



Hospital

Employee Satisfaction Survey Results

Presented by:

SURVEYS

CAPABILITIES

- Provide quantifiable data
- Provide opportunity for individuals to feel they had a say on issues
- Create a record of individuals' behavior, opinions, attitudes, and beliefs

SURVEYS

LIMITATIONS

- Poorly designed questions can be misinterpreted by respondents
- Generally do not provide in-depth understanding of underlying issues, reasons, or behavior patterns
- Incorrectly designed surveys may produce invalid and misleading results
- Need adequate number of responses to insure validity

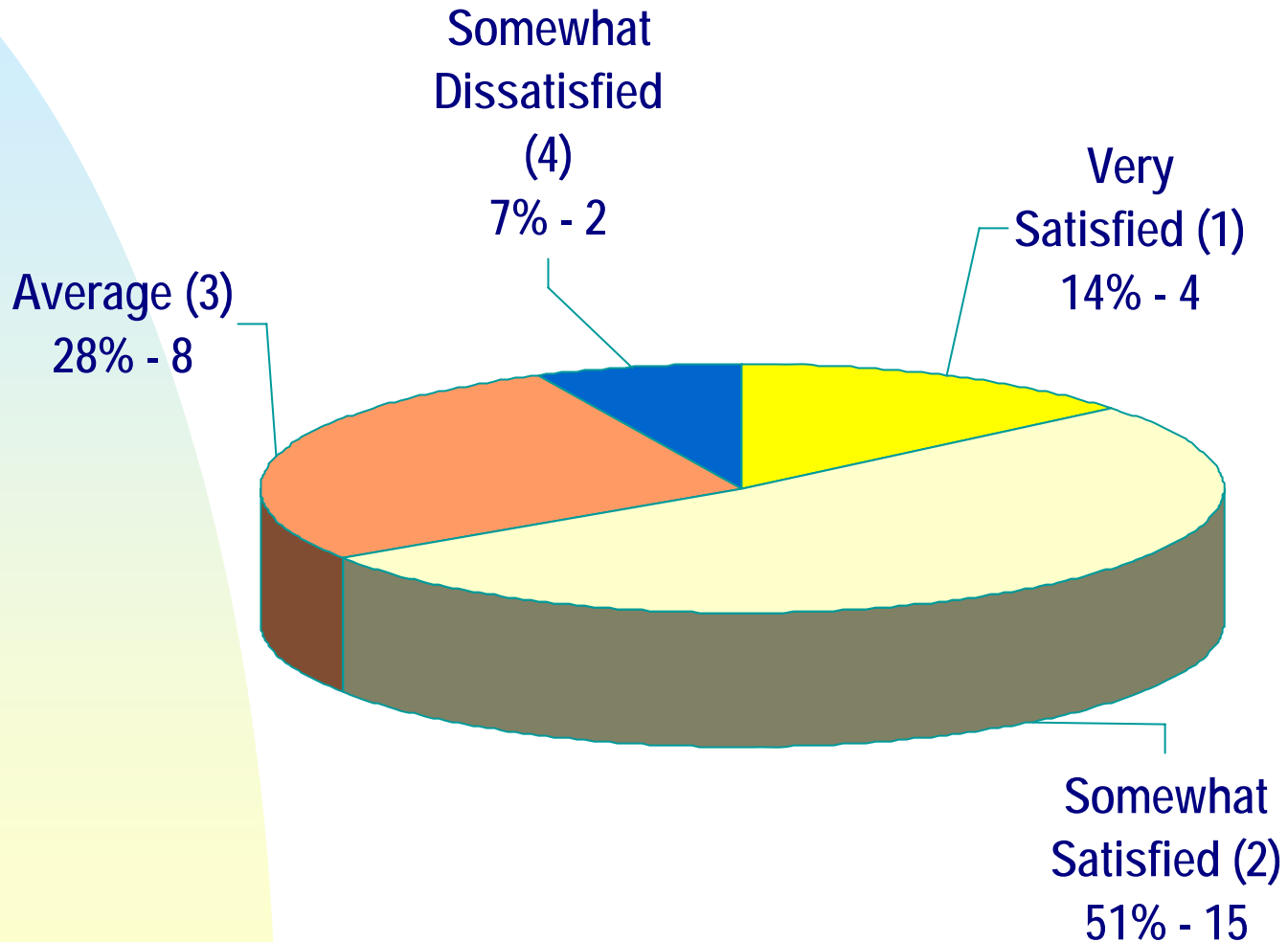
Employee Satisfaction Survey Process

- Survey distributed to all employees via paychecks in (month/year)
- Forty-one (41) employees returned the survey

