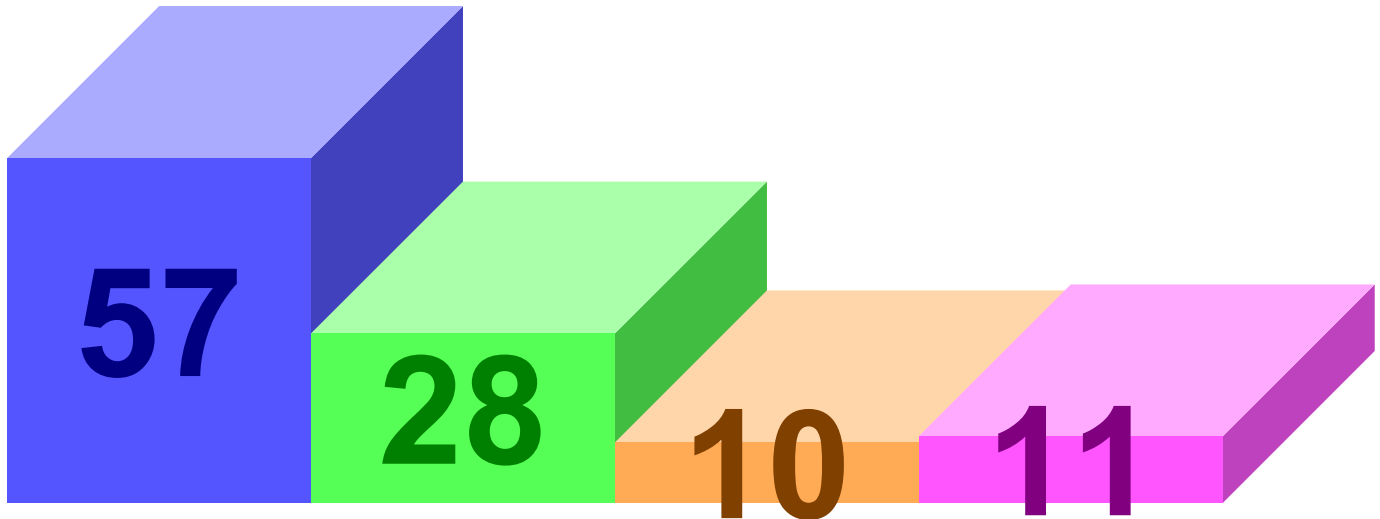




# Employee Satisfaction Survey



Compared with a year ago, how would you describe your overall job satisfaction today ?

How long have you worked at Personal Attendant Care Inc. ?

Less than one (1) year = 10 respondents

1 to 2 years = 16 respondents

3 to 5 years = 16 respondents

1 to 2 years = 16 respondents

10 years or more = 13 respondents

Comments:

- Not having to do your own payroll
- Change the way the employee of the month is handled. Some clients can't be bothered to phone or fill out the form so it always seems to be the same people who get recognition
- I believe our S.T.E.P. program gets better each year. Keep it up!
- Satisfied
- I believe I am very respected – often in any company a refresher or gentle reminder is helpful
- I'm happy with the quality within the organization
- All staff should be held accountable from top to bottom. If we don't try to understand our clients needs and respect them we should not be working at Personal Attendant Care Inc. Everyone can strive to be better



# Employee Satisfaction Survey

	Strongly Disagree & Disagree	Neither Agree or Disagree	Strongly Agree & Agree
(1) Leadership changes are positive for the company	0 %	12 %	88 %
(2) Leadership clearly articulated the Strategic Plan	0 %	13 %	87 %
(3) Leadership has a clear vision of the future	0 %	9 %	91 %
(4) Leaders are open and trustworthy	0 %	15 %	85 %
(5) Sense of personal accomplishment & satisfaction	0 %	3 %	97 %
(6) Receives appropriate recognition for my contributions	6 %	11 %	83 %
(7) Supervisor provides adequate supervision with feedback	0 %	10 %	90 %
(8) Receives training needed to do job effectively	1 %	0 %	99 %
(9) Employees are treated fairly & equally	1 %	18 %	81 %
(10) Organization vision & mission reflect your values	1 %	6 %	92 %
(11) Different ideas are valued in the organization	0 %	18 %	82 %
(12) Report unethical activities without fear of reprisal	1 %	4 %	95 %
(13) Reasonable expectations of its employees	3 %	4 %	93 %
(14) Supports a balance between work & personal life	3 %	7 %	90 %
(15) Accountable for quality of work being done	12 %	10 %	79 %
(16) Understands the customer's needs	3 %	7 %	90 %
(17) Organization maintains very high standards of quality	4 %	8 %	87 %
(18) Supervisor informs of decisions & changes affecting me	3 %	6 %	91 %
(19) Information & knowledge are shared openly	3 %	10 %	87 %
(20) Management genuinely interested in employee opinions	6 %	6 %	88 %

\*\* Completed September 2009 – 69 Surveys were received  
 Response rate was 56 % (69/122 surveys)