

Maternal, Child and Adolescent Health Management Effectiveness, 2016 Staff Survey, Overall Results

Manager Behavior	Valuing Behaviors									
	Mean = 3.96									
Question	2. Seeks input from all team members	3. Evaluates results instead of personalities	4. Maintains a balance between people issues & business issues	5. Shows genuine concern for team members	6. Keeps the focus on fixing problems rather than finding someone to blame	7. Treats people fairly without showing favoritism	8. Cares about me	9. Protects confidentiality	10. Recognizes & rewards my individual contributions in a manner meaningful to me	
Mean	4.00	3.84	3.88	4.17	4.10	3.69	4.01	4.19	3.79	
Count	107	103	104	106	105	104	107	104	103	
Response Rate	65%									
Distribution	1	2	3	4	5	1	2	3	4	5
	5.6%	7.8%	4.8%	4.7%	6.7%	9.6%	6.5%	4.8%	8.7%	
	10.3%	6.8%	12.5%	5.7%	5.7%	12.5%	5.6%	5.8%	10.7%	
	7.5%	13.7%	12.6%	12.4%	7.7%	14.6%	17.9%	10.7%	15.7%	
	31.1%	34.3%	28.2%	20.0%	27.9%	26.2%	19.8%	20.4%	22.5%	
	45.3%	36.3%	40.8%	56.2%	51.0%	37.9%	50.0%	57.3%	42.2%	
Color Key	Green = 4.00 to 5.00			Yellow = 3.00 to 3.99			Red = < 3.00			

Values: 1=Disagree; 2=Somewhat disagree; 3=Neither agree nor disagree; 4= Agree; 5= Strongly Agree

Notes: Survey completed during Feb to May 2016.

June 3, 2016

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Interdependence Behaviors					Communication Behaviors						Valuing Diversity Behaviors		
Mean = 4.03					Mean = 3.77						Mean = 4.04		
11. Recongnizes & rewards collaboration, cooperation & activities resulting in another's success					15. Open to other perspectives & willing to change position when presented with compelling information 14. Encourages others to express different ideas & opinions 16. Involves me in decision-making when appropriate 17. Effectively deals with conflict 18. Gives open & constructive feedback 19. Is open to constructive feedback						20. Balances client needs against staff needs 21. Seeks input from diverse individual s/ groups, including internal & external customers 22. Treats everyone with respect & fairness		
4.05	4.03	4.09	3.95	3.82	3.73	3.96	3.49	3.82	3.82	4.01	4.07	4.03	
102	98	80	102	103	101	104	99	101	100	101	91	105	
4.9%	5.1%	5.0%	7.8%	6.8%	6.9%	4.8%	8.1%	5.0%	7.0%	4.0%	3.3%	6.7%	
8.8%	6.1%	3.8%	5.9%	9.7%	12.9%	7.7%	18.2%	12.9%	6.0%	8.9%	5.5%	4.8%	
8.9%	12.4%	16.5%	11.9%	12.7%	12.0%	11.7%	16.3%	14.0%	21.2%	12.0%	17.8%	15.4%	
30.7%	33.0%	26.6%	30.7%	34.3%	34.0%	35.9%	28.6%	29.0%	28.3%	30.0%	27.8%	25.0%	
45.5%	43.3%	45.6%	42.6%	35.3%	33.0%	38.8%	27.6%	38.0%	36.4%	44.0%	44.4%	48.1%	

Values: 1=Disagree; 2=Somewhat disagree; 3=Neither agree nor disagree; 4= Agree; 5= Strongly Agree

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Leadership Behaviors													
Mean = 4.01													
23. Encourages & embraces change	24. Encourages & supports my development	25. Encourages & supports my involvement in community activities & events	26. Encourages & supports my involvement in DPH activities & events	27. Sets a clear direction for our department	28. Actions & behaviors are consistent with words	29. Is trustworthy	30. Is a role model for continuous improvement	31. Uses a coaching management style rather than an authoritarian boss management style	32. Helps me achieve results	33. Supports a customer service approach for both internal and external customers	34. Deals with issues that need to be addressed	35. Sets clear expectations for my roles and responsibilities in relation to MCAH goals	
3.96	4.12	4.04	4.11	3.96	3.94	4.18	3.97	3.88	3.99	4.17	3.89	3.98	
100	100	99	98	99	100	102	99	102	98	93	101	102	
2.0%	7.0%	4.0%	4.1%	6.1%	9.0%	4.9%	5.1%	9.8%	5.1%	4.3%	5.0%	2.9%	
9.0%	5.0%	5.1%	4.1%	8.1%	7.0%	2.9%	8.1%	7.8%	6.1%	3.2%	11.9%	6.9%	
14.1%	7.1%	15.3%	13.4%	11.2%	9.1%	13.9%	15.3%	9.9%	12.4%	9.7%	10.0%	15.8%	
39.4%	30.3%	33.7%	30.9%	30.6%	28.3%	23.8%	25.5%	28.7%	35.1%	35.5%	34.0%	35.6%	
34.3%	50.5%	41.8%	46.4%	42.9%	45.0%	53.5%	44.9%	43.6%	40.2%	46.2%	38.0%	37.6%	

Values: 1=Disagree; 2=Somewhat disagree; 3=Neither agree nor disagree; 4= Agree; 5= Strongly Agree

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