








2016 Employee Morale Survey - The Rescue Mission





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Question 1

I feel encouraged to come up with new and better ways of doing things.		Number of Responses	Response Ratio
1.Strongly Disagree		2	3.2%
2.Somewhat Disagree		3	4.8%
3.Neither Agree nor Disagree		2	3.2%
4.Somewhat Agree		15	23.8%
5.Strongly Agree		41	65.1%
Mean : 4.4 (89%) Median : 5.0 Mode : 5.0 Std.Dev. : 1.0		Total 63	100%

Question 2

My work gives me a feeling of personal accomplishment.		Number of Responses	Response Ratio
1.Strongly Disagree		1	1.6%
2.Somewhat Disagree		1	1.6%
3.Neither Agree nor Disagree		0	0.0%
4.Somewhat Agree		9	14.3%
5.Strongly Agree		52	82.5%
Mean : 4.7 (95%) Median : 5.0 Mode : 5.0 Std.Dev. : 0.7		Total 63	100%






Question 3

I have the tools, resources and training to do my job well.		Number of Responses	Response Ratio
1.Strongly Disagree		0	0.0%
2.Somewhat Disagree		5	7.9%
3.Neither Agree nor Disagree		7	11.1%
4.Somewhat Agree		14	22.2%
5.Strongly Agree		37	58.7%
Mean : 4.3 (86%) Median : 5.0 Mode : 5.0 Std.Dev. : 1.0		Total	63
			100%







Question 4

On my job, I have clearly defined goals.		Number of Responses	Response Ratio
1.Strongly Disagree		1	1.6%
2.Somewhat Disagree		4	6.3%
3.Neither Agree nor Disagree		1	1.6%
4.Somewhat Agree		24	38.1%
5.Strongly Agree		33	52.4%
Mean : 4.3 (87%) Median : 5.0 Mode : 5.0 Std.Dev. : 0.9		Total	63
			100%

Question 5






The Rescue Mission does an excellent job of keeping employees informed about matters affecting them.		Number of Responses	Response Ratio
1.Strongly Disagree		2	3.2%
2.Somewhat Disagree		11	17.5%
3.Neither Agree nor Disagree		7	11.1%
4.Somewhat Agree		23	36.5%
5.Strongly Agree		20	31.7%
Mean : 3.8 (75%) Median : 4.0 Mode : 4.0 Std.Dev. : 1.2		Total	63
			100%

Question 6

When a resident is dissatisfied, I can usually correct the problem to their satisfaction.		Number of Responses	Response Ratio
1.Strongly Disagree		1	1.6%
2.Somewhat Disagree		2	3.2%
3.Neither Agree nor Disagree		4	6.3%
4.Somewhat Agree		30	47.6%
5.Strongly Agree		13	20.6%
Not Applicable		13	20.6%
Mean : 4.0 (81%) Median : 4.0 Mode : 4.0 Std.Dev. : 0.8		Total	63
			100%





Question 7

People are treated with respect and appreciation regardless of race, gender, position, function/department, age, disability, etc.






		Number of Responses	Response Ratio
1.Strongly Disagree		1	1.6%
2.Somewhat Disagree		6	9.5%
3.Neither Agree nor Disagree		2	3.2%
4.Somewhat Agree		11	17.5%
5.Strongly Agree		43	68.3%
Mean : 4.4 (88%) Median : 5.0 Mode : 5.0 Std.Dev. : 1.0		Total	63
			100%

Question 8






My job makes good use of my skills and abilities.

		Number of Responses	Response Ratio
1.Strongly Disagree		0	0.0%
2.Somewhat Disagree		6	9.5%
3.Neither Agree nor Disagree		3	4.8%
4.Somewhat Agree		8	12.7%
5.Strongly Agree		46	73.0%
Mean : 4.5 (90%) Median : 5.0 Mode : 5.0 Std.Dev. : 1.0		Total	63
			100%

Question 9

My direct supervisor visibly demonstrates a commitment to the people we serve.		Number of Responses	Response Ratio
1.Strongly Disagree		1	1.6%
2.Somewhat Disagree		1	1.6%
3.Neither Agree nor Disagree		2	3.2%
4.Somewhat Agree		3	4.8%
5.Strongly Agree		56	88.9%
Mean : 4.8 (96%) Median : 5.0 Mode : 5.0 Std.Dev. : 0.7		Total	63
			100%

Question 10

The Executive Leadership Team visibly demonstrates a commitment to TRM's Core Values.		Number of Responses	Response Ratio
1.Strongly Disagree		1	1.6%
2.Somewhat Disagree		1	1.6%
3.Neither Agree nor Disagree		6	9.5%
4.Somewhat Agree		10	15.9%
5.Strongly Agree		45	71.4%
Mean : 4.5 (91%) Median : 5.0 Mode : 5.0 Std.Dev. : 0.9		Total	63
			100%






