

**Report to**

**TRAVERSE AREA DISTRICT LIBRARY**

**for**

**2011 EMPLOYEE SURVEY**

**Prepared by:**



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## EXECUTIVE SUMMARY

- ✓ Single largest group of respondents (43%) employed 11-15 years, 19% over 15 years, 19% 6-10 years and 19% five years or less; 61% support, 28% professional support, 12% management.
- ✓ A total of 65 surveys were included for analysis, for a response rate of approximately 84%.\*
- ✓ The majority of respondents (59%) strongly or somewhat agree with the statement, "I have been given a list of expectations for my position;" approximately 33% expressed some level of disagreement.
- ✓ Respondents were divided on the statement, "I have been provided with adequate resources to perform my job," with 44% expressing agreement and 41% expressing disagreement.
- ✓ The majority of respondents (62%) strongly or somewhat agree with the statement, "My supervisor gives me praise and recognition when I do a good job;" approximately 29% of respondents expressed disagreement.
- ✓ With regard to the statement, "My input is considered and valued at TADL," 55% of respondents disagree, 31% agree, and 15% neither agree nor disagree.
- ✓ Approximately 46% of respondents disagree and 33% agree with the statement, "TADL leadership encourages me to grow."
- ✓ The majority of respondents (72%) strongly or somewhat agree with the statement, "Everyone at TADL is committed to doing the best job possible;" 13% disagree and 15% indicated they neither agree nor disagree.
- ✓ Approximately 46% of respondents disagree and 36% agree with the statement, "TADL has reasonable expectations of its employees;" 18% indicated they neither agree nor disagree.
- ✓ The majority of respondents (56%) strongly or somewhat agree with the statement, "I get formal feedback about my position at least once a year;" approximately 34% disagree.
- ✓ The majority of respondents (74%) indicated they strongly agree with the statement, "My work is important to the success of TADL;" additionally, 13% somewhat agree and 7% disagree.
- ✓ The majority of respondents (53%) strongly or somewhat agree with the statement, "Teamwork is encouraged and practiced at TADL;" approximately 31% disagree.
- ✓ With regard to the statement, "TADL trustees value my talents and the contribution I make," 45% of respondents disagree, 21% agree, and 34% neither agree nor disagree.

\*Based upon a mailed total of 78

# TRAVERSE AREA DISTRICT LIBRARY 2011 EMPLOYEE SURVEY

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## 1.0 OVERVIEW

### 1.1 Objective

The purpose of the research is to assess employee attitudes and opinions regarding key characteristics of Traverse Area District Library (TADL) operations. Results of the survey will be used to evaluate many aspects of TADL operations and management, and will be an important tool in upcoming strategic planning. The survey results will also serve as a benchmark for future annual employee surveys.

### 1.2 Methodology

A mail survey was conducted with a total of 78 TADL employees, with a requested return date of March 18, 2011; 54 completed surveys were received. On March 30 and 31, contact with all non-respondents was attempted via telephone; as a result, 11 additional surveys were received. A total of 65 completed surveys was included for analyses, for an approximate response rate of 84% and a 95% confidence level, +/- 4.99% margin of error.

The survey instrument was developed using Cardiff's Teleform scanning software. Survey data was analyzed using SPSS for Windows. Analyses include frequencies and cross-tabulations of all variables against demographics. The final report includes survey results in the form of frequency tables and significant cross-tabulations.\*

\* It should be noted that references to "more likely" and "less likely" reference *statistical* likelihood in terms of what would be expected, not direct comparisons with other respondent groups.

## 2.0 SURVEY RESULTS

**Q1. I have been given a list of expectations for my position (mean = 3.27).**

		Frequency	Valid Percent
Valid	5-Strongly Agree	15	23.8
	4-Somewhat Agree	22	34.9
	3-Neither Agree nor Disagree	5	7.9
	2-Somewhat Disagree	7	11.1
	1-Strongly Disagree	14	22.2
	Total	63	100.0
No Response		2	
Total		65	

