



# 2015 DSHS Employee Survey

for  
BHSIA - Eastern State Hospital  
ESH All Staff

Survey Administered by  
Research and Data Analysis

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## Statistical Report

DSHS Employee Survey - Oct-Nov 2015

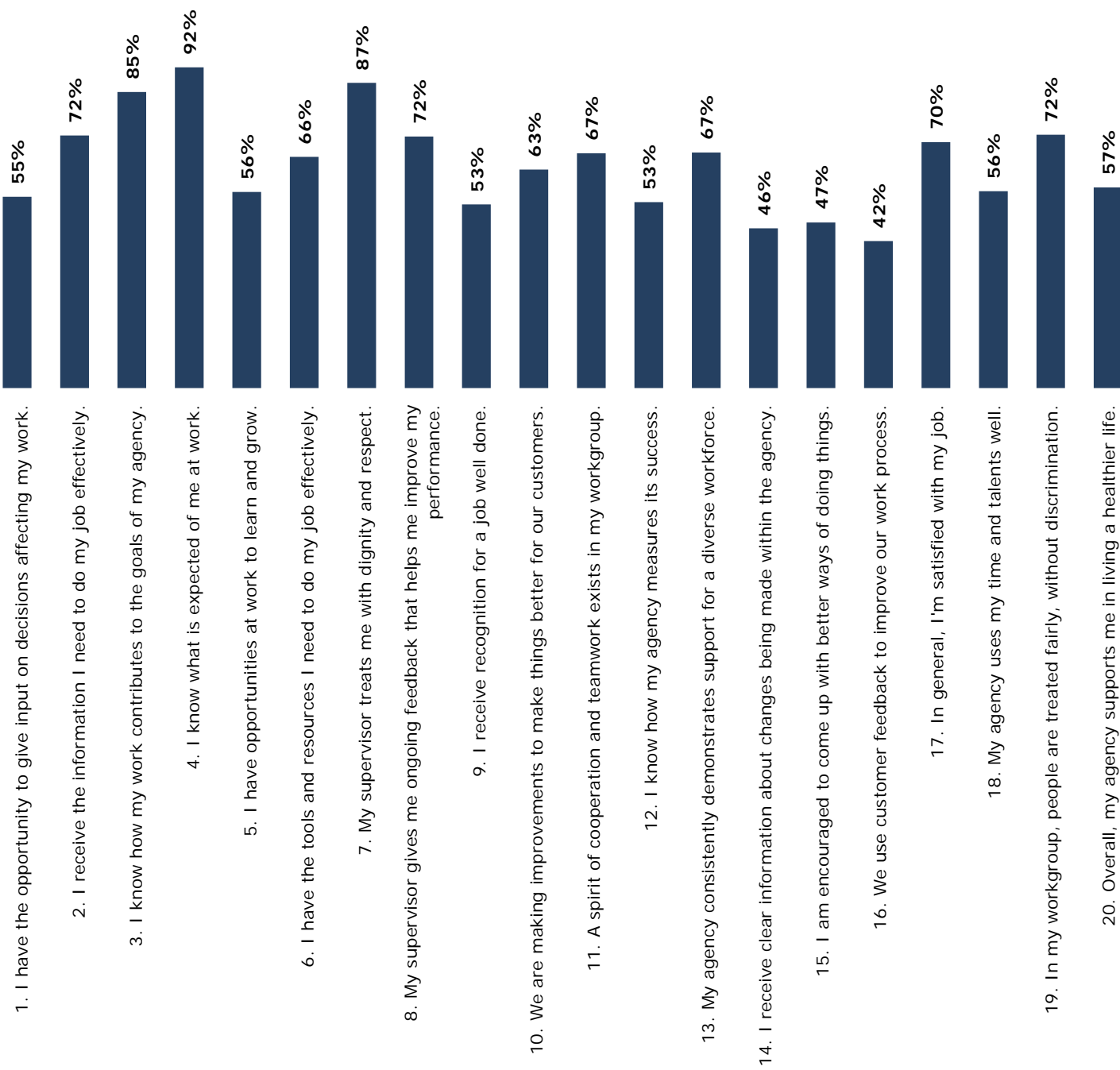
BHSIA - ESH All Staff

	QUESTION	Number 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
1	I have the opportunity to give input on decisions affecting my work.	113	167	132	68	32	5	<b>3.51</b>	<b>55%</b>
2	I receive the information I need to do my job effectively.	108	262	98	31	13	5	<b>3.82</b>	<b>72%</b>
3	I know how my work contributes to the goals of my agency.	207	225	50	25	3	7	<b>4.19</b>	<b>85%</b>
4	I know what is expected of me at work.	272	197	29	10	3	6	<b>4.42</b>	<b>92%</b>
5	I have opportunities at work to learn and grow.	135	150	121	70	32	9	<b>3.56</b>	<b>56%</b>
6	I have the tools and resources I need to do my job effectively.	97	241	109	49	15	6	<b>3.70</b>	<b>66%</b>
7	My supervisor treats me with dignity and respect.	307	139	36	15	14	6	<b>4.39</b>	<b>87%</b>
8	My supervisor gives me ongoing feedback that helps me improve my performance.	216	151	78	34	31	7	<b>3.95</b>	<b>72%</b>
9	I receive recognition for a job well done.	143	126	120	69	54	5	<b>3.46</b>	<b>53%</b>
10	We are making improvements to make things better for our customers.	142	175	115	53	22	10	<b>3.71</b>	<b>63%</b>
11	A spirit of cooperation and teamwork exists in my workgroup.	175	166	99	47	21	9	<b>3.84</b>	<b>67%</b>
12	I know how my agency measures its success.	107	163	118	76	44	9	<b>3.42</b>	<b>53%</b>
13	My agency consistently demonstrates support for a diverse workforce.	152	189	90	54	21	11	<b>3.78</b>	<b>67%</b>
14	I receive clear information about changes being made within the agency.	80	153	130	101	46	7	<b>3.24</b>	<b>46%</b>
15	I am encouraged to come up with better ways of doing things.	99	142	124	79	65	8	<b>3.26</b>	<b>47%</b>
16	We use customer feedback to improve our work process.	79	132	151	76	64	15	<b>3.17</b>	<b>42%</b>
17	In general, I'm satisfied with my job.	138	221	96	41	14	7	<b>3.84</b>	<b>70%</b>
18	My agency uses my time and talents well.	115	170	117	64	40	11	<b>3.51</b>	<b>56%</b>
19	In my workgroup, people are treated fairly, without discrimination.	194	174	82	38	20	9	<b>3.95</b>	<b>72%</b>
20	Overall, my agency supports me in living a healthier life.	118	173	120	54	42	10	<b>3.53</b>	<b>57%</b>

