

# NEW EMPLOYEE SURVEY

## Survey 1: The Hiring Process

*This survey is to be completed as soon as possible after the Entry On Duty (EOD). If the formal orientation occurs immediately after EOD and last only a day or two, this survey may be combined with the next.*

*Asterisked items assess Hiring Reform metrics.*

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[Welcome letter]

### Instructions

This survey assesses your satisfaction with the hiring process used by [Agency]. The hiring process spans the time from when you first heard of the job opening to your first day in your new position. Please answer honestly, as your feedback will be used to improve the hiring process and make [Agency] a better place to work. Your responses will be anonymous: [Agency] will receive results only for groups of at least 10.

### General Survey Instructions

**Caution:** If you click the browser's Refresh or Reload buttons you will clear your latest responses from the page you are on. To ensure your survey responses are not lost, please click on the **Save** button to save the survey if you cannot complete the entire survey in one sitting. On the **Last** page of the survey there is a **Send/Submit** button. **Send/Submit** sends/submits a copy of the survey to be included in the agency results. Once you click on **Send/Submit**, you will not be able to access your survey again for any reason.

Buttons that are available on the bottom of each survey page are:

- **Previous** takes you to the previous page in the survey,
- **Next** takes you to the next page in the survey,
- **Save** saves the survey on the system so you can continue at a later time,
- **1 | 2 | 3...Last** takes you to that page of the survey,
- **Quit** allows you to quit the survey and gives you the option to **Return** and continue with the survey, **Quit** the system, or **Save** your current survey (after which you may continue with the survey or exit the system).

### Privacy Act Statement

Pursuant to 5 U.S.C. § 552a(e)(3), this Privacy Act Statement informs you of why OPM is requesting the information from you.

**Authority:**

OPM is authorized to collect the information requested pursuant to 5 U.S.C. § 4702 – Research Programs.

**Purpose:**

OPM is requesting this information to improve methods in Federal personnel management, workforce effectiveness, and/or agency effectiveness. OPM will use this information to evaluate employee perceptions about the workplace and identify strategies to help improve the work environment.

**Routine Uses:**

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**Consequences of Failure to Provide Information:**

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### Public Burden Statement

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## Satisfaction with the Hiring Process

1. \*Where did you first hear about the job opening?
  - USA jobs
  - Agency website/intranet
  - Other website (e.g., Craigslist, Monster Jobs)
  - A friend or acquaintance
  - Supervisor or coworker
  - Job fair
  - Other: \_\_\_\_\_



15. Did you experience any problem with your application?
- Yes
  - No

<i>If yes . . .</i>	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Do Not Know
16. I am satisfied with the way my problem was resolved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**The following items ask about the timeliness of the three phases of the hiring process: (1) the time needed to complete the application process (e.g., complete application and assessments, submit supporting documentation); (2) the time it took to hear that you had been selected, after you completed all of your application; and (3) the time until you could start work, after being selected.**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Do Not Know
17. *I am satisfied with the time it took to complete the application process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. *I am satisfied with the time it took from completing my application to when I heard that I had been selected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. *I am satisfied with the time it took from being selected to when I could start my new job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Overall Satisfaction and Comments

20. Overall, how satisfied are you with the hiring process you just went through?
- Very Dissatisfied
  - Dissatisfied
  - Neutral
  - Satisfied
  - Very Satisfied

21. What worked well with the hiring process?

22. What would you change about the hiring process?

## Background Information

The items in this section will be used to analyze the results for groups of at least 10 people. Responses will **not** be used to identify individual employees.

23. Rank the top 3 reasons you decided to take this job:
- The kind of work you expect to be doing
  - The importance of the mission
  - The kind of people you expect to be working with
  - Developmental opportunities
  - Salary
  - Benefits (e.g., insurance, retirement, on-site daycare)
  - Job security
  - Work flexibilities (e.g., telework, alternative work schedules)
  - Job location
  - Other: \_\_\_\_\_
24. Where did you work prior to starting this job?
- In another part of this agency
  - In another government agency
  - In the private sector
  - This is my first job
  - Other
25. How long had you worked in your previous job?
- Not applicable; this is my first job
  - Less than 1 year
  - 1 – 5 years
  - 6 – 10 years
  - 11 years or more
26. How many different government jobs did you have before this one?
- None
  - 1
  - 2
  - 3 or more
27. What is the supervisory level of your new job?
- Non-supervisory
  - Team leader
  - First-line supervisor
  - Manager
  - Executive

