



Employee Satisfaction Survey

Summary Report

by

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SURVEY ADMINISTRATION. The Employee Satisfaction Survey was developed and administered using an on-line survey tool, Survey Monkey. The survey administrator was Brenda Rohren. The survey opened at 9:00 a.m. on Monday, December 9, 2013 and closed at 5:00 p.m. on Thursday, December 26, 2013. Employees were asked to participate in the survey via an e-mail which was sent on December 11.

RESPONSE RATES. The response rate was 100% (i.e., 2 of 2).

SUMMARY OF RESPONSES. A 5-point Likert scale was used for all questions (strongly disagree, disagree, neutral, agree, and strongly agree). The satisfaction ratings indicated below are for the percentage of individuals who responded either “agree” or “strongly agree” to the questions. Questions were asked regarding accessibility in the areas of Environment, Attitudes, and Employment. (Architectural, Finances, Communication, Transportation, and Community Integration were not addressed in this survey.) Cultural diversity questions were also asked. Responses that were marked as “N/A” were not used for statistical analysis.

- **Employment Status.** Although both respondents were contract staff, one respondent identified her employment status as part-time. It is believed that she misunderstood the directions and responded to many of the questions based on employment other than at BHR.
- **Immediate Supervisor.** Satisfaction on the 12 questions was 100% on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Communication.** Satisfaction on the 6 questions ranged from 50% to 100%, with an average of 92% satisfaction.
 - Areas for improvement: To better communication information about new employees after they begin work at BHR (e.g., name, position, program, contact information, etc.).
- **Teamwork – Relationship with Co-Workers.** Satisfaction on the 6 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Resources and Equipment.** Satisfaction on the 2 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.

- **Personal Expression and Diversity.** Satisfaction on the 7 questions ranged from 50% to 100%, with an average of 64% satisfaction. For 5 of the 7 questions, half of the responses were “Neutral.”
 - Areas for improvement: Implement a plan to advertise and promote cultural awareness and an environment that emphasizes acceptance and value of culture and diversity.
- **Work Environment.** Satisfaction on the 4 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Professional Growth.** Satisfaction on the 9 questions ranged from 50% to 100%, with an average of 83% satisfaction. For 3 of the 9 questions, half of the responses were “Neutral.”
 - Areas for improvement: Obtain more information from the contract staff regarding educational needs, training, and preferences for professional growth in the organization.
- **Feedback.** Satisfaction on the 6 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Employee Recognition.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Overall Satisfaction.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.

RECOMMENDATIONS:

1. Update the **Cultural Competency and Diversity Plan** to include the following:
 - a. Increase the number of signs and posters promoting awareness and acceptance of culture and diversity.
 - b. Ensure that all promotional and informational material adequately addresses culture and diversity.
2. Communicate the results of this satisfaction survey to all clients, personnel, and other stakeholders.
3. When changes are made that directly relate to the outcome of this satisfaction survey, communicate this to clients, personnel, and other stakeholders.
4. Re-administer the Employee Satisfaction Survey in June 2014.
 - a. Establish benchmarks for each of the 8 core areas of the survey prior to administration.
5. Add selected targets to the Strategic Plan, Accessibility Plan, Cultural Competency and Diversity Plan, and/or Performance Analysis and Improvement Plan from the results of this satisfaction survey using identified benchmarks and identify priorities.

Attachments: 1) BHR Employee Satisfaction Survey of December 2013 (PDF document of 13 pages with 16 questions, responses with percentages, and comments)

References: 1) CARF 2013 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N