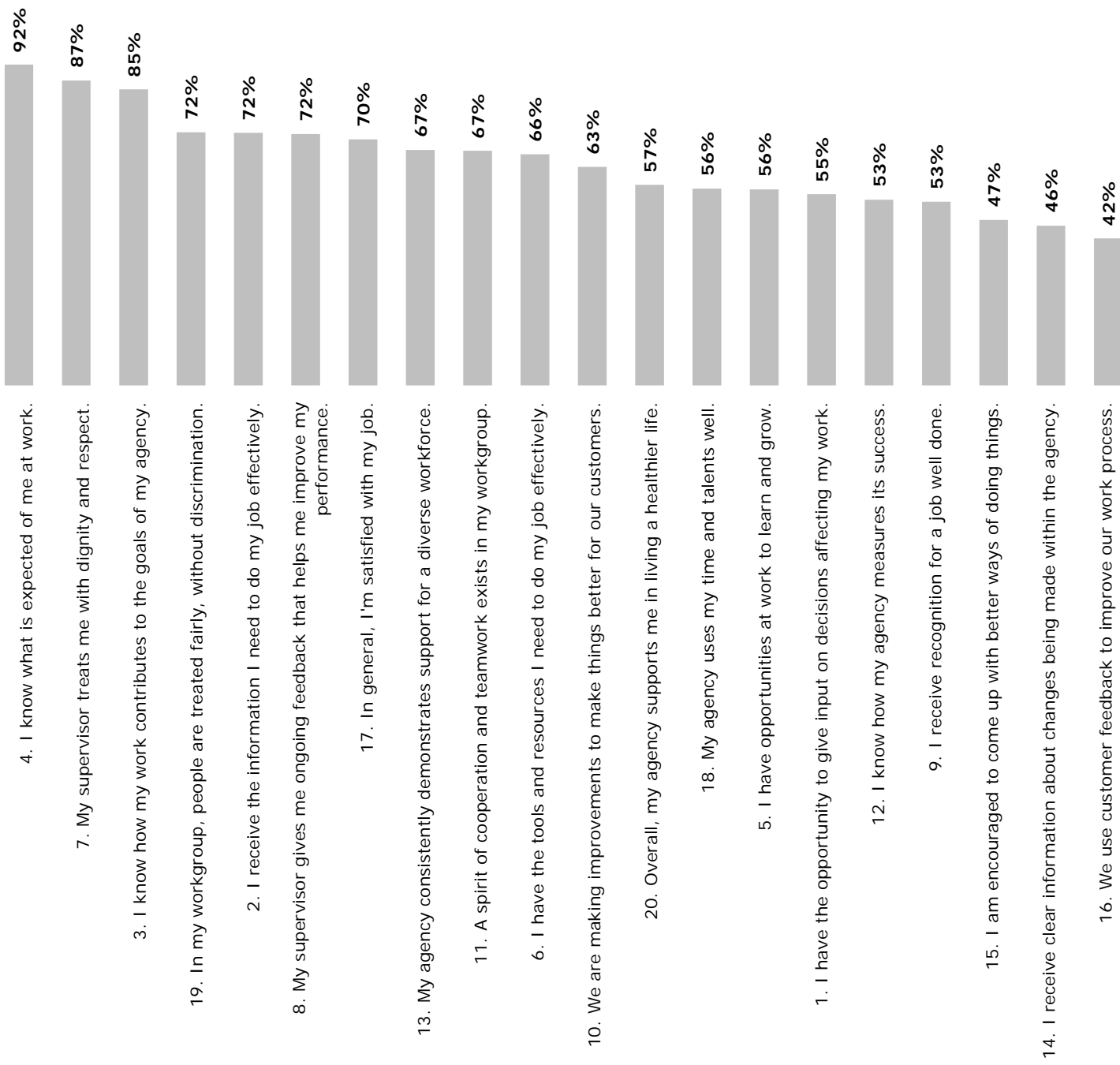
<sup>1</sup>Average where "Almost Always or Always"=5, and "Almost Never or Never"=1. Does not include missing data.

