

Arkansas Employee Perspectives Survey – Ozark Foothills

Employment History:

1. Which of the following best describes your current employment status? (Circle all that apply.)

	Total # of Survey Responses	Proportion of Surveys
Retail	4/24	16.67%
Tourism	5/24	20.83%
Accommodations	4/24	16.67%
Entertainment	0/24	0%
Employed in another sector	6/24	25%
Not employed	1/24	4.17%
Other	4/24	16.67%

Other:

- Health
- Real Estate

Note: If other was selected but the description fit into a category, it was recorded in one of the given categories. If more than one category was selected, it has been recorded in each of the selected categories.

2. Which of the following communities do you work in?

N=	Total # of Survey Responses	Proportion of Surveys
Fulton	10/24	41.67%
Sharp	13/24	54.17%
Izard	1/24	4.17%
Unknown	0/24	0%

3. How many people does your company employ besides yourself?

N=	Total # of Survey Responses	Proportion of Surveys
0	0/24	0%
1-5	5/24	20.83%
6-15	9/24	37.5%
16-25	2/24	8.33%
26-49	0/24	0%
50+	7/24	29.17%
Not Sure	0/24	0%

4. Which of the following best describes your current employment status?

N=	Total # of Survey Responses	Proportion of Surveys
I love my employer, and I hope to stay here in my current position	12/24	50%
I love my employer, and I want to move up the career ladder with them	1/24	4.17%
I love working in this industry and position but will likely work for a different employer	0/24	0%
I want to move up the career ladder within this industry, possibly with another employer	1/24	4.17%
This position is temporary until I find a position in a new industry/occupation	0/24	0%
This position is temporary until I go on for further education	1/24	4.17%
Undecided	7/24	29.17%
Other	2/24	8.33%

Other:

- I love working in the industry and I plan on advancing my career with my present employer but would not be afraid to move on if a much better opportunity was offered.
- Unemployed

5. In the table below, place a check mark next to the skills you currently have and those you would like to improve in the next year.

N=	Total # of Survey Responses	Proportion of Survey Responses
Soft skills:	Current: 6/24 Would like to improve: 0/24	Current: 25% Would like to improve: 0%
Face to face communications	Current: 20/24 Would like to improve: 2/24	Current: 83.33% Would like to improve: 8.33%
Phone etiquette	Current: 20/24 Would like to improve: 2/24	Current: 83.33% Would like to improve: 8.33%
Team work	Current: 21/24 Would like to improve: 4/24	Current: 87.5% Would like to improve: 19.05%
Being to work on time	Current: 21/24	Current: 87.5%

	Would like to improve: 3/24	Would like to improve: 12.5%
Appropriate dress	Current: 21/24 Would like to improve: 2/24	Current: 87.5% Would like to improve: 8.33%
Customer service	Current: 21/24 Would like to improve: 1/24	Current: 87.5% Would like to improve: 4.17%
Time management	Current: 12/24 Would like to improve: 12/24	Current: 50% Would like to improve: 50%
Educational skills:		
Basic math	Current: 23/24 Would like to improve: 1/24	Current: 95.83% Would like to improve: 4.17%
Reading and writing	Current: 23/24 Would like to improve: 0/24	Current: 95.83% Would like to improve: 0%
Ability to understand, speak and write in English	Current: 23/24 Would like to improve: 0/24	Current: 95.83% Would like to improve: 0%
Technical skills:		
	Current: 6/24 Would like to improve: 6/24	Current: 25% Would like to improve: 25%
Basic accounting	Current: 13/24 Would like to improve: 8/24	Current: 54.17% Would like to improve: 33.33%
Specialized equipment	Current: 13/24 Would like to improve: 6/24	Current: 54.17% Would like to improve: 25%
Word processing	Current: 18/24 Would like to improve: 1/24	Current: 75% Would like to improve: 4.17%
Spreadsheets	Current: 14/24 Would like to improve: 4/24	Current: 67.74% Would like to improve: 32.26%
Database management	Current: 12/24 Would like to improve: 6/24	Current: 55.36% Would like to improve: 44.64%
Marketing	Current: 14/24 Would like to improve: 8/24	Current: 58.33% Would like to improve: 33.33%
Sales	Current: 16/24 Would like to improve: 8/24	Current: 60% Would like to improve: 40%
Inventory control	Current: 13/24	Current: 73.02%

	Would like to improve: 4/24	Would like to improve; 26.98%
Cash handling	Current: 18/24 Would like to improve: 1/24	Current: 75% Would like to improve: 4.17%
Record keeping	Current: 19/24 Would like to improve: 3/24	Current: 79.17% Would like to improve: 12.5%
Other.	Current: 0/0 Would like to improve: 0/0	Current: 0% Would like to improve 0%

Other:

6. What is your level of education?

N=	Total # of Survey Responses	Proportion of Surveys
Some high school	1/24	4.17%
High school graduate	2/24	8.33%
GED	2/24	8.33%
Some college	13/24	54.17%
College degree (Associate's or Bachelor's degree)	6/24	25%
Advanced college degree (Master's or Doctoral degree)	2/24	8.33%
Certification	0/24	0%

7. What type of employee orientation did you receive (mark all that apply)?

N=	Total # of Survey Responses	Proportion of Surveys
Received written handbook or instructions	11/24	45.83%
Online course/materials	7/24	29.17%
Supervisor or co-worker provided informal orientation and provided assistance as needed	19/24	79.17%
Formal training class	8/24	33.33%

8. Do you receive training beyond orientation?

N=	Total # of Survey Responses	Proportion of Surveys
To stay current in your position	14/24	58.33%
To help you move up the career ladder	7/24	29.17%
No additional training received	8/24	33.33%

