

Employee Satisfaction Survey



Introduction to our employee satisfaction survey:

At EBC, we understand that employee satisfaction is the **bedrock of organizational success**.

A satisfied workforce is more productive, engaged, and committed to organizational goals, reducing turnover and increasing operational efficiency. **Our Employee Satisfaction Survey is designed to provide our clients with deep insights into their team's experiences, needs, and areas for improvement, enabling them to create more fulfilling and productive workplaces.**



Who we are:

A consortium of dedicated professionals

“EBC” is the umbrella brand under which a consortium of dedicated in-house, virtual, associate Professionals & independent identical firms, with both local & International Experience come together to provide end to end Quality Advisory, Consulting & Outsourcing Services.

Our core purpose is profitability of your business, if possible, helping you achieve this faster!

We provide Advisory, consulting & Outsourcing in 4 strategic functions: People, Process, Product /Service & Customer:



Our Vision

Africa's most effective corporate & business advisory, consulting and outsourcing firm.

Our Mission

To provide quality yet relevant advisory, consulting and outsourcing solutions – helping corporate organizations & businesses become profitable, is possible faster.

Core Purpose

Is helping Corporate Organizations & Businesses become profitable by offering Advisory, Consulting & Outsourcing Services in 4 strategic functions: People, Process, Product/Service and Customer.





Our Core Values

- Passionate about what we do
- Focused on long term results
- Fun to work with

Why EBC Conducts Employee Satisfaction Surveys

Our mission is to enable organizations to achieve their strategic goals by aligning their people strategies with employee satisfaction. This commitment is driven by the understanding that empowered and motivated employees directly contribute to an organization's success and sustainability. We perform satisfaction surveys to:

1. Identify Core Satisfaction Drivers: Uncover what truly drives satisfaction and engagement within teams.
2. Enhance Productivity and Morale: Pinpoint areas that may hinder productivity and suggest actionable solutions.
3. Facilitate Retention: Minimize turnover by addressing key pain points within the workforce.
4. Foster a Positive Work Culture: Create a more inclusive, supportive, and engaging environment.
5. Strengthen Employer Branding: Position our clients as employers of choice in the market.



How EBC Stands Out

EBC's approach to employee satisfaction surveys is unique in several ways:

- **Customization:** We tailor our surveys to fit the unique organizational culture and goals of each client, ensuring relevant and actionable insights.
- **Holistic Framework:** We consider diverse factors such as work-life balance, leadership effectiveness, personal development, diversity, and inclusivity in our survey.
- **Data-Driven Decision Making:** EBC uses advanced data analytics to not only gather responses but also interpret them meaningfully for strategic action.
- **Post-Survey Action Plans:** Our surveys do not end with data collection; we work alongside our clients to translate results into practical, impactful action plans.



Methodology

Our methodology combines industry best practices with innovative data-collection techniques to deliver a robust and insightful survey experience.

1. **Survey Design:** We design a survey that is comprehensive yet concise, covering essential aspects of employee satisfaction such as job role satisfaction, management effectiveness, team collaboration, career growth opportunities, compensation and benefits, and organizational alignment.
2. **Pilot Testing:** To ensure clarity and effectiveness, a pilot survey is conducted within a small group, allowing us to make refinements before full deployment.
3. **Diverse Survey Channels:** We offer flexibility by using multiple survey channels including online platforms, mobile-friendly versions, and in-person interviews, catering to diverse organizational needs.



Data Collection and Analytics

1. **Collection Tools:** Data is collected through secure, anonymous digital platforms, ensuring employees feel safe to provide honest feedback.
2. **Real-Time Monitoring:** Our survey software enables real-time data tracking, providing clients with a view of response rates and initial trends.
3. **Advanced Analytics:** EBC employs advanced analytics to identify patterns, correlations, and root causes, categorizing findings based on demographic factors, departments, or job levels.
4. **Benchmarking:** We compare survey results against industry benchmarks, helping our clients understand their position in the competitive landscape.

Presentation and Reporting

EBC believes in translating data into impactful, clear, and actionable insights.

