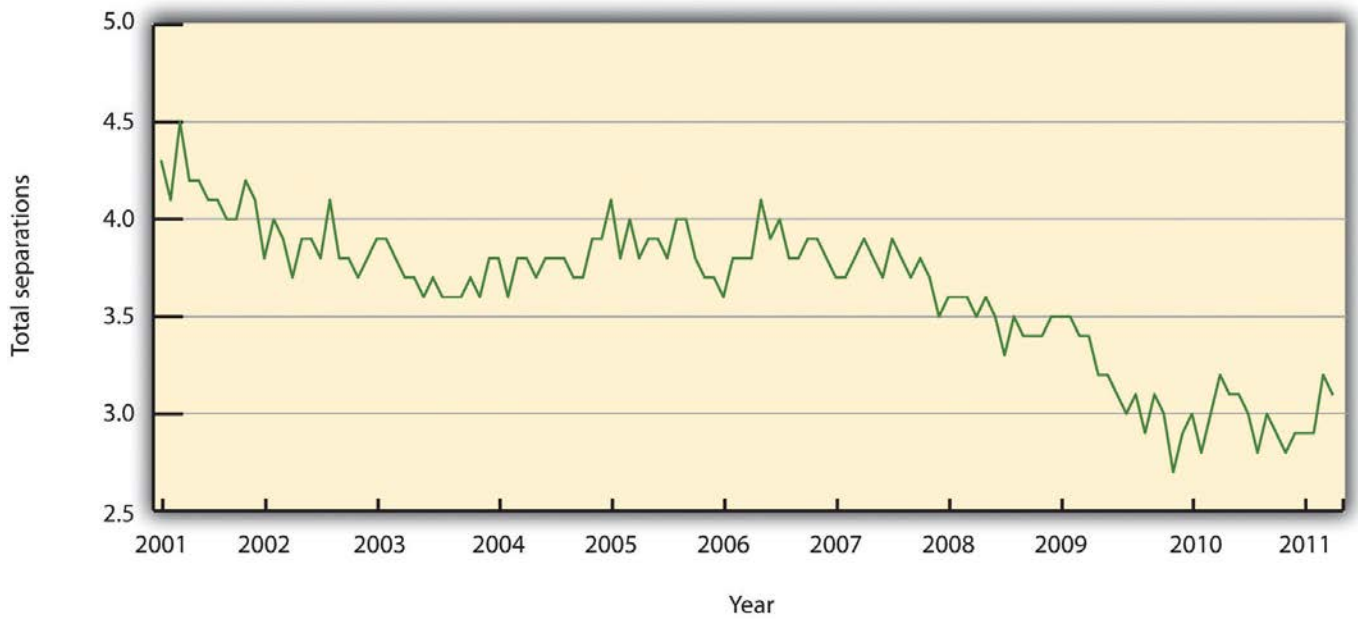


Module 08 Retention and Motivation, Unit 01 Costs of Turnover
United States Yearly Turnover Statistics



United States Yearly Turnover Statistics, 2001–11.

Source: Data from Bureau of Labour Statistics, "Job Openings and Labour Turnover Survey,"
Accessed August 11, 2011, <http://www.bls.gov/jlt/#data>.

**Module 08 Retention and Motivation, Unit 02 Retention Plans
Employee Satisfaction Survey**



Sample Employee Satisfaction Survey/ Sample Questions for Employee Satisfaction Survey

The employee internal satisfaction survey is for companies with multiple departments to determine the efficiency and effectiveness of those departments as perceived by their fellow employees.

This survey asks about your perceptions of various departments in The Company. Your honest feedback is greatly appreciated.

1. When you contact the staff in this department with questions or problem-solving concerns, the information that you receive is best categorized as:

	Highly Accurate	Generally Accurate	Somewhat Accurate	Inaccurate	Not Applicable
(a) Accounting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Marketing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. When you contact the staff in this department with questions or problem-solving concerns, the information that you receive is best categorized as:

	Highly Reliable	Generally Reliable	Somewhat Reliable	Unreliable	Not Applicable
(a) Accounting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Marketing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. When you contact the staff in this department with questions or problem-solving concerns, the timeliness of the response is:

	Very Prompt	Mostly Prompt	Somewhat Prompt	Not Prompt	Not Applicable
(a) Accounting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Marketing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(c) Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4.
When you contact the staff in this department with questions or problem-solving concerns, the level of professionalism is:

	High	Somewhat High	Somewhat Low	Low	Not Applicable
(a) Accounting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Marketing	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
(c) Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Training	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
(c) Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5.
When you contact the staff in this department with questions or problem-solving concerns, the department:

	Exceeds Your Expectations	Meets Your Expectations	Does Not Meet Your Expectations	Not Applicable
(a) Accounting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Marketing	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
(c) Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Training	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
(c) Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6.
When you have to interact with this department to address an issue, are you satisfied to interact with any member of the department or only specific issue?

	Any Member of Department	Specific People	Not Applicable
(a) Accounting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Marketing	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
(c) Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Training	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
(c) Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Source: "Sample Employee Satisfaction Surveys," Zarca Interactive, accessed August 18, 2011, <http://www.zarca.com/Online-Surveys-Employee/sample-employee-surveys.html>.