



2015 DSHS Employee Survey

for
BHSIA - Western State Hospital
WSH All Staff

Survey Administered by
Research and Data Analysis

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Statistical Report

DSHS Employee Survey - Oct-Nov 2015

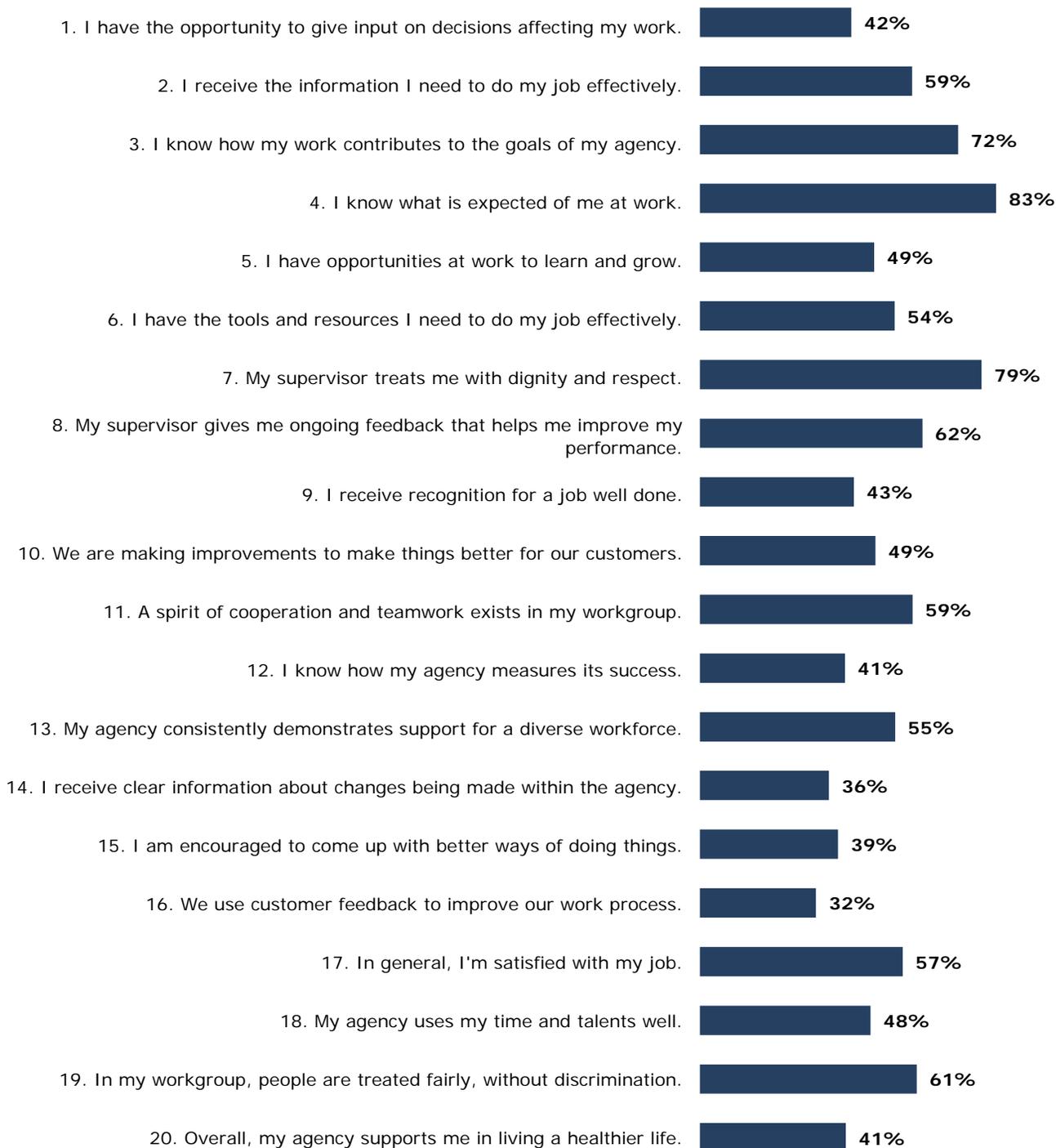
BHSIA - WSH All Staff

	QUESTION	Number of Responses					Average ¹	Percent Always or Usually ²	
		Almost Always or Always	Usually	Occasionally	Seldom	Almost Never or Never			Missing
1	I have the opportunity to give input on decisions affecting my work.	196	312	303	214	174	14	3.12	42%
2	I receive the information I need to do my job effectively.	217	491	281	143	61	20	3.55	59%
3	I know how my work contributes to the goals of my agency.	476	386	180	92	59	20	3.95	72%
4	I know what is expected of me at work.	594	389	114	56	33	27	4.23	83%
5	I have opportunities at work to learn and grow.	297	279	263	181	161	32	3.31	49%
6	I have the tools and resources I need to do my job effectively.	235	410	255	180	104	29	3.42	54%
7	My supervisor treats me with dignity and respect.	626	314	107	75	71	20	4.13	79%
8	My supervisor gives me ongoing feedback that helps me improve my performance.	431	308	199	146	103	26	3.69	62%
9	I receive recognition for a job well done.	262	248	228	219	228	28	3.08	43%
10	We are making improvements to make things better for our customers.	268	309	288	176	134	38	3.34	49%
11	A spirit of cooperation and teamwork exists in my workgroup.	327	381	228	137	117	23	3.56	59%
12	I know how my agency measures its success.	198	277	236	239	221	42	2.99	41%
13	My agency consistently demonstrates support for a diverse workforce.	277	367	248	165	122	34	3.43	55%
14	I receive clear information about changes being made within the agency.	159	270	276	252	233	23	2.89	36%
15	I am encouraged to come up with better ways of doing things.	206	254	243	240	247	23	2.94	39%
16	We use customer feedback to improve our work process.	182	195	276	240	268	52	2.81	32%
17	In general, I'm satisfied with my job.	280	390	274	154	83	32	3.53	57%
18	My agency uses my time and talents well.	233	327	240	191	182	40	3.20	48%
19	In my workgroup, people are treated fairly, without discrimination.	367	354	187	143	137	25	3.56	61%
20	Overall, my agency supports me in living a healthier life.	223	258	288	203	206	35	3.08	41%

