

Example 2

_____ Hospital

EMPLOYEE SATISFACTION SURVEY RESULTS

(date)

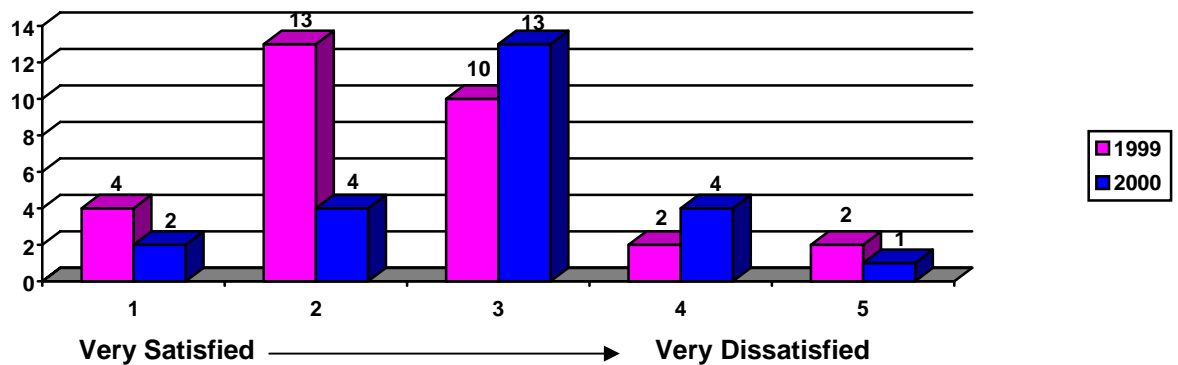
This report presents the results of the _____ Hospital Employee Satisfaction Survey conducted by Mountain States Group, Inc., in (month/year) and compares data to the previous survey completed in (month/year). There were thirty-eight (38) surveys out of 85 total employees completed in (month/year) and thirty-nine (39) surveys out of 88 total employees completed in (month/year). The response rates were in the mid 40% range (44.7%/44.3%).

Who completed the survey

Of the total **38 current** and **39 previous¹** employees who participated in the Employee Satisfaction Survey and completed the optional section at the end:

- ❖ **52%/69%** were 35 years of age or older
- ❖ **90%/81%** were female
- ❖ **76%/69%** were married
- ❖ **39%/76%** have no children under the age of 18 years
- ❖ **65%/53%** have worked at _____ Hospital less than 5 years
- ❖ **48%/70%** have a total before-tax income of less than \$20,000

