

EMPLOYEE SATISFACTION SURVEY

_____ Hospital

We need your help! Your answers to the following questions will be an important part of an organizational review being completed for _____ Hospital. Please take a few minutes to complete this survey and return it in the enclosed postage paid envelope today. The information you provide will be completely anonymous.



START HERE

Please check where you are primarily employed:

- Hospital Nursing Home Home Health Agency Physician Clinic

Please check if you are part-time or full-time:

- Part-time Full-time

Describe your level of agreement/disagreement with each of the following statements by filling in one circle for each statement.

1) How would you describe the level of your overall job satisfaction with your work at this facility? *Fill in one circle for your response.*

- Very Dissatisfied Somewhat Dissatisfied Neutral Somewhat Satisfied Very Satisfied

Strongly Disagree  Strongly Agree

- | | | | | | |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 2) I understand the long-term plan of this facility | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 3) I have confidence in this facility's leadership to implement the plan | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 4) There is adequate planning of this facility's objectives | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 5) I contribute to the planning process at this facility | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 6) I feel I contribute to the facility's plan and mission | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 7) I would like to be involved in the planning process for this facility | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 8) I am proud to work for this facility | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

Fill in one circle for each statement

Strongly Disagree  Strongly Agree

- | | | | | | |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 9) I am given enough authority to make decisions I need to make | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 10) My physical working conditions are good | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 11) I like the type of work that I do | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 12) I feel valued at this facility | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 13) If I do good work I can count on making more money | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 14) If I do good work I can count on being promoted | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 15) I believe my job is secure | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 16) I feel part of a team working toward shared goals | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 17) I experience a spirit of cooperation at this facility | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 18) I like the people I work with at this facility | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 19) I am given enough recognition by management for work that's well done | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 20) Communications from management are frequent enough | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 21) Communications from management keep me up to date on this facility | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 22) I feel I can trust what I am told by the management staff | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

Fill in one circle for each statement

Strongly Disagree  Strongly Agree

- | | | | | | |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 23) Quality is a top priority at this facility | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 24) My supervisor asks me for input to help make decisions | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 25) I feel that my supervisor gives me adequate support | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 26) My supervisor treats me with respect | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 27) I feel that my supervisor treats me fairly | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 28) My supervisor tells me when my work needs to be improved | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 29) My supervisor tells me when I do my work well | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 30) I am provided enough information by this facility to do my job well | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 31) My initial training provided by this facility was as much as I needed | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 32) As much ongoing training as I need is provided by this facility | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 33) I believe my salary is fair for my responsibilities | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 34) I would recommend employment at this facility to my friend | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 35) At this facility I am treated as a person, not a number | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 36) I would recommend this facility to my family and friends | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

If you have specific examples of issues, barriers, problems, or concerns with any of the above questions, please describe here or on last page. Please print within box area.

I am satisfied with the: *(fill in one circle for each statement)*

Strongly Disagree  Strongly Agree

- | | | | | | |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 37) Overall benefits package | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 38) Amount of vacation | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 39) Sick leave policy | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 40) Amount of health care paid for by health insurance | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 41) Retirement plan benefits | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 42) Life insurance | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 43) Disability benefits | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

44) Are there any benefits you would like to see added to your benefits package?

(fill in one circle)

- Yes No

If "Yes", what would you like added? Please print in box area.

45) What information in the form of in-service or training, would make your job easier?

(print in box area below)

46) How long do you plan to continue your employment at this facility? *(fill in one circle)*

- Less than 6 months Less than 1 year Less than 5 years Less than 10 years Indefinitely Until Retirement

47) Please tell us what can be done to increase your satisfaction as an employee.

(print in box area – continue on last page if needed)

The following questions are for statistical use only. The information will not be used to attempt to identify individuals. This section is optional, but would help our analysis of the data.

Fill in one circle for each question.

What is your age? Under 21 21 to 34 35 to 44 45 to 54 55 & Over

How long have you worked for this facility? Less than 1 year 1 year to less than 2 years 2 years to less than 5 years 5 years to less than 10 years 10 years or more

What is your sex? Male Female

What is your marital status? Married Not Married

How many children under the age of 18 do you have? None One Two Three Four Five or more

What is your total before-tax annual income from this job, including overtime and bonuses? Less than \$20,000 \$20,000 to less than \$30,000 \$30,000 to less than \$40,000 \$40,000 to less than \$50,000 \$50,000 to less than \$75,000 \$75,000 & over

Please return your entire questionnaire ASAP, even if some questions are not completed.

Your help and your input are greatly appreciated!

Other comments: *(please print in box area)*