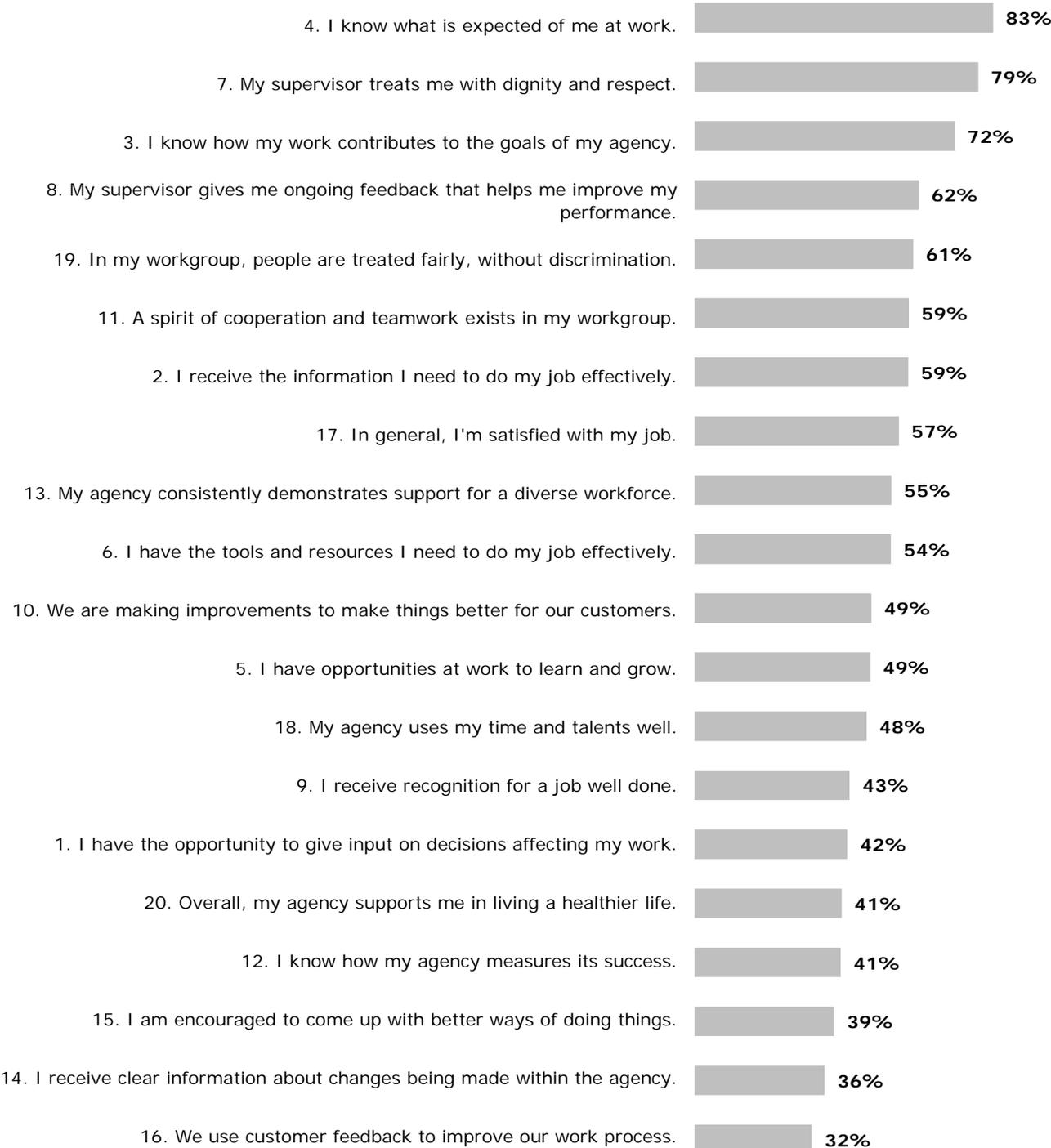
¹Average where "Almost Always or Always"=5, and "Almost Never or Never"=1. Does not include missing data.

²Percent answering "Almost Always or Always" or "Usually." Does not include missing data.

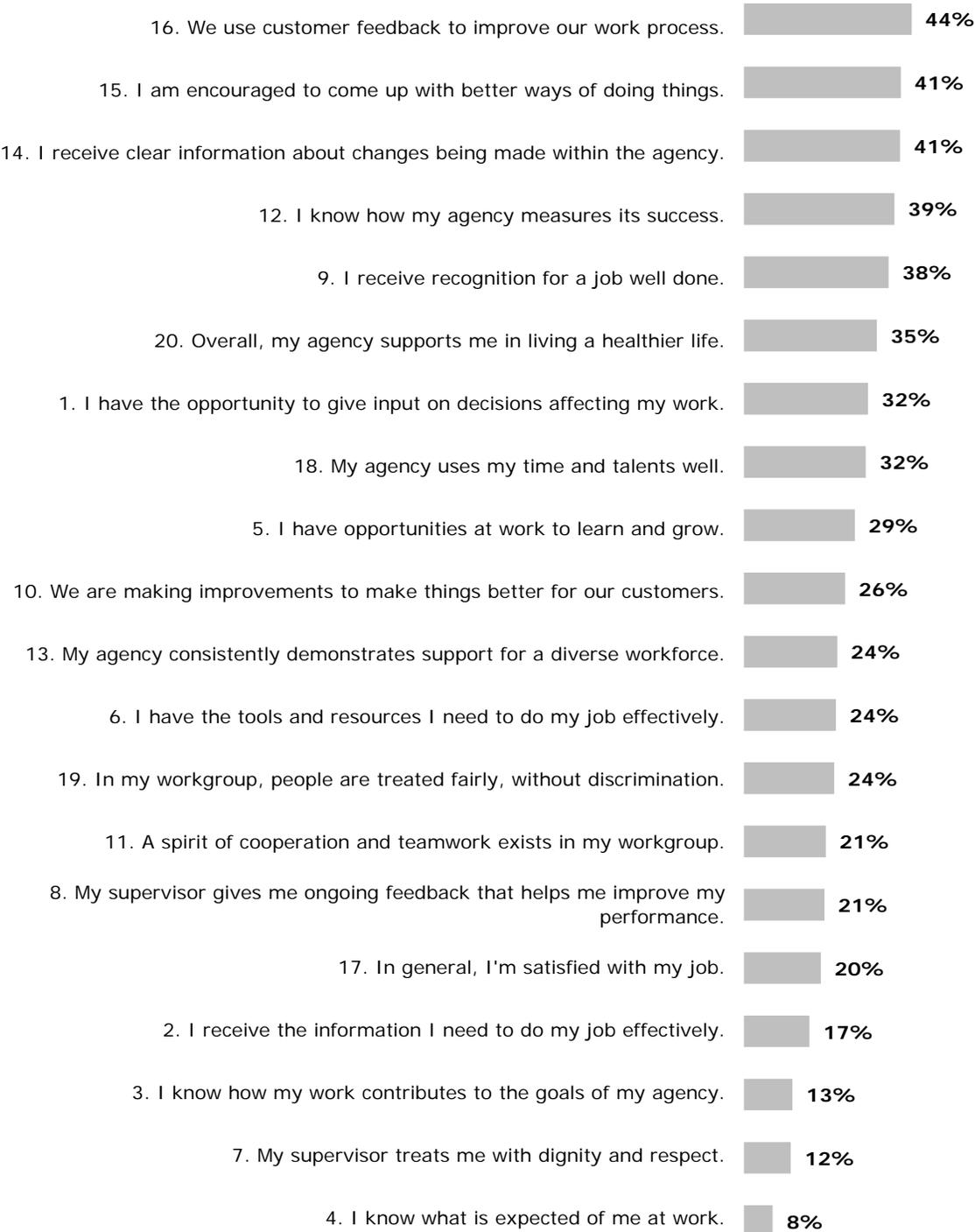
Percent Responding "Always" or "Usually"