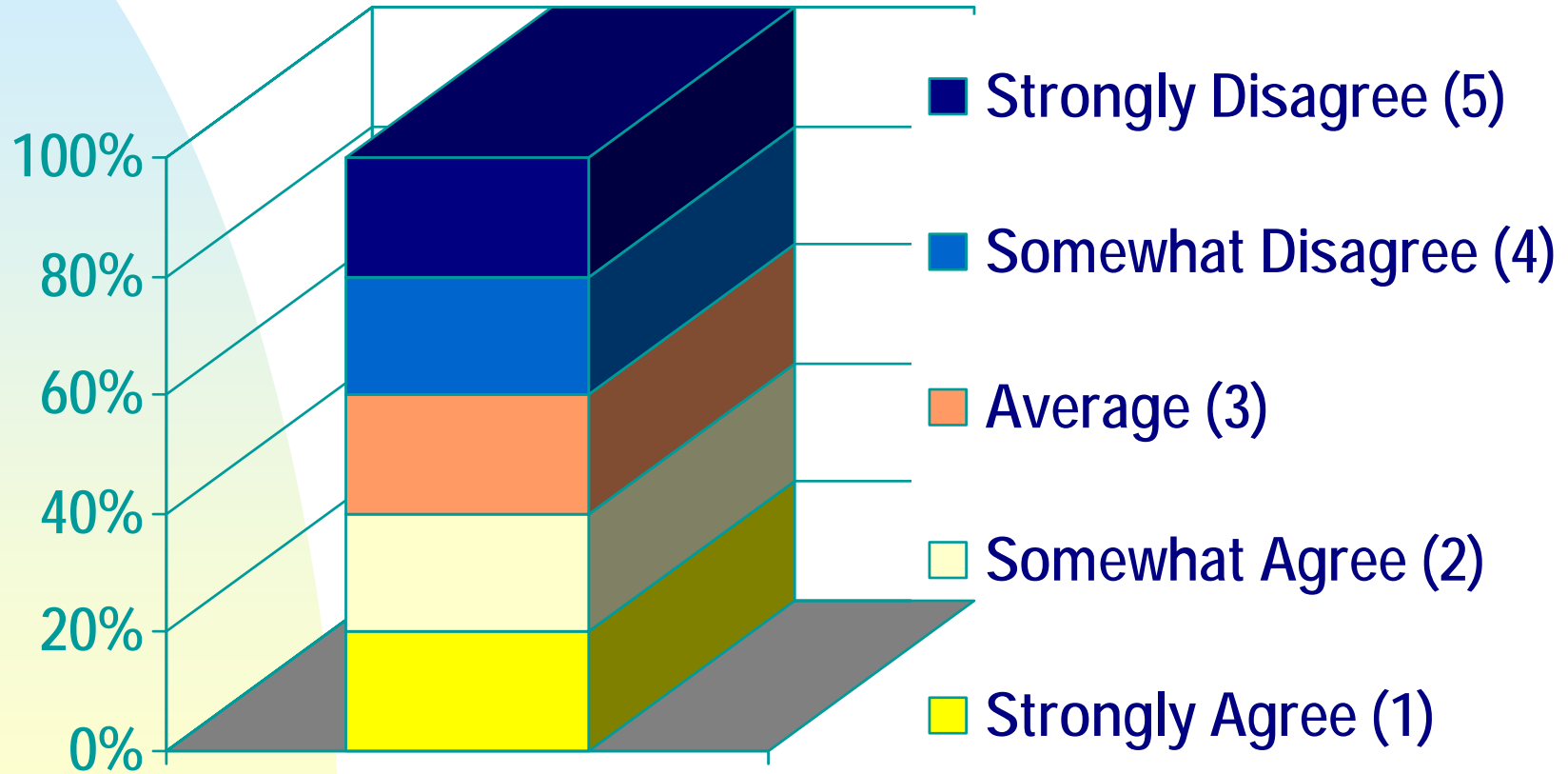
Who Completed the Survey?

- ❖ 74% were 35 years of age or older
- ❖ 79% were female
- ❖ 29% were unmarried
- ❖ 56% have no children under the age of 18 years
- ❖ 64% have worked at _____ Hospital less than 5 years
- ❖ 42% have a total before-tax income of less than \$20,000

