

South Carolina Workers' Compensation Commission (SCWCC) -- Employee Satisfaction Survey

Employment Status

Q1. How long have you worked at the SCWCC?

2 years or less	32.35%	11
3 - 15 years	35.29%	12
15+ years	35.29%	12
Answered		34
Skipped		0

Q2. How long have you held your current position?

2 years or less	32.35%	11
3 - 15 years	47.06%	16
15+ years	23.53%	8
Answered		34
Skipped		0

Onboarding and Training

Q3. I was advised of important benefits and payroll information during onboarding.

disagree	3.03%	1
neither agree nor disagree	6.06%	2
agree	90.91%	30
Answered		33
Skipped		1

Q4. I was provided the technology tools and equipment needed to perform my job.

disagree	9.09%	3
neither agree nor disagree	0.00%	0
agree	90.91%	30
Answered		33
Skipped		1

Q5. I was trained on how to use agency systems when I joined the SCWCC.

disagree	9.09%	3
neither agree nor disagree	9.09%	3
agree	81.82%	27
Answered		33
Skipped		1

Q6. I was given the proper training to successfully perform my job.

Disagree	15.15%	5
Neither agree nor disagree	15.15%	5
Agree	69.69%	23
Answered		33
Skipped		1

Q7. Select the type(s) of training you received when you began working at the SCWCC:

instructional manuals/policies and procedures	45.45%	15
hands-on training	72.73%	24
job shadowing	54.55%	18
question and answer sessions	33.33%	11
regular meetings with a trainer/supervisor	42.42%	14
None of the above	12.12%	4
Answered		33
Skipped		1

Q8. I have the opportunity to receive additional training that will improve my skills and enhance my career opportunities.

Disagree	36.36%	12
Neither agree nor disagree	27.27%	9
Agree	36.36%	12
Answered		33
Skipped		1

Q9. I receive regular cross-training on other job duties required for my department.

Disagree	42.42%	14
Neither agree nor disagree	24.24%	8
Agree	33.33%	11
Answered		33
Skipped		1

Q10. I am aware of my department's succession plan.

Disagree	33.33%	11
Neither agree nor disagree	18.18%	6
Agree	48.48%	16
Answered		33
Skipped		1

Job Satisfaction**Q11. I am satisfied with my current role(s) and responsibilities.**

disagree	18.18%	6
neither agree nor disagree	24.24%	8
agree	57.57%	19
Answered		33
Skipped		1

Q12. I have the opportunity to use my abilities and skills.

disagree	15.15%	5
neither agree nor disagree	12.12%	4
agree	72.73%	24
Answered		33
Skipped		1

Q13. I feel my job performance is recognized and appreciated by leadership.

disagree	43.76%	14
neither agree nor disagree	3.13%	1
agree	53.13%	17
Answered		32
Skipped		2

Q14. I feel a part of the agency.

disagree	28.13%	9
neither agree nor disagree	31.25%	10
agree	40.63%	13
Answered		32
Skipped		2

Q15. I am proud to work for the SCWCC.

disagree	16.13%	5
neither agree nor disagree	25.81%	8
agree	58.06%	18
Answered		31
Skipped		3

Q16. Overall, I am satisfied with my job.

Disagree	18.75%	6
Neither agree nor disagree	21.88%	7
Agree	59.38%	19
Answered		32
Skipped		2

Compensation**Q17. In comparison to other employees holding similar positions in other agencies, I am satisfied with my salary (e.g. salary, bonus, benefits, etc.).**

disagree	65.63%	21
neither agree nor disagree	12.50%	4
agree	21.88%	7
Answered		32
Skipped		2

Q18. My salary is too low for my experience and the amount of work I do.

disagree	21.88%	7
neither agree nor disagree	15.63%	5
agree	62.50%	20
Answered		32
Skipped		2

Q19. I understand how my salary is determined.

disagree	56.25%	18
neither agree nor disagree	3.13%	1
agree	40.63%	13
Answered		32
Skipped		2

Q20. I do not consider fringe benefits a part of my overall compensation.

disagree	15.63%	5
neither agree nor disagree	28.13%	9
agree	56.25%	18
Answered		32
Skipped		2

