



ANNUAL EMPLOYEE SATISFACTION SURVEY 2013

Personal Attendant Care Inc.

Executive Summary

Personal Attendant Care Inc. (PAC) conducts Employee Satisfaction Surveys on an annual basis. The survey is intended to identify employee concerns and expectations, monitor the quality of care received by clients and provide feedback for organizational improvement and considerations.

The 2013 survey was provided to 95 Personal Support Worker and 58 were returned. The overall response rate was 61% which is an improvement on our previous response rate of 52.8% in 2011.

To preserve confidentiality no names or identification numbers were requested. The distribution and collection of the surveys took approximately two months. The survey consisted of 27 close-ended, 4 demographics and 5 open-ended questions.

Categories surveyed:

- Communication/Feedback
- Ethics
- Health and Safety
- Leadership
- Quality
- Satisfaction
- Training

Highlights

- Employees are extremely satisfied with their role and personal accomplishment - 40% strongly agree; 59% agree;
 - This rate has increased from 2011 with ratings of 28% strongly agree and 52% agree
- The survey indicates strengths in the area of Health and safety, i.e. PAC promotes and provides a safe work environment
- The organization is viewed by employees as having a high quality of standards for client care
- The survey indicates employees view PAC's leadership in a positive manner i.e. open and trustworthy

Areas for Consideration

- Leadership communication of the strategic plan
- The survey indicates a need for further support of external education / training i.e. conferences, workshops
- There is room for improvement with regards to employee fair treatment. 73% of respondents feel they are treated fairly, 18% reported that they neither agree nor disagree; 7% disagree and 2% strongly disagree
- The survey highlights there is potential room for improving the work life balance of employees
- Satisfaction ratings by age indicates that employees ages 20 – 30 are notably less satisfied than older employees

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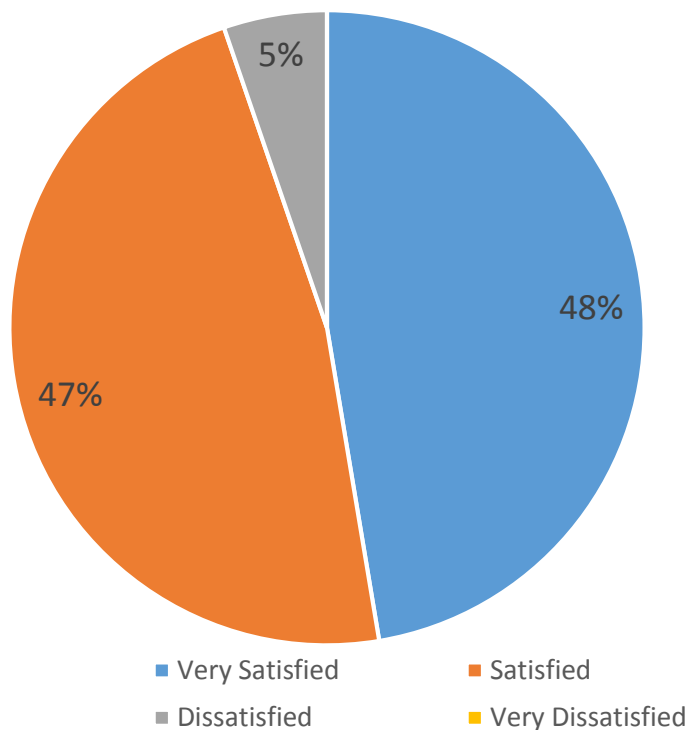
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Overall Employee Satisfaction

Overall how satisfied are you working for Personal Attendant Care?



