

STAR² Center Implementing Staff Satisfaction Surveys

INTRODUCTION

A staff satisfaction survey is an employee feedback tool that allows employers to find out about the employee experience, **directly from employees themselves**.



WHY CONDUCT STAFF SATISFACTION SURVEYS?

Increase retention, decrease absenteeism, improve productivity, improve patient experience, and increase staff morale.

COLLECT

Consider: Type of Survey, Timing & Frequency, Survey Design, Policy Issues, Legal Issues, Employee Communications, Technology, Interpretation of Results, Follow-Up, and Beyond



ANALYZE

There are various elements to analyze - the Comments, Engagement Scores, Response Rate, Spread of Responses, and Other Drivers of Engagement. Utilize Heat Maps, Benchmarks, and Dashboards.

COMMUNICATE

Consider your audience, ensure anonymity and transparency, and show results in a visually compelling way. Include information on plans and timeline for action.



ACT

Create an Action Plan - a documented strategy detailing what tasks will be done, by whom, and when. Include areas for Gaps/Barriers, Opportunities, Strategies for Improvement, and Timeline.

CONCLUSION

Staff satisfaction/employee engagement surveys can be a powerful tool to gain insights into recruitment and retention successes and challenges. Communication on the process throughout is imperative.



Further Resources & Works Cited: <https://tinyurl.com/bdxx6t38>