**Questions Ordered by Highest to Lowest
Percent Responding "Always" or "Usually"**

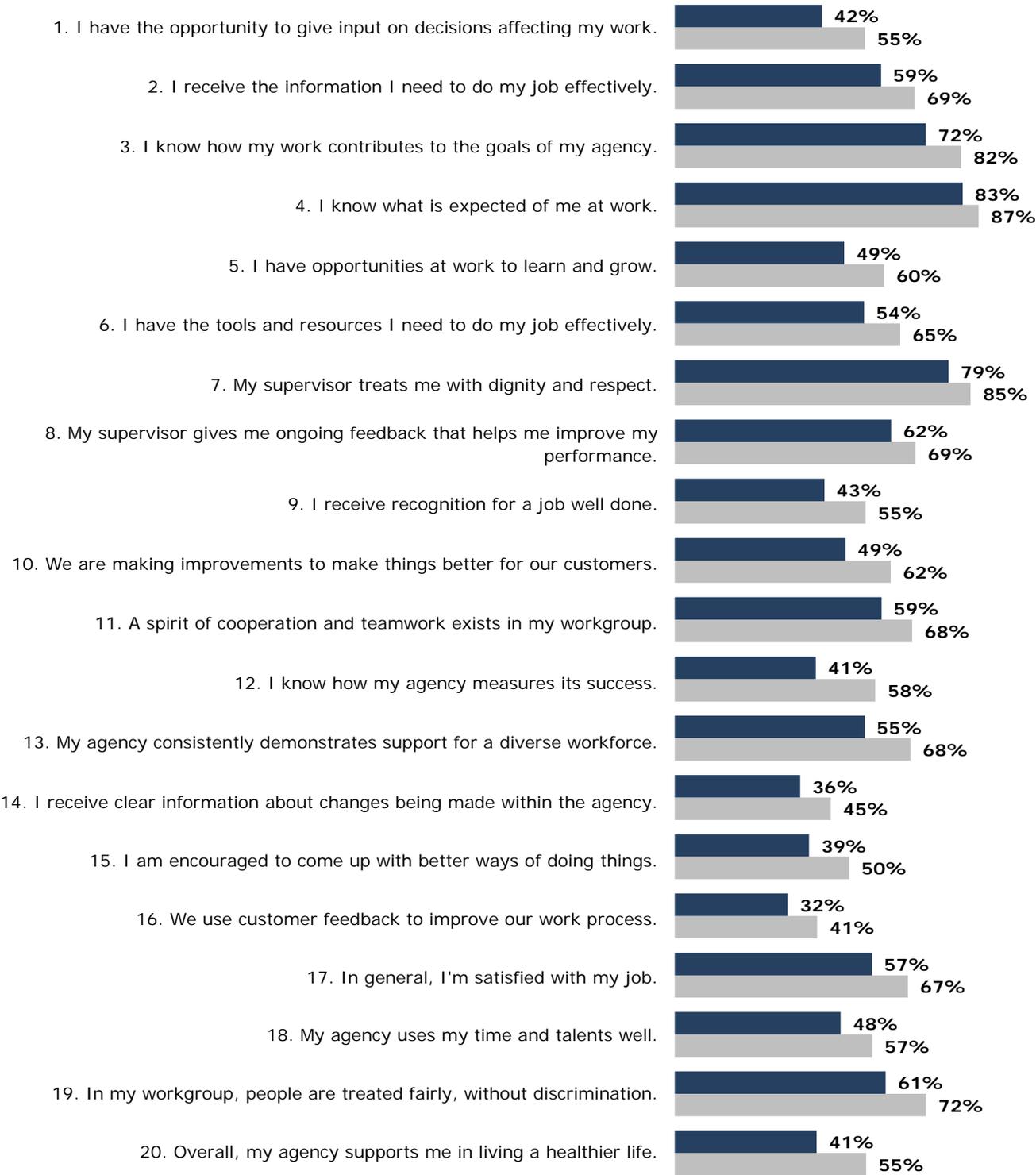


**Questions Ordered by Highest to Lowest
Percent Responding "Never" or "Seldom"**



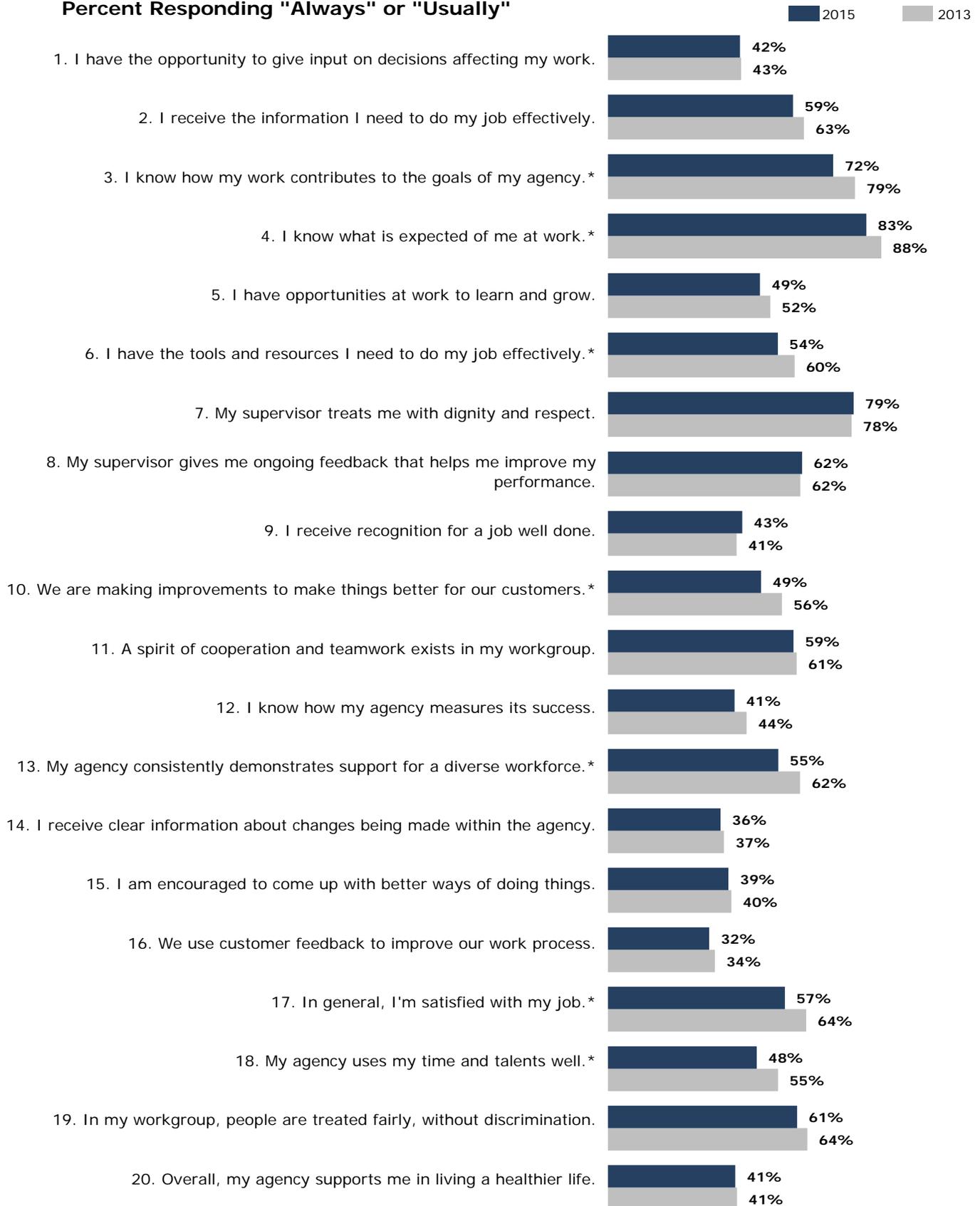
**Comparison to DSHS Weighted Results
 Percent Responding "Always" or "Usually"**

Our Unit All DSHS



NOTE: Comparison to the DSHS weighted results is provided for benchmarking purposes. In making comparisons, remember that your unit's work force make-up and mission characteristics can be quite different from the "average" work unit. The main focus, especially in small or specialized units, should be on the issues that show up within our unit's results. Use survey results as a starting place for further discussion of employee concerns.

Comparison to Previous Employee Surveys Percent Responding "Always" or "Usually"



NOTES Unweighted data. For comparison purposes, previous workgroups are matched and grouped with current workgroups so the history is consistent. For example, since BHSIA was restructured in 2013 to include state hospitals, 2006, 2007, 2009, and 2011 data for BHSIA includes CSTC, ESH, and WSH. "N/A" means the question was not asked during the survey year.

* Change between 2013 and 2015 is statistically significant at the .05 level.

Comparison to Previous Employee Surveys - Percent Responding "Always" or "Usually"

DSHS Employee Survey - Oct-Nov 2015

BHSIA - WSH All Staff

		2006	2007	2009	2011	2013	2015	Change 06 - 15	Change 13 - 15
1	I have the opportunity to give input on decisions affecting my work.	36%	49%	37%	40%	43%	42%	6% **	0%
2	I receive the information I need to do my job effectively.	49%	61%	61%	60%	63%	59%	10% **	-4%
