

DSHS 2002-04 Employee Survey Compared to Employee Surveys Administered by Department of Personnel in 2004*

Cautionary Note: It would be very helpful to be able to compare DSHS responses to the standard employee survey questions with those from other state agencies. This comparison to a year's worth of data from the employee surveys administered by the Department of Personnel (DOP) is an attempt to use the "best available" data to make such a comparison. The reader should, however, be aware that there are some **serious limitations** to the DOP data. The number of responses represented in the DOP data file (slightly more than 3,000 responses) is relatively small compared to the DSHS survey. It does not necessarily accurately represent all state employees, and the data may fluctuate over time. Many state agencies do not conduct a survey every year, so the composition of the DOP average could change dramatically from year to year. Also, a number of state agencies, like DSHS, do not administer their surveys through DOP, and are therefore not included in the DOP average.**** Furthermore, the responses that are included in the DOP database are not weighted to reflect agency size or response rate.

QUESTION	PERCENT ALWAYS OR USUALLY**			AVERAGE***		
	2002-04 DSHS Survey	All 2004 Surveys by DOP	Difference	2002-04 DSHS Survey	All 2004 Surveys by DOP	Difference
DIRECTION	79%	82%	-2.6%	4.14	4.19	-0.05
Q1 I can clearly explain to others the direction (vision, values, mission of) DSHS.	76%	77%	-1.4%	4.00	4.01	-0.01
Q2 My work group's goals are consistent with DSHS goals.	85%	88%	-2.9%	4.29	4.34	-0.05
Q3 I can see a clear link between my work and DSHS goals.	78%	81%	-3.2%	4.10	4.17	-0.08
Q4 My manager/supervisor demonstrates the values of DSHS through his/her actions.	79%	83%	-3.4%	4.18	4.25	-0.07
Q5 My manager/supervisor clearly expresses work expectations to me.	78%	80%	-2.0%	4.13	4.18	-0.05
SENIOR MANAGERS	50%	62%	-12.0%	3.29	3.61	-0.32
Q6 Our senior managers communicate clear goals for DSHS.	53%	64%	-11.3%	3.41	3.67	-0.26
Q7 Our senior managers explain how they measure the success of DSHS.	42%	58%	-15.6%	3.11	3.54	-0.43
Q8 Our senior managers demonstrate our values through their actions.	48%	59%	-10.8%	3.25	3.54	-0.29
Q9 Our senior managers care about the people in DSHS.	54%	65%	-10.3%	3.40	3.68	-0.28
LEARNING AND DEVELOPMENT	67%	74%	-6.7%	3.80	3.99	-0.18
Q10 My manager/supervisor supports my participation in continuous learning.	78%	84%	-6.5%	4.15	4.34	-0.19
Q11 I get coaching from my manager/supervisor to help me improve.	60%	66%	-5.9%	3.63	3.79	-0.15
Q12 I have the skills I need to do my job.	95%	95%	0.2%	4.57	4.52	0.05
Q13 I have the opportunity to learn and do new things in my job.	64%	71%	-7.5%	3.79	3.98	-0.19
Q14 In my work group, advancement is based on merit.	41%	55%	-14.0%	2.88	3.31	-0.42
TEAMWORK	79%	83%	-3.5%	4.15	4.25	-0.10
Q15 The people in my work group cooperate to get the job done.	84%	86%	-2.3%	4.26	4.32	-0.06
Q16 My work group cooperates with other work groups to achieve DSHS objectives.	78%	83%	-4.1%	4.11	4.20	-0.09
Q17 My manager/supervisor encourages us to work as a team.	80%	85%	-4.8%	4.22	4.37	-0.15
Q18 A spirit of cooperation and teamwork exists in my work group.	75%	78%	-2.6%	4.03	4.11	-0.08
FEEDBACK	63%	72%	-8.7%	3.68	3.92	-0.25
Q19 My manager/supervisor gives me ongoing feedback that helps me improve my performance.	61%	68%	-7.0%	3.63	3.84	-0.21
Q20 I receive timely feedback on my suggestions for improvement.	61%	70%	-9.3%	3.60	3.83	-0.24
Q21 I am comfortable giving my manager/supervisor feedback.	74%	80%	-6.0%	4.00	4.19	-0.19
Q22 My last performance evaluation helped me to improve my job performance.	58%	71%	-12.4%	3.48	3.83	-0.35
CUSTOMER FOCUS/SERVICE	56%	66%	-9.9%	3.48	3.76	-0.28
Q23 In my work group, we actively seek out customer feedback.	51%	62%	-10.7%	3.36	3.66	-0.30
Q24 In my work group, we use customer feedback to improve our work processes.	54%	67%	-13.0%	3.44	3.78	-0.34
Q25 In my work group, we define specific goals for meeting the needs of our customers.	66%	74%	-8.1%	3.75	3.96	-0.22
Q26 My manager/supervisor meets with my work group to discuss how well we are meeting our customers' needs.	52%	60%	-8.0%	3.39	3.65	-0.26

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*All employee surveys administered by DOP between December 2, 2003 and December 2, 2004. Slightly more than 3,000 surveys.

