

Four Easy to Use Staff Surveys

- Jim Baker

The Staff are essential to the success of any church. Surveys can provide a means of gathering the information needed to bless and keep employees motivated.

Staff surveys, when done well, can be a valuable tool to engage employees and provide understanding of how employees perceive their job, their leaders, their co-workers and the church as a whole.

Other benefits may include employees feeling their voices are heard, demonstrating concern for employee issues, determining what is working and what is not and improvement in morale and the work culture.

FIVE STEPS TO CONDUCTING SUCCESSFUL STAFF SURVEYS

1. Identify the Survey's Purpose

For a survey to be successful, it is important that it serves a specific purpose. Poorly designed surveys will return poor results and can even be detrimental.

Identify the reason you are conducting the staff survey. What is prompting the survey? What do you want to know? What areas and concerns need addressing? Where is there needed improvement and change?

By identifying what you want to know, it will be easier to design the appropriate survey.

2. Design the Survey

The questions you ask make all the difference in the quality of responses. Below are provided four different examples of Church Staff Surveys using forced choice, scale ratings and open and closed ended questions.

Many effective Church Staff surveys will include a variety of question types. Consider running a pre-test with a small group of employees. Ask for their feedback on the types of questions, question clarity and survey length.

3. Determine How to Deliver the Survey

Who will take the survey, only Ministerial Staff or also Support Staff and maybe even volunteers?

What will be the mode of the survey, paper-based, email or online?

When will the survey be taken and over what period of time?

Who will manage the survey and compile and share the results, Senior Staff, the Personnel Committee, Elders, a third party?

4. Communicate the Process

You can boost buy-in and the quality of responses by being clear on why you are taking the survey. Explain the purpose, why you are asking these questions, what actions might be taken based on the information gathered along with instructions and deadlines for completion.

Be sure and stress the confidentiality of the responses, specifically who will see the responses and how the results will be shared.

5. Present the Results and Follow Up Action Steps

A vitally important step in the survey process is presenting the results to the survey participants. Determine how you will present the results: Will it be specific responses to each questions, an aggregate of responses, or a list only of recurring themes? Who will present the results and will you provide copies or by power point?

Most surveys identify a need for change or an opportunity that should be addressed. Don't be tempted to defend the responses, justify why things are the way they are or put a spin on the results of the survey.

It is important to now develop initiatives based on the information gathered. If you involve the participants in determining the action steps and provide them with regular progress reports you will build trust and greater participation in future surveys.

Follow these five steps and select questions from the examples below and you will be sure to gather the information you need and build employee morale and engagement.

STAFF SURVEY USING OPEN ENDED QUESTIONS

1. What is the most impacting ministry inside the church? Outside?
2. What would you like to see included in or deleted from Staff Meetings?
3. What subjects would you like to see covered in staff wide self development opportunities?
4. What ministries of the church would you like to learn more about?
5. How can the Annual Review Process be improved?
6. If I could communicate one thing to our Senior Leadership it would be:
7. What cultural value would you like to see more broadly embraced?
8. How can the Senior Leadership better communicate with you?
9. Why is our church a good place to work?
10. Why is our church a not so good place to work?
11. What is one thing we could do to improve communication, collaboration and synergy between staff and ministries?
12. What upcoming change are you most fearing?
13. What ministry opportunities are we not taking advantage of?
14. What are common patterns you see in the people God is bringing to our church?
15. My church would be more helpful to me if:

STAFF SURVEY USING YES-NO QUESTIONS:

- 1.** I would recommend our church as a great place to work/minister.
- 2.** I know where to go to get authority when I need to make a decision.
- 3.** I know how to communicate what my boss wishes to see done.
- 4.** I have documented the tasks of my job should someone have to take my place.
- 5.** I understand our compensation and benefits system.
- 6.** I track examples of my performance throughout the year for use in quarterly and annual reviews.
- 7.** I clearly know my responsibilities.
- 8.** I am confident that my supervisor can (competency) and will (motivation) help me reach my goals and objectives.
- 9.** I understand the “why” behind at least 80% of what we do.
- 10.** I can support at least 80% of the goals, strategies and methods of the church.
- 11.** I understand our church’s mission, vision and values.
- 12.** I understand my gifts and strengths.
- 13.** I get to use my gifts and strengths on a daily basis.
- 14.** My area of ministry receives an appropriate amount of promotion and visibility.
- 15.** My spiritual growth is a priority, and I feel supported by the Senior Leadership in my faith walk.
- 16.** When I do a great job, my contributions are recognized and appreciated.
- 17.** My supervisor provides feedback and coaching, which helps me do a better job.
- 18.** I have ideas to contribute to the work and objectives of the church, and feel that I have opportunities to present my ideas.

STAFF SURVEY USING A 1-5 SCALE

1 - Strongly Agree; 2 - Agree; 3 - Somewhat Agree; 4 - Disagree; 5 - Strongly Disagree

Section 1: Questions About Your IMMEDIATE Supervisor:

1. My immediate supervisor clearly communicates what is expected of me in my job.
2. My immediate supervisor provides the resources I need to do my work effectively.
3. My immediate supervisor consistently gives me the opportunity to do what I do best.
4. My immediate supervisor seems to care about me as a person.
5. My immediate supervisor gives me consistent recognition and praise for good work.
6. My immediate supervisor encourages and supports my professional development.
7. My immediate supervisor regularly (at least quarterly) talks with me about my progress.
8. My immediate supervisor offers me opportunities to learn and grow.
9. My immediate supervisor communicates the importance of my job to the mission and the purpose of the church.
10. My immediate supervisor displays Christ-like servant leadership.
11. My opinions seem to matter to my immediate supervisor.