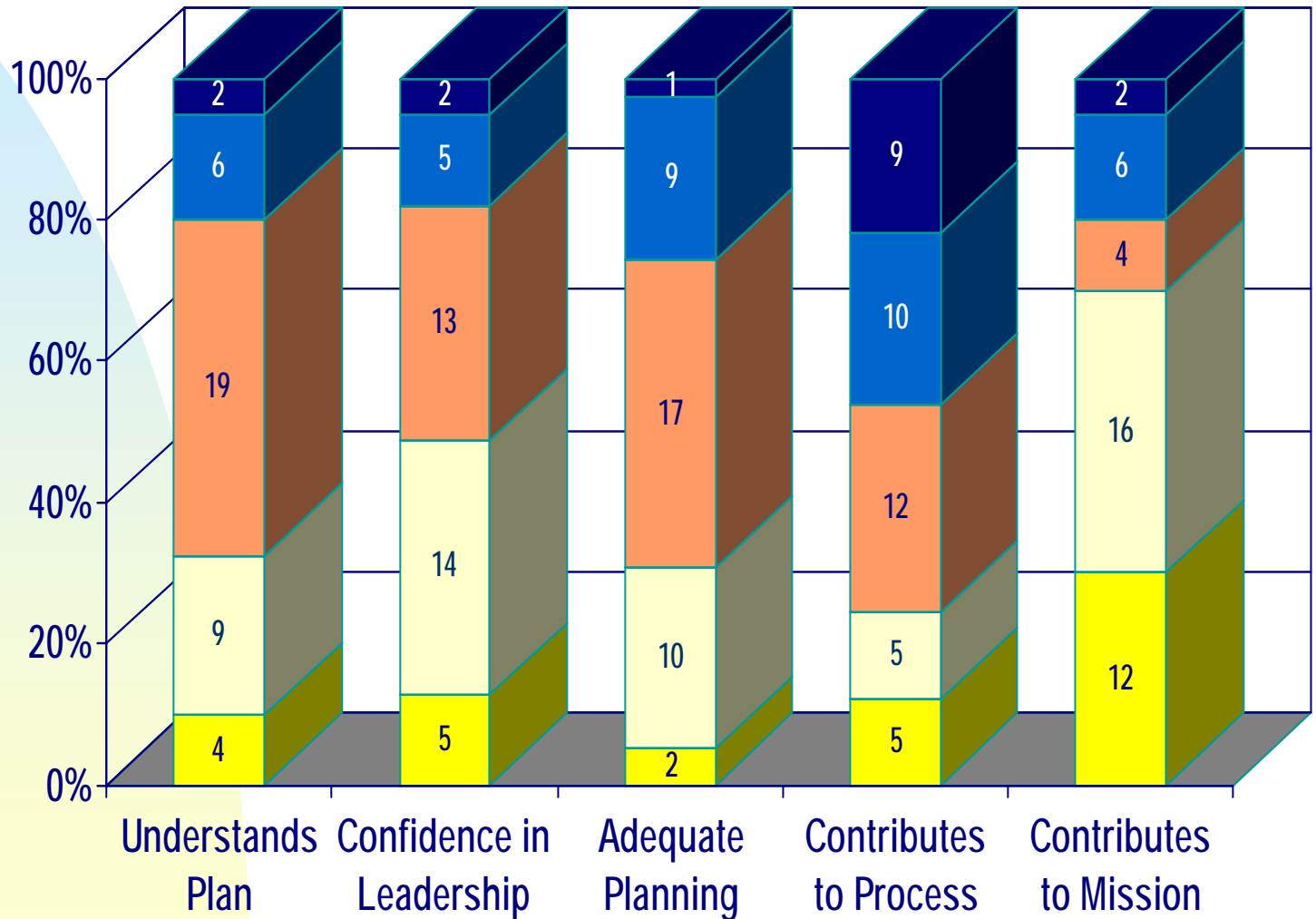
Overall Level of Job Satisfaction



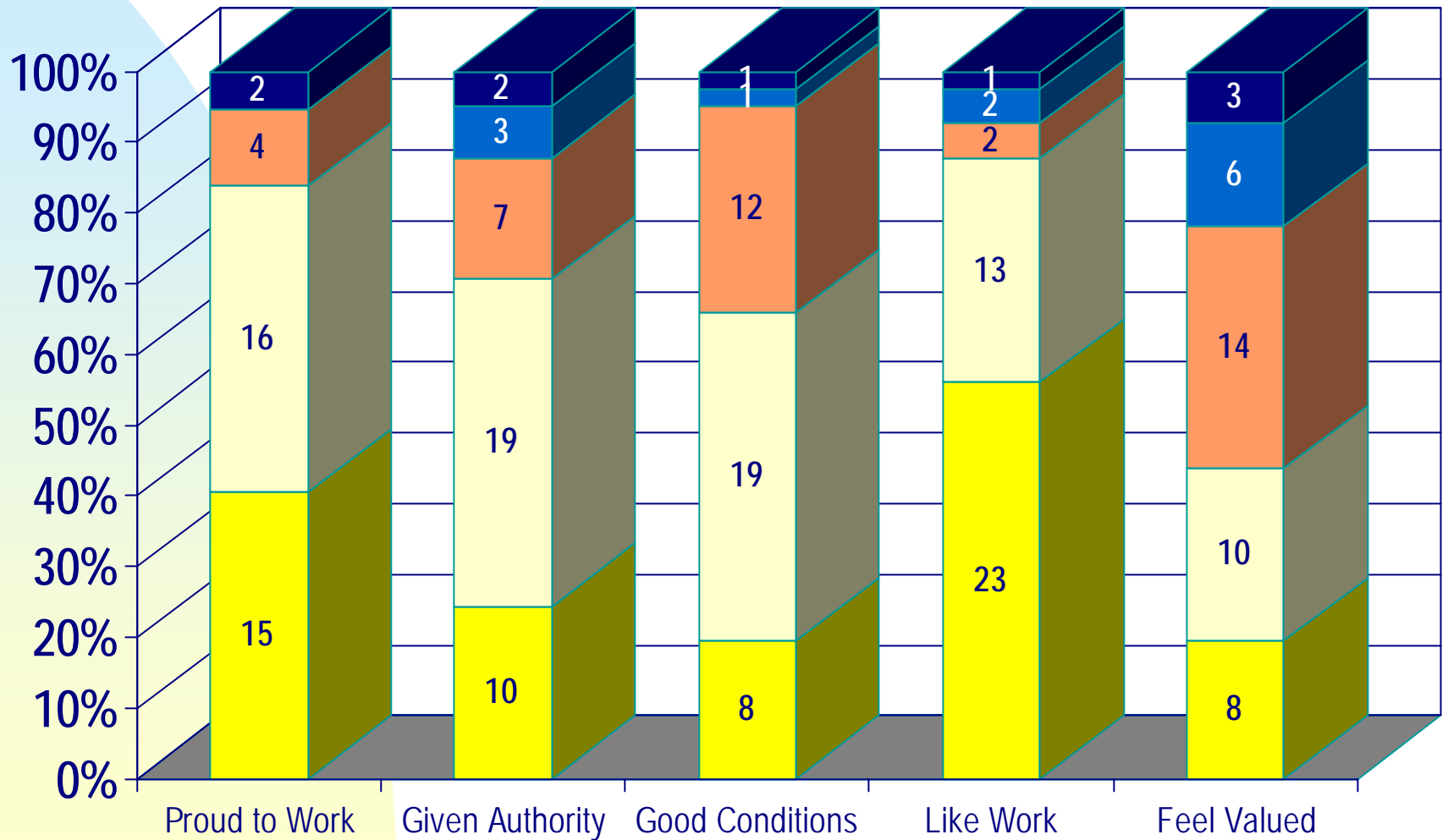
LEGEND



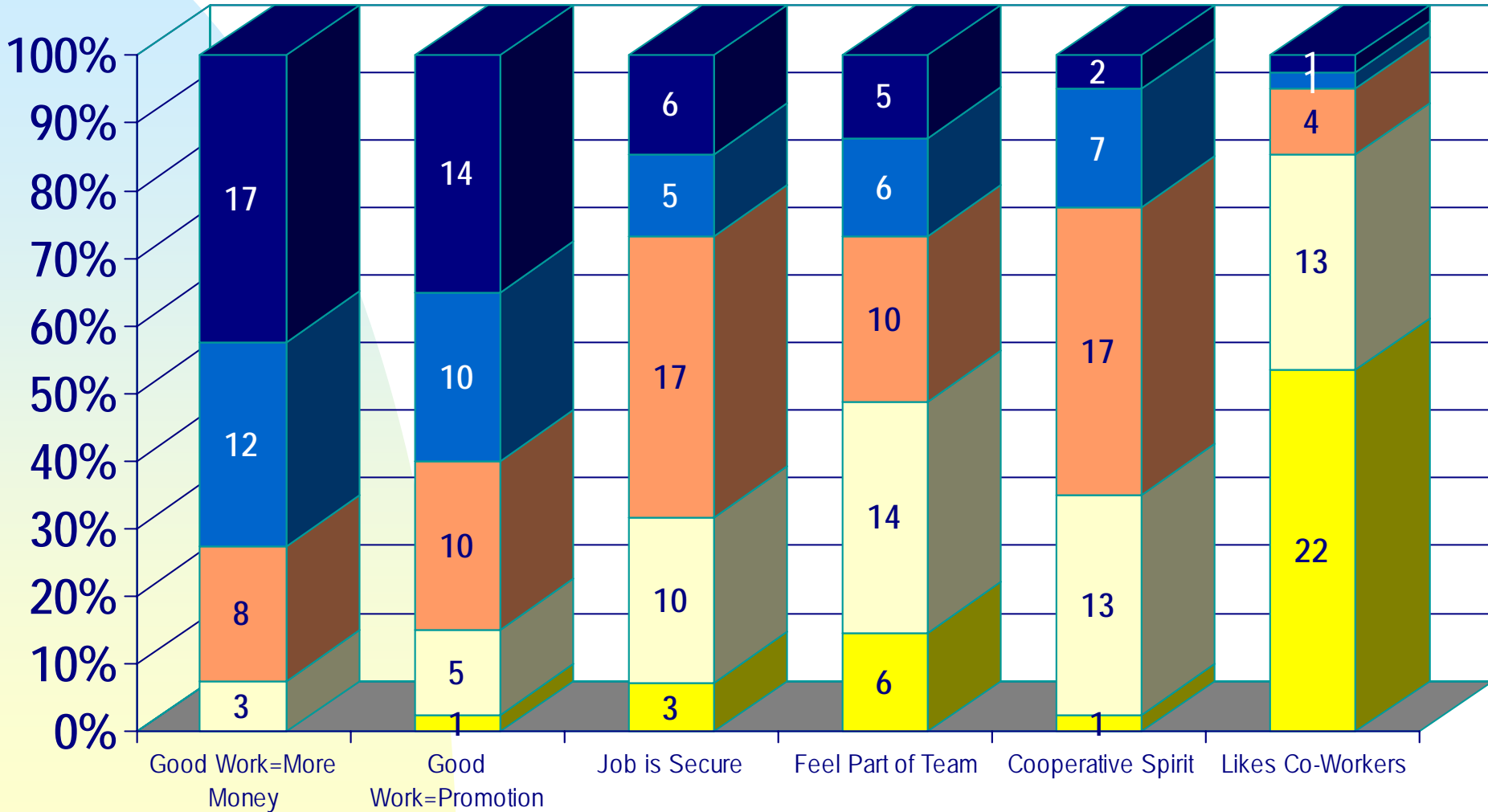
PLANNING



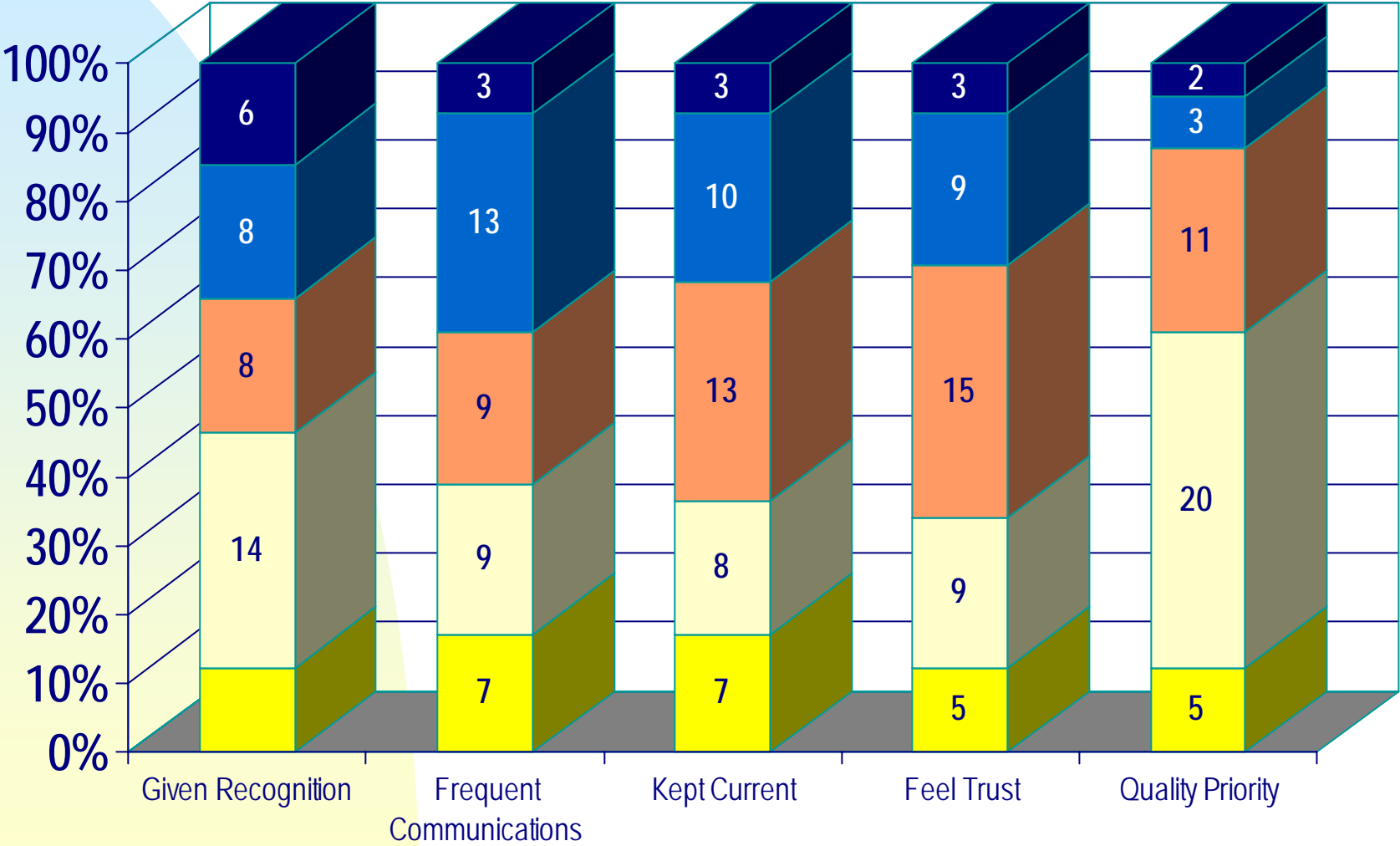
