



2015 DSHS Employee Survey

for
Department of Social and Health Services
Analysis

Survey Administered by
Research and Data Analysis

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Statistical Report

DSHS Employee Survey - Oct-Nov 2015

All DSHS Staff - Weighted

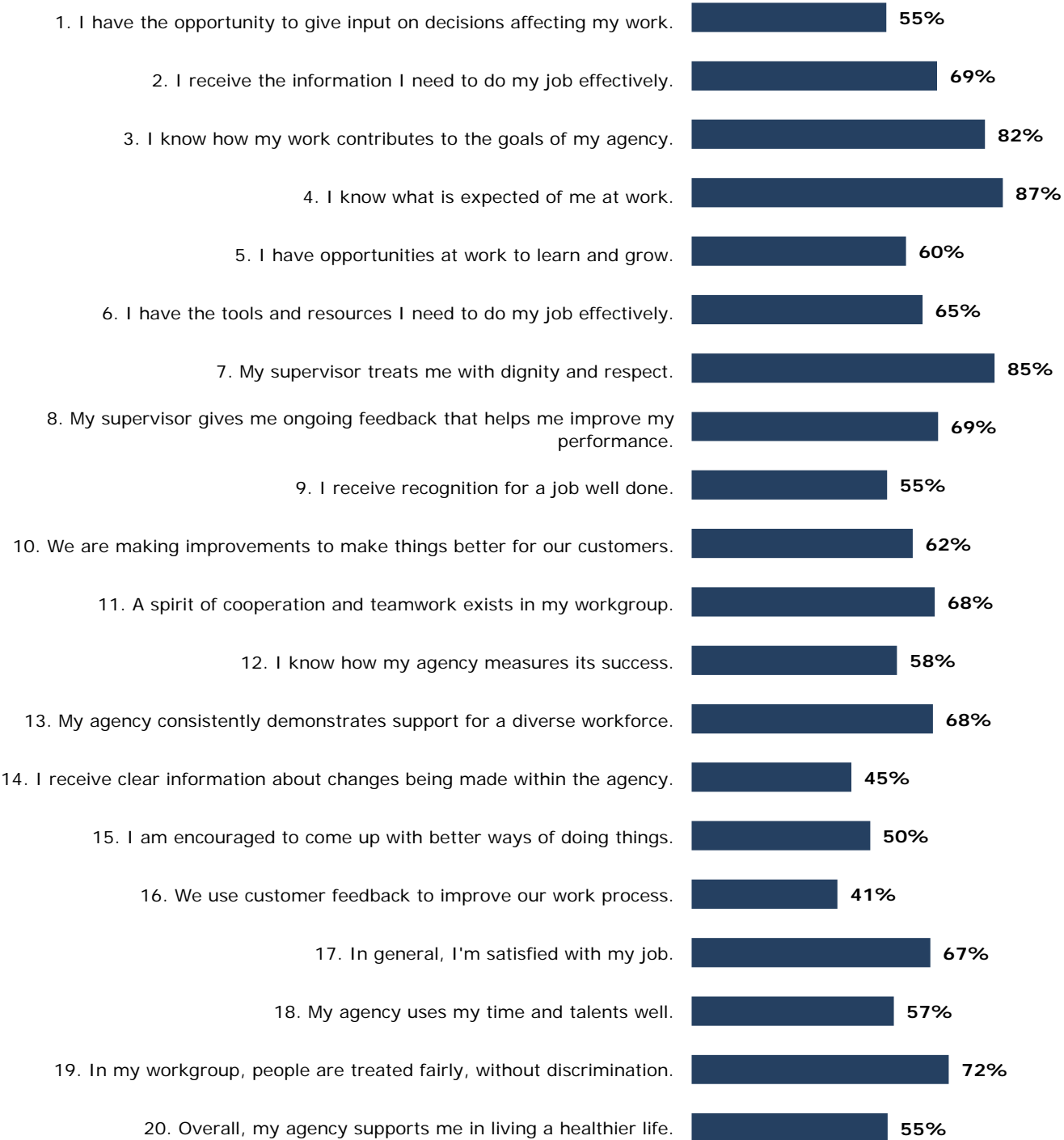
	QUESTION	Number of Responses					Average ¹	Percent Always or Usually ²
		Almost Always or Always	Usually	Occasionally	Seldom	Almost Never or Never		
1	I have the opportunity to give input on decisions affecting my work.	22%	33%	25%	13%	8%	3.48	55%
2	I receive the information I need to do my job effectively.	21%	48%	20%	7%	3%	3.76	69%
3	I know how my work contributes to the goals of my agency.	46%	36%	11%	4%	3%	4.19	82%
4	I know what is expected of me at work.	50%	38%	8%	3%	2%	4.31	87%
5	I have opportunities at work to learn and grow.	30%	30%	21%	11%	8%	3.64	60%
6	I have the tools and resources I need to do my job effectively.	22%	43%	21%	9%	5%	3.68	65%
7	My supervisor treats me with dignity and respect.	63%	22%	7%	4%	4%	4.36	85%
8	My supervisor gives me ongoing feedback that helps me improve my performance.	42%	27%	16%	8%	6%	3.90	69%
9	I receive recognition for a job well done.	30%	25%	21%	13%	11%	3.50	55%
10	We are making improvements to make things better for our customers.	28%	34%	22%	10%	6%	3.69	62%
11	A spirit of cooperation and teamwork exists in my workgroup.	35%	33%	16%	9%	6%	3.82	68%
12	I know how my agency measures its success.	24%	33%	22%	12%	9%	3.53	58%
13	My agency consistently demonstrates support for a diverse workforce.	33%	35%	18%	8%	6%	3.81	68%
14	I receive clear information about changes being made within the agency.	15%	30%	28%	17%	11%	3.21	45%
15	I am encouraged to come up with better ways of doing things.	22%	28%	23%	15%	12%	3.33	50%
16	We use customer feedback to improve our work process.	16%	25%	27%	18%	14%	3.12	41%
17	In general, I'm satisfied with my job.	27%	40%	19%	9%	6%	3.75	67%
18	My agency uses my time and talents well.	22%	35%	21%	13%	10%	3.47	57%
19	In my workgroup, people are treated fairly, without discrimination.	43%	29%	13%	8%	7%	3.94	72%
20	Overall, my agency supports me in living a healthier life.	24%	31%	21%	13%	11%	3.45	55%

