

# 2011 JOHNS HOPKINS MEDICINE EMPLOYEE ENGAGEMENT SURVEY HELP SHEET

## Welcome to the 2011 Johns Hopkins Medicine Employee Engagement Survey!

This year's **Johns Hopkins Medicine Employee Engagement Survey**, available Monday, June 6, through Friday, June 24, is an invitation to all employees to offer their opinions about what's working and what isn't in their workplace.

Use this Help Sheet as a reference tool for the survey. There is no need to return it. For your convenience, you can complete the survey online 24 hours a day, seven days a week, from home or work. The survey will take less than 10 minutes to complete.

We are partnering with Gallup, an independent and leading research firm, for this effort. You can trust that Gallup will handle your responses with the utmost care and confidentiality. Rest assured that no Johns Hopkins or affiliate employee, manager or senior leader will ever have access to individual results.

### Log on and enter your access code.

1. **Log on to:** <https://gx.gallup.com/jhmq12.gx>  
Visit the website 24 hours a day, seven days a week, from work or home, between **Monday, June 6, and Friday, June 24, 2011**. **Please make sure to enter your unique survey Access Code.** Or, if you have received a paper survey from your manager, fill out and return the paper survey form confidentially.
2. You will be asked to provide your survey Access Code, which will be sent to you by email or will be provided to you in a paper survey

### Know what the survey terms mean.

Most of the questions ask your opinions about Johns Hopkins Medicine as a whole, your manager and your colleagues. Please rate your current work environment—whether you have been with the institution for a few days or a few years. You should interpret each question in terms of what it means to you. To help, here are a few survey terms that are helpful for you to know.

**Organization:** The entire company you work for.

**Leadership:** People at the managerial level.

**Supervisor:** The person you report to directly (your manager).

**Associates/Fellow Employees:** The people you interact with day-to-day.

### You don't have to answer all the questions.

Skip any question if:

- You don't know what it means.
- It doesn't apply to you.
- You feel uncomfortable answering it.

**For your review, the questions you will be asked to answer are listed below.**

	Extremely Dissatisfied				Extremely Satisfied		Don't Know
	1	2	3	4	5		0
Q00. On a five-point scale, where 5 means extremely satisfied and 1 means extremely dissatisfied, how satisfied are you with Johns Hopkins as a place to work?.....	1	2	3	4	5		0

**Please respond to the following statements to describe your present work situation. Please use a five-point scale, where 5 means that you strongly agree with the statement and 1 means that you strongly disagree with the statement. You may choose any of the numbers 1, 2, 3, 4, or 5. Or, you may select “Don’t Know/Does Not Apply.”**

	Strongly Disagree				Strongly Agree		Don't Know/ Does Not Apply
	1	2	3	4	5		0
Q01. I know what is expected of me at work .....	1	2	3	4	5		0
Q02. I have the materials and equipment I need to do my work right.....	1	2	3	4	5		0
Q03. At work, I have the opportunity to do what I do best every day .....	1	2	3	4	5		0
Q04. In the last seven days, I have received recognition or praise for doing good work .....	1	2	3	4	5		0
Q05. My supervisor, or someone at work, seems to care about me as a person .....	1	2	3	4	5		0
Q06. There is someone at work who encourages my development.....	1	2	3	4	5		0
Q07. At work, my opinions seem to count .....	1	2	3	4	5		0
Q08. The mission or purpose of my organization makes me feel my job is important .....	1	2	3	4	5		0
Q09. My fellow employees are committed to doing quality work .....	1	2	3	4	5		0
Q10. I have a best friend at work .....	1	2	3	4	5		0
Q11. In the last six months, someone at work has talked to me about my progress .....	1	2	3	4	5		0
Q12. This last year, I have had opportunities at work to learn and grow .....	1	2	3	4	5		0
Q13. I received feedback on the previous employee engagement survey conducted at Johns Hopkins Medicine .....	1	2	3	4	5		0
Q14. My team participated in an effective action planning session following the last employee engagement survey.....	1	2	3	4	5		0
Q15. My team has made progress on the goals set during our action planning session after the last employee engagement survey .....	1	2	3	4	5		0
Q16. There is open communication throughout all levels of the organization .....	1	2	3	4	5		0
Q17. I have grown in my ability to positively impact our customers .....	1	2	3	4	5		0
Q18. At work, I am treated with respect .....	1	2	3	4	5		0
Q19. Everyone at this organization is treated fairly, regardless of ethnic background, race, gender, age, disability, or other differences not related to job performance .....	1	2	3	4	5		0
Q20. Employees in this organization are treated with respect and dignity .....	1	2	3	4	5		0
Q21. I feel free to express my thoughts, feelings and disagreements to my supervisor .....	1	2	3	4	5		0
Q22. I can approach management with suggestions and criticisms.....	1	2	3	4	5		0
Q23. My organization treasures diverse opinions and ideas.....	1	2	3	4	5		0
Q24. If I raised a concern about discrimination, I am confident my employer would do what is right.....	1	2	3	4	5		0
Q25. My organization is effective in communicating its diversity program goals and accomplishments.	1	2	3	4	5		0
Q26. My organization’s leaders demonstrate they value the perspective of people who are different.	1	2	3	4	5		0

Please use the following job function list when answering the last survey question:

<b>OPTION</b>	<b>FUNCTIONAL TITLE</b>	<b>EXAMPLE JOB TITLES</b>
1	Physician/Faculty	
2	Resident/Fellow	
3	Physician Assistant/Certified Registered Nurse Practitioner/Certified Nurse Midwife	
4	Nurse (RN, Direct Care)	
5	Nurse (RN, Non-Direct Care)	Nurse Researcher, Nurse Educator, Case Manager, Utilization Manager, Q.I. Nurse, Clinical Review Nurse, Home Care Coordinator, etc.
6	Nursing Assistant/Patient Care Technician/Clinical Associate	Certified Medical Assistant, Nursing Aide, Home Health Aide etc.
7	Technician/Technologist	Radiology Technician, Lab Technician, Computer Technician, Research Technician, Pharmacy Technician etc.
8	Other Direct Care Professional	Pharmacist, Social Worker, Occupational Therapist, Respiratory Therapist, Nutritionist, etc.
9	Managerial	Administrator, Director, Manager, Supervisor, etc.
10	Professional (Non-Direct Care)	Accountant, Systems Analyst, Attorney, HR Generalist, Marketing Coordinator, Systems Analyst etc.
11	Support Services	Food Service Worker, Plumber, Housekeeper, Security Officer, Transporter, Support Associate, Warehouse Tech, Driver, etc.
12	Administrative/Clerical	Administrative Assistant, Secretary, Customer Service Representative, Coder, Claims Examiner, Patient Clerical Assistant, Medical Records Clerk, Biller etc.
13	Telecommuter	Disease Case Manager, UM Care Coordinator, Network Manager, Customer Service Representative, or any employee whose primary workplace is their home

Gallup will hold individual responses completely confidential. Data will be combined in large groups to ensure confidentiality, and results will not be reported on any group with less than five respondents. Your personal responses will not be revealed to anyone within Johns Hopkins Medicine.

If you need assistance completing this survey, please contact Gallup Client Support by sending an email to [surveyhelp@gallup.com](mailto:surveyhelp@gallup.com) or by calling 1-800-788-9987 from 7 a.m. to 7 p.m. U.S. Central Time, Monday through Thursday, or 7 a.m. to 5 p.m. U.S. Central Time on Fridays.

***Tell Us What You Think About Working At Johns Hopkins!***