

Definitions and Calculations 2025-2026

Below are some definitions of survey terminology and explanation of how scores are calculated.

Survey Score Calculations:

The survey is broken into several scoring units.

Item Score - the average response for a survey item; the average ranges from a score of 1 (Strongly Disagree) to 5 (Strongly Agree).

Construct Score - the average of the Item Scores that belong to the Construct. Each construct consists of several related items. The average item score is multiplied by 100 to get the construct score. Scores of 375 or higher indicate areas of substantial strength. Scores above 350 suggest that employees perceive the issue more positively than negatively, while scores below 350 are viewed more negatively by employees. Scores below 325 should be a significant source of concern for the organization and should receive immediate attention.

Overall Score - the overall score based on the average of all items that belong to constructs. The average item score is multiplied by 100 to get the overall score.

Construct Descriptions

Cons#	Name	Description
1	Workgroup	The workgroup construct captures employees' perceptions of the people they work with on a daily basis and how effective they are. This construct measures the degree to which employees view their workgroup as effective, cohesive and open to the opinions of all members.
2	Strategic	The strategic construct captures employees' perceptions of their role in the organization and the organization's mission, vision, and strategic plan. This construct measures the degree to which employees understand their role in the organization and consider the organization's reputation to be positive.
3	Supervision	The supervision construct captures employees' perceptions of the nature of supervisory relationships within the organization. This construct measures the degree to which employees view their supervisors as fair, helpful and critical to the workflow.

4	Workplace	The workplace construct captures employees' perceptions of the total work atmosphere, workplace safety, and the overall feel. This construct measures the degree to which employees see the setting as satisfactory, safe and that adequate tools and resources are available.
5	Community	The community construct captures employees' perceptions of the relationships between employees in the workplace, including trust, respect, care, and diversity among colleagues. This construct measures the degree to which employees feel respected, cared for, and have established trust with their colleagues.
6	Information Systems	The information systems construct captures employees' perceptions of whether computer and communication systems prove accessible, accurate, and clear information. This construct measures the degree to which employees view the availability and utility of information positively.
7	Internal Communication	The internal communication construct captures employees' perceptions of whether communication in the organization is reasonable, candid and helpful. This construct measures the degree to which employees view communication with peers, supervisors and other parts of the organization as functional and effective.
8	Pay	The pay construct captures employees' perceptions of how well the compensation package offered by the organization holds up when compared to similar jobs in other organizations. This construct measures the degree to which employees view pay as well valued relative to the type of work, work demands and comparable positions.
9	Benefits	The benefits construct captures employees' perceptions of how the benefits package compares to packages at similar organizations and how flexible it is. This construct measures the degree to which employees see health insurance and retirement benefits as competitive with similar jobs in the community.
10	Employee Development	The employee development construct captures employees' perceptions about the priority given to their personal and job growth needs. This construct measures the degree to which employees feel the organization provides opportunities for growth in organizational responsibilities and personal needs in their careers.
11	Job Satisfaction	The job satisfaction construct captures employees' perceptions about the overall work situation and ability to maintain work-life balance. This construct measures the degree to which employees are pleased with working conditions and their workload.
12	Employee Engagement	The Employee Engagement construct captures the degree to which employees are willing to go above and beyond, feel committed to the organization and are present while working. This construct measures the degree to which employees feel that their ideas count, their work impacts the organization and their well being and development is valued at the organization.

Survey Hierarchy

	Workgroup
1	My work group cooperates to get the job done.
2	In my work group I can share my opinions and ideas.
3	In my workgroup, we encourage each other to learn from our mistakes.
4	In my work group, there is a real feeling of teamwork.
	Strategic
5	Our organization is known for the quality of work we provide.
6	I know how my work impacts others in the organization.
7	My organization develops services to match the needs of our customers/clients.
8	Our organization communicates effectively with the public.
9	I have a good understanding of our mission, vision, and strategic plan.
	Supervision
10	My supervisor provides me with a clear understanding of my work responsibilities.
11	My supervisor recognizes outstanding work.

12	I am given the opportunity to do my best work.
13	My supervisor is consistent when administering policies concerning employees.
14	My supervisor evaluates my performance fairly.
Workplace	
15	Given the type of work I do, my physical workplace meets my needs.
16	My workplace is well maintained.
17	There are sufficient procedures to ensure the safety of employees in the workplace.
18	I have adequate resources and equipment to do my job.
Community	
19	The people I work with treat each other with respect.
20	I work with people that have a variety of skills and experiences.
21	The people I work with care about my personal well-being.
22	I trust the people in my workplace.
Information Systems	
23	My work group uses the latest technologies to communicate and interact.

24	We receive regular and useful updates on how to keep our computer and sensitive information secure from cyber-attack.
25	Support is available for the technologies we use.
26	Our computer systems enable me to quickly find the information I need.
Internal Communication	
27	The communication channels I must go through at work are reasonable.
28	My work atmosphere encourages open and honest communication.
29	The communications I receive at work are timely and informative.
Pay	
30	My pay keeps pace with the cost of living.
31	Salaries are competitive with similar jobs in the community.
32	I feel I am paid fairly for the work I do.
Benefits	
33	Retirement benefits are competitive with similar jobs in the community.
34	Health insurance benefits are competitive with similar jobs in the community.
35	Benefits can be selected to meet individual needs.
Employee Development	
36	I believe I have a career with this organization.

37	Training is made available to me so that I can do my job better.
38	Training is made available to me for personal growth and development.
Job Satisfaction	
39	My work environment supports a balance between work and personal life.
40	I feel free to be myself at work.
41	The pace of work enables employees to effectively perform their job.
42	I am proud to tell people that I work for this organization.
Climate	
43	Harassment is not tolerated at my workplace.
44	Employees are generally ethical in my workplace.
45	I believe we will use the information from this survey to improve our workplace.
46	I am satisfied with the opportunities I have to give feedback on my supervisor's performance.
47	Upper management (i.e. Executive and/or Senior Leadership) effectively communicates important information.
48	I am treated fairly in my workplace.
Employee Engagement	

2	In my work group, my opinions and ideas count.
5	Our organization is known for the quality of work we provide.
6	I know how my work impacts others in the organization.
10	My supervisor provides me with a clear understanding of my work responsibilities.
11	My supervisor recognizes outstanding work.
12	I am given the opportunity to do my best work.
14	My supervisor evaluates my performance fairly.
18	I have adequate resources and equipment to do my job.
21	The people I work with care about my personal well-being.
22	I trust the people in my workplace.
37	Training is made available to me so that I can do my job better.
38	Training is made available to me for personal growth and development.