



**Staff Assessment Tool Results
Presbytery of Anywhere
8/23/2006
Online Assessment**



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I. Key Indicators

Overall Satisfaction

On the whole, I am satisfied with how things are with our staff.

Solid positive	50%
On the fence	50%
Solid negative	0%

Satisfaction Trends

Compared with how I felt about my work in the Presbytery 3 years ago, today I feel

Less satisfied	0%
Same	40%
More satisfied	60%

Percent who said with the right changes they would be more satisfied 100%

Priorities for Improvement

Respondents indicated that the three changes below were most likely to increase their effectiveness or satisfaction:

- First Work to develop the spiritual vitality of the staff through spiritual discipline, retreats, and other shared experiences.
- Second Improve supervisory skills of those managing others through training and coaching.
- Third Do more to equip staff members to make better use of technology.

II. Drivers

Drivers of Staff Satisfaction

These are the strongest reasons in the survey for staff members to feel positive or negative about their work experiences:

- Driver #1 I know what is expected of me at work.
- Driver #2 In the last seven days I have received recognition or praise for doing good work.
- Driver #3 In general we are good at identifying and building on the strengths and gifts of our staff members.
- Driver #4 There is a positive relationship between staff members and those who oversee their work.
- Driver #5 I am given regular opportunities to make significant achievements in my work.

Drivers of Spiritual Health

These are the strongest reasons in the survey for staff members to feel positive or negative about the way work is impacting them spiritually:

- Driver #1 We have been trained to be more effective as a staff by working as a team.
- Driver #2 There is a disturbing amount of conflict among the staff members in our Presbytery office.
- Driver #3 Leaders show a genuine concern to know what staff members are thinking.
- Driver #4 How often do you find it necessary to spend an excessive amount of time recruiting clergy and lay leaders to work in your ministry area?
- Driver #5 My co-workers are committed to doing quality work.

What is a Driver?

A driver is a component of the Presbytery work environment that significantly impacts how people feel about their overall work experience. Drivers point to the critical factors that staff members use to evaluate how they feel about their work. Drivers disclose areas in which the Presbytery is performing well and staff members feel positive. Drivers also disclose areas in which the Presbytery may not have performed as well and staff members feel more negative. By attending to drivers, a Presbytery can focus attention on the issues that may have the greatest impact on its staff.

III. Priorities for Improving Work

Overall Priorities

When asked how a list of 13 Presbytery actions might increase the quality of their work experience or make them more effective, the priorities were as follows:

Priority	Item	Rank
First	Work to develop the spiritual vitality of the staff through spiritual discipline, retreats, and other shared experiences.	50
Second	Improve supervisory skills of those managing others through training and coaching.	75
Third	Do more to equip staff members to make better use of technology.	50
Fourth	Provide more up-to-date equipment for staff members.	25
Fifth	Provide better workspaces or workstations for staff members.	0
Sixth	Develop better communication among the staff.	25
Seventh	Improve the assignment and scheduling of work.	75
Eighth	Provide more opportunities for the professional development of the staff.	75
Ninth	Develop more clarity regarding expectations of staff members.	75
Tenth	Provide more training to staff members on how to manage volunteers effectively.	50
Eleventh	Give more attention to building staff members into a team.	75

IV. Possible Strengths and Work Areas

Five Potential Strengths

Based on the comparative profile for the first 34 questions of the survey, the following are potential strengths of the Presbytery:

- #1 There is a disturbing amount of conflict among the staff members in our Presbytery office.
- #2 My work with the Presbytery often feels like it is making it harder for me to have a vital spiritual life.
- #3 How often do you find it necessary to spend an excessive amount of time recruiting clergy and lay leaders to work in your ministry area?
- #4 How often do you experience members who have unrealistic expectations regarding what you are able to provide given your own time constraints and scope of responsibilities?
- #5 I have a best friend among the staff members at work.

Three Potential Work Areas

Based on the comparative profile for the first 34 questions of the survey, the following are potential work areas of the Presbytery:

- #1 Morale Index
- #2 I am given regular opportunities to make significant achievements in my work.
- #3 My supervisor or someone on the staff seems to care about me as a person.

