



# 2009 DSHS Employee Survey

for  
Department of Social and Health Services

Survey Administered by  
Research & Data Analysis

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# Statistical Report

DSHS Employee Survey - Sep-Oct 2009

All DSHS Staff - Weighted

QUESTION	Percent of Responses						Average <sup>1</sup>	Percent Always or Usually <sup>2</sup>	
	Almost Always or Always	Usually	Occasionally	Seldom	Almost Never or Never	Missing			
<b>A. QUESTIONS FOR ALL STATE EMPLOYEES</b>									
A1	I have the opportunity to give input on decisions affecting my work.	18%	32%	26%	15%	9%	2%	<b>3.36</b>	<b>51%</b>
A2	I receive the information I need to do my job effectively.	19%	50%	20%	8%	3%	2%	<b>3.75</b>	<b>69%</b>
A3	I know how my work contributes to the goals of my agency.	44%	37%	11%	5%	3%	2%	<b>4.15</b>	<b>81%</b>
A4	I know what is expected of me at work.	49%	38%	8%	3%	2%	2%	<b>4.30</b>	<b>87%</b>
A5	I have opportunities at work to learn and grow.	24%	30%	23%	14%	9%	2%	<b>3.47</b>	<b>54%</b>
A6	I have the tools and resources I need to do my job effectively.	20%	45%	21%	10%	4%	2%	<b>3.67</b>	<b>65%</b>
A7	My supervisor treats me with dignity and respect.	58%	24%	9%	5%	4%	2%	<b>4.28</b>	<b>83%</b>
A8	My supervisor gives me ongoing feedback that helps me improve my performance.	36%	29%	17%	11%	7%	2%	<b>3.77</b>	<b>65%</b>
A9	I receive recognition for a job well done.	24%	26%	23%	15%	12%	2%	<b>3.36</b>	<b>51%</b>
A10	My performance evaluation provides me with meaningful information about my performance.	26%	32%	19%	12%	10%	4%	<b>3.50</b>	<b>58%</b>
A11	My supervisor holds me and my co-workers accountable for performance.	43%	33%	12%	7%	4%	3%	<b>4.05</b>	<b>77%</b>
A12	I know how my agency measures its success.	22%	32%	22%	14%	10%	3%	<b>3.41</b>	<b>54%</b>
A13	My agency consistently demonstrates support for a diverse workforce.	30%	34%	20%	9%	7%	4%	<b>3.71</b>	<b>64%</b>
A14	Overall, my agency supports me in living a healthier life.	17%	29%	23%	16%	14%	4%	<b>3.19</b>	<b>46%</b>
<b>B. QUESTIONS FOR ALL DSHS EMPLOYEES</b>									
B1	A spirit of cooperation and teamwork exists in my workgroup.	29%	38%	17%	9%	6%	2%	<b>3.74</b>	<b>67%</b>
B2	In my workgroup we use customer feedback to improve our work processes.	16%	28%	24%	18%	14%	7%	<b>3.14</b>	<b>44%</b>
B3	I am encouraged to come up with new and better ways of doing things.	23%	28%	22%	15%	12%	3%	<b>3.35</b>	<b>51%</b>
B4	In general, I'm satisfied with my job.	25%	41%	19%	9%	6%	2%	<b>3.71</b>	<b>67%</b>
B5	My agency uses my time and talents well.	19%	37%	20%	14%	10%	3%	<b>3.42</b>	<b>56%</b>
B6	In my workgroup, people are treated fairly, without discrimination.	39%	32%	13%	8%	8%	3%	<b>3.87</b>	<b>71%</b>
B7	I have received clear information about recent budget reductions and changes being made within the agency.	26%	31%	21%	13%	9%	3%	<b>3.50</b>	<b>57%</b>

<sup>1</sup>Average where "Almost Always or Always"=5, and "Almost Never or Never"=1. Does not include missing data.