- 23 comments

**Q2. I have been provided with adequate resources to perform my job (mean = 3.10).**

		Frequency	Valid Percent
Valid	5-Strongly Agree	10	16.4
	4-Somewhat Agree	17	27.9
	3-Neither Agree nor Disagree	9	14.8
	2-Somewhat Disagree	19	31.1
	1-Strongly Disagree	6	9.8
	Total	61	100.0
No Response		4	
Total		65	

- 31 comments

**Q3. My supervisor gives me praise and recognition when I do a good job (mean = 3.59).**

		Frequency	Valid Percent
Valid	5-Strongly Agree	26	41.3
	4-Somewhat Agree	13	20.6
	3-Neither Agree nor Disagree	6	9.5
	2-Somewhat Disagree	8	12.7
	1-Strongly Disagree	10	15.9
	Total	63	100.0
No Response		2	
Total		65	

- 35 comments

**Q4. My input is considered and valued at TADL (mean = 2.52).**

		Frequency	Valid Percent
Valid	5-Strongly Agree	8	12.9
	4-Somewhat Agree	11	17.7
	3-Neither Agree nor Disagree	9	14.5
	2-Somewhat Disagree	11	17.7
	1-Strongly Disagree	23	37.1
	Total	62	100.0
No Response		3	
Total		65	

- 29 comments

**Q5. TADL leadership encourages me to grow (mean = 2.72).**

		Frequency	Valid Percent
Valid	5-Strongly Agree	9	14.8
	4-Somewhat Agree	11	18.0
	3-Neither Agree nor Disagree	13	21.3
	2-Somewhat Disagree	10	16.4
	1-Strongly Disagree	18	29.5
	Total	61	100.0
No Response		4	
Total		65	

- 25 comments

**Q6. Everyone at TADL is committed to doing the best job possible (mean = 3.90).**

		Frequency	Valid Percent
Valid	5-Strongly Agree	24	39.3
	4-Somewhat Agree	20	32.8
	3-Neither Agree nor Disagree	9	14.8
	2-Somewhat Disagree	3	4.9
	1-Strongly Disagree	5	8.2
	Total	61	100.0
No Response		4	
Total		65	

- Employed by TADL 6-10 years more likely to indicate "Strongly Disagree;" employed 11 – 15 years more likely to indicate "Strongly Agree."
- 31 comments

**Q7a. TADL has reasonable expectations of its employees (mean = 2.89).**

		Frequency	Valid Percent
Valid	5-Strongly Agree	9	14.8
	4-Somewhat Agree	13	21.3
	3-Neither Agree nor Disagree	11	18.0
	2-Somewhat Disagree	18	29.5
	1-Strongly Disagree	10	16.4
	Total	61	100.0
No Response		4	
Total		65	

- 28 comments

**Q8. I get formal feedback about my position at least once a year (mean = 3.35).**

		Frequency	Valid Percent
Valid	5-Strongly Agree	24	38.7
	4-Somewhat Agree	11	17.7
	3-Neither Agree nor Disagree	6	9.7
	2-Somewhat Disagree	5	8.1
	1-Strongly Disagree	16	25.8
	Total	62	100.0
No Response		3	
Total		65	

- Employed by TADL 6-10 years more likely to indicate "Strongly Disagree;" employed 11 – 15 years more likely to indicate "Strongly Agree."
- 22 comments

**Q9. My work is important to the success of TADL (mean = 4.52).**

		Frequency	Valid Percent
Valid	5-Strongly Agree	46	74.2
	4-Somewhat Agree	8	12.9
	3-Neither Agree nor Disagree	4	6.5
	2-Somewhat Disagree	2	3.2
	1-Strongly Disagree	2	3.2
	Total	62	100.0
No Response		3	
Total		65	

- 26 comments

**Q10. Team work is encouraged and practiced at TADL (mean = 3.24).**

		Frequency	Valid Percent
Valid	5-Strongly Agree	12	19.4
	4-Somewhat Agree	21	33.9
	3-Neither Agree nor Disagree	10	16.1
	2-Somewhat Disagree	8	12.9
	1-Strongly Disagree	11	17.7
	Total	62	100.0
No Response		3	
Total		65	

