

Sample Workplace Survey Questions

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A-Contract “Wish Lists”

A-1) From the list below, rank the top **four** issues you would like to see addressed in collective bargaining, with one (1) indicating most important, two (2) next most important, etc.

- | | |
|---------------------------------------|--|
| a ___ improved dental and vision plan | b ___ worker input on decision making |
| c ___ improved pensions | d ___ Cost of Living Adjustment to wages |
| e ___ improved health care coverage | f ___ restrictions on contracting |
| g ___ personal days | h ___ job protection and security |
| i ___ wage increases | j ___ holiday and overtime premium rates |
| k ___ Other _____ | |

Comment: _____

A-2) On a scale of one (1) to ten (10), with 1 indicating the highest importance, please circle the number that indicates the importance to you of the following bargaining issues:

		<u>←</u>	<u>Very important</u>								<u>Not important</u>	<u>→</u>	
Wages	1		2	3	4	5	6	7	8	9	10		10
Vacation days	1		2	3	4	5	6	7	8	9	10		10
Pension	1		2	3	4	5	6	7	8	9	10		10
Shift Premiums	1		2	3	4	5	6	7	8	9	10		10
Attendance	1		2	3	4	5	6	7	8	9	10		10
Limits on management working our jobs	1		2	3	4	5	6	7	8	9	10		10
safety shoes	1		2	3	4	5	6	7	8	9	10		10
uniform provision	1		2	3	4	5	6	7	8	9	10		10
right to strike over safety	1		2	3	4	5	6	7	8	9	10		10
seniority rights	1		2	3	4	5	6	7	8	9	10		10
schedule full week vacation blocks													
before single days	1		2	3	4	5	6	7	8	9	10		10
insource contracted work (lawn, truck	1		2	3	4	5	6	7	8	9	10		10
driving, janitorial, snow removal)	1		2	3	4	5	6	7	8	9	10		10
Paid Holidays	1		2	3	4	5	6	7	8	9	10		10
Triple OT on weekend holiday	1		2	3	4	5	6	7	8	9	10		10
OT Assigned in weekly allotments	1		2	3	4	5	6	7	8	9	10		10

B - Productivity & Quality

B-1) In your experience, how often has poor-quality work by contractors had to be redone or completed by additional labor? **Fill in the circle for the appropriate answer.**

always often sometimes rarely never

For example: _____

B-2) Over the last two years, how has management typically responded to cost-saving suggestions from workers?

i) supervisor ignores ii) implements, but management takes credit
iii) not implemented iv) implemented and worker gets credit for it

Comment: _____

B-3) a) Over the last two years, how have changes in your work area impacted:

i) Staffing levels: negative impact no impact positive impact
ii) Work stress: negative impact no impact positive impact
iii) Work load: negative impact no impact positive impact
iv) Skills Training negative impact no impact positive impact
v) Maintenance negative impact no impact positive impact
vi) _____: negative impact no impact positive impact

Comment: _____

b) How have these changes directly or indirectly impacted quality?

negative impact no impact positive impact

Comment: _____

B-4) Which of the following stands in the way of doing your job more efficiently?

Poor planning Inadequate tools Poor quality parts/supplies
 Poor supervision Lack of training Other workers
 Product design Poor ergonomics Erratic delivery of parts/supplies
 Process changes Work environment Machine malfunction
 Nothing (all's well) Other. Describe: _____

Comment: _____

B-5) Do you agree or disagree with the statement “I’ve been provided with the opportunity to upgrade myself and learn new skills.”

Strongly Agree Agree No opinion Disagree Strongly disagree

Comment: _____

B-6) To what degree is preventive maintenance implemented in your area, where one (1) indicates consistent maintenance routines to avoid breakdowns, and ten (10) indicates a “Wait till it breaks” approach?

Preventive Maintenance					“Wait till it Breaks”				
1	2	3	4	5	6	7	8	9	10

Comment: _____

B-7) a) In a typical week, how often is work flow in your immediate area interrupted?

never rarely sometimes often always

b) Caused by:

Lack of parts/supplies never rarely sometimes often always

Wrong parts/supplies never rarely sometimes often always

Poor quality parts never rarely sometimes often always

Machine failure never rarely sometimes often always

Lack of personnel never rarely sometimes often always

Untrained personnel never rarely sometimes often always

Upstream problems never rarely sometimes often always

Comment: _____

B-8) a) How often does work-in-progress arrive at your station requiring rework?

always often sometimes rarely never

For example: _____

b) If “sometimes” or more, have you been provided adequate training for rework?

no yes Comment: _____

C – Management & Supervisory Practice

C-1) *On average*, how would you evaluate supervision's contribution to operations?
On the scale provided, pick a point between the two extremes and fill the circle.