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

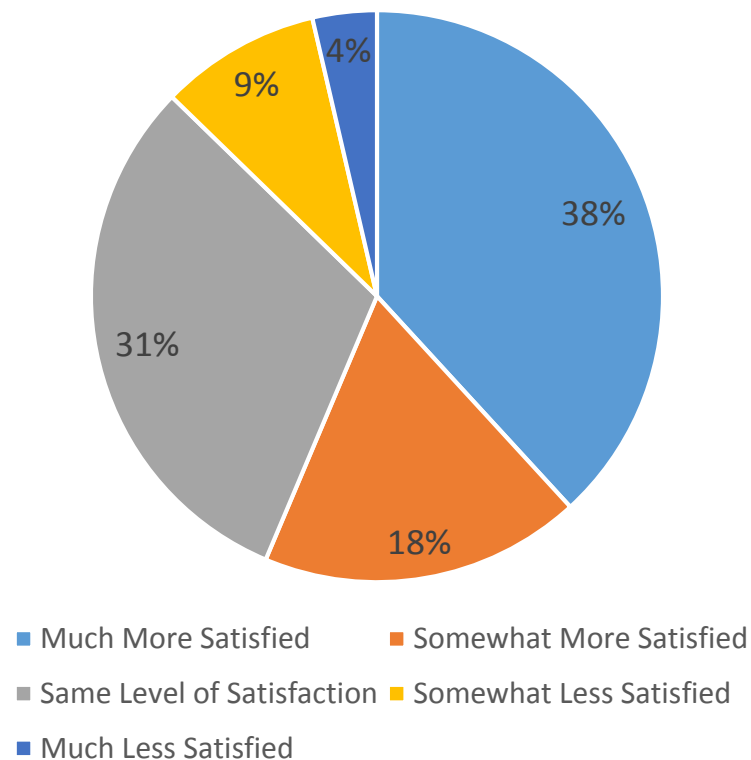


Table 1: Overall Satisfaction

Communication/Feedback

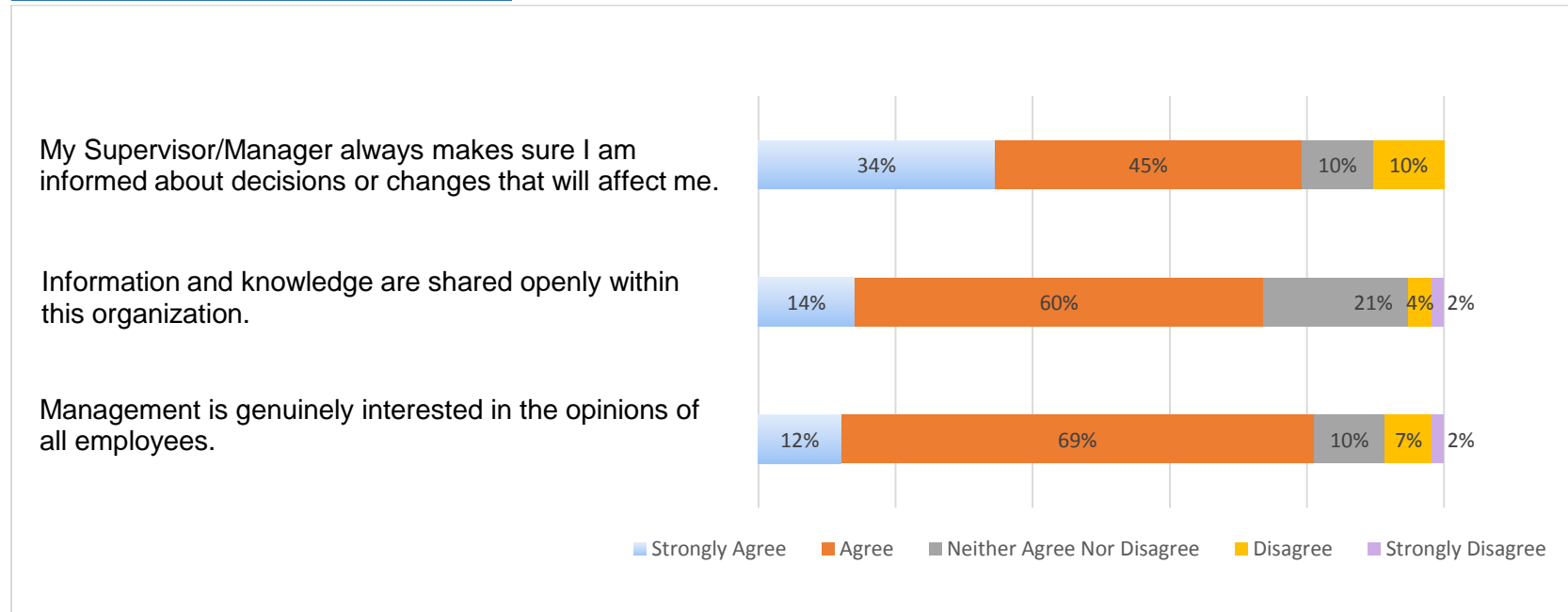


Table 2: Communication/Feedback

Ethics

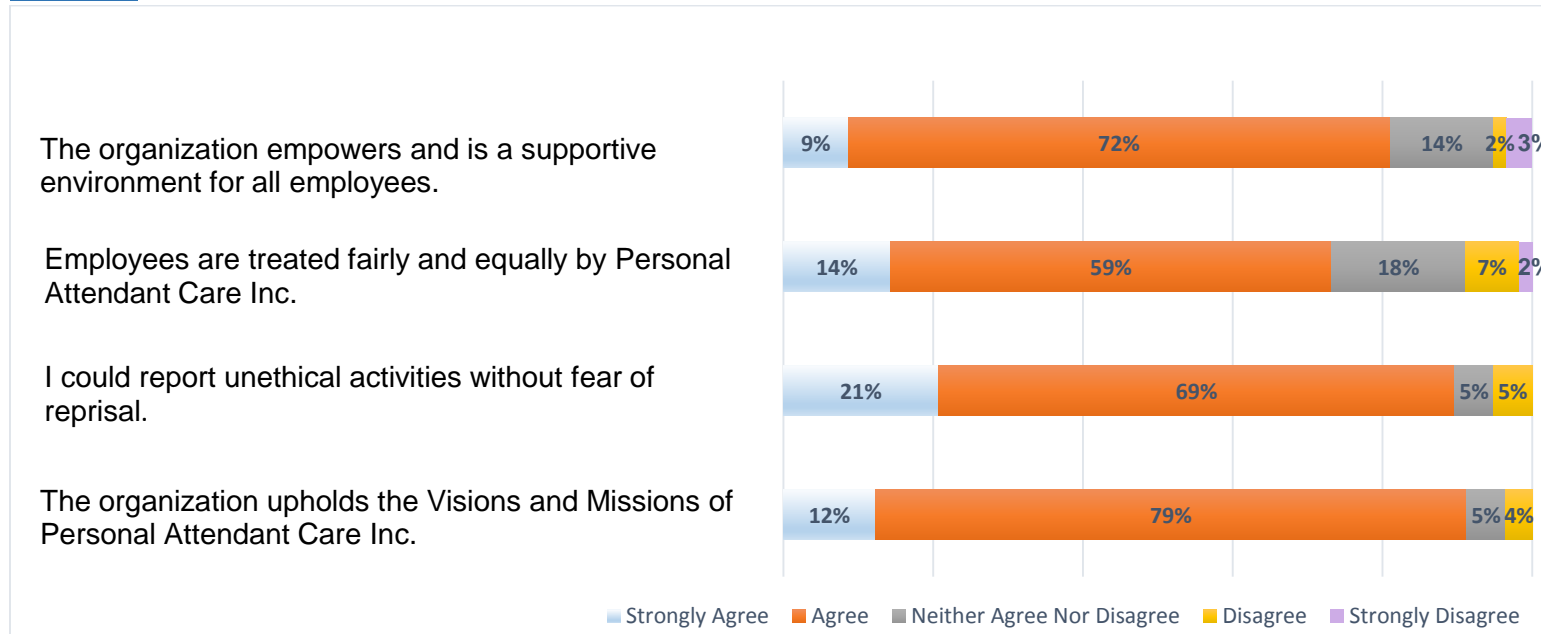


Table 1: Ethics

Health & Safety

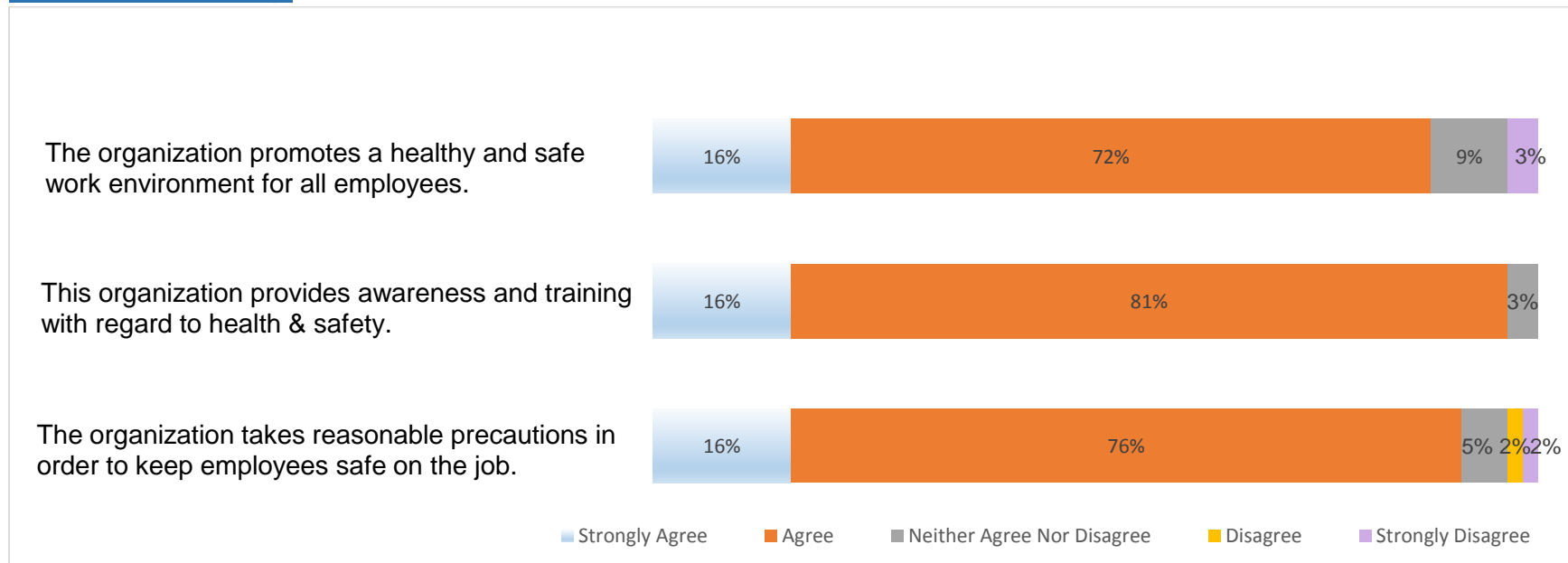


Table 2: Health & Safety

Leadership

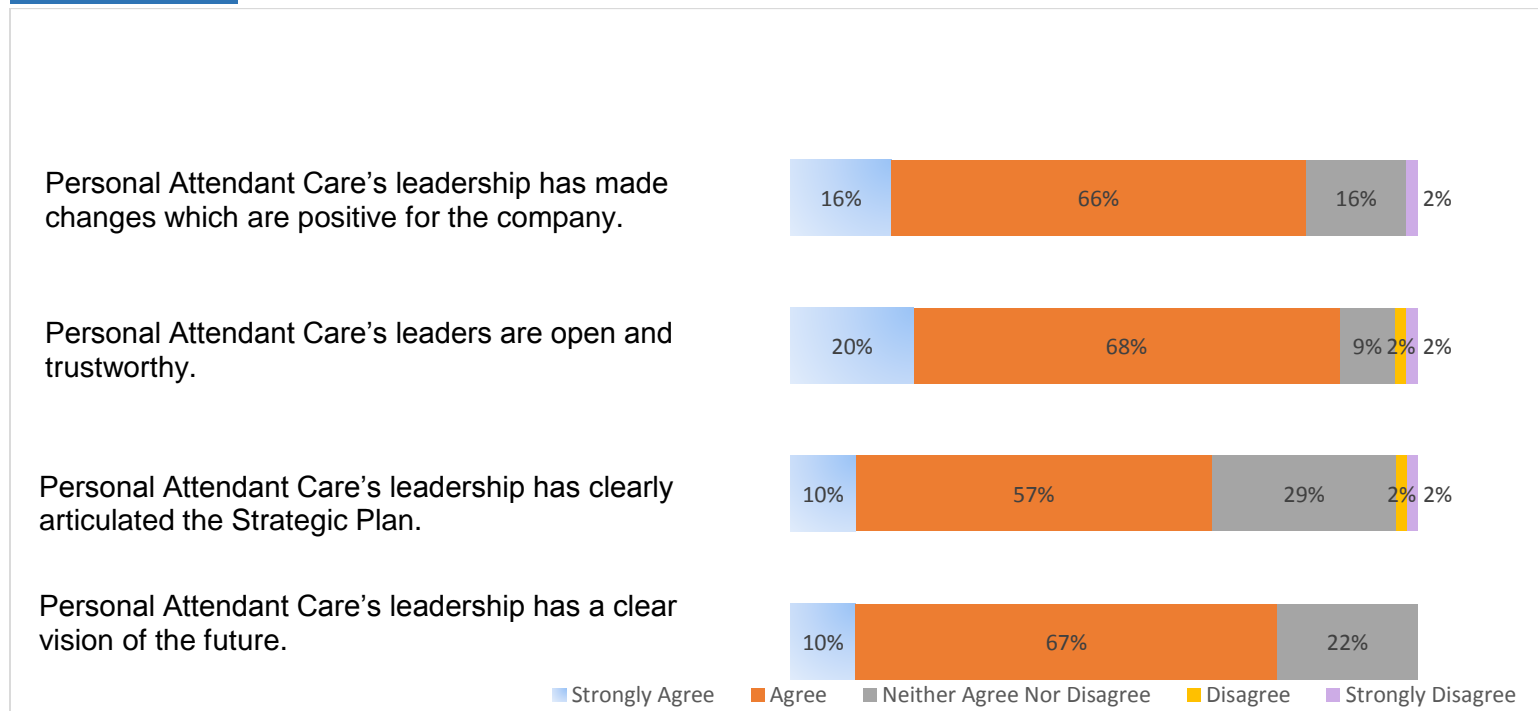


Table 3: Leadership

Quality

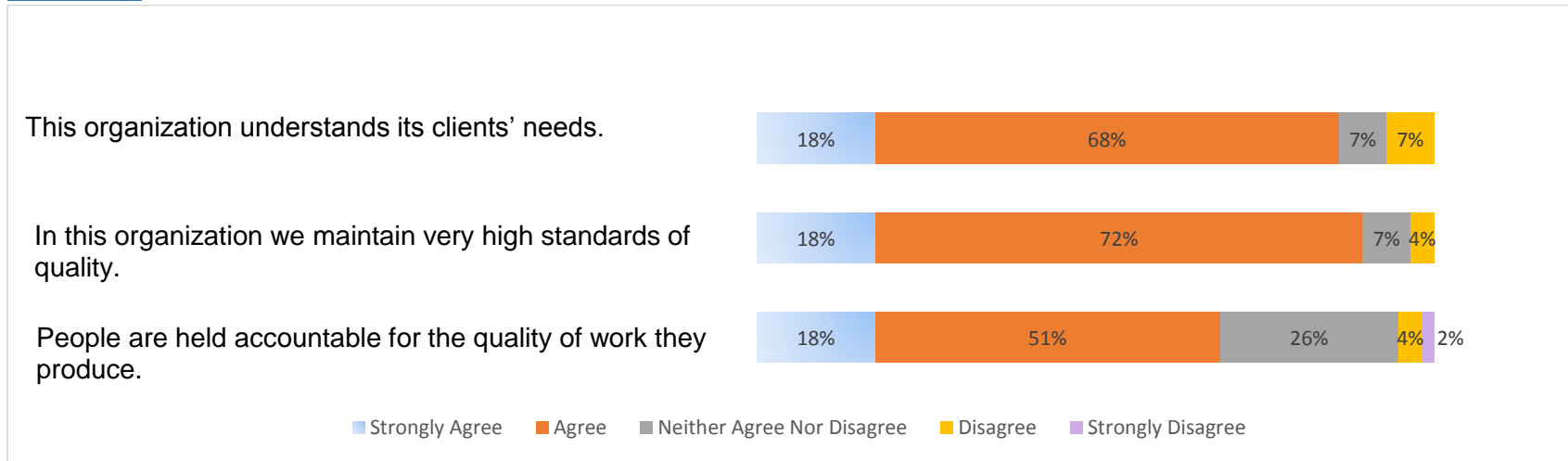


Table 4: Quality

Satisfaction

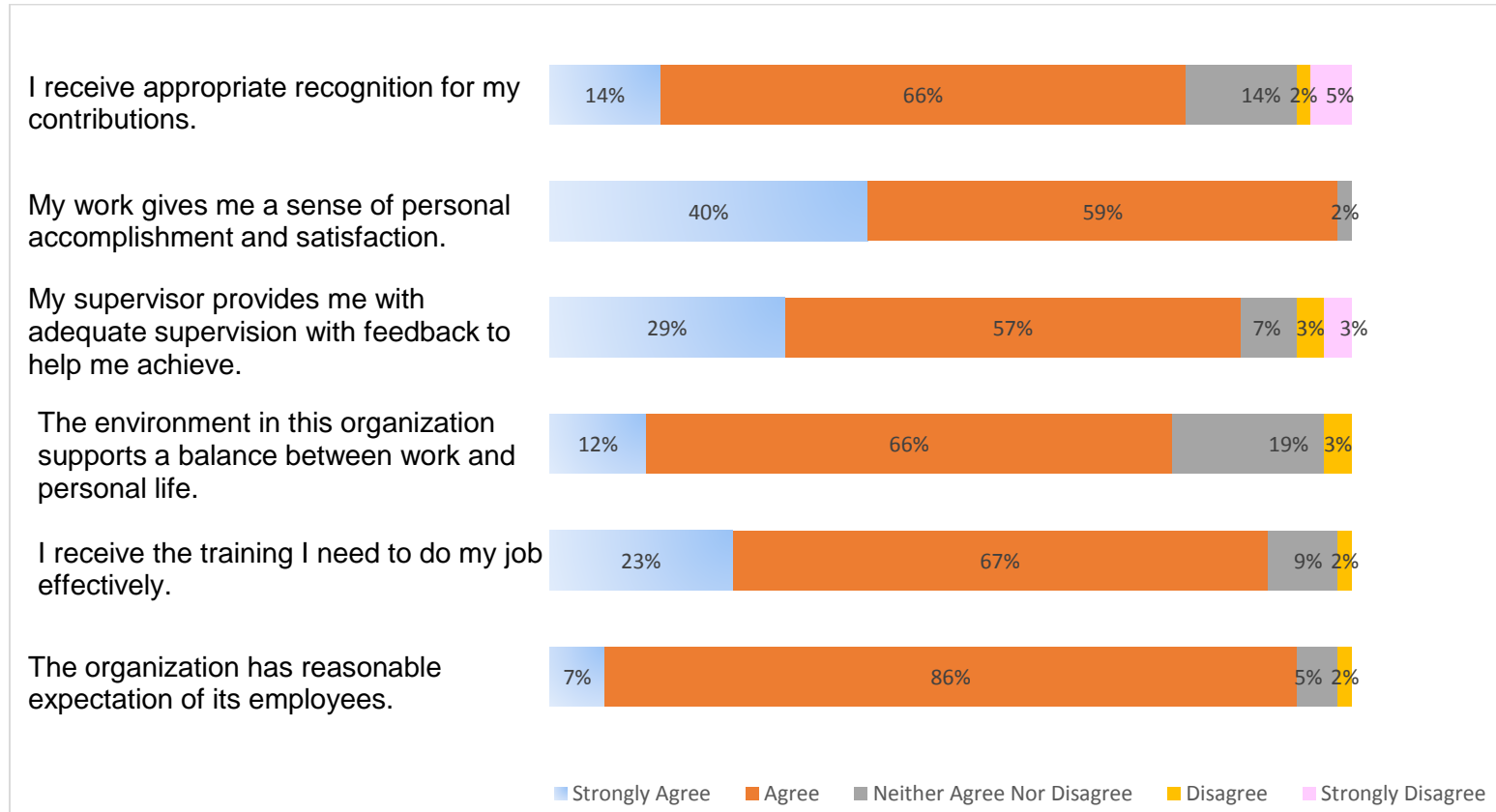


Table 5: Satisfaction

Training

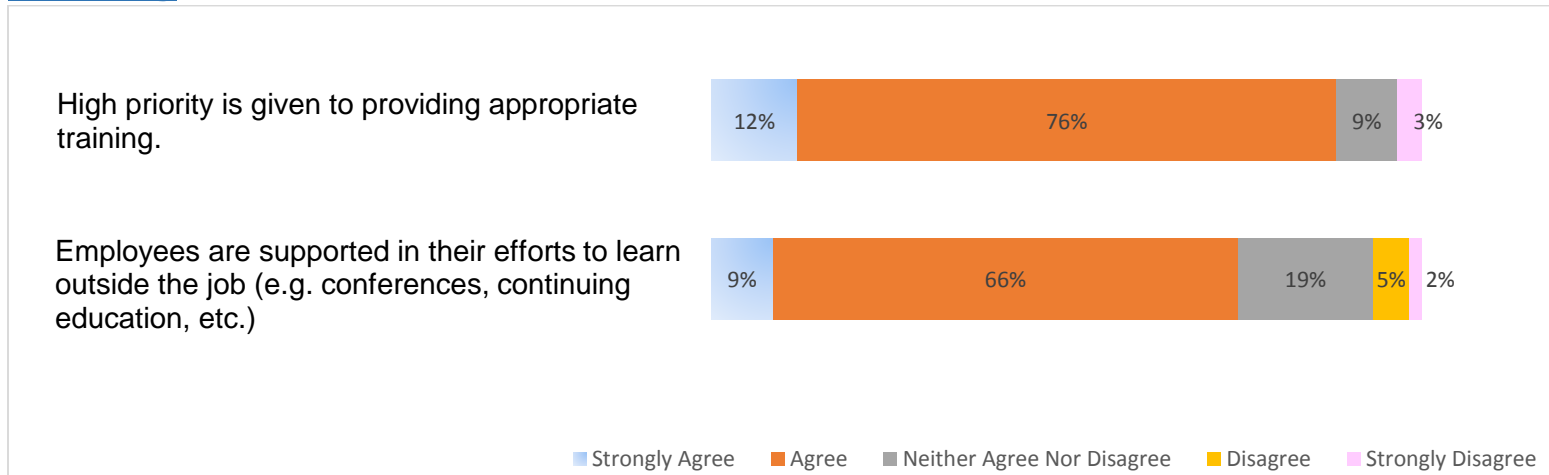


Table 6: Training