3	I know how my work contributes to the goals of my agency.	67%	77%	73%	71%	79%	72%	5% **	-7% *
4	I know what is expected of me at work.	76%	85%	83%	83%	88%	83%	6% **	-5% *
5	I have opportunities at work to learn and grow.	37%	53%	44%	42%	52%	49%	12% **	-3%
6	I have the tools and resources I need to do my job effectively.	39%	57%	56%	57%	60%	54%	15% **	-5% *
7	My supervisor treats me with dignity and respect.	67%	78%	73%	74%	78%	79%	11% **	1%
8	My supervisor gives me ongoing feedback that helps me improve my performance.	48%	62%	57%	57%	62%	62%	14% **	1%
9	I receive recognition for a job well done.	34%	47%	37%	38%	41%	43%	9% **	2%
10	We are making improvements to make things better for our customers.	N/A	N/A	N/A	N/A	56%	49%	N/A	-7% *
11	A spirit of cooperation and teamwork exists in my workgroup.	55%	63%	58%	57%	61%	59%	4% **	-1%
12	I know how my agency measures its success.	32%	44%	37%	39%	44%	41%	9% **	-4%
13	My agency consistently demonstrates support for a diverse workforce.	N/A	56%	52%	53%	62%	55%	N/A	-7% *
14	I receive clear information about changes being made within the agency.	N/A	N/A	42%	29%	37%	36%	N/A	-1%
15	I am encouraged to come up with better ways of doing things.	39%	48%	39%	36%	40%	39%	0%	-1%
16	We use customer feedback to improve our work process.	37%	44%	39%	39%	34%	32%	-4% **	-2%
17	In general, I'm satisfied with my job.	N/A	64%	58%	58%	64%	57%	N/A	-7% *
18	My agency uses my time and talents well.	38%	53%	46%	46%	55%	48%	10% **	-7% *
19	In my workgroup, people are treated fairly, without discrimination.	52%	66%	58%	58%	64%	61%	8% **	-3%
20	Overall, my agency supports me in living a healthier life.	N/A	N/A	34%	37%	41%	41%	N/A	-1%

