

## Employee Survey 2022

114 Employees returned surveys making the return rate 32.3%.

20% - 30% is considered average.

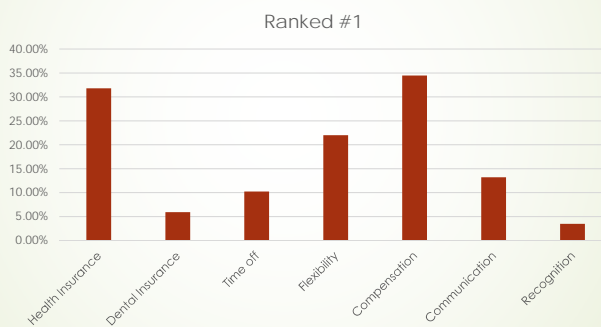
50 % considers excellent.

We are above average!

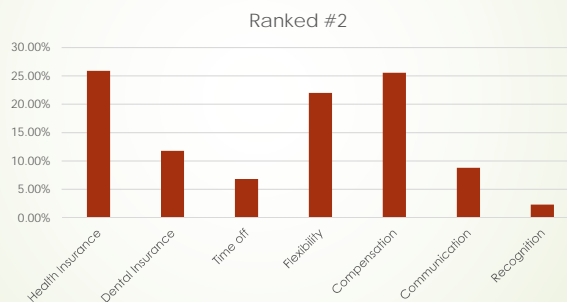
## Responses

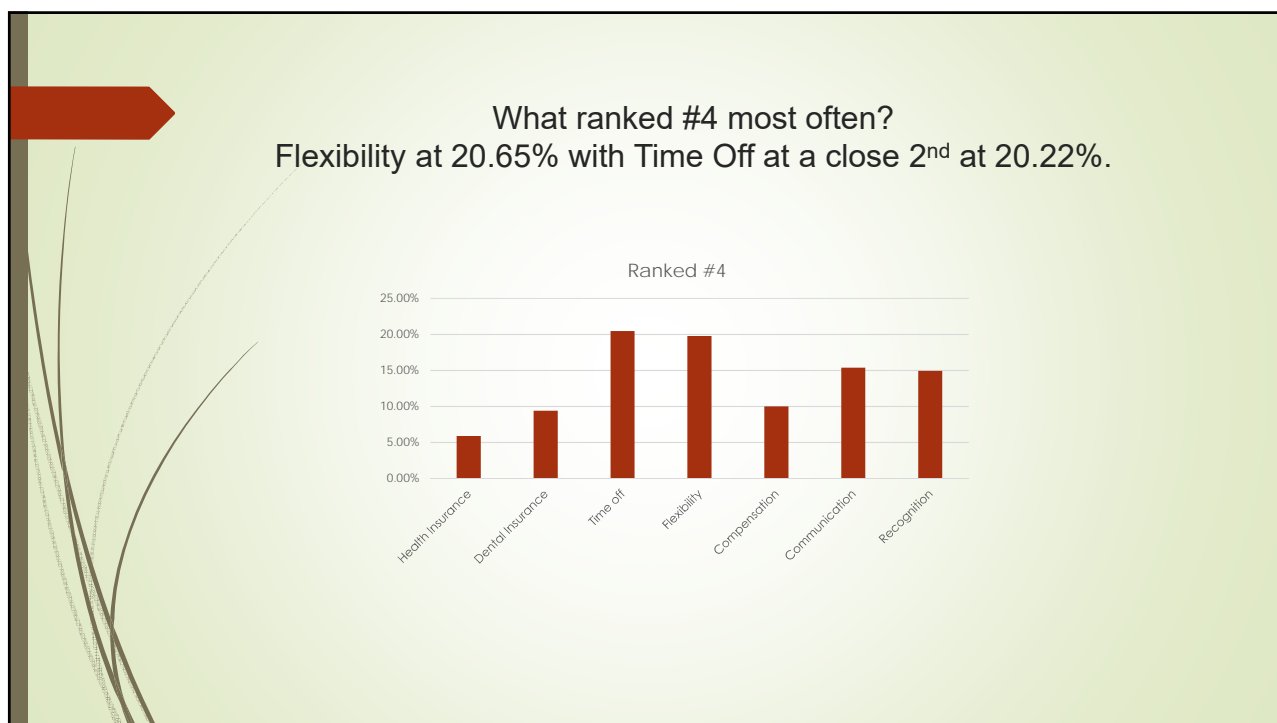
