

# Tips for Measuring Impact and Staff Satisfaction

## Sample Questions<sup>1</sup>

While employee surveys should be customized to fit your agency's unique needs, the following sample questions may help you begin your planning process. These questions were designed to be assessed using a 6-point Likert scale: **strongly agree**, **agree**, **slightly agree**, **slightly disagree**, **disagree**, and **strongly disagree**. For strategies and resources for conducting an employee survey, see [RHNTC's Tips for Measuring Impact and Staff Satisfaction Job Aid](#).

### Sample climate survey questions

*These questions are designed to measure employees' views, attitudes, and perceptions of the organization.*

- I would recommend this organization as a good place to work.
- All things considered, I am very satisfied with my current job.
- A year from now, it is likely that I will still be working at this organization.
- Staff turnover is a problem at this organization.
- I don't have enough time to do the work that must be done.
- We have enough staff to handle our workload.
- I have the resources I need to do my job well.
- I know what is expected of me at work.
- I have influence in the decisions affecting my work.
- I am well-paid, given my training and experience.
- My benefit package is adequate for my needs.
- I am satisfied with my opportunities for professional growth at this organization.
- My skills and knowledge are used well in my job.
- During my work, I often feel emotionally drained.
- After my work, I usually feel worn out and weary.

### Sample culture survey questions

*These questions are designed to assess the extent to which employees' views and experiences align with the organization's understanding of the shared values, beliefs, practices, and behaviors that define the work environment.*

- My team members readily share ideas and information with each other.
- My team members work effectively together.
- Team members understand the role and responsibilities of each other.
- Members of my team are able to bring up problems and tough issues.
- If you make a mistake on my team, it is held against you.
- Communication between my direct supervisor and me is good.
- Communication between senior leaders and employees is good in this organization.

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<sup>1</sup>These sample questions were adapted from the [HRSA Health Center Workforce Well-Being Survey](#), developed by the Health Resources Services Administration (HRSA) and John Snow, Inc. (JSI) and administered from late November 2022 through mid-February 2023. You can learn more about the survey on HRSA's [website](#).

- Senior leaders generate high levels of motivation and commitment among staff.
- Opportunities for staff at this organization are decided primarily on quality of work and abilities.
- I feel comfortable communicating with staff at all levels of this organization.
- Teamwork is valued in this organization.
- Senior leaders show recognition and appreciation for our work.
- I leave my work behind at the end of the workday.
- I am able to take the time off from work that I need.
- This organization supports a balance between my work and personal life.

## Sample engagement survey questions

*These questions are designed to measure employees' commitment, motivation, sense of purpose, and passion for their work and for the organization.*

- I work in an organization that provides essential services to people who otherwise wouldn't have them.
- I am aware of the direction and mission of this organization.
- This organization is successful at accomplishing its mission.
- My work contributes to carrying out the mission of this organization.
- I feel I'm positively influencing other people's lives through my work.
- I believe that working in this organization gives me a greater sense of fulfillment than I would feel working in other health care settings.
- The work I do serves a greater purpose.
- I feel more and more engaged in my work.
- The longer I work in this job, the less sensitive I feel toward others' feelings/emotions.
- The longer I work in this job, the less connected I feel with my colleagues.
- When I work, I usually feel energized.
- I often find new and interesting aspects in my work.
- It happens more and more often that I talk about my work in a negative way.
- I find my work to be a positive challenge.
- This is the only type of work that I can imagine myself doing.