


Appendix

The questionnaire for the DHL Czech Republic s.r.o company employees for analysis the process of work and efficiency of the HR department.

The survey was created using Google forms. After it was sent to CEU Human Resources of DHL company Michaela K. for review. Revisions were made, then the survey was placed in the weekly newspaper because employee emails cannot be used for spam or for information not directly related to their work. Therefore, the survey is completely voluntary, honest, and truthful.

The weekly newspaper link where the survey was provided: <https://dhl-news.com/t/9BJ-7QX7L-A0AE06D0CD94CB23JV1W6Q20F5B39065F8CF0F/cr.aspx>



Každý za sebe: MultiSport "samozóna"
Od 1. března můžete svou MultiSportku spravovat sami. A stejně tak si o ni budete i žádat online po zaslání požadavku Hance nebo Andrejce. Je tu [My.MultiSport.cz](https://my.multisport.cz). [Podívejte se na návod](#).
Thanks to the new MultiSport portal you can manage your card and ask for the new one. [Learn more](#).

Titulky týdne / Headlines of the week:
Připomínáme covid pravidla doplněná o info k testování po prodělání nemoci / Covid rules
Pomozte kolegyni Polině s diplomkou a vyplňte průzkum o HR / Help Polina and fill her diploma survey
Gratulujeme výhercům vstupenek: Štěpánce V., Vitu V. a Sayfullu A. / Congratulations to football ticket winners
Nenechte si ujít zajímavá volná místa / Don't miss the new vacancies
Klidnější mysl? Dej si Mindfull Breath Sessions / Join Mindfulness DPDHL community

BENEFITÍ TIPY

- **Budou nové Sodexo karty.** Pro ty, kterým expirují s koncem března. Karty vám dorazí na pobočky k vašim zástupcům. Pokud nevíte, kdo je vaše klíčová Sodexo osoba, ozvěte se [Hance Liškové](#). *is your Sodexo card about to expire? Don't worry. The new cards will be delivered to your locations. If you have any questions, contact Hana.*
- **MultiSport:** Máte kartu nebo si ji chcete pořídit? Věnujte pozornost článku výše. [Vznikla samoobslužná zóna](#), ve které svou kartu můžete spravovat a také si žádat o novou. *Don't miss info above MultiSport self service portal is alive.*
- **Dovolená:** Už jste viděli [novou nabídku Čedoku?](#) *Here is the new Čedok travel agency offer.*

[bit.ly/share-benefity](#) [Přívručka s benefity](#) [Poslední Educcino](#)

Jestli nestiháš, nehaž flintu do žita a raději si pusť audio Weekly

The first part of survey was about HR department and the company:

Will you recommend your company to your friends, acquaintances?

- 1-10 (where 1 is never, 10- with full confidence)

How long have you been working for the company?

- Less than 1 year (I am a new employee)
- 1-3 years

- 4-5 years
- 6-10 years
- Longer

What is your department?

- (Short written answer is required)

How did you first contact the company?

- Phone
- Email
- Website
- Social media (Facebook, LinkedIn, Instagram)

What was your first impression of the HR people who were first in contact with you?

- 1-5 (1- bad impression, 5-perfect impression)

Why did you answer the way you have?

(Long answer text is required)

How much contact do you usually have with the HR department now when you are an employee?

- Several times each day
- Every day
- Weekly
- Every few weeks
- Monthly
- Less often
- Other (your text)

For what reasons are you usually in contact with the HR department?

- Usual issues
- Compensation
- Benefits
- Legislation
- Other

How do you usually contact the HR department?

- Face-to-face
- Phone (voice call)
- Phone (SMS Text message)
- Email

- Other

Which is your preferred method of contacting the HR department?

(Short answer is required)

How satisfied are you with your HR department?

- Very bad
- Bad
- Average
- Good
- Excellent

The second part of the survey consisted of questions about training and workshops. The aim of this part was to know does HR department organizes entertainment and educational forums for employees.

Does your HR department organize some workshops with professionals or trainings due to improve your efficiency?

- Yes
- No
- Do not know
- Other

The third part of the survey was about feedback. It was needed to divide sections 2 and 3, to transfer the respondent to the fourth part of the questionnaire if he or she does not know about any training.

Write some of trainings or workshops that you remember?

(Long answer is required)

Were you satisfied with such training or workshop?

- Yes
- No
- Maybe
- Other

What did you like the most?

- I have learnt something new for me
- I have improved my skills
- I liked an atmosphere of our trainings or workshop
- I have met new people with who I can share my experience
- I have strengthened relationships at work

- I did not like it at all
- Other

Maybe there was something that you did not like?

- No, I like everything about our trainings
- I was bored
- I can not implement this knowledge to my work process
- I could not find like-minded people
- I did not like an atmosphere of our training and workshops
- Other

Section four is the last one and it considers private information about employees.

Are you?

- Male
- Female
- Prefer not to say

Choose the age group.

- 18-25
- 26-30
- 31-35
- 36-40
- 41-more
- Prefer not to choose
- Other

Your employment is

- Full time (my only job)
- Full time (but I also have a part time jobs/job)
- Part time (my only job)
- Part time (I have another job/jobs)
- Other

What is your education?

- High school
- University bachelor's degree
- University master's degree
- University doctor degree