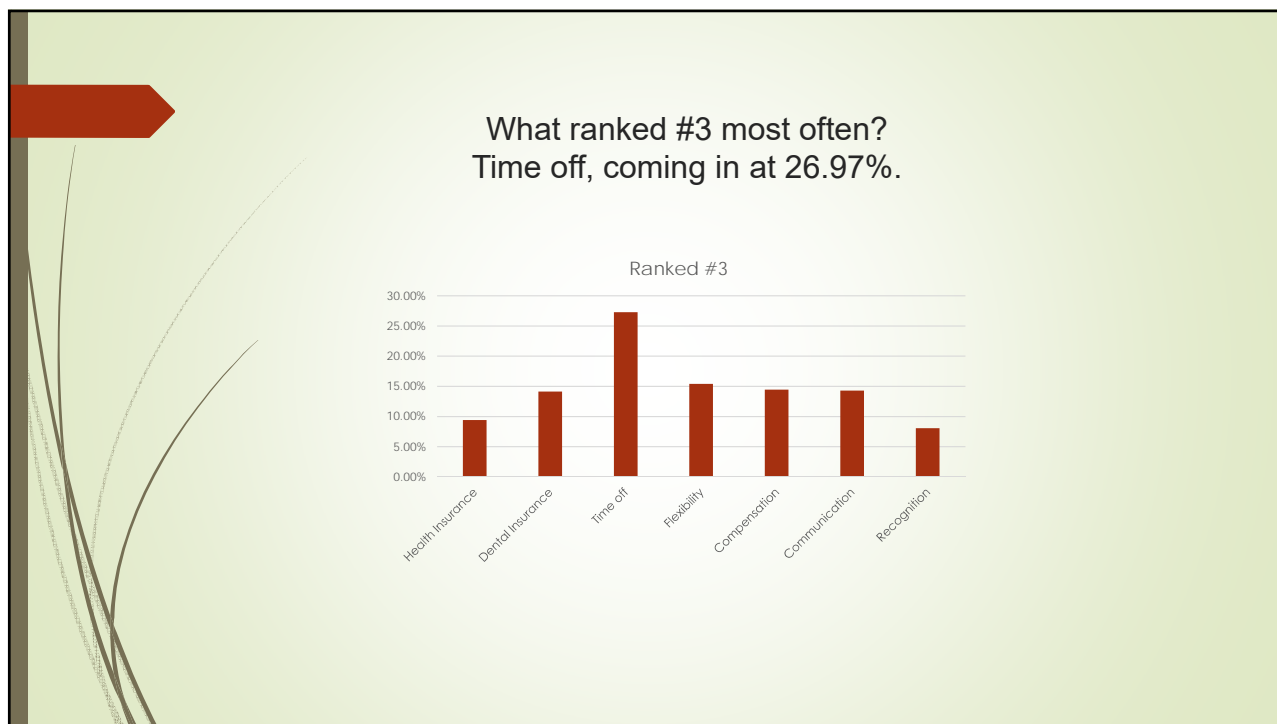
- There are 352 Active employees.
- 155 Surveys were sent out to employees with email addresses.
- 155 were returned which is 32.3%.
- There was a lot of good feedback. Hopefully you were able to review them.
- To many to mention, but yet need attention.

