
TENNESSEE CONCRETE ASSOCIATION

Ready Mix Operator Survey Results
January 2019



What is the TCA Ready Mix Truck Operator Survey?

The TCA administered a survey for Ready Mix Truck Operators with 23 questions designed to measure aspects of job satisfaction. The survey takes and estimated 12-15 minutes to complete.

Twenty one operators started the survey, but two did not complete it. Nineteen operators completed the survey. Eighteen of these operators answered all 23 questions. One operator skipped the last 5 questions.

The complete set of questions can be found at the end of this report.

NOTE: This report contains a number of charts with percentages to show comparisons among response, however, with a sample of 19, percentages can be misleading.

With 19 respondents, each person represents approximately 5.3% of the total.

When you see percentages on graphs, it may be helpful to revisit the chart on this page to see exactly how many operators responded to a question in a certain way. Percentages here are rounded to the nearest whole number.

Number of people	Percent of total (19)	Number of people	Percent of total (19)
1 person	5%	11 people	58%
2 people	11%	12 people	63%
3 people	16%	13 people	68%
4 people	21%	14 people	74%
5 people	26%	15 people	79%
6 people	32%	16 people	84%
7 people	37%	17 people	89%
8 people	42%	18 people	95%
9 people	47%	19 people	100%
10 people	53%		

What did the TCA survey measure?



LIKES and DISLIKES



INTENT to stay or leave



OVERTIME preference



What's IMPORTANT



Job SATISFACTION



What operators most and least ENJOY



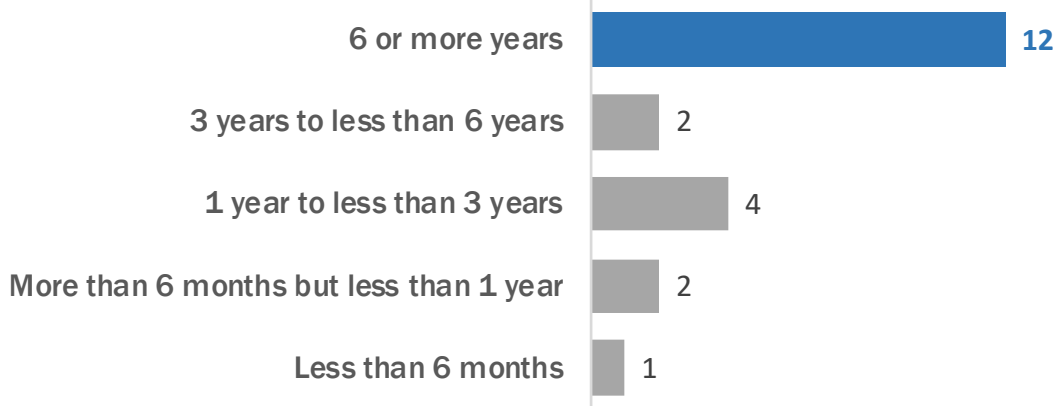
Awareness of & interest in TRAINING



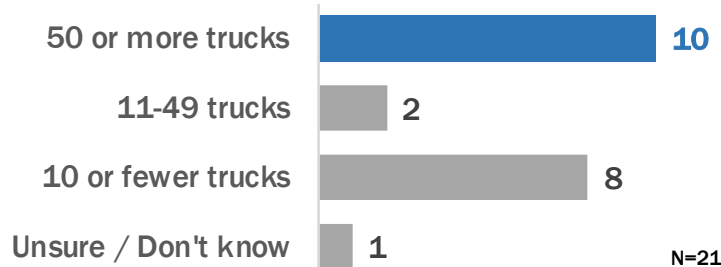
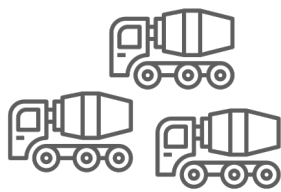
Suggestions for IMPROVEMENT

Who responded to the survey?

Just over ½ have been Ready Mix operators for **6 or more years**.