V. Performance Indices – Environment Index

Question Text

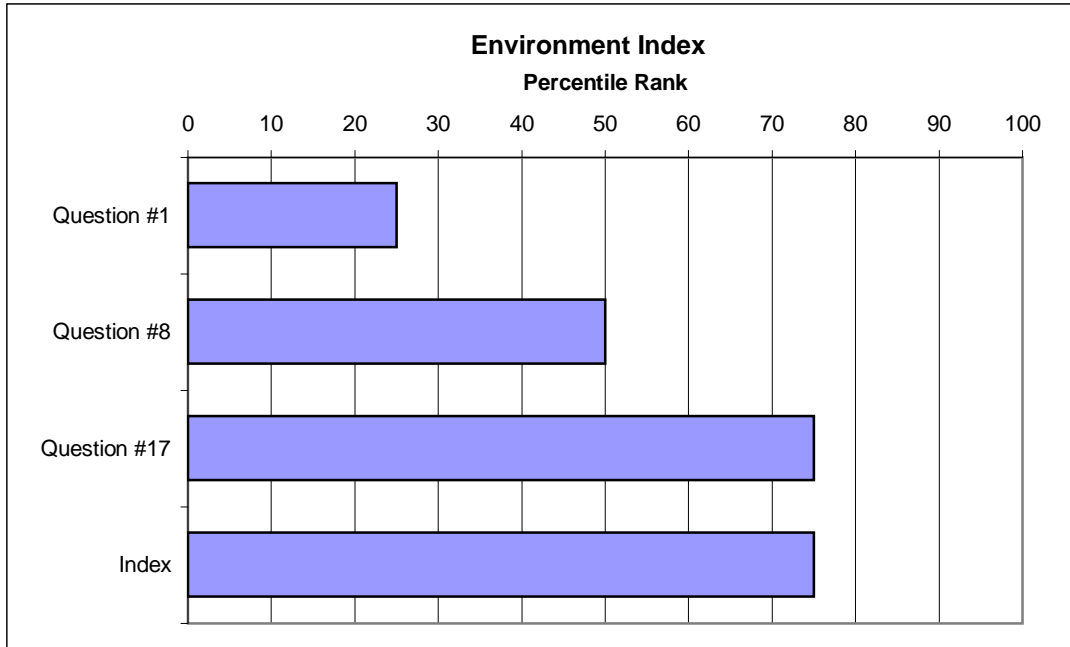
- Q1 I have the materials and equipment I need to do my work right.
- Q8 I feel safe in my workplace.
- Q17 I have been trained to know what to do in emergencies such as fire or threat of violence.

Staff Responses

	Strongly Disagree	Disagree	Tend to Disagree	Tend to Agree	Agree	Strongly Agree
Q1	0.0	12.5	0.0	25.0	37.5	25.0
Q8	0.0	0.0	0.0	0.0	37.5	62.5
Q17	0.0	25.0	25.0	25.0	25.0	0.0

Comparative Profile

Percentile Rank



V. Performance Indices – Flexibility Index

Question Text

Q2 We intentionally adapt our work to meet the changing needs of our clergy and congregations.

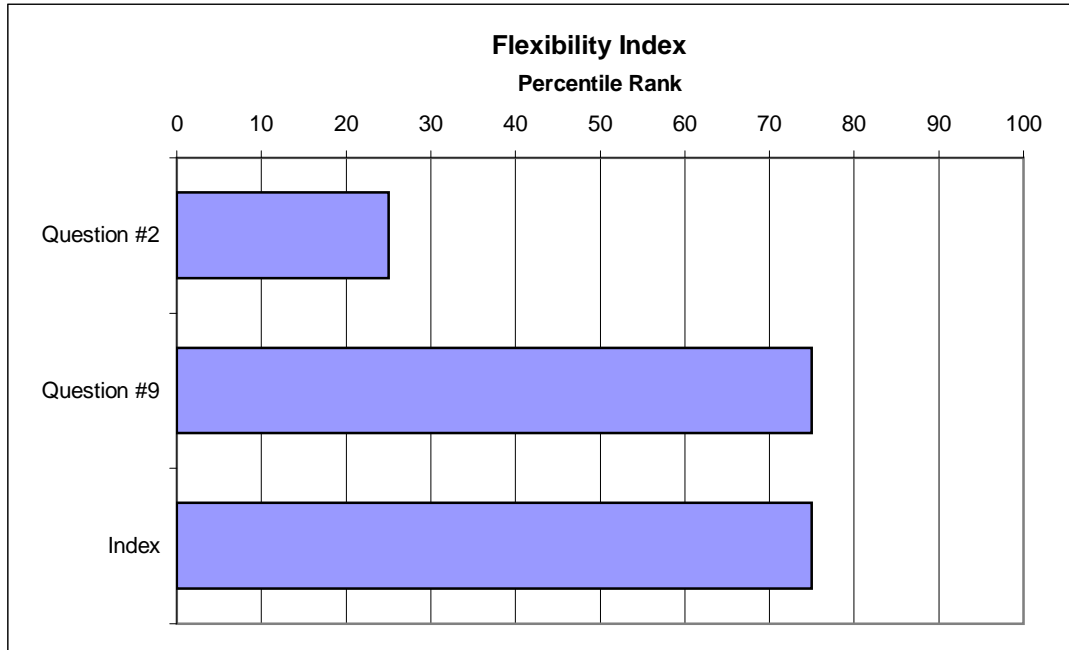
Q9 Our staff members welcome changes in the way we do things.

