

# Summary of Staff Satisfaction Survey 2015

In September 2015, the fifth Mercy Services staff satisfaction survey continued to show satisfaction rates that are very high (+80%).

As the survey was anonymous, there was no way of knowing:

- whether satisfaction in particular programs or sites is better than in others; and
- whether an individual respondent's satisfaction has increased or decreased since the last survey in 2013.



The key findings were:

- the **response rate** of 36% is the lowest of all previous surveys.
- **Staff are most satisfied with Mercy Services'** commitment to safety (85%); and staff rating of the positive impact of what they do for clients (84%).
- Staff are **least satisfied with**: supervisor's communication (76%); and staff training (78%).
- There were no questions that had a **higher average satisfaction rate** in 2015 compared to the previous survey in 2013 (all average scores deteriorated).
- There were four questions with **increases in the percentage of respondents that chose the highest rating** (*Very satisfying, Very significant, or Very well*): staff rating of the positive impact of what they do for clients (up 30%); supervisor's communication (up 8%); support provided to staff by Mercy Services (up 6%) and training (up 5%).
- **The worst deterioration in satisfaction from the previous survey**: Staff perception of support provided to staff (down 6%) and staff perception of Mercy Services commitment to safety (down 5.2%).
- There was one question that had an **increase in the percentage of respondents that chose the lowest rating** (*Very unsatisfying, Very insignificant, or Very poorly*): staff description of Mercy Services to others (8%).
- **Trends over the past five surveys**
  - Sustained high levels of satisfaction
  - Slow decline in average satisfaction
  - Decreasing return rates



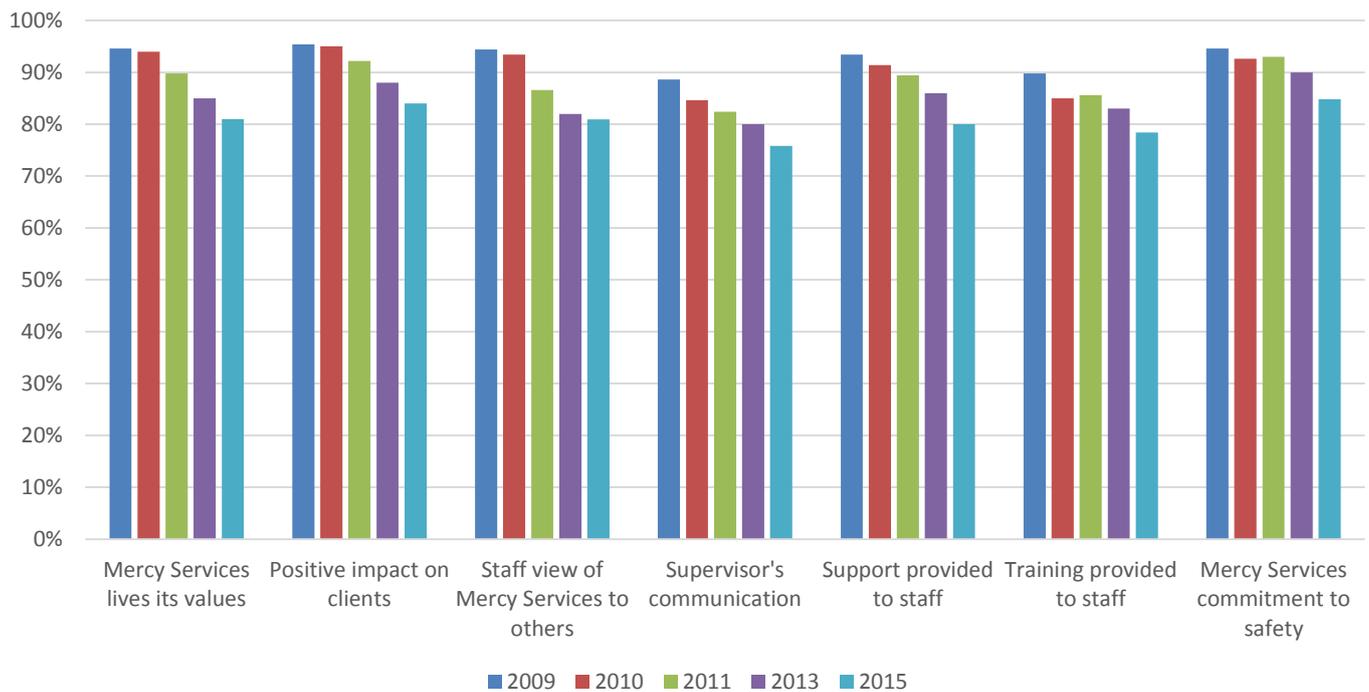
*I believe I make a good day for them*

*I try to be present to support their needs & cares*

*Very understanding during a personally difficult period*

*Supervisors continual comment "your safety is our first priority"*

## Staff satisfaction survey results 200-2015



### Resulting action

Mercy Services Management is very pleased with the high level of satisfaction amongst staff. The following are actions to address issues identified in the survey.

- ✓ Congratulate all for making Mercy Services a caring organisation that makes a positive impact on clients and staff;
- ✓ A two page summary of the report will be made publicly available;
- ✓ We will seek to build up the Mercy Services Assistance Fund to assist more clients who lack funds;
- ✓ Communication and support by Coordinators and Managers needs attention;
- ✓ Focus for 2016 will be on improving mobile phone issues for CCAs, review new staff induction, promote anti-bullying processes, merge community transport offices to improve communication and support; and
- ✓ Redesign survey instrument and promotion to increase response rate and ensure questions address organisation needs.



*If I request training efforts are made to find suitable training*

*I enjoy working for Mercy - it is a positive place to be*