

Results of Employee Opinion Survey

1. Generally speaking, how do you rate Duke University Medical Center as a place to work? 28% ranked Duke as above average, 53% said average and 19% below average.

2. If another company or hospital offered you a job at the same hours and same pay as you are now getting, would you take the job or not? 46% said no, 29% said yes and 25% said they didn't know.

3. How do you like your present job? 90% like their jobs; 10% don't.

4. What are some of the things you like best about your job? In order: co-workers, hours, meeting people, type of work, supervisor, fringe benefits, work load, opportunities, interesting work, responsibility.

5. What things are there about your job that you don't like? In order: pay, supervisor, hours, co-workers, work load, management, type of work, communication, general treatment.

6. How long have you been employed at Duke University Medical Center? Less than 1 year - 19%; 1-3 years - 29%; 4-9 years - 30%; 10-15 years - 13%; over 15 years - 9%.

7. Do you think Duke University Medical Center is better or worse now as a place to work than it was a few years ago? 39% said better; 18% said worse; 21% said no different and 22% said they didn't know.

8. Are your best abilities being used in your present work? 19% said always; 37% most of the time; 23% sometimes; 15% not often and 6% said never.

9. How do you feel about the way complaints and grievances in your department are being handled? 33% were satisfied; 66% were not and 1% didn't answer.

10. How would you rate your supervisor on being able to handle his/her own job? 60% said good to excellent; 40% said fair to poor.

11. Is your supervisor really interested in giving you all the help he/she can? 58% helps always or most of the time; 33% helps sometimes and 9% never helps.

12. How clear are the directions and assignments your supervisor gives you? 71% always or most of the time clear, 17% sometimes clear, 11% rarely or never clear.

13. How well do you think your supervisor understands people? 65% well; 35% not well.

14. How fair is your supervisor to you? 70% fair always or most of the time; 18% half and half; 12% not often or never fair.

15. Does your supervisor tell you how well you are doing on your job? 56% yes; 44% no.

16. If you had a complaint or were dissatisfied about something, would you feel free to go to your supervisor about it? 45% yes; 37% sometimes; 18% no.

17. Do you feel that your supervisor would welcome your suggestions for better ways of doing the work? 75% yes; 24% no; 1% no answer.

18. How much are you told about changes that have to do with you and your job? Usually informed 42%; sometimes 32%; seldom 10%; never 16%.

19. Are you asked for your ideas and suggestions before changes are made that have to do with your work? Often or always, 30%; not often or never, 70%.

20. Are you supposed to supervise the work of other people as part of your job? 33% yes; 67% no.

21. How would you rate Duke University Medical Center on:

	%Good	%Average	%Poor	%No Answer
working conditions	31	52	15	2
fringe benefits	41	34	23	2
pay	13	40	45	2
communications	16	46	35	3
friendliness	41	41	15	3
merit system	13	30	53	4
cafeteria food	17	45	34	4
cafeteria service	24	47	24	5
work scheduling	41	35	20	4
opportunities for advancement	16	36	44	4
training, orientation	33	40	23	4
emphasis on doing a good job	28	46	23	3

22. Do you feel that Duke University Medical Center takes real interest in you as an individual, or that Duke University Medical Center cares only about whether you do your job satisfactorily? Interested 36%, not interested 63%, no answer 1%.

23. How do you rate the following benefits:

	%Very Important	%Important	%Not So Important	%No Answer
Blue Cross contributions	67	26	5	2
Long term disability	56	32	8	4
Group life insurance	53	34	10	3
Employee Health Clinic	50	33	14	3
Paid holidays	77	20	2	1
Retirement plan	63	24	10	3
Shift differential	44	32	17	7
Sick leave	79	16	3	2
Tuition aid-PEP program	50	32	13	5
Vacation plan	75	20	3	2

24. Name benefits about which you would like more information made available. Blue Cross 11%, long term disability 20%, group life 8%, Employee Health Clinic 12%, paid holidays 5%, retirement plan 28%, shift differential 7%, sick leave 8%, tuition aid-PEP program 25%, vacation plan 8%, no answer 45%.