Employee Satisfaction Responses by Geographical Area

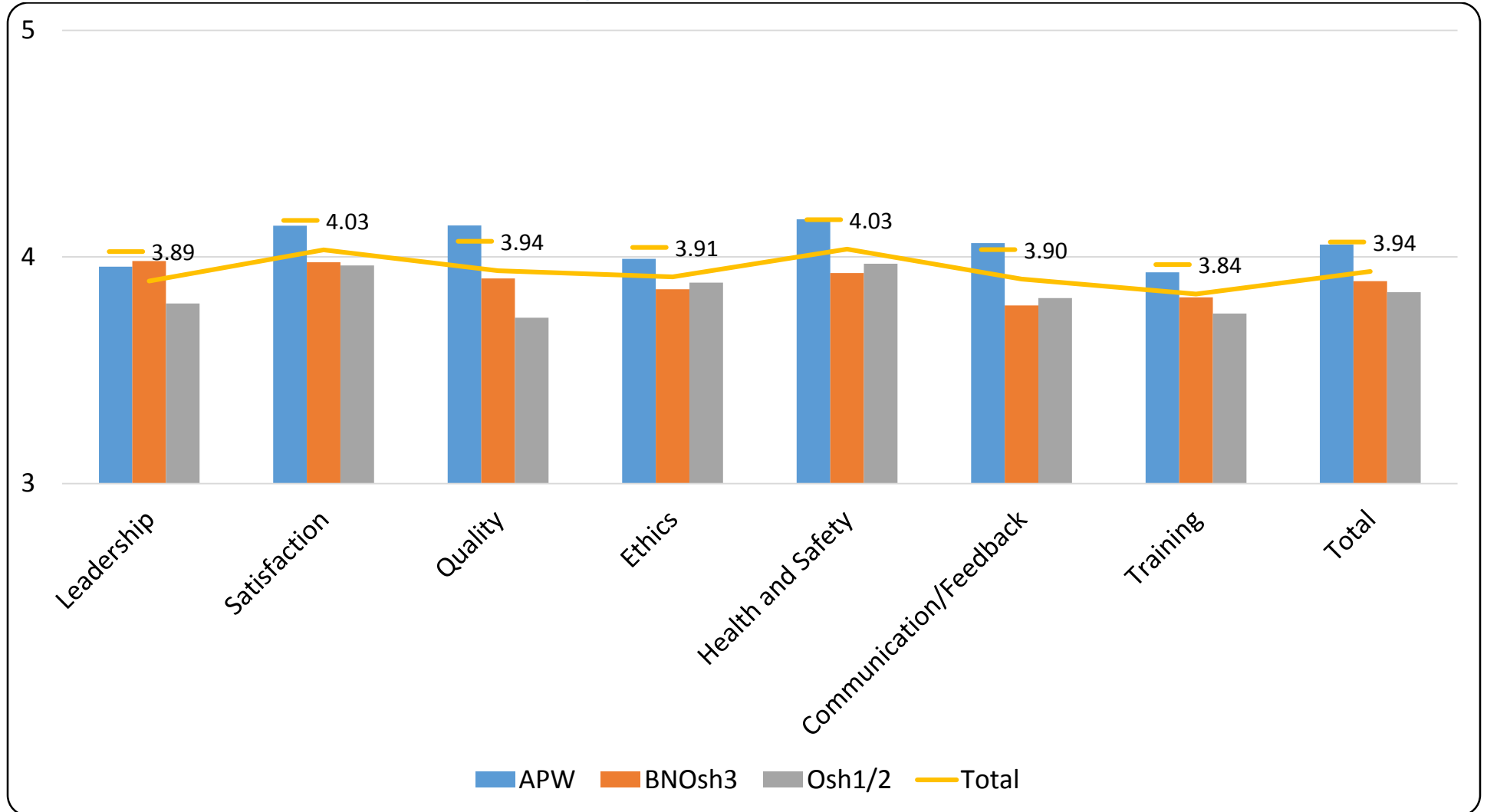


Table 7: Area

Employee Satisfaction Responses by Classification

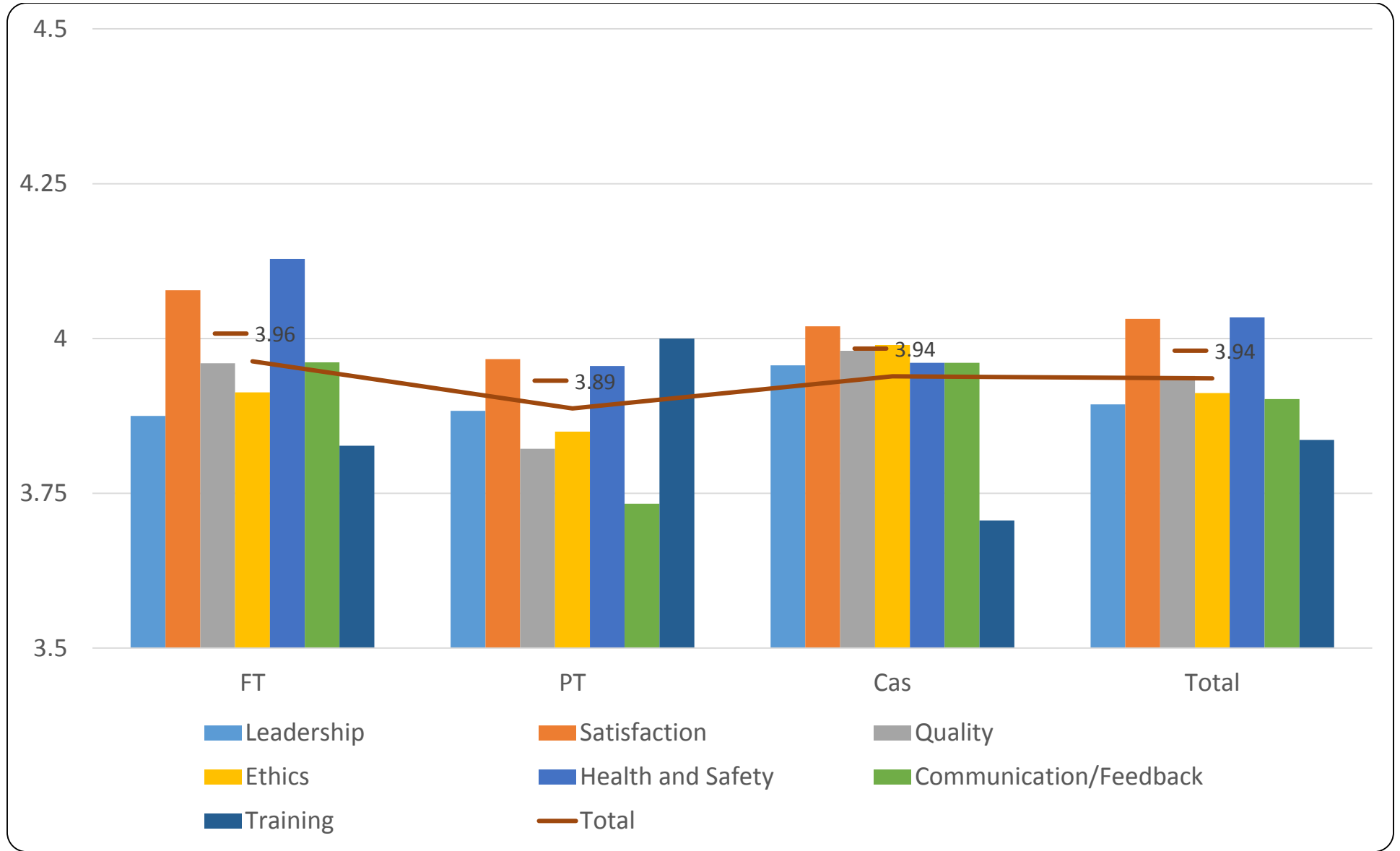


Table 8: Classification

Employee Satisfaction Responses by Length of Service

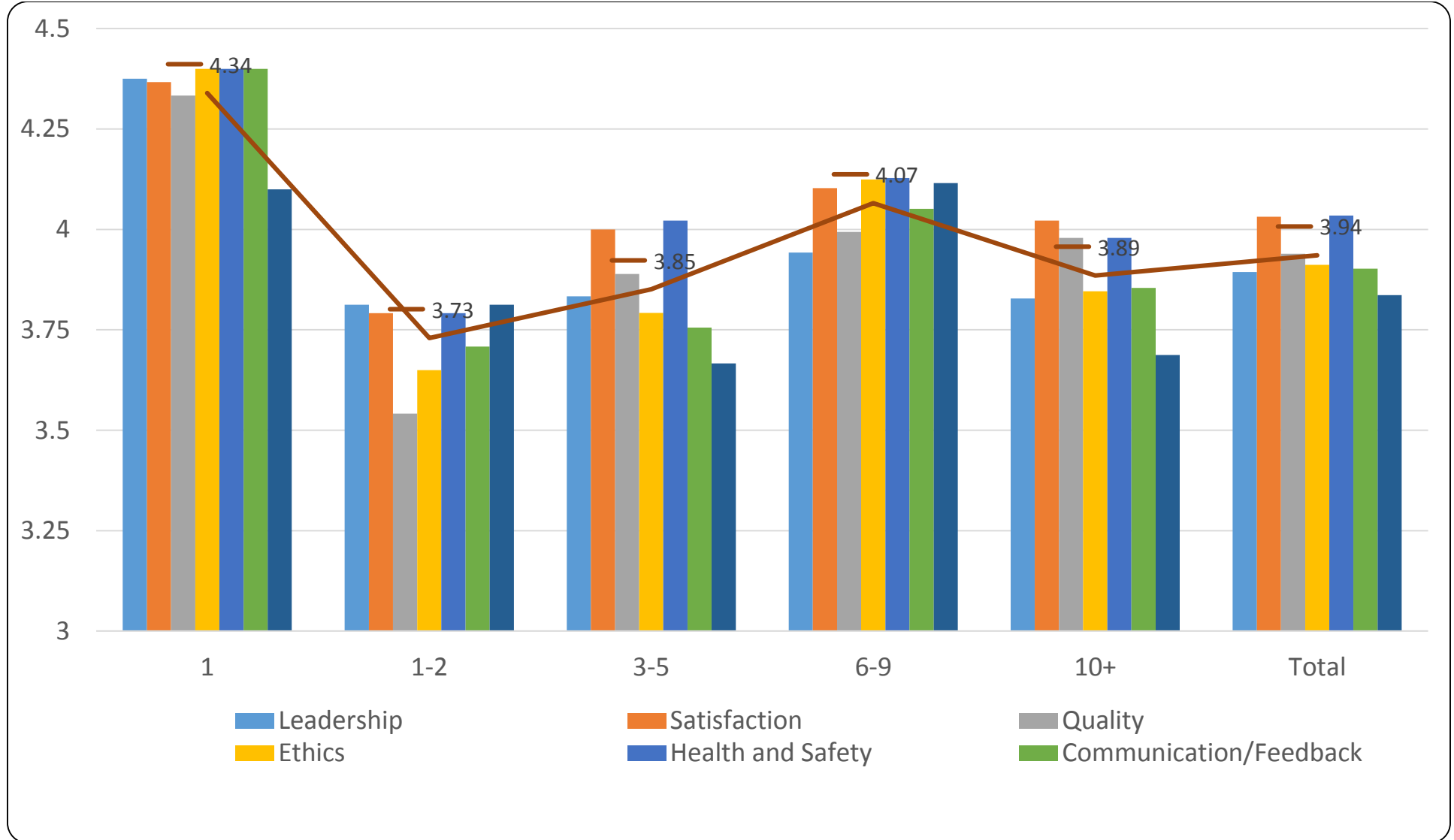


Table 9: Length of Service

Employee Satisfaction Responses by Age

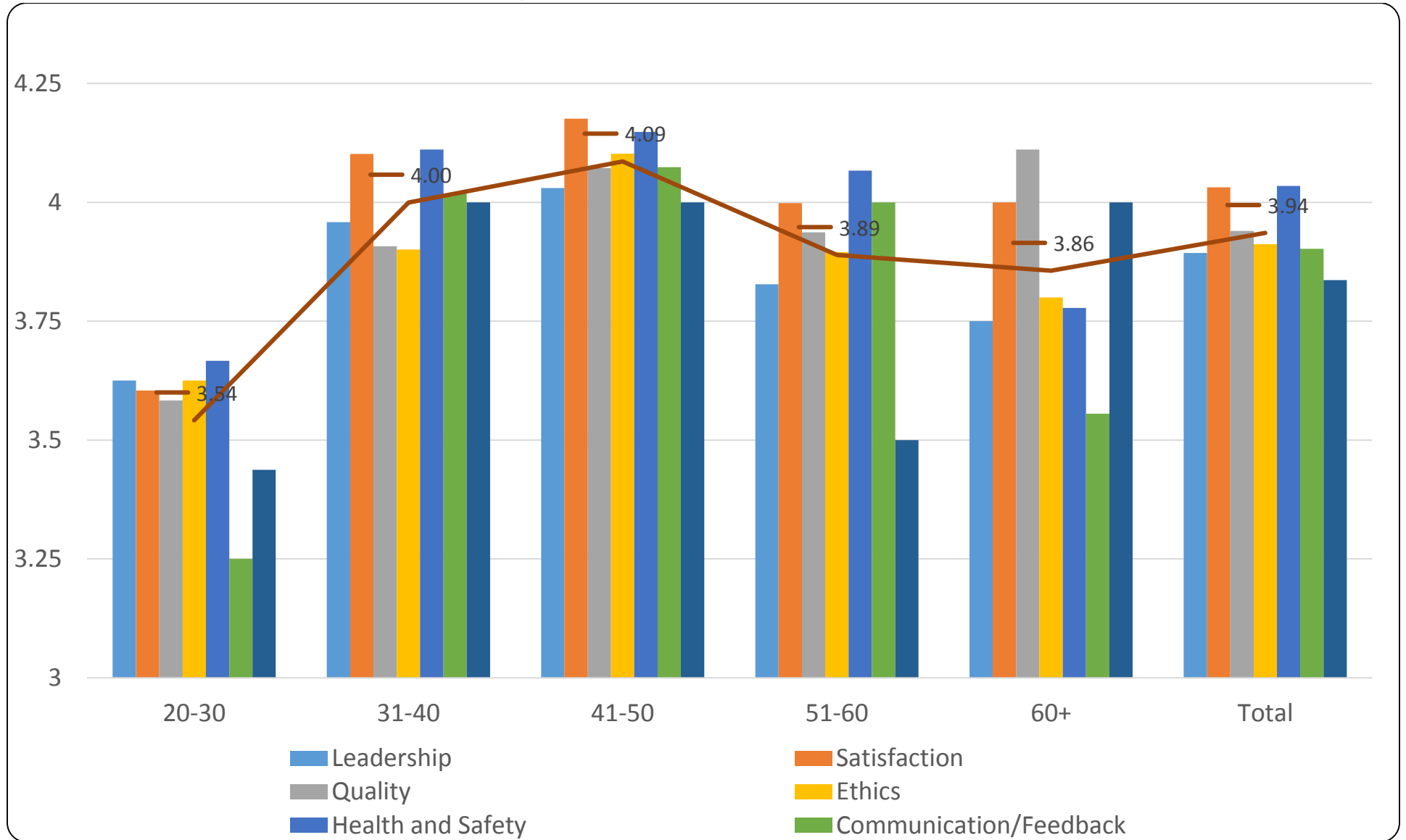


Table 10: Age

Response Chart

Employee Responses by Question

Note: The "Average" column is shaded such that questions rated better than average are shaded green and those rated worse than average are shaded red.

