



2020 Volunteer Survey

Executive Summary

- In May 2020, the Village of Pinehurst conducted a Volunteer Survey, seeking input from 146 appointed and non-appointed volunteers of the Village of Pinehurst.
- 39 volunteers responded to the survey, representing a 27% response rate.
- The survey included 41 questions. Of the 41 questions asked, one was open-ended, nine were based on importance, three were based on demographics, and 29 were based on agreement.
- The survey indicated thirteen questions in the survey yielded an **overall agreement response of 100%**. Those questions are:
 - I am treated fairly and with respect.
 - I feel safe in my work environment.
 - I have received adequate training to do my job.
 - I have trusting relationships with other volunteers.
 - Management employees behave according to VOP's Ethics Policy.
 - VOP values its individual volunteers.
 - Management communicates effectively.
 - My committee chair appreciates my input.
 - I would recommend VOP to a friend as a good place to work/volunteer.
 - Overall, I like my volunteer role.
 - I want to do a good job for VOP.
 - I am comfortable in my relationship with my peers.
 - I understand the role I play in VOP's Mission.
- Only one satisfaction question in the survey yielded an overall **disagreement** response of more than 5%. That question was:
 - **92%** - I am an active participant in the change process
- We have segmented the data of one importance vs. satisfaction question by committee, years of service, and work status as well as the lowest rated satisfaction question in order to identify opportunities and improve practices for the volunteer program. These results are included in this report.
- Staff distributes the survey to the volunteers annually to measure our progress and determine areas for improvement to focus efforts over the next fiscal year.

Survey Methodology

- The volunteer survey was created to understand and address factors contributing to volunteer engagement at the Village. The survey focused on eight key categories: leadership, communication, volunteer engagement and satisfaction, volunteer climate, volunteer development, volunteer capability and capacity, and strategic planning.
- The volunteers answered 41 questions on the survey. 28 questions were based on agreement and the volunteers rated these questions on a scale from strongly agree to strongly disagree. 9 questions were based on importance and were rated on a scale from very important to not very important. The same 9 questions were then rated on a scale from strongly agree to strongly disagree. The volunteers also had an opportunity to provide text responses to one open-ended question.

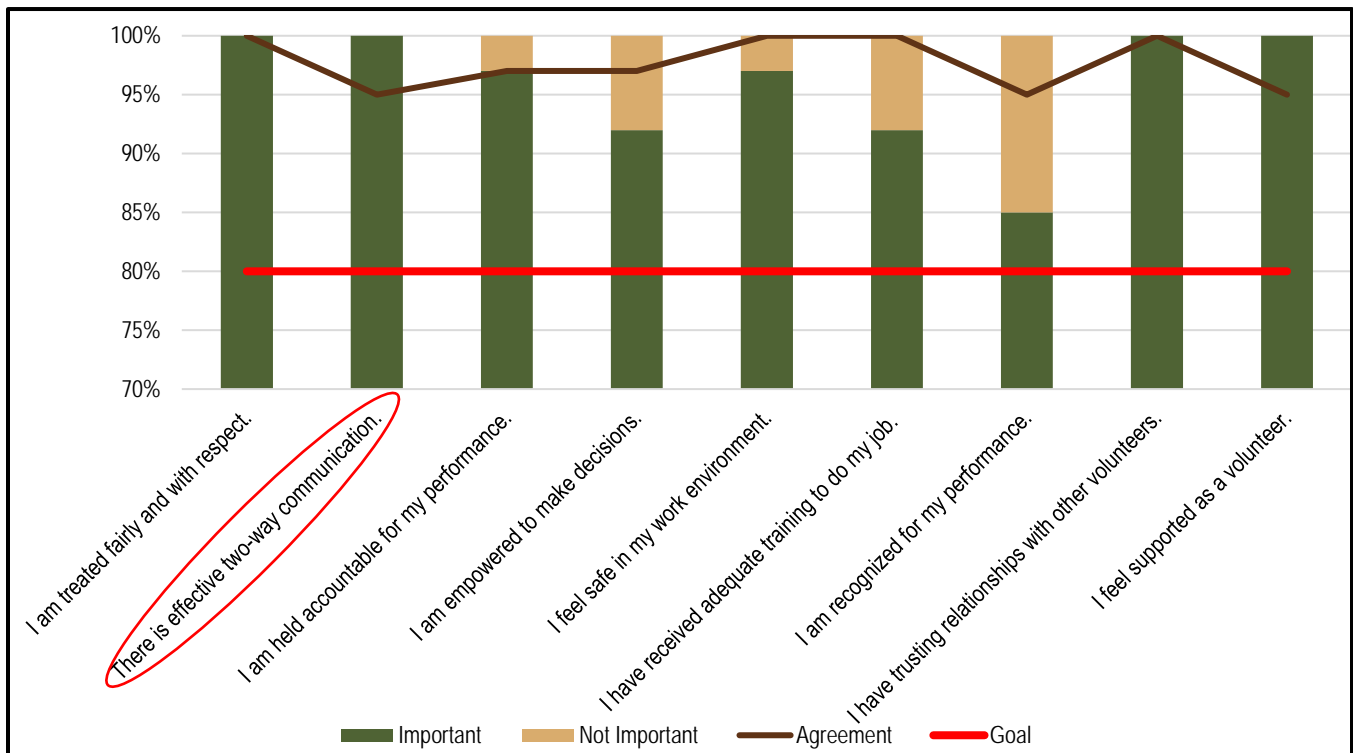
Conclusions

The Volunteer Survey results indicated high levels of satisfaction with the volunteer experience with no agreement answers reflecting less than 92% satisfaction. Notable improvements (of 5% or more) were made in the following categories from 2019 to 2020:

- There is effective two-way communication (88% to 95%);
- I am empowered to make decisions (86% to 97%);
- I have received adequate training to do my job (94% to 100%);
- Management communicates effectively (94% to 100%);
- My committee functions as a team (92% to 97%);
- My committee chair appreciates my input (94% to 100%)
- I understand the short-term goals of my committee (92% to 97%); and
- I understand the role I play in VOP’s mission (92% to 100%).

Communication, empowerment, and training were three opportunities for improvement that were derived from the 2019 Volunteer Survey. Resulting from efforts made by VOP, over the past year these areas, as indicated above, received significant improvement in the satisfaction levels of our volunteers.

