2011
DSHS Employee Survey

for
Department of Social and Health Services

Survey Administered by
Management Information and
Survey Research, PPA

A. Statistical Report

B. Percent Responding "Always" or "Usually"

C. Questions Ordered by Highest to Lowest - Percent Responding "Always" or "Usually"

D. Questions Ordered by Highest to Lowest - Percent Responding "Never" or "Seldom"

E. Comparison to All State Employees

F. Comparison to Previous Employee Surveys

G. Major Comment Themes - Number of Respondents Who Made Comments

H. Major Comment Themes - Percent of Respondents Who Made Comments

J. Narrative Comments Report

Washington State Department of Social & Health Services
PPA Planning, Performance & Accountability

Statistical Report

DSHS Employee Survey - Oct-Nov 2011

All DSHS Staff - Weighted

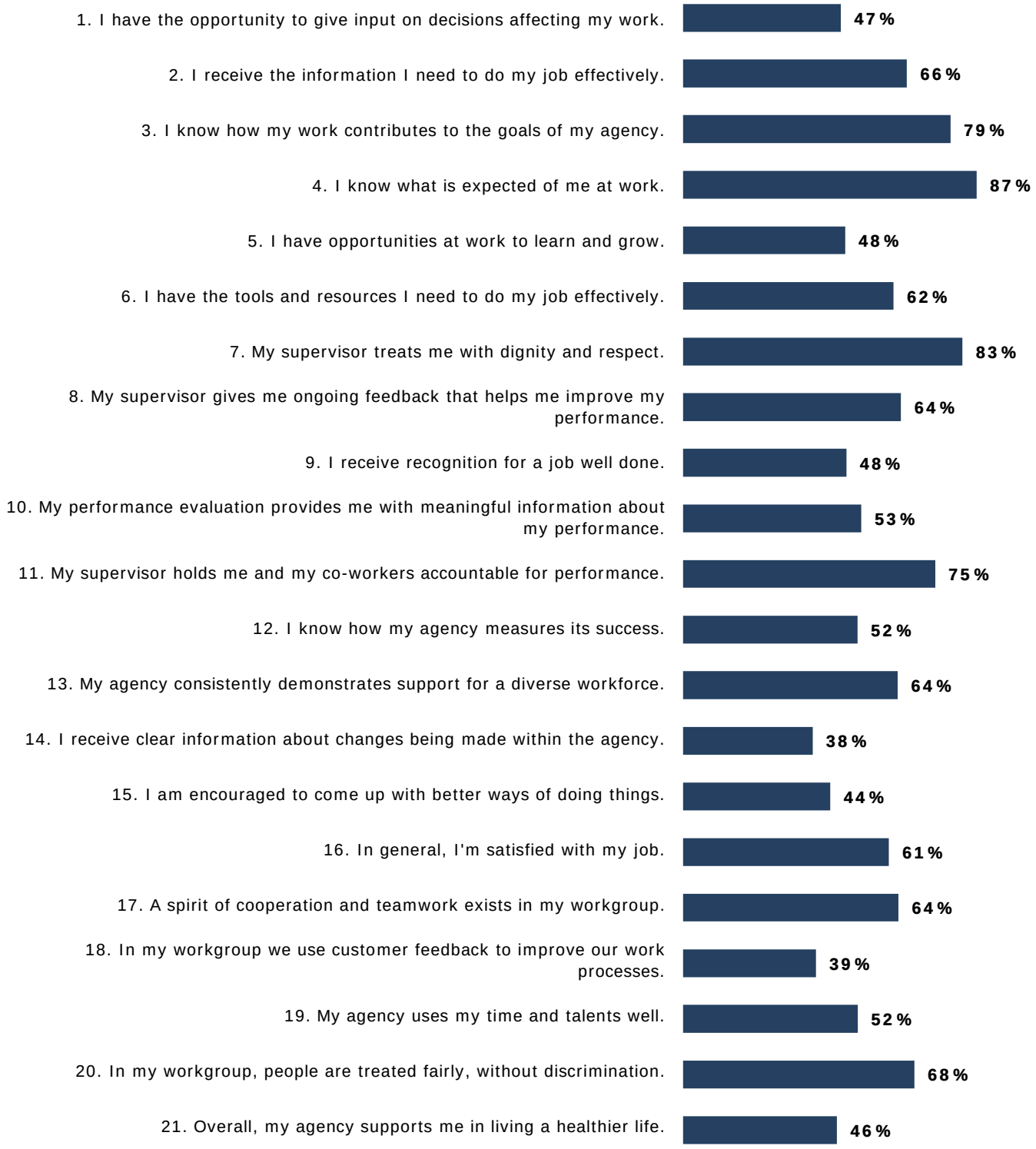
	QUESTION	Percent of Responses					Average[1]	Percent Always or Usually[2]
		Almost Always or Always	Usually	Occasionally	Seldom	Almost Never or Never		
1	I have the opportunity to give input on decisions affecting my work.	17%	30%	25%	17%	11%	**3.24**	**47%**
2	I receive the information I need to do my job effectively.	19%	48%	22%	9%	3%	**3.69**	**66%**
3	I know how my work contributes to the goals of my agency.	41%	38%	11%	6%	4%	**4.07**	**79%**
4	I know what is expected of me at work.	48%	39%	8%	3%	2%	**4.28**	**87%**
5	I have opportunities at work to learn and grow.	21%	27%	24%	16%	12%	**3.29**	**48%**
6	I have the tools and resources I need to do my job effectively.	19%	43%	22%	10%	6%	**3.59**	**62%**
7	My supervisor treats me with dignity and respect.	59%	24%	9%	4%	4%	**4.29**	**83%**
8	My supervisor gives me ongoing feedback that helps me improve my performance.	36%	28%	18%	10%	7%	**3.76**	**64%**
9	I receive recognition for a job well done.	24%	25%	23%	16%	13%	**3.30**	**48%**
10	My performance evaluation provides me with meaningful information about my performance.	23%	29%	19%	14%	14%	**3.35**	**53%**
11	My supervisor holds me and my co-workers accountable for performance.	43%	32%	13%	7%	5%	**3.99**	**75%**
12	I know how my agency measures its success.	21%	31%	22%	14%	12%	**3.35**	**52%**
13	My agency consistently demonstrates support for a diverse workforce.	29%	34%	20%	10%	7%	**3.69**	**64%**
14	I receive clear information about changes being made within the agency.	11%	27%	28%	20%	14%	**3.01**	**38%**
15	I am encouraged to come up with better ways of doing things.	18%	26%	23%	17%	16%	**3.13**	**44%**
16	In general, I'm satisfied with my job.	23%	38%	21%	11%	7%	**3.58**	**61%**
17	A spirit of cooperation and teamwork exists in my workgroup.	29%	34%	17%	11%	8%	**3.66**	**64%**
18	In my workgroup we use customer feedback to improve our work processes.	14%	25%	24%	19%	18%	**2.99**	**39%**
19	My agency uses my time and talents well.	17%	34%	22%	14%	12%	**3.30**	**52%**
20	In my workgroup, people are treated fairly, without discrimination.	38%	31%	14%	9%	9%	**3.80**	**68%**
21	Overall, my agency supports me in living a healthier life.	18%	27%	22%	16%	16%	**3.16**	**46%**