1. **Detailed Reporting:** Our reports provide an in-depth analysis, presented in a clear and structured format. Key findings are highlighted with visual aids such as charts, graphs, and infographics to aid understanding.
2. **Executive Summaries:** A high-level executive summary outlines the most critical insights and recommendations, designed for quick decision-making.
3. **Segmented Analysis:** Each department or demographic segment is analyzed separately to identify specific trends or issues.
4. **Interactive Dashboards:** For ongoing insights, we offer interactive dashboards that clients can access to track changes and monitor progress.
5. **Post-Survey Action Plan:** EBC collaborates with clients to formulate a comprehensive action plan to address key findings, with suggested follow-ups and targeted initiatives.



Conclusion

EBC's Employee Satisfaction Survey goes beyond mere data collection. We partner with our clients to deliver insights that truly make a difference, fostering organizational growth through a more satisfied, engaged workforce.

With a proven methodology, rigorous analytics, and actionable reporting, EBC stands out as a leader in employee satisfaction surveys, empowering organizations to create workplaces that attract, retain, and engage the best talent.

We look forward to the opportunity to work with your organization in building a workplace where employees thrive and the business flourishes.



Here's a sample format of our Employee Satisfaction Survey Questionnaire. Each section covers specific aspects of employee experience, with questions rated on a scale from "Strongly Disagree" to "Strongly Agree" or options for open-ended feedback.

Section	Question	Scale
Job Role Satisfaction	My job responsibilities are clear and well-defined.	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree
	I feel that my work is meaningful and contributes to the company's goals.	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree
	I have the resources and support I need to perform my job effectively.	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree
	I am satisfied with my current workload.	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree
	What aspects of your role do you find most fulfilling? (Open-ended)	Open-ended
Career Development	I have access to opportunities for career advancement.	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree
	I receive adequate training and development for my role.	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree
	I feel supported in achieving my career goals.	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree

Section	Question	Scale
Leadership	My manager communicates expectations clearly and effectively.	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree
	I feel comfortable approaching my manager with ideas or concerns.	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree
	My manager recognizes and appreciates my contributions.	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree
Work Environment	I feel that the workplace is inclusive and respectful of diversity.	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree
	The physical workspace and resources provided are adequate for my needs.	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree
	My team collaborates effectively to achieve goals.	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree
	How would you describe the workplace culture? (Open-ended)	Open-ended
Compensation & Benefits	I am satisfied with my overall compensation package.	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree
	My benefits meet my needs effectively (health, retirement, etc.).	Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree

Section	Question	Scale
Work-Life Balance	I can manage my work and personal life effectively.	Strongly Disagree - Disagree - Neutral - Agree - Strongly Agree
	My workload allows for a healthy work-life balance	Strongly Disagree - Disagree - Neutral - Agree - Strongly Agree
General Satisfaction	I am proud to work for this organization.	Strongly Disagree - Disagree - Neutral - Agree - Strongly Agree
	I would recommend this organization as a good place to work.	Strongly Disagree - Disagree - Neutral - Agree - Strongly Agree
	I see myself working here in the long term.	Strongly Disagree - Disagree - Neutral - Agree - Strongly Agree
	What improvements would you like to see in the organization? (Open-ended)	Open-ended

This structured format allows employees to provide quantitative feedback through the rating scale and qualitative insights through open-ended questions, resulting in a comprehensive understanding of their satisfaction and areas for improvement.

Here's the EBC's **Employee Satisfaction Survey Privacy Policy**

Privacy Policy for Employee Satisfaction Survey

Privacy Principle	Policy Statement
Anonymity	Responses will be collected anonymously, ensuring that no personal identifiers are associated with individual responses.
Data Security	All survey data will be securely stored on encrypted servers with restricted access, following industry best practices.
Confidentiality	EBC will not share individual responses with anyone in the organization. Only aggregated results will be reported.
Usage of Data	The survey data will only be used to improve employee satisfaction and work conditions, without any adverse effect on participants.
Voluntary Participation	Employees are not obligated to participate and may choose to withdraw at any time without any consequences.