Section 2: Questions About Your Work Environment

1. My fellow employees are committed to performing quality work.
2. I understand the rationale behind at least 80% of our church-wide strategies.
3. I have a close friend at work.
4. The church sees my spiritual growth as a priority and I feel supported in my faith walk.

Section 3: Your Overall Satisfaction with our church as a place to work

1. On a five point scale, where “5” is *extremely satisfied* and “1” is *extremely dissatisfied*, how satisfied are you with our church as a place to work?

Section 4: Additional Written Comments

1. Additional comments you would like to share with the Pastor, Executive Pastor and Personnel Team:

STAFF SURVEY USING A 1-5 SCALE:

1 - Strongly Agree; 2 - Agree; 3 - Somewhat Agree; 4 - Disagree; 5 - Strongly Disagree

PART 1: JOB DEFINITION

- 1.** The work that I do fits my job description
- 2.** My roles & responsibilities are clearly defined
- 3.** The work I do is a good fit for my skills and experience
- 4.** Expectations, work deadlines & work quality goals are clearly explained when I am given an assignment
- 5.** I feel that I have room to grow & learn in my present assignment
- 6.** I see the value in my work, & how it contributes to the church's overall goals
- 7.** My current work assignment is about right to accomplish in the number of work hours allotted
- 8.** I agree with my supervisor's evaluation of how I meet expectations

PART 2: RESOURCES AVAILABLE

- 1.** I feel that I have the equipment & other resources
- 2.** When resources are not available to complete assigned work, I report the situation immediately to my direct supervisor
- 3.** I have been asked to cross-train other staff in my responsibilities? YES or NO
- 4.** Our department has a process for outsourcing or calling on volunteers when workloads become too heavy? YES or NO
- 5.** There are other staff members available to help me complete new or different assignments.

PART 3: CHANNELS OF COMMUNICATION

- 1.** I regularly initiate communications with my immediate supervisor about my work.
- 2.** My immediate supervisor has discussed with me the overall objectives of our area.
- 3.** My supervisor regularly initiates communication with me about my work.
- 4.** There are good lines of communication between my area and other areas within the church staff.
- 5.** If I have a specific work-related issue that has not been addressed by my direct supervisor, I feel comfortable in discussing it with one or more of the following: The Executive Pastor, the Senior Pastor or Personnel Committee.

PART 4: GOALS AND FUTURE OPPORTUNITIES

- 1.** I feel confident that the results of this survey will be communicated, and an action plan will be developed as an outcome of the survey results.
- 2.** My supervisor has discussed specific work goals for me.
- 3.** My supervisor encourages my personal development.
- 4.** I have ideas to contribute to the work and objectives of the church & feel that I have opportunities to present my ideas.
- 5.** The church could help address my most pressing personal development needs by: (please list below)
- 6.** In my opinion, our staff might minister more effectively and efficiently if we would: (please respond below)

PART 5: MY DIRECT SUPERVISOR

- 1.** My supervisor displays the attitude & behavior of a servant leader.
- 2.** My supervisor supports & stays focused on the church mission and vision.
- 3.** My supervisor supports the Senior Pastor in word & deed.
- 4.** My supervisor supports me in the achievement of my goals.
- 5.** My supervisor is consistent in his expectations & feedback regarding staff issues.
- 6.** I experience a positive working relationship with my supervisor.
- 7.** Our working relationships and the focus of our work confirm that my supervisor and the Deacons/ Elders & Senior Pastor are united by common goals & objectives.
- 8.** My supervisor's attitude & behavior make me proud he/she is my supervisor.

PART 6: REGARDING THE SENIOR PASTOR

- 1.** He displays the attitude & behavior of a servant leader.
- 2.** He supports & stays focused on the mission, vision and values of the church.
- 3.** He supports me in the achievement of my goals.
- 4.** He is consistent in his expectations & feedback regarding staff issues.
- 5.** I experience a positive working relationship with the Senior Pastor.
- 6.** Our working relationships & the focus of our work confirm that he, the Elders & Senior Pastor are united by common goals & objectives.
- 7.** He respects & supports the reporting relationships between the Executive Pastor & the staff.
- 8.** His attitude & behavior make me proud he is our Senior Pastor.

About Sacred Structures and Jim Baker



For the past 10 years Jim has served as Executive Pastor at Brentwood Baptist Church outside Nashville, Tennessee serving alongside Senior Pastor Mike Glenn to lead one of the largest and fastest growing churches in the nation.

During Jim's tenure Brentwood Baptist Church has doubled and tripled every significant metric of church growth and health and has grown from a staff of 14 ministers to over 50 with a support staff of over 100. Jim is also a certified Model-netics Instructor, a nationally recognized training system of organizational and management concepts and principles.

In his spare time Jim exercises his passion for both creativity and structure through his hobby of reclaiming vintage bibles, hand made pieces and broken and cast away items and repurposing them into crosses and representations of biblical metaphors. Jim sees these "sacred structures" as representative of how Christ "makes all things new" through God's Word and his Spirit and can repurpose our mistakes and our lives for his purposes.

Information on Jim's coaching, consulting, training and speaking services as well as purchase of his art structures is available on his website, SacredStructures.org.