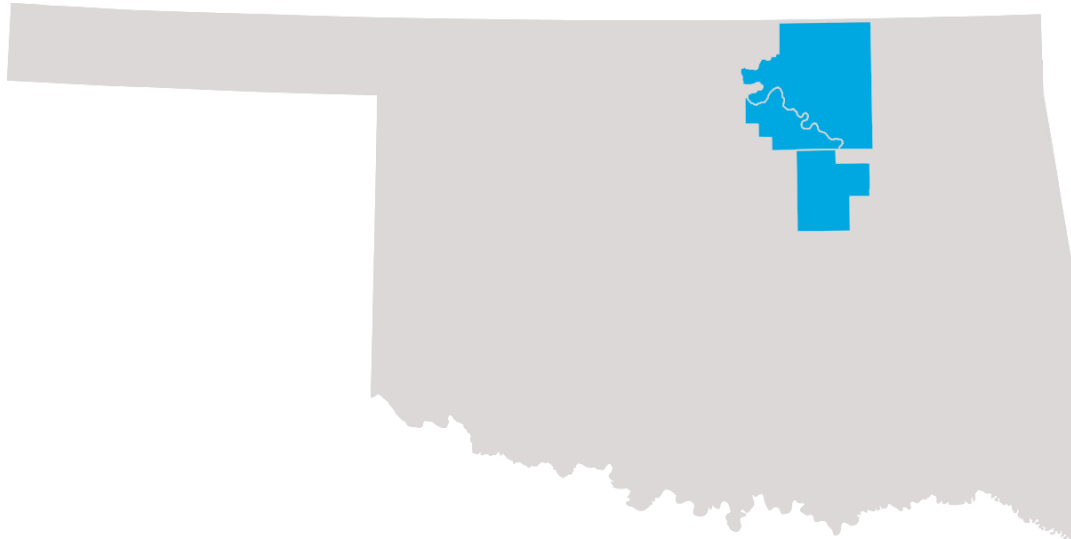


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# Key Findings: CREATE BRIDGES Sandstone Hills Employee Perspectives Survey

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Compiled March 2020



## Survey Participants

The purpose of this survey was to learn more about the perspectives, challenges, and opportunities of employees in the retail, accommodations, tourism and entertainment sectors.

- 96 surveys were conducted in the fall and winter of 2019.
- Size of participating businesses ranged from 1 to 160 employees.
- Breakdown of responses by sector:

Retail	29%
Tourism	9%
Accommodations	16%
Entertainment	33%

## Employment Trends

Employees were asked to characterize their current employment situation, given a selections of responses to choose from.

I love my employer, and want to stay in my current position	23%
I love my employer, and I want to move up the career ladder with them	32%
I love working in this industry and position but will likely work for a different employer	9%
I want to move up the career ladder within this industry, possibly with another employer	9%
This position is temporary until I find a position in a new industry/occupation	5%
This position is temporary until I go on for further education	1%
Undecided	13%
Other	7%

## Skills, Training and Education

Employees were asked to indicate the skills they currently have and those they would like to improve in the next year.

Face to face communications	Current: 89% Would like to improve: 16%
Phone etiquette	Current: 78% Would like to improve: 24%
Team work	Current: 92% Would like to improve: 14%

Being to work on time	Current: 92% Would like to improve: 11%
Appropriate dress	Current: 95% Would like to improve: 5%
Customer service	Current: 91% Would like to improve: 18%
Time management	Current: 89% Would like to improve: 12%
Basic math	Current: 97% Would like to improve: 3%
Reading and writing	Current: 100% Would like to improve: 0%
Ability to understand, speak and write in English	Current: 100% Would like to improve: 0%
Basic accounting	Current: 75% Would like to improve: 29%
Specialized equipment	Current: 66% Would like to improve: 41%
Word processing	Current: 81% Would like to improve: 24%
Spreadsheets	Current: 58% Would like to improve: 49%
Database management	Current: 42% Would like to improve: 65%
Marketing	Current: 45% Would like to improve: 60%
Sales	Current: 63% Would like to improve: 44%
Inventory control	Current: 63% Would like to improve: 42%
Cash handling	Current: 89% Would like to improve: 13%
Record keeping	Current: 81% Would like to improve: 26%

Level of education reported by survey participants:

Some high school	7%
High school graduate	21%
GED	10%
Some college	35%
College degree (Associate's or Bachelor's degree)	19%
Advanced college degree (Master's or Doctoral degree)	7%
Certification	1%

### Training & Promotion Opportunities

What type of employee orientation did you receive (mark all that apply)?

