2015 Monterey County Health Department All Staff Survey

Your Voice is Valuable!

Welcome and thank you for taking this first-ever Monterey County Health Department employee survey. This survey asks about your satisfaction with the work you do, what you think about how decisions are made, how your work-related ideas are received, the ways you like to communicate best, your customer service experiences, and your opinions of supervision and management. **Your Voice is Valuable!**

Every employee's voice is important. **Your answers are confidential and no one will be able to identify who you are.** Your opinions will help improve health for all Monterey County's people and environments.

It takes about 10 minutes to answer all the multiple choice questions. Check with your supervisor if you are unsure when is the best time to take the survey.

If you have questions about the survey or your participation, please contact Patricia Zerounian at zerounianp@co.monterey.ca.us or at 755-4583.

2015 Monterey County Health Department All Staff Survey

Your Bureau

***1. In what MCHD bureau do you work?**

- ◯ Administration or EMS or Public Administrator/Public Guardian
- ◯ Behavioral Health
- ◯ Clinic Services
- ◯ Environmental Health/Animal Services
- ◯ Public Health

2015 Monterey County Health Department All Staff Survey

Overall Job Satisfaction

*2. Job Characteristics

	I am very dissatisfied	I am dissatisfied	Neither dissatisfied nor satisfied	I am satisfied	I am very satisfied	Not sure	This doesn't apply to me
a. The recognition I receive for doing good work.	◯	◯	◯	◯	◯	◯	◯
b. My level of interest in my work.	◯	◯	◯	◯	◯	◯	◯
c. The amount of work I do.	◯	◯	◯	◯	◯	◯	◯
d. The supervision I receive.	◯	◯	◯	◯	◯	◯	◯
e. The resources I have to do my job.	◯	◯	◯	◯	◯	◯	◯

2015 Monterey County Health Department All Staff Survey

Working for Monterey County Health Department

*3. Work Environment

	I strongly disagree	I disagree	Neither agree nor disagree	I agree	I strongly agree	Not sure	This doesn't apply to me
a. I am proud to work at MCHD	◯	◯	◯	◯	◯	◯	◯
b. I think MCHD is a good place to work.	◯	◯	◯	◯	◯	◯	◯
c. In general, I am treated with respect, regardless of my race, gender, sexual orientation, gender identity or expression, color, marital status, religion, ancestry, national origin, disability, or age.	◯	◯	◯	◯	◯	◯	◯
d. Employees in my Bureau treat each other with respect.	◯	◯	◯	◯	◯	◯	◯
e. Working here gives me a good balance between my work and personal life.	◯	◯	◯	◯	◯	◯	◯

*4. MCHD Mission and Goals

	I strongly disagree	I disagree	Neither agree nor disagree	I agree	I strongly agree	Not sure	This doesn't apply to me
a. I am familiar with MCHD's mission and goals.	◯	◯	◯	◯	◯	◯	◯
b. My work is connected to MCHD's Strategic Plan Initiatives.	◯	◯	◯	◯	◯	◯	◯

*5. MCHD Core Values

	I strongly disagree	I disagree	Neither agree nor disagree	I agree	I strongly agree	Not sure	This doesn't apply to me
a. My Bureau works in a trustworthy way.	○	○	○	○	○	○	○
b. My Bureau values diversity.	○	○	○	○	○	○	○
c. My Bureau welcomes creative suggestions.	○	○	○	○	○	○	○
d. My Bureau looks for ways to continuously improve.	○	○	○	○	○	○	○

*6. My Personal Development and Achievement

	I strongly disagree	I disagree	Neither agree nor disagree	I agree	I strongly agree	Not sure	This doesn't apply to me
a. If I want, I can work toward a position with more responsibilities.	○	○	○	○	○	○	○
b. When I can, I take advantage of training opportunities.	○	○	○	○	○	○	○
c. MCHD gives me training to work effectively.	○	○	○	○	○	○	○
d. I feel responsible for keeping my work capabilities current.	○	○	○	○	○	○	○