Staff Responses

	Strongly Disagree	Disagree	Tend to Disagree	Tend to Agree	Agree	Strongly Agree
Q2	0.0	0.0	0.0	37.5	37.5	25.0
Q9	0.0	0.0	25.0	0.0	75.0	0.0

Comparative Profile

Percentile Rank



V. Performance Indices – Morale Index

Question Text

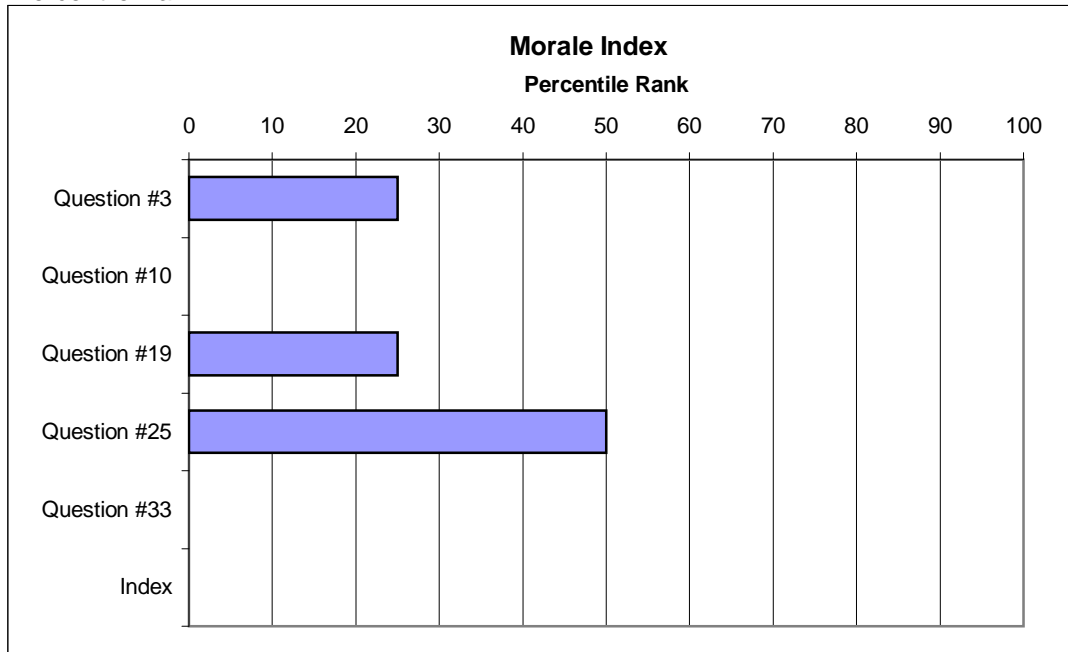
- Q3 In the last seven days I have received recognition or praise for doing good work.
- Q10 My supervisor or someone on the staff seems to care about me as a person.
- Q19 The work I do for the Presbytery is important to my community and the larger world.
- Q25 On the whole, I am satisfied with how things are with our staff.
- Q33 The Presbytery Executive takes steps to deal with problem employees who are negatively impacting others.

