Sample Workplace Survey Questions

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A-Contract “Wish Lists”

A-1) From the list below, rank the top four issues you would like to see addressed in collective bargaining, with one (1) indicating most important, two (2) next most important, etc.

a ___ improved dental and vision plan  
b ___ worker input on decision making

c ___ improved pensions  
d ___ Cost of Living Adjustment to wages

e ___ improved health care coverage  
f ___ restrictions on contracting

g ___ personal days  
h ___ job protection and security

i ___ wage increases  
j ___ holiday and overtime premium rates

k ___ Other______________________________________________________________

Comment:________________________________________________________________

A-2) On a scale of one (1) to ten (10), with 1 indicating the highest importance, please circle the number that indicates the importance to you of the following bargaining issues:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Very important</th>
<th>Not important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
<tr>
<td>Vacation days</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
<tr>
<td>Pension</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
<tr>
<td>Shift Premiums</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
<tr>
<td>Attendance</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
<tr>
<td>Limits on management working our jobs</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
<tr>
<td>Safety shoes</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
<tr>
<td>Uniform provision</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
<tr>
<td>Right to strike over safety</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
<tr>
<td>Seniority rights</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
<tr>
<td>Schedule full week vacation blocks before single days</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
<tr>
<td>Insoucre contracted work (lawn, truck driving, janitorial, snow removal)</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
<tr>
<td>Paid Holidays</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
<tr>
<td>Triple OT on weekend holiday</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
<tr>
<td>OT Assigned in weekly allotments</td>
<td>1  2  3  4  5</td>
<td>6  7  8  9  10</td>
</tr>
</tbody>
</table>
**B - Productivity & Quality**

**B-1)** In your experience, how often has poor-quality work by contractors had to be redone or completed by additional labor? **Fill in the circle for the appropriate answer.**

- [ ] always
- [ ] often
- [ ] sometimes
- [ ] rarely
- [ ] never

For example: __________________________________________________________

**B-2)** Over the last two years, how has management typically responded to cost-saving suggestions from workers?

- [ ] i) supervisor ignores
- [ ] ii) implements, but management takes credit
- [ ] iii) not implemented
- [ ] iv) implemented and worker gets credit for it

Comment: __________________________________________________________

**B-3)**  
**a)** Over the last two years, how have changes in your work area impacted:

- i) Staffing levels: [ ] negative impact [ ] no impact [ ] positive impact
- ii) Work stress: [ ] negative impact [ ] no impact [ ] positive impact
- iii) Work load: [ ] negative impact [ ] no impact [ ] positive impact
- iv) Skills Training: [ ] negative impact [ ] no impact [ ] positive impact
- v) Maintenance: [ ] negative impact [ ] no impact [ ] positive impact
- vi) [ ] negative impact [ ] no impact [ ] positive impact

Comment: __________________________________________________________

**b)** How have these changes directly or indirectly impacted quality?

- [ ] negative impact
- [ ] no impact
- [ ] positive impact

Comment: __________________________________________________________

**B-4)** Which of the following stands in the way of doing your job more efficiently?

- [ ] Poor planning
- [ ] Inadequate tools
- [ ] Poor quality parts/supplies
- [ ] Poor supervision
- [ ] Lack of training
- [ ] Other workers
- [ ] Product design
- [ ] Poor ergonomics
- [ ] Erratic delivery of parts/supplies
- [ ] Process changes
- [ ] Work environment
- [ ] Machine malfunction
- [ ] Nothing (all’s well)
- [ ] Other. Describe: ________________________________

Comment: __________________________________________________________
B-5) Do you agree or disagree with the statement “I’ve been provided with the opportunity to upgrade myself and learn new skills.”

__Strongly Agree __Agree __No opinion __Disagree __Strongly disagree

Comment:_________________________________________________________

B-6) To what degree is preventive maintenance implemented in your area, where one (1) indicates consistent maintenance routines to avoid breakdowns, and ten (10) indicates a “Wait till it breaks” approach?

<table>
<thead>
<tr>
<th>Preventive Maintenance</th>
<th>“Wait till it Breaks”</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>3</td>
<td>10</td>
</tr>
</tbody>
</table>

Comment:_________________________________________________________

B-7) a) In a typical week, how often is work flow in your immediate area interrupted?

__never __rarely __sometimes __often __always

b) Caused by:

<table>
<thead>
<tr>
<th>Lack of parts/supplies</th>
<th>__never __rarely __sometimes __often __always</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong parts/supplies</td>
<td>__never __rarely __sometimes __often __always</td>
</tr>
<tr>
<td>Poor quality parts</td>
<td>__never __rarely __sometimes __often __always</td>
</tr>
<tr>
<td>Machine failure</td>
<td>__never __rarely __sometimes __often __always</td>
</tr>
<tr>
<td>Lack of personnel</td>
<td>__never __rarely __sometimes __often __always</td>
</tr>
<tr>
<td>Untrained personnel</td>
<td>__never __rarely __sometimes __often __always</td>
</tr>
<tr>
<td>Upstream problems</td>
<td>__never __rarely __sometimes __often __always</td>
</tr>
</tbody>
</table>

Comment:_________________________________________________________

B-8) a) How often does work-in-progress arrive at your station requiring rework?

