

JWOD EMPLOYEE SATISFACTION SURVEY





Mathematica Policy Research

Mission

Improve public well-being by bringing the highest standards of quality, objectivity, and excellence to bear on information collection and analysis for our clients



Recent Projects Include

- Evaluation of the Ticket To Work (TTW) Program
- National Survey of SSI Children and Families
- Rehabilitation Research and Training Center on Disability Demographics and Statistics
- Removing the Barriers – Upcoming Chapter in *Health and Disability*



Overview

- Survey Goals and Design
- CRP Selection and Recruitment
- Selecting the Employee Sample
- Descriptive Analysis of Employee Characteristics
- Key Findings from the Survey



JWOD EMPLOYEE SATISFACTION SURVEY

Survey Goals and Instrument Design



Goals

1. Assess JWOD employee's satisfaction about a variety of workplace issues
2. Give employees with disabilities the opportunity to speak for themselves
3. Provide a baseline for future assessments of JWOD employee satisfaction



National Norms

- Employee satisfaction benchmark data is available for the general population
- However, no normative data exists for individuals with disabilities
- The population to be studied has a wide range of disabling conditions with varying degrees of severity
- The standard employee satisfaction questions required modification to make interview accessible to survey respondents



Employee Satisfaction Survey

- About 75 questions
- Administered by telephone
- Domains
 - Pay and work schedule
 - Working relationships
 - Organizational commitment
 - Supervision and management
 - Training and personal development



Design Technique 1: Minimize Acquiescence Bias

- Avoided Yes/No questions
- If unavoidable, asked for supporting detail



Design Technique 2: Minimize Effect of Cognitive Impairment

- Gathered a snapshot, not historical
- Used simple questions and response categories
(3-point scale for most items)
- Divided concepts into concrete sub-questions
How many hours do you work?
ASK: When do you start working?
When do you stop working?



Design Technique 3: Standardized Simplification Process

Used structured probes

How did you first hear about your job at
[COMPANY]?

PROBE: How did you find your job?

PROBE: Who helped you get your job?



Features Intended to Increase Comfort Among Survey Participants

- Conducted interview in familiar setting
- Stressed confidentiality
- Monetary thank you
- Support of CRP staff
- Trained, experienced interviewers



Quality Assurance

- Survey instrument reviewed by NCWC and NISH
- Pretested the survey in-person, and by telephone, with Occupations Inc. employees
- MPR senior management conducted a quality review of the instrument and research design



Selecting the CRP and Employee Samples



CRP Selection

- NISH provided characteristics for all CRPs (N=574)
 - Location
 - Business line
 - Number of JWOD employees
- Drew a representative sample of CRPs
- Selected 46



CRP Recruitment

- NISH made initial outreach calls
- Mailed information packets
- Offered \$600 in training vouchers to CRPs who participated



CRP's by Region

	<u>All</u>	<u>Selected</u>	<u>Participated</u>
Number	574	46	33
Region			
East	28%	33%	33%
South Central	13%	15%	12%
North Central	16%	17%	18%
Northwest	12%	7%	6%
South	19%	15%	18%
West	13%	13%	12%



Participating CRPs: East Region

Alliance, Inc.

Community Alternatives, Incorporated

Gateway Community Industries, Inc.

Melwood Horticultural Training Center

Nauset, Inc.

Occupational Training Center of Burlington County

Service Source

Sheltered Occupational Center of Northern Virginia

Suburban Adult Services, Inc.

Uncle Sam's House, Inc.

Work, Incorporated



Participating CRPs: South Region

Employment Source, Inc.

Epilepsy Association of Georgia

Goodwill Industries of Lower South Carolina, Inc.

Goodwill Industries of South Florida, Inc.

Huntsville Rehabilitation Foundation

Lakeview Center, Inc.



Participating CRPs: South Central Region

Goodwill Industries of Fort Worth, Inc.

Pathfinder, Inc.

Professional Contract Services, Inc.

Pueblo Diversified Industries, Inc.



Participating CRPs: North Central Region

Challenge Unlimited, Inc.

Child-Adult Resource Services, Inc.

Goodwill Industries of Southeastern Wisconsin, Inc.

GW Commercial Services, Inc.

Jefferson County Comprehensive Services, Inc.

Knox County Association for Retarded Citizens, Inc.



Participating CRPs: North West Region

MVW Services, Inc.

Skookum Educational Programs



Participating CRPs: West Region

Community Foundation for the Disabled, Inc.

Enable Industries Incorporated

Opportunity Village Association for Retarded Citizens

Pride Industries



CRP Responsibilities

- Provide information on all JWOD employees for employee sample selection
 - gender
 - date of birth
 - race and ethnicity
 - U.S. Citizenship
 - primary and secondary disability
 - current JWOD Job Site
 - current productivity level



Employee Selection

- Selected 3 - 47 employees from each CRP
- Employee selection based on:
 - Primary disability
 - Current productivity
 - Race /Ethnicity
 - JWOD job site



Interviewing Employees

- CRPs worked with MPR to protect the confidentiality of employee's information
 - Agreement to participate form
 - Provide only employee's first name
- Scheduled interviews with employees
- Provided private location for interview



Employee Participation

- Questionnaires completed with 506 employees
- 17 minutes to complete
- 11-week field period: January – April 2005



Employee Participation

- Response rate 80%
 - 4% refused
 - 3% unable due to language or cognitive issues
 - 4% not at work during field period
 - 9% scheduling difficulties
- 10% needed help with the interview
- 4% completed a paper questionnaire



Employee Characteristics



Employee Characteristics

<u>Characteristic</u>	<u>All Employees from Participating CRPs</u>	<u>Survey Respondents</u>
Number	5,763	506
Age (mean)	37	40
Gender (female)	41 %	37 %



Employee Characteristics

<u>Characteristic</u>	<u>All Employees from Participating CRPs</u>	<u>Survey Respondents</u>
Primary Disability		
Mental Health	17 %	17 %
Mental Retardation or Developmental Disability	31 %	37 %
Other or Unknown	52 %	46 %
Productivity		
100 %	44 %	36 %
75 % - 99 %	12 %	15 %
50 % - 74 %	7 %	11 %
< 50 %	9 %	9 %
Unknown	28 %	29 %

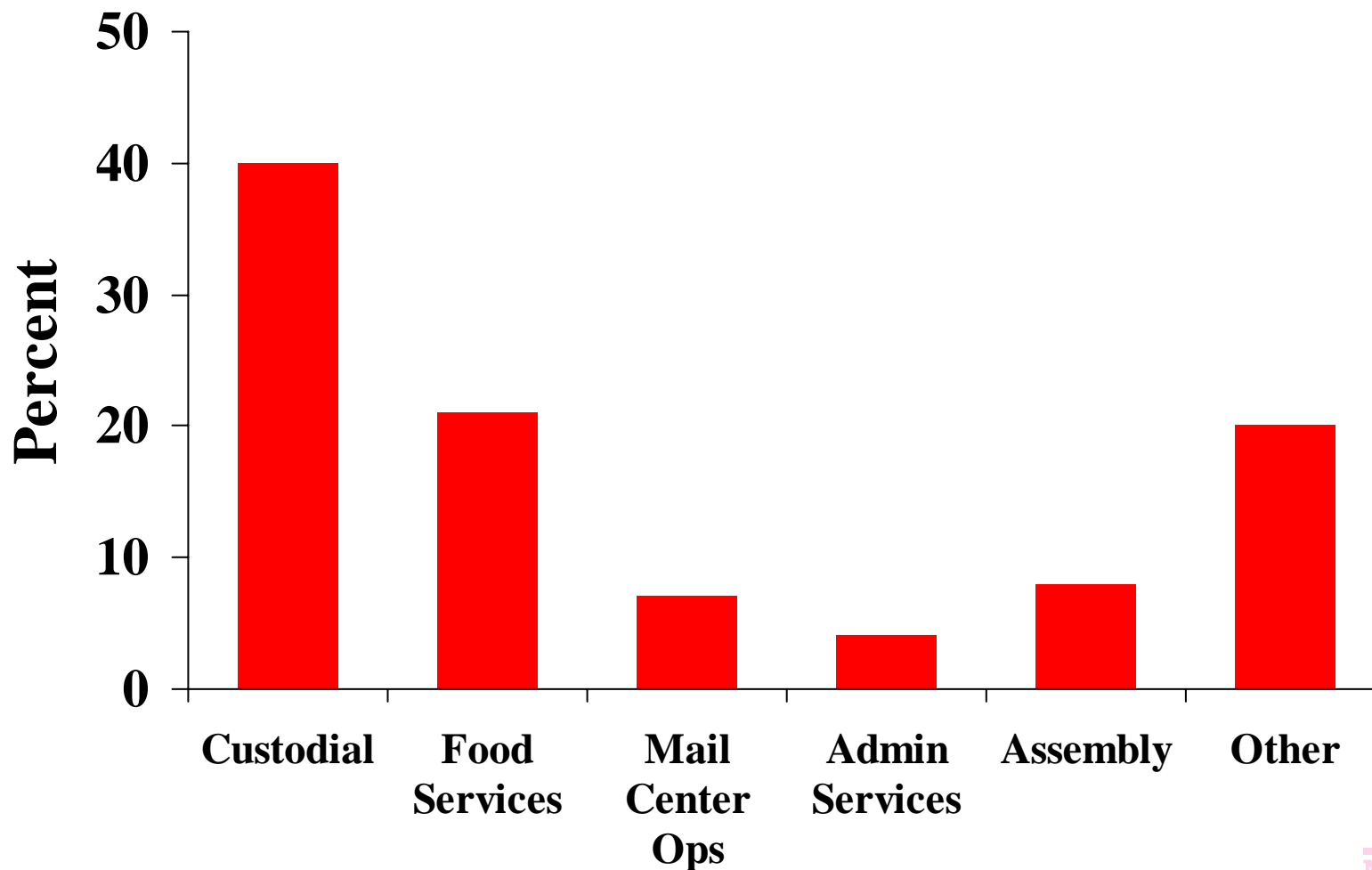


Key Characteristics

- 69% work at least 30 hours per week
- 34% paid based on productivity
- 59% never been married
- 10% Hispanic
- Race
 - 56% white
 - 36% black or African American
 - 8% other or unknown