Question 11

How satisfied are you with your involvement in decisions that affect your work?		Number of Responses	Response Ratio
1.Strongly Disagree		2	3.2%
2.Somewhat Disagree		6	9.5%
3.Neither Agree nor Disagree		4	6.3%
4.Somewhat Agree		20	31.7%
5.Strongly Agree		31	49.2%
Mean : 4.1 (83%) Median : 4.0 Mode : 5.0 Std.Dev. : 1.1		Total	63
			100%





Question 12

I am willing to share the cause of The Rescue Mission with others.		Number of Responses	Response Ratio
1.Strongly Disagree		0	0.0%
2.Somewhat Disagree		1	1.6%
3.Neither Agree nor Disagree		1	1.6%
4.Somewhat Agree		5	7.9%
5.Strongly Agree		56	88.9%
Mean : 4.8 (97%) Median : 5.0 Mode : 5.0 Std.Dev. : 0.5		Total	63
			100%

Question 13

How satisfied are you with the information you receive from management on what is going on in The Rescue Mission?		Number of Responses	Response Ratio
1.Strongly Disagree		1	1.6%
2.Somewhat Disagree		10	15.9%
3.Neither Agree nor Disagree		5	7.9%
4.Somewhat Agree		21	33.3%
5.Strongly Agree		26	41.3%
Mean : 4.0 (79%) Median : 4.0 Mode : 5.0 Std.Dev. : 1.1		Total	63
			100%

Question 14

Considering everything, how satisfied are you with your job?		Number of Responses	Response Ratio
1.Strongly Disagree		0	0.0%
2.Somewhat Disagree		2	3.2%
3.Neither Agree nor Disagree		3	4.8%
4.Somewhat Agree		14	22.2%
5.Strongly Agree		44	69.8%
Mean : 4.6 (92%) Median : 5.0 Mode : 5.0 Std.Dev. : 0.7		Total	63
			100%

Question 15

I feel communication between departments is well coordinated.		Number of Responses	Response Ratio
1.Strongly Disagree		9	14.3%
2.Somewhat Disagree		9	14.3%
3.Neither Agree nor Disagree		8	12.7%
4.Somewhat Agree		29	46.0%
5.Strongly Agree		8	12.7%
Mean : 3.3 (66%) Median : 4.0 Mode : 4.0 Std.Dev. : 1.3		Total 63	100%

Question 16

I understand how my efforts contribute to the company's Mission.		Number of Responses	Response Ratio
1.Strongly Disagree		0	0.0%
2.Somewhat Disagree		0	0.0%
3.Neither Agree nor Disagree		2	3.2%
4.Somewhat Agree		13	20.6%
5.Strongly Agree		48	76.2%
Mean : 4.7 (95%) Median : 5.0 Mode : 5.0 Std.Dev. : 0.5		Total 63	100%

Question 17

What suggestions, comments do you have for the improvement of The Rescue Mission Ministry?	
Total Number of Responses 26	
Responses	
1	: Rescue Mission needs an after care program. The newsletter has been a great communication tool to keep staff informed.
2	: communication remains a work in progress because it requires maintenance

3	: Not operate like a business, more involvement from front line staff in decision making, better pay, feel appreciated...more room in comments section.
4	: Not much. I love my job and my ability to live my faith out loud.
5	: For the level of experience and education level pay rates are low.
6	: Communication between all staff needs to improve.
7	: I am very blessed to be here
8	: Management can be more proactive in informing other staff and residents when events and tours, affect them directly. Overall, things are well run!
9	: More clearly defined guidelines/rules, too much gray area & policies made up on the spot for residents/ staff. Programming lacking real change
10	: BETTER COMMUNICATION BETWEEN DEPARTMENTS ON PROJECTS. ALSO IT SEEMS THAT EVERYONE IS A BIT UNCLEAR OF THEIR SPECIFIC JOB DESCRIPTIONS.
11	: Communication with changes regarding the organization direction and new information & systems regarding the volunteer website and changes.
12	: no concerns at this time
13	: No. 15 I rated interdepartmental communication at a 2, it has definitely improved and I expect it will continue to improve.
14	: Better communication on changes made within TRM. Also clarity in various areas that include: Programs for residents; List of Volunteer Opps; etc.
15	: More Case Management and involmnet
16	: It would be beneficial to those we serve if there were transitional housing in place. We see to really be failing them in this area.
17	: I think Charis House and Resoration House need to function more alike.
18	: Better communication and let subordinates make decisons.
19	: Relocate 301. More corporate/program staff interactions.
20	: None.
21	: Like any organization we have our ups and downs but i'm glad that we are getting better everyday. I'm grateful to be part of The Rescue Mission family

22	: Continued love, humility and respect to everyone
23	: A better bridge connecting all houses.
24	: organization and communication need work
25	: Keep God First, seek to be led by God, seek to please God, give God all of the Glory!!!
26	: keep up GOD WILL