Question	Category	5: Strongly Agree	4: Agree	3: Neither Agree Nor Disagree	2: Disagree	1: Strongly Disagree	Total	Average
My Supervisor/Manager always makes sure I am informed about decisions or changes that will affect me.	Communication/ Feedback	20	26	6	6	0	58	4.03
Information and knowledge are shared openly within this organization.	Communication/ Feedback	8	34	12	2	1	57	3.84
Management is genuinely interested in the opinions of all employees.	Communication/ Feedback	7	40	6	4	1	58	3.83
The organization empowers and is a supportive environment for all employees.	Ethics	5	42	8	1	2	58	3.81
Employees are treated fairly and equally by Personal Attendant Care Inc.	Ethics	8	33	10	4	1	56	3.77
I could report unethical activities without fear of reprisal.	Ethics	12	40	3	3	0	58	4.05
The organization upholds the Visions and Missions of Personal Attendant Care Inc.	Ethics	7	45	3	2	0	57	4.00
The organization upholds the Visions and Missions of Personal Attendant Care Inc.	Ethics	5	46	5	1	0	57	3.96
The organization promotes a healthy and safe work environment for all employees.	Health and Safety	9	42	5	0	2	58	3.97
This organization provides awareness and training with regard to health & safety.	Health and Safety	9	47	2	0	0	58	4.12
The organization takes reasonable precautions in order to keep employees safe on the job.	Health and Safety	9	44	3	1	1	58	4.02

