

EA Employee Satisfaction Survey 2020



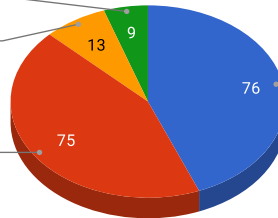
This satisfaction survey was administered via a SurveyMonkey link to all EA employees. The survey consisted of eleven items, nine of which are based on a 5-point Likert scale. Likert-scaled responses are scored on a range from 5 to 1 (e.g. "Strongly Agree" to "Strongly Disagree"). This survey ended with a sample size (n) of 173, up from 151 in 2019 (14% increase).

Q1: My work environment inspires me to give my best effort each day?

Disagree
5.2%

Neutral
7.5%

Agree
43.4%



Strongly Agree
43.9%

	Strongly Agree	Agree	Neutral/Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	76	75	13	9	0
Item Mean	4.26				
2019 Mean	4.15				

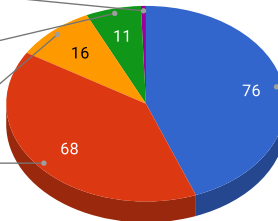
Q2: I feel I work in a healthy work environment.

Strongly Disagree
0.6%

Disagree
6.4%

Neutral
9.3%

Agree
39.5%



Strongly Agree
44.2%

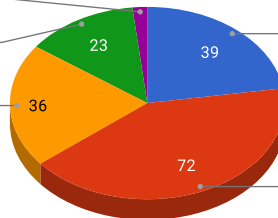
	Strongly Agree	Agree	Neutral/Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	76	68	16	11	1
Item Mean	4.2				
2019 Mean	4.12				

Q3: How would you rate communication between leadership and employees in my organization?

Poor
1.7%

Needs Improvement
13.3%

Ok
20.8%



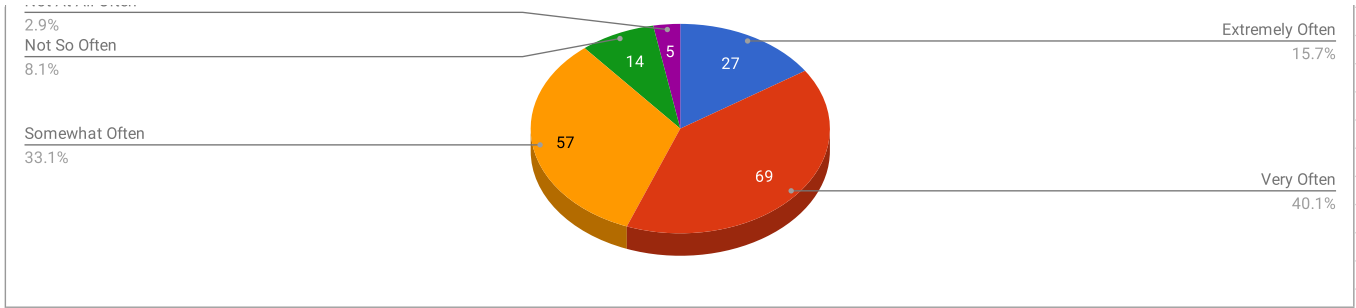
Great
22.5%

Very Good
41.6%

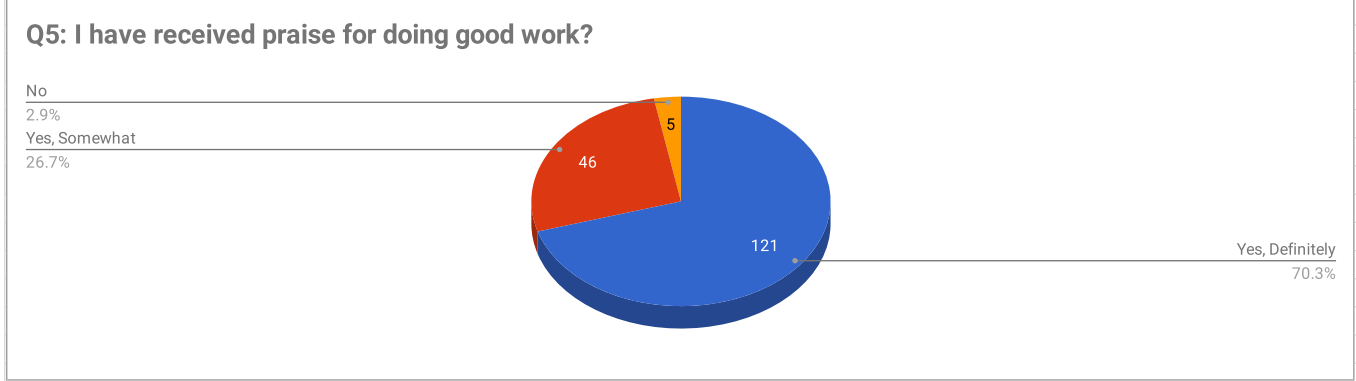
	Great	Very Good	Ok	Needs Improvement	Poor
# of Responses	39	72	36	23	3
Item Mean	3.7				
2019 Mean	3.54				