[1]Average where "Almost Always or Always"=5, and "Almost Never or Never"=1. Does not include missing data.

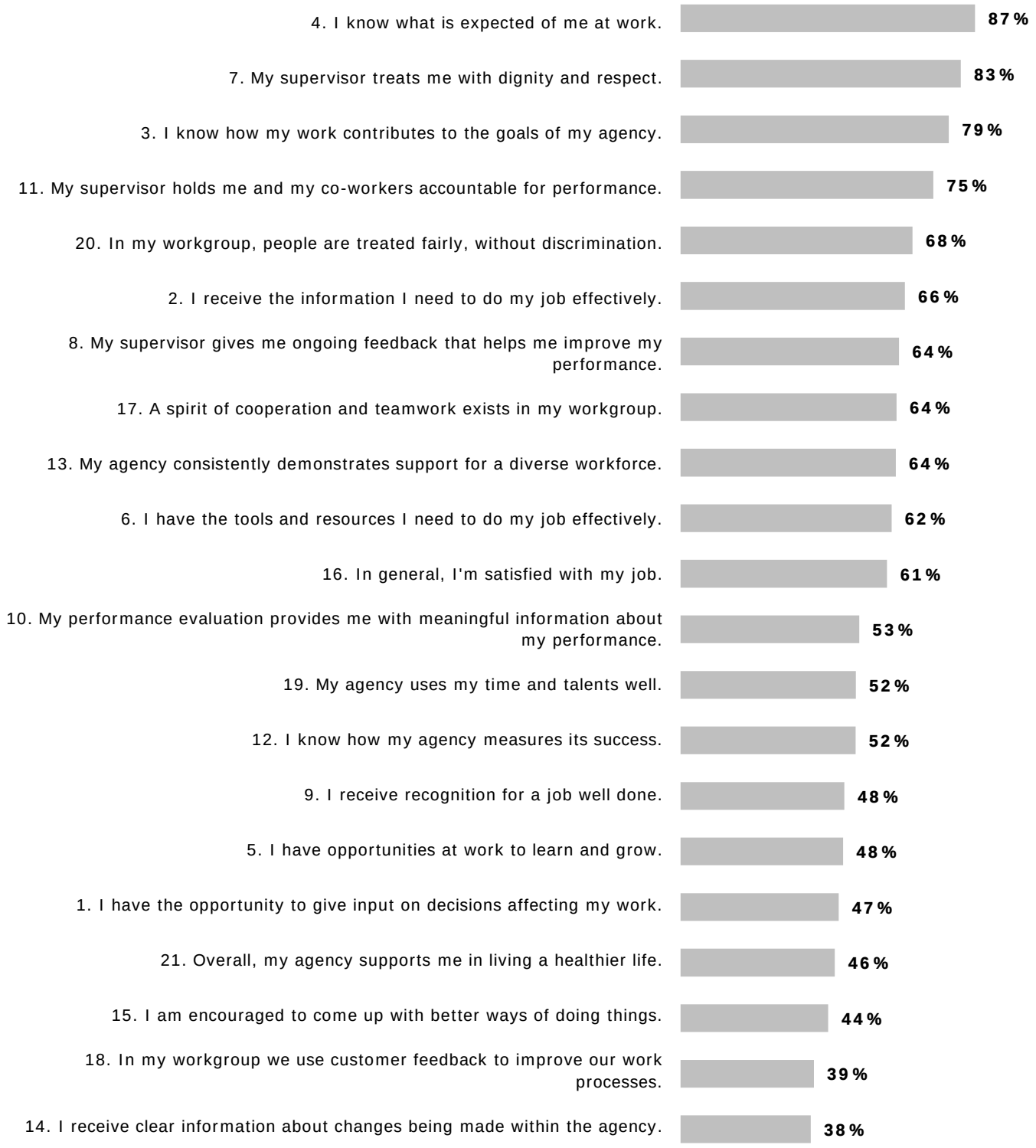
[2]Percent answering "Almost Always or Always" or "Usually." Does not include missing data.

