

2017 Employee Satisfaction Survey Results

DO
WHAT
YOU
LOVE
LOVE
WHAT
YOU
DO

2017 Survey Format

- This year we participated in a program called Top Workplaces which uses a surveying company called Workplace Dynamics.
- This program gives us the opportunity to be published as a Top Workplace in Columbus CEO Magazine. We will find out by the end of October if we are a Top Workplace.
- We also asked 3 open-ended questions through Survey Monkey.

Survey Results

- 54 people responded to the Survey Monkey questions
- 119 people responded in the Workplace Dynamics Survey
- In 2016 we had 49 staff complete the survey that was sent up using our previous format in Survey Monkey.

Workplace Survey Stats

Your survey was conducted from September 18, 2017 to October 3, 2017



Surveys Sent: **147**



Comments & Improvement Ideas: **400**



Responses: **119**



Comment Rate: **3.4** comments per respondent

1.5 comments per respondent is average. Comments are gathered through a conditional line of questioning.



Response Rate: **81%** *(benchmark average is 62%)*



Benchmarks

Non-profit: Human and Social Services - 2017 (96 companies)

Benchmarks are pulled from our database of 6,000 organizations surveyed in the last 12 months nation-wide. Benchmarks represent aspiring top workplaces, NOT industry averages.

Introduction



Below are the OrgHealth™ statements asked on the survey grouped into four themes.



Alignment

- **Values & Ethics:** Syntero operates by strong values and ethics
- **Direction:** I believe Syntero is going in the right direction
- **Cooperation:** There is good inter-departmental cooperation at Syntero
- **Negativity:** There is not a lot of negativity at my workplace



Effectiveness

- **Execution:** At Syntero, we do things efficiently and well
- **Communication up:** Senior managers understand what is really happening at Syntero
- **Open-mindedness:** Syntero encourages different points of view
- **Ideas:** New ideas are encouraged at Syntero



Connection

- **Potential:** Syntero enables me to work at my full potential
- **Appreciation:** I feel genuinely appreciated at Syntero
- **Meaningfulness:** My job makes me feel like I am part of something meaningful
- **Communication down:** I feel well-informed about important decisions concerning Syntero