Q4: How often does your supervisor give you feedback about your work?

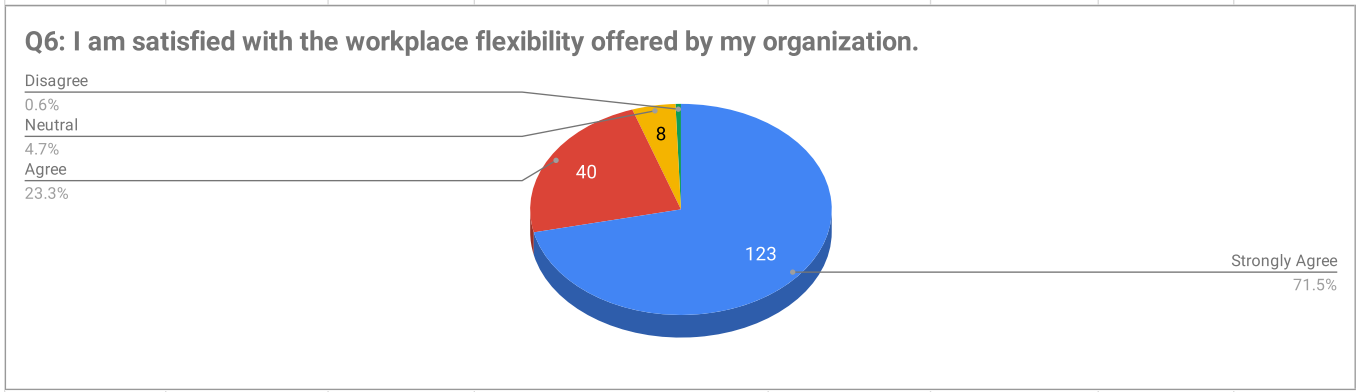
Not At All Often



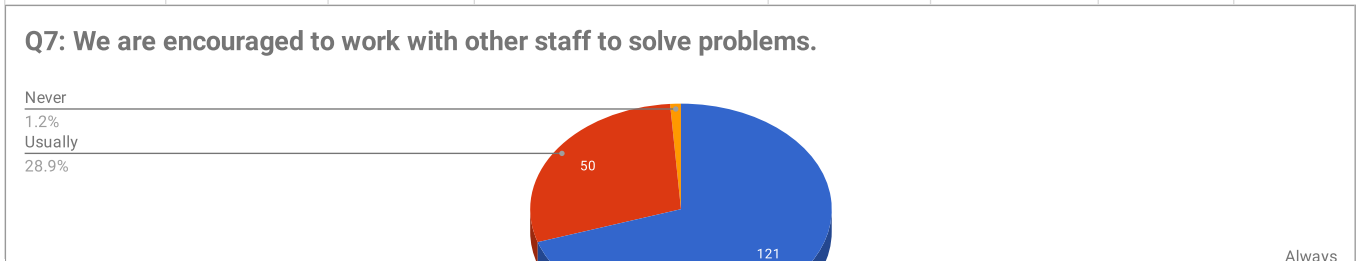
	Extremely Often	Very Often	Somewhat Often	Not So Often	Not At All Often
# of Responses	27	69	57	14	5
Item Mean	3.58				
2019 Mean	3.4				



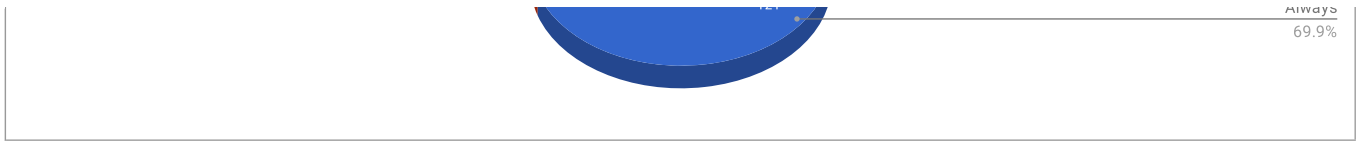
	Yes, Definitely	Yes, Somewhat	No
# of Responses	121	46	5
Item Mean	2.67		
2019 Mean	2.58		