Engagement Factors - Importance vs. Satisfaction

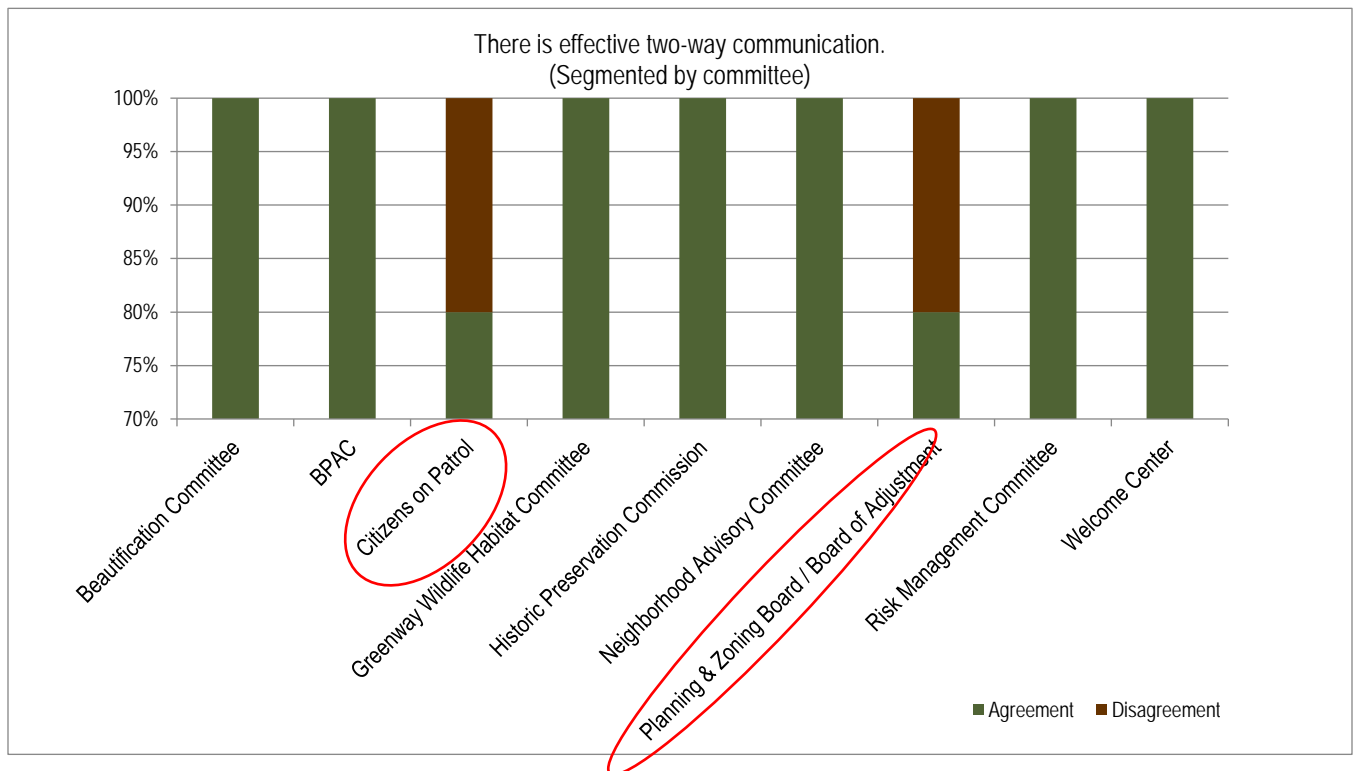
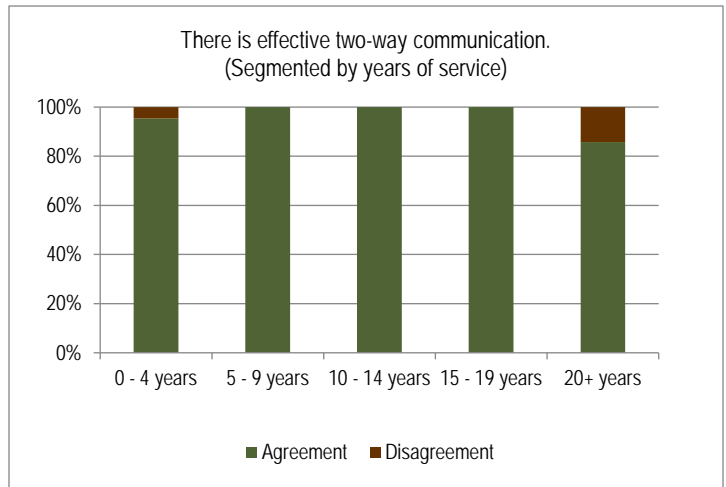
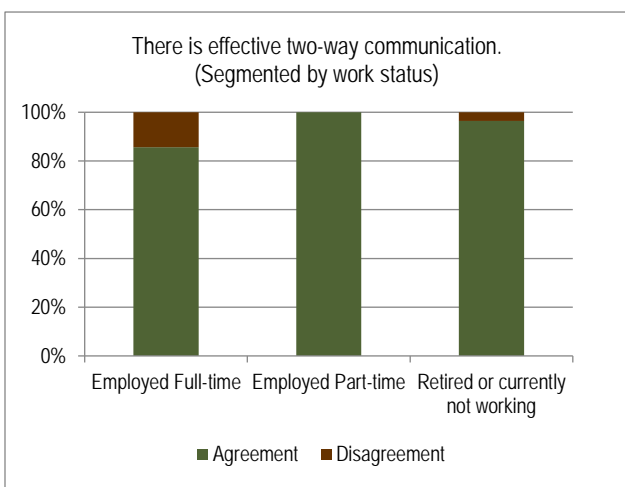


The survey indicated only one significant area needing improvement based on the importance vs. satisfaction results. However, it also represents one of the highest improved ratings from last year to this year.