[3]Weighted numbers reflect the number who would have answered if all DSHS employees completed the survey.

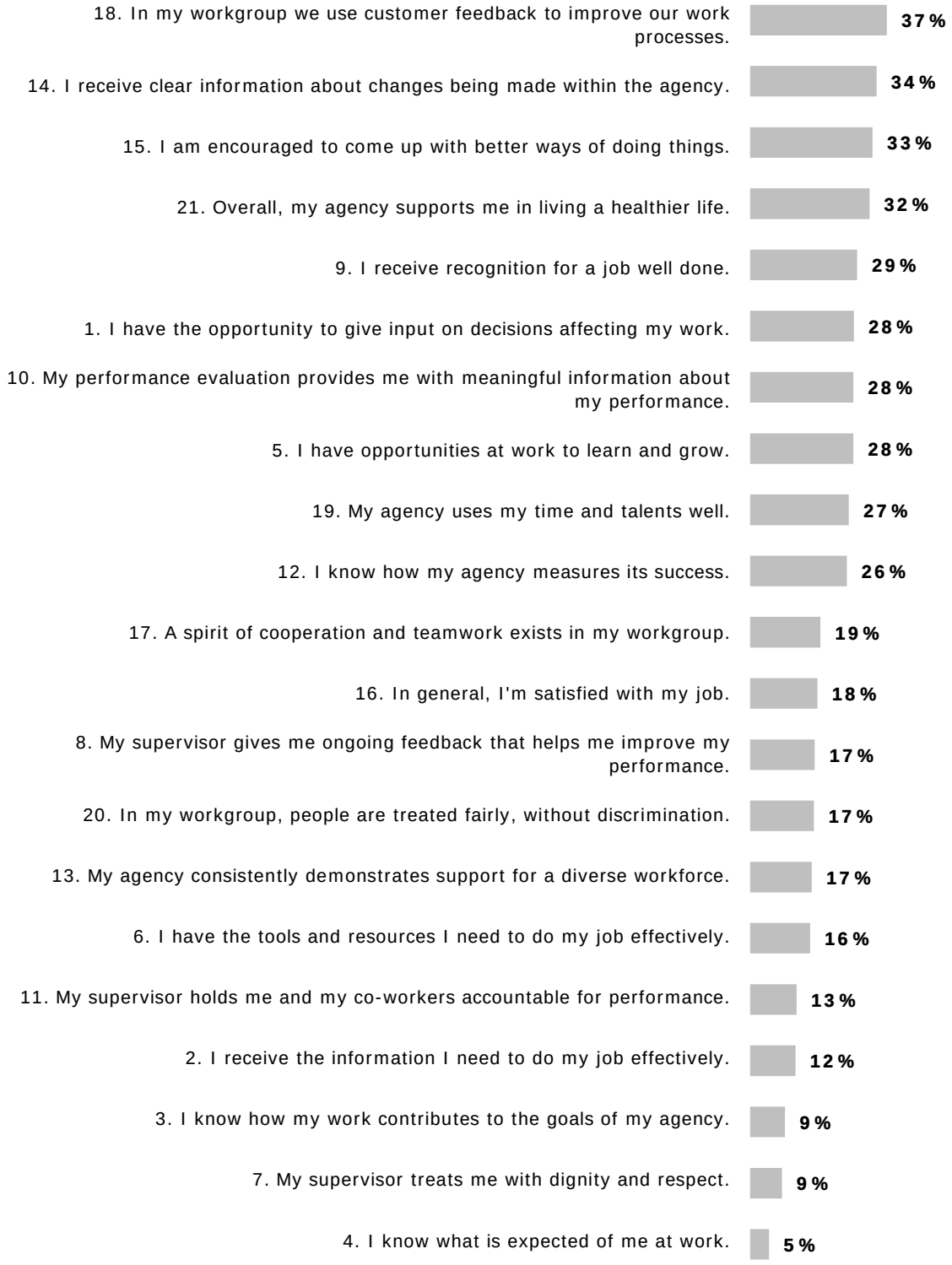
Percent Responding "Always" or "Usually"



