



Corrections, Department of

Washington State
Employee Engagement
Survey

2016

Table of Contents

Report Section	Excel Tab	Data Questions	Page in PDF
2016 Ratings by Question	Ratings	What are our 2016 survey results? How much did employees have a common response to a question?	2
Employer of Choice	Results WA Goal 5.1.3	How much progress did we make on our Employer of Choice target?	3
Trend of Positive Responses	Trend (%)	How do our results this year compare to our results since 2011?	4
Positive Responses by Demographics*	Demographics (%)	Were responses from groups in the agency different from each other?	5
Trend of Averages	Trend (Avg)	How do our results this year compare to our results since 2011?	8
Average Response by Demographics *	Demographics (Avg)	Were responses from groups in the agency different from each other?	9
Statistics Report	Statistics Report	How much did employees have a common response to a question? (agree/disagree with each other)	12
	Survey Results (Beginning in cell AC20)	Where's our agency-added question data?	(Excel Tab Only)

Additional Resources

SHRPlanning@ofm.wa.gov Michaela.Beals@ofm.wa.gov	Whom do we contact if we have questions about our survey report or data?
Statewide and Small Agency Roll-up reports will be emailed in December 2016. The formal statewide report will be on hr.ofm.wa.gov in April 2017 and includes summary data by agency.	How did we do compared to others? What was going on during and before the survey that might explain the different scores?
"6 Step Problem Solving Using the A3 as a Guide" (Point B) Employee Engagement Problem Solving Guide Employee Engagement Toolkit	What tools are available to help us take action on our data?

*Included only for demographic categories with 10 or more responses.

2016 Ratings by Question

Corrections, Department of

6382 Responses

76% Survey Response Rate

Question	Response Distribution					Average	Positive Responses
	Always	Usually	Occasionally	Seldom	Never or Almost Never		
1) I have the opportunity to give input on decisions affecting my work.	20%	30%	24%	15%	11%	3.3	49%
2) I receive the information I need to do my job effectively.	17%	44%	21%	12%		3.6	62%
3) I know how my work contributes to the goals of my agency.	34%	35%	15%	9%		3.8	69%
4) I know what is expected of me at work.	45%	37%	10%	5%		4.2	82%
5) I have opportunities at work to learn and grow.	24%	28%	22%	14%	12%	3.4	52%
6) I have the tools and resources I need to do my job effectively.	19%	43%	20%	12%		3.6	62%
7) My supervisor treats me with dignity and respect.	58%	24%	9%			4.2	81%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	38%	26%	16%	11%	9%	3.7	64%
9) I receive recognition for a job well done.	22%	25%	23%	15%	16%	3.2	47%
10) We are making improvements to make things better for our customers.	22%	32%	24%	13%	10%	3.4	53%
11) A spirit of cooperation and teamwork exists in my workgroup.	27%	36%	18%	11%	9%	3.6	63%
12) I know how my agency measures its success.	17%	30%	23%	17%	13%	3.2	47%
13) My agency consistently demonstrates support for a diverse workforce.	34%	37%	15%	8%		3.9	71%
14) I receive clear information about changes being made within the agency.	10%	30%	28%	19%	13%	3.1	40%
15) I am encouraged to come up with better ways of doing things.	19%	25%	22%	17%	17%	3.1	44%
16) We use customer feedback to improve our work processes.	12%	21%	26%	22%	19%	2.9	33%
17) People are treated fairly in my workgroup.	28%	34%	16%	12%	10%	3.6	62%
18) At my job, I have the opportunity to make good use of my skills.	28%	35%	17%	11%	9%	3.6	63%
19) Overall, my agency supports me in living a healthier life. (Rotating Question for 2016)	22%	33%	20%	14%	11%	3.4	55%
20) In general, I'm satisfied with my job.	26%	38%	18%	10%	7%	3.7	64%
21) I would recommend my agency as a great place to work.	23%	30%	20%	13%	14%	3.3	53%

