

DEPARTMENT OF VETERANS AFFAIRS

VHA ALL EMPLOYEE SURVEY



Privacy Act Statement:

In accordance with Public Law 93-579 (Privacy Act of 1974), providing the personal information asked in this survey is completely voluntary. Collection of this information is requested to allow the Department of Veterans Affairs, and its subdivisions, to assess employees' perceptions and level of satisfaction with their work environment. Sections 1302, 3301, and 3304 of Title 5, US Code authorize collection of this information. **Completed surveys will be returned directly to Sirota Consulting Corporation for tabulation. All information you provide about your job and about yourself will be treated confidentially.** The information you provide will be compiled, analyzed, and reported for the whole population and certain subgroups. Future disclosures may involve releases of statistical data and other non-identifying data for the improvement of employee work environments and associated administrative purposes. **No identifiable, individual responses will be reported or revealed.**



DO NOT WRITE IN THIS AREA

2004 VHA ALL EMPLOYEE SURVEY

OVERVIEW:

The purpose of this survey is to collect information on your perceptions of the work place and your satisfaction with the Department of Veterans Affairs. **Please answer all of the following questions thinking about your experiences over the past six months.**

DEFINITIONS:

Several questions refer to facilities, managers, supervisors or customers. Use the following definitions when answering questions referring to these terms.

Facility: the physical location where you work.

- For most, your facility is a **VA Medical Center**. If you work at a medical center with multiple divisions, your facility is the particular campus where you work.
- If you work at a **CBOC**, your facility is the **parent VA Medical Center**.
- If you work in a **VISN office**, your facility is the **VISN office**.
- If you work in **Central Office**, your facility is **Central Office**.
- If you work in a **virtual department**, your facility is the **department that you report to**.

Managers: those in management or executive positions who supervise first-line supervisors and team leaders.

Supervisors: first-line supervisors; typically those who are responsible for employees' performance appraisals and approval of their leave.

Customers: anyone **outside** your organization who uses or receives the products or services that your unit provides.

Instructions for Completion

Work Group and Occupation Codes: Please do not begin this questionnaire until you have filled in your **Work Group and Occupation Codes** from the accompanying code sheets that were provided to you. These codes enable us to divide the survey results by major organization and occupation groups (e.g., divisions, departments, management, etc.) **To protect your anonymity, the data will never be reported for an occupation, work unit, or other grouping when the number of employees who responded to the survey from within that grouping is less than 10.**

1. Work Group Codes:

Enter the 7-digit Work Group Code that corresponds to the group in which you work. Please print your code in the boxes, and fill in the corresponding ovals.

Work Group Codes

0	0	0	0	0	0	0
1	1	1	1	1	1	1
2	2	2	2	2	2	2
3	3	3	3	3	3	3
4	4	4	4	4	4	4
5	5	5	5	5	5	5
6	6	6	6	6	6	6
7	7	7	7	7	7	7
8	8	8	8	8	8	8
9	9	9	9	9	9	9

2. Occupation Codes:

Now, enter the 2-digit Occupation Code that best describes your job. Please print your code in the boxes, and fill in the corresponding ovals.


Occupation Code

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

Directions

Please mark your answers directly on the scannable survey booklet.

- Please use soft **black lead pencil only**, do not use ink or ballpoint pens.
- Please read each question carefully and answer as honestly as possible.
- Make heavy black marks that **fill the oval** completely.
- Erase cleanly any answer you wish to change.
- Please make no stray marks on the survey booklet.
- Choose only one answer for each question - the one that best fits your opinion.

Correct Mark **Incorrect Marks**
 

Demographics

1. What is your gender?
 - Male
 - Female
2. What is your age?
 - Less than 20 years
 - 20-29
 - 30-39
 - 40-49
 - 50-59
 - 60 years or older
3. Are you Spanish, Hispanic, or Latino?
 - Yes
 - No
4. What is your race? (mark one or more)
 - White
 - Black or African American
 - American Indian or Alaskan Native
 - Asian
 - Native Hawaiian or other Pacific Islander
5. How long have you been with VA?
 - Less than six months
 - Six months to one year
 - One to three years
 - Four to five years
 - Six to ten years
 - 11 to 20 years
 - More than 20 years
6. What is your level of supervisory responsibility?
 - None
 - Team Leader
 - First Line Supervisor
 - Manager
 - Executive

Thank you for participating in the VHA All Employee Survey. Your input is very important to us.
Please return your **answer booklet** to:

Sirota Consulting Corporation

The Centre at Purchase, 1 Manhattanville Road, Purchase NY, 10577-2128 USA

Job Satisfaction Index (JSI)

Using the scale below as a guide, please fill in the appropriate oval which corresponds to the number from 1 to 5 that indicates your **current** level of satisfaction.

