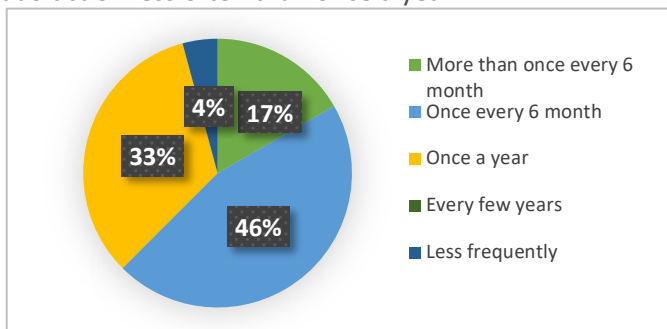


# SPOTLIGHT ON THE CZECH REPUBLIC

**Aim:** Summary of findings from a survey of employee satisfaction assessment and management in small companies in the Czech Republic within the project “SATISF-ACTION! SMALL COMPANIES CARE ABOUT EMPLOYEES”.

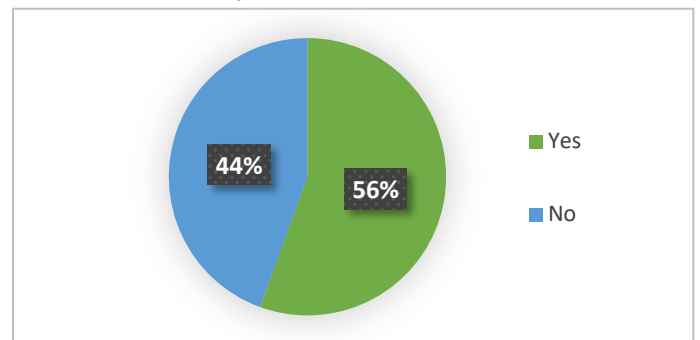
**Overall statistics:** A survey conducted among more than 2,200 respondents showed that almost 72% of Czechs are satisfied with their jobs. The most important argument of satisfaction for the vast majority of respondents is finance. Just after finance, the factor of flexibility comes to

**Awareness:** The majority (81.5%) of respondents confirmed that they evaluate the satisfaction of their employees. Only less than 5% employees evaluate satisfaction less often than once a year.

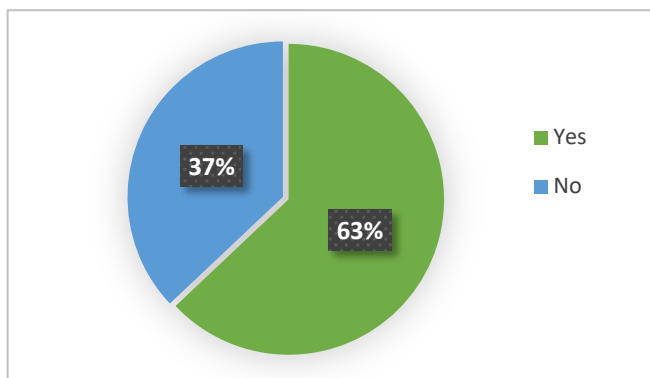


Besides a source of finance to secure the existence of ourselves and our family, work for us means an instrument to self-realization and social prestige. For owners and managers of small companies, satisfaction with their work comes when the set goals are achieved according to the appropriate quality and time and work is positively perceived by clients and partners and brings appropriate financial results to a prosperous company.

**Assessment:** Formal satisfaction assessment is launched in 56% of questioned companies. The tool, that is mainly used is questionnaire/survey, followed by formal or informal personal interview.



**Management:** More than half of interviewed owners and managers confirmed that employee satisfaction assessment is part of the company’s strategy. Some examples of an introduced change within the company, based on the results of employees’ satisfaction assessment, were mentioned and these were: the introduction of new forms of work organization, change of working hours, adjustment and equipment of a workplace and an evaluation of employees using goals.



**Needs & requirements:** Owners and managers of small companies stated that they need especially more time and specific tools or methods of assessment to be able to better assess employee satisfaction. It was quite surprising that only half of respondents would welcome more educational resources or training.