2016 Washington State Employee Engagement Survey

Employer of Choice

Corrections, Department of

	Original Reporting Period	Additional Year	'13 - '16 Change	'13 - '16 Target Change*		
Positive Responses:						
Overall EOC Score	52%	51%	54%	56%	4%	3%
Job Satisfaction						
20) In general, I'm satisfied with my job.	61%	61%	64%	64%	3%	3%
Employee Engagement						
1) I have the opportunity to give input on decisions affecting my work.	43%	40%	46%	49%	6%	3%
3) I know how my work contributes to the goals of my agency.	71%	68%	69%	69%	-2%	2%
5) I have opportunities at work to learn and grow.	45%	43%	50%	52%	7%	3%
11) A spirit of cooperation and teamwork exists in my workgroup.	57%	58%	59%	63%	6%	2%
15) I am encouraged to come up with better ways of doing things.	37%	38%	41%	44%	7%	4%
Respect & Feedback						
7) My supervisor treats me with dignity and respect.	81%	78%	81%	81%	0%	2%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	60%	56%	62%	64%	4%	2%
9) I receive recognition for a job well done.	39%	39%	44%	47%	8%	6%
Customer Value						
10) We are making improvements to make things better for our customers.	50%	50%	51%	53%	3%	3%
16) We use customer feedback to improve our work processes.	26%	26%	30%	33%	7%	3%

*Generated by agencies in 2013

Positive Responses: the percent of respondents who answered the question either "4 - Usually" or "5 - Almost Always or Always"

	2013	2014	2015	2016
Survey Response Count:	3026	3139	6974	6382
Response Rate:	37%	38%	84%	76%

Trend of Positive Responses

Corrections, Department of

	2011	2013	2014	2015	2016	Change from last survey
Number of all responses:	2805	3026	3139	6974	6382	
Response rate:	35%	37%	38%	84%	76%	-8%
Positive Responses						
1) I have the opportunity to give input on decisions affecting my work.	37%	43%	40%	46%	49%	3%
2) I receive the information I need to do my job effectively.	53%	59%	59%	61%	62%	1%
3) I know how my work contributes to the goals of my agency.	65%	71%	68%	69%	69%	0%
4) I know what is expected of me at work.	81%	85%	83%	84%	82%	-2%
5) I have opportunities at work to learn and grow.	39%	45%	43%	50%	52%	2%
6) I have the tools and resources I need to do my job effectively.	52%	61%	61%	63%	62%	-1%
7) My supervisor treats me with dignity and respect.	76%	81%	78%	81%	81%	0%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	55%	60%	56%	62%	64%	2%
9) I receive recognition for a job well done.	36%	39%	39%	44%	47%	3%
10) We are making improvements to make things better for our customers.	n/a	50%	50%	51%	53%	2%
11) A spirit of cooperation and teamwork exists in my workgroup.	n/a	57%	58%	59%	63%	4%
12) I know how my agency measures its success.	27%	38%	36%	43%	47%	4%
13) My agency consistently demonstrates support for a diverse workforce.	57%	69%	67%	69%	71%	2%
14) I receive clear information about changes being made within the agency.	31%	36%	32%	37%	40%	3%
15) I am encouraged to come up with better ways of doing things.	34%	37%	38%	41%	44%	3%
16) We use customer feedback to improve our work processes.	n/a	26%	26%	30%	33%	3%
17) People are treated fairly in my workgroup.	n/a	n/a	n/a	n/a	62%	n/a
18) At my job, I have the opportunity to make good use of my skills.	n/a	n/a	n/a	n/a	63%	n/a
19) Overall, my agency supports me in living a healthier life. (Rotating Question for 2016)	n/a	n/a	n/a	n/a	55%	n/a
20) In general, I'm satisfied with my job.	53%	61%	61%	64%	64%	0%
21) I would recommend my agency as a great place to work.	n/a	n/a	n/a	n/a	53%	n/a

Positive Responses: the percent of respondents who answered the question either "4 - Usually" or "5 - Almost Always or Always"

