

Welcome to the 2008 Climate Survey!

Workplace

Questions that include the phrase "at my workplace" refer to your Office/Process/Service Center as a whole. Answer these questions using your knowledge of the entire location.

At DOR

Questions that include the phrase "at the Department of Revenue" target your perceptions or beliefs about things that may be common across the agency. Your responses should reflect your general beliefs of the organizational culture.

Management Team

Questions that include the phrase "my management team" are designed to gather data on all supervisors at your workplace. Your responses should not be limited to experiences with your direct supervisor, rather your perceptions and/or beliefs about the group overall.

Senior Leaders

Questions that include the phrase "Senior Leaders" refer to the top leadership at the Department of Revenue: Lisa Echeverri, Blanca Bayó, Jeff Kielbasa, Bob McKee, and the Program Directors and Deputy Directors (Nancy Kelley, Traci Jones, Ann Coffin, Tom Mato, Jim Evers, Maria Johnson, Tony Powell, Susan Wilson, James McAdams, and Howard Moyes). You may respond based on your perceptions or beliefs of any or all of them.

Technology

Questions that include the term "technology" deal specifically with systems such as SUNTAX in GTA, GIS in PTO, CAMS in CSE, or MyFlorida Marketplace. You should respond based on your perceptions and beliefs on the impact these systems have made to your job and workplace.

Scale

Throughout the survey, you will be asked to indicate your level of agreement or satisfaction with each item on the questionnaire. To ensure the highest data accuracy, two selections allow you to opt out of having to agree or disagree. However, please note that there is a significant difference between the response choices of "Neither Agree/Disagree" and "No Basis."

Neither Agree/Disagree

This response means that you have had experience with the issue in question, but are not able to agree or disagree. As an example, this may be your response if you occasionally receive recognition for doing good work, but not as much as you feel you should.

No Basis

This response means that you have not had enough experience to have any opinion at all about the issue. This should be your response if you are unable to offer an opinion because you have not worked for DOR long enough or the question does not apply to your specific job. For example, if you are a recent hire to DOR, you may have no knowledge of the changes implemented since the last climate survey.

Do you currently supervise at least one employee? {Choose one}

Yes

No

Are you regularly scheduled to work from home at least one day per week (telecommute)? {Choose one}

Yes

No

**Please note, unless otherwise indicated, the response scale will be as follows:
Strongly Agree / Agree / Neither Agree Nor Disagree / Disagree / Strongly Disagree / No Basis**

Overall, I know what is expected of me at work (behavior, general performance, and critical job tasks).

My skills and abilities are a good fit for my position.

I receive useful and constructive feedback about my performance from my supervisor.

My supervisor is fair and consistent in applying policies and rules to all employees.

My supervisor ensures I have adequate training to be effective in using program specific applications such as CAMS, SUNTAX, or PTO Oracle application.

I receive the job-specific training I need to do my job.

I receive the computer training (Windows, Word, Internet Explorer, etc.) I need to do my job.

I have had an opportunity to learn and grow in my job over the past 12 months.

Someone at work encourages my career advancement/development.

The Department of Revenue offers training that will improve my chances for promotion.

I am encouraged to learn from my mistakes.

I have the tools and materials (computer, software, data, office equipment) I need to do my job.

**Branch to the next 4 questions only if Disagree / Strongly Disagree is selected to the question above.
Agreement Scale**

I have the computer software (necessary programs, database access, recent versions, or updates, etc.) I need to do my job.

I have the information (data, reports, reference materials, etc.) I need to do my job.

I have the computer hardware (reasonably fast machine, enough memory, large enough monitor, etc.) I need to do my job.

I have the equipment (tools, fax machine, forms, office equipment, paper, pens, staples, etc.) I need to do my job.

Back to all respondents

Resume Agreement Scale:

Strongly Agree / Agree / Neither Agree Nor Disagree / Disagree / Strongly Disagree / No Basis

My job is important to the success of the Department of Revenue.

Overall, I have a positive relationship with my co-workers.

My ideas and opinions are valued.

My ideas and opinions count at work.

Someone at work shows concern for my well-being.

My co-workers and team members are committed to doing quality work.

If I were a customer, I would be satisfied with the level of customer service my workplace provides.

Resume Agreement Scale:

Strongly Agree / Agree / Neither Agree Nor Disagree / Disagree / Strongly Disagree / No Basis

The level of physical comfort (noise, lighting, cleanliness, temperature and workspace) at my workplace is satisfactory.

Overall, my workplace is well maintained.

Public areas such as the lobby are cleaned daily

Restrooms are kept clean and adequately supplied

Garbage pickup / disposal is done timely

Floors (carpets or tile) are kept clean (vacuum / mopped) daily

Lighting is adequate and bulbs are replaced timely

Parking is adequate for employees and visitors

The building grounds are maintained

The temperature is kept at the appropriate level for the season

There is adequate ventilation

The building is free of mold or mildew

The level of physical security (concerning assault or theft) at my workplace is satisfactory.

