

Kitimat Child Development Centre Staff Satisfaction Survey

Coding: **SD**-Strongly Disagree **D**-Disagree **NDNA**- Neither Disagree nor Agree **A**-Agree **SA**- Strongly Agree

****NOTE**** If you answer a “Strongly Disagree” or “Disagree”, please try to give a comment that would help the Centre improve.

General Work Environment	SD	D	NDNA	A	SA	Comments
1. I look forward to working at the CDC.						
2. I have a feeling that I make a difference to the children, youth and families I serve.						
3. I work with people that are helpful to me.						
4. I feel that I have the opportunity to support my co-workers.						
5. I feel valued as an employee of the CDC						
6. I enjoy the social events at the CDC.						
7 I would like to see more social events throughout the year.						
8. I would recommend working at the CDC to someone I know.						
9. There is adequate orientation for new staff.						
10. I felt welcomed when I started working at the CDC.						

11. I work in an environment free from harassment.						
12. I work in a safe and healthy workplace.						
13. Our 5 “s” program has been successful.						
14. I have all the tools I need to meet my job requirements.						
15. My work space provides sufficient privacy.						
16. In general my workload is just right.						
17. I do not have enough time to get my work done.						
18. I have a lot of repetitive tasks.						
19. My job allows me to be creative.						
20. I have lot to say about what happens at work.						
21. I have lots of freedom to decide how I work.						

Additional Comments:

Communications	SD	D	NDNA	A	SA	Comments
22. CDC staff work effectively together.						
23. There is effective communication within my work group.						
24. My concerns, observations and opinions are acknowledged and respected by co-workers.						
25. I am the member of a working group that works well together.						
26. Employees treat each other with respect. My colleagues “support a climate of trust and forthrightness in the work place that will ensure colleagues are able to speak in the best interest of the children, youth and families without fear of recrimination (code of ethics).						
27. How would you rate the Centre’s approach to client/family centered practice?						
28. Is the level of communications and co-operation between clients, families, centre staff and community service providers effective in meeting our client needs?						

29. How effective is the Centre in increasing the capacity of clients/families to serve as advocates?						
30. How effective has the Centre been in helping clients to form helpful partnerships with community resources?						
31. I know about events before they happen.						
32. I read the bulletin board, communications book and computer calendar on a regular basis.						
33. I find the staff newsletter distributed with payroll helpful in keeping me informed.						
34. I have recently told a co-worker they have done a good job.						
35. The Centre respects the cultural diversity of staff.						

Additional Comments:

Management and Supervision	SD	D	NDNA	A	SA	Comments
36. My supervisor is meeting my needs as an employee of the Centre.						
37. I receive guidance and feedback from my supervisor on a regular basis.						
38. My supervisor is approachable and treats me with respect.						
39. I can have open discussions about work related issues with my supervisor. My supervisor involves me in decisions that affect my job.						
40. I look to my supervisor for leadership.						
41. I receive encouragement from my supervisor to do my best.						
42. I believe that I have adequate control of my professional practice.						
43. I trust the management of the Centre.						
44. The Executive Director is meeting my needs as an employee of the Centre.						
45. I look to the Executive Director for leadership.						

46. I have input in the decision making of the Centre.						
47. I am aware of the Centre's Conflict Policy.						
48. There are people here that I can talk to if I need help resolving conflict.						
49. I believe the Centre operation's policies are followed.						
50. I am clear about who is on the Board of Directors and what they do.						
51. Management has a clear vision of the future for the Centre.						
52. The Centre profile in the community is satisfactory.						
53. The Centre's involvement in the community is satisfactory.						
54. The Centre is committed to excellence.						
55. I understand the accreditation process.						

Additional Comments:

Education/ Employment Responsibilities.	SD	D	NDNA	A	SA	Comments
56. I am offered the appropriate amount of training and development to do my job effectively.						
57. I am aware of training opportunities.						
58. There are sufficient opportunities to share information received at workshops, etc.						
59. I clearly understand my job responsibilities.						
60. The Centre encourages my development at work.						
61. My performance evaluation is up to date.						
62. I am satisfied with the way performance evaluations are done.						
63. Everyone has the same chance for advancement.						
64. I believe my employment is secure.						
65. I can keep a reasonable balance between work and personal life. The Centre respects my personal and family commitments.						

Additional Comments: