HiFlex Physio Internal Communication Survey

Please complete survey by _____. Completed surveys can be submitted anonymously by placing it in the box at reception.

Note: If you have any questions or concerns, please contact the communication team at ...

1. Connection to the organisation

1.1. Please indicate whether you agree or disagree with the following statements

	Strongly Disagree	Disagree	Agree	Strongly Agree
I understand the organisation's mission, vision, and objectives				
I understand how my work contributes to the achievement of the organisation's objectives				
I am an important part of the organisation				
I am committed to the organisation's mission				

1.2 Do you feel you are an important part of the organisation? If yes, why? If no, why not and are there any changes you could suggest to improve the situation?

2. Policies and Procedures

2.1. Please rate how familiar you are with the organisation's policy on: (1= very familiar, 5= didn't know there was one)

	Very Familiar	Familiar	Somewhat Familiar	Aware One Exists	Didn't Know One Existed
Purchase orders					
Stationary requests					
Leave requests					
Email / Internet					
Security					
First Aid					
Emergency response					
Logo use / branding					
Recruitment					
Other: _____					

2.2 Are the organisation's policies and procedures generally easy to follow? If not, how would you improve them?

2.3 Do any policies and procedures impede your ability to do your job? If so, how?

2.4 Should other policies and procedures be developed that would help you do your job? Which?

3. Current Processes

3.1 Please rate how important the following media are to you for communicating and sharing information between members of staff on a regular basis

	Very Important	Important	Neutral	Not Important	Never Use
Purchase orders					
Informal meetings					
Email					
Telephone					
e-Newsletter					
Program e-Newsletters					
Notice board					
Print resources					

	Very Important	Important	Neutral	Not Important	Never Use
Intranet					
Shared drives					
Website					
List servers					
Policies and procedures					
Other: _____					

3.2 Do you have any suggestions to improve the dissemination of the above information?

4. Decision-making Processes

4.1 Are management decisions generally communicated to you effectively?

4.2 Do you generally understand the rationale for senior management decisions?

4.3 Are you generally able to make the necessary decisions to do your job effectively? If not, please explain.

4.4 Do you generally feel that you are sufficiently consulted by management? If not, what would you like to see happen?

5. Information / Resource sharing between departments / programmes

5.1 How often do you use the following to communicate (share / receive information) with other programs:

	Daily	Weekly	Monthly	Rarely	Never
All-staff meetings					
Staff list-serve					
Individual emails					
Formal meetings					
Informal meetings					
Print materials (i.e. letters, memo, newsletters...)					
Program newsletters					
e-Newsletter					

	Daily	Weekly	Monthly	Rarely	Never
Phone					
Other: _____					

5.2 How important is the work of other programs to your work?

5.3 Do you take advantage of other programme resources / knowledge / skills for your work? If yes, how? If no, why not?

5.4a. How often do you communicate / share information about your program with other staff?

5.4b. How do you communicate or share this information?

5.5 Is information about different programs shared effectively across the organisation?

6. Resources

6.1 Are you familiar with the following resources, and how often do you use them? (Daily, Weekly, Monthly, Rarely, Never):

	Familiarity		Regularity of Use				
	Yes	No	Daily	Weekly	Monthly	Rarely	Never
Staff List serve							
Intranet site							
e-Newsletter							
Annual Reports							
Books							
Journals							
Newsletters							
Website							
Staff handbook							
Programme factsheets							
Brochures							
Photo collection							
Logo and style guide							

6.2 For any of the resources listed above that you are not familiar with, would use them if you knew more about them?

6.3 Would you use a central resource library of print and multi-media resources organised by category?

6.4 Would you use an Intranet (internal website)? What features would you use most?

6.5 Can you think of any other internal communication resources which would be useful to you?

7. Identifiable Needs

7.1 What area of the organisation's internal communications needs the most improvement?

7.2 Do you have any suggestions on how to address this?