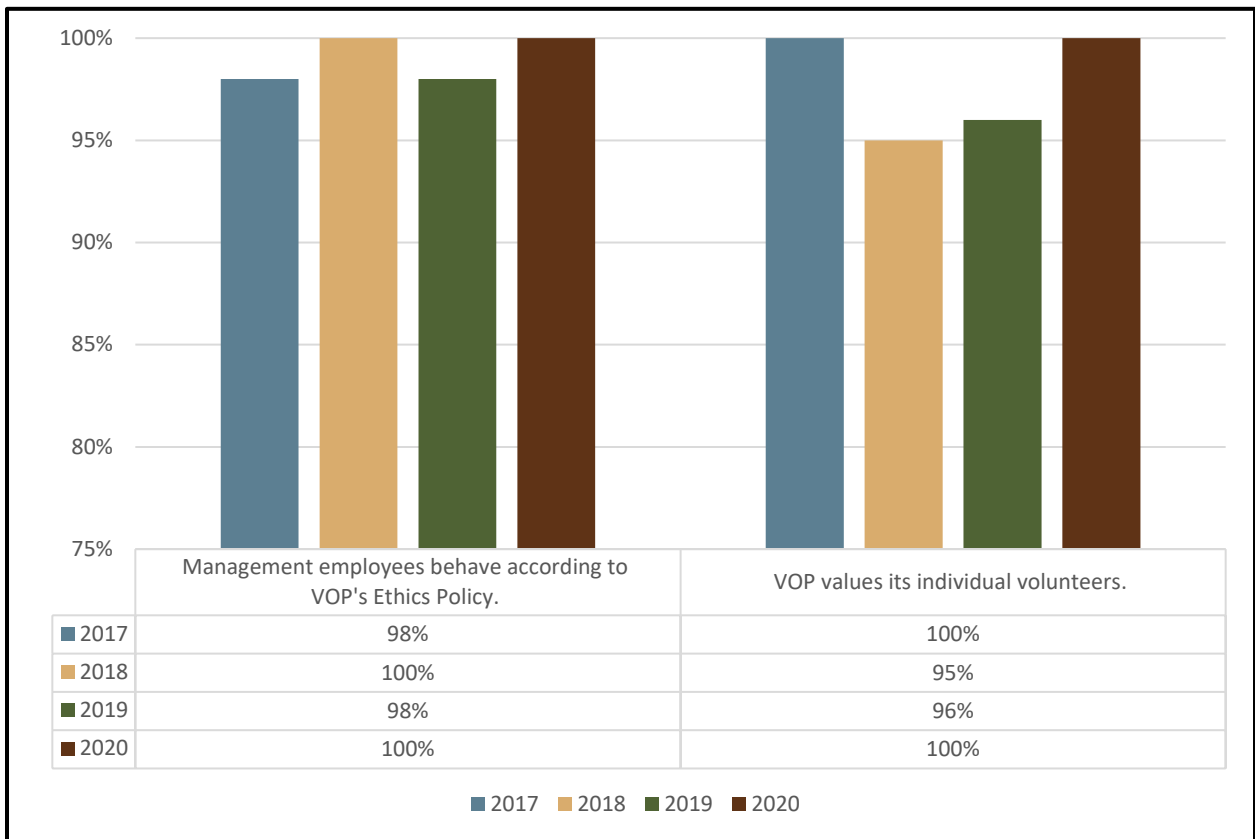
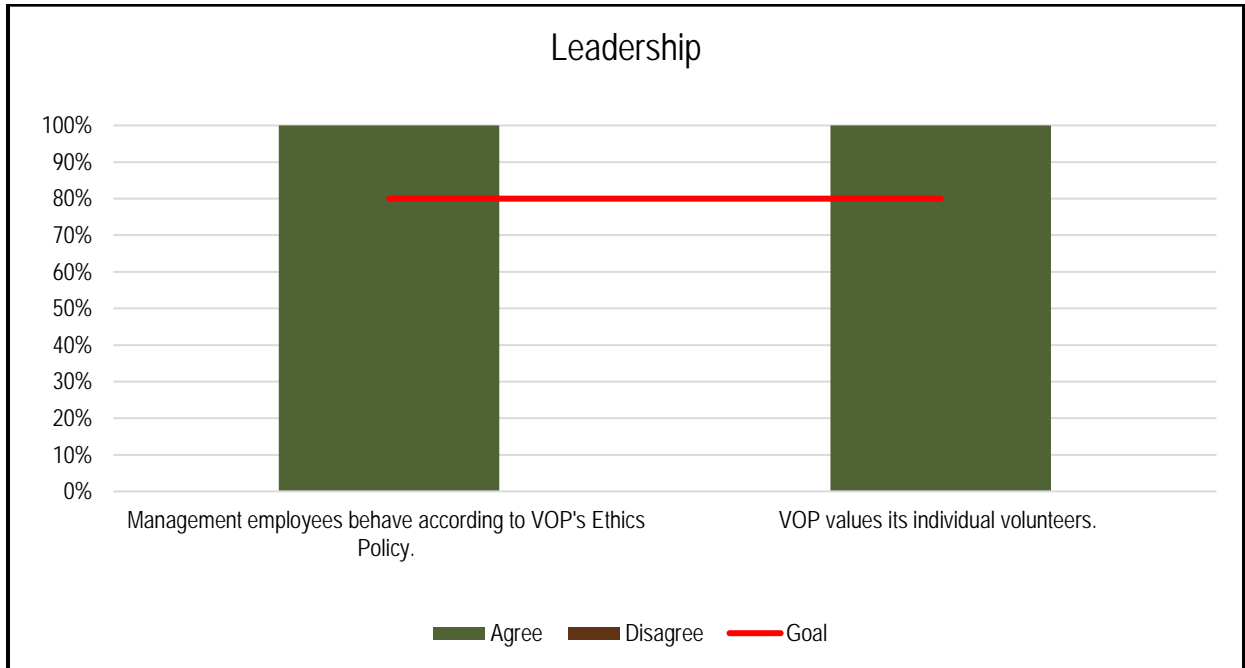
Effective two-way communication (ranked 1st in importance, 7th in satisfaction)

The Village has focused efforts on communication with volunteers over the last few years, and has made great strides in this area as seen from the jump from an 88% satisfaction level to 95%. The only boards noting a need for improvement include Citizens on Patrol and the Planning and Zoning Board/Board of Adjustment with answers representing 1 person from each volunteer group.

