



Best Community Health Center

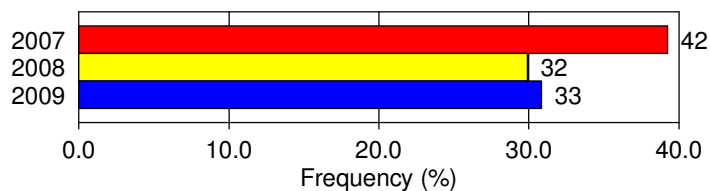
# BCHC Employee Perception Report 2009

Survey Administration: September 2009

## Aggregate Report

### Sample Size By-year

Survey Completion Date:

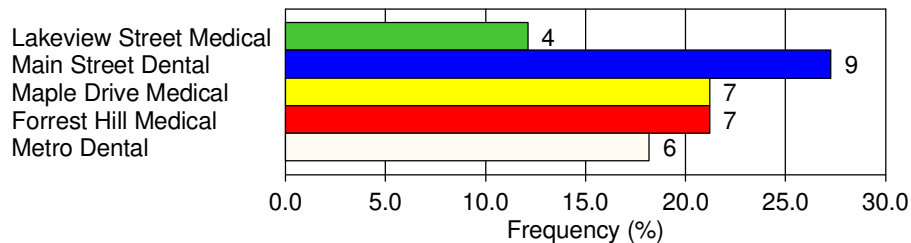


### Sample Size By-Location

Note: Not all employees provided this information

Reporting On

Location

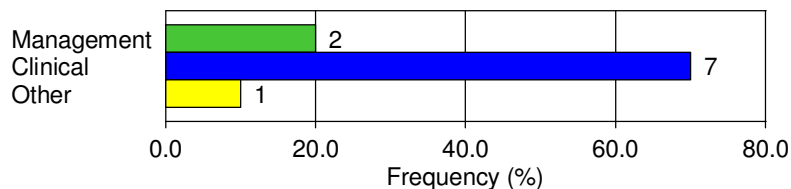


### Sample Size By-Position

Note: Not all employees provided this information

Reporting On

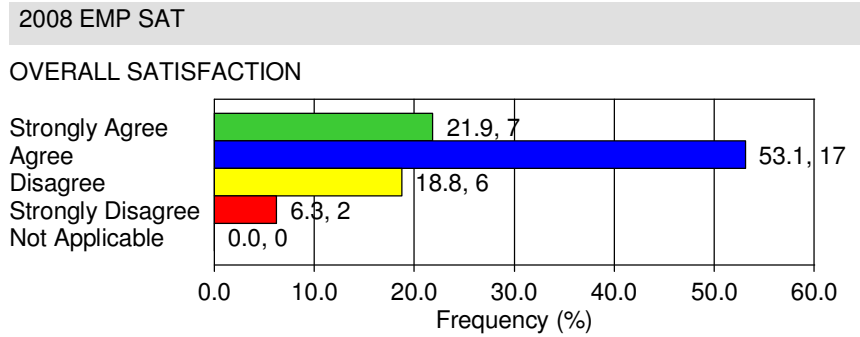
Position:



## Overall Satisfaction Annual Comparison

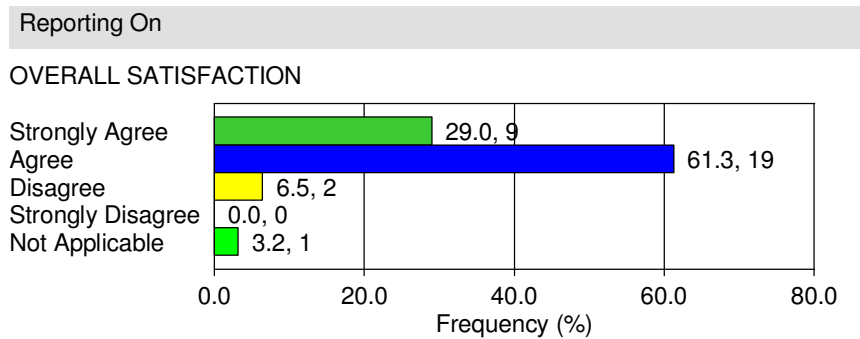
### Overall Satisfaction 2008

Count, Percentage

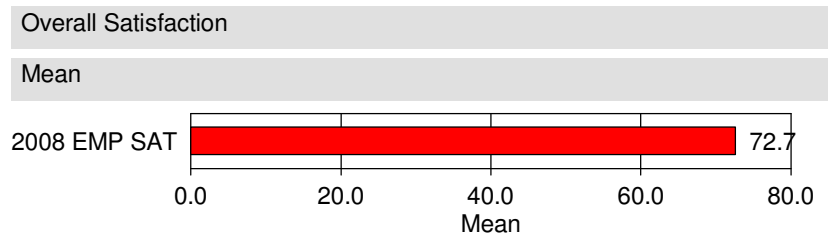


### Overall Satisfaction 2009

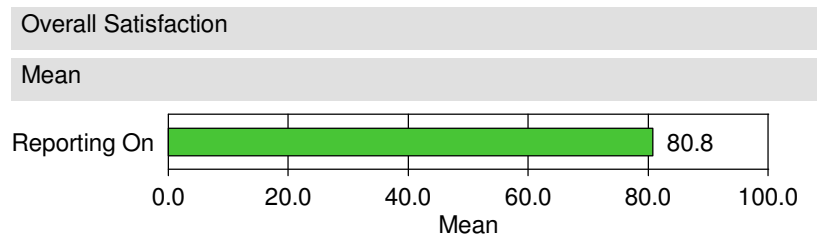
Count, Percentage



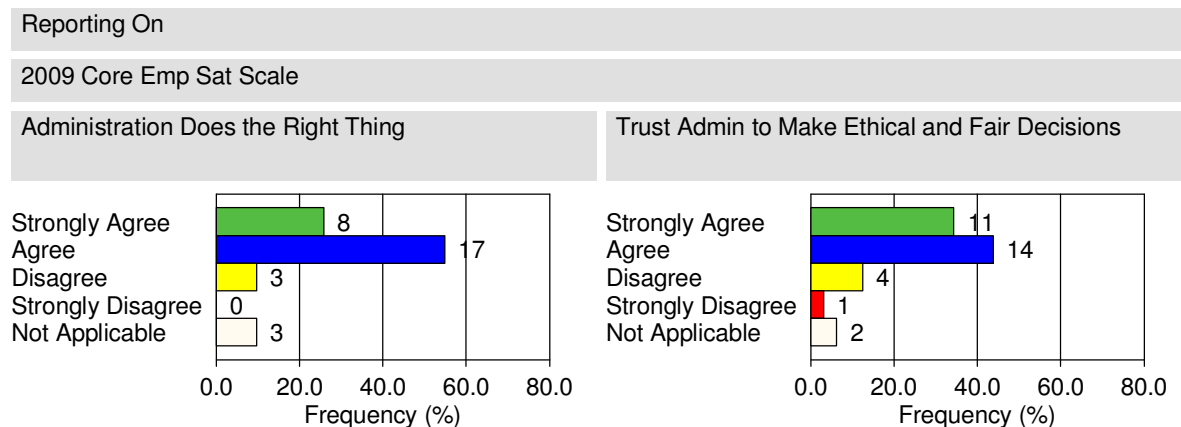
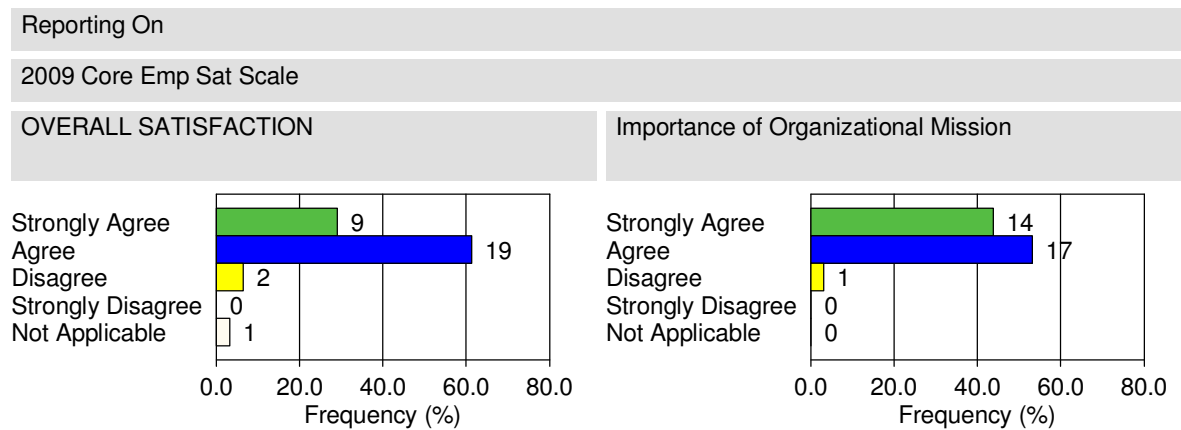
## Overall Satisfaction Question Average Score 2008