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

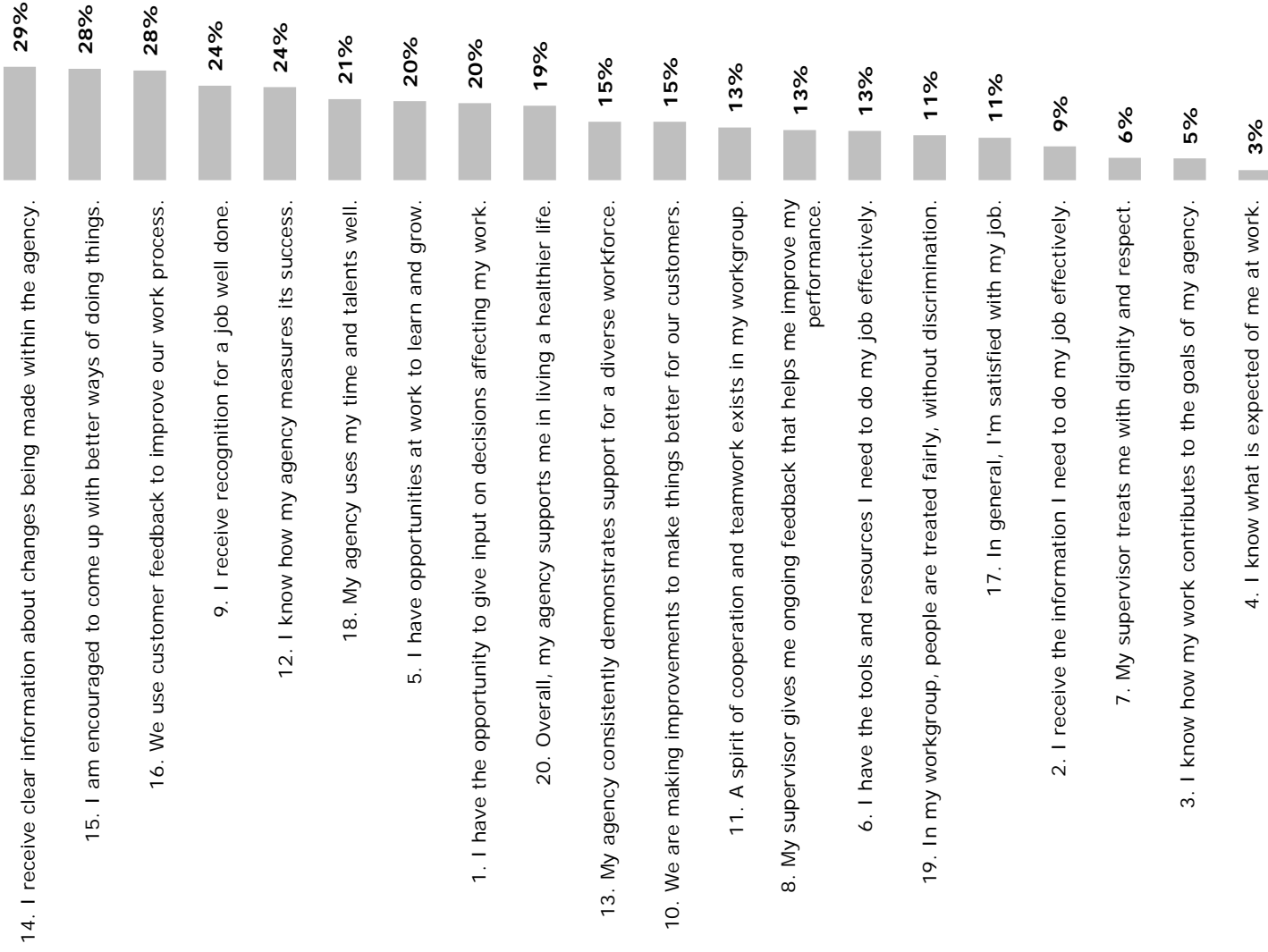
### Percent Responding "Always" or "Usually"