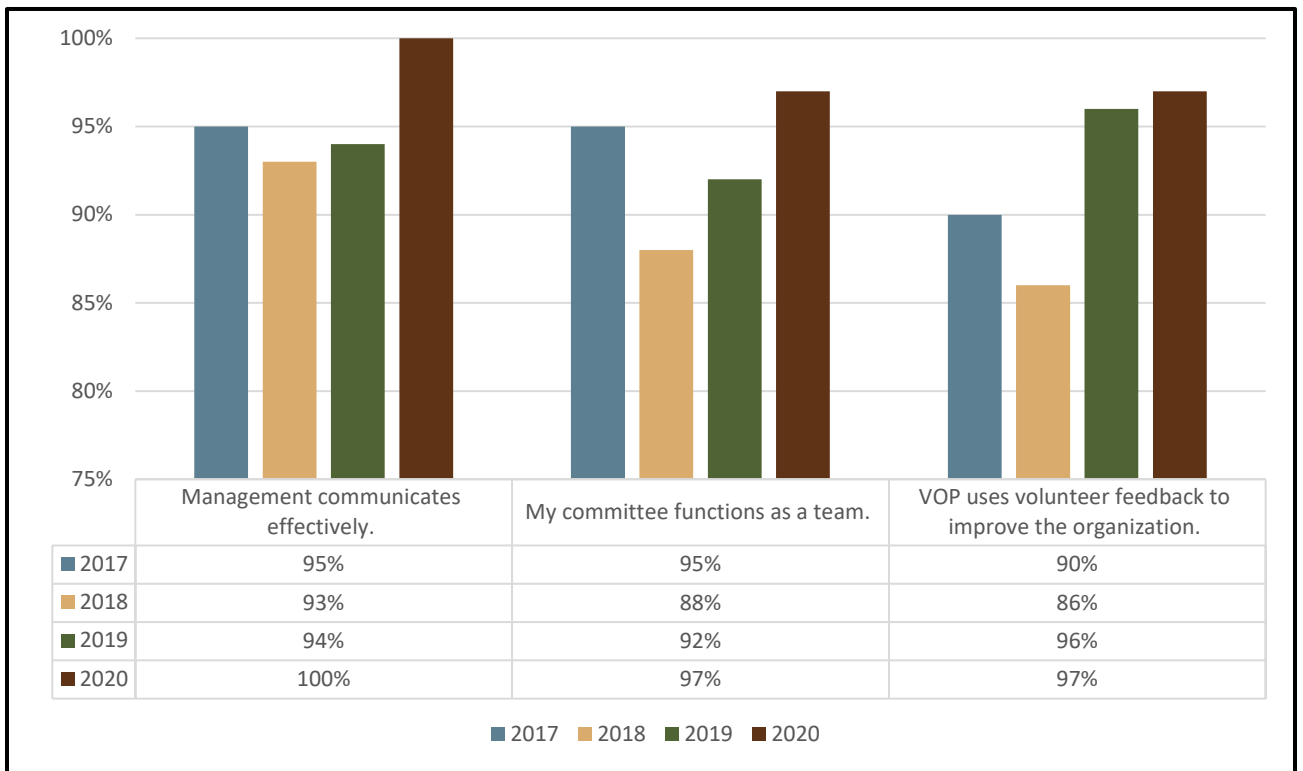
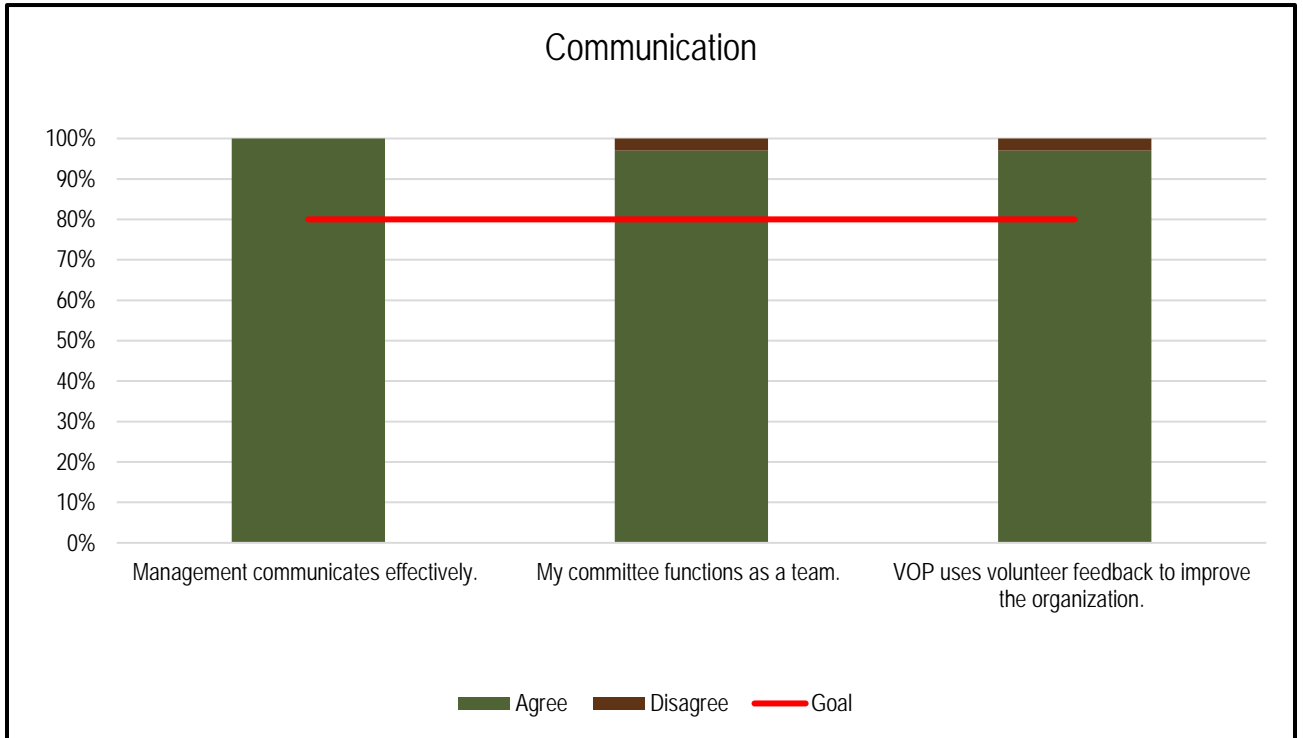
Engagement Factors - Importance vs. Satisfaction (Segmented)



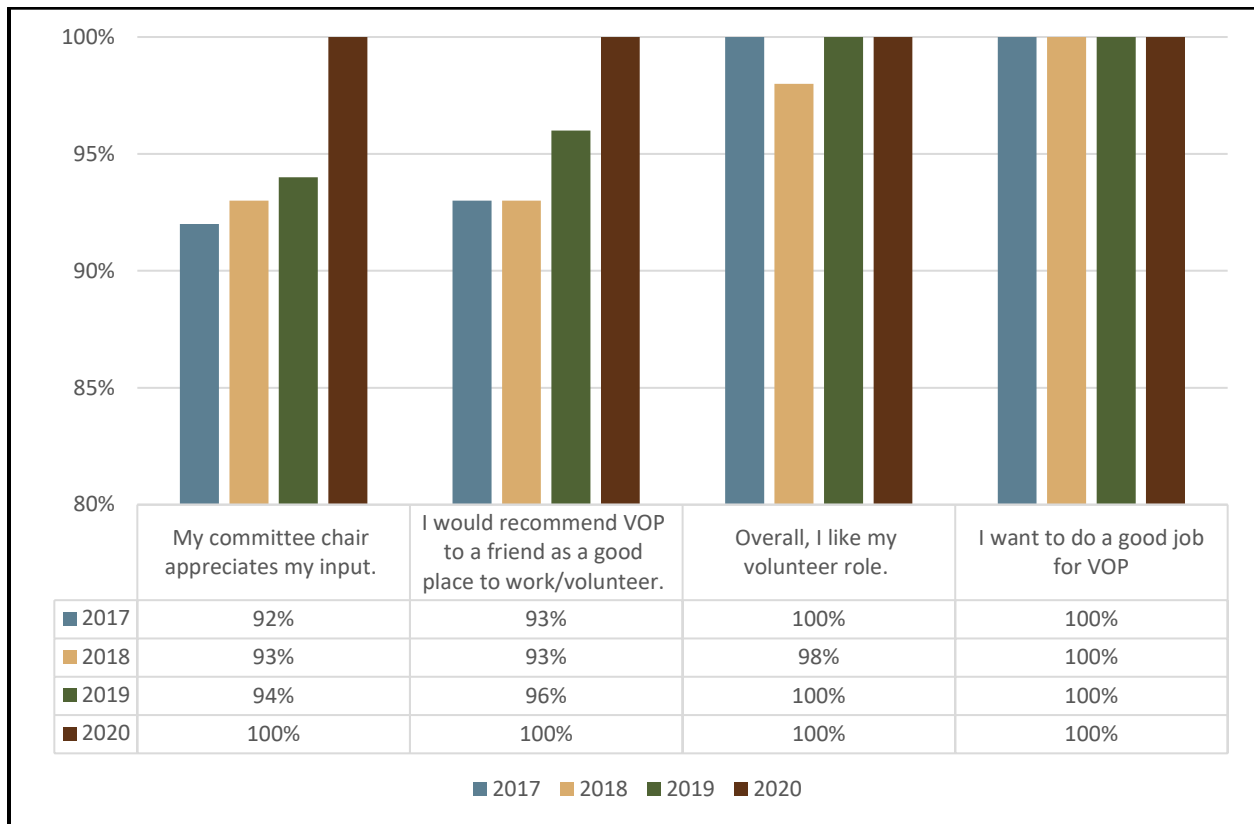
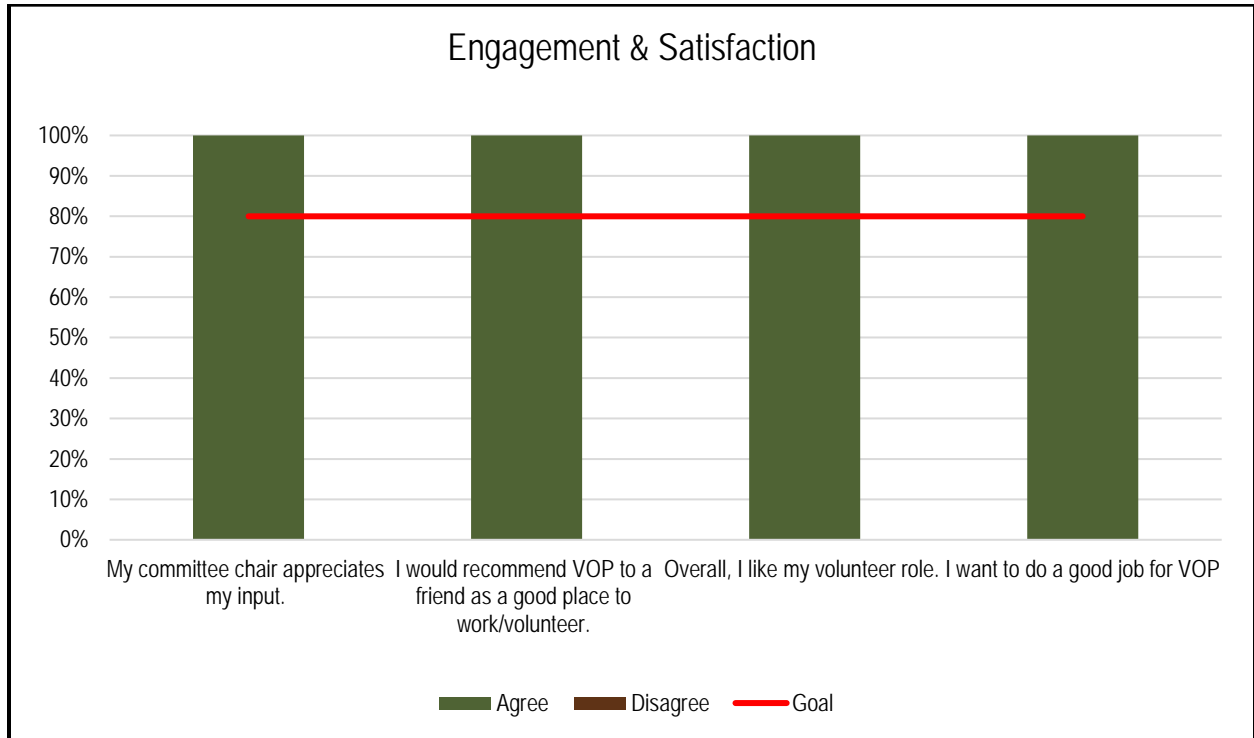
Leadership