__always __often __sometimes __rarely __never

For example:_____________________________________________________

b) If “sometimes” or more, have you been provided adequate training for rework?

__no __yes Comment:_____________________________________________
C – Management & Supervisory Practice

C-1) *On average*, how would you evaluate supervision’s contribution to operations? On the scale provided, pick a point between the two extremes and fill the circle.

<table>
<thead>
<tr>
<th></th>
<th>&lt;&lt;&lt;&lt;&lt;</th>
<th></th>
<th></th>
<th></th>
<th>&gt;&gt;&gt;&gt;&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) helps solve problems</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>seeks someone to blame</td>
</tr>
<tr>
<td>b) listens to people</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>lectures to people</td>
</tr>
<tr>
<td>c) responds to people’s needs</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>rigid and “by the book”</td>
</tr>
<tr>
<td>d) praises good work</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>finds fault</td>
</tr>
<tr>
<td>e) reliable</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>arbitrary</td>
</tr>
<tr>
<td>f) treats people the same</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>plays favorites</td>
</tr>
</tbody>
</table>

Comment:_________________________________________________________

C-2) The company’s “[name] Principles” call for on-the-job empowering of employees who are engaged in improving productivity and quality. To what degree has management implemented these principles in your area?

___always   ___often   ___sometimes   ___rarely   ___never

Comment:_________________________________________________________

C-3) In your experience, does management withdraw or deny resources, training, or staff as an excuse for contracting out?

___Never   ___Seldom   ___Often   ___Always

Comments:_____________________________________________________

C-4) Since management has recently talked of a "new era of teamwork and trust," how much do you think plant management really trusts its hourly workers, on a scale of 1 to 10?

No trust | 1 2 3 4 5 6 7 8 9 10 | Full Trust
Comment:_____________________________________________________
D-Workload, Working Conditions, Work Rules

D-1) In general, how have working conditions changed over the last XX years (or since you hired in)?

a) Physical conditions are __better __the same __worse
b) Work intensity is __harder __no change __easier
c) Training for the job is __increased __no change __less
d) Supervisors treat me __better __the same __worse
e) My weekly overtime hours __1-5 __6-10 __11-15
f) I find my job interesting __more so __the same __less
g) My suggestions count __often __sometimes __rarely
h) I am asked for my opinion __frequently __sometimes __seldom
i) I have been injured on job __recently __in the past __never
j) Quality is a co. priority __always __sometimes __rarely

Comments:__________________________________________________________________________

D-2) How would you rate your current workload?

__Properly balanced __Heavy __Stressful __Can't sustain

Comments:__________________________________________________________________________

D-3) The production rates on your job are:

__Too high __High __OK __Low __Too low

Comments:__________________________________________________________________________

D-4) If the present level of work intensity continues:

__I can stay healthy and make it to retirement
__I will likely be injured or worn out before I retire

Comments:__________________________________________________________________________

D-5) Considering the current work intensity of your job and the value you create for the company, how do you feel about your current level of compensation?

__it’s too low __it’s about right __it’s too high

Comments:__________________________________________________________________________

D-6) a) My Program Work Sheet has been changed without my consultation:

__never __once __several times __many times

b) The changes made my job:

__easier __harder __no difference __other:________

Comments:__________________________________________________________________________
D-7) When layoffs have to occur, how should seniority order apply for able and capable workers?

__plantwide  __by department only  __by area only  __by team only

Comments:________________________________________________________

D-8)  a) Are job openings posted fairly so that all employees are aware of new opportunities?

__always  __often  __sometimes  __rarely  __never

b) In filling job openings, what is/are the typical criteria for selection? (Choose no more than three)

__Length of service (seniority)
__Affirmative action (where there has been a previous imbalance)
__Ability and training to do the particular job
__First to apply
__ Favoritism (opponents punished, friends favored for jobs and training)
__ Nepotism (family are favored)
__ Discriminatory (gender, race, &/or ethnicity determines choice)

Comments:________________________________________________________

D-9) Currently there are two wage classification: skilled and production. How important is it that we establish more classifications with appropriate wage rates to reflect the varied demands of the work (i.e., forklift operators, press operators, spot welders, arc welders, material handlers, janitors, quality control inspectors, die setters, set-up person...)

__Very important  __Important  __Fairly important  __Not important

Comments:________________________________________________________

D-10) How would you evaluate the current attendance language?

__Too strict  __Fair  __Too forgiving  __Don’t know

Comments:________________________________________________________

D-11)  a) Have you ever requested a leave of absence (i.e., for medical, family, bereavement, jury duty, military, educational, union, general)?

__No, no need  __No, too difficult  __No, didn’t know I could  __Yes

b) If yes, how did the company facilitate your request?