Opportunities for Advancement**Q21. I am satisfied with opportunities for career advancement at the agency.**

disagree	68.76%	22
neither agree nor disagree	12.50%	4
agree	18.75%	6
Answered		32
Skipped		2

Q22. I would like to acquire new skills.

disagree	3.13%	1
neither agree nor disagree	18.75%	6
agree	78.13%	25
Answered		32
Skipped		2

Q23. Excellent performance at the SCWCC is recognized.

disagree	51.62%	16
neither agree nor disagree	16.13%	5
agree	32.26%	10
Answered		31
Skipped		3

Q24. Individuals who are promoted usually deserve it.

disagree	43.76%	14
neither agree nor disagree	31.25%	10
agree	25.01%	8
Answered		32
Skipped		2

Q25. Rewards and recognition are given for doing good work.

disagree	61.29%	19
neither agree nor disagree	12.90%	4
agree	25.81%	8
Answered		31
Skipped		3

Q26. I see myself working at the SCWCC in 2 years.

disagree	18.75%	6
neither agree nor disagree	34.38%	11
agree	46.88%	15
Answered		32
Skipped		2

Q27. I see myself working at the SCWCC in 5 years.

disagree	37.50%	12
neither agree nor disagree	34.38%	11
agree	28.13%	9
Answered		32
Skipped		2

Q28. I am currently looking for another job.

disagree	43.76%	14
neither agree nor disagree	25.00%	8
agree	31.26%	10
Answered		32
Skipped		2

Work Environment**Q29. The work hours are satisfactory.**

disagree	0.00%	0
neither agree nor disagree	9.38%	3
agree	90.63%	29
Answered		32
Skipped		2

Q30. The workload is fairly distributed.

disagree	32.25%	10
neither agree nor disagree	19.35%	6
agree	48.39%	15
Answered		31
Skipped		3

Q31. Too much work is assigned; I am frequently unable to complete all my assigned tasks and cannot do my best work.

disagree	51.61%	16
neither agree nor disagree	25.81%	8
agree	22.58%	7
Answered		31
Skipped		3

Q32. Procedures are well-defined and documented to ensure work is properly done.

Disagree	28.13%	9
Neither agree nor disagree	25.00%	8
Agree	46.88%	15
Answered		32
Skipped		2

Q33. Personnel policies (e.g., performance appraisal, promotion, rewards) are applied consistently across employees.

disagree	65.63%	21
neither agree nor disagree	21.88%	7
agree	12.51%	4
Answered		32
Skipped		2

Q34. I am given the proper equipment to successfully perform my job.

disagree	6.25%	2
neither agree nor disagree	6.25%	2
agree	87.50%	28
Answered		32
Skipped		2

Q35. Office morale is good at the SCWCC.

Disagree	65.63%	21
Neither agree nor disagree	15.63%	5
Agree	18.75%	6
Answered		32
Skipped		2

Q36. I feel supported and valued by my co-workers.

Disagree	6.25%	2
Neither agree nor disagree	37.50%	12
Agree	56.26%	18
Answered		32
Skipped		2

Q37. My co-workers help each other when someone falls behind.

Disagree	21.88%	7
Neither agree nor disagree	15.63%	5
Agree	62.51%	20
Answered		32
Skipped		2

Q38. People in my area work well together and get along.

Disagree	3.23%	1
Neither agree nor disagree	19.35%	6
Agree	77.42%	24
Answered		31
Skipped		3

Q39. SCWCC employees are competent and well-trained.

Disagree	12.50%	4
Neither agree nor disagree	18.75%	6
Agree	68.76%	22
Answered		32
Skipped		2

Q40. My co-workers' conduct is professional at all times.

Disagree	22.58%	7
Neither agree nor disagree	12.90%	4
Agree	64.51%	20
Answered		31
Skipped		3

Q41. SCWCC is free of discrimination.

Disagree	22.58%	7
Neither agree nor disagree	29.03%	9
Agree	48.38%	15
Answered		31
Skipped		3

Q42. SCWCC fosters an inclusive, diverse environment.

Disagree	15.63%	5
Neither agree nor disagree	31.25%	10
Agree	53.13%	17
Answered		32
Skipped		2

Q43. I fear retaliation if my identity is disclosed after completing this survey.

