



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 1:30 p.m. on Monday, September 29, 2014 and closed at 5:00 p.m. on Monday, October 6, 2014. Employees were asked to participate in the survey via an e-mail which was sent on September 29.

RESPONSE RATES. The response rate was 100% (i.e., 1 of 1). The only personnel at the present time is a contract employee.

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; all responses were Strongly Agree.
- **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 was 100% for 3 questions and Neutral for 2 questions, with an average of 60% 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 4 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.

RECOMMENDATIONS:

1. For the Personal Expression and Diversity section: add an “N/A column for the third question pertaining to attracting, developing, and retaining people of diverse backgrounds or remove the question; and obtain more information from the employee regarding her cultural needs.
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 December 2014.
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 September 2014 (PDF document of 12 pages with 12 questions, responses with percentages, and comments)
2) BHR Employee Satisfaction Survey Questions of September 2014 (PDF document of 13 pages)

References: 1) CARF 2014 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N