



DR. PABLO O. TORRE  
MEMORIAL HOSPITAL

# RIVERSIDE MEDICAL CENTER, INC.



**METRO PACIFIC HEALTH**  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> Human Resources Division		<b>POLICY NUMBER:</b> DPOTMH-APP-HRD-P025-(01)	
<b>TITLE/DESCRIPTION:</b>  EMPLOYEE SATISFACTION SURVEY			
<b>EFFECTIVE DATE:</b> August 15, 2025	<b>REVISION DUE:</b> August 14, 2028	<b>REPLACES NUMBER:</b> N/A	<b>NO. OF PAGES:</b> 1 of 4
<b>APPLIES TO:</b> All employees of The RMCI (DPOTMH, MRCCC)		<b>POLICY TYPE:</b> Administrative	

## PURPOSE:

This policy outlines the guidelines and procedures for conducting and utilizing an Employee Satisfaction Survey Index within the organization. The purpose of this policy is to assess the overall job satisfaction of employees, identify areas for improvement, and foster a positive work environment.

## DEFINITIONS:

N/A

## RESPONSIBILITY:

All concerned employees of RMCI, Human Resources Division, Data Protection

## POLICY:

### A. Survey administration

1. The Human Resources Division shall facilitate the conduct of the employee satisfaction survey by establishing a survey and ensuring its validity and reliability. To ensure the validity and reliability of the survey, the following protocols must be observed:
  - 1.1 The survey to be used must be backed by evidence-based research and guided by established theoretical frameworks.
  - 1.2 The survey must go through reliability and validity testing, to be conducted by a third party to avoid bias and subjectivity.
2. The Employee Satisfaction survey shall be implemented by cascading the information to all the employees of RMCI.
3. The questionnaire shall be administered through online platform.
4. The sample size for the survey shall be identified using sample size calculator with respect to certain rules in statistics such as confidential level and margin of error.
5. Identification of survey respondents shall be through stratified random sampling to ensure representation from each division.





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6. The survey shall be conducted on a **biennial** basis to allow for trends and changes to be identified over time.
7. The entire process of the survey administration shall be overseen by the Employee Satisfaction Survey committee, which will consist of one representative from each division, including the Data Protection Officer who shall ensure that there is no violation in terms of data privacy.

## **B. Collection of responses and analysis of results**

1. The responses from the survey shall be forwarded to the third party for data analysis.
2. A memorandum of agreement between RMCI and the third party shall be required prior survey administration.

## **C. Intervention**

1. After consolidation of results, the Employee Satisfaction Committee shall come up with the necessary plans and programs that shall address the areas for improvement based on the generated results submitted by the third party.
2. The Employee Satisfaction Committee, alongside the Human Resources Division, shall ensure that necessary plans and programs to improve the overall satisfaction of RMCI employees are carried over and monitored.





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<b>PROCEDURE (SOP):</b> N/A
<b>WORK INSTRUCTION:</b> N/A
<b>WORK FLOW:</b> N/A
<b>FORMS:</b> N/A
<b>EQUIPMENT:</b> N/A
<b>REFERENCES:</b> N/A





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