

Caring for Children & Families. Mind.Body.Soul.



**Our Little Haven (OLH)
Employee Satisfaction Survey 2016**

Please read each question and mark the item that best describes your response. A comment box has been added to each section to allow for additional comments. Specific information will help us be more responsive to your feedback. All answers are anonymous and will be aggregated to help us identify our organizational strengths and areas of growth. When the survey has been completed (no later than **Thursday, September 8th**). Please place it in any of the three white survey boxes located at 4316, 4330, or West Pine.

Mission, Purpose and Engagement

	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree
1. I believe in the mission, goals and objectives of Our Little Haven					
2. I understand how my work contributes to the success of OLH.					
3. I am familiar with and understand OLH's strategic plan and goals.					
4. My job provides me with a sense of personal fulfillment and professional accomplishment.					
Comments:					

View of Agency

	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree
Management: Executive Director, Director of Finance and Operations, Director of Clinical Programs					
5. OLH's Management communicates openly and honestly to employees.					
6. OLH's Management does a good job of explaining the reasons behind major decisions.					
	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree

7. I would recommend OLH to others as a good place to work.					
8. I have confidence in the Management of Our Little Haven.					
9. When I get a chance to communicate with Management they listen.					
Comments:					

Workplace and Resources

	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree
10. I have the tools/resources I need to do my job well.					
11. My workplace is clean, well maintained, and safe.					
12. My workplace is a physically comfortable place to work.					
13. I am able to smoothly obtain the resources I need by following the written and stated procedures.					
14. I receive a timely and efficient response to requests for tools/resources.					
15. OLH is effectively applying new technology to our work (for example, new equipment, systems or processes).					
16. My program has appropriate staffing levels to serve clients well.					
Comments:					

Communication/Personal Expression/Empowerment

	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree
17. Information is shared openly within OLH.					
18. I am encouraged to suggest better ways for getting our work done and feel like I am being listened to.					
19. My ideas and opinions count at OLH.					
20. I feel comfortable voicing my ideas and opinions even when they are different than others.					
	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree

21. My program operates effectively as a team.					
22. There is generally good teamwork between my program and other programs.					
23. My program's services are accurately represented to the community.					
Comments:					

Value of Employees

	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree
24. My skills and expertise are recognized and valued here.					
25. The employee morale in my program is high.					
26. My co-workers understand, respect, and support my expertise.					
27. My direct supervisor understands, respects, and supports my expertise.					
28. My Program Manager understands, respects, and supports my expertise.					
29. Employees at Our Little Haven are treated with dignity and respect, regardless of their position or background.					
30. My direct supervisor treats all employees fairly and does not play favorites.					
Comments:					

Professional Development

	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree
31. I receive the training I need to do my job well.					
32. When I have questions or concerns, I am able to get a response or help.					
33. I feel encouraged and supported in my professional development.					
	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree
34. I am satisfied with the professional					

development opportunities available to me at OLH.					
Comments:					

Feedback

	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree
35. My current job responsibilities are what I was told they would be.					
36. I receive useful and timely feedback on my performance.					
37. I understand the goals and priorities of my program.					
38. I have an opportunity to participate in my own goal-setting.					
39. Employee performance evaluations are helpful and an accurate measure of my performance.					
Comments:					

Quality and Client Focus

	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree
40. I understand how the work I do contributes to a positive client experience.					
41. My program's work quality is measured in terms of client outcomes.					
42. In our Program, decisions are driven by what is best for the client.					
43. All of our clients are treated with dignity and respect.					
44. I am satisfied with the quality of services offered to OLH clients.					
Comments:					

Performance and Quality Improvement (PQI)

	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree
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			Disagree		
45. I understand how my work is affected by the PQI process.					
46. I can identify improvements in my program as a result of its PQI process during this past year.					
47. I can identify positive improvements in OLH as a result of its PQI process during the past year.					
Comments:					

Job Stress and Work Pace

	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree
48. The environment at OLH supports a balance between work and personal life.					
49. The pace of the work in this agency allows me to do a good job.					
50. OLH has reasonable expectations of its employees.					
51. My job does not cause unreasonable amounts of stress in my life.					
52. When I take on extra duties that benefit the agency, adjustments are made to my work expectations.					
Comments:					

Compensation and Benefits

	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree
53. Overall, I think I am paid fairly compared with people in other companies who hold similar jobs.					
54. I understand the process OLH uses to ensure my pay is fair and competitive.					
55. The specific criteria for determining my annual merit increase has been explained to me.					
56. There is a clear link between job performance and pay.					
57. I understand my benefit plan.					
58. I know who to call with questions about my benefits.					
59. I am satisfied with my health benefit package.					

60. I am satisfied with my dental benefit package.					
61. I am aware and satisfied with the Employee Assistance Plan (EAP)					
62. I am comfortable using the EAP as a resource					
63. I am satisfied with the number of PTO days and holidays I receive annually.					
Comments:					

Ethics and Values

	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree
64. If management were informed of unethical behavior or a compliance-related issue, I have confidence they would respond appropriately.					
65. I would feel comfortable raising a professional/ethical concern to my immediate supervisor.					
66. My immediate supervisor behaves consistently with our Core Values.					
67. I am aware of the steps to take to properly address and report an ethical violation.					
68. Management behaves consistently with our Core Values.					
Comments:					

Satisfaction

	Very High	High	Neutral	Somewhat Disappointing	Strongly Disappointing
69. Considering all aspects, I would rate my overall satisfaction level with Our Little Haven as.					
Comments:					

What I like best about working at OLH is...

Things that OLH can do to make it a better workplace are...

What I like best about working within my program is...

Things that my program can do to make it a better workplace are.

What makes you choose to stay and work for OLH?