**Employee Survey: Satisfaction with HR Department**

The HR department wants to know how well we are serving our employees/internal customers. We would appreciate it if you would take the time to complete this survey. Please feel free to suggest improvements in any area.

Some notes about the survey:

* Because we have a variety of internal customers, not all items may apply to all employees. Respond to those areas that affect you and select N/A for those that do not apply to you.
* Responses will be kept confidential; however, providing your name or department will help us better analyze the results and target areas for improvement.

**Using a scale of 1-5, with 5 being strongly agree and 1 being strongly disagree, please select one response for each statement.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Access and Availability** | **5** | **4** | **3** | **2** | **1** | **N/A** |
| I have good access to HR staff for advice and assistance. | ° | ° | ° | ° | ° | ° |
| When I contact the HR department, I usually receive help in a timely manner. | ° | ° | ° | ° | ° | ° |
| HR is available on the days and hours I need. | ° | ° | ° | ° | ° | ° |
| The HR department makes sincere attempts to answer my questions or assist with problems. | ° | ° | ° | ° | ° | ° |
| Getting HR information is more difficult than it should be. | ° | ° | ° | ° | ° | ° |
| Comments or suggestions for improvement: | | | | | | |
| **Quality of Service** | **5** | **4** | **3** | **2** | **1** | **N/A** |
| HR exhibits a solid understanding of HR issues. | ° | ° | ° | ° | ° | ° |
| HR provides accurate, helpful information. | ° | ° | ° | ° | ° | ° |
| Information or assistance from HR staff is not always provided promptly. | ° | ° | ° | ° | ° | ° |
| Information is provided in a clear manner and is easy to understand. | ° | ° | ° | ° | ° | ° |
| HR provides service in a courteous manner with a good attitude. | ° | ° | ° | ° | ° | ° |
| Comments or suggestions for improvement: | | | | | | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Communication** | **5** | **4** | **3** | **2** | **1** | | | | | | | **N/A** |
| HR adequately communicates changes in benefits and company policies. | ° | ° | ° | ° | ° | ° |
| Changes to policies and procedures affecting my work are not always communicated timely. | ° | ° | ° | ° | ° | ° |
| HR provides information that is accurate and requires no rework. | ° | ° | ° | ° | ° | ° |
| The frequency of communication from HR staff is sufficient. | ° | ° | ° | ° | ° | ° |
| Comments or suggestions for improvement: | | | | | | |

This section deals with a variety of programs and services offered through the HR department. Please rate your satisfaction level with the way they are handled. **Using a scale of 1-5, with 5 being very satisfied and 1 being very dissatisfied, please select one response for each statement.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Programs and Services** | **5** | **4** | **3** | **2** | **1** | **N/A** |
| Job applicant screening | ° | ° | ° | ° | ° | ° |
| Job posting process | ° | ° | ° | ° | ° | ° |
| Pre-employment testing | ° | ° | ° | ° | ° | ° |
| New employee orientation | ° | ° | ° | ° | ° | ° |
| Employee handbook | ° | ° | ° | ° | ° | ° |
| Advice on employee/personnel issues | ° | ° | ° | ° | ° | ° |
| Benefits information | ° | ° | ° | ° | ° | ° |
| Benefits open enrollment process | ° | ° | ° | ° | ° | ° |
| Retirement planning information | ° | ° | ° | ° | ° | ° |
| Employee recognition events | ° | ° | ° | ° | ° | ° |
| Manager and supervisory training | ° | ° | ° | ° | ° | ° |
| Other programs and services: \_\_\_\_\_\_\_\_\_\_\_ | ° | ° | ° | ° | ° | ° |
| Comments or suggestions for improvement: | | | | | | |

**GENERAL SUGGESTIONS**

Use this space to indicate any suggestions for improved productivity or customer service.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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*Optional:*

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**THANK YOU!**