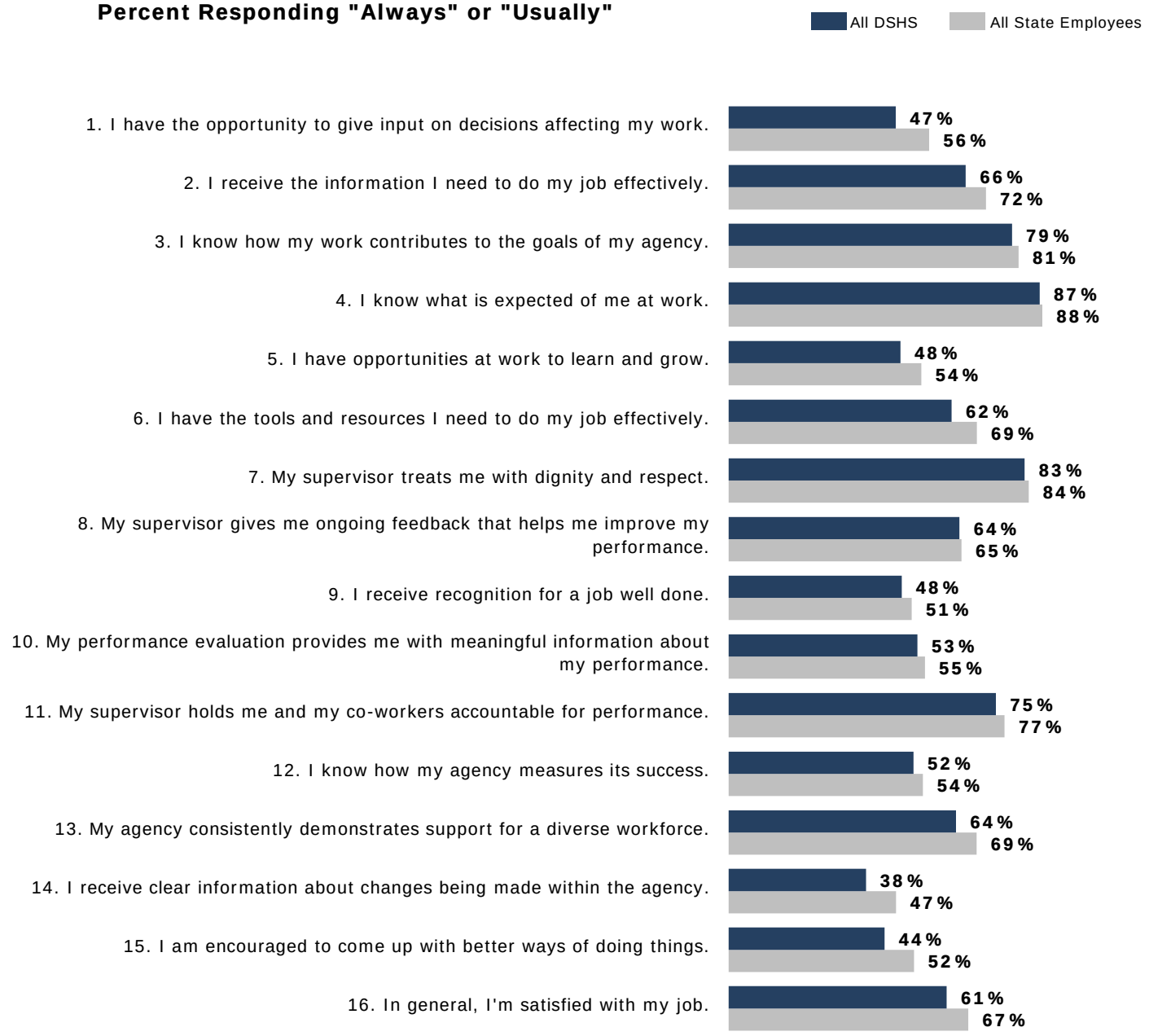
Questions Ordered by Highest to Lowest Percent Responding "Always" or "Usually"



