

Employee satisfaction survey

Please use this employee satisfaction survey as a template for your organization.

We are committed to supporting the health and wellbeing of all employees. These survey findings will help us better understand how we can best support your health and wellbeing. The survey will run from [DATE to DATE].

All the responses will be anonymous and confidential. Your feedback is valuable and we appreciate you taking the time to complete this.

Upon analysis of the findings, we will share the aggregate results with [TEAMS TO BE SHARED WITH - i.e., the organization or specific teams)] as well as our action plans.

Thank you,
EMPLOYER NAME

The following are sample questions you can use for an employee survey depending on what you are interested in measuring:

1. Overall impact of the musculoskeletal (MSK) strategy on the company culture, or
2. Short pulse survey following the implementation of several initiatives

Example 1: Overall impact of MSK strategy

1. How satisfied are you with the organizational culture around physical and MSK health?
 - Not satisfied
 - Neutral
 - Satisfied
 - Very satisfied

2. How open to change are we as an organization? Please explain.



3. Do your managers value your feedback when it comes to MSK health? Please explain.

4. Do you feel valued for your contributions at work?

- Yes
- No
- Sometimes

If you answered no, please explain.

5. Does your supervisor communicate MSK health-related resources and tools effectively and in a timely manner?

- Yes
- No
- Sometimes

If you answered no, please explain.

6. Do you feel management is invested in the success of the organizational MSK health strategy?

- Yes
- No

7. How transparent do you feel management is when it comes to protecting employee physical health? Rate on a scale from 1 to 5 (5 being extremely transparent).

- 1
- 2
- 3
- 4
- 5

8. Does our organization offer adequate opportunities to continuously better your physical health? Please explain.

9. Does our organization give you the tools and technologies you need to keep you healthy and safe on the job? Please explain.

10. Do you feel your job responsibilities are clearly defined? Please explain.

11. How happy are you at work?

- Happy
- Sad
- Neutral

Example 2: Employee pulse surveys

The following are examples of questions that can be included in a short pulse survey. You can gather feedback on an initiative or a component of your health and wellness program.

Prevention – proper lifting mechanics, training, and MSK resources

- Was the training relevant to my job and to the most common injuries (e.g. back)?
- Were the proper lifting techniques easy to do?
- Were the explanations clear?
- Is the supporting documentation helpful, eg. infographics, posters?
- Are the company's MSK resources useful?

General questions

- Is our benefit plan meeting your needs for managing MSK issues?
- Do you receive enough information on costs related to WCB, disability, and casual absence and its impact on the company's bottom line?
- Do you receive enough information on business goals and priorities?
- Is there enough communication of health and wellness resources?
- Is the intranet easy to use?
- Are health and wellness resources easy to find?
- Are resources relevant or is there anything missing?

Company training and workshops

- What training would you like to receive related to MSK issues, such as back problems?
- Is there enough skills-based training such as proper lifting body mechanics?
- Would you like to receive more resiliency and mental health training?
- Do you feel there is enough training on mental health, financial, social, and physical health and the connections between each of these?
- Is there enough training provided?

Company supports (not resources)

- Do you feel the company is supportive of employee safety on the job?
- Are you comfortable reaching out to your manager, occupational health and safety or HR when you have a safety concern?
- Do you feel you are listened to and taken seriously?
- Are changes being made when feasible?
- Do you feel the company makes it an expectation of managers to support employees?

Programs

- Fitness programs: Are you satisfied with the company's fitness programs?
- Is there enough variety?
- Are there enough new challenges?
- Have you purchased a gym membership through the company program?
- Ergonomics: Are the processes and policies for requesting an ergonomics assessment clear?
- Is there enough follow up to ensure recommendations are helping?
- Virtual fitness sessions: Would you access fitness sessions if they were offered online?
- Are there any barriers, e.g. time zones?

Employee feedback following absence from work

- Was there enough or too much communication while you were off work?
- Did you feel part of the planning and design of your return-to-work program?
- Were modifications to job duties or hours available as part of your return-to-work program?
- Were the job accommodations suitable?
- Did you feel the job accommodations were safe?
- Do you feel that the workplace is safe?
- Were you comfortable returning to work?
- Were there any fears of reinjury?

Manager/leader questions from Senior Leadership Team (SLT)

- Is the disability/absence tracking system easy to use? Does it provide enough data?
- Do you have the resources and skills to talk to employees about high absenteeism and high injury rates?
- What training do you need? e.g. MSK knowledge, resiliency, mental health
- Are you equipped to provide training and workshops to employees on MSK-related issues?
- Do you feel supported by SLT to discuss areas of risk and safety concerns?
- Is employee feedback on the risk of injury and safety concerns acted on when feasible? Are there any barriers? e.g. financial, approval by SLT, staffing
- Do you have enough relevant resources for employees on MSK health and injury prevention?
- What topics or tip sheets do you feel would be beneficial for employees?