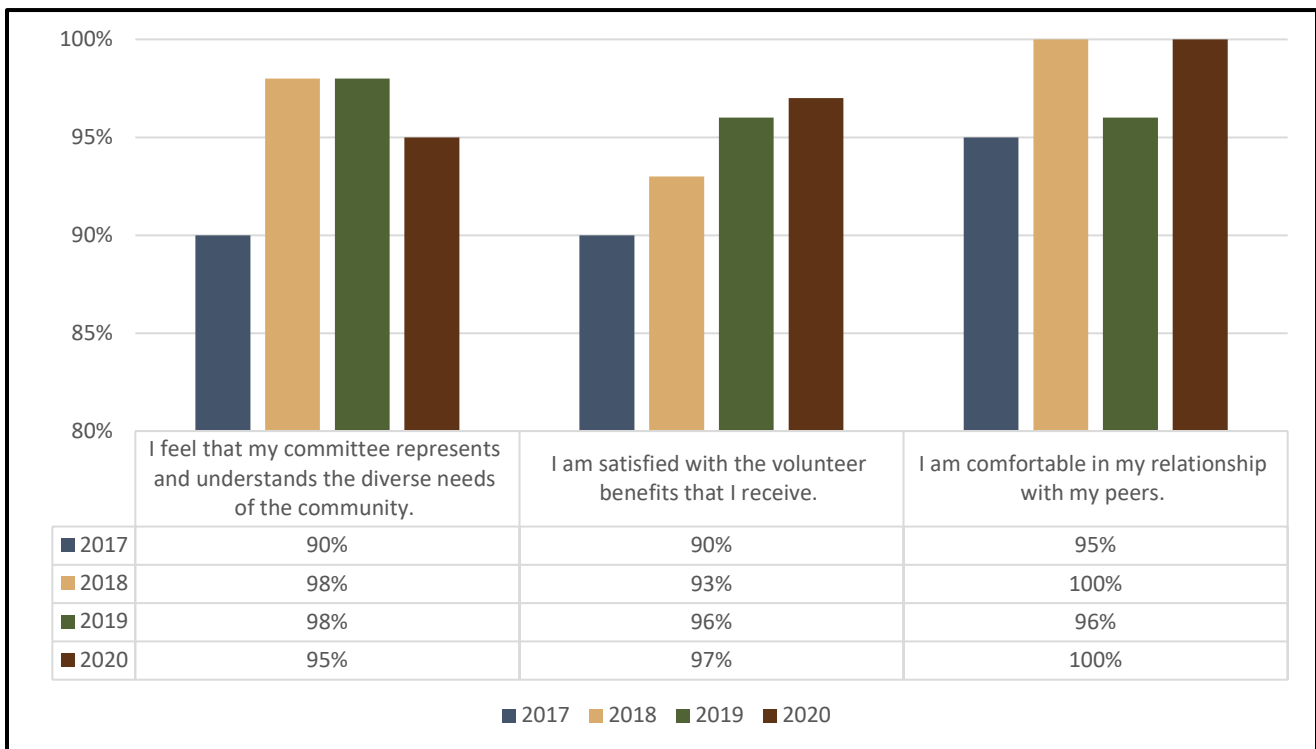
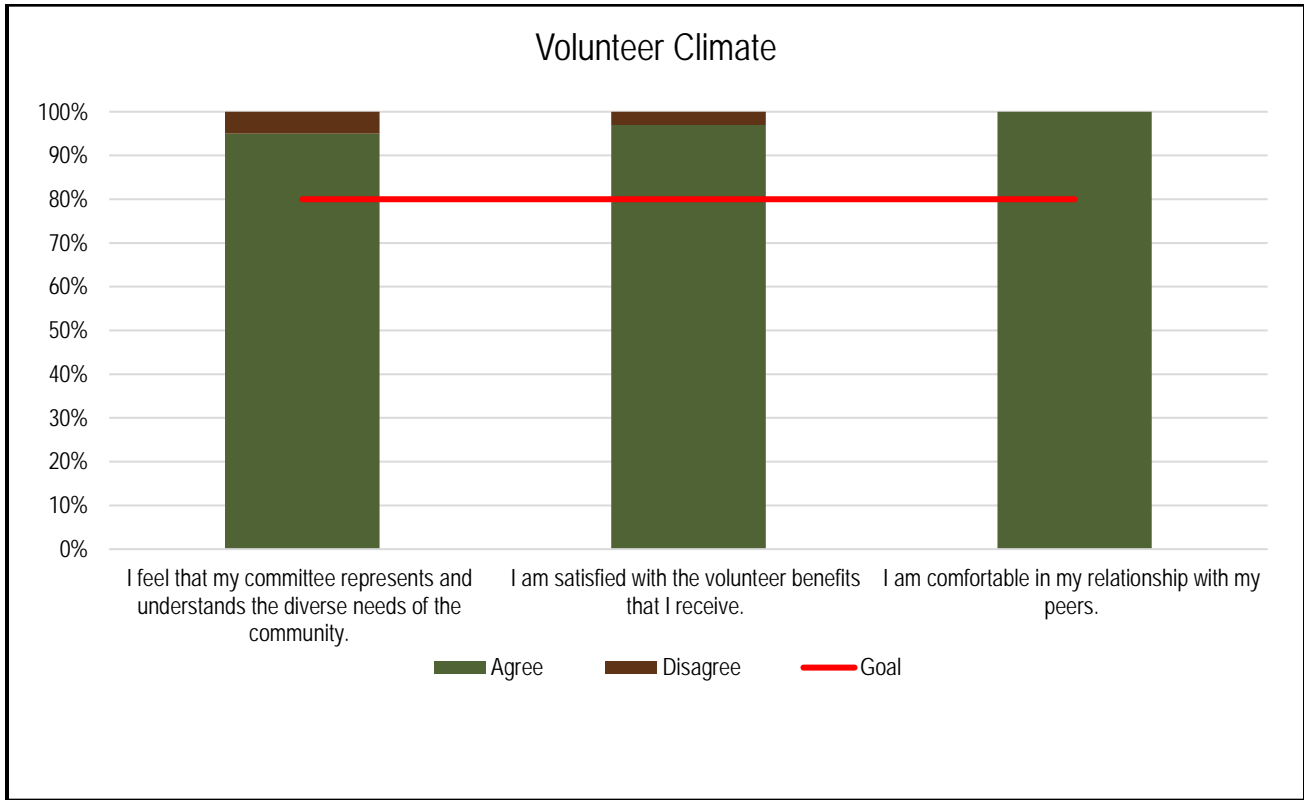
Communication