9. If you receive training beyond an orientation, how is it delivered?

N=	Total # of Survey Responses	Proportion of Surveys
Through a local supervisor employed by my company	4/24	16.67%
Through a local vendor outside my company, such as a school or consultant	5/24	20.83%
Online	9/24	37.5%
I travel outside of the region for my training	8/24	33.33%

10. If you receive training beyond an orientation, is it optional or required?

N=	Total # of Survey Responses	Proportion of Surveys
Optional	2/24	8.33%
Mandatory	14/24	58.33%

11. If you receive training beyond an orientation, are you paid while you receive the training?

N=	Total # of Survey Responses	Proportion of Surveys
Yes, I am paid for time spent in training	11/24	45.83%
No, I am not paid for time spent in training	5/24	20.83%

12. Have you participated in any trainings offered outside of your employer?

N=	Total # of Survey Responses	Proportion of Surveys
Yes	7/24	29.17%
No	16/24	66.67%

Trainings:

- Conventions
- Marketing
- Form Simplicity Class
- Leadership
- Personnel management
- Budgeting
- Law enforcement
- CPR/First Aid
- Defensive driving
- Supervisor
- Hospitality

13. Have you ever been promoted by your current employer?

N=	Total # of Survey Responses	Proportion of Surveys
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Yes	7/24	29.17%
No	15/24	62.5%

14. If you were promoted, were you provided training to achieve a promotion?

N=	Total # of Survey Responses	Proportion of Surveys
Yes	6/8	75%
No	2/8	25%

15. After you received the promotion, were you trained to fulfill the new role?

N=	Total # of Survey Responses	Proportion of Surveys
Yes	5/8	62.5%
No	3/8	37.5%

16. Have you, or are you, considering leaving your current position?

N=	Total # of Survey Responses	Proportion of Surveys
Yes	5/24	20.83%
No	17/24	70.83%

Yes responses paraphrased:

- Need more hours
- Career advancement
- Retirement
- Don't like all the government changes and rules
- Thinking about starting own business

17. What employer support do you receive/would benefit you? (Place check mark in appropriate boxes.)

Employer Support N=	I currently receive	Would greatly benefit me
Flexible scheduling	17/24 – 70.83%	2/24 – 8.33%
Higher wages than similar employers in area	8/24 – 33.33%	12/24 – 50%
Periodic pay raises	10/24 – 41.67%	9/24– 37.50%
Bonus (Seasonal and/or holiday)	10/24 – 41.67%	7/24 – 29.17%
Health insurance	11/24 – 45.83%	7/24 – 29.17%
Debt relief	2/24 - 8.33%	10/24 – 41.67%
Paid sick leave	11/24– 45.83%	6/24– 25%
Paid holidays (designated days off with pay)	12/24 – 50%	5/24 – 20.83%
Paid vacation (choice of days off with pay)	11/24 – 45.83%	6/24– 25%
Child care assistance	0/24 – 0%	11/24 – 45.83%
Transportation assistance	3/24– 12.5%	8/24 – 33.33%
Tuition support	2/24 – 8.33%	8/24– 33.33%
Providing purpose	7/24 -29.17%	3/24 – 12.5%
Cross training on other positions	8/24 – 33.33%	4/24 – 16.67%
Opportunities for learning	11/24– 45.83%	4/24 – 16.67%

Information on how to be promoted	5/24 – 20.83%	6/24 – 25%
Other. Please specify:	0%	1/1 – 100%

18. How much do you feel valued by your employer and/or supervisor?

N=	Total # of Survey Responses	Proportion of Surveys
Not valued at all	1/24	4.17%
Often not valued	5/24	20.83%
Somewhat valued	8/24	33.33%
Very valued	8/24	33.33%

19. How does your employer and/or supervisor demonstrate that you are valued (formal or informal)?

- He allows me to teach others and share my ideas to make work more efficient.
- They dont really invite me to provide input. They, more or less just want me to work and do a good job at it.
- The lines of communication are always open; it's known that I can talk to her if I have ideas that might work and I know that I will be heard & my opinions respected and taken into consideration.
- In person, via email
- Unless we are under staffed he doesn't seem to really value his employees under him
- Bonuses, written and verbal compliments
- Special commendation awards
- Opportunity to give presentations to peers
- Asked to be a mentor to others.
- Performance evaluations
- Informally

20. In what ways does your employer invite you to provide input on improving your work environment?

- Daily meetings
- He allows me to teach others and to share my ideas to make work more efficient
- By asking point blank what we think about something.
- They don't
- Surveys
- By email
- Opportunities to ask for more funding

21. Do you feel supported by your community?

N=	Total # of Survey Responses	Proportion of Surveys
Yes	16/24	66.67%
No	4/24	16.67%

No responses:

- Increased job opportunities for other staff meetings
- More appreciation
- Help support the business I work for more
- Bring more resources

22. Which of the following factors impact your ability to work? (Check all that apply.)

N=	Total # of Survey Responses	Proportion of Surveys
Limited transportation options	2/24	8.33%
Conditions not suitable for walking	2/24	8.33%
Safety concerns	2/24	8.33%
Housing availability	1/24	4.17%
Broadband access	5/24	20.83%
Healthcare access	1/24	4.17%
Mental and behavioral health services access	0/24	0%
Alcohol and drug use	0/24	0%
Child or elder care access	1/24	4.17%
Criminal record	0/24	0%
Other	2/24	25%

Other: Low pay

23. How did you hear about this survey?

N=	Total # of Survey Responses	Proportion of Surveys
Employer	7/24	29.17%
Support service/agency	0/24	0%
Social media	3/24	12.50%
News	1/24	4.17%
Job Fair	0/24	0%
Other	9/24	37.5%

Other:

- Teacher
- Volunteer group
- School