

# Example Questions for an Intranet User Survey

Here's a set of example questions you can customize for your own intranet user survey. They're organized by topic and include the question type along with possible response options.

These questions are just references—feel free to adapt them based on your specific setup, the features you're using, and your employees' needs.

---

## Jump to a question category:

- [User Background](#)
- [General Satisfaction](#)
- [Navigation and Search](#)
- [Content and Information](#)
- [Culture and Community](#)
- [Task Completion](#)
- [Mobile Usage](#)
- [Overall Experience](#)

## User Background

*If you want your survey to be completely anonymous, skip these questions.*

| Question                                     | Question Type              | Options   |
|--|----------------------------|---|
| In which department or team do you work?     | Multiple Choice / Dropdown | [List of departments]   |
| What is your job title or level?             | Multiple Choice / Dropdown | Individual Contributor   Team Lead   Manager   Director   Executive   Other |
| How long have you been with the company?     | Multiple Choice            | Less than 1 year   1-3 years   3-5 years   5+ years                         |
| What is your primary work location / region? | Multiple Choice            | Office   Remote   Hybrid / [List of regions]                                |

---

## General Satisfaction

| Question  | Question Type             | Options   |
|---|---------------------------|---|
| Overall, how satisfied are you with our current intranet?                       | Rating Scale (Likert)     | Extremely Dissatisfied   Dissatisfied   Neutral   Satisfied   Extremely Satisfied |
| How often do you visit the intranet?  | Multiple Choice           | Daily   A few times a week   A few times a month   Rarely   Never                 |
| How well does the intranet help you with your daily tasks?                      | Rating Scale (1-5)        | 1 (Not at all) to 5 (Extremely well)  |
| On a scale of 1-10, how likely are you to recommend our intranet to a new hire? | Rating Scale (1-10) / NPS | 1 (Not at all likely) to 10 (Extremely likely)                                    |

## Navigation and Search

| Question  | Question Type                           | Options  |
|---|---|--|
| How often do you find yourself clicking around for a while before finding the information you're looking for?                     | Rating Scale (1–5)                      | 1 (Never) to 5 (Always)  |
| When you need to complete a common task, how often are you able to find the starting point (e.g., a form, a policy page) quickly? | Rating Scale (1–5)                      | 1 (Never) to 5 (Always)  |
| When you need to find a company form (e.g., an expense report), what is your primary method?                                      | Multiple Choice                         | Search   Navigation menu   Ask a colleague   Bookmark/Saved link   |
| Which of the following content types (if any) is most difficult for you to find using the intranet's navigation?                  | Multiple Choice (Select all that apply) | HR Policies   Team News & Updates   Company-Wide Announcements   IT Support Resources   Internal Forms   I don't have trouble finding anything |
| The search functionality provides accurate and relevant results.  | Rating Scale (Likert)                   | Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree  |
| What is the biggest challenge you face when using the intranet's search function?   | Open-Ended                              | [Text Box]   |
| When searching for information, do you usually find what you're looking for on the first try?                                     | Binary                                  | Yes   No   |

## Content and Information

| Question  | Question Type                           | Options  |
|---|---|--|
| The content on the intranet is up-to-date and reliable.   | Rating Scale (Likert)                   | Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree  |
| What type of content do you find most valuable on the intranet?                                     | Multiple Choice (Select all that apply) | Company news and announcements   Department-specific information   HR policies and forms   Employee directory   Team collaboration spaces   Other (Please specify) |
| How relevant and useful are the updates on the intranet homepage to your daily work?                | Rating Scale (1-5)                      | 1 (Not at all relevant) to 5 (Very relevant)   |
| Is there any information or tool you wish was available on the intranet but isn't?                  | Open-Ended                              | [Text Box]   |
| How confident are you that the content you find in your department's section is the latest version? | Rating Scale (1-5)                      | 1 (Not confident) to 5 (Very confident)  |

## Culture and Community

| Question  | Question Type         | Options   |
|---|-----------------------|---|
| The intranet makes me feel more connected to the company's culture and mission.   | Rating Scale (Likert) | Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree |
| I feel informed about what is happening across different departments or teams.  | Rating Scale (Likert) | Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree |
| The intranet helps me understand company-wide events and initiatives.   | Rating Scale (Likert) | Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree |
| Do you actively participate in social or community-based features on the intranet (e.g., employee spotlight, kudos, social groups)? | Binary                | Yes   No  |
| What type of content would make you feel more connected to your colleagues and the company?   | Open-Ended            | [Text Box]  |

## Task Completion

| Question   | Question Type         | Options   |
|--|-----------------------|---|
| How efficient is the process of finding and submitting a common form or document on the intranet?                                      | Rating Scale (1-5)    | 1 (Very inefficient) to 5 (Very efficient)                      |
| How easy is it to complete a task that requires you to use multiple sections of the intranet (e.g., find a policy and a related form)? | Rating Scale (1-5)    | 1 (Very difficult) to 5 (Very easy)                             |
| Does the intranet help you collaborate effectively with your colleagues?   | Rating Scale (Likert) | Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree |
| On a scale of 1-10, how well does the intranet integrate with other tools and systems you use for work (e.g., HR, project management)? | Rating Scale (1-10)   | 1 (Not at all) to 10 (Seamlessly)                               |

---

## Mobile Usage

| Question   | Question Type         | Options   |
|--|-----------------------|---|
| How often do you access the intranet on your mobile device?                        | Multiple Choice       | Daily   A few times a week   A few times a month   Rarely   Never     |
| The intranet is easy to use and navigate on my mobile device.                      | Rating Scale (Likert) | Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree   N/A |
| What is the biggest challenge you face when using the intranet on a mobile device? | Open-Ended            | [Text Box]  |

## Overall Experience

| Question  | Question Type | Options    |
|---|---------------|------------|
| What do you like best about the current intranet?                                 | Open-Ended    | [Text Box] |
| What is the single most important improvement that could be made to the intranet? | Open-Ended    | [Text Box] |