Disagree	40.63%	13
Neither agree nor disagree	15.63%	5
Agree	43.76%	14
Answered		32
Skipped		2

Leadership / Agency Management**Q44. I understand the SCWCC's mission.**

Disagree	3.23%	1
Neither agree nor disagree	9.68%	3
Agree	87.10%	27
Answered		31
Skipped		3

Q45. Agency management informs staff of changes in a timely manner.

Disagree	41.94%	13
Neither agree nor disagree	22.58%	7
Agree	35.49%	11
Answered		31
Skipped		3

Q46. Agency morale is important to senior leadership.

Disagree	48.39%	15
Neither agree nor disagree	19.35%	6
Agree	32.26%	10
Answered		31
Skipped		3

Q47. I have trust and confidence in agency leadership.

Disagree	54.84%	17
Neither agree nor disagree	25.81%	8
Agree	19.35%	6
Answered		31
Skipped		3

Q48. Agency leadership is interested in the welfare of its employees.

Disagree	54.83%	17
Neither agree nor disagree	12.90%	4
Agree	32.25%	10
Answered		31
Skipped		3

Q49. Agency leadership generally understands the problems I face in my job.

Disagree	48.38%	15
Neither agree nor disagree	19.35%	6
Agree	32.25%	10
Answered		31
Skipped		3

Q50. I have an open line of communication to voice suggestions, concerns, and complaints with SCWCC leadership.

Disagree	41.93%	13
Neither agree nor disagree	16.13%	5
Agree	41.93%	13
Answered		31
Skipped		3

Q51. I feel that the agency's organizational culture needs improvement.

Disagree	19.36%	6
Neither agree nor disagree	19.35%	6
Agree	61.29%	19
Answered		31
Skipped		3

Leadership / Supervision**Q52. I am informed of changes relating to my work before they are made.**

Disagree	29.03%	9
Neither agree nor disagree	38.71%	12
Agree	32.26%	10
Answered		31
Skipped		3

Q53. I am satisfied with communication in my work group.

Disagree	12.91%	4
Neither agree nor disagree	16.13%	5
Agree	70.97%	22
Answered		31
Skipped		3

Q54. My supervisor provides clear guidance and instructions regarding expectations.

Disagree	6.46%	2
Neither agree nor disagree	9.68%	3
Agree	83.87%	26
Answered		31
Skipped		3

Q55. My supervisor leads by example.

Disagree	12.91%	4
Neither agree nor disagree	12.90%	4
Agree	74.19%	23
Answered		31
Skipped		3

Q56. My supervisor treats people fairly.

Disagree	6.46%	2
Neither agree nor disagree	12.90%	4
Agree	80.64%	25
Answered		31
Skipped		3

Q57. My supervisor listens to my concerns.

Disagree	0.00%	0
Neither agree nor disagree	9.68%	3
Agree	90.32%	28
Answered		31
Skipped		3

Q58. My supervisor holds others accountable.

Disagree	16.13%	5
Neither agree nor disagree	19.35%	6
Agree	64.52%	20
Answered		31
Skipped		3

Q59. My supervisor recommends promotions based on merit.

Disagree	38.71%	12
Neither agree nor disagree	29.03%	9
Agree	32.26%	10
Answered		31
Skipped		3

Q60. I feel supported by my supervisor to achieve my goals.

Disagree	6.45%	2
Neither agree nor disagree	22.58%	7
Agree	70.97%	22
Answered		31
Skipped		3

Q61. I trust my supervisor.

Disagree	3.23%	1
Neither agree nor disagree	16.13%	5
Agree	80.64%	25
Answered		31
Skipped		3

Q62 What type of employee morale building activities would you like to see SCWCC provide such as birthday or holiday celebrations, employee recognition programs, etc.?

