

Friedman Place

2018 Employee Satisfaction Survey

In the late fall of 2018, 58% of employees responded anonymously to a survey. Of the eight questions asked, five were compared to a Society for Human Resource Management 2017 national survey of employees in all industries. The remaining two questions, *feeling respected by residents* and *satisfaction with the physical environment* were not included in the national survey and therefore could not be compared. All questions offered five possible answers from best to worst on a Likert scale. For example: Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, or Very dissatisfied.

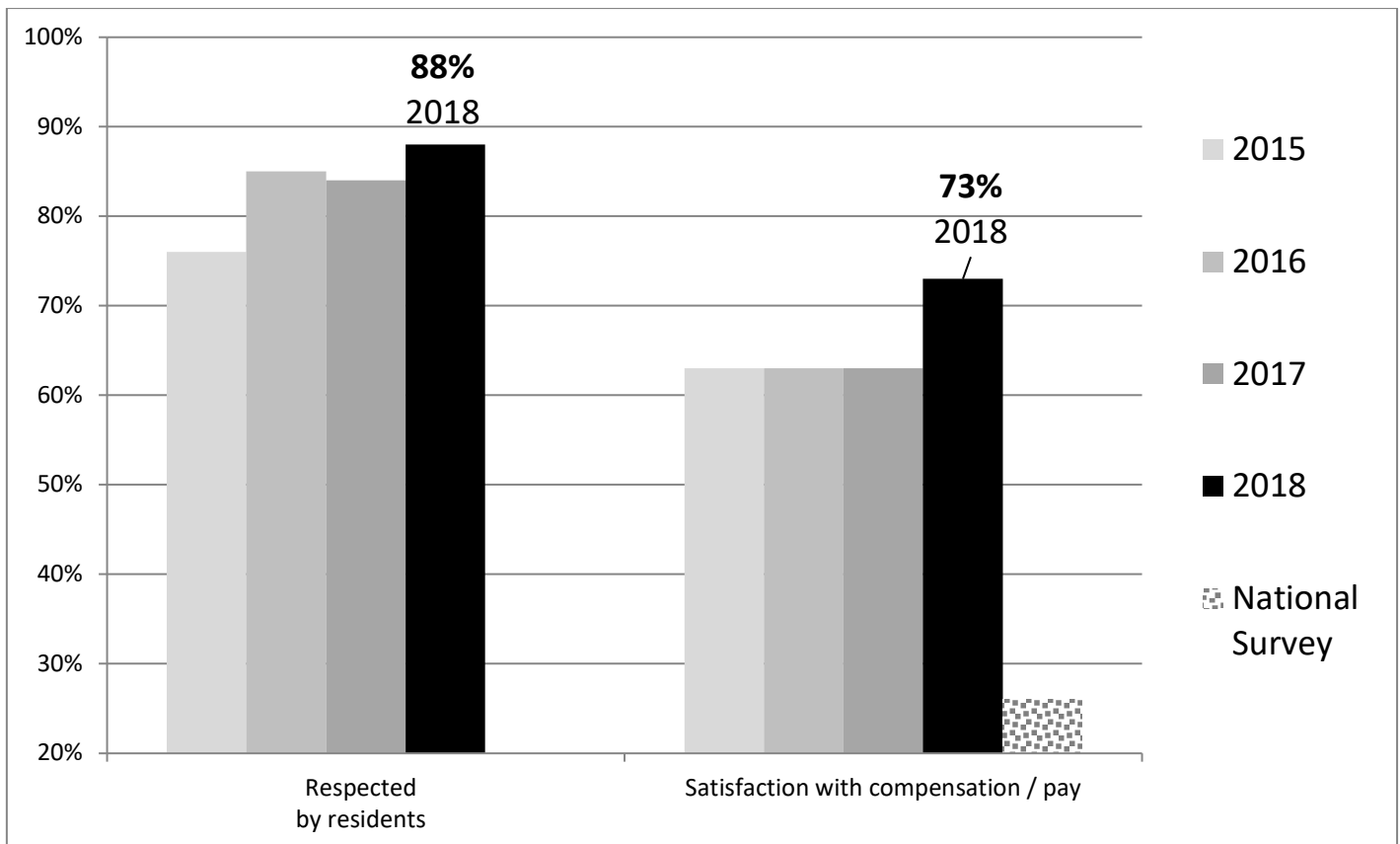
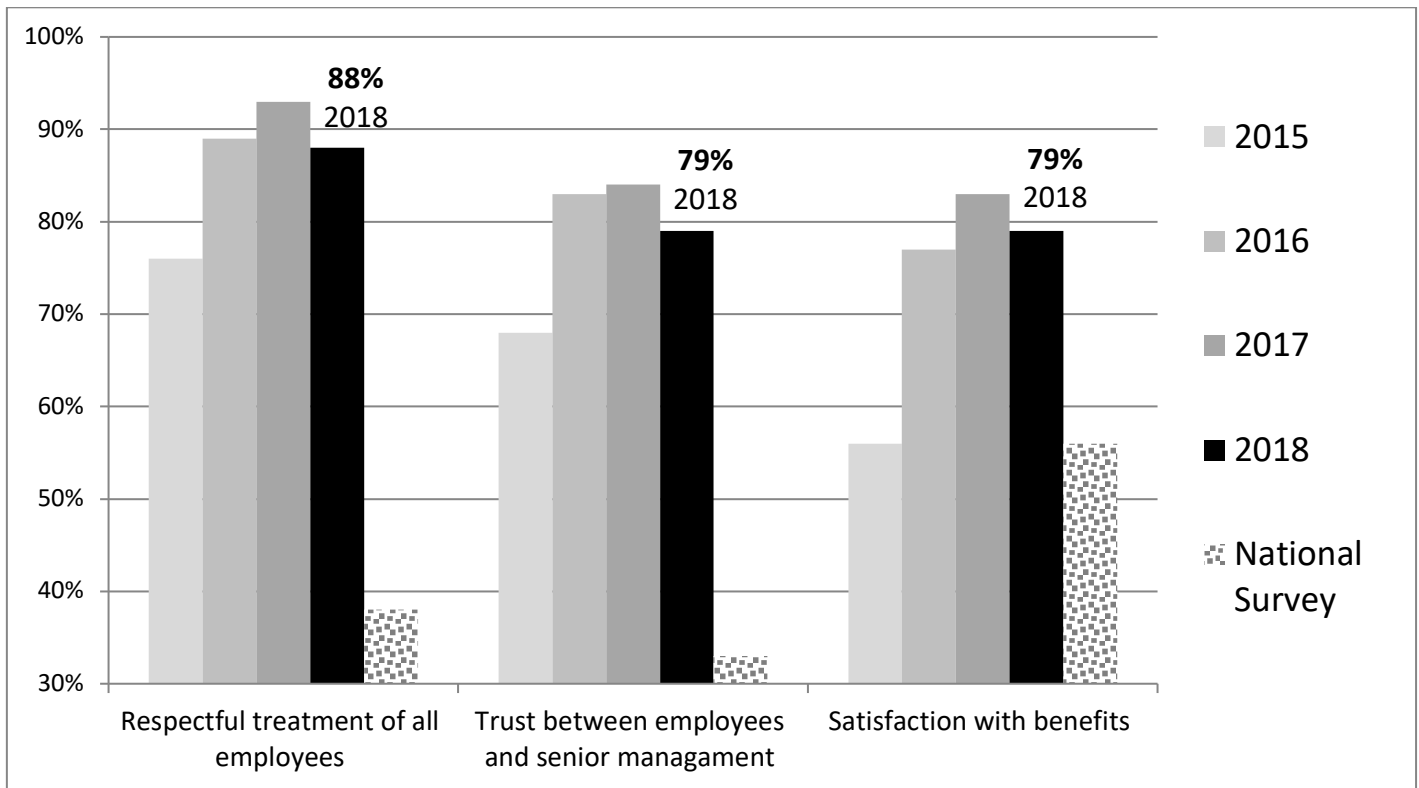
- **STAFF ARE EXTREMELY SATISFIED**

