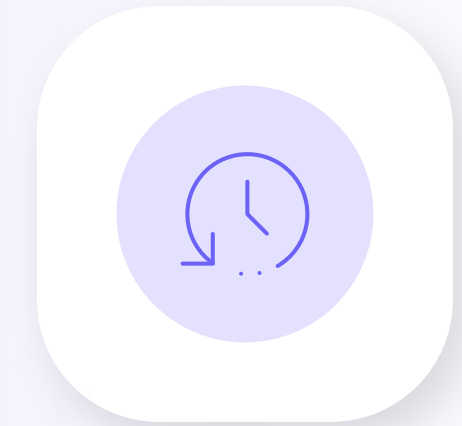




Work climate survey



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Table of contents

In this guide you will find all about work climate survey.



- 1 |** What's work climate and how to measure it?
- 2 |** Benefits of a positive work climate
- 3 |** Consequence of a negative work climate
- 4 |** Factors affecting work climate
- 5 |** How to distinguish a company with a positive or a negative work climate
- 6 |** Work climate measurement methodology
- 7 |** Types of questions in a work climate survey
- 8 |** Pulse surveys

1.

What is work climate and how to measure it?

Work climate is the environment in which employees interact on a day-to-day basis in the workplace.

Measuring work climate is useful to evaluate employee satisfaction in a company. This can be done in a simple way using work climate surveys.



2.

Benefits of a positive work climate

A positive work climate has direct impact on team productivity and performance.

43% of employees think that a positive work environment and having good relationship with colleagues are the main reasons for **satisfaction and well-being in the workplace.**

 Positive environment

 Culture and values

 Appropriate leadership style

 Avoid talent drain

 Internal communication

Employee performance can increase by **88%** if they are **happy at work.**

 Higher productivity

 Increase in engagement

 Higher profitability

 Cost reduction

 Emotional salary

3.

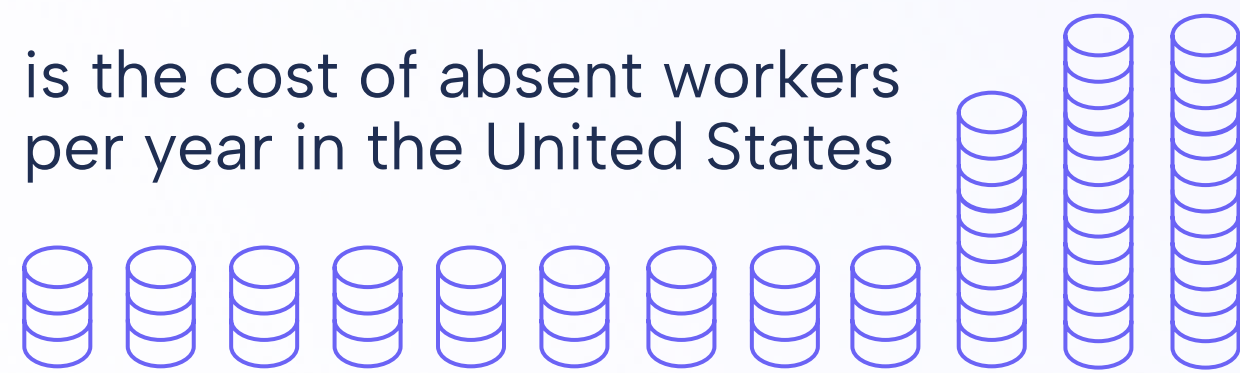
Consequences of a negative work climate



According to the World Health Organization (WHO) over **50% of people in Europe** have risk of getting into a **depression**

US\$150 billion

is the cost of absent workers per year in the United States



Burnout risk



Turnover



Decrease in productivity



Increased absenteeism

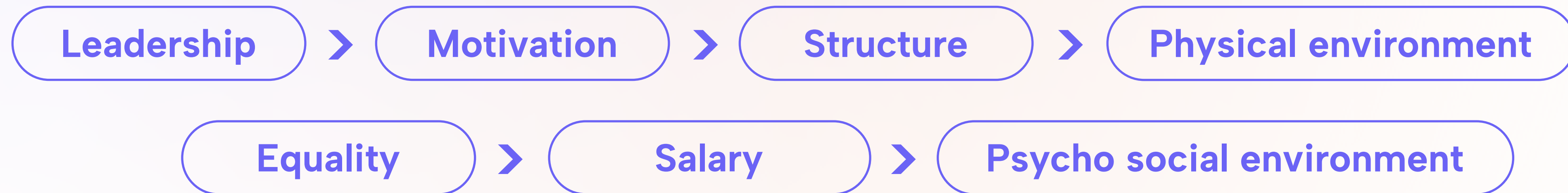


4.

Factors affecting work climate

There are many factors that influence work climate, both physical and emotional.

For instance, office facilities, schedules, benefits, relationship with colleagues or leadership of managers:



5.

How to distinguish a company with a positive or a negative work climate?

