



2021 Annual NHTC Employee Satisfaction Survey

64

Total Responses

64 Completed Responses

0 Partial Responses

107

Survey Visits

Respondent Variables

RV1

Email address

Answered: 0 Skipped: 64

Hello Northern Hills Training Center Employees

Thank you for taking the time to provide input in this anonymous staff satisfaction survey. We value your honesty and professionalism while taking this survey. Please remember this is not an opportunity to bash and bring down the agency or other employees, but rather a time to share how you feel NHTC can improve as an organization by providing your feedback.

Again, we appreciate your professionalism while taking this survey and we look forward to always striving to be the best employer in Spearfish, and we look forward to seeing how you rate your employment with us. This survey will be used to collect data and feedback from our employees to determine which areas we need to focus on and make improvements. We also want to see the areas where we excel as an employer and we look forward to reading your positive feedback as well.

Thank you for taking the survey and for your commitment to Northern Hills Training Center.

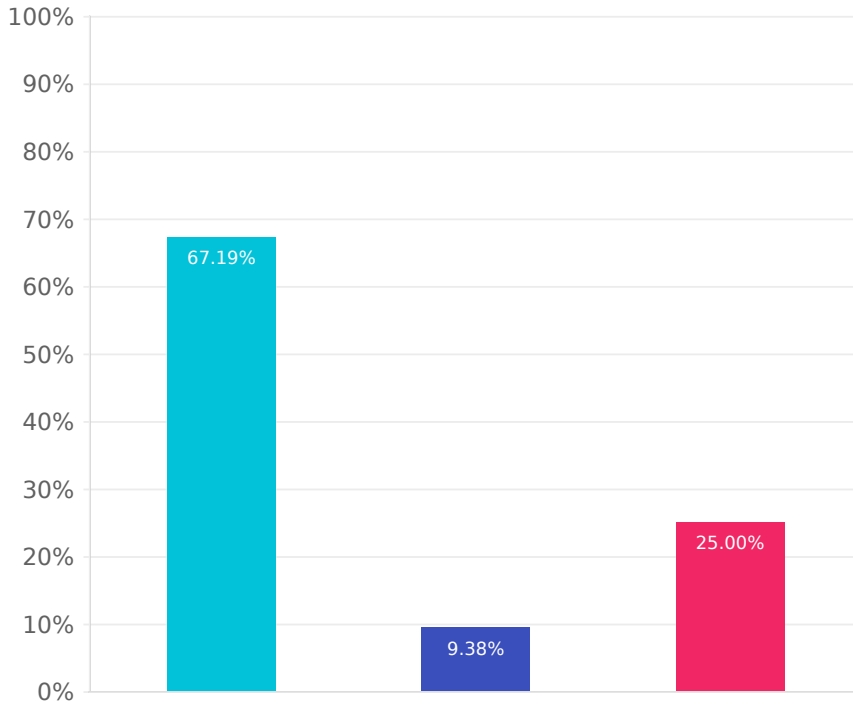
Ryan Aalbu

Director of Human Resources

Q1

Which best describes your job position with Northern Hills Training Center?

Answered: 64 Skipped: 0



● Frontline Employee:
(DSPs, Job Coach,
Assistant Supervisors,
MSAs, Employment
Specialists).

● Support Employee:
(Office Manager, Admin.
Assistant, Support
Specialists, Accounting
Assistant, Accounting
Specialist, HR Assistant,
Program Manager,
Maintenance and IT)

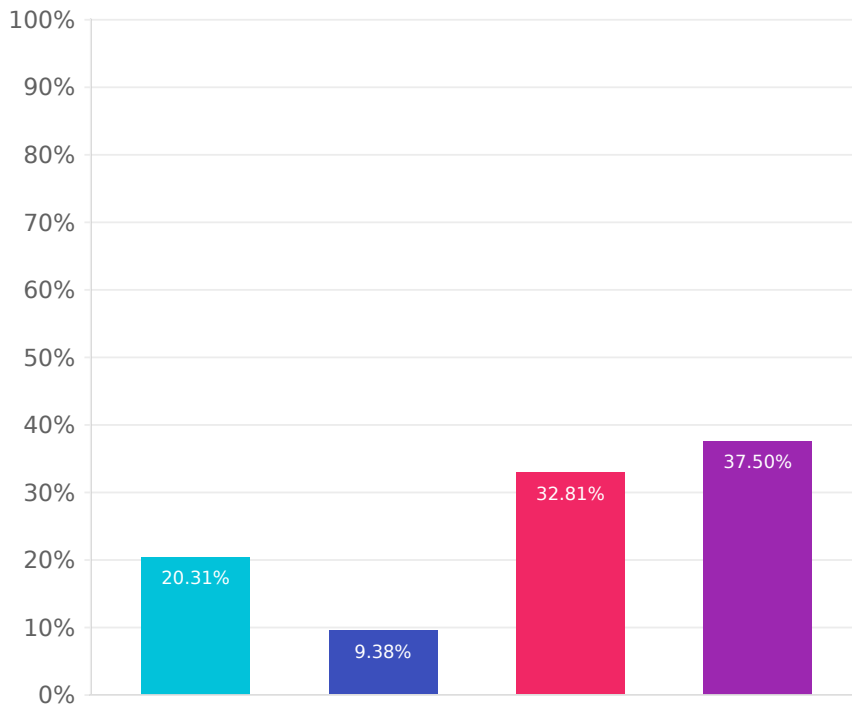
● Supervising Employee:
(DSSs, CEO, DHR, CFO,
DRS, DVDS, DMS, DQA,
etc.)

Choices	Response percent	Response count
Frontline Employee: (DSPs, Job Coach, Assistant Supervisors, MSAs, Employment Specialists).	67.19%	43
Support Employee: (Office Manager, Admin. Assistant, Support Specialists, Accounting Assistant, Accounting Specialist, HR Assistant, Program Manager, Maintenance and IT)	9.38%	6
Supervising Employee: (DSSs, CEO, DHR, CFO, DRS, DVDS, DMS, DQA, etc.)	25.00%	16

Q2

How long have you been employed with NHTC?