Staff Responses

	Strongly Disagree	Disagree	Tend to Disagree	Tend to Agree	Agree	Strongly Agree
Q3	0.0	12.5	37.5	12.5	25.0	12.5
Q10	0.0	0.0	12.5	0.0	62.5	25.0
Q19	0.0	0.0	0.0	12.5	25.0	62.5
Q25	0.0	0.0	12.5	37.5	50.0	0.0
Q33	0.0	20.0	40.0	40.0	0.0	0.0

Comparative Profile

Percentile Rank



V. Performance Indices – Teaming Index

Staff Responses

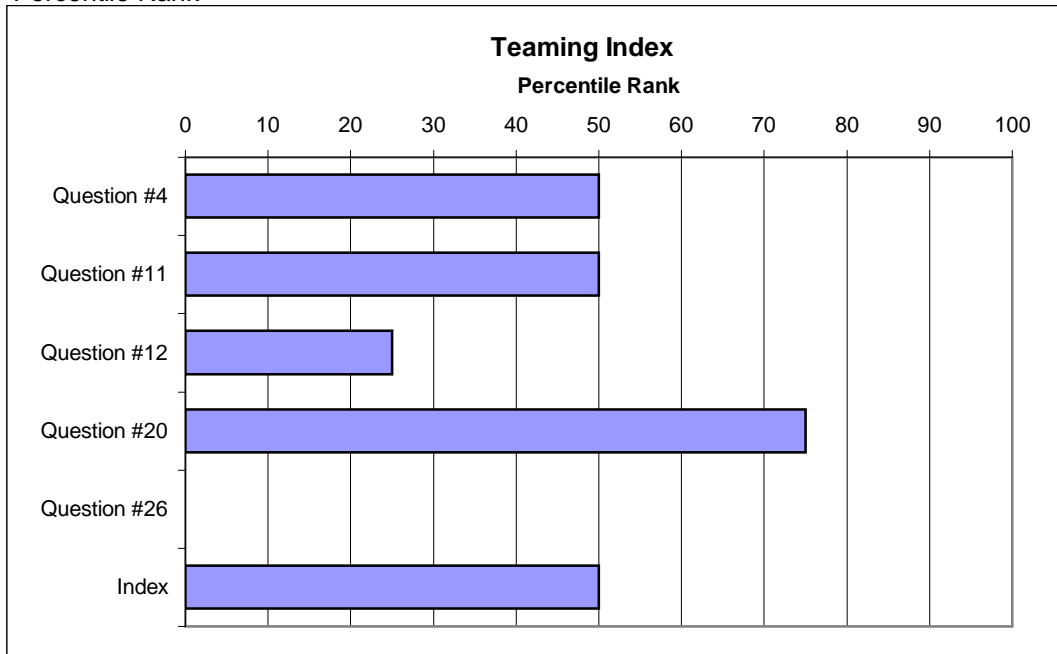
- Q4 We have been trained to be more effective as a staff by working as a team.
- Q11 My co-workers are committed to doing quality work.
- Q12 Leaders show a genuine concern to know what staff members are thinking.
- Q20 Meetings are effectively used to make good decisions in a timely manner.
- Q26 In general we are good at identifying and building on the strengths and gifts of our staff members.

Community Responses

	Strongly Disagree	Disagree	Tend to Disagree	Tend to Agree	Agree	Strongly Agree
Q4	0.0	0.0	62.5	25.0	12.5	0.0
Q11	0.0	0.0	0.0	0.0	62.5	37.5
Q12	0.0	0.0	0.0	71.4	28.6	0.0
Q20	0.0	0.0	25.0	37.5	37.5	0.0
Q26	0.0	12.5	25.0	25.0	37.5	0.0

