



2021 EMPLOYEE SATISFACTION SURVEY RESULTS

COMMUNITY CARE SOLUTIONS, INC.

2021 Employee Satisfaction Survey Results
Institution Planning and Effectiveness

2021 Employee Satisfaction Survey Results

Community Care Solutions, Inc. annually seeks the responses of its employees through an online survey measuring employee satisfaction level based on agreement statements. All permanent, full- and part-time employees are solicited for the survey.

Results

The results for the 2021 Employee Satisfaction Survey are presented here.

Survey Instrument

The current survey, based on the Malcom Baldrige “Are We Making Progress,” has been in place since this year so results will not be compared to previous years. Prior to 2016 a short but similar -stated survey was delivered however the rating scale was significantly different. The request to participate in the online survey is delivered to employees, by employment classification, through their CCS email account, with the link to the survey included in the message. The online survey is anonymous with results reported by employment classification as well as in aggregate. Employees are asked to indicate their agreement with the statements using a five-point scale. The statements are 50 in total.

Strongly Agree	Agree	Neither Agree of Disagree	Disagree	Strongly Disagree
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The 50 statements are divided into sections under the Baldrige captions of:

- **Leadership:** Leadership examines how CCS's senior leaders' actions guide and sustain our organization
- **Measurement, Analysis, and Knowledge Management:** Measurement, Analysis, and Knowledge Management examines how CCS selects, gathers, analyzes, manages, and improves its data, information, and knowledge assets and reviews findings to improve performance, and how we manage our information technology.
- **Process Management:** Process Management examines how we design, manage, and improve our work systems and work processes to deliver student and stakeholder value and achieve organizational success and sustainability.
- **Results:** Results examines our performance and improvement in all key areas—student learning and process outcomes, customer-focused outcomes, workforce-focused outcomes, leadership and governance outcomes, and budgetary, financial, and market outcomes.
- **Strategic Planning:** Strategic Planning refers to how CCS develops strategic objectives and action plans; how our chosen strategic objectives and action plans are implemented and changed if circumstances require, and how progress is measured.
- **Workforce Focus:** Workforce Focus examines our ability to assess workforce capability and capacity needs and build a workforce environment conducive to high performance.
- Using the same list of statements, employees are asked to select those statements they consider to be of importance. Employees are also asked to comment on any areas of satisfaction and/or importance that were not adequately addressed throughout the survey.

Response Rate

The Satisfaction response rate is determined by calculating the positive response rate. This is done by adding the count of the ‘agree’ and dividing by the total of the ‘agree’ and ‘disagree.’ In this example, the Satisfaction Rate is 94.1%. The ‘Neither Agree nor Disagree’ responses are discarded.

Strongly Agree	Agree	Neither Agree of Disagree	Disagree	Strongly Disagree
5	11	1	1	0

The Importance response rate is determined by the number of respondents who selected and identified the statement as important divided by the total number of respondents in the respective group. In this example, the Importance Rate is 34%; (14/41).

Statement	Importance Count	Number of Respondents	Importance Rating
CCS is innovative	13	26	50%

Participation

All permanent, full- and part-time employees, are solicited for the survey. The 2021 participation response rate remained the same from 2020.

Participation by Employment Category		2021	
	Participated	Total	Percentage
Full Time	16	18	88%
Part Time	2	2	100%

Satisfaction Rate

The 2021 satisfaction rate, based on response by the participating employees was 93%. This is an improvement from the prior years and is the highest satisfaction rate received. The range is from 87% to 98%.

High Satisfaction Statements

Thirty-seven (74%) of the 50 statements received an overall (all classifications) satisfaction rate of 90% or greater. Twelve (24%) received an overall rate of 80% to 89%.

2021 Employee Satisfaction Statements	Satisfaction Rate
Receiving 90% or greater, overall	
I know how my job fits in the mission of the agency and supports the programs goals.	99%
I know my primary functions of my position’s role	98%
I have a safe environment.	97%
My coworkers respect diversity.	97%
I know CCS’s mission statement and what we are trying to accomplish through CCS’s Strategic master plan, Core Themes and overall program goals	96%
There is a positive working relationship between CCS’s administration and staff.	96%
There is positive working relationship between staff and Senior Administration	95%

CCS overall goals and strategic initiatives have clear criteria	95%
I have sufficient opportunities to be informed about CCS's Strategic master plan, Core Themes and overall program goals.	95%
CCS overall goals and strategic initiatives have measureable outcomes.	95%
I know CCS's mission statement and what we are trying to accomplish through CCS's Strategic master plan, Core Themes and overall program goals.	94%
Sufficient opportunities are available for me to communicate with my immediate supervisor	94%
My immediate work environment enhances my ability to perform my job well	94%
We use continuous quality improvement tools when processes need to be improved.	93%
I can rely on my colleagues/co-workers when needed to get the job done.	92%
I have sufficient opportunities to be informed about what is going on at CCS	92%
I know the primary strategic plans and goals of my department.	92%
	92%
The Strategic Plan, Core Themes, College End Goals and the supporting initiatives have been clearly communicated to me.	91%
The decisions that are made reflects CCS's mission.	91%
I understand how my position fits into CCS's Strategic Plan initiatives and the support the program goals..	91%
CCS's President make decisions in a timely fashion. .	91%
institutional policies and procedures have been clearly communicated to me.	90%

Low Satisfaction Statements

One statement received an overall rating below 80%. This compares to 7 statements below 80% in 2020; and 12 statements below 80% in 2016.

2021 Employee Satisfaction Statements receiving less than 80% overall Satisfaction Rate	Overall Satisfaction Rate
CCS does a good job of communicating budget resource allocation decisions to employees.	79%

2020 comparison on above statement 64% overall and 2019 51% overall.

Comments Received

Thirty-three comments were received mentioning such items administration, salary, budget, security, policies, communication, scheduling, Wi-Fi, and marketing. The comments have been forwarded to the President and Cabinet members for review. A visualization is presented here to offer the reader an impression of the comments received.

Review and Analysis

The results of the 2021 Employee Satisfaction Survey are compiled by the Workforce Committee. In addition to this report, the results are presented in full to the CEO and board of Directors. The Workforce Committee receives a working file of results with sufficient information to determine appropriate response. The Board of Trustees will receive a formal

report and presentation of the results during one of the monthly Board meetings. This report is distributed to all employees of the agency. Questions about the results can be addressed to the CEO and/or Executive Director.