

2012 Satisfaction Survey

21st Street

Number of Surveys Distributed: 10

Number of Surveys Returned: 4

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position		3		1		
Weekly Schedule (Days/Hours)				4		
Retirement Plan / 403(b)		2		1	1	

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor				1	2	1
Ongoing Support From Supervisor				1	2	1
Ability of Supervisor				2	1	1
Communication from Supervisor				4		
Appreciation for Accomplishments			1	2	1	

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities			1	2	1	
Personal and Professional Growth		1	1	2		
Opportunities for Transfer or Promotion			3	1		

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment		2	2			
Friendly Work Environment				1	2	1
Comfortable Work Environment		1	1	2		
Adequate Technology / Resources		3	1			

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity			1	2		
Reasonable / Realistic Workload		1	1	1		1
Understanding of Mission and Policy				1		2
Responsibility My Job Gives Me				1	1	2
Overall Job Satisfaction				2	2	

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Comments:

- I am writing this to you about the safety and well being of our staff. You have always put the Goodwill stores in the Grapevine on their accomplishments and achievements, but I have never even saw 21st Street in here for the work we have done without having a manager for at least six months or less. For working double duty with hardly any staff. I honestly think you folks need to look behind the money and see the hard work and dedication the staff here at 21st Street has put in to make that possible for Goodwill to achieve that standard. As far as the workload goes, it is hazardous in the processing area when we get busy with no where to put the donations except on the floor. Then they become a hazard and a falling hazard. I understand you folks are all about budget, but look at the bigger picture. Think about the safety and well being of your employees. Please have the truck pick up or at least leave a truck here over night so we have a place to put our overflow of donations or bale to make our workplace safer to work and stay within our safety codes.
- Pay rate is low. Most starting shift managers make more than my hourly rate and I have been with this company for over six years.
- It is unfair that benefits were taken from part-time employees who have been with the company before the new policy went into effect.
- A lot of the time, we work in an unsafe environment due to our overabundance of donations and being understaffed. Donations are good but when there is no room for them it is pointless. Need truck more often, but with them only having three drivers, it is hard for them also.
- The management staff is great (Troy, Vickie, Bonnie) for listening to ideas and appreciating what we do and they tell you and as small as it seems "thank you" means a lot.
- It is terrible how the part timers were screwed out of their sick, vacation, and holiday time. They should have been grandfathered in. That was wrong!
- An opportunity for health benefits would be appreciated.
- Hourly rate too low. When the minimum wage goes up a new hire can make as much as a long time employee the day she is hired.
- Performance reviews are horrible. There is no incentive to improve. They are destructive. If your performance is too high but you have a disability, they mark you lower so you can keep your job and the cost of living raise is based on performance. Fowl! Unfair!
- The supervisor at 21st Street is wonderful. The managers at all levels work as hard as the associates and try to accommodate our needs when possible.
- Some items are just too heavy to lift and there are not always a way to move them, like extra large TV's, desks, couches, dressers with mirrors, etc.

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- When fliers are printed up, it would be nice if phone numbers with store locations were on the flyers as some people like to visit multiple locations.
- Staffing is always inadequate at this store. The more we work, harder and faster the less staff we get, yet hours are cut and staff is not replaced.
- Job development for those employees already employed only get trained to meet basic safety requirements, policies and procedures.
- You have asked that we be candid in our assessment of the work experience at Goodwill. I fully intend to comply with that request.

To begin with it is important to know why people apply for a job, any job. It is undoubtedly to increase their bottom line for whatever reason. They are looking for reasonable pay, benefits, opportunity for advancement, good working conditions and appreciation for their efforts.

Currently, at Goodwill, people start at a minimum wage for entry level positions unless they are given the opportunity to negotiate their salary and benefits. Raises come yearly, but only at a cost of living rate. That does not advance the individuals life situation. It doesn't even maintain parity in this economy. Neither is it incentive to remain with the company. If there was a substantial raise at the end of the ninety day probation period to look forward to more new hires might be enticed to remain on the job. This would cut down on the cost of training and circumvent the necessary large numbers of prospective employees entering into the hiring and interview process thereby saving dollars.

Goodwill does hire the aged, medically challenged, the physically, mentally, and emotionally handicapped as well as those with other barriers to employment. All these people are lumped under "handicapped" and treated as such when it is time for annual evaluation. That leads to employees being devalued. Many find the process insulting and demoralizing.