Demographics: Positive Responses

Corrections, Department of

	All	Area of the State				Management		
		Eastern WA	Greater Olympia Area	Western WA (outside greater Olympia area)	No response	Supervisor	Non-supervisor	No response
Number of all responses	6382	1828	912	3621	21	1669	4691	22
1) I have the opportunity to give input on decisions affecting my work.	49%	47%	63%	47%	27%	62%	45%	19%
2) I receive the information I need to do my job effectively.	62%	63%	74%	58%	47%	67%	60%	31%
3) I know how my work contributes to the goals of my agency.	69%	69%	80%	67%	67%	76%	67%	56%
4) I know what is expected of me at work.	82%	83%	85%	80%	67%	84%	81%	53%
5) I have opportunities at work to learn and grow.	52%	50%	61%	51%	20%	61%	49%	18%
6) I have the tools and resources I need to do my job effectively.	62%	65%	71%	59%	20%	64%	61%	13%
7) My supervisor treats me with dignity and respect.	81%	84%	85%	79%	60%	84%	80%	53%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	64%	65%	70%	62%	33%	68%	63%	38%
9) I receive recognition for a job well done.	47%	44%	58%	45%	20%	51%	45%	24%
10) We are making improvements to make things better for our customers.	53%	52%	69%	50%	47%	63%	50%	41%
11) A spirit of cooperation and teamwork exists in my workgroup.	63%	62%	71%	61%	47%	70%	60%	31%
12) I know how my agency measures its success.	47%	45%	58%	45%	33%	56%	43%	31%
13) My agency consistently demonstrates support for a diverse workforce.	71%	71%	78%	70%	31%	77%	69%	29%
14) I receive clear information about changes being made within the agency.	40%	38%	48%	39%	14%	46%	38%	19%
15) I am encouraged to come up with better ways of doing things.	44%	42%	59%	41%	14%	55%	40%	24%
16) We use customer feedback to improve our work processes.	33%	31%	49%	31%	21%	41%	30%	35%
17) People are treated fairly in my workgroup.	62%	62%	74%	60%	8%	71%	59%	12%
18) At my job, I have the opportunity to make good use of my skills.	63%	62%	73%	61%	25%	71%	60%	29%
19) Overall, my agency supports me in living a healthier life. (Rotating Question for 2016)	55%	54%	66%	53%	29%	60%	53%	19%
20) In general, I'm satisfied with my job.	64%	65%	72%	62%	43%	69%	63%	19%
21) I would recommend my agency as a great place to work.	53%	55%	62%	49%	21%	59%	51%	18%

If 10 or more responses, the percent who answered the question either "4 = Usually" or "5 - Almost Always or Always"

Demographics: Positive Responses

(continued)

Corrections, Department of

	State Employment						
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 or more years	No response
Number of all responses	532	630	815	1159	1098	2127	21
1) I have the opportunity to give input on decisions affecting my work.	61%	54%	46%	45%	47%	50%	20%
2) I receive the information I need to do my job effectively.	77%	68%	57%	57%	58%	62%	20%
3) I know how my work contributes to the goals of my agency.	86%	73%	69%	65%	65%	69%	53%
4) I know what is expected of me at work.	90%	83%	81%	81%	78%	82%	63%
5) I have opportunities at work to learn and grow.	76%	61%	51%	48%	47%	49%	6%
6) I have the tools and resources I need to do my job effectively.	78%	69%	57%	58%	59%	62%	20%
7) My supervisor treats me with dignity and respect.	91%	85%	83%	79%	79%	80%	63%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	77%	70%	64%	62%	60%	62%	27%
9) I receive recognition for a job well done.	65%	53%	46%	43%	43%	44%	31%
10) We are making improvements to make things better for our customers.	68%	56%	49%	50%	49%	54%	33%
11) A spirit of cooperation and teamwork exists in my workgroup.	76%	64%	57%	59%	62%	63%	53%
12) I know how my agency measures its success.	57%	51%	42%	45%	44%	47%	20%
13) My agency consistently demonstrates support for a diverse workforce.	84%	73%	71%	67%	67%	72%	31%
14) I receive clear information about changes being made within the agency.	59%	45%	35%	35%	38%	40%	13%
15) I am encouraged to come up with better ways of doing things.	57%	47%	41%	41%	40%	44%	19%
16) We use customer feedback to improve our work processes.	43%	34%	30%	32%	31%	34%	13%
17) People are treated fairly in my workgroup.	78%	65%	59%	56%	59%	63%	33%
18) At my job, I have the opportunity to make good use of my skills.	80%	67%	58%	58%	60%	64%	25%
19) Overall, my agency supports me in living a healthier life. (Rotating Question for 2016)	72%	62%	51%	50%	51%	55%	13%
20) In general, I'm satisfied with my job.	84%	72%	63%	59%	60%	63%	27%
21) I would recommend my agency as a great place to work.	78%	63%	51%	49%	46%	49%	6%

If 10 or more responses, the percent who answered the question either "4 = Usually" or "5 - Almost Always or Always"

Demographics: Positive Responses

(continued)