__Ignored  __Slow response  __Acceptable response  __Very responsive

Comments:________________________________________________________
D-12) How are opportunities for voluntary overtime usually distributed in your area? Pick the process that is most typical:

a) __First offered to person with lowest previous hours, then next lowest, etc.
b) __First offered to employees favored by supervisor
c) __Only offered to employees favored by supervisor
d) __First offered to most senior worker, then next most senior, etc.
e) __Only offered to those trained for particular job
   If e): Is training available on equitable basis?  __yes  __no
f) __Other:________________________________________________________

Comments:________________________________________________________

D-13) Is excessive overtime a problem in your area? __yes  __no

If yes, which of the following remedies would solve the problem?

  __more workers  __more training  __better planning
  __better use of qualified personnel  __better notice
  __other_____________________________________________________

D-14) Which of the following best describes the role of the (Hourly) Team Leader? [Note: all survey answers are confidential. The union wants to know how teams are operating across the facility and how to improve their effectiveness, not who to discipline.]

Team leader is:
  a) __Positive: looks out for team members, is fair and competent, solves problems
  b) __Hard to find: often called away to meetings or filing in for absentees
  c) __Hard to find: often absent
  d) __Negative: Is a junior foreman, throws weight around, plays favorites
  e) __Negative: Is poorly trained, doesn’t know jobs, poor people skills
  f) __Other:_____________________________________________________

Comments:_____________________________________________________

D-15) How should team leaders be selected?

  __Appointed by supervisor  __Election by group  __Highest seniority applicant
  __Testing  __Rotation  __Other:________________

Comments:_________________________________________________________________
D-16) How frequently do you rotate jobs in your area?

__Often  __Sometimes  __Occasionally  __Never

Comments:___________________________________________________________________________

D-17) a) “In my team, we rotate fairly thru good and bad jobs”:  __agree  __disagree

b) If disagree, what is the problem?:___________________________________________________

D-18) Who/what should determine job assignments or rotation in a work area?

__Supervisor  __The work group democratically
__Hourly Team Leader  __Seniority
__Job Classification  __other:__________________________________________________________

Comments:___________________________________________________________________________

D-19) When team members raise issues of workload and stress, are their voices heard?

__always  __sometimes  __rarely  __never

Comments:___________________________________________________________________________
E - Health & Safety

E-1) Does the company provide a safe and healthy work environment?
   __Always  __Usually  __Only sometimes  __Never

   Comments:________________________________________________________

E-2) Do supervisors condone or encourage workers to ignore health & safety rules?
   __never  __rarely  __sometimes  __often  __always

   Comments:________________________________________________________

E-3) a) Have you ever suffered a work-related injury or illness at (employer)?
   __no  __yes. Describe:______________________________________________

   b) If yes:  1) What quality of care did the medical department provide?
      __excellent  __good  __fair  __poor

      2) Were you subsequently given meaningless work so that the company could avoid a lost-time injury report?
      __no  __yes

      3) did you dispute the company’s diagnosis?
      __no  __yes

      4) a) were you put on restriction?
      __no  __yes

         b) if yes, how did your supervisor respond?

            i) __helpful and cooperative

            ii)___uncooperative, put me on regular job

            iii)__punished and harassed me

   Comments:________________________________________________________

E-4) The company’s safety prizes are given to encourage:
   __safety awareness  __underreporting of lost-time accidents  __don’t know

   Comments:________________________________________________________

E-5) Which of the following best describes the company’s safety meetings? (Choose one or more):

   a) __very useful, an opportunity to learn new information and give input

   b) __not very useful, a “captive audience” meeting for company announcements

   c) __a waste, irrelevant lectures and movies, little connection to actual work

   d) __there are no safety meetings

   e)__other:________________________________________________________

   Comments:________________________________________________________
E-6) In which of the following areas have you NOT been adequately trained, given the demands of your job?

- asbestos removal
- bloodborne pathogens
- confined space entry
- construction safety
- cranes & hoists
- ergonomics
- lockout

- fall prevention
- fork truck safety
- hazard communication
- emergency response
- job safety analysis
- MSDS
- other: __________

Comments: ________________________________________________________

E-7) How important is it to you that the company develop a program to replace toxic chemicals with safer substitutes, wherever possible?

- very important
- important
- not very important

Comments: ________________________________________________________

E-8)  a) Is your work area routinely tested for airborne contamination?

- not to my knowledge
- only when requested
- yes, routinely

b) If yes, do you have confidence in the results?

- yes
- no. Why? _______________________________________________________

E-9) Which of the following health and safety problems apply to your job?

- Repetitive strain injuries (hand, wrist, arm, shoulder or back)
- Stress related to tight production standards &/or JIT schedules
- Exposure to toxic chemicals
- Airborne dust / mist
- Exposure to excessive noise
- Unsafe equipment
- Other: __________________________________________________________________

- None of the above

Comments: __________________________________________________________________