The aged, those designated handicapped by the government for a variety of reasons, and the disabled who are employees of Goodwill may also receive assistance from the government. In essence then, the government is subsidizing Goodwill's bottom line. It is well known and accepted that these individuals cannot exist on what the government provides. Therefore, they may seek employment. They find it extremely difficult to find employment in the normal work setting. Goodwill takes advantage of this situation by paying only minimum wage and yearly cost of living wages. For some, the annual raise is skipped over. That is unfair as well as unlawful. Many are single persons who are fully responsible for all their necessities of living. On the pay program Goodwill provides it is hard to maintain a reasonable household. Luxury is not a work in their vocabulary.

When hours are arbitrarily cut, and benefits are withdrawn after having been given, the difficulties increase. I refer to the 2009 withdrawal of paid vacation time, paid sick time, holiday pay when an employee works the holiday or both sides of the holiday. (Also hours were cut in 2012 which again reduces take home pay) This occurred to part time employees who had been full time employees and who voluntarily reduced their hours but it was agreed they could maintain afore mentioned benefits. These part time employees had already given five plus years to the job. What a rude awakening those new policies were. Another aspect of this situation I see is that part time employees in the production area of this location are required to do the same amount of work in three hours less than the full time

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person who works across the processing table accomplishes in seven ½ hours. That person receives full benefits; part timers do yet the same amount of work in less time.

The government does allow businesses to treat part time employees differently than full time employees. That may be legal treatment but is it ethical or moral to treat the handicapped, ect. in such a manner?

Moral problems tend to flourish under the above mentioned conditions. Another damper to good moral is caused by lack of staff. For months, this location has been short as many as four people. The production of the clothing section has never been to full staff per Gail Shafer and Judy DeBevoise when the process was set up in February of 2009. The current employees are called upon to neglect their primary assignments to see that the necessary attention is paid to the customers. It is not easy to cover several jobs and still maintain production quotas as well as maintain a quality sales experience for guests.

The cost of training new personnel is high. Perhaps better base pay and reasonable increments would cut down on turnover, ex. training costs.

There is a limited area to draw customers from. When the city is saturated with a variety of resale locations there comes a point of diminishing return for the dollar invested. Thrift store clientele do not have a lot of discretionary funds. Once they spend their dollars they often have limited funds until the next government check. As an extension of that the retail outlets suffer with fewer sales. As the saying goes, “you can’t get blood from a turnip.” However, you can use the juice for ink, red ink. That seems to be where many individuals find themselves. I know I have had to personally cut back on my spending.

For the past three years the 21st Street location has been given to understand it is to be upgraded with better lighting in the whole store but especially in the production area. Reconfiguration for the sales floor, adequate staff, and private areas for both the break area and the restroom are also on the agenda. The business has actually outgrown the space available.

Yet other business locations have been added regularly. New positions in administration have been added as well. Is there really a need for so many chiefs?

I can’t say that the 21st location has been totally neglected. In the seven plus years I have been here there have been some upgrades including wire shelving, surveillance cameras, new carpet edging, new signage, refurbished registers, and computer time clock (that malfunctions). But where is the better lighting, the fresh paint, the wall to wall cleaning of the production area? The dust and dirt is to the point of making breathing difficult at times. Ventilation is poor. Heating and cooling systems are unreliable and not adjustable. The production area is dangerous most of the time due to clutter from donations. There is a lack of space which causes employees to move carts and hoppers daily to have space to work. We have to often work without equipment, or with defective equipment. The back door is not secure; there is no way to see who is outside. The ramp to the back door needs improved or replaced. Employees have on many occasions used their own money to provide equipment and other materials needed for work.

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It would be helpful to have a regular schedule for the truck to come to clean out the excess raw clothing, the excess raw house wares, the seasonal items, and other extraneous things.

Every employee does what they can with what is provided. However, it is far from an ideal workplace. At times, it feels like a sweat shop. The building and equipment need to be cleaned, upgraded, and/or the entire business moved to a better location.

A bright spot this year is the employee appreciation offer. It is varied and worthwhile. Thank you for that!