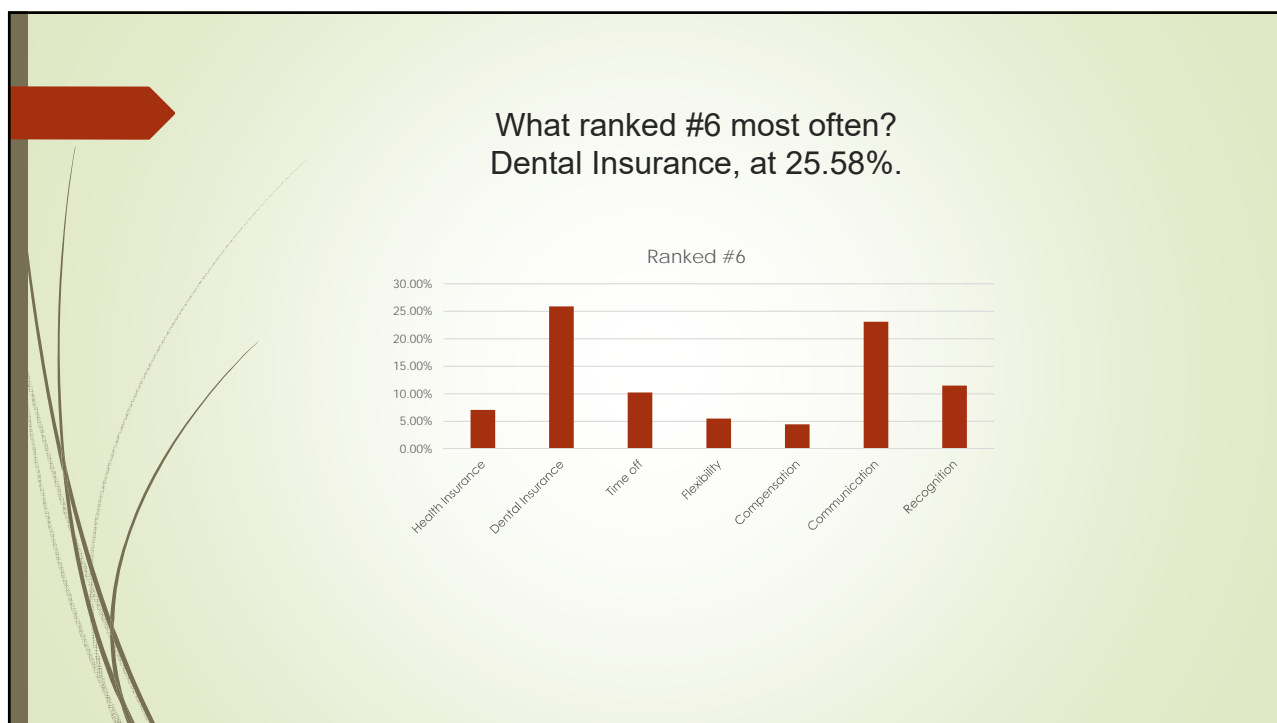
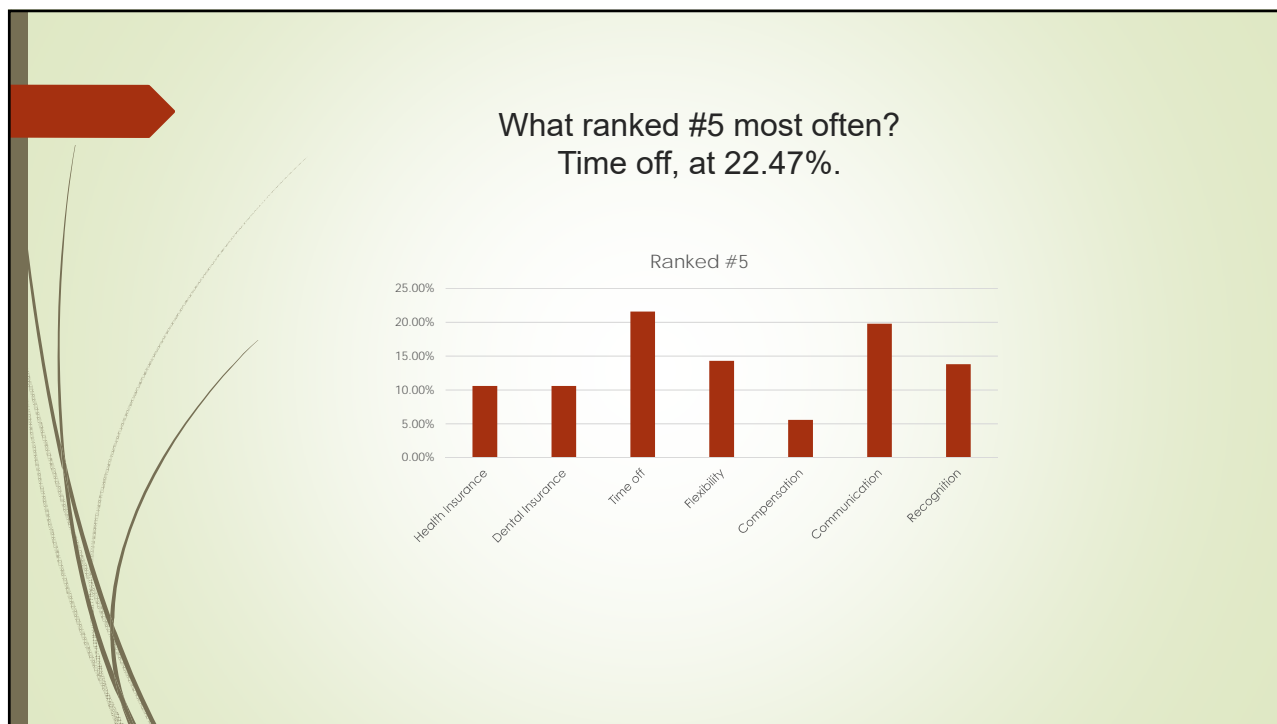
What ranked #1 with employees?  
Compensation ranked as #1 most important 34.07% of the time.

