# SAMPLE ADMINISTRATIVE FORM

## EMPLOYEE ATTITUDE SURVEY

*Thank you in advance for participating in this important survey.*

As an employee of the firm, your opinions, ideas and insights are most important to the future of the firm. Please answer the questions as completely as possible. Although the questionnaire is lengthy, we feel that it will be very helpful toward making meaningful changes in the best interest of you the firm and the clients we service. All information will be kept confidential.

1. How do you feel when you tell people you work for [*NAME OF FIRM*]?

[ ] Proud

[ ] Good

[ ] Just a place to work

[ ] Not too happy about telling where I work

2. What do you believe to be the FIVE (5) most important aspects of service that clients expect from the firm?

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3. What are the FIVE (5) most important aspects of your job that should be measured in your performance and recognized in how you are evaluated?

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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4. Who do you feel is the appropriate person to evaluate your performance? \_\_\_\_\_\_\_\_\_\_\_\_\_

5. With respect to additional training, name FOUR (4) non-computer related training topics that you would like to see offered to employees in the next year.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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6. If you were the Chief Executive Officer, what would you do to improve the profitability of the firm?

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7. What kinds of rewards and recognition would you like to see developed to recognize special or outstanding performance contributions?

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8. What do you feel are the THREE (3) most important changes the firm could make to improve the quality of our client service?

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9. Are there existing policies or procedures that you would like to see changed?

[ ] Yes [ ] No

If you answered Yes, please explain.

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10. Are the performance evaluations of your work adequate and helpful?

[ ] Always

[ ] Usually

[ ] Seldom

[ ] Never

If you answered Seldom or Never, how would you change the evaluation process?

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11. Based on your experience in the firm, when top management makes a statement concerning future action, can you rely on the statement as a reasonable predictor of things to come?

[ ] Always

[ ] Usually

[ ] Often

[ ] Occasionally

[ ] Never

If you answered Never or Occasionally, please explain.

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12. When you want information or help on a difficult job-related problem, how likely are you to get the help you need?

[ ] I get no help at all

[ ] I get very little help

[ ] I get fairly good help

[ ] I get all the help I need

13. Do you feel you will be given adequate attention on personal problems if you bring them to the firm's attention?

[ ] Substantial attention

[ ] Some attention

[ ] Not much attention

[ ] Almost no attention

14. When statements concerning future action (over which they have control) are made by Department Supervisors Coordinating Secretaries to whom you are assigned, can you rely on the statement in predicting future action?

[ ] Always

[ ] Usually

[ ] Often

[ ] Occasionally

[ ] Never

If you answered Never or Occasionally, please explain.

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15. Does your Attorney/Department Supervisor set a good example in his/her work habits?

[ ] All of them do

[ ] Most of them do

[ ] Some of them do

[ ] Not very many do

[ ] None do

16. When you are given new duties and responsibilities, how are they explained?

[ ] Well explained

[ ] Adequately explained

[ ] Partially explained

[ ] Not satisfactorily explained

17. When changes are made in the work you do, how often are you told the reason for the change?

[ ] Never

[ ] Rarely

[ ] Sometimes

[ ] Usually

[ ] Always

18. If assigned to a Coordinating Secretary, does she set a good example in her work habits?

[ ] Never

[ ] Rarely

[ ] Sometimes

[ ] Usually

[ ] Always

If you answered Never or Rarely, please explain.

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19. In general, how well do you like your present job?

[ ] I like it very much

[ ] I am satisfied with it

[ ] I neither like nor dislike it

[ ] I dislike it

20. How do you feel about the closeness of supervision of your work by your Attorney/Department Supervisor?

[ ] Generally too close

[ ] Sometimes too close

[ ] About right

[ ] Sometimes not close enough

[ ] Generally not close enough

21. If assigned to a Coordinating Secretary, how do you feel about your working relationship with her?

[ ] Generally too close

[ ] Sometimes too close

[ ] About right

[ ] Sometimes not close enough

[ ] Generally not close enough

22. To what extent are you made to feel that you are really an important part of the firm?

[ ] Not at all

[ ] To a small degree

[ ] To a large degree

[ ] In every way possible

What suggestions do you have in this regard?

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23. Does your Attorney/Department Supervisor(s) lead you to feel that you are important to the success of the firm?

[ ] All of them do

[ ] Most of them do

[ ] Some of them do

[ ] None of them do

24. Do you feel that your co-workers are allowed privileges that are not shared by you?

[ ] No

[ ] Very few

[ ] Some

[ ] Many

If you answered Many, please explain.

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25. Does your Attorney/Department Supervisor(s) consistently provide constructive feedback to you?

[ ] Always

[ ] Usually

[ ] Sometimes

[ ] Rarely

[ ] Never

26. If assigned to a Coordinating Secretary, does she provide constructive feedback to you in a way that is helpful to you?

[ ] Always

[ ] Usually

[ ] Sometimes

[ ] Rarely

[ ] Never

If you answered Never or Rarely, please explain.

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27. At your performance review, are suggestions and criticisms made in a way which is helpful to you?