Another bright aspect of the 21st Street store is the core staff that has been loyal and hardworking for as many as four to eleven years. I am proud to call them friend and co-worker. They are ethical, flexible, and consistent (as conditions allow). They deserve the best that Goodwill can provide including better pay, better equipment, and better working conditions.

2012 Satisfaction Survey Administration

Number of Surveys Distributed: 38

Number of Surveys Returned: 23

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position		3		8	10	2
Weekly Schedule (Days/Hours)				5	12	6
Retirement Plan / 403(b)	8	6	3	4	2	

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor	4			5	6	8
Ongoing Support From Supervisor	2		1	1	8	11
Ability of Supervisor	2			1	7	13
Communication from Supervisor	1			3	8	11
Appreciation for Accomplishments	1			2	7	13

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities	3		1	4	10	5
Personal and Professional Growth	1	1		6	9	6
Opportunities for Transfer or Promotion	5	1	1	7	4	5

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment		2		4	8	9
Friendly Work Environment			2	5	8	8
Comfortable Work Environment			2	4	8	9
Adequate Technology / Resources		1	1	3	13	5

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity				4	6	13
Reasonable / Realistic Workload		1	1	3	9	9
Understanding of Mission and Policy				2	5	16
Responsibility My Job Gives Me				2	8	13
Overall Job Satisfaction			1	1	10	11

2012 Satisfaction Survey

Administration

Number of Surveys Distributed: 38

Number of Surveys Returned: 23

Comments:

- Would recommend a company furnished retirement plan. Supervisor has never provided one on one training but does provide training opportunities. The 24/7 workload is taking considering the people we serve and the high level stress involved. This is a high stress job without pause.
- I would like to see Goodwill invest some of the net retained earnings into the benefit package for staff. I know Goodwill pays a high price for insurance coverage. But the cost paid by some staff is truly a financial hardship. \$5,674.68 comes out of my paycheck each year for medical and dental. On top of that, I have to pay \$1,000 deductible for each member of my family. Would another option be joining with another agency to try to lower the cost of insurance? Before Rod Cook left Goodwill, he brought up the idea of contacting other United Way agencies to see if something like this was possible. Please note, I am not complaining. I am happy to have insurance. I would just like to see if there is a way to lessen the financial cost involved. I would be willing to work on a committee to research other options of partnering with other agencies.

2012 Satisfaction Survey

Boeing

Number of Surveys Distributed: 9

Number of Surveys Returned: 9

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position		4	3			2
Weekly Schedule (Days/Hours)	4			1		4
Retirement Plan / 403(b)	6	1		1	1	

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor	9				1	6
Ongoing Support From Supervisor	1		1		1	6
Ability of Supervisor	2		1		2	4
Communication from Supervisor	2		1		1	5
Appreciation for Accomplishments		2		1		6

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities	1	1		1	2	4
Personal and Professional Growth	1	1	1	3	1	2
Opportunities for Transfer or Promotion	1	2	1	1	2	2

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment			2	2	1	4
Friendly Work Environment	2				1	6
Comfortable Work Environment	2	1			1	5
Adequate Technology / Resources		2	1	1	1	4

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity	1	1		1	2	4
Reasonable / Realistic Workload	1	1			1	6
Understanding of Mission and Policy	1			2		6
Responsibility My Job Gives Me	1	1		1	1	5
Overall Job Satisfaction	1	1		2	2	3

Comments:

- Did not know about retirement plan.
- Was not aware that there was a retirement plan. We need a computer at Boeing!

2012 Satisfaction Survey

Buckeye Lake

Number of Surveys Distributed: 11

Number of Surveys Returned: 11

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position	1	1	3	3	3	
Weekly Schedule (Days/Hours)				3	2	6
Retirement Plan / 403(b)	7			2	1	1

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor				1	4	6
Ongoing Support From Supervisor				2	1	8
Ability of Supervisor				2	2	7
Communication from Supervisor				3		8
Appreciation for Accomplishments		1	1	1	1	7

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities				3	3	5
Personal and Professional Growth				2	4	6
Opportunities for Transfer or Promotion	2			3	3	3

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment				1	5	5
Friendly Work Environment				2	1	8
Comfortable Work Environment			1	1	3	6
Adequate Technology / Resources				1	2	8

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity				1	2	8
Reasonable / Realistic Workload				3	3	5
Understanding of Mission and Policy				1	2	8
Responsibility My Job Gives Me				3	1	7
Overall Job Satisfaction			1	3	2	5

Comments:

- We do more work than other stores. We have less staffing, we should be paid as much as other management (Hopewell store) staff that just manages the store and doesn't do any processing. But we still get paid a lot less for more work.
- On a high note, Dave is great store manager!

