Employee Sentiment Survey Questionnaire

1. Introduction

This document provides a series of questions that you may ask employees undergoing Job Redesign, to understand their sentiments on current jobs, common pain points and career aspirations. These responses can help the project team identify processes that need to be reviewed, and equipment or technology that can support role-holders as they carry out their new roles.

2. Participant Demographics

You may consider collecting the following information from the survey participants to track completion rates and understand trends seen across different employee demographics. As you collect these details, please continue to assure the participants that their responses will be kept anonymous, in order to encourage participants to respond truthfully.

The following demographics may be helpful for you:

- Current Job Role
- Gender
- Age
- Nationality (e.g., Singaporean/PR/Non-Singaporean/Non-PR)
- Tenure
- How long have they worked in the Community Care Sector

3. Potential List of Survey Questions

You may consider including the following survey questions when developing your Employee Sentiment Survey Questionnaire. Please note that the questions and answers are non-exhaustive, and you may choose to include other questions that might better suit your needs.

The survey questions revolve around the following themes, otherwise referred to as "Dimensions":

- Engagement / JR opportunities
- Training and Technology Implementation
- Retention / Career Aspirations

3.1 Survey Questions – Engagement / JR Opportunities

Suggested questions and options include:

S/N	Questions	Rating scale / Options
1	What are the top 3 activities you **most enjoy** doing in your job**?**	 • Interaction with residents • Meal serving and feeding • Residents' personal hygiene (e.g. bathing, cleaning, diaper changing) • Recreational activities (e.g. exercises) • Therapy and rehabilitation • Basic nursing (e.g. simple wound dressing) • Housekeeping and general cleaning • Others (Please specify):
2	What are the top 3 activities you **least enjoy** doing in your job?	
3	What are some **additional tasks** that you **hope** to do **more** of?	
4	What are some tasks that you **have the skills** to do, but you currently do <u>not</u> do?	
5	What is your **biggest challenge** in your job?	*Open response*
6	What can be done to make your job better?	*Open response*
7	Are there any **overlaps** with your job and other jobs in your organisation?	Yes / No
8	For Question 7, if you answered "Yes", **which roles and activities** overlap with your job?	*Open response*

3.2 Training and Technology Implementation

Suggested questions and options include:

S/N	Questions	Rating scale / Options
9	**Please share with us one example** of a training programme that you have attended that has helped you in your work	*Open response*
10	For your answer in Question 9, what were some of these **benefits?** Please select all that apply.	• Increased productivity • Expanded my skillsets • Enhanced patient / resident experience Others (Please specify)
11	Which equipment / technology has been the most beneficial to you?	• Ceiling hoists • Mobile hoists • Bladder monitoring devices • Automated bathing system • Humanoid robots • Virtual reality • Rehab equipment • Others (Please specify):
12	What **benefits** have you observed after the technologies / equipment were implemented? Please select all that apply.	• Increased productivity • Reduced physical fatigue • Enhanced patient / resident experience • Others (Please specify):
13	What are some **challenges** that you have faced with using this technologies / equipment? Please select all that apply.	• Lack of training and guidance • Technology / equipment is bulky and difficult to use • Technology is not integrated with other technologies / system • Not popular with residents / patients • Others (Please specify):

3.3 Retention / Career Aspirations

Suggested questions and options include:

S/N	Questions	Rating scale / Options
14	If there is an opportunity, which role within your organisation or community care sector would you want to move to?	• I don't want to move to another role • HCA • NA • TA • EN • RN • Others (Please specify):
15	For Question 14, please share your reasons.	*Open response*

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