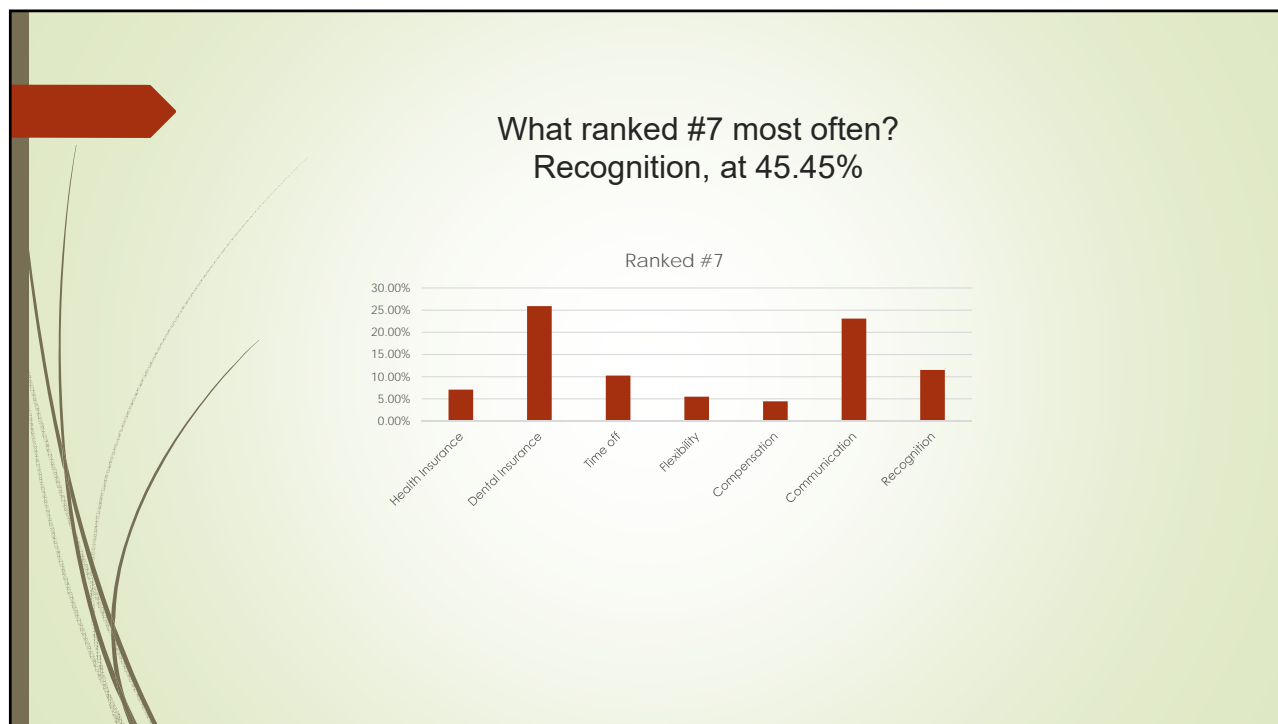


What ranked #2 most often?  
Health Insurance was rated highest as a #2 choice 25.58% of the time with Compensation being a close 2nd at 25.27%.

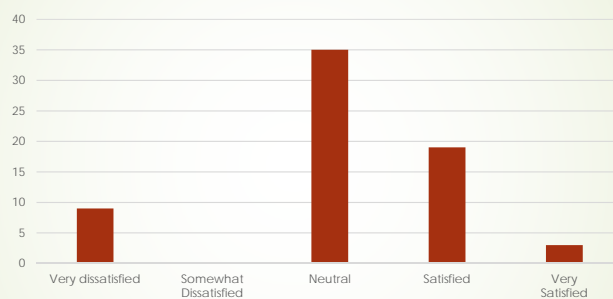






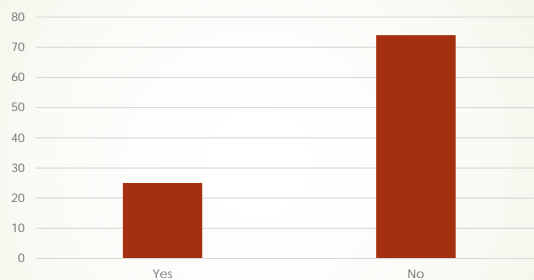


How satisfied are you with the benefits offered by Richland County?