Answered: 64 Skipped: 0



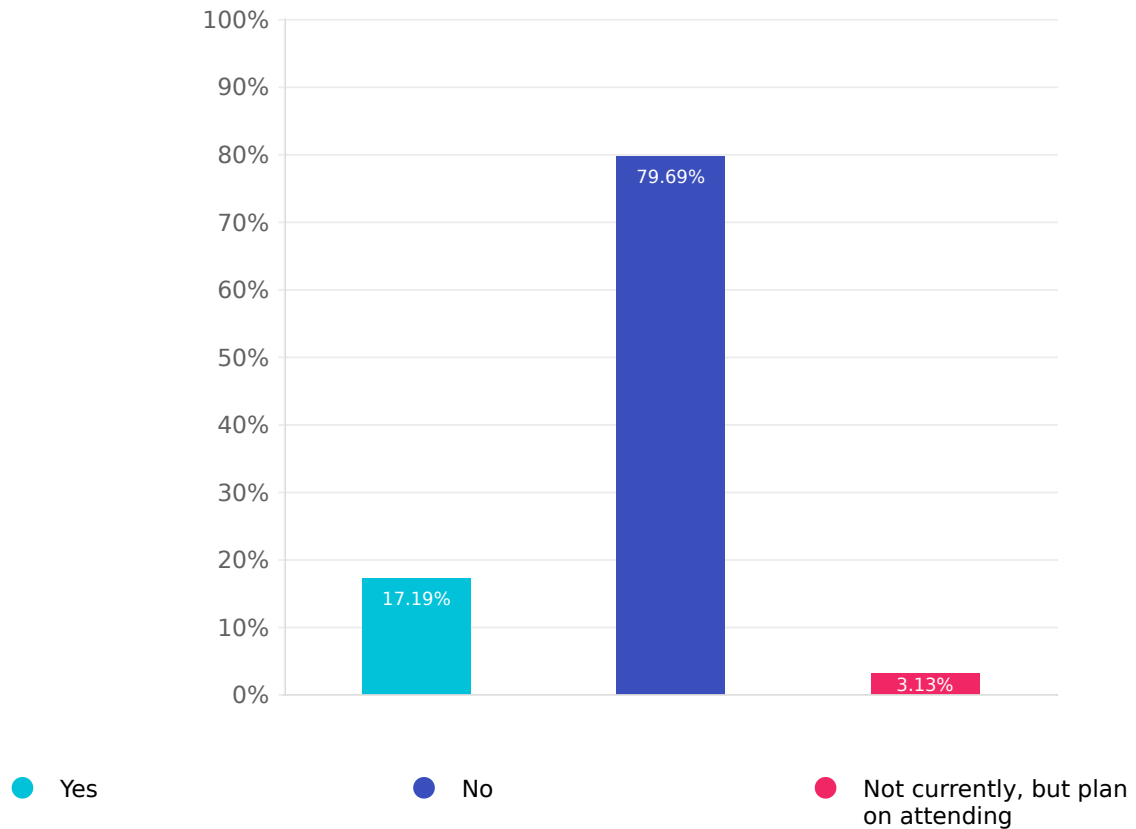
- Less than 6 months
- Less than one year
- 1-4 years (total years)
- 5+ years (total years)

Choices	Response percent	Response count
Less than 6 months	20.31%	13
Less than one year	9.38%	6
1-4 years (total years)	32.81%	21
5+ years (total years)	37.50%	24

Q3

Are you a current student at BHSU or a student at another university or college?

Answered: 64 Skipped: 0

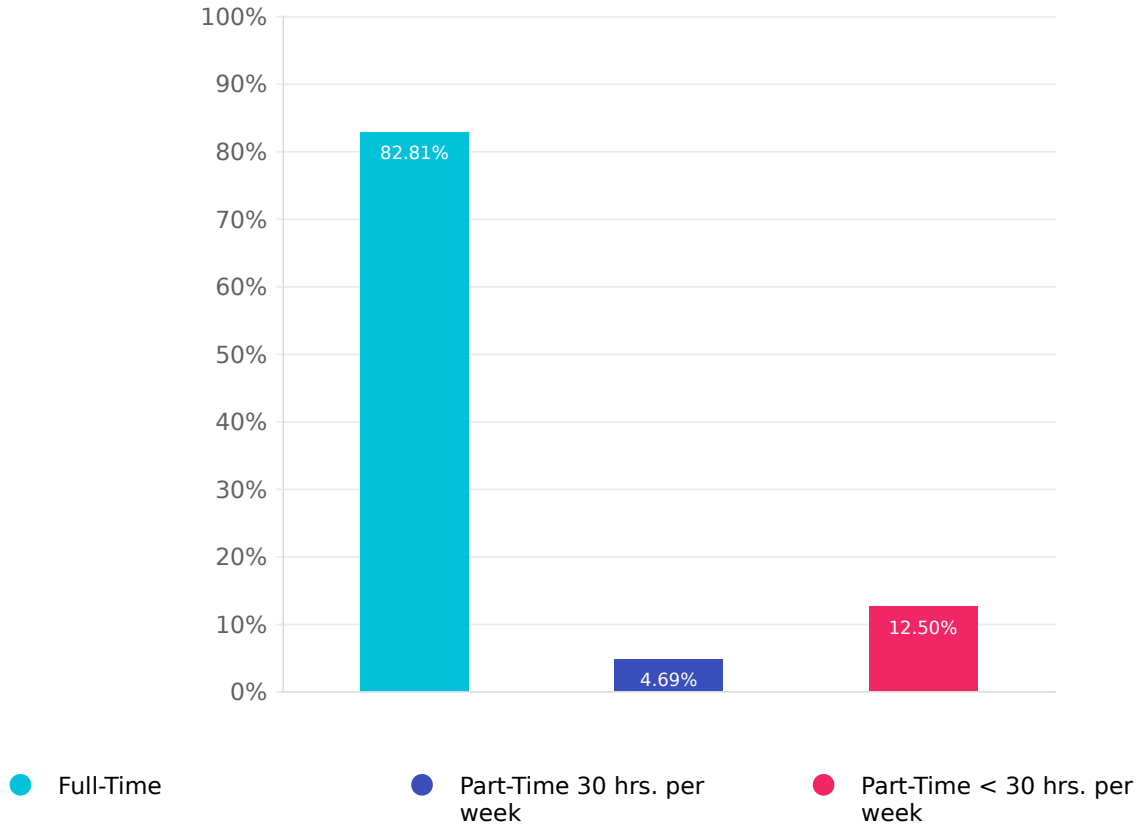


Choices	Response percent	Response count
Yes	17.19%	11
No	79.69%	51
Not currently, but plan on attending	3.13%	2