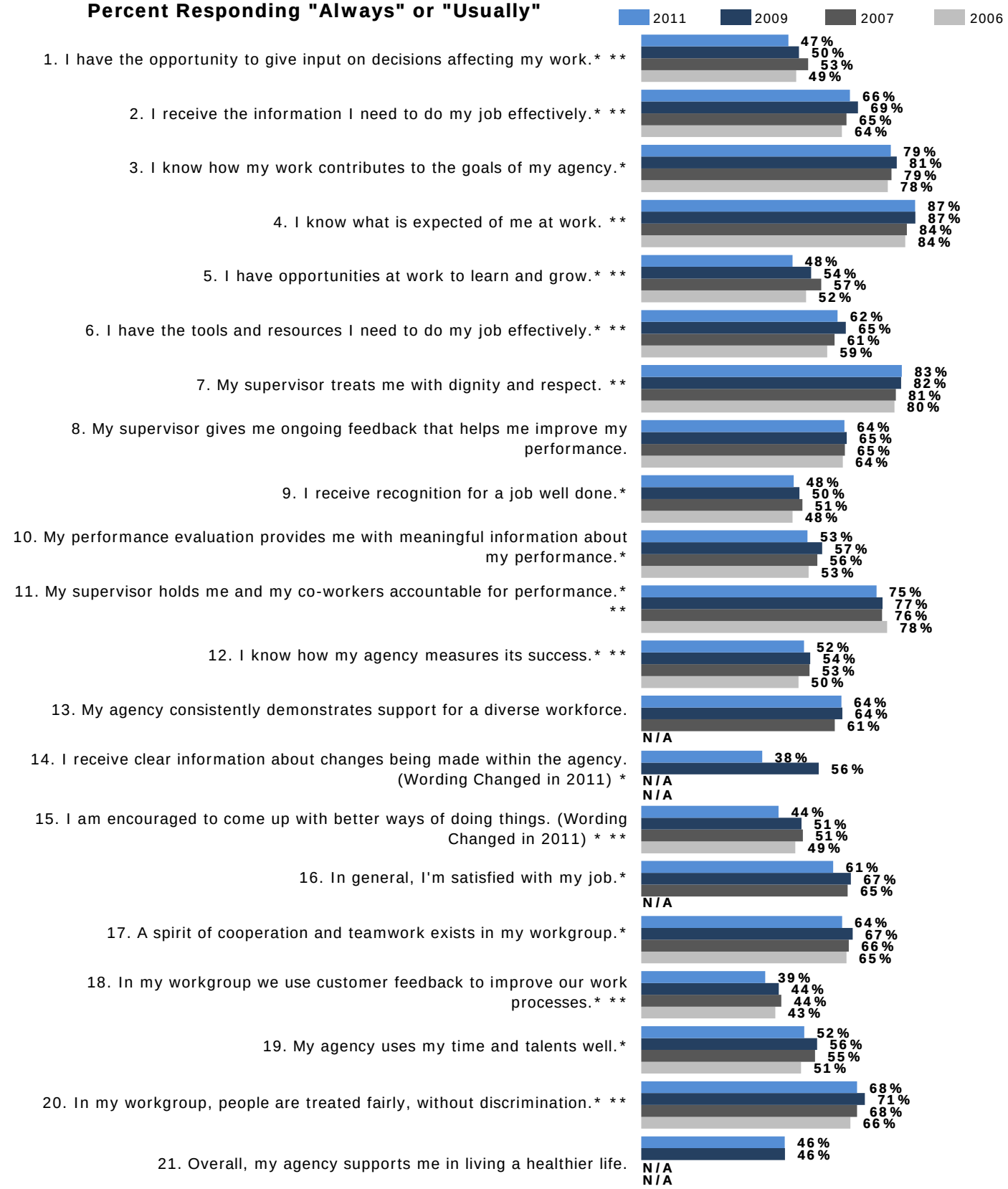
Questions Ordered by Highest to Lowest Percent Responding "Never" or "Seldom"



