

Workplace Satisfaction Survey

Identifying Means to Improve Workplace Satisfaction

Questionnaire for Tradespeople

VOLUNTARY & ANONYMOUS

WHY

- » Determine causes of workplace dissatisfaction
- » Determine causes of absence
- » Identify ways to improve jobsite conditions
- » Identify strategies to increase workplace satisfaction and encourage attendance

HOW

- » Responding to the survey is **voluntary**
- » Survey is **anonymous**

COLLECT ADEQUATE DATA

- » Identify **top** reason that resulted in your most recent absence
- » Suggest a way for the jobsite to address this reason to encourage your attendance
- » Provide information that can help us understand your situation and improve your working conditions

IDENTIFY POTENTIAL CHANGES AND IMPROVEMENTS TO ENCOURAGE ATTENDANCE

IDENTIFY KEY ISSUES FOR WORKFORCE ATTENDANCE

IMPLEMENT SELECTED STRATEGIES TO INCREASE WORKPLACE SATISFACTION AND ENCOURAGE ATTENDANCE

Thank you for your time and input to this important study.

You may choose to leave any part of this survey blank.

Were you absent from work in the time period specified? Yes. *Please continue.* No. *Do not continue.*

TODAY'S DATE: Day Month Year COMPANY:
PROJECT:
UNION NAME: (if applicable)

Please complete the following table for your most recent absence (including already approved absences such as personal holidays, but not including statutory holidays).

How many shifts (days/nights) did you work, prior to your most recent absence? _____ shifts

What was the length of your most recent absence? _____ days **OR**, if less than one day: _____ hours

When did you notify your supervisor/company of your absence?

More than 7 days before 3-7 days before Less than 3 days before Called in the morning Not at all

Did your supervisor/company pre-approve/approve the absence? Yes No Do not know

For the following list of factors, please place an **X** beside the top reason that contributed to your most recent absence (including approved absences). **Please do not choose more than 1 reason.** If none of these factors apply, please indicate below another reason for your absence.

CAUSES OF ABSENCE

Work/Job Conditions:

- 1. Personal safety concerns
- 2. Occupational illness/injury
- 3. Poor working conditions (e.g., crowded lunch rooms/unsanitary facilities, inadequate bussing on site, poor parking facilities, site congestion)
- 4. Labour disruption
- 5. Long working hours
- 6. Tired from working overtime/many consecutive days worked
- 7. Long commuting hours/distance to jobsite
- 8. Tired from night shift

Project Management and Supervision:

- 9. Unchallenging/repetitive/mundane work
- 10. Not having enough work to do (being idle)
- 11. Inability to get approved time off
- 12. Lack of flexibility of work shift
- 13. Lack of adequate resources (e.g., tools, material, information, equipment, sufficient crew members)
- 14. Lack of monitoring of and consequences for being absent (feeling invisible)
- 15. Excessive rework/changes
- 16. Excessive pressure from supervisors to meet schedule deadlines/productivity targets
- 17. Lack of clear targets/work assignments/instructions
- 18. Lack of development/advancement opportunities/training/mentoring
- 19. Lack of recognition/incentives (e.g., time off, money) or appreciation
- 20. Lack of enforcement of fair policies for all
- 21. Too low wage level

Interpersonal Relationships:

- 22. Poor relations with co-workers (e.g., personal conflicts, poor team spirit, lack of respect, bullying, harassment, discrimination)

- 23. Issues with foreman/supervisor (e.g., poor relations with foreman/supervisor)

- 24. The high level of absence taken by my co-workers

Personal Issues:

- 25. Child care/illness of child/school responsibilities
- 26. Other family responsibilities/issues (e.g., illness, elder care, family conflict)
- 27. Non occupational illness/injury
- 28. Personal appointment (medical/non-medical)
- 29. Bereavement leave
- 30. Personal distress (e.g., depression, divorce, phobia)
- 31. Alcohol/drug related
- 32. I have enough economic security
- 33. Good time/good weather for sudden time off (e.g., a long weekend)
- 34. Already planned time off (e.g., for vacation, trip, going home)
- 35. Lack of motivation to come to work/did not feel like working

