

# FY23 Employee Engagement Survey

(Results from 186 respondents representing 81% of staff)



Q1. How long have you worked at The Arc of Opportunity?	Responses
Answer Choices	
Less than 6 months	16.13%
6 months - 1 year	17.20%
1 - 3 years	27.96%
3-5 years	14.52%
More than 5 years	24.19%

Q2. Role 1: What is your role at The Arc of Opportunity?	Responses
Answer Choices	
Executive	2.14%
Division Director	3.74%
Manager (RM or PD)	8.02%
Direct Support Staff (ex. DSP, Case Managers, PCPMs, etc.)	64.71%
Relief Staff	6.95%
Licensed Staff (Clinical/Nursing)	4.28%
Admin/Support Staff (HR/Accounting/Facilities/QA)	5.88%
Decline to state	4.28%

Q3. Role 2: What is your work area?	Responses
Answer Choices	
Residential (Worcester/Auburn Area)	18.28%
Residential (Spencer/Paxton/Rutland/Hubbardston Area)	20.97%
Residential (Leominster/Fitchburg/Pepperrel)	22.58%
Day Programs (CBDES & Day Hab) & Family Supports	13.44%
Nursing and Clinical	4.84%
Home and Community Based Supports	6.99%
Admin/Support (HR/Accounting/Facilities/QA)	6.45%
Decline to state	6.45%

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Q4. Race & ethnicity: How do you publicly self-identify? (Please choose only one.)	Responses
Answer Choices	
Native American/American Indian/Indigenous/Alaskan Native	0.53%
Asian American/Pacific Islander/Asian	1.07%
Black/African American/African	52.94%
Hispanic/Latino/Latina/Latinx	7.49%
White/Caucasian/European	28.88%
Multi-racial/Multi-ethnic (two or more races or ethnicities)	2.67%
Decline to state	6.42%
Different Identity (please specify)	0.00%

  

Q5. Gender identity 1: How do you publicly self-identify?	Responses
Answer Choices	
Female	56.68%
Male	39.04%
Gender nonbinary/Genderqueer/Gender non-conforming	0.53%
Decline to State	3.74%

  

Q6. Gender Identity 2: How do you publicly self-identify?	Responses
Answer Choices	
Transgender	0.00%
Not transgender (cisgender/same as gender assigned at birth)	86.59%
Decline to state	13.41%

  

Q7. Sexual orientation: How do you publicly self-identify?	Responses
Answer Choices	
Heterosexual or straight	72.13%
Gay, lesbian,bisexual (or other sexual orientations within the LGBTQIA+ community)	7.65%
Decline to state	17.49%
Different identity (please specify)	2.73%

  

Q8. Disability: How do you publicly self-identify?	Responses
Answer Choices	
I identify as a person with a disability	5.95%
I do not identify as a person with a disability	87.03%
Decline to state	7.03%

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Q9. My management team creates an environment which values diverse points of view.	Responses
Answer Choices	
Strongly Agree	38.59%
Agree	50.54%
Disagree	9.78%
Strongly Disagree	1.09%

Q10. The person I report to respects staff from diverse backgrounds and cultures.	Responses
Answer Choices	
Strongly Agree	56.52%
Agree	39.13%
Disagree	3.80%
Strongly Disagree	0.54%

Q11. The person I report to works well with staff from different generations.	Responses
Answer Choices	
Strongly Agree	47.83%
Agree	44.02%
Disagree	5.98%
Strongly Disagree	2.17%

Q12. The person I report to helps develop staff of all backgrounds.	Responses
Answer Choices	
Strongly Agree	52.17%
Agree	43.48%
Disagree	3.80%
Strongly Disagree	0.54%

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Q13. The Arc of Opportunity fosters a workplace that allows employees to be themselves at work without fear.	Responses
Answer Choices	
Strongly Agree	40.22%
Agree	49.46%
Disagree	8.15%
Strongly Disagree	2.17%

Q14. At The Arc of Opportunity, employees appreciate others whose backgrounds, beliefs and experiences are different from their own.	Responses
Answer Choices	
Strongly Agree	39.67%
Agree	55.43%
Disagree	4.89%
Strongly Disagree	0.00%

Q15. I am motivated to help The Arc of Opportunity succeed.	Responses
Answer Choices	
Strongly Agree	57.61%
Agree	39.13%
Disagree	3.26%
Strongly Disagree	0.00%