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

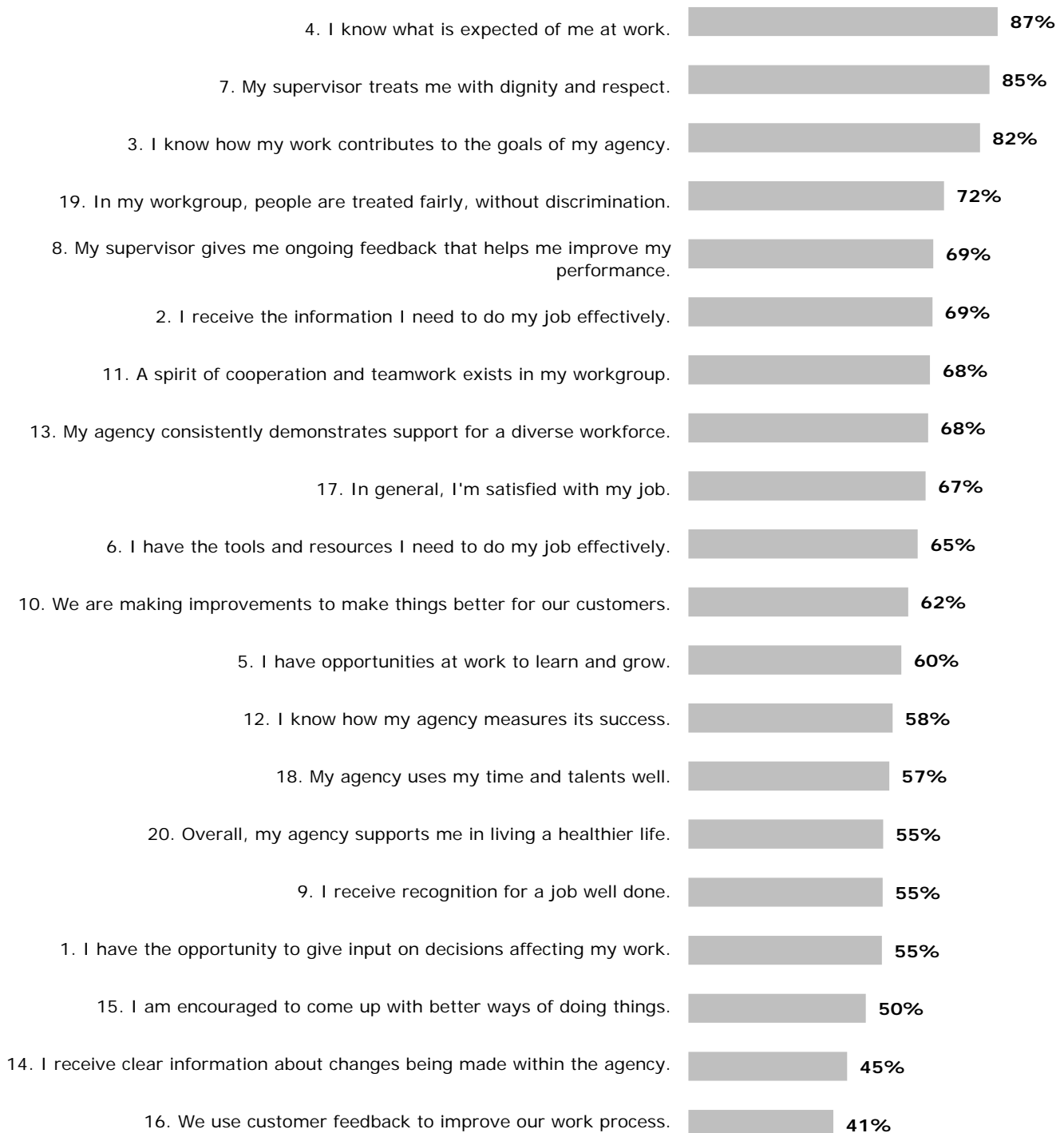
²Percent answering "Almost Always or Always" or "Usually." Does not include missing data.

