

## Biz Hub Internal Communications Survey

This survey was designed for the Biz Hub project to explore internal communications at the participating agencies. The survey was sent to staff at each of the agencies to better understand what was working and what could be improved in the area of internal communications.

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1. Overall, how satisfied are you with communications within your organization/centre? Please check one box.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

2. This question asks you how you currently receive the information you need to do your job as well as how you receive information about organizational/centre events or changes. Please read the statements below and check the boxes that apply to you.

	Information about policy and practices related to your job	Information about organizational events and changes
Bulletin boards	<input type="checkbox"/>	<input type="checkbox"/>
Colleagues at work	<input type="checkbox"/>	<input type="checkbox"/>
Emails from organization/centre	<input type="checkbox"/>	<input type="checkbox"/>
Face-to-face meeting with supervisor	<input type="checkbox"/>	<input type="checkbox"/>
Information from executive or senior management	<input type="checkbox"/>	<input type="checkbox"/>
Intranet	<input type="checkbox"/>	<input type="checkbox"/>
Memos	<input type="checkbox"/>	<input type="checkbox"/>
Newsletter/e-Newsletter	<input type="checkbox"/>	<input type="checkbox"/>
Organization-wide (all staff) meetings	<input type="checkbox"/>	<input type="checkbox"/>
Team meetings	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify (for both columns):	<input type="checkbox"/>	<input type="checkbox"/>

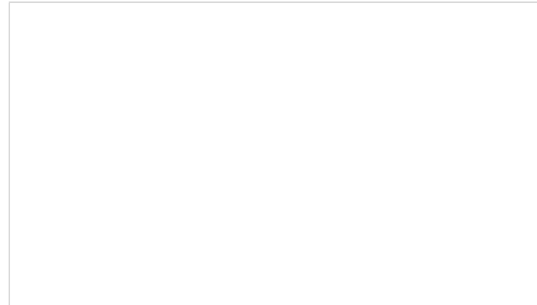
3. Think about how your organization/centre communicates with you and how you like to receive information. Read the statements below and identify what you think are the three (3) most effective communication channels in your organization/centre. Drag the three items to the box to the right. Place your first pick at the top, your second pick in the middle and your third pick at the bottom.

Bulletin board
Colleagues at work
Email
Face-to-face meeting with supervisor
Information from executive or senior management
Intranet
Memos
Newsletter/e-Newsletter
Organization-wide (all staff) meetings
Team meetings

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4. Again, think about how your organization/centre communicates with you and how you like to receive information. Read the statements below and identify the three (3) ways you prefer to receive information. Drag the three items to the box to the right. Place your first pick at the top, your second pick in the middle and your third pick at the bottom.

Bulletin board
Colleagues at work
Email
Face-to-face meeting with supervisor
Information from executive or senior management
Intranet
Memos
Newsletter/e-Newsletter
Organization-wide (all staff) meetings
Team meetings



5. Read the statements below and indicate your level of agreement with each statement. Please check one box for each statement.

	Strongly disagree	Somewhat disagree	Neither	Somewhat agree	Strongly agree
I have a clear understanding of the organization/centre mission statement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a clear understanding of the organization/centre vision statement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am kept well-informed about my organization's/centre's plans and progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am kept well-informed about my team's plans and progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have opportunities to provide feedback to management.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is good communication in my team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand how my job contributes to the organization's/centre's goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am notified in advance of changes in my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the explanations from organizational/centre leadership about reasons for decisions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job requirements are specified in plain language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The emails I receive from organizational/centre leadership are useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The volume of internal emails I receive is difficult to manage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. This question asks you about which topics/issues you think are important to receive information about and which ones you want more information about. For each topic/issue, check the box(es) that apply to you.

	It is important to receive information about this.	I would like more information about this.
Mission statement	<input type="checkbox"/>	<input type="checkbox"/>
Direction of your organization/centre	<input type="checkbox"/>	<input type="checkbox"/>
Updates about the services provided by your organization/centre	<input type="checkbox"/>	<input type="checkbox"/>
Changes in policies and practices relating to how you do your job	<input type="checkbox"/>	<input type="checkbox"/>
Benefits and compensation	<input type="checkbox"/>	<input type="checkbox"/>
Staff changes	<input type="checkbox"/>	<input type="checkbox"/>
Staff recognition	<input type="checkbox"/>	<input type="checkbox"/>
Organization/centre success stories	<input type="checkbox"/>	<input type="checkbox"/>
Social events	<input type="checkbox"/>	<input type="checkbox"/>
Labour Market Information	<input type="checkbox"/>	<input type="checkbox"/>
Resources/Tools	<input type="checkbox"/>	<input type="checkbox"/>
Key organizational/centre issues	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify (for both columns):	<input type="checkbox"/>	<input type="checkbox"/>

7. This question asks you about the information you receive from **organization-wide or all-staff** meetings. Please read the statements below and indicate your level of agreement by checking one box for each statement.

