

## Constant Contact Survey Results

**Survey Name:** Staff Satisfaction Survey 2008

**Response Status:** Partial & Completed

**Filter:** None

Mar 20, 2009 10:52:37 AM

### TextBlock:

Welcome to the 2008 Staff Satisfaction Survey on-line version. Please take a few minutes to complete this survey so that we can collect information to help improve your work experience at Community Bridges. There are 95 questions in total and most ask you for a simple rating indicating your relative agreement or disagreement with the statement.

### I work in the following department at Community Bridges




Answer	0%	100%	Number of Response(s)	Response Ratio
Residential & Day Services			36	39.5 %
Individual & Family Support			26	28.5 %
Business Office			4	4.3 %
Self-Directed Services			2	2.1 %
Office Support			7	7.6 %
Human Resources			1	1.0 %
Elder Services			1	1.0 %
Early Supports & Services			10	10.9 %
Development			1	1.0 %
Other			3	3.2 %
<b>Totals</b>			<b>91</b>	<b>100%</b>

### I have worked at Community Bridges for:

Answer	0%	100%	Number of Response(s)	Response Ratio
Less than 1 year			19	20.8 %
Between 1 and 5 years			45	49.4 %
Over 5 years			27	29.6 %
<b>Totals</b>			<b>91</b>	<b>100%</b>

## MISSION





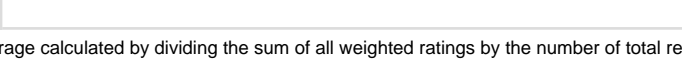
1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
I have a clear understanding of the Community Bridges mission.					92	1.4
I am able to explain the mission to someone who is unfamiliar with us.					91	1.6
I understand how my efforts and work contribute to our mission.					91	1.5

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

## SUPERVISION


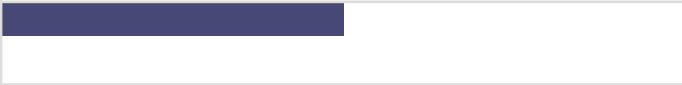



1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
My meetings with my supervisor are frequent enough for my needs.					91	1.9
My supervisor provides work objectives in a clear manner.					90	1.9
My supervisor is accessible when I need support.					92	1.9
My supervisor is fair in assessing the quality of my work.					90	1.8
I am satisfied with the quality of communication with my supervisor.					91	2.0

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## WORK ENVIRONMENT

1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
My work environment meets my needs for adequate space.					90	1.9
I have access to office supplies that are sufficient in amount.					90	2.0
I have access to office supplies of sufficient quality.					89	1.9
I am comfortable in my work environment (emotional/psychological).					90	2.0
The support from administrative staff is sufficient for my needs.					90	1.8

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

## GENERAL

1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
Community Bridges is an ethical organization.					92	1.5
Community Bridges treats its employees well.					90	1.9
I trust my co-workers.					91	1.8
I am proud to tell others that I work at Community Bridges.					92	1.5
Community Bridges seeks continuous improvement in practices.					91	1.8
I trust the management at Community Bridges.					92	2.1

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GENERAL - Please rate the next question as "Employees are treated with respect and appreciation regardless of race, color, religion, gender, pregnancy, age, marital status, sexual orientation, national origin or disability".

1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
Employees are treated with respect and appreciation.					92	1.8

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

## GENERAL - Continued.

1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
Community Bridges demonstrates a commitment to valuing diversity.					93	1.6
Employment related policies are administered fairly and consistently.					89	1.9
Community Bridges cares about me as an individual.					90	2.1

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## TextBlock:

Note: For the next question please rate the statement: "If a close friend of mine was interested in working at Community Bridges, I would be comfortable recommending the agency to this person."

**GENERAL - Continued**

1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
I would be comfortable recommending the agency to this person.					93	1.8

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

**GENERAL - Continued**

1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
I am paid fairly for the work that I do.					90	2.4
I understand how pay increases are determined.					91	2.6
Community Bridges pays employees competitively.					89	2.3
Performance is a factor in determining pay increases here.					89	2.6
I am satisfied with the benefits package offered here.					89	1.7
I am satisfied with the Health Insurance benefit.					89	1.7
I am satisfied with the Dental Insurance benefit.					89	1.8
I am satisfied with the current Earned Time benefit.					89	1.6
I am satisfied with the Short-Term Disability Insurance benefit.					88	1.8

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

**GENERAL - Continued**











1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
I am satisfied with the Community Bridges paid Life Insurance.					87	1.8
I am satisfied with the Dependent & Healthcare Reimbursement plans.					86	1.9
I am satisfied with the 403(b) Retirement plan.					82	2.2

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Select up to 6 of the following additional benefits from the list below that you would like to see Community Bridges offer. Rank them from 1 to 6 with the number 1 being the benefit on which you place the highest value.