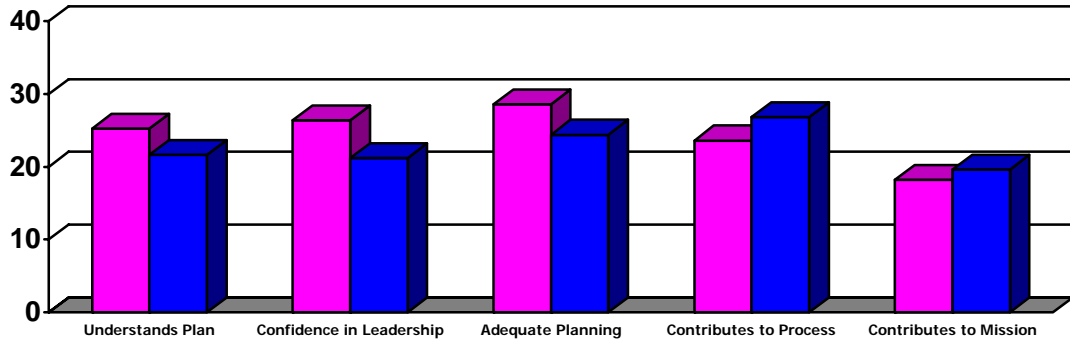
Level of Satisfaction



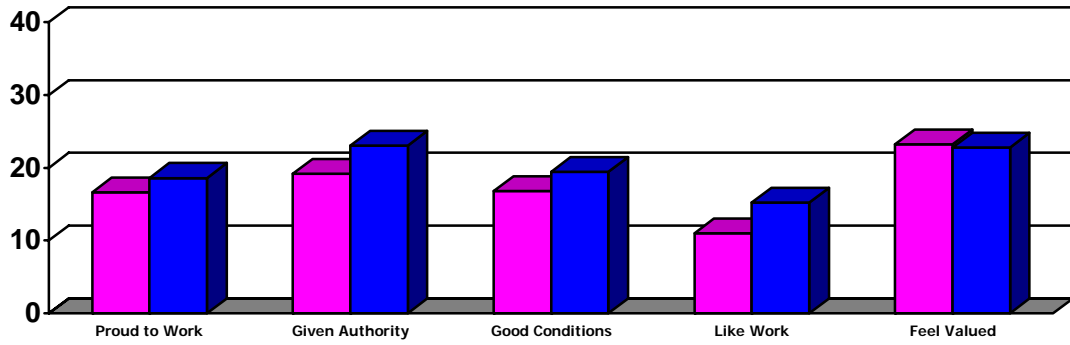
The following charts are depictions of weighted averages comparing each year's response. The lower the number the better. The best possible score (everyone strongly agrees) would be 7.8 (1999) and 7.6 (2000). The worst (everyone strongly disagrees) would be 39 (1999) and 38 (2000).

¹ All current responses are displayed in blue. All responses from the previous year are displayed in pink.