Corrections, Department of

	Agency Employment						
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 or more years	No response
Number of all responses	664	774	896	1178	1032	1813	25
1) I have the opportunity to give input on decisions affecting my work.	63%	55%	47%	44%	45%	49%	26%
2) I receive the information I need to do my job effectively.	78%	67%	58%	57%	58%	61%	16%
3) I know how my work contributes to the goals of my agency.	86%	74%	68%	65%	64%	68%	47%
4) I know what is expected of me at work.	90%	84%	80%	81%	78%	81%	60%
5) I have opportunities at work to learn and grow.	77%	61%	50%	47%	46%	47%	25%
6) I have the tools and resources I need to do my job effectively.	78%	68%	57%	59%	57%	61%	26%
7) My supervisor treats me with dignity and respect.	91%	86%	82%	78%	79%	79%	70%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	78%	70%	63%	61%	59%	61%	26%
9) I receive recognition for a job well done.	67%	52%	45%	41%	43%	43%	25%
10) We are making improvements to make things better for our customers.	71%	56%	50%	49%	49%	52%	32%
11) A spirit of cooperation and teamwork exists in my workgroup.	75%	64%	57%	58%	62%	63%	56%
12) I know how my agency measures its success.	59%	51%	43%	44%	43%	45%	28%
13) My agency consistently demonstrates support for a diverse workforce.	84%	74%	70%	66%	68%	72%	25%
14) I receive clear information about changes being made within the agency.	61%	45%	35%	35%	36%	38%	16%
15) I am encouraged to come up with better ways of doing things.	59%	49%	41%	39%	39%	43%	20%
16) We use customer feedback to improve our work processes.	45%	37%	32%	30%	30%	32%	11%
17) People are treated fairly in my workgroup.	78%	65%	59%	56%	59%	63%	26%
18) At my job, I have the opportunity to make good use of my skills.	80%	67%	60%	58%	60%	63%	25%
19) Overall, my agency supports me in living a healthier life. (Rotating Question for 2016)	73%	61%	51%	49%	50%	54%	21%
20) In general, I'm satisfied with my job.	84%	72%	62%	59%	59%	62%	26%
21) I would recommend my agency as a great place to work.	78%	64%	50%	48%	44%	48%	25%

If 10 or more responses, the percent who answered the question either "4 = Usually" or "5 - Almost Always or Always"

Trend of Averages

Corrections, Department of

	2011	2013	2014	2015	2016	Change from last survey
Number of all responses:	2805	3026	3139	6974	6382	
Response rate:	35%	37%	38%	84%	76%	-8%
Average Response						
1) I have the opportunity to give input on decisions affecting my work.	3.0	3.2	3.1	3.3	3.3	0.0
2) I receive the information I need to do my job effectively.	3.4	3.5	3.5	3.6	3.6	0.0
3) I know how my work contributes to the goals of my agency.	3.7	3.9	3.8	3.8	3.8	0.0
4) I know what is expected of me at work.	4.1	4.2	4.1	4.2	4.2	0.0
5) I have opportunities at work to learn and grow.	3.0	3.2	3.2	3.3	3.4	0.1
6) I have the tools and resources I need to do my job effectively.	3.4	3.6	3.6	3.6	3.6	0.0
7) My supervisor treats me with dignity and respect.	4.1	4.2	4.1	4.2	4.2	0.0
8) My supervisor gives me ongoing feedback that helps me improve my performance.	3.5	3.6	3.5	3.7	3.7	0.0
9) I receive recognition for a job well done.	2.9	3.0	3.0	3.2	3.2	0.0
10) We are making improvements to make things better for our customers.	n/a	3.3	3.3	3.4	3.4	0.0
11) A spirit of cooperation and teamwork exists in my workgroup.	n/a	3.5	3.5	3.5	3.6	0.1
12) I know how my agency measures its success.	2.6	2.9	2.9	3.1	3.2	0.1
13) My agency consistently demonstrates support for a diverse workforce.	3.5	3.8	3.7	3.8	3.9	0.1
14) I receive clear information about changes being made within the agency.	2.8	3.0	2.9	3.0	3.1	0.1
15) I am encouraged to come up with better ways of doing things.	2.9	3.0	3.0	3.1	3.1	0.0
16) We use customer feedback to improve our work processes.	n/a	2.6	2.6	2.8	2.9	0.1
17) People are treated fairly in my workgroup.	n/a	n/a	n/a	n/a	3.6	n/a
18) At my job, I have the opportunity to make good use of my skills.	n/a	n/a	n/a	n/a	3.6	n/a
19) Overall, my agency supports me in living a healthier life. (Rotating Question for 2016)	n/a	n/a	n/a	n/a	3.4	n/a
20) In general, I'm satisfied with my job.	n/a	3.6	3.6	3.7	3.7	0.0
21) I would recommend my agency as a great place to work.	n/a	n/a	n/a	n/a	3.3	n/a

