



2020 EMPLOYEE SATISFACTION SURVEY RESULTS

COMMUNITY CARE SOLUTIONS, INC.

2020 Employee Satisfaction Survey Results
Institution Planning and Effectiveness

2020 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 2020 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 2020 participation response rate was higher than the previous year with 88% of employees responding.

Participation by Employment Category			2020
	Participated	Total	Percentage
Full Time	16	18	88%
Part Time	2	2	100%

Satisfaction Rate

The 2020 satisfaction rate, based on response by the participating employees was 88%. This is an improvement from the prior two years and is the second highest satisfaction rate achieved (91%). The range is from 81% to 94%.

High Satisfaction Statements

Twenty-two (44%) of the 50 statements received an overall (all classifications) satisfaction rate of 90% or greater. Twenty-one (42%) received an overall rate of 80% to 89%.

2020 Employee Satisfaction Statements Receiving 80% or greater, overall	Satisfaction Rate
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

Seven (14%) statements received an overall rating of 79% or less. Two (4%) of the 50 statements received less than 75% satisfaction rating. This compares to five statements below 75% in 2019.

2020 Employee Satisfaction Statements Receiving the lowest Rating Rate	Lowest Satisfaction Rate	Overall Satisfaction
Job satisfaction is a priority of CCS's President and Senior Administration.	48%	70%

Importance Rate

To inform the Satisfaction Rates received for the statements, the respondents are asked to select those statements they consider to be of importance. While all 50 statements were selected by at least 1 respondent (range 1- 28), 4 statements were identified by at least 50% of respondents by classification.

2020 Employee Satisfaction 50% of the highest number selected.	Overall Importance Rate
Overall, there have been positive changes in the ccs environment in the past year.	53%
I have sufficient information to perform my job.	52%
Overall ,I fell values as an employee of CCS.	52%

I feel well informed about what is going on in my department.	51%
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Six statements were identified to have importance of at least 75% of the highest number selected (21/28). A comparison to the previous year, 2019 is added to add context to the satisfaction rating. The

2020 Employee Satisfaction Statements Selected as important by at least 75% of the highest number selected.	2020 Satisfaction	2016 Satisfaction	Improvement
I have sufficient information to perform my job,	89%	96%	-7%
We use continuous quality improvement tools when processes need to be improved.	94%	92%	2%
I am satisfied with the freedom I have to openly express my viewpoint.	81%	76%	55
CCS has high standards and ethics.	87%	83%	4%
CCS is a good place to work.	87%	88%	-1%
CCS is open to change	84%	75%	9%

Comments Received

Twenty-nine comments were received mentioning such items as improvements to the survey, budget, policy and procedures, recent changes, salary and wage scale, communication, and responsiveness. The comments have been forwarded to the President and Cabinet members for review.

Review and Analysis

The results of the 2020 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.