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

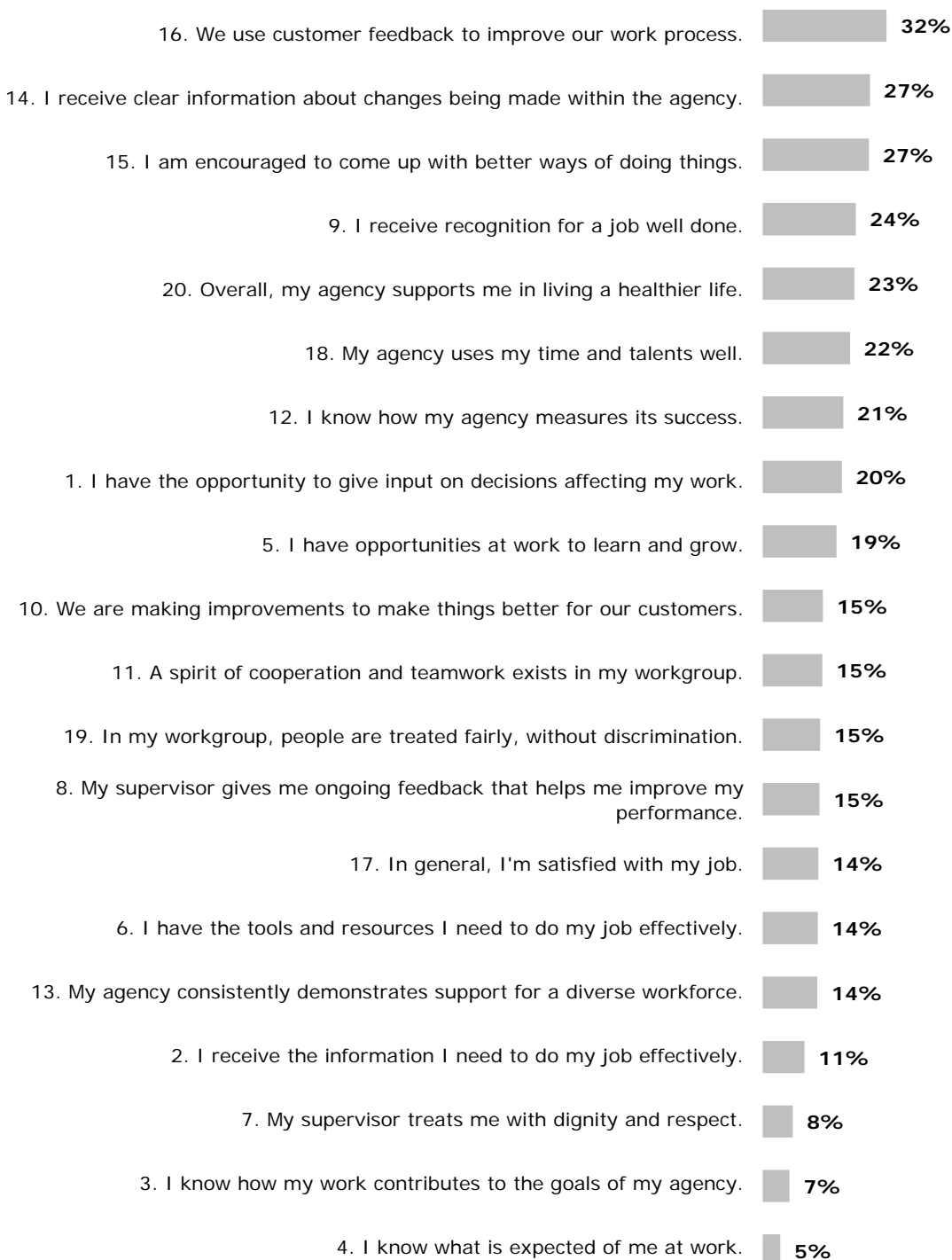
Percent Responding "Always" or "Usually"



