



CONFIDENTIAL

MORALE & MOTIVATION IN THE COMM CENTER

The intent of this survey is:

- 1) to determine the 'level of agreement' between differing groups or teams in the Comm Center
- 2) to evaluate views regarding particular aspects of the agency environment generally identified as important to high achievement
- 3) to allow you to recognize what is positive and working well at your agency
- 4) to allow you to explore your own and your agency 'needs' for discussion

For this survey to be most useful to you in accomplishing needed changes in your workplace, answer as complete and current as possible. This is a beginning point for Your 'facilitated conversations' at your center. The overall results will be shared with the group in a general document that rates the categories. If you feel you need to clarify or comment on any question or category, use the last pages and refer to the item number. At the end of the survey you will find the method to submit your answers.

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RATE EACH AREA = 1 – NEVER 2 – RARELY 3 – OFTEN 4 - DAILY

- _____ 1. People's behavior seems to be motivated by a desire to protect themselves or their faction. 'Us versus them' feelings prevail.
- _____ 2. People seem 'self centered' as opposed to team or agency centered.
- _____ 3. People's actions seem protective, defensive and feisty regarding individual or group rights.
- _____ 4. People spend much of their conversational time criticizing, complaining or judging others, policies, or the organization.
- _____ 5. New things seem to get the most criticism yet history and old injustices are worked over ad-naseum by some people.
- _____ 6. If things get too calm, a negativist will stir the atmosphere up with a reminder about how bad something is ... or was.
- _____ 7. "Why bother" has become addictive. No new input is offered – positive efforts are met with cynicism or sarcasm.
- _____ 8. People are not allowed to challenge the negativity behavior and are ostracized if they do. There seem to be cliques, favorites.
- _____ 9. Any new procedure, form, or person is met with skepticism.
- _____ 10. If something positive does happen, there are the It-won't last - It's about-time people. No credit is given for good.
- _____ 11. Seems either no-consequences or micro-managing - or swings between.
- _____ 12. Certain workers or groups are considered lazy, unskilled and receive behind the back criticism / reputation - deserved or not.
- _____ 13. People seem weary. Sick leave is elevated. When people are away from work they don't want to be with anyone from work.
- _____ 14. People participate in immature behavior - gossip, back stabbing, lying.
- _____ 15. Call Takers feel like victims of uncaring or rude callers.
- _____ 16. Dispatchers feel like victims of uncaring responders.
- _____ 17. Administration/supervisors or trainers viewed in a negative light.
- _____ 18. Newly hired people are hazed, ignored, or harshly critiqued.
- _____ 19. Course language / profanity is accepted and allowed.
- _____ TOTAL (Comments or clarifications can be added on backside)

Check: I am: Telecommunicator Call Taker Dispatcher
 Trainer Supervisor Administrator

Next, feel free to comment on any of your answers to expand our understanding of motivation and morale at the agency.
Thank you. Submit this to _____

A large, empty rectangular box with a thin black border, intended for the user to provide comments or feedback. It occupies the majority of the page's vertical space below the introductory text.