

## EMPLOYEE FEEDBACK SURVEY

### ANSWER OPTIONS

(Employees will select one of the following response options for each statement)

**Strongly Disagree • Disagree • Neutral • Agree • Strongly Agree • N/A**

### CORE EMPLOYEE EXPERIENCE

The dealership's culture allows me to do my best work  
I typically go above and beyond for this dealership  
I would endorse this dealership's products/services  
I am typically enthusiastic about my work  
I feel satisfied with this dealership  
I intend to remain at this dealership for the foreseeable future  
I feel pride in saying I work for this dealership  
I would endorse the dealership as an employer  
I find purpose in my work

### YOUR JOB

I understand what is expected of me  
I don't worry about the security of my position  
I believe my compensation is fair  
My job is well-aligned with my abilities  
I have sufficient autonomy to make decisions  
I have sufficient privacy to do my work  
I typically feel I make daily progress at work  
At this dealership, work deadlines are reasonable  
I believe this dealership values me  
I am part of a team with a common purpose  
I like what I do for this dealership  
I understand how my work impacts the dealership's success

## COMMUNICATION AND WORKPLACE CULTURE

This dealership treats me with dignity, not as just a number  
We have a cooperative culture at this dealership  
I have fun at work  
I am not afraid to communicate my honest opinions  
Communication from this dealership is trustworthy  
Communication from this dealership is frequent enough  
Communication from this dealership is informative  
I am informed prior to changes that will impact me  
I enjoy my coworkers  
This dealership is committed to producing high-quality products/services  
I am kept aware of the dealership's financial status

## RELATIONSHIP WITH YOUR MANAGER

(The person you report directly to.)

My manager lets me know when I need to improve my work  
My manager recognizes when I do a good job  
My manager is mindful in dealing with my job-related needs  
I trust what my manager communicates to me  
I am treated fairly by my manager  
I am treated respectfully by my manager  
My manager willingly listens to my suggestions  
My manager is mindful in dealing with my personal needs  
My manager wants me to reach my full potential

## TRAINING, TECHNOLOGY, AND PROFESSIONAL DEVELOPMENT

The dealership assists me in following a well-aligned career path  
I receive sufficient ongoing training  
I am rewarded for doing a good job  
I have access to dependable computer equipment  
The dealership technology help desk resolves issues quickly  
This dealership enables my professional development  
I have the software necessary to do my job efficiently

## DIVERSITY AND INCLUSION

This dealership does not differentiate based on backgrounds, beliefs, or identities  
The dealership has taken real action to create an inclusive culture  
The dealership strives to employ a diverse workforce  
The dealership actively promotes diversity and inclusion  
Generally, employees feel comfortable representing themselves regardless of backgrounds, beliefs, or identities  
Discrimination is not tolerated in this dealership

## LEADERS OF THIS DEALERSHIP

I believe in this dealership's senior leaders  
Senior leaders are committed to the dealership's core values  
Dealership leaders act on employee suggestions  
Dealership leaders are committed to employee wellbeing  
This dealership's long-term plans seem sensible

## EMPLOYEE BENEFITS

The dealership's benefits package is satisfactory  
The dealership's supplementary healthcare plan is acceptable  
My share of supplementary healthcare costs is reasonable  
The dealership's dental plan is acceptable  
My share of dental costs is reasonable  
I like the dealership's supplementary retirement plan  
I like the dealership's life insurance plan  
I like the dealership's disability plan  
I like the dealership's tuition reimbursement plan

## WORK-LIFE BALANCE

I am satisfied with the number of hours I work each week  
I rarely miss personal events because of work  
I am satisfied with my work-life balance  
My current workload enables me to have a healthy work-life balance  
I have the flexibility needed to manage personal obligations  
The dealership encourages me to take time off

## OPEN-ENDED QUESTIONS

What are the top two or three reasons people like working for this dealership?

What two or three things can this dealership add or change to improve employee engagement and success?

## THE FOLLOWING DEMOGRAPHIC QUESTIONS WILL BE USED TO CLASSIFY THE DATA COLLECTED DURING THE EMPLOYEE SURVEY

### **GENDER**

Male  
Female  
Non-Binary  
Prefer not to answer

### **BIRTH YEAR** *(Used to define age generation)*

YYYY

### **HIGHEST LEVEL OF EDUCATION**

Some High School  
High School Graduate (includes equivalency)  
Vocational Training  
Some College  
Associate Degree  
Bachelor's Degree  
Master's or Professional Degree  
Other  
Prefer not to answer

### **ETHNICITY**

White (European)  
South Asian (East Indian, Pakistani, Sri Lankan, Indo-Caribbean)  
Indigenous  
Black  
Arab  
East Asian (Chinese, Korean, Japanese, other East Asian)  
Southeast Asian (Filipino, Vietnamese, Cambodian, Thai, other Southeast Asian)  
West Asian (Afghan, Persian/Iranian, Central Asian, other Western Asian)  
Latin American  
Bi-Racial or Multi-Racial  
Other  
Prefer not to answer

**EMPLOYEE POPULATION DEMOGRAPHICS****LENGTH OF EMPLOYMENT AT DEALERSHIP**

Less than one year  
One year to less than two years  
Two years to less than five years  
Five years to less than ten years  
Ten years or more  
Prefer not to answer

**JOB STATUS**

Full-Time  
Part-Time

**WORKPLACE SETTING**

Fully on-site  
Hybrid (a blend of on-site and remote)  
Fully remote

**JOB LEVEL**

Owner/Investor/GM/Senior Manager  
Team Leader/Manager/Supervisor  
Salesperson  
Service Personnel (Advisor, Tech, Part, Dispatch, Cashier)  
Administrative Support  
Other

**DEPARTMENT**

Sales – New Vehicles  
Sales – Pre-Owned Vehicles  
Service  
Parts  
Body Shop  
Finance & Insurance  
Office Administration/Communications  
Other