EMPLOYEE SATISFACTION CHECKLIST

Plan your first satisfaction check

Use one copy per team or location. Tick each item after the step is complete.

Team / location

Survey owner / date

Priority to check

01 Pick a question your team can act on | Owner: Manager + HR

- ☐ Choose one issue to explore, such as workload, rota notice or manager support.
- ☐ Agree on one overall satisfaction question and one question about the issue.
- ☐ Use a five-point scale from very dissatisfied to very satisfied.

02 Plan how you will ask | Owner: Survey lead

- ☐ Choose a channel that employees across locations and shifts can access.
- ☐ Explain who can see responses and how small-group results will be handled.
- ☐ Set a closing date and tell employees when they will hear back.

Survey dates / access needs

Gather feedback and score it

Keep survey results, participation and employee comments together when reviewing the findings.

03 Run the pulse and follow up | Owner: Manager + survey lead

- [ ] Send the pulse survey and give all shifts a chance to respond.
- [ ] Ask for examples in one-to-ones or stay interviews when feedback needs context.
- [ ] Group recurring comments by theme and leave out identifying details.

04 Calculate the score | Owner: Survey lead

- [ ] Count satisfied and very satisfied responses to the overall satisfaction question.
- [ ] Divide by valid answers to that question and multiply by 100. Exclude skipped answers.
- [ ] Report participation separately as survey respondents divided by people invited, times 100.

WORKED EXAMPLE

36 favourable answers / 50 valid answers = 72% favourable

50 survey respondents / 80 invited = 62.5% participation

Previous score / valid answers

Current score / valid answers

Participation rate / main feedback theme

Make one change and check back

Use the same question and scale at follow-up so you can compare the results.

05 Turn feedback into an action | Owner: Line manager

- [ ] Check who is affected and what employees say is getting in their way.
- [ ] Agree on one change, name the owner and escalate any decision you cannot make locally.
- [ ] Share a “You said, we did” update with the action and when you will check back.

06 Review the result | Owner: Manager + HR

- [ ] Repeat the same survey question after the team has had time to try the change.
- [ ] Compare scores and participation. Check whether the mix of respondents shifted.
- [ ] Tell employees what you learned and decide whether to keep, adjust or extend the trial.

Action to trial

Action owner

Follow-up date

Result / next decision