

# FY 18 Staff Satisfaction Survey

Please rate each question on a scale of 1-5 with 1 being strongly disagree and 5 being strongly agree.

## Individual Contribution & Goal Alignment

|   |      |
|---|------|
| I understand the value of my individual contribution and how it aligns with the mission and overall goals of our chapter. | 4.58 |
| I have the tools and resources to successfully complete my goals and objectives.  | 4.19 |
| I am given an opportunity to be creative and strategic in my work.  | 4.19 |
| When I contribute to the organization's success, I know my accomplishments will be recognized.                            | 3.45 |
|   | 4.10 |

## Current Role

|   |                 |
|---|-----------------|
| I am satisfied with my current role at the chapter.   | 4.29            |
| My job makes good use of my skills & abilities.   | 3.87            |
| I understand my goals and objectives and can define success in my current position.             | 4.12            |
| My manager and I discuss my career goals and opportunities within the organization.             | 3.80            |
| The work assigned to me by my supervisor helps me grow professionally.                          | 3.80            |
| I have considered seeking employment opportunities outside of Make-A-Wish in the last 3 months. | Different Scale |
|   | 3.98            |

## Department & Office Collaboration

|  |      |
|--|------|
| Within the chapter, departments work together effectively to achieve shared goals. | 3.83 |
| On average, communication between departments is appropriate and productive.       | 3.87 |
| On average, communication within my department is appropriate and productive       | 4.29 |
| My department works well as a team.  | 4.51 |
| My department effectively collaborates and leverages individual strengths.         | 4.09 |
|  | 4.12 |

## Co-Worker Trust & Support

|  |      |
|--|------|
| Contributing to others' success is recognized and rewarded.                      | 3.51 |
| I have a co-worker with whom I can share ideas and concerns.                     | 4.41 |
| I can depend on my co-workers.   | 4.38 |
| I believe my co-workers consistently go the extra mile to achieve great results. | 4.29 |
| I feel supported by co-workers outside my department/office.                     | 3.93 |
| I work well with my co-workers throughout our chapter.                           | 4.20 |
|  | 4.12 |

## Direct Supervisor Collaboration

|   |      |
|---|------|
| I have confidence in the overall effectiveness of my direct supervisor.   | 4.19 |
| My direct supervisor has the expertise and ability to help me and the team succeed.   | 4.25 |
| My role in the organization is valued by my direct supervisor as an integral component of the work of our chapter.                    | 4.48 |
| Communication between my direct supervisor and me is comfortable and effective.   | 4.29 |
| I feel comfortable receiving feedback from and providing feedback to my direct supervisor.  | 4.25 |
| My direct supervisor gives me appropriate recognition for my performance.   | 4.16 |
| My direct supervisor has worked with me to identify my professional development goals and worked with me on future planning.          | 3.96 |
| My direct supervisor works effectively with me to ensure job responsibilities and my overall performance support our chapter's goals. | 4.32 |
|   | 4.24 |

## Senior Leadership

|   |      |
|---|------|
| The management team works with the supervisors to define and guide our chapter to fulfill our strategic goals and objectives. | 3.74 |
| The management team works effectively with trustees to ensure that board priorities support our organizational goals.         | 3.74 |
| The management team seeks ways to listen and support the efforts of the staff to be successful.                               | 3.70 |
| The management team demonstrates integrity and maintains high ethical standards.  | 4.19 |
| The management team exemplifies motivated and effective leadership.   | 3.77 |
| The management team has the experience and ability to successfully lead the organization.                                     | 4.16 |
|   | 3.88 |

## Benefits & Compensation

|   |      |
|---|------|
| I believe my compensation package (including wages and benefits) is competitive and fair. | 3.43 |
| I believe that staff is rewarded based on job performance.                                | 3.66 |
| I am satisfied with the quality of training and tools that are available to me.           | 3.73 |
| I feel personally supported and valued by the chapter.                                    | 4.13 |
|   | 3.74 |

## Personal & Professional Growth

|   |      |
|---|------|
| I have taken steps to understand and outline a development plan and have set personal goals for the future. | 3.90 |
| I see professional growth and career development opportunities for myself at Make-A-Wish.                   | 3.30 |
| Although my career path may not be within the chapter I feel professionally supported by the organization.  | 3.90 |
| I am optimistic about my future success at the organization.  | 3.80 |
| Overall, I feel that my career goals can be met here.   | 3.43 |
|   | 3.67 |

## Chapter Culture Values Quality

|  |      |
|--|------|
| I find our overall organizational culture conducive to be a positive and motivating work environment.  | 4.26 |
| I believe we respect each other and the diverse ways we contribute to the success of the organization. | 4.33 |
| Our chapter provides a quality experience to volunteers.   | 4.20 |
| Our chapter provides a quality experience to wish families.  | 4.70 |
| Our chapter values donors.   | 4.60 |
| I believe we are open and honest about how decisions are made at our chapter.                          | 3.60 |
| I am fully committed to the mission of Make-A-Wish.  | 4.80 |
| I would encourage a friend or family member to consider Make-A-Wish as a potential employer.           | 3.96 |
|  | 4.31 |

## Overall Satisfaction

|   |      |
|---|------|
| Considering everything, how would you rate your overall satisfaction at the present time? | 4.03 |
|---|------|