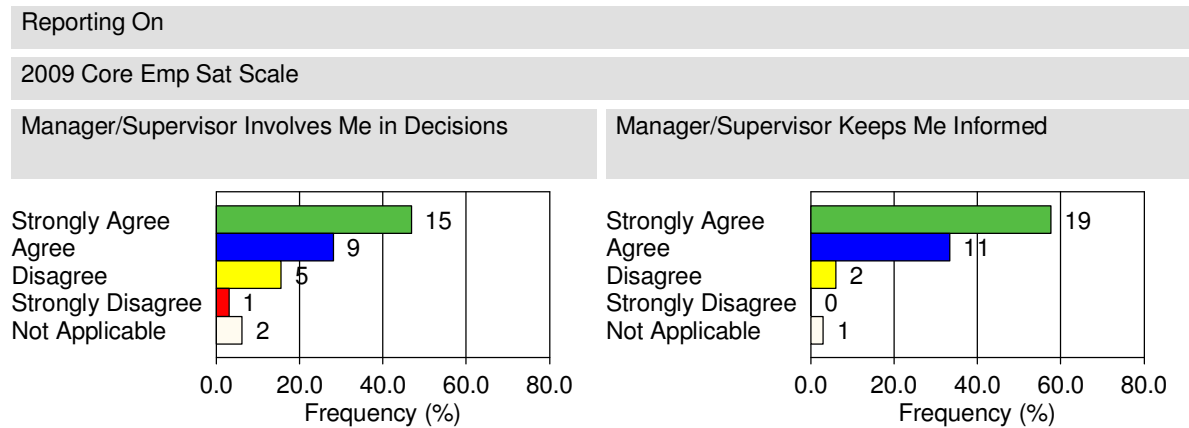
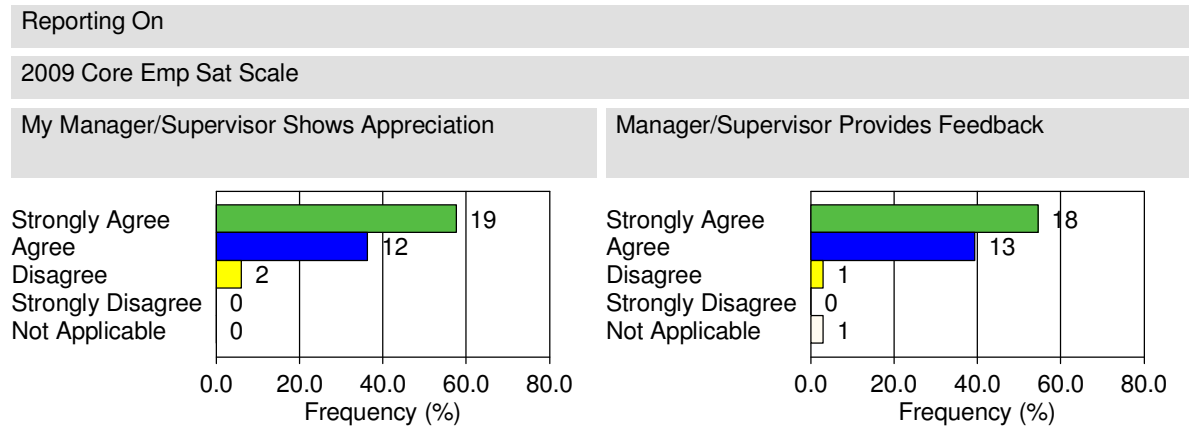
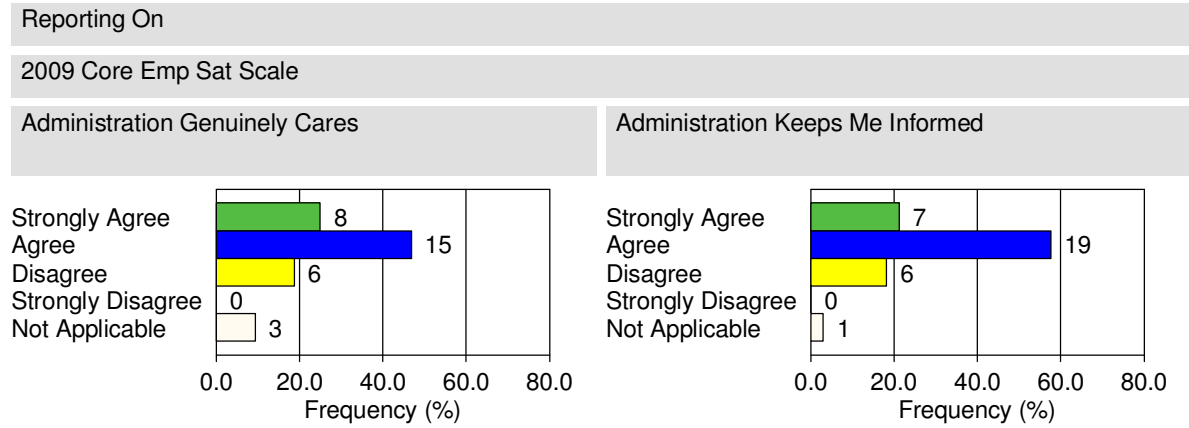