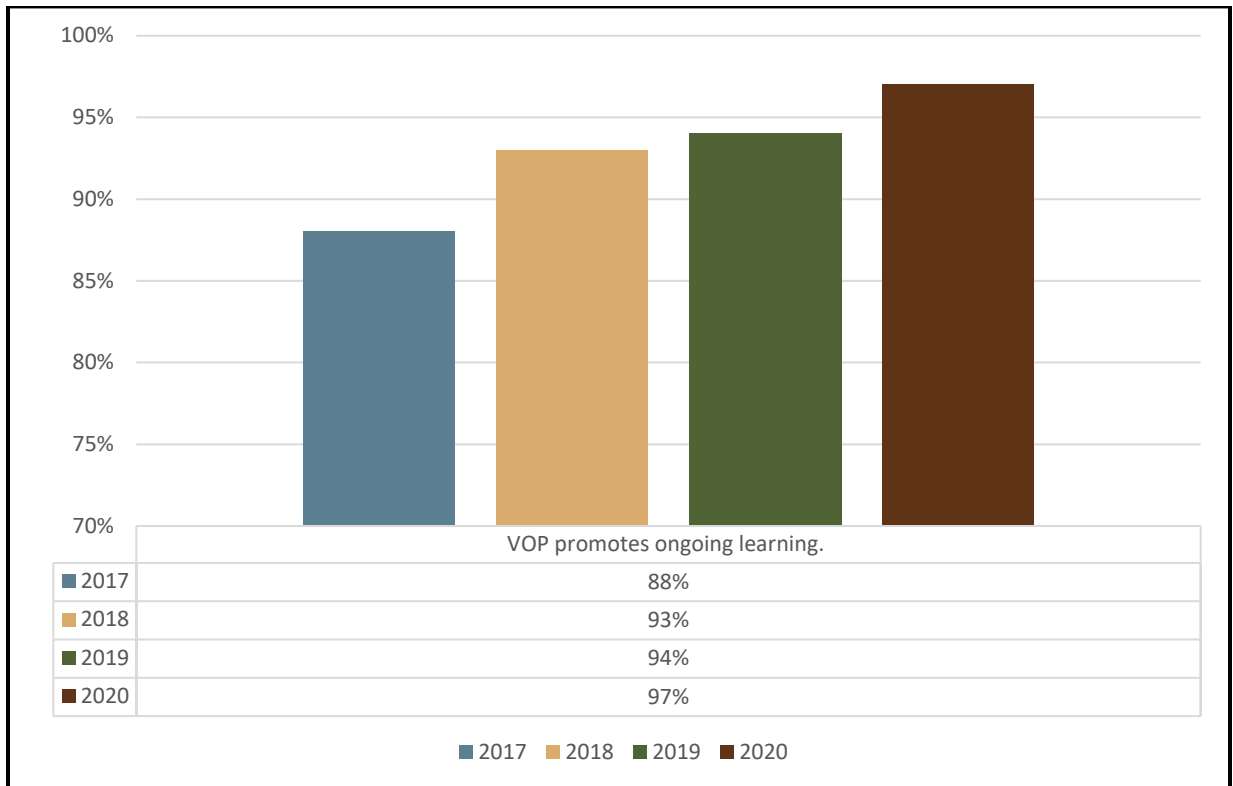
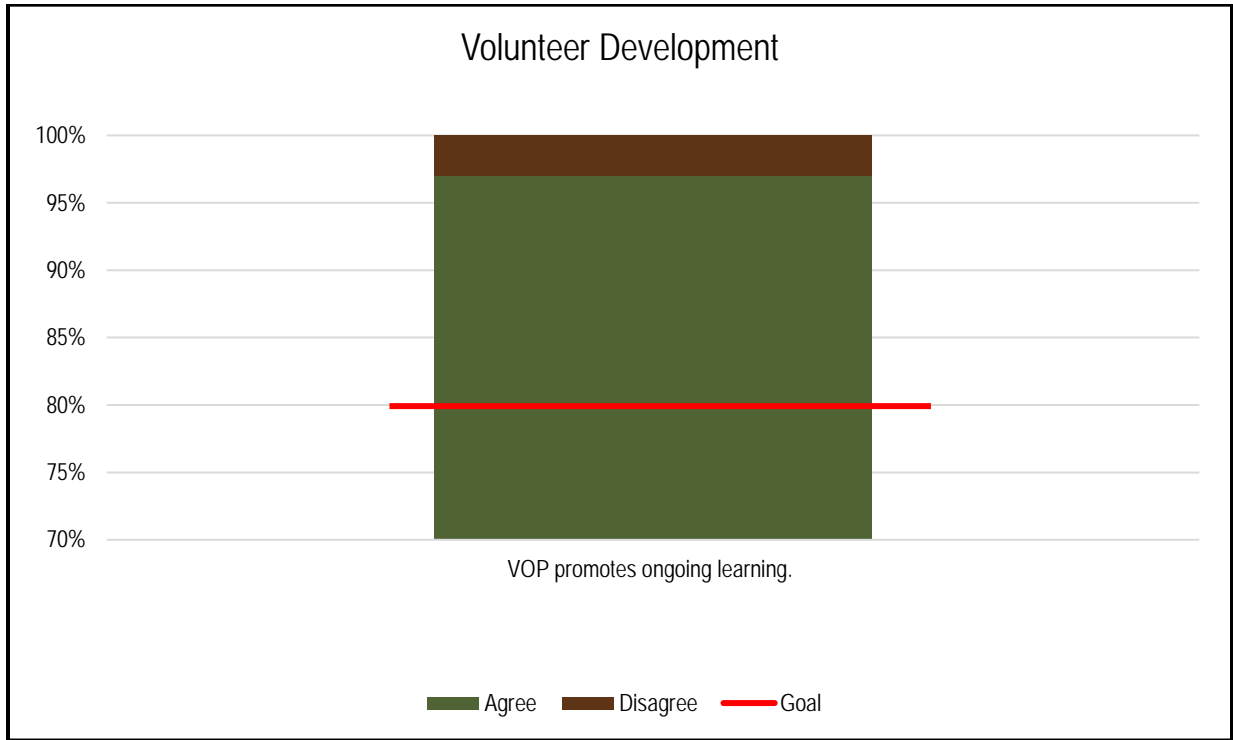
Engagement and Satisfaction