Received written handbook or instructions	74%
Online course/materials	41%
Supervisor or co-worker provided informal orientation and provided assistance as needed	59%
Formal training class	16%
No training was provided	5%

Do you receive training beyond orientation?

To stay current in your position	60%
To help you move up the career ladder	6%
No additional training received	35%

If you receive training beyond an orientation, how is it delivered?

Through a local supervisor employed by my company	54%
Through a local vendor outside my company, such as a school or consultant	21%
Online	15%
I travel outside of the region for my training	10%

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

Optional	27%
Mandatory	73%

If you receive training beyond an orientation, are you paid while you receive the training?

Yes, I am paid for time spent in training	91%
No, I am not paid for time spent in training	9%

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

Yes	33%
No	67%

If yes, please list trainings:

- Ag appraisal , inspection
- ABLE, Servesafe
- All kind a trainig
- Business seminars proccided by local Chamber of Commerce
- Cleet.
- Conferences, peer groups, workshops, online educational programs.
- Customer service, ABLE, Food Handlers
- Food handlers
- industry concerns
- Intacct training to learn the accounting system
- law enforcement
- "OkState, U of Arkansas, U of Missouri,
- Winery, Royal Horse Ranch, Monkey Island Winery"
- Serving alcohol, food handling
- sexual harrasment
- Sexual assault, able training
- Table Games Training
- Title 31, BSA Compliance, NIGC Commissioner Certification, Tribal Internal Control Standards, Annual TGRA Trainings, Various NIGC Trainings
- university classes, professional food handling safety training

Have you ever been promoted by your current employer?

Yes	39%
No	61%

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

Yes	50%
No	50%

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

Yes	64%
No	36%

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

Yes	48%
No	52%

Yes responses paraphrased: Not enough pay, work environment, better opportunities, and poor management

## **Employer Support**

What employer support do you receive/would benefit you?

Employer Support	I currently receive	Would greatly benefit me
Flexible scheduling	94%	6%
Higher wages than similar employers in area	27%	75%
Periodic pay raises	15%	85%
Bonus (Seasonal and/or holiday)	24%	76%
Health insurance	85%	18%
Debt relief	13%	87%
Paid sick leave	82%	18%
Paid holidays (designated days off with pay)	85%	18%
Paid vacation (choice of days off with pay)	81%	21%
Child care assistance	21%	79%
Transportation assistance	24%	76%
Tuition support	11%	89%
Providing purpose	43%	59%
Cross training on other positions	43%	57%
Opportunities for learning	46%	58%
Information on how to be promoted	38%	64%
Other. Please specify:	75%	25%

Other Responses: Longer bereavement period and pay raises after evaluations, personally selected training

How much do you feel valued by your employer and/or supervisor?

Not valued at all	11%
Often not valued	8%
Somewhat valued	38%
Very valued	43%

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

- Informal, verbally

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

- Asking
- Face-to-face,
- Email,
- Meetings

### **Community Support**

Do you feel supported by your community?

Yes	69%
No	31%

No Responses: Belittles casino workers, better services, raise needed

Which of the following factors impact your ability to work? (Check all that apply.)

Limited transportation options	26%
Conditions not suitable for walking	8%
Safety concerns	0%
Housing availability	5%
Broadband access	18%
Healthcare access	8%
Mental and behavioral health services access	11%
Alcohol and drug use	5%
Child or elder care access	26%
Criminal record	3%
Other	21%

Other: College schedule, hourly/salary wages, my age, not always accommodating to my physical abilities, physical disability, raises, the amount of wages earned

How did you hear about this survey?

Employer	92%
Support service/agency	4%
Social media	1%
News	0%
Job fair	0%
Other	6%

Other: At the county fair, Email, Pawnee Nation web site, paycom