Q4

Are you a Full-Time or Part-Time (two choices) employee

Answered: 64 Skipped: 0

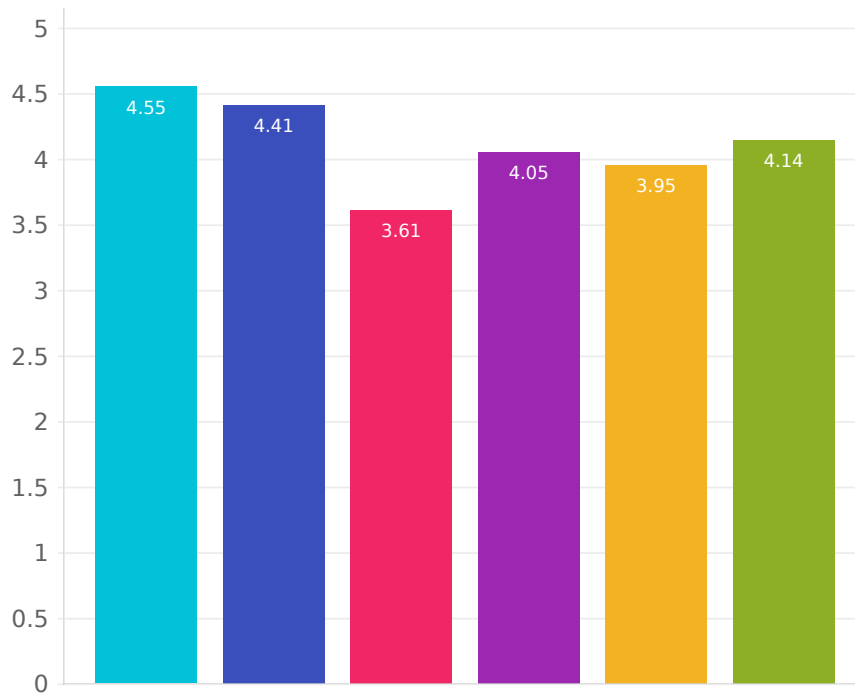


Choices	Response percent	Response count
Full-Time	82.81%	53
Part-Time 30 hrs. per week	4.69%	3
Part-Time < 30 hrs. per week	12.50%	8

Q5

Rate the satisfaction level of the different factors of your job
 (Very dissatisfied) 1 - - 2 - - 3 - - 4 - - 5 (Very satisfied)

Answered: 64 Skipped: 0



- Working hours
- Job scope
- Salary
- Overtime pay
- Shift Differentials
- Requesting leave or time-off

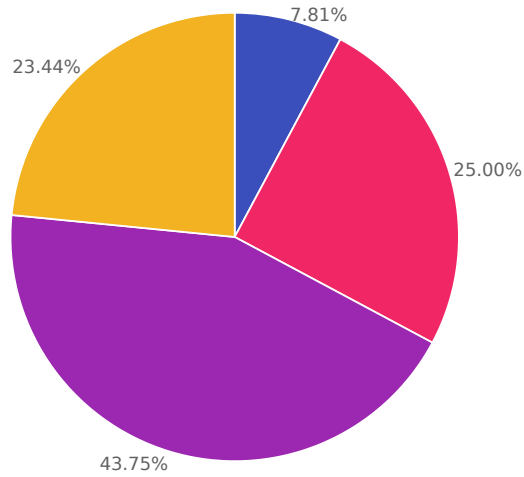
Row	1	2	3	4	5	Average rating	Response count
Working hours	0.00% (0)	3.13% (2)	9.38% (6)	17.19% (11)	70.31% (45)	4.55	64
Job scope	0.00% (0)	3.13% (2)	7.81% (5)	34.38% (22)	54.69% (35)	4.41	64
Salary	3.13% (2)	18.75% (12)	21.88% (14)	26.56% (17)	29.69% (19)	3.61	64
Overtime pay	4.84% (3)	1.61% (1)	17.74% (11)	35.48% (22)	40.32% (25)	4.05	62
Shift Differentials	6.45% (4)	8.06% (5)	16.13% (10)	22.58% (14)	46.77% (29)	3.95	62
Requesting leave or time-off	6.25% (4)	6.25% (4)	10.94% (7)	20.31% (13)	56.25% (36)	4.14	64

Average rating: 4.12

Q6

How satisfied are you with your current work-life balance?

Answered: 64 Skipped: 0



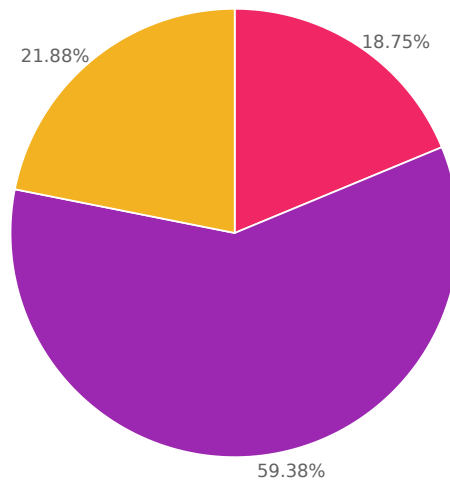
- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied

Choices	Response percent	Response count
Very dissatisfied	0.00%	0
Dissatisfied	7.81%	5
Neutral	25.00%	16
Satisfied	43.75%	28
Very satisfied	23.44%	15

Q7

How are you coping with the workload assigned to you?

Answered: 64 Skipped: 0



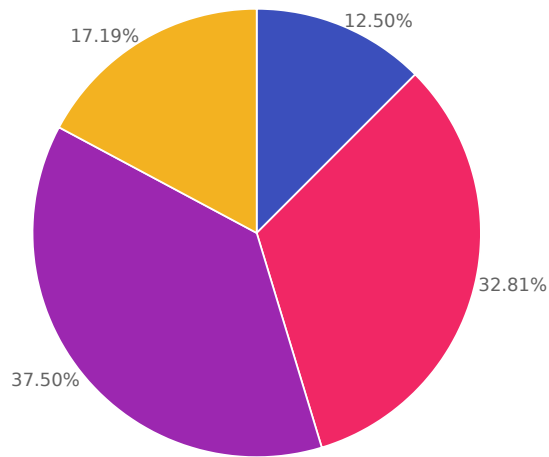
- Very poorly
- Poorly
- Fairly
- Well
- Excellently

Choices	Response percent	Response count
Very poorly	0.00%	0
Poorly	0.00%	0
Fairly	18.75%	12
Well	59.38%	38
Excellently	21.88%	14

Q8

Do you feel that the company values your talent?

