

CSU Employee Survey 2015

Ya'ah'teeh - We want to hear from you! Chinle Service Unit (CSU) Leadership is interested in hearing from the CSU Employees. We want to understand what our Employees think about their job and workplace. Your answers will help us take steps towards improvements in job satisfaction and the work environment. Our goal is to create a happy and healthy workplace at CSU. This survey will take approximately 10 minutes to complete. Your feedback is greatly appreciated. Thank you for sharing your thoughts!

* 1. At which facility do you work most of the time?

- Chinle (CCHCF) Pinon (PHC) Tsaille (THC) Many Farms Other

* 2. For which Division do you work?

- Executive/Administration (Ron Tso, MPH & Shirley Lewis, HSA)
 Clinical Services (Kevin Rand, MD)
 Nursing (Johanna Bahe, RN & Charlene West, RN)
 Public Health (Jill Moses, MD)
 Quality Management (Thomas Lefebvre, MHA)
 Pinon Health Center (Darlene Chee, RN)
 Tsaille Health Center (Fawn Damon)

* 3. Which are you as the following?

- Permanent Employee
 Temporary Employee
 Contractor
 Volunteer
 Emergency Hire
 Tribal Employee/Staff
 Non - IHS Employee/Staff

Other (please specify)

* 4. The following questions are on job satisfaction. Please select an answer for each line:

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Overall, I am satisfied with my job. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I know exactly what is expected of me at work. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I have the materials and equipment I need to do my work right. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| At work, I have the opportunity to do what I do best every day. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| In the past seven days, I have received recognition or praise for doing good work (verbal or written from a supervisor, co-worker, or customer). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My supervisor, or someone at work, cares about me as a person. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Someone at work encourages my development. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| At work, my opinions count. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Comments:

* 5. The following questions are on communication within our organization Chinle Service Unit (CCHCF, THC, PHC, and Many Farms). Please select an answer for each line:

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. There is good communication between different levels of our organization. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. There is good communication between different levels at my facility. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Progress on our Tapestry of Wellness (strategic plan) is effectively communicated to employees. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Comments:

6. In the past 12 months, what improvements and changes have you noticed at your facility?

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The following question is on how well our co-workers provide culturally appropriate services to everyone within all CSU Divisions (CCHCF, THC, PHC, and Many Farms).

* 7. Please select an answer for each line:

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| My co-workers in my Division provide culturally appropriate services to everyone. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Comments:

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Internal Customer Service: How well do we work together (K'e bił na'anish)?

The following questions are on customer service and communication between the Departments in

Chinle Service Unit (CCHCF, THC, PHC, and Many Farms).

* 8. Please select one answer for each question.

| | Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. I believe Departments at my facility work well together. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

9. Please list any departments you feel provide great customer service within our Organization and explain why.

10. Please list any Departments you feel have opportunities to improve their customer service to others within our Organization and explain why.

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These questions are to help us understand how healthy our employees are.

* 11. Would you say that in general your health is --

- Excellent Very good Good Fair Poor

12. In the past month, how often have you exercised? Please include activities such as gardening and chopping wood.

- None
 Once a week
 Twice a week
 Three times a week
 More than three times a week

13. In the past month, how often have you used your facility's Wellness Center to exercise?

- None
 1-2 times in the past month
 2-5 times in the past month
 5-10 times in the past month
 More than 10 times in the past month

14. Do you have a current Employee Wellness Contract?

- Yes
- No
- Don't know

15. In the past year, have you participated in CSU healthy living activities such as "Just Move It" and the Health Fair?

- Yes
- No

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We would like to ask Supervisors and New Employees about their experience with the job application and hiring process.

* 16. We would like to ask Supervisors some questions about the hiring process. Are you a Supervisor?

- Yes
- No

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* 17. Please rate your satisfaction with each step in the hiring process by selecting a response for each row below.

| | Very Satisfied | Satisfied | Neutral | Unsatisfied | Very Unsatisfied | N/A |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Approval to initiate recruitment for a position | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Classification of the position description | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Job assessment (determining questions applicants answer in application) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Approval process to announce a position | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Posting of vacancy announcement | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Job application by candidates | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Closing announcements | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| HR evaluating applications | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Issuing certificate of eligible candidates | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Selection of candidate | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Tentative job offer and acceptance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Security pre-clearance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Placement (official job offer) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Relocation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Processing and entry on duty by HR | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Onboarding by supervisor | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

18. What part of the hiring process went well?

19. What part of the hiring process needs improvement?

* 20. We would like to ask New Employees about their experience with the job application and hiring process.

Were you hired within the past year?

- Yes
- No

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21. If you are a New Employee, what suggestions would you make for the job application and hiring processes?

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Final question!

22. In your opinion, what would make our Service Unit better for our Patients and/or Employees?

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