	Strongly Agree	Agree	Neutral/Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	123	40	8	1	0
Item Mean	4.66				
2019 Mean	4.71				

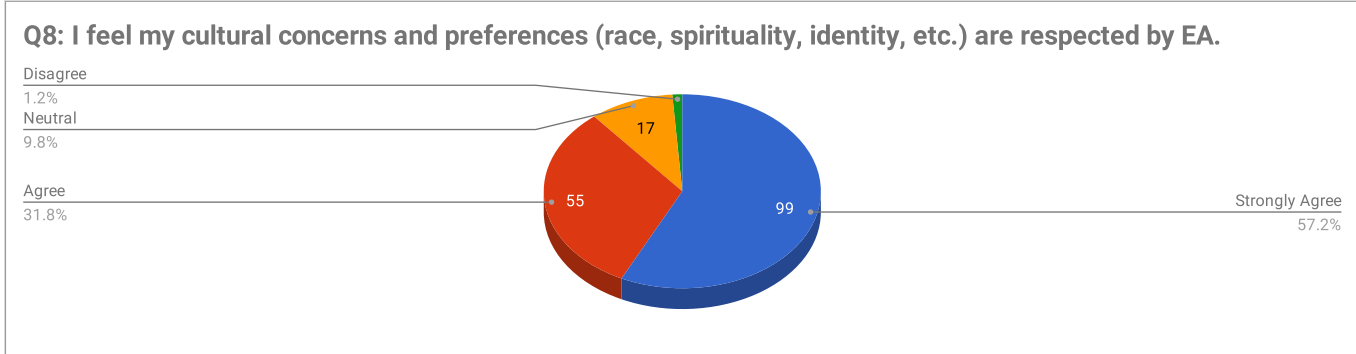


	Always	Usually	Never
# of Responses	121	50	1
Item Mean	4.66		
2019 Mean	4.71		



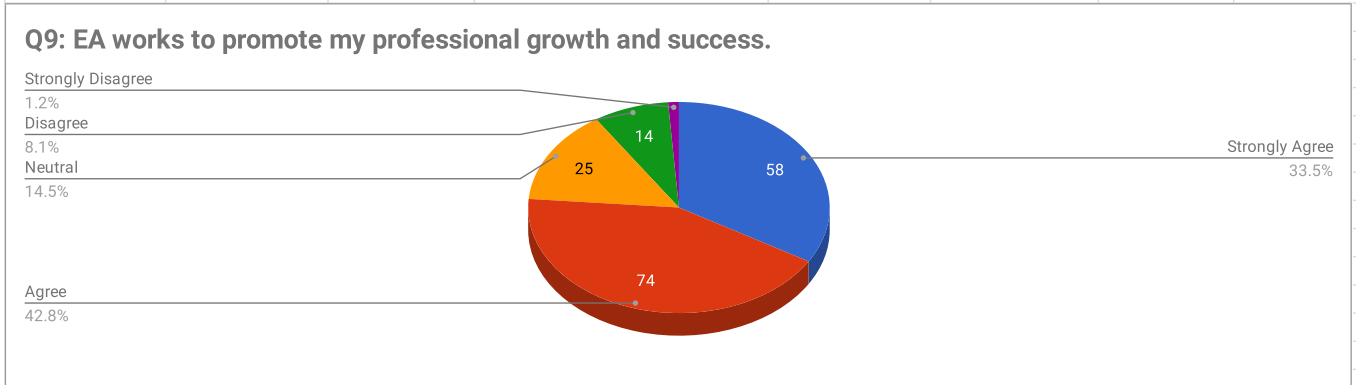
	Always	Usually	Never
# of Responses	121	50	2

