

Employee Satisfaction Survey

Please take a few minutes to complete this survey. Your specific answers will be completely anonymous, but your views, in combination with those of others, are extremely important. To insure your anonymity, these surveys are being sent to an independent source who will receive the completed questionnaires and interpret the findings. Thank you.

1. Overall, how satisfied are you with the agency as an employer? (Please circle one number)

<u>Very</u> <u>Dissatisfied</u>							<u>Very</u> <u>Satisfied</u>
1	2	3	4	5	6	7	7

How do you feel about each of the following specific matters?

2. The agency's communication and planning (Please circle one number for each statement)

	<u>Disagree</u> <u>Strongly</u>		<u>Agree</u> <u>Strongly</u>
I understand the long-term strategy of the agency.....	1.....	2.....	3.....4.....5
I have confidence in the leadership of the agency.....	1.....	2.....	3.....4.....5
I understand the values and philosophy of the agency.....	1.....	2.....	3.....4.....5
I feel there is good communication across all levels of the agency.....	1.....	2.....	3.....4.....5
I contribute to the planning process at the agency.....	1.....	2.....	3.....4.....5

3. Your role at the agency (Please circle one number for each statement)

	<u>Disagree</u> <u>Strongly</u>		<u>Agree</u> <u>Strongly</u>
I am given enough authority to make decisions I need to make.....	1.....	2.....	3.....4.....5
I like the type of work that I do.....	1.....	2.....	3.....4.....5
I believe my job is secure.....	1.....	2.....	3.....4.....5
My physical working conditions are good.....	1.....	2.....	3.....4.....5
If I do good work I can count on making more money.....	1.....	2.....	3.....4.....5
If I do good work I can count on being promoted.....	1.....	2.....	3.....4.....5
I feel I am contributing to the agency's mission.....	1.....	2.....	3.....4.....5
I feel part of a team working toward a shared goal.....	1.....	2.....	3.....4.....5
I feel I am valued at the agency.....	1.....	2.....	3.....4.....5
I am proud to work for the agency.....	1.....	2.....	3.....4.....5

4. Agency culture (Please circle one number for each statement)

	<u>Disagree</u> <u>Strongly</u>				<u>Agree</u> <u>Strongly</u>
Communications from management are frequent enough	1	2	3	4	5
Communications from management keep me up to date on the company	1	2	3	4	5
I feel I can trust what the agency tells me.....	1	2	3	4	5
The agency treats me like a person, not a number.....	1	2	3	4	5
The agency gives enough recognition for work that's well done	1	2	3	4	5
Quality is a top priority with the agency.....	1	2	3	4	5
I believe there is a spirit of cooperation at the agency.....	1	2	3	4	5
I like the people I work with at the agency.....	1	2	3	4	5

5. Your relations with your immediate supervisor (Please circle one number for each statement)

	<u>Disagree</u> <u>Strongly</u>				<u>Agree</u> <u>Strongly</u>
My supervisor treats me fairly	1	2	3	4	5
My supervisor treats me with respect	1	2	3	4	5
My supervisor handles my work-related issues satisfactorily	1	2	3	4	5
My supervisor handles my personal issues satisfactorily	1	2	3	4	5
My supervisor provides support and instruction when my work needs improvement.....	1	2	3	4	5
My supervisor tells me when I do my work well.....	1	2	3	4	5
My supervisor asks me for my input to help make decisions	1	2	3	4	5

6. The agency's training program (Please circle one number for each statement)

	<u>Disagree</u> <u>Strongly</u>				<u>Agree</u> <u>Strongly</u>
The agency provided as much initial training as I needed	1	2	3	4	5
The agency provides as much ongoing training as I need	1	2	3	4	5
The agency provides training that enables me to do my job well	1	2	3	4	5

7. Pay and Benefits (Please circle one number for each statement)

Disagree
Strongly

Agree
Strongly

My salary is fair for my responsibilities 1..... 2..... 3..... 4..... 5

Overall, I'm satisfied with the agency's
benefits package 1..... 2..... 3..... 4..... 5

8. How long do you plan to continue your career with this agency?

Less than a year

One to two years

Two to five years

More than five years

Don't Know

9. Would you recommend employment at this agency to a friend?

Definitely not

Probably not

Maybe

Probably would

Definitely would

10. Please list up to three reasons why you continue to work at this agency.

The following questions are for analytic purposes only. They will not be used to try to identify any individual. However, if you feel uncomfortable about answering any of them do not do so.
It is important, however, that you complete question 18.
Whether or not you leave any questions blank, please return your questionnaire.

11. How long have you worked for this agency?

- Less than one year
- One year to less than two years
- Two years to less than five years
- Five years to less than ten years
- Ten years or more

12. What is your age?

- Under 21
- 21 to 34
- 35 to 44
- 45 to 54
- 55 or older

13. What is your sex?

- Male
- Female

14. What is your marital status?

- Married
- Unmarried

15. How many children under the age of 18 do you have?

- None
- One
- Two
- Three
- Four
- Five or more

16. What is your race?

- African-American
- Caucasian
- Asian
- Hispanic
- Other

17. Do you care for an elderly relative in your home?

- Yes
- No

18. In which job category do you belong?

- Direct Support Staff
(More than 50% of time spent in direct support tasks)

- Supervisory Staff
(Supervisory responsibilities with less than 50% of time spent in direct support tasks; examples: first line supervisors, directors)

- Non-Direct Support Staff
(Non-supervisory responsibilities with less than 50% of time spent in direct support tasks; examples: case managers, clerical staff)

Please return this questionnaire using the enclosed envelope.

Also, please check to make certain that you have answered all the questions you can.