*7. My Resources and Decision-Making

	I strongly disagree	I disagree	Neither agree nor disagree	I agree	I strongly agree	Not sure	This doesn't apply to me
a. Overall, my workload lets me do high quality work.	○	○	○	○	○	○	○
b. I feel comfortable making day-to-day decisions about my work.	○	○	○	○	○	○	○
c. I have the things I need to do my job.	○	○	○	○	○	○	○
d. My skills are well matched to my work responsibilities.	○	○	○	○	○	○	○

*8. Teamwork

	I strongly disagree	I disagree	Neither agree nor disagree	I agree	I strongly agree	Not sure	This doesn't apply to me
a. The teams I work in try hard to reach their goals.	○	○	○	○	○	○	○
b. If the teams I work in have problems, we try to reach respectful solutions.	○	○	○	○	○	○	○
c. The teams I work in cooperate with other teams to reach our common goals.	○	○	○	○	○	○	○

*9. Communications

	I strongly disagree	I disagree	Neither agree nor disagree	I agree	I strongly agree	Not sure	This doesn't apply to me
a. I receive information I need to know more about MCHD activities.	○	○	○	○	○	○	○
b. I feel well informed about work-related MCHD events and employee news.	○	○	○	○	○	○	○
c. There is a way for me to readily communicate my ideas with Bureau and Department decision-makers.	○	○	○	○	○	○	○

*10. Continuous Improvement

	I strongly disagree	I disagree	Neither agree nor disagree	I agree	I strongly agree	Not sure	This doesn't apply to me
a. The team I work with is open to new ideas to improve the way we work.	○	○	○	○	○	○	○
b. The team I work with uses data to improve the quality of our work.	○	○	○	○	○	○	○
c. The team I work with values everyone's ideas to improve our services.	○	○	○	○	○	○	○

*11. Customer Service

	I strongly disagree	I disagree	Neither agree nor disagree	I agree	I strongly agree	Not sure	This doesn't apply to me
a. The team I work with strives to provide high quality customer service.	◯	◯	◯	◯	◯	◯	◯
b. The team I work with seeks feedback/input from customers.	◯	◯	◯	◯	◯	◯	◯
c. The team I work with listens to our customers' needs.	◯	◯	◯	◯	◯	◯	◯

*12. Performance Appraisal

	I strongly disagree	I disagree	Neither agree nor disagree	I agree	I strongly agree	Not sure	This doesn't apply to me
a. The work I do matches up with my job description.	◯	◯	◯	◯	◯	◯	◯
b. I get regular feedback about the quality of my work.	◯	◯	◯	◯	◯	◯	◯
c. The feedback I get helps me improve my job performance.	◯	◯	◯	◯	◯	◯	◯
d. My last performance appraisal was useful to me.	◯	◯	◯	◯	◯	◯	◯
e. I was treated fairly in my last performance appraisal.	◯	◯	◯	◯	◯	◯	◯

*13. Have you received a performance appraisal in the last 12 months?

◯ Yes

◯ No

◯ Not sure

2015 Monterey County Health Department All Staff Survey

Your Supervisor

*14. Your Supervisor

	I strongly disagree	I disagree	Neither agree nor disagree	I agree	I strongly agree	Not sure	This doesn't apply to me
a. I clearly understand what is expected of me in my job.	◯	◯	◯	◯	◯	◯	◯
b. My supervisor treats me respectfully.	◯	◯	◯	◯	◯	◯	◯
c. My supervisor asks me for my problem-solving opinions.	◯	◯	◯	◯	◯	◯	◯
d. My supervisor communicates openly and honestly.	◯	◯	◯	◯	◯	◯	◯
e. My supervisor recognizes employees who do good work.	◯	◯	◯	◯	◯	◯	◯

2015 Monterey County Health Department All Staff Survey

Your Bureau's Management

Note: "Management" might include any or all of the following - Director, Bureau Chief, Assistant Bureau Chief/Deputy Director

***15. Please provide your level of agreement with each of the following statements.**

	I strongly disagree	I disagree	Neither agree nor disagree	I agree	I strongly agree	Not sure	This doesn't apply to me
a. My Bureau's Management has a clear vision for our work.	○	○	○	○	○	○	○
b. My Bureau's Management communicates openly and honestly.	○	○	○	○	○	○	○
c. My Bureau's Management responds to communications from staff and customers/clients.	○	○	○	○	○	○	○
d. My Bureau's Management welcomes ideas and comments from staff of all levels.	○	○	○	○	○	○	○
e. My Bureau's Management is visible to employees as a leader.	○	○	○	○	○	○	○