2012 Satisfaction Survey

Coshocton Avenue

Number of Surveys Distributed: 13

Number of Surveys Returned: 13

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position				4	8	1
Weekly Schedule (Days/Hours)				5	3	5
Retirement Plan / 403(b)	10			3		

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor	1				6	6
Ongoing Support From Supervisor	1			1	5	6
Ability of Supervisor	1			1	1	10
Communication from Supervisor	1			1	3	8
Appreciation for Accomplishments	2				4	7

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities	1				7	5
Personal and Professional Growth	2				7	4
Opportunities for Transfer or Promotion	2			2	5	4

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment	1			3	6	3
Friendly Work Environment	1			1	3	8
Comfortable Work Environment	1			1	6	5
Adequate Technology / Resources	1	1		2	4	5

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity	1		1		8	3
Reasonable / Realistic Workload	1			2	8	2
Understanding of Mission and Policy	1				5	7
Responsibility My Job Gives Me	1				7	5
Overall Job Satisfaction	1				8	4

Comments:

- Separate phone line for credit card machine only.
- Floors need to be cleaned and refinished.
- I have a real problem with the assistant manager. She rides me for little things and I do not think that she works very hard.

2012 Satisfaction Survey

Coshocton Avenue

Number of Surveys Distributed: 13

Number of Surveys Returned: 13

- The floors really need to be stripped and refinished. We have been asking but keep getting told, “not at this time.”
- Can we get some OSHA approved furniture movers in the Coshocton Goodwill? This store is hard to get heavy items in and out of the store. I am concerned about employees injuring their backs. I have had a back injury before and do not want to miss any work.
-
- Need a second line for the credit card machine.

2012 Satisfaction Survey

DSCC Building 20

Number of Surveys Distributed: 33

Number of Surveys Returned: 33

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position		3	4	9	10	7
Weekly Schedule (Days/Hours)		2	1	6	12	12
Retirement Plan / 403(b)	10	7	1	8	5	2

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor			2	7	12	12
Ongoing Support From Supervisor			1	6	9	17
Ability of Supervisor				7	12	14
Communication from Supervisor	2		1	5	10	15
Appreciation for Accomplishments	1		2	9	8	13

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities		1	1	9	9	13
Personal and Professional Growth			1	10	10	12
Opportunities for Transfer or Promotion	1		6	11	7	8

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment	1			6	9	17
Friendly Work Environment			3	4	7	19
Comfortable Work Environment		1	1	11	6	14
Adequate Technology / Resources	1	1	1	10	8	12

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity	1		3	11	11	7
Reasonable / Realistic Workload				8	11	14
Understanding of Mission and Policy	1		2	4	11	15
Responsibility My Job Gives Me	1		2	7	11	12
Overall Job Satisfaction	1			8	11	13

Comments:

- I need a new handbook and better equipment to work with.
- Need a new scrub pad.
- Poor retirement program, little if any retirement program.
- I don't think that it is fair that a husband and wife can be together all the time during work. Some people do not follow dress code at all.

2012 Satisfaction Survey

DSCC Building 20

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- Some decisions that our executive directors tend to make causes hardship toward our financial situation. Pay days being made on the 6th and 21st and waiting longer than a 17 day period is putting my finances into a period that is costing me more. Why not the 1st and the 15th?

