

Valley Mountain Regional Center: Employee Satisfaction Survey

Purpose

To quantify the voice of employees

- Support strategic planning and provide benchmark comparison data
- Inform data-driven decision making
- Support resource allocation
- Enhance communication

Methodology

Sample: The survey was open to all employees of Valley Mountain Regional Center, except the Executive Director. In this instance, the sample was the same as the population, minus the Executive Director (311-1=310).

Questionnaire: 76 questions, mixed Quantitative/Qualitative mirroring the 2013 Strategic Thinking Survey: Satisfaction Survey and 2014 Satisfaction Survey.

The survey primarily uses a five-point agreement response scale. This response scale has been validated by field-testing to provide accurate and actionable measures, while being respondent-friendly.

- | | | |
|---|---|----------------------------|
| 1 | = | Strongly Disagree |
| 2 | = | Disagree |
| 3 | = | Neither Disagree nor Agree |
| 4 | = | Agree |
| 5 | = | Strongly Agree |

Data Collection:

- 258 employees participated an Internet survey between June 17th – July 2nd, 2017.

Findings

VMRC received over 50% Agreement on 52 of the 58 (compared to 44 in 2014) metrics and 75% or higher agreement on 26 measures (18 in 2014).

- VMRC received the **highest scores** for...
 - I care about and am committed to doing the best Job I can each day. (98%)
 - I know what is expected of me at work. (92%)
 - I feel that the work I do supports the vision of the organization in serving people with developmental disabilities. (91%)
 - I feel like what I do makes a difference to the people VMRC supports. (90%)



- VMRC received the **lowest scores** for...
 - Upper Management fosters a team approach within our agency. (49%)
 - Upper Management is open to suggestions for improvement. (47%)
 - There is a culture of trust at the regional center. (47%)
 - Upper Management is open to input from the staff. (46%)
 - The communication across organizational boundaries within the regional center enables us to perform our jobs effectively. (46%)
 - I am fairly compensated for what I do. (43%)

Fifty-six percent (56%) of employees definitely want to continue working at VMRC for at least the next two years, while an additional thirty-two percent (32%) "Yes, maybe" want to continue to work for the regional center for the next two years; a notable increase over 2014.

Overall, the regional center demonstrated improvement on 40 of 49 core metrics, with four (4) metrics that remained unchanged, and five (5) metrics that declined slightly.

- Satisfaction Analysis
 - For comparison purposes, analysis looked at each office and department compared to 2014 scores; detailed findings are available in the complete report.

