

Arkansas Employee Perspectives Survey - 3Cs

Employment History:

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

N=	Total # of Survey Responses	Proportion of Surveys
Retail	19/45	42.22%
Tourism	2/45	4.44%
Accommodations	6/45	13.33%
Entertainment	1/45	2.22%
Employed in another sector	10/45	22.22%
Not employed	2/45	4.44%
Other	5/45	11.11%

Other:

- Automobile sales & services
- Real Estate
- Credit Union
- Cattle
- Bank

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
Little River	4/45	8.89%
Howard	3/45	6.67%
Sevier	38/45	84.44%

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

N=	Total # of Survey Responses	Proportion of Surveys
0	1/45	2.22%
1-5	9/45	20%
6-15	14/45	31.11%
16-25	1/45	2.22%
26-49	5/45	11.11%
50+	11/45	24.44%
Not Sure	4/45	8.89%

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	18/45	40%
I love my employer, and I want to move up the career ladder with them	8/45	17.78%
I love working in this industry and position but will likely work for a different employer	0/45	0%
I want to move up the career ladder within this industry, possibly with another employer	2/45	4.44%
This position is temporary until I find a position in a new industry/occupation	4/45	8.89%
This position is temporary until I go on for further education	6/45	13.33%
Undecided	3/45	6.67%
Other	3/45	6.67%

Other:

- I am content with my job and have moved up the ladder. I have only been employed with this company for 5 months
- Volunteer
- 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. Like a deal I could not pass up.
- Own our own entertainment business and work full time

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
Soft skills:	Current: 7/45 Would like to improve: 2/45	Current: 15.56% Would like to improve: 4.44%
Face to face communications	Current: 35/45 Would like to improve: 5/45	Current: 77.78% Would like to improve: 11.11%
Phone etiquette	Current: 37/45 Would like to improve: 3/45	Current: 82.22% Would like to improve: 6.67%

Team work	Current: 35/45 Would like to improve: 3/45	Current: 77.78% Would like to improve: 6.67%
Being to work on time	Current: 32/45 Would like to improve: 7/45	Current: 71.11% Would like to improve: 15.56%
Appropriate dress	Current: 36/45 Would like to improve: 3/45	Current: 80% Would like to improve: 6.67%
Customer service	Current: 37/45 Would like to improve: 3/45	Current: 82.22% Would like to improve: 6.67%
Time management	Current: 29/45 Would like to improve: 11/45	Current: 64.44% Would like to improve: 24.44%
Educational skills:		
Basic math	Current: 37/45 Would like to improve: 3/45	Current: 82.22% Would like to improve: 6.67%
Reading and writing	Current: 38/45 Would like to improve: 1/45	Current: 84.44% Would like to improve: 2.22%
Ability to understand, speak and write in English	Current: 37/45 Would like to improve: 0/45	Current: 82.22% Would like to improve: 0%
Technical skills:		
Basic accounting	Current: 8/45 Would like to improve: 1/45	Current: 17.78% Would like to improve: 2.22%
Specialized equipment	Current: 27/45 Would like to improve: 10/45	Current: 60% Would like to improve: 22.22%
Word processing	Current: 16/45 Would like to improve: 12/45	Current: 35.56% Would like to improve: 26.67%
Word processing	Current: 33/45 Would like to improve: 4/45	Current: 73.33% Would like to improve: 8.89%
Spreadsheets	Current: 24/45 Would like to improve: 13/45	Current: 53.33% Would like to improve: 28.89%
Database management	Current: 16/45 Would like to improve: 15/45	Current: 35.56% Would like to improve: 33.33%
Marketing	Current: 11/45 Would like to improve: 22/45	Current: 24.44% Would like to improve: 48.89%
Sales	Current: 19/45	Current: 42.22%

	Would like to improve: 14/45	Would like to improve: 31.11%
Inventory control	Current: 27/45 Would like to improve: 11/45	Current: 60% Would like to improve; 24.44%
Cash handling	Current: 36/45 Would like to improve: 3/45	Current: 80% Would like to improve: 6.67%
Record keeping	Current: 32/45 Would like to improve: 3/45	Current: 71.11% Would like to improve: 6.67%
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	0/45	0%
High school graduate	8/45	17.78%
GED	1/45	2.22%
Some college	15/45	33.33%
College degree (Associate's or Bachelor's degree)	14/45	31.11%
Advanced college degree (Master's or Doctoral degree)	3/45	6.67%
Certification	0/45	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	21/45	46.67%
Online course/materials	13/45	28.89%
Supervisor or co-worker provided informal orientation and provided assistance as needed	30/45	66.67%
Formal training class	5/45	11.11%