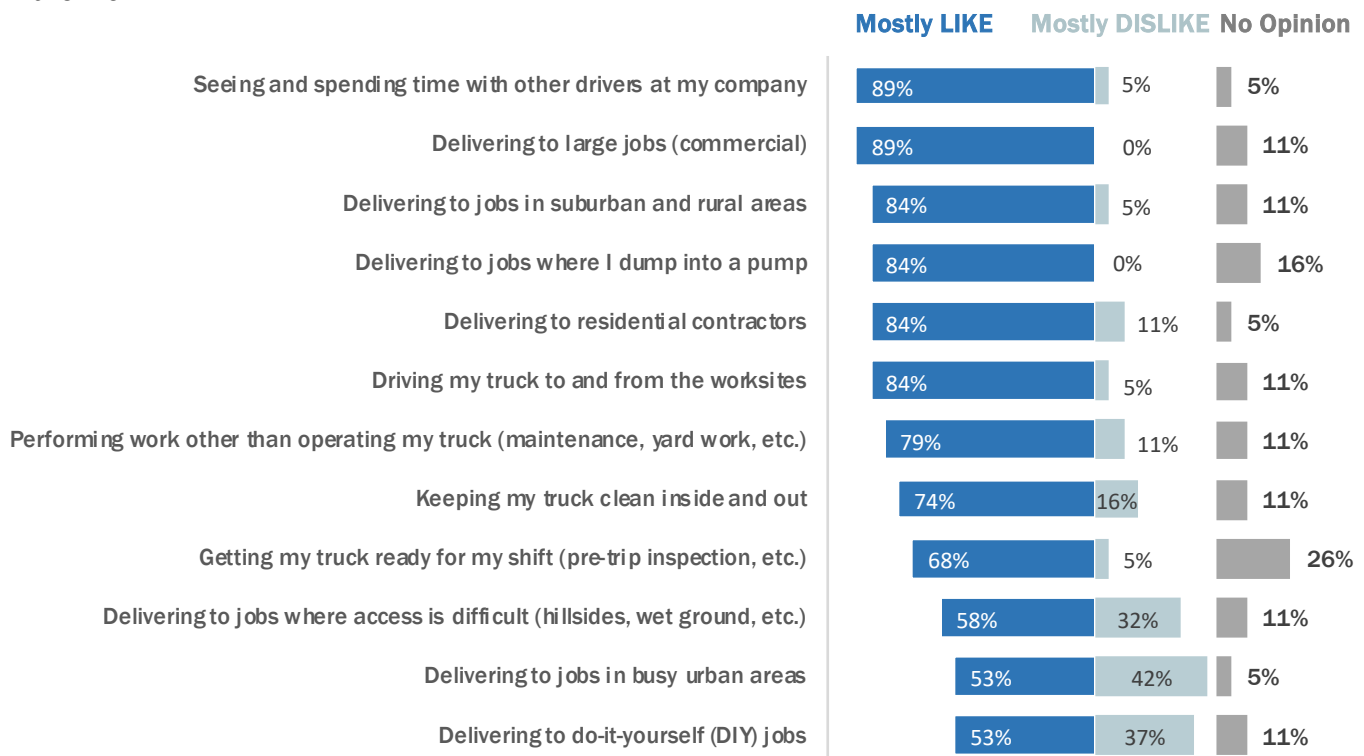
Just under ½ work in **larger companies**.



N=21

What do operators like or dislike about their jobs?

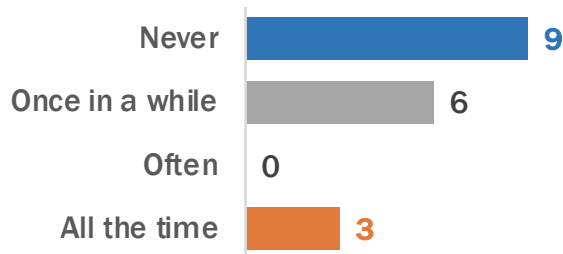
Operators were asked, “For each item indicate whether you **LIKE** or **DISLIKE** that part of the job.” This chart shows what operators most like about their work. The majority of respondents reported “mostly liking” most aspects of their work. There were no universally disliked aspects of the work.



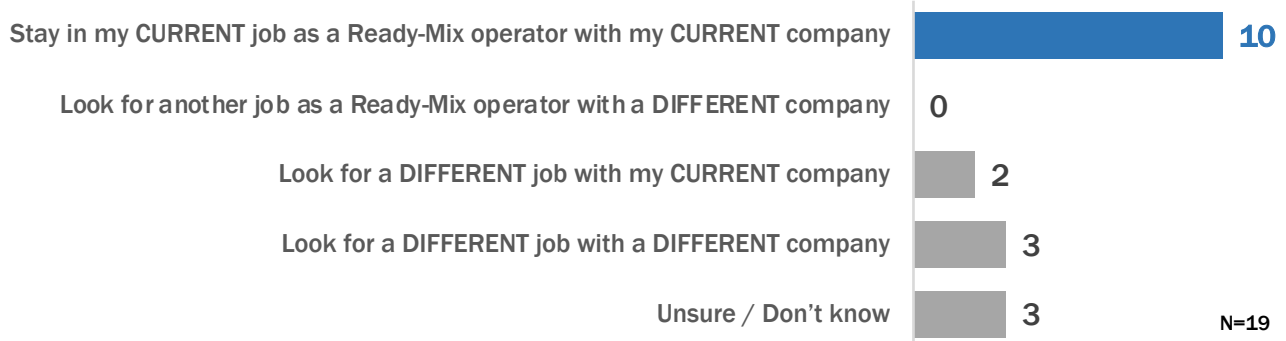
Do operators intend to stay at or leave their jobs?