GENERAL ATTITUDES



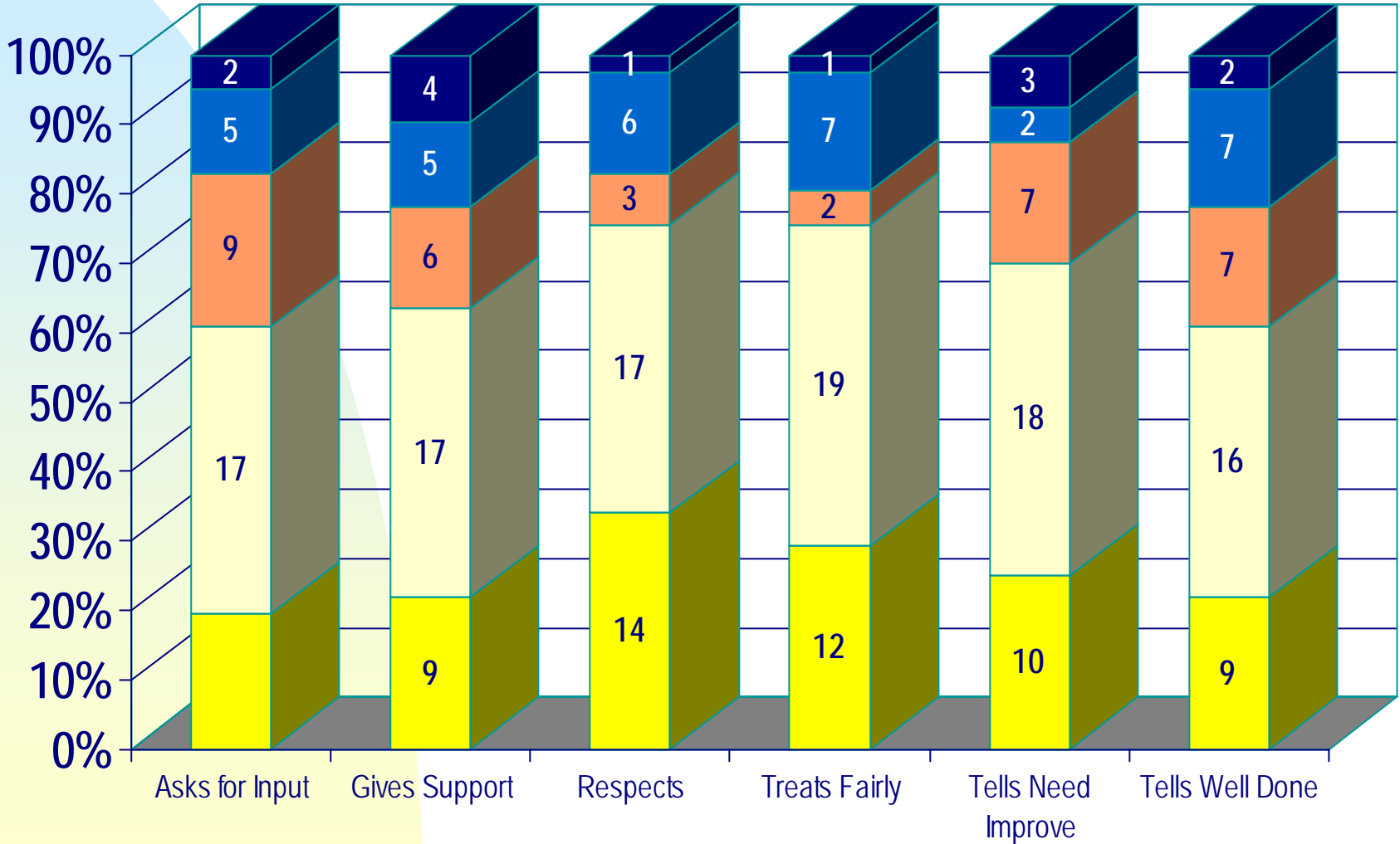
PERFORMANCE ISSUES



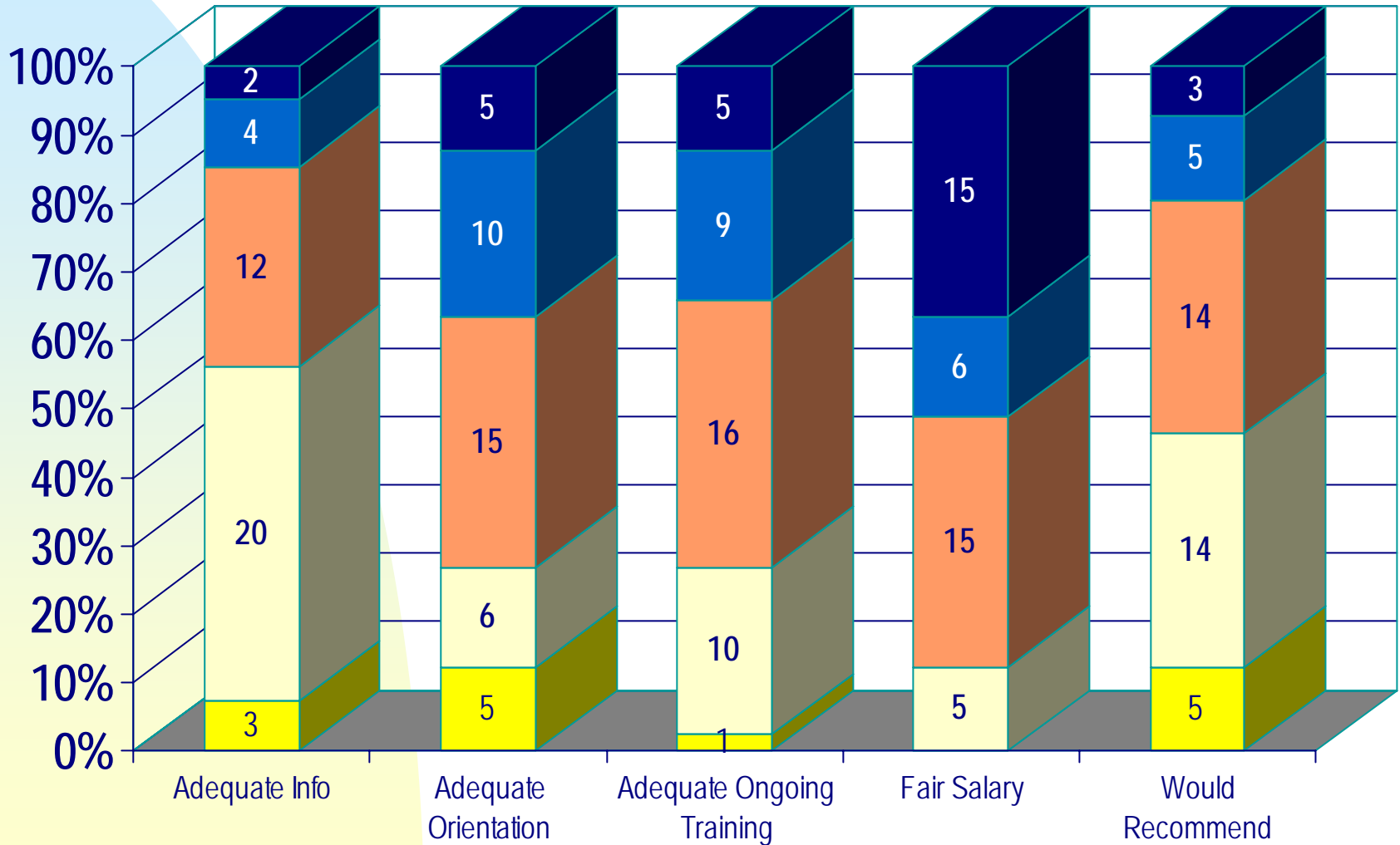
MANAGEMENT ISSUES



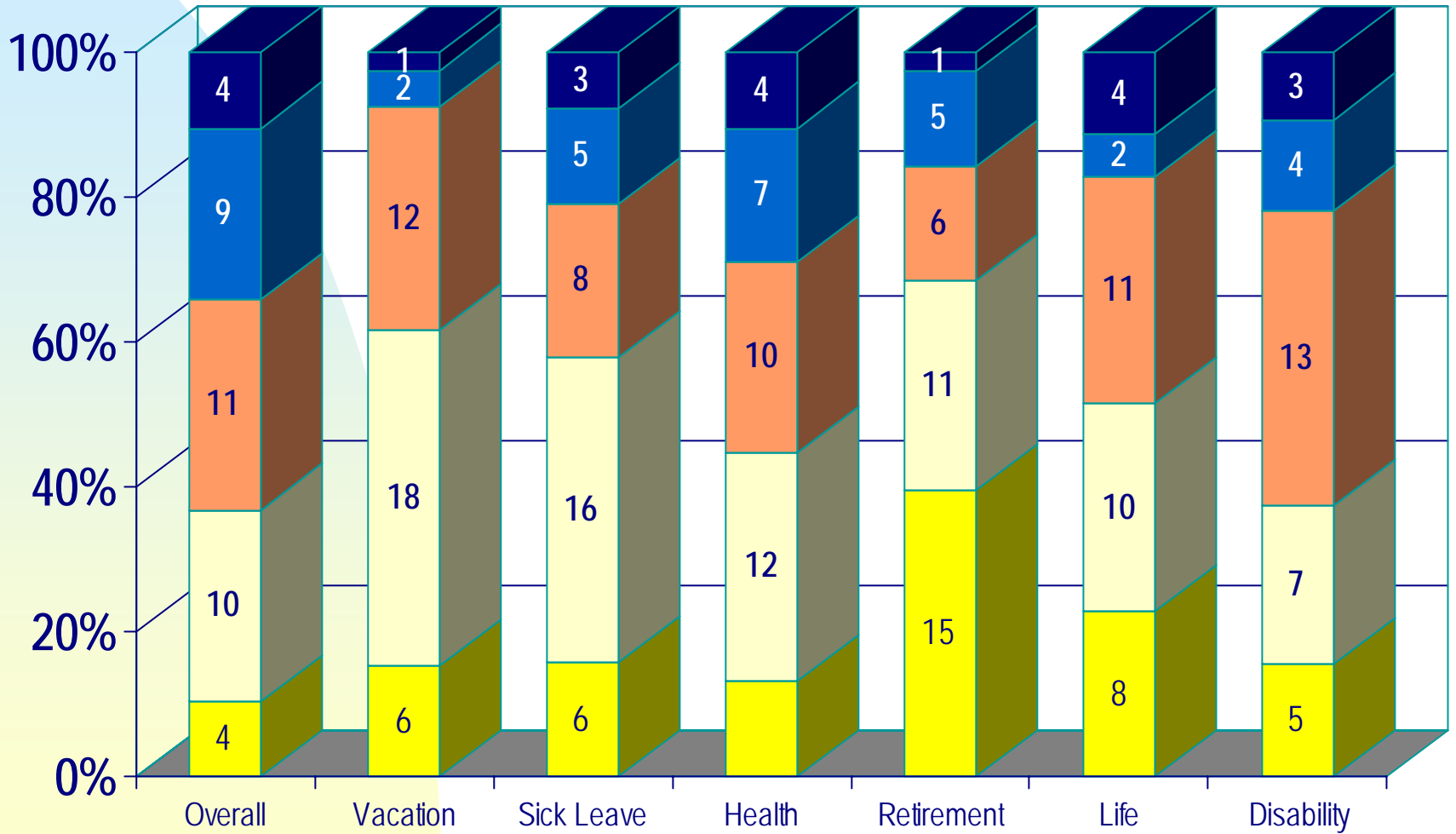
SUPERVISORY ISSUES



