

Workplace Experience Survey Quick Start Guide

Employee Questions

Your employees are essential for your organization's success. Creating an adaptable workforce that contributes to meaningful transformation begins with asking your employees how they feel. By identifying the gaps in your employees' current work experiences as compared to your people managers' perceptions, your organization can then evaluate and take action to implement business practices that support both employee preferences and operating goals.

Use the survey questions below as a starting point for assessing employee experience within your own organization.

1. Are you an hourly worker?

☐ Yes ☐ No

2. How many hours do you typically work per week?

☐ <10 ☐ 10 - 19 ☐ 20-29

☐ 30-39 ☐ 40+

3. Flexible scheduling is an important consideration when choosing to work for an organization.

☐ Yes ☐ No

4. Easy access to training and information is an important consideration when choosing to work for an organization.

☐ Yes ☐ No

5. Regular opportunities for employees to share feedback with their employers is an important consideration when choosing to work for an organization.

☐ Yes ☐ No

6. Would you recommend your organization to a friend or family member who is looking for a new job?

☐ Yes ☐ No

Please respond strongly agree, agree, neutral, disagree, strongly disagree or none of the above to the following questions:

7. My shift pattern at work varies from week to week.

8. My employer allows me to swap shifts with other employees.

9. My company offers me flexible scheduling options.

10. My employer makes allowances for personal circumstances that impact my work schedule.

11. My employer properly trains me and provides the information I need to do my job.

12. My employer asks me for feedback on a regular basis (at least once a year or more).

13. My employer provides technology that makes it easier to communicate and collaborate with other employees and my manager.

14. My employer recognizes my contributions.

15. I feel valued by my organization.

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Employer Questions

1. Do you directly or indirectly manage hourly workers?

☐ Yes ☐ No

2. How many hourly workers do you manage?

☐ Less than 10
☐ Between 10 and 20
☐ More than 20

3. Flexible scheduling is an important reason why hourly workers choose to work for an organization.

☐ True ☐ False

4. Easy access to training is an important reason why hourly workers choose to work for an organization.

☐ True ☐ False

5. Regular feedback loops are an important reason why hourly workers choose to work for an organization.

☐ True ☐ False

6. Your hourly paid employees would recommend your organization to friends or family who are looking for a job.

☐ Yes ☐ No

Please respond strongly agree, agree, neutral, disagree, strongly disagree or none of the above to the following questions:

7. The shift patterns of hourly workers vary from week to week.

8. My organization allows hourly workers to swap shifts.

9. My organization offers hourly workers flexible scheduling options.

10. My organization makes allowances when hourly workers experience personal circumstances that impact their work schedules.

11. Hourly workers receive the proper training and information from my organization to successfully perform their jobs.

12. Hourly workers are paid different rates based on the different tasks that they perform.

13. My organization provides technology that makes it easy for hourly workers to communicate and collaborate with management and fellow employees.

14. Hourly workers within my organization are adequately recognized for their contributions.

15. My organization makes sure hourly workers feel valued.

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