8. Do you receive training beyond orientation?

N=	Total # of Survey Responses	Proportion of Surveys
To stay current in your position	16/45	35.56%
To help you move up the career ladder	10/45	22.22%
No additional training received	15/45	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	16/45	35.55%
Through a local vendor outside my company, such as a school or consultant	3/45	6.67%
Online	10/45	22.22%
I travel outside of the region for my training	3/45	6.67%

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

N=	Total # of Survey Responses	Proportion of Surveys
Optional	14/28	50%
Mandatory	14/28	50%

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	6/28	21.42%
No, I am not paid for time spent in training	22/28	78.58%

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

N=	Total # of Survey Responses	Proportion of Surveys
Yes	7/45	15.56%
No	31/45	68.89%

Trainings:

- Social media training offered by CCCUA College
- HR 401K
- Leadership
- Money Management

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

N=	Total # of Survey Responses	Proportion of Surveys
Yes	20/45	44.44%
No	20/45	44.44%

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

N=	Total # of Survey Responses	Proportion of Surveys
Yes	7/19	36.83%
No	12/19	63.17%

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

N=	Total # of Survey Responses	Proportion of Surveys
Yes	2/19	10.52%
No	17/19	89.48%

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

N=	Total # of Survey Responses	Proportion of Surveys
Yes	19/45	42.22%
No	13/45	28.89%

Yes responses paraphrased:

- Pay
- Benefits
- Staying until I get degree and job in my field
- Disappointing management
- No incentives
- Going to college for another career
- Better incentives outside of retail

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	29/45 – 64.44%	3/45 – 6.67%
Higher wages than similar employers in area	15/45 – 33.33%	15/45 – 33.33%
Periodic pay raises	17/45 – 37.78%	15/45 – 33.33%
Bonus (Seasonal and/or holiday)	18/45 – 40%	15/45 – 33.33%
Health insurance	12/45 – 26.67%	19/45 – 42.22%
Debt relief	4/45 – 8.89%	16/45 – 35.56%
Paid sick leave	12/45 – 26.67%	15/45 – 33.33%
Paid holidays (designated days off with pay)	19/45 – 42.22%	13/45 – 28.89%
Paid vacation (choice of days off with pay)	18/45 – 40%	13/45 – 28.89%
Child care assistance	3/45 – 6.67%	14/45 – 31.11%
Transportation assistance	6/45 – 13.33%	10/45 – 22.22%
Tuition support	6/45 – 13.33%	15/45 – 33.33%
Providing purpose	8/45 – 17.78%	11/45 – 24.44%
Cross training on other positions	11/45 – 24.44%	13/45 – 28.89%
Opportunities for learning	16/45 – 35.56%	11/45 – 24.44%
Information on how to be promoted	6/45 – 13.33%	12/45 – 26.67%
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	3/45	6.67%
Often not valued	4/45	8.89%
Somewhat valued	13/45	28.89%
Very valued	17/45	37.78%

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

- Recognition
- Raises & Bonuses
- Flexible with my schedule
- Being included
- Verbal acknowledgement
- Brags to customers about employee
- Asks opinion on issues
- Gives feedback

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

- Verbally
- Allowing participation in social media content
- Showing how to be more efficient
- Asks
- Doesn't do this
- Weekly meetings
- Work surveys

21. Do you feel supported by your community?

N=	Total # of Survey Responses	Proportion of Surveys
Yes	28/45	62.22%
No	8/45	17.78%

No responses:

- Could improve by more participation in events we sponsor
- Help support the business I work for more
- Bring more resources inviting careers into the area
- More support for LGBT members
- Not be so biased
- More minority owned businesses in the community

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	4/45	8.89%
Conditions not suitable for walking	2/45	4.44%
Safety concerns	2/45	4.44%
Housing availability	5/45	11.11%
Broadband access	6/45	13.33%
Healthcare access	7/45	15.56%
Mental and behavioral health services access	2/45	4.44%
Alcohol and drug use	0/45	0%
Child or elder care access	3/45	6.67%
Criminal record	0/45	0%
Other	1/45	2.22%

Other: Unspecified

23. How did you hear about this survey?

N=	Total # of Survey Responses	Proportion of Surveys
Employer	11/45	24.44%
Support service/agency	0/62	0%
Social media	10/45	22.22%
News	2/45	4.44%
Job Fair	0/62	0%
Other	14/45	31.11%

Other:

- Chamber of Commerce
- Email
- College
- Teacher