Answered: 26 Skipped: 8

#	RESPONSES	DATE
1	We have morale activities set up for holidays and employee appreciation, we need to be compensated such as a raise for EVERYONE that have not received one recent.	2/14/2025 11:56 PM
2	The Commission already does these things but because of the overall culture of intimidation and dictatorial management style of the chairman, employees really don't get much out of it as far feeling appreciated or up lifted. It would also be nice if the commissioners would maybe try and be more a part of the office itself. They stay on their side of the building and make no effort in getting to know the people who actually keep the agency going.	2/14/2025 11:42 AM
3	We currently recognize holidays, birthdays, and select an employee of the year. Suggestion: provide an avenue to recognize when an employee goes above/beyond.	2/14/2025 8:53 AM
4	There are plenty activities throughout the year we just want to be compensated for the work we do.	2/13/2025 7:04 PM
5	More employee recognition.	2/13/2025 1:37 PM
6	I'm satisfied with the holiday and employee appreciation events our social committee plans.	2/12/2025 11:29 PM
7	maybe a work from home day each week	2/12/2025 10:18 PM
8	These events are currently being done, but they just feel like management is just going through the motions rather than being sincere. Currently at these events upper management rarely addresses the agency.	2/10/2025 8:22 PM
9	Low and mid level employees are underpaid. Recognition programs, which included monetary rewards have been used in the past and are a big help.	2/10/2025 9:42 AM
10	I don't believe it is morale building activities that are needed. I believe fairness in salaries, recognition of good, hard work by way of merit-based pay increases would be the most effective way to improve morale in the agency. Our leadership doesn't believe in or promote merit-based salary increases or longevity-based salary increases. Our leadership puts a "price tag" on positions and doesn't waiver on salary, regardless of performance, experience, or longevity in the position or with the agency. I feel this has been the biggest reason for poor morale at the agency. And it's been this way for many, many years; especially under the current leadership. These issues have been brought to the attention of agency leadership, but leadership has given little to no consideration for change. At the end of the day, it's a fair salary that keeps good employees and keeps the morale good. Acknowledgment of a birthday, a holiday celebration, or simply recognizing an employee, doesn't improve morale. Fair pay for the work required and annual, merit-based salary increases do. And considering our agency for many, many years ends each fiscal year well-under budget, there is opportunity and ability to offer annual salary increases due to the small size of our agency.	2/8/2025 2:34 PM
11	Although we have employee appreciations (which are ok) during the year, I would like to see employees treated fairly across the board when bonuses or salary increases are given, not to just a select few or group.	2/7/2025 11:57 PM
12	I think that we have plenty of gatherings.	2/7/2025 6:59 PM
13	More inclusive events with regards to holiday celebrations and dietary restrictions	2/7/2025 3:49 PM
14	WCC does a great job of recognizing employees	2/6/2025 10:55 PM
15	Create evaluation merit pay. . Quarterly Breakfast or lunches of employees survey choice Flower fund for bereavement.	2/6/2025 8:59 PM

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16	I believe being recognized at the business meeting for birthdays is a waste of the employees time. It does not boost morale. I don't believe that building activities are the reason morale is low. It's low because the employees are not recognized for the work they do and are undervalued. A way to increase morale is to better appreciate the employees through everyday interactions.	2/4/2025 6:50 PM
17	The WCC social committee works to provide nice holiday celebrations, however, most of what they can do is tightly controlled by upper management. The social committee can only do so much to boost morale if they are not allowed to try new things. There are also small changes that could be made to help boost morale. A lot of state agencies dress down on Fridays, but we are not permitted to do so. Even though this is something simple and trivial, it could really boost employee morale. A large majority of our staff have very minimal to no face-to-face interaction with the general public or our stakeholders, we only see each other most days. This is such a simple perk to provide that would cost nothing. The most important thing that could be done to recognize employees is to compensate them accordingly. At the WCC, only a select few receive merit raises or receive raises at all unless it's an across the board raise which is not always given yearly. A lot of our employees are severely underpaid compared to their counterparts. Compensating staff fairly is the best way to show that they are appreciated and to recognize them for their hard work, not just saying it. Our staff put in a great deal of hard work and worked around a lot of challenges during covid, and many did not receive any sort of recognition for that.	1/30/2025 4:19 PM
18	On the whole, our staff is underpaid. I'm not talking about the Department Heads and Commissioners, I'm talking about our rank-and-file staff. \$40,000.00 was a lot of money in 1995, it is not a lot of money in 2025. Starting from the bottom of the org chart, payroll needs to be increased.	1/30/2025 4:11 PM
19	I think a bonus would be good.	1/28/2025 8:27 AM
20	Christmas bonus	1/27/2025 3:57 PM
21	We have all these things but employees do not participate due to how they are treated on a regular basis. The 20-30 year employees have not rec'd raises, unable to retire b/c of salary. Some have retired and got another job and this is the most money they have made in their lives.	1/27/2025 1:11 PM
22	employee recognition programs for the agency and the group, holiday celebrations could be better if it was after work and in a more relax atmosphere, maybe count the actual employees with bonuses and not just upper management	1/27/2025 12:05 PM
23	we do holiday celebrations however, there is not any individual recognition for individuals who are doing their jobs well. The stagnancy of our jobs her, as in there is not an opportunity to grow, or move up positions we do not get raises for staying loyal. People work second jobs to help support themselves and when they have to do tow jobs are they able to fully focus on just one?	1/27/2025 11:30 AM
24	I think the Commission does a great job to build employee morale.	1/25/2025 5:34 PM
25	I think we would all love a raise. The cost of living is not covering our cost of living so we are working two jobs. We do not get merit raises so we have nothing that pushes us to do a better job.	1/24/2025 7:51 PM
26	they provide a cupcake for the employee who has a birthday, which is something new that they have implemented. we have thanksgiving and christmas luncheons but the food is picked solely by the chairman and what he likes to eat without regard to what everyone else would enjoy and it is the same each year, BBQ. we have employee appreciation week that is thrown by the social committee, and I feel like it should be done by the leadership of this agency, in that, it should be financially taken care of by them considering the amount of money that they make.	1/24/2025 3:43 PM