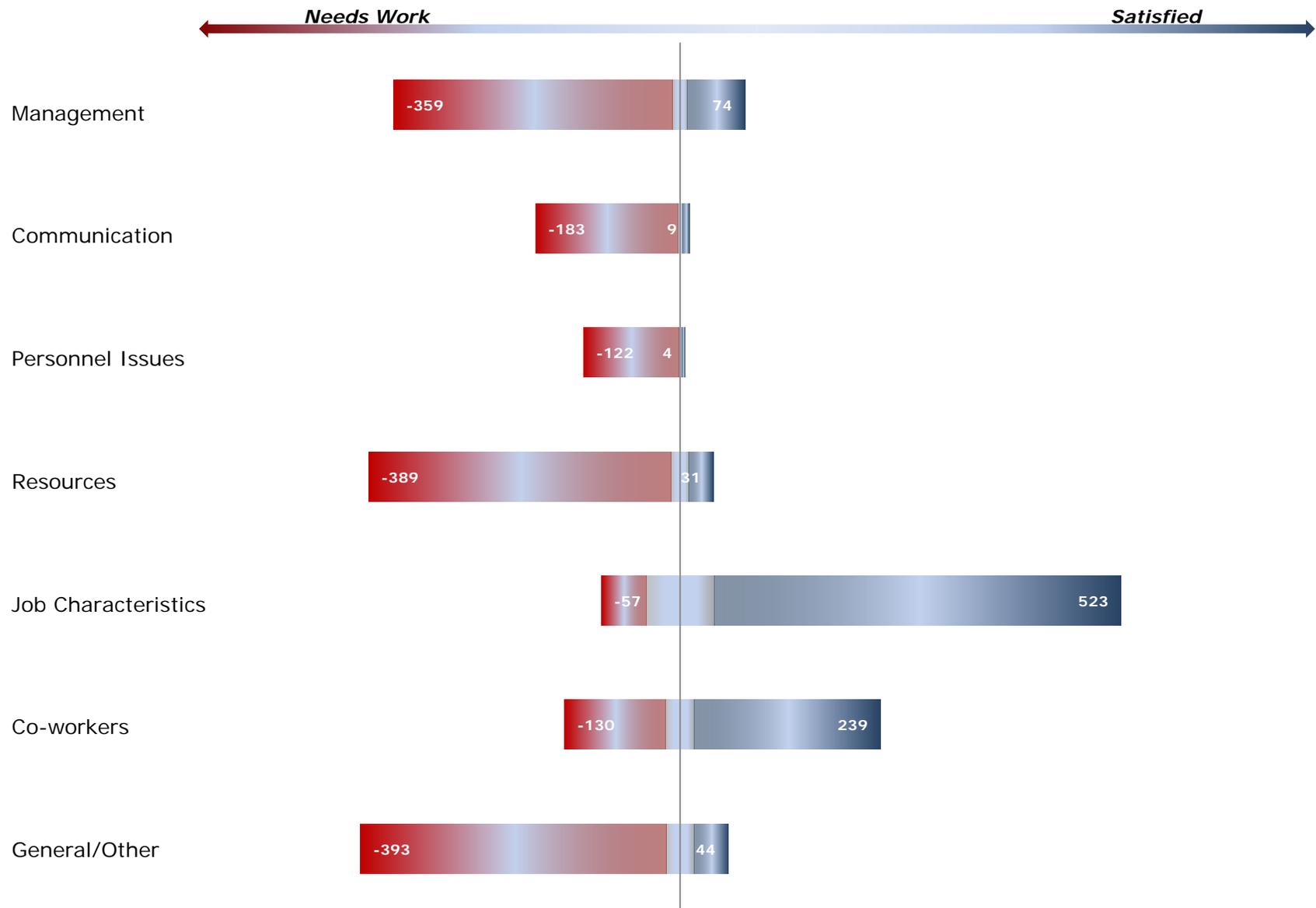
Wording on some questions has changed slightly over the years as DSHS questions were adopted and modified to all state agency use.

If a question was not asked in a year, that year is marked "NA." If there is no comparison workgroup for a previous year, there will be no percents reported for that year, and comparisons cannot be made for that survey year.

*Change between 2013 and 2015 is statistically significant at the .05 level.

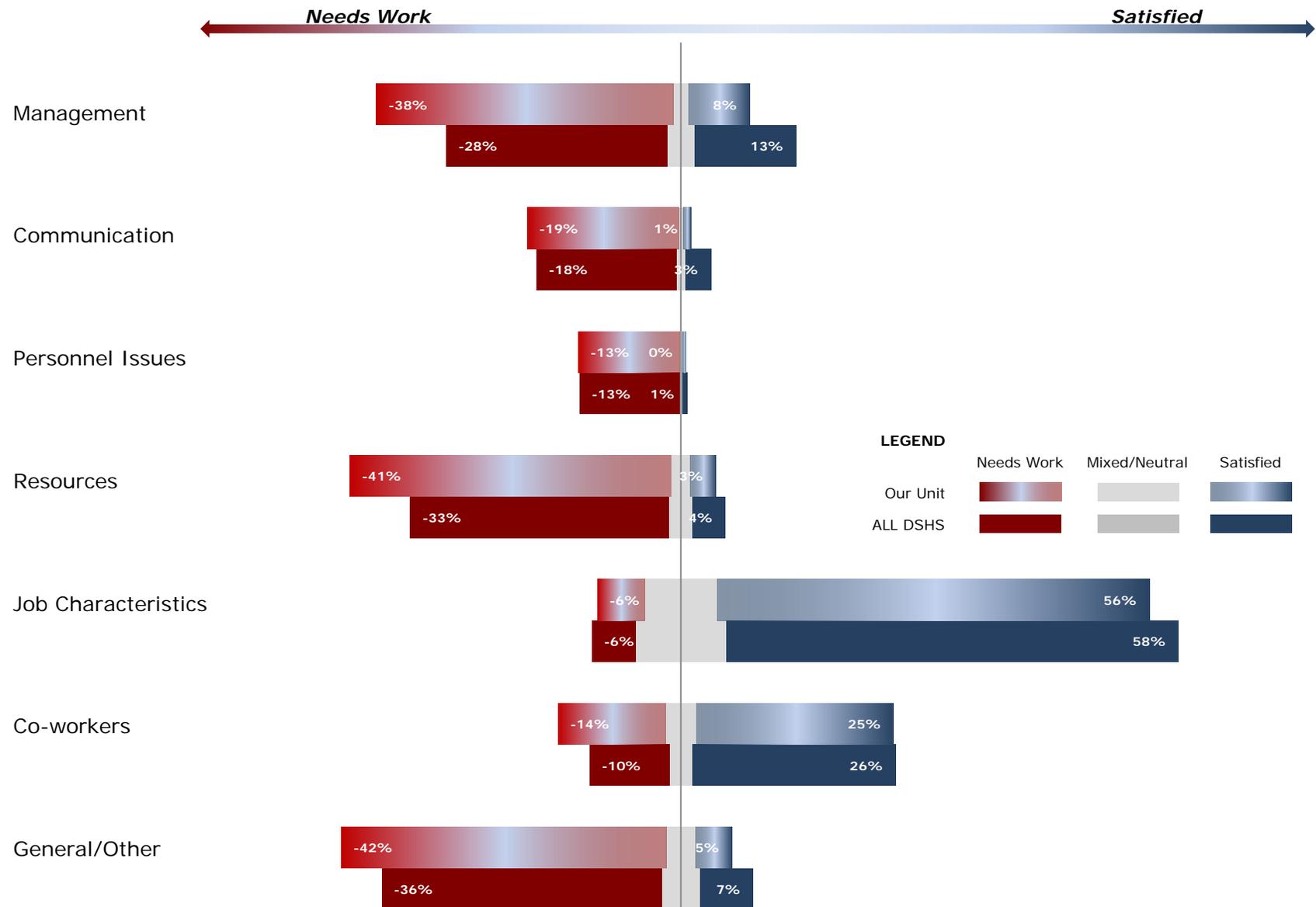
**Change between 2006 and 2015 is statistically significant at the .05 level.