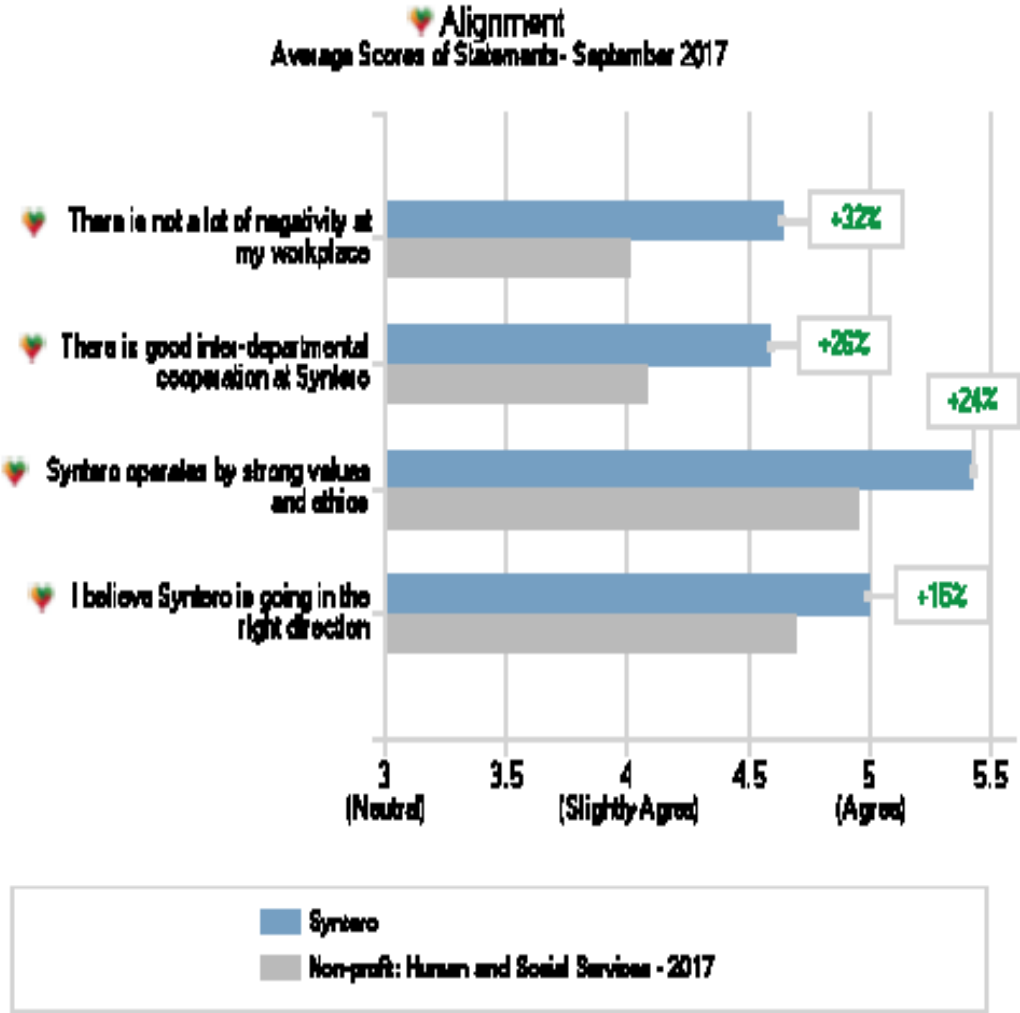
My Manager

- **Concerns:** My manager cares about my concerns
- **Helpfulness:** My manager makes it easier to do my job well
- **Development:** My manager helps me learn and grow

Top Theme - Alignment

The **blue** bars on this chart show **Syntero's** average score on each statement.

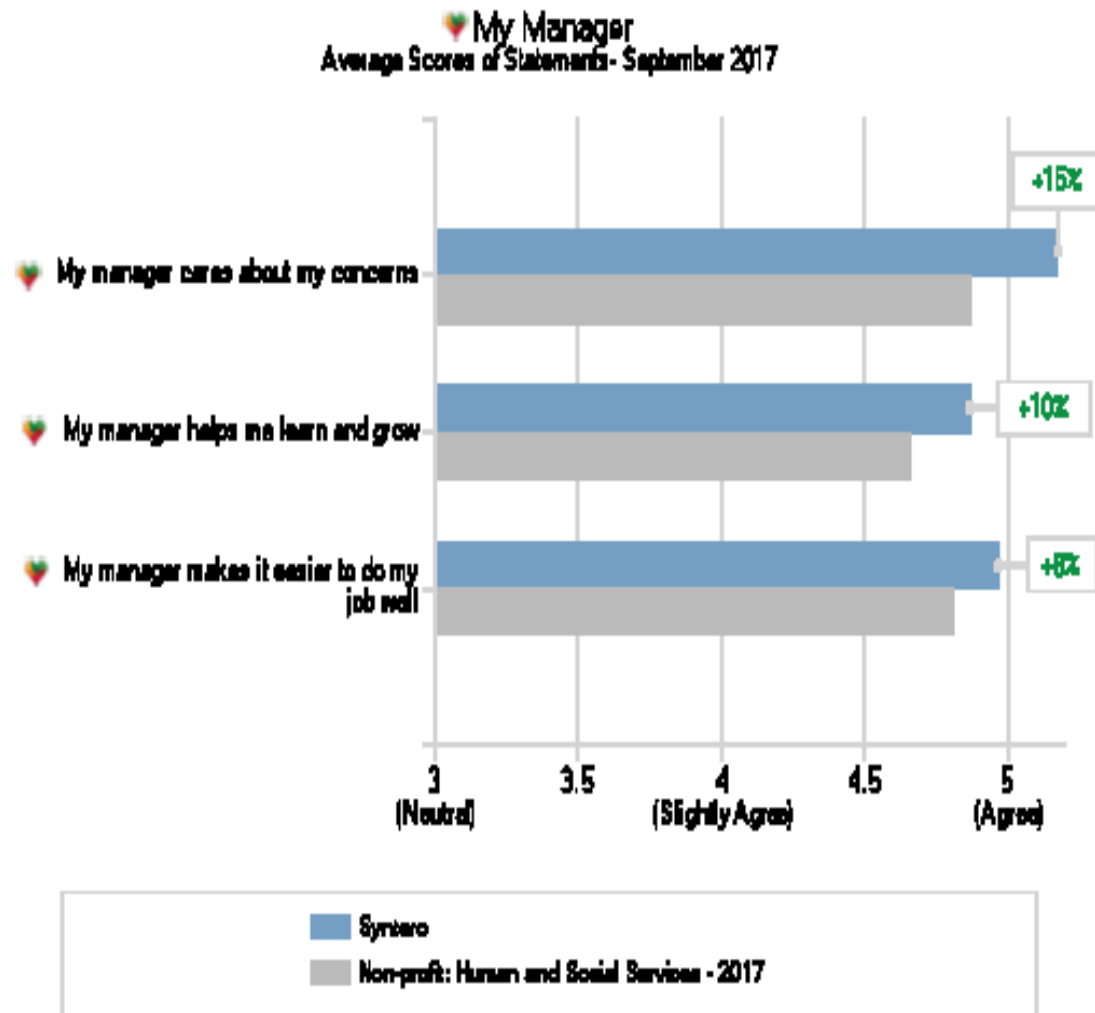
The **gray** bars provide the average score on each statement for the “**Non-profit: Human and Social Services - 2017**” benchmark.



