

Implementation of Employee Satisfaction, Engagement, and Identification Surveys

Case Study of Dolní Břežany Elementary School

Goal

- ✓ Provide a safe space for expressing opinions on key issues
- ✓ Find out what employees are satisfied with, what motivates them, what troubles them, and what they consider important
- ✓ Create a roadmap to enhance loyalty and engagement

Solution

- ✓ Implementation of a customized Employee Survey tailored to the needs of the elementary school
- ✓ 8 areas of satisfaction
 - SATISFACTION WITH TOP MANAGEMENT
 - SATISFACTION WITH SUPERIOR
 - SATISFACTION WITH THE APPROACH TO EMPLOYEES
 - SATISFACTION WITH COMMUNICATION
 - SATISFACTION WITH THE ATMOSPHERE
 - SATISFACTION WITH WORKING CONDITIONS
 - SATISFACTION WITH YOUR REMUNERATION
 - SATISFACTION WITH YOUR PERSONAL AND PROFESSIONAL DEVELOPMENT
- ✓ 44 close-ended questions (approx. 20 min.)
+ 2 open-ended final questions
- ✓ Respondents evaluate not only the level of satisfaction but also the importance of the topic
- ✓ Anonymity ensured

Process for conducting the satisfaction, engagement, and identification survey

KICK OFF MEETING

We familiarized the participants with the survey process.

Together with the principal, we **answered all questions.**

EVALUATION

Immediately after completing the online questionnaires, **clear summary reports** were available. These reports were used for interpreting the results, communicating with the team of teachers, and for any further analyses.

PREPARATION

In collaboration with the elementary school's management, we set the **goals and timeline** for conducting the survey.

We defined the **questions, sorting criteria**, and created a matrix of respondents.

CONDUCTING THE SURVEY

Employees **anonymously completed** the survey on the TCC online portal.

Targeted communication from the school management and the reminder system of TCC online helped increase the **response rate** of the completed questionnaires.

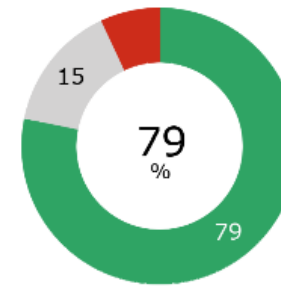
FOLLOW-UP STEPS

The school management shared the results with the staff. Thanks to the clear outcomes (satisfaction levels across topics, nested analyses for mapping factors that influenced engagement and loyalty, measurement of topic importance, etc.), **management immediately knew what to focus on.**

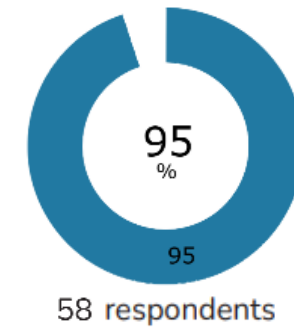
Results

- ✓ The response rate of the questionnaires was **95%**.
- ✓ School management received a wide range of insights from the data and open comments.
- ✓ In addition to satisfaction, we also mapped engagement and loyalty, including factors that could strengthen them.
- ✓ It turned out, among other things, that satisfaction may not be solely influenced by the level of salary and that key factors include:
 - The atmosphere in which employees work
 - How well they get along with colleagues
 - The attention they receive from their direct supervisor
 - Their ability to balance work and personal life
- ✓ The data confirmed that the role of management is one of the main factors influencing people's identification with the school, and therefore their loyalty.

SATISFACTION



RETURN RATE



SATISFACTION SATISFACTION WITH TOP MANAGEMENT