Q16. I am proud to say that I work for The Arc of Opportunity.	Responses
Answer Choices	
Strongly Agree	50.54%
Agree	45.11%
Disagree	4.35%
Strongly Disagree	0.00%

Q17. I would recommend The Arc of Opportunity to family and friends for employment.	Responses
Answer Choices	
Strongly Agree	46.20%
Agree	44.57%
Disagree	8.70%
Strongly Disagree	0.54%

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Q18. My job gives me a feeling of accomplishment.	Responses
Answer Choices	
Strongly Agree	45.11%
Agree	48.37%
Disagree	6.52%
Strongly Disagree	0.00%

Q19. I am engaged while at work.	Responses
Answer Choices	
Strongly Agree	47.28%
Agree	48.91%
Disagree	3.80%
Strongly Disagree	0.00%

Q20. I am motivated to do my best at work.	Responses
Answer Choices	
Strongly Agree	55.98%
Agree	39.67%
Disagree	4.35%
Strongly Disagree	0.00%

Q21. I have a sense of belonging at The Arc of Opportunity.	Responses
Answer Choices	
Strongly Agree	39.67%
Agree	51.63%
Disagree	8.15%
Strongly Disagree	0.54%

Q22. I receive timely feedback that helps me improve my performance.	Responses
Answer Choices	
Strongly Agree	33.52%
Agree	49.72%
Disagree	13.97%
Strongly Disagree	2.79%

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**Q23. I respect the leadership abilities of the person I report to.**

Answer Choices

Strongly Agree  
Agree  
Disagree  
Strongly Disagree

**Responses**

54.75%  
37.43%  
6.70%  
1.12%

**Q24. I receive recognition from my management team.**

Answer Choices

Strongly Agree  
Agree  
Disagree  
Strongly Disagree

**Responses**

32.96%  
48.60%  
15.08%  
3.35%

**Q25. I am treated fairly by the person I report to.**

Answer Choices

Strongly Agree  
Agree  
Disagree  
Strongly Disagree

**Responses**

50.28%  
43.02%  
6.70%  
0.00%

**Q26. The person I report to takes a sincere interest in me.**

Answer Choices

Strongly Agree  
Agree  
Disagree  
Strongly Disagree

**Responses**

42.46%  
45.81%  
8.38%  
3.35%

**Q27. The Arc of Opportunity's promotion and advancement procedures are fair.**

Answer Choices

Strongly Agree  
Agree  
Disagree  
Strongly Disagree

**Responses**

25.14%  
51.96%  
16.20%  
6.70%

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Q28. The person I report to makes time to discuss work-related issues with me.	Responses
Answer Choices	
Strongly Agree	43.58%
Agree	46.93%
Disagree	7.26%
Strongly Disagree	2.23%

Q29. The person I report to communicates effectively.	Responses
Answer Choices	
Strongly Agree	42.46%
Agree	43.02%
Disagree	11.73%
Strongly Disagree	2.79%

Q30. The Arc of Opportunity keeps me informed about things that are important to me.	Responses
Answer Choices	
Strongly Agree	32.96%
Agree	53.07%
Disagree	11.17%
Strongly Disagree	2.79%

Q31. Employees of different backgrounds are treated fairly in the internal promotion process.	Responses
Answer Choices	
Strongly Agree	30.17%
Agree	59.22%
Disagree	7.82%
Strongly Disagree	2.79%

Q32. I am able to balance my work and personal life.	Responses
Answer Choices	
Strongly Agree	35.23%
Agree	47.16%
Disagree	11.36%
Strongly Disagree	6.25%

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**Q33. The person I report to helps staff balance work and personal responsibilities.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

32.39%

51.70%

14.77%

1.14%

**Q34. I am able to leave work when personal needs arise.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

31.82%

48.30%

15.91%

3.98%

**Q35. I am able to take discretionary days when I need them.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

30.68%

52.84%

14.77%

1.70%

**Q36. My interactions with internal/external partners support The Arc of Opportunity's reputation as a service quality brand.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

32.56%

58.72%

7.56%

1.16%

**Q37. The person I report to promotes involvement in legislative agendas important to the industry.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

25.00%

63.37%

9.30%

2.33%



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**Q38. I am proud of The Arc of Opportunity's involvement in our local communities.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