Personal Attendant Care's leadership has made changes which are positive for the company.	Leadership	9	37	9	0	1	56	3.98
Personal Attendant Care's leaders are open and trustworthy.	Leadership	11	38	5	1	1	56	4.02
Personal Attendant Care's leadership has clearly articulated the Strategic Plan.	Leadership	6	33	17	1	1	58	3.72
Personal Attendant Care's leadership has a clear vision of the future.	Leadership	6	39	13	0	0	58	3.88
This organization understands its clients' needs.	Quality	10	39	4	4	0	57	3.96
In this organization we maintain very high standards of quality.	Quality	10	41	4	2	0	57	4.04
People are held accountable for the quality of work they produce.	Quality	10	29	15	2	1	57	3.79
I receive appropriate recognition for my contributions.	Satisfaction	8	38	8	1	3	58	3.81
My work gives me a sense of personal accomplishment and satisfaction.	Satisfaction	23	34	1	0	0	58	4.38
My supervisor provides me with adequate supervision with feedback to help me achieve.	Satisfaction	17	33	4	2	2	58	4.05
The environment in this organization supports a balance between work and personal life.	Satisfaction	7	38	11	2	0	58	3.86
I receive the training I need to do my job effectively.	Satisfaction	13	38	5	1	0	57	4.11
The organization has reasonable expectation of its employees.	Satisfaction	4	50	3	1	0	58	3.98
High priority is given to providing appropriate training.	Training	7	44	5	0	2	58	3.93
Employees are supported in their efforts to learn outside the job (e.g. conferences, continuing education, etc.)	Training	5	38	11	3	1	58	3.74

Summary

Results indicate that employees take great pride in their work and accomplishments. PAC has a high commitment to client care; health and safety and leadership is viewed in a positive manner. However there are areas of concern that will require further examination such as the dissatisfaction of younger workers, work life balance and leadership's communication of a strategic plan.

Communication Plan

- The next steps is to communicate results to the management team, board members and employees
- Management will work to develop action plans based on survey results