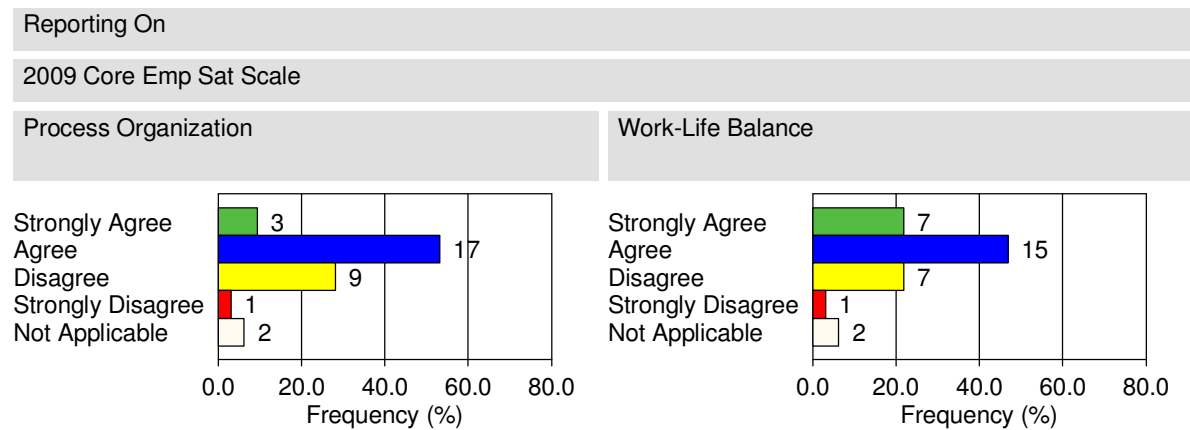
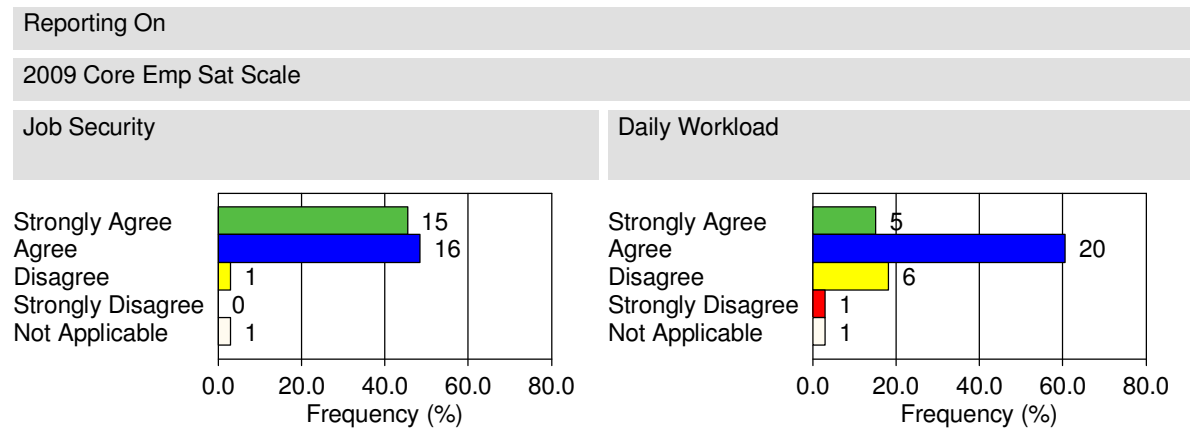
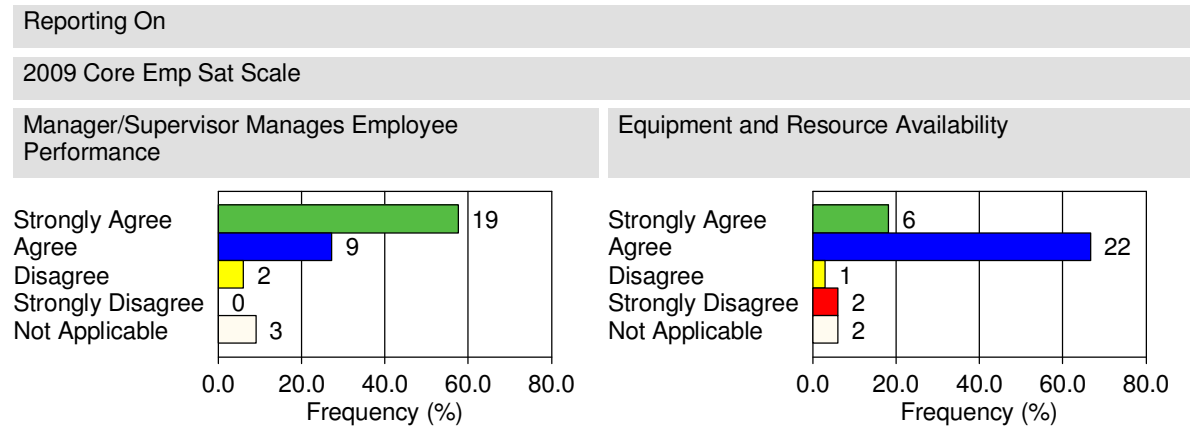
## Overall Satisfaction Question Average Score 2009

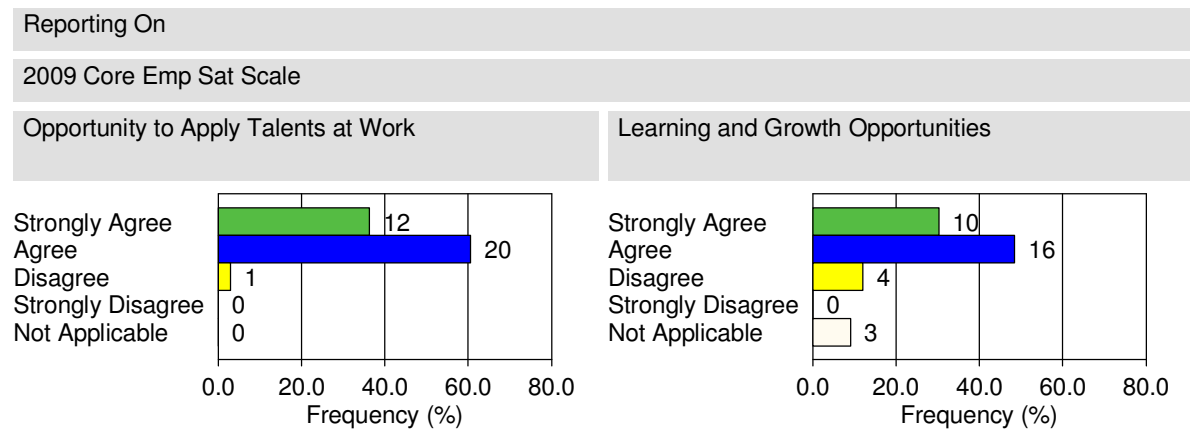
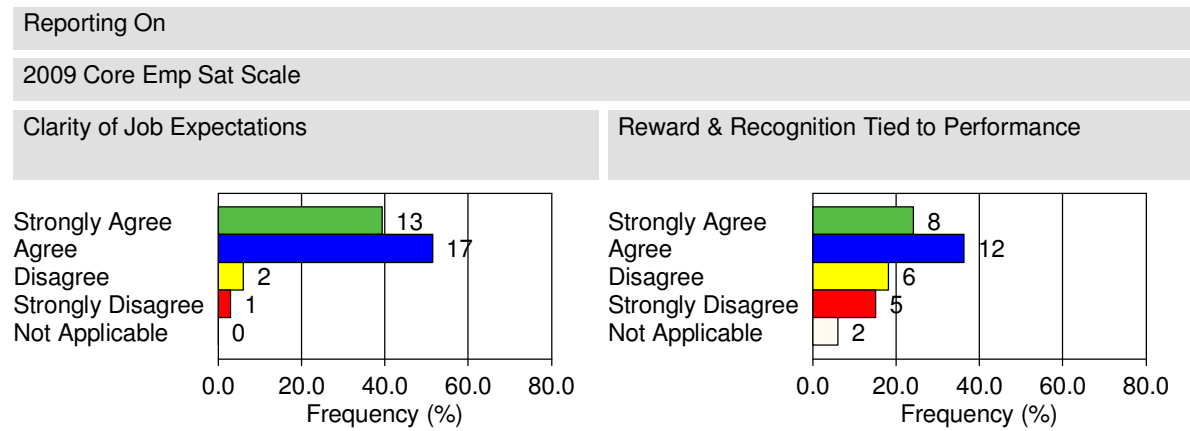
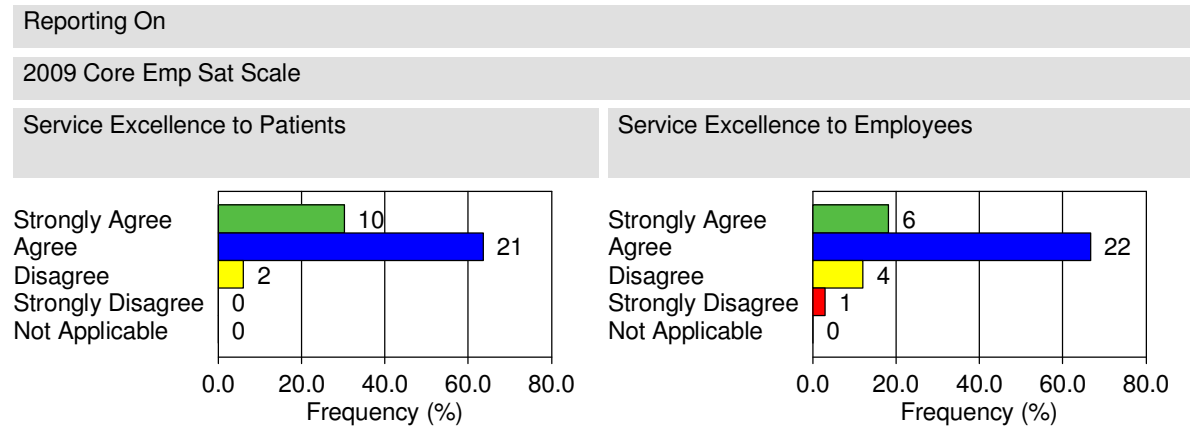