Average of ratings where 1=Never or Almost Never 2=Seldom 3=Occasionally 4=Usually 5=Almost Always or Always

Demographics: Average Response

Corrections, Department of

	All	Area of the State				Management		
		Eastern WA	Greater Olympia Area	Western WA (outside greater Olympia area)	No response	Supervisor	Non-supervisor	No response
Number of all responses	6382	1828	912	3621	21	1669	4691	22
1) I have the opportunity to give input on decisions affecting my work.	3.3	3.3	3.7	3.2	2.9	3.6	3.2	2.4
2) I receive the information I need to do my job effectively.	3.6	3.6	3.8	3.5	3.2	3.7	3.5	2.5
3) I know how my work contributes to the goals of my agency.	3.8	3.8	4.1	3.8	3.9	4.0	3.8	3.1
4) I know what is expected of me at work.	4.2	4.2	4.3	4.1	3.9	4.2	4.1	3.1
5) I have opportunities at work to learn and grow.	3.4	3.3	3.7	3.3	2.5	3.6	3.3	2.4
6) I have the tools and resources I need to do my job effectively.	3.6	3.6	3.8	3.5	2.9	3.6	3.6	2.4
7) My supervisor treats me with dignity and respect.	4.2	4.3	4.4	4.2	3.6	4.3	4.2	3.2
8) My supervisor gives me ongoing feedback that helps me improve my performance.	3.7	3.7	3.9	3.7	3.1	3.8	3.7	2.8
9) I receive recognition for a job well done.	3.2	3.2	3.6	3.2	2.5	3.4	3.2	2.6
10) We are making improvements to make things better for our customers.	3.4	3.4	3.9	3.3	3.3	3.6	3.3	2.6
11) A spirit of cooperation and teamwork exists in my workgroup.	3.6	3.6	3.9	3.6	3.1	3.8	3.5	2.5
12) I know how my agency measures its success.	3.2	3.2	3.6	3.1	2.7	3.5	3.1	2.4
13) My agency consistently demonstrates support for a diverse workforce.	3.9	3.8	4.1	3.8	2.8	4.0	3.8	2.8
14) I receive clear information about changes being made within the agency.	3.1	3.0	3.3	3.0	2.3	3.2	3.0	2.1
15) I am encouraged to come up with better ways of doing things.	3.1	3.1	3.6	3.0	2.1	3.5	3.0	2.3
16) We use customer feedback to improve our work processes.	2.9	2.8	3.3	2.8	2.6	3.1	2.8	2.4
17) People are treated fairly in my workgroup.	3.6	3.6	3.9	3.5	2.4	3.8	3.5	2.1
18) At my job, I have the opportunity to make good use of my skills.	3.6	3.6	4.0	3.6	2.6	3.9	3.6	2.6
19) Overall, my agency supports me in living a healthier life. (Rotating Question for 2016)	3.4	3.4	3.7	3.3	2.4	3.5	3.4	2.4
20) In general, I'm satisfied with my job.	3.7	3.7	3.9	3.6	2.9	3.8	3.6	2.3
21) I would recommend my agency as a great place to work.	3.3	3.4	3.6	3.2	2.4	3.5	3.3	2.1

If 10 or more responses, the percent who answered the question either "4 = Usually" or "5 - Almost Always or Always"

Demographics: Average Response

Corrections, Department of

(continued)