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

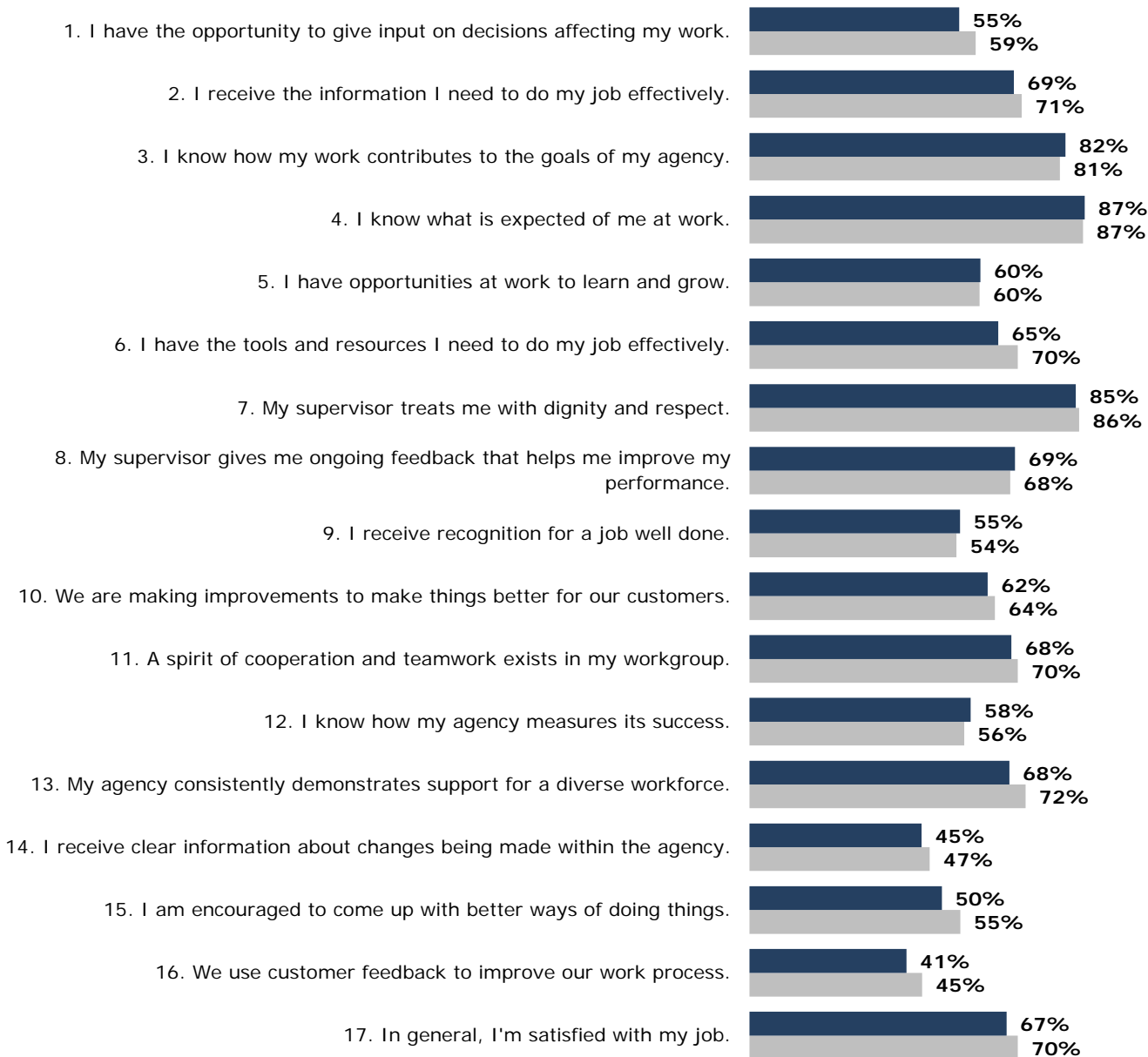


**Questions Ordered by Highest to Lowest
Percent Responding "Never" or "Seldom"**



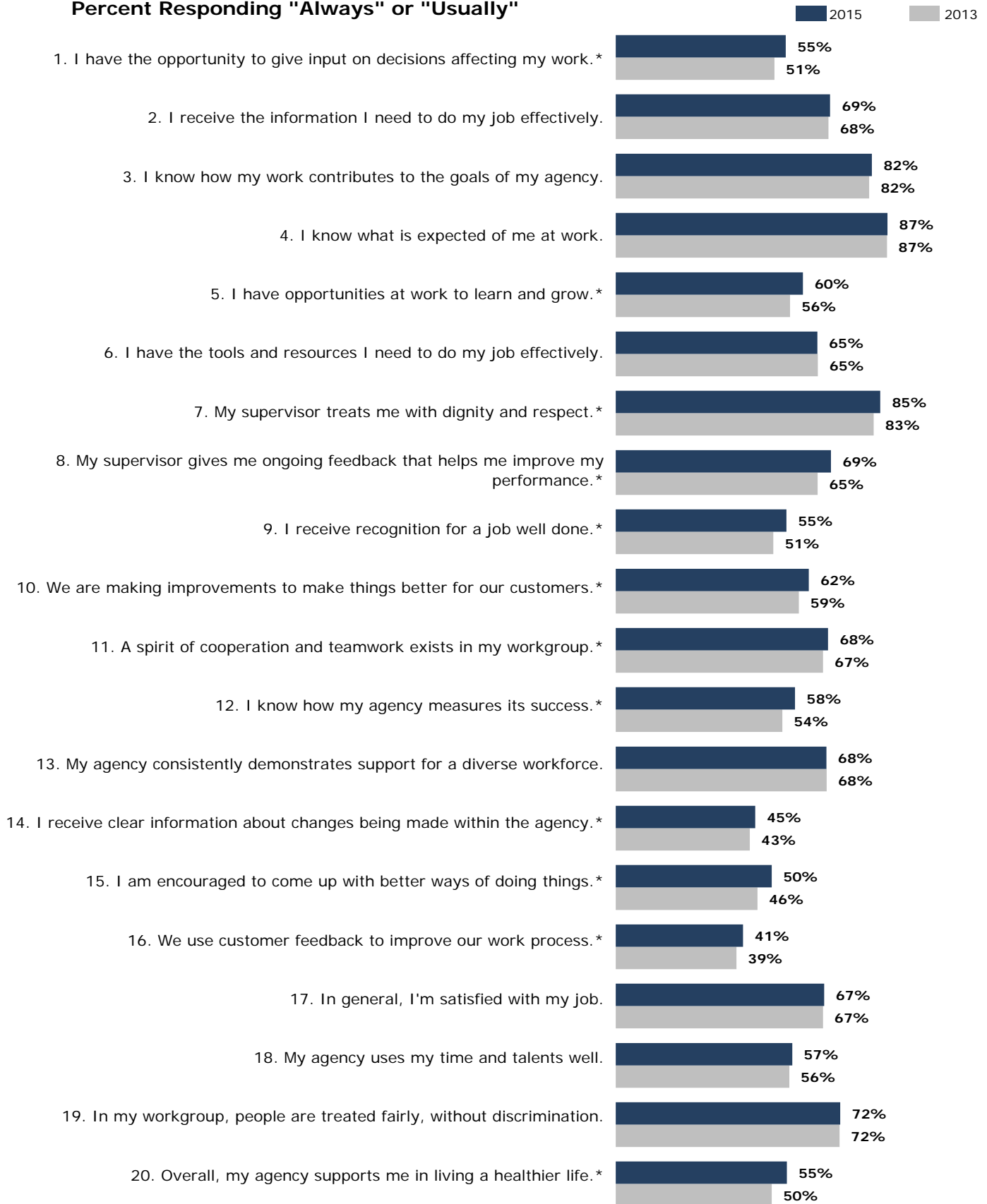
**Comparison to All State Employees
Percent Responding "Always" or "Usually"**

■ All DSHS ■ All State Employees



Preliminary Statewide Data - December 15, 2015

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 BHSIA was restructured in 2013 to include state hospitals, 2006, 2007, 2009, and 2011 data for BHSIA includes CSTC, ESH, and WSH. "N/A" means the question was not asked during the survey year.

* Change between 2013 and 2015 is statistically significant at the .01 level.