2012 Satisfaction Survey

DSCC Building 21

Number of Surveys Distributed: 45

Number of Surveys Returned: 38

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position	2	2	1	13	13	9
Weekly Schedule (Days/Hours)	2		1	8	12	17
Retirement Plan / 403(b)	12	10	1	5	7	4

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor	1		2	4	14	19
Ongoing Support From Supervisor	2		1	3	15	18
Ability of Supervisor	2			4	17	16
Communication from Supervisor	2			4	16	17
Appreciation for Accomplishments	2		1	9	10	17

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities	1		2	9	14	13
Personal and Professional Growth	3		4	7	21	4
Opportunities for Transfer or Promotion	4	3	1	12	14	5

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment	1	1		4	13	20
Friendly Work Environment	1	1		5	12	20
Comfortable Work Environment	1			4	13	21
Adequate Technology / Resources	1	3	2	9	15	9

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity		3	1	10	15	10
Reasonable / Realistic Workload	1		2	4	17	15
Understanding of Mission and Policy	1			7	15	16
Responsibility My Job Gives Me	2			2	19	16
Overall Job Satisfaction	2			4	17	16

Comments:

- I am satisfied with the schedule, but have always said would be happier with 40 hours instead of 37.5.
- It would be nice to have a little company contribution to the 403b. I am grateful to have one though.
- I think Goodwill should match our 403b.

2012 Satisfaction Survey

DSCC Building 21

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- As far as salary/hourly rate, I think there should be more separation in pay; a crew leader, we are responsible for what we must do as well as filling in on a floor or emergency clean ups. With no separation there is no motivation for employees to want to become supervisors.
- The retirement plan would be awesome if Goodwill matched what we put in; and we should have access to our money whenever we need it.
- Tools and resources. Overall we have the tools needed for our jobs. The one thing that sucks is when equipment needs repairs and it either takes forever to get it back or it comes back without being repaired.
- Retirement could be better.
- Easier access to clocking in/out, just one computer for all of us.

2012 Satisfaction Survey

DSCC Proper

Number of Surveys Distributed: 33

Number of Surveys Returned: 22

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position	1	2	2	4	10	3
Weekly Schedule (Days/Hours)	1		2	4	7	8
Retirement Plan / 403(b)	5	7	1	2	5	2

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor	1		1	3	13	4
Ongoing Support From Supervisor	1		1	2	14	4
Ability of Supervisor	1		1	3	12	5
Communication from Supervisor	1	1		3	10	7
Appreciation for Accomplishments	1	1		5	11	4

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities	1			3	14	4
Personal and Professional Growth	1	1	1	6	11	2
Opportunities for Transfer or Promotion	2	1	2	4	9	4

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment	1			4	10	7
Friendly Work Environment	1		2	5	9	5
Comfortable Work Environment	1	1	2	5	9	4
Adequate Technology / Resources	2	2	1	3	10	4

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity	1		1	5	11	4
Reasonable / Realistic Workload	1		1	7	10	3
Understanding of Mission and Policy	1			2	10	9
Responsibility My Job Gives Me	1			5	10	6
Overall Job Satisfaction	1			4	14	3

Comments:

- Did not know about 403b; Goodwill should match it. Would like to learn about opportunities for college courses or obtaining some sort of a degree. Would also like a new handbook.
- Goodwill should match the amount of money I put into my retirement plan.
- I did not know about 403b.
- Would like to work more hours per week.

2012 Satisfaction Survey

Johnstown

Number of Surveys Distributed: 8

Number of Surveys Returned: 7

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position		1	1	3	1	1
Weekly Schedule (Days/Hours)					4	3
Retirement Plan / 403(b)	4			1	1	1

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor				1	4	2
Ongoing Support From Supervisor				2	4	1
Ability of Supervisor				1	5	1
Communication from Supervisor				1	5	1
Appreciation for Accomplishments		1		2	3	1

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities	1			1	4	1
Personal and Professional Growth		1		1	4	1
Opportunities for Transfer or Promotion		1	1		4	1

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment				2	5	
Friendly Work Environment					5	2
Comfortable Work Environment		1		2	2	2
Adequate Technology / Resources				2	5	

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity		1		2	3	1
Reasonable / Realistic Workload				2	3	2
Understanding of Mission and Policy					6	1
Responsibility My Job Gives Me				1	5	1
Overall Job Satisfaction				2	4	1

2012 Satisfaction Survey

Johnstown

Number of Surveys Distributed: 8

Number of Surveys Returned: 7

Comments:

- This job has been a wonderful experience and job advancement.
- I feel like there is no opportunity for me to move up in this company. I would also like to shop on sale days, even if I work that day. If it's a one day sale, it seems fair. As far as being promoted, I'm not able to move up because of my age. Nowhere in the requirements does it mention an age issue.
- It is always too hot in the store.
- Goodwill is fun!

