



Staff engagement surveys

Staff engagement surveys represent an indispensable tool for not just gauging employee sentiments but also significantly impacting customer satisfaction. By acknowledging the value of employee feedback and utilising it effectively, companies can witness a transformative change in both internal culture and external customer relations.

Benefits of staff engagement surveys

Improving workplace dynamics and fostering a sense of value among employees underpin the core advantages of staff engagement surveys:

1. **Boosting staff morale and motivation:** Beyond merely conducting surveys, the key lies in demonstrating that their responses carry weight and influence management decisions.
2. **Connecting remote teams:** Surveys serve as a bridge to connect and engage remote team members, minimizing the isolation they might feel.
3. **Enhancing staff safety awareness:** Engaged employees tend to be more alert and conscious of their surroundings, potentially reducing workplace safety incidents.
4. **Increasing staff retention and loyalty:** Valued employees are less likely to seek opportunities elsewhere.
5. **Identifying training needs:** Uncovering knowledge gaps at both individual and team levels, aiding in targeted training initiatives.
6. **Enhancing customer service:** Motivated staff not only serve customers better but also show increased receptiveness to training.
7. **Empowering management decision-making:** Survey insights provide invaluable information for strategic decision-making at the leadership level.

Types of staff engagement surveys

Implementing surveys should be a strategic endeavor to extract the most valuable information for the organisation. Various survey types exist, each serving a unique purpose in understanding and enhancing employee engagement. Our experienced HR experts recommend considering the following types of surveys tailored to your organisational needs:

1. **HR audits:** Comprehensive assessments of HR processes, policies, and practices to ensure compliance, effectiveness, and alignment with organisational goals.
2. **General employee surveys:** Broad surveys covering a range of topics to gather feedback on overall work experience, job satisfaction, and organisational culture.
3. **Employee HR engagement surveys:** Specifically focused on the relationship between employees and the HR department, evaluating the effectiveness of HR services and communication.
4. **Employee satisfaction surveys:** Targeted surveys gauging satisfaction levels with aspects such as compensation, work-life balance, and career development opportunities.
5. **Health and wellness assessments:** Surveys designed to assess employee well-being, stress levels, and the effectiveness of wellness programs.
6. **Change management reviews:** Feedback mechanisms during periods of organisational change, ensuring a smooth transition and addressing concerns.
7. **Exit interviews:** Conversations conducted with departing employees to understand their reasons for leaving and gather insights for continuous improvement.

Implementing staff engagement surveys

Engage with our experienced HR experts at ConsultingHQ to discern which combination of these surveys align best with your organisational needs, ensuring a comprehensive and tailored approach to staff engagement.

"Sometimes we get so busy with the day to day running of our businesses that we lose sight of the importance of the HR function.

We had People Inc undertake a full HR Review of our business and then worked with us to develop a long-term strategy and action plan. The result of the review gave us a clear vision of where we want to be in 12 - 24 months and how to get there.

And it doesn't end there, their support is ongoing, they hold us accountable and celebrate our successes as well."

Tim Baker, Sales and Marketing Manager - APS Group NZ Ltd

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