Item Mean	2.69
2019 Mean	2.68



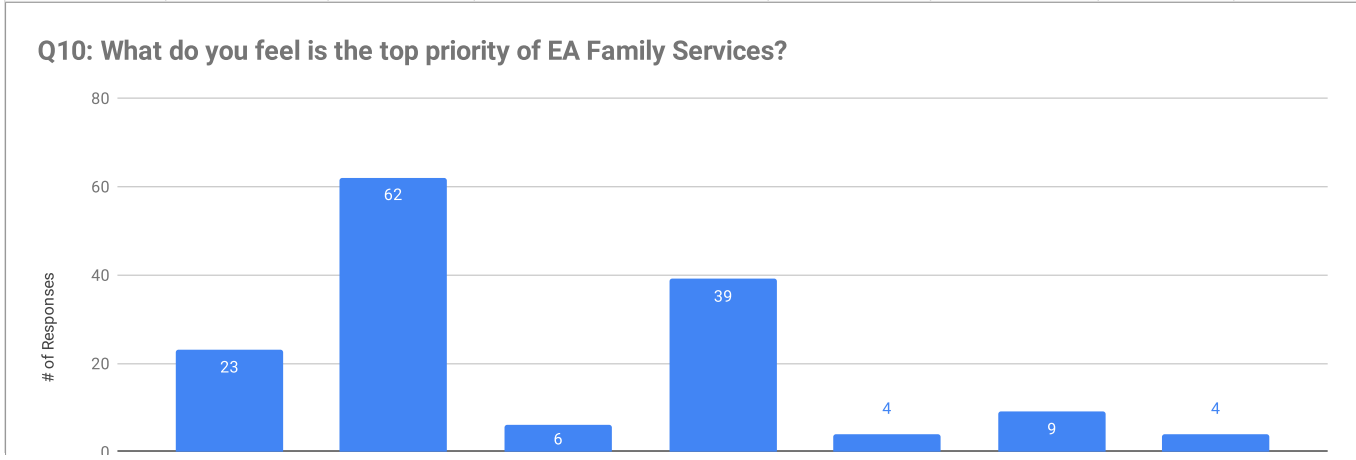
	Strongly Agree	Agree	Neutral/Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	99	55	17	2	0

Item Mean	4.45
2019 Mean	4.42



	Strongly Agree	Agree	Neutral/Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	58	74	25	14	2

Item Mean	3.99
2019 Mean	3.85

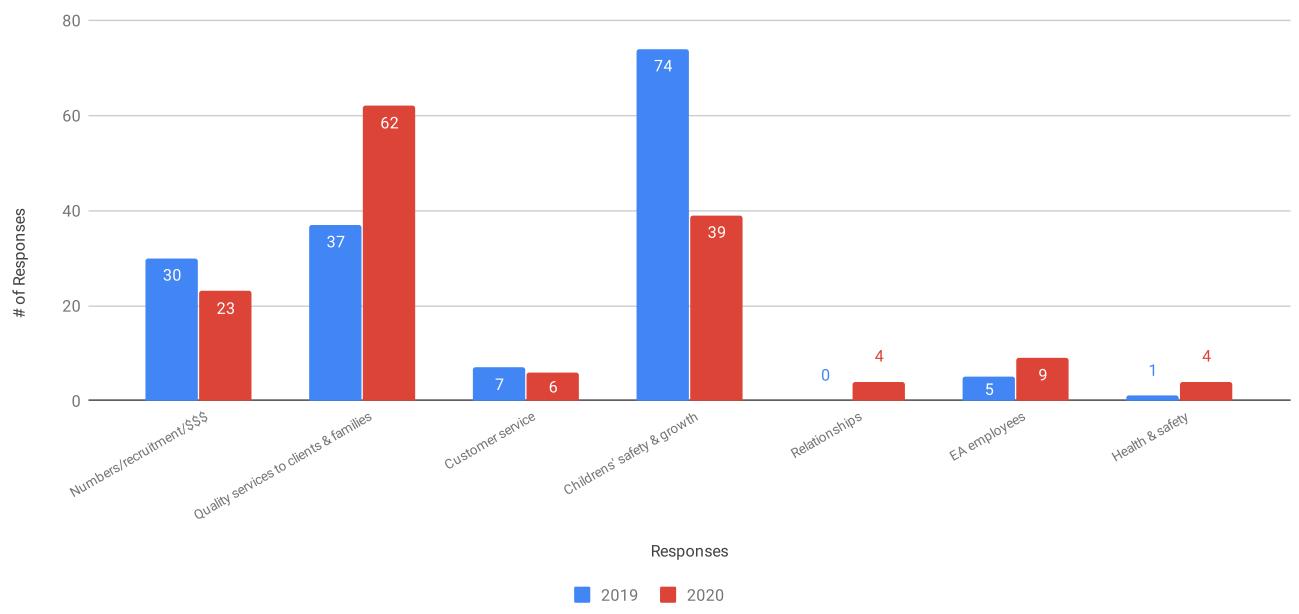


Numbers/recruitment/SSS
 Quality services to clients & families
 Customer service
 Childrens' safety & growth
 Relationships
 EA employees
 Health & safety

