INTERNAL PERSONNEL AUDIT

INSTRUCTIONS:
In answering each question, please mark all choices that apply within each category.

Correct Mark

Incorrect Marks

1. Your gender:
   - Female
   - Male

2. How long have you worked at this organization?

3. Highest education level obtained:
   - Did not complete High School
   - High School Diploma
   - Certificate/Diploma
   - Associate Degree
   - Baccalaureate Degree
   - Masters Degree
   - Doctoral Degree
   - Other:

4. Age:

5. What shift do you most often work?
   - Day
   - Rotating
   - Evening
   - Weekend only
   - Night
   - Other:

6. Employment status:
   - Full-time (32 hours or more)
   - Part-time (more than 20 hours)
   - Part-time (less than 20 hours)
   - Flex

7. Pay Rate per hour:

8. What is your job title?
   - Administrator
   - Chaplaincy
   - CNA
   - Custodial/Grounds
   - Dietary
   - EMS Personnel
   - Financial Officer
   - Housekeeping
   - LPN
   - Other:

9. What department are you in?
   - Activities/Rec
   - Administration
   - Ancillary/Support
   - Bus. Office
   - Chaplaincy
   - Clinic Nurse
   - Custodial/Grounds
   - Dietary
   - Emergency Medical System
   - Emergency Room
   - Home Health/Outreach
   - Hospice
   - Other:

10. Work Setting:
    - Assisted Living
    - Basic Care
    - Clinic
    - Emergency Medical System (EMS)
    - Home Health
    - Hospice
    - Hospital
    - Human Service
    - Nursing Home
    - Public Health
    - Other:

PLEASE DO NOT WRITE IN THIS AREA
Instructions: In answering each question in this category, you will be asked to make two responses. These responses will give you an opportunity to express how you feel each situation or relationship "actually is" and how you would "like it to be".

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<th>WHAT ACTUALLY IS:</th>
<th>I WOULD LIKE IT TO BE:</th>
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1. To what extent, when needed, do your group members cooperate with you in doing your job?  
2. Does your supervisor try to get your opinion before making decisions that are important to you?  
3. To what extent does your supervisor show consideration and respect for your personal opinion?  
4. Does your supervisor encourage persons to use initiative and seek better ways of doing jobs or solving problems?  
5. To what extent do different departments function smoothly and effectively?  
6. To what extent do you feel that your management adequately handles conflicts that arise in the organization?  
7. To what extent does the management give you support and make you feel important?  
8. Does your supervisor give your work group adequate notice of changes in directives or plans and schedules?  
9. Can you expect your supervisor to provide information or assistance when you need it to do your job?  
10. To what extent do members of your work groups plan together and coordinate their efforts?  
11. To what extent is information about important events and situations shared with members of the organization?  

Which item from above (1-11) would you like to see improved the most in the next 3 months? Item # ________

12. Does the medical staff view you as an integral part of the patient care team?  
13. Does the organization pay well enough to attract sufficiently competent people?  
14. To what extent do you see your work as important and essential to your work group?  
15. To what extent does your supervisor encourage your work group members to discuss their conflicts and seek a mutual understanding?  
16. To what extent do your work members show consideration and respect for personal opinions and belongings?  
17. When you are assigned to a job, does your supervisor ensure that you receive the necessary training?  
18. To what extent do you feel decisions affecting you are well thought out?  
19. To what extent are you encouraged to take initiative and make suggestions toward improving your work?  
20. To what extent do you have a good image of yourself as an employee?  
21. To what extent are the doctors concerned with the rules and regulations that the facility's staff must follow?  

Which item from above (12-21) would you like to see improved the most in the next 3 months? Item # ________

22. To what extent do you feel that your work group functions smoothly and effectively?  
23. Does your supervisor identify and develop those individuals with growth potential?  
24. Does your supervisor try to get support from outside the work group when it is needed to speed up completion of an assigned project?  
25. To what extent does your management reveal the reasons for its decisions about policies and procedures?  
26. To what extent are salary increases determined in a fair and equitable manner?
### WHAT ACTUALLY IS:

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| 27. Does the medical staff recognize your contribution to the facility? | 1 | 2 | 3 | 4 | 5 |
| 28. To what extent do different departments in the organization plan together and coordinate their activities? | 1 | 2 | 3 | 4 | 5 |
| 29. To what extent do members of your work group take responsibility for solving conflicts and working out acceptable agreements? | 1 | 2 | 3 | 4 | 5 |
| 30. Is important information spread quickly and accurately through the communication channels in your organization? | 1 | 2 | 3 | 4 | 5 |
| 31. To what extent do members share information within your work group? | 1 | 2 | 3 | 4 | 5 |