Answered: 64 Skipped: 0



● Not at all

● Slightly

● Moderately

● Very much

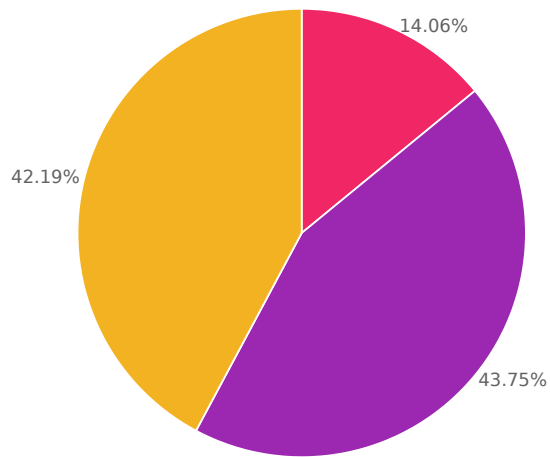
● Extremely

Choices	Response percent	Response count
Not at all	0.00%	0
Slightly	12.50%	8
Moderately	32.81%	21
Very much	37.50%	24
Extremely	17.19%	11

Q9

Do you feel that you have the necessary skills to complete your job?

Answered: 64 Skipped: 0



● Not at all

● Slightly

● Moderately

● Very much

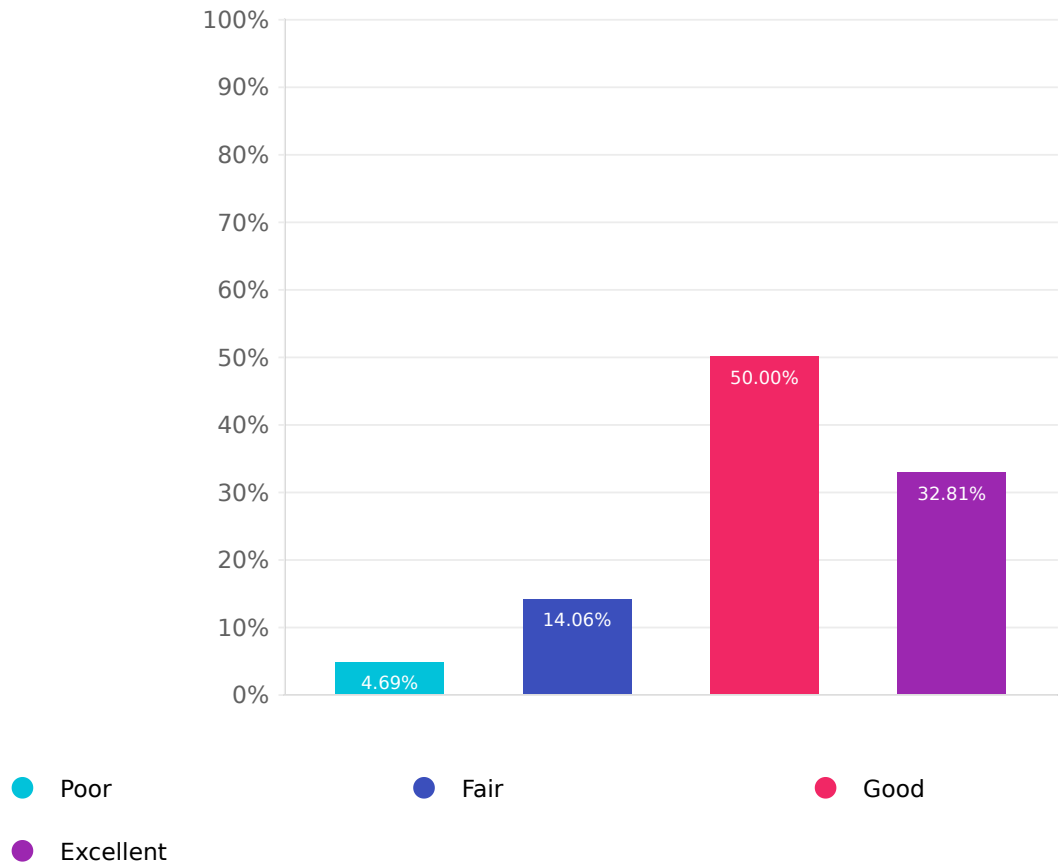
● Extremely

Choices	Response percent	Response count
Not at all	0.00%	0
Slightly	0.00%	0
Moderately	14.06%	9
Very much	43.75%	28
Extremely	42.19%	27

Q10

How would you rate your training to work with individuals at your work site?

Answered: 64 Skipped: 0

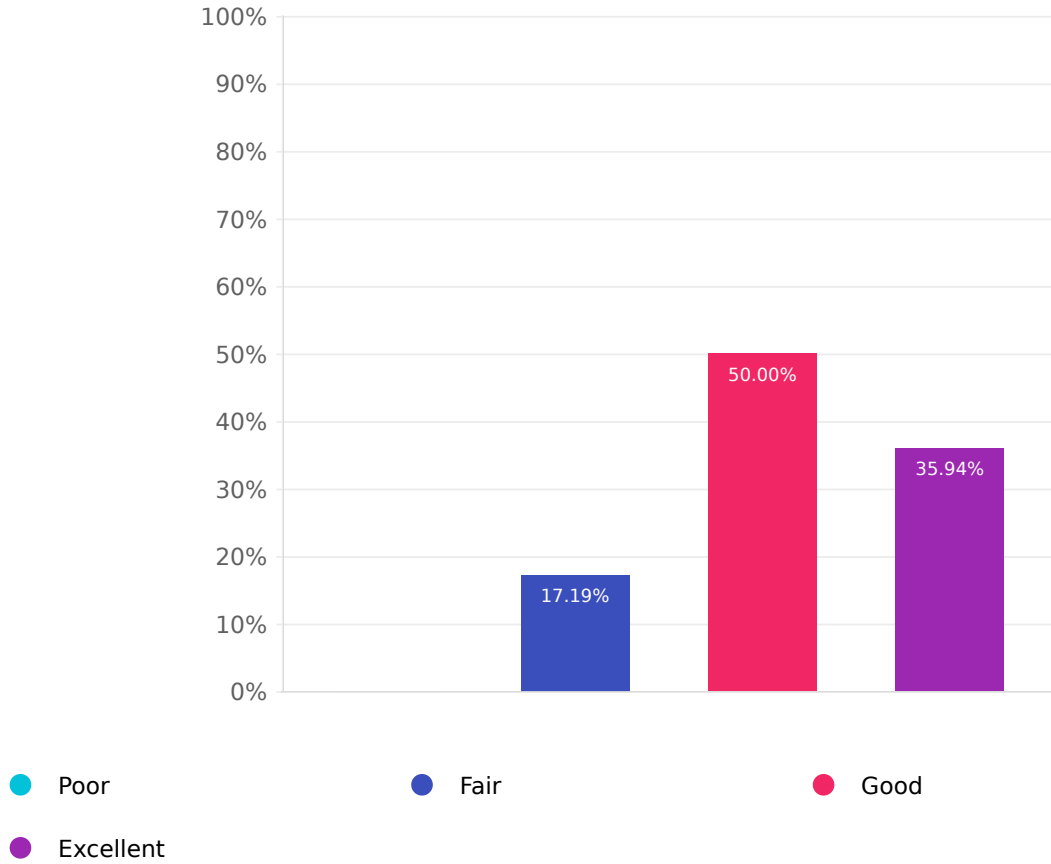


Choices	Response percent	Response count
Poor	4.69%	3
Fair	14.06%	9
Good	50.00%	32
Excellent	32.81%	21

Q11

How would you rate your overall training experience at NHTC?