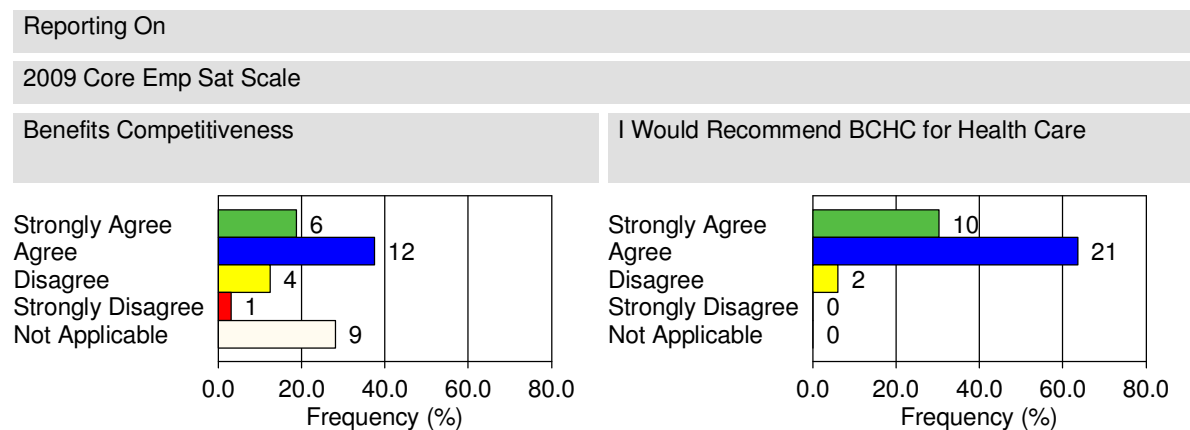
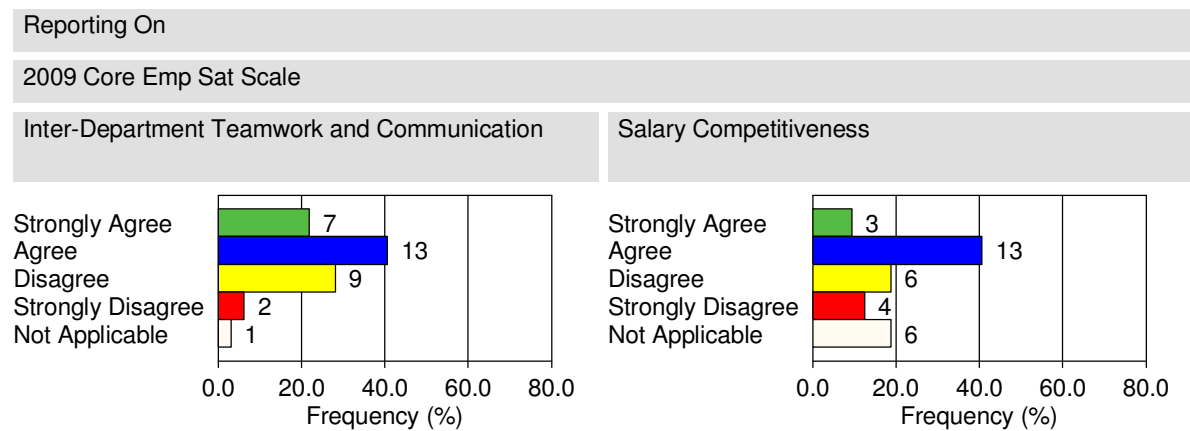
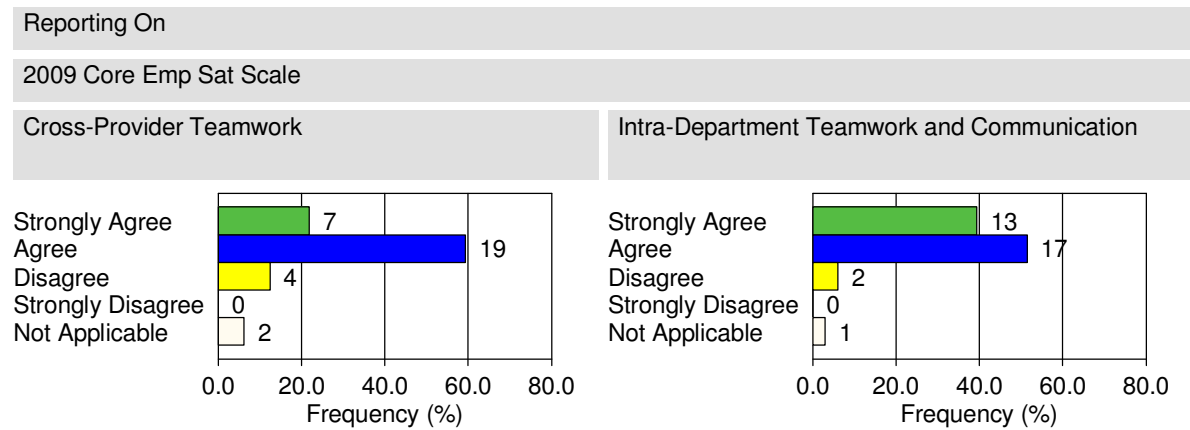
## By-question Response Distribution



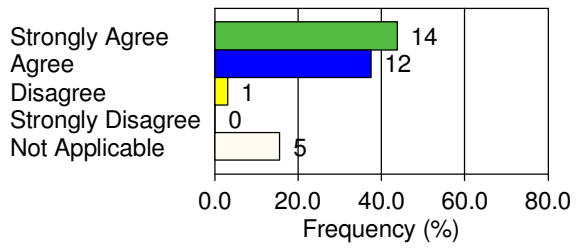
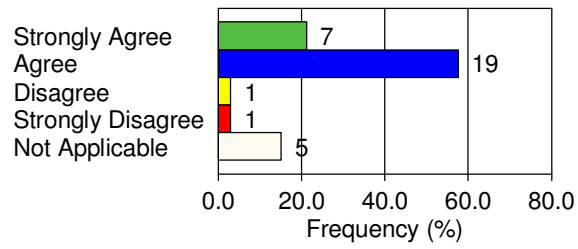






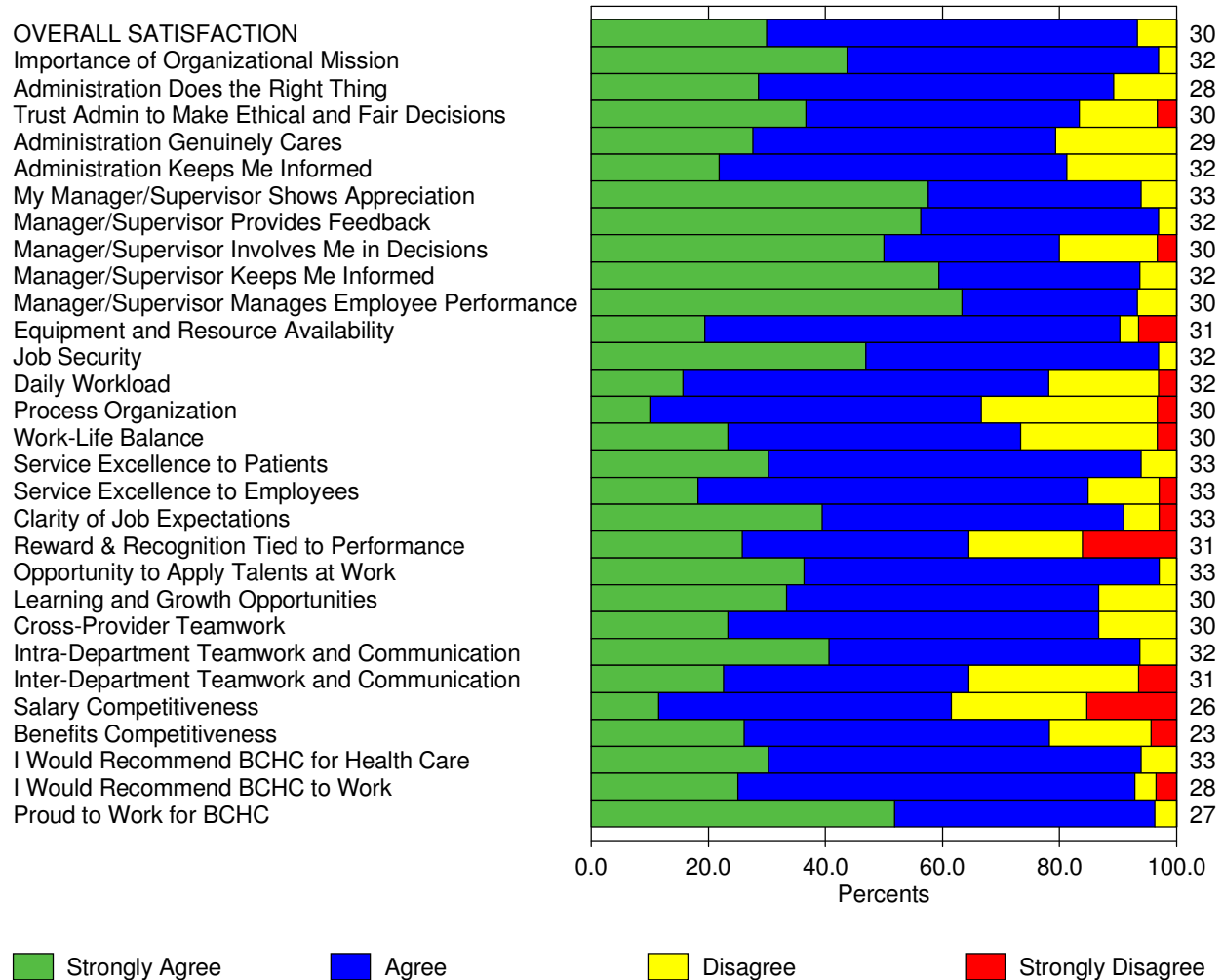


Reporting On  
2009 Core Emp Sat Scale  
I Would Recommend BCHC to Work Proud to Work for BCHC