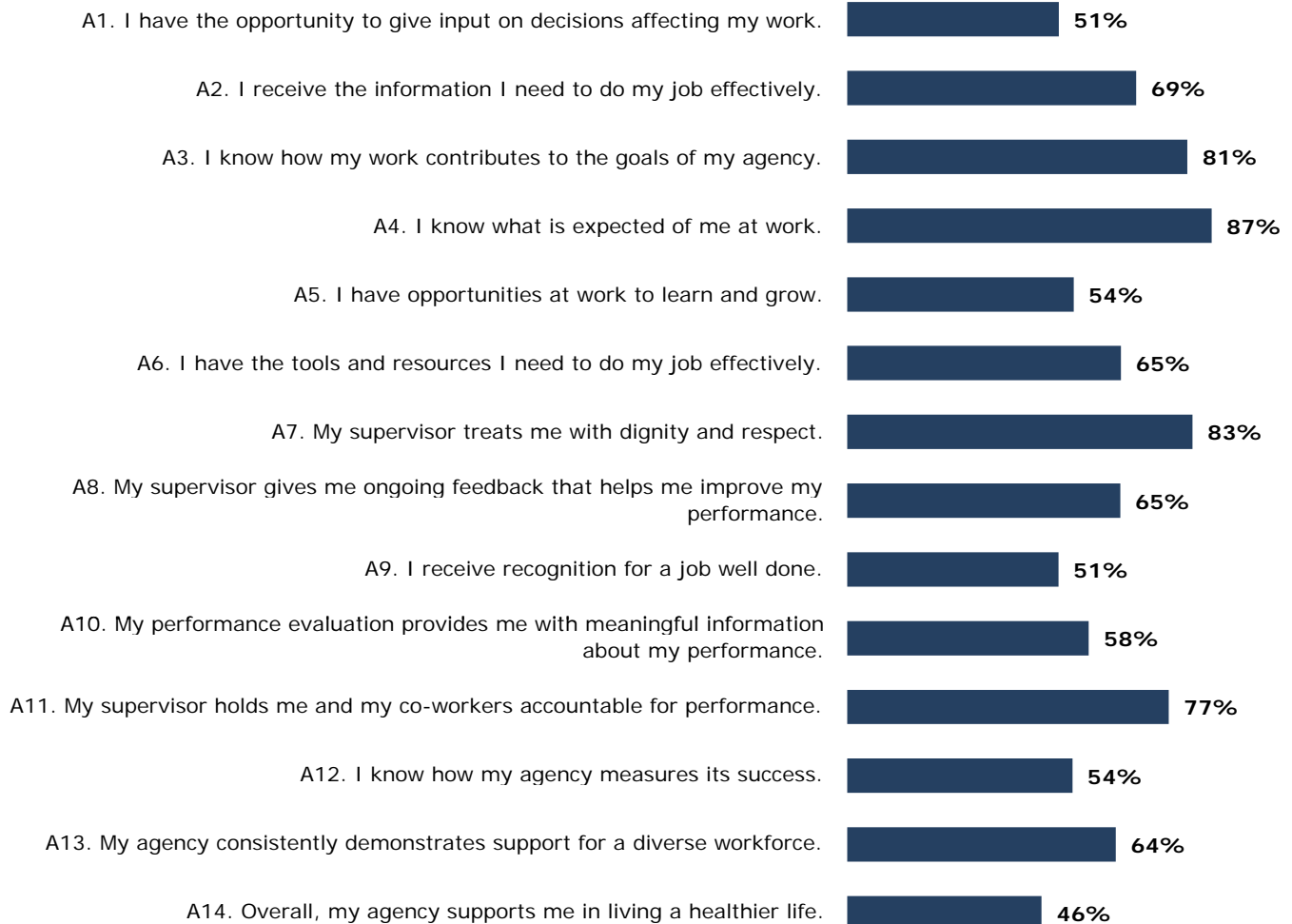
<sup>2</sup>Percent answering "Almost Always or Always" or "Usually." Does not include missing data.

<sup>3</sup>Weighted numbers reflect the number who would have answered if all DSHS employees completed the survey.

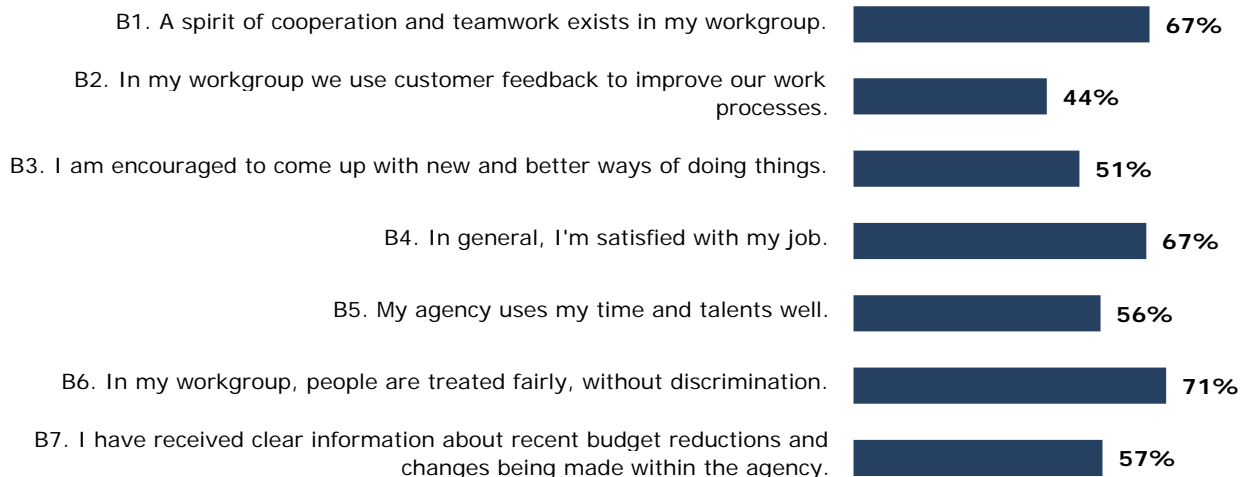
**Note:** Percentages in first 5 columns are percent of those who gave an answer. The percent in the "Missing" column is percent of all respondents.