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

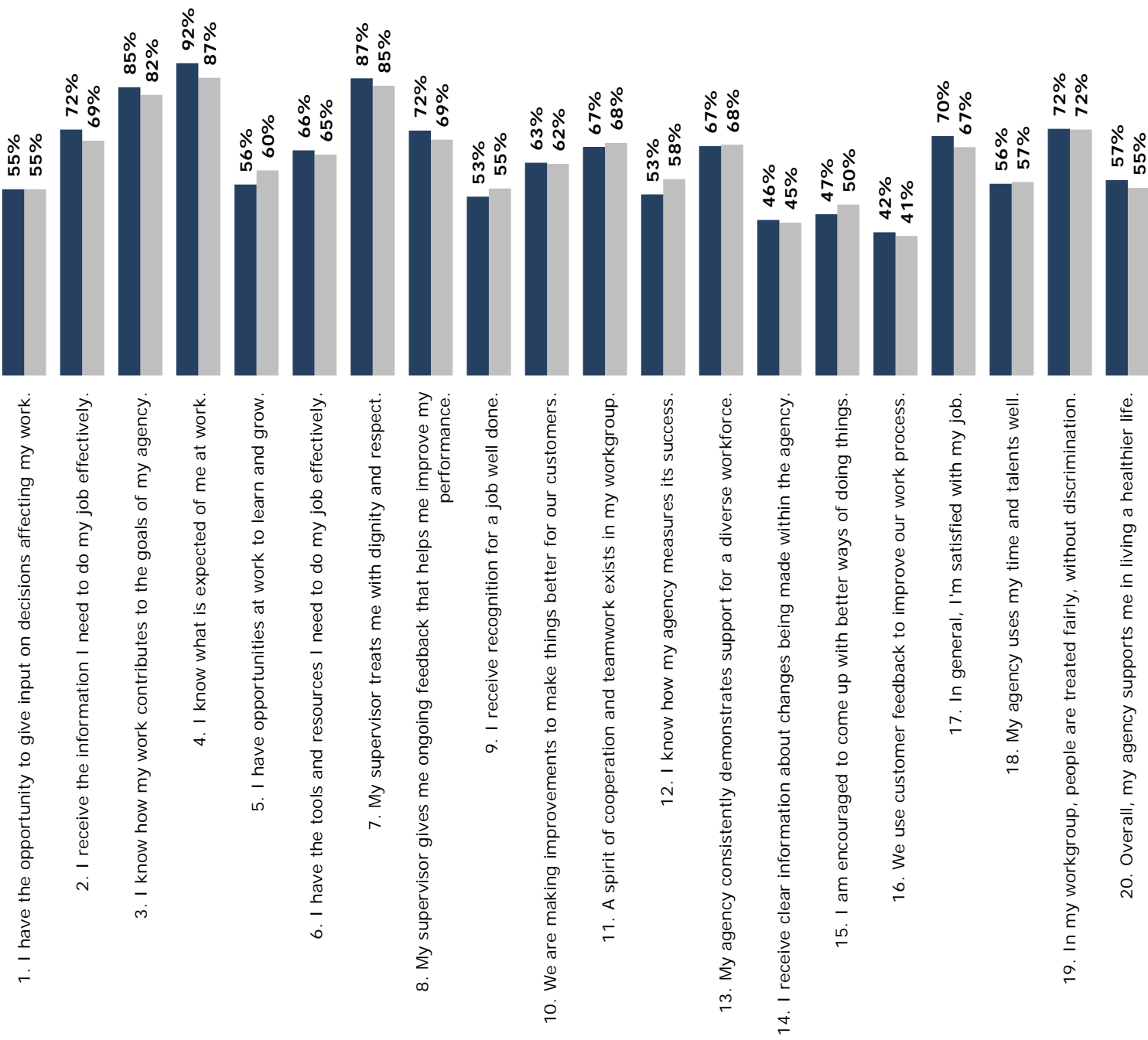


### Questions Ordered by Highest to Lowest Percent Responding "Never" or "Seldom"



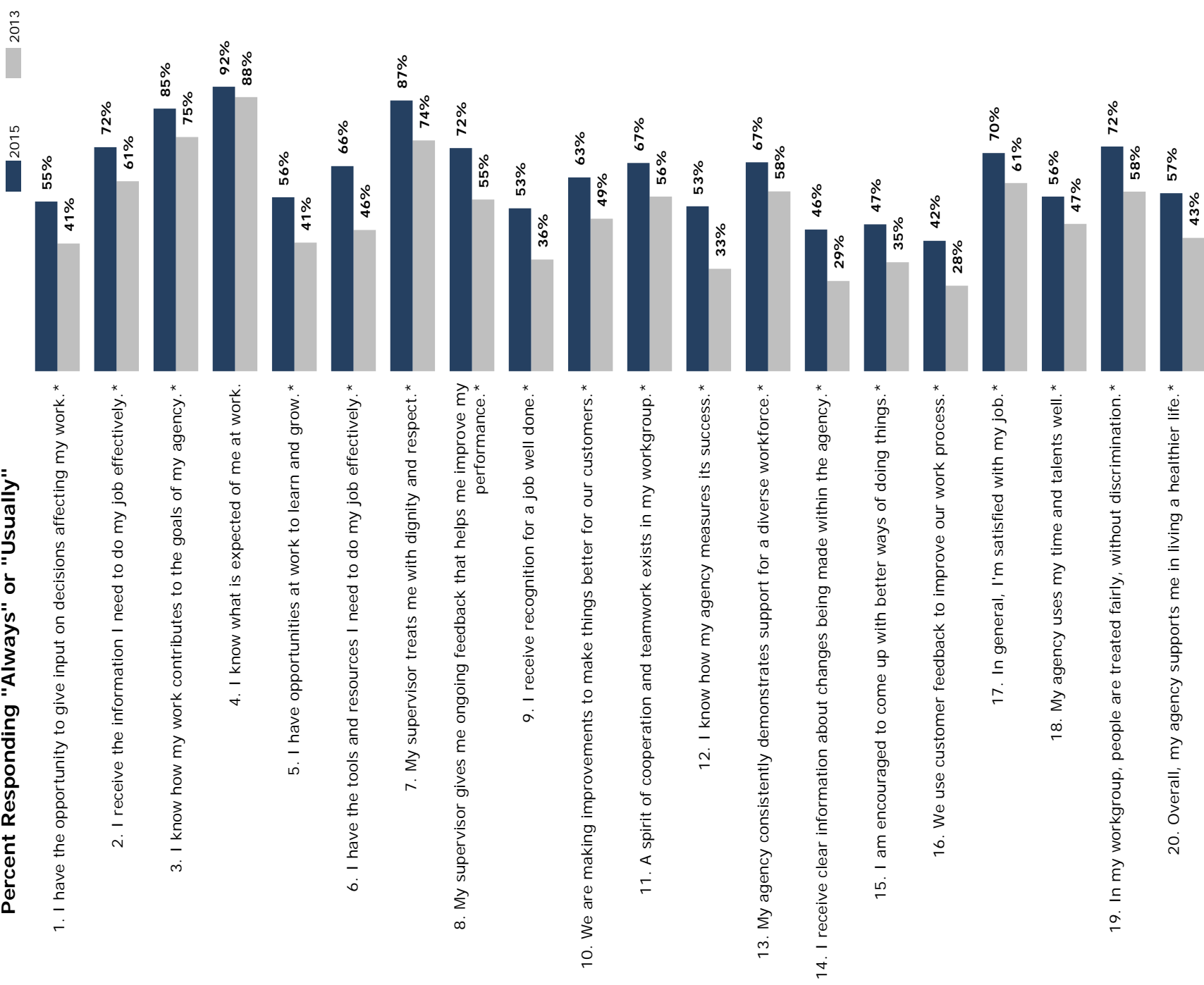
### Comparison to DSHS Weighted Results Percent Responding "Always" or "Usually"

■ Our Unit    ■ All DSHS



NOTE: Comparison to the DSHS weighted results is provided for benchmarking purposes. In making comparisons, remember that your unit's work force make-up and mission characteristics can be quite different from the "average" work unit. The main focus, especially in small or specialized units, should be on the issues that show up within our unit's results. Use survey results as a starting place for further discussion of employee concerns.

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



**NOTES**

Unweighted 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 .05 level.

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

DSHS Employee Survey - Oct-Nov 2015

BHSIA - ESH All Staff

		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.	53%	48%	49%	37%	41%	55%	2%	13% *
2	I receive the information I need to do my job effectively.	63%	63%	67%	61%	61%	72%	10% **	11% *
3	I know how my work contributes to the goals of my agency.	75%	78%	81%	71%	75%	85%	9% **	9% *
4	I know what is expected of me at work.	85%	87%	88%	87%	88%	92%	7% **	3%
5	I have opportunities at work to learn and grow.	51%	51%	46%	40%	41%	56%	5%	15% *
6	I have the tools and resources I need to do my job effectively.	58%	57%	61%	55%	46%	66%	9% **	21% *
7	My supervisor treats me with dignity and respect.	74%	78%	76%	75%	74%	87%	13% **	13% *
8	My supervisor gives me ongoing feedback that helps me improve my performance.	60%	57%	59%	58%	55%	72%	12% **	17% *
9	I receive recognition for a job well done.	45%	43%	39%	36%	36%	53%	8% **	17% *
10	We are making improvements to make things better for our customers.	N/A	N/A	N/A	N/A	49%	63%	N/A	13% *
11	A spirit of cooperation and teamwork exists in my workgroup.	61%	56%	59%	54%	56%	67%	6%	11% *
12	I know how my agency measures its success.	41%	38%	41%	34%	33%	53%	12% **	20% *
13	My agency consistently demonstrates support for a diverse workforce.	N/A	54%	58%	55%	58%	67%	N/A	9% *
14	I receive clear information about changes being made within the agency.	N/A	N/A	40%	30%	29%	46%	N/A	17% *
15	I am encouraged to come up with better ways of doing things.	46%	43%	42%	31%	35%	47%	2%	12% *
16	We use customer feedback to improve our work process.	44%	41%	38%	32%	28%	42%	-2%	14% *
17	In general, I'm satisfied with my job.	N/A	62%	67%	61%	61%	70%	N/A	10% *
18	My agency uses my time and talents well.	49%	52%	51%	45%	47%	56%	7% **	9% *
19	In my workgroup, people are treated fairly, without discrimination.	61%	62%	64%	55%	58%	72%	11% **	14% *
20	Overall, my agency supports me in living a healthier life.	N/A	N/A	45%	43%	43%	57%	N/A	14% *

