



Example Site

January 1, 2013 - December 31, 2013

mhca Staff Survey

Statistics Pages

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mhca Staff Survey Description

The **mhca** Staff Survey and Report is designed to be a part of your organization improvement system. The intent of the survey is to provide you with a picture of your staff's satisfaction with your organization and the work environment you provide. The information will help identify your strengths and opportunities for improvement.

The information obtained from the **mhca** Staff Survey is presented in numeric form. The scale used in this survey is:

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neutral
- 4 = Agree
- 5 = Strongly Agree
- 0 = No Response

Note that the survey data includes "6" (Not Applicable) and "0" (No Response) values. Although they are ignored in the statistical calculations, these values can be useful for distinguishing any items that do not apply to your staff or items which the staff refused to answer.

Definition of Terms

Domains:	Questions are grouped into thirteen domains. The domains are Accomplishment, Co-workers - Interaction, Supervision, Management - Leadership, Communication, Paperwork - Resources, Growth - Personal and Job, Pressure - Stress Aspects of Job, Compensation and Benefits, Organization Policies and Procedures, Physical Environment, Recognition, and Overall Satisfaction.
Count:	The number of responses on a specific survey question.
Mean:	The average of all responses.
Median:	The number separating the higher half of ordered responses from the lower half.
Standard Deviation:	A measure of dispersion in the response distribution, calculated as the square root of the mean of the squares of deviations from the mean.
95% Conf Int:	A value that indicates a 95 percent confidence interval for the population mean. That is, there is a 95% probability that the population mean falls within this range.
Percent (%):	The percentage of specific responses to the total responses of an item.
Grand Mean:	The overall average for all items.

Demographic Summary – Example Site

	ORG (%) Count=1266
Age	
No Response	6.87
18-20	0.39
21-25	9.79
26-35	33.89
36-50	31.20
Over age 50	17.85
Department Type	
No Response	13.59
Central Administration	10.90
Clinical/Vocational	48.66
Other	26.86
General Job Description	
No Response	14.14
Psychiatrist/Physician	1.50
Administration/Manager	11.61
Secretary/Receptionist/Clerk/Clerical	9.00
Nurse	2.92
Psy/Rehab/Behavioral Tech	3.55
Therapist/Counselor	19.98
Case Manager	25.83
Maintenance/Groundskeeper/Custodial/Housekeeping	0.71
Other	10.74
Full-Time/Part-Time	
No Response	6.40
Full-time (Reg. scheduled for 30 hrs/wk or more)	85.47
Part-time (Reg. scheduled for at least 16 hrs/wk)	7.50
(Relief/On-Call)	0.63
Gender	
No Response	7.27
Female	25.12
Male	67.61
Education	
No Response	9.64
High school or GED	8.06
Vocational Training	2.13
Some College	22.59
College Graduate	31.04
Masters Degree	24.33
Doctorate/MD	2.21
Number of years with organization	
No Response	32.15
0-1	15.64
1-5	30.57
5+	21.64
Number of years in current position	
No Response	33.02
0-1	18.09
1-5	32.31
5+	16.59

Summary Statistics Table – Example Site

Question	ORG Count	ORG Mean	ORG Std Dev	ORG 95% Conf Int
Accomplishment				
Work gives feeling of accomplishment	1256	4.25	0.72	4.21 - 4.29
I feel my work is worthwhile	1257	4.34	0.70	4.30 - 4.38
Creativity and innovation encouraged	1252	3.89	0.96	3.83 - 3.94
I enjoy my work	1253	4.19	0.77	4.15 - 4.23
I am proud of the work I do	1255	4.44	0.66	4.41 - 4.48
Domain Summary	1252	4.22	0.79	
Co-workers-Interaction				
Co-workers positive about their job	1250	3.37	1.00	3.32 - 3.43
I have the support of my co-workers	1255	4.07	0.83	4.02 - 4.11
Comfortable consulting with other staff	1254	4.13	0.80	4.09 - 4.18
I trust my co-workers	1254	3.87	0.92	3.82 - 3.92
Turn-over rate is low among co-workers	1235	3.28	1.25	3.21 - 3.35
I have access to assistance needed	1243	3.88	0.89	3.83 - 3.93
Workload evenly distributed	1246	3.45	1.08	3.39 - 3.51
Administration cares about the staff	1244	3.50	1.15	3.44 - 3.57
Domain Summary	1235	3.70	1.04	
Supervision				
I am trusted by my supervisor	1259	4.33	0.80	4.29 - 4.38
Supervision is available when needed	1256	4.15	0.89	4.10 - 4.20
I receive the training I need	1257	3.91	0.97	3.86 - 3.96
Supervisor is available	1254	4.22	0.86	4.17 - 4.26
I have access to a mentor	1251	3.67	1.06	3.61 - 3.73
I receive feedback on job performance	1255	3.85	1.00	3.80 - 3.91
Domain Summary	1251	4.02	0.96	
Management-Leadership				
I am able to provide company input	1253	3.39	1.05	3.34 - 3.45
I am able to talk with administration	1255	3.58	1.05	3.53 - 3.64
I understand my role in the organization	1254	4.09	0.70	4.05 - 4.13
I understand the organization structure	1255	3.91	0.82	3.86 - 3.95
I have confidence in the management team	1254	3.66	1.02	3.61 - 3.72
Domain Summary	1253	3.73	0.97	
Communication				
Communication is good in the organization	1256	3.05	1.12	2.99 - 3.11
Good communication from site to site	1247	2.97	1.03	2.91 - 3.02
Information is provided on major changes	1252	3.53	1.01	3.48 - 3.59
Teams are formed with clear directives	1254	3.48	0.93	3.43 - 3.53
Organization priorities are well defined	1247	3.46	0.97	3.41 - 3.51
Domain Summary	1247	3.30	1.04	
Paperwork-Resources				
Paperwork is not redundant	1245	2.67	1.15	2.60 - 2.73
I have enough time to complete all tasks	1257	3.03	1.19	2.96 - 3.09
Paperwork required is 'useful'	1258	3.39	1.04	3.34 - 3.45
Material and equipment to do my job	1252	3.63	1.05	3.57 - 3.69
Technology effective to accomplish tasks	1253	3.21	1.16	3.15 - 3.28
Domain Summary	1245	3.19	1.16	