35.47%

57.56%

6.98%

0.00%

**Q39. The Arc of Opportunity makes changes when necessary to remain competitive.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

24.56%

62.57%

12.28%

0.58%

**Q40. I understand the business reasons for changes within The Arc of Opportunity.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

24.56%

57.31%

16.37%

1.75%

**Q41. Information about organizational change is communicated to staff.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

22.22%

56.73%

18.13%

2.92%

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**Q42. I receive timely communication regarding changes at The Arc of Opportunity.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

24.56%

57.31%

15.20%

2.92%

**Q43. Employee input is considered when making changes.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

18.13%

52.05%

22.22%

7.60%

**Q44. I am satisfied with the retirement benefits that I am eligible to receive.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

24.71%

62.94%

8.82%

3.53%

**Q45. I am satisfied with my healthcare benefits.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

27.65%

57.06%

12.35%

2.94%

**Q46. I am satisfied with the level of wages/salary that I receive.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

16.47%

41.18%

30.00%

12.35%

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Q47. I understand my total benefits and compensation package.	Responses
Answer Choices	
Strongly Agree	22.94%
Agree	65.29%
Disagree	9.41%
Strongly Disagree	2.35%

Q48. I believe that my total benefits and compensation package is fair.	Responses
Answer Choices	
Strongly Agree	17.65%
Agree	58.24%
Disagree	21.76%
Strongly Disagree	2.35%

Q49. I have a good understanding of The Arc of Opportunity's services.	Responses
Answer Choices	
Strongly Agree	42.60%
Agree	55.62%
Disagree	1.78%
Strongly Disagree	0.00%

Q50. I have the information I need to provide excellent service to the individuals and families we support.	Responses
Answer Choices	
Strongly Agree	42.60%
Agree	52.07%
Disagree	5.33%
Strongly Disagree	0.00%

Q51. I am encouraged to generate new ideas by the person I report to.	Responses
Answer Choices	
Strongly Agree	36.09%
Agree	53.85%
Disagree	9.47%
Strongly Disagree	0.59%

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**Q52. I am motivated to help grow The Arc of Opportunity.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

42.60%

53.25%

2.96%

1.18%

**Q53. I am provided the opportunity to develop valuable knowledge and skills.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

35.12%

55.36%

8.33%

1.19%

**Q54. I am satisfied with the career advancement opportunities at The Arc of Opportunity.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

25.00%

57.74%

13.10%

4.17%

**Q55. I seek opportunities for my development.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

36.31%

59.52%

4.17%

0.00%

**Q56. The person I report to encourages my professional development.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

34.52%

54.76%

10.12%

0.60%

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Q57. I am confident that my Performance Map evaluation accurately reflects my performance.	Responses
Answer Choices	
Strongly Agree	29.76%
Agree	55.95%
Disagree	10.12%
Strongly Disagree	4.17%

Q58. I understand how my performance goals contribute to The Arc of Opportunity's success.	Responses
Answer Choices	
Strongly Agree	37.50%
Agree	54.76%
Disagree	6.55%
Strongly Disagree	1.19%

Q59. The Arc of Opportunity is responsive to safety concerns.	Responses
Answer Choices	
Strongly Agree	41.32%
Agree	51.50%
Disagree	6.59%
Strongly Disagree	0.60%

Q60. The Arc of Opportunity is committed to providing a safe work environment.	Responses
Answer Choices	
Strongly Agree	40.72%
Agree	55.09%
Disagree	3.59%
Strongly Disagree	0.60%

Q61. The person I report to encourages a personal commitment to health and safety.	Responses
Answer Choices	
Strongly Agree	43.71%
Agree	52.10%
Disagree	2.99%
Strongly Disagree	1.20%

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**Q62. Employees in my area use safe work methods to prevent injuries.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

34.73%

60.48%

3.59%

1.20%

**Q63. I am comfortable reporting a safety concern.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

44.91%

51.50%

2.99%

0.60%

**Q64. I would be treated respectfully if I had a work-related injury.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

34.73%

59.28%

4.79%

1.20%

**Q65. Employees in my area receive regular health and wellness information.**

Answer Choices

Strongly Agree

Agree

Disagree

Strongly Disagree

**Responses**

25.75%

57.49%

15.57%

1.20%