The Change Survey – a tool for workplace change

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- Healthcare processes and facilities are in change and the organizations need tools for change management.
- Efficient change management and well-organized participation enhance users readiness and commitment to workplace changes.
- Clear and shared change goals and open two-way communication between management and employees about expectations, concerns and doubts are important when developing work processes and work environments.

The Change Survey

- helps the management to plan and follow up the change process and evaluate its effects
- offers the personnel an opportunity to express their opinions about the workplace change and to suggest targets for development.

The Change Survey is launched at an early stage of the change process. The change goals of the organization are described at the beginning of the survey and the participants are asked to evaluate them from their own viewpoint. The change goals can concern both work processes and spaces.

The follow-up survey is launched, when the situation in the organization has settled down. This time the survey elicits participants' experiences of the realized change.

Preliminary results concerning the use of the survey in the rehabilitation centers are positive and it seems to be applicable in healthcare context. It provides a good picture of the work community's emotional atmosphere and attitudes towards the change, and creates a fruitful basis for mutual discussion concerning both the process and outcomes.