## Percent Responding "Always" or "Usually"

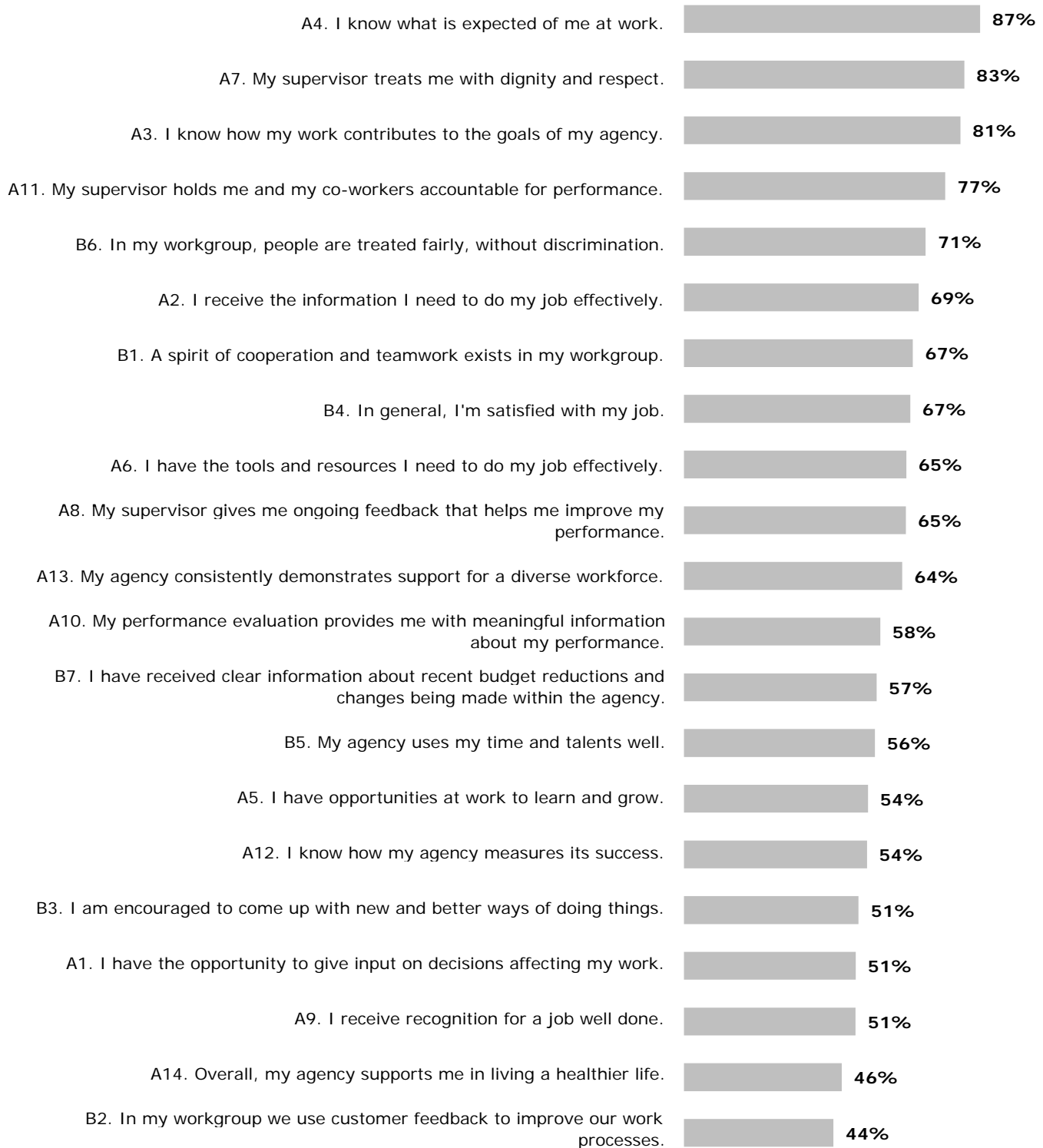
### A. QUESTIONS FOR ALL STATE EMPLOYEES



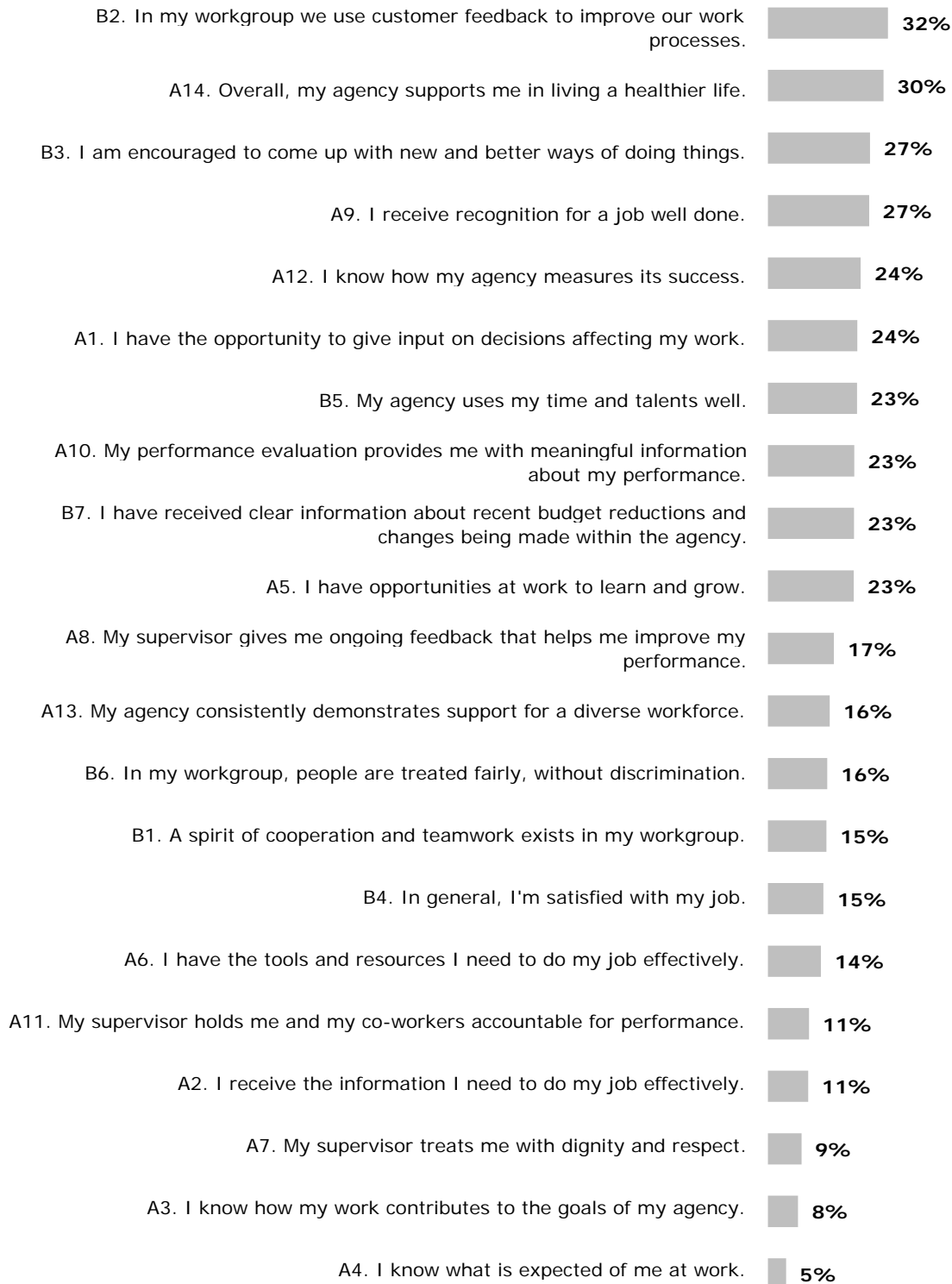
### B. QUESTIONS FOR ALL DSHS EMPLOYEES



**Questions Ordered by Highest to Lowest  
Percent Responding "Always" or "Usually"**



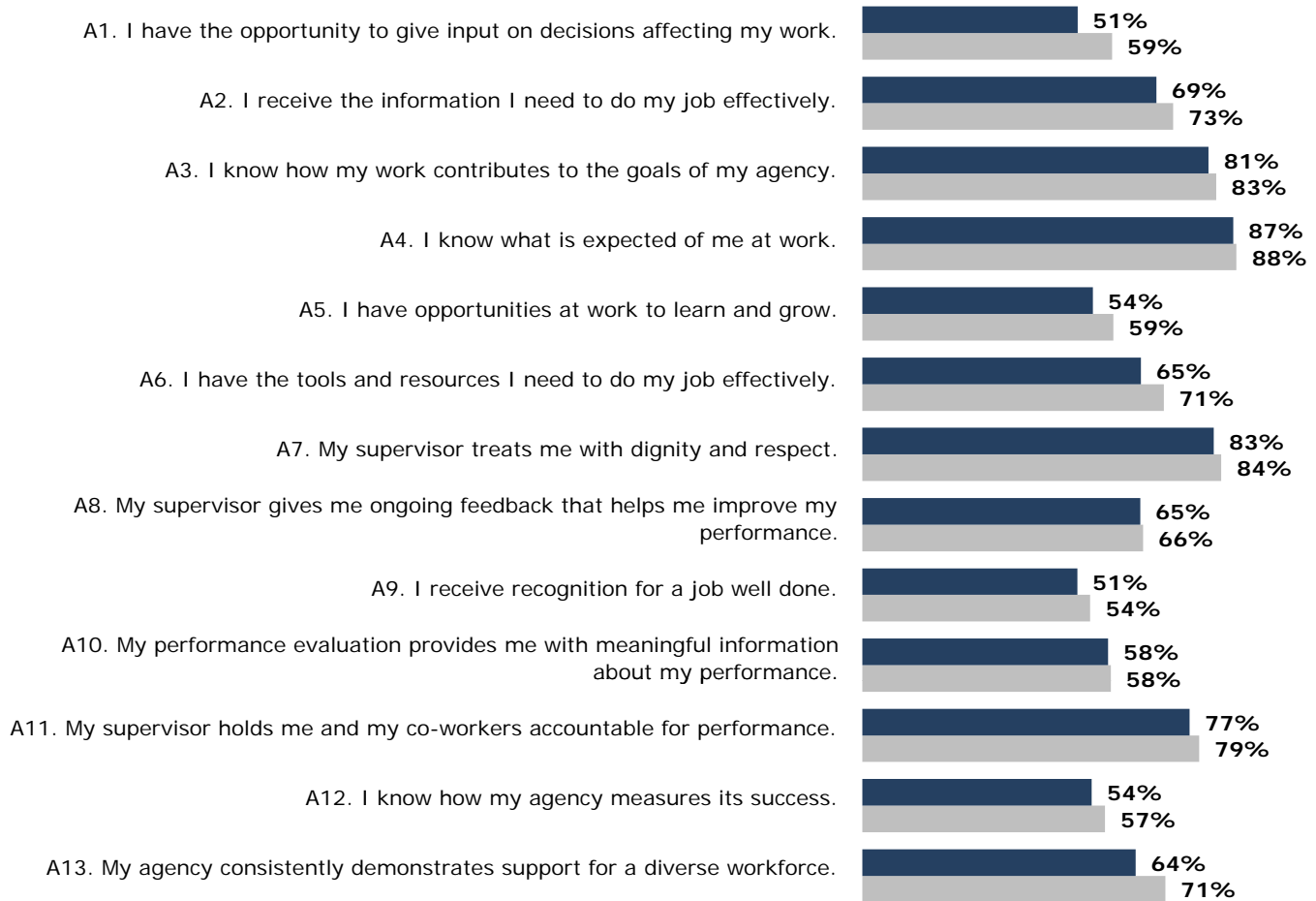
**Questions Ordered by Highest to Lowest  
Percent Responding "Never" or "Seldom"**