	State Employment						
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 or more years	No response
Number of all responses	532	630	815	1159	1098	2127	21
1) I have the opportunity to give input on decisions affecting my work.	3.7	3.5	3.3	3.2	3.2	3.3	2.8
2) I receive the information I need to do my job effectively.	4.0	3.7	3.5	3.5	3.4	3.6	2.5
3) I know how my work contributes to the goals of my agency.	4.3	4.0	3.8	3.7	3.7	3.8	3.2
4) I know what is expected of me at work.	4.4	4.2	4.1	4.2	4.0	4.1	3.4
5) I have opportunities at work to learn and grow.	4.1	3.7	3.3	3.3	3.2	3.3	2.3
6) I have the tools and resources I need to do my job effectively.	4.0	3.8	3.5	3.5	3.5	3.5	2.7
7) My supervisor treats me with dignity and respect.	4.6	4.4	4.3	4.2	4.2	4.2	3.6
8) My supervisor gives me ongoing feedback that helps me improve my performance.	4.2	3.9	3.7	3.7	3.6	3.7	2.7
9) I receive recognition for a job well done.	3.8	3.4	3.2	3.1	3.1	3.1	2.8
10) We are making improvements to make things better for our customers.	3.8	3.6	3.3	3.3	3.3	3.4	2.5
11) A spirit of cooperation and teamwork exists in my workgroup.	4.0	3.7	3.5	3.5	3.6	3.6	3.0
12) I know how my agency measures its success.	3.6	3.3	3.1	3.1	3.1	3.2	2.2
13) My agency consistently demonstrates support for a diverse workforce.	4.3	3.9	3.8	3.7	3.8	3.9	2.9
14) I receive clear information about changes being made within the agency.	3.6	3.2	2.9	2.9	2.9	3.0	2.1
15) I am encouraged to come up with better ways of doing things.	3.5	3.2	3.1	3.0	3.0	3.1	2.4
16) We use customer feedback to improve our work processes.	3.2	3.0	2.8	2.7	2.8	2.9	2.1
17) People are treated fairly in my workgroup.	4.1	3.7	3.5	3.4	3.5	3.6	2.7
18) At my job, I have the opportunity to make good use of my skills.	4.1	3.7	3.5	3.5	3.6	3.7	2.9
19) Overall, my agency supports me in living a healthier life. (Rotating Question for 2016)	4.0	3.6	3.3	3.2	3.3	3.4	2.6
20) In general, I'm satisfied with my job.	4.2	3.9	3.6	3.5	3.5	3.6	2.5
21) I would recommend my agency as a great place to work.	4.1	3.7	3.4	3.2	3.1	3.2	1.8

If 10 or more responses, the percent who answered the question either "4 = Usually" or "5 - Almost Always or Always"

Demographics: Average Response

Corrections, Department of

(continued)

	Agency Employment						
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 or more years	No response
Number of all responses	664	774	896	1178	1032	1813	25
1) I have the opportunity to give input on decisions affecting my work.	3.7	3.5	3.3	3.2	3.2	3.3	2.8
2) I receive the information I need to do my job effectively.	4.0	3.7	3.5	3.4	3.4	3.5	2.6
3) I know how my work contributes to the goals of my agency.	4.3	4.0	3.8	3.7	3.7	3.8	3.0
4) I know what is expected of me at work.	4.4	4.2	4.1	4.1	4.0	4.1	3.6
5) I have opportunities at work to learn and grow.	4.1	3.7	3.3	3.2	3.2	3.2	2.6
6) I have the tools and resources I need to do my job effectively.	4.1	3.7	3.5	3.5	3.4	3.5	2.9
7) My supervisor treats me with dignity and respect.	4.6	4.4	4.2	4.2	4.1	4.2	3.8
8) My supervisor gives me ongoing feedback that helps me improve my performance.	4.2	3.9	3.7	3.6	3.6	3.6	2.7
9) I receive recognition for a job well done.	3.8	3.4	3.2	3.1	3.1	3.1	2.6
10) We are making improvements to make things better for our customers.	3.9	3.6	3.4	3.3	3.3	3.4	2.5
11) A spirit of cooperation and teamwork exists in my workgroup.	4.0	3.7	3.5	3.5	3.5	3.6	3.2
12) I know how my agency measures its success.	3.6	3.4	3.1	3.1	3.1	3.2	2.4
13) My agency consistently demonstrates support for a diverse workforce.	4.3	3.9	3.8	3.7	3.8	3.8	2.9
14) I receive clear information about changes being made within the agency.	3.7	3.2	2.9	2.9	2.9	3.0	2.2
15) I am encouraged to come up with better ways of doing things.	3.6	3.3	3.1	3.0	3.0	3.1	2.3
16) We use customer feedback to improve our work processes.	3.3	3.0	2.8	2.7	2.8	2.8	2.1
17) People are treated fairly in my workgroup.	4.1	3.7	3.5	3.4	3.5	3.6	2.7
18) At my job, I have the opportunity to make good use of my skills.	4.1	3.8	3.6	3.5	3.5	3.6	2.8
19) Overall, my agency supports me in living a healthier life. (Rotating Question for 2016)	4.0	3.6	3.3	3.2	3.3	3.3	2.5
20) In general, I'm satisfied with my job.	4.2	3.9	3.6	3.5	3.5	3.6	2.4
21) I would recommend my agency as a great place to work.	4.1	3.7	3.3	3.2	3.1	3.2	2.2

