

## Arizona Medical Board Employee Satisfaction Survey 2011 Historical Trends

\*48 Active Employees in 2009

\*38 Active Employees in 2011

Percentages illustrate the number of positive responses (Strongly Agree and Agree) divided by the total number of response for each question using the following scale: Strongly Agree, Agree, Neutral, Disagree Strongly Disagree.

	2008	Number of Responses in		Number of Responses in		Response Difference	
		2009	2009	2011	2011	from 2009 to 2011	Change from 2009
1. Overall, I am satisfied with my job.	97.1%	25	88.0%	34	97.0%	9	9.0%
2. I understand clearly what is expected of me at work.	91.2%	25	92.0%	34	85.3%	9	-6.7%
3. I receive the adequate feedback on my work.	85.3%	25	84.0%	34	67.7%	9	-16.3%
4. I receive the training that I need to do my job well.	62.5%	25	84.0%	34	61.8%	9	-22.2%
5. I feel safe at work.	84.8%	25	80.0%	34	70.6%	9	-9.4%
6. I have the proper tools and equipment to do my job.	85.3%	25	88.0%	34	85.3%	9	-2.7%
7. Overall, I am satisfied with the state benefits offered to me.	87.9%	25	72.0%	34	79.4%	9	7.4%
8. My immediate supervisor assigns work fairly to all employees.	90.6%	25	84.0%	34	73.6%	9	-10.4%
9. I receive recognition for my work when I deserve it.	79.4%	25	80.0%	34	79.4%	9	-0.6%
10. I provide input in my performance plan and evaluation.	37.5%	21	61.9%	34	41.1%	13	-20.8%
11. I have the opportunity to learn and do new things in my job.	76.5%	25	72.0%	34	76.4%	9	4.4%
12. My agency supports my participation in training opportunities to improve my job skills.	68.8%	25	80.0%	34	76.5%	9	-3.5%
13. My agency supports my participation in education and professional development opportunities.	64.7%	25	80.0%	34	85.3%	9	5.3%
14. In my agency, promotions are based upon qualifications.	38.7%	23	39.1%	34	41.2%	11	2.1%
15. My agency values my ideas on work-related problems.	58.8%	25	64.0%	34	67.6%	9	3.6%
16. My agency will not tolerate discrimination.	78.8%	25	76.0%	34	82.4%	9	6.4%
17. My agency has a good system in place for communicating necessary information to staff.	85.3%	25	80.0%	34	61.8%	9	-18.2%
18. I would recommend my agency to other people as a good place to work.	79.4%	25	80.0%	34	70.6%	9	-9.4%
19. Senior management in my agency show care and concern for employees.	76.5%	25	84.0%	34	79.4%	9	-4.6%
20. Employee rating of the workplace.	70.6%	24	87.5%	34	88.2%	10	0.7%

## Arizona Medical Board Employee Satisfaction Survey 2011

	Number of Responses	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Positive Response
1. Overall, I am satisfied with my job.	34	38.20%	58.80%	2.90%	0.00%	0.00%	97.0%
2. I understand clearly what is expected of me at work.	34	38.20%	47.10%	11.80%	2.90%	0.00%	85.3%
3. I receive the adequate feedback on my work.	34	32.40%	35.30%	26.50%	5.90%	0.00%	67.7%
4. I receive the training that I need to do my job well.	34	29.40%	32.40%	20.60%	11.80%	5.90%	61.8%
5. I feel safe at work.	34	26.50%	44.10%	20.60%	8.80%	0.00%	70.6%
6. I have the proper tools and equipment to do my job.	34	41.20%	44.10%	8.80%	5.90%	0.00%	85.3%
7. Overall, I am satisfied with the state benefits offered to me.	34	38.20%	41.20%	11.80%	8.80%	0.00%	79.4%
8. My immediate supervisor assigns work fairly to all employees.	34	32.40%	41.20%	14.70%	11.80%	0.00%	73.6%
9. I receive recognition for my work when I deserve it.	34	38.20%	41.20%	11.80%	8.80%	0.00%	79.4%
10. I provide input in my performance plan and evaluation.	34	17.60%	23.50%	41.20%	11.80%	5.90%	41.1%
11. I have the opportunity to learn and do new things in my job.	34	38.20%	38.20%	14.70%	8.80%	0.00%	76.4%
12. My agency supports my participation in training opportunities to improve my job skills.	34	35.30%	41.20%	17.60%	2.90%	2.90%	76.5%
13. My agency supports my participation in education and professional development opportunities.	34	44.10%	41.20%	8.80%	5.90%	0.00%	85.3%
14. In my agency, promotions are based upon qualifications.	34	20.60%	20.60%	26.50%	29.40%	2.90%	41.2%
15. My agency values my ideas on work-related problems.	34	23.50%	44.10%	20.60%	11.80%	0.00%	67.6%
16. My agency will not tolerate discrimination.	34	47.10%	35.30%	11.80%	5.90%	0.00%	82.4%
17. My agency has a good system in place for communicating necessary information to staff.	34	29.40%	32.40%	26.50%	11.80%	0.00%	61.8%
18. I would recommend my agency to other people as a good place to work.	34	26.50%	44.10%	23.50%	5.90%	0.00%	70.6%
19. Senior management in my agency show care and concern for employees.	34	35.30%	44.10%	14.70%	5.90%	0.00%	79.4%

	Number of Responses	Outstanding	Excellent	Good	Satisfactory	Poor
20. Employee rating of the workplace.	34	23.5%	41.2%	23.5%	11.8%	0.0%
Percent rating "Outstanding", "Excellent", or "Good"	88.2%					