Major Comment Themes - Number of Respondents Who Made Comments



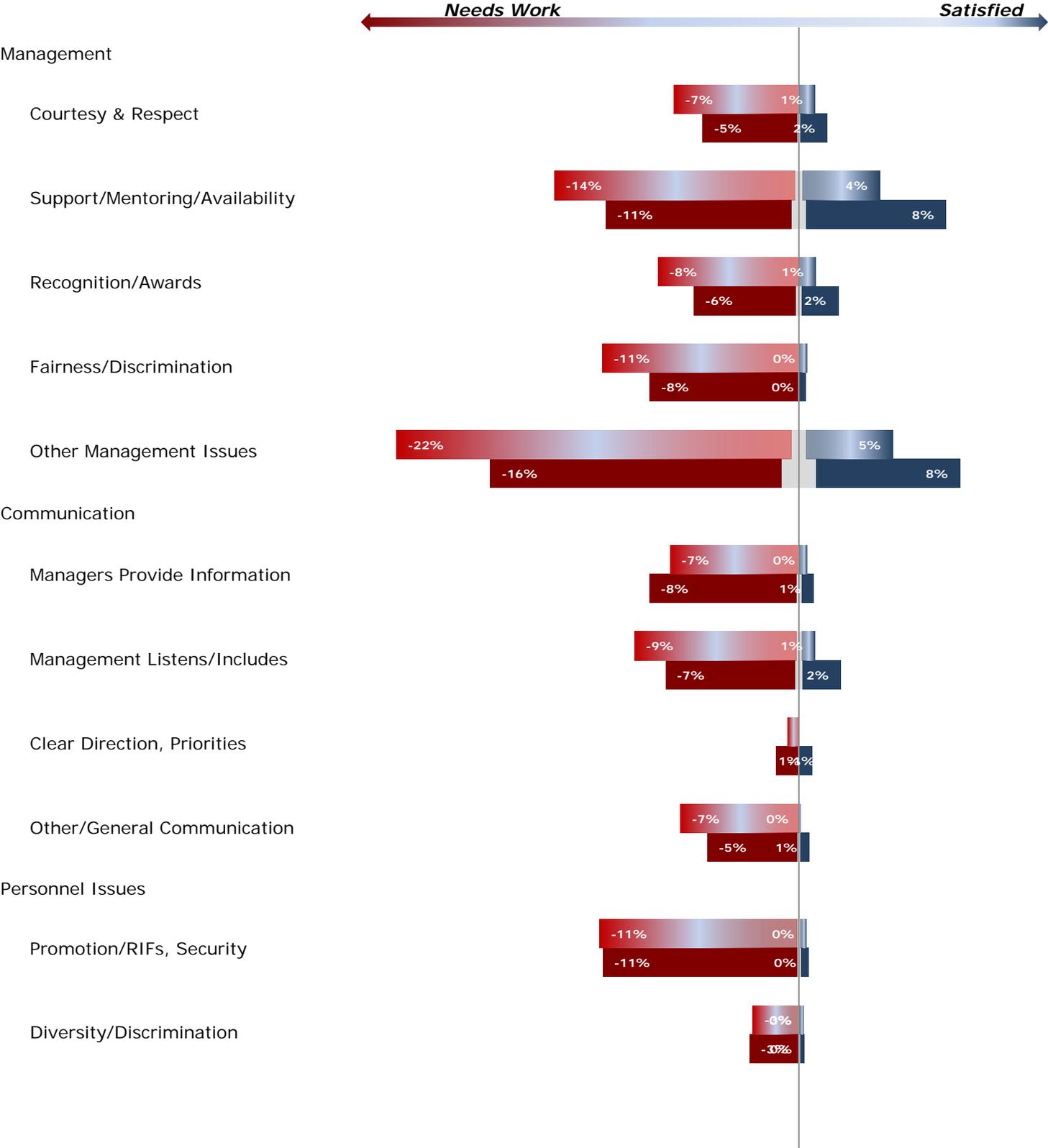
NOTE: Grey areas in center of bars represent neutral comments. Percentages for "Needs Work" category are shown as negative numbers to facilitate chart formatting.

