

Automotive Division : Employee Satisfaction Survey – 2013

Employee name:		Employee #:	
Designation:		Date of joining:	
Department:		Date of Birth:	

Dear colleague,

"Employee Welfare" is one of the important goals of The AL Mulla Group. Your feedback as an employee will help The AL Mulla Group progressing towards its goals.

Please contribute in to the efforts towards organization and people development by giving your frank and fair feedback through the following questionnaire. The information that we receive from you will be treated with confidentiality and the findings are strictly for research purpose.

For each statement, using the scale 1 to 5 , **where 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral/ Neither Agree or Disagree, 4 = Agree and 5 = Strongly Agree, C= can't say.**

S.No.	STATEMENT	Degree of Agreement					
		Strong disagree	Disagree	Neutral	Agree	Strongly agree	Can't say / Remarks if any, related to this question
How do you rate Al Mulla Group on the following "motivation parameters"?							
1.	In Al Mulla, I get all the support to develop my career.....	1	2	3	4	5	
2.	In Al Mulla, I feel that I am informed of all matters concerning me on a timely basis:						
2.1	From the Business Departments	1	2	3	4	5	
2.2	From the Support Departments	1	2	3	4	5	
3.	I feel that I can take /initiate action within my scope in the interest of:						
3.1	• The Organization.....	1	2	3	4	5	
3.2	• Customers.....	1	2	3	4	5	
3.3	• Employees.....	1	2	3	4	5	
4.	I feel that I can get equal opportunity within my department:	1	2	3	4	5	
5.	I am given opportunities to express my opinion and participate in decision-making and implementation.....	1	2	3	4	5	
6.	The leadership in Al Mulla is very progressive at						
6.1	• Top level	1	2	3	4	5	
6.2	• Manager level	1	2	3	4	5	
6.3	• Supervisor level	1	2	3	4	5	
7.	The company's management demonstrate a passion for service excellence	1	2	3	4	5	
8.	The company's management communicates positively with employees	1	2	3	4	5	
9.	The Company's management is very supportive in helping employees towards achieving their best	1	2	3	4	5	
10.	I am getting ample opportunities to learn, innovate and achieve results:	1	2	3	4	5	
11.	I get due recognition for my efforts and achievements...	1	2	3	4	5	
12.	I am fully involved in setting targets and assessing my own performance:	1	2	3	4	5	
13.	I precisely know and understand Al Mulla (Auto- Division) Strategies, Policies & Procedures:	1	2	3	4	5	



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14.	I get ample opportunities to attend training programs and develop my competence...	1	2	3	4	5	
15	There is a strong emphasis on quality of services delivered to customers within the Company	1	2	3	4	5	
How do you rate Al Mulla on the following "Satisfaction parameters"?							
16.	I am happy with the services provided by Al Mulla Group Support Departments: (Group HR /PERSONNEL/IT/ FINANCE/ADMIN/PR)	1	2	3	4	5	
17.1	I feel that the terms and conditions of my employment are clear and fair:	1	2	3	4	5	
17.2	I feel that my job responsibility is clearly defined:	1	2	3	4	5	
18.	The company provides adequate facilities and services for the employees, i.e. washrooms, prayer rooms, pantry etc:	1	2	3	4	5	
19.	I feel no risk to my health and safety while working:	1	2	3	4	5	
20.	I feel there is no threat to my job in Al Mulla:	1	2	3	4	5	
21.	I get fair pay & benefits compared to other organizations in the industry / Market:	1	2	3	4	5	
22.	I enjoy excellent relationships with my colleagues within and outside my department:	1	2	3	4	5	
23.	Changes are always systematically carried out in Al Mulla in a fair and planned way:	1	2	3	4	5	
24.	I feel that the company is reasonably environment conscious and encourages its employees to be likewise: (Electricity Saving etc.)	1	2	3	4	5	
25.	The working environment in the company is very pleasant.	1	2	3	4	5	
26.	What do you like the most about the company? 1. 2. 3. 4. 5.	23. In your opinion what should improve in the company? 1. 2. 3. 4.					
27. Suggestions for improvement:							
28. For Suggestions for improvement, I prefer to utilize (KAIZEN) Employee Suggestion Scheme Format							

Signature:

Date:

Survey Start Date: 14th, Apr 2013 Survey End Date: 30th, Apr 2013

**Forward your completed questionnaire to : Attn:Senior Research Manager –
Automotive Management Office, Soor Street, Sharq.**

**For Any Clarifications Contact : Syed Ifthekar Ahmed, Human Resources Manager, Tel.
22445040 Ext. 529**

Thank you very much for your feedback.