

# SURVEY OF ORGANIZATIONAL EXCELLENCE



All responses are anonymous.

Available to take **ON-LINE** at [www.orgexcel.org](http://www.orgexcel.org) using this Internet Access Code.

**SERIAL**

Demographic items are used for research purposes. To ensure anonymity, your organization does not receive any information which could identify an individual or any group containing less than 5 people.

## ORGANIZATION CODES

To complete the following 3 items refer to the insert that is included.

1	0 0 0	2	0 0 0	3	0 0 0
CODE	(0) (0) (0)	CODE	(0) (0) (0)	CODE	(0) (0) (0)
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### My highest educational level

- ① Did not finish high school
- ② High school diploma (or GED)
- ③ Some college
- ④ Associate's degree
- ⑤ Bachelor's degree
- ⑥ Master's degree
- ⑦ Doctoral degree

### My race/ethnic identification

- ① African-American/Black
- ② Hispanic/Mexican-American
- ③ Anglo-American/White
- ④ Asian-American/ Pacific Islander/ Native American Indian
- ⑤ Multiracial/Other

## MARKING INSTRUCTIONS

Use a No. 2 pencil only. Make no stray marks on this form. **Make solid marks that fill the response completely. Erase cleanly any marks you wish to change.**

### My annual salary (before taxes)

- ① Less than \$15,000
- ② \$15,000 - \$25,000
- ③ \$25,001 - \$35,000
- ④ \$35,001 - \$45,000
- ⑤ \$45,001 - \$50,000
- ⑥ \$50,001 - \$60,000
- ⑦ \$60,001 - \$75,000
- ⑧ \$75,001 or more

### Years I have lived in this state

- ① Less than 2
- ② 2 - 10
- ③ Over 10

### My age (in years)

- ① 16-29
- ② 30-39
- ③ 40-49
- ④ 50-59
- ⑤ 60+

### Persons in my household, including myself

- ① 1
- ② 2
- ③ 3
- ④ 4
- ⑤ 5 or more

### Hours per week employed

- ① Less than 20
- ② 20 - 39
- ③ 40 or more

### Years of service with this organization

- ① 0
- ② 1-2
- ③ 3-5
- ④ 6-10
- ⑤ 11-15
- ⑥ 15+

I am \_\_\_\_\_  
 ① Female ② Male

### My home zip code

EXAMPLE	7	5	0	2	9
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I am currently in a supervisory role.

- ① Yes
- ② No

I received a promotion during the last two years.

- ① Yes
- ② No

I received a merit increase during the last two years.

- ① Yes
- ② No

I plan to be working for this organization in two years.

- ① Yes
- ② No

I am the primary wage earner in the household.

- ① Yes
- ② No

There is more than one wage earner in my household.

- ① Yes
- ② No

**Marking Instructions:** From your perspective of your immediate workplace, please indicate how strongly you agree or disagree with the statement. For items in the "organization wide" section, choose a response that you think reflects the organization as a whole. If you do not have any information about a particular statement or the statement is not applicable to you, mark (N/A).