Answered: 64 Skipped: 0

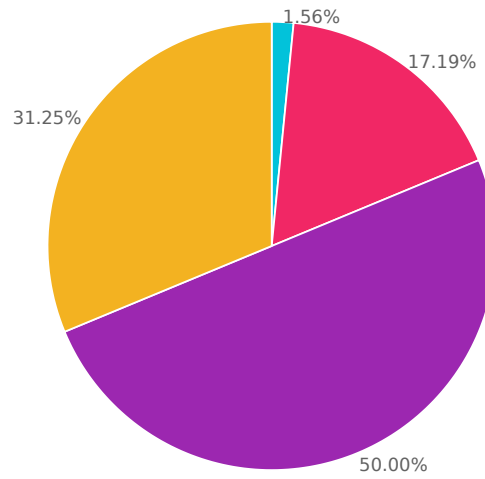


Choices	Response percent	Response count
Poor	0.00%	0
Fair	17.19%	11
Good	50.00%	32
Excellent	35.94%	23

Q12

How would you characterize your communication with your co-workers?

Answered: 64 Skipped: 0



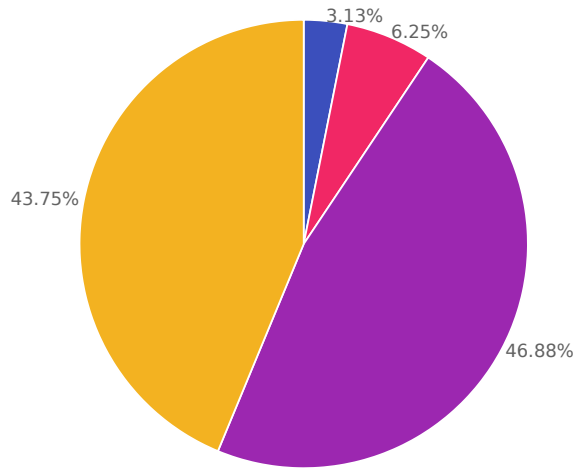
- Unsatisfactory
- Poor
- Fair
- Good
- Excellent

Choices	Response percent	Response count
Unsatisfactory	1.56%	1
Poor	0.00%	0
Fair	17.19%	11
Good	50.00%	32
Excellent	31.25%	20

Q13

What is your relationship like with your co-workers?

Answered: 64 Skipped: 0



● Unsatisfactory

● Poor

● Fair

● Good

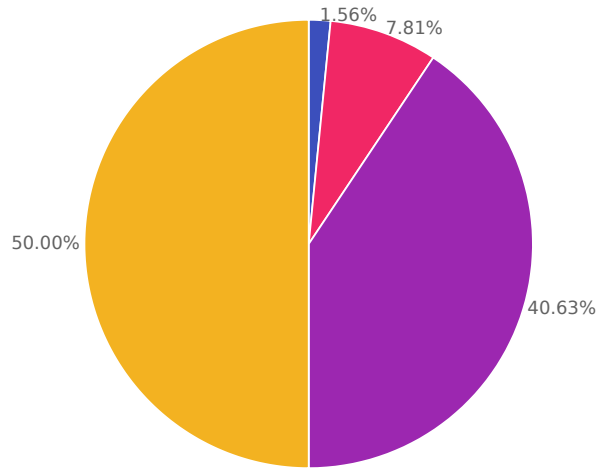
● Excellent

Choices	Response percent	Response count
Unsatisfactory	0.00%	0
Poor	3.13%	2
Fair	6.25%	4
Good	46.88%	30
Excellent	43.75%	28

Q14

What is your relationship like with your direct supervisor?

