

Office of Community Services
2008 Employee Satisfaction Survey
Analysis of Comments
Executive Summary

- Overall, the largest concerns were administrative leadership, compensation, and workload/caseload.
- Concerns surrounding workload and caseload constituted the largest category by far, making up 21% of all comments. These concerns made up more than 25% of all comments in Thibodeaux, Lafayette, and Shreveport regions.
- Every region reported concerns with rates of compensation. Highest was Covington, from which 23% mentioned compensation. Of these comments, 9% from all regions and 30% from Shreveport region mentioned on-call pay for CPI workers.
- Every region reported concerns with administrative leadership, mentioned in 12% of total comments. These concerns were highest in State Office, Baton Rouge, Thibodeaux, Lafayette, Lake Charles, Alexandria, and Shreveport regions.
- 11% of comments from Monroe region and 17% of comments from State Office mentioned concerns with communication.
- Five regions (Covington, Alexandria, Shreveport, Monroe, and Jefferson) reported concerns surrounding discrimination on the basis of race, age, or religion in the workplace. Although percentages were low (no higher than 2% of the comments in any particular region), any workplace discrimination is of concern.
- Only 1% of all comments expressed concerns regarding the court system. These comments originated from Baton Rouge, Covington, Lafayette, Lake Charles, Alexandria, and Shreveport regions.
- 12% of comments originating from Covington region mentioned concerns surround the SDM and FATS initiatives. 3% of total comments echoed this concern, originating from all regions except Orleans and State Office.
- 12% of comments from Jefferson region and 7% of comments from State Office mentioned concerns surrounding favoritism in the workplace.
- Several regions reported concerns surrounding HR-related issues, highest in State Office and Orleans, Jefferson, and Lafayette regions.
- 8% of respondents in Thibodeaux region mentioned concerns surrounding the physical environment of the workplace.
- Several regions expressed concerns surrounding safety, highest in Covington, Lafayette, Shreveport, and Monroe.
- 10% of comments from Jefferson region mentioned concerns surrounding technology in the workplace.
- Every region reported concerns surrounding training, making up 7% of total comments. Highest were Orleans, Lake Charles, Alexandria, Monroe, and Jefferson regions.
- Positive comments were highest in Orleans region, at 11%.