**Appendix J, Survey: TAB 1**

**Sample Survey Questions**

1. Overall, to what extent are you satisfied or dissatisfied with the support you received from the X-Ray Corporation?
   1. Satisfied
   2. Very satisfied
   3. Sometimes satisfied, sometimes dissatisfied
   4. Dissatisfied
   5. Very dissatisfied

**INSTRUCTION:**

**Questions 2 through 9 requires an agreement scale, recommend a 5 point scale verses 3. Group the positive (5 on the scale) and negative (1 on the scale) scales during analysis.**

1. To what extent do you agree or disagree with the following statements concerning the general performance of X-Ray Corporation?
   1. Employees deal with me in a courteous, businesslike manner.
   2. The corporation provides the services and solutions I need.
   3. The corporation’s employees try their best to meet my requirements.
   4. The corporation’s employees meet my requirements in a timely manner.
   5. The corporation’s resource management department responds to billing inquiries in a timely manner.
   6. I find it easy to contact the right X-Ray department to meet my needs.
2. To what extent do you agree or disagree with the following statements concerning X-Ray Corporation and its stakeholders?
   1. X-Ray effectively collaborates with stakeholders/customers to meet its mission objectives.
   2. X-Ray collaborates with me during execution of medical services.
   3. X-Ray collaborates with me on medical services early in the planning process.
   4. X-Ray collaborates with me after medical services are carried out.
3. To what extent do you agree or disagree with the following statements concerning X-Ray Corporation’s communication with stakeholders/customers?
   1. The corporation communicates general information about medical services in a timely manner.
   2. The corporation communicates information about organizational policy changes in a timely manner.

1. To what extent do you agree or disagree with the following statements regarding communication with X-Ray Corporation representatives?
   1. Representatives deal with me in a courteous, businesslike manner.
   2. Representatives help me to solve problems effectively.
   3. Representatives understand the needs of my organization.
   4. Representatives return calls in a timely manner.
   5. I can usually reach the person I need to talk to.
   6. Representatives are knowledgeable in their subject area.
2. When you contact X-Ray Corporation representatives, about how long does it take to get an answer to your questions?
   1. Less than one business day.
   2. One to three business days.
   3. Four to five business days.
   4. More than five business days.
   5. They do not get back to me.
3. To what extent do you agree or disagree with the following statements about X-Ray Corporation’s intranet website?
   1. Overall, I’m satisfied with the website.
   2. Information on the website is up to date.
   3. The website is easy to navigate.
4. To what extent do you agree or disagree with the following statements concerning X-Ray Corporation’s policies and procedures?
   1. The company is committed to providing reliable medical services.
   2. The company conducts its operations with a high degree of integrity.
   3. The company works closely with me to ensure that medical equipment is delivered by the agreed date.
   4. The company uses the appropriate tools to make my job easier.
   5. The company works closely with me to monitor performance.
   6. The company’s policies and procedures are clear and easy to understand.
5. To what extent do you agree or disagree with the following statements concerning X-Ray Corporation’s financial resources?
   1. Our resource management invoice department work well for processing payments.
   2. Invoices are processed within 30 to 45 days.
   3. Resource management responds to billing inquiries within one business day.
6. Rate each of the following statements on a 0-to-5 scale using the guidelines given:
   1. I understand the corporate mission (purpose for existence).

(0 = no idea what the corporate mission is to 5 = I understand the corporate mission and how my job contributes to it.)

* 1. I understand the vision of what the organization is working to become.

(0 = no idea what the organization vision is to 5 = I understand the vision and how my job contributes to realizing it.)

* 1. I see clearly defined strategies in place that support the mission and vision.

(0 = strategies are not clear and what I see doesn’t seem to link together to 5 = strategies are clear and everything works toward what needs to be done).

* 1. Performance measurements are in place for tracking progress.

(0 = there are no performance metrics to 5 = well-defined metrics are in place and are used to take corrective action).

* 1. I know how my work contributes value to the organization.

(0 = a little, but mostly I just concentrate on getting the work done to 5 = I understand how my job fits together with other jobs to build organization value and how my work helps others do their job).

* 1. I have a career plan that fits within a larger, personal life plan.

(0 = I haven’t really thought much about it to 5 = I am actively developing myself with career objectives and life goals in mind).

* 1. I have thought about the future I would like to have for me and my family.

(0 = I haven’t really thought much about it to 5 = I’m working toward this personal vision with specific plans).