

Caregivers Are Professionals, Too!
CMS Grant 2004 Employee Survey

Instructions: Please use a pen to complete the survey by circling the answer that best represents your views. Please pay attention to the scales in each question because they vary. When you complete the survey, please return it in the postage-paid envelope provided. Your individual responses will ONLY be seen by independent researchers at Western Carolina University who are assisting us on this grant research project. This survey is part of a federally funded grant that focuses specifically on the caregiving profession. It is aimed at enhancing the job satisfaction and career opportunities for Direct Service Workers. "Direct Service Worker" includes Certified Nursing Assistants, In-Home Aides, Personal Care Assistants, Care Givers, etc. Thank you for your participation in this survey. Please be completely honest with all answers.

Job Satisfaction (Circle the response that best represents your views)

- 1) How satisfied are you with the overall working conditions here?
- | | | | | |
|--------------------------|------------------------------|----------------|---------------------------|-----------------------|
| Very Dissatisfied | Somewhat Dissatisfied | Neutral | Somewhat Satisfied | Very Satisfied |
| 1 | 2 | 3 | 4 | 5 |
- 2) How satisfied are you with your work schedule?
- | | | | | |
|--------------------------|------------------------------|----------------|---------------------------|-----------------------|
| Very Dissatisfied | Somewhat Dissatisfied | Neutral | Somewhat Satisfied | Very Satisfied |
| 1 | 2 | 3 | 4 | 5 |
- 3) How satisfied are you with the amount of responsibility you have?
- | | | | | |
|--------------------------|------------------------------|----------------|---------------------------|-----------------------|
| Very Dissatisfied | Somewhat Dissatisfied | Neutral | Somewhat Satisfied | Very Satisfied |
| 1 | 2 | 3 | 4 | 5 |
- 4) How satisfied are you with the way this agency is managed?
- | | | | | |
|--------------------------|------------------------------|----------------|---------------------------|-----------------------|
| Very Dissatisfied | Somewhat Dissatisfied | Neutral | Somewhat Satisfied | Very Satisfied |
| 1 | 2 | 3 | 4 | 5 |
- 5) How satisfied are you with the attention paid to suggestions you make?
- | | | | | |
|--------------------------|------------------------------|----------------|---------------------------|-----------------------|
| Very Dissatisfied | Somewhat Dissatisfied | Neutral | Somewhat Satisfied | Very Satisfied |
| 1 | 2 | 3 | 4 | 5 |

14) My supervisor is responsive with problems that affect my job.
Strongly Disagree **Somewhat Disagree** **Neutral** **Somewhat Agree** **Strongly Agree**
1 **2** **3** **4** **5**

Job Environment (Circle the response that best represents your views)

15) I am respected by the agency I currently work with.
Strongly Disagree **Somewhat Disagree** **Neutral** **Somewhat Agree** **Strongly Agree**
1 **2** **3** **4** **5**

16) I am involved in challenging work.
Strongly Disagree **Somewhat Disagree** **Neutral** **Somewhat Agree** **Strongly Agree**
1 **2** **3** **4** **5**

17) I have a chance to gain new skills and knowledge on the job.
Strongly Disagree **Somewhat Disagree** **Neutral** **Somewhat Agree** **Strongly Agree**
1 **2** **3** **4** **5**

18) I am trusted to make basic activities of daily life client care decisions.
Strongly Disagree **Somewhat Disagree** **Neutral** **Somewhat Agree** **Strongly Agree**
1 **2** **3** **4** **5**

19) I am confident that I have the skills to do my job.
Strongly Disagree **Somewhat Disagree** **Neutral** **Somewhat Agree** **Strongly Agree**
1 **2** **3** **4** **5**

Respect (Circle the response that best represents your views)

20) To what degree do you feel your supervisor respects you, as part of the health care team?

- 1 - A great deal**
- 2 - Somewhat**
- 3 - Not at all**
- 4 - Don't know**

- 21) To what degree do you feel clients respect you, as part of their health care team?
1 - A great deal
2 - Somewhat
3 - Not at all
4 - Don't know

Job Role (Circle the response that best represents your views)

- 22) If I do good work I can make more money.
Strongly Disagree **Somewhat Disagree** **Neutral** **Somewhat Agree** **Strongly Agree**
1 **2** **3** **4** **5**

- 23) If I do good work I can count on being rewarded or recognized.
Strongly Disagree **Somewhat Disagree** **Neutral** **Somewhat Agree** **Strongly Agree**
1 **2** **3** **4** **5**

- 24) I feel I am valued at this agency.
Strongly Disagree **Somewhat Disagree** **Neutral** **Somewhat Agree** **Strongly Agree**
1 **2** **3** **4** **5**

