

2009 EOW Employee Opinion Survey

Question Explanations

The following explanations are provided to help employees better understand the intent of each EOW question.

Standard definitions:

- “This organization” is Samuel Merritt University.
- “My manager” is the person to whom you directly report (i.e. your immediate supervisor).
- “My department” is the group of employees with whom you work on a daily basis, typically reporting to the same manager.

EOW Question		What it Measures	What it Means
1.	How satisfied are you with this organization as a place to work?	Overall satisfaction with the organization	Think about this question as it relates to the overall organization and your personal experiences over the past year, not the day-to-day tasks of your job. As an employer, does the organization meet or exceed your expectations?
2.	I have a clear idea of the results expected of me in my job.	Understanding of the expectations of the job and the results that are used to determine personal success	Results are what you and others see from doing your job every day, not just the tasks you are required to perform. Do you know what to look for (and what others use) to judge your success?
3.	This organization has a clear sense of direction.	Whether senior management is effectively communicating longer-term strategies, goals and objectives to employees	Senior management is responsible for setting longer-term strategies, goals, and objectives – and communicating those at all levels in your organization. Do you know what your leaders have in mind?
4.	Overall, my manager does a good job.	Perception of the manager's effectiveness in getting the job done	Besides how well your manager performs the technical parts of his/her job, think about how well your manager does at encouraging teamwork, focusing on customers, and being an example for others.
5.	My manager shows me respect as an individual.	Perception of how well the manager behaves in a professional manner and regards the person's own unique qualities	Showing respect means behaving in a professional manner and giving you the consideration everyone deserves. The question is not only about respecting you as an employee, but as a person with your own unique qualities.
6.	Employees in my department seek to understand and meet our customers' needs and requirements.	Perception of how well the employees in the department are making the effort to investigate and serve the needs of the customers (students, families, visitors, physicians and colleagues from other depts.)	Your department's customers may be students and their families, visitors, and colleagues in other departments who use your department's products and services. How well do those in your department truly understand the needs of all of your customers? How focused is your department manager and the employees in your department on meeting those needs?
7.	Employees in my department truly cooperate to meet patient/customer needs.	Perception of how well the team works together to meet customer needs	Truly cooperating goes beyond being polite, respectful, and communicating effectively. It's about everyone understanding what the team is trying to achieve, and team members going out of their way to help make others and the team successful.



	EOW Question	What it Measures	What it Means
8.	My job makes good use of my skills and abilities.	Perception of how the employee's unique skills and strengths are being used in his or her current position.	Having the opportunity to use your unique talents on a regular basis contributes to overall job satisfaction. Do the requirements of your job utilize your strengths, or do you feel you could be contributing more?
9.	My job provides a chance to do challenging and interesting work.	Perception that the employee's current role is interesting and provides enough challenge	A sense of satisfaction with your job comes from participating in activities that you find interesting, and from feeling energized by the demands of the job. Does your job give you opportunities to solve new problems, or has it just become routine?
10.	My work makes a real contribution to the success of this organization.	Belief that the employee's efforts are contributing to the organization's overall performance	Clearly understanding what role you play in meeting the organization's goals is important to both the level of satisfaction you have with your job, and to the organization's overall performance. Do you know where you fit into the "big picture?"
11.	The mission or purpose of this organization makes me feel my job is important.	Sense of connectedness to the organization's mission	Do you feel that you personally contribute to the University's mission through the work you do?
12.	If a friend or family member needed care I would recommend this organization. (Interpret as if a friend or family member were seeking higher education in the health sciences.)	Likelihood of recommending the University as a an educational institution	A sense of pride comes from working in an organization that serves its customers well, and especially when it serves its students better than other universities. If you were given a choice, would you recommend your loved ones to SMC if they were seeking an education in health sciences?
13.	This organization is ethical.	Belief that the organization is operating in a way that is consistent with laws and regulations, as well as in line with the University's stated values and principles.	Being ethical means operating in a way that is not only consistent with laws and regulations, but also in line with the University's and Sutter Health's stated values and principles. How are your organization and its senior leaders doing at living up to the highest professional standards?
14.	My manager does a good job of counseling me in my career development.	Perception of the manager's effectiveness at providing career coaching	Being an effective manager involves understanding each individual's personal goals and aspirations. Many people are satisfied with their current roles, while others desire advancement or development opportunities outside their current jobs. Does your manager know where you stand, and does he/she work with you to make progress toward your career goals?
15.	My job provides a chance to learn new skills and develop new talents.	Belief that the person's current role offers learning opportunities	This question is about the opportunity to learn on the job, not about formal training. Does your supervisor work with you to find ways to develop your skills in areas that interest you?
16.	I can achieve my long-term career objectives at this organization.	Perception of the career opportunities that the organization offers	Many people are satisfied with their current roles, while others desire advancement or development opportunities. Considering your personal goals and aspirations over the next five years (i.e., long-term), does SMC offer a chance to fulfill those objectives?
17.	I have recently received recognition or praise for doing good work.	To what extent the employee feels appreciated	Recognition and praise comes in many forms, and can come from a variety of sources. Have you recently felt appreciated by your manager, by your peers, and/or by your customers?