Summary Statistics Table (continued)

Question	ORG Count	ORG Mean	ORG Std Dev	ORG 95% Conf Int
Growth-Personal and Job				
Allowed time for professional growth	1254	3.69	0.98	3.64 - 3.75
I am provided resources to learn more	1254	3.69	0.92	3.64 - 3.74
Opportunities for advancement	1255	3.26	1.08	3.20 - 3.32
Opportunities for continuing education	1249	3.74	0.98	3.69 - 3.79
I know what is required for advancement	1250	3.45	1.02	3.40 - 3.51
Training is provided to support changes	1253	3.67	0.94	3.62 - 3.72
Training provided is beneficial	1250	3.72	0.90	3.67 - 3.77
Opportunity to take on new projects	1249	3.54	0.95	3.49 - 3.59
Opportunity to be a leader	1248	3.36	1.06	3.30 - 3.41
I take initiative to learn new things	1249	4.24	0.64	4.21 - 4.28
Provided challenge needed for growth	1245	3.80	0.92	3.75 - 3.86
Domain Summary	1245	3.65	0.98	
Pressure-Stress Aspects of Job				
Support to complete tasks required	1258	3.32	1.11	3.25 - 3.38
Current duties considered	1258	3.22	1.12	3.16 - 3.29
My workload is reasonable	1248	3.35	1.08	3.29 - 3.41
There is sufficient staff	1250	3.10	1.19	3.03 - 3.16
Provided activities to prevent burnout	1257	2.95	1.16	2.89 - 3.02
Domain Summary	1248	3.19	1.14	
Compensation and Benefits				
Salaries are competitive	1256	2.86	1.21	2.79 - 2.93
Extra work is compensated fairly	1249	2.91	1.12	2.85 - 2.97
Benefits comparable to similar places	1248	3.59	0.95	3.53 - 3.64
Benefit packages offered meet my needs	1251	3.60	0.97	3.55 - 3.66
Consistency in pay within organization	1247	3.28	1.01	3.23 - 3.34
Domain Summary	1247	3.25	1.10	
Organization Policies and Procedures				
Organization policies equally applied	1246	3.54	0.99	3.49 - 3.60
Organization policies are reasonable	1247	3.79	0.81	3.74 - 3.83
Procedures required are reasonable	1247	3.74	0.84	3.69 - 3.79
Domain Summary	1246	3.69	0.89	
Physical Environment				
There is enough space to do my work	1252	3.56	1.18	3.49 - 3.62
Automobile parking is convenient	1251	3.78	1.05	3.73 - 3.84
I enjoy the actual working conditions	1250	3.73	0.99	3.68 - 3.79
Work area provides confidentiality	1248	3.57	1.18	3.51 - 3.64
Few distractions interrupt my work	1247	2.97	1.25	2.90 - 3.04
Job safety receives adequate attention	1248	3.88	0.91	3.83 - 3.93
Domain Summary	1247	3.58	1.14	
Recognition				
The community recognizes our work	1250	3.74	0.93	3.68 - 3.79
I receive praise from others	1250	3.58	1.06	3.52 - 3.64
Recognition within the organization	1249	3.53	1.05	3.47 - 3.59
Domain Summary	1249	3.61	1.01	
Overall Satisfaction				
I am satisfied with my job	1244	3.91	0.90	3.86 - 3.96
I would recommend this organization	1241	3.86	1.00	3.81 - 3.92
Domain Summary	1241	3.88	0.95	
Grand Mean	1235	3.61	1.07	

