

CHAPTER 8

EMPLOYEE ATTITUDE SURVEY

The Study Team observed the overall attitudes of most staff members to be positive in nature, however, a few workers complained about each other, management and county officials, and an overall lack of support and respect from the community. All of the employees seemed to be working as a team (however this “teamwork” may be limited to their own work areas) and there is general job satisfaction. The majority of personnel are concerned about their future and want the agency to succeed.

Staff members are encouraged to pursue new ideas and are given proper credit for their efforts. However, most work achievements are rewarded with only a “pat on the back.” The County offers the following incentives that would encourage staff members to perform at an optimal level:

- Annual evaluation process.
- Any annual cost-of-living pay increase.
- The County Administrator’s performance bonus award.
- Employee Service Recognition.

An incentive program for new ideas and/or exceptional performance bonus awards should be developed within ACaRD to increase staff participation.

Recommendations:

8.01 ACaRD should develop a system for routinely collecting relevant information on employee grievances and disciplinary actions. *Rating: 3*

8.02 The agency should institute (within its own organization) an annual awards program to recognize outstanding performance and contributions. *Rating: 3*

8.03 ACaRD should introduce an employee idea program (with possible financial incentives) to encourage new and innovative concepts in improving service delivery. *Rating: 3*

8.04 The agency should develop a committee of line employees/managers to improve communication between both groups and stimulate the exchange of ideas. *Rating: 1*