**Comparison to All State Employees  
 Percent Responding "Always" or "Usually"**

**All DSHS**   **All State Employees**

A. QUESTIONS FOR ALL STATE EMPLOYEES



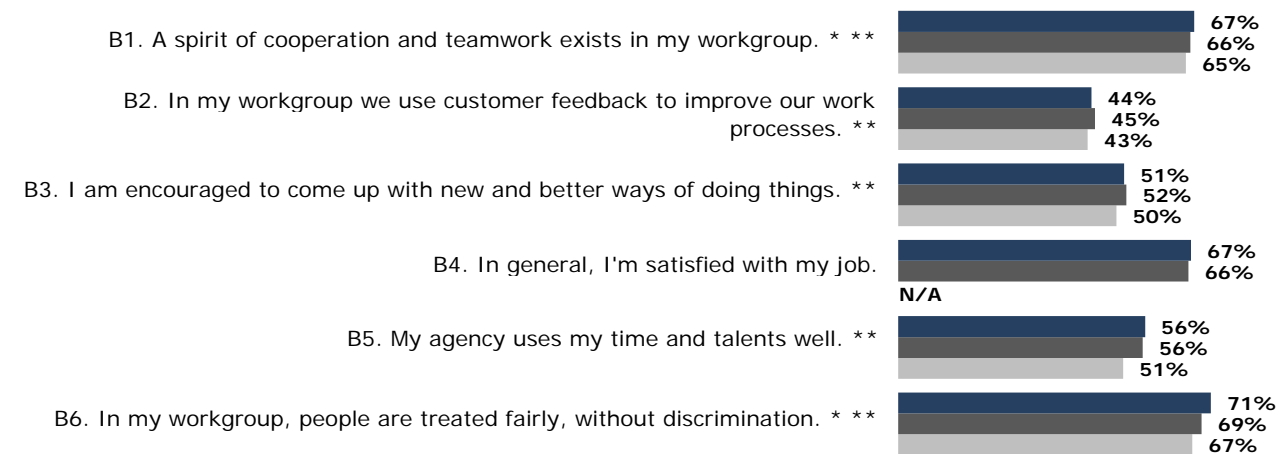
**Comparison to Previous Employee Surveys  
Percent Responding "Always" or "Usually"**

2009 2007 2006

A. QUESTIONS FOR ALL STATE EMPLOYEES



B. QUESTIONS FOR ALL DSHS EMPLOYEES



NOTES - Weighted data.

- "N/A" means the question was not asked during the survey year.

- For comparison purposes, previous workgroups are matched and grouped with current workgroups so the history is consistent. For example, since HRSA was restructured in 2009 to include SCC, 2006 and 2007 data for HRSA includes SCC.

- If every 2006 percent is zero (0%), then **either** the workgroup did not exist in 2006 **or** the workgroup had fewer than 6 respondents and data are suppressed.

\* Change between 2007 and 2009 is statistically significant at the .01 level.

\*\* Change between 2006 and 2009 is statistically significant at the .01 level.