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



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

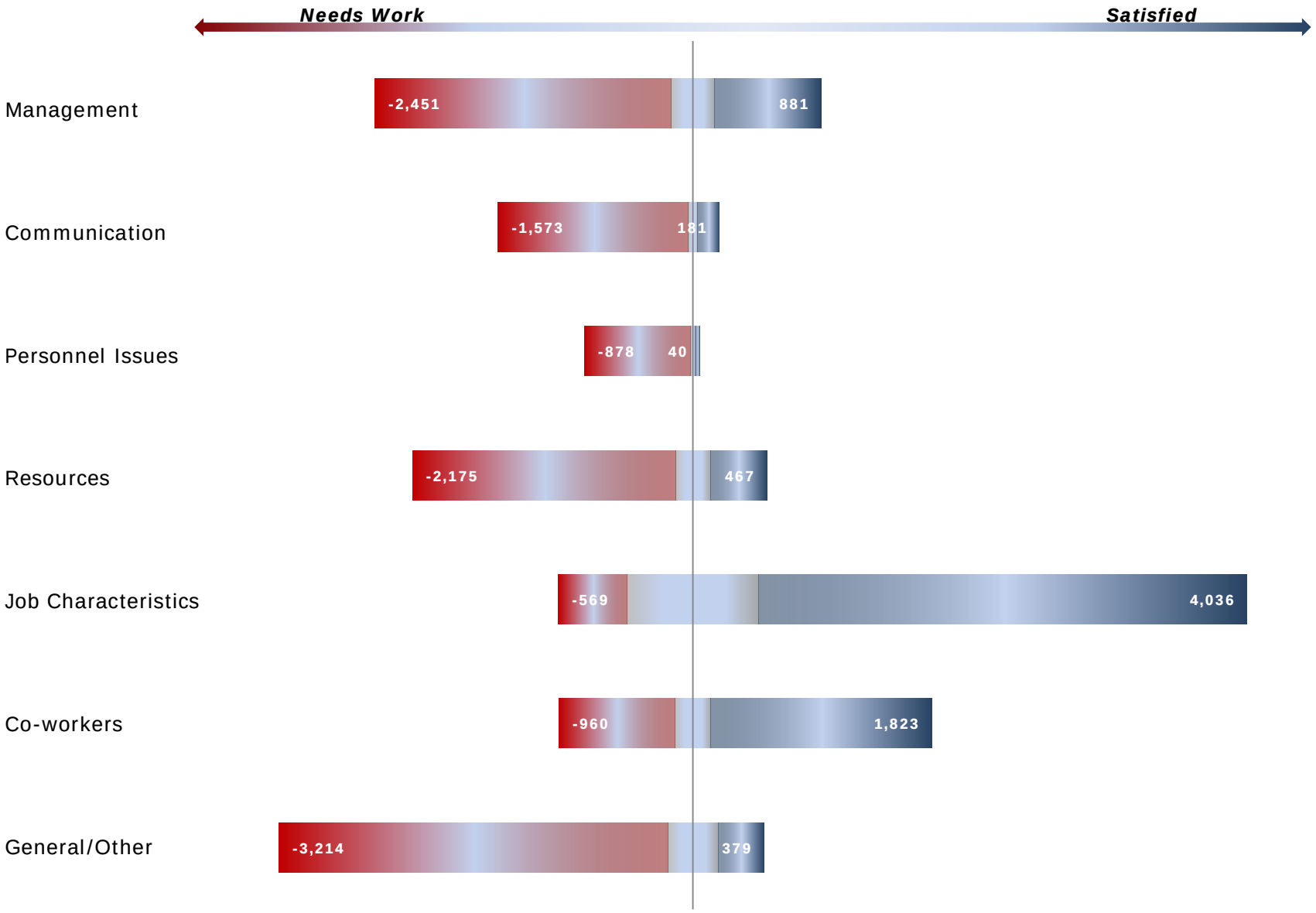


NOTES Weighted data. For comparison purposes, previous workgroups are matched and grouped with current workgroups so the history is consistent. For example, since ADSA was restructured in 2011 to include state hospitals, 2006, 2007, and 2009 data for ADSA includes CSTC, ESH, and WSH. "N/A" means the question was not asked during the survey year. If every percent is zero (0%), then either the workgroup did not exist in the survey year or the workgroup had fewer than 6 respondents and data are suppressed.