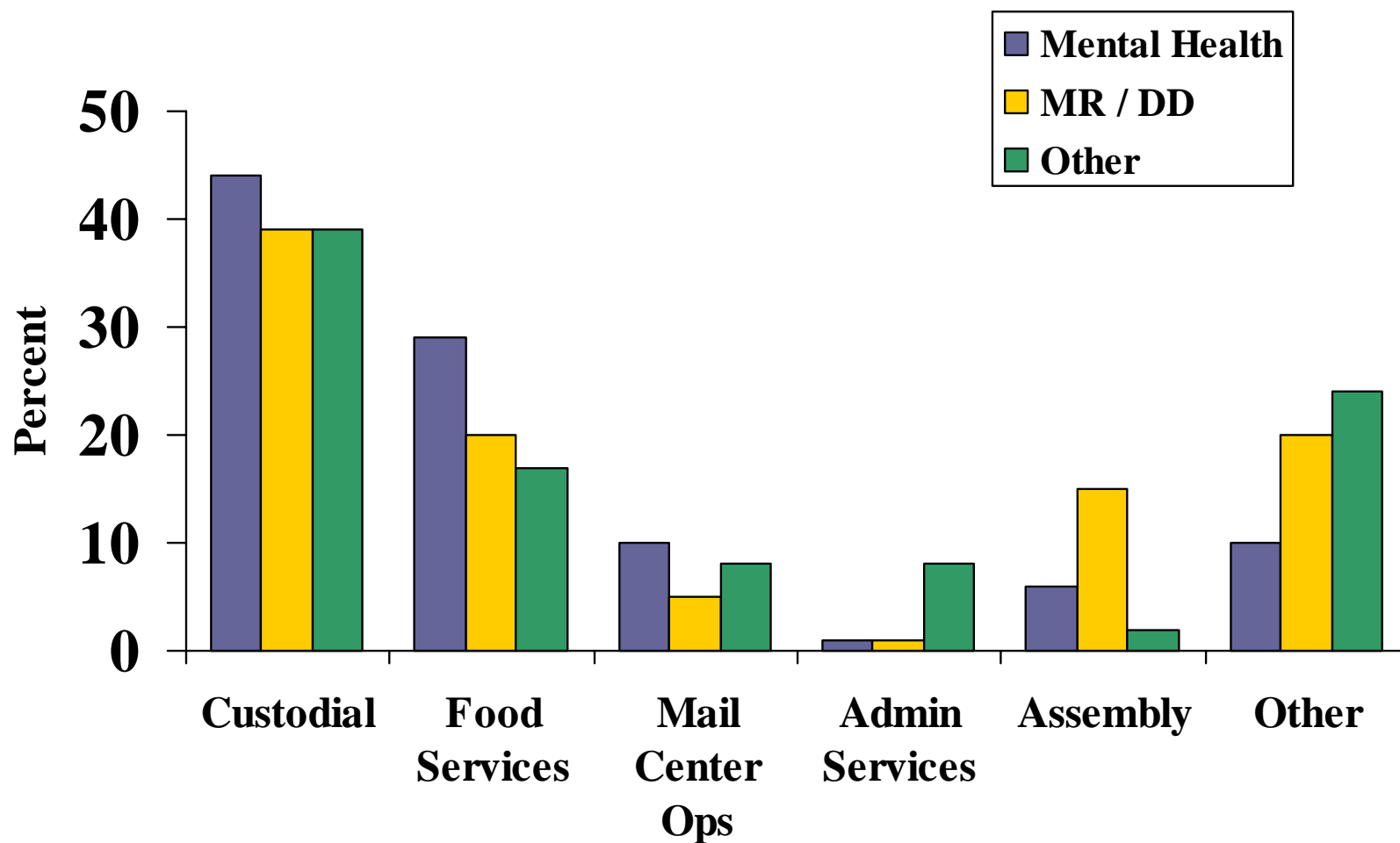


The Majority Work in Custodial and Food Service



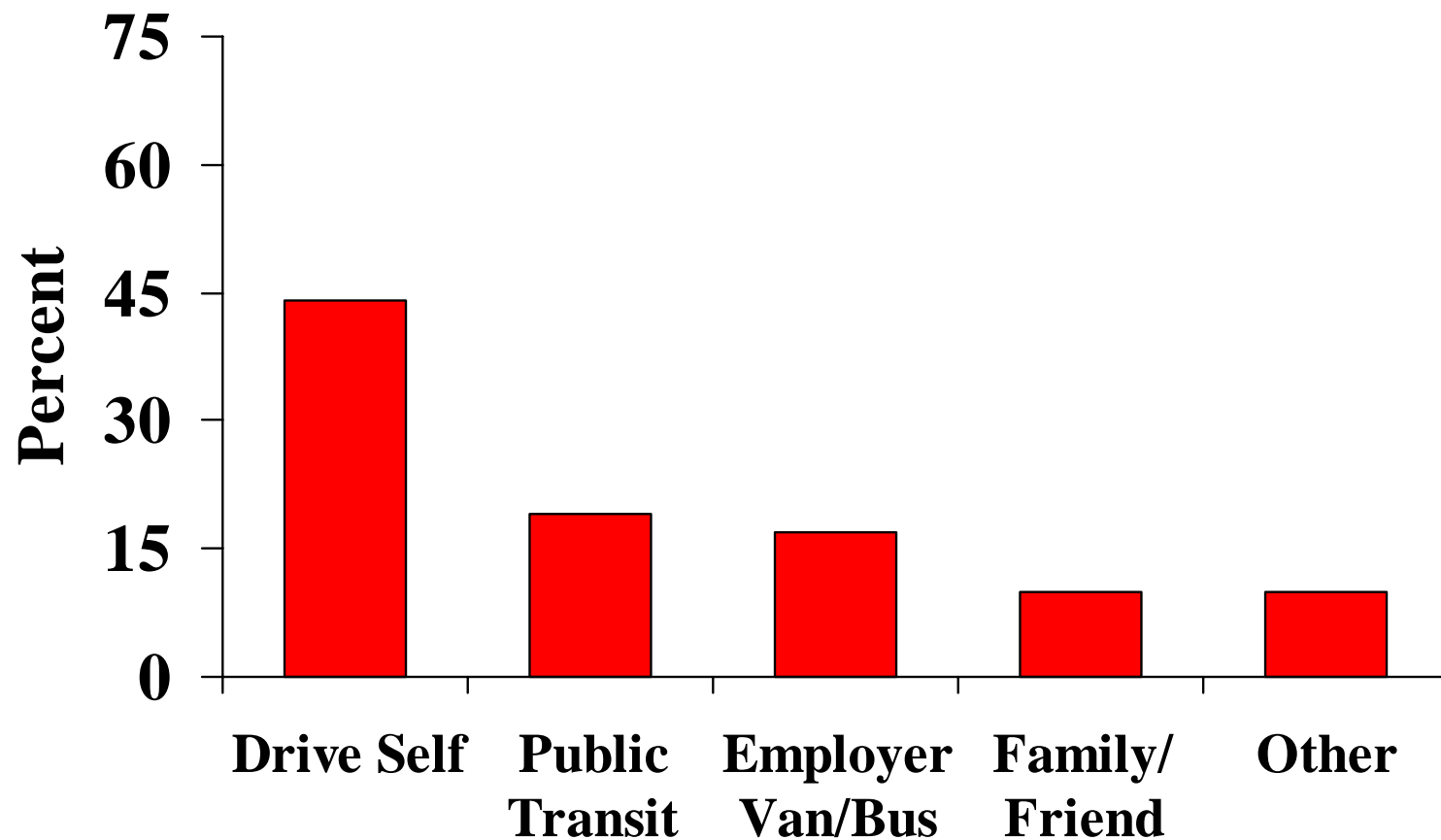


Occupation by Disabling Condition



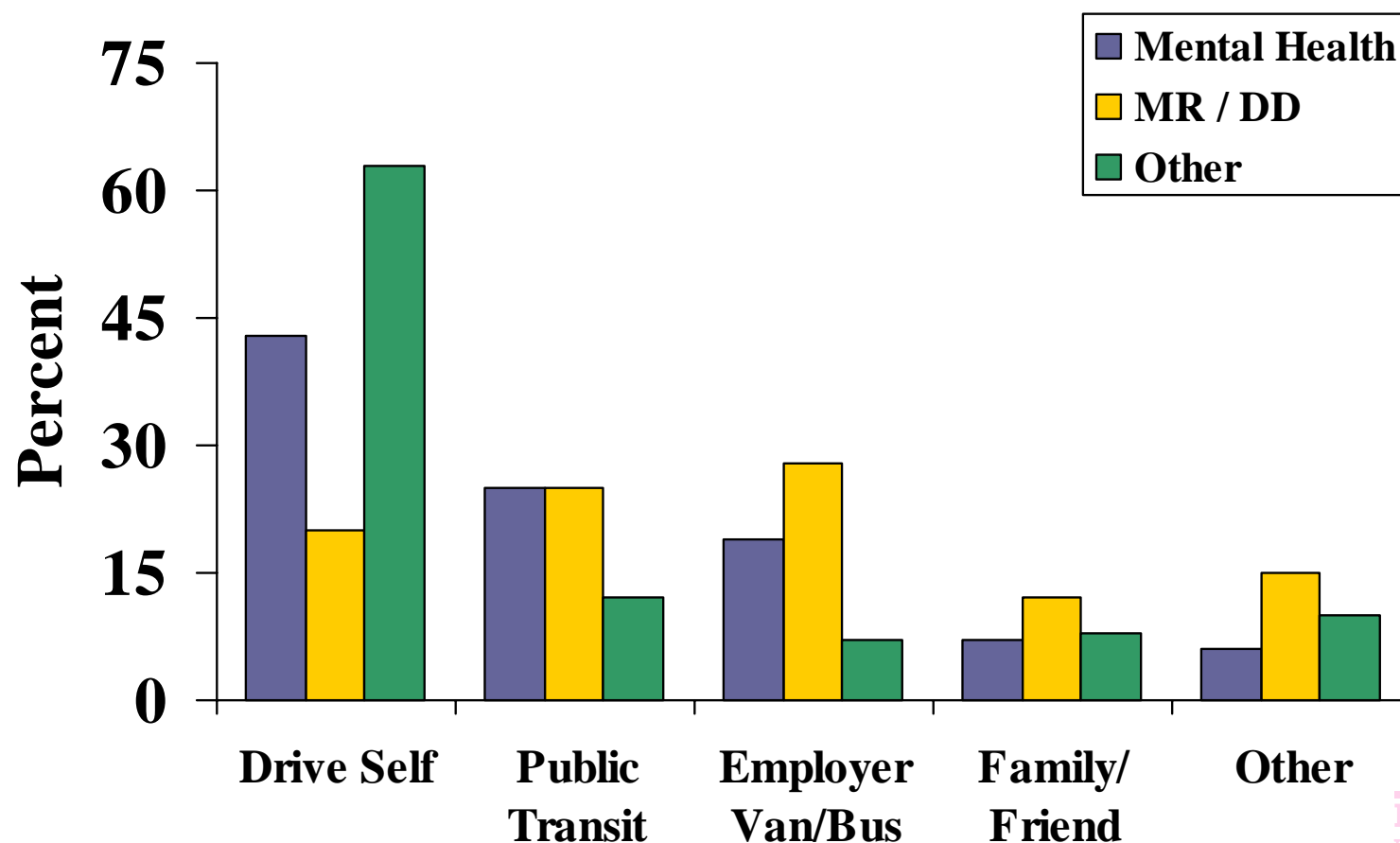


Majority Travel to Work By Themselves: Either Drive or Take Public Transportation





