RESULTS OF THE STAFF SURVEY 2017

The Executive Team wants to thank all staff who participated in the annual staff survey. The response was at 54.5%, which means that 162 employees responded to the survey (based on 297 active employees in January). The department specific survey results were given to the executive team and have been or will be discussed with you shortly. Here is an overview of the agency wide results:

We scored 90% and above on the following:
- I enjoy my job
- I have a good working relationship with my co-workers.
- I am recognized for the accomplishments I make at Optimist.
- My innovation is encouraged and supported.
- Trust and confidence exist among staff.
- Staff meetings are held in appropriate intervals.
- Staff meetings are useful.
- My supervisor understands and helps to solve problems faced on the job.
- My supervisor tries to accommodate work schedules.
- I am comfortable going to my supervisor with questions and problems.
- I have reasonable opportunities in our agency for advancement.
- Overall, the agency is sensitive to cultural/ethnic differences in children/families served.
- Overall, the agency is sensitive to cultural/ethnic differences among staff.
- Overall, the agency is successful in helping the children and families it serves.
- I am informed of program changes, expansions and new opportunities.
- I am aware that we have suggestion boxes.
- Quality Improvement: QI Committees.
- Quality Improvement: Clarity of standards/expectations.
- Quality Improvement: Availability for assistance.
- Human Resources: In all areas noted in the survey.
- Business Office and Accounting: Staff are efficient and cooperative.
- Development: In all areas noted in the survey.
- Computer and Network Service (IT): Response to requests & special needs.

We scored 80 – 89% on the following:
- My job duties are clearly defined: standards for my performance are clear.
- My workload is fair and equitable.
- My performance is monitored and evaluated appropriately and fairly.
- Trust and confidence exist between my supervisor and me.
- Work in my program/department is accomplished on time.
- Conflicts in my department are accepted, openly expressed and worked through.
- I am comfortable going to my supervisor’s supervisor (open door policy)
- Staff training is of sufficient quality and quantity to perform job well.
- I like the direction and tone being set by the agency.
- I am aware of issues influencing Administration’s decisions/changes.
- Maintenance and repairs.
- Maintenance and response to requests and special needs.
- Computer and Network Service (IT): The service is efficient and cooperative.

Staff felt that there is a lack of opportunities in the following areas:
- Salary increase

Compared to last year’s data the Agency dropped 5% or more in the following areas (Agree %):
- Human Resources: Payroll is handled efficiently and professionally. (92.4%)
- Maintenance: Repairs. (82.2%)

Compared to last year’s data the Agency improved 5% or more in the following areas:
- My workload is fair and equitable.
- I am recognized for the accomplishments I make at Optimist.
- My innovation is encouraged and supported.
- Trust and confidence exist among staff.
- Trust and confidence exist between my supervisor and me.
- Work in my program/department is accomplished on time.
- Plans and future directions for my program are clear.
- Conflicts in my department are accepted, openly expressed and worked through.
- My supervisor tries to accommodate work schedules.
- I am comfortable going to my supervisor’s supervisor (open door policy)
- I like the direction and tone being set by the agency.
- I am aware of issues influencing Administration’s decisions/changes.
- I believe that Administration is concerned about staff morale.
- Quality Improvement: QI committees.
- Quality Improvement: Clarity of standards/expectations.
- Quality Improvement: Availability for assistance.
- Human Resources: Is seen as employee resource/advocate.
- Human Resources: Is responsive to hiring needs.
- Human Resources: Benefit related inquiries are handled efficiently and professionally.
- Business Office and Accounting: Staff are efficient and cooperative.
- Development: In all areas noted in the survey.
- Computer and Network Service (IT): Response to requests & special needs.

We all know that there are always opportunities for striving towards the better, and we want to assure you that the Executive Team is committed to do so!

It is the responsibility of the executive team to discuss the survey results in their programs/departments and find ways to improve the satisfaction of our staff. In addition, the personnel committee is reviewing the survey and adds goals to their committee as needed.

Please don’t forget about our suggestion boxes, our cost savings ideas contest, our employee of the month selection, the above & beyond pins and our recycling initiative.

Thank you again for your responses! Any questions or concerns, feel free to approach your supervisors, program directors or the executive team. THANK YOU!