### I WOULD LIKE IT TO BE:

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| 32. To what extent do you feel supported by your supervisor? | 1 | 2 | 3 | 4 | 5 |
| 33. Do you feel other people view your organization as having a good reputation? | 1 | 2 | 3 | 4 | 5 |
| 34. Do you feel that you are fairly paid for the work that you do? | 1 | 2 | 3 | 4 | 5 |
| 35. To what extent do individuals in your work group influence decisions directly affecting them? | 1 | 2 | 3 | 4 | 5 |
| 36. To what extent does your supervisor function smoothly and effectively as a team leader? | 1 | 2 | 3 | 4 | 5 |
| 37. To what extent do you feel that there is sufficient information available to make decisions? | 1 | 2 | 3 | 4 | 5 |
| 38. To what extent does the management show a real interest in the moral and welfare of its employees? | 1 | 2 | 3 | 4 | 5 |
| 39. Does your supervisor give recognition for good performance? | 1 | 2 | 3 | 4 | 5 |
| 40. To what extent, when needed, does your supervisor plan with you to coordinate your efforts? | 1 | 2 | 3 | 4 | 5 |
| 41. Does the organization’s total “benefits package” compare favorably with similar organizations? | 1 | 2 | 3 | 4 | 5 |
| 42. Does the medical staff communicate clearly what they expect of you? | 1 | 2 | 3 | 4 | 5 |
| 43. Does your management assign you to work for which you are trained? | 1 | 2 | 3 | 4 | 5 |

### Which item from above (22-31) would you like to see improved the most in the next 3 months? Item # | 1 | 2 | 3 | 4 | 5 |

### Which item from above (32-43) would you like to see improved the most in the next 3 months? Item # | 1 | 2 | 3 | 4 | 5 |

| 44. To what extent are the doctors considerate of your needs and feelings? | 1 | 2 | 3 | 4 | 5 |
| 45. To what extent does your supervisor make decisions that are adequate and timely? | 1 | 2 | 3 | 4 | 5 |
| 46. Do you feel that your supervisor adequately handles conflicts when they arise? | 1 | 2 | 3 | 4 | 5 |
| 47. To what extent do you feel supported by members of your work group? | 1 | 2 | 3 | 4 | 5 |
| 48. To what extent do you feel that the management encourages initiative and suggestions toward improving your work? | 1 | 2 | 3 | 4 | 5 |
| 49. Can you expect members of your work group to provide information or assistance when you need it to do your job? | 1 | 2 | 3 | 4 | 5 |
| 50. Do your supervisors encourage you to come to them with your problems and ideas? | 1 | 2 | 3 | 4 | 5 |
| 51. Does the organization pay well enough to prevent people from leaving for higher wages elsewhere? | 1 | 2 | 3 | 4 | 5 |
| 52. Do doctors make realistic demands upon you and your time? | 1 | 2 | 3 | 4 | 5 |
| 53. To what extent do you receive assistance from supervisors and/or members of the work group in doing your job? | 1 | 2 | 3 | 4 | 5 |
| 54. Do people outside the organization have a good image of you as a person working in this organization? | 1 | 2 | 3 | 4 | 5 |

### Which item from above (44-54) would you like to see improved the most in the next 3 months? Item # | 1 | 2 | 3 | 4 | 5 |
55. To what extent do persons in your organization seem to talk to each other about operational matters?

56. Do the doctors treat you with respect?

57. To what extent do persons in your organization seem to be motivated?

58. When conflict is present in your organization, is it handled as smoothly and quickly as possible?

59. To what extent are people compensated fairly for doing good work?

60. Is concern shown for people who work in your organization?

61. Are people proud of working for this organization?

62. To what extent is a high degree of teamwork generally seen in your organization?

63. Do you feel that people outside the organization have a good image of your position in the organization?

64. Do you feel that reasonable decisions are being made in your organization?

65. Do you have enough information about other departments and employees to effectively carry out your job?

Which item from above (55-65) would you like to see improved the most in the next 3 months? Item #

66. Does the organization communicate important matters to the employees?

67. Are you encouraged to provide feedback and suggestions to improve operations?

68. To what extent can you depend on your supervisor to provide information about your benefits?

69. Do you feel the patient care and medical care programs meet the needs of the community?

70. Do you feel the pay you receive is fair and equitable for the work that you do?

Which item from above (66-70) would you like to see improved the most in the next 3 months? Item #

1. Please describe any specific suggestions you may have for improving the way in which your organization is run (for example – reducing costs, adding new services, etc.).

2. Additional comments or recommendations: