# **STAR<sup>2</sup>** 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





### 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

ACT

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.





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/bdzx6t38

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