Operators were asked how often they think about leaving their current job. They were then asked about their plans within the next 3-6 months.

Just over half of operators **never** think about leaving their current jobs, but a few think about it **all the time**.



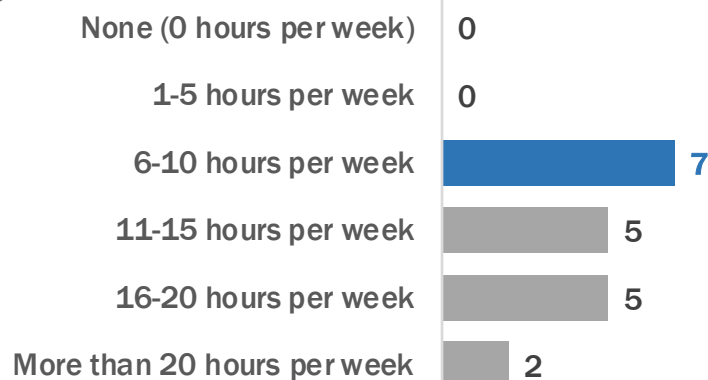
Just over half of operators intend to **stay in their current jobs with their current company** in the next 3-6 months.



How much overtime do operators prefer?



Most operators prefer to work somewhere between **6 - 20 hours** of overtime per week.



N=19

What is most IMPORTANT to operators and how SATISFIED are they at their jobs?

Operators were given a series of statements and asked to indicate how IMPORTANT each is, and how SATISFIED or DISSATISFIED they are with that aspect of the work in their current position.

Below are the top 10 items operators reported as most important to them, and the top 10 items they reported being least satisfied with.

While there was NOT widespread dissatisfaction with any aspect of the job (only a few respondents expressed dissatisfaction with a few items), there appears to be a disconnect with 3 of these items (in bold blue).

Most Important

1. **The amount of pay for the work I do**
2. **Cooperation among my co-workers**
3. **The way the company treats its employees**
4. The way my company communicates with me (clearly and consistently)
5. My job security
6. The use of GPS Truck tracking systems
7. The chance to be active much of the time
8. The way I feel valued by my supervisor
9. The chance to do work that is well suited to my abilities
10. Being able to take pride in a job well done

Least Satisfied

1. The way my schedule currently works
2. Having a regular schedule
3. The opportunities for advancement on this job
4. **The amount of pay for the work I do**
5. **Cooperation among my co-workers**
6. **The way the company treats its employees**
7. The way I feel valued by the company
8. The way I am noticed when I do a good job
9. The competence of my supervisor in making decisions
10. The chance to be of service to my community

Operators were asked to react to 24 statements overall and were given the following response options:

Indicate how IMPORTANT it is to you:

