

WORKFORCE SURVEY QUESTIONS

This is a sample set of questions you can use to create your workforce survey – separate guidance and questions for volunteer surveys [can be found here](#).

Workforce size, roles and priorities will vary from organisation to organisation. These questions will support you to explore key areas of interest to your business. This set of questions is therefore designed to be used flexibly – you can pick and mix those that are most relevant to your organisation, or indeed add new ones.

The questions contained in this guidance have been collated from various sources including: Tier Three Partners, the Labour Force Survey and Active Lives.

There are some questions that are **marked in red and with asterisks***. These are the questions we would like you to include in your survey, keeping the wording and measures exactly as they are here. Keeping the wording the same means we can provide an overview of a key part of the sector workforce, which will allow you (and only you) to compare your results with the national picture – if the wording or structure changes this will not be possible. As we want the survey to be flexible and meet your organisation's needs, we have kept the number of the questions we want you to use to a minimum.

Before using this bank of questions and developing your survey, please read Sport England's [Workforce Survey Guide](#) as well as the Sport England [Guide to Research](#).

The sample questions are split into the following sections:

1. [The Organisation](#)
2. [Your Team](#)
3. [Your Role](#)
4. [Your benefits and Personal Development](#)
5. [Volunteering](#)
6. [Personal Characteristics](#)

SECTION 1: THE ORGANISATION

1. *Overall how satisfied are you working for [insert name of organisation]?

- Very satisfied
- Fairly satisfied
- Not very satisfied
- Not at all satisfied

2. How likely are you to keep working for [insert name of organisation] in 12 months' time?

- Very likely
- Likely
- Unlikely
- Very unlikely
- Don't know

3. How likely are you to recommend working for [insert name of organisation] to a friend or family member?

- Very likely
- Likely
- Unlikely
- Very unlikely
- Don't know

4. What attracted you to the Sports sector?

- Personal interest
- Pay and benefits
- Aligned with skill set
- Organisational reputation
- Recommended by a family or friend
- 'Other' (add in space for this)

To what extent do you agree or disagree with the following statements:

5. I have a clear understanding of [my organisation's] objectives

6. *I understand how my work contributes to [my organisation's] objectives

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

To what extent do you agree or disagree with the following statements?

7. *[insert name of organisation] promotes a culture where people are valued, respected and developed

8. I feel able to challenge inappropriate behaviour in the workplace

9. [insert name of organisation] is committed to creating a diverse and inclusive workplace

10. I am treated with respect by the people I work with

11. [My organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)

12. There is an open climate here in which people feel free to speak their minds

13. You can count on people to cooperate and go out of their way to help each other.

14. [insert name of organisation] is genuinely interested in the welfare of its staff

15. People here go out of their way to deliver great customer service

16. [insert name of organisation] delivers on its promises to staff

17. Most of the systems and processes here support us getting our work done effectively

18. Communication within the organisation is effective

19. I have a good understanding of the future direction of my organisation

20. [insert name of organisation] is run on strong values/principles

21. I believe that the [executive team/senior managers/directors] will take action on the results from this survey

22. I think effective action has been taken on the results of the last survey

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

To what extent do you agree or disagree with the following statements?

23. *I have confidence in the leadership skills and behaviours of the [executive team/senior managers/directors]

24. Executive directors here are sufficiently visible

25. I have confidence in my executive director

26. [The executive team/senior managers/directors] display the values and principles of the organisation

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

SECTION 2: YOUR TEAM

To what extent do you agree or disagree with the following statements?

27. The people in my team can be relied upon to help when things get difficult in my job

28. The people in my team work together to find ways to improve the service we provide

29. The people in my team are encouraged to come up with new and better ways of doing things

30. In my team the workload is fairly distributed

31. Information is freely shared among all team members

32. The morale in my team is high

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

To what extent do you agree or disagree with the following statements about your manager? (This means the person you report to directly)

33. My manager motivates me to be more effective in my job

34. My manager is considerate of my life outside work

35. My manager is open to my ideas

36. *I have confidence in the leadership skills and behaviours of my manager

37. My manager is good at helping me learn from my mistakes

38. My manager helps me to understand how I contribute to [my organisation's] objectives

39. Overall, I have confidence in the decisions made by my manager

40. My manager allows me to flex my role to meet team / organisational needs

41. My manager recognises when I have done my job well

42. My manager is generally available when I need him or her

43. I receive regular feedback on my performance

44. The feedback I receive helps me to improve my performance

45. I think that my performance is evaluated fairly

46. Poor performance is dealt with effectively in my team

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

SECTION 3: YOUR ROLE

To what extent do you agree or disagree with the following statements?