- | | | | |
|-------------------------------|-----------------------|-----------------------|--|
| | <<<<< | >>>>> | |
| a) helps solve problems | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b) listens to people | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c) responds to people's needs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d) praises good work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| e) reliable | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| f) treats people the same | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | | | seeks someone to blame
lectures to people
rigid and "by the book"
finds fault
arbitrary
plays favorites |

Comment: _____

C-2) The company's "[name] Principles" call for on-the-job empowering of employees who are engaged in improving productivity and quality. To what degree has management implemented these principles in your area?

always
 often
 sometimes
 rarely
 never

Comment: _____

C-3) In your experience, does management withdraw or deny resources, training, or staff as an excuse for contracting out?

Never
 Seldom
 Often
 Always

Comments: _____

C-4) Since management has recently talked of a "new era of teamwork and trust," how much do you think plant management really trusts its hourly workers, on a scale of 1 to 10?

No trust										Full Trust
1	2	3	4	5	6	7	8	9	10	

Comment: _____

D-Workload, Working Conditions, Work Rules

D-1) In general, how have working conditions changed over the last XX years (or since you hired in)?

- | | | | |
|-------------------------------|-------------------------------------|--------------------------------------|---------------------------------|
| a) Physical conditions are | <input type="checkbox"/> better | <input type="checkbox"/> the same | <input type="checkbox"/> worse |
| b) Work intensity is | <input type="checkbox"/> harder | <input type="checkbox"/> no change | <input type="checkbox"/> easier |
| c) Training for the job is | <input type="checkbox"/> increased | <input type="checkbox"/> no change | <input type="checkbox"/> less |
| d) Supervisors treat me | <input type="checkbox"/> better | <input type="checkbox"/> the same | <input type="checkbox"/> worse |
| e) My weekly overtime hours | <input type="checkbox"/> 1-5 | <input type="checkbox"/> 6-10 | <input type="checkbox"/> 11-15 |
| f) I find my job interesting | <input type="checkbox"/> more so | <input type="checkbox"/> the same | <input type="checkbox"/> less |
| g) My suggestions count | <input type="checkbox"/> often | <input type="checkbox"/> sometimes | <input type="checkbox"/> rarely |
| h) I am asked for my opinion | <input type="checkbox"/> frequently | <input type="checkbox"/> sometimes | <input type="checkbox"/> seldom |
| i) I have been injured on job | <input type="checkbox"/> recently | <input type="checkbox"/> in the past | <input type="checkbox"/> never |
| j) Quality is a co. priority | <input type="checkbox"/> always | <input type="checkbox"/> sometimes | <input type="checkbox"/> rarely |

Comments: _____

D-2) How would you rate your current workload?

Properly balanced Heavy Stressful Can't sustain

Comments: _____

D-3) The production rates on your job are:

Too high High OK Low Too low

Comments: _____

D-4) If the present level of work intensity continues:

I can stay healthy and make it to retirement
 I will likely be injured or worn out before I retire

Comments: _____

D-5) Considering the current work intensity of your job and the value you create for the company, how do you feel about your current level of compensation?

it's too low it's about right it's too high

Comments: _____

D-6) a) My Program Work Sheet has been changed without my consultation:

never once several times many times

b) The changes made my job:

easier harder no difference other: _____

Comments: _____

D-7) When layoffs have to occur, how should seniority order apply for able and capable workers?

plantwide by department only by area only by team only

Comments: _____

D-8) a) Are job openings posted fairly so that all employees are aware of new opportunities?

always often sometimes rarely never

b) In filling job openings, what is/are the typical criteria for selection? (Choose no more than **three**)

- Length of service (seniority)
- Affirmative action (where there has been a previous imbalance)
- Ability and training to do the particular job
- First to apply
- Favoritism (opponents punished, friends favored for jobs and training)
- Nepotism (family are favored)
- Discriminatory (gender, race, &/or ethnicity determines choice)

Comments: _____

D-9) Currently there are two wage classification: skilled and production. How important is it that we establish more classifications with appropriate wage rates to reflect the varied demands of the work (i.e., fork lift operators, press operators, spot welders, arc welders, material handlers, janitors, quality control inspectors, die setters, set-up person...)

Very important Important Fairly important Not important

Comments: _____

D-10) How would you evaluate the current attendance language?

Too strict Fair Too forgiving Don't know

Comments: _____

D-11) a) Have you ever requested a leave of absence (ie., for medical, family, bereavement, jury duty, military, educational, union, general)?

No, no need No, too difficult No, didn't know I could Yes

b) If yes, how did the company facilitate your request?