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

DSHS Employee Survey - Oct-Nov 2015

All DSHS Staff - Weighted

		2006	2007	2009	2011	2013	2015	Change 06 - 15	Change 13 - 15
1	I have the opportunity to give input on decisions affecting my work.	49%	53%	50%	47%	51%	55%	6% **	4% *
2	I receive the information I need to do my job effectively.	64%	65%	69%	66%	68%	69%	5% **	1%
3	I know how my work contributes to the goals of my agency.	78%	79%	81%	79%	82%	82%	4% **	1%
4	I know what is expected of me at work.	84%	84%	87%	87%	87%	87%	4% **	0%
5	I have opportunities at work to learn and grow.	52%	57%	54%	48%	56%	60%	8% **	4% *
6	I have the tools and resources I need to do my job effectively.	59%	61%	65%	62%	65%	65%	6% **	0%
7	My supervisor treats me with dignity and respect.	80%	81%	82%	83%	83%	85%	5% **	2% *
8	My supervisor gives me ongoing feedback that helps me improve my performance.	64%	65%	65%	64%	65%	69%	5% **	4% *
9	I receive recognition for a job well done.	48%	51%	50%	48%	51%	55%	7% **	4% *
10	We are making improvements to make things better for our customers.	N/A	N/A	N/A	N/A	59%	62%	N/A	3% *
11	A spirit of cooperation and teamwork exists in my workgroup.	65%	66%	67%	64%	67%	68%	3% **	2% *
12	I know how my agency measures its success.	50%	53%	54%	52%	54%	58%	8% **	4% *
13	My agency consistently demonstrates support for a diverse workforce.	N/A	61%	64%	64%	68%	68%	N/A	0%
14	I receive clear information about changes being made within the agency.	N/A	N/A	56%	38%	43%	45%	N/A	2% *
15	I am encouraged to come up with better ways of doing things.	49%	51%	51%	44%	46%	50%	1%	5% *
16	We use customer feedback to improve our work process.	43%	44%	44%	39%	39%	41%	-2%	2% *
17	In general, I'm satisfied with my job.	N/A	65%	67%	61%	67%	67%	N/A	0%
18	My agency uses my time and talents well.	51%	55%	56%	52%	56%	57%	6% **	1%
19	In my workgroup, people are treated fairly, without discrimination.	66%	68%	71%	68%	72%	72%	6% **	0%
20	Overall, my agency supports me in living a healthier life.	N/A	N/A	46%	46%	50%	55%	N/A	5% *

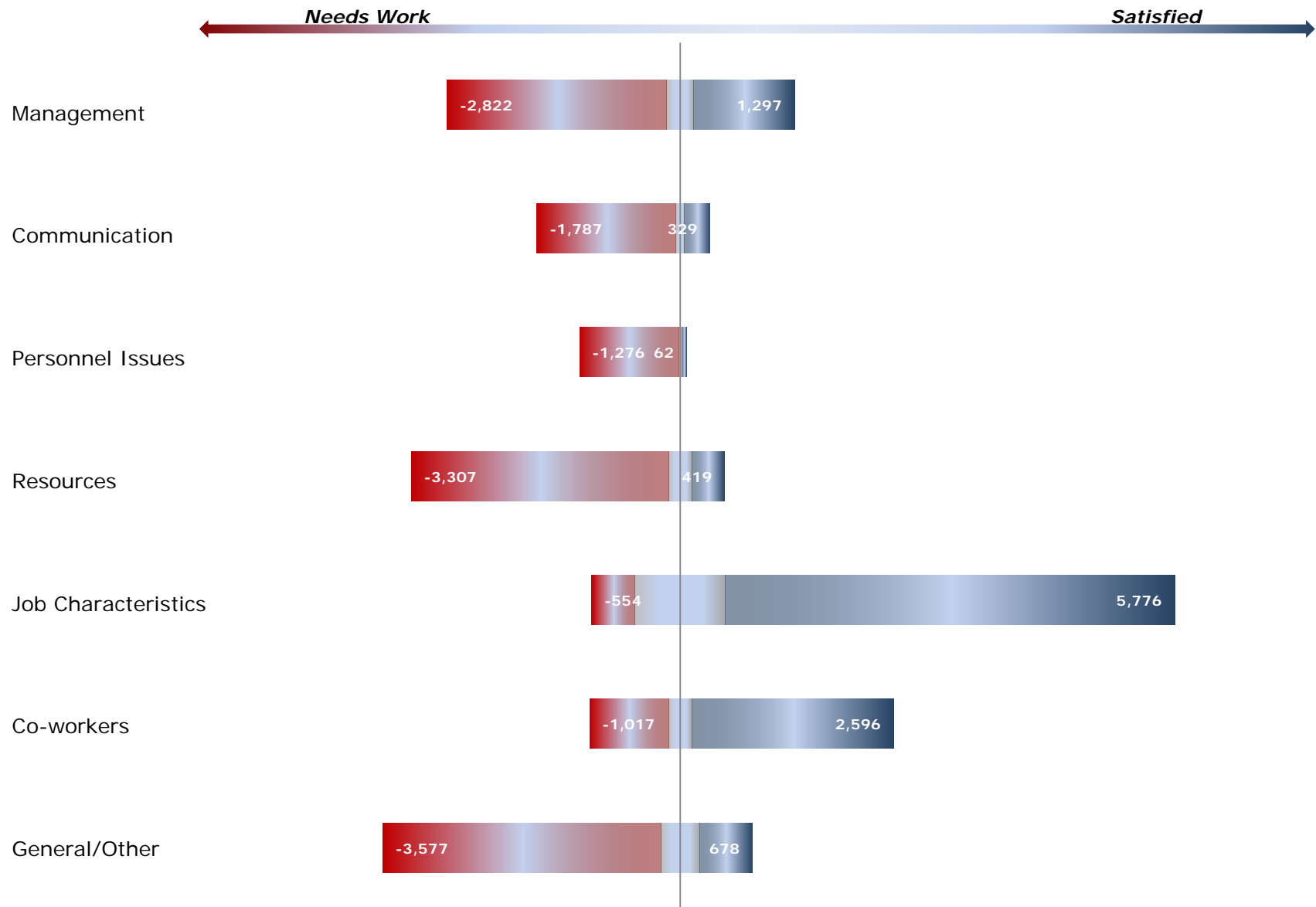
Wording on some questions has changed slightly over the years as DSHS questions were adopted and modified to all state agency use.

