

Organizational structure survey

Leave your name off. Answer for how things work in practice this month, not for how the chart says they should.

Team or site

Date

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
1 Decisions that affect my work are made at the right level.	☐	☐	☐	☐	☐
2 Routine requests get approved without climbing several levels.	☐	☐	☐	☐	☐
3 Decisions I wait on usually arrive in time to be useful.	☐	☐	☐	☐	☐
4 Getting work done with other teams is straightforward.	☐	☐	☐	☐	☐
5 For each kind of work we do, it is clear which team owns it.	☐	☐	☐	☐	☐
6 Two teams rarely end up doing the same work.	☐	☐	☐	☐	☐
7 Our procedures help me do my job more than they slow me down.	☐	☐	☐	☐	☐
8 My manager has time for each person who reports to them.	☐	☐	☐	☐	☐
9 Information I need from other parts of the organization reaches me without chasing.	☐	☐	☐	☐	☐
10 The way we are organized makes it easy to serve our customers.	☐	☐	☐	☐	☐
11 Which part of how we are organized slows your work down most?					
☐ Waiting for approvals	☐ Not knowing who decides	☐ Hand-offs between teams	☐ Duplicated work		
☐ Rules and paperwork					

12 If you could change one thing about how we are organized, what would it be?

Thank you. Your answers are anonymous.

poll-maker.com/organizational-structure

Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Reporting lines and levels

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
13 I know whose request wins when my managers disagree.	1	2	3	4	5
14 Leaders hear about front-line problems quickly.	1	2	3	4	5
15 How many managers do you take direction from?					
☐ One ☐ Two, and one has the final word ☐ Two with equal say ☐ Three or more ☐ Not sure					
16 How many management levels sit between you and the most senior leader?					
☐ None or one ☐ Two ☐ Three ☐ Four ☐ Five or more ☐ Not sure					

Decisions and approvals

17 How long does a typical approval take in your area?

☐ Same day
 ☐ Two or three days
 ☐ About a week
 ☐ More than a week
 ☐ It varies too much to say

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
18 My work rarely stops to wait for a sign-off.	1	2	3	4	5
19 Front-line staff can fix customer issues on the spot.	1	2	3	4	5
20 It is clear which decisions belong to head office.	1	2	3	4	5

After a restructure

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
21 I understand why the organization was restructured.	1	2	3	4	5
22 I know where the work my old team used to do has gone.	1	2	3	4	5
23 The new structure has made my work easier than before.	1	2	3	4	5
24 Compared with before the change, decisions now take:					
☐ Much less time ☐ A little less time ☐ About the same ☐ A little more time ☐ Much more time					

Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Work that crosses teams

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
25 Teams I depend on understand what my team needs from them.	1	2	3	4	5
26 Our targets fit the targets of teams we work with.	1	2	3	4	5
27 How do you usually get work done with other teams? (tick all that apply)					
☐ A formal hand-off or ticket ☐ Regular joint meetings ☐ Shared tools or boards ☐ Personal contacts					
☐ Going through managers					
28 Describe a piece of work that got stuck between teams or levels recently. Where did it stop?					

Rules, titles and flexibility

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
29 Written procedures match how the work is really done.	1	2	3	4	5
30 Job titles here tell you what people actually do.	1	2	3	4	5
31 We can pull a temporary team together quickly when something new comes up.	1	2	3	4	5
32 When priorities change, the way work is divided changes with them.	1	2	3	4	5

About you (optional)

33 Which best describes your level?

☐ Individual contributor ☐ Team lead or supervisor ☐ Manager ☐ Senior leader ☐ Prefer not to say

34 Where do you mainly work?

☐ Head office ☐ A regional office or site ☐ Remote ☐ Prefer not to say

Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

People managers only

35 How many people report directly to you?

- ☐ 1 to 2 ☐ 3 to 5 ☐ 6 to 7 ☐ 8 to 10 ☐ 11 to 15 ☐ More than 15

36 How much of your week goes on your own work rather than managing others?

- ☐ Almost all of it ☐ More than half ☐ About half ☐ Less than half ☐ Very little

37 How standard is the process your team follows?

- ☐ No set process ☐ Loose guidelines ☐ Guidelines for most work ☐ One standard process
☐ Standard or automated

38 How similar is the work of the people who report to you?

- ☐ Every job is different ☐ Mostly different ☐ A mix ☐ Mostly the same ☐ All the same

39 How long does a new team member take to work without close guidance?

- ☐ A couple of weeks ☐ One to two months ☐ About six months ☐ About a year ☐ Several years

Thank you. Your answers are anonymous.

poll-maker.com/organizational-structure