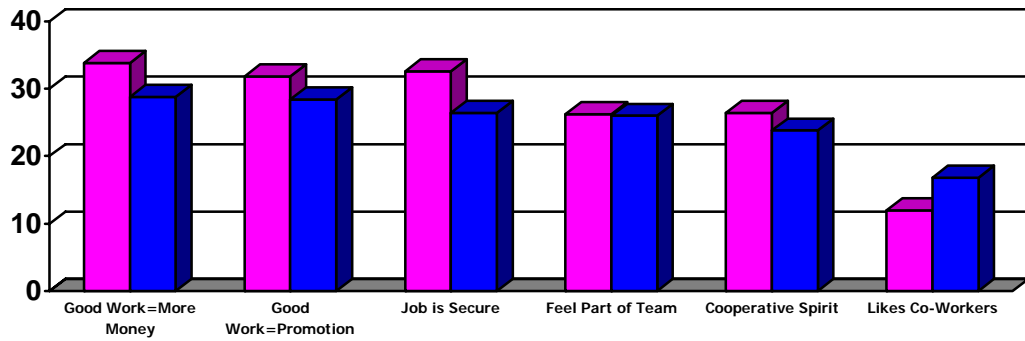
Planning



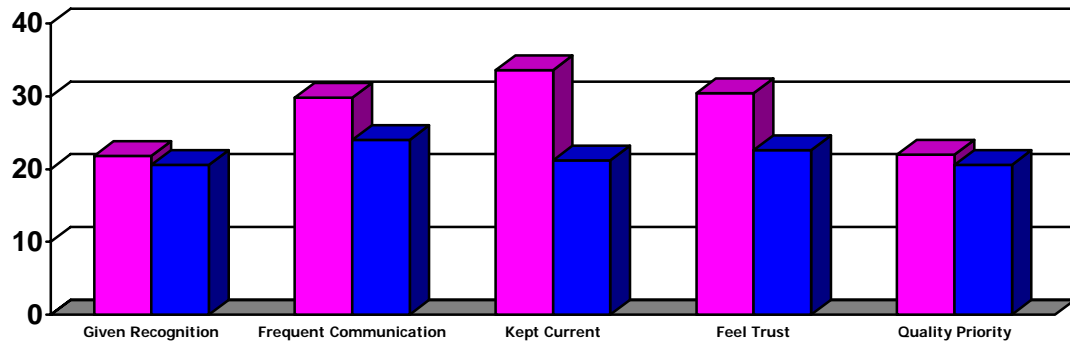
General Attitudes



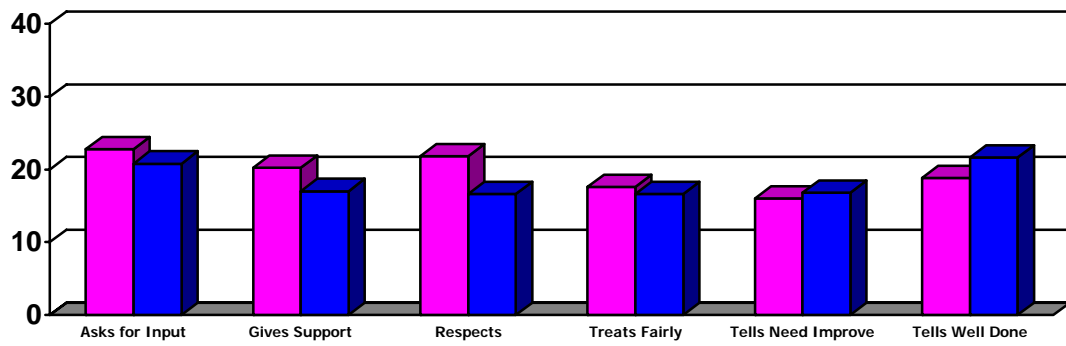
Performance Issues



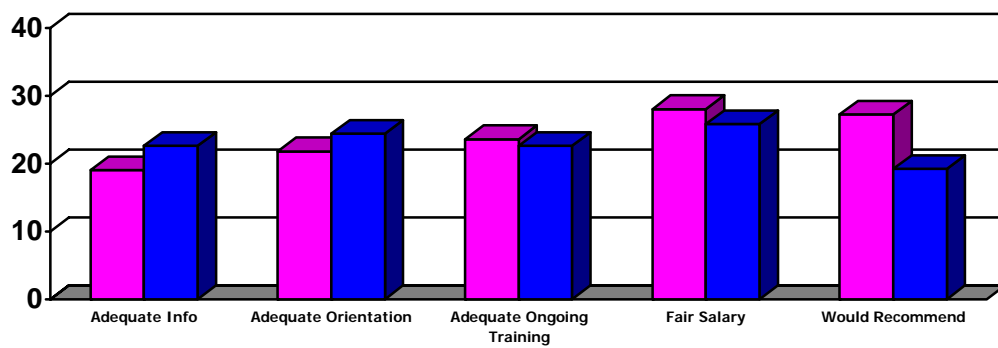
Management Issues



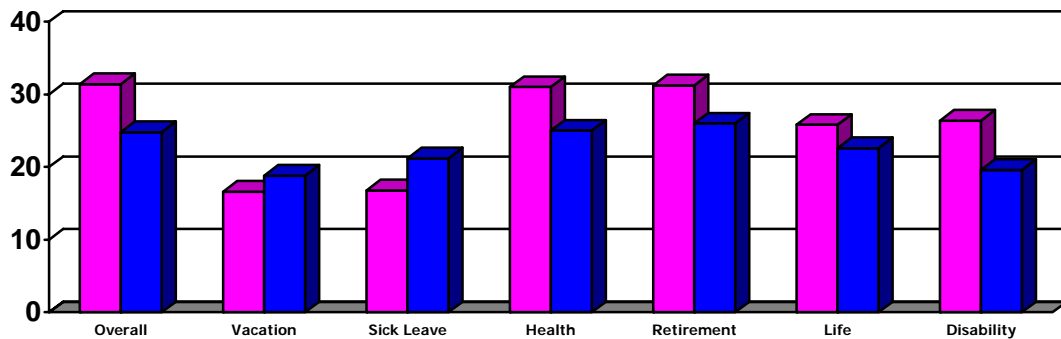
Supervisory Issues



Training & Salary Issues



Benefits



Comments/Observations

It would appear that the overall level of job satisfaction has declined somewhat with only 25% selecting “1” or “2” this year and 55% last year. Confidence in leadership has declined slightly, but perceptions of contributing to the planning process or the mission of the hospital have improved slightly. General attitudes (proud to work for _____ Hospital, like working conditions, like the work they do, and given authority) have improved. Some performance issues have declined, e.g. good work equals more money or promotion, job security, and cooperative spirit. Most management issues have declined slightly, e.g. given recognition, frequent communication, are kept current, feel trust, and quality is a priority. Some supervisory issues have declined (asks for input, gives support, respects, and treats fairly), but feedback on performance has improved. Two areas within training and salary issues have improved slightly – adequate information and adequate orientation are provided.

Overall satisfaction with the benefits provided at _____ Hospital has declined somewhat, but has improved in the areas of vacation and sick leave. Vision and dental were the two most cited benefit additions desired in both surveys.