External Issues:

- 36. Transportation issues to site (e.g., traffic congestion/delays to site, bad weather for driving, breakdown of personal car)
- 37. Poor bussing system to site (e.g., crowded/overloaded busses, long waiting time for another bus)
- 38. Missed bus/carpool to site
- 39. Poor parking facilities on site
- 40. Not concerned about finding another job
- 41. Bad weather for working

None of the above factors apply. The reason I was absent is:

For the factor that you selected as the reason for your absence, can you suggest something that the jobsite or company could do to address this factor so that you would not be absent?

Please express your level of **AGREEMENT** or **DISAGREEMENT** with each of the following statements.

Response levels:

① = Strongly Disagree ② = Disagree ③ = Slightly Disagree ④ = No Opinion ⑤ = Slightly Agree ⑥ = Agree ⑦ = Strongly Agree

Beside each statement, circle the number which best represents your response level.	Strongly Disagree	Disagree	Slightly Disagree	No Opinion	Slightly Agree	Agree	Strongly Agree
A. The work that I do is very satisfying (i.e., it is challenging and interesting).	1	2	3	4	5	6	7
B. I am satisfied with my wage/salary/benefits.	1	2	3	4	5	6	7
C. I am satisfied with my co-workers (i.e., the people I interact with on the job).	1	2	3	4	5	6	7
D. I am satisfied with my immediate supervisor (i.e., foreman).	1	2	3	4	5	6	7
E. I am satisfied with the opportunities here for career advancement/development.	1	2	3	4	5	6	7
F. I am satisfied that the company has done all it can to provide a safe worksite.	1	2	3	4	5	6	7
G. I am satisfied with the offered incentives (e.g., fuel incentive, bus incentive, etc.).	1	2	3	4	5	6	7
H. Overall, my job is very satisfying.	1	2	3	4	5	6	7
I. Current policies and procedures encourage attendance on my worksite.	1	2	3	4	5	6	7
J. Attendance policies and procedures are applied fairly and consistently.	1	2	3	4	5	6	7
K. Supervisors (e.g., foreman) show flexibility when it comes to managing attendance.	1	2	3	4	5	6	7
L. Supervisors (e.g., foreman) are clear about what is expected in terms of attendance.	1	2	3	4	5	6	7
M. Supervisors (e.g., foreman) pay attention to absence and recognize good attendance.	1	2	3	4	5	6	7
N. This employer (i.e., contractor) has a great deal of personal meaning for me.	1	2	3	4	5	6	7
O. If I have my own way, I will be working for this contractor one year from now.	1	2	3	4	5	6	7
P. I feel like "part of the family" with this employer (i.e., contractor).	1	2	3	4	5	6	7
Q. I have a strong sense of "belonging" with this employer (i.e., contractor).	1	2	3	4	5	6	7
R. I rarely think of quitting my job.	1	2	3	4	5	6	7
S. I consider the impact of my unscheduled absence on my co-workers.	1	2	3	4	5	6	7
T. I consider the impact of my unscheduled absence on my employer (i.e., contractor).	1	2	3	4	5	6	7
U. My co-workers discourage others from being absent.	1	2	3	4	5	6	7
V. My co-workers generally agree on how much absence is acceptable.	1	2	3	4	5	6	7
W. My co-workers do not care if others are absent from work.	1	2	3	4	5	6	7

The following information is being gathered anonymously to perform statistical analysis to relate the characteristics and situation of individuals with their causes of absence. We will not be using the data to identify you, and your responses will remain confidential. This analysis will help us to develop more specific and better workplace satisfaction strategies.