1. We are known for the quality of service we provide. SD D N A SA N/A
2. We are constantly improving our services. SD D N A SA N/A
3. Our goals are consistently met or exceeded. SD D N A SA N/A
4. We produce high quality work that has a low rate of error. SD D N A SA N/A
5. We know who our customers (those we serve) are. SD D N A SA N/A
6. We develop services to match our customers' needs. SD D N A SA N/A
7. My performance is evaluated fairly. SD D N A SA N/A
8. My supervisor is consistent when administering policies concerning employees. SD D N A SA N/A
9. Every employee is valued. SD D N A SA N/A
10. We work to attract, develop, and retain people with diverse backgrounds. SD D N A SA N/A
11. We have adequate computer resources (hardware and software). SD D N A SA N/A
12. Information systems are in place and accessible for me to get my job done. SD D N A SA N/A
13. Information is shared as appropriate with other organizations. SD D N A SA N/A
14. The right information gets to the right people at the right time. SD D N A SA N/A
15. We integrate information and act intelligently upon that information. SD D N A SA N/A
16. The work atmosphere encourages open and honest communication. SD D N A SA N/A
17. We feel the channels we must go through at work are reasonable. SD D N A SA N/A
18. Work groups are trained to incorporate the opinions of each member. SD D N A SA N/A
19. Work groups receive adequate feedback that helps improve their performance. SD D N A SA N/A
20. We have an opportunity to participate in the goal setting process. SD D N A SA N/A
21. Decision making and control are given to employees doing the actual work. SD D N A SA N/A
22. We seem to be working toward the same goals. SD D N A SA N/A
23. There is a basic trust among employees and supervisors. SD D N A SA N/A
24. We are given the opportunity to do our best work. SD D N A SA N/A
25. We feel a sense of pride when we tell people that we work for this organization. SD D N A SA N/A
26. The amount of work I am asked to do is reasonable. SD D N A SA N/A
27. We are efficient. SD D N A SA N/A
28. Outstanding work is recognized. SD D N A SA N/A
29. There is a real feeling of teamwork. SD D N A SA N/A
30. We feel our efforts count. SD D N A SA N/A

PLEASE CONTINUE ON THE BACK PAGE.

CODE USED TO INSURE A VALID SURVEY RESPONSE; NOT ASSOCIATED WITH ANY INDIVIDUAL.

**Marking Instructions:** From your perspective of your immediate workplace, please indicate how strongly you agree or disagree with the statement. For items in the "organization wide" section, choose a response that you think reflects the organization as a whole. If you do not have any information about a particular statement or the statement is not applicable to you, mark (N/A).



- 31. We are encouraged to learn from our mistakes. SD D N A SA N/A
- 32. We have adequate resources to do our jobs. SD D N A SA N/A
- 33. We are given accurate feedback about our performance. SD D N A SA N/A
- 34. When possible, alternative work schedules (flex-time, compressed work weeks, job sharing, telecommuting) are offered to employees. SD D N A SA N/A
- 35. Training is made available to us for personal growth and development. SD D N A SA N/A
- 36. Training is made available to us so that we can do our jobs better. SD D N A SA N/A
- 37. We have access to information about job opportunities, conferences, workshops, and training. SD D N A SA N/A
- 38. Supervisors know whether an individual's career goals are compatible with organizational goals. SD D N A SA N/A
- 39. We have sufficient procedures to ensure the safety of employees in the workplace. SD D N A SA N/A
- 40. Our workplace is well maintained. SD D N A SA N/A
- 41. Within my workplace, there is a feeling of community. SD D N A SA N/A
- 42. The environment supports a balance between work and personal life. SD D N A SA N/A
- 43. The pace of the work in this organization enables me to do a good job. SD D N A SA N/A
- 44. My job meets my expectations. SD D N A SA N/A
- 45. We balance our focus on both long range and short term goals. SD D N A SA N/A
- 46. My ideas and opinions count at work. SD D N A SA N/A
- 47. People who challenge the status quo are valued. SD D N A SA N/A
- 48. Work groups are actively involved in making work processes more effective. SD D N A SA N/A
- 49. The people I work with treat each other with respect. SD D N A SA N/A
- 50. The appropriate information is shared with the public. SD D N A SA N/A
- 51. Favoritism (special treatment) is not an issue in raises or promotions. SD D N A SA N/A
- 52. Our employees are generally ethical in the workplace. SD D N A SA N/A
- 53. I am confident that any ethics violation I report will be properly handled. SD D N A SA N/A
- 54. Harassment is not tolerated at my workplace. SD D N A SA N/A
- 55. I am satisfied with the opportunities I have to evaluate my supervisor's performance. SD D N A SA N/A
- 56. When possible, problems are solved before they become a crisis. SD D N A SA N/A
- 57. We use feedback from those we serve to improve our performance. SD D N A SA N/A
- 58. I believe we will use the information from this survey to improve our performance. SD D N A SA N/A
- 59. I have regular involvement (once a month or more) in community activities or groups. SD D N A SA N/A