Transportation Varies by Disabling Condition

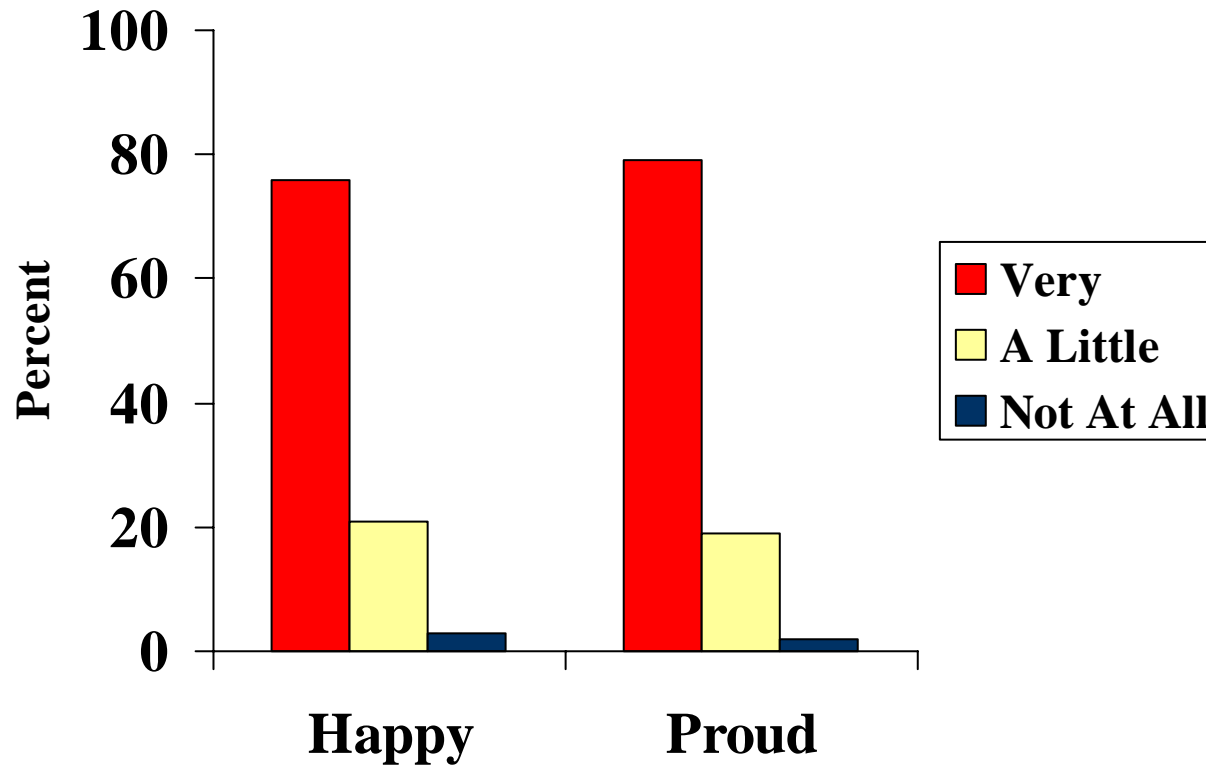




Key Findings

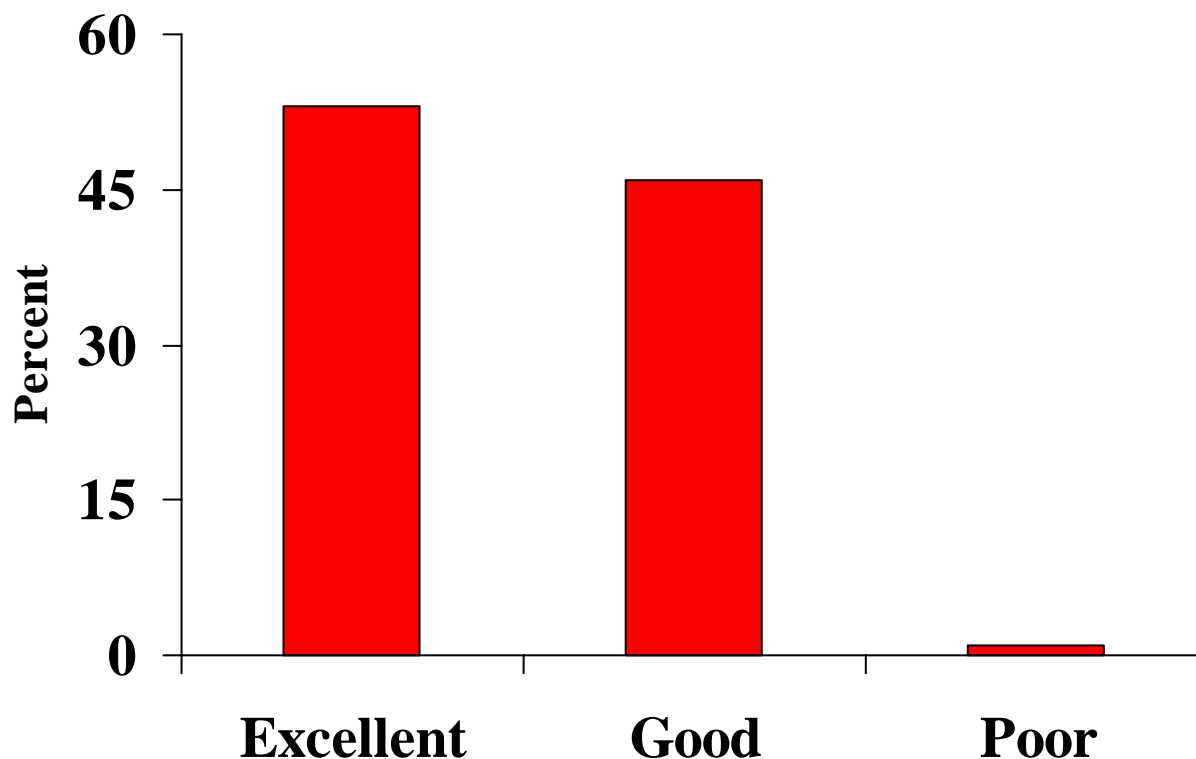


Employees Extremely Happy With Their Jobs and Proud of Their Work

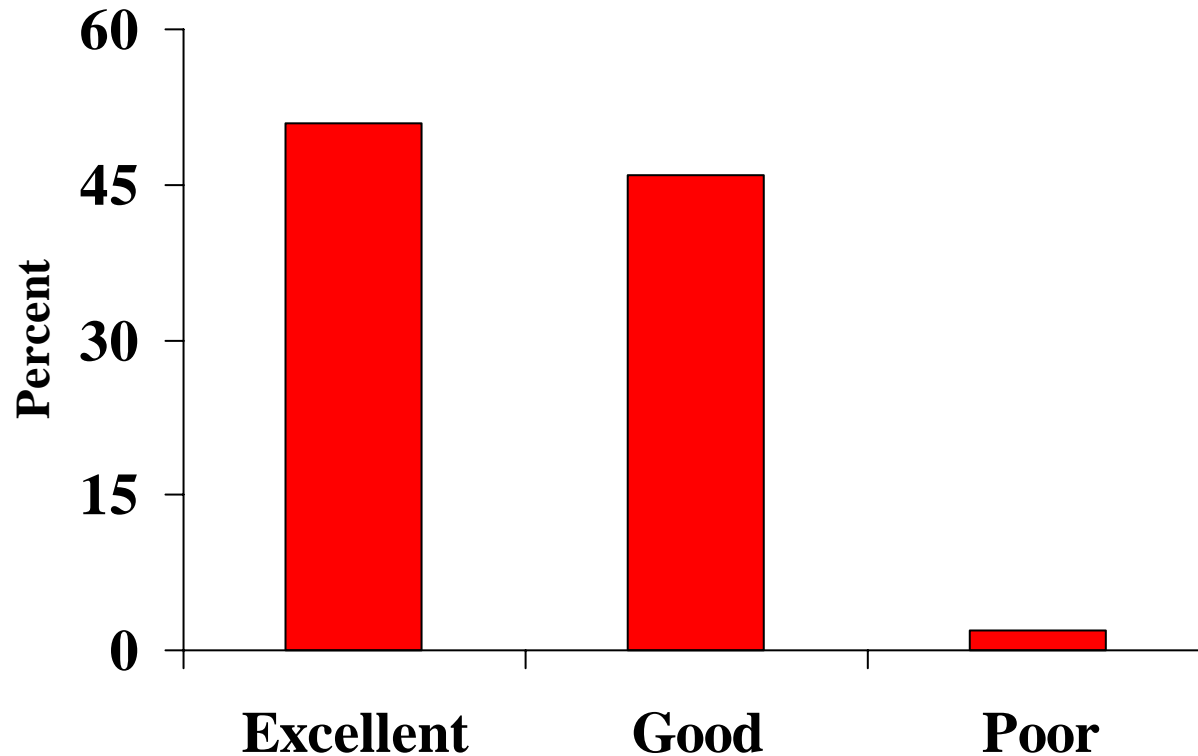




Majority Say Overall Job Satisfaction is Excellent

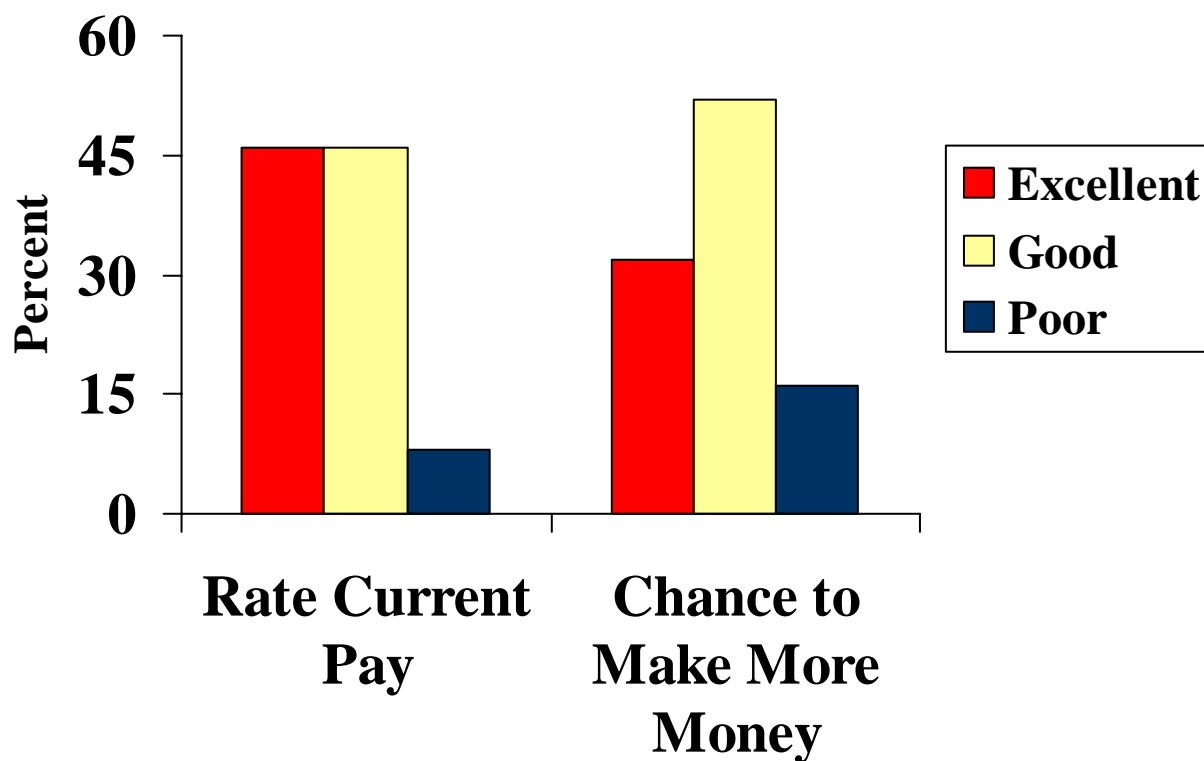


Majority Say Overall Quality of Products and Services is Excellent





Pleased With Pay and Feel They Have “Good-to-Excellent” Chance to Earn More





Employees Whose Pay is Based on Productivity Feel It's Fair to be Paid This Way





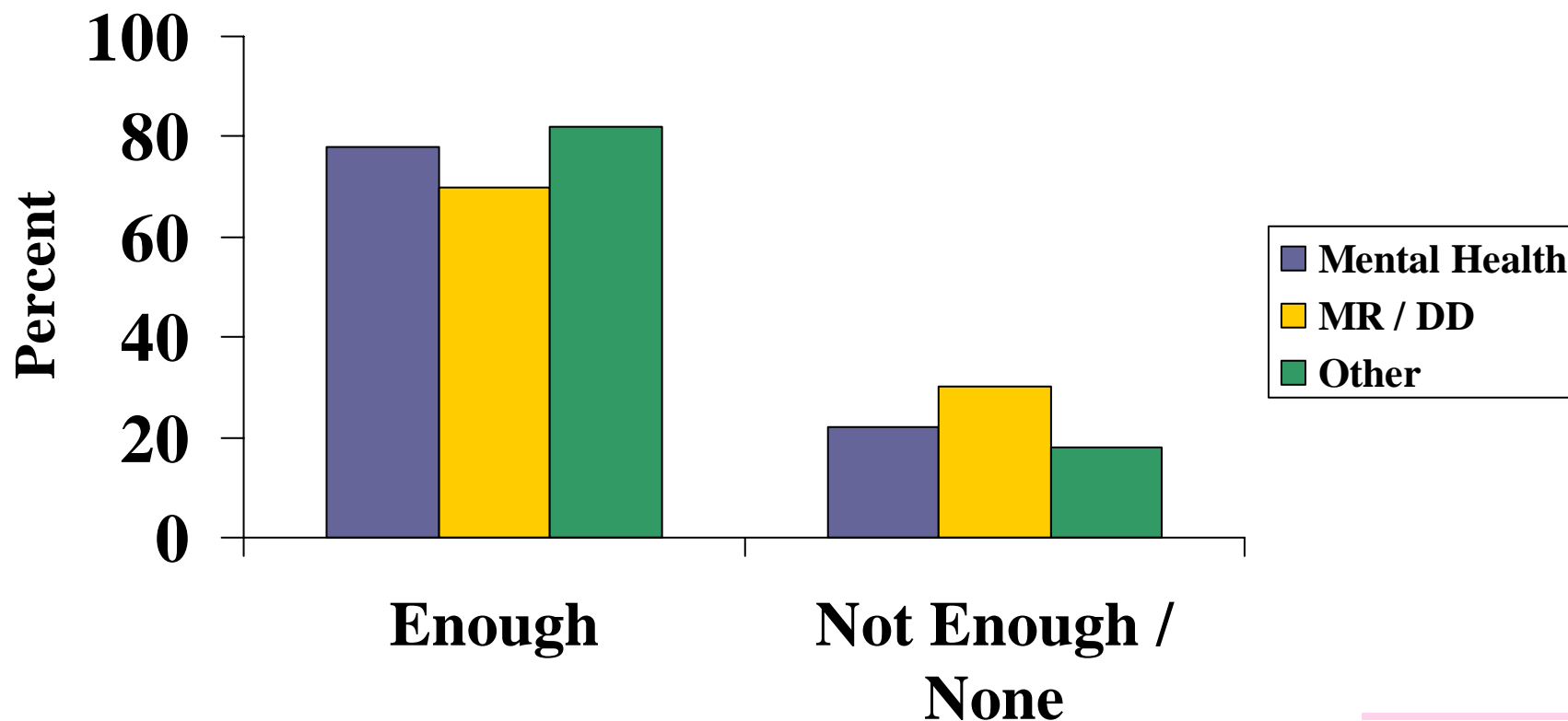
Basic Needs

- 94% have all necessary equipment, supplies or materials
- 99% feel safe
- 77% have received enough training