53% plan to work at as long as possible or until retirement versus 62% last year. Another 18% didn't know (versus 21% last year).

Last year the two areas most frequently cited as ways of improving job satisfaction of employees were truthfulness from administration and keeping employees more informed. This years comments varied more with some related to improved working conditions (wages, more staff, better benefits) and others related to better communication.

Survey Data

The following is the actual responses to all questions asked. The current data is displayed in blue; last year's data is pink.

1. How would you describe the level of your overall job satisfaction with your work at _____ Hospital?

	<i>Very Satisfied</i> 1	2	3	4	<i>Very Dissatisfied</i> 5
Number of responses (2000/1999)	2 4	4 13	13 10	4 2	1 2
% of total responses	8% 13%	17% 42%	54% 32%	17% 6.5%	4% 6.5%

Describe your level of agreement/disagreement with each statement:

<i>Question</i>		<i>Agree Strongly</i> 1	2	3	4	<i>Disagree Strongly</i> 5
2. I understand the long-term plan of _____ Hospital (37/39)	Number responses	2/3	12/7	13/13	7/10	3/6
	% responses	5%/8%	32%/18%	35%/33%	19%/26%	8%/15%
3. I have confidence in the hospital leadership to implement the plan (38/39)	Number responses	4/2	14/10	10/5	6/15	4/7
	% responses	11%/5%	37%/26%	26%/13%	16%/38%	11%/18%
4. There is adequate planning of hospital objectives (38/39)	Number responses	1/0	8/5	15/10	10/17	4/7
	% responses	3%/0%	21%/13%	39%/26%	26%/44%	11%/18%
5. I contribute to the planning process at _____ Hospital (38/39)	Number responses	3/5	7/12	6/8	11/5	11/9
	% responses	8%/13%	18%/30%	16%/21%	29%/13%	29%/23%

Question		Agree Strongly 1	2	3	4	Disagree Strongly 5
6. I am proud to work for Hospital (38/39)	Number responses	12/14	7/13	11/7	6/3	2/2
	% responses	32%/36%	18%/33%	29%/18%	16%/8%	5%/5%
7. I feel I contribute to the facility's plan and mission (37/38)	Number responses	6/11	14/12	8/10	5/4	4/2
	% responses	16%/29%	38%/32%	22%/24%	14%/10%	11%/5%
8. I am given enough authority to make decisions I need to make. (38/37)	Number responses	4/7	9/17	12/2	8/6	5/5
	% responses	11%/19%	24%/46%	32%/5%	21%/16%	13%/14%
9. My physical working conditions are good (37/39)	Number responses	6/14	7/13	19/4	5/8	0/0
	% responses	16%/36%	19%/33%	51%/10%	14%/21%	0%/0%
10. If I do good work I can count on making more money (38/39)	Number responses	3/1	1/1	10/5	11/9	13/23
	% responses	8%/3%	3%/3%	26%/12%	29%/23%	34%/59%
11. If I do good work I can count on being promoted (37/39)	Number responses	1/0	3/4	9/8	12/8	12/19
	% responses	3%/0%	8%/10%	24%/20%	32%/20%	32%/49%
12. I believe my job is secure (38/39)	Number responses	2/1	5/3	15/5	5/9	11/21
	% responses	5%/3%	13%/8%	40%/13%	13%/23%	29%/54%
13. I feel part of a team working toward shared goals (38/39)	Number responses	2/5	5/3	12/12	13/11	6/8
	% responses	5%/13%	13%/8%	32%/31%	34%/28%	16%/21%
14. I like the type of work that I do (38/39)	Number responses	16/28	13/9	5/0	1/1	3/1
	% responses	42%/72%	34%/23%	13%/0%	3%/3%	8%/3%