Organization-wide (all-staff) meetings:	Strongly disagree	Somewhat disagree	Neither	Somewhat agree	Strongly agree
Are a credible source of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide relevant information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide the right amount of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide opportunities for 2-way communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide information on a timely basis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide too much information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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8. This question asks you about the information you receive from **team** meetings. Please read the statements below and indicate your level of agreement by checking one box for each statement.

Team meetings:	Strongly disagree	Somewhat disagree	Neither	Somewhat agree	Strongly agree
Are a credible source of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide relevant information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide the right amount of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide opportunities for 2-way communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide information on a timely basis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide too much information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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9. How would you prefer to learn about new processes and/or regulations? Please check all that apply.

- Email
- Organization-wide (all staff) meetings
- Workshop
- Team meetings

Other, please specify:

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10. Do you feel you have an open line of communication with supervisors? Please check one box.

- Yes, on all issues
- Sometimes, on particular issues
- No, with no issues

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11. Do you ask for clarity on topics of confusion with your direct supervisor? Please check one box.

- Yes, on all issues
- Sometimes, on particular issues
- No, with no issues

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12. This question asks you about how comfortable you are providing feedback and sharing your ideas with your organization/centre, team and direct supervisor. Please check one box in each row.

	Very comfortable	Somewhat comfortable	Neither comfortable nor uncomfortable	Somewhat uncomfortable	Very uncomfortable
Organization/centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direct supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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13. This question asks you about your opinions on information sharing. Please read each question and check one box in each row.

	Emails	Individual meetings	Organization-wide (all staff) meetings	Team meetings	Other / Not applicable
What is the best way to share suggestions on day-to-day operations amongst the team?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is the best way to share information with staff located in a satellite office?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How should information be shared to ensure part-time employees are kept informed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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If you answered "Other / Not applicable" to any of the three questions above, please specify:

- N/A
- Refusal
- Do not know



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14. The number of internal communications emails I receive is: (Please check one box.)

- Too few
- Just enough
- Too many

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What information should be moved to other communication methods to reduce email volume?

- N/A
- Refusal
- Do not know

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15. How often do you receive feedback on your performance? Please check one box.

- Constantly on an ongoing basis
- Only during reviews
- Only when mistakes have been made or issues arise

Other, please specify:

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16. What methods are currently used to provide performance feedback? Please check all that apply.

- Formal, scheduled, individual meetings
- Ongoing individual feedback
- Reports
- Team meeting feedback

Other, please specify:

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17. When you have a question, are you clear about who to go to for information? Please check one box.

- Always
- Sometimes
- Never

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18. This question asks you about how informed you feel in your organization/centre. Please read the statements below and check one box for each statement.

	Very well-informed	Well-informed	Neutral	Not well-informed	Not at all well-informed
Your role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your duties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your terms and conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your career pathway/development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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19. In your opinion, what are the challenges to internal communications in your organization/centre? There is no character/word limit to your response.

- N/A
- Refusal
- Do not know

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20. What suggestions do you have to improve existing internal communications in your organization/centre? Please be as specific as possible. There is no character/word limit to your response.

- N/A
- Refusal

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For the remaining questions, you are reminded that all survey responses will be kept confidential. Nobody at your organization will be able to see your answers. Only the project researchers will have this information. The results will be presented in aggregate.

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21. Please select the answer that best describes your current work location. Please choose one box.

- I am based at a WorkBC centre or satellite office that is operated/led by the organization that employs me.
- I am based at a WorkBC centre or satellite office that is operated/led by an organization that is different from the organization that employs me.
- Other, please specify:

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22. How long have you been employed at your organization/centre? Please check one box.

- Less than 1 year
- Between 1 year and less than 2 years
- Between 2 years and less than 5 years
- Between 5 years and less than 10 years
- 10 years or more

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23. Do you work full-time or part-time? Please check one box.

- Full-time
- Part-time
- Other, please specify:

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24. Which of the following statements best describes your role in your organization/centre?  
Please check one box.

- Administrative staff
- Case manager
- Human Resources
- IT or data support
- Job developer
- Resource area staff

Other; please specify:

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25. Do you have supervisory and/or management responsibilities within your organization/centre? Please check one box.

- Yes
- No

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26. Do you work in a main office or satellite office? Please check one box.

- Main office
- Satellite office

Other, please specify:

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27. Do you identify as: (Please check one box.)

- Female
- Male
- Other
- Prefer not to disclose

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Thank you for completing the survey!