2012 Satisfaction Survey

Miller Wood

Number of Surveys Distributed: 8

Number of Surveys Returned: 5

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position		3		1	1	
Weekly Schedule (Days/Hours)			1		1	3
Retirement Plan / 403(b)	2	3				

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor				1	3	1
Ongoing Support From Supervisor				1	3	1
Ability of Supervisor				1	1	3
Communication from Supervisor					4	1
Appreciation for Accomplishments			2		3	

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities			2	1	2	
Personal and Professional Growth				2	3	
Opportunities for Transfer or Promotion		1		2	2	

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment				1	3	1
Friendly Work Environment					4	1
Comfortable Work Environment					4	1
Adequate Technology / Resources		1	1		3	

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity				2	2	1
Reasonable / Realistic Workload		1		2	2	
Understanding of Mission and Policy					4	1
Responsibility My Job Gives Me				2	1	2
Overall Job Satisfaction				3	2	

Comments:

- Would like to see more consistency in orders and stop the high turnover rate. I know this contract has not been around very long, but would love to see things start settling down and be more predictable. As a supervisor I would like to join my staff working at the tables with the opportunity to make more money. Would like to have more training on how to better deal with my staff and my supervisor.
- Need better tools.

2012 Satisfaction Survey

ODA

Number of Surveys Distributed: 8

Number of Surveys Returned: 6

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position		1	1	3	1	
Weekly Schedule (Days/Hours)		1			3	2
Retirement Plan / 403(b)	4	1			1	

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor				1	3	2
Ongoing Support From Supervisor				1	3	2
Ability of Supervisor				1	3	2
Communication from Supervisor				1	2	3
Appreciation for Accomplishments				1	2	3

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities				2	1	3
Personal and Professional Growth		1	1	1	2	1
Opportunities for Transfer or Promotion			1	3	1	1

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment				1	2	3
Friendly Work Environment				1	4	1
Comfortable Work Environment				1	4	1
Adequate Technology / Resources	4		1	1		

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity			1	3	1	1
Reasonable / Realistic Workload			1	3	2	
Understanding of Mission and Policy			1	2	2	1
Responsibility My Job Gives Me				3	1	2
Overall Job Satisfaction		1		3	1	1

2012 Satisfaction Survey OFMA

Number of Surveys Distributed: 4

Number of Surveys Returned: 2

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position		1		1	1	
Weekly Schedule (Days/Hours)				1	1	1
Retirement Plan / 403(b)		1	1	1		

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor	1			1		1
Ongoing Support From Supervisor	1				1	1
Ability of Supervisor	1					2
Communication from Supervisor	1					2
Appreciation for Accomplishments	1					2

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities				2		1
Personal and Professional Growth				3		
Opportunities for Transfer or Promotion		1		2		

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment					1	2
Friendly Work Environment						3
Comfortable Work Environment					1	2
Adequate Technology / Resources				1	1	1

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity			1		2	
Reasonable / Realistic Workload				1	2	
Understanding of Mission and Policy					2	1
Responsibility My Job Gives Me				1	1	1
Overall Job Satisfaction					2	1

Comments:

- I would like to get eight hours in a day, forty hours per week with more pay.
- I do not like the new pay schedule, I understand why you did it but it has caused a great burden on your employees.

2012 Satisfaction Survey

Parrott Street

Number of Surveys Distributed: 13

Number of Surveys Returned: 12

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position		1	1	7	2	1
Weekly Schedule (Days/Hours)		2	2	3	5	
Retirement Plan / 403(b)	6	1	2	3		

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor		1	1	3	4	3
Ongoing Support From Supervisor		1		4	3	4
Ability of Supervisor		1		3	3	5
Communication from Supervisor		1	1	3	2	5
Appreciation for Accomplishments		1		5	1	5

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities		1	1	3	3	4
Personal and Professional Growth		1	3	1	3	4
Opportunities for Transfer or Promotion	2	1	2		3	4

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment		1	1	3	4	3
Friendly Work Environment		1	1	2	4	4
Comfortable Work Environment		1		5	3	3
Adequate Technology / Resources	1		4	2	3	2

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity		1	3	2	3	3
Reasonable / Realistic Workload		1	2	2	5	2
Understanding of Mission and Policy		1		4	4	3
Responsibility My Job Gives Me		1		3	4	4
Overall Job Satisfaction		1	1	1	6	3

Comments:

- Not happy with the night shift, I miss my children. Happy to be working, but really miss my kids.
- I feel that there is a great need for a light over production.
- We need more lights in housewares and production.