25. How satisfied are you with the amount of information you get about what is going on in Duke University Medical Center? Satisfied 39%; not satisfied 60%; no answer 1%.

26. Where do you get most of your ideas about the medical center's plans and policies? Bulletin boards 22%; newspaper 25%; supervisors 21%; other employees 58%; Intercom 48%; handbook 20%; letters 14%; departmental memos 24%; meetings 14%.

27. How much do you feel you know about the following:

	All I Want To Know	Enough	Not As Much I'd Like	No Answer
Benefits	4%	20%	76%	0%
Hospital goals	4%	17%	78%	1%
Duke Hospital North	4%	8%	87%	1%
Other Departments	5%	23%	71%	1%
Grievance Procedures	7%	25%	67%	1%

The questions 28-32 were asked for purpose of statistical analysis.

28. What is the name of your department?

29. Are you employed by Duke Hospital or a department in the medical center area?

30. Is your job largely clerical or secretarial or other?

31. Are you employed full time or part time?

32. What is your sex?

33. Give suggestions for making this a better place to work. In order: pay, parking, recognition, communication, merit system, fringe benefits, management, work scheduling, favoritism, supervision.

It's Time To Register Your Car

Get ready to scrape off that old parking sticker. It's time to register your car again.

All medical center personnel must have their cars re-registered by Sept. 1, 1977, Harry E. Gentry, director of traffic and parking, has announced.

The registration fee is \$20, the same as last year. Reserved parking fees also are the same as last year, and the registration fee is incorporated into the parking fee. If a second car is registered, the fee is \$20.

When you go to register, be sure to take along your:

- ☆ state vehicle registration certificate,
- ☆ valid driver's license and
- ☆ Social Security card or other verifying document.

The schedule follows:

Nanaline H. Duke Building, first floor, main entrance, Tuesday, Aug. 9, 8:30-11 a.m., for people in the Nanaline H. Duke Building.

A. H. Sands Building, first floor, main entrance, Tuesday, Aug. 9, 1-4 p.m. for Sands Building, Research Park, Vivarium, ALIF and Jones Building.

Jones Building, first floor, main entrance, Wednesday, Aug. 10, 8:30-11 a.m., for Jones Building, Research Park,

Vivarium, ALIF and Sands Building.

Eye Center, conference room, second floor, Wednesday, Aug. 10, 1-4 p.m., for Eye Center.

Pickens Building, conference room, Thursday, Aug. 11, 8:30-11 a.m., Pickens and Southside School.

Child Guidance, first floor, main entrance, Thursday, Aug. 11, 1-4 p.m., for Child Guidance and Civitan Buildings.

Hanes House Lobby, Friday, Aug. 12, 8:30-11 a.m., for Hanes House, Hanes Annex and Graduate Center.

Bell Building, Room 314, Friday, Aug. 12, 1-4 p.m., for Bell Building.

Medical Center Board Room, first floor, Hospital, next to Chapel, Monday, Aug. 15-Wednesday, Aug. 17, 8 a.m.-noon, 1-4:30 p.m.; Aug. 15 and 16, 7 p.m.-1 a.m.; for Hospital Building only.

Bell Building, Room 314, Friday, Aug. 19, 8:30 a.m.-4:30 p.m., for anyone who has failed to register at other locations.

Hanes House Lobby, Tuesday, Sept. 6, 8:30 a.m.-4 p.m., for students in Hanes House, Hanex Annex, and Graduate Center.

Persons who have failed to register by Sept. 1 may do so at the Medical Center Traffic Office, Room 314, Bell Building, Monday through Friday, 8:30 a.m.-4:30 p.m.

The Medical Center Key Office will be closed Aug. 9-22.

