

Friedman Place Employee Survey Fall 2015

In October of 2015, an electronic survey was sent to all employees. The responses were anonymous and 75% of employees completed the survey. The only demographic information collected was length of time as an employee – in order to assure anonymity - and based on that and the number of employees who responded, the results are considered representative of the agency as a whole.

Of the eight questions asked, the first six were identified in a national survey of employees in all industries as the most important measures of employee engagement. That survey was conducted by the Society for Human Resource Management in 2015. The remaining two questions, *feeling respected by residents* and *satisfaction with the physical environment* were not included in the national survey.

All questions offered five possible answers from best to worst on a Likert scale. For example with the question “How satisfied are you with your compensation / pay?” the options were:

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

Summary & Conclusions

The vast majority Friedman Place employees are extremely engaged and their responses indicate levels of satisfaction more than double than those found nationally in every area considered. When employees did not give one of the best responses to the individual questions they almost always gave a neutral response (e.g., “neither satisfied nor dissatisfied”). Of all the individual answers given, 73% were positive, 20% were neutral and only 7% were negative (and regarding negative answers, only one percent of the total questions answered were answered “very” negative).

The questions with the highest scores were:

- How good is your relationship with your immediate supervisor? (90% positive)
- How satisfied are you with the physical work environment and equipment? (88% positive)
- How respectful is the treatment of all employees at all levels? (76% positive)

The questions with the lowest scores were:

- How satisfied are you with you benefits overall? (56% positive)
- How satisfied are you with you compensation / pay? (63% positive)
- How secure do you feel in your job? (65% positive)

It is believed that response regarding benefits is primarily an expression of dissatisfaction with the amount of paid time off provided and the question regarding job security has largely to do with the State of Illinois’ financial problems. Although the question regarding feeling treated respectfully by residents scored in the middle, it is believed that this is a much more significant issue for kitchen staff, Certified Nursing Assistants, and Front Desk Staff and is largely the result of the behavior of a small group of approximately 10 residents. It was decided that the issues of respectful treatment by residents and satisfaction with benefits will be the primary focus of the Improvement Plan for the next two years.

RESULTS

Question	Best Scores	Neutral	Worst Scores
How satisfied are you with your compensation / pay?	63%	22%	15%
How satisfied are you with your benefits overall (insurance, paid time off, TDA retirement, etc.)?	56%	32%	12%
How respectful is the treatment of all employees at all levels?	76%	20%	4%
How good is your relationship with your immediate supervisor?	90%	3%	7%
How secure do you feel in your job (i.e., that it is not at risk)?	65%	284%	7%
How much trust do you feel between yourself and senior management?	68%	27%	5%
How satisfied are you with the physical work environment and with the equipment you have been given to do your job?	88%	10%	2%
How respected do you feel you are treated by residents?	76%	20%	4%

The charts below indicate the percent of staff that indicated the best answers, compared with the results of a national employee survey conducted by the Society for Human Resource Management in 2015. All of the questions except those regarding feeling respected by residents and satisfaction with the physical environment were those that the national survey indicated were most important to employees.

