



The Institute of Car Fleet Management

DRIVER SATISFACTION SURVEY

This survey has been commissioned by your employer to measure your level of satisfaction with the current policy and support you receive as the driver of a vehicle used for company business.

Job Title:

Company Vehicle Make & Model:

SAMPLE

DRIVER SATISFACTION SURVEY

This survey has been designed to research the views and attitudes of all drivers of company provided vehicles in our business.

To maximise benefits from the survey and achieve the objectives stated below we need your co-operation in providing your **honest opinion** when responding to the statements incorporated in the main body of the questionnaire. It is also important that you respond to **all** statements, where applicable.

The questionnaire can be completed anonymously and on-line. The results will be processed by The ICFM and consolidated by your job function and vehicle type. This will enable a more thorough analysis and data comparison as well as highlighting the variations in opinions/attitudes between different categories of driver and vehicle.

Survey Objectives

The objectives for the survey are as follows:

1. To assist in developing this aspect of our business by determining those aspects that could cause dissatisfaction amongst drivers and take action to improve them.
2. To ensure that we maintain the highest standards of Health & Safety and duty of Care regarding company vehicles and their drivers.
3. To improve the nature and consistency of quality standards of service delivered to our drivers.

Survey Content and Completion Guidelines

The survey is comprised of six sections with eight statements per section. The section headings are:

- A. COMPANY CAR POLICY
- B. VEHICLE CHOICE
- C. VEHICLE ORDERING/HANDOVER
- D. HEALTH & SAFETY/DUTY OF CARE
- E. DRIVER COMMUNICATION
- F. SEVICE, MAINTENANCE & REPAIR

Please respond to each statement by assessing the extent to which you agree or disagree using a 5 point scale and placing a tick in the appropriate box e.g.

I fully understand my obligations as the driver of a company supplied vehicle

				<input checked="" type="checkbox"/>	
--	--	--	--	-------------------------------------	--

Strongly
Agree

Agree

Unsure

Disagree

Strongly
Disagree

Not
Applicable

Try to avoid ticking the middle box unless you are **genuinely** unsure.

Other Data

In addition to responding to each of the statements (via the tick boxes) there is a space provided in each section for you to include any other relevant data. Please keep your comments clear and concise.

When you have completed the Survey

Submit electronically by following the instructions provided at the end of the survey document

SECTION A – COMPANY CAR POLICY

1. ***The policy covering company vehicles is regularly updated***

--	--	--	--	--	--

Strongly Agree Agree Unsure Disagree Strongly Disagree Not Applicable

2. ***The policy covering company vehicles is easy to understand***

--	--	--	--	--	--

Strongly Agree Agree Unsure Disagree Strongly Disagree Not Applicable

3. ***Our policy is equal to or better than that generally found in our type of business***

--	--	--	--	--	--

Strongly Agree Agree Unsure Disagree Strongly Disagree Not Applicable

4. ***I fully understand my obligations as the driver of a company supplied Vehicle***

--	--	--	--	--	--

Strongly Agree Agree Unsure Disagree Strongly Disagree Not Applicable

5. ***The policy covering company vehicles is unnecessarily complicated***

--	--	--	--	--	--

Strongly Agree Agree Unsure Disagree Strongly Disagree Not Applicable

6. ***The policy covering company vehicles should be produced in a different format***

--	--	--	--	--	--

Strongly Agree Agree Unsure Disagree Strongly Disagree Not Applicable

7. ***I find the policy covering company vehicles highly motivational***

--	--	--	--	--	--

Strongly Agree Agree Unsure Disagree Strongly Disagree Not Applicable

8. ***There are important areas that are not covered by the current company car policy***

--	--	--	--	--	--

Strongly Agree Agree Unsure Disagree Strongly Disagree Not Applicable

Your comments on the *Company Car Policy*

a) Strengths or Weaknesses

b) Ideas for Improvement