2015 Monterey County Health Department All Staff Survey

Getting MCHD Information

Below is a list of ways to share MCHD information. Please rank the top three ways you like best. Select "1" for the way you like the best, "2" for the way you like second-best, and "3" for the way you like third-best. Please pick only your top three and leave the rest blank. If you're not familiar with one of these ways to get information, please let us know by marking "I don't know what this is."

16. Favorite Ways to Get MCHD Information

	Rank (Choose ONLY Three!)	I don't know what this is
a. Regular Email Notifications		
b. MCHD's Website		
c. My Bureau's Web Pages		
d. MCHD Human Resources Web Pages		
e. MCHD Social Media Accounts (for example: Facebook, Twitter)		
f. MCHD Dispatch Newsletter		
g. MCHD Director's Report		
h. MCHD Sharepoint		

2015 Monterey County Health Department All Staff Survey

MCHD Initiatives

***17. Please identify your level of familiarity with each of the following MCHD and County of Monterey Initiatives.**

	I don't know what this is	I have heard of this but don't know much about it	I am somewhat familiar with this	I am familiar with this and know what it is about	I am very familiar with this, I know what it is about and how/if it applies to me/my group
a. MCHD Bureau Performance Measurements	○	○	○	○	○
b. MCHD's Strategic Plan	○	○	○	○	○
c. MCHD's Standards for Customer Service	○	○	○	○	○
d. MCHD's work to achieve national accreditation	○	○	○	○	○
e. Health in All Policies Initiative	○	○	○	○	○
f. Monterey County's Community Health Improvement Plan	○	○	○	○	○
g. MCHD Health Equity Training	○	○	○	○	○
h. MCHD Quality Improvement Initiative	○	○	○	○	○

2015 Monterey County Health Department All Staff Survey

Background Questions

Please provide this information so we can best understand how you perceive the County. This information CANNOT be traced back to you. We will use this information to better understand how different groups of employees think about the County and the work we do here.

***18. Which of the following best describes your position in Monterey County? (Please choose only one)**

- ◯ Intern/Temporary/Part Time/Contract
- ◯ Service/Operational/Maintenance (for example, custodial, data center tech)
- ◯ Clerical/Administrative Support (for example, office assistant, clerk, scheduling coordinator, secretary, legal assistant, patient services representative)
- ◯ Para Professional/Technical (for example, technician, inspector, health care support/aide, IT support, licensed vocational nurse)
- ◯ Professional, NON-SUPERVISORY (for example, engineer, registered nurse, nutritionist, physician, analyst, engineer, database administrator, system tech, accounting/finance)
- ◯ Professional, SUPERVISORY (for example, engineer, registered nurse, nutritionist, analyst, engineer, database administrator, system tech, accounting/finance)
- ◯ Supervisor/Manager (for example, division, project/program/unit manager or supervisor)
- ◯ Senior/Executive Management (for example, director, assistant director, bureau chief, deputy/assistant bureau chief)

***19. What is your primary work location?**

- ◯ North Monterey County
- ◯ Coastal/Monterey Peninsula
- ◯ Salinas
- ◯ South Monterey County

***20. How long have you worked for Monterey County?**

- ◯ Less than 1 year
- ◯ 1-5 years
- ◯ 6-10 years
- ◯ 11-15 years
- ◯ 16-20 years
- ◯ More than 20 years

Your Voice is Valuable! ~ Thank you for your thoughts and time to complete this survey, and thank you for your work at Monterey County Health Department.

Please remember that all responses are confidential and no single employee responses can be identified. Demographic information is only asked to help us understand differences across groups. Results will be combined and reported to all employees in a special edition of the Director's Report.

Here's some fine print (you knew there'd be some!): this survey does not indicate any bargaining positions, and survey results will not be used to validate management's bargaining positions. Survey responses do not constitute a report or complaint under the County's non-discrimination and anti-harassment policy - to file a report or complaint, ...