Survey Timeline and Methodology Stages

Stage	Description	Duration
1. Survey Design	Customization of survey questions based on the client's goals, organizational culture, and industry benchmarks	1-2 weeks
2. Pilot Testing	Testing the survey with a small sample to ensure clarity, relevance, and reliability of questions.	3-5 days
3. Full Deployment	Launching the survey to all employees across chosen platforms (online, mobile, in-person as required).	1-2 weeks
4. Data Collection	Collection of survey responses, with real-time monitoring of response rates and trends.	1-2 weeks
5. Data Analysis	Advanced analytics, including segmentation and pattern identification, with benchmarking against industry standards.	1-2 weeks

Survey Timeline and Methodology Stages

Stage	Description	Duration
6. Report Generation	Customization of survey questions based on the client's goals, organizational culture, and industry benchmarks	1 week
7. Action Planning	Testing the survey with a small sample to ensure clarity, relevance, and reliability of questions.	1-2 weeks

Our Strengths in Posing Questions & Analyzing Answers

1. Crafting the Right Questions:

EBC excels at developing questions that are clear, unbiased, and relevant. We avoid “leading” questions and ensure each item is:

- **Direct:** We pose questions in a straightforward manner, making it easy for employees to understand and respond.
- **Customized:** By aligning questions with organizational goals, we ensure relevance and gather insights that directly support strategic decision-making.
- **Comprehensive:** EBC's questions cover both quantitative (rating scale) and qualitative (open-ended) dimensions, allowing for in-depth understanding.

2. Advanced Analysis for Actionable Insights:

EBC's analytical approach is what sets us apart, enabling clients to make data-driven decisions with confidence.

- **Pattern Recognition:** Using advanced algorithms, we identify key trends and root causes, helping to reveal underlying issues affecting satisfaction.
- **Segmentation:** We categorize data by demographics, departments, and roles to provide a more granular view, highlighting specific areas that require attention.
- **Benchmarking:** By comparing client data with industry standards, we contextualize findings, showing clients how they perform relative to competitors.



1. Follow-Up and Action Planning Support

At EBC, we believe that the real value of an employee satisfaction survey lies not only in the insights it provides but in the actions that follow. Our team offers structured follow-up sessions with management and HR leaders to help translate survey findings into actionable, measurable improvements. During these sessions, we facilitate brainstorming and prioritization exercises, aligning action steps with strategic goals. This ongoing support ensures that the insights generated don't remain on paper but are effectively embedded into the organization's workflow and culture. With EBC, clients have a partner committed to their continuous improvement.

2. Continuous Monitoring and Re-Survey Options

Employee satisfaction is not a one-time assessment but an ongoing journey. EBC offers clients the option to schedule periodic follow-up surveys to track the effectiveness of implemented changes and monitor evolving employee sentiments. By re-surveying at regular intervals, organizations can measure the impact of their actions over time and identify new areas for growth. Our commitment to ongoing monitoring helps clients foster an adaptable, responsive work environment that continuously evolves to meet employee needs.”

3. Customization for Different Employee Segments

Organizations today are diverse, with employees across varying roles, levels, and working environments. Recognizing that satisfaction drivers can differ greatly across employee segments, EBC customizes survey questions to capture the unique experiences of each group—whether remote and on-site workers, entry-level staff, or senior leaders. This segmentation ensures that survey results are highly relevant and actionable for each group within the organization, allowing leadership to address the specific needs of diverse employee populations effectively.



4. Case Studies and Expected Outcomes

To help clients envision the benefits of EBC's Employee Satisfaction Survey, we share case studies and examples of positive changes our previous clients have experienced. From measurable improvements in employee retention and productivity to enhanced engagement and satisfaction, our track record speaks to the tangible impact of our work. By setting clear expectations based on industry benchmarks, EBC provides clients with projected outcomes aligned with their organizational objectives. This transparency and evidence of past success reassure our clients of the survey's potential to drive meaningful, lasting change.

