

YOUR ORGANIZATION

Sample of Questionnaire Items

CHANGE READINESS ASSESSMENT SURVEY

INTRODUCTION

As you may have seen in various communications, the **Change** project is in full swing. With an implementation date of _____, much work must be done to ensure the processes, people, and systems are ready. Preparing the people for the change is a crucial step to ensure a successful outcome. This survey was designed to obtain feedback from you regarding your past experiences with change in this organization. To ensure we lay the foundation for a successful outcome, the results of this survey will be used to identify what we have done well in the past as an organization during times of change, and any areas that may need improvement.

PRIVACY

This survey is being distributed to all employees who will be involved with the **Change** initiative. Your responses to this survey will be completely anonymous. All surveys will be sent directly to an independent survey research firm (Performance Programs, Inc.) for analysis. Survey results will be reported in general terms with the organization at large.

INSTRUCTIONS:

Please consider each question in relation to how the organization, in general, approaches change. Then mark the circle that best represents your opinion, according to the scale below. If you are unsure about a statement, you may leave the answer blank. Also, at the end of the survey, please complete the write-in comment section. An envelope addressed to Performance Programs, Inc. is provided. Your feedback is very important and greatly appreciated!

Strongly Disagree ①	Disagree ②	Neutral ③	Agree ④	Strongly Agree ⑤
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I. COMMUNICATIONS / INFORMATION EXCHANGE

- | | | | | | |
|--|---|---|---|---|---|
| 1. Overall, information involving change is communicated well. | ① | ② | ③ | ④ | ⑤ |
| 2. | ① | ② | ③ | ④ | ⑤ |
| 3. | ① | ② | ③ | ④ | ⑤ |
| 4. | ① | ② | ③ | ④ | ⑤ |
| 5. | ① | ② | ③ | ④ | ⑤ |
| 6. | ① | ② | ③ | ④ | ⑤ |
| 7. I know where I stand as change initiatives are implemented. | ① | ② | ③ | ④ | ⑤ |
| 8. | ① | ② | ③ | ④ | ⑤ |

II. KEEPING PEOPLE INVOLVED

- | | | | | | |
|--|---|---|---|---|---|
| 9. | ① | ② | ③ | ④ | ⑤ |
| 10. | ① | ② | ③ | ④ | ⑤ |
| 11. | ① | ② | ③ | ④ | ⑤ |
| 12. | ① | ② | ③ | ④ | ⑤ |
| 13. | ① | ② | ③ | ④ | ⑤ |
| 14. Concerns I express about changes are valued and taken seriously. | ① | ② | ③ | ④ | ⑤ |
| 15. | ① | ② | ③ | ④ | ⑤ |
| 16. | ① | ② | ③ | ④ | ⑤ |
| 17. I am committed to seeing change initiatives succeed. | ① | ② | ③ | ④ | ⑤ |

Strongly Disagree ①	Disagree ②	Neutral ③	Agree ④	Strongly Agree ⑤
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III. MAKING SURE PEOPLE ARE PREPARED

18. Top management in my organization understands the impact of changes on their employees. ① ② ③ ④ ⑤
19. ① ② ③ ④ ⑤
20. ① ② ③ ④ ⑤
21. When this organization initiates changes, I am properly trained. ① ② ③ ④ ⑤
22. ① ② ③ ④ ⑤

IV. ATTITUDES TOWARD CHANGE

23. The climate for change is very positive and supportive in our organization. ① ② ③ ④ ⑤
24. ① ② ③ ④ ⑤
25. In the past, changes that have been implemented have been well-accepted. ① ② ③ ④ ⑤
26. ① ② ③ ④ ⑤
27. ① ② ③ ④ ⑤

V. REACHING THE GOAL

28. In the past, I have enjoyed working with new technologies. ① ② ③ ④ ⑤
29. ① ② ③ ④ ⑤
30. ① ② ③ ④ ⑤
31. Implementation of the new changes will increase my job satisfaction. ① ② ③ ④ ⑤
32. ① ② ③ ④ ⑤
33. ① ② ③ ④ ⑤
34. ① ② ③ ④ ⑤
35. Change initiatives have helped our company achieve its growth objectives. ① ② ③ ④ ⑤
36. ① ② ③ ④ ⑤

VI. PROJECT ACTIVITIES (Samples)

37. Overall, information about the specific project is communicated well. ① ② ③ ④ ⑤
38. ① ② ③ ④ ⑤
39. I am confident that by the time the specific project is implemented, I will have the necessary skills to successfully perform my job. ① ② ③ ④ ⑤
40. ① ② ③ ④ ⑤

ABOUT YOU (Sample Demographics)

<p>Location:</p> <p><input type="radio"/> New York, NY <input type="radio"/> Tucson, AZ</p> <p><input type="radio"/> Seattle, WA <input type="radio"/> Boston, MA</p> <p><input type="radio"/> Denver, CO <input type="radio"/> San Diego, CA</p>	<p>Tenure:</p> <p><input type="radio"/> < 1 Year</p> <p><input type="radio"/> > 1-3 years</p> <p><input type="radio"/> > 3-5 Years</p> <p><input type="radio"/> > 5 Years</p>	<p>Position:</p> <p><input type="radio"/> Full-time</p> <p><input type="radio"/> Part-time</p> <p><input type="radio"/> Temporary</p>
<p>Department:</p> <p><input type="radio"/> Accounting <input type="radio"/> Technology</p> <p><input type="radio"/> HR <input type="radio"/> R & D</p> <p><input type="radio"/> Manufacturing <input type="radio"/> Advertising</p> <p><input type="radio"/> Shipping <input type="radio"/> Training</p>		

WRITE-IN COMMENTS

Please consider each question carefully, and provide any comments and/or suggestions. Since the actual wording of your written comments will be transcribed and included in the final report, PLEASE DO NOT INCLUDE your name or any specific identifying information.

What have we done well in the past to ensure change initiatives are successful?

What have we not done well with past change efforts?

What steps should be taken to ensure the Voyager project is successful?

For complete survey, call representative at 1-800-565-4223