Answered: 64 Skipped: 0



● Unsatisfactory

● Poor

● Fair

● Good

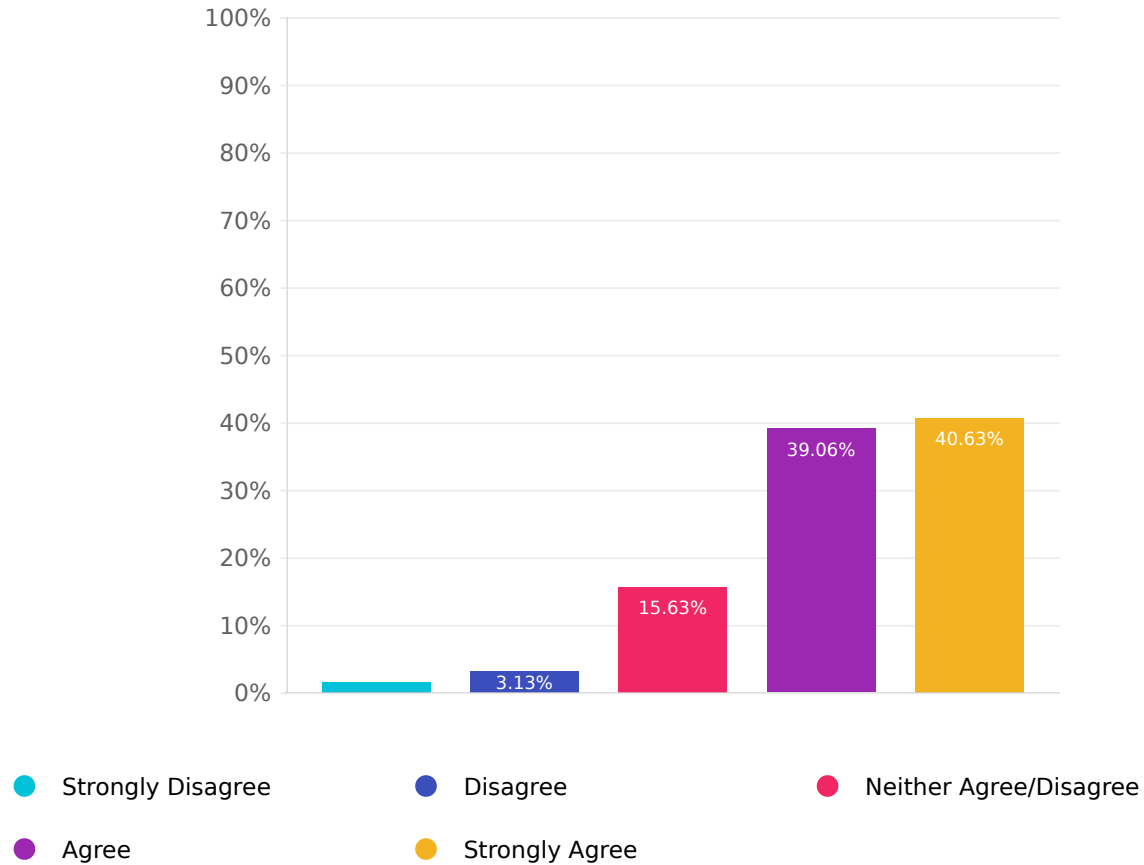
● Excellent

Choices	Response percent	Response count
Unsatisfactory	0.00%	0
Poor	1.56%	1
Fair	7.81%	5
Good	40.63%	26
Excellent	50.00%	32

Q15

My supervisor communicates with my team about departmental and agency happenings and information.

Answered: 64 Skipped: 0

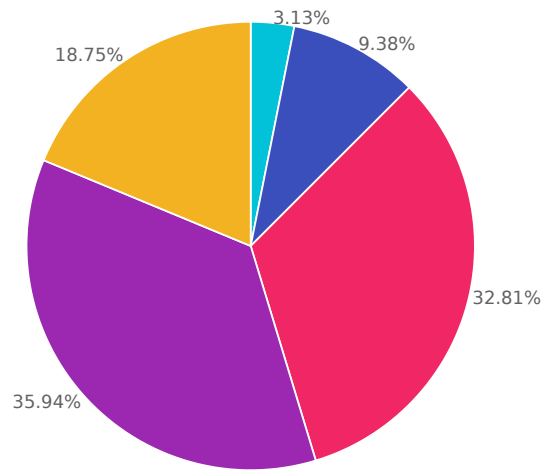


Choices	Response percent	Response count
Strongly Disagree	1.56%	1
Disagree	3.13%	2
Neither Agree/Disagree	15.63%	10
Agree	39.06%	25
Strongly Agree	40.63%	26

Q16

Do you feel that the company cares about your well-being?

Answered: 64 Skipped: 0



● Not at all

● Slightly

● Moderately

● Very much

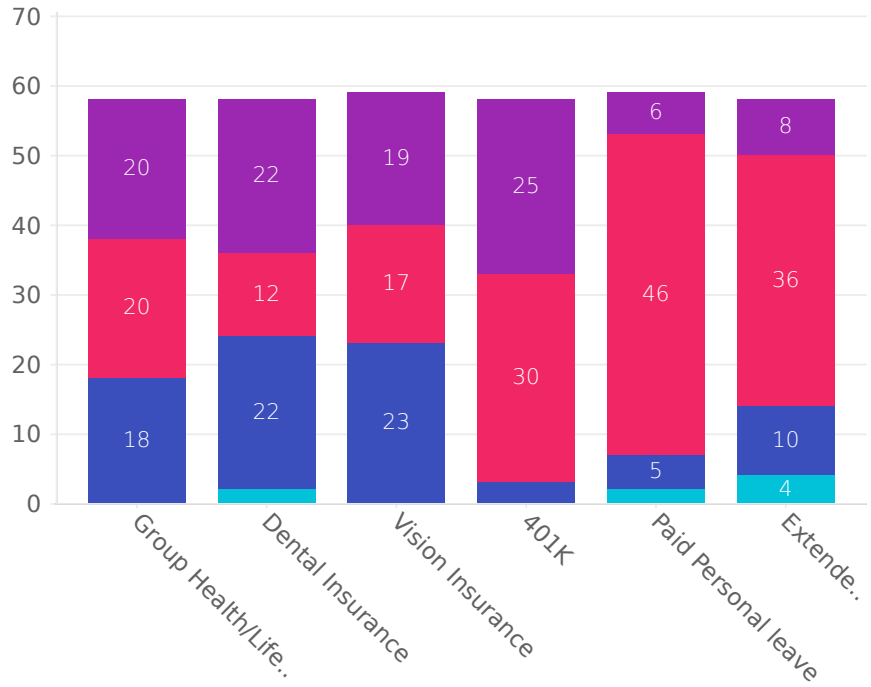
● Extremely

Choices	Response percent	Response count
Not at all	3.13%	2
Slightly	9.38%	6
Moderately	32.81%	21
Very much	35.94%	23
Extremely	18.75%	12

Q17

If you participate in any of the following benefits, please rate them accordingly (poor benefit, average benefit, excellent benefit)

Answered: 60 Skipped: 4



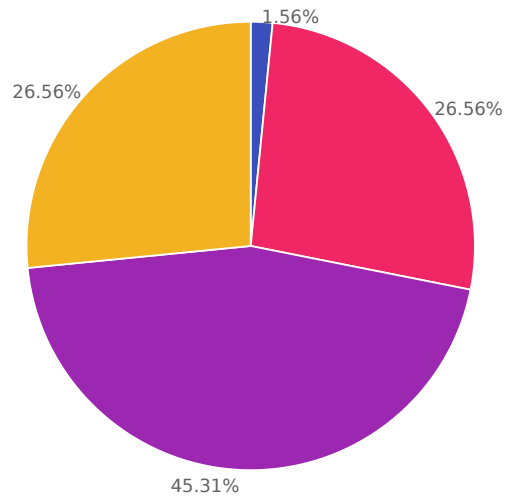
- Poor
- Average
- Excellent
- Not Applicable

Row	Poor	Average	Excellent	Not Applicable	Response count
Group Health/Life Insurance	0.00% (0)	31.03% (18)	34.48% (20)	34.48% (20)	58
Dental Insurance	3.45% (2)	37.93% (22)	20.69% (12)	37.93% (22)	58
Vision Insurance	0.00% (0)	38.98% (23)	28.81% (17)	32.20% (19)	59
401K	0.00% (0)	5.17% (3)	51.72% (30)	43.10% (25)	58
Paid Personal leave	3.39% (2)	8.47% (5)	77.97% (46)	10.17% (6)	59
Extended Leave	6.90% (4)	17.24% (10)	62.07% (36)	13.79% (8)	58

Q18

Do you feel secure in your current job?

