

2014 House of Representatives Employee Survey

I. Introduction

Two surveys (All Staff Survey and Staff Leader Survey) have been prepared to help us establish baseline data that will serve as the foundation for ongoing House-wide improvement efforts. It is broken into three primary parts: Employee satisfaction with specific morale and compensation factors, our interaction with the work groups we depend on to get our work done, and an organizational assessment in specific performances areas to identify opportunities for improvement.

Your opinion matters! Please note your responses are confidential and cannot be tracked to specific individuals. We will use the information to inform future action planning.

This survey should take you 10-20 minutes to complete. Please respond by close of business on Wednesday, May 21st. Thank you for your participation!

Notes:

"Organization" is the House of Representatives.

"Work groups" include OPR, HDC, HRC, and House Administration.

"Staff leaders" refers to the positions of Staff Director, Chief of Staff, and Chief Clerk. Also included are Deputies, Directors, Assistant Directors, Managers, Administrators, and Staff Coordinators below the level of Staff Director, Chief of Staff, and Chief Clerk.

1. What is your work group?

OPR LA

OPR Fiscal Analyst/Counsel

OPR Policy Analyst/Counsel

HDC LA

HDC Caucus Staff

HRC LA

HRC Caucus Staff

House Administration (Chief Clerk's Office, Workroom, Security, Accounting)

Other

2. How long have you been employed with the House of Representatives?

0 – 2 years

3 – 5 years

6 – 10 years

Over 10 years

II. Employee Satisfaction

3. Please indicate your level of satisfaction with each factor using the following scale:

- Strongly Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Strongly Dissatisfied
- Not Applicable (N/A)

- A. Trust and respect among people ★
 - B. Appropriate decision-making ability
 - C. Flexibility in my work
 - D. Challenging work
 - E. Ability to make a difference at work
 - F. Internal staff development opportunities
 - G. External staff development opportunities
 - H. Promotional opportunities
 - I. Job security
 - J. Safety and health at work
 - K. Compensation
 - L. Granted leave (comp time)
 - M. Compressed and flex scheduling (modified interim work hours)
 - N. Ability of telecommuting
 - O. Parking and other transportation options
 - P. Cafeteria
 - Q. House workout room
4. Would you like to give more information about any of your responses? Please include the number of the statements (ex. 3A or 3L)

III. SERVICES PROVIDED BY LEGISLATIVE WORK GROUPS

5. Please indicate your level of agreement using the following scale:

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree
- Not Applicable (N/A)

When I depend on the services of the work groups listed below to get my work done, I receive quality and timely service.

- A. Chief Clerk's Office
- B. Workroom
- C. Accounting
- D. Security
- E. House Democratic Caucus
- F. House Republican Caucus
- G. Office of Program Research
- H. House Intern Program
- I. House Page Program
- J. Legislative Support Services (LSS) Facilities
- K. LSS Legislative Information Center (LIC) & Hotline
- L. LSS Supply
- M. LSS Printing and Graphics
- N. LSS Audio/Video/Photo Services
- O. Legislative Service Center (LSC)
- P. Legislative Evaluation & Accountability Program (LEAP) Committee
- Q. Code Reviser's Office

6. Would you like to give more information about any of your responses?

IV. Organizational Assessment

Please indicate your level of agreement with each statement using the following scale:

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree
- Not Applicable (N/A)

7. LEADERSHIP

- A. My staff leaders have a vision for the future of my work group that is shared with all employees.
- B. My staff leaders promote a culture that is committed to service excellence.
- C. My staff leaders create a work environment that helps me do my job.
- D. My staff leaders communicate the most important information clearly and regularly with employees throughout the work group using a variety of communication tools.
- E. My staff leaders give me ongoing feedback that helps me improve my performance. ★

8. Would you like to give more information about any of your responses under "Leadership" category?

9. STRATEGIC PLANNING

- A. As it plans for the future, my work group asks for my ideas.
- B. My work group pursues only those services that are consistent with its core values and responsive to its mission.
- C. My work group maintains a keen understanding of its strategic challenges and opportunities.

10. Would you like to give more information about any of your responses under "Strategic Planning" category?

11. CUSTOMER FOCUS

- A. House members adequately understand my work group's purpose, services and activities, and provide effective direction and oversight.
- B. House members consistently demonstrate respect and support for staff in my work group.
- C. My work group has effective relationships with House members who exercise oversight and provide direction for our work.
- D. There is a climate of mutual trust between my work group and House members who exercise oversight and provide direction for our work.
- E. We are making improvements to make things better for our customers. ★

12. Would you like to give more information about any of your responses under "Customer Focus" category?

★ Questions that are consistent with the 2013 WA State Employee Survey are starred.

13. MEASUREMENT AND ANALYSIS

- A. I know what is expected of me at work. ★
- B. I know how to measure the quality of my work.
- C. I can use this information to make changes that will improve my work.
- D. I know how my work group measures its success. ★
- E. I know how my work contributes to the goals of my work group. ★

14. Would you like to give more information about any of your responses under "Measurement and Analysis" category?

15. EMPLOYEE FOCUS

- A. I receive recognition for a job well done. ★
- B. I receive the information I need to do my job effectively. ★
- C. I have the opportunity to give input on decisions affecting my work. ★
- D. My work group has sufficient staff to perform its work.
- E. A spirit of cooperation and teamwork exists in my work group. ★
- F. I have adequate facilities to perform my work.
- G. I am able to reasonably manage member expectations regarding quality, quantity, and timing of my work products.

16. Would you like to give more information about any of your responses under "Employee Focus" category?

17. WORK PROCESSES

- A. I have the tools and resources I need to do my job effectively, including technology. ★
- B. We have good processes for doing our work.
- C. My work group uses feedback from customers, employees, or others in our organization to improve our work processes. ★
- D. I am encouraged to come up with better ways of doing things. ★

18. Would you like to give more information about any of your responses under "Work Processes" category?

19. TECHNOLOGY

- A. I have good technology for doing our work (devices and applications).
- B. Given the resources available, my organization makes innovative and effective use of computer technology, software applications, and internet opportunities.
- C. My organization routinely assesses the effectiveness of its computer systems and applications.
- D. Given the resources available, my organization regularly updates technology and adopts new applications that contribute to workplace effectiveness.
- E. Training and continuing education are available to me for our computer tools and applications.

★ Questions that are consistent with the 2013 WA State Employee Survey are starred.

20. Would you like to give more information about any of your responses under "Technology" category?

21. HUMAN RESOURCE PRACTICES

- A. I receive information on and have an understanding of House rules, policies, and procedures, including legislative ethics and personnel policies.
- B. I understand the House's policy and procedures about a respectful work environment (ex. harassment and discrimination prevention, hostile work environment).
- C. When a conflict arises between staff and a member, or between staff, I know the House's policies and procedures regarding a respectful work environment will lead to a fair resolution.
- D. The House consistently demonstrates respect and support for a diverse workforce. ★

22. Would you like to give more information about any of your responses under "Human Resource Practices" category?

V. Final Thoughts

23. What are the areas that need the most improvement in our organization?

24. Please indicate your level of agreement using the following scale:

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

In general, I'm satisfied with my job. ★