

Employee Satisfaction Surveys

Understanding employee satisfaction and commitment is critical to your work environment. Being able to compare your organization to others and track employees' changing opinions provides the vital information needed to propel your organization forward.

Most organizations understand the value of conducting employee satisfaction surveys – increasing retention, improving customer service, building better work teams – but often have difficulty developing a survey process that truly meets their specific needs and fits their employee population. A poorly designed survey process can result in low response rates, confidentiality issues, and meaningless data that can cause more confusion than production.

The Jackson Group works closely with you to determine the most appropriate methodology for surveying your employees. Our **"Point-In-TIME"** and **Continuous Employees Perceptions (CEP)** processes are designed to collect data that will provide you with the necessary insight for creating positive change.

"Point-In-Time" surveys allow you to get quantifiable data on issues such as employee commitment, pride and morale. These are key areas affecting retention within your organization and are all included among the survey variables offered by The Jackson Group.

"Point-In-Time" surveys can be conducted through traditional survey models, as well as technology-based methods that offer quicker data collection and shorter report turnaround time. Touch Screen devices and Web-based Internet surveys enable every employee convenient, user friendly ways to give feedback.

After all of the data is in-house, reports are generated. If you want a breakout of the results for a certain area or if you are looking to compare your data to comparable industries, we can customize your reports so the information is organized to your liking.

Our consultants present the scores on-site to your executives and managers through both traditional presentation feedback, as well as multimedia and video messages. Our goal, then, is to help you develop action plans that properly utilize the survey results. Frequently, we see that surveys are conducted, but there is a lack of implementation with the results. Through our one-on-one feedback sessions and additional coaching and training offerings, we can turn your results from data *gathered* to data *used*.



The Jackson Group's Employee Surveys Provide:

- Help with planning your survey and customizing the questionnaire
- Recommendations for achieving high participation rates
- User Friendly reports and online access to your data
- Communication tools to educate the work force on survey outcomes

The **Continuous Employee Perceptions (CEP)** system is used to monitor the ever-changing trends in employee satisfaction. This process allows you to collect data on a continuous basis; therefore, supplying you with data at ongoing intervals throughout the year versus one particular point in time. We offer three methods for continuous surveying:

- **Department by Department Surveying** allows each department the opportunity to participate over the course of 12-18 months. Data is tracked quarterly, allowing for individual department reports, as well as a comprehensive organizational overview.
- **Random Sampling** involves inviting selected employees to participate in the survey on either a monthly, bi-monthly or quarterly basis.
- **"Event" Surveying** gives employees the chance to express their opinions through a survey tied to an event within the organization (a health screening, re-orientation, etc.).

We offer a variety of methods for collecting data and are here to help you determine which is best suited for your organization. Self-entry devices provide portability and can be brought to different areas or stationed in a set place for employees to visit and give their feedback. Web-based surveys provide even more flexibility by allowing your employees to take the survey off-site, provided they have access to the Internet. More traditional methods, like the written survey, are available for use as well.

Regardless of the survey frequency or methodology used, survey results can be compared to The Jackson Group's healthcare-only database if database-comparable statements are used. Percentile rankings and comparisons to similar organizations are also possible and can help your organization "measure up" against others in the industry.

Solid expertise, flexible options and results you can count on... they are all components of who we are and what we do. At The Jackson Group, our approach utilizes these resources to make the employee survey process a true partnership.



Throughout the survey process, our innovative data reporting system, **MERCURY**, allows you online access to your data at any time. This feature provides you with the ability to access and view comprehensive survey results and utilize the data before physical reports are generated. For a quick snapshot of your data, our Dashboard system gives you the option to look at individual statements and department-specific results. Easy to read graphs and charts provide for a quick analysis of your results.



For more information or to request a proposal or on-site presentation, contact us by telephone at 800.554.0373, on the web at www.thejacksongroup.com, or by email at info@thejacksongroup.com



THE JACKSON GROUP is a management consulting / survey services firm serving over 220 clients in over 38 states and internationally, specializing in employee satisfaction, customer/patient satisfaction, leadership development, and multimedia services.

PO BOX 1662 • HICKORY, NC 28603 • PHONE 828-328-8968 / 800-554-0373 • FAX 828-328-2894 • info@thejacksongroup.com