



TenStep Supplemental Paper

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Preventive Measures!

HR policies, practices, procedures, and reward structures are some of the critical factors that govern the success of an organization. Organization climate surveys are great tools to help organizations identify the unintentional outcomes of these employee policies and practices.

Periodic climate surveys to check the pulse of the organization should be conducted at reasonable intervals, like semi-annually or annually rather than just at times of crisis. Taking action to change things based on the survey results indicates the organization's commitment towards its employees and encourages constructive employee behavior.

Employee satisfaction has become a crucial contributing factor to an organization's performance. Measuring 'Engagement Index' (EI) - employees' overall perception about the organization's performance - can help in identifying the gap between what is actually happening and what management expects. The Engagement Index consists of three elements:

- An employee's satisfaction with the organization
- Employee referral for a friend or family member to work with the organization
- Employees consideration of job opportunities with another organization

EI, though, cannot pinpoint the problem issues, it can only give an overall picture of the climate of the organization.

The most important thing to remember when it comes to climate surveys is to be realistic and differentiate issues that need to be resolved from those that are not worth the effort. Climate surveys, when implemented properly, not only improve the work environment, but also ensure high employee morale and productivity.