2012 Satisfaction Survey

Pataskala

Number of Surveys Distributed: 11

Number of Surveys Returned: 11

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position		2	1	4	3	1
Weekly Schedule (Days/Hours)				2	6	3
Retirement Plan / 403(b)	4		1	5		1

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor				1	6	4
Ongoing Support From Supervisor					7	4
Ability of Supervisor				2	5	5
Communication from Supervisor					5	6
Appreciation for Accomplishments				1	4	6

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities				1	5	5
Personal and Professional Growth				1	5	5
Opportunities for Transfer or Promotion	1			2	2	6

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment					8	3
Friendly Work Environment					3	8
Comfortable Work Environment					5	6
Adequate Technology / Resources			2	2	4	3

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity				1	6	4
Reasonable / Realistic Workload				3	5	3
Understanding of Mission and Policy				1	5	5
Responsibility My Job Gives Me				1	6	4
Overall Job Satisfaction					9	2

2012 Satisfaction Survey Salvage

Number of Surveys Distributed: 8

Number of Surveys Returned: 5

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position		3	1		1	
Weekly Schedule (Days/Hours)					1	4
Retirement Plan / 403(b)	3	2				

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor			2		1	2
Ongoing Support From Supervisor				1		4
Ability of Supervisor					1	4
Communication from Supervisor					1	4
Appreciation for Accomplishments	3			2		

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities		1		2	2	
Personal and Professional Growth		1	1	1	2	
Opportunities for Transfer or Promotion		2	1		1	1

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment					4	1
Friendly Work Environment				1	2	2
Comfortable Work Environment					3	2
Adequate Technology / Resources				1	4	

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity			1	1		3
Reasonable / Realistic Workload		2	2			1
Understanding of Mission and Policy				1	2	2
Responsibility My Job Gives Me				2	1	2
Overall Job Satisfaction		1		1	2	1

Comments:

- More money per hour. I need more help with bailing.
- Need another fork lift, even if for a limited time? Too hard to work on getting projects done when only someone is on the forklift loading or unloading a truck/semi.
- More money.

2012 Satisfaction Survey

Union Street

Number of Surveys Distributed: 17

Number of Surveys Returned: 17

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position	1	5	4	3	3	1
Weekly Schedule (Days/Hours)		4	4	5	2	2
Retirement Plan / 403(b)	14	1		1	1	

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor	1			4	6	6
Ongoing Support From Supervisor	1	1		4	3	8
Ability of Supervisor	1			4	3	9
Communication from Supervisor		1	1	4	3	8
Appreciation for Accomplishments	1	1		6	3	6

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities	3	1	2	5	2	4
Personal and Professional Growth	4	1	1	7	1	3
Opportunities for Transfer or Promotion	2	1	4	6	2	2

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment	1	2	1	7	4	2
Friendly Work Environment	1			4	5	7
Comfortable Work Environment	1		1	6	3	6
Adequate Technology / Resources	3	1	3	4	3	3

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity	1	2		7	3	4
Reasonable / Realistic Workload	1	2	2	6	3	3
Understanding of Mission and Policy	1			5	4	7
Responsibility My Job Gives Me	1		2	3	3	8
Overall Job Satisfaction	1		4	6	2	4

2012 Satisfaction Survey

Union Street

Number of Surveys Distributed: 17

Number of Surveys Returned: 17

Comments:

- I feel like I work like a horse for minimum wage.
- I wish there was minimum 35 hours a week for me to do my job.
- I do not understand my job description.
- I do not understand why they make us work 3 different shifts each week.
- When I was hired I was a shift manager. I am not now and they changed the rule for us day or night shift managers. Now I am stuck at night time except for the occasional asking of other shifts.
- Do not know about the retirement plans. Specifications please?