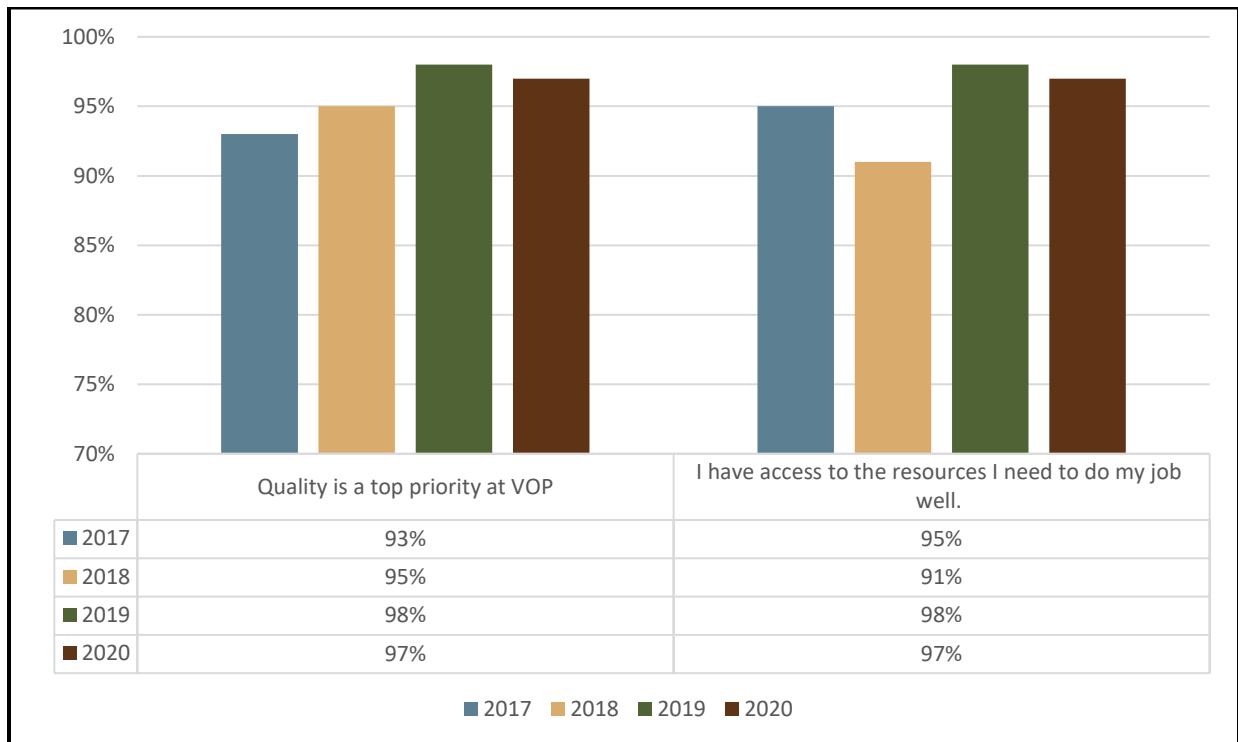
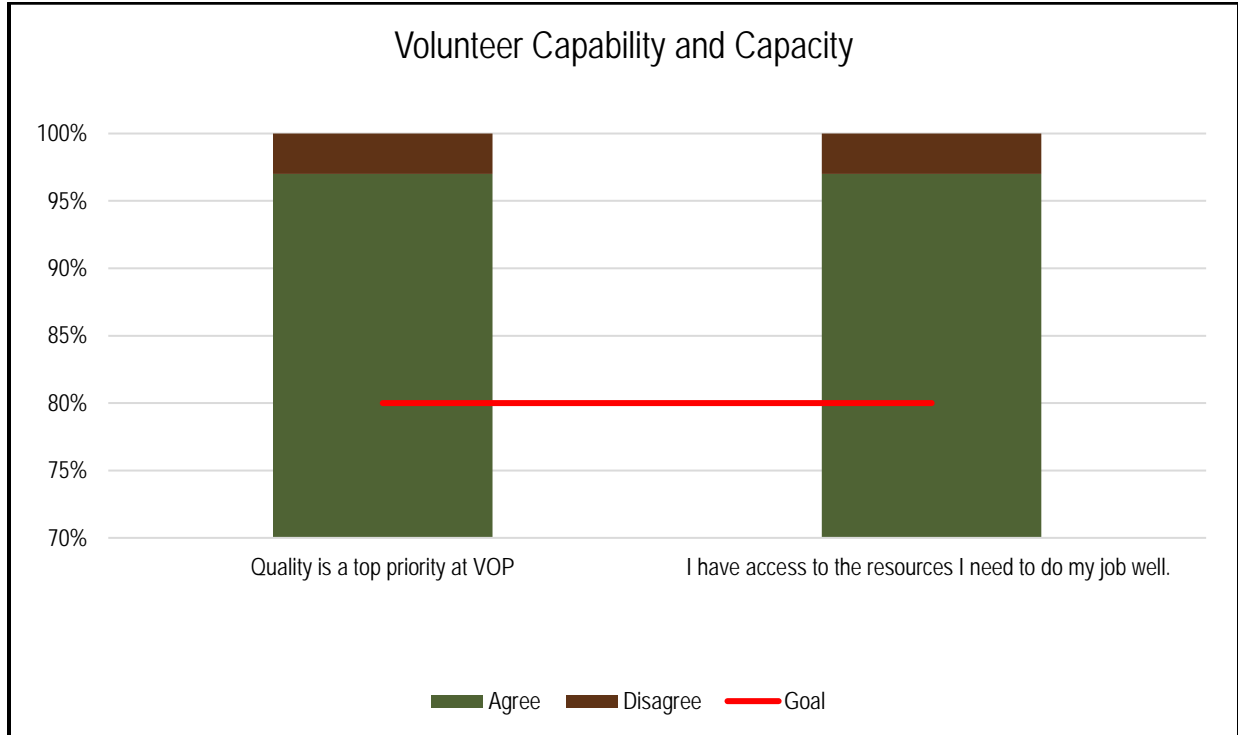
Volunteer Climate



