

Employee Engagement and Satisfaction Survey

Fill in each circle completely using a DARK BLUE or BLACK PEN, not a pencil. Do not use “x” or “/” marks. To ensure your anonymity, mail your completed survey in the postage-paid envelope provided. Upon receipt of your survey, your answers and comments will be added to those of your fellow workers and summarized as a group. The number in the right hand corner of this document is for data processing only and cannot be tracked to any individual’s survey responses. If you have any questions or comments contact Best Companies Group at support@bestcompaniesgroup.com.

Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

1. Overall, I am very satisfied with my employer.....○.....○.....○.....○.....○.....○.....○.....○

How do you feel about each of the following specific matters? (Fill in a single response for each statement below)

2. This organization’s leadership and planning:

Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

I understand the long-term strategy of this organization.....○.....○.....○.....○.....○.....○.....○.....○
 I have confidence in the leadership of this organization.....○.....○.....○.....○.....○.....○.....○.....○
 The leaders of this organization care about their employees’ well being○.....○.....○.....○.....○.....○.....○.....○
 Senior leaders live the core values of the organization.....○.....○.....○.....○.....○.....○.....○.....○
 There is adequate planning of departmental objectives○.....○.....○.....○.....○.....○.....○.....○
 There is adequate follow-through of departmental objectives○.....○.....○.....○.....○.....○.....○.....○
 The leaders of this organization are open to input from employees.....○.....○.....○.....○.....○.....○.....○.....○

3. The organization’s corporate culture and communications:

Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

This organization’s corporate communications are frequent enough....○.....○.....○.....○.....○.....○.....○.....○
 This organization’s corporate communications are detailed enough ...○.....○.....○.....○.....○.....○.....○.....○
 I have a good understanding of how this organization is doing financially○.....○.....○.....○.....○.....○.....○.....○
 I can trust what this organization tells me.....○.....○.....○.....○.....○.....○.....○.....○
 This organization treats me like a person, not a number.....○.....○.....○.....○.....○.....○.....○.....○
 This organization gives me enough recognition for work that is well done.....○.....○.....○.....○.....○.....○.....○.....○
 Staffing levels are adequate to provide quality products/services.....○.....○.....○.....○.....○.....○.....○.....○
 Quality is a top priority with this organization○.....○.....○.....○.....○.....○.....○.....○
 Safety is a top priority with this organization○.....○.....○.....○.....○.....○.....○.....○
 I believe there is a spirit of cooperation within this organization○.....○.....○.....○.....○.....○.....○.....○
 My employer enables a culture of diversity○.....○.....○.....○.....○.....○.....○.....○
 I like the people I work with at this organization.....○.....○.....○.....○.....○.....○.....○.....○
 At this organization, employees have fun at work.○.....○.....○.....○.....○.....○.....○.....○
 I feel I can express my honest opinions without fear of negative consequences.○.....○.....○.....○.....○.....○.....○.....○
 Changes that may affect me are communicated to me prior to implementation○.....○.....○.....○.....○.....○.....○.....○

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8. Pay and Benefits:

	Disagree Strongly	Disagree Somewhat	Neutral	Agree Somewhat	Agree Strongly	Not Applicable
My pay is fair for the work I perform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I'm satisfied with this organization's benefits package	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, I'm satisfied with the:

Amount of vacation (or Paid Time Off)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sick leave policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amount of health care paid for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vision care benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retirement plan benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Life insurance benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tuition reimbursement benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Overall feelings about your employment experience:

	Disagree Strongly	Disagree Somewhat	Neutral	Agree Somewhat	Agree Strongly	Not Applicable
Most days, I look forward to going to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job provides me with a sense of meaning and purpose	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am proud to work for this organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel this organization has created an environment where I can do my best work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am willing to give extra effort to help this organization succeed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I plan to continue my career with this organization for at least two more years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this organization's products/services to a friend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend working here to a friend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NOTE: We recommend that you do not include your name or other identifying remarks in your responses to the two open-ended questions listed below. PLEASE DO NOT EXCEED THE SPACE PROVIDED BELOW.

Please do not use symbols or characters such as (=,\$,%,@,!,\$,&,*,-,+)

10. What does this organization do that makes it a place where people would want to work?

11. What can this organization do to increase your satisfaction and productivity as an employee?

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The following questions are for classification purposes only. They will not be used to identify any individual.
Please fill in only one response per question.

12. How long have you worked for this organization?

- Less than one year
- One year to less than two years.....
- Two years to less than five years
- Five years to less than ten years.....
- Ten years or more
- Prefer not to answer

13. What is your age?

- Less than 21
- 21 - 25
- 26 - 35
- 36 - 45
- 46 - 55
- 56 - 65
- Above 65.....
- Prefer not to answer

14. What is your gender?

- Female
- Male
- Prefer not to answer

15. What is your ethnic background?

- Black or African-American
- Asian
- White or Caucasian
- Hispanic or Latino
- Native American (not Pacific Islander)
- Pacific Islander
- Bi-Racial or Multi-Racial
- Prefer not to answer

16. Which is your job status?

- Full-Time.....
- Part-Time.....

17. Which of the following best describes your role?

- Administrative/Clerical
- Customer Service/Collector/Chat
- Compliance/QA.....
- Manager or Supervisor – Operations
- Manager or Supervisor – Non Operations
- Professional (Legal/Accounting).....
- Executive
- Other

18. In which department do you work?

- Collections – First Party
- Collections – Third Party.....
- Customer Service/Care/Support/Chat
- Legal and/or Compliance/QA.....
- Marketing/Sales
- Admin (HR, IT, Acctg, Finance).....
- Other

Thank You for Your Participation!

For questions or comments, please email support@bestcompaniesgroup.com.