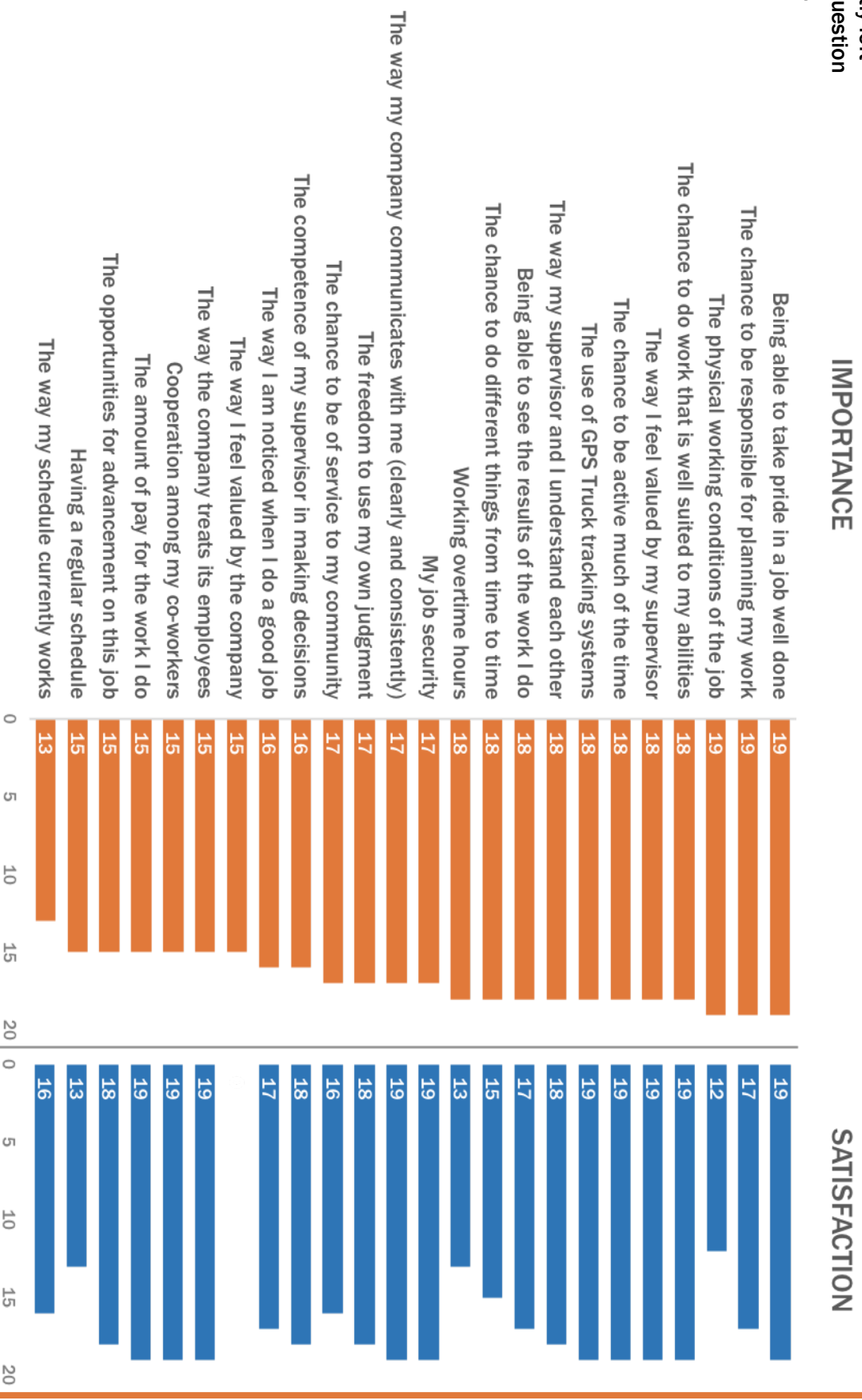
- ☐ Not at all important
- ☐ Somewhat important
- ☐ Very important
- ☐ Extremely important

Indicate how SATISFIED or DISSATISFIED you are in your current position.

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied

The chart on the following page shows responses to all statements in the combined categories of “very important” and “extremely important” and “somewhat satisfied” and “very satisfied.” The number in each bar indicates how many operators answered “very important or “extremely important” combined, or “very satisfied” or “somewhat satisfied” combined. The chart is organized by what was most important (top) to least important (bottom).

Note: "The way I feel valued by the company" was inadvertently left off the survey question for satisfaction.



What do operators MOST ENJOY and LEAST ENJOY about their jobs?

Operator were asked, If I had to name UP TO THREE things I enjoy MOST about my job, I would say, and, If I had to name UP TO THREE things I enjoy LEAST about my job, I would say:

The operators who answered these questions offered 53 responses to MOST ENJOY and 38 responses to LEAST ENJOY. Below is what operators reported most and least enjoying about their jobs. Responses clustered around these top categories. Numbers next to each indicate how many mentions that category received.

Most Enjoy (53 responses)



1. Benefits, vacation, insurance (7)
2. Coworkers, being with others in my field, working with other drivers (6)
3. Operating the truck/mixer/equipment, driving (6)
4. Pay (5)
5. Dealing with the public, meeting new people, working with customers (4)
6. Being able to say I helped on new developments, seeing new things built, making good concrete (4)

7. Independence, being in control, no one looking over your shoulder, freedom (4)

8. Something different every day, challenge of different terrains & locations (4)

Least Enjoy (38 responses)



1. Weather, cold, rain out days (8)
2. Nights, working overnight (4)
3. Irregular hours, no set hours, not knowing your hours for the week (4)
4. No team work, coworkers, other people's lack of effort, laziness (4)

There were additional responses not falling into these categories. These responses had only 1 - 2 mentions each.

Most Enjoy



1. Batching, understanding importance of batching (2)
2. Supervisor (2)
3. Knowing about concrete; knowing truck and plant maintenance (2)
4. Opportunity for advancement (2)
5. Flexibility (1)
6. Atmosphere (1)
7. Plenty of hours and work to do (1)
8. Being outside (1)

Least Enjoy



1. Others not having good day, contractors hard to deal with (2)
2. Not being rewarded for good performance, no bonus (2)
3. Cleaning truck (1)
4. Slow times (1)
5. Not enough trucks (1)
6. Job accessibility (1)
7. No social life away from work (1)
8. Stupidity (1)
9. Having to tell customers they have to wait (1)
10. inconsistent pay (1)
11. Too much government oversight (1)
12. 18 plus turns into 36 yds (1)
13. Hard to move up in the company (1)
14. Boss (1)
15. Waiting a year for vacation days (1)