- 29 comments

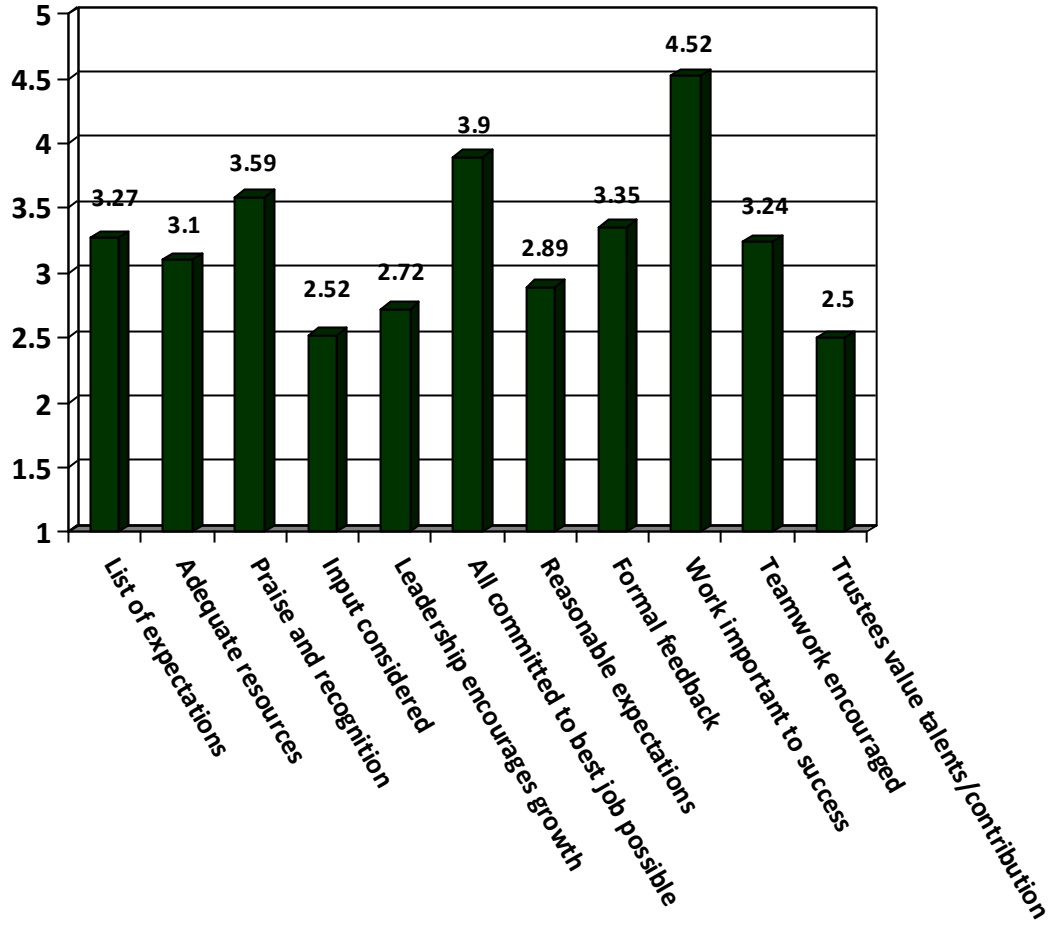
**Q11. TADL trustees value my talents and the contribution I make (mean = 2.50).**

		Frequency	Valid Percent
Valid	5-Strongly Agree	5	8.1
	4-Somewhat Agree	8	12.9
	3-Neither Agree nor Disagree	21	33.9
	2-Somewhat Disagree	7	11.3
	1-Strongly Disagree	21	33.9
	Total	62	100.0
No Response		3	
Total		65	

- 40 comments



Variable Means: 1=Strongly Disagree, 5=Strongly Agree



## 2.1 Demographics

### Q12. How long have you been employed by TADL?

		Frequency	Valid Percent
Valid	Over 15 years	12	19.0
	11-15 years	27	42.9
	6-10 years	12	19.0
	1-5 years	9	14.3
	Less than 1 year	3	4.8
	Total	63	100.0
No Response		2	
Total		65	

### Q13. What is your current job classification?

		Frequency	Valid Percent
Valid	Support	37	60.7
	Professional Support	17	27.9
	Management	7	11.5
	Total	61	100.0
No Response		4	
Total		65	