47. I am interested in my work

48. I am sufficiently challenged by my work

49. My work gives me a sense of personal accomplishment

50. I feel involved in the decisions that affect my work

51. I have a choice in deciding how I do my work

52. I am proud when I tell others I am part of [my organisation]

53. [My organisation] motivates me to do the best in my job

54. [My organisation] motivates me to help it achieve its objectives

55. I have the trust and authority I need to do my job effectively

56. I am satisfied with the level of praise and encouragement I am given

57. My job makes effective use of my skills and experience

58. I am trusted to carry out my job effectively

59. I am treated fairly at work

60. I feel valued for the work I do

61. I believe I would be supported if I try a new idea, even if it may not work

62. I know what I need to do to be successful in my role

63. I get the information I need to do my job well

64. I have clear work objectives

65. I have the skills I need to do my job effectively

66. I have the tools and resources I need to do my job effectively

67. I have an acceptable workload

68. I achieve a good balance between my work life and my private life

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

69. **Is there someone in [insert name of organisation] who you can go to for advice or support?**

Yes/No

SECTION 4. YOUR BENEFITS AND PERSONAL DEVELOPMENT

To what extent do you agree or disagree with the following statements?

70. **I feel that my pay adequately reflects my performance**

71. **I am satisfied with the total benefits package**

72. **Compared to people doing a similar job in other organisations I feel my pay is reasonable**

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

73. **Which of the following benefits do you value most?**

[List the benefits on offer and ask employees to rank them in order]

To what extent do you agree or disagree with the following statements?

74. ***[insert name of organisation] is committed to developing its people**

75. **I am able to access the right learning and development opportunities when I need to**

76. **Learning and development activities I have completed in the past 12 months have helped to improve my performance**

77. **There are opportunities for me to develop my career in [my organisation]**

78. ***Learning and development activities I have completed while working for [my organisation] are helping me to develop my career**

- Strongly agree
- Agree

- Disagree
- Strongly disagree
- Don't know

SECTION 5: VOLUNTEERING

79. During the last 12 months, that is since (insert relevant date), have you given any of your time to do any of the following activities?

Only include unpaid activities (payments to cover expenses are allowed)

Select all that apply

- Raise funds for a sports club, organisation or event (Only include fundraising for sport, not more general charitable fundraising through taking part in a sports event or activity)
- Provide transport which helps people take part in sport (other than family members)
- Coach or instruct an individual or team(s) in a sport or recreational physical activity (other than solely for family members)
- Referee, umpire, or officiate at a sports match, competition or event
- Perform an administrative or committee role for a sports organisation, activity or event (e.g. chairman, treasurer, social secretary, first aider, welfare officer)
- Act as a steward or marshal at a sports activity or event
- Provide any other help for a sport or recreational physical activity (e.g. helping with refreshments; sports kit or equipment)
- No, I have not participated in any of these activities in last 12 months

80. Think about all those sport and fitness activities you have given your time to support. Have you volunteered on more than one occasion in the last 12 months?

Yes/No

81. Think about all those sport and fitness activities you have given your time to support. Have you volunteered in the past four weeks [date 4 weeks ago]?

Yes/No

SECTION 6: PERSONAL CHARACTERISTICS

82. * What is your age?

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+
- Prefer not to say

83. *What is your ethnicity? Ethnicity is distinct from nationality and the categories

below are based on the 2001 Census:

- White British
- White Other
- White Mixed
- South Asian
- Black
- Chinese
- Mixed
- Other ethnic group
- Prefer not to say

84. ***Do you consider yourself to have a disability?** The Disability Discrimination Act 1995 (DDA) defines a person as disabled if they have a physical or mental impairment which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on one's ability to carry out normal day-to-day activities. This definition includes conditions such as cancer, HIV, mental illness and learning disabilities.

- No disability
- Disability
- One impairment
- Two impairments
- Three or more impairments
- Prefer not to say

85. ***Which gender do you most closely identify with?**

- Female
- Male
- Transgender female
- Transgender male
- Gender variant/non-confirming
- Prefer not to say

86. ***What is your employment status?**

- Work full time
- Work part time

87. ***What is your sexuality?**

- Heterosexual or straight
- Gay or lesbian
- Bisexual
- Other sexual orientation
- Prefer not to say

88. Which team/department/directorate do you work for?

89. Which of the following best describes your role:

- Team member
- Team leader
- Middle management
- Senior manager
- Executive

90. *How long have you been working for [insert name of organisation]?

- Less than one year
- 1-2 years
- 3-5 years
- 6-10 years
- More than 10 years

91. Which location are you based from?

- Head office
- Regional office
- Home
- Other

**REMEMBER TO THANK YOUR
WORKFORCE FOR TAKING
PART IN THE SURVEY!**