28. What type of position is your new job?

- Career/Permanent
- Temporary
- Term
- Student Trainee
- Other
- Not sure

29. What is your age?

- Less than 20
- 20-29
- 30-39
- 40-49
- 50-59
- 60 or over

30. Are you male or female?

- Male
- Female

31. Are you Hispanic or Latino?

- Yes
- No

32. What is your race? (Select one or more)

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

## Survey 2: Formal Orientation

*To be completed immediately after the formal orientation is complete. If the formal orientation is short, this survey may be combined with the previous survey.*

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### Instructions

This survey assesses your satisfaction with the formal job orientation you just received. Please answer honestly, as your feedback will be used to improve the orientation and make [Agency] a better place to work. Your responses will be anonymous: [Agency] will only receive results for groups of at least 10.

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## Satisfaction with Specific Elements of the Orientation

How satisfied are you with the following components of the orientation?	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Do Not Know
1. Salary and benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Organizational Policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Key contacts in the organization (e.g., Human Resource, Employee Assistance Program)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. <i>[and other custom items]</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Do Not Know
8. I understand the organization's, mission, vision and values.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I know what the organization's goals and priorities are.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I understand how the organization operates (e.g., its structure, its leadership hierarchy).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I know what my job responsibilities will be.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I know what I have to do to be successful in my new job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Based on communications before my start date, I knew what to expect of my first few days.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Preparations were made for my first day (e.g., my workspace was ready, I was expected).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. On my first day, I was made to feel welcome.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. The orientation process was clear and well designed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Overall Satisfaction and Comments

17. Overall, how satisfied are you with the orientation you received?
- Very Dissatisfied
  - Dissatisfied
  - Neutral
  - Satisfied
  - Very Satisfied



18. Use the following space to describe what else should be covered in the orientation.

19. Use the following space to describe what you liked about the orientation.

20. Use the following space to describe what you did not like about the orientation.

## Survey 3: Beginning Socialization

*To be completed approximately one month after EOD.*

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### Instructions

This survey assesses the experiences you've had in your first month in your new position. Please answer honestly, as your feedback will be used to improve the experiences of new hires, and to make [Agency] a better place to work. Your responses will be anonymous: [Agency] will only receive results for groups of at least 10.

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## Your Experiences

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Do Not Know
1. I have received the necessary specialized training (e.g., phone systems, security policies, computer programs).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My coworkers have made me feel accepted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My new supervisor has helped ease my transition into this job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I was able to start contributing to my organization during my first week.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The work I've been doing has been what I expected it to be.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I think my skills and abilities are a good match for this job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I have been given challenging assignments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I know what is expected of me on the job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I think this organization's mission is important.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Public service is important to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I think I will fit in well with the people here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I think I will fit in well with the culture here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. I have been satisfied with my new supervisor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. I think I will be satisfied in this organization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. If you were assigned a mentor or buddy, how satisfied have you been with that relationship?

- Not applicable; I did not have a mentor or buddy
- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

16. Overall, how satisfied are you with your first month in your new job?

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

17. How long do you expect to be working here?

- One or two years
- Three to five years
- Six to ten years
- More than ten years
- Don't know/Not sure

18. What about your first month on the job has worked well?

19. What would you change about your first month on the job?

## Survey 4: Follow-Up Socialization

*To be completed approximately six months after EOD. This survey may be repeated after 12 months.*

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### Instructions

This survey assesses the experiences you've had in your first six months in your new position. Please answer honestly, as your feedback will be used to improve the experiences of new hires, and to make [Agency] a better place to work. Your responses will be anonymous: [Agency] will only receive results for groups of at least 10.

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## Your Experiences

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Do Not Know
1. I like the kind of work I'm doing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My skills and abilities are a good match for this job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I have been given challenging assignments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I know what is expected of me on the job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. This organization's mission is important.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Public service is important to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I fit in well with the people here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I fit in well with the culture here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I am satisfied with my supervisor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Overall, how satisfied are you with your job?

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

11. Overall, how satisfied are you in this organization?

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

12. How do all your experiences in your organization to date compare with what you expected?

- Much worse than expected
- Worse the expected
- About as expected
- Better than expected
- Much better than expected

13. Are you considering leaving your organization?

- No
- Yes, to retire
- Yes, to take another job elsewhere in my agency

- Yes, to take another job in the Federal government
- Yes, to take another job in the private sector
- Yes, other

14. What do you like about working here?

15. Based on your experiences so far, what would you change about the organization?