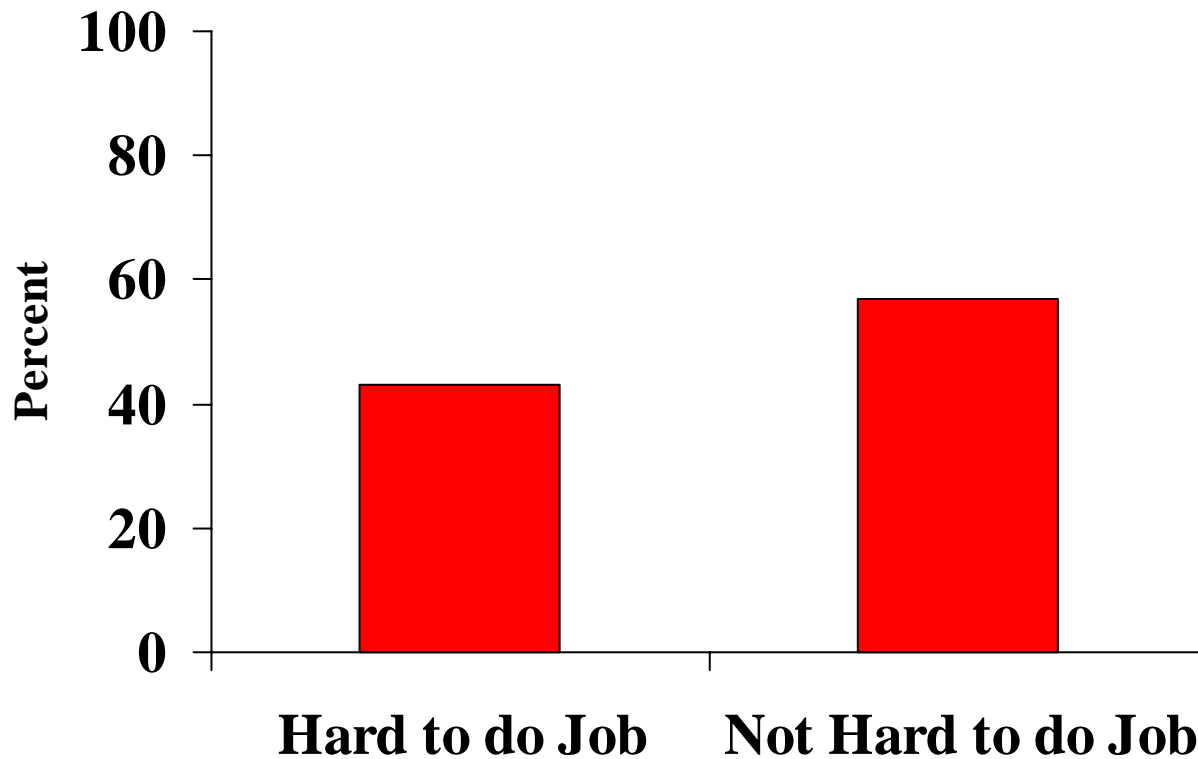
About 30% of Employees with MR /DD Have Not Received Enough Training

How Much Training Have You Received?





Employees Who Lack Training Have a Difficult Time Doing Their Jobs Well





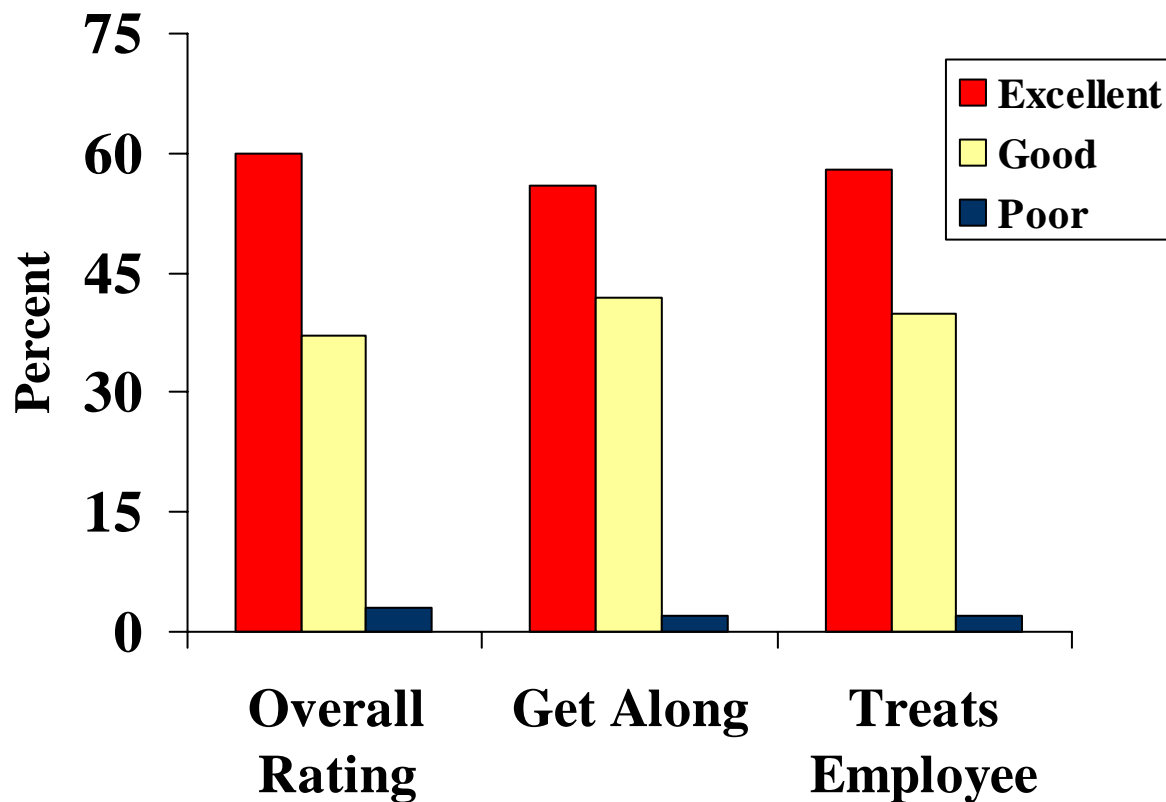
Relationships with Co-Workers

Good relations with their co-workers:

- 81% have more than 2 friends at work
- 74% say their co-workers are very friendly
- Less than 2% get along poorly with, or are treated poorly, by their co-workers
- Less than 1% say their co-workers are never willing to help them

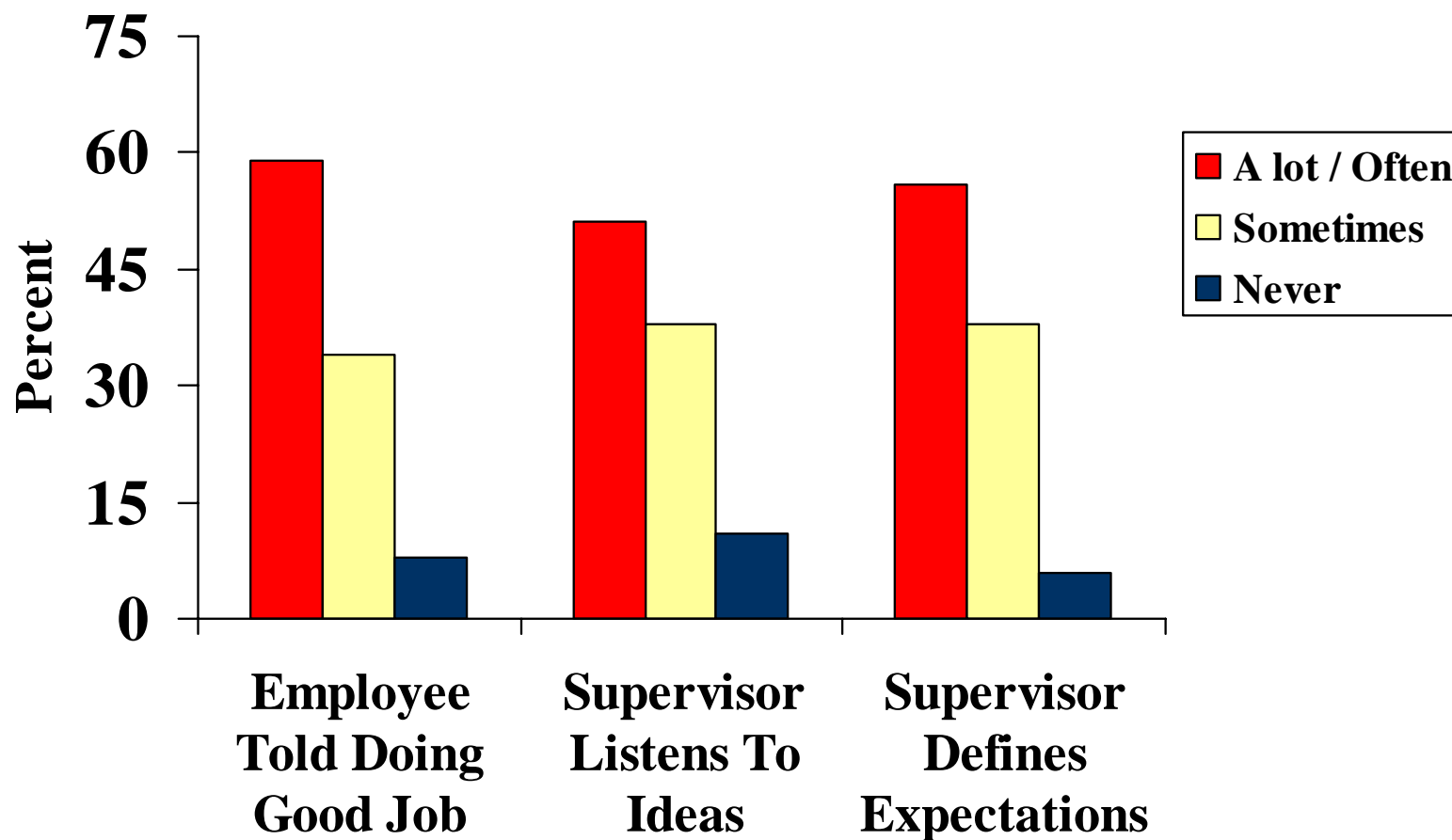


Employees Satisfied With Their Supervisors





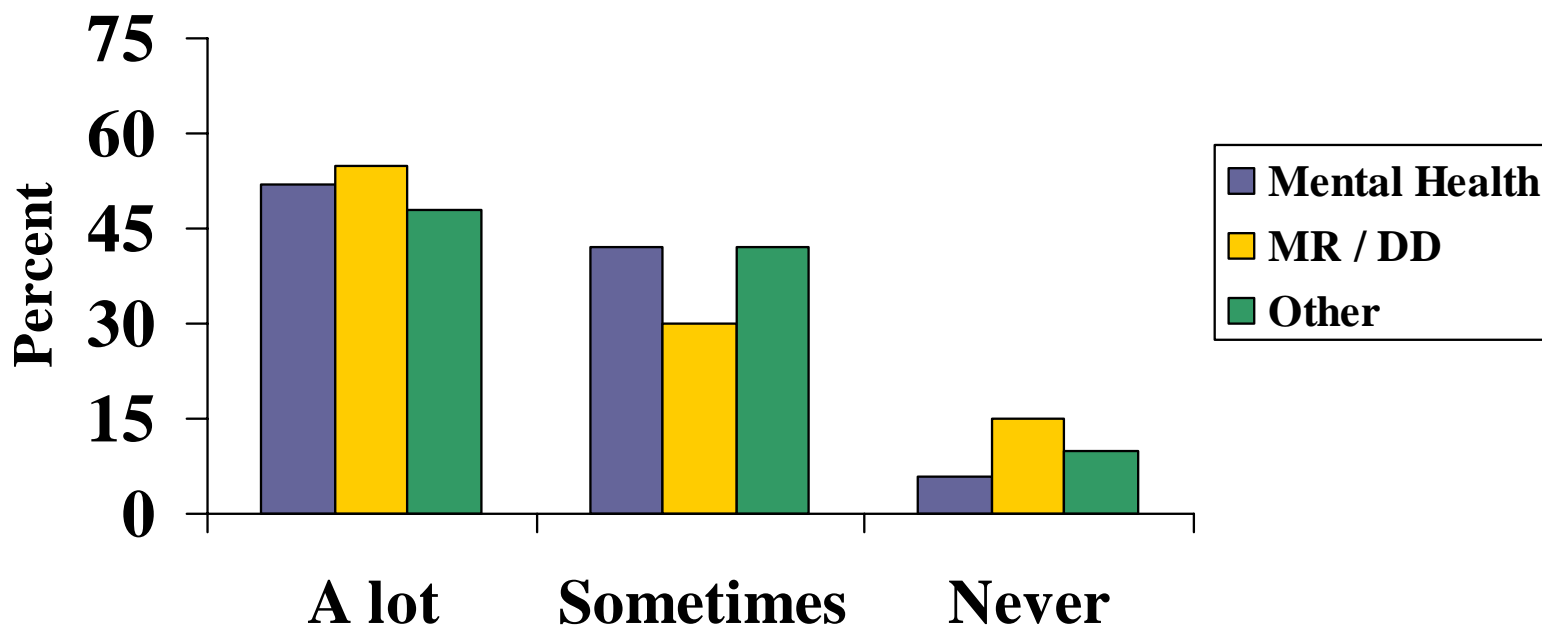
Supervisors Available to Employees and Provide Positive Feedback