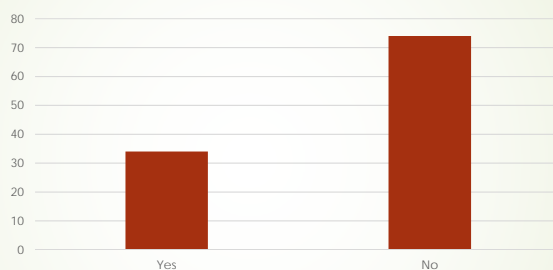
Highest rating is 54.7% are neutral

Do you use the Counties medical flex account? 25 people that participated use the flex. 75 do not.



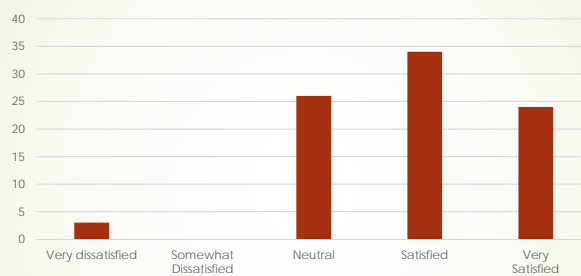
25% participate currently.

Would you use Flex if it was offered as a card? 34 would use flex if offered in a card. 75 would not.



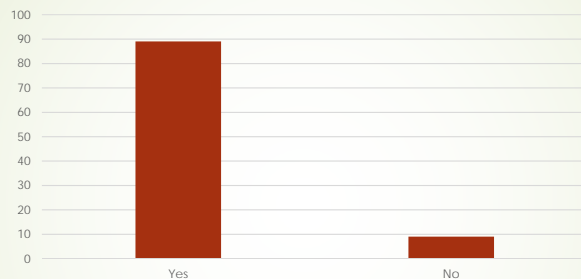
27.6% would participate if offered in cards

How would you rate your feelings about your work environment?



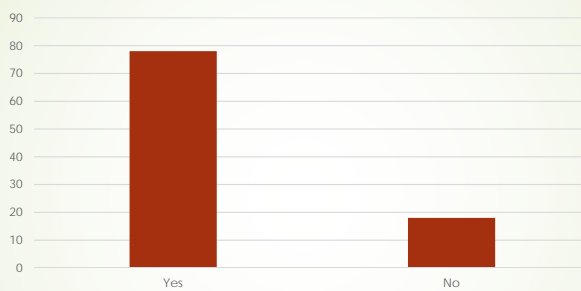
54% are satisfied with the work environment.

Does your manager communicate clearly & professionally?



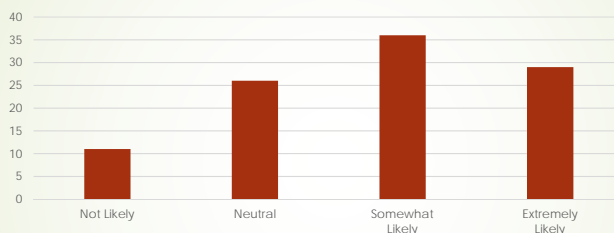
90% feel their manager communicates clearly.

Do you feel appreciated for your efforts by your superiors?



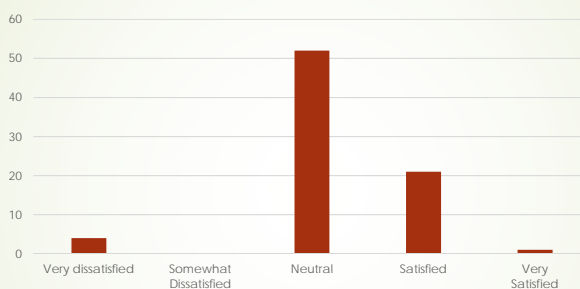
81.4% feel appreciated.

Considering your complete employment experience with Richland County, how likely would you be to recommend us to a friend or family member to join us?



