

HR services survey template

Answer scale

1 Strongly disagree		2 Disagree		3 Neither agree nor disagree		4 Agree		5 Strongly agree	
No.	Question	1	2	3	4	5	Not applicable		
1	I know whom to contact in HR for each type of request.								
2	HR responds to my requests within a reasonable time.								
3	I often have to chase HR before a request is resolved. <i>(reverse-scored)</i>								
4	HR staff treat me with respect.								
5	Finding an HR policy takes me longer than it should. <i>(reverse-scored)</i>								
6	HR policies are written in language I understand.								
7	My salary is paid correctly.								
8	Questions about my pay or benefits are answered clearly.								
9	Leave requests are processed quickly.								
10	HR keeps information about me confidential.								
11	HR processes are applied fairly to everyone.								
12	HR tells employees about policy changes before they take effect.								
13	HR's online services are easy to use.								
14	Overall, HR makes my working life easier.								

Open questions

1. Which HR service works best for you today?

2. Which HR service should be improved first, and how?