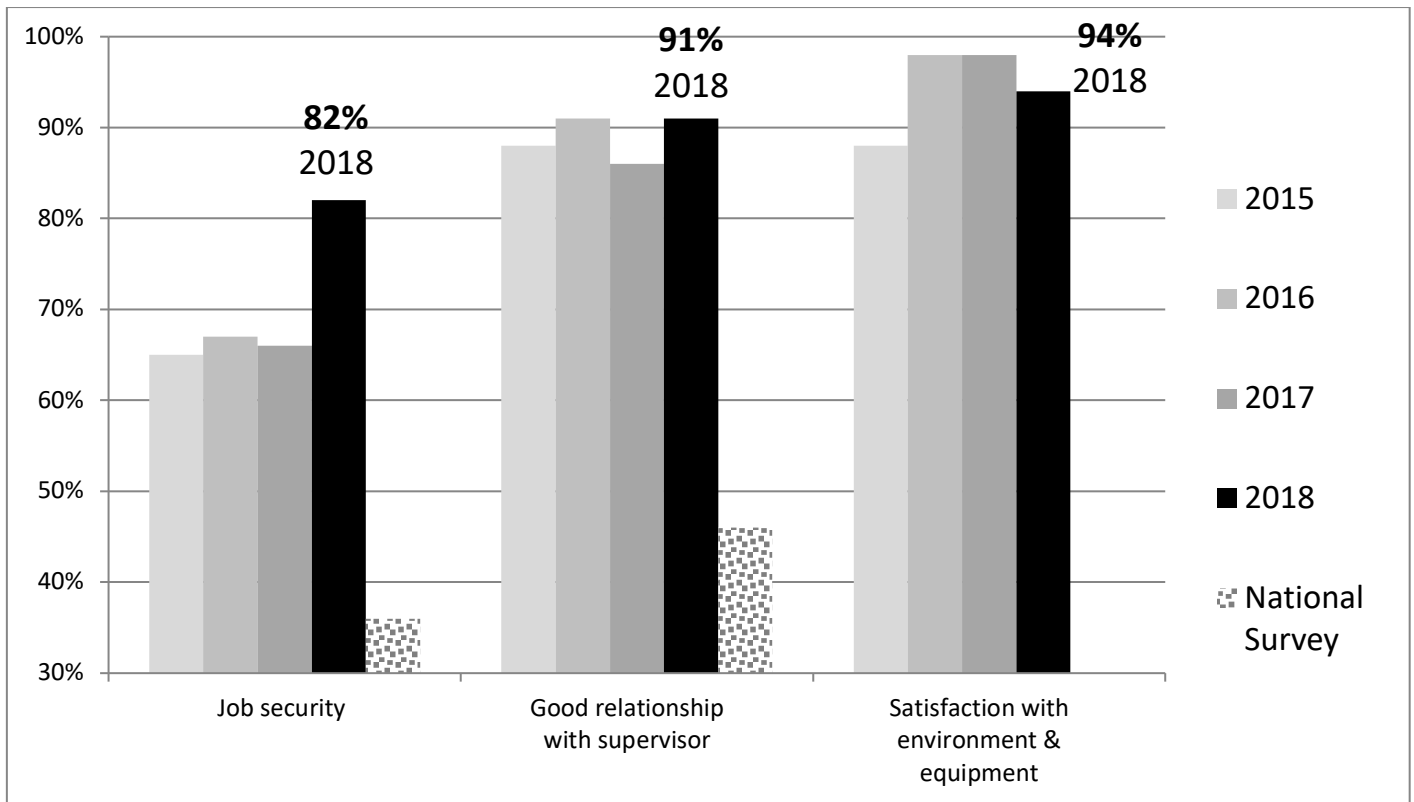
- **One-half of the questions were given the best ratings by at least 85% of employees**
 - Good relationship with supervisor
 - Satisfaction with physical environment and equipment
 - Respected by residents
 - Respectful treatment of all employees
- **Almost 90% of the questions were given the best ratings by at least 75% of employees**
 - Good relationship with supervisor
 - Satisfaction with physical environment and equipment
 - Respected by residents
 - Respectful treatment of all employees
 - Satisfaction with benefits
 - Job security
 - Trust between employees and senior management
- **Employees gave all questions a majority of best ratings and by very wide percentages**
 - Employees gave the best ratings 84% of the time and the worst ratings only 7% of the time (with the remaining 9% being “neutral”)