## Stacked Bar Chart Response Distribution

By-question counts indicated on vertical axis



## Average Score Ranking

Scaled questions sorted from highest to lowest, 100 pt. Scale

Frequencies:

Mean

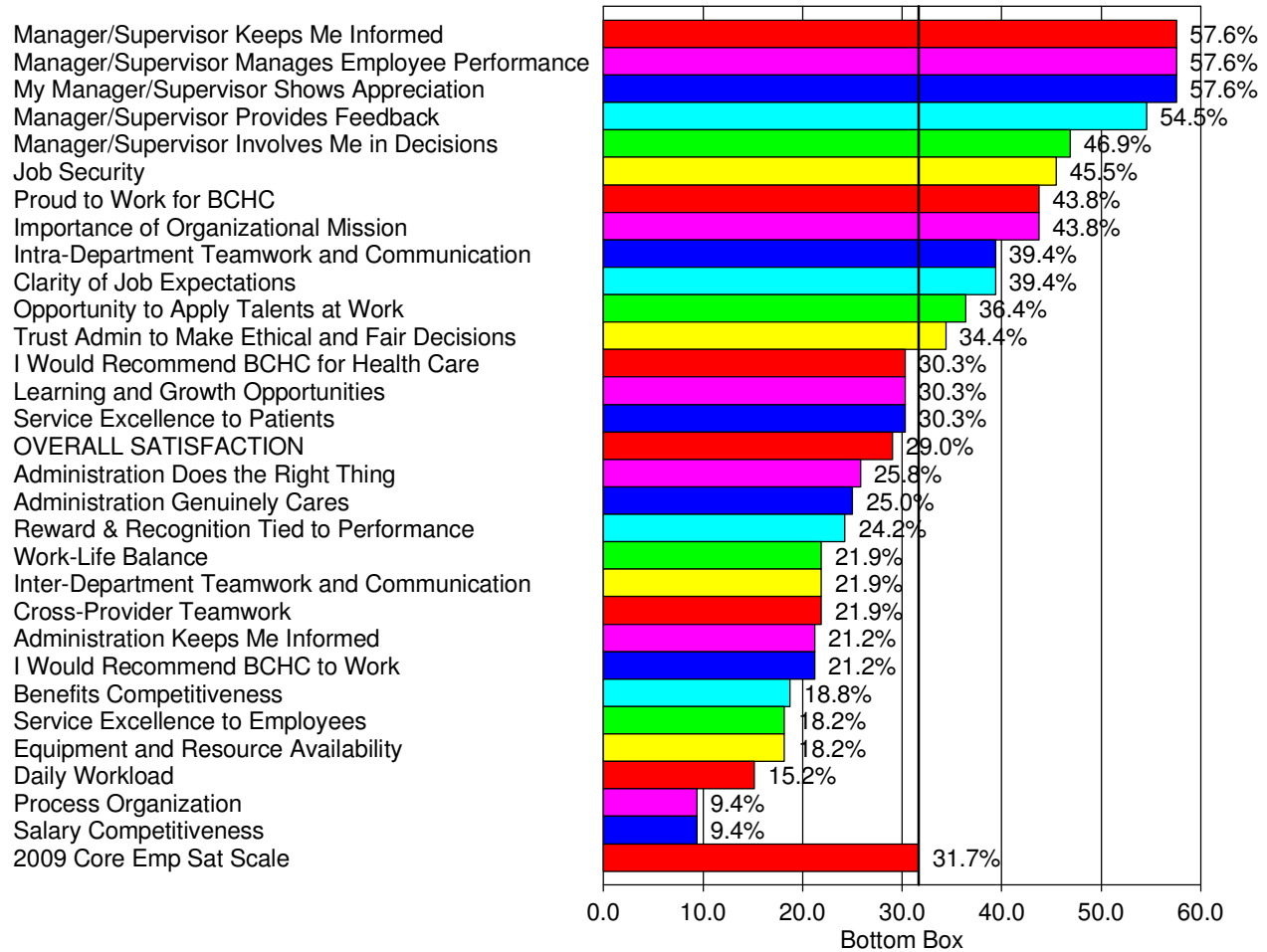
2009 Core Emp Sat Scale



# Strong Advocacy: Percentage "Strongly Agree" Ranking

Reporting On

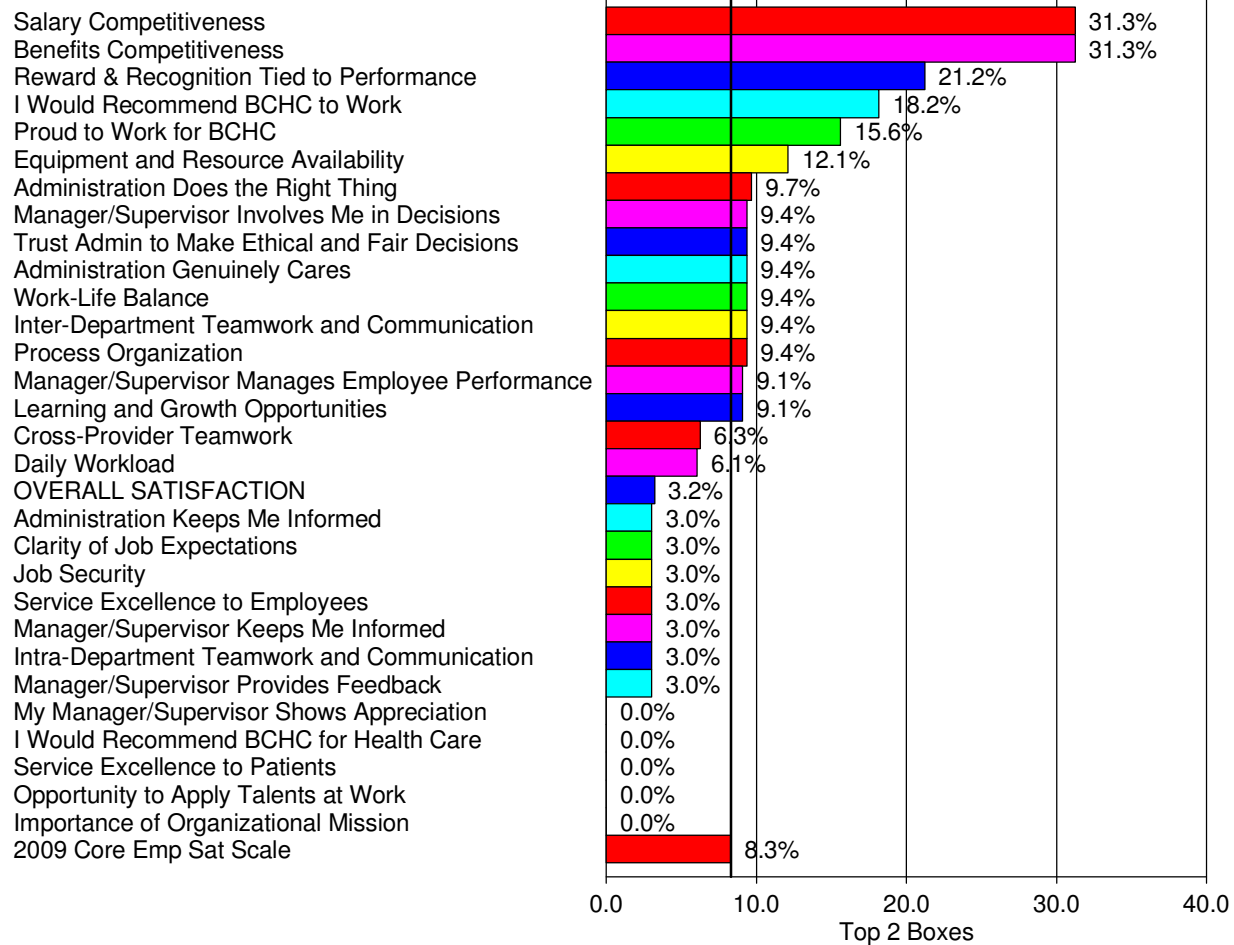
2009 Core Emp Sat Scale



## Dissatisfaction: Percentage "Strongly Disagree" or "Disagree" Combined Ranking

Reporting On

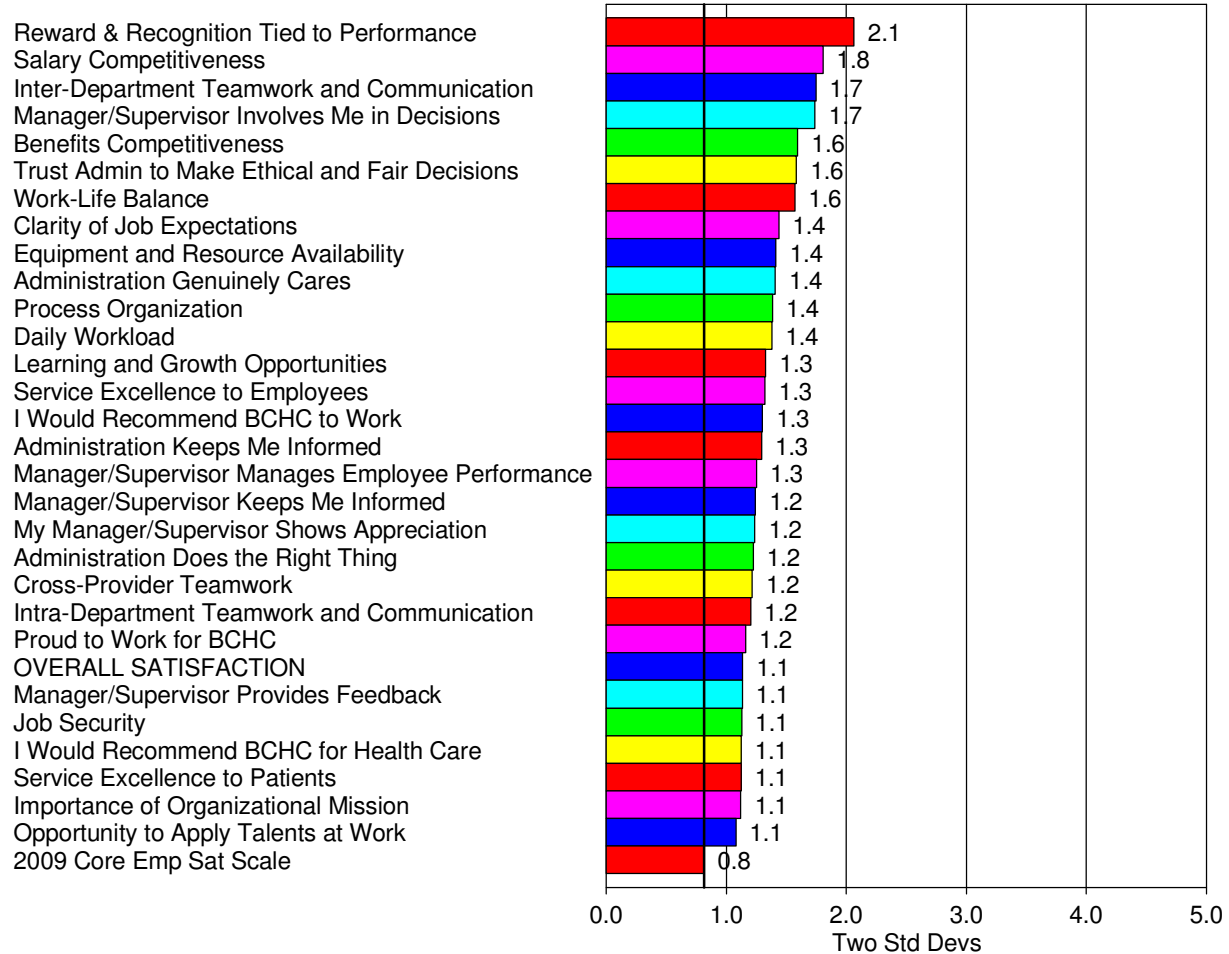
2009 Core Emp Sat Scale



## Standard Deviation of Score Responses

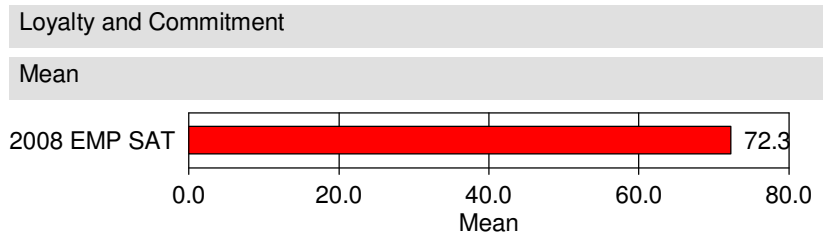
Reporting On

2009 Core Emp Sat Scale

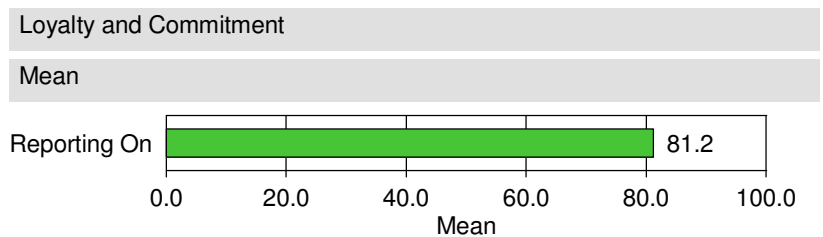


## Loyalty and Commitment Annual Comparison

### Loyalty and Commitment Question Group 2008

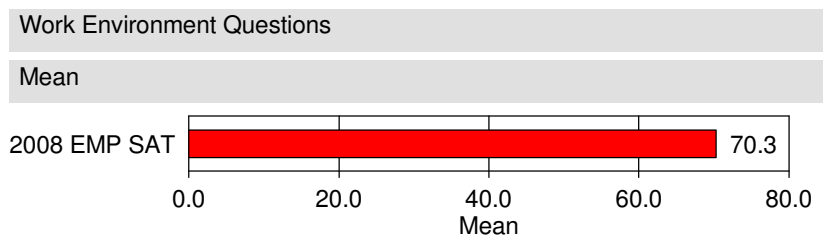