## Additional Questions - Statistical Report

DSHS Employee Survey - Sep-Oct 2009

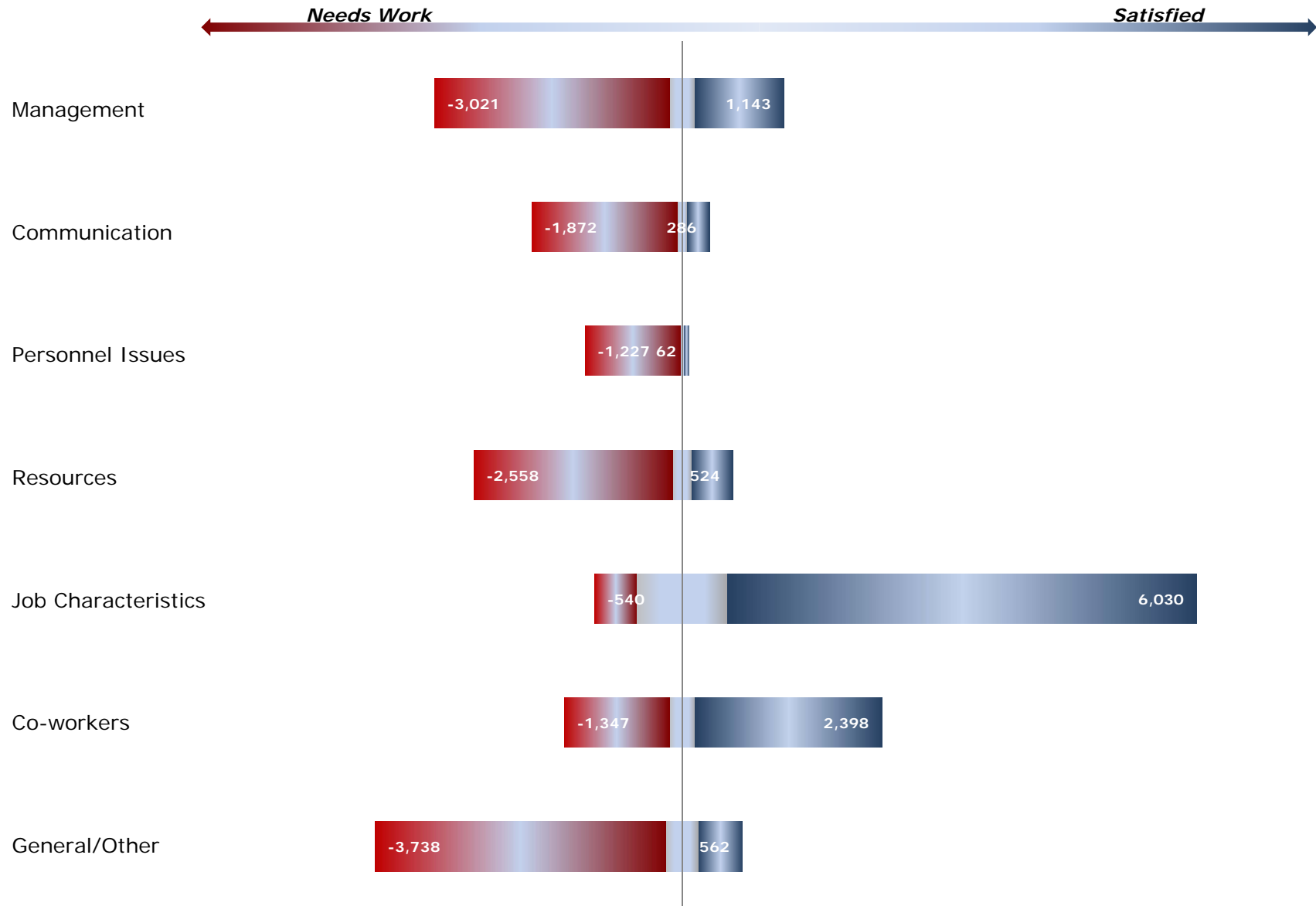
All DSHS Staff - Unweighted

QUESTION	RESPONSES			
	Selected			
<b>Core Values</b>				
From the list below, choose the three values that you feel are most often modeled by DSHS staff and experienced by co-workers, clients, and partners through workplace interactions.	N	%		
Accountability	2,344	19.2%		
Collaboration and Teamwork	3,805	31.2%		
Commitment to Excellence	2,180	17.9%		
Diversity	3,652	30.0%		
Customer Service	5,137	42.1%		
Serving Individuals and Families	6,507	53.4%		
Inclusion and Empowerment	1,186	9.7%		
Innovation	1,918	15.7%		
Integrity	1,680	13.8%		
Continuous Learning	1,317	10.8%		
Long-term/Strategic Thinking	1,132	9.3%		
Respect	3,923	32.2%		
N Answering	12,192			
<b>Sexual Harassment</b>	Yes		No	
	N	%	N	%
While working at DSHS, have you received sexual harassment training?	11,999	92.8%	926	7.2%
Do you know how to report a sexual harassment incident or where to get the information on how to report?	12,045	93.0%	909	7.0%

A few respondents suggested other values or made other comments about values. Because of the relatively small number of respondents who made comments, these comments were analyzed at the agency level.

