

# Change Management Survey

The following statements describe specific behaviors attributed to organizations and their response to change. On a scale of 1-4, circle the number that indicates your level of agreement or disagreement with each of the statements below. Once you have completed the survey, go back and review the scores. Those items in the 1-2 disagree range may provide insight on what needs to be improved in how your organization responds to change. Those scores in the 3-4 agree range may indicate where your organization is doing a good job in managing change. Question # 20 provides a rating on your organization's overall response to change. Good luck!

	<i>strongly disagree</i>	<i>disagree</i>	<i>agree</i>	<i>strongly agree</i>
1. This organization has a clear focus and sense of direction for the future.	( 1 )	( 2 )	( 3 )	( 4 )
2. Changes are made in a way that is consistent with the organization's mission.	( 1 )	( 2 )	( 3 )	( 4 )
3. The leadership team is knowledgeable/up-to-date about strategic issues.	( 1 )	( 2 )	( 3 )	( 4 )
4. Change at this organization is carefully considered and well-planned.	( 1 )	( 2 )	( 3 )	( 4 )
5. The leadership team is open to different ideas and opinions.	( 1 )	( 2 )	( 3 )	( 4 )
6. Employees are actively involved in planning and implementing change.	( 1 )	( 2 )	( 3 )	( 4 )
7. The rationale for change is effectively communicated to employees.	( 1 )	( 2 )	( 3 )	( 4 )
8. Change at this organization is driven by facts and information, rather than speculation or opinion.	( 1 )	( 2 )	( 3 )	( 4 )
9. This organization rewards innovation and creativity.	( 1 )	( 2 )	( 3 )	( 4 )
10. In responding to change, the leadership team does a good job of keeping employees motivated.	( 1 )	( 2 )	( 3 )	( 4 )
11. Employees receive adequate training to keep up with changes within the organization.	( 1 )	( 2 )	( 3 )	( 4 )
12. Adequate resources are provided to accommodate new processes or standards.	( 1 )	( 2 )	( 3 )	( 4 )
13. The organization monitors and evaluates the impact of changes that are made.	( 1 )	( 2 )	( 3 )	( 4 )
14. Problems arising from change are systematically identified and resolved.	( 1 )	( 2 )	( 3 )	( 4 )
15. Communication within the organization keeps employees well-informed about what is happening and what to expect.	( 1 )	( 2 )	( 3 )	( 4 )
16. This organization consistently follows-through with plans and decisions.	( 1 )	( 2 )	( 3 )	( 4 )
17. This organization is perceived as innovative/progressive.	( 1 )	( 2 )	( 3 )	( 4 )
18. This organization celebrates its success in achieving positive change.	( 1 )	( 2 )	( 3 )	( 4 )
19. Given the current marketplace/environment, the pace and scope of change at this organization are appropriate.	( 1 )	( 2 )	( 3 )	( 4 )
20 Overall, how would you rate the organization's response to change.	( 1 )	( 2 )	( 3 )	( 4 )
	<i>poor</i>	<i>average</i>	<i>above average</i>	<i>out- standing</i>