The level of physical safety (accidents or unsafe work conditions) at my workplace is satisfactory.

I have received adequate training on how to deal with an irate person.

I am familiar with the Department's emergency and evacuation response procedure.

Next 2 Questions - Open-ended – limit to 250 characters

What would improve the physical comfort of your workplace? (Optional) {Enter text answer}

What would improve the safety or security of your workplace? (Optional) {Enter text answer}

Resume Agreement Scale:

Strongly Agree / Agree / Neither Agree Nor Disagree / Disagree / Strongly Disagree / No Basis

There is teamwork and cooperation among employees in my workplace.

I have confidence in the management team at my workplace.

The management team at my workplace makes sure employees are prepared for major changes in work processes or conditions.

The management team at my workplace encourages suggestions on ways to improve work processes or conditions.

The response scale for the next question is as follows:

Very Satisfied / Satisfied / Neither Satisfied Nor Dissatisfied / Dissatisfied / Very Dissatisfied / No Basis

Overall, how satisfied are you with your workplace?

Resume Agreement Scale:

Strongly Agree / Agree / Neither Agree Nor Disagree / Disagree / Strongly Disagree / No Basis

I have confidence in DOR's senior leaders.

Overall, I believe that DOR senior leaders are making the right decisions for the success of the agency.

Information and knowledge are shared openly within DOR.

Information provided by senior leaders is straightforward and honest.

I have the information I need to help make good ethical decisions on the job.

The response scale for the next question is as follows: Yes / No / Not Sure

If I became aware of fraud, theft, abuse, or other illegal or unethical action, I would feel comfortable reporting the situation to the appropriate person.

Resume Agreement Scale:

Strongly Agree / Agree / Neither Agree Nor Disagree / Disagree / Strongly Disagree / No Basis

Communication within DOR keeps employees well-informed about what is happening and what to expect.

Communication within my PROGRAM keeps employees well-informed about what is happening and what to expect.

Change at DOR is carefully considered and well-planned.

DOR encourages innovation in work processes.

I use the department's intranet or internet to find the information I need about DOR.

Employees are valued at the Department of Revenue.

People are treated with respect in DOR, regardless of level or position.

I receive recognition or praise for my work contributions.

Being recognized has a positive affect on my performance.

I receive all of the recognition I deserve.

The Department of Revenue Recognition Program provides an appropriate way for me to recognize the good performance of others.

I see myself having a career in DOR in the future.

I believe DOR is committed to helping me find another position within the agency should my position be eliminated.

DOR provides job flexibility so that I can meet personal or family responsibilities.

I would recommend DOR to anyone as a good place to work.

I'm proud to work for the Department of Revenue.

The response scale for the next question is as follows:

Very Satisfied / Satisfied / Neither Satisfied Nor Dissatisfied / Dissatisfied / Very Dissatisfied / No Basis

Overall, how satisfied are you with DOR as a place to work?

Open-ended question – limit to 250 characters

What would improve the Department of Revenue overall? (Optional) {Enter text answer}

The following 5 questions are for Supervisors only

Agreement Scale: Strongly Agree / Agree / Neither Agree Nor Disagree / Disagree / Strongly Disagree / No Basis

I receive the information I need to communicate to employees about upcoming changes in the department.

I receive the information I need to answer employee questions about senior leader communications.

I receive the information I need to communicate to employees how their suggestions for improvement are being acted on.

Employees in my work unit could participate in an alternative work program such as flextime, 4-day work week or telecommuting and still meet all of our work responsibilities.

Open-ended question – limit to 250 characters

How would having employees on alternative work programs such as flextime, 4-day workweek, or telecommuting change the operation of your work unit? Include both benefits and challenges. Optional {Enter text answer}

The following information is from the Convergys Personnel Management System as of November 5, 2008.

Your Program is {Choose one}

- ASP
- CSE

- EXEC
- GTA

- ISP
- PTO

Your employment type is {Choose one}

- Career Service
- SES or SMS
- OPS

Your workplace information is [Workplace].

Your current job classification falls into the following federal job category: [Category]

What is your gender? {Choose one}

- Female
- Male

- Prefer not to answer

What is your age? {Choose one}

- 20 or under
- 21 to 30
- 31 to 40

- 41 to 50
- 51 to 60
- 61 or over

- Prefer not to answer

How long have you been employed with the Department of Revenue? {Choose one}

- Less than 1 year
- 1 - 3 years
- 4 - 10 years

- 11 - 20 years
- 21 or more years

Thank you for participating in the
2008 DOR Climate Survey.

Please click on the "Submit" button to finish the survey.