Major Comment Themes - Comparison to DSHS Results

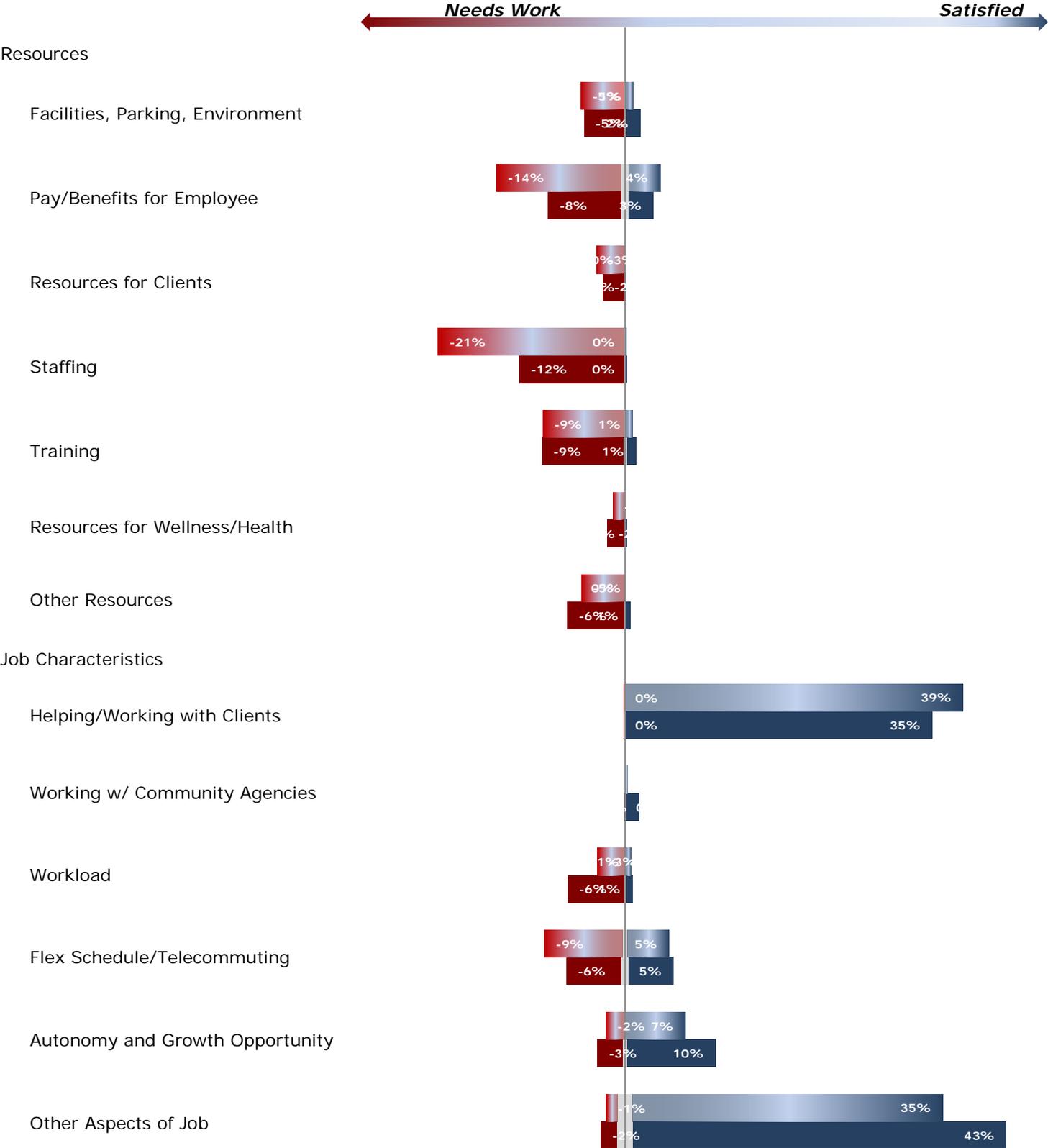


NOTES: Percentages show respondents who commented on this theme as a percentage of the total number of respondents who made narrative comments.
 Percentages for "Needs Work" category are shown as negative numbers to facilitate chart formatting. See Reports I and J for more detail.

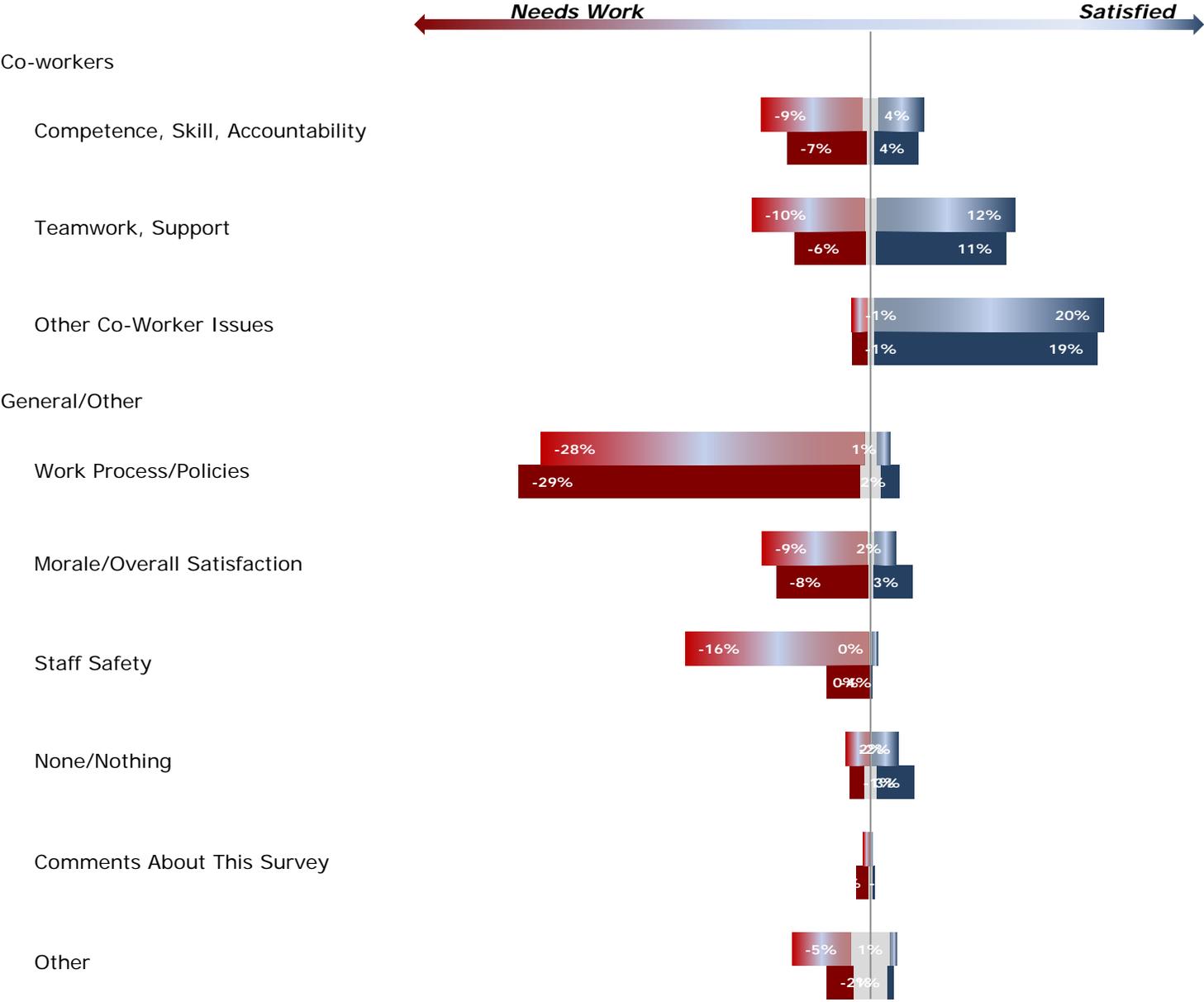
Comment Subthemes - Comparison to DSHS Results