TRAINING AND SALARY ISSUES



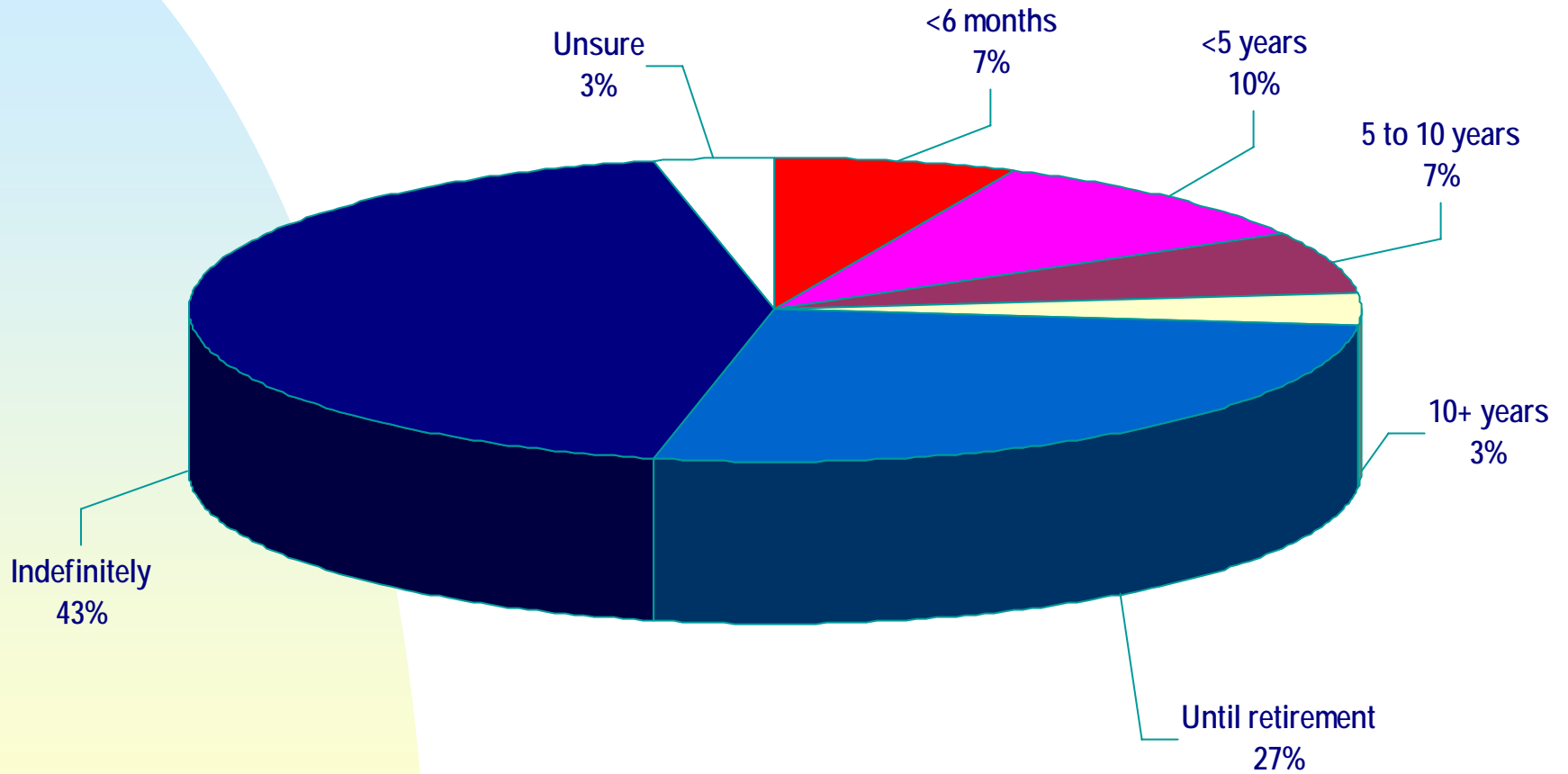
BENEFITS



ADDITIONAL BENEFITS

- ❖ **68% (28) desired additional benefits**
- ❖ **23 cited “dental” benefits**
- ❖ **18 cited “vision or optical” benefits**

PLAN FOR LENGTH OF EMPLOYMENT



SUGGESTIONS FOR IMPROVING EMPLOYEE SATISFACTION

- ❖ **Improved wages**
 - fair
 - equitable
 - competitive
 - recognizing performance/experience
- ❖ **Additional staffing**

RECOMMENDATIONS

- ❖ **Review personnel policies to ensure annual evaluations are completed**
- ❖ **Reward individuals for good work either through salary increases or promotions or both**
- ❖ **Review wage and salary scales to determine competitiveness**
- ❖ **Review current communication channels between management, departments, and staff**
- ❖ **Involve staff in strategic planning**
- ❖ **Consider teambuilding exercises**