Supervisors Listen to Employees' Ideas

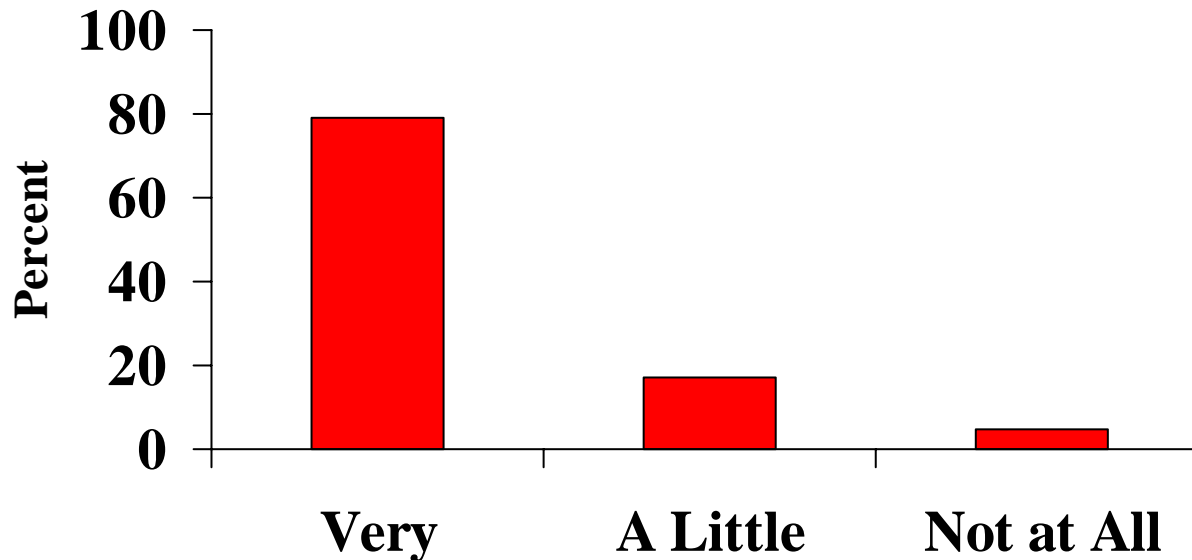
How Often Does Supervisor Listen to Ideas?





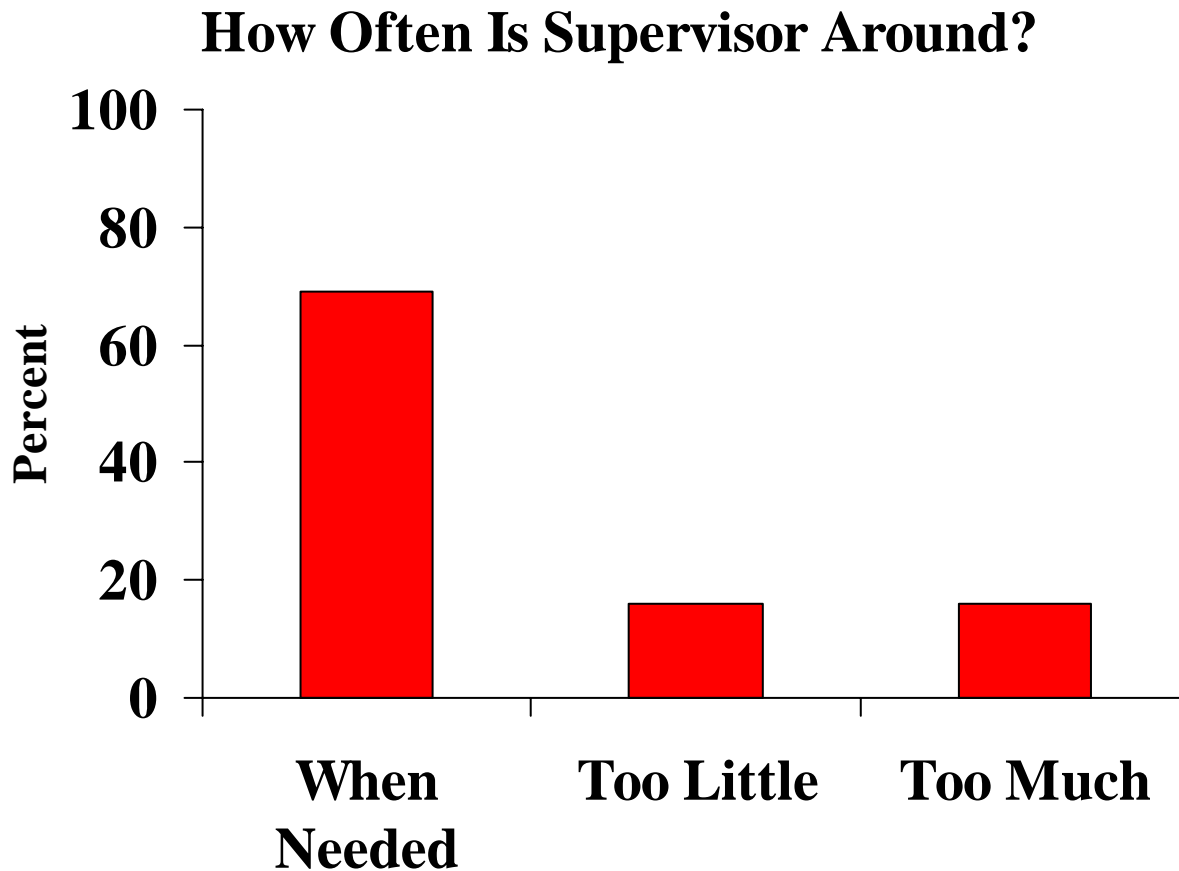
Employees Very Comfortable Going to Supervisors for Help

**How Comfortable Is Employee Going to
Supervisor with a Problem?**





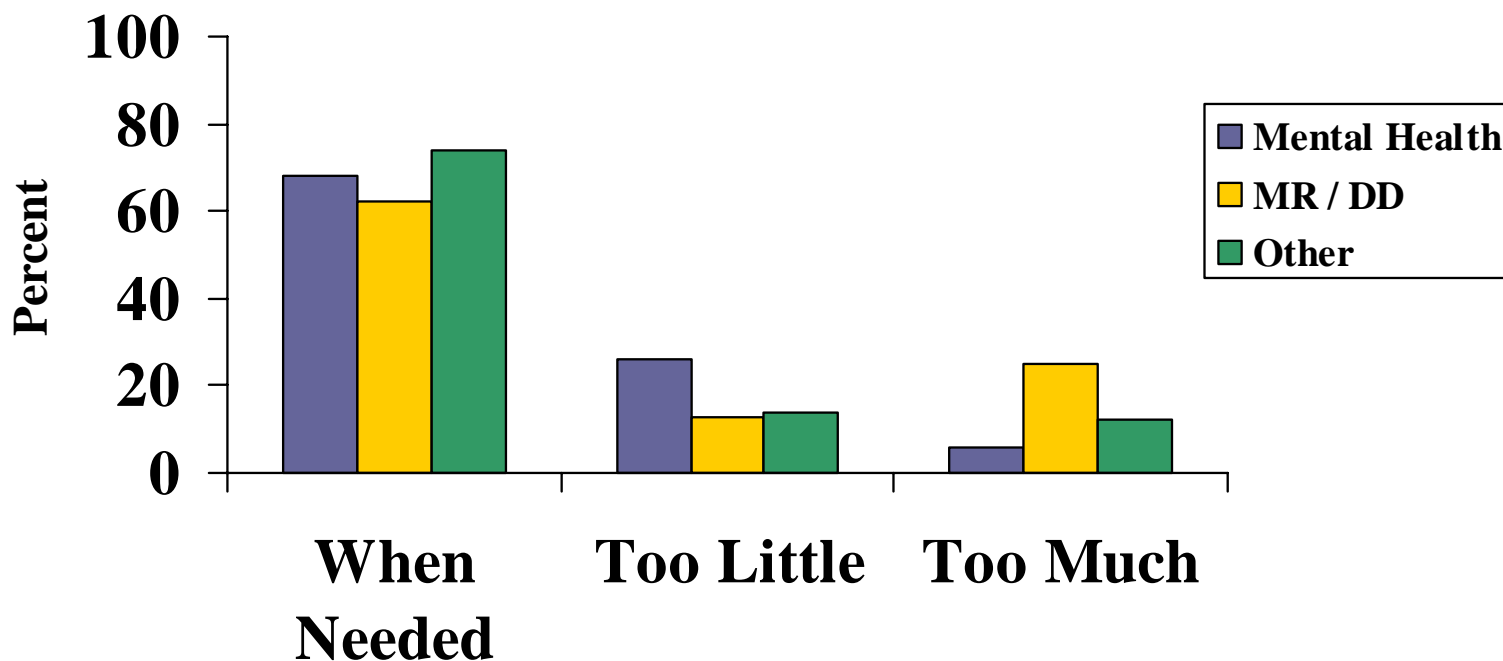
Supervisors Around When Needed





Quarter of Employees with MH Feel Their Supervisors Are Not Around Enough

How Often Is Supervisor Around?



