

## ASKED TO FILL THE WORKER'S SATISFACTION FORM? BEWARE!



The end of the year is nearing and most companies will indulge in their favorite pastime of finding out what went right and what went wrong over the year. This is the time when companies send questionnaires asking employees to fill them telling them that their frank and candid answers will help the company perform better the following year and that a critical assessment helps the company iron out its mistakes and improve the company's processes. More often than not, employees are led to believe that the survey is anonymous and that employees can give their honest opinions without fear of reprisal. Managers will tell the employee that it gives you an opportunity to speak out and have a voice that will make a difference to them at the workplace. Beware; it could cost you your job. Whilst most companies are genuine in their worker satisfaction surveys, others don't take criticism very well and sometimes if they find a genuine grouse, they will prefer to get rid of the employee who pointed it out rather than allow it to pervade the minds of the other workers. So be very careful when you fill in the worker satisfaction form. Understand that they are giving you a chance to tell them what is wrong at the workplace and how it can be set right. But always remember that they don't have to accede to your suggestions. Before you submit your response, make sure that the survey is really anonymous. There are ways and means to trace it back to you, if the company is determined to find out. Moreover, some specific questions, pertaining to your department can also be giveaways and the management will know that the unpleasant suggestions that they detested were made by you. Even if your company has 500 workers, there is a real possibility of finding out which survey was authored by which employee. Don't expect the worker satisfaction form to change things. Some aspects of the workplace are going to remain as they are. Just because you feel that the money is lousy, they won't increase your pay and no, they won't give the employees an all paid vacation to Las Vegas or sack the cafeteria management and hand it over to McDonalds. Just because you think of something one way does not mean that management is on the same plane. Even your colleagues may have differing views. People who are opposed to your views may hold it against you and this could have a negative impact on your career. Where you are asked to merely rate a function in boxes marked, satisfied, not satisfied, needs improvement, there is no problem. The problem arises where you have to write text. Follow one basic guideline, never complain, not only it is likely to be ignored, if traced back to you, could put you in the bad books of the company. Give suggestions that are specific, for example, you could say, the atmosphere at the workplace could be made more collegial, by holding an annual party. Never get emotional about anything, if you want your views heard. Your supervisor may be a slime ball, a spiteful creature. But do you really think that writing about him negatively will see him get the pink slip. Chances are that he will ensure that you get one. Even if you don't he will make your life at the workplace miserable. The survey wants suggestions on ways to improve not what your complaints are. Don't indulge in name calling. Those put down will leave no stone unturned to find out who did it and once they do, you can be sure that they won't come and shake you by the hand and say thanks mate, you were right about me.