

Moravian Hall Square
2010 Employee Satisfaction Survey Results

<u>KEY RESULTS</u>	<u>KEY STATISTICS</u> (out of a possible 100%)
Overall Satisfaction Rating	92.5%
I believe MHS is a great place to work	91.1%
I would refer a friend to work here	90.0%
I am likely to still be working at MHS in 2 years	87.0%
Overall Response Rate*	64.3%*

*uSPEQ average response rate= 61.7%

Highest Scoring Factors:

<u>SURVEY FACTORS</u>	<u>MHS RESULTS</u>	<u>USPEQ*</u> <u>BENCHMARK</u>
1. I am aware of MHS's mission.	98.5%	94.9%
2. I understand my job responsibilities.	98.5%	95.5%
3. MHS's has a strong focus on customer service and satisfaction.	98.0%	87.6%
4. MHS demonstrates that it values diversity.	97.1%	92.7%
5. I support the overall direction of MHS.	97.1%	90.0%

**All survey results were compiled by uSPEQ, an independent research firm. uSPEQ maintains a proprietary database of completed employee climate surveys. This database includes 43 Aging Services communities throughout the US and Canada and contains over 5,000 surveys.*