10 differences to identify companies with a positive or negative work environment:

Positive climate



1. Inclusive leadership
2. Transparency
3. Trust in employees
4. Good two-way communication plan
5. Motivated, creative and innovative people
6. Sense of belonging
7. Positive and inclusive environment
8. Teamwork encouraged
9. Fair and clear policies
10. Achievements are celebrated and shared

Negative climate



1. Authoritary leadership
2. Lack of transparency. Information is not shared
3. Lack of trust in employees
4. One-way communication
5. Unmotivated staff
6. High staff turnover
7. Toxic environment
8. Individual work is encouraged
9. Policies are not defined or are difficult to understand
10. No sharing or celebration of achievements

6.

Work climate measurement methodology

6.1 Measurement

1 Information gathering

- **Reach:** individuals under study (the entire organization, specific offices,...).
- **Stakeholders:** needs and expectations to be met by each of them.
- **Timeline:** planning deadlines to be met and tasks to be carried out in each project phase.
- **Communication plan:** HR together with the company's management decide on the most appropriate strategy to communicate the work climate project to the whole organization.

2 Population stratification

- **Sample:** necessary participation so that data obtained can be generalized
- **Segmentations:** do we include in the questionnaire a series of questions that will help us to analyze the data and draw conclusions based on them: age, sex, seniority in the company, area, job category, etc.?

3 Work climate survey creation

- Paper or online?
- **Items or questions:** Those aspects that the organization wants to survey, identifying the necessary dimensions and developing a structure to be kept in subsequent studies so that it is possible compare data and evolution over time
- Preset vs ad hoc



6.

Work climate measurement methodology

6.2 Data analysis

1 Data processing

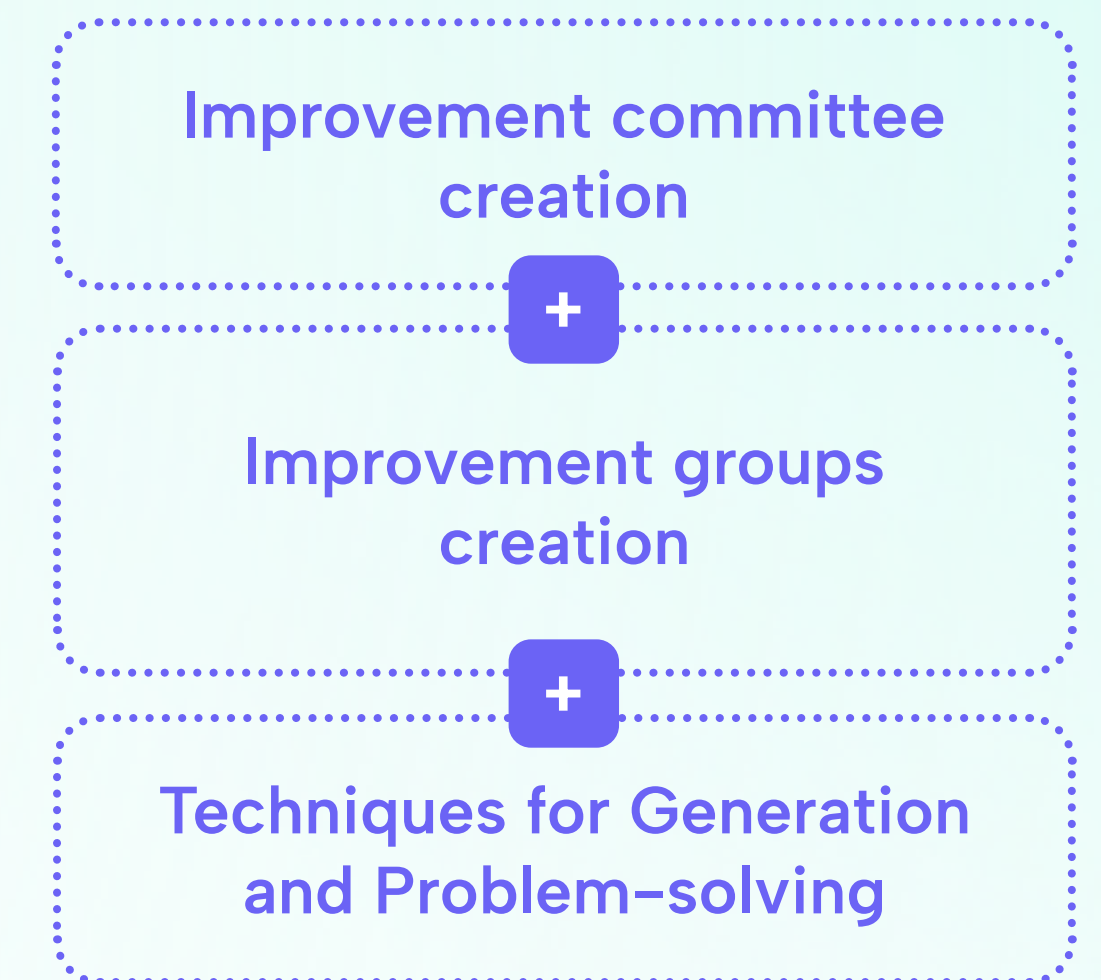
- **Descriptive analysis:** Combination of numerical statistics and graphical representations

2 Report

- **Most frequent contents:** Participation data, Global results, Results by Segmentations, Comparison and evolution with previous periods, Proposal of Action Plans, Processing of Open Questions (if any), Questionnaire used

6.3 Improvement

- The results obtained are analyzed by the heads of each department and an Improvement Plan is drawn up to correct any weaknesses detected.
- These managers can be appointed as the Improvement Committee of the various departments, creating Improvement Groups.
- These people are usually trained in techniques and tools for improvement groups and problem-solving



7.