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

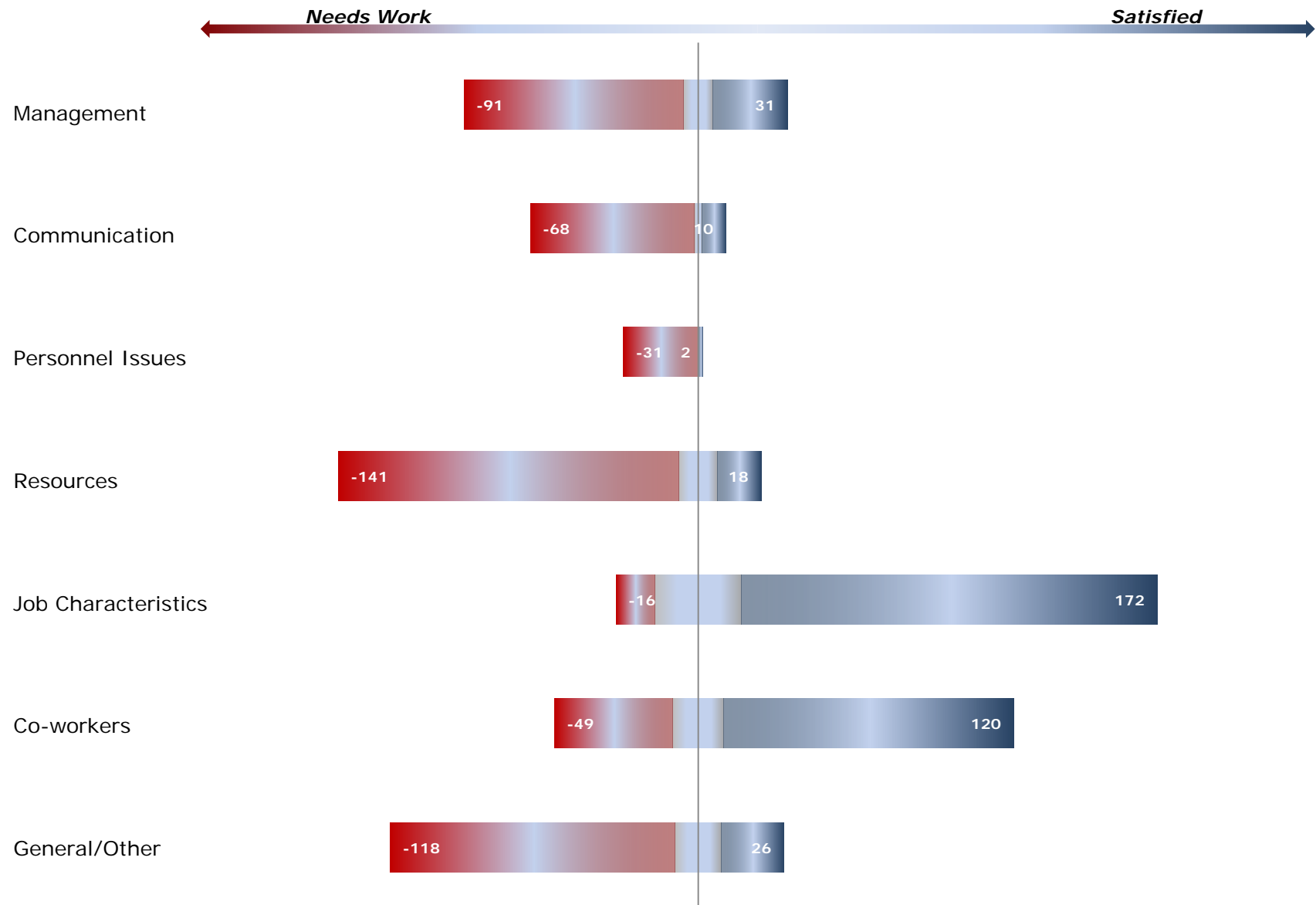
If a question was not asked in a year, that year is marked "NA." If there is no comparison workgroup for a previous year, there will be no percents reported for that year, and comparisons cannot be made for that survey year.

\*Change between 2013 and 2015 is statistically significant at the .05 level.

\*\*Change between 2006 and 2015 is statistically significant at the .05 level.