**Percent of those who gave a definitive answer. Denominator doesn't include "Don't Know."

***Average on a scale from 1 (Almost Never or Never) to 5 (Almost Always or Always) of those who gave a definitive answer. Denominator doesn't include "Don't Know."

****DSHS has offered to share aggregate data with DOP in the hope of creating a more comprehensive statewide average.

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QUESTION	PERCENT ALWAYS OR USUALLY**			AVERAGE***		
	2002-04 DSHS Survey	All 2004 Surveys by DOP	Difference	2002-04 DSHS Survey	All 2004 Surveys by DOP	Difference
RECOGNITION, TRUST & RESPECT	66%	73%	-7.3%	3.76	3.96	-0.21
Q27 When I improve my performance, my accomplishments are recognized.	50%	59%	-9.4%	3.30	3.58	-0.27
Q28 My manager/supervisor recognizes work groups/employees for their contribution to customer satisfaction.	56%	65%	-9.6%	3.48	3.76	-0.28
Q29 The people in my work group speak openly and honestly, even when the news is bad.	70%	73%	-2.9%	3.83	3.91	-0.08
Q30 I can depend on my manager/supervisor to honor the commitments he/she makes.	74%	81%	-7.3%	3.97	4.17	-0.20
Q31 My manager/supervisor treats people with dignity and respect.	79%	86%	-7.1%	4.19	4.39	-0.20
INFORMATION	55%	67%	-11.8%	3.45	3.75	-0.31
Q32 The communication process in DSHS is effective.	33%	51%	-17.9%	2.89	3.31	-0.42
Q33 My manager/supervisor keeps me well informed about how DSHS is doing.	51%	67%	-15.1%	3.35	3.76	-0.41
Q34 My manager/supervisor communicated DSHS objectives to me.	57%	69%	-12.9%	3.47	3.83	-0.36
Q35 I have the information I need to do my job effectively.	78%	82%	-3.9%	4.01	4.11	-0.10
PARTICIPATION AND INVOLVEMENT	75%	81%	-5.7%	4.01	4.16	-0.15
Q36 My manager/supervisor delegates the right amount of responsibility to me.	79%	83%	-5.0%	4.04	4.16	-0.12
Q37 I have the authority to make improvements to my work processes.	71%	78%	-6.7%	3.90	4.09	-0.19
Q38 My manager/supervisor's manager supports our efforts to do the right thing for our customers.	79%	84%	-5.7%	4.14	4.28	-0.14
Q39 My manager/supervisor actively encourages our participation in quality improvement activities.	73%	78%	-5.4%	3.97	4.13	-0.16
DIVERSITY	69%	74%	-4.5%	3.85	3.98	-0.12
Q40 In my work group, we value diversity (opinion, thought, life experiences, etc.).	80%	81%	-0.9%	4.18	4.20	-0.02
Q41 In my work group, people are treated fairly, without discrimination.	80%	82%	-2.3%	4.18	4.24	-0.06
Q42 In DSHS, we have an effective process for identifying candidates for open positions.	48%	58%	-10.3%	3.20	3.49	-0.29
JOB SATISFACTION	69%	76%	-7.3%	3.82	4.04	-0.21
Q43 I am satisfied with the amount of challenges my job provides.	76%	81%	-5.0%	4.01	4.17	-0.16
Q44 In general, I am satisfied with my job.	74%	80%	-6.0%	3.95	4.13	-0.18
Q45 I am given enough time to do what is expected of me on my job.	61%	66%	-4.7%	3.53	3.69	-0.16
Q46 My work gives me a feeling of personal accomplishment.	72%	76%	-4.4%	3.95	4.08	-0.13
Q47 I have confidence in the decisions made by my manager/supervisor.	71%	78%	-7.4%	3.87	4.06	-0.20
Q48 I have confidence in the decisions made by our senior management.	47%	61%	-13.7%	3.22	3.57	-0.35
Q49 My manager/supervisor is committed to keeping me safe in the workplace.	81%	88%	-6.6%	4.21	4.44	-0.23
Q50 My manager/supervisor is committed to resolving the concerns identified in this survey.	70%	80%	-10.4%	3.86	4.16	-0.31
TOTAL - Average of 11 Major Categories	66%	74%	-7.5%	3.77	3.97	-0.20

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