Types of questions in a work climate survey



Job tasks and contents
(7 questions)



Job conditions
(9 questions)



Relationship with managers
(6 questions)



Relationship with colleagues
(1 questions)



Stability
(1 questions)

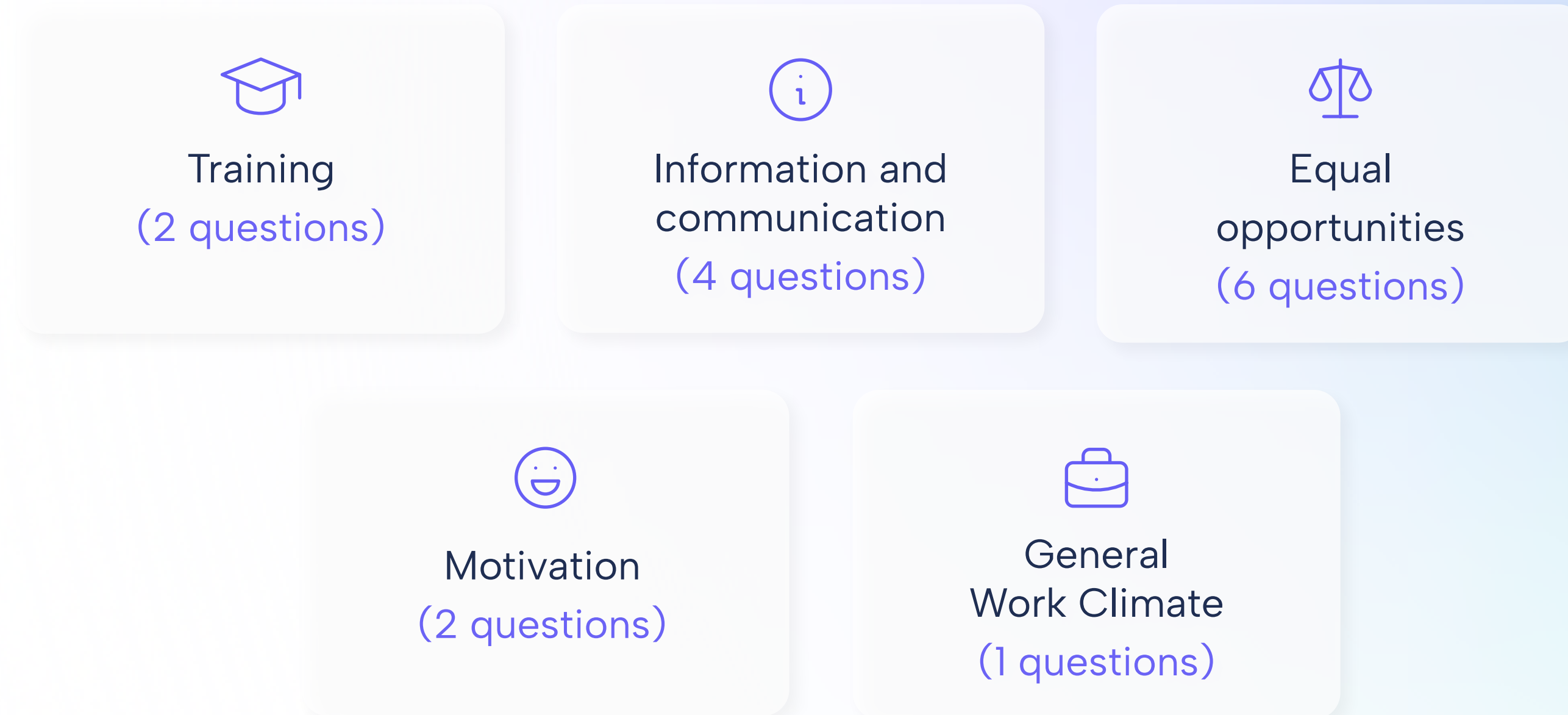
 *Important*

Voluntary and anonymous questionnaire (that it is so and that it is perceived as such)



7.

Types of questions in a work climate survey



8.

Pulse survey



Short (from 1 to 5/10 questions) but **frequent** questionnaires



We can identify when our **engagement strategy** starts to fail long before it becomes a major problem with worse consequences **immediacy**



Discover our **areas for improvement** as well as our **strengths**



Questions should be related to the **way we manage people**, and to the values and philosophy shared by everyone in the company.



Anonymity is kept

How was your week?





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