



## CLIMATE SURVEY

A climate survey describes a particular type of questionnaire that gives information about the views of staff members within an organisation, about how they see the workplace.

Climate Surveys measure the internal climate, or general feel of how people view their work, and the workplace.

The types of issues covered in a climate survey may include (amongst others):

- Physical work environment
- Enjoyment of work
- Rewards and recognition
- Management practices
- Leadership, including vision
- Understanding of the business
- Opportunities to develop
- Promotional possibilities, career progression
- Customer focus of the business
- Relevance of work to business objectives
- Compliance with legislation in regard to employment (OHS, EEO)

The survey is a useful tool for giving Management a snapshot of the general feeling of staff.

By including demographic information in the collection of data, the organisation has the ability to "drill down" into locations or business units, or even across gender or age groups for example, to analyse the data to identify areas requiring managerial input.

Climate surveys are used to provide Management with information to assist in decision-making and provide alerts to areas requiring urgent attention.

In order to obtain the best possible information, it is essential to get staff to actively participate and answer the survey honestly.

ACCESS Programs recommends that climate surveys be conducted electronically and preferably conducted as an outsourced process to provide a trusted environment and to remove suspicion about privacy, confidentiality and the use of results.

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Measurement will de-motivate staff if no action is apparent after the survey. Managers must ensure that the views of staff are acted upon, and areas requiring improvement are addressed and any actions taken are communicated clearly to staff.

It is best practice for the survey results to be transparent and publishing the results for staff to view is very motivating.

The climate survey should be run periodically (2 years) to be able to show that improvements have been achieved and to focus attention on the need for continual improvement.

### **One-on-one Interviews**

ACCESS Programs has found more specific information is gained from a Climate Survey if a selection of one-on-one interviews are conducted with staff.

This approach provides the opportunity to seek information relating to comments made in the Climate Survey; it gives a more personal response to the questions in the survey.

The combination of both qualitative and quantitative data can give deeper understanding of the issues facing staff.

### **Psychological Assessments**

Where the organisation recognises staff to be working under some form of stress it can be of advantage to incorporate an Occupational Stress Inventory (OSI-R) which measures occupational stress, psychological strain and coping resources.

ACCESS Programs is able to provide the OSI-R as either a stand-alone survey or in conjunction with a Climate Survey. ACCESS Programs has appropriately qualified staff to conduct this type of survey.

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