Percent Satisfaction Table – Example Site

Question	ORG		ORG		ORG		ORG		ORG	
	% Str	Disagree	% Disagree	% Neutral	% Agree	% Str	% Disagree	% Neutral	% Agree	% Str
Accomplishment										
Work gives feeling of accomplishment	1		2	6	54					37
I feel my work is worthwhile	1		2	4	49					44
Creativity and innovation encouraged	2		8	17	46					27
I enjoy my work	1		2	10	51					36
I am proud of the work I do	0		1	6	41					52
Domain Summary	1		3	9	48					39
Co-workers-Interaction										
Co-workers positive about their job	5		16	25	46					8
I have the support of my co-workers	1		4	11	54					30
Comfortable consulting with other staff	1		3	11	52					33
I trust my co-workers	3		5	19	50					23
Turn-over rate is low among co-workers	11		17	21	34					17
I have access to assistance needed	2		7	14	55					22
Workload evenly distributed	7		14	20	47					12
Administration cares about the staff	8		12	21	40					19
Domain Summary	5		10	18	47					20
Supervision										
I am trusted by my supervisor	1		3	4	44					48
Supervision is available when needed	2		5	7	48					38
I receive the training I need	3		8	11	51					27
Supervisor is available	1		4	8	45					42
I have access to a mentor	5		8	25	39					23
I receive feedback on job performance	3		8	15	49					25
Domain Summary	2		6	12	46					34
Management-Leadership										
I am able to provide company input	6		14	27	41					12
I am able to talk with administration	5		12	19	47					17
I understand my role in the organization	1		3	8	64					24
I understand the organization structure	2		5	13	61					19
I have confidence in the management team	4		9	23	44					20
Domain Summary	4		9	18	51					18
Communication										
Communication is good in the organization	10		23	26	33					8
Good communication from site to site	9		25	32	30					4
Information is provided on major changes	5		13	19	51					12
Teams are formed with clear directives	4		10	31	45					10
Organization priorities are well defined	4		12	28	46					10
Domain Summary	6		17	27	41					9
Paperwork-Resources										
Paperwork is not redundant	19		28	24	26					3
I have enough time to complete all tasks	13		24	17	39					7
Paperwork required is 'useful'	7		13	23	48					9
Material and equipment to do my job	6		11	12	57					14
Technology effective to accomplish tasks	11		17	20	43					9
Domain Summary	11		19	19	43					8

Percent Satisfaction Table (continued)

Question	ORG % Str	Disagree	ORG % Disagree	ORG % Neutral	ORG % Agree	ORG % Str Agree
Growth-Personal and Job						
Allowed time for professional growth	3		10	19	51	17
I am provided resources to learn more	2		10	19	54	15
Opportunities for advancement	8		14	33	35	10
Opportunities for continuing education	3		9	17	52	19
I know what is required for advancement	4		13	28	43	12
Training is provided to support changes	3		9	20	54	14
Training provided is beneficial	3		6	20	56	15
Opportunity to take on new projects	4		10	27	47	12
Opportunity to be a leader	7		13	29	40	11
I take initiative to learn new things	0		1	6	60	33
Provided challenge needed for growth	2		7	19	52	20
Domain Summary	4		9	22	49	16
Pressure-Stress Aspects of Job						
Support to complete tasks required	7		19	17	47	10
Current duties considered	9		20	20	43	8
My workload is reasonable	8		16	18	50	8
There is sufficient staff	13		20	19	40	8
Provided activities to prevent burnout	13		23	26	31	7
Domain Summary	10		20	20	42	8
Compensation and Benefits						
Salaries are competitive	17		25	20	31	7
Extra work is compensated fairly	13		22	31	29	5
Benefits comparable to similar places	4		9	24	51	12
Benefit packages offered meet my needs	4		11	19	53	13
Consistency in pay within organization	7		13	33	39	8
Domain Summary	9		16	25	41	9
Organization Policies and Procedures						
Organization policies equally applied	5		9	24	50	12
Organization policies are reasonable	2		5	18	62	13
Procedures required are reasonable	2		6	20	59	13
Domain Summary	3		7	21	57	13
Physical Environment						
There is enough space to do my work	9		13	9	51	18
Automobile parking is convenient	6		7	10	56	21
I enjoy the actual working conditions	4		8	17	52	19
Work area provides confidentiality	8		13	13	46	20
Few distractions interrupt my work	15		26	16	33	10
Job safety receives adequate attention	3		5	13	58	21
Domain Summary	8		12	13	49	18
Recognition						
The community recognizes our work	2		8	22	50	18
I receive praise from others	5		13	19	46	17
Recognition within the organization	5		13	21	46	15
Domain Summary	4		11	21	47	17
Overall Satisfaction						
I am satisfied with my job	2		6	16	52	24
I would recommend this organization	3		6	19	44	28
Domain Summary	2		6	18	48	26
Grand Mean	5		11	19	47	18