



Star Model Culture Survey

Star Model Culture Survey

This survey helps us measure our culture through major topics. Please be honest and candid. Your answers are confidential and anonymous. We will use the data to make some great changes this year!

Let's start with our mission:

1. I understand the vision, mission, strategic plan and goals of our company

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

2. I am enthusiastic about the mission of this company

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

3. The mission or purpose of my company makes me feel my job is important

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

4. This company does a good job of translating strategy into well-understood goals and plans

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

5. I believe our strategic plan is taking us in the directions we need to go

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree



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Great Products and Services

Now think about our products and services and answer these questions:

6. Our customers are loyal to our products and services

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

7. We almost always have what our customers are requesting and needing

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

8. We have the right products for the future of our company

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

9. Our products and services are of high quality

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

10. Our products and services are priced fairly

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

11. We are responsive to our customers in a timely, accurate manner

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree



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Great People

Now think about the people in our company and how they affect you:

12. I enjoy working here and generally look forward to coming to work each day

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

13. In the last year, I have been given opportunities to learn and grow

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

14. I have the chance to use my strengths every day at work

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree

15. We have hired the right people and put them in the right positions

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

16. I have sufficient resources (time, material, equipment, budget) to do my job well

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

17. I plan to continue working for this company for the foreseeable future

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

18. The thing I like best about working with the people here is:



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Great Leaders

Now answer these questions as they pertain to the leaders of the company:

19. I fully trust the leaders of this organization

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

20. Leaders keep their promises to employees

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

21. The department deals fairly with everyone--it doesn't play favorites

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

22. Our leaders are doing a great job in leading this company in the right direction

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

23. Leaders treat us with dignity and respect

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree

24. My manager/supervisor has shown a genuine interest in my future and career aspirations

- Strongly Disagree
- Disagree
- Neutral/Neither agree nor disagree
- Agree
- Strongly Agree

25. At work, I clearly understand what is expected of me

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

26. Leaders encourage employees to challenge the status quo

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

27. My manager gives me open, honest and valuable feedback on a regular basis

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

28. Leaders involve us in decision-making: especially in decisions that affect our work or our future

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

29. Leaders support work-life balance and I feel they value me as a whole person

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

30. My manager makes it easy for me to do my job well

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

31. Our leaders “walk their talk” and exemplify what they expect from us

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

32. Our leaders listen to our ideas and concerns

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

33. What is one thing leaders could do differently that would make things even better for you or the team?



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Great Systems

Think about all the systems we use to get the work done or run the company:

34. Our systems make it easy for me to do my job efficiently and effectively

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

35. People are held accountable for poor work or bad behavior: they are not allowed to "get away with stuff"

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

36. People are able to get their work done without encountering excessive bureaucracy and red-tape

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

37. I am satisfied with my compensation: pay, benefits, health plan, etc.

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

38. Meetings are short, efficient, effective and help us do our jobs well

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

39. Our policies and procedures make sense

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

40. Work is distributed fairly

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

41. When changes are made in the workplace, communications are clear and timely

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree



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Great Teams

Now think about your immediate team:

42. We work together well in my team

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

43. Team members do not back-bite, gossip or complain about each other

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

44. People trust each other in this company

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

45. I feel my co-workers have my back and want me to succeed

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

46. I often have fun at work and generally enjoy being with my team

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree



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Great Customer Service

Think about the service we give our customers:

47. I believe we do a great job for our customers

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

48. Our customers seem very loyal to us

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

49. I can almost always meet my customers needs

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

50. Our customers receive high quality service

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

51. We keep our commitments to customers

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree



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Great Data and Information

Think about the information and data you receive:

52. I am kept informed of plans for change that affect my job

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

53. I have the information I need to do my job well

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

54. Communication is open, honest and helpful

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree



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Final Questions!

These questions give you a chance to tell how loyal you are to the company on a ten scale, then offer ideas about what you like, find frustrating and would like to see fixed.

55. How likely is it that you would recommend this company to a friend or colleague?

Not at all likely

Extremely likely

0	1	2	3	4	5	6	7	8	9	10
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56. What is the most important reason for the score you just gave?

57. What do you like best about working here

58. What do you find most frustrating?

59. What is something you would like to see us do differently?

60. If you had a magic wand and could fix one thing in the organization, what would it be?