Answered: 64 Skipped: 0



● Not at all

● Slightly

● Moderately

● Very

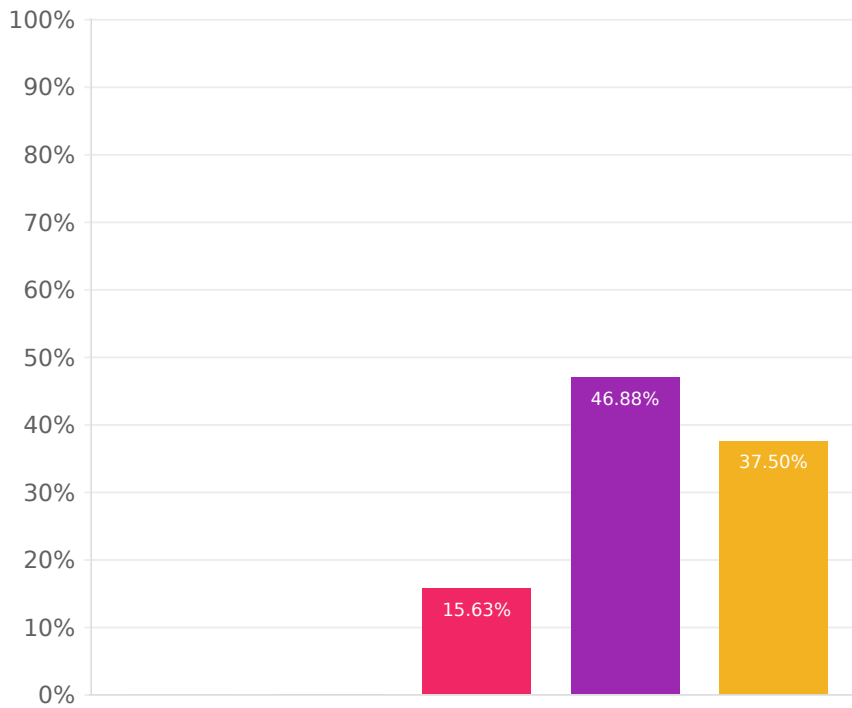
● Extremely

Choices	Response percent	Response count
Not at all	0.00%	0
Slightly	1.56%	1
Moderately	26.56%	17
Very	45.31%	29
Extremely	26.56%	17

Q19

My workplace is safe and free from hazards

Answered: 64 Skipped: 0



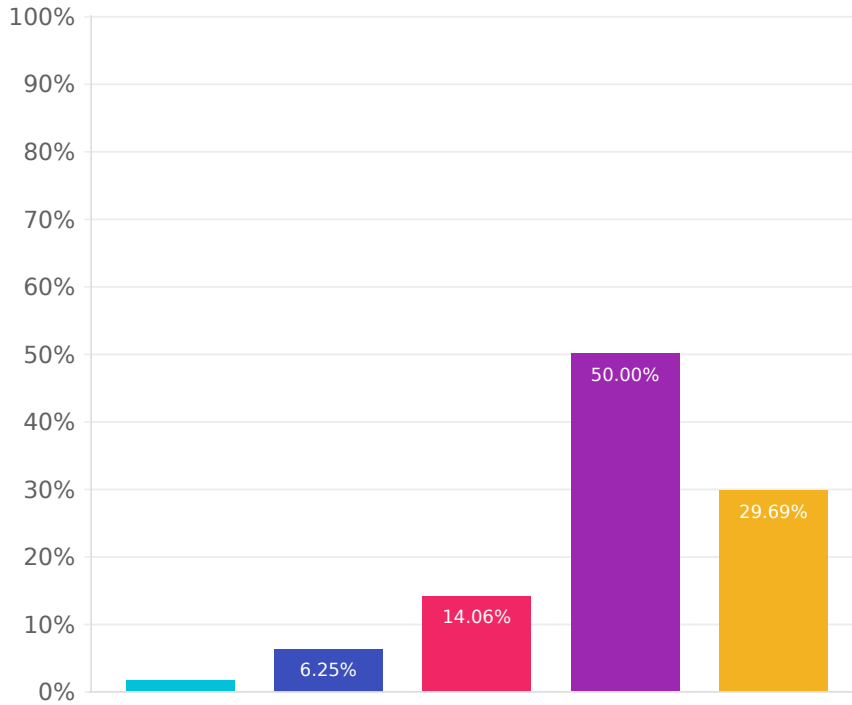
- Strongly Disagree
- Disagree
- Neither Agree/Disagree
- Agree
- Strongly Agree

Choices	Response percent	Response count
Strongly Disagree	0.00%	0
Disagree	0.00%	0
Neither Agree/Disagree	15.63%	10
Agree	46.88%	30
Strongly Agree	37.50%	24

Q20

I have the proper equipment and supplies to perform my job duties

Answered: 64 Skipped: 0



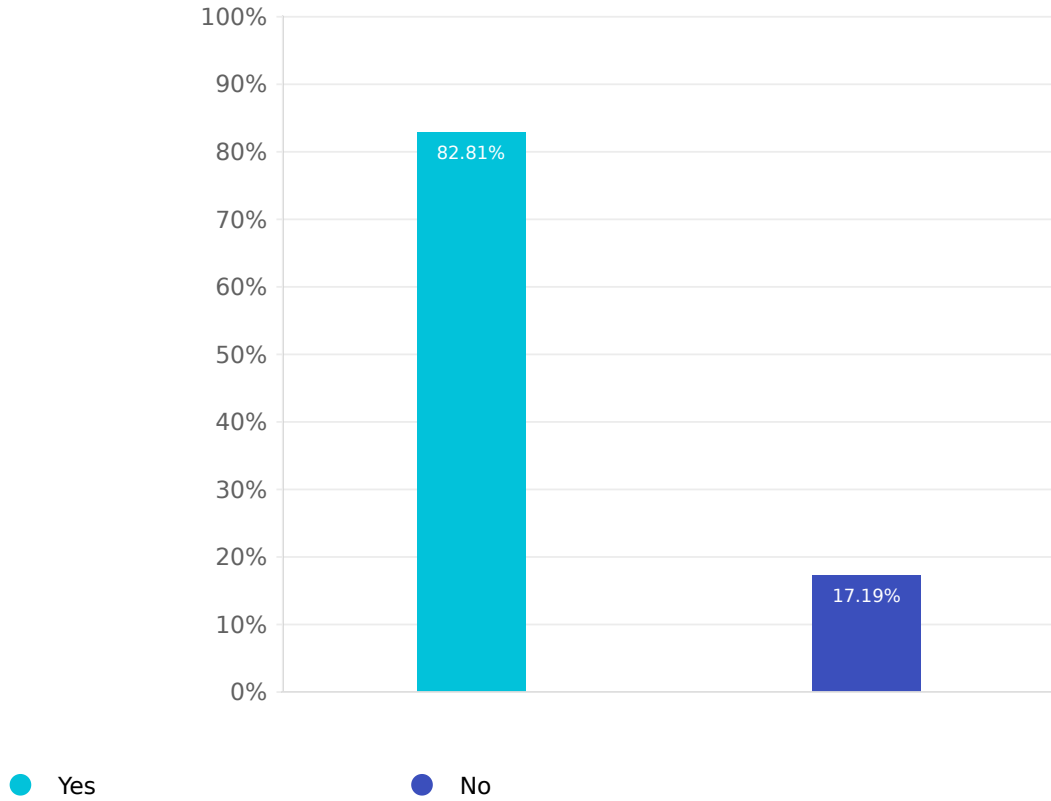
- Strongly Disagree
- Disagree
- Neither Agree/Disagree
- Agree
- Strongly Agree