**35% would recommend employment here.**

How do you feel about the business/growth decisions taken by the County?



**67.5% are neutral about business/growth decisions.**

## 1. What do you consider the biggest value of employment at Richland County?

- There were 85 comments
- 13 - Community and helping community
- 14 - Close to home
- 15 - Flexibility
- 12 - Retirement or WRS
- Other things – People, wages
- Several comments were that insurance was the biggest value but is “not anymore”. But also several saying they are thankful for insurance.

## 4. Concerning compensation – What would you like to see changed?

- There was 75 comments
- 64 – Wages and pay need to continue to increase each year.
- Salary needs to be competitive with neighboring Counties.
- Wages that keep up with inflation.
- 23 – Including State Insurance and lower deductible
- Other things mentioned – “Step increases”; “Cost of living raises”; “Longevity compensation”.
- Step increases given at evaluations.
- Hours of work per week and probation hours the same throughout the county.

## 6. Concerning benefits – What changes would you like to see?

- There were 84 comments sent
  - 100 – Need to improve Health Insurance and lower deductible
  - 19 – Go back to State Insurance
  - 17 – More Vacation and a pay increase for longevity
  - More competitive wages.
  - Vision Insurance.
  - Would like Flex Cards.
  - Would like to see an Employee Assistance Program
  - Sick payout if we reach maximum or a bonus if we don't use it.

## 14. What areas do you think need improvement or benefits that should be added?

- 71 responses were given
  - 24 - Insurance or State Insurance
  - 30 – Better Wages/pay. Longevity pay.
  - Others – Better Training,
  - Centralized Human Resources mentioned several times and centralized Maintenance Department.
  - Better monitoring of manager to make sure they are doing their job.
  - Time clock with interface mentioned several times, because people could abuse the honor system.
  - There are too many "errors" with employees manually figuring their hours that are not caught.

#### 14. Continued

- Team building, both departmental and intradepartmental.
- Reverse what the county pays towards insurance deductible, County pay the first \$1000.00 then employees pay.
- Allow for payout of vacation and sick time if not used.
- More vacation for longevity employees.
- Treat all departments the same because all departments have turn over.
- Better communication mentioned several times.
- PV-Daytime CNA's deserve more pay.
- Remove added vacation days in the first 1.5 years, encourages missing days.

#### 14. Continued

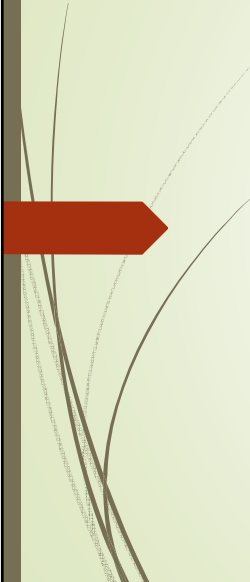
- Clint is doing an excellent job.
- Review of "Call-ins" and "Temp Casual", how many hours they work and what they get for pay.
- PV-Several comments about Call-ins, the fact that they get paid more and because of their age can't do as much as the full time employees.
- Unpleasant interactions with clerical staff is a fairly common occurrence which have not been dealt with.
- This survey is a start to change.
- Frustration with Management, including directors. Management not being held accountable for their actions. Management not dealing with ongoing issues.

### 15. List any or all improvements you would like to see:

- There was 68 comments
- 19 - Staff - Over staffed, under staffed, value staff or staff challenges
- 15 – Benefits need reviewed
- 13 – Better Insurance and State Insurance mentioned.
- 22 - Wage & Pay.
- Other – Manager/management, Health Insurance/plan.
- Computer programs are outdated, slow and/or fail to load properly.
- Find grant writers for the County.
- Updated filing systems. Files are too hard to find.
- People not being held accountable and management not following up.

### 15. Continued:

- Communication is improving since Clint & Derek have taken over.
- Pine Valley is doing a great job with the residents.
- County Board Supervisors need to visit the departments to know what they do.
- Combine all the handbooks in one so all employees are treated the same.
- Monthly group employee benefits updates.
- Centralized Human Resources and Maintenance.
- HHS-Inconsistency in staff expectations. Stop making exceptions.
- Management needs to follow through when discrepancies/issues are reported.
- When people leave because of Management, it needs to be addressed.



16. Do you see yourself still employed with Richland County in 5 years?

■ There was 98 comments

➤ 41 times the answer was yes

➤ 35 times the answer was no

➤ 7 Hope to