

Employee Engagement and Satisfaction Survey

Fill in each circle completely using a DARK BLUE or BLACK PEN, not a pencil. Do not use “x” or “/” marks. To ensure your anonymity, mail your completed survey in the postage-paid envelope provided. Upon receipt of your survey, your answers and comments will be added to those of your fellow workers and summarised as a group. The number in the right hand corner of this document is for data processing only and cannot be tracked to any individual’s survey responses. If you have any questions or comments contact Best Companies Group at support@bestcompaniesgroup.com.

Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

1. Overall, I am very satisfied with my employer.....○.....○.....○.....○.....○.....○.....○.....○

How do you feel about each of the following specific matters? (Fill in a single response for each statement below)

2. This dealership’s leadership and planning:

Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

I understand the long-term strategy of this dealership○.....○.....○.....○.....○.....○.....○.....○
 I have confidence in the leadership of this dealership.....○.....○.....○.....○.....○.....○.....○.....○
 The leaders of this dealership care about their employees’ well being○.....○.....○.....○.....○.....○.....○.....○
 Senior leaders live the core values of the dealership○.....○.....○.....○.....○.....○.....○.....○
 There is adequate planning of departmental objectives○.....○.....○.....○.....○.....○.....○.....○
 There is adequate follow-through of departmental objectives○.....○.....○.....○.....○.....○.....○.....○
 The leaders of this dealership are open to input from employees.....○.....○.....○.....○.....○.....○.....○.....○

3. The dealership’s corporate culture and communications:

Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

This dealership’s corporate communications are frequent enough○.....○.....○.....○.....○.....○.....○.....○
 This dealership’s corporate communications are detailed enough.....○.....○.....○.....○.....○.....○.....○.....○
 I have a good understanding of how this dealership is doing financially○.....○.....○.....○.....○.....○.....○.....○
 I can trust what this dealership tells me○.....○.....○.....○.....○.....○.....○.....○
 This dealership treats me like a person, not a number○.....○.....○.....○.....○.....○.....○.....○
 This dealership gives me enough recognition for work that is well done.....○.....○.....○.....○.....○.....○.....○.....○
 Staffing levels are adequate to provide quality products/services.....○.....○.....○.....○.....○.....○.....○.....○
 Quality is a top priority with this dealership○.....○.....○.....○.....○.....○.....○.....○
 Safety is a top priority with this dealership.....○.....○.....○.....○.....○.....○.....○.....○
 I believe there is a spirit of cooperation within this dealership.....○.....○.....○.....○.....○.....○.....○.....○
 My employer enables a culture of diversity○.....○.....○.....○.....○.....○.....○.....○
 I like the people I work with at this dealership○.....○.....○.....○.....○.....○.....○.....○
 At this dealership, employees have fun at work.....○.....○.....○.....○.....○.....○.....○.....○
 I feel I can express my honest opinions without fear of negative consequences.○.....○.....○.....○.....○.....○.....○.....○
 Changes that may affect me are communicated to me prior to implementation○.....○.....○.....○.....○.....○.....○.....○

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8. Pay and Benefits:

	Disagree Strongly	Disagree Somewhat	Neutral	Agree Somewhat	Agree Strongly	Not Applicable
My pay is fair for the work I perform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I'm satisfied with this dealership's benefits scheme.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, I'm satisfied with the:

Amount of annual leave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sick leave policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amount of health care paid for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vision care benefits.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pension scheme.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Life insurance benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tuition reimbursement benefits.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Overall feelings about your employment experience:

	Disagree Strongly	Disagree Somewhat	Neutral	Agree Somewhat	Agree Strongly	Not Applicable
Most days, I look forward to going to work.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job provides me with a sense of meaning and purpose.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am proud to work for this dealership.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel this dealership has created an environment where I can do my best work.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am willing to give extra effort to help this dealership succeed.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I plan to continue my career with this dealership for at least two more years.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this dealership's products/services to a friend.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend working here to a friend.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NOTE: We recommend that you do not include your name or other identifying remarks in your responses to the two open-ended questions listed below. Please do not exceed the space provided below.

10. What does this dealership do that makes it a place where people would want to work?

11. What can this dealership do to increase your satisfaction and productivity as an employee?

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The following questions are for classification purposes only. They will not be used to identify any individual.
Please fill in only one response per question.

12. How long have you worked for this dealership?

- Less than one year
- One year to less than two years.....
- Two years to less than five years
- Five years to less than ten years.....
- Ten years or more
- Prefer not to answer

13. In what year were you born?

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Example: 1990

14. What is your gender?

- Female
- Male.....
- Prefer not to answer

15. What is your ethnic background?

- White (British, Irish, Other)
- Black/Black British (Caribbean, African, Other)
- Asian/Asian British.....
(Indian, Pakistani, Bangladeshi, Other Asian)
- Chinese/Chinese British (Chinese: any Other)
- Mixed.....
(White & Black Caribbean, White & Black African, White & Asian)
- Any other Mixed.....
- Prefer not to answer

16. Which is your job status?

- Full-Time
- Part-Time

17. Which of the following best describes your role?

- Board level
- Head of business/general manager
- Head of department (e.g. finance director, HR director)...
- Department manager (e.g. workshop manager, sales manager)
- Member of staff – sales/service team
- Apprentice/trainee
- Admin/clerical
- Other – please state.....

18. In which department do you work?

- Management
- Sales
- Customer service
- Accounts.....
- Marketing/PR
- Admin.....
- HR
- IT/systems
- Aftersales.....
- Parts.....
- Bodyshop.....
- Receptionist/host
- Other – please state.....

Thank You for Your Participation!

For questions or comments, please email support@bestcompaniesgroup.com.