Comment Subthemes - Comparison to DSHS Results



Comment Subthemes - Comparison to DSHS Results



LEGEND

	Needs Work	Mixed/Neutral	Satisfied
Our Unit			
ALL DSHS			

NOTES:
 Percentages show respondents who commented on this theme as a percentage of the total number of respondents who made narrative comments.
 Percentages for "Needs Work" category are shown as negative numbers to facilitate chart formatting. See Report J for more detail.

Narrative Comments Report

DSHS Employee Survey - Oct-Nov 2015
BHSIA - WSH All Staff

940 of 1213 Respondents Made Comments

MAJOR THEMES AND SUBTHEMES ¹		Total		Satisfied		Needs Work		Mixed or Neutral	
		# ²	% of All ³	# ²	% ⁴	# ²	% ⁴	# ²	% ⁴
Management		452	48.1%	74	16.4%	359	79.4%	19	4.2%
Courtesy & Respect	MC	75	8.0%	8	10.7%	66	88.0%	1	1.3%
Support/Mentoring/Availability	MS	173	18.4%	41	23.7%	128	74.0%	4	2.3%
Recognition/Awards	MR	84	8.9%	9	10.7%	75	89.3%	0	0.0%
Fairness/Discrimination	MF	109	11.6%	4	3.7%	104	95.4%	1	0.9%
Other Management Issues	MO	264	28.1%	46	17.4%	210	79.5%	8	3.0%
Communication		198	21.1%	9	4.5%	183	92.4%	6	3.0%
Managers Provide Information	CI	73	7.8%	4	5.5%	68	93.2%	1	1.4%
Management Listens/Includes	CL	96	10.2%	7	7.3%	86	89.6%	3	3.1%
Clear Direction, Priorities	CG	6	0.6%	0	0.0%	6	100.0%	0	0.0%
Other/General Communication	CO	64	6.8%	1	1.6%	63	98.4%	0	0.0%
Personnel Issues		130	13.8%	4	3.1%	122	93.8%	4	3.1%
Promotion/RIFs, Security	PP	110	11.7%	3	2.7%	105	95.5%	2	1.8%
Diversity/Discrimination	PD	27	2.9%	2	7.4%	24	88.9%	1	3.7%
Resources		443	47.1%	31	7.0%	389	87.8%	23	5.2%
Facilities, Parking, Environment	RF	56	6.0%	8	14.3%	46	82.1%	2	3.6%
Pay/Benefits for Employee	RP	175	18.6%	33	18.9%	133	76.0%	9	5.1%
Resources for Clients	RC	31	3.3%	0	0.0%	30	96.8%	1	3.2%
Staffing	RS	202	21.5%	1	0.5%	199	98.5%	2	1.0%
Training	RT	96	10.2%	7	7.3%	87	90.6%	2	2.1%
Resources for Wellness/Health	RW	13	1.4%	0	0.0%	13	100.0%	0	0.0%
Other Resources	RO	47	5.0%	0	0.0%	46	97.9%	1	2.1%
Job Characteristics		668	71.1%	523	78.3%	57	8.5%	88	13.2%
Helping/Working with Clients	JH	363	38.6%	362	99.7%	1	0.3%	0	0.0%
Working w/ Community Agencies	JC	3	0.3%	3	100.0%	0	0.0%	0	0.0%
Workload	JW	36	3.8%	6	16.7%	29	80.6%	1	2.8%
Flex Schedule/Telecommuting	JS	133	14.1%	44	33.1%	83	62.4%	6	4.5%
Autonomy and Growth Opportunity	JA	85	9.0%	64	75.3%	20	23.5%	1	1.2%
Other Aspects of Job	JO	360	38.3%	332	92.2%	12	3.3%	16	4.4%
Co-workers		406	43.2%	239	58.9%	130	32.0%	37	9.1%
Competence, Skill, Accountability	WC	130	13.8%	36	27.7%	81	62.3%	13	10.0%
Teamwork, Support	WT	211	22.4%	111	52.6%	90	42.7%	10	4.7%
Other Co-Worker Issues	WO	202	21.5%	184	91.1%	12	5.9%	6	3.0%
General/Other		473	50.3%	44	9.3%	393	83.1%	36	7.6%
Work Process/Policies	GP	280	29.8%	11	3.9%	259	92.5%	10	3.6%
Morale/Overall Satisfaction	GS	107	11.4%	17	15.9%	84	78.5%	6	5.6%
Staff Safety	GF	154	16.4%	4	2.6%	147	95.5%	3	1.9%
None/Nothing	GN	42	4.5%	21	50.0%	19	45.2%	2	4.8%
Comments About This Survey	GC	8	0.9%	1	12.5%	5	62.5%	2	25.0%
Other	GO	84	8.9%	5	6.0%	47	56.0%	32	38.1%

¹Major themes (in blue rows) are rollups of the subthemes listed below. They are unduplicated - not the total of the numbers below. I.e., a person who made "Satisfied" comments in both "Staffing" and "Training" is counted only once in the "Resources" row. A person who has a "Satisfied" comment in the "Staffing" row and "Needs Work" in the "Training" row would be counted as a "Mixed" comment in the "Resources" row.

²All # columns show how many persons made any mention of this theme. Multiple comments on the same theme by a single person are only counted once in that theme row. A person with both "Satisfied" and "Needs Work" comments on the same theme is counted in the "Mixed" column.

³Respondents who commented on this theme as a percentage of the total number of respondents who made narrative comments.

⁴Percentage of comments in this theme that were "Satisfied," "Needs Work," or "Mixed or Neutral," respectively.