Responses

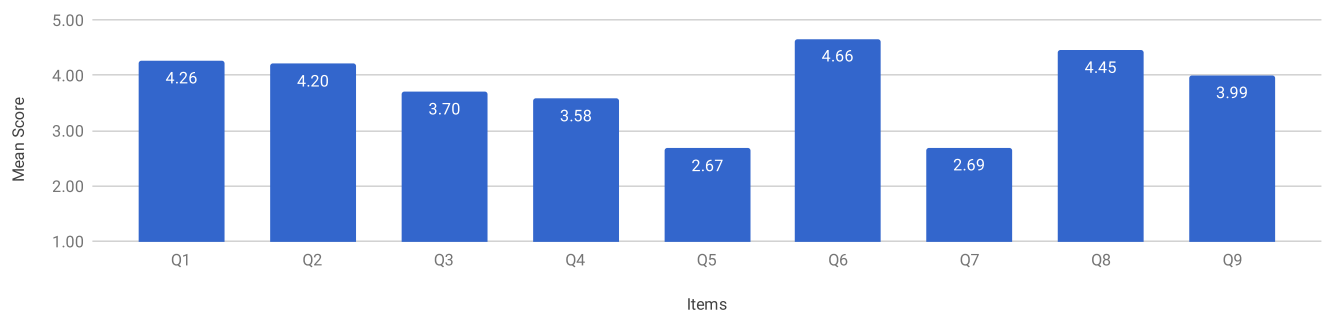
Other single responses include: Autonomy; Communication; In-house Tx / Wrap services; Employee training; Health & safety

Q10: Comparative (2019 - 2020)



Means

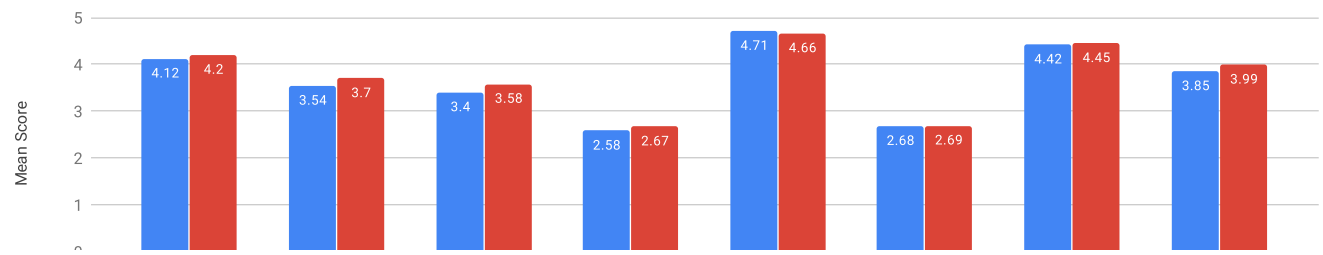
Item Means

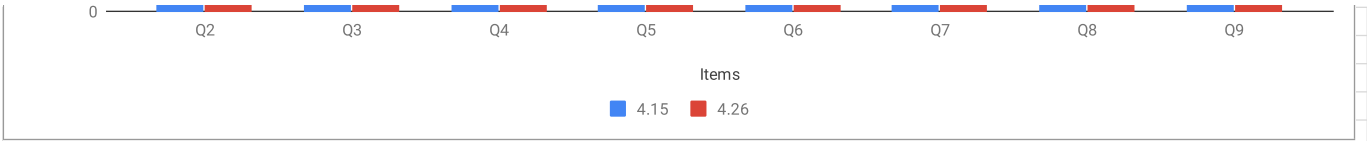


Lowest Item Mean	3.58	How often does your supervisor give you feedback about your work? (Same in 2019)
Highest Item Mean	4.66	I am satisfied with the workplace flexibility offered by my organization. (Same in 2019)

****Items Q5 & Q7 are not included in "Lowest Item Mean" and "Highest Item Mean" as they are on a 3-point scale, rather than 5-point****

Mean Comparison (2019 - 2020)





Items Q5 & Q7 are not included in "Lowest Item Mean" and "Highest Item Mean" as they are on a 3-point scale, rather than 5-point		
Greatest positive change	.18	How often does your supervisor give you feedback about your work?
Greatest negative change	-0.05	I am satisfied with the workplace flexibility offered by my organization.