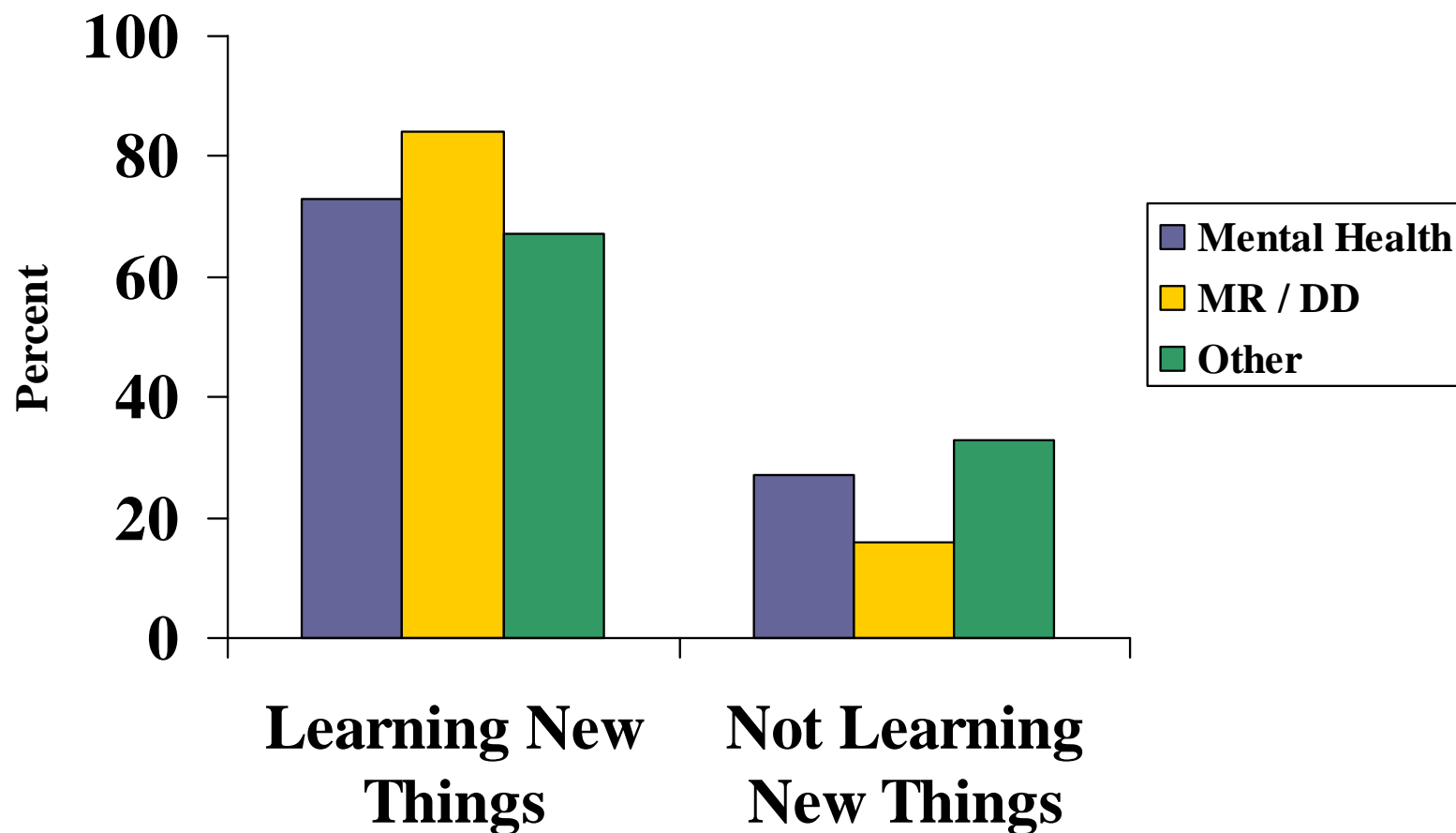


Personal Growth

- 90 % say job makes good use of skills and abilities
- 74 % say job is teaching them to do new things
- 65 % like their job better than what they were doing before

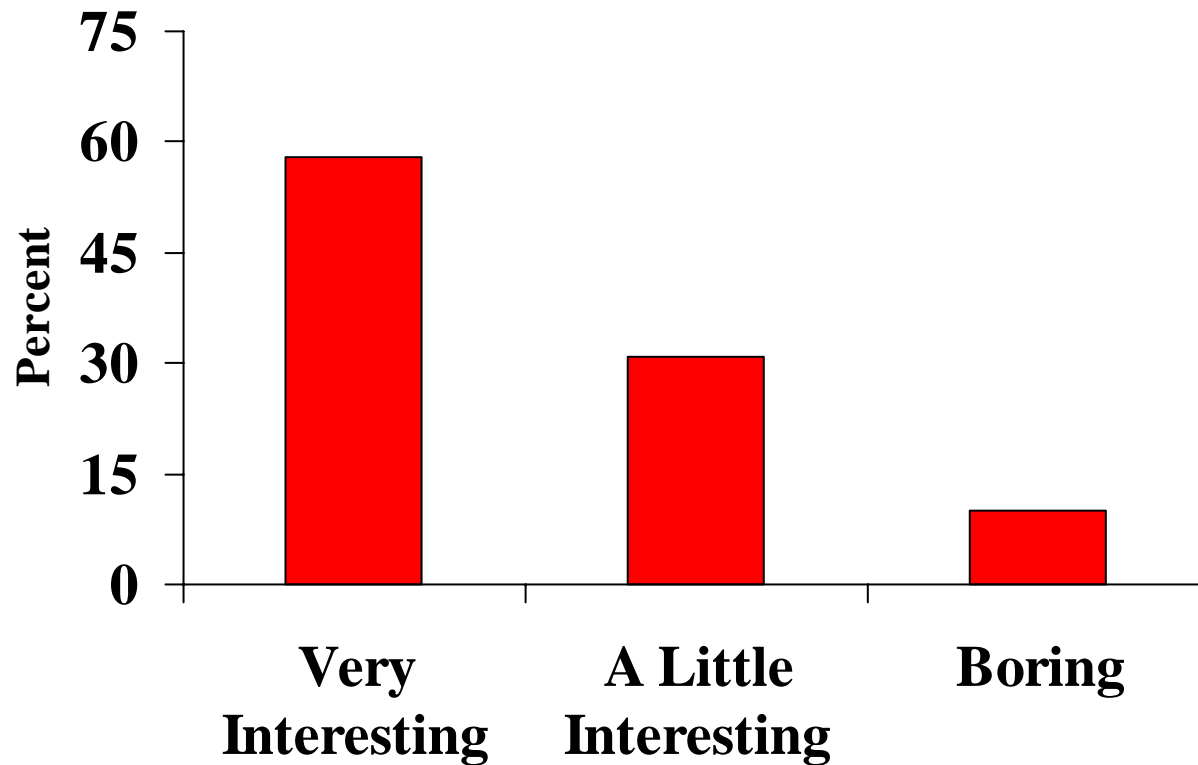


Over 80 Percent of Employees with MR / DD Feel They Are Learning New Things



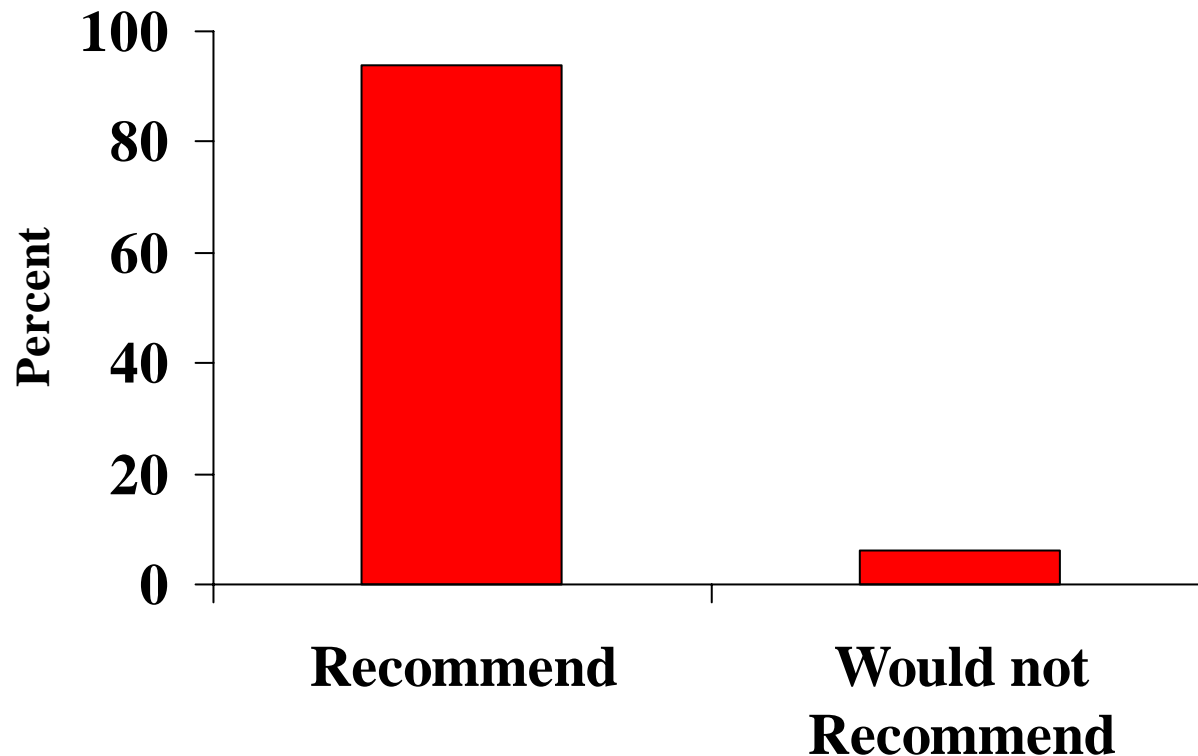


Most Employees Find Their Jobs Interesting





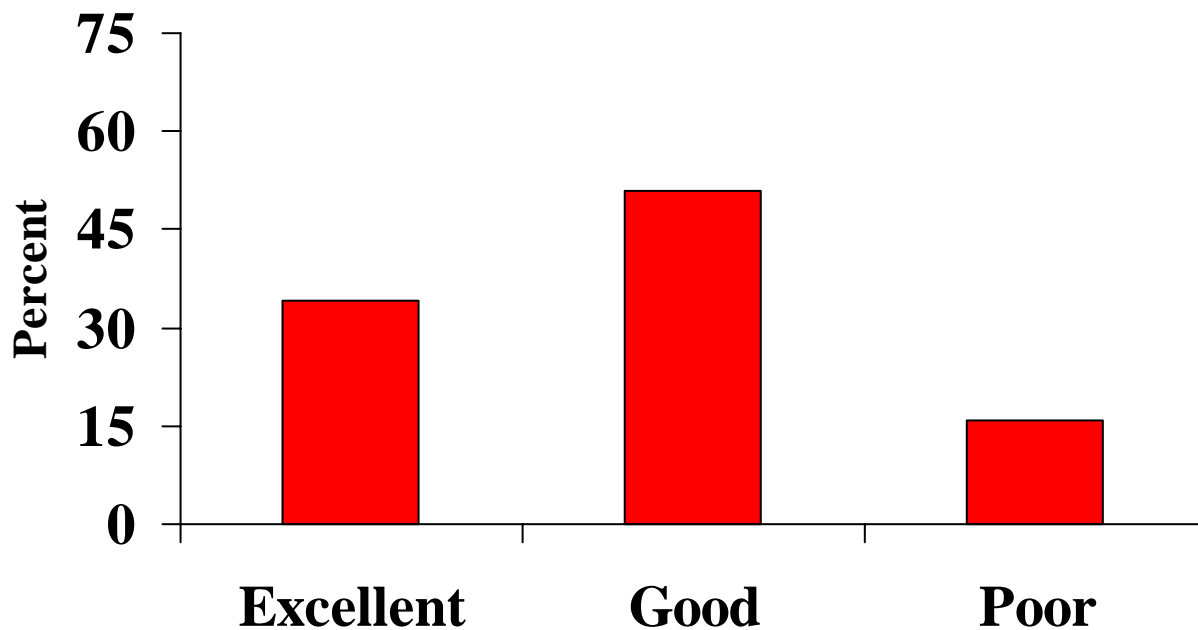
94 Percent Would Recommend Their Company to a Friend Who Was Looking for a Job





