

## 2016 Staff Survey Results

**Key:** Rated 1-5,  
 1-Very Dissatisfied  
 2-Dissatisfied  
 3-Neutral  
 4-Satisfied  
 5-Very Satisfied

<b>Individual Contribution &amp; Alignment with goals</b>	<b>Average Rating</b>
I understand the value of my individual contribution and how it aligns with the mission and overall goals of our chapter.	4.63
I have the tools and resources to successfully complete my goals and objectives.	4.05
I am given an opportunity to be creative and strategic in my work.	4.05
When I contribute to the organization's success, I know my accomplishments will be recognized.	3.47
<b>I am satisfied with my current role at the chapter</b>	
I am satisfied with my current role at the chapter.	3.79
My job makes good use of my skills & abilities.	3.79
I understand my goals and objectives and can define success in my current position.	4.32
<b>Departments and Offices Working Together</b>	
Within the chapter, departments work together effectively to achieve shared goals.	3.71
On average, communication between departments is appropriate and productive.	3.71
On average, communication within my department is appropriate and productive	4.53
My department works well as a team.	4.65
My department effectively collaborates and leverages individual strengths.	4.47
I understand the goals and priorities of our chapter regional offices.	3.82
<b>I trust and feel supported by my co-workers</b>	
Contributing to others' success is recognized and rewarded.	3.53
I have a co-worker with whom I can share ideas and concerns.	4.59
I can depend on my co-workers.	4.24
I believe my co-workers consistently go the extra mile to achieve great results.	4.18
I feel supported by co-workers outside my department/office.	4.06
I work well with my co-workers throughout our chapter.	4.41

**I work well with my direct supervisor**

I have confidence in the overall effectiveness of my direct supervisor.	4.29
My role in the organization is valued by my direct supervisor as an integral component of the work of our chapter.	4.47
Communication between my direct supervisor and me is comfortable and effective.	4.41
I feel comfortable receiving feedback from and providing feedback to my direct supervisor.	4.06
My direct supervisor gives me appropriate recognition for my performance.	4.18
My direct supervisor has worked with me to identify my professional development goals and worked with me on future planning.	4.24
My direct supervisor works effectively with me to ensure job responsibilities and my overall performance support our chapter's goals.	4.35

**How well senior leadership works with trustees and staff**

The management team works with the supervisors to define and guide our chapter to fulfill our strategic goals and objectives.	3.88
The management team works effectively with trustees to ensure that board priorities support our organizational goals.	3.76
The management team seeks ways to listen and support the efforts of the staff to be successful.	3.63
The management team demonstrates integrity and maintains high ethical standards.	3.82
The management team exemplifies motivated and effective leadership.	3.56

**I am satisfied with my benefits and compensation**

I believe my compensation package (including wages and benefits) is competitive and fair.	3.21
I believe that staff is rewarded based on job performance.	3.31
I am satisfied with the quality of training and tools that are available to me.	4.00
I feel personally supported and valued by the chapter.	3.94

**Our chapter supports my personal and professional growth**

I have taken steps to understand and outline a development plan and have set personal goals for the future.	4.19
I see professional growth and career development opportunities for myself at Make-A-Wish.	3.19
Although my career path may not be within the chapter I feel professionally supported by the organization.	3.75
I am optimistic about my future success at the organization.	3.69
Overall, I feel that my career goals can be met here.	3.19

**Our chapter culture values quality**

I find our overall organizational culture conducive to be a positive and motivating work environment.	4.00
I believe we respect each other and the diverse ways we contribute to the success of the organization.	3.88
Our chapter provides a quality experience to volunteers.	4.19
Our chapter provides a quality experience to wish families.	4.50
Our chapter values donors.	4.53
I believe we are open and honest about how decisions are made at our chapter.	3.50
I am fully committed to the mission of Make-A-Wish.	4.80

**Overall satisfaction rating**

Considering everything, how would you rate your overall satisfaction at the present time?	3.75
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