



Tell us About Your Job

Your employer is one of over 200 that are part of the Better Jobs, Better Care Demonstration – its goal is to improve the jobs of direct care workers (nurse aides, home health aides, personal care attendants, etc.). People like you in the states of Iowa, North Carolina, Oregon, Pennsylvania and Vermont are being asked to complete this important survey.

Your answers to these questions are very important to the success of this project. Please answer them as honestly as you can. Remember that your answers will be kept completely confidential. Your employer will not see any of your responses. Your answers will go directly to the Penn State Survey Research Center and you will not be identified.

You have been invited to participate in this study because you are a direct care worker. Direct care workers are people who provide hands-on personal care, such as nurse aides, home health aides, personal care attendants, etc.

PENNSSTATE



A Confidential Survey of Long-Term Caregivers

Conducted by the Survey Research Center at Penn State

INSTRUCTIONS: If circles are provided, please completely fill in the circle next to your answer (example: ● Yes ○ No) If boxes are provided, write your numeric answer in the boxes (example:

2	9
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). If you are asked to specify an answer, please clearly print your response in the space provided.

1a. How long have you worked as a direct care worker?

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 years

--	--

 months

1b. How long have you worked as a direct care worker for this employer?

--	--

 years

--	--

 months

2. Overall, how satisfied are you with your job?

- Extremely satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Extremely dissatisfied
- Don't know

3. Think about your job right now. Fill in the circle that best indicates how much, if at all, each of the following is a rewarding part of your job. Is it not at all rewarding, somewhat rewarding, very rewarding, or extremely rewarding?

	Does not apply to my job	Not at all rewarding	Somewhat rewarding	Very rewarding	Extremely rewarding
a. Helping others is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Being able to work on your own is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Getting credit for your work is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Finding your work interesting is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Liking your coworkers is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Making a difference in other people's lives is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Feeling a sense of accomplishment and competence from doing your job is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Having your job fit your skills is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Having the chance to learn new things is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Does not apply to my job	Not at all rewarding	Somewhat rewarding	Very rewarding	Extremely rewarding
j. Being valued by supervisors and management is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Being needed by others is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Having the power you need to get your job done without getting permission from someone else is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Having a lot of different things to do is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. Getting support from coworkers is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. Having your job fit your interests is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. The income you earn is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. Being valued by residents or clients and their families is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
r. Having the freedom to decide how to do your work is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
s. The team spirit in your work group is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Continue thinking about your job right now. Indicate how much, if at all, each of the following is a problem or concern in your job. Is it not at all a problem, somewhat a problem, a big problem, or an extremely big problem?

	Not at all a problem	Somewhat a problem	A big problem	An Extremely big problem
a. Having too much work to do is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Having to deal with emotionally hard situations is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Not having support from your supervisor in your job is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Finding your job boring or doing too much of the same thing is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Having your job take too much out of you is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Having little chance to get promoted is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Not at all a problem	Somewhat a problem	A big problem	An Extremely big problem
g. Dealing with unrealistic expectations from your supervisor for your work is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Not having the job use your skills is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Catching an illness is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Not having the chance to develop job skills is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Not being valued by your supervisor for your work is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Being on your own too much is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Getting hurt is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. The physical conditions (equipment, temperature, smell, etc.) where you work are...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Not having enough help when you need it is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. Facing difficulties because of your race or ethnic background is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
r. Facing difficulties because of your sex is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
s. That your supervisor is not good at her job is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
t. That the job is physically hard is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
u. The time it takes to get to work is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please think about your direct supervisor. Indicate whether you strongly disagree, somewhat disagree, somewhat agree, or strongly agree with each statement by circling the appropriate number.

My supervisor...	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
a. provides clear instructions when assigning work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. is open to new and different ideas, such as a new or better way of dealing with resident or client care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. listens to me when I am worried about a resident's or client's care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

My supervisor...	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
d. supports direct care workers working in groups or teams with other health care workers, such as physical therapists, dietitians, RNs, LPNs, or other nurses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. disciplines or removes other direct care workers who do not do their jobs well or their share of the work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. tells me when I am doing a good job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. gives me useful criticism to help me improve my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. is interested in my development in my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. In general, are you encouraged by supervisors to discuss the care and well-being of residents or clients with their families?