Choices	Response percent	Response count
Strongly Disagree	1.56%	1
Disagree	6.25%	4
Neither Agree/Disagree	14.06%	9
Agree	50.00%	32
Strongly Agree	29.69%	19

Q21

I am able to provide input and participate in decisions that affect my workplace

Answered: 64 Skipped: 0

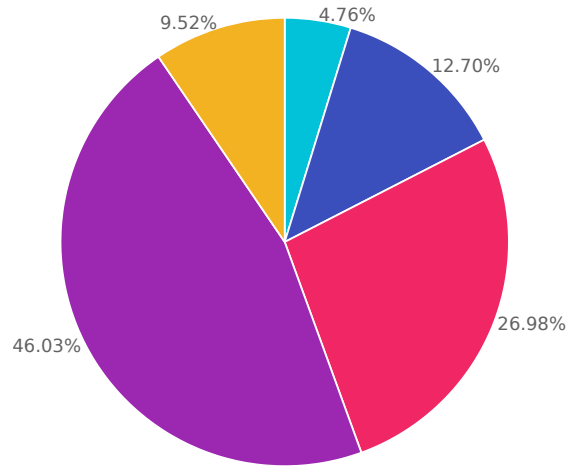


Choices	Response percent	Response count
Yes	82.81%	53
No	17.19%	11

Q22

How satisfied are you with your current salary?

Answered: 63 Skipped: 1



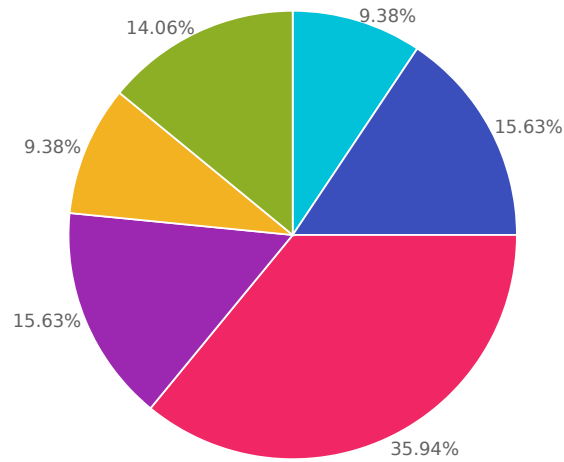
- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied

Choices	Response percent	Response count
Very dissatisfied	4.76%	3
Dissatisfied	12.70%	8
Neutral	26.98%	17
Satisfied	46.03%	29
Very satisfied	9.52%	6

Q23

Do you feel your chances for promotion are good in the company?

Answered: 64 Skipped: 0



Not at all

Slightly

Moderately

Very

Extremely

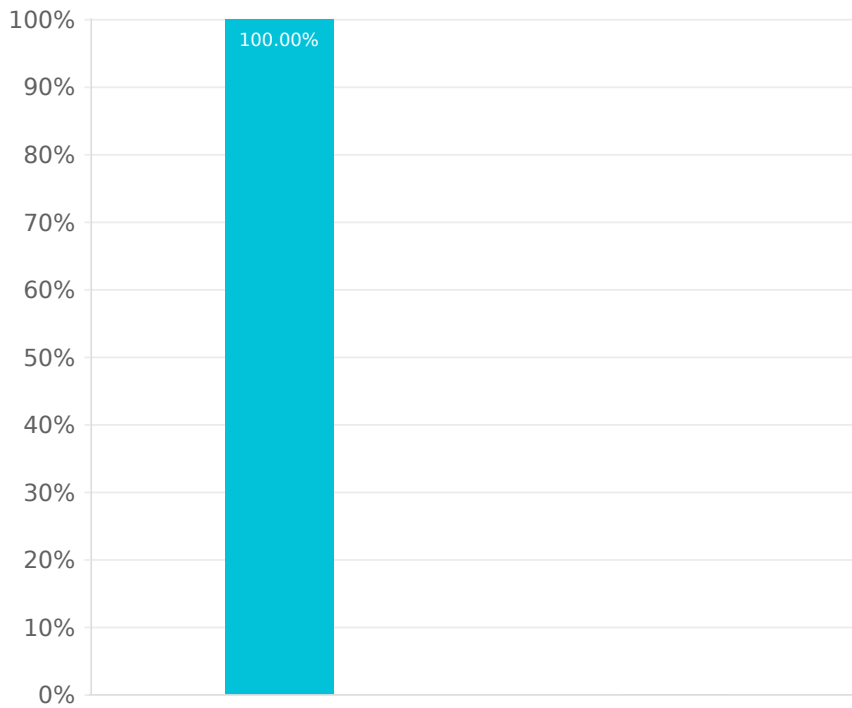
Not interested in promotion

Choices	Response percent	Response count
Not at all	9.38%	6
Slightly	15.63%	10
Moderately	35.94%	23
Very	15.63%	10
Extremely	9.38%	6
Not interested in promotion	14.06%	9

Q24

I make a difference in people's lives

Answered: 64 Skipped: 0



● Yes

● No

Choices	Response percent	Response count
Yes	100.00%	64
No	0.00%	0

Q25

List three things you enjoy about working at NHTC:

Answered: 55 Skipped: 9

Q26

List three things you would change about working at NHTC (provide input on how you would fix the problem):

Answered: 52 Skipped: 12