

## Health and Human Services Employee Survey 2007

**Departments:** Animal Care & Control, Behavioral Health/Medical Examiner/Public Fiduciary, Correctional Health, Horizon Home Care, Library District, Pinal/Gila Long Term Care, Public Defender, Public Health District, Public Housing

**Action Plan:** HHS has appointed a committee of employees from each department to develop an action plan that will target the overall areas of Communication, Employee Recognition, and Training and Development.

**Analysis:** HHS has 554 staff there were 89 responses to the survey or 16%. HHS scored the highest in Job Satisfaction and the lowest in Training and Development. Of the 63 questions HHS scored 70% or higher on 10 questions and scored 40% or less on 8 questions. Below are the specific questions and scores.

### **Category Service Delivery:**

High

Question: Services by my group high quality (81%)

Question: Services by my department high quality (76%)

Question: I know how my job contributes to service goals (72%)

Low

Question: Effective communication among departments (16%)

Question: Management rewards exceptional service (27%)

### **Category Communication:**

High

Question: I know how to obtain information I need to perform my duties (71%)

Low

Question: Information is shared on a timely basis in my department (39%)

### **Category Job Satisfaction:**

High

Question: I know what's expected of me in my job (88%)

Question: I enjoy the work I do (83%)

Question: I like working for the County (78%)

Low

Question: Department is adequately staffed for the work (27%)

Question: Morale is good among employees in my department (35%)

### **Category Work Environment:**

Low

Question: Management rewards innovation (31%)

**Category Compensation & Benefits:**

High

Question: The benefits I receive are fair (78%)

Low

Question: The way pay raises are determined is reasonable (38%)

**Category Training & Development:**

Low

Question: New employee orientation provides all the information needed to effectively start my job (24%)

**Category Leadership:**

High

Question: I am aware of the County's Mission, Vision, and Values (81%)

Question: I am aware of my Department's Mission, Vision, and Values (72%)

Low

Question: Senior Management frequently visits my department (25%)