



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 4:16 pm on Friday, September 15, 2017 and closed at 5:00 p.m. on Friday, September 22, 2017. Employees were asked to participate in the survey via an e-mail which was sent on September 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.

- **BHR Website.** One respondent stated that she visits the BHR website 1-3 times per month. The Other respondent stated that she never visits the website.
 - **Areas for improvement:** Encourage personnel to visit the BHR website more frequently , especially personnel providing direct service.
- **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 4 questions ranged from 50% to 100% with an average of 88% satisfaction.
 - Areas for improvement: 1) The BHR President understands the cultural needs of employees (Neutral). The respondent's comment was "I have no cultural concerns."
- **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.

RECOMMENDATIONS:

1. Based on results from previous surveys, one question in the Personal Expression and Diversity section about the BHR President understanding the cultural needs of personnel, the question be reworded for the current survey to "The BHR President understands my cultural needs as appropriate to my position." However, the response was the same (Neutral), with the comment "I have no cultural concerns." Therefore, no additional action appears to be needed.
2. One respondent commented, "The office and atmosphere are very professional, clean and comfortable. The women's bathroom doesn't appear to be cleaned very often." Concern about the cleanliness of the restrooms has consistently been indicated in the Client Satisfaction Surveys for the past several years. The landlord has been contacted about this on several occasions, with no response to-date. This issue will continue to be pursued.
3. Communicate the results of this satisfaction survey to all clients, personnel, and other stakeholders.
4. When changes are made that directly relate to the outcome of this satisfaction survey, communicate this to clients, personnel, and other stakeholders.
5. Re-administer the Employee Satisfaction Survey in September 2018.
6. 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 2017 (PDF document of 10 pages with 10 sets of questions, responses with percentages, and comments)
 2) BHR Employee Satisfaction Survey Questions of September 2017 (PDF document of 13 pages)

References: 1) CARF 2017 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N