

Employee Satisfaction Survey 2023

Online Survey Instrument

Prepared for: *Massachusetts Rehabilitation Commission (MRC)*

October 2022
Mark Noyes, MPH
Research Director

Candace Walsh, MA
Research Analyst

A. Staff Perception of Experience

Introduction

The Massachusetts Rehabilitation Commission is committed to providing the best possible services to people with disabilities in the Commonwealth of Massachusetts. We are reaching out to staff to learn more about how we can better serve the disability community and how we can continue to be the best place to build a career serving individuals with disabilities.

The following survey will provide important information which will help MRC leadership make the best decisions in pursuit of these goals. We have hired Market Decisions Research (MDR) to conduct this survey. They will keep responses anonymous, because of the importance of honest and complete feedback.

If you have any questions about this survey, or need assistance completing it, please contact Candace Walsh at cwalsh@marketdecisions.com.

Select the arrow below to begin the survey.

B. Communication

Comm1a-c

ASKED OF: ALL

How satisfied are with your opportunities for input and involvement with decision making ...

- a. (ASK OF: Service Providers) Supporting your individual service recipients
- b. In your department/division
- c. In agency-wide decision making?

Response Code	Single Response	
	Label	Skip To
1	Very Satisfied	
2	Satisfied	
3	Neither Satisfied nor Dissatisfied	
4	Dissatisfied, or	
5	Very Dissatisfied	
6	This is not applicable to me	
9	I prefer not to answer	

Comm4**ASKED OF: ALL**

How do you believe decision making could better involve staff in meaningful ways?

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Comm2**ASKED OF: ALL**

For the next section, we will present a series of statements. Please let us know how strongly you agree or disagree with each of the statements.

I feel informed about resources available to service recipients through MRC.

Response	Single Response	
Code	Label	Skip To
1	Strongly Agree	
2	Agree	
3	Neither Agree nor Disagree	
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	

Comm5**ASKED OF: ALL**

I feel informed about services and resources available to serve recipients in their communities.

Response	Single Response	
Code	Label	Skip To
1	Strongly Agree	
2	Agree	
3	Neither Agree nor Disagree	
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	

Comm3

ASKED OF: ALL

I have enough time in my day to meaningfully engage with the individuals I work with.

Response	Single Response	
Code	Label	Skip To
1	Strongly Agree	(Lead1)
2	Agree	(Lead1)
3	Neither Agree nor Disagree	(Lead1)
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	(Lead1)

Comm3a

ASKED OF: THOSE DISAGREEING IN COMM3

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

C. Leadership

Lead1

ASKED OF: ALL

I feel recognized for my accomplishments at MRC.

Response	Single Response	
Code	Label	Skip To
1	Strongly Agree	(Lead2)
2	Agree	(Lead2)
3	Neither Agree nor Disagree	(Lead2)
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	(Lead2)

Lead1a

ASKED OF: THOSE DISAGREEING IN LEAD1

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Lead1b

ASKED OF: THOSE DISAGREEING IN LEAD1

What would make you feel more recognized at MRC?

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Lead2

ASKED OF: ALL

My supervisor listens to and takes seriously my ideas, requests, and suggestions.

Response	Single Response	
Code	Label	Skip To
1	Strongly Agree	(Lead3)
2	Agree	(Lead3)
3	Neither Agree nor Disagree	(Lead3)
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	(Lead3)

Lead2a

ASKED OF: THOSE DISAGREEING IN LEAD2

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Leader2b

ASKED OF: THOSE DISAGREEING IN LEAD2

What could your supervisor do differently to improve your working relationship?

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Lead3

ASKED OF: ALL

MRC leadership prioritizes service recipients when they make decisions.

Response	Single Response	
Code	Label	Skip To
1	Strongly Agree	
2	Agree	
3	Neither Agree nor Disagree	
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	Lead4A

Lead3a

ASKED OF: ALL

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Lead4a-c

ASKED OF: ALL

When changes are made that affect service recipients, the reasons for change are well communicated to...

- Me
- My team
- The individuals I provide services to

Response	Choice Grid - Single Response	
Code	Label	Skip To
1	Strongly Agree	
2	Agree	
3	Neither Agree nor Disagree	
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	

Lead8a-c

ASKED OF: ALL

When changes are made that affect service recipients, they are well communicated by...

- a. MRC executive leadership
- b. Program management
- c. My office

Response	Choice Grid - Single Response	
Code	Label	Skip To
1	Strongly Agree	
2	Agree	
3	Neither Agree nor Disagree	
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	

Lead5

ASKED OF: ALL

Changes that affect service recipients are made in a way that is consistent with MRC's mission of promoting equality, empowerment, and independence of individuals with disabilities.