* Change between 2009 and 2011 is statistically significant at the .01 level.

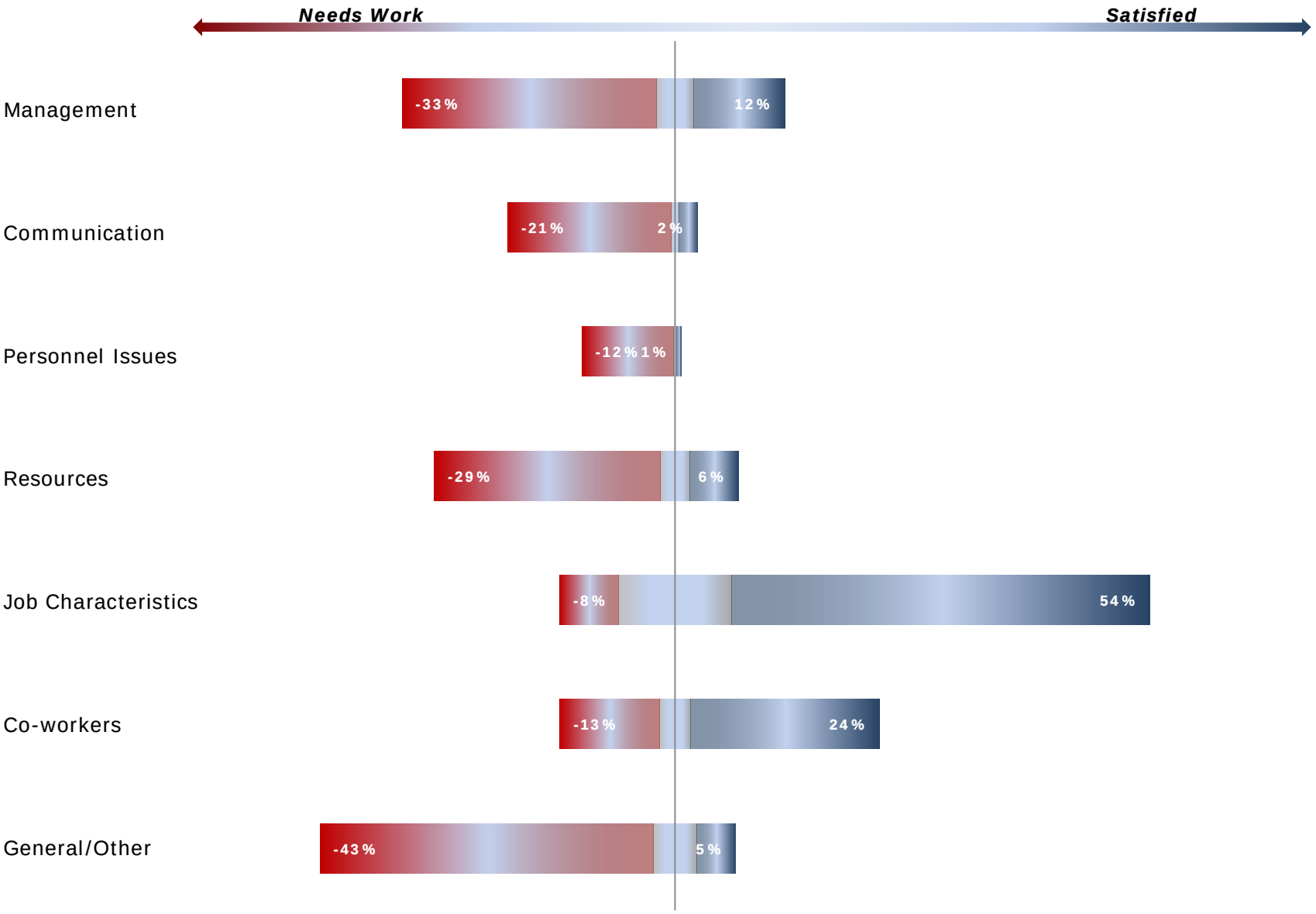
** Change between 2006 and 2011 is statistically significant at the .01 level.

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 Report J for more detail.