Opportunities For Advancement

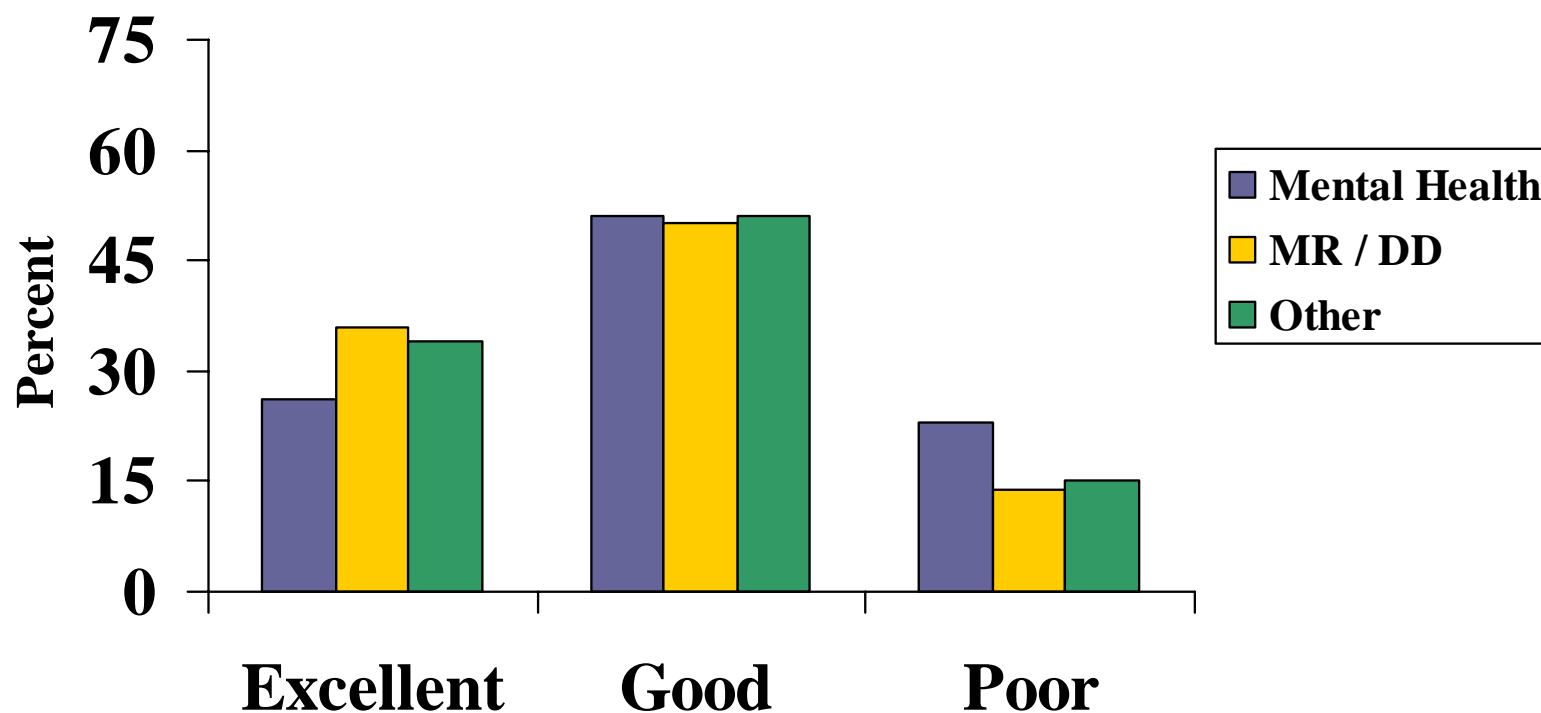
Chance of Getting a Better Job at CRP





Employees with MH More Pessimistic About Getting A Better Job

Chance of Getting a Better Job at CRP



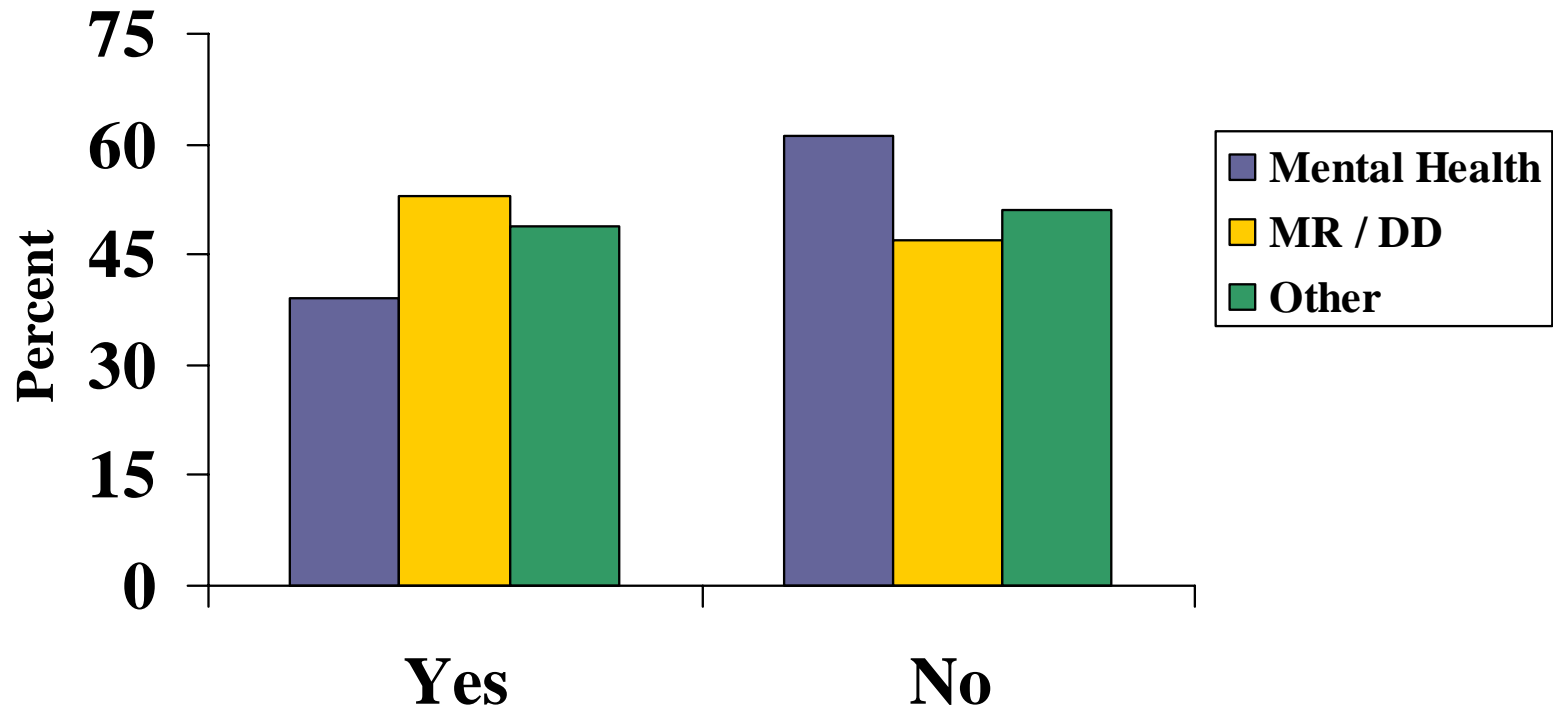


Opportunities For Advancement

- 24% have asked for a different job or a new position at their place of work
- Of those asking for a new job, 48% had their requests met



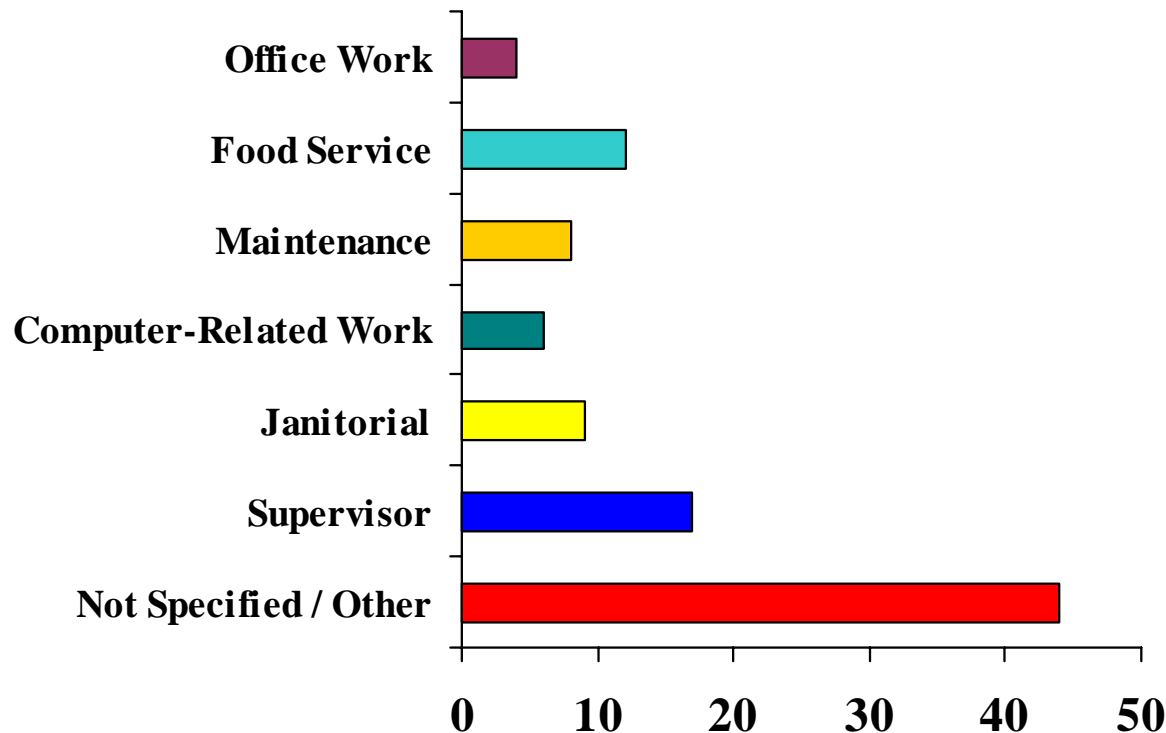
Employees with MH Are Less Likely to Get A New Job





Thirty-Five Percent Would Rather Do Something Else at Their Job

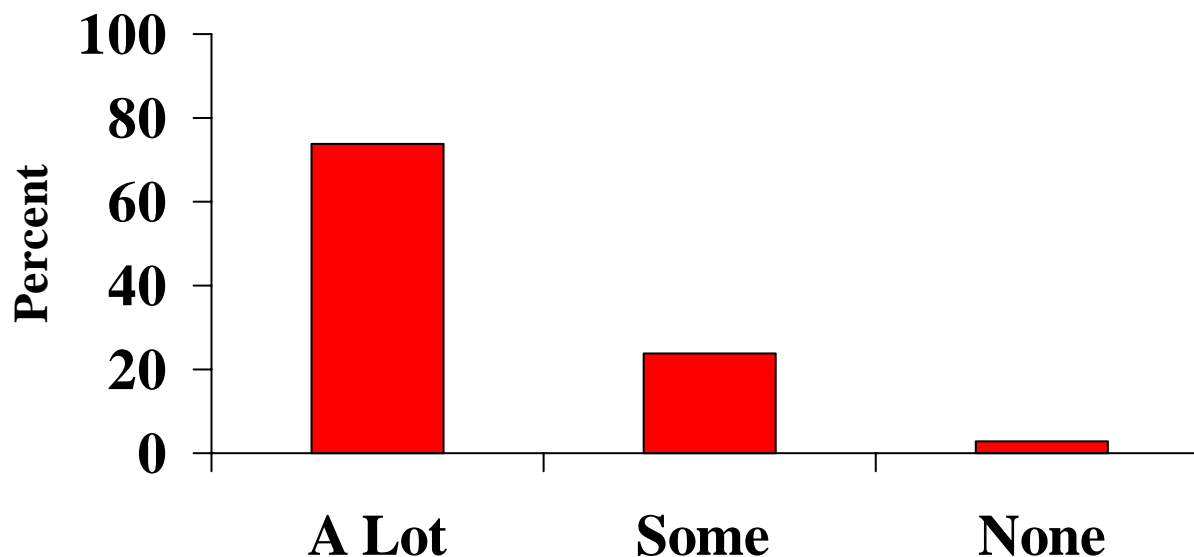
What would they rather do?





