



UCP TEAM MEMBER SATISFACTION SURVEY

***PROGAM NAME & NUMBER:** _____

Thank you for participating in UCP’s Team Member Satisfaction Survey. This survey will give you an opportunity to evaluate both the company and your job. Your comments are important to us. All of your responses are confidential.

Please complete this survey and submit it to the Human Resources Dept. by May 15, 2009. If you have any questions or need assistance please contact Laurie Gwinn by phone at 283-8325 or email at lgwinn@ucpsacto.org.

COMPANY LEADERSHIP

The Leadership Team is defined as the President/CEO (Chief Executive Officer), COO (Chief Operating Officer), CFO (Chief Financial Officer), Director of Human Resources, and Director of Development & Marketing.

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. I am optimistic about the future of UCP.					
2. I am proud to work for UCP.					
3. UCP leadership has made changes that are positive for UCP.					
4. UCP leadership has made changes which are positive for me.					
5. UCP leadership is responsive to important external issues.					
6. UCP leadership is responsive to important internal issues.					
7. UCP is a leader in the field of human services.					
8. UCP leadership values our clients.					
9. UCP leadership has a clear vision of UCP’s future.					
10. I am satisfied with my understanding of the direction and goals of the organization.					
11. UCP leadership cares about its people.					
12. UCP leadership serves as ethical role models.					
13. UCP leadership keeps me informed.					
14. UCP leadership values diversity among its team members.					

PROGRAM MANAGEMENT

Program management is defined as the Director of Programs & Services, and Program Managers.

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. I am satisfied with my manager.					
2. My manager keeps me well informed about what's happening in the company.					
3. My manager values my contributions.					
4. My manager cares and responds to the issues most important to me.					
5. My manager responds to personnel issues in an appropriate manner.					
6. My manager clearly defines my responsibilities.					
7. My manager takes responsibility for shaping the attitudes and relationships within our department.					
8. My manager adheres to the UCP Team Member Handbook.					
9. My manager clearly communicates what is expected of me.					
10. My manager provides me with continuous feedback to help me achieve.					

JOB SATISFACTION

Supervisor/Lead staff defined as: Program Supervisor, Lead Staff, Transportation Operations Supervisor, Transportation Program Supervisor, etc.

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. Overall, I am satisfied with my job.					
2. I have the tools I need to do my job.					
3. I feel I am fairly compensated for my responsibilities.					
4. I feel UCP offers a benefit package that meets mine (and my family's) needs.					
5. I have the ability to have an impact.					
6. I receive supervision and feedback.					

JOB SATISFACTION cont.

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
7. I have sufficient training to do my job.					
8. I have opportunities for personal development.					
9. I have opportunities for advancement.					
10. I experience teamwork within my department.					
11. I experience teamwork across departments.					
12. The leaders in my work environment are positive role models.					
13. I am satisfied with my supervisor/lead staff.					
14. My supervisor/lead staff keeps me well informed about what's happening in the company.					
15. I feel my views and participation are valued.					
16. My supervisor/lead staff cares and responds to the issues most important to me.					
17. I am satisfied with the professionalism of the people I work with.					
18. I am satisfied with the amount and frequency of informal praise and appreciation I receive from my supervisor/lead staff.					
19. I am satisfied with the morale of the people with whom I work.					
20. My work responsibilities are reasonable.					
21. My supervisor/lead staff clearly defines my responsibilities.					
22. My supervisor/lead staff clearly communicates what is expected of me.					
23. My supervisor/lead staff provides me with continuous feedback to help me achieve my goals.					

JOB SATISFACTION cont.

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
24. I am satisfied with my job security.					
25. I believe people get ahead primarily on the merits of their work.					
26. My supervisor/lead staff demonstrates a professional attitude toward the staff.					

GENERAL QUESTIONS & PERCEPTIONS

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. I believe UCP is able to attract high quality team members.					
2. I believe UCP is able to retain high quality team members.					
3. I believe UCP provides quality services.					
4. Men and women are provided with equal career opportunities at UCP.					
5. I feel that working at UCP will lead to the kind of future I want.					

6. Which best describes your position in the company?

- Leadership team
- Management/Supervisory
- Direct support staff
- Administrative support staff
- Decline to state

7. I have worked for the company for:

- 1 year or less
- 1 – 3 years
- 3 – 5 years
- 5 – 10 years
- Over 10 years
- Decline to state

8. How likely are you to refer a friend to work at UCP?

- Very Likely
- Likely
- Maybe
- Not Very Likely

GENERAL QUESTIONS & PERCEPTIONS cont.

9. Compared to the last survey, how would you describe your overall satisfaction today?

- Much more satisfied
- Somewhat more satisfied
- Same level of satisfaction as last year
- Somewhat less satisfied
- Much less satisfied

10. What do you like best about working with UCP?

11. What areas do you think UCP needs to make improvements?

12. Comments?
