PUBLIC SECTOR ECONOMICS
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APPENDIX

INTERNAL COMMUNICATION SATISFACTION QUESTIONNAIRE

Dear participants,
This research is conducted with employees in public companies. The aim of the research is to collect data on employee satisfaction with different ways of internal communication. The data will be used for scientific purposes for the preparation of a doctoral dissertation at the postgraduate university study of Communication Studies. By answering the questions from the questionnaire, you will help us receive information about which ways of communication at work you are satisfied with, and which you would recommend for improvement.

It takes 5-10 minutes to answer all the questions from the questionnaire. Filling out the questionnaire is completely anonymous and the answers will not be analysed individually, but exclusively as a group as a common opinion of all respondents in all public companies participating in the research.

Your participation in this survey is voluntary and you have the right to withdraw at any time.

Thank you for participating!

1. Please rate how satisfied you are with feedback

	1 – Extremely dissatisfied	2 – Dissatisfied	3 – Neither satisfied nor dissatisfied	4 – Satisfied	5 – Extremely satisfied
Information on the consequences of poor job performance	1	2	3	4	5
Information on how much I contribute to the common success	1	2	3	4	5
Information about how much my work is valued within the organization	1	2	3	4	5
Feedback on how I do my job	1	2	3	4	5

2. Please assess how satisfied you are with communication with your superior?

	1 – Extremely dissatisfied	2 – Dissatisfied	3 – Neither satisfied nor dissatisfied	4 – Satisfied	5 – Extremely satisfied
With the availability of the immediate superior	1	2	3	4	5
To what extent is my supervisor familiar with the problems I encounter at work?	1	2	3	4	5
How much does my supervisor understand my problems?	1	2	3	4	5
My potential being recognised by my immediate superior.	1	2	3	4	5

3. Please assess how satisfied you are with horizontal communication (with colleagues)?

	1 – Extremely dissatisfied	2 – Dissatisfied	3 – Neither satisfied nor dissatisfied	4 – Satisfied	5 – Extremely satisfied
Availability of colleagues	1	2	3	4	5
How well I communicate with my team members?	1	2	3	4	5
Outcomes of communicating with colleagues	1	2	3	4	5
By the willingness of my colleagues to receive criticism	1	2	3	4	5

4. Please assess how satisfied you are with informal communication?

	1 – Extremely dissatisfied	2 – Dissatisfied	3 – Neither satisfied nor dissatisfied	4 – Satisfied	5 – Extremely satisfied
The number of decisions taken on the basis of informal communication	1	2	3	4	5
The amount of gossip in the organization	1	2	3	4	5
The amount of time I spend in informal communication	1	2	3	4	5
The usefulness of information transmitted informally	1	2	3	4	5

5. Please assess how satisfied you are with corporate awareness?

	1 – Extremely dissatisfied	2 – Dissatisfied	3 – Neither satisfied nor dissatisfied	4 – Satisfied	5 – Extremely satisfied
Information on the Work Regulations	1	2	3	4	5
Information about the turnover, profit and financial success of the organization	1	2	3	4	5
Information about the changes in the organization	1	2	3	4	5
Information about legal regulations that affect my organization's operations	1	2	3	4	5

6. Please assess how satisfied you are with the communication climate?

	1 – Extremely dissatisfied	2 – Dissatisfied	3 – Neither satisfied nor dissatisfied	4 – Satisfied	5 – Extremely satisfied
How much communication in the organization helps me feel an important part of it	1	2	3	4	5
How much communication in the organization helps me identify with it	1	2	3	4	5
How much communication in the organization promotes organizational values	1	2	3	4	5
To what extent communication in the organization encourages me to achieve organizational goals	1	2	3	4	5

7. Please assess how satisfied you are with the quality of the communication medium?

	1 – Extremely dissatisfied	2 – Dissatisfied	3 – Neither satisfied nor dissatisfied	4 – Satisfied	5 – Extremely satisfied
Communication medium (written notifications, intranet, oral communication, etc.)	1	2	3	4	5
The ability to communicate through modern medium (personal computers, mobile phones)	1	2	3	4	5
The quality of communication through modern medium (personal computers, mobile phones)	1	2	3	4	5
By choosing the medium to communicate with me	1	2	3	4	5

8. Please assess how satisfied you are with the communication at the meetings?

	1 – Extremely dissatisfied	2 – Dissatisfied	3 – Neither satisfied nor dissatisfied	4 – Satisfied	5 – Extremely satisfied
How well organized are the meetings I attend?	1	2	3	4	5
The usefulness of the information obtained at the meetings	1	2	3	4	5
Do I receive information that is important for getting the job done in time?	1	2	3	4	5
Duration of meetings	1	2	3	4	5

9. Please assess how satisfied you are with your job overall?

	1 – Extremely dissatisfied	2 – Dissatisfied	3 – Neither satisfied nor dissatisfied	4 – Satisfied	5 – Extremely satisfied
Overall job satisfaction	1	2	3	4	5

10. Nine aspects of internal communication are listed. With a score of 1 to 5, please, rate how important each aspect of internal communication is to you personally?

	1 – Extremely unimportant	2 – Unimportant	3 – Neither important nor unimportant	4 – Important	5 – Extremely important
Get feedback	1	2	3	4	5
Communication with the supervisor	1	2	3	4	5
Horizontal communication (with colleagues)	1	2	3	4	5
Informal communication	1	2	3	4	5
Corporate awareness	1	2	3	4	5
Communication climate	1	2	3	4	5
Quality of the media of communication	1	2	3	4	5
Communication in meetings	1	2	3	4	5
General job satisfaction	1	2	3	4	5

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11. Total length of service in the company where you are currently employed:

a) less than 5 years
b) from 5 to 9 years
c) from 10 to 19 years
d) from 20 to 29 years
e) more than 30 years

12. Type of employment:

a) Fixed-term contract
b) Indefinite contract

13. Managerial position in the company (manager, director):

a) No
b) Yes

14. What is your sex:

a) Female
b) Male

15. Which age group do you belong to:

a) less than 25 years
b) from 25 to 34 years
c) from 35 to 44 years
d) from 45 to 54 years
e) more than 55 years

16. Highest level of education achieved:

a) Primary school
b) Secondary school
c) Undergraduate studies
d) Graduate studies
e) Postgraduate study