PSL Services 2014 Employee Satisfaction Survey

I like my job

- Strongly Agree: 48%
- Agree: 49%
- Neutral: 3%

I am productive in my job

- Strongly Agree: 53%
- Agree: 44%
- Neutral: 3%
Overall, I feel this is a good place to work

I believe my compensation is competitive to the local marketplace
I feel our benefits are competitive

- Strongly Agree: 45%
- Agree: 20%
- Neutral: 23%
- Disagree: 11%
- Strongly Disagree: 1%

I am aware PSL Services currently offers the following benefits to eligible employees

- Life & Long Term Disability: 70%
- Dental Insurance: 100%
- Health Insurance: 90%
- Flexible Spending Account: 90%
- 401k: 80%
- Supplemental Life Insurance: 80%
- Retirement Planning: 80%
I would like to participate in a presentation given by a supplemental insurance representative to become more familiarized with the benefits they offer.

I would be interested in the following wellness opportunities.
If there were greater funds and I were to receive further benefits, I would prefer

- Pay Raise: 84%
- Tuition Reimbursement: 11%
- Reduction in insurance weekly co-pay: 4%
- Employee Assistance Program: 1%

The workload expected of me is realistic

- Strongly Agree: 25%
- Agree: 62%
- Neutral: 8%
- Disagree: 5%
My supervisor pays attention to my ideas or suggestions

- Strongly Agree: 56%
- Agree: 31%
- Neutral: 9%
- Disagree: 4%

My supervisor listens to me when I have issues or ideas about improving a process

- Strongly Agree: 55%
- Agree: 33%
- Neutral: 11%
- Disagree: 1%
I am involved in making decisions that affect my job

- Strongly Agree: 28%
- Agree: 43%
- Neutral: 17%
- Disagree: 12%

I know where I have to go if I have a question about my duties

- Strongly Agree: 58%
- Agree: 41%
- Disagree: 1%
I am kept informed about what's going on in the company

- **Strongly Agree**: 20%
- **Agree**: 61%
- **Neutral**: 15%
- **Disagree**: 4%
- **Strongly Disagree**: 4%

I clearly understand the expectations of my job

- **Strongly Agree**: 43%
- **Agree**: 50%
- **Neutral**: 7%

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I believe the morale among my co-workers is positive

- Strongly Agree: 25%
- Agree: 59%
- Neutral: 7%
- Disagree: 9%

I have a healthy relationship with my co-workers

- Strongly Agree: 43%
- Agree: 54%
- Neutral: 3%
The information I receive from management is straightforward and honest

I have a clear understanding of the company's mission, vision, values, and objectives
The staff at the Central Office has a good understanding on what is happening at this location

I feel comfortable reporting concerns
Employee workplace issues are addressed in a manner that fairly resolves them

- Strongly Agree: 13%
- Agree: 26%
- Neutral: 6%
- Disagree: 55%

My supervisor is fair and honest

- Strongly Agree: 62%
- Agree: 35%
- Neutral: 3%
- Disagree: 3%
I believe management is committed to work towards the company's mission, vision, values, and objectives

Communication between departments is well coordinated
I understand how my efforts contribute to PSL Services' mission

- Strongly Agree: 32%
- Agree: 64%
- Neutral: 1%
- Disagree: 3%

My supervisor is knowledgeable of the company's policies

- Strongly Agree: 68%
- Agree: 32%
I understand our work rules and policies

- 37% Strongly Agree
- 60% Agree
- 3% Neutral

Our policies and rules are applied consistently and fairly

- 24% Strongly Agree
- 65% Agree
- 8% Neutral
- 3% Disagree
PSL promotes people based on performance

- **Strongly Agree:** 66%
- **Agree:** 20%
- **Disagree:** 13%
- **Strongly Disagree:** 1%

My supervisor recognizes me for the work I do

- **Strongly Agree:** 50%
- **Agree:** 47%
- **Disagree:** 3%
The performance appraisal process fairly evaluates my contributions

- Strongly Agree: 9%
- Agree: 68%
- Disagree: 23%

I know what I need to do to improve my performance

- Strongly Agree: 29%
- Agree: 67%
- Disagree: 4%
The performance appraisal process is fair and consistent

- Strongly Agree: 7%
- Agree: 20%
- Disagree: 73%

I receive adequate feedback on my performance

- Strongly Agree: 4%
- Agree: 31%
- Disagree: 65%
My performance appraisal process occurs in a timely fashion

My supervisor helps me learn from my mistakes
People are focused on solutions rather than blame

- Strongly Agree: 40%
- Agree: 52%
- Disagree: 8%

I feel safe while performing my job

- Strongly Agree: 48%
- Agree: 52%
PSL Services 2014 Employee Satisfaction Survey

I feel I have job security

- Strongly Agree: 36%
- Agree: 59%
- Disagree: 5%

PSL Services focuses on developing people and helping them grow professionally

- Strongly Agree: 31%
- Agree: 57%
- Disagree: 12%
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I get the training I need

- Strongly Agree: 27%
- Agree: 60%
- Disagree: 13%

I have opportunities for advancement

- Strongly Agree: 19%
- Agree: 59%
- Disagree: 21%
- Strongly Disagree: 1%
I am optimistic about my future growth and success in the company

- Strongly Agree: 19%
- Agree: 64%
- Disagree: 17%

I am happy with the decision to work at this company

- Strongly Agree: 51%
- Agree: 48%
- Disagree: 1%
I have seriously considered looking for a new job in the last few months

- Strongly Agree: 9%
- Agree: 28%
- Disagree: 44%
- Strongly Disagree: 19%

I am proud to work at PSL Services

- Strongly Agree: 45%
- Agree: 54%
- Disagree: 1%
**PSL Services 2014 Employee Satisfaction Survey**

**PSL is headed in the right direction**

- **Strongly Agree:** 28%
- **Agree:** 67%
- **Disagree:** 5%

**What is your currently employment status?**

- **Full Time:** 80%
- **Part Time:** 12%
- **Per Diem:** 8%
What shift do you mostly work?

- Mon-Fri 7a-3p: 58%
- Mon-Fri 3p-11p: 10%
- Mon-Fri 11p-7a: 7%
- Weekend 7a-3p: 7%
- Weekend 3p-11p: 5%
- Weekend 11p-7a: 5%

What is your work location?

- Central Office: 27%
- Community Services: 14%
- Residential Services-MR: 14%
- Residential Services-MH: 21%
- STRIVE/STRIVE U: 17%
- Other: 7%
My top 3 Reasons for working at PSL are:

1. The clients we support
2. Flexibility of schedule
3. Team/co-workers

My top 3 ideas for improving PSL as a workplace are:

1. Higher wages
2. More trainings
3. Higher mileage reimbursement

My top 3 ideas for improving PSL’s services to participants are:

1. More staff
2. More activities
3. More funding/resources
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For me, recognition at work could take the form of:

1. Gift Cards
2. Bonuses
3. Paid time off

If I could have further skill development and/or training opportunities, they would be:

1. Trainings on different disabilities
2. Workshops
3. Crisis management