



HKIHRM Employee Experience Survey (Sample)

© Hong Kong Institute of Human Resource Management, Shaun Smith + Co 2004. All rights reserved.

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.

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.