### Loyalty and Commitment Question Group 2009

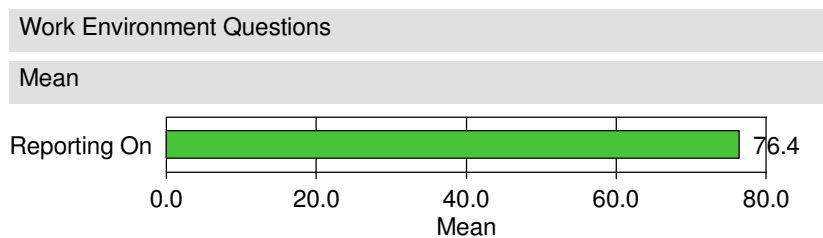


## Work Environment Annual Comparison

### Work Environment Question Group 2008

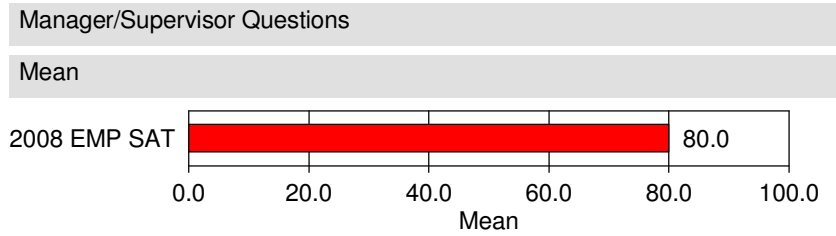


### Work Environment Question Group 2009

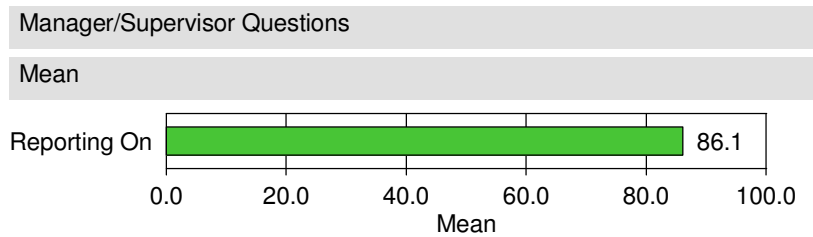


## Manager/Supervisor Relationships Annual Comparison

### Manager/Supervisor Question Group 2008

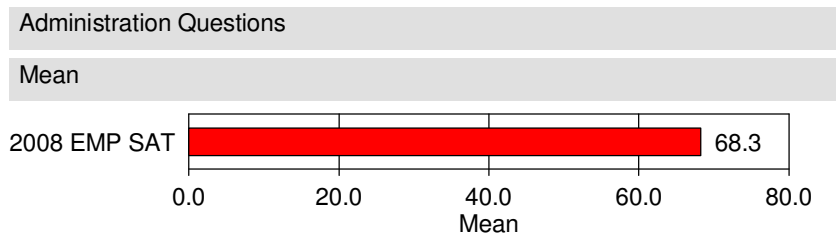


### Manager/Supervisor Question Group 2009

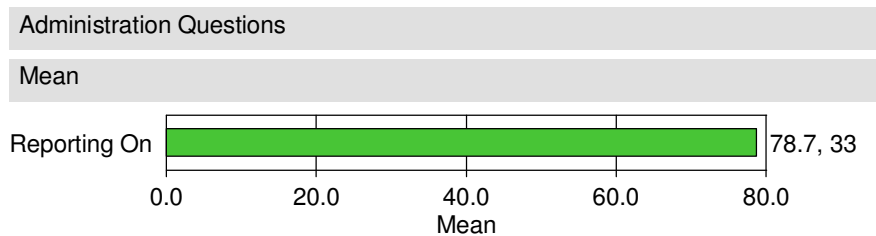


## Administrative Annual Comparison

### Administrative Question Group 2008

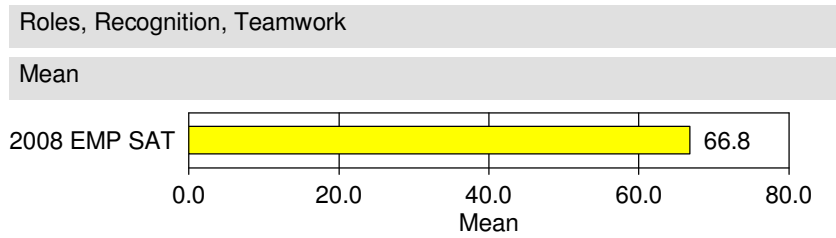


### Administrative Question Group 2009

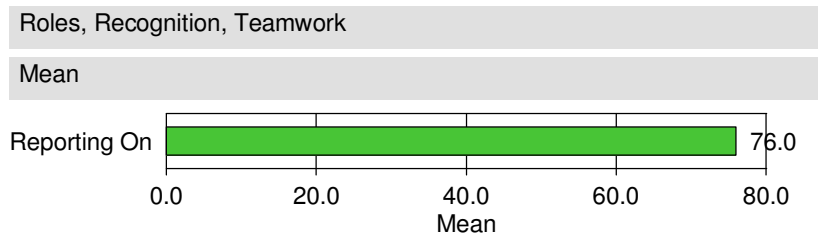


## Roles & Teamwork Annual Comparison

### Roles, Recognition & Teamwork Question Group 2008



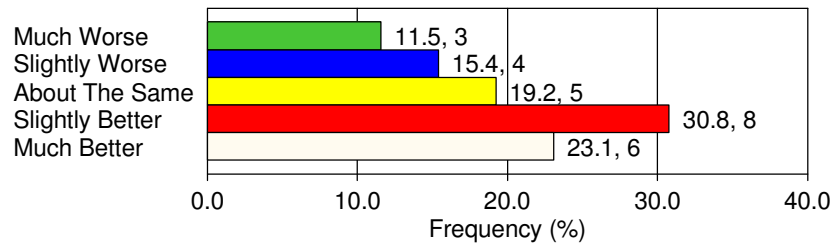