5. Post-Survey Communication Plan

Transparency is essential to building trust with employees, especially when it comes to satisfaction surveys. EBC includes a recommended communication plan for sharing survey results with the broader team, outlining findings and next steps in a clear, honest, and constructive way. This approach reassures employees that their voices were heard and that leadership is committed to continuous improvement. By supporting clients in crafting and delivering these messages, EBC helps create a positive feedback loop, fostering a culture of openness, trust, and engagement.



Stage	Description	Cost (UGX)	Payment Terms
Step 1: Initial Consultation	Initial meeting to understand client's goals, identify survey focus areas, and discuss customization for employee segments.	1,850,000	Paid in advance
Step 2: Survey Design	Designing the customized survey questionnaire, review, and feedback incorporation. Includes privacy and confidentiality compliance setup.	1,940,000	Paid in advance
Step 3: Survey Administration	Distribution of the survey to employees via secure digital channels, including reminders and monitoring of response rates.	1,700,000	Due upon survey distribution
Step 4: Data Collection & Analysis	Aggregating survey data, performing quantitative and qualitative analysis, and generating insights through EBC's proprietary analytics.	1,600,000	Due upon data collection start

Stage	Description	Cost (UGX)	Payment Terms
Step 5: Reporting & Dashboard	Development of an interactive dashboard and comprehensive report with visual insights, department breakdowns, and actionable recommendations.	1,550,000	Due upon report delivery
Step 6: Follow-Up & Action Planning	Facilitate a session with leadership to prioritize findings and develop an actionable plan for addressing identified areas for improvement.	1,440,000	Due upon follow-up session
Total Project Cost		10,080,000	

Payment Notes:

- **Advance Payment:** The first two steps (Initial Consultation and Survey Design) require advance payment upon signing the agreement.
- **Flexible Payment Options:** Remaining payments can be scheduled as outlined in the table, with each step due as the project progresses.

In the event that we are engaged to conduct partial surveys – say focus on minimal areas such as ‘effectiveness of training programs or leadership’ a 35% concession fee for limited-scope surveys is passed on as well as a revised questionnaire. Here is how it would look like.

Stage	Description	Cost (UGX)	Payment Terms	Discounted Cost (UGX)
Step 1: Initial Consultation	Initial meeting to understand client's goals, identify survey focus areas, and discuss customization for employee segments.	1,850,000	Paid in advance	1,202,500
Step 2: Survey Design	Designing the customized survey questionnaire, review, and feedback incorporation. Includes privacy and confidentiality compliance setup.	1,940,000	Paid in advance	2,366,000

Stage	Description	Cost (UGX)	Payment Terms	Discounted Cost (UGX)
Step 3: Survey Administration	Distribution of the survey to employees via secure digital channels, including reminders and monitoring of response rates.	1,700,000	Due upon survey distribution	1,105,000
Step 4: Data Collection & Analysis	Aggregating survey data, performing quantitative and qualitative analysis, and generating insights through EBC's proprietary analytics..	1,600,000	Due upon data collection start	1,040,000
Step 5: Reporting & Dashboard	Development of an interactive dashboard and comprehensive report with visual insights, department breakdowns, and actionable recommendations.	1,550,000	Due upon follow-up session	1,007,500

Stage	Description	Cost (UGX)	Payment Terms	Discounted Cost (UGX)
Step 6: Follow-Up & Action Planning	Facilitate a session with leadership to prioritize findings and develop an actionable plan for addressing identified areas for improvement.	1,440,000	Due upon follow-up session	936,000
Total Project Cost		10,080,000		6,552,000

Payment & Scope Notes:

- Advance Payment Requirement: The first two steps (Initial Consultation and Survey Design) require advance payment upon signing the agreement.
- Partial Satisfaction Surveys: For clients focusing on a limited scope (e.g., organizational culture), a 35% concession fee is applied to each stage of the methodology.
- Customizable Options: Partial surveys allow clients to address specific areas within a more focused budget, ensuring they still gain value from EBC's insights.
- All the above costs do NOT include any taxes including WHT charge.