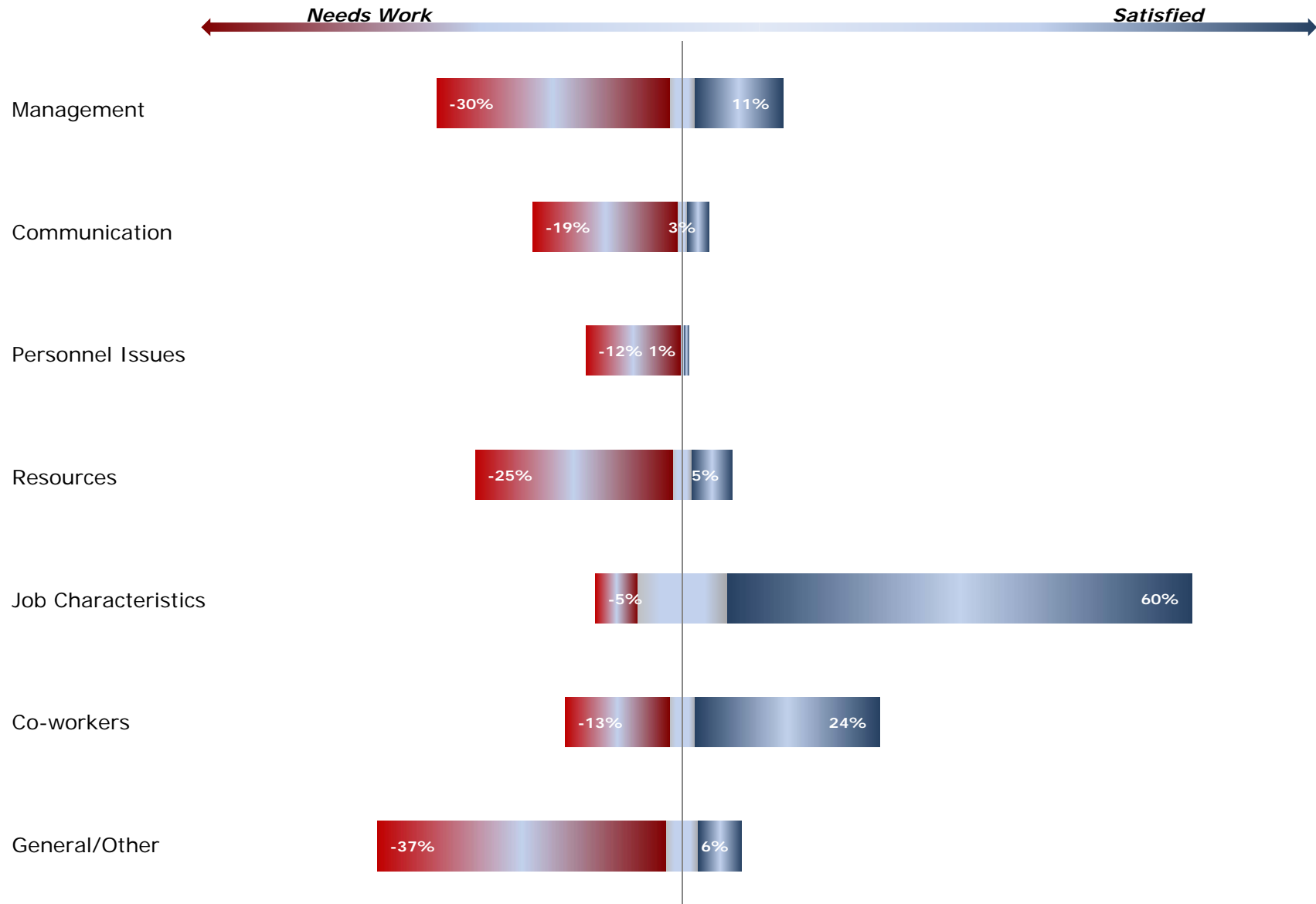


**Major Comment Themes - Number of Respondents Who Made Comments**



NOTE: Grey areas in center of bars represent neutral comments. Percentages for "Needs Work" category are shown as negative numbers to facilitate chart formatting.

### Major Comment Themes - Percentage of Respondents Who Made Comments



NOTES: Percentages show respondents who commented on this theme as a percentage of the total number of respondents who made narrative comments.  
Percentages for "Needs Work" category are shown as negative numbers to facilitate chart formatting. See Reports H and K for more detail.