Intent to Stay (Circle the response that best represents your views)

- 25) How long have you been a care provider in your lifetime?
Years _____ **Months** _____

- 26) How long have you worked in your current job as a direct service worker?
Years _____ **Months** _____

- 27) How likely is it that you will leave this agency in the next 6 months?
Not at all Likely **Somewhat Likely** **Very Likely** **Don't Know**
1 **2** **3** **4**

- 28) How likely is it that you will leave this agency in the next 12 months / 1 year?
Not at all Likely **Somewhat Likely** **Very Likely** **Don't Know**
1 **2** **3** **4**

- 29) How likely is that you will leave this agency in the next 2 years?
Not at all Likely **Somewhat Likely** **Very Likely** **Don't Know**
1 **2** **3** **4**

30) I often think about quitting?
Strongly Disagree **Somewhat Disagree** **Neutral** **Somewhat Agree** **Strongly Agree**
1 **2** **3** **4** **5**

31) How likely is it that you could find another employer with about the same pay and benefits you now have?
Very Unlikely **Somewhat Unlikely** **Neutral** **Somewhat Likely** **Very Likely**
1 **2** **3** **4** **5**

32) If a friend or family member asked your advice about taking a caregiving job, would you:
1 – Definitely recommend it
2 – Probably recommend it
3 – Probably not recommend it
4 – Definitely not recommend it

Demographics (Circle the response that best represents your views)

33) What is your age?
1 - Under 21
2 - 21 to 34
3 - 35 to 44
4 - 45 to 54
5 - 55 or older

34) What is your sex?
1 - Male
2 - Female

35) What is your marital status?
1 - Married
2 - Unmarried
3 - Divorced
4 - Widowed

36) How many dependents under the age of 18 do you have?

- 1 - One
- 2 - Two
- 3 - Three
- 4 - Four
- 5 - Five or more
- 6 - None

37) What is the highest grade or year of school that you have completed? If you received a GED, choose the highest grade completed. (Circle only one)

- None 0
- Elementary, Middle, or Junior High school 1 2 3 4 5 6 7 8
- High school 9 10 11 12
- Some college/trade school 1, 2, or 3 years
- College graduate Yes
- Post-college Yes
- Don't know

38) What is your ethnic background?

- 1 - White
- 2 - African American
- 3 - Asian
- 4 - Native American
- 5 - Hispanic
- 6 - Other _____

Agency's Benefits and Financial Information (Circle the response that best represents your views)

39) Do you currently have health insurance?

- 1 - Yes
- 2 - No
- 3 - Don't know

40) Were you offered the opportunity to participate in a health insurance plan?

- 1 - Yes
- 2 - No (Skip to Question # 44)
- 3 - Don't know

41) If health insurance was offered to you, are you participating? If the answer is No, why aren't you participating?

1 - Yes

2 - No _____ (Skip to Question # 44)

42) Are you participating in a Mini- or Major-Medical insurance plan?

1 - Mini-Medical Coverage

2 - Major-Medical Coverage

3 - Don't know

43) To what extent has the health insurance increased your overall job satisfaction?

None

Very Little

Neutral

Somewhat

Great Deal

1

2

3

4

5

44) How valuable is the availability of health insurance to you?

No value

Little Value

Neutral

Somewhat Valuable

Very Valuable

1

2

3

4

5

45) Which of the following would be most valuable to you as a direct service worker?

1 - More pay

2 - Health insurance

3 - Opportunities for career advancement

4 - Recognition program

5 - Other _____

46) Which of the following would be least valuable to you as a direct service worker?

1 - More pay

2 - Health insurance

3 - Opportunities for career advancement

4 - Recognition program

5 - Other _____

47) Are you currently taking classes from a community college?

1 - Yes

2 - No

48) Have you received or are you currently receiving advanced training from your agency to improve your skills?

1 - Yes

2 - No

49) What is your current wage or salary? \$_____ per hour/month/year

50) Do you receive public subsidies for: (circle all that apply)

- 1 - Rent
- 2 - Food stamps
- 3 - Daycare
- 4 - Health insurance
- 5 - Other _____
- 6 - None

51) What is your total before-tax annual income including overtime and bonuses?

- 1 - Less than \$10,000
- 2 - \$10,000 to less than \$20,000
- 3 - \$20,000 to less than \$30,000
- 4 - \$30,000 to less than \$40,000
- 5 - \$40,000 to less than \$50,000
- 6 - \$50,000 or more

52) Do you have a second job?

- 1 - Yes
- 2 - No

53) What are the total hours for all your jobs?

_____ Hours per week

54) Do you want more hours?

- 1 - Yes
- 2 - No

Thank you for your participation in this survey.