



## **Employee Satisfaction Survey**

### **Summary Report**

by

Brenda Rohren, M.A., MFS, LIMHP, LADC, MAC

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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 7:10 p.m. on Thursday, June 26, 2014 and closed at 5:00 p.m. on Monday, July 7, 2014. Employees were asked to participate in the survey via an e-mail which was sent on June 26.

**RESPONSE RATES.** The response rate was 100% (i.e., 1 of 1).

**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.** The respondent is a contract employee.
- **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; all responses were Strongly Agree.
- **Communication.** Satisfaction on the 6 questions ranged from 0% to 100%, with an average of 67% satisfaction.
  - Areas for improvement: The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) supervisor seeking input from employees before making decisions that affect her (Strongly Disagree); and 2) receive information about new employees after they begin work at BHR (Strongly Disagree). **Note:** Follow-up with the employee indicates that she responded Strongly Disagree to the two items because there was not an option for “N/A.”
- **Teamwork – Relationship with Co-Workers.** Satisfaction on the 6 questions was N/A for all questions.
  - Areas for improvement: Revise the survey to remove this category if there are no other employees.
- **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 7 questions ranged from 0% to 100%, with an average of 29% satisfaction.
  - Areas for improvement: The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) the BHR president attracts, develops, and retains people with diverse backgrounds (Strongly Disagree); 2) managers understand the cultural needs of employees (Strongly Disagree); 3) managers promote cross-cultural awareness opportunities (Strongly Disagree); 3) managers promote cross-cultural awareness opportunities for employees (Strongly Disagree); and 4) Adequate sensitivity training is provided regarding people with disabilities in the workplace (Strongly Disagree). **Note:** Follow-up with the employee indicates that she responded Strongly Disagree to some of the items because there was not an option for “N/A.”
- **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 9 questions was 100%, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time.
- **Feedback.** Satisfaction on the 6 questions was N/A for all questions.
  - Areas for improvement: Review the survey questions for wording to determine meaning and revise as necessary. Educate personnel that the section does apply to her.
- **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. Revise the survey questions to be more directly relevant to contract personnel. Educate the employee about focus of the questions and how some sections do pertain to her.
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.

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**Attachments:** 1) BHR Employee Satisfaction Survey of June 2014 (PDF document of 18 pages with 16 questions, responses with percentages, and comments)  
2) BHR Employee Satisfaction Survey Questions of June 2014 (PDF document of 15 pages)

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