- Very Satisfied (5)
- Somewhat Satisfied (4)
- Neither Satisfied Nor Dissatisfied (3)
- Not Very Satisfied (2)
- Not At All Satisfied (1)

Type of Work

1. Compared to what you think it should be, how satisfied are you with the type of work that you currently do? ① ② ③ ④ ⑤

Amount of Work

2. Compared to what you think it should be, how satisfied are you with the amount of work that you currently do? ① ② ③ ④ ⑤

Pay

3. Compared to what you think it should be, how satisfied are you with the amount of pay that you receive? ① ② ③ ④ ⑤

Co-workers

4. Compared to what you think it should be, how satisfied are you with the relationships you have with your coworkers? ... ① ② ③ ④ ⑤

Direct Supervision

5. Compared to what you think it should be, how satisfied are you with the quality of direct supervision you receive? ① ② ③ ④ ⑤

Senior Management

6. Compared to what you think it should be, how satisfied are you with the quality of senior managers at your facility? ① ② ③ ④ ⑤

Opportunities for Promotion

7. Compared to what you think it should be, how satisfied are you with the number of opportunities for promotion? ① ② ③ ④ ⑤

Working Conditions

8. Compared to what you think it should be, how satisfied are you with the working conditions in your job? ① ② ③ ④ ⑤

Customer Satisfaction

9. Compared to what you think it should be, how satisfied do you think the customers of your organization are with the products and services it provides? ① ② ③ ④ ⑤

Praise

10. Compared to what you think it should be, how satisfied are you with the amount of praise that you receive? .. ① ② ③ ④ ⑤

Quality of Work

11. Compared to what you think it should be, how satisfied are you with the quality of the work you provide to the organization? ① ② ③ ④ ⑤

Overall Satisfaction

12. Compared to what you think it should be, what is your current overall level of satisfaction with your job? ① ② ③ ④ ⑤

If you have worked at the same facility location for the previous 24 consecutive months, please fill in the oval which corresponds to the appropriate number from 1 to 5 to indicate your overall level of satisfaction compared to what it was two years ago. If you have NOT worked at the same facility for the previous 24 consecutive months, please fill in the oval "does not apply".

Overall Satisfaction Compared to Two Years Ago

13. Compared to what it was **two years ago**, how is your overall level of satisfaction with your job?

- ① Much Less
- ② Somewhat Less
- ③ About The Same
- ④ Somewhat More
- ⑤ Much More
- ⑥ Does Not Apply

Organizational Assessment Inventory (OAI)

Please answer all of the following questions thinking about your experiences over the past six months.

Your work group consists of the individuals who report to your supervisor. Indicate the extent to which you agree or disagree with each of the following statements by filling in the oval which corresponds with the appropriate response. Please use the "do not know" answer only if you feel you do not have enough information to answer the question accurately.

	Don't Know (6)	
	Strongly Agree (5)	
	Agree (4)	
	Neither Agree Nor Disagree (3)	
	Disagree (2)	
	Strongly Disagree (1)	
1. My supervisor is fair in recognizing individual accomplishments.	(1) (2) (3) (4) (5) (6)	
2. My supervisor is fair in recognizing team accomplishments.	(1) (2) (3) (4) (5) (6)	
3. In my work group employees are rewarded for providing high quality products and services to customers. ...	(1) (2) (3) (4) (5) (6)	
4. I am given a real opportunity to develop my skills in my work group.	(1) (2) (3) (4) (5) (6)	
5. New practices and ways of doing business are encouraged in my work group.	(1) (2) (3) (4) (5) (6)	
6. Products, services and work processes are designed to meet customer needs and expectations.	(1) (2) (3) (4) (5) (6)	
7. Customers of my work group are informed about the process for seeking assistance, commenting, and/or complaining about products and services.	(1) (2) (3) (4) (5) (6)	
8. Managers set challenging and yet attainable performance goals for my work group.	(1) (2) (3) (4) (5) (6)	
9. People treat each other with respect in my work group.	(1) (2) (3) (4) (5) (6)	
10. Disputes or conflicts are resolved fairly in my work group.	(1) (2) (3) (4) (5) (6)	
11. Employees in my work group are involved in improving the quality of products, services, and work processes.	(1) (2) (3) (4) (5) (6)	