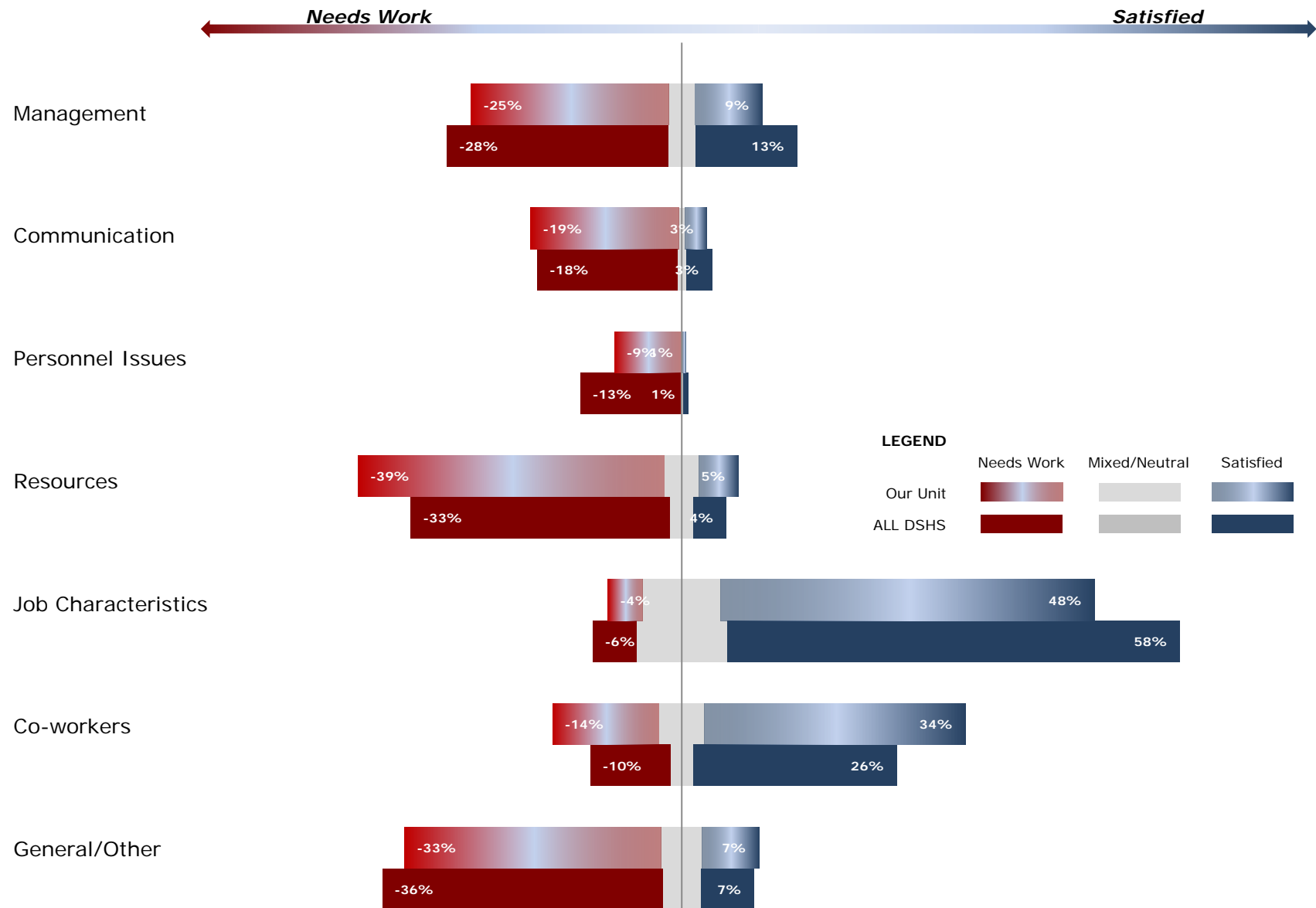


### Major Comment Themes - Number of Respondents Who Made Comments



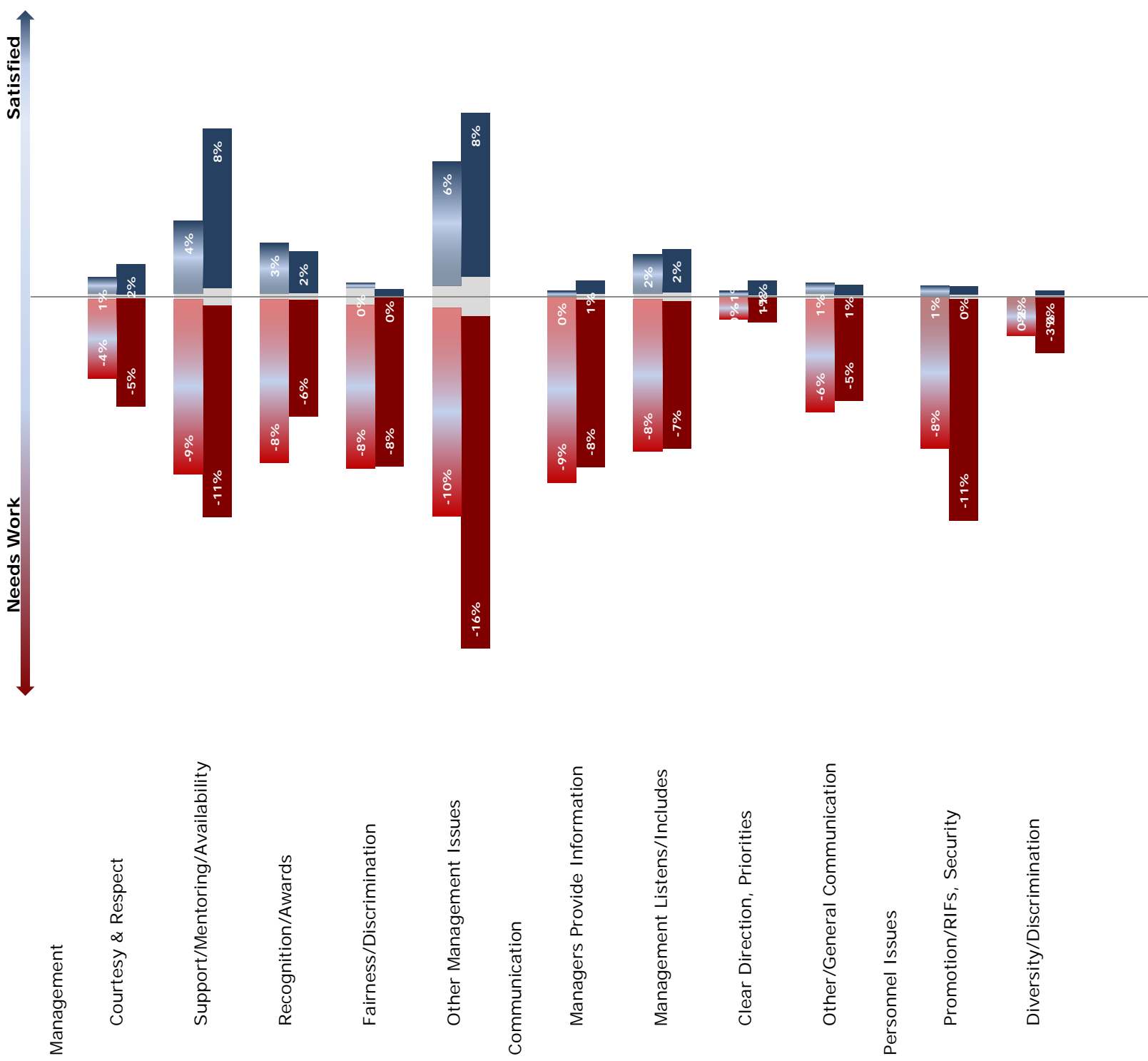
NOTE: Grey areas in center of bars represent neutral comments. Percentages for "Needs Work" category are shown as negative numbers to facilitate chart formatting.