WORK INFORMATION

Please select the trade you are in:

- | | | |
|--|--|--|
| <input type="checkbox"/> Bricklayers | <input type="checkbox"/> Insulators/Heat and Frost | <input type="checkbox"/> Pipefitters |
| <input type="checkbox"/> Boilermakers | <input type="checkbox"/> Ironworkers | <input type="checkbox"/> Roofers |
| <input type="checkbox"/> Cement Finishers/Masons | <input type="checkbox"/> Ironworkers/Reinforcing | <input type="checkbox"/> Sheet Metal Workers |
| <input type="checkbox"/> Plasterers/Fireproofers | <input type="checkbox"/> Labourers | <input type="checkbox"/> Teamsters |
| <input type="checkbox"/> Carpenters | <input type="checkbox"/> Millwrights | <input type="checkbox"/> Tile-setters |
| <input type="checkbox"/> Carpenters/Scaffolders | <input type="checkbox"/> Operating Engineers | <input type="checkbox"/> Welders |
| <input type="checkbox"/> Electricians | <input type="checkbox"/> Operating Engineers/Surveyors | <input type="checkbox"/> Other (please specify): _____ |
| <input type="checkbox"/> Glaziers | <input type="checkbox"/> Painters and Decorators | _____ |

Position: Apprentice 1st 2nd 3rd 4th Journeyman Foreman Other (please specify): _____

Construction work experience:

Please specify your number of months or years of experience in the trade: _____ Month(s) _____ Year(s)

Please specify your number of months or years of experience with this company or on this project: _____ Month(s) _____ Year(s)

LIVING ARRANGEMENTS/IMMIGRATION STATUS

Please specify ALL that apply to you. You are:

Local Living Out Allowance (LOA) Travel Card Travel Assistantship and Accommodation Program (TAAP)

Please specify the one that applies to you: Canadian Citizen Landed Immigrant Temporary Foreign Worker (TFW)

Are you staying in camp? Yes No

PERSONAL INFORMATION

Your age group: Under 20 20-30 31-40 41-50 51-60 Over 60

Gender: Male Female

Education level(s) completed: Please specify ALL that apply to you. Less than High School High School

Apprenticeship/Trade Program College University Other (please specify): _____

FAMILY INFORMATION

Partnering status: Single With partner

Partner at home or working: Does your partner work outside the home? Yes No Not Applicable

Number of children under 18: Living with you: _____ Not living with you: _____ OR None

WORK/JOB CONDITIONS

What has been your work shift in the last month? Day Shift Night Shift Both

How many hours are you scheduled to work per day? 8 hours 10 hours 12 hours Other: _____

For a given work cycle, how many consecutive days do you generally work? 4-6 days 7-10 days 11-20 days Other: _____

For a given work cycle, how many consecutive days do you get off? 1-3 days 4-7 days 8-10 days Other: _____

For a given work cycle, how long are you away from home? Not at all < 7 days 7-10 days 11-20 days Other: _____

How long does it take you to get to the jobsite (or to your accommodation) on a daily basis? (i.e., one way)

15-30 minutes 31-45 minutes 46-60 minutes 1 hour to 1 hour 30 minutes More than 1 hour 30 minutes

How long are you away from your accommodation (e.g., home, camp, etc.) on a daily basis for work? (i.e., from the time you leave your accommodation in the morning until you return in the evening)

Less than 10 hours 10 up to 12 hours 12 up to 14 hours 14 up to 16 hours More than 16 hours

What is your method of transportation to jobsite on a daily basis?

Project provided buses Own vehicle Carpool with others Dropped off Public transportation Other: _____

What is your method of transportation to work from home?

Fly-in, fly-out Project provided buses Own vehicle Carpool with others Dropped off Public transportation

Other: _____

GROUP PERCEPTION:

How many days per month do you think you take off or miss? _____

How many days per month do you think your co-workers take off or miss? _____

How many days would you like to work in a month? _____

How do you assess your level of absence relative to your co-workers?

I am away less than my co-workers. I am away the same as my co-workers. I am away more than my co-workers.