Comparative Profile

Percentile Rank



V. Performance Indices – Conflict Management Index

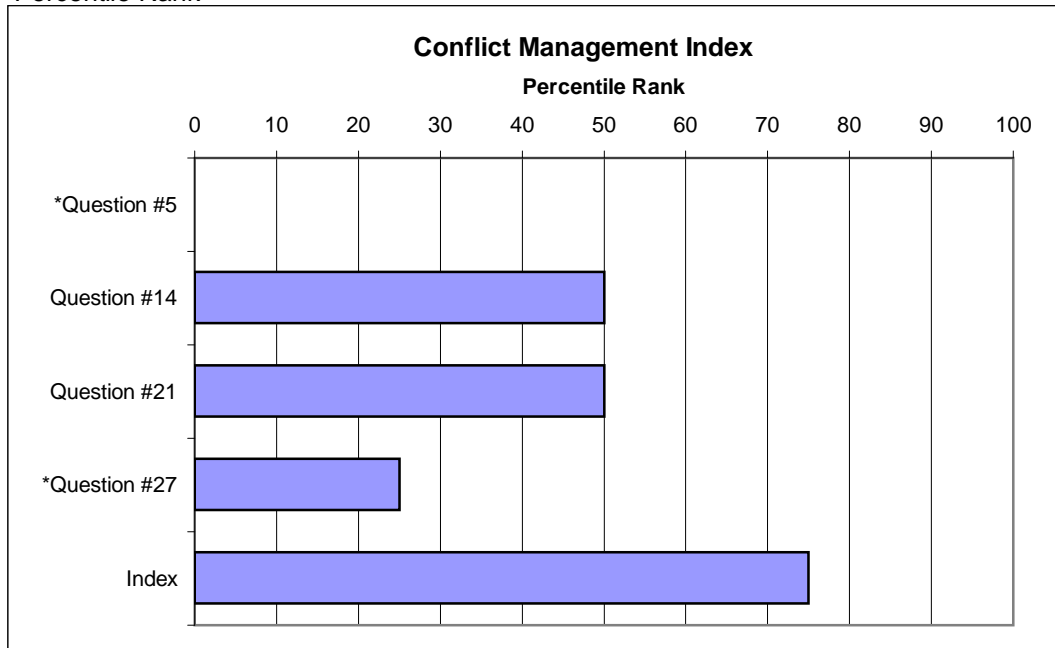
- *Q5 There is a disturbing amount of conflict among the staff members in our Presbytery office..
- Q14 We have a healthy tolerance of differences among staff members.
- Q21 Problems among staff members are usually resolved through mutual effort.
- *Q27 There is frequently a small group that opposes decisions that are made.

Staff Responses

	Strongly Disagree	Disagree	Tend to Disagree	Tend to Agree	Agree	Strongly Agree
*Q5	50.0	50.0	0.0	0.0	0.0	0.0
Q14	0.0	0.0	0.0	12.5	75.0	12.5
Q21	0.0	12.5	0.0	25.0	62.5	0.0
*Q27	0.0	87.5	0.0	0.0	12.5	0.0

Comparative Profile

Percentile Rank



V. Performance Indices – General Management Index

Question Text

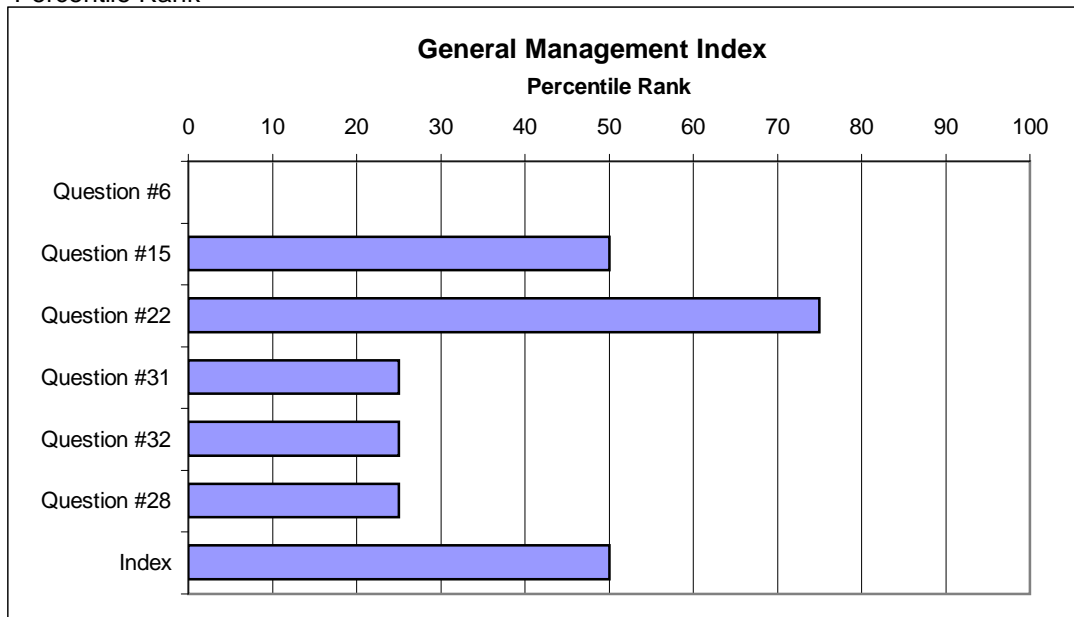
- Q6 I know what is expected of me at work.
- Q15 There is a positive relationship between staff members and those who oversee their work.
- Q22 The application of policy is generally fair and reasonable.
- Q31 The person I report to on staff is competent and appropriately trained to oversee my work.
- Q32 The assignment of work is fair and balanced between the needs of the Presbytery and the needs of the individual.
- Q28 I have the opportunity at work to do what I do best every day.

