

Employee Survey Comparison to 2002-2003 Board of Examiners Results

Category 1: Leadership		Disagree			Neither Agree or Disagree			Agree		
		SC2010	SC 2008	Comparison	SC2010	SC 2008	Comparison	SC2010	SC 2008	Comparison
1a)	I know my organization's mission (what it is trying to accomplish).	1%	3%	3%	8%	7%	3%	89%	90%	94%
1b)	My senior (top) leaders use our organization's values to guide us.	1%	9%	16%	20%	13%	17%	76%	77%	68%
1c)	My senior leaders create a work environment that helps me do my job.	6%	14%	17%	17%	10%	16%	75%	75%	67%
1d)	My organization's leaders share information about the organization.	10%	21%	13%	17%	10%	15%	68%	70%	72%
1e)	My senior leaders encourage learning that will help me advance in my career.	11%	16%	17%	19%	22%	16%	67%	62%	66%
1f)	My organization lets me know what it thinks is most important.	3%	9%	10%	26%	27%	15%	68%	65%	75%
1g)	My organization asks what I think.	16%	24%	18%	20%	20%	22%	61%	56%	60%

Category 2: Strategic Planning		Disagree			Neither Agree or Disagree			Agree		
		SC2010	SC 2008	Comparison	SC2010	SC 2008	Comparison	SC2010	SC 2008	Comparison
2a)	As it plans for the future, my organization asks for my ideas.	19%	18%	28%	25%	25%	20%	52%	56%	52%
2b)	I know the parts of my organization's plans that will affect me and my work.	10%	17%	13%	23%	24%	18%	64%	58%	68%
2c)	I know how to tell if we are making progress on my work group's part of the plan.	8%	18%	17%	20%	24%	14%	68%	57%	70%

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Category 3: Customer and Market Focus		Disagree			Neither Agree or Disagree			Agree		
		SC2010	SC 2008	Comparison	SC2010	SC 2008	Comparison	SC2010	SC 2008	Comparison
3a)	I know who my most important customers are.	1%	2%	2%	5%	3%	5%	93%	94%	93%
3b)	I keep in touch with my customers.	1%	0%	2%	6%	9%	9%	92%	90%	89%
3c)	My customers tell me what they need and want.	5%	3%	5%	13%	11%	18%	81%	85%	77%
3d)	I ask if my customers are satisfied or dissatisfied with my work.	10%	8%	11%	23%	21%	16%	66%	70%	74%
3e)	I am allowed to make decisions to solve problems for my customers.	6%	7%	9%	11%	10%	8%	82%	83%	82%

Category 4: Information and Analysis		Disagree			Neither Agree or Disagree			Agree		
		SC2010	SC 2008	Comparison	SC2010	SC 2008	Comparison	SC2010	SC 2008	Comparison
4a)	I know how to measure the quality of my work.	1%	9%	8%	14%	10%	11%	84%	82%	80%
4b)	I know how to analyze (review) the quality of my work to see if changes are needed.	2%	7%	7%	13%	14%	13%	84%	79%	80%
4c)	I use these analyses for making decisions about my work.	3%	5%	10%	11%	19%	16%	83%	76%	74%
4d)	I know how the measures I use in my work fit into the organization's overall measures of improvement.	2%	18%	22%	28%	22%	16%	68%	58%	62%
4e)	I get all the important information I need to do my work.	14%	20%	28%	22%	23%	22%	61%	57%	51%
4f)	I get the information I need to know about how my organization is doing.	7%	20%	23%	23%	23%	21%	68%	56%	57%

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Category 5: Human Resource Focus		Disagree			Neither Agree or Disagree			Agree		
		SC2010	SC 2008	Comparison	SC2010	SC 2008	Comparison	SC2010	SC 2008	Comparison
5a)	I can make changes that will improve my work.	5%	8%	4%	9%	10%	12%	82%	80%	83%
5b)	The people I work with cooperate and work as a team.	11%	14%	11%	10%	6%	15%	72%	80%	74%
5c)	My boss encourages me to develop my job skills so I can advance my career.	10%	9%	13%	9%	12%	17%	75%	79%	70%
5d)	I am recognized for my work.	15%	14%	12%	23%	18%	16%	58%	68%	73%
5e)	I have a safe workplace.	1%	5%	3%	6%	6%	8%	89%	90%	89%
5f)	My boss and my organization care about me.	7%	10%	12%	15%	13%	21%	74%	76%	68%

Category 6: Process Management		Disagree			Neither Agree or Disagree			Agree		
		SC2010	SC 2008	Comparison	SC2010	SC 2008	Comparison	SC2010	SC 2008	Comparison
6a)	I can get everything I need to do my job.	15%	19%	23%	16%	18%	19%	66%	63%	59%
6b)	I collect information (data) about the quality of my work.	2%	9%	12%	23%	26%	19%	72%	65%	69%
6c)	We have good processes for doing our work.	10%	12%	27%	28%	26%	21%	58%	62%	51%
6d)	I have control over my work processes.	9%	6%	12%	15%	19%	21%	73%	74%	67%

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Category 7: Business Results		Disagree			Neither Agree or Disagree			Agree		
		SC2010	SC 2008	Comparison	SC2010	SC 2008	Comparison	SC2010	SC 2008	Comparison
7a)	My customers are satisfied with my work.	0%	1%	2%	9%	13%	17%	86%	84%	81%
7b)	I know how well my organization is doing financially.	7%	23%	13%	20%	33%	10%	68%	42%	77%
7c)	My organization uses my time and talents well.	8%	15%	28%	24%	16%	16%	64%	68%	57%
7d)	My organization removes things that get in the way of progress.	19%	28%	34%	33%	38%	31%	41%	33%	36%
7e)	My organization obeys laws and regulations.	3%	1%	2%	9%	12%	4%	81%	87%	95%
7f)	My organization has high standards and ethics.	5%	5%	7%	16%	10%	11%	75%	86%	82%
7g)	My organization helps me help my community.	7%	7%	15%	32%	30%	19%	56%	63%	65%
7h)	I am satisfied with my job.	0%	7%	11%	11%	11%	21%	84%	81%	68%