



Staff Satisfaction Surveys

Understanding your staff

What are the benefits?

An understanding of the satisfaction levels of staff is essential in delivering a service to customers.







There are proven links between staff satisfaction and customer satisfaction and ultimately profitability or value. This independent survey is anonymous and provides essential data in understanding issues affecting staff performance and job satisfaction.

What does it do?

The Mpathy Plus Staff Satisfaction Survey takes a snapshot of the attitude of the greatest asset in any customer service – people.

A question set is developed in consultation with the client and emailed to staff by Mpathy Plus with a covering note explaining the purpose of the survey and the anonymity. This will include standard questions that could be used for comparative purposes but can also include supplementary questions if required. The survey is quick and easy to complete online with immediate feedback available.

Specifically, the survey includes questions to staff about:

-  Overall satisfaction with their role
-  How valued do they feel by the rest of the organisation
-  How valued do they feel by customers
-  How well informed they are about changes in the organisation
-  The level of support they receive from management
-  Satisfaction with their employer

This process can be undertaken as frequently as required and is particularly useful when assessing satisfaction levels before during and after significant change. It provides an insight into the issues facing staff before they become staff issues.

For further information about Mpathy Plus please contact us using the details below.

Features

A independent survey completed anonymously by customer facing staff.

Outputs presented in graphs with a clear identification of issues and potential issues that could be resolved at an early stage.

A standard question set that enables trend analysis and comparison with similar organisations.

The ability to add supplementary questions with free format answers if required.

The opportunity to develop an improvement plan or undertake greater investigation of emerging issues.