1 = 1, 2 = 2, 3 = 3, 4 = 4, 5 = 5, 6 = 6

Answer	1	2	3	4	5	6	Number of Response(s)	Rating Score*
Adoption assistance							50	4.0
Elder care referral service							44	3.7
Foster care assistance							42	3.8
Subsidized childcare							63	3.3
Pre-paid legal services (voluntary & employee paid)							46	3.8
Tuition reimbursement for college courses							84	2.2
Higher coverage amount on the Community Bridges paid Life Insurance							58	3.3
Loans for the purchase of computers for personal use							66	3.2
Paid days off for volunteering and community service							70	2.9
Paid maternity leave (beyond short-term disability period)							61	3.1

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## GENERAL - Continued

1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
I appreciate the availability of the Employee Assistance Program.					89	1.9
I have a clear understanding of the monetary value of our benefits.					88	2.0
The information received from management is straightforward & honest.					87	2.1
I am kept informed about what is going on in the agency.					87	2.3
Access to Senior Management is available to me when I have concerns.					87	2.1
Management listens to and responds to my concerns.					88	2.2
I am involved in making decisions that affect my job.					86	2.2
I have the opportunity to provide feedback and input on key decisions.					88	2.3
The performance appraisal process gives appropriate feedback.					83	2.2
The current performance appraisal format is an effective tool.					82	2.3

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## GENERAL - Continued

1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
I receive recognition when I do a good job.					87	2.1
My efforts are appreciated.					88	2.0
Employees are involved when the agency addresses issues or improvement					88	2.4
Overall I am satisfied with the communication and employee involvement					89	2.4
When I was hired I received an adequate orientation to my job.					93	2.0
I					13	1.8
My job description accurately describes the duties of my position.					92	1.9
I consider my work environment to be satisfactory.					91	1.8
In general I enjoy working with my co-workers.					91	1.6
Overall, I am satisfied with my job responsibilities.					93	1.7

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## GENERAL - Continued

1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
There are opportunities for professional growth available to me.					90	2.3
I					10	2.1
I enjoy performing the day-to-day activities of my job.					89	1.6
There are opportunities for promotion available to me.					90	2.6
I feel safe performing my job.					92	1.6
The Safety Committee is effective at addressing safety issues.					89	2.0
My job provides me with a sense of personal satisfaction.					90	1.5
I know what is expected of me in my job.					92	1.6
I have the resources I need to perform my job duties.					91	1.9
Overall, I am satisfied with my job.					92	1.7

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

## GENERAL - Continued




1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
My supervisor focuses on solving problems, not assigning blame.					89	1.9
My supervisor notices when people do things right.					87	2.0
My supervisor treats everyone fairly, without favoritism.					87	2.1
My supervisor focuses on results, not personal work styles.					89	1.9
My supervisor fosters a team environment emphasizing collaboration.					86	1.9
My supervisor listens effectively.					89	2.0
My supervisor deals with conflict effectively.					87	2.0
My supervisor sets a clear direction for the department.					87	2.0
My supervisor is open to feedback and suggestions from me.					89	1.9
My supervisor encourages & supports my involvement in agency activity.					86	1.9

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

## GENERAL - Continued


1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
The actions of my supervisor are consistent with his/her words.					86	2.0
My supervisor supports me and helps me achieve results.					88	2.0
My supervisor deals with issues that need to be addressed.					88	2.0

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## GENERAL - Continued




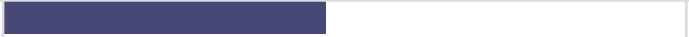
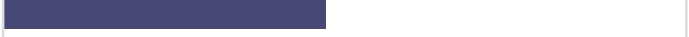
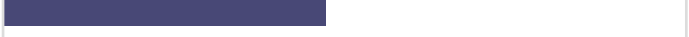
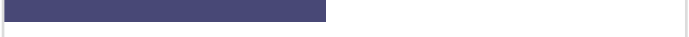


1 = Yes, 2 = No

Answer	1	2	Number of Response(s)	Rating Score*
I have received a performance evaluation within the last year.			91	1.4

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

## GENERAL - Continued

1 = Strongly Agree, 2 = Agree, 3 = Disagree, 4 = Strongly Disagree

Answer	1	2	3	4	Number of Response(s)	Rating Score*
My performance evaluation was accurate and fair.					68	1.8
My performance evaluation provided enough detail to be meaningful.					68	1.8
I was provided an opportunity to complete a self-assessment.					68	1.8
The performance evaluation included feedback on growth opportunities.					67	1.9
I had an opportunity to discuss my evaluation with my supervisor.					68	1.7
The process resulted in a plan for my performance for the next year.					67	1.9
I am empowered to make decisions to do my job.					72	1.9
My mistakes are treated as opportunities for growth & development.					71	1.9
My supervisor respects me as an individual.					70	1.7
I was provided with or offered a copy of my performance evaluation.					67	1.6

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**GENERAL - Continued**

1 = Least Likely, 4 = Most Likely

<b>Answer</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Number of Response(s)</b>	<b>Rating Score*</b>
Community Bridges provides me with opportunities for job training.					86	3.0
My training needs are supported by the agency.					86	3.0
The training that I receive relates to the work that I perform.					86	3.0

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