

Here are the responses:

- 2.59 - When I did a good job, I received the recognition for it that I should have received
- 4.38 - I did not feel that the work I did was appreciated
- 3.22 - There were awards for those who worked there
- 4.36 - I did not feel my efforts were rewarded the way they should have been

Attracting and retaining telecommunicators is important to communities across the nation. This survey illustrates that centers have many areas to improve employee satisfaction. Perhaps one of the most important findings of this survey is that telecommunicators believe the work they do is the best part of their job. A current trend is people seeking work that is intrinsically rewarding.

So, why aren't more people seeking jobs as telecommunicators? One of the best tools for recruitment is other telecommunicators. They have the knowledge, skills and abilities needed to perform the functions of a telecommunicator. To improve recruitment, ECCs need to actively encourage telecommunicators to recommend people when positions are open. Most employees will not think about actively recruiting for a position unless specifically asked to do so. Additionally, employees are more likely to recommend a position if the overall work environment is satisfactory.

As telecommunicators indicated, they most liked the work itself. Perhaps one of the issues with recruitment is a simple lack of understanding of the role of telecommunicators. People are seeking jobs that give them a sense of purpose. Telecommunicators provide life-saving work and yet the average person does not know what their jobs entail.

Why can't centers retain employees? According to this survey, the number one thing to fix to retain employees is pay. Pay

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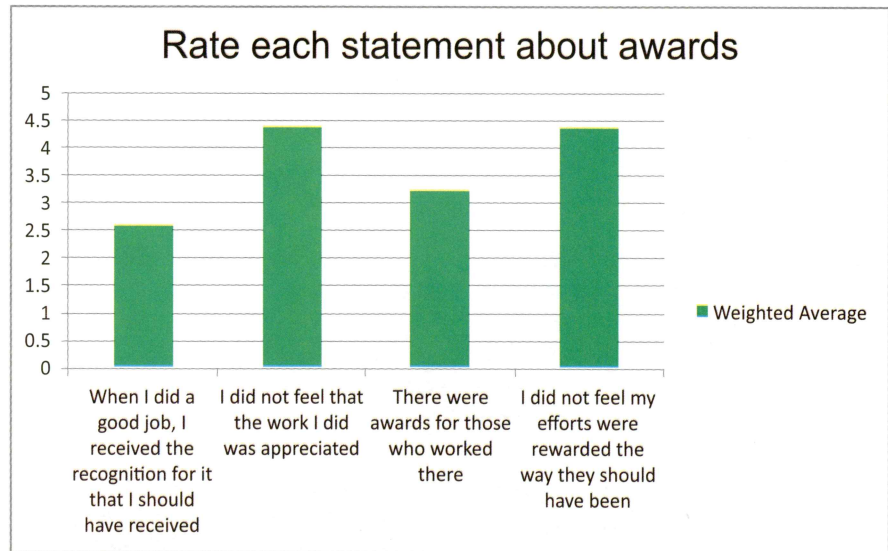
though is not just about an amount of money. It also involves a level of pay that is perceived as equitable for the work and the overall work environment. Supervisors were noted as the second most important thing that needs to be improved. Supervisors also control the work environment in many aspects indicated by this survey as needing to be improved. By understanding what is most important to telecommunicators, supervisors can

improve the work environment, attract and retain employees. ●

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