- Yes
- No

7. Please indicate the degree to which you agree with the following statements by filling in the appropriate circle.

	Not at all agree	Agree somewhat	Agree a great deal
a. My <u>supervisor</u> respects me as part of the health care team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. <u>Residents or clients</u> respect me as part of the health care team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Residents' or clients' <u>families</u> respect me as part of the health care team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. For each statement, please indicate whether you strongly disagree, somewhat disagree, somewhat agree, or strongly agree by filling in the appropriate circle.

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
a. I have learned the skills necessary to do my job well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I have the opportunity to work in teams.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I am confident in my ability to do my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I could get a job that paid more than this job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. The following is a list of training program topics that are sometimes offered by employers. Please indicate whether or not you have attended each of the following program topics in the past 2 years as part of an inservice or formal training program offered by your employer. If you attended the program, please indicate how useful the program was to you by filling in the appropriate circle.

In the <u>past 2 years</u> did you participate in the following inservices or formal training sessions?		If yes, how useful was it?			
		Not At All Useful	Somewhat Useful	Very Useful	Extremely Useful
a. Resident or client care skills such as helping with bathing, eating, and dressing.	<input type="radio"/> Yes → <input type="radio"/> No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Specialized clinical training such as caring for bed sores, pain management, incontinence.	<input type="radio"/> Yes → <input type="radio"/> No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Communicating with residents or clients.	<input type="radio"/> Yes → <input type="radio"/> No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Communicating with coworkers.	<input type="radio"/> Yes → <input type="radio"/> No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Working with residents' or clients' family members.	<input type="radio"/> Yes → <input type="radio"/> No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Working with supervisors.	<input type="radio"/> Yes → <input type="radio"/> No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Recording residents' or clients' information.	<input type="radio"/> Yes → <input type="radio"/> No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Organizing your work tasks.	<input type="radio"/> Yes → <input type="radio"/> No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. How to mentor or coach other direct care workers.	<input type="radio"/> Yes → <input type="radio"/> No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. How to work in teams.	<input type="radio"/> Yes → <input type="radio"/> No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Dealing with problems at work.	<input type="radio"/> Yes → <input type="radio"/> No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Dealing with personal problems outside of work such as money management, parenting skills, etc.	<input type="radio"/> Yes → <input type="radio"/> No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Other (please specify in the box below): <div style="border: 1px solid black; height: 20px; width: 100%; margin-top: 5px;"></div>	<input type="radio"/> Yes → <input type="radio"/> No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. How likely is it that you will leave this job in the next year?

- Very likely
- Somewhat likely
- Not at all likely

11. How often do you think about quitting?

- All of the time
- Some of the time
- Rarely
- Never

12. When you think about your work as a direct care worker, do you view it as...

- A short-term job
- A long-term career

13. Is your employer currently doing anything out of the ordinary to improve your job or to encourage direct care workers to keep working there?

- Yes
- No
- Don't know

14. What is the single most important thing your employer could do to improve your job as a direct care worker?

15. If a friend or family member needed care and asked your advice about getting care from the place where you work, would you...

- Definitely recommend it
- Probably recommend it
- Probably not recommend it
- Definitely not recommend it

16. If a friend or family member asked your advice about taking a direct care worker job where you work, would you...

- Definitely recommend it
- Probably recommend it
- Probably not recommend it
- Definitely not recommend it

17. In your current job with this employer, what is your hourly wage?

\$. per hour

18. Do you receive health insurance through this employer?

- Yes, I receive health insurance through my employer
- My employer offers health insurance to me, but I am not enrolled
- My employer does not offer health insurance to me

19. Do you currently work for pay at another job as a direct care worker?

- Yes
- No

20. What is your age?

- Less than 25 years old
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 or older

21. What is your sex?

- Female
- Male

22. Did you earn a high school diploma or GED?

- Yes →
- No

If yes, what is your highest level of education?

- High School or GED
- Some college/trade school
- College graduate or post-college

23. Please indicate your race/ethnicity (choose all that apply).

- White
- Hispanic or Latina/Latino
- African American or Black
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Pacific Islander
- Other (please specify): _____

24. On your current job, have you ever been discriminated against because of your race or ethnic origin?

- Yes
- No