Ignored Slow response Acceptable response Very responsive

Comments: _____

D-12) How are opportunities for *voluntary* overtime usually distributed in your area?
Pick the process that is *most* typical:

- a) First offered to person with lowest previous hours, then next lowest, etc.
- b) First offered to employees favored by supervisor
- c) *Only* offered to employees favored by supervisor
- d) First offered to most senior worker, then next most senior, etc.
- e) *Only* offered to those trained for particular job

If e): Is training available on equitable basis? yes no

f) Other: _____

Comments: _____

D-13) Is excessive overtime a problem in your area? yes no

If yes, which of the following remedies would solve the problem?

more workers more training better planning

better use of qualified personnel better notice

other _____

D-14) Which of the following best describes the role of the (Hourly) Team Leader?
[**Note:** all survey answers are confidential. The union wants to know how teams are operating across the facility and how to improve their effectiveness, not who to discipline.]

Team leader is:

- a) Positive: looks out for team members, is fair and competent, solves problems
- b) Hard to find: often called away to meetings or filing in for absentees
- c) Hard to find: often absent
- d) Negative: Is a junior foreman, throws weight around, plays favorites
- e) Negative: Is poorly trained, doesn't know jobs, poor people skills
- f) Other: _____

Comments: _____

D-15) How should team leaders be selected?

Appointed by supervisor Election by group Highest seniority applicant

Testing Rotation Other: _____

Comments: _____

D-16) How frequently do you rotate jobs in your area?

Often Sometimes Occasionally Never

Comments: _____

D-17) a) “In my team, we rotate fairly thru good and bad jobs”: agree disagree

b) If disagree, what is the problem?: _____

D-18) Who/what should determine job assignments or rotation in a work area?

Supervisor The work group democratically
 Hourly Team Leader Seniority
 Job Classification other: _____

Comments: _____

D-19) When team members raise issues of workload and stress, are their voices heard?

always sometimes rarely never

Comments: _____

E - Health & Safety

E-1) Does the company provide a safe and healthy work environment?

Always Usually Only sometimes Never

Comments: _____

E-2) Do supervisors condone or encourage workers to ignore health & safety rules?

never rarely sometimes often always

Comments: _____

E-3) a) Have you ever suffered a work-related injury or illness at (employer)?

no yes. Describe: _____

b) If yes: 1) What quality of care did the medical department provide?

excellent good fair poor

2) Were you subsequently given meaningless work so that the company could avoid a lost-time injury report? no yes

3) did you dispute the company's diagnosis? no yes

4) a) were you put on restriction? no yes

b) if yes, how did your supervisor respond?

i) helpful and cooperative

ii) uncooperative, put me on regular job

iii) punished and harassed me

Comments: _____

E-4) The company's safety prizes are given to encourage:

safety awareness underreporting of lost-time accidents don't know

Comments: _____

E-5) Which of the following best describes the company's safety meetings? (Choose one or more):

a) very useful, an opportunity to learn new information and give input

b) not very useful, a "captive audience" meeting for company announcements

c) a waste, irrelevant lectures and movies, little connection to actual work

d) there are no safety meetings

e) other: _____

Comments: _____

E-6) In which of the following areas have you **NOT** been adequately trained, given the demands of your job?

- | | | |
|---|---|--|
| <input type="checkbox"/> asbestos removal | <input type="checkbox"/> fall prevention | <input type="checkbox"/> machine guarding |
| <input type="checkbox"/> bloodborne pathogens | <input type="checkbox"/> fork truck safety | <input type="checkbox"/> pedestrian safety |
| <input type="checkbox"/> confined space entry | <input type="checkbox"/> hazard communication | <input type="checkbox"/> rigging |
| <input type="checkbox"/> construction safety | <input type="checkbox"/> emergency response | <input type="checkbox"/> robot safety |
| <input type="checkbox"/> cranes & hoists | <input type="checkbox"/> job safety analysis | <input type="checkbox"/> MSDS |
| <input type="checkbox"/> ergonomics | <input type="checkbox"/> lockout | <input type="checkbox"/> other: _____ |

Comments: _____

E-7) How important is it to you that the company develop a program to replace toxic chemicals with safer substitutes, wherever possible?

- very important important not very important

Comments: _____

E-8) a) Is your work area routinely tested for airborne contamination?

- not to my knowledge only when requested yes, routinely

b) If yes, do you have confidence in the results?

- yes no. Why? _____

E-9) Which of the following health and safety problems apply to your job?

- Repetitive strain injuries (hand, wrist, arm, shoulder or back)
- Stress related to tight production standards &/or JIT schedules
- Exposure to toxic chemicals
- Airborne dust / mist
- Exposure to excessive noise
- Unsafe equipment
- Other: _____
- None of the above

Comments: _____