Staff Responses

	Strongly Disagree	Disagree	Tend to Disagree	Tend to Agree	Agree	Strongly Agree
Q6	0.0	25.0	0.0	12.5	50.0	12.5
Q15	0.0	0.0	0.0	25.0	75.0	0.0
Q22	0.0	0.0	0.0	25.0	75.0	0.0
Q31	0.0	0.0	0.0	25.0	75.0	0.0
Q32	0.0	0.0	12.5	62.5	12.5	12.5
Q28	0.0	0.0	25.0	37.5	25.0	12.5

Comparative Profile

Percentile Rank



V. Performance Indices – Professional Development Index

Question Text

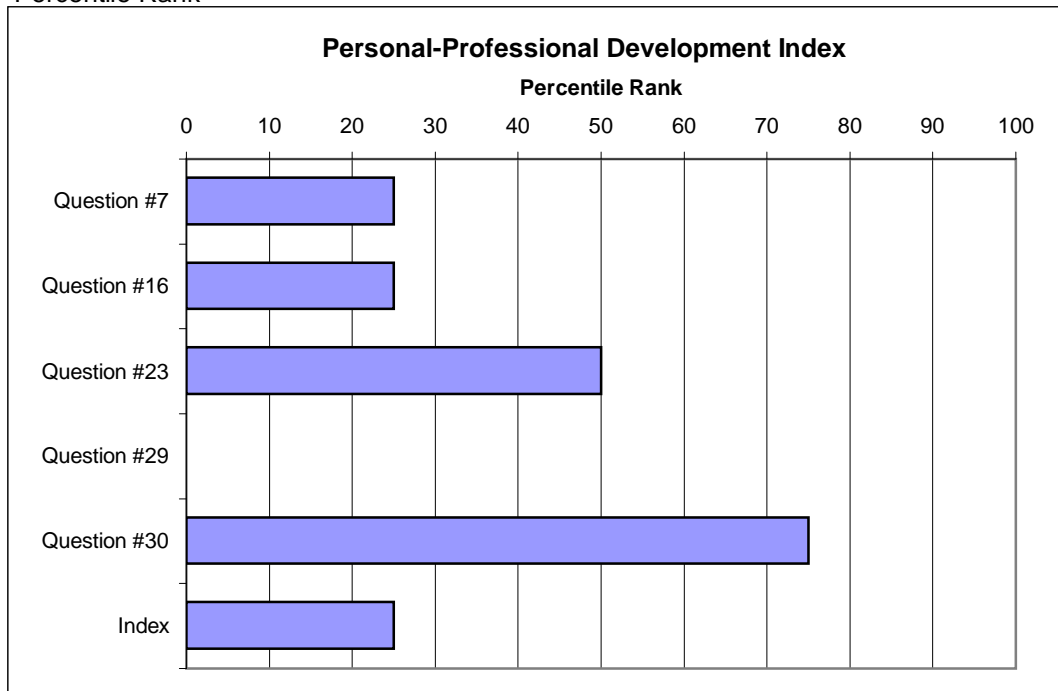
- Q7 In the last year I have had opportunities at work to learn and grow.
- Q16 There is someone at work that encourages my development.
- Q23 In the last six months someone has talked to me about my progress.
- Q29 I am given regular opportunities to make significant achievements in my work.
- Q30 I have a best friend at work.