- **FRIEDMAN PLACE STAFF ARE MUCH MORE SATISFIED THAN THOSE NATIONALLY**

- Friedman Place scores of the questions that can be compared to the survey were all higher than the national scores, and in most cases by more than two to three times!

The charts below show the percent of staff that gave one the two **best** ratings (e.g., “satisfied” or “very satisfied”), compared with the results from previous years and a nationwide survey.





COMMENTS

- **As the minimum wage increases I feel everyone's salary should go up within the Agency.**
 - Agency Response: All staff are making more than minimum wage. We recently undertook a review of all staff salaries and what is paid by comparable organizations both in Chicago and across the country and our starting salaries are higher than average. The salaries for many of the staff who have been with us for a longer period are much higher than what is found at similar organizations.
- **There should be more of an emphasis on staff training. Relias (the online training platform) is helpful but it would be more beneficial for the agency to offer in-person training. Also, the agency needs to hire a full-time Human Resources representative.**
- **More inter-departmental team building activities.**
- **Have a couple of floater holidays for when a national holiday falls on the weekend.**
 - Agency Response: Six paid holidays are provided and full-time staff receive 20 additional days – one full month - of paid time off in their first 5 years of employment (and that amount increases over time). Paid time-off for part-time staff is pro-rated and all staff begin receiving it immediately upon hire. The overall amount of paid time off is well above-average to what similar organizations provide their staff.

- **The employee cost and the level of coverage for benefits like insurance is simply outstanding and nearly unheard of, excellent on every level!**
- **There is an open-door policy and the freedom to exchange and present ideas is the hallmark of my work experience here.**
- **I think that our overall Paid time off is fair. I do think that employees who have to work on a day of a holiday should not be penalized and should get to take a day before or day after the holiday to compensate for the day of work.**
 - Agency Response: See above response, regarding holidays, but staff are not penalized for working a holiday but rather are paid double for doing so. Typically, if a staff person who is scheduled to work a holiday does not want to do so another staff can be found to take the shift, although this very rarely occurs.
- **Within the system of Paid Time Off (PTO), there should be a certain amount of days that are used solely for sick days.**
 - Agency Response: See above response, regarding holidays, but PTO can be used for any reason, be it sickness or something else. Having all paid days off considered PTO also benefits employees because the law requires that any remaining PTO an employee has when they leave must be paid to them but days designated to be used only when they are sick are not.
- **For the most part, everyone is very respectful to each other.**
- **My supervisor is open, warm, professional, engaging, witty, creative, compassionate, caring and when necessary, direct.**
- **My supervisor has been great and trained me in a lot of new "skills". She has been very supportive of my needs both work related and personal.**
- **The market overall supports a feeling of security and the agency strives to look after staff and residents alike (in response to the question regarding job security)**
- **My supervisor's words and action are solid and consistent with policy and procedures, she is fair in action and thinking.**
- **My supervisor is a great supervisor with highest level of understanding.**
- **Regarding equipment and the physical environment, we have everything we need to do a good job**
- **I am very happy to know that the IT consultant will be here to assist more with IT problems that have gotten overlooked because there is not staff to assist.**
- **I wish there were marketing floats and sponsorship in various parades throughout the City of Chicago with the Friedman Place name on it.**

- **I have greatly enjoyed working here over the past 2 years, and as well as feeling I have learned a lot from my time within the department that I am part of. If one thing I could suggest that would be bringing in fairness. Employees/Staff who are putting everything they have into work should be treated accordingly vs. the ones who aren't able to meet even the basic requirements of the specific position that they are given/hired for. As much as I believe in equality, I also believe that each individuals work load is not the same despite of being given a position in the same department. I suggest the supervisor of my department to be able to measure the difference in each individual's performance and workload and grant promotions accordingly. Many Thanks!**

- Agency Response: While not a perfect system, all employees receive a comprehensive performance evaluation each summer which includes the reviewing of the previous year's goals. The agency has been fortunate to be able to provide merit-based salary increases each year for many years. The amount of increase is based on the results of the annual performance evaluation.

- **I do not feel that all of our residents have the capacity to treat staff in the way that they should be treated and it can sometimes be frustrating especially since our residents do not have any consequences to most of their actions based on state rules.**
- **Most resident are pleased and gracious for the support that is given**
- **Some residents can be disrespectful but it's understandable due to their age/ and conditions that they've been through/are in.**
- **As always, most residents are very respectful other than a couple of select individuals.**
- **I feel that we should have a Part time of Full time Human Resource position. There are many times that it is difficult to get your answers from ADP. I also feel that there are many personnel issues that are not able to be addressed in an appropriate way since there is not an HR person to assist.**



A Community for Adults Who Are Blind or Visually Impaired

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