### Major Comment Themes - Comparison to DSHS Results

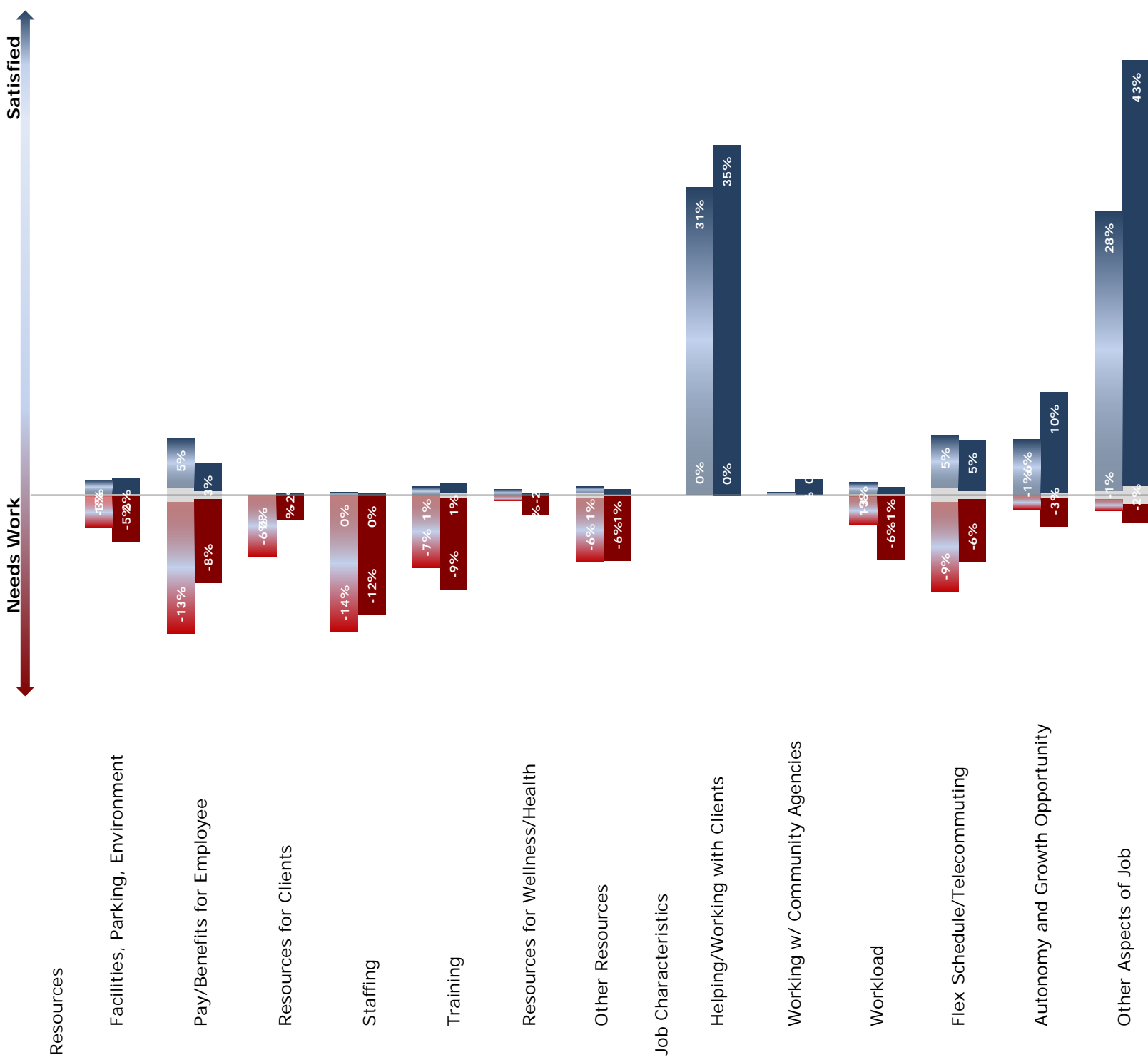


NOTES: Percentages show respondents who commented on this theme as a percentage of the total number of respondents who made narrative comments.  
 Percentages for "Needs Work" category are shown as negative numbers to facilitate chart formatting. See Reports I and J for more detail.

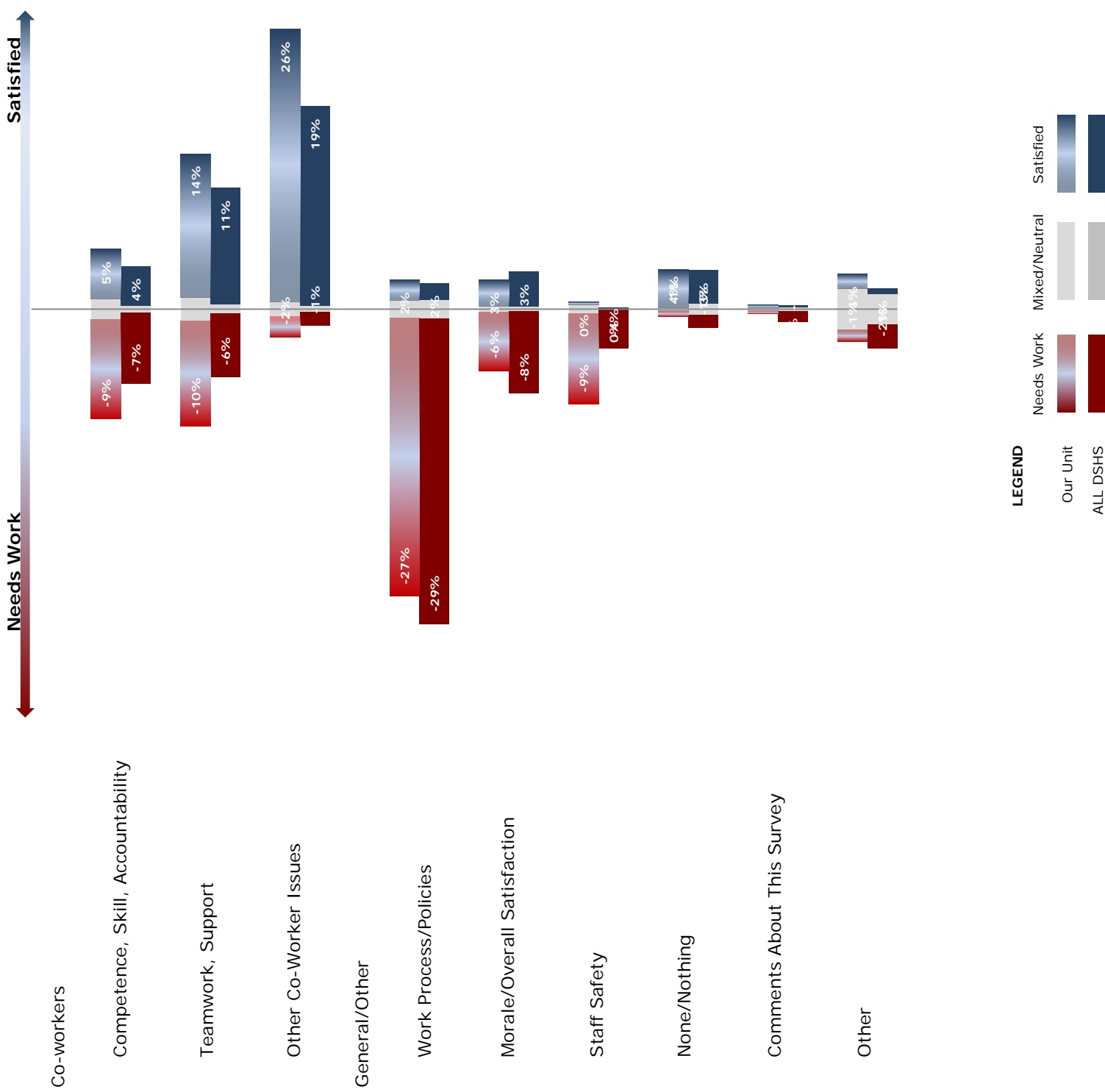
**Comment Subthemes - Comparison to DSHS Results**