Response	Single Response	
Code	Label	Skip To
1	Strongly Agree	(Lead6)
2	Agree	(Lead6)
3	Neither Agree nor Disagree	(Lead6)
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	(Lead6)

Lead5a

ASKED OF: THOSE DISAGREEING IN LEAD5

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Next, please think about how we can better meet the needs of the individuals we serve.

Lead6

ASKED OF: ALL

How can MRC better serve service recipients?

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Lead7

ASKED OF: ALL

As an MRC staff member, what do you need to more effectively serve the individuals you work with?

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

D. Working Alliance

These next questions are about those you work with at MRC.

Alliance1

ASKED OF: ALL

My immediate supervisor cares about me as a person.

Response	Single Response	
Code	Label	Skip To
1	Strongly Agree	(Alliance2)
2	Agree	(Alliance2)
3	Neither Agree nor Disagree	(Alliance2)
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	(Alliance2)

Alliance1a

ASKED OF: THOSE DISAGREEING IN ALLIANCE1

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Alliance2

ASKED OF: ALL

In addition to performance reviews (i.e. EPRS, MassPerform), I regularly receive helpful, consistent feedback about my performance from my supervisor.

Response	Single Response	
Code	Label	Skip To
1	Strongly Agree	(Alliance3)
2	Agree	(Alliance3)
3	Neither Agree nor Disagree	(Alliance3)
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	(Alliance3)

Alliance2a

ASKED OF: THOSE DISAGREEING IN ALLIANCE2

What type of feedback would be helpful to you?

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Alliance3

ASKED OF: ALL

I can reach out to my supervisor when I need help.

Response	Single Response	
Code	Label	Skip To
1	Strongly Agree	(Alliance4)
2	Agree	(Alliance4)
3	Neither Agree nor Disagree	(Alliance4)
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	(Alliance4)

Alliance3a

ASKED OF: THOSE DISAGREEING IN ALLIANCE3

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Alliance4

ASKED OF: ALL

I feel supported by the colleagues in my department.

Response	Single Response	
Code	Label	Skip To
1	Strongly Agree	(Gap1)
2	Agree	(Gap1)
3	Neither Agree nor Disagree	(Gap1)

4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	(Gap1)

Alliance4a

ASKED OF: THOSE DISAGREEING IN ALLIANCE4

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

E. Service Gaps for Service recipients

Gap1

ASKED OF: ALL

Next, please think about your preferences for meeting with service recipients.

I have the freedom and tools to adapt the services to the service recipients' preference whether it is remote or in person.

Code	Label	Skip To
1	Strongly Agree	(Gap2)
2	Agree	(Gap2)
3	Neither Agree nor Disagree	(Gap2)
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	(Gap2)

Gap1a

ASKED OF: THOSE WHO DISAGREE IN GAP1

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Gap2

ASKED OF: ALL

I have the option to meet with the individuals I work with remotely or in the community rather than in an MRC office or their home.

Code	Label	Skip To
1	Strongly Agree	(Gap3)
2	Agree	(Gap3)
3	Neither Agree nor Disagree	(Gap3)
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	(Gap3)

Gap2a

ASKED OF: THOSE WHO DISAGREE IN GAP2

What barriers do you face when trying to work with your service recipients outside an MRC office and in the community or in their homes?

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Gap3

ASKED OF: ALL

Service recipients get to choose how the services they receive are delivered.

Code	Label	Skip To
1	Strongly Agree	(Overall1)
2	Agree	(Overall1)
3	Neither Agree nor Disagree	(Overall1)
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	(Overall1)

Gap3a

ASKED OF: THOSE DISAGREEING IN GAP3

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

F. Overall Satisfaction and Recommendations

For the following questions, think about your career at MRC.

Overall1

ASKED OF: ALL

Overall, how satisfied are you with your career at Massachusetts Rehabilitation Commission?

Response	Single Response	
Code	Label	Skip To
1	Very Satisfied	
2	Satisfied	
3	Neither Satisfied nor Dissatisfied	
4	Dissatisfied	
5	Very Dissatisfied	
9	I prefer not to answer	(overall2)

Overall1a

ASKED OF: ALL

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Overall2

ASKED OF: ALL

How satisfied are you with your development and career growth opportunities at MRC?