**COMPENSATION**

- 60. People are paid fairly for the work they do. SD D N A SA N/A
- 61. Salaries are competitive with similar jobs in the community. SD D N A SA N/A
- 62. Benefits can be selected to meet individual needs. SD D N A SA N/A
- 63. I understand my benefit plan. SD D N A SA N/A
- 64. Benefits are comparable to those offered in other jobs. SD D N A SA N/A
- 65. My pay keeps pace with the cost of living. SD D N A SA N/A
- 66. Changes in benefits and compensation have been explained during the last 2 years. SD D N A SA N/A
  
- I am satisfied with my ..... SD D N A SA N/A
- 67. continuing education/training opportunities. SD D N A SA N/A
- 68. medical insurance. SD D N A SA N/A
- 69. sick leave. SD D N A SA N/A
- 70. vacation. SD D N A SA N/A
- 71. retirement. SD D N A SA N/A
- 72. dental insurance. SD D N A SA N/A
- 73. vision insurance. SD D N A SA N/A
- 74. holiday benefit. SD D N A SA N/A
- 75. Employee Assistance Program (E.A.P.). SD D N A SA N/A

**ORGANIZATION WIDE**

- 76. Information and knowledge are shared openly within this organization. SD D N A SA N/A
- 77. An effort is made to get the opinions of people throughout the organization. SD D N A SA N/A
- 78. We work well with other organizations. SD D N A SA N/A
- 79. We work well with our governing bodies (the legislature, the board, etc.). SD D N A SA N/A
- 80. We work well with the public. SD D N A SA N/A
- 81. We understand the state, local, national, and global issues that impact the organization. SD D N A SA N/A
- 82. We know how our work impacts others in the organization. SD D N A SA N/A
- 83. Our web site is easy to use and contains helpful information. SD D N A SA N/A
- 84. I have a good understanding of our mission, vision, and strategic plan. SD D N A SA N/A
- 85. I believe we communicate our mission effectively to the public. SD D N A SA N/A
- 86. My organization encourages me to be involved in my community. SD D N A SA N/A

**ADDITIONAL ITEMS**

Your organization may have requested that you answer some additional items. These items would appear on the survey insert you received. Please skip this section if your insert does not include additional items.

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| 1. <span style="float: right;">SD D N A SA N/A</span> | 6. <span style="float: right;">SD D N A SA N/A</span>  | 11. <span style="float: right;">SD D N A SA N/A</span> | 16. <span style="float: right;">SD D N A SA N/A</span> |
| 2. <span style="float: right;">SD D N A SA N/A</span> | 7. <span style="float: right;">SD D N A SA N/A</span>  | 12. <span style="float: right;">SD D N A SA N/A</span> | 17. <span style="float: right;">SD D N A SA N/A</span> |
| 3. <span style="float: right;">SD D N A SA N/A</span> | 8. <span style="float: right;">SD D N A SA N/A</span>  | 13. <span style="float: right;">SD D N A SA N/A</span> | 18. <span style="float: right;">SD D N A SA N/A</span> |
| 4. <span style="float: right;">SD D N A SA N/A</span> | 9. <span style="float: right;">SD D N A SA N/A</span>  | 14. <span style="float: right;">SD D N A SA N/A</span> | 19. <span style="float: right;">SD D N A SA N/A</span> |
| 5. <span style="float: right;">SD D N A SA N/A</span> | 10. <span style="float: right;">SD D N A SA N/A</span> | 15. <span style="float: right;">SD D N A SA N/A</span> | 20. <span style="float: right;">SD D N A SA N/A</span> |

**THANK YOU FOR YOUR PARTICIPATION !**