# Narrative Comments Report

DSHS Employee Survey - Sep-Oct 2009

All DSHS Staff - Unweighted

10086 of 13297 Respondents Made Comments

MAJOR THEMES AND SUBTHEMES <sup>1</sup>		Total		Satisfied		Needs Work		Mixed or Neutral	
		# <sup>2</sup>	% of All <sup>3</sup>	# <sup>2</sup>	% <sup>4</sup>	# <sup>2</sup>	% <sup>4</sup>	# <sup>2</sup>	% <sup>4</sup>
<b>Management</b>		4,491	44.5%	1,143	25.5%	3,021	67.3%	327	7.3%
Courtesy & Respect	MC	739	7.3%	171	23.1%	556	75.2%	12	1.6%
Support/Mentoring/Availability	MS	1,416	14.0%	573	40.5%	777	54.9%	66	4.7%
Recognition/Awards	MR	807	8.0%	184	22.8%	603	74.7%	20	2.5%
Fairness/Discrimination	MF	977	9.7%	47	4.8%	924	94.6%	6	0.6%
Other Management Issues	MO	2,917	28.9%	811	27.8%	1,862	63.8%	244	8.4%
<b>Communication</b>		2,282	22.6%	286	12.5%	1,872	82.0%	124	5.4%
Managers Provide Information	CI	976	9.7%	50	5.1%	895	91.7%	31	3.2%
Management Listens/Includes	CL	999	9.9%	197	19.7%	760	76.1%	42	4.2%
Clear Guidelines	CG	322	3.2%	67	20.8%	241	74.8%	14	4.3%
Other/General Communication	CO	498	4.9%	63	12.7%	422	84.7%	13	2.6%
<b>Personnel Issues</b>		1,338	13.3%	62	4.6%	1,227	91.7%	49	3.7%
Promotion/RIFs, Security	PP	952	9.4%	19	2.0%	926	97.3%	7	0.7%
Diversity/Discrimination	PD	443	4.4%	40	9.0%	385	86.9%	18	4.1%
Union/CBA	UN	130	1.3%	10	7.7%	78	60.0%	42	32.3%
<b>Resources</b>		3,331	33.0%	524	15.7%	2,558	76.8%	249	7.5%
Facilities, Parking, Environment	RF	457	4.5%	145	31.7%	286	62.6%	26	5.7%
Pay/Benefits for Employee	RP	866	8.6%	484	55.9%	324	37.4%	58	6.7%
Resources for Clients	RC	288	2.9%	10	3.5%	263	91.3%	15	5.2%
Staffing	RS	1,212	12.0%	6	0.5%	1,194	98.5%	12	1.0%
Training	RT	756	7.5%	52	6.9%	683	90.3%	21	2.8%
Resources for Wellness/Health	RW	107	1.1%	2	1.9%	104	97.2%	1	0.9%
Other Resources	RO	356	3.5%	27	7.6%	325	91.3%	4	1.1%
<b>Job Characteristics</b>		7,740	76.7%	6,030	77.9%	540	7.0%	1,170	15.1%
Helping/Working with Clients	JH	4,032	40.0%	4,015	99.6%	1	0.0%	16	0.4%
Working w/ Community Agencies	JC	235	2.3%	232	98.7%	1	0.4%	2	0.9%
Workload	JW	764	7.6%	22	2.9%	725	94.9%	17	2.2%
Flex Schedule/Telecommuting	JS	954	9.5%	397	41.6%	508	53.2%	49	5.1%
Autonomy and Growth Opportunity	JA	1,297	12.9%	1,007	77.6%	248	19.1%	42	3.2%
Other Aspects of Job	JO	4,353	43.2%	3,925	90.2%	232	5.3%	196	4.5%
<b>Co-workers</b>		4,080	40.5%	2,398	58.8%	1,347	33.0%	335	8.2%
Competence, Skills	WC	1,368	13.6%	306	22.4%	987	72.1%	75	5.5%
Teamwork, Support	WT	1,911	18.9%	1,187	62.1%	624	32.7%	100	5.2%
Other Co-Worker Issues	WO	1,956	19.4%	1,670	85.4%	197	10.1%	89	4.6%
<b>General/Other</b>		4,722	46.8%	562	11.9%	3,738	79.2%	422	8.9%
Work Process/Policies	GP	3,405	33.8%	168	4.9%	3,044	89.4%	193	5.7%
Morale/Overall Satisfaction	GS	1,119	11.1%	271	24.2%	817	73.0%	31	2.8%
Staff Safety	GF	234	2.3%	14	6.0%	216	92.3%	4	1.7%
None/Nothing	GN	382	3.8%	241	63.1%	115	30.1%	26	6.8%
Comments About This Survey	GC	138	1.4%	19	13.8%	98	71.0%	21	15.2%
Other	GO	589	5.8%	35	5.9%	246	41.8%	308	52.3%

<sup>1</sup>Major themes (in blue rows) are rollups of the subthemes listed below. They are unduplicated - not the total of the numbers below. I.e., a person who made "Satisfied" comments in both "Staffing" and "Training" is counted only once in the "Resources" row. A person who has a "Satisfied" comment in the "Staffing" row and "Needs Work" in the "Training" row would be counted as a "Mixed" comment in the "Resources" row.

<sup>2</sup>All # columns show how many persons made any mention of this theme. Multiple comments on the same theme by a single person are only counted once in that theme row. A person with both "Satisfied" and "Needs Work" comments on the same theme is counted in the "Mixed" column.

<sup>3</sup>Respondents who commented on this theme as a percentage of the total number of respondents who made narrative comments.

<sup>4</sup>Percentage of comments in this theme that were "Satisfied," "Needs Work," or "Mixed or Neutral," respectively.