Narrative Comments Report

DSHS Employee Survey - Oct-Nov 2011
All DSHS Staff - Unweighted

7,507 of 10,289 Respondents Made Comments

MAJOR THEMES AND SUBTHEMES[1]		Total		Satisfied		Needs Work		Mixed or Neutral	
		#[2]	% of All[3]	#[2]	%[4]	#[2]	%[4]	#[2]	%[4]
Management		**3,689**	**49.1%**	**881**	**23.9%**	**2,451**	**66.4%**	**357**	**9.7%**
Courtesy & Respect	MC	468	6.2%	98	20.9%	360	76.9%	10	2.1%
Support/Mentoring/Availability	MS	1,317	17.5%	461	35.0%	764	58.0%	92	7.0%
Recognition/Awards	MR	661	8.8%	124	18.8%	500	75.6%	37	5.6%
Fairness/Discrimination	MF	700	9.3%	34	4.9%	658	94.0%	8	1.1%
Other Management Issues	MO	2,455	32.7%	651	26.5%	1,542	62.8%	262	10.7%
Communication		**1,829**	**24.4%**	**181**	**9.9%**	**1,573**	**86.0%**	**75**	**4.1%**
Managers Provide Information	CI	800	10.7%	47	5.9%	728	91.0%	25	3.1%
Management Listens/Includes	CL	810	10.8%	104	12.8%	679	83.8%	27	3.3%
Clear Guidelines	CG	257	3.4%	45	17.5%	205	79.8%	7	2.7%
Other/General Communication	CO	382	5.1%	39	10.2%	326	85.3%	17	4.5%
Personnel Issues		**953**	**12.7%**	**40**	**4.2%**	**878**	**92.1%**	**35**	**3.7%**
Promotion/RIFs, Security	PP	716	9.5%	7	1.0%	701	97.9%	8	1.1%
Diversity/Discrimination	PD	266	3.5%	30	11.3%	228	85.7%	8	3.0%
Resources		**2,929**	**39.0%**	**467**	**15.9%**	**2,175**	**74.3%**	**287**	**9.8%**
Facilities, Parking, Environment	RF	383	5.1%	150	39.2%	219	57.2%	14	3.7%
Pay/Benefits for Employee	RP	922	12.3%	419	45.4%	412	44.7%	91	9.9%
Resources for Clients	RC	248	3.3%	16	6.5%	221	89.1%	11	4.4%
Staffing	RS	976	13.0%	5	0.5%	952	97.5%	19	1.9%
Training	RT	626	8.3%	44	7.0%	556	88.8%	26	4.2%
Resources for Wellness/Health	RW	126	1.7%	5	4.0%	119	94.4%	2	1.6%
Other Resources	RO	474	6.3%	33	7.0%	428	90.3%	13	2.7%
Job Characteristics		**5,690**	**75.8%**	**4,036**	**70.9%**	**569**	**10.0%**	**1,085**	**19.1%**
Helping/Working with Clients	JH	2,830	37.7%	2,807	99.2%	4	0.1%	19	0.7%
Working w/ Community Agencies	JC	171	2.3%	169	98.8%	0	0.0%	2	1.2%
Workload	JW	846	11.3%	12	1.4%	818	96.7%	16	1.9%
Flex Schedule/Telecommuting	JS	743	9.9%	346	46.6%	354	47.6%	43	5.8%
Autonomy and Growth Opportunity	JA	1,006	13.4%	712	70.8%	259	25.7%	35	3.5%
Other Aspects of Job	JO	3,203	42.7%	2,710	84.6%	263	8.2%	230	7.2%
Co-workers		**3,079**	**41.0%**	**1,823**	**59.2%**	**960**	**31.2%**	**296**	**9.6%**
Competence, Skills	WC	1,061	14.1%	242	22.8%	738	69.6%	81	7.6%
Teamwork, Support	WT	1,425	19.0%	877	61.5%	465	32.6%	83	5.8%
Other Co-Worker Issues	WO	1,458	19.4%	1,300	89.2%	94	6.4%	64	4.4%
General/Other		**4,008**	**53.4%**	**379**	**9.5%**	**3,214**	**80.2%**	**415**	**10.4%**
Work Process/Policies	GP	2,817	37.5%	134	4.8%	2,512	89.2%	171	6.1%
Morale/Overall Satisfaction	GS	1,010	13.5%	141	14.0%	829	82.1%	40	4.0%
Staff Safety	GF	269	3.6%	19	7.1%	239	88.8%	11	4.1%
None/Nothing	GN	406	5.4%	166	40.9%	209	51.5%	31	7.6%
Comments About This Survey	GC	137	1.8%	9	6.6%	83	60.6%	45	32.8%
Other	GO	634	8.4%	27	4.3%	171	27.0%	436	68.8%

[1]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.

[2]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.

[3]Respondents who commented on this theme as a percentage of the total number of respondents who made narrative comments.

[4]Percentage of comments in this theme that were "Satisfied," "Needs Work," or "Mixed or Neutral," respectively.