Q63 What, if any, concerns or problems do you have with the SCWCC or challenges you've encountered?

Answered: 28 Skipped: 6

#	RESPONSES	DATE
1	I have a problem with how they compensate who they like, when they like and not everyone because we all deserve a raise and not just a cost of living raise that's provide for all agencies. There was a recent 7% raise to the commissioners, admins, "some" directors, IT, and some attorneys. We all work super hard and to be honest we work a lot harder than others that just push paperwork through. We don't get any compensation that affects how we care for our family just snacks, a few items and food gatherings. Our yearly feedback is exceptional, and we only get a pat on the back or a good job from upper leadership besides the few activities that are done throughout the year for holidays or employee appreciation. There are several employees that have to work "multiple" jobs to meet their livelihood when we shouldn't have to unless we choose to for other needs. There is no justification on why a commissioner admin is making a few dollars off double our salary, it is unfair and shows that no matter how hard we work we are overlooked. The directors do not work together for all departments some are more understanding and flexible than others which is unfair, there motto is we are all family which is true because this our next home. However, if this is the case we should all be on one accord to accommodate each other. It's unfair that the chairman can decide how much he "thinks" you are entitled to be offered after HR has given the pay rate expectations. Our jobs need to be audited with other positions close in proximity to see how much of a difference we are provided and afterwards made a change not just brushed under the table as they have done before. Upper leadership also love to stress how less of employees we have then other state agencies and how great we perform to meet the mission of SCWCC, which should mean we should have more than enough resources for all to be compensated so we don't have to endure hardship. We also have been forced to increase our workload not because our percentages, and goals have not been outstanding compared to previous years but because the upper management decided to increase because of one opinion from an exit interview.	2/14/2025 11:56 PM
2	Biggest problem or concern I see is that senior leadership does not want to provide merit raises. Employees see upper management getting raises repeatedly while no money is ever allocated for giving raises to people who actually do the grunt work. We see new positions being created that feel extraneous. Employees are lucky if we are given a cost of living increase by the state house however this does not even begin to cover how much it costs to live. Again, the employees who do the most work and are in the office everyday are never considered for a raise while commissioners, AAs and staff attorneys and department heads consistently get pay increases.	2/14/2025 11:42 AM
3	Inconsistent communication from a supervisor who's consistently moody.	2/14/2025 4:38 AM
4	Only leadership and their Admins receive raises in the job. Workers are tired and exhausted because they are working two to three jobs while leadership benefits off our backs. Not everyone is recognized for their work only certain individuals that is close with leadership.	2/13/2025 7:04 PM
5	Healthcare insurance is not good at all...too much money has to be paid out of pocket for copays and coinsurance before plan will pay and has caused me to be medical debt. This I hear from my coworkers as well. Then the amount you have to pay for the insurance is not satisfactory if we have to pay so much out of pocket. I have never in 18 or more years had to pay so much out of pocket for healthcare and I've NEVER had medical bills until I got this insurance. The pay for this position should be higher as compared to other compliance jobs. There is no merit increase only an increase every fiscal year that only increases your paycheck maybe 40-50 dollars if that, only to hear that upper management received an additional 7% increase that the regular workers did not. There is no room for advancement so this would not be an agency where I would stay with past 3 years or so. Although I like what I do and the people I work with, the pay and benefits, and no room for advancement are not enough to keep me.	2/13/2025 1:37 PM
6	I do wish that the state would allow agency leaders more flexibility in offering work	2/12/2025 11:29 PM

