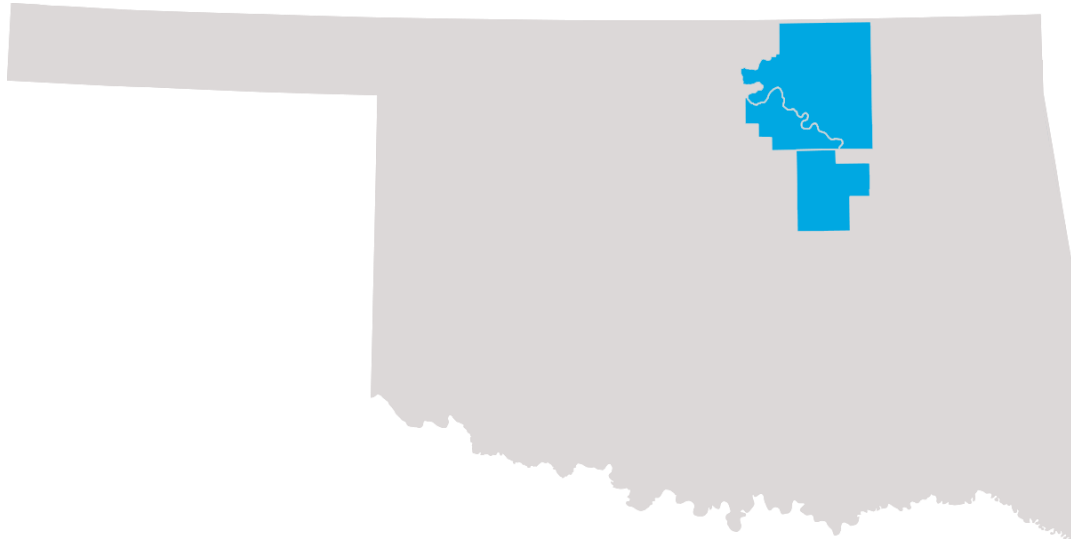

Key Findings: CREATE BRIDGES Sandstone Hills Employee Perspectives Survey

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