



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 7:32 pm on Saturday, September 17, 2021 and was scheduled to close at 6:00 p.m. on Thursday, September 30, 2021. Employees were asked to participate in the survey via an e-mail which was sent on September 17.

RESPONSE RATES. The response rate was 100% (i.e., 1 of 1). Current personnel invited to participate were: one independent contractor (conducts quarterly record reviews). Two positions were vacant due to the global coronavirus pandemic (COVID-19). These positions will be filled once the pandemic ends (e.g., Summer 2022).

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 never visits the website, stating “There is no response available that fits the above question. I visit the website occasionally, usually when Brenda sends notice of something I should check out.”
 - Areas for improvement: Revise this section of the survey to include more types of response options.
- **Immediate Supervisor.** Satisfaction on the 11 questions was 100% on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified.
 - Comments: “Brenda is always appreciative of my work.”
- **Communication.** Satisfaction on the 5 questions was 100% on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified.
- **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 0% to 100% with an average of 75% satisfaction.
 - Areas for improvement: 1) The BHR President understands the cultural needs of employees (100% Neutral). No comments were provided; therefore, the specific areas for improvement are unknown.

- **Work Environment.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified; 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.
 - Comments: “Brenda offers me opportunities to take other online classes. I haven’t taken advantage of the opportunity.”
- **Feedback.** Satisfaction on the 5 questions was 100% with an average of 100% satisfaction.
 - Areas for improvement: None identified.
- **Employee Recognition.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified.
 - Comments: “Brenda shows her appreciation for my work through her words and gifts. I feel valued and appreciated.”
- **Overall Satisfaction.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified.

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 2017-2021 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. In order to offer more opportunities for professional growth, contract personnel are offered an annual subscription to Relias Learning (aka Relias Academy) LMS and (beginning in 2021) also have access to the KnowBe4 courses for cybersecurity and HIPAA training.
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 2022.
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 2021 (PDF document of 10 pages with 10 sets of questions, responses with percentages, and comments)
 2) BHR Employee Satisfaction Survey Questions of September 2021 (PDF document of 13 pages)

References: 1) CARF 2021 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N