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incentives/benefits for employees, such as 4-day work weeks in exchange for maintaining excellent and consistent job performance.

7	I am blessed but I do think about coworkers that been with the agency for 20, 30, 40 years and not making at least \$50,000 a year when we have some that's been there less than 10, even 5 years that does. I suggest raises across the board, not just for a few.	2/12/2025 10:18 PM
8	There is no clear path or method for raises. There is no real method to voice concerns without fear of retaliation.	2/10/2025 8:22 PM
9	It is a small agency so there is little opportunity for growth through succession.	2/10/2025 9:42 AM
10	1. Fairness to all employees from agency leadership. Fairness is not distributed equally among all employees. 2. Agency leadership continues to ask more and more of the employees without fair compensation. Studies show that our agency is way behind other South Carolina state agencies when it comes to salaries in the same job classifications. 3. Agency leadership continuously promotes our agency as being able to do two to three times more work with sometimes more than half the number of employees than any other state workers' comp agency in the region but refuses to consider salary increases for its employees to acknowledge their continuous hard work, the volume of work produced, and their dedication to the agency and the state of South Carolina. 4. Agency leadership seems to only look out for a very small, select group of employees when it comes to salary increases. For the overwhelming majority of SCWCC employees, it is left to the legislature to give small cost of living increases in order for SCWCC employees to get salary increases and that simply isn't enough to keep up with the current cost of living; especially considering the amount and volume of work expected and required. This has resulted in very high turnover numbers within the agency as SCWCC employees leave the agency for other state agency jobs that pay much higher salaries, often in the same pay band or classification. 5. Many decisions in the agency are made by agency leadership without fully considering the long-term effects or consulting with the subject matter experts before final decisions are made. 6. Agency leadership is currently the biggest concern, problem, and challenge facing the agency and its employees.	2/8/2025 2:34 PM
11	One concern is that people can get hired to this agency with no experience and their salary surpasses the employees salary that have worked for 20 years plus. It is sad when employees who have worked for 20 years or more and their salaries have not increased passed a certain threshold. I believe that employees should get bonuses, and yearly salary increases to bring them up to a place where they can eventually retire with a decent income. Again, newer employees can come in and surpass (in salary) those who have been loyal and faithful over the years. We don't get merit increases or bonuses from the agency. Employees see and here when others get the bonuses, and salary increases and it causes negative attitudes within the agency. Some may also be afraid to use our comment box for fear of retaliation for having an opinion about something. We've had a suggestion box and comments have been placed in the box in the past but because of a comment, box was taken away.	2/7/2025 11:57 PM
12	I do not have any concerns.	2/7/2025 6:59 PM
13	The salary range for Commissioners' admins is inconsistent	2/7/2025 3:49 PM
14	Nepotism, favoritism, salaries of employees with same position making more. Just found out that friends of mgt were hired over other qualified applicants. These friends were hired in management positions and they received additional raises before other employees that have been here longer. Employees are leaving because they can't advance.	2/7/2025 3:46 PM
15	Employees who have been with the agency for decades are not compensated appropriately. One administrative assistant (AA) makes exceedingly more than the others. It is grossly unmerited. Even though she is the Chairman's AA, the Chairman makes only \$6000 more than the other Commissioners for being Chairman. However, his AA makes \$18,000 more than the other AAs. This has caused a great deal of animosity within the agency. Some employees have been offered and hired in positions where they do not have a college degree nor any experience in the new position.	2/6/2025 10:55 PM
16	Some employees have salary increases based upon who they report too. Small agency limited room for advancement So yearly increase based upon years of service would help even the playing field with new hires at a much higher salary.	2/6/2025 8:59 PM
17	After years of dedication and exemplary work I have never been considered for a merit raise. It doesn't seem that our EPMS reviews have any value. Many employees wages have not kept pace with cost of living pay increases with other state agencies and some employees within	2/4/2025 6:50 PM

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this agency. There is no one to advocate for employee raises at the Commission. There is quite a division at the Commission between leadership and employees. Agency leadership runs the agency by intimidation.