Response	Single Response	
Code	Label	Skip To
1	Very Satisfied	
2	Satisfied	
3	Neither Satisfied nor Dissatisfied	
4	Dissatisfied, or	
5	Very Dissatisfied	
9	I prefer not to answer	(overall3)

Overall2a

ASKED OF: ALL

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Overall3

ASKED OF: ALL

How strongly do you agree or disagree with this statement:

I have the tools and resources I need to be successful in my work.

Tools could be resources, services, assessments, online meeting platforms and training opportunities that help you be successful in your work.

Response	Single Response	
Code	Label	Skip To
1	Strongly Agree	<i>(overall4)</i>
2	Agree	<i>(overall4)</i>
3	Neither Agree nor Disagree	<i>(overall4)</i>
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	<i>(overall4)</i>

Overall3a

ASKED OF: THOSE DISSATISFIED IN OVERALL3

What tools do you need to more effectively do your job?

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Overall4

ASKED OF: ALL

What tools do you currently use to support MRC's mission?

Tools could be resources, services, assessments, online meeting platforms and training opportunities that help you be successful in your work.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Gap4

ASKED OF: SERVICE PROVIDERS

I have the skills to help MRC service recipients reach their goals.

Code	Label	Skip To
1	Strongly Agree	(Gap5)
2	Agree	(Gap5)
3	Neither Agree nor Disagree	(Gap5)
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	(Gap5)

Gap4a

ASKED OF: THOSE DISAGREEING IN GAP4

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To

	Open Text	
9	I prefer not to answer	

Gap5

ASKED OF: SERVICE PROVIDERS

I have the resources to help MRC service recipients reach their goals.

Code	Label	Skip To
1	Strongly Agree	(Gap5)
2	Agree	(Gap5)
3	Neither Agree nor Disagree	(Gap5)
4	Disagree	
5	Strongly Disagree	
9	I prefer not to answer	(Gap5)

Gap5a

ASKED OF: THOSE DISAGREEING IN GAP4

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Overall5

ASKED OF: ALL

In thinking about your experience working at MRC, what has best helped you be successful in your position?

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Overall6**ASKED OF: ALL**

Please rate your satisfaction on a scale from one to ten where 1 is very dissatisfied and 10 means you are very satisfied, how satisfied are you with the services MRC provides, generally?

Response	Single Response	
Code	Label	Skip To
01-06		
07-10		(Overall7)
99	I prefer not to answer	(Overall7)

Overall6a**ASKED OF: THOSE RATING 1-6 IN OVERALL5**

Please say more about why you chose that answer.

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Overall7**ASKED OF: ALL**

Would you recommend MRC to a friend looking for a job?

Response	Single Response	
Code	Label	Skip To
1	Yes	
2	No	
8	DK	
9	I prefer not to answer	

Overall8

ASKED OF: ALL

What do you find most fulfilling about working at MRC?

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

Overall9

ASKED OF: ALL

If you could change one thing about working at MRC, what would it be?

Response	Open Text (Large Text Box)	
Code	Label	Skip To
	Open Text	
9	I prefer not to answer	

G. Wrap-Up

You are almost finished with the survey. These final questions ask about your tenure at MRC and provide space to provide additional feedback.

Wrap1

ASKED OF: ALL

How long have you worked at MRC?

Response	Single Response	
Code	Label	Skip To
1	Under a year	
2	1-5 years	
3	6-10 years	
4	11-20 years	
5	More than 20 years	
9	I prefer not to answer	

Wrap3

ASKED OF: ALL

How long have you worked in your current position?

Response	Single Response	
Code	Label	Skip To
1	Under a year	
2	1-5 years	
3	6-10 years	
4	11-20 years	
5	More than 20 years	
9	I prefer not to answer	

Wrap2

ASKED OF: ALL

Do you have the ability to well-balance your professional and personal life?

Response	Single Response	
Code	Label	Skip To
1	Yes	(Feedback)
2	No	
8	DK	(Feedback)
9	I prefer not to answer	(Feedback)

Wrap2a

ASKED OF: NO IN WRAP2

Please say more about why you chose that answer.

Response	Single Response	
Code	Label	Skip To
1	Open end	
9	I prefer not to answer	

Feedback

ASKED OF: ALL

Do you have any additional feedback for MRC?

Response	Single Response	
Code	Label	Skip To
1	Open end	
7	I don't have additional feedback	
9	I prefer not to answer	

Thnx

ASKED OF: ALL

Thank you for completing the survey. We appreciate your time and input.

CLICK SUBMIT TO ENTER YOUR RESPONSES.