2012 Satisfaction Survey

Unlimited

Number of Surveys Distributed: 22

Number of Surveys Returned: 15

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position	1		4	7	3	
Weekly Schedule (Days/Hours)		1	1	4	6	3
Retirement Plan / 403(b)	9		1	2	1	2

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor	1			4	7	3
Ongoing Support From Supervisor				2	8	5
Ability of Supervisor			1	2	8	4
Communication from Supervisor			1	1	10	3
Appreciation for Accomplishments			2	3	6	4

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities			2	6	5	2
Personal and Professional Growth		2	2	4	4	3
Opportunities for Transfer or Promotion			4	4	2	5

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment				1	6	8
Friendly Work Environment					6	9
Comfortable Work Environment			1	1	8	5
Adequate Technology / Resources			1	3	6	5

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity		1		5	6	3
Reasonable / Realistic Workload		1	1	6	4	3
Understanding of Mission and Policy				2	6	7
Responsibility My Job Gives Me				1	7	7
Overall Job Satisfaction			1	2	7	5

Comments:

- We need to do away with “sick time” and “vacation time” and just have “PTO time”. “Paid Time Off.” It just seems silly this is the only job that still uses that system. It’s unfair, we should be able to use our sick time as PTO time even if we are sick or not. We earned it and we should be able to use it.
- We should take sick time off and make it PTO. I am not calling off and it is just building up for no reason at all. I’ve only called off two times and have been working for a long time. So I think it should be an option to chose which you can take off, sick or PTO.

2012 Satisfaction Survey Utica

Number of Surveys Distributed: 5

Number of Surveys Returned: 3

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position			1	1	1	
Weekly Schedule (Days/Hours)			1	1	1	
Retirement Plan / 403(b)		1		1	1	

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor			1		2	
Ongoing Support From Supervisor			1		1	1
Ability of Supervisor			1		1	1
Communication from Supervisor			1		1	1
Appreciation for Accomplishments					1	2

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities				1	1	1
Personal and Professional Growth		1			1	1
Opportunities for Transfer or Promotion		1			1	1

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment				3		
Friendly Work Environment					2	1
Comfortable Work Environment				2		1
Adequate Technology / Resources		1	1	1		

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity				1	1	1
Reasonable / Realistic Workload				3		
Understanding of Mission and Policy				1	1	1
Responsibility My Job Gives Me				1	1	1
Overall Job Satisfaction				1	2	

Comments:

- Need more lighting, better computer and internet.
- Better internet.
- We need more lighting, better computer, different internet service.

2012 Satisfaction Survey

Virtual

Number of Surveys Distributed: 3

Number of Surveys Returned: 2

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position				1	1	
Weekly Schedule (Days/Hours)						2
Retirement Plan / 403(b)						

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor				1		1
Ongoing Support From Supervisor				1		1
Ability of Supervisor				1		1
Communication from Supervisor				1		1
Appreciation for Accomplishments				1		1

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities					1	1
Personal and Professional Growth		1				1
Opportunities for Transfer or Promotion		1				1

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment					1	1
Friendly Work Environment				1		1
Comfortable Work Environment				1		1
Adequate Technology / Resources						2

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity				1		1
Reasonable / Realistic Workload				1		1
Understanding of Mission and Policy				1		1
Responsibility My Job Gives Me					1	1
Overall Job Satisfaction				1		1

2012 Satisfaction Survey

YMCA

Number of Surveys Distributed: 4

Number of Surveys Returned: 1

Compensation and Benefits	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Salary/Hourly Rate Fair for the Position				1		
Weekly Schedule (Days/Hours)				1		
Retirement Plan / 403(b)				1		

Supervision	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
On-the-Job Training From Supervisor					1	
Ongoing Support From Supervisor						1
Ability of Supervisor						1
Communication from Supervisor						1
Appreciation for Accomplishments					1	

Professional Development	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Staff Training Opportunities					1	
Personal and Professional Growth						1
Opportunities for Transfer or Promotion					1	

Working Conditions	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Safe Work Environment						1
Friendly Work Environment					1	
Comfortable Work Environment				1		
Adequate Technology / Resources	1					

Overall Job Satisfaction	N/A	Low Satisfaction		Neutral	High Satisfaction	
		1	2	3	4	5
Opportunity for Input and Creativity					1	
Reasonable / Realistic Workload					1	
Understanding of Mission and Policy						1
Responsibility My Job Gives Me				1		
Overall Job Satisfaction				1		