Employee Survey Questionnaire

As part of Backspin Technologies continuing effort to enhance our corporate culture, we are interested in securing your opinions on a number of critical issues. Data from this survey will be analyzed in order to isolate areas for improvement or change. Therefore, your opinions and observations are very important. Data will be analyzed in aggregate form only. No attempt will be made to isolate or examine individual responses. Information obtained from the survey will (1) be distributed to all employees; and (2) will be used in focus groups in order to develop programs designed to improve our company. Thank you for your participation.

Instructions: Please read each of the questions listed below and indicate by check mark the category which best describes your position in the company.

1. In which Department or Division of the company do you currently work?

(a) Manufacturing _____

(b) Retail _____

(c) Country Club _____

(d) Telemarketing _____

(e) Warehouse Operations

2. What is your current job title?

(a) Manager _____

(b) Supervisor _____

(c) Customer Service Representative _____

(d) Order Fulfillment Processor _____

(e) Marketing Representative _____

(f) Other (please specify):
_____

3. How many years have you been employed at Backspin Technologies?

(a) 6 months to 1 year _____

(b) 1 to 2 years _____

(c) 3 to 4 years _____

(d) 5 to 6 years _____

(e) 7 to 8 years _____

(f) 9 to 10 years _____

(g) other (please specify): _____

4. What is your current salary level?

(a) grade 1 _____

(b) grade 2 _____

(c) grade 3 _____

(d) grade 4 _____

(e) grade 5 _____

(f) grade 6 _____

(g) grade 7 _____

(h) grade 8 _____

(i) grade 9 _____

(j) grade 10 _____

(k) other (please specify) _____
_____
_____

Instructions: Please read each of the statements listed below. Indicate the degree to which you agree or disagree with each statement by circling the appropriate response category.

	Stongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
5. My boss has the work well organized for his/her subordinates.	**5**	**4**	**3**	**2**	**1**
6. In my oppinion, the pay here is lower than in other companies.	**5**	**4**	**3**	**2**	**1**
7. My boss is always willing to listen to work related suggestions.	**5**	**4**	**3**	**2**	**1**
8. I get very little cooperation from the people with whom I work.	**5**	**4**	**3**	**2**	**1**
9. I feel the work that I do is very interesting.	**5**	**4**	**3**	**2**	**1**
10. When I compare myself to others in this firm, I am very much underpaid for the work that I do.	**5**	**4**	**3**	**2**	**1**
11. I feel as though I'm doing something really worthwhile in my job.	**5**	**4**	**3**	**2**	**1**
12. My boss fails to give me clear orders and instructions regarding my work assignments.	**5**	**4**	**3**	**2**	**1**
13. When compared to other companies, employee benefits here are good.	**5**	**4**	**3**	**2**	**1**
14. My boss is too interested in his/her own success to care about the needs of his/her employees.	**5**	**4**	**3**	**2**	**1**
15. Overall, I really like the people with whom I work.	**5**	**4**	**3**	**2**	**1**
16. My job is often dull and monotonous.	**5**	**4**	**3**	**2**	**1**

	Stongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
17. I believe that I am paid fairly when compared to other employees.	**5**	**4**	**3**	**2**	**1**
18. I'm really disappointed that I ever took this job.	**5**	**4**	**3**	**2**	**1**
19. My boss helps me to clarify my work related goals, responsibilities and methods for accomplishing my job.	**5**	**4**	**3**	**2**	**1**
20. People performing my job in other companies are compensated better than I am.	**5**	**4**	**3**	**2**	**1**
21. My boss backs me up on my work related decisions.	**5**	**4**	**3**	**2**	**1**
22. At this company, you can rarely trust the people you work with.	**5**	**4**	**3**	**2**	**1**
23. My job is usually interesting enough to keep me from getting bored.	**5**	**4**	**3**	**2**	**1**
24. When it comes to determining pay raises, my boss seems to put a higher priority on employee favoritism than on performance.	**5**	**4**	**3**	**2**	**1**
25. I really enjoy the work that I do.	**5**	**4**	**3**	**2**	**1**
26. Management keeps us in the dark about things we ought to know.	**5**	**4**	**3**	**2**	**1**
27. This company really tries to make its compensation package competitive with other organizations.	**5**	**4**	**3**	**2**	**1**
28. My boss often makes changes in work related assignments with little regard to the welfare of employees.	**5**	**4**	**3**	**2**	**1**

	Stongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
29. My coworkers are always ready to assist me with work related problems.	**5**	**4**	**3**	**2**	**1**
30. Sometimes the work day seems to drag on forever.	**5**	**4**	**3**	**2**	**1**
31. The people who get promotions around here generally deserve them.	**5**	**4**	**3**	**2**	**1**
32. The only thing this job really offers me is the security of a weekly paycheck.	**5**	**4**	**3**	**2**	**1**
33. My boss and I regularly discuss my work related goals and the best method for accomplishing them.	**5**	**4**	**3**	**2**	**1**
34. Compared to other firms, the salary and benefits offered by my company are lousy.	**5**	**4**	**3**	**2**	**1**
35. My boss is quick to accept good ideas suggested by his/her subordinates.	**5**	**4**	**3**	**2**	**1**
36. Where I work, my coworkers are always prepared to stab you in the back.	**5**	**4**	**3**	**2**	**1**
37. I feel my job is more interesting than other jobs I might be able to get.	**5**	**4**	**3**	**2**	**1**
38. In this company, what you earn has little to do with your performance level.	**5**	**4**	**3**	**2**	**1**
39. I'd recommend my type of job to others seeking work in this company.	**5**	**4**	**3**	**2**	**1**

	Stongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
40. I am often uncertain of what is required of me when performing my job.	**5**	**4**	**3**	**2**	**1**
41. The salary and benefits associated with my job are about the same as those offered to employees in other firms.	**5**	**4**	**3**	**2**	**1**
42. My boss is rarely willing to listen to my work-related suggestions.	**5**	**4**	**3**	**2**	**1**
43. The people I work with help each other out when someone gets behind in their work assignments.	**5**	**4**	**3**	**2**	**1**
44. I am often bored with my job.	**5**	**4**	**3**	**2**	**1**
45. In this company, people performing the same job earn approximately the same salary.	**5**	**4**	**3**	**2**	**1**
46. Most days, I have to force myself to go to work.	**5**	**4**	**3**	**2**	**1**

Scales on questionnaire

Note: ***the number in parentheses indicates the item number on the questionnaire.***
**** indicates that the item is reversed scaled and must be recoded for analysis such that 5=1, 4=2, 3=3, 2=4, 1=5***

Goal Clarity: GC1(5) GC2(12)* GC3(19) GC4(26)* GC5(33) GC6(40)*

External Equity in Compensation: EEQ2(6)* EEQ1(13) EEQ4(20)* EEQ3(27) EEQ6(34)* EEQ5(41)

Considerate Supervision: CONSUP1(7) CONSUP2(14)* CONSUP3(21) CONSUP4(28)* CONSUP5(35) CONSUP6(42)*

Work Related Monotony: MONOT1(9)* MONOT2(16) MONOT3(23)* MONOT4(30) MONOT5(37)* MONOT6(44)

Internal Equity in Compensation: IEQ1(10)* IEQ2(17) IEQ3(24)* IEQ4(31) IEQ5(38)* IEQ6(45)

Overall Job Satisfaction: JOBSAT2(11) JOBSAT1(18)* JOBSAT4(25) JOBSAT3(32)* JOBSAT6(39) JOBSAT5(46)*

Relationships with Coworkers: COW6(8)* COW1(15) COW2(22)* COW3(29) COW4(36)* COW5(43)

Department/Division of Company: Manufacturing = 1; Retail = 2; Country Club = 3; Telemarketing = 4; Warehouse Operations = 4

Job Title: Manager = 1; Supervisor = 2; Customer Service Representative = 3; Order Fulfillment Processor = 4; Marketing Representative = 5

Yrs. Of Employment with firm: 6 mos. To 1 yr. = 1; 1 to 2 yrs. =2; 3 to 4 yrs. =3; 5 to 6 yrs. = 4; 7 to 8 yrs = 5; 9 to 10 yrs. = 6

Salary Level: grade1 =1; grade2 = 2; grade3 = 3; grade4 = 4; grade5 = 5; grade6 = 6; grade7 = 7; grade8 = 8; grade9 = 9; grade10 = 10