



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 5:12 pm on Sunday, September 15, 2019 and was scheduled to close at 5:00 p.m. on Monday, September 30, 2019. 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: one independent contractors (conducts quarterly record reviews); and one part-time Administrative Assistant whose position is contracted through an employment agency.

SUMMARY OF RESPONSES. A 5-point Likert scale was used for all questions (Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree). The satisfaction ratings indicated below are for the percentage of individuals who responded either “Strongly Agree” or “Agree” to the questions. Questions were asked regarding accessibility in the areas of Technology, Communication, Attitudes, Employment, and Environment. (Architectural, Finances, 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 visits the BHR website daily; the other respondent never visits the website.
 - Areas for improvement: Encourage all personnel to visit the BHR website at least once per month and to provide suggestions for improvement.
- **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.
- **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 (50% Neutral). No comments were provided; therefore, the specific area for improvement is unknown.

- **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 ranged from 50%, to 100% with an average of 80% satisfaction. *
 - Areas for improvement: 1) My performance evaluations are fair and appropriate (50% Neutral); 2) I am given the opportunity to provide input for my performance evaluation (50% Neutral).
 - Comments: 1) One respondent stated that she would like more clarification about how to improve performance so that she could receive ratings of “Exceeds Expectations” on her performance evaluation.

* **Note:** As only 1 of the 2 respondents had a performance evaluation during this review period, it is possible that the employee who responded “Neutral” should have responded as “N/A.” If this is accurate, than the average satisfaction for the last two items on the survey would be 100% and the overall average satisfaction would be 100%.
- **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. 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 was reworded for the 2017 and 2018 surveys to “The BHR President understands my cultural needs as appropriate to my position.” However, there continues to be a response for the 2017-2019 surveys (Neutral), with a comment in the 2018 that the respondent “does not have any cultural needs.” When personnel have been asked about this following the surveys, the response is that they don’t have any cultural needs.
2. A new Performance Evaluation form has been developed and provides a clear description for each rating category of what is expected in order to achieve ratings of: 1 to 2 - Remedial plan required; 3 - Needs more supervision and training; 4 - Meets expectations; and 5 - Exceeds expectations. (The Contract Compliance Review form will no longer be used.)
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 2020.
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 2019 (PDF document of 10 pages with 10 sets of questions, responses with percentages, and comments)
 2) BHR Employee Satisfaction Survey Questions of September 2019 (PDF document of 13 pages)

References: 1) CARF 2019 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N