### Roles, Recognition & Teamwork Question Group 2009



## Employee Improvement Perceptions (2008)

### 2008 EMP SAT

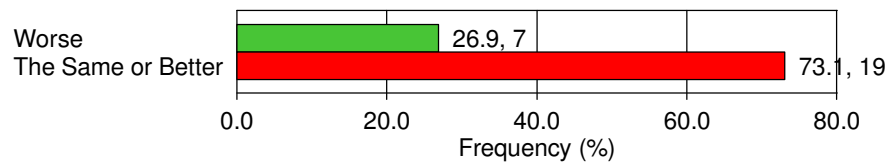
Compared to one year ago, how would you rate BCHC as a place to work?



## Employee Improvement Perceptions (Dual Scale, 2008)

### 2008 EMP SAT

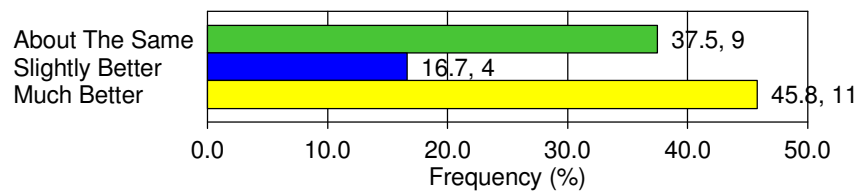
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## Employee Improvement Perceptions (2009)

### Reporting On

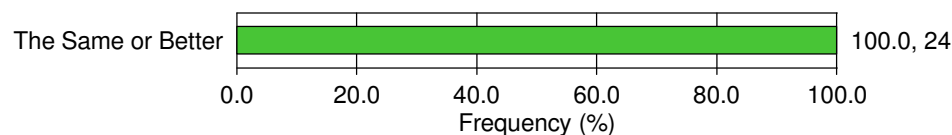
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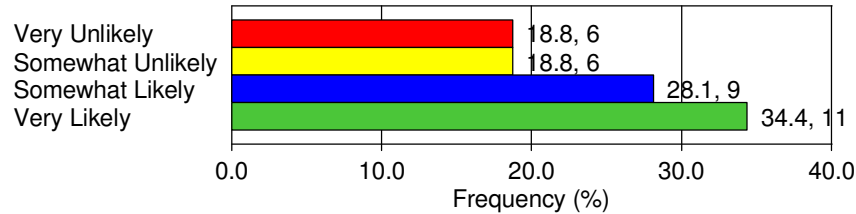
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## Loyalty to Organization: Future Intentions (2008)

### 2008 EMP SAT

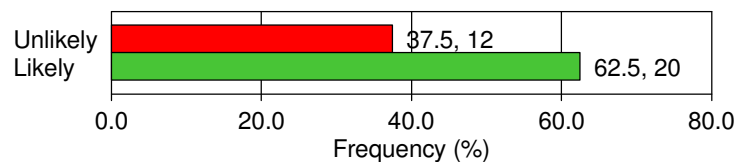
What is the likelihood of your still being an employee of BCHC three years from now?



