



# CONFIDENTIAL

## MORALE & MOTIVATION IN THE COMM CENTER

**The intent of this survey is:**

- 1) to determine the 'level of agreement' between differing groups or teams in the Comm Center
- 2) to evaluate views regarding particular aspects of the agency environment generally identified as important to high achievement
- 3) to allow you to recognize what is positive and working well at your agency
- 4) to allow you to explore your own and your agency 'needs' for discussion

For this survey to be most useful to you in accomplishing needed changes in your workplace, answer as complete and current as possible. This is a beginning point for Your 'facilitated conversations' at your center. The overall results will be shared with the group in a general document that rates the categories. If you feel you need to clarify or comment on any question or category, use the last pages and refer to the item number. At the end of the survey you will find the method to submit your answers.

**Survey Created and Compiled by Sue Pivetta**

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