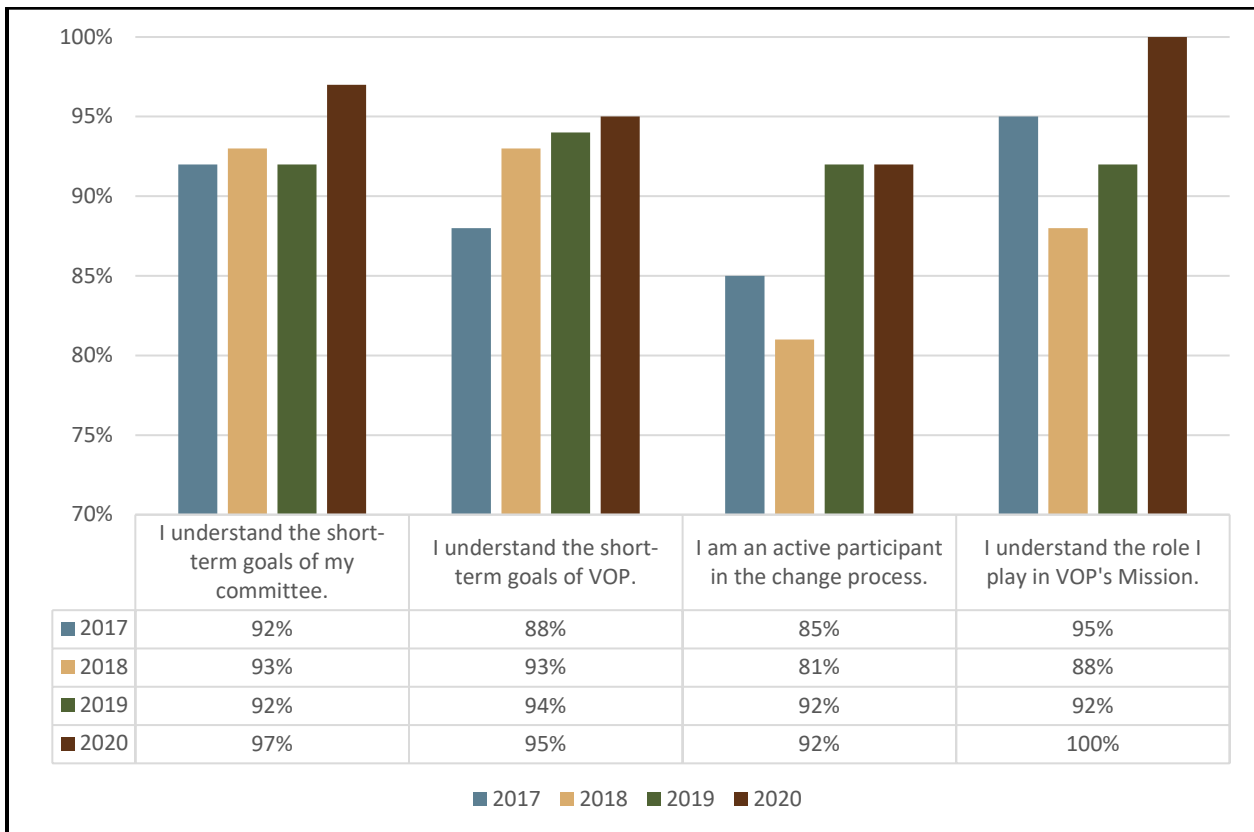
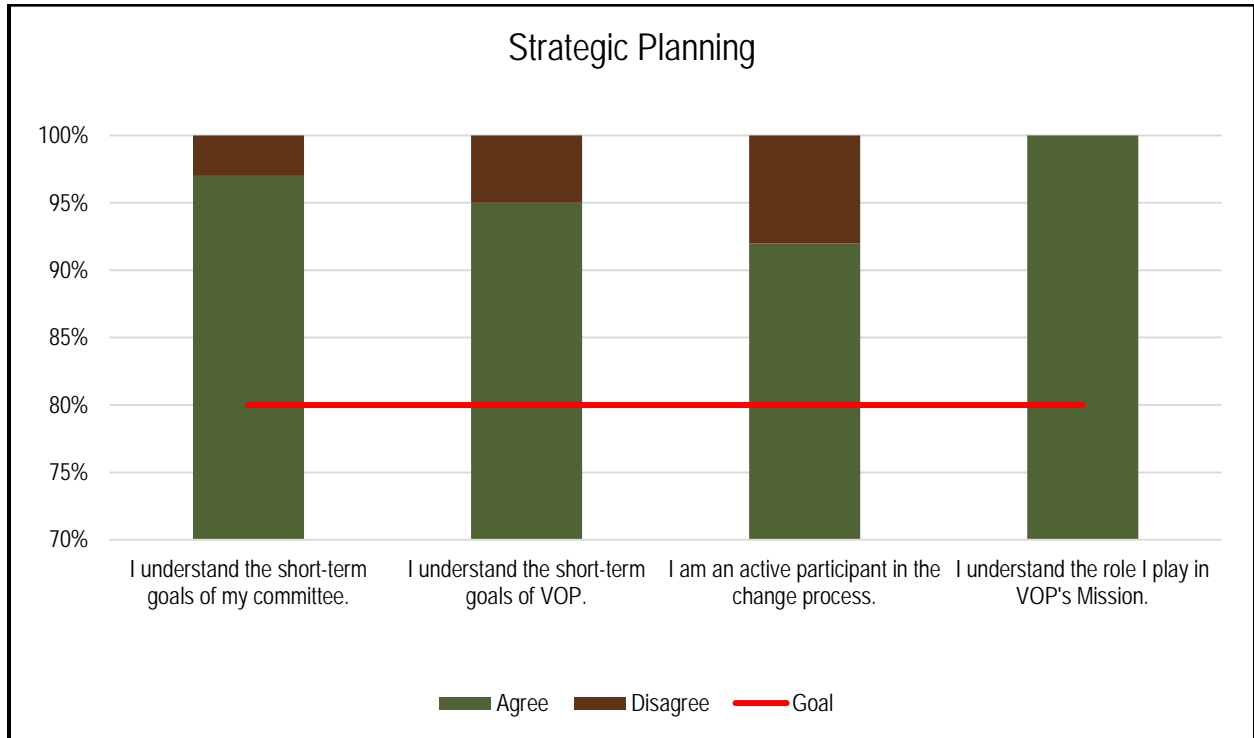
Volunteer Development



Volunteer Capability and Capacity



Strategic Planning



Village of Pinehurst – 2020 Volunteer Survey

