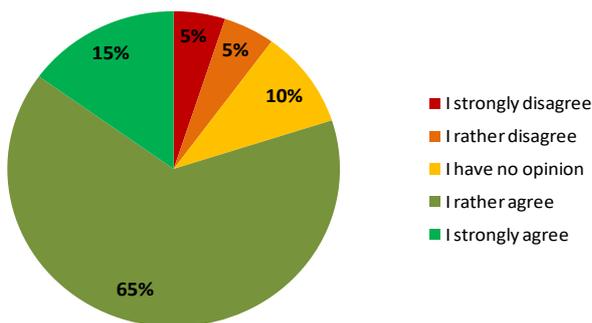# SPOTLIGHT ON POLAND

Aim: Summary of findings from a survey of employee satisfaction assessment and management in small companies in Poland Within the project "SATISF-ACTION! SMALL COMPANIES CARE ABOUT EMPLOYEES"
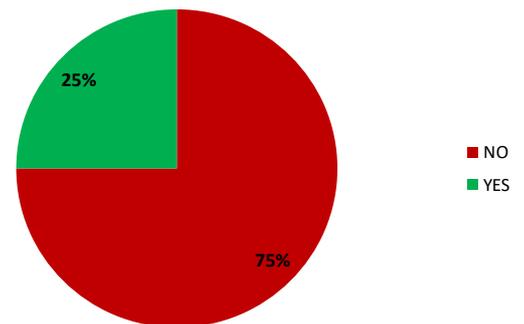
Overall statistics: Employee satisfaction assessments are more and more often carried out by Polish organizations, and their results are used to improve the management of these organizations.
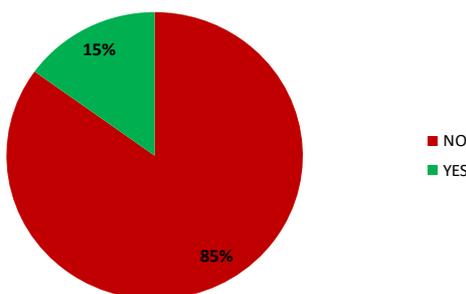
The study highly rated freedom in action and trust of superiors. Workers want to be "armed" with all the tools needed for work. The company's customer satisfaction is very important to its employees and it places a big part of their satisfaction. The survey showed that the mission, the goals and the values of the company are well known, however the feeling of the employees being part of the organization is not very strong anymore.

Awareness: 80% of respondents believe that they are aware of the employees satisfaction level. They knew what to do to increase employee satisfaction but were also aware that it could be done better.

Assessment: Only 25% of the company owners admitted that they rated the satisfaction of their employees. Most often, business owners do not use any specific tools to assess employee satisfaction; instead, they focus on interviews.

Awareness pie chart: 5% I strongly disagree, 5% I rather disagree, 10% I have no opinion, 65% I rather agree, 15% I strongly agree

Assessment pie chart: NO 75%, YES 25%

Management: Only 15% of respondents said that employee satisfaction assessment is a part of the company's strategy. At the same time 45% of owners and managers said that the results of the employee satisfaction assessment are taken into account when planning organizational changes. These changes usually concerns internal communication, professional development possibility, relations with co-workers and colleagues and workplace reorganization.

Needs & requirements: The company owners participating in the survey admitted that in order to better assess employee satisfaction, they need mainly time to do so. They also need access to specialized automated, easy-to-use assessment tools and methods.

Management pie chart: NO 85%, YES 15%

Needs & requirements bar chart:
- I don't need anything: 3
- Time: 15
- Financial resources: 5
- Consulting support: 5
- Specialized personnel: 2
- Specific tools / methods of assessment: 9
- Launching formal procedures: 4
- Educational resources / Trainings: 9