

Sample Questionnaire

Communication and Trust Survey™

*Communication Effectiveness
&
Trust Level*

Presented By:



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Communication & Trust Survey

Name: _____ Organization: _____

Group Name: _____

PART A

The following are designed to find out your opinions regarding how your group as a whole functions. You are being asked to generalize based on your total experience with the group. Your replies will be held in strictest confidence. Indicate how often each of these occur.

	Never	Seldom	Sometimes	Usually	Always
1. Do people in this group have adequate knowledge of what other team members are doing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Is there gossip among individuals within the group?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Overall, do people in the group respect each other's contribution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Can individuals within the group count on other's to give support when they need it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Do individuals within the group exchange factual information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. If individuals within the group are in disagreement, do they discuss the problem with one another?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. In particular situations, does the person with the most skill and competence exercise leadership even if he or she is not formally in charge?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Do individuals within the group tend to keep the promises they make?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Do individuals discuss their feelings and opinions with one another?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Do people in this group bear grudges, pout, or otherwise conceal disharmony?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Do people in this group have input into decisions that affect them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. When an individual in this group does something well, do others openly acknowledge it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Are some people in the group secretive?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. When an individual in the group does something that hurts the results, is it openly discussed with him or her?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Do people in the group discourage individual differences in behavior?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Are you surprised by people in the group making unexpected decisions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





























Communication & Trust Survey

PART B

Below are several statements about your group. Indicate to what extent you agree with these statements. Remember that they only refer to your group, not to the organization as a whole.

	Disagree	Somewhat Disagree	Somewhat Agree	Agree
1. People in the group have a clear understanding of why this group exist.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. This group is moving together in the same direction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. This group operates by a clearly defined set of values.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Forms, reports and procurement methods are familiar to people in the group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. For the most part this group has it's priorities in order.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I like the direction this group is going in.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. For the most part the values we operate by help us get our jobs done.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The written and verbal methods we use to move ahead on tasks are fairly simple and efficient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Our group knows what is expected of us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Our group knows what we need to do to achieve our vision.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. People in our group demonstrate a clear understanding of our values through their behavior.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. People in our group know to who to go to, to get something done.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Our group is providing a vital service to the organization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Our group and individual goals are realistic; demanding but attainable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. I personally agree with the basic principles our group operates by.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. For the most part people are well place in their jobs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Communication & Trust Survey Part B Continued...

	Disagree	Somewhat Disagree	Somewhat Agree	Agree
17. Our group has a coherent plan for achieving our vision.				
18. People in our group have the information they need to set priorities.				
19. People in our group are generally aware of the way work flow proceeds around here.				
20. People in our group know what is expected of them.				
21. People in our group do their job well as long as we stick to our plan.				
22. If everybody does his or her job, the group can achieve it's goals quite consistently.				
23. The systems for getting things done around here work quite well.				
24. People in this group have areas of responsibility are big enough but not too big.	