CRPs Provide Much Help to Employees with Disabilities

**How Much Help Does CRP Provide
Employees with Disabilities?**



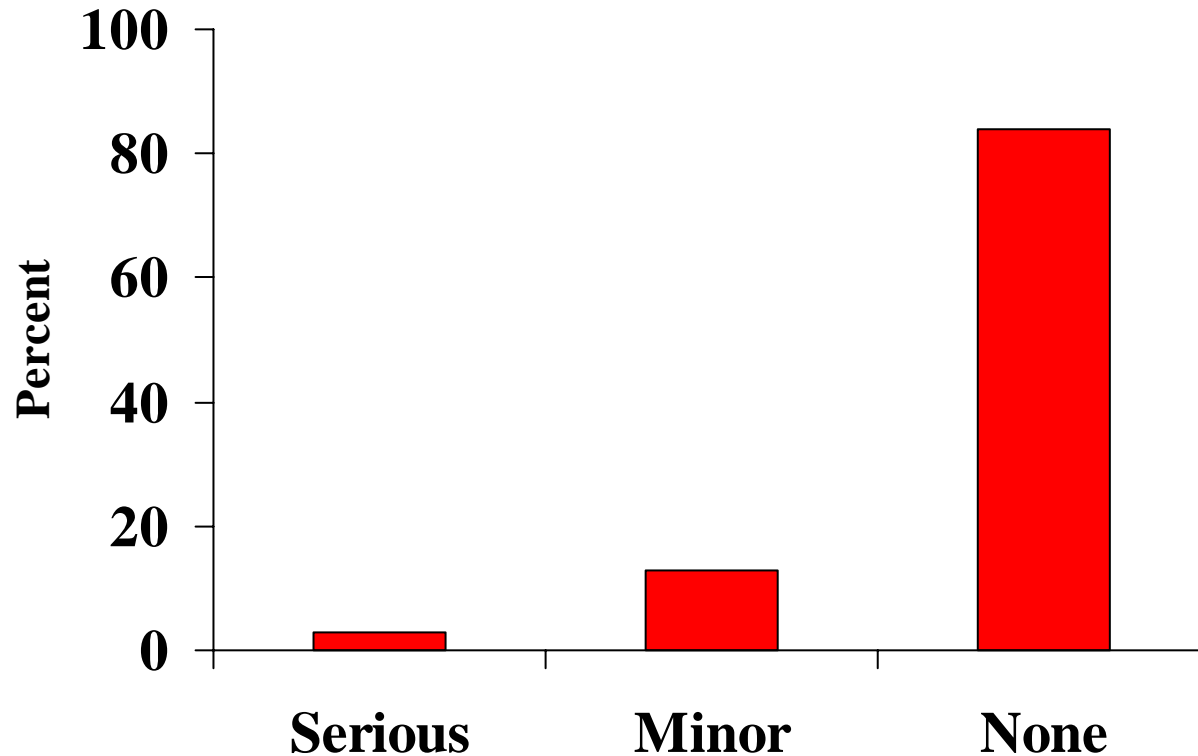


Job Accommodations

- 13% needed some form of job accommodation
 - Change in job tasks / responsibilities
 - Change in work schedule

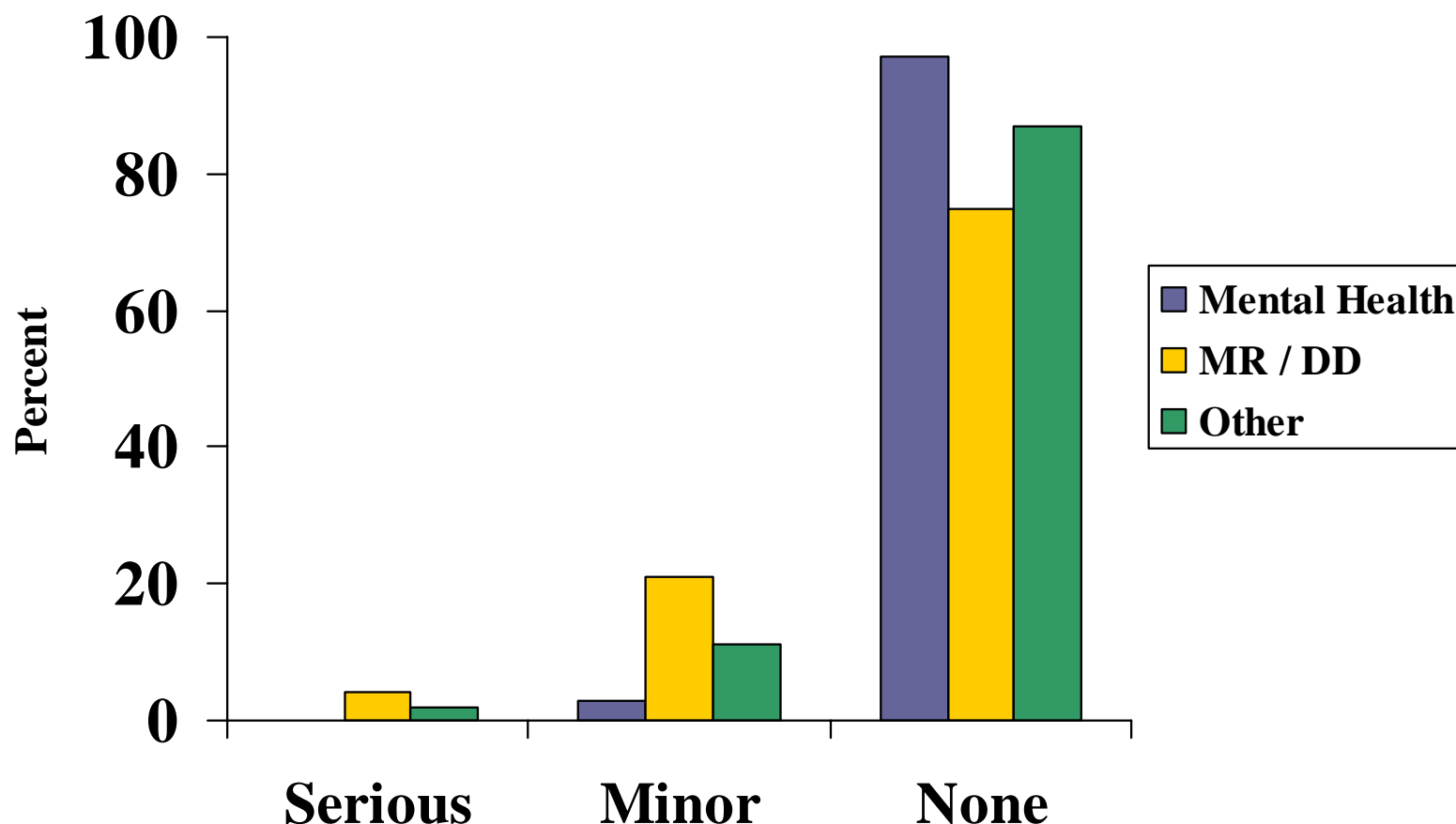


Interviewer Rating: Problems Interviewing Respondents?



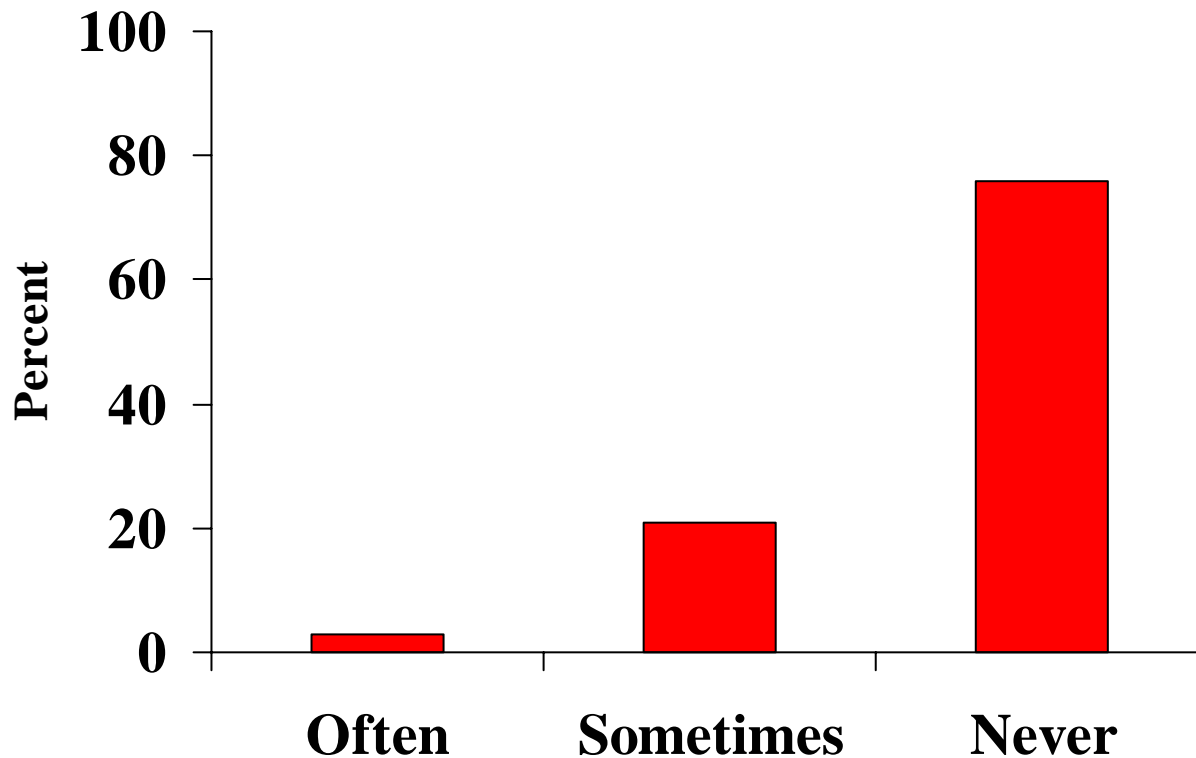


Interviewers More Likely to Have Problems Interviewing Employees With MR / DD



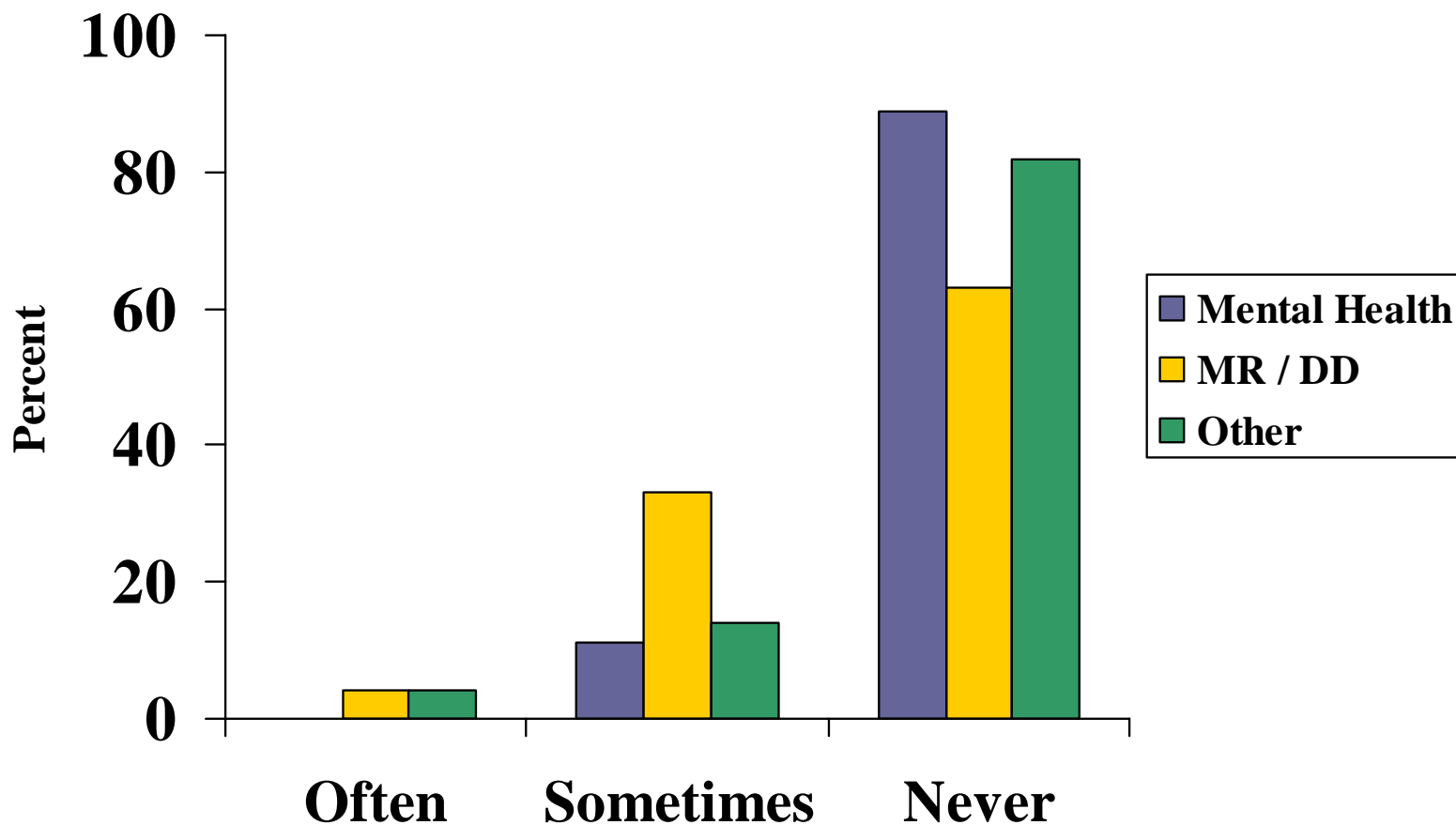


Interviewer Rating: Problems With Answer Categories?





Employees With MR / DD More Likely to Have Problems with Answer Categories





Conclusions

- JWOD employees are very satisfied with their jobs
- Employees are proud of what they do and would recommend their company to a friend
- CRPs provide a supportive work environment
- Supervisors are available to employees, listen to their ideas, and provide positive feedback
- Only 10% of the employees reported that they have not received enough training and this has made it hard for them to do their jobs well