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18.	My manager lets me know what kind of job I am doing.	Perception of the manager's ability to provide constructive feedback	Your manager is responsible for providing clarity on the results expected of you in your job, as well as where you excel or fall short in specific areas. Do you know what your manager thinks are your strengths, and in what areas you need to improve?
19.	My pay is competitive compared to other healthcare organizations in this area. (Interpret as compared to other universities).	Perception of how well the University pays compared to competitors	Your organization competes for talented employees in the area, just like it competes for students in the community. Do you think your overall pay is comparable with what you might make doing the same job at a different university in your area?
20.	I receive the resources I need to do quality work.	Perception of whether the organization provides the supplies, equipment, tools, and/or people necessary to do work to the required standard	Resources are supplies, equipment, tools, and people. Do you have what you need to do the kind of job that is required?
21.	This organization has efficient work processes and procedures.	Perception of how effectively the organization uses the resources that are available	Efficient work processes and procedures use the least amount of resources to produce the most output. Are work processes designed to get the best results using the resources that are available?
22.	The amount of work I am expected to do is reasonable.	Perception of whether the organization places unreasonable demands on employees	Think about your average workload. Is the amount of work you are expected to do a recurring problem? Do you often feel overwhelmed or work long hours?
23.	This organization has flexible policies and programs that allow me to attend to my personal and family needs.	Perception that the organization provides personal flexibility for employees	Personal and family matters can affect productivity at work. Think about policies and programs that promote work/life balance. Are they flexible to your needs?
24.	This organization is doing a good job of monitoring and improving the safety of my work area.	Perception of how much the organization has emphasized safety and ongoing improvements in the area of safety	Accidents can happen, but many can be prevented. Do you believe the organization cares about safety and makes it a top priority?
25.	This organization receives value as a result of being a part of the Sutter Health system.	The reputation of Sutter Health as a provider of value to the organization	Overall, do you think your organization is positively affected by its affiliation with Sutter Health?
26.	This organization understands and appreciates differences among employees (gender, race, age, national origin, religion, etc.)	Perception of whether the organization values employees with diverse characteristics and backgrounds	Is diversity accepted and embraced in your organization?
27.	In this organization employees are given fair treatment without regard to personal differences (gender, race, age, national origin, religion, etc.)	Perception of whether the organization applies policies and practices fairly to diverse employee groups	Think of the organization as a whole. Based on your own experience, do you believe all employees are treated fairly? Or, do you think personal differences influence how policies and practices are applied?
28.	I have heard the results of the last EOW survey.	Perception of how effectively EOW results were communicated	You may have heard about the results from the last EOW survey in a number of ways. Do you know what those results were – for your organization overall and/or for your department?
29.	Action was taken on issues raised in the last EOW survey.	Perception of whether the EOW survey led to tangible improvement efforts	Are you aware of any improvement efforts made as a direct result of EOW survey feedback?

