



HKIHRM Employee Experience Survey (Sample)

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對我的重要性

Importance To Me

不重要	不太重要	重要	很重要	最重要	沒意見
Not At All	Not very Important	Important	Very Important	Critical	No Opinion
1	2	3	4	5	0

公司現時表現

Company's Performance

絕不同意	不太同意	未定	大致同意	絕對同意	不知道 / 不適用
Strongly Disagree	Somewhat Disagree	Undecided	Somewhat Agree	Strongly Agree	No Opinion
1	2	3	4	5	0

1. 公司宗旨及領導能力 *Company Mission & Leadership*

- (1) 管理層讓我清楚了解公司的目標和發展方向。
My managers ensure that I have a clear understanding of my company's goals and direction.
- (3) 公司的高級管理階層能夠身體力行地實踐公司的遠見或宗旨。
Senior management practice what they preach in respect of the company's vision or mission.

2. 機構文化 *Corporate Culture*

- (9) 同事經常參與跟他們的工作息息相關的各項改革提案。
People in this company are usually involved in planning changes which will affect their job.
- (10) 管理層的決策跟公司所倡議的價值一致。
Managers make decisions that are consistent with our company values.

3. 質素管理原則與措施 *Quality Principles & Practices*

- (13) 公司的工作程序能配合員工為顧客提供優質的服務。
The company's procedures make it easy for us to produce quality customer service.
- (14) 公司經常向員工講述顧客對我們提供的產品及服務質素的意見。
We are regularly informed about how satisfied our customers are with the quality of goods and services we provide.

4. 創新與改革 *Innovation & Change*

- (17) 我的上司徵詢我們如何改變現行的工作程序以提升品質或顧客服務。
My manager consults us about any necessary changes to how work is done to improve quality or service to customers.
- (18) 公司會採用我所提供的好建議。
When I have good ideas my company makes use of them.

5. 工作氣氛 *Climate*

- (23) 我的工作能使我發揮個人的技術和能力。
My job makes good use of my skills and abilities.
- (24) 基於我在公司獲得的對待，我在可預見的將來都會在這間公司服務。
As a result of the way that I am treated I intend to work for this company for the foreseeable future.

6. 工作表現管理 *Performance Management*

- (26) 公司有明確的標準去評核我的工作表現。
The performance standards for my job are clearly defined.
- (28) 評核我的工作表現的方法，與公司所訂的策略及價值觀互相配合。
My performance is assessed against organizational strategies and corporate values.



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7. 角色界定 *Role Clarity*

- (31) 負責跨部門項目的工作小組成員的職能劃分清晰。
The roles of people working on cross-functional projects are clearly defined.
- (32) 管理層讓我清楚我所屬部門的運作程序。
My management ensures that I clearly understand the operating procedures in my work group.

8. 溝通渠道 *Communication*

- (39) 公司能有效地徵集各級員工的意見和想法。
Sufficient effort is made to get the opinions and thoughts of people at all levels who work here.
- (40) 當我向上級投訴時，我深信投訴必能被有效地處理。
When I raise a complaint with my manager, I believe it will be handled effectively.

9. 薪酬與福利 *Compensation & Benefits*

- (42) 我的薪金及得上同類公司所付出的水平。
My pay is competitive with that of similar companies.
- (43) 我對公司的福利感到滿意。
I am satisfied with the company benefits.

10. 嘉許與獎勵 *Recognition & Rewards*

- (47) 表現優秀的員工皆獲得公司的嘉許及重視。
High performing staff are noticed and rewarded in this company.
- (48) 假如我表現好，公司會考慮給予我更好的發展機會。
If I do a good job, I know I'll be considered when the right job opportunities become available.

11. 管理作風 *Management Style*

- (52) 我的直屬上司給予我足夠的支持和指導。
My immediate superior provides sufficient support and guidance.
- (54) 我的直屬上司讓我參與討論一些影響我的決定。
My immediate superior involves me in decisions which affect me.

12. 團結與合作 *Teamwork & Co-operation*

- (57) 我的部門很團結，合作性很高。
There is good teamwork and co-operation within my work group.
- (58) 我的部門與其他部門合作無間。
There is good teamwork and co-operation between my work group and other groups in the company.

13. 培訓與發展 *Training & Development*

- (64) 我感到在公司裡有成長及發展的機會。
I feel that opportunities for growth and development are available to me.
- (65) 公司所提供的培訓課程既實用又有效。
The training courses offered by my company are useful and effective.

14. 工作環境 *Working Conditions*

- (67) 現時的超時工作情況尚算合理。
The current amount of overtime work in my job is reasonable.
- (68) 我有良好的工作環境（例如：溫度、空氣流通、工作空間、環境清潔等）。
My physical working environment (e.g. temperature, ventilation, space to work, cleanliness of work areas, etc.) is pleasant.