### Comment Subthemes - Comparison to DSHS Results



### Comment Subthemes - Comparison to DSHS Results



**LEGEND**

- Needs Work
- Mixed/Neutral
- Satisfied
- Our Unit
- ALL DSHS

**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  
 BHSIA - ESH All Staff

358 of 517 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>	<b>134</b>	<b>37.4%</b>	<b>31</b>	<b>23.1%</b>	<b>91</b>	<b>67.9%</b>	<b>12</b>	<b>9.0%</b>
Courtesy & Respect	18	5.0%	3	16.7%	14	77.8%	1	5.6%
Support/Mentoring/Availability	45	12.6%	13	28.9%	31	68.9%	1	2.2%
Recognition/Awards	39	10.9%	9	23.1%	29	74.4%	1	2.6%
Fairness/Discrimination	33	9.2%	1	3.0%	29	87.9%	3	9.1%
Other Management Issues	63	17.6%	22	34.9%	37	58.7%	4	6.3%
<b>Communication</b>	<b>81</b>	<b>22.6%</b>	<b>10</b>	<b>12.3%</b>	<b>68</b>	<b>84.0%</b>	<b>3</b>	<b>3.7%</b>
Managers Provide Information	34	9.5%	1	2.9%	33	97.1%	0	0.0%
Management Listens/Includes	35	9.8%	7	20.0%	27	77.1%	1	2.9%
Clear Direction, Priorities	5	1.4%	1	20.0%	4	80.0%	0	0.0%
Other/General Communication	23	6.4%	2	8.7%	20	87.0%	1	4.3%
<b>Personnel Issues</b>	<b>33</b>	<b>9.2%</b>	<b>2</b>	<b>6.1%</b>	<b>31</b>	<b>93.9%</b>	<b>0</b>	<b>0.0%</b>
Promotion/RIFs, Security	29	8.1%	2	6.9%	27	93.1%	0	0.0%
Diversity/Discrimination	7	2.0%	0	0.0%	7	100.0%	0	0.0%
<b>Resources</b>	<b>175</b>	<b>48.9%</b>	<b>18</b>	<b>10.3%</b>	<b>141</b>	<b>80.6%</b>	<b>16</b>	<b>9.1%</b>
Facilities, Parking, Environment	17	4.7%	5	29.4%	11	64.7%	1	5.9%
Pay/Benefits for Employee	70	19.6%	18	25.7%	47	67.1%	5	7.1%
Resources for Clients	22	6.1%	0	0.0%	22	100.0%	0	0.0%
Staffing	50	14.0%	1	2.0%	49	98.0%	0	0.0%
Training	29	8.1%	3	10.3%	26	89.7%	0	0.0%
Resources for Wellness/Health	4	1.1%	2	50.0%	2	50.0%	0	0.0%
Other Resources	27	7.5%	2	7.4%	23	85.2%	2	7.4%
<b>Job Characteristics</b>	<b>224</b>	<b>62.6%</b>	<b>172</b>	<b>76.8%</b>	<b>16</b>	<b>7.1%</b>	<b>36</b>	<b>16.1%</b>
Helping/Working with Clients	110	30.7%	110	100.0%	0	0.0%	0	0.0%
Working w/ Community Agencies	1	0.3%	1	100.0%	0	0.0%	0	0.0%
Workload	15	4.2%	4	26.7%	10	66.7%	1	6.7%
Flex Schedule/Telecommuting	56	15.6%	19	33.9%	32	57.1%	5	8.9%
Autonomy and Growth Opportunity	25	7.0%	20	80.0%	5	20.0%	0	0.0%
Other Aspects of Job	107	29.9%	100	93.5%	4	3.7%	3	2.8%
<b>Co-workers</b>	<b>190</b>	<b>53.1%</b>	<b>120</b>	<b>63.2%</b>	<b>49</b>	<b>25.8%</b>	<b>21</b>	<b>11.1%</b>
Competence, Skill, Accountability	58	16.2%	17	29.3%	34	58.6%	7	12.1%
Teamwork, Support	93	26.0%	49	52.7%	36	38.7%	8	8.6%
Other Co-Worker Issues	105	29.3%	93	88.6%	7	6.7%	5	4.8%
<b>General/Other</b>	<b>163</b>	<b>45.5%</b>	<b>26</b>	<b>16.0%</b>	<b>118</b>	<b>72.4%</b>	<b>19</b>	<b>11.7%</b>
Work Process/Policies	108	30.2%	7	6.5%	95	88.0%	6	5.6%
Morale/Overall Satisfaction	31	8.7%	9	29.0%	20	64.5%	2	6.5%
Staff Safety	35	9.8%	1	2.9%	31	88.6%	3	8.6%
None/Nothing	16	4.5%	13	81.3%	2	12.5%	1	6.3%
Comments About This Survey	3	0.8%	1	33.3%	1	33.3%	1	33.3%
Other	23	6.4%	5	21.7%	4	17.4%	14	60.9%

<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.