18	The number one concern that I have is that a large portion of our staff are not compensated fairly. It appears that upper management takes care of their direct staff but fails to recognize other departments of the Commission. It speaks volumes that our agency is so small, but a large majority of employees have said they are unhappy. Another concern that I have is the lack of rotational leadership. Term limits help keep organizations up to date. The result of this is evident - low morale and high turnover. The WCC severely lacks in providing professional development opportunities and fostering mentorship. Our staff is severely divided, and I think this has fostered an intimidation factor throughout the agency. I have also encountered some discrimination but am not able to speak to that and remain anonymous. I enjoy working with my coworkers and supervisor, and that is really the only thing that has kept me here this long.	1/30/2025 4:19 PM
19	See no. 62.	1/30/2025 4:11 PM
20	The problem I have with the agency is that the higher-ups get raises, but no one else gets raises. I have the workload of 3 people, but I'm not getting compensated. I have to work two jobs to make it. The cost of living is at an all-time high.	1/28/2025 8:27 AM
21	I don't have any concerns or problems.	1/27/2025 3:57 PM
22	substantial raises to 7 "at will" employees. 2 with over 20 years, 1 with less than 18 months and yet she was hired at 30K, promoted to 50K and then rec'd a raised to 56K. The other 4 were raised at least 10% and each have less that 5 years at SC WCC. The 20-30 year employees have not rec'd any raises but cost of living. Review the staff pay scale. Raises for all employees.	1/27/2025 1:11 PM
23	lack of career growth	1/27/2025 12:05 PM
24	I always hear that cahirman is not liking what is going on IE doors closed but I have not seen him walk the halls consistanly or even greet or get to know us on a personal level, that also goes for all commisioners except Mckaskal. I understand that comissioners are in different regions however even on full commison days they dont take the time to check in with the people who work for them.	1/27/2025 11:30 AM
25	None	1/25/2025 5:34 PM
26	If you do something once to help out, it now becomes an expectation for you to do from now on and additional work that one is not compensated for.	1/25/2025 2:46 AM
27	We are a small agency, we have only had one attorney. Now we have four. We have three people in our Human Resources department. Only one person in that department as well. Hired two security officers. We are holding less hearings and it seems like that money could have gone to their employees. This agency makes a lot of money to create all these new positions.	1/24/2025 7:51 PM
28	telling my supervisor something and my business getting around when i specifically have said during the private meeting that I wanted it confidential.	1/24/2025 3:43 PM

Q64 Please provide recommendations on ways to address concerns within the agency and improve operations (e.g. a suggestion box or an employee advisory group).

