

Organizational Climate

Name: _____ Company: _____ Date: _____

Customer Focus and Commitment: Scored: ____ of 9 Items

- My organization is customer focused.
- This company makes customer satisfaction its top priority.
- The needs of our customers' requirements and expectations.
- We communicate regularly with our customers.
- We ask our customers for feedback about our performance.
- We monitor customer complaints.
- We try to resolve all customer complaints.
- We strive to continuously improve customer satisfaction.
- We make it easy for our customers to do business with us.

Vision, Mission, and Goals: Scored: ____ of 10 Items

- The organization vision for the future is clearly defined.
- The organization mission is clearly defined.
- understand the organization mission and vision.
- understand how I contribute to the organization mission.
- Goals and objectives are clearly defined.
- Goals and objectives are realistic and achievable.
- understand my goals and objectives.
- participate in setting my goals and objectives.
- We measure our progress toward achieving our goals.
- We review and evaluate our progress toward goals regularly.

Leadership: Scored: ____ of 10 Items

- Our leaders provide vision and direction for this organization.
- Top management communicates its vision for the future.
- We are moving in the right direction as an organization.
- Top management is respected for its leadership.
- I have confidence in this organization's leadership.
- Top management balances the needs of customers and employees.
- My manager charts a clear direction for my department.
- My managers communicate their expectations of me.
- My manager provides good leadership for my area.
- Management is addressing the right issues and opportunities.

Management Support: Scored: ____ of 10 Items

- I have the resources I need to do my job.
- My manager is available when I need help.
- My manager responds to my requests for help.
- My manager has my best interests at heart.
- My manager treats me with respect.
- My manager values my ideas and suggestions.

- My manager encourages me to do high quality work.
- My manager will stand up for me.
- My manager encourages me to try to advance.
- Management follows through on its commitments.

Planning and Scheduling: Scored: ____ of 9 Items

- Management provides clear plans to get work done.
- My work priorities are clearly defined.
- Work plans and schedules are realistic.
- Work plans and schedules are achievable.
- Work priorities are changed only when necessary.
- I participate in the planning and scheduling of my work.
- I complete my work on schedule.
- My work plans are linked to department and company plans.
- The planning process is effective in this organization.

Performance Management: Scored: ____ of 10 Items

- Performance standards are clearly defined.
- Performance expectations are understood.
- Performance measures are documented.
- Management emphasizes high performance.
- I am held accountable for my performance.
- My performance is measured against my goals.
- I get regular feedback on my performance.
- My performance evaluations are fair.
- My performance evaluations are useful.
- The performance management system is effective.

Work Processes and Procedures: Scored: ____ of 10 Items

- Work processes are clearly defined.
- Work processes are well organized.
- Operating procedures are documented.
- Operating procedures are understood.
- Operating procedures are kept up to date.
- Changes in operating procedures are planned.
- Changes in operating procedures are explained.
- I follow the work procedures established for my job.
- Work processes and procedures are continuously improved.
- This organization has well integrated systems and procedures.

Quality Systems: Scored: ____ of 9 Items

- The quality standards for my work are clearly defined.
- Management emphasizes high quality standards.
- I have the time I need to do high quality work.
- I have the resources I need to do high quality work.
- I get regular feedback on the quality of my work.
- Quality problems are well documented.
- Quality problems are investigated and resolved.
- Quality systems are effective at identifying and resolving problems.
- Work is done right the first time.

Information Systems: Scored: ____ of 10 Items

- I get the information I need to do my job.
- I receive timely information.
- I receive accurate information.
- I receive useful information.
- The information system is effective.
- The information system is user-friendly.
- There is a good balance of verbal, written and computer information.
- The information systems people are helpful.
- I can effectively use the computer systems I need to do my job.
- I can get information quickly if I need it.

Rewards and Recognition: Scored: ____ of 10 Items

- I am compensated fairly for my work.
- I am generally satisfied with the benefits I receive.
- I am recognized when I do good work.
- Rewards are based on performance and results.
- The most qualified and competent people are promoted.
- I get regular feedback on my work.
- I am recognized or rewarded for taking risks.
- People are recognized for finding better ways to do their job.
- I have opportunities to advance in this organization.
- I am rewarded for performing beyond my job requirements.

Training and Development: Scored: ____ of 5 Items

- I have the skills I need to do my job.
- People are encouraged to learn new skills.
- The company provides adequate training opportunities.
- Job assignments help people grow and develop.
- The training and development program is effective.

Interdepartmental Relations: Scored: ____ of 5 Items

- There is good cooperation between departments.
- Other departments help us when we need it.
- All departments work together to get the job done.
- There is good communication between departments.
- Management encourages all departments to coordinate their efforts.

Communication: Scored: ____ of 5 Items

- Communication is open in this organization.
- I receive news and information in a timely fashion.
- There is good top-down communication in this organization.
- There is good bottom-up communication in this organization.
- I am encouraged to speak up and communicate freely.

Meetings: Scored: ____ of 5 Items

- Meetings are useful and constructive.
- We use good meeting management skills.
- There is good participation at our meetings.
- There is open communication at our meetings.
- Decisions are made at our meetings.

Problem Solving: Scored: ____ of 5 Items

- Problems are identified and clearly defined.
- Problems are analyzed to understand their root causes.
- Solutions to problems are based on facts and data.
- Problems are solved in a timely fashion.
- I am encouraged to identify and solve problems.

Employee Involvement: Scored: ____ of 5 Items

- Management encourages employee involvement.
- I am involved in solving problems that affect me.
- I am involved in making decisions that affect me.
- I am empowered to solve problems and make decisions.
- I am encouraged to get more involved in group activities.

Team Management: Scored: ____ of 5 Items

- My team works well together.
- My team works well together with other teams.
- My team gets the training it needs to perform well.
- My team gets the management support it needs.
- Teams are well organized to be effective.

Diversity: Scored: ____ of 5 Items

- Diversity is encouraged in this organization.
- Diversity is considered a strength in this organization.
- People of diverse backgrounds are given equal opportunity.
- People of diverse backgrounds are promoted.
- This organization makes use of the diverse talents of people.

Change Management: Scored: ____ of 5 Items

- This organization views change as positive.
- Innovation is encouraged in this organization.
- Changes are communicated before they are implemented.
- Changes are implemented in a constructive way.
- I participate in making changes that affect me.

Job Satisfaction: Scored: ____ of 5 Items

- I am optimistic about my future with this company.
- This company is a good place to work.
- I am generally satisfied with my job.
- Employees are respected and appreciated here.
- My work is interesting and challenging.