	Don't Know (6)
	Strongly Agree (5)
	Agree (4)
	Neither Agree Nor Disagree (3)
	Disagree (2)
	Strongly Disagree (1)
12. Employees in my work group have the job-relevant knowledge and skills necessary to accomplish organizational goals.	(1) (2) (3) (4) (5) (6)
13. Employees in my work group have the appropriate supplies, materials, and equipment to perform their jobs well. ...	(1) (2) (3) (4) (5) (6)
14. Employees in my work group are protected from health and safety hazards on the job.	(1) (2) (3) (4) (5) (6)
15. Supervisors/team leaders understand and support employee family/personal life responsibilities in my work group. ...	(1) (2) (3) (4) (5) (6)
16. A spirit of cooperation and teamwork exists in my work group.	(1) (2) (3) (4) (5) (6)
17. My work group manager reviews and evaluates the progress toward meeting the goals and objectives of the organization.	(1) (2) (3) (4) (5) (6)
18. This organization does not tolerate discrimination.	(1) (2) (3) (4) (5) (6)
19. Differences among individuals are respected and valued in my work group.	(1) (2) (3) (4) (5) (6)
20. Managers/supervisors/team leaders work well with employees of different backgrounds in my work group.	(1) (2) (3) (4) (5) (6)
21. My supervisor provides fair and accurate ratings of employee performance.	(1) (2) (3) (4) (5) (6)
22. If I were able, I would leave my current job because I am dissatisfied.	(1) (2) (3) (4) (5) (6)
23. The safety of workers is a big priority with management where I work.	(1) (2) (3) (4) (5) (6)
24. My job requires that I work very fast. ...	(1) (2) (3) (4) (5) (6)
25. I have a lot of say about what happens on my job.	(1) (2) (3) (4) (5) (6)

	Don't Know (6)
	Strongly Agree (5)
	Agree (4)
	Neither Agree Nor Disagree (3)
	Disagree (2)
	Strongly Disagree (1)

26. The people I work with take a personal interest in me.	(1) (2) (3) (4) (5) (6)
27. The people I work with can be relied on when I need help.	(1) (2) (3) (4) (5) (6)

Culture

This set of questions relates to your facility's culture. Please read each statement. Indicate the extent to which you agree or disagree by filling in the oval that corresponds with the appropriate response.

	Strongly Agree (5)
	Agree (4)
	Neither Agree Nor Disagree (3)
	Disagree (2)
	Strongly Disagree (1)

Facility Character

1. My facility is a very dynamic and entrepreneurial place. People are willing to stick their necks out and take risks. ...	(1) (2) (3) (4) (5)
2. My facility is a very formalized and structured place. Bureaucratic procedures generally govern what people do.	(1) (2) (3) (4) (5)

Facility Managers

3. Managers in my facility are warm and caring . They seek to develop employees' full potential and act as their mentors or guides.	(1) (2) (3) (4) (5)
4. Managers in my facility are risk-takers . They encourage employees to take risks and be innovative.	(1) (2) (3) (4) (5)
5. Managers in my facility are rule-enforcers . They expect employees to follow established rules, policies, and procedures.	(1) (2) (3) (4) (5)
6. Managers in my facility are coordinators and coaches . They help employees meet the facility's goals and objectives.	(1) (2) (3) (4) (5)

Facility Cohesion

	Strongly Agree (5)
	Agree (4)
	Neither Agree Nor Disagree (3)
	Disagree (2)
	Strongly Disagree (1)
7. The glue that holds my facility together is loyalty and tradition . Commitment to this facility runs high.	(1) (2) (3) (4) (5)
8. The glue that holds my facility together is commitment to innovation and development . There is an emphasis on being first.	(1) (2) (3) (4) (5)
9. The glue that holds my facility together is formal rules and policies . People feel that following the rules is important.	(1) (2) (3) (4) (5)
10. The glue that holds my facility together is the emphasis on tasks and goal accomplishment . A production orientation is commonly shared.	(1) (2) (3) (4) (5)

Facility Emphases

	Strongly Agree (5)
	Agree (4)
	Neither Agree Nor Disagree (3)
	Disagree (2)
	Strongly Disagree (1)
11. My facility emphasizes human resources . High cohesion and morale in the organization are important.	(1) (2) (3) (4) (5)
12. My facility emphasizes growth and acquiring new resources . Readiness to meet new challenges is important. ...	(1) (2) (3) (4) (5)
13. My facility emphasizes permanence and stability . Keeping things the same is important.	(1) (2) (3) (4) (5)
14. My facility emphasizes competitive actions and achievement . Measurable goals are important.	(1) (2) (3) (4) (5)