervisor withou	t fear of getting in trouble.
0	Strongly Agree	
0	Agree	
0	Disagree	
0	Strongly Disagree	
Cor	nments	
3.	am comfortable sharing my opinions at	work.
0	Strongly Agree	
0	Agree	
0	Disagree	
0	Strongly Disagree	
Cor	nments	
		eople with diverse backgrounds.
4. \	Ne work to attract, develop, and retain p	
4. \	Ne work to attract, develop, and retain p Strongly Agree	
0	Strongly Agree	
0	Strongly Agree Agree	

	TO Employee Survey Sample
5. I	People with different ideas are valued in t
0	Strongly Agree
0	Agree
0	Disagree
0	Strongly Disagree
Con	nments
6. I	My ideas and opinions count at work.
0	Strongly Agree
0	Agree
0	Disagree
0	Strongly Disagree
Con	nments