

Options Inc. 2018 Business Satisfaction Survey Results

The following is a summary of the recent completed Business Satisfaction Survey. This survey was developed to gather feedback from businesses partnered with Options Inc. The information will be used to better improve our services and ensure we are doing all that we can to meet business needs.

Of the 86 surveys sent to Businesses that partner with Options 3 service areas 34 were returned. (39%)

Options service areas

Work is sent to Options for workers to complete	6	17%
Options crew performs work at my business location	17	49%
The worker I employ receive job coaching services from Options	10	28.5%
Other	2	5.5%

Results: There was 17 questions presented and the results are as follows:

1. The responsiveness to problems or questions you may have had?

	Responses	Percentage	Of those responding 81.7% are Very Satisfied or Somewhat Satisfied
Very Dissatisfied	2	6%	
Somewhat dissatisfied	1	3.3%	
Neither Satisfied of dissatisfied	3	9%	
Somewhat Satisfied	3	9%	
Very Satisfied	24	72.7%	

2. The solutions provided to resolve your concerns?

	Responses	Percentage	Of those responding 85% are Very Satisfied or Somewhat Satisfied
Very Dissatisfied	2	6%	
Somewhat dissatisfied	1	3%	
Neither Satisfied of dissatisfied	2	6%	
Somewhat Satisfied	5	15%	
Very Satisfied	23	70%	

3. The job coach's ability to demonstrate a clear understanding of the work that is performed?

	Responses	Percentage	Of those responding 91% are Very Satisfied or Somewhat Satisfied
Very Dissatisfied	1	3%	
Somewhat dissatisfied	0	0%	
Neither Satisfied of dissatisfied	2	6%	
Somewhat Satisfied	4	12%	
Very Satisfied	26	79%	

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4. The overall business relationship you have with Options?

	Responses	Percentage
Very Dissatisfied	2	6%
Somewhat dissatisfied	0	0%
Neither Satisfied or dissatisfied	0	0%
Somewhat Satisfied	4	12%
Very Satisfied	28	82%

Of those responding 94% are Very Satisfied or Somewhat Satisfied

5. The value of services you receive from Options?

	Responses	Percentage
Very Dissatisfied	1	3%
Somewhat dissatisfied	2	6%
Neither Satisfied or dissatisfied	1	3%
Somewhat Satisfied	5	15%
Very Satisfied	25	73%

Of those responding 88% are Very Satisfied or Somewhat Satisfied

6. The consistency of quality of work?

	Responses	Percentage
Very Dissatisfied	2	6%
Somewhat dissatisfied	2	6%
Neither Satisfied or dissatisfied	0	0%
Somewhat Satisfied	11	32%
Very Satisfied	19	56%

Of those responding 88% are Very Satisfied or Somewhat Satisfied

7. How Likely are you to recommend Options services to others?

	Responses	Percentage
Extremely Likely	24	70%
Quite Likely	10	30%
Moderately Likely	0	0%
Slight Likely	0	0%
Not at all likely	0	0%

Of those responding 100% are Likely to recommend Options services

8. Why did you choose/continue to do business with Options?

	Responses	Percentage
Corporate Citizenship	13	17%
Workforce Diversity	16	21%
Meet Production Needs	11	14%
Good Value	18	24%
Good fit for Positions Hired	14	18%
Other:	5	6%

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9. Options demonstrates an employment policy that eliminates unfair and discriminatory barriers of accessibility to jobs.

	Responses	Percentage
Strongly Disagree	1	3%
Somewhat Disagree	0	0%
Neither Agree or Disagree	2	6%
Somewhat Agree	3	9%
Strongly Agree	18	53%
I don't know	10	29%

10. Options staff demonstrate a welcoming environment for their workers.

	Responses	Percentage
Strongly Disagree	1	3%
Somewhat Disagree	0	0%
Neither Agree or Disagree	3	9%
Somewhat Agree	2	6%
Strongly Agree	24	70%
I don't know	4	12%

11. Options staff value individual differences in age, experience, social customs, and cultural beliefs.

	Responses	Percentage
Strongly Disagree	0	0%
Somewhat Disagree	0	0%
Neither Agree or Disagree	3	9%
Somewhat Agree	1	3%
Strongly Agree	25	73%
I don't know	5	15%

12. Options has provided our employees with information and support designed to introduce people with disabilities into our workforce.

	Responses	Percentage
Strongly Disagree	0	0%
Somewhat Disagree	1	3%
Neither Agree or Disagree	7	21%
Somewhat Agree	1	3%
Strongly Agree	22	67%
I don't know	2	6%