If a question was not asked in a year, that year is marked "NA." If there is no comparison workgroup for a previous year, there will be no percents reported for that year, and comparisons cannot be made for that survey year.

*Change between 2013 and 2015 is statistically significant at the .01 level.

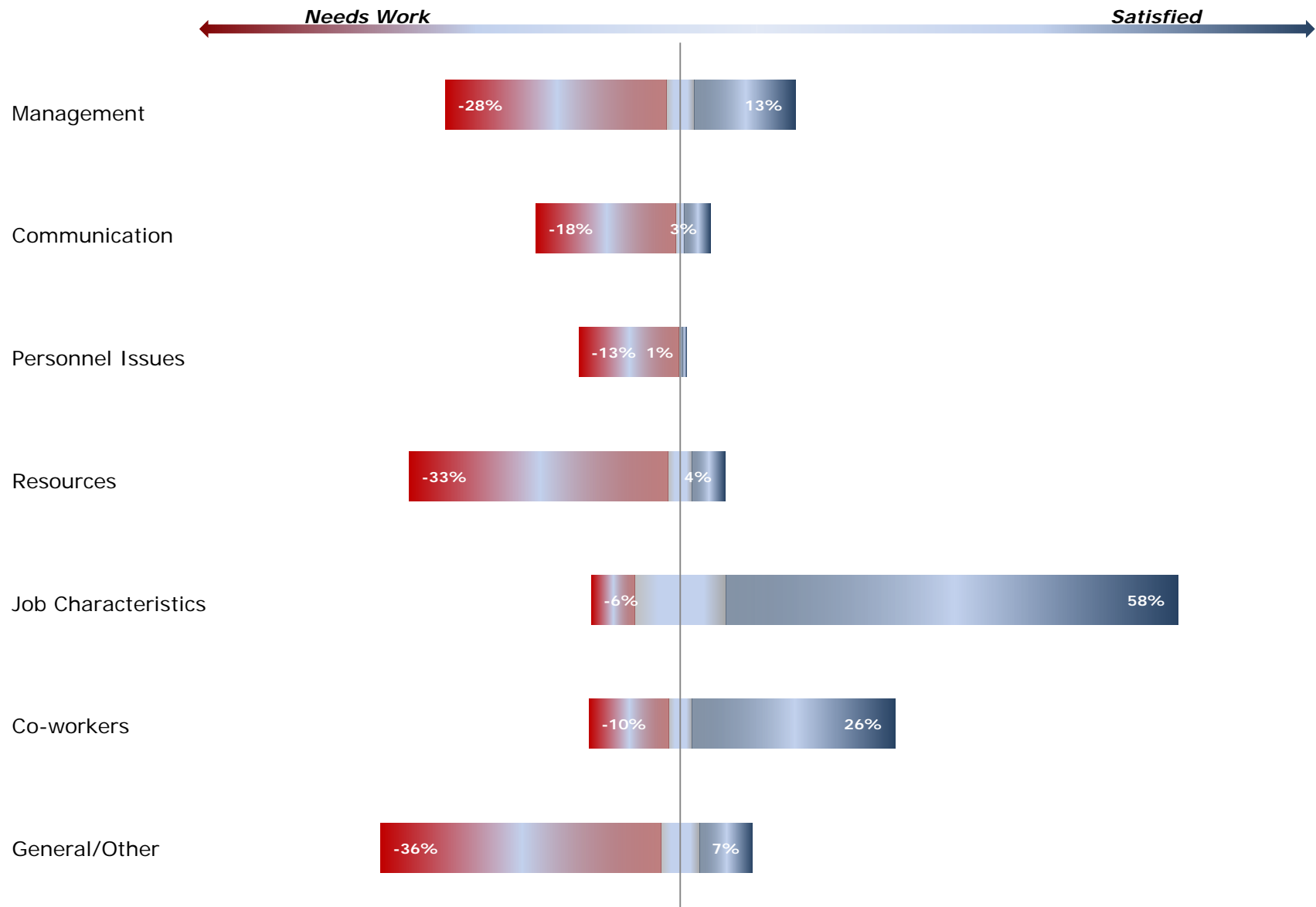
**Change between 2006 and 2015 is statistically significant at the .01 level.