Bottom Theme - My Manager

The blue bars on this chart show Syntero's average score on each statement.

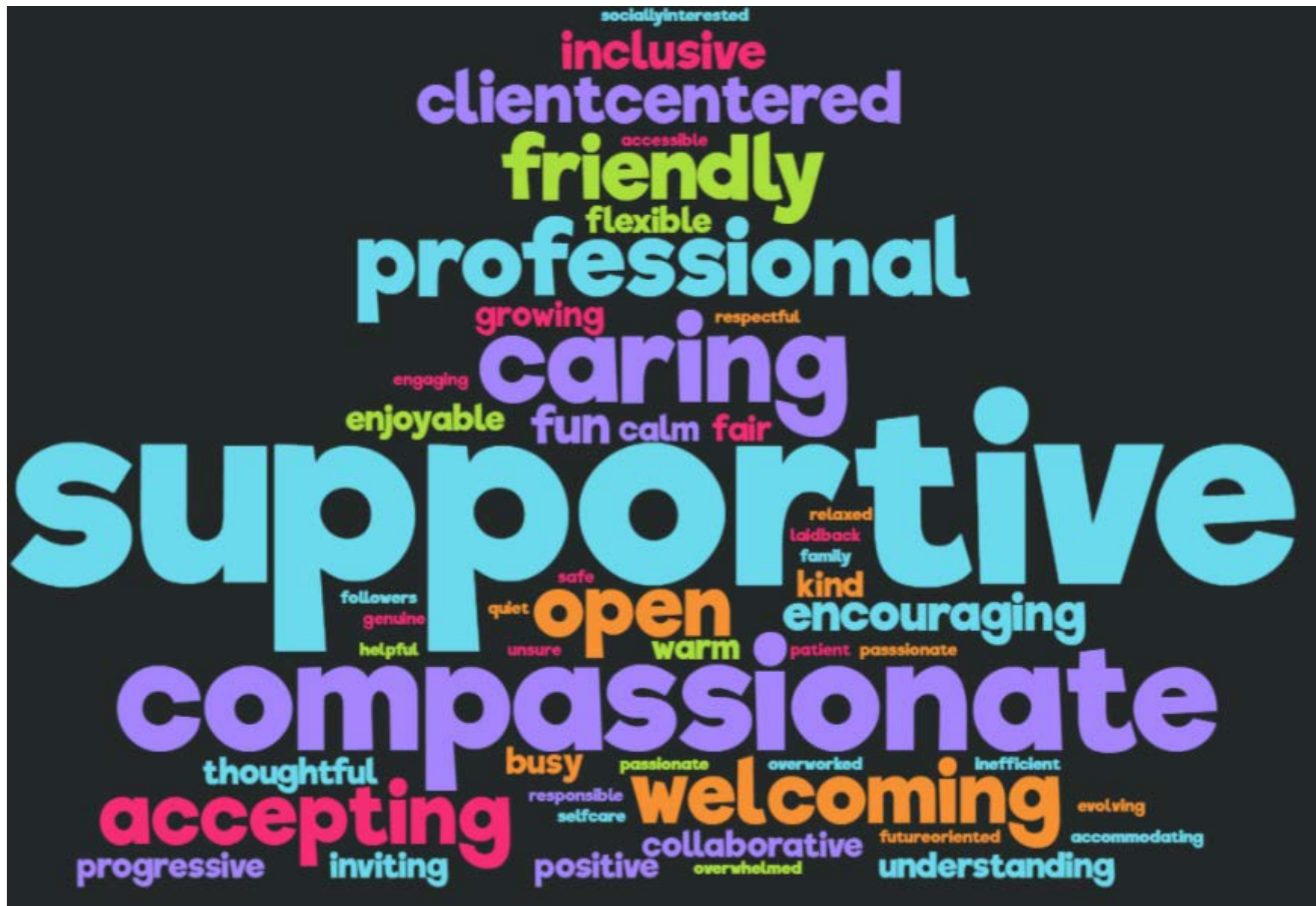
The gray bars provide the average score on each statement for the "Non-profit: Human and Social Services - 2017" benchmark.



