

STAFF SATISFACTION SURVEY RESULTS – 2013

9 Surveys returned

I would describe this organisation as:

- | | |
|---|--------------------------------|
| 1. A place where people genuinely care about each other | 8/9 Strongly Agree & 1/9 Agree |
| 2. A place that strives to provide a good working environment | 7/9 Strongly Agree & 2/9 Agree |
| 3. A place where people willingly accept responsibility | 9/9 Strongly Agree |

Your essential work requirements:

- | | |
|--|--------------------------------|
| 1. I am clear about our business goals and how my job fits in | 9/9 Strongly Agree |
| 2. I have the facilities, space and equipment I need to do my job properly | 7/9 Strongly Agree & 2/9 Agree |
| 3. I know what is expected of me & I have the opportunity to do my best | 8/9 Strongly Agree & 1/9 Agree |

Communications:

- | | |
|--|--------------------------------|
| 1. I get all the information I need to do my job properly | 7/9 Strongly Agree & 2/9 Agree |
| 2. When changes are made that affect me, I am informed immediately | 8/9 Strongly Agree & 1/9 Agree |
| 3. I am comfortable speaking to management about any issues or ideas | 8/9 Strongly Agree & 1/9 Agree |

Your team:

- | | |
|--|--------------------------------|
| 1. There is a strong sense of shared responsibility in our team, We are all in it together | 9/9 Strongly Agree |
| 2. Our team goals are clear and we are kept fully informed about our progress | 7/9 Strongly Agree & 2/9 Agree |
| 3. There is no us and them mentality between the teams and we all work together | 8/9 Strongly Agree & 1/9 Agree |

Recognition of your performance:

- | | |
|--|-----------------------------------|
| 1. I receive regular, constructive feedback about my work | 7/9 Strongly Agree & 2/9 Agree |
| 2. When I perform well, I think it is recognised and praised appropriately | 8/9 Strongly Agree & 1/9 Disagree |
| 3. I am clear about what is expected of me and what good performance is | 8/9 Strongly Agree & 1/9 Agree |

Your supervisor:

- | | |
|--|--|
| 1. My supervisor cares about my general wellbeing and my personal situation | 8/9 Strongly Agree & 1/9 N/A |
| 2. My supervisor has good management skills, planning, coordinating, communicating | 8/9 Strongly Agree & 1/9 N/A |
| 3. My supervisor motivates me to want to perform at my best | 7/9 Strongly Agree & 1/9 Agree & 1/9 N/A |

Your training and development:

- | | |
|---|--------------------------------|
| 1. I get good quality, relevant training whenever I need it | 5/9 Strongly Agree & 4/9 Agree |
| 2. I believe I have all the skills necessary for my job | 6/9 Strongly Agree & 3/9 Agree |
| 3. This organisation supports me to be the best I can be | 8/9 Strongly Agree & 1/9 Agree |

Our attention to quality and customer satisfaction:

- | | |
|--|--------------------|
| 1. We are dedicated to improving the satisfaction of our customers | 9/9 Strongly Agree |
| 2. We truly value high quality work | 9/9 Strongly Agree |
| 3. I am proud of our product and service | 9/9 Strongly Agree |

Your overall satisfaction:

- | | |
|--|--------------------------------|
| 1. Overall, I am very satisfied in my job | 8/9 Strongly Agree & 1/9 Agree |
| 2. The way I am required to work takes reasonable account of my personal/family life | 9/9 Strongly Agree |
| 3. I enjoy my work | 9/9 Strongly Agree |
| 4. My job makes full use of my skills and abilities | 9/9 Strongly Agree |
| 5. I would proudly recommend this organisation as a good place to work | 9/9 Strongly Agree |

Positive comments about this organisation:

1. Team approach to customer service
2. Exceptional quality of service / care
3. Communication
4. Exceptional team work
5. Supportive, warm and respectful management style
6. Dedication to the care of our patients
7. I enjoy working with the people that I work with
8. We have a pleasant, clean, modern environment
9. Our bosses are approachable and open to suggestions
10. Lovely staff and the best team of people I have worked with
11. Very good patient care
12. Overall excellent work conditions and I enjoy working at Churchill Avenue
13. The easy commradere
14. Teamwork
15. Examples – Management teachers by example
16. Respect – We all respect each other!
17. Friendly Environment

18. Quality patient care

19. High standards and expectations

Negative comments about this organisation:

1. None, I am very happy the way things are
2. No more CSSD cleaning of instruments
3. On a personal level I would like to have more hours but I understand at the moment that is not available
4. Racks for sterilisers and washer
5. Some small containers (3 or 4) for stock eg. Needles
6. No opportunity to expand my skills
7. No natural light / cannot see outside
8. I cannot think of any
9. More space to park