[ ] Never

[ ] Usually

[ ] Sometimes

[ ] Rarely

[ ] Never

28. Are you encouraged by your Attorney/Department Supervisor to offer ideas and suggestions for new or better ways of doing things?

[ ] All the time

[ ] Often

[ ] Sometimes

[ ] Rarely

[ ] Not at all

29. If assigned to a Coordinating Secretary, does she encourage you to offer ideas and suggestions for new or better ways of doing things?

[ ] All the time

[ ] Often

[ ] Sometimes

[ ] Rarely

[ ] Not at all

30. Are you given adequate information and reasons for new policies, procedures

or changes in the firm or your department?

[ ] Always

[ ] Usually

[ ] Sometimes

[ ] Rarely

[ ] Never

31. In your opinion, are the firm's personnel policies fairly and consistently applied?

[ ] All of them are

[ ] Most of them are

[ ] Some of them are

[ ] A few of them are

[ ] None of them are

If your response is not All of them are, please explain:

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32. How well does your Attorney/Department Supervisor keep you informed about plans and progress?

[ ] Never

[ ] Seldom

[ ] Sometimes

[ ] Usually

[ ] Always

33. If assigned to a Coordinating Secretary, does she keep you informed about future plans and changes?

[ ] Never

[ ] Seldom

[ ] Sometimes

[ ] Usually

[ ] Always

34. Do you feel that, on the whole, those with whom you work give you the kind of treatment you have a right to expect?

[ ] They all do

[ ] Most of them do

[ ] Some of them do

[ ] Very few of them do

[ ] None of them do

35. How do you feel about the assistance you receive from other employees in the firm?

[ ] I get all the help I need

[ ] I get some help

[ ] I get very little help

[ ] I get no help at all

If you have answered I get no help at all, what suggestions do you have?

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36. When you have a complaint, how is it handled?

[ ] It is handled well

[ ] Some effort is made, but not enough

[ ] Complaints are poorly handled

[ ] I never have a complaint

37. How knowledgeable about your work is your Attorney/Department Supervisor?

[ ] A real expert in the work we do

[ ] Handles most problems well

[ ] Knows just enough to get by

[ ] Doesn’t know much about the work

38. How skillful is your Attorney/Department Supervisor in helping you deal with the needs and problems of people in your firm?

[ ] A good leader-knows how to take care of people

[ ] Does a fair job of handling our problems

[ ] Doesn't know what to do when we have a problem

[ ] Doesn't really care about our problems

39. If assigned to a Coordinating Secretary, how skillful is she in helping you and others deal with the problems you encounter in your daily work?

[ ] A good leader-knows how to take care of people

[ ] Does a fair job of handling our problems

[ ] Doesn't know what to do when we have a problem

[ ] Doesn't really care about our problems

40. Do you think you have a good understanding of the following (write yes or no):

\_\_\_\_\_ Pension Plan \_\_\_\_\_ Vacation Policy

\_\_\_\_\_ Disability Policy \_\_\_\_\_ Open Door Policy

\_\_\_\_\_ Profit Sharing \_\_\_\_\_ 401K Plan

\_\_\_\_\_ Personal Time \_\_\_\_\_ Health Care Insurance/Blue Cross

\_\_\_\_\_ Blue Cross \_\_\_\_\_ Dental Compensation System

41. How do you think the firm's benefit plans compare to those of similar size firms?

[ ] Better than most

[ ] About the same

[ ] Not as good as most

42. Of the benefits that you are currently receiving, please indicate those that are most and least important to you:

Rank them 1-8, with 1 being Most Important and 8 being Least Important.

\_\_\_\_\_\_ Pension Plan

\_\_\_\_\_\_ Vacation Policy

\_\_\_\_\_\_ Disability Policy

\_\_\_\_\_\_ Open Door Policy

\_\_\_\_\_\_ Profit Sharing

\_\_\_\_\_\_ 401KPlan

\_\_\_\_\_\_ Personal Time

\_\_\_\_\_\_ Health Care Insurance/Blue Cross

\_\_\_\_\_\_ Blue Cross

\_\_\_\_\_\_ Dental Compensation System

43. If the firm has the opportunity to offer alternative benefits, which would be the most important to you?

Indicate your top 5 selections, 1-5, with 1 being the highest.

\_\_\_\_\_\_Vision Care

\_\_\_\_\_\_ Educational Assistance/Tuition Refunds/Loans

\_\_\_\_\_\_ Child Care

\_\_\_\_\_\_ Medical Care Reimbursement

\_\_\_\_\_\_ Child Care Reimbursement

\_\_\_\_\_\_ Dependent Care Reimbursement

\_\_\_\_\_\_ Other

44. Do you understand how medical/child care reimbursement allowance accounts work?

[ ] Yes [ ] No

45. Would you be willing to contribute to additional benefits if you were to incur a tax advantage or group cost savings?

[ ] Yes [ ] No

46. How important is the current benefit package to your job satisfaction?

[ ] Very important

[ ] Important

[ ] Not important

47. Would you be interested in a cafeteria or flexible benefits program where employees would have the opportunity to select their benefits from a group of benefits? Each employee would be allowed a defined dollar amount of benefits (Please print your answer.)

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