Staff Responses

	Strongly Disagree	Disagree	Tend to Disagree	Tend to Agree	Agree	Strongly Agree
Q7	0.0	0.0	0.0	37.5	37.5	25.0
Q16	0.0	0.0	25.0	12.5	62.5	0.0
Q23	0.0	37.5	12.5	12.5	12.5	25.0
Q29	0.0	12.5	25.0	12.5	37.5	12.5
Q30	0.0	25.0	25.0	25.0	25.0	0.0

Comparative Profile

Percentile Rank



V. Performance Indices – Member Challenges Index

Question Text

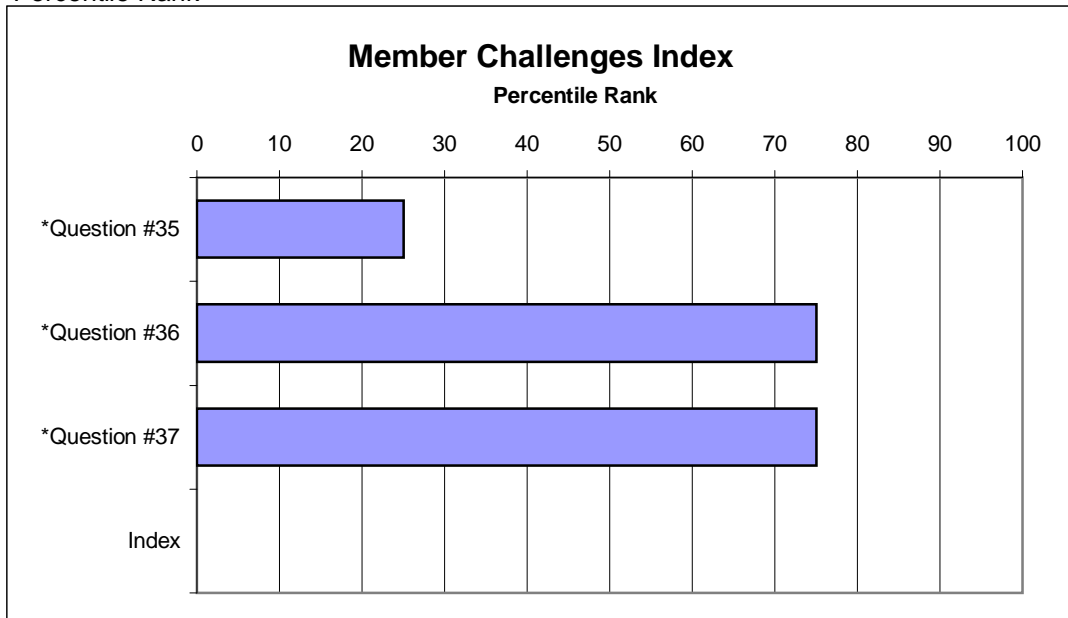
- *Q35 How often do you experience anger from members over programs, policies, or procedures that you are responsible for implementing?
- *Q36 How often do you experience members who have unrealistic expectations regarding what you are able to provide given your own time constraints and scope of responsibilities?
- *Q37 How often do you find it necessary to spend an excessive amount of time recruiting clergy and lay leaders to work in your ministry area?

Staff Responses

	Never	Once in my career	Once a year	Twice a year	Once a month	Once a week	Every day
*Q35	28.6	14.3	14.3	14.3	28.6	0.0	0.0
*Q36	14.3	14.3	28.6	0.0	0.0	42.9	0.0
*Q37	0.0	16.7	33.3	0.0	33.3	0.0	16.7

Comparative Profile

Percentile Rank



V. Performance Indices – Spiritual Vitality Index

Question Text

- Q13 I believe that God has called me to the work I am doing in the Presbytery.
- Q18 I experience the presence of God in my life.
- Q24 My spiritual experiences often impact the way I view life.
- *Q34 My work with the Presbytery often feels like it is making it harder for me to have a vital spiritual life.

Staff Responses

	Strongly Disagree	Disagree	Tend to Disagree	Tend to Agree	Agree	Strongly Agree	Don't Know
Q13	0.0	0.0	0.0	0.0	37.5	62.5	0.0
Q18	0.0	0.0	0.0	12.5	12.5	75.0	0.0
Q24	0.0	0.0	0.0	0.0	28.6	71.4	0.0
*Q34	0.0	37.5	0.0	50.0	12.5	0.0	0.0

Comparative Profile

Percentile Rank