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 2015
All DSHS Staff - Unweighted

9926 of 13664 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		4,471	45.0%	1,297	29.0%	2,822	63.1%	352	7.9%
Courtesy & Respect	MC	701	7.1%	151	21.5%	532	75.9%	18	2.6%
Support/Mentoring/Availability	MS	1,913	19.3%	785	41.0%	1,043	54.5%	85	4.4%
Recognition/Awards	MR	812	8.2%	205	25.2%	574	70.7%	33	4.1%
Fairness/Discrimination	MF	877	8.8%	35	4.0%	833	95.0%	9	1.0%
Other Management Issues	MO	2,639	26.6%	808	30.6%	1,637	62.0%	194	7.4%
Communication		2,226	22.4%	329	14.8%	1,787	80.3%	110	4.9%
Managers Provide Information	CI	921	9.3%	66	7.2%	825	89.6%	30	3.3%
Management Listens/Includes	CL	985	9.9%	213	21.6%	727	73.8%	45	4.6%
Clear Direction, Priorities	CG	205	2.1%	72	35.1%	122	59.5%	11	5.4%
Other/General Communication	CO	573	5.8%	52	9.1%	506	88.3%	15	2.6%
Personnel Issues		1,375	13.9%	62	4.5%	1,276	92.8%	37	2.7%
Promotion/RIFs, Security	PP	1,155	11.6%	42	3.6%	1,090	94.4%	23	2.0%
Diversity/Discrimination	PD	308	3.1%	23	7.5%	272	88.3%	13	4.2%
Resources		4,028	40.6%	419	10.4%	3,307	82.1%	302	7.5%
Facilities, Parking, Environment	RF	635	6.4%	158	24.9%	447	70.4%	30	4.7%
Pay/Benefits for Employee	RP	1,191	12.0%	279	23.4%	828	69.5%	84	7.1%
Resources for Clients	RC	268	2.7%	14	5.2%	247	92.2%	7	2.6%
Staffing	RS	1,209	12.2%	10	0.8%	1,186	98.1%	13	1.1%
Training	RT	1,062	10.7%	99	9.3%	915	86.2%	48	4.5%
Resources for Wellness/Health	RW	224	2.3%	21	9.4%	201	89.7%	2	0.9%
Other Resources	RO	711	7.2%	54	7.6%	643	90.4%	14	2.0%
Job Characteristics		7,495	75.5%	5,776	77.1%	554	7.4%	1,165	15.5%
Helping/Working with Clients	JH	3,485	35.1%	3,467	99.5%	7	0.2%	11	0.3%
Working w/ Community Agencies	JC	162	1.6%	157	96.9%	4	2.5%	1	0.6%
Workload	JW	730	7.4%	70	9.6%	634	86.8%	26	3.6%
Flex Schedule/Telecommuting	JS	1,209	12.2%	506	41.9%	621	51.4%	82	6.8%
Autonomy and Growth Opportunity	JA	1,331	13.4%	996	74.8%	285	21.4%	50	3.8%
Other Aspects of Job	JO	4,585	46.2%	4,221	92.1%	183	4.0%	181	3.9%
Co-workers		3,908	39.4%	2,596	66.4%	1,017	26.0%	295	7.5%
Competence, Skill, Accountability	WC	1,111	11.2%	370	33.3%	670	60.3%	71	6.4%
Teamwork, Support	WT	1,790	18.0%	1,101	61.5%	599	33.5%	90	5.0%
Other Co-Worker Issues	WO	2,078	20.9%	1,889	90.9%	131	6.3%	58	2.8%
General/Other		4,748	47.8%	678	14.3%	3,577	75.3%	493	10.4%
Work Process/Policies	GP	3,223	32.5%	158	4.9%	2,887	89.6%	178	5.5%
Morale/Overall Satisfaction	GS	1,152	11.6%	332	28.8%	777	67.4%	43	3.7%
Staff Safety	GF	386	3.9%	11	2.8%	367	95.1%	8	2.1%
None/Nothing	GN	541	5.5%	315	58.2%	120	22.2%	106	19.6%
Comments About This Survey	GC	158	1.6%	16	10.1%	103	65.2%	39	24.7%
Other	GO	569	5.7%	55	9.7%	225	39.5%	289	50.8%

¹Major 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.

²All # 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.

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

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