## Loyalty To Organization: Future Intentions (Dual Scale, 2008)

### 2008 EMP SAT

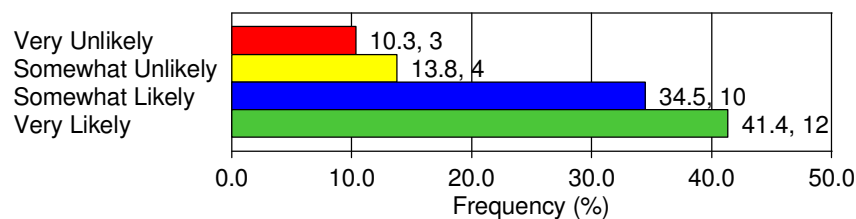
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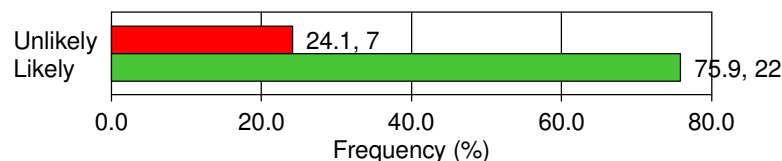
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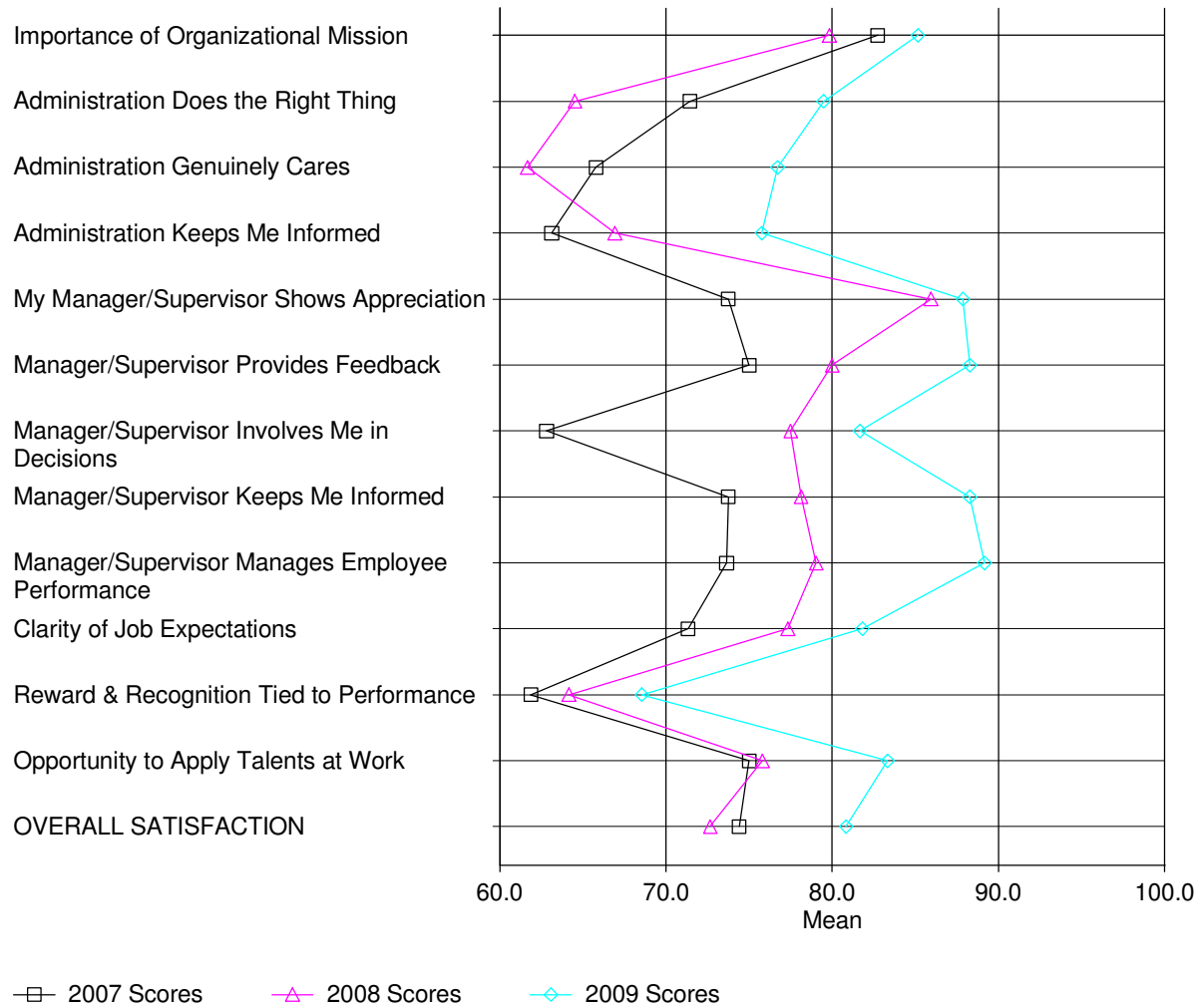
## Loyalty To Organization: Future Intentions (Dual Scale, 2009)

### Reporting On

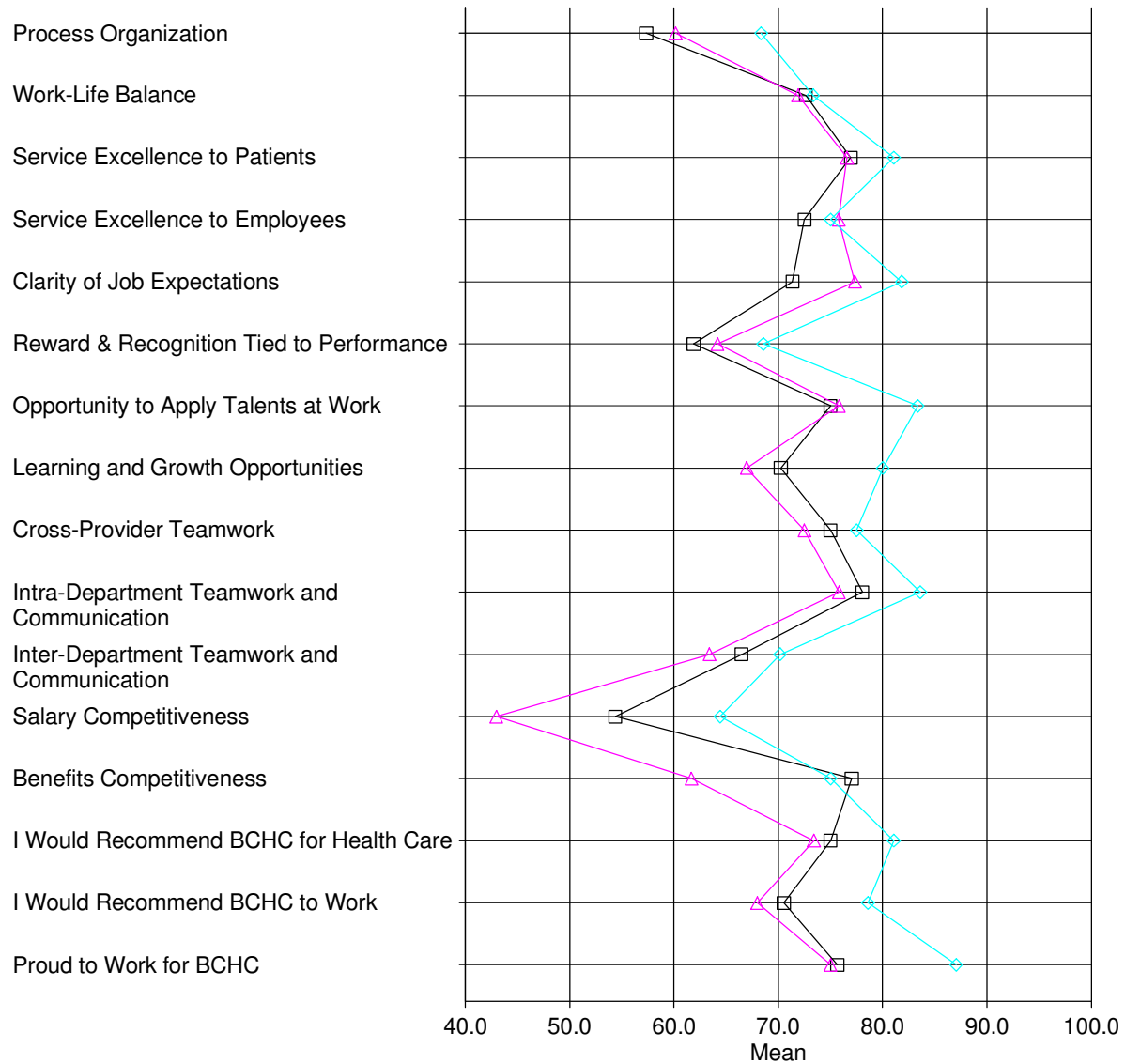
What is the likelihood of your still being an employee of BCHC three years from now?



### Trends: Average Scores



### Trends: Average Scores (Cont...)



—□— 2007 Scores    —△— 2008 Scores    —◇— 2009 Scores