

Thanks for completing the questionnaire! All the questions will work on the basis of statements on a scale from 1-7. 1 stands for strongly disagree, 4 for neutral and 7 for strongly agree. If a statement does not apply to you, please choose NA.

My daily work

- It's clear to me what is expected of me in my daily work.
- I know my responsibilities in my work.
- In my daily work, I can decide how I organize my work.
- In my daily work, I can manage the amount of work.
- In my daily work, I can manage my work-life balance.
- In my daily work, I am challenged to continuously improve our customers' experience.
- In my daily work, the information I need is easy to find.
- The systems I use make my daily work easier.
- If a system issue arises, I receive good support so I can quickly go back to work.
- The processes and procedures make my daily work easier.
- My manager makes my daily work easier.
- My manager is an inspiring role model.
- Within [ORGANIZATION], all departments work well together.
- There is good communication between the departments within [ORGANIZATION].

Meaningful work

- My job at [ORGANIZATION] challenges me to get the best out of myself.
- I do meaningful work at [ORGANIZATION].
- I know how my work contributes to a good customer experience.



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- My work has a positive impact on customers.
- My work has a positive impact on colleagues.
- I'm enthusiastic about my work.
- My work inspires me.
- I'm encouraged to take initiatives.
- I feel that something is being done with the suggestions I make.
- I receive feedback about the (improvement) suggestions I make.
- I am regularly asked what I think we can improve.
- It's clear to me what the long-term strategy of [ORGANIZATION] is.
- I know what my contribution is to realizing this long-term strategy.
- My manager regularly shares updates on our strategy.
- I receive clear information (intranet, e-mail, etc.) about our strategy.
- Thanks to our internal communication, I feel part of a larger whole.

Skills & Growth

- I have the skills to do my job.
- I have the knowledge to do my job.
- I do work that suits me.
- I regularly receive training to keep my knowledge and skills up to date.
- At [ORGANIZATION] I can further develop my talents.
- My work is structured in such a way that I am challenged to develop and grow.
- I'm given sufficient opportunities to learn and practice.
- I'm given sufficient opportunities to reflect on my work.
- I can be the best version of myself at [ORGANIZATION].
- My job at [ORGANIZATION] offers me (financial) security.
- I earn a fair salary for the work I do.
- [ORGANIZATION] offers appropriate secondary employment conditions.



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Psychological safety

- I dare to speak out without being afraid of saying something wrong.
- I can be vulnerable.
- There is room to differ in opinion at work.
- I easily share in my team what didn't go well.
- In my team I can easily discuss what concerns me.
- When I make a mistake, my team does not hold it against me.
- In my team we can easily talk about differences of opinion and problems.
- Colleagues in my team like to share what works and what doesn't.
- I can be myself at work.
- I feel appreciated for what I contribute.
- I feel seen as the person I am.

Culture

[These statements can be adapted to values within the organization, here are some examples]

- [ORGANIZATION] is a flexible organization.
- [ORGANIZATION] focuses on people.
- [ORGANIZATION] is innovative.
- At [ORGANIZATION], collaboration is central.
- [ORGANIZATION] is a professional organization.
- [ORGANIZATION] is a transparent organization.
- [ORGANIZATION] is honest with employees.
- [ORGANIZATION] is honest with customers.
- [ORGANIZATION] adds value to customers.
- [ORGANIZATION] learns from customer signals.
- [ORGANIZATION] ensures that the right people are in the right place.
- I trust the management of [ORGANIZATION].



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- I trust my manager.
- My manager is there for me.
- At **[ORGANIZATION]**, successes are celebrated.
- My colleagues are there for me when I need them.
- **[ORGANIZATION]** keeps its promises.

Satisfaction

- All in all, how satisfied are you with your work at **[ORGANIZATION]**? **[C-sat, score 1-10, 1 very dissatisfied, 10 very satisfied]**

Affective Commitment

- I'm proud to belong to **[ORGANIZATION]**.
- I feel at home at **[ORGANIZATION]**.
- I care about the long-term success of **[ORGANIZATION]**.



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