



## **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 7:26 pm on Thursday, December 15, 2016 and closed at 5:00 p.m. on Friday, December 30, 2016. Employees were asked to participate in the survey via an e-mail which was sent on December 15.

**RESPONSE RATES.** The response rate was 100% (i.e., 2 of 2). Personnel are two independent contractors: one conducts quarterly record reviews and other services; the other is a therapist who provides direct service.

**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.

- **Immediate Supervisor.** Satisfaction on the 11 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 5 questions was 100% on all questions, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time; all responses were Strongly Agree.”
- **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; all responses were Strongly Agree.
- **Personal Expression and Diversity.** Satisfaction on the 5 questions ranged from 50% to 100% with an average of 80% satisfaction.
  - Areas for improvement: 1) The BHR President attracts, develops, and retains people of diverse backgrounds (Neutral); and 2) the BHR President understands the cultural needs of employees (Neutral).
- **Work Environment.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time; all responses were Strongly Agree.

- **Professional Growth.** Satisfaction on the 7 questions was 100%, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time.
- **Feedback.** Satisfaction on the 4 questions was 100%, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time; all responses were Strongly Agree.
- **Employee Recognition.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time; all responses were Strongly Agree.
- **Overall Satisfaction.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time; all responses were Strongly Agree.

### **RECOMMENDATIONS:**

1. For the Personal Expression and Diversity section and the question about the BHR President understanding the cultural needs of personnel, one respondent answered, “Neutral” for this question. This was the same response obtained last year. When asked about her cultural needs in a follow-up interview, the person stated she did not have any cultural needs, but was answering the question pertaining to all personnel. It is suggested that the question be reworded for the next survey to “The BHR President understands my cultural needs as appropriate to my position.”
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 September 2017.
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.

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**Attachments:** 1) BHR Employee Satisfaction Survey of December 2016 (PDF document of 15 pages with 9 sets of questions, responses with percentages, and comments)  
2) BHR Employee Satisfaction Survey Questions of December 2016 (PDF document of 12 pages)

**References:** 1) CARF 2016 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N