

# Creating High Quality CCAC Workplaces: What the Research is Telling Us

The Workplace Health Research Laboratory (WHRL) has surveyed over 3000 CCAC employees on quality of work life, their organizational satisfaction, and their commitment to their organizations, using the *Employee Feedback System (EFS) survey*. The workshop at the OACCAC 2005 Conference presented findings of the EFS surveys, including key strengths and challenges, best practices, and relationships between quality of work life factors and organizational outcomes.

## CCAC Employees' Quality of Worklife Issues

Our research indicates that issues such as high workload, low recognition and reward, low employee involvement, poor communication, and low satisfaction with strategic leadership are negatively impacting employee morale – and most likely CCAC Workplaces' performance. Quality of work life issues can lead to date (2005) to low organizational commitment in CCAC organizations.

## Best Practice CCAC Organizations

### Manitoulin-Sudbury CCAC:

- Individual Recognition and Reward (15.8% higher than the Sector Database)

### HNV Access Centre:

- Strategic Leadership (13.3% higher than the Sector Database)
- Job Control (9.3% higher than the Sector Database)
- Job Clarity (5.6% higher than the Sector Database)

### CCAC Oxford:

- Currently holds a total of 17 Best Practices in CCAC Sector Database

## Why is employee quality of work life important to CCAC organizations?

In CCAC workplaces, efforts to improve the working life of employees can positively impact important organizational outcomes, such as employee retention.

The results support the need, within the CCAC Sector to maintain: Positive Employment Relationships (Employee with Organization, Supervisors, Coworkers).

We know that organizations that support their employees with effective programs and services can 'buffer' some of the negative realities of the modern workplace, and ultimately improve their organization's performance.

*Summarized from the workshop presented by Zak Rochon at the Ontario Association of Community Care Access Centres (OACCAC) 2005 Conference at Doubletree International Plaza Hotel, Toronto, Ontario, June 5 – 7, 2005.*

Learn more on our website: [www.whru.ca](http://www.whru.ca), or call us to find out how to participate in the Employee Feedback Survey for CCAC organizations.