Answered: 24 Skipped: 10

#	RESPONSES	DATE
1	A suggestion box is provided but when it comes to the salary it is overlooked, a recent letter was submitted by a coworker, and they mention compensation regarding to the 7% others recently received along with fellow workers time in and out in order to perform job duties and of course everything was address but the compensation. We need to be heard the workers that are making less than 50,000 want to be shown we are appreciated and valued to the company, and they don't want to lose us as an asset. Especially if the agency is benefiting because of the funds, we are bringing into the commission.	2/14/2025 11:56 PM
2	We have a suggestion box but any suggestions that are shared are put on blast as if the person doing the suggesting is out of line. People would fear being a part of an employee advisory group because of the possibility of "putting a target on their backs". I also want to make it clear that in no way has the executive director ever made employees feel unappreciated. He is an excellent leader and always fair.	2/14/2025 11:42 AM
3	We have a suggestion box for employees to share suggestions/concerns and all director/upper management have open door policy. Social committee plans events quarterly.	2/14/2025 8:53 AM
4	None, no one wants to be pushed out their job for voicing their opinions.	2/13/2025 7:04 PM
5	To my knowledge we have a suggestion box...how good does that work? People would probably use it if they felt their concerns would be addressed satisfactorily or with concern. I don't have any recommendations at this time. I usually address my concerns with my director/supervisor.	2/13/2025 1:37 PM
6	N/A	2/12/2025 11:29 PM
7	I believe we've had a suggestion box and people won't use it.	2/12/2025 10:18 PM
8	The agency already has a suggestion box, but nothing is ever placed in there. When it was, the powers that be, felt that it was just complaining and removed it rather than addressing or reviewing the reasons.	2/10/2025 8:22 PM
9	Honestly, agency employees are afraid of speaking up/out or putting recommendations in a suggestion box out of fear of retaliation or repercussions. This is the first real opportunity agency employees have felt somewhat safe to express their concerns anonymously, but there is still some doubt and concern as to whether the participants in this survey will in fact remain anonymous as previously stated and outlined at the outset.	2/8/2025 2:34 PM
10	I'm not sure what an advisory group will do. At this point, the employees who have been at the agency at least 20 plus years should be given salary increases. Anyone working over 25 years, I think their salary should be brought to at least at base of at least \$50,000 so that they would not have to work 2 and 3 jobs to make ends meet.	2/7/2025 11:57 PM
11	Suggestions fall on deaf ears. The Chairman and his AA make most decisions. If the Chairman's AA does not like an employee or finds them difficult, that employee gets fired. If his admin likes an employee, that employee is offered a higher position even if that employee does not have the education or experience.	2/6/2025 10:55 PM
12	Have quarterly agency meetings with all employees to include all the commissioners so top leadership will be aware of the employees concerns and foster an inclusive environment. To recognize all employees within such a small agency..	2/6/2025 8:59 PM
13	An employee advisory group would be a great idea if our concerns were listened to and taken seriously.	2/4/2025 6:50 PM

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14	The WCC has a suggestion box, but it does not seem to be something that has been very helpful or proactive in improving employee morale. My suggestion would be to compensate employees fairly. Also, the WCC does not utilize the state's telecommuting toolkit. During covid, employees worked from home and some alternated coming into the office. We are currently not able to telecommute at all, even though it worked during covid and other agencies utilize this hybrid schedule. It would also save some employees a lot of expenses - gas, wear and tear on vehicles and work attire. Utilizing this toolkit does not cost the WCC anything. In fact, it could save money since you would be saving on a lot of office space. There are simple perks that could improve the morale here at the Commission. There is such a divide in the agency and upper management seems to be inaccessible.	1/30/2025 4:19 PM
15	See no. 62. Also, let us bring our dogs to work.	1/30/2025 4:11 PM
16	Suggestion box is good	1/28/2025 8:27 AM
17	Suggestion box that we already have is fine with me.	1/27/2025 3:57 PM
18	Review salaries and offer increases to all staff. A computer system that helps the employees. We currently enter data from paper into the system. We process over 12K forms a monthly manually.	1/27/2025 1:11 PM
19	employee advisory board with a representative from each group, meeting with upper management so that our voices can be heard, maybe one on one meeting	1/27/2025 12:05 PM
20	We dont want to be micro managed, but we want a presance that cares about us and that we feel cared about. We want pay that reflects our work loads and our merit as most of the jobs are lateral and not many oppurtunities for growth, a reason why i think a few of us dont stay for long. There is a lack of intrest in the "little people" who are the back bone of this agency. all of our jobs are equally important we can not do our job if someone else isnt doing theirs. so we need to work as a team commisoners included not just as somthing transactional and clinical.	1/27/2025 11:30 AM
21	None	1/25/2025 5:34 PM
22	Suggestion box	1/25/2025 2:46 AM
23	We have a suggestion box and a letter was recently written to the heads of our agency. Only half of the letter was addressed. The letter talked about people taking longer breaks, so now we have to sign a yearly letter addressing our work time. The other complaint was about not getting a raise but that was never talked about.	1/24/2025 7:51 PM
24	we have a suggestion box that is labeled "chairmans suggestion box" I am unsure of anything that is put into that box, if anything, because we all know that nothing is going to change as long as the leadership we have in place does NOT change. The chairman is nice, but his mindset on paying each employee seems like it is based off the 80's, not 2025. If you're a department head, you should be paid as such and on an equal scale across the board. Each job title (program assistant, director, dept head, etc) should be paid the same no matter how long you have been here. especially since the work is split equally.	1/24/2025 3:43 PM