

Benchmarking With Similar Organisations

SKH will provide your organisation with benchmarking comparisons to similar organisations. Benchmarking comparisons are provided only at the organisational level. To ensure confidentiality of benchmarked organisations SKH only provides the Australian and New Zealand Industrial Classification (ANZSIC) division / subdivision codes for each organisation. Benchmarking comparisons are only provided based on surveys conducted in the last 12 months.

Want To Know More

SKH consultants have undertaken numerous employee surveys for both public and private organisations. Our consultants are happy to advise you on how best to survey your organisation's employees.

At Fees You Can Afford

SKH can provide you with a detailed quotation. All you need to provide is the number of employees in your organisation.

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Strategic Know How

Keep In Touch With Your Employees

Employee Attitude Satisfaction Survey



**Benchmarking Comparisons
with Similar Organisations**

About Strategic Know How

Strategic Know How is an Australian owned consultancy, providing a comprehensive range of research and strategic consultancy services to organisations by linking quality data capture to quality strategies and delivery. SKH has considerable expertise in customer service, market needs assessment, organisational analysis, project and campaign evaluations. The key philosophy of SKH is to use experience to deliver clients quality service that represents value for money.

Measuring Employee Attitudes and Opinions

The Employee Attitudes and Opinions Survey contains sections on aspects considered essential to the operations of the organisation:

- Customer service;
- Staff morale;
- Organisational change;
- Feelings about the work team / department;
- Organisational culture;
- Work situation and development;
- Training needs assessment;
- Organisational initiatives (strategic plans, development plans, etc);
- Importance of issues to employees;
- Improvements to the work team;
- Organisational demographics (employee type, gender, length of service and department); and
- Verbatim comments on ideas and opinions on how the organisation could be improved.

Benchmark Employee Survey

This 'up-front' survey is designed to understand the employee culture of your organisation. The survey consists of two stages. The first stage involves personal in-depth interviews. Typically between five and ten in-depth interviews (depending on the size of your organisation) are conducted with a representative sample of employees. These interviews seek to verify what aspects are considered important to employees.

Stage Two consists of a self-completion questionnaire that is distributed to all employees of your organisation. Typically the questionnaire is provided as a booklet, but if access exists for all staff it can be implemented using computer technology.



Survey Outputs

The essence of the SKH employee survey is to provide results to both management and coalface levels. Distinct outputs are available for:

- Your entire organisation;
- Directorates / departments;
- Work teams / groups; and
- Selected demographics.

To ensure employee confidentiality outputs are only provided where sufficient sample exists.

Survey Presentations

To maximise the commitment of employees SKH provides tailored presentations of the survey findings to management and employees. To ensure the on-going commitment of employees, presentations should include how management intends to approach each aspect identified from the survey findings.



Follow-up Surveys

SKH recommends surveys be conducted every one or two years. However, for organisations undergoing considerable change we would suggest shorter time periods between surveys.