Q1 - What 3 words best describe the culture at Syntero?

- 52 people answered, 2 skipped
 - Supportive (20)
 - Compassionate (9)
 - Caring (7)
 - Professional (6)
 - Friendly (5)
 - Accepting (5)
 - Open (5)
 - Welcoming (5)





Q2 - What do you like most about your job?

- 54 answered, 0 skipped
- Common themes:
 - Co-workers/environment - mentioned by 30 respondents
 - Clients/helping others - mentioned by 20 respondents
 - Supervisor/supportive environment/opportunities for growth mentioned by 15 respondents
 - Ability to work independently/Position duties mentioned by 12 respondents
 - Flexibility mentioned by 10 respondents

THE **ONLY** WAY
— TO DO —
GREAT WORK
— IS TO —
LOVE
WHAT YOU DO.

STEVE JOBS

Q2 Quotes

- Hands down the workplace culture! I came here from a job with a very toxic workplace culture and having the switch has made all of the difference in the world! Staff are supportive, friendly and thoughtful, I feel confident and comfortable to ask questions to my supervisor and others, and have a healthy work-life balance! This allows me to use this positive energy with clients, and many of them have noticed the positive workplace culture here too.
- Getting the privilege to help people recover and grow, sometimes in a life changing way. The supportive culture at Syntero helps me to deal with the challenges of my job.
- The clients and that the focus on client care comes from all positions/ departments.
- The atmosphere. People make this place, and these people work well together and create a very warm environment!
- My awesome co-workers and the difference I KNOW that we make in the lives of our clientele.
- The employers care about their employees just as much as the clients. In a lot of other work places, employers sometimes focus so much on the customers that they forget that their own employees have feelings too. I am very thankful for the employment opportunity. It is very caring.

MY JOB ROCKS



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Q3 How could Syntero better help you do your job?

- 50 answered, 4 skipped
- Responses were rather varied, especially in comparison to Q2.
- Common Themes:
 - Nothing/Not sure/Continue what you're doing mentioned by 13 respondents
 - Increase pay/benefits/supply purchases mentioned by 7 respondents
 - Increased support or feedback from supervisor mentioned by 7 respondents
 - Increase administrative support staff mentioned by 6 respondents
 - Increase training opportunities mentioned by 4 respondents
 - Increase communication mentioned by 4 respondents
 - Decrease documentation mentioned by 2 respondents

Q3 Quotes

- Not sure. I love working for Syntero and whatever I do is appreciated.
- Continue to do what you are doing! :-)
- Increase my salary
- Increase admin staff to support the growing agency and programs.
- Syntero could help me be better at my job by (continuing) to improve communication.
- Feedback and constructive criticism
- In house trainings that provide CEUs. My Learning Point is nice, but there is something to be said for in person trainings.
- I feel that Syntero is already doing a great job at helping me do my job.

MAY YOU BE PROUD
OF THE WORK YOU DO
THE PERSON YOU ARE
AND THE DIFFERENCE
YOU MAKE