

Employee Satisfaction Survey

Purpose: This survey is being used to obtain information that will help your health center identify the issues that are important to you. Results will be aggregated and sent to your organization for review along with aggregated data from other participating health centers so that comparisons among employee satisfaction can be made.

Instructions: Each statement is followed by a choice of responses. Please choose one response that corresponds to how you feel about each statement. There is also a space provided for comments. All information provided is strictly confidential.

MARKING INSTRUCTIONS

- Use a No. 2 pencil or a blue or black ink pen only.
- Do not use pens with ink that soaks through the paper.
- Make solid marks that fill the response completely.
- Make no stray marks on this form.

CORRECT: ●

INCORRECT: ☑ ☒ ☓ ☔

Office Use Only	Site Location			
	0	0	0	0
	1	1	1	1
	2	2	2	2
	3	3	3	3
	4	4	4	4
	5	5	5	5
	6	6	6	6
	7	7	7	7
8	8	8	8	
9	9	9	9	

1. Which classification below best describes your position?

- Office / Clerical (Accounting, Billing, Front Office Staff, Purchasing, Reception, Referral, Scheduling)
- Leadership (Administration, Managers, Supervisors)
- Technical (IT, Lab, Pharmacy Techs, Radiology)
- Support staff (Case Management, Dental Assistant, LPN, MA, RN)
- Health Care Provider (Dental Hygenist, DDS, DO, LCSW, MD, NP, OD, Pharmacist)
- Facilities (Housekeeping, Maintenance, Security, Vector Control)

2. How long have you been with the Community Health Center?

- Less than 1 year
- 1 year, but less than 5
- 5 years, but less than 10
- 10 years or more

3. Are you a salaried or hourly employee?

- Salaried
- Hourly

For questions 4-15, fill in the response corresponding to the answer that best describes your opinion or situation.

Use the following scale: **SA** -Strongly Agree **A** - Agree **NA/ND** - Neither Agree Nor Disagree **D** - Disagree **SD** - Strongly Disagree

	SA	A	NA/ND	D	SD
4. My job makes good use of my skills and abilities	<input type="radio"/>				
5. Our organization is made up of a diverse group of employees.	<input type="radio"/>				
6. Our health center staff is aware of the diverse needs of our patients.	<input type="radio"/>				
7. There is a good deal of teamwork and cooperation at this community health center.	<input type="radio"/>				
8. Employees in my team cooperate with each other to get the job done.	<input type="radio"/>				
9. I have a clear understanding of the goals and objectives of the community health center.	<input type="radio"/>				
10. Organizational policies are clearly communicated.	<input type="radio"/>				
11. I am paid fairly for the work I do.	<input type="radio"/>				
12. The pay raises are satisfactory.	<input type="radio"/>				
13. The fringe benefit package at my place of employment meets my needs.	<input type="radio"/>				
14. What I do on my job is really important.	<input type="radio"/>				
15. There are opportunities for me to learn and do other things at my place of employment.	<input type="radio"/>				

Over for more questions.....

For questions 16-25, fill in the response corresponding to the answer that best describes your opinion or situation.

Use the following scale: SA -Strongly Agree A - Agree NA/ND - Neither Agree Nor Disagree D - Disagree SD - Strongly Disagree

	SA	A	NA/ND	D	SD
16. There are opportunities for career advancement at my place of employment.	<input type="radio"/>				
17. I have freedom to make important decisions as I see fit and can count on my supervisor to back me up.	<input type="radio"/>				
18. My personal job performance is important to the success of the health center.	<input type="radio"/>				
19. I have a challenging and fulfilling job.	<input type="radio"/>				
20. I feel burned out from my work.	<input type="radio"/>				
21. Our organization provides some type of employee assistance for burnout.	<input type="radio"/>				
22. My immediate supervisor is supportive and knowledgeable.	<input type="radio"/>				
23. My supervisor encourages my group to work as a team.	<input type="radio"/>				
24. I receive regular feedback on my performance from my manager or supervisor.	<input type="radio"/>				
25. I would proudly recommend this organization as a good place to work to a friend or relative.	<input type="radio"/>				

Questions 26-27 Comments

26. Do you have any suggestions on how to improve the work environment?

27. Do you have any additional comments?

Thank you very much for taking the time to fill out our Employee Satisfaction Survey!