



# 2002/2003 BOARD OF EXAMINERS QUESTIONNAIRE RESULTS

<b>Category 1: Leadership</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
1a) I know my organization's mission (what it is trying to accomplish).	0%	3%	3%	32%	62%
1b) My senior (top) leaders use our organization's values to guide us.	5%	11%	17%	39%	29%
1c) My senior leaders create a work environment that helps me do my job.	3%	14%	16%	49%	18%
1d) My organization's leaders share information about the organization.	2%	11%	15%	48%	24%
1e) My senior leaders encourage learning that will help me advance in my career.	1%	16%	16%	34%	32%
1f) My organization lets me know what it thinks is most important.	1%	9%	15%	51%	24%
1g) My organization asks what I think.	6%	12%	22%	41%	19%

**Category 2: Strategic Planning**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
<b>2a) As it plans for the future, my organization asks for my ideas.</b>	8%	20%	20%	36%	16%
<b>2b) I know the parts of my organization's plans that will affect me and my work.</b>	2%	11%	18%	45%	23%
<b>2c) I know how to tell if we are making progress on my work group's part of the plan.</b>	3%	14%	14%	43%	27%

<b>Category 3: Customer and Market Focus</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
<b>3a) I know who my most important customers are.</b>	0%	2%	5%	42%	51%
<b>3b) I keep in touch with my customers.</b>	0%	2%	9%	54%	35%
<b>3c) My customers tell me what they need and want.</b>	0%	5%	18%	51%	26%
<b>3d) I ask if my customers are satisfied or dissatisfied with my work.</b>	0%	11%	16%	44%	30%
<b>3e) I am allowed to make decisions to solve problems for my customers.</b>	1%	8%	8%	46%	36%

**Category 4: Information and Analysis**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
<b>4a) I know how to measure the quality of my work.</b>	0%	8%	11%	51%	29%
<b>4b) I know how to analyze (review) the quality of my work to see if changes are needed.</b>	0%	7%	13%	48%	32%
<b>4c) I use these analyses for making decisions about my work.</b>	0%	10%	16%	45%	29%
<b>4d) I know how the measures I use in my work fit into the organization's overall measures of improvement.</b>	4%	18%	16%	39%	23%
<b>4e) I get all the important information I need to do my work.</b>	6%	22%	22%	35%	16%
<b>4f) I get the information I need to know about how my organization is doing.</b>	5%	18%	21%	39%	18%

**Category 5: Human Resource Focus**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
<b>5a) I can make changes that will improve my work.</b>	0%	4%	12%	51%	32%
<b>5b) The people I work with cooperate and work as a team.</b>	1%	10%	15%	45%	29%
<b>5c) My boss encourages me to develop my job skills so I can advance in my career.</b>	2%	11%	17%	29%	41%
<b>5d) I am recognized for my work.</b>	1%	11%	16%	45%	28%
<b>5e) I have a safe workplace.</b>	0%	3%	8%	42%	47%
<b>5f) My boss and my organization care about me.</b>	1%	11%	21%	39%	29%

**Category 6: Process Management**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
<b>6a) I can get everything I need to do my job.</b>	3%	20%	19%	45%	14%
<b>6b) I collect information (data) about the quality of my work.</b>	1%	11%	19%	50%	19%
<b>6c) We have good processes for doing our work.</b>	4%	23%	21%	37%	14%
<b>6d) I have control over my work processes.</b>	1%	11%	21%	43%	24%

**Category 7: Business Results**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree or Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
<b>7a) My customers are satisfied with my work.</b>	0%	2%	17%	61%	20%
<b>7b) My work products meet all requirements.</b>	0%	9%	24%	54%	13%
<b>7c) I know how well my organization is doing financially.</b>	4%	9%	10%	41%	36%
<b>7d) My organization uses my time and talents well.</b>	4%	24%	16%	43%	14%
<b>7e) My organization removes things that get in the way of progress.</b>	7%	27%	31%	29%	7%
<b>7f) My organization obeys laws and regulations.</b>	0%	2%	4%	31%	64%
<b>7g) My organization has high standards and ethics.</b>	1%	6%	11%	30%	52%
<b>7h) My organization helps me help my community.</b>	4%	11%	19%	31%	34%
<b>7i) I am satisfied with my job.</b>	3%	8%	21%	37%	31%

A TOTAL OF 228 RESPONDENTS HAVE COMPLETED THIS QUESTIONNAIRE