



Licking/Knox  
Goodwill

## 2023 Satisfaction Survey Results

The 2023 Satisfaction Survey was conducted August 8, 2023 through September 12, 2023. There were 491 starts to the survey and 177 submissions. 23% of the surveys were completed on desktop devices and 77% were completed on mobile devices.

I am happy with my job.	
1 (Strongly Disagree)	8%
2 (Disagree)	8%
3 (Neutral)	18%
4 (Agree)	29%
5 (Strongly Agree)	35%

I feel like my peers and I work well together.	
1 (Strongly Disagree)	6%
2 (Disagree)	2%
3 (Neutral)	14%
4 (Agree)	34%
5 (Strongly Agree)	41%

My Supervisor is consistent when administering policies.	
1 (Strongly Disagree)	9%
2 (Disagree)	8%
3 (Neutral)	16%
4 (Agree)	24%
5 (Strongly Agree)	41%

I am happy with my work-life balance.	
1 (Strongly Disagree)	6%
2 (Disagree)	9%
3 (Neutral)	20%
4 (Agree)	32%
5 (Strongly Agree)	32%

I frequently receive recognition from my manager.	
1 (Strongly Disagree)	13%
2 (Disagree)	8%
3 (Neutral)	15%
4 (Agree)	21%
5 (Strongly Agree)	40%

My Supervisor treats me with respect.	
1 (Strongly Disagree)	10%
2 (Disagree)	2%
3 (Neutral)	10%
4 (Agree)	22%
5 (Strongly Agree)	53%

I am compensated fairly for the work I complete.	
1 (Strongly Disagree)	20%
2 (Disagree)	17%
3 (Neutral)	17%
4 (Agree)	21%
5 (Strongly Agree)	24%

I feel like my manager cares about my feedback.	
1 (Strongly Disagree)	13%
2 (Disagree)	8%
3 (Neutral)	17%
4 (Agree)	18%
5 (Strongly Agree)	41%

My Supervisor listens to what I have to say.	
1 (Strongly Disagree)	11%
2 (Disagree)	5%
3 (Neutral)	14%
4 (Agree)	20%
5 (Strongly Agree)	48%

I feel valued for my contributions.	
1 (Strongly Disagree)	14%
2 (Disagree)	15%
3 (Neutral)	19%
4 (Agree)	22%
5 (Strongly Agree)	28%

I feel like the management is transparent.	
1 (Strongly Disagree)	12%
2 (Disagree)	13%
3 (Neutral)	22%
4 (Agree)	21%
5 (Strongly Agree)	30%

My Supervisor values my talents and the contribution I make.	
1 (Strongly Disagree)	12%
2 (Disagree)	6%
3 (Neutral)	12%
4 (Agree)	21%
5 (Strongly Agree)	47%



*Licking/Knox  
Goodwill*

## 2023 Satisfaction Survey Results

I receive the training I need to do my job well.	
1 (Strongly Disagree)	7%
2 (Disagree)	8%
3 (Neutral)	19%
4 (Agree)	23%
5 (Strongly Agree)	42%

I can recite our organization's mission.	
1 (Strongly Disagree)	9%
2 (Disagree)	6%
3 (Neutral)	23%
4 (Agree)	20%
5 (Strongly Agree)	39%

I am aware of the STAR and Thank you Programs.	
1 (Strongly Disagree)	17%
2 (Disagree)	6%
3 (Neutral)	13%
4 (Agree)	15%
5 (Strongly Agree)	46%

People are held accountable for the quality of work they produce.	
1 (Strongly Disagree)	11%
2 (Disagree)	15%
3 (Neutral)	28%
4 (Agree)	18%
5 (Strongly Agree)	25%

I believe our organization encourages me to give my opinion.	
1 (Strongly Disagree)	21%
2 (Disagree)	8%
3 (Neutral)	22%
4 (Agree)	20%
5 (Strongly Agree)	27%

I am aware of our Employee Text Messaging program.	
1 (Strongly Disagree)	9%
2 (Disagree)	6%
3 (Neutral)	8%
4 (Agree)	15%
5 (Strongly Agree)	59%

The amount of work I am asked to do is reasonable.	
1 (Strongly Disagree)	7%
2 (Disagree)	10%
3 (Neutral)	17%
4 (Agree)	25%
5 (Strongly Agree)	39%

Customer needs are a top priority in this organization.	
1 (Strongly Disagree)	11%
2 (Disagree)	2%
3 (Neutral)	16%
4 (Agree)	24%
5 (Strongly Agree)	45%

How would you rate your overall level of satisfaction with Goodwill?	
Highly satisfied	29%
Somewhat satisfied	19%
Neutral	21%
Somewhat dissatisfied	12%
Highly dissatisfied	9%
Prefer not to answer	6%

The pace of my work allows me to do a good job.	
1 (Strongly Disagree)	7%
2 (Disagree)	6%
3 (Neutral)	17%
4 (Agree)	28%
5 (Strongly Agree)	40%

I am interested in growing with the company.	
1 (Strongly Disagree)	9%
2 (Disagree)	8%
3 (Neutral)	20%
4 (Agree)	16%
5 (Strongly Agree)	44%