If 10 or more responses, the percent who answered the question either "4 = Usually" or "5 - Almost Always or Always"

Statistics Report

Corrections, Department of

6382 Survey Responses

76% Response Rate

Survey Question	Number of Responses							Summary Measures (excluding missing data)			
	(1) Never or Almost Never	(2) Seldom	(3) Occasionally	(4) Usually	(5) Almost Always or Always	No Response (missing)	Total Responses (not missing)	Percent Positive ¹	Percent Negative ²	Average	Standard Deviation ³
1) I have the opportunity to give input on decisions affecting my work.	703	974	1554	1895	1244	12	6370	49%	26%	3.3	1.25
2) I receive the information I need to do my job effectively.	337	775	1332	2818	1111	9	6373	62%	17%	3.6	1.07
3) I know how my work contributes to the goals of my agency.	386	604	959	2251	2166	16	6366	69%	16%	3.8	1.18
4) I know what is expected of me at work.	214	301	649	2343	2860	15	6367	82%	8%	4.2	1.01
5) I have opportunities at work to learn and grow.	760	914	1374	1793	1520	21	6361	52%	26%	3.4	1.31
6) I have the tools and resources I need to do my job effectively.	369	766	1279	2721	1226	21	6361	62%	18%	3.6	1.10
7) My supervisor treats me with dignity and respect.	337	305	541	1498	3666	35	6347	81%	10%	4.2	1.13
8) My supervisor gives me ongoing feedback that helps me improve my performance.	583	678	1029	1655	2409	28	6354	64%	20%	3.7	1.31
9) I receive recognition for a job well done.	999	971	1435	1581	1383	13	6369	47%	31%	3.2	1.36
10) We are making improvements to make things better for our customers.	614	810	1530	1988	1364	76	6306	53%	23%	3.4	1.23
11) A spirit of cooperation and teamwork exists in my workgroup.	572	681	1123	2271	1712	23	6359	63%	20%	3.6	1.24
12) I know how my agency measures its success.	832	1102	1462	1886	1068	32	6350	47%	30%	3.2	1.28
13) My agency consistently demonstrates support for a diverse workforce.	383	492	950	2336	2182	39	6343	71%	14%	3.9	1.15
14) I receive clear information about changes being made within the agency.	833	1202	1779	1881	667	20	6362	40%	32%	3.1	1.19
15) I am encouraged to come up with better ways of doing things.	1070	1109	1405	1576	1203	19	6363	44%	34%	3.1	1.36
16) We use customer feedback to improve our work processes.	1199	1362	1637	1324	769	91	6291	33%	41%	2.9	1.29
17) People are treated fairly in my workgroup.	641	760	1005	2167	1778	31	6351	62%	22%	3.6	1.28
18) At my job, I have the opportunity to make good use of my skills.	542	695	1110	2202	1810	23	6359	63%	19%	3.6	1.24
19) Overall, my agency supports me in living a healthier life. (Rotating Question for 2016)	725	859	1280	2095	1377	46	6336	55%	25%	3.4	1.28
20) In general, I'm satisfied with my job.	467	659	1143	2447	1643	23	6359	64%	18%	3.7	1.18
21) I would recommend my agency as a great place to work.	901	845	1268	1886	1462	20	6362	53%	27%	3.3	1.34

¹Percent answering "4 - Usually" or "5 - Almost Always or Always." Does not include missing data.

²Percent answering "1 - Never or Almost Never" or "2 - Seldom." Does not include missing data.

³Standard Deviation is a measure used to describe the variation in a dataset. A value close to zero indicates the data points in the set cluster around the mean (average), while a higher value indicates greater dispersion in the dataset.