

ū·spēq<sup>®</sup> Giving quality a voice.<sup>®</sup>

## Employee Climate Survey

### How do you improve employee satisfaction?

Ask them. The first step is knowing what improvements to make. Allowing employees to voice their experiences and perspectives gives you guidance on effective and necessary changes you can make, as well as providing staff members a venue to share their concerns.

Employee satisfaction is more than just another statistic in your annual report. Employees are the backbone of your organization: the people who plan, develop, and provide services and put your mission and vision into practice. Employee satisfaction leads to improved customer satisfaction, which leads to better performance for your organization.



### What's the most effective way to assess employee satisfaction?

uSPEQ<sup>®</sup>. You know what you want to find out from your employees, but may not know the best way to ask them. We do. Developed by highly qualified and experienced researchers, uSPEQ takes employee satisfaction surveys to a higher level with a psychometrically sound, field-tested questionnaire that provides comprehensive reports to management for performance improvement.

*uSPEQ is a powerful, flexible tool customized to your organization's needs.*

uSPEQ Employee Climate Survey consists of universal core questions for benchmark comparisons. In addition, you can choose from a set of optional standardized questions and include custom questions specific to your organization. The survey is a thorough assessment of employee satisfaction yet concise enough to be completed in less than 15 minutes.

### What do organizations say about the questionnaire?

“This has been a very valuable process for our agency. There are things we couldn't have known about ourselves without having the opportunity to do this survey. I would highly recommend this process for any agency.”

*Lyn Martens, M.A., R.C.C.  
Director of Operations  
Family Services of Greater Vancouver  
Vancouver BC*

“The report is easy to interpret and presented in a timely and professional manner. The report provided us with a good indicator regarding the areas and issues in which we need to work on to improve the employee climate satisfaction.”

*Sarah Price, Ph.D.  
Quality Assurance Director  
Access Family Service/Compass Adult Care  
Charlotte, NC*

### Sounds great! We're interested! How much does uSPEQ cost?

uSPEQ is competitively priced for your organization. Your subscription includes premium features:

- A customized questionnaire meeting organizational needs
- Guidance to ensure consistency in survey process
- Data processing
- Comprehensive, accurate, and timely reports
- Help desk support
- Updates and communications from uSPEQ
- Online, paper, or a combination of both formats

Please contact the uSPEQ team for a custom quote.

#### How can I get more information?

- Call toll free 888-877-3788
- Write to [infoEC@uspeq.org](mailto:infoEC@uspeq.org)
- Visit the uSPEQ website, [www.uspeq.org](http://www.uspeq.org)

## What is uSPEQ®?

uSPEQ is a turnkey pooled data and reporting system. Through uSPEQ, survey respondents provide anonymous and confidential feedback on a variety of issues important to them to an independent third party. uSPEQ products include uSPEQ Employee Climate Survey and uSPEQ Consumer Experience Survey. For more information, visit us online at [www.uspeq.org](http://www.uspeq.org) or call us toll free at (888) 877-3788.

## What does the questionnaire look like?

Based on extensive research of factors determined to be critical to employee satisfaction, uSPEQ focuses on four domains:

- **Organizational Climate**
  - Organizational culture and outlook
  - Communication
  - Leadership
- **Workgroup**
  - Teamwork
  - Management support
- **Staff Support**
  - Work environment
  - Staff development
  - Compensation and recognition
- **Overall Job Satisfaction**

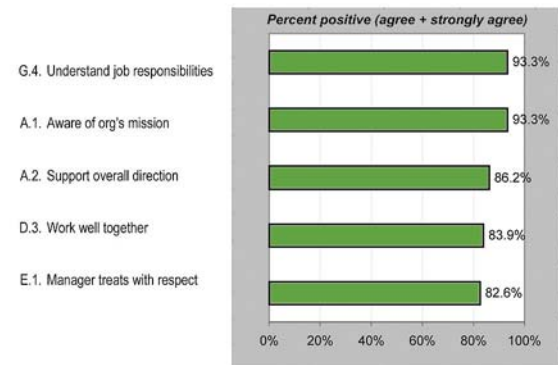
Using paper, online, or a combination of both formats, data can be collected annually, semiannually, or as often as you like.

## What does the report look like?

As a management tool, the report includes information on a variety of elements to enhance your organizational performance, including:

- Strengths of your organization
- Potential areas for improvement
- Comparison of survey items over time
- Summary statistics of your questionnaire items by section
- Respondent characteristics
- Response rates
- Respondent comments
- Custom item statistics

### Strengths of Your Organization



## What do employee participants say about the questionnaire?

- "I think the survey was well-rounded and covered many areas."
- "Quick. Easy to understand."
- "It was great to be asked. It is what I've come to expect from this organization."
- "I felt really comfortable filling out this survey."

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