Question		Agree Strongly 1	2	3	4	Disagree Strongly 5
15. I feel valued at _____ Hospital (38/39)	Number responses	5/9	10/7	11/7	4/8	8/8
	% responses	13%/23%	26%/18%	29%/18%	11%/21%	21%/21%
16. I like the people I work with at _____ Hospital (38/39)	Number responses	11/25	13/8	10/5	3/1	1/0
	% responses	29%/64%	34%/21%	26%/13%	8%/3%	3%/0%
17. I experience a spirit of cooperation at _____ Hospital (38/37)	Number responses	3/3	6/4	17/9	7/11	5/10
	% responses	8%/8%	16%/11%	45%/24%	18%/30%	13%/27%
18. At _____ Hospital I am treated like a person, not a number (38/39)	Number responses	8/8	10/8	9/13	7/4	4/6
	% responses	21%/21%	26%/21%	24%/33%	18%/10%	11%/15%
19. I am given enough recognition by management for work that's well done (38/39)	Number responses	5/3	7/11	8/7	10/8	8/10
	% responses	13%/8%	18%/28%	21%/18%	26%/20%	21%/26%
20. Communication from management are frequent enough (38/39)	Number responses	5/2	5/4	14/9	7/8	7/16
	% responses	13%/5%	13%/10%	37%/23%	18%/21%	18%/41%
21. Communication from management keep me up to date on the hospital (37/39)	Number responses	6/2	9/4	11/6	6/8	5/18
	% responses	16%/5%	24%/10%	30%/18%	16%/21%	14%/46%
22. I feel I can trust what I am told by the management staff (36/39)	Number responses	5/4	10/2	5/6	7/9	9/18
	% responses	14%/10%	28%/5%	14%/15%	19%/23%	25%/46%

Question		Agree Strongly 1	2	3	4	Disagree Strongly 5
23. Quality is a top priority at _____ Hospital (36/39)	Number responses	6/4	6/11	14/14	7/8	3/2
	% responses	17%/10%	17%/28%	39%/36%	19%/21%	8%/5%
24. My supervisor asks me for input to help make decisions (37/39)	Number responses	5/7	14/10	7/8	5/7	6/7
	% responses	14%/18%	38%/26%	19%/21%	14%/18%	16%/18%
25. I feel that my supervisor gives me adequate support (37/38)	Number responses	7/12	12/4	11/11	2/7	5/4
	% responses	19%/32%	32%/11%	30%/29%	5%/18%	14%/11%
26. My supervisor treats me with respect (37/39)	Number responses	11/15	13/10	9/7	1/3	3/4
	% responses	30%/38%	35%/26%	24%/18%	3%/8%	8%/10%
27. I feel that my supervisor treats me fairly (37/39)	Number responses	10/15	16/11	5/6	4/2	2/5
	% responses	27%/38%	43%/28%	14%/15%	11%/5%	5%/13%
28. My supervisor tells me when my work needs to be improved (37/38)	Number responses	7/9	15/20	13/6	2/2	0/1
	% responses	19%/24%	41%/53%	35%/16%	5%/5%	0%/3%
29. My supervisor tells me when I do my work well (36/38)	Number responses	4/10	11/12	10/8	3/4	8/4
	% responses	11%/26%	31%/32%	28%/21%	8%/11%	22%/11%
30. I am provided enough information by the Hospital to do my job well (37/39)	Number responses	4/5	5/8	17/10	7/12	4/4
	% responses	11%/13%	14%/21%	46%/26%	19%/31%	11%/10%
31. My initial training provided by the Hospital was as much as I needed (36/38)	Number responses	2/5	7/11	9/10	11/8	7/4
	% responses	6%/13%	19%/29%	25%/26%	31%/21%	19%/11%

Question		Agree Strongly 1	2	3	4	Disagree Strongly 5
32. As much ongoing training as I need is provided by the Hospital (37/38)	Number responses	4/3	8/10	13/12	6/6	6/7
	% responses	11%/8%	22%/26%	35%/32%	16%/16%	16%/18%
33. I believe my salary is fair for my responsibilities (37/39)	Number responses	2/6	4/3	12/6	12/10	7/14
	% responses	5%/15%	11%/8%	32%/15%	32%/26%	19%/36%
34. I would recommend employment at _____ Hospital to my friend (37/38)	Number responses	4/3	10/8	15/9	3/5	5/14
	% responses	11%/8%	27%/21%	41%/23%	8%/13%	14%/36%

I am satisfied with the:

Question		Agree Strongly 1	2	3	4	Disagree Strongly 5
35. Overall benefits package (36/37)	Number responses	1/0	1/4	13/2	10/12	11/19
	% responses	3%/0%	3%/11%	36%/5%	28%/32%	31%/51%
36. Amount of vacation (37/38)	Number responses	4/10	16/16	12/8	3/3	2/1
	% responses	11%/26%	43%/42%	32%/21%	8%/8%	5%/3%
37. Sick leave policy (36/38)	Number responses	2/9	13/18	10/7	7/2	4/2
	% responses	6%/24%	36%/47%	28%/18%	19%/5%	11%/5%
38. Amount of health care paid for by health insurance (34/38)	Number responses	2/1	4/3	9/7	7/8	12/19
	% responses	6%/3%	12%/8%	26%/18%	21%/21%	35%/50%

Question		Agree Strongly 1	2	3	4	Disagree Strongly 5
39. Retirement plan benefits (34/38)	Number responses	1/3	3/4	10/2	7/6	13/23
	% responses	3%/8%	9%/11%	29%/5%	21%/16%	38%/61%
40. Life insurance (35/37)	Number responses	3/3	6/8	14/7	4/6	8/13
	% responses	9%/8%	17%/22%	40%/19%	11%/16%	23%/35%
41. Disability benefits (30/36)	Number responses	2/3	4/3	15/10	2/7	7/13
	% responses	7%/8%	13%/8%	50%/28%	7%/19%	23%/36%

42. Are there any benefits you would like to see added to _____ Hospital's benefits package?

Yes 25 (66%) **No** 5 (13%) **No Answer** 8 (21%) **Total**
38

Same response as last year except one less "no answer".

What would you like added?

Response	# Responses	% of Respondents
1. Health Insurance	5/7	13%/23%
2. Dental	13/7	33%/23%
3. Lower deductions & deductibility	2/6	5%/20%
4. Vision	11/12	28%/40%
5. Retirement plan	6/1	15%/3%
6. Reduced fee for clinic visits	0/1	0%/3%
7. The current basics	0/3	0%/10%
8. Paid continuing education and professional fees	1/0	13%/0%
9. Bonuses for longevity and years of service	1/0	13%/0%

43. How long do you plan to continue your employment at _____ Hospital?

Response	# Responses	% Respondents
1. 3 to 4 more years	3/1	9%/3%
2. Will leave as soon as possible	3/1	9%/3%
3. Until retirement	7/5	21%/13%
4. Not long	0/1	0%/3%
5. As long as possible	11/19	32%/49%
6. 2 to 3 months	2/1	6%/3%
7. 3 weeks	0/1	0%/3%
8. Unknown	6/8	18%/21%
9. 5+ years	1/1	3%/3%
10. Will leave if no health insurance	1/0	3%/0%

44. Please tell us what _____ can do to increase your satisfaction as an employee.

RESPONSES

- Put people in positions of management that know what they are doing and that don't do the crisis micro management thing. Also provide insurance that is affordable and wages that are competitive to other facilities and that allow us to pay for the insurance.
- Quit changing 3 or 4 people's schedules to accommodate one person and let seniority actually mean something!
- There needs to be more communication between ALL employees, management and staff.
- They need to hire more dependable help and then treat them good.
- Training for specific job duties to improve skills, cross train other employees to fill in while on vacation or ill.

These questions are for statistical use only. This section was optional.

45. What is your age?

Under 21	0/ 2
21 to 34	15/ 9
35 to 44	5/ 8
45 to 54	5/12
55 or older	6/ 4

46. What is your sex?

Male	3/ 7
Female	27/29

47. What is your marital status?

Married	22/25
Unmarried	7/11

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

None	11/29
One	7/ 3
Two	5/ 3
Three	2/ 2
Four	2/ 1
Five or more	1/ 0

49. How long have you worked for _____ Hospital?

Less than one year	8/ 5
One year to less than two years	4/ 7
Two years to less than five years	8/ 6
Five years to less than ten years	5/ 5
Ten years or more	6/11

50. What is your total before-tax annual income from this job, including overtime and bonuses?

Less than \$20,000	15/24
\$20,000 to less than \$30,000	10/ 5
\$30,000 to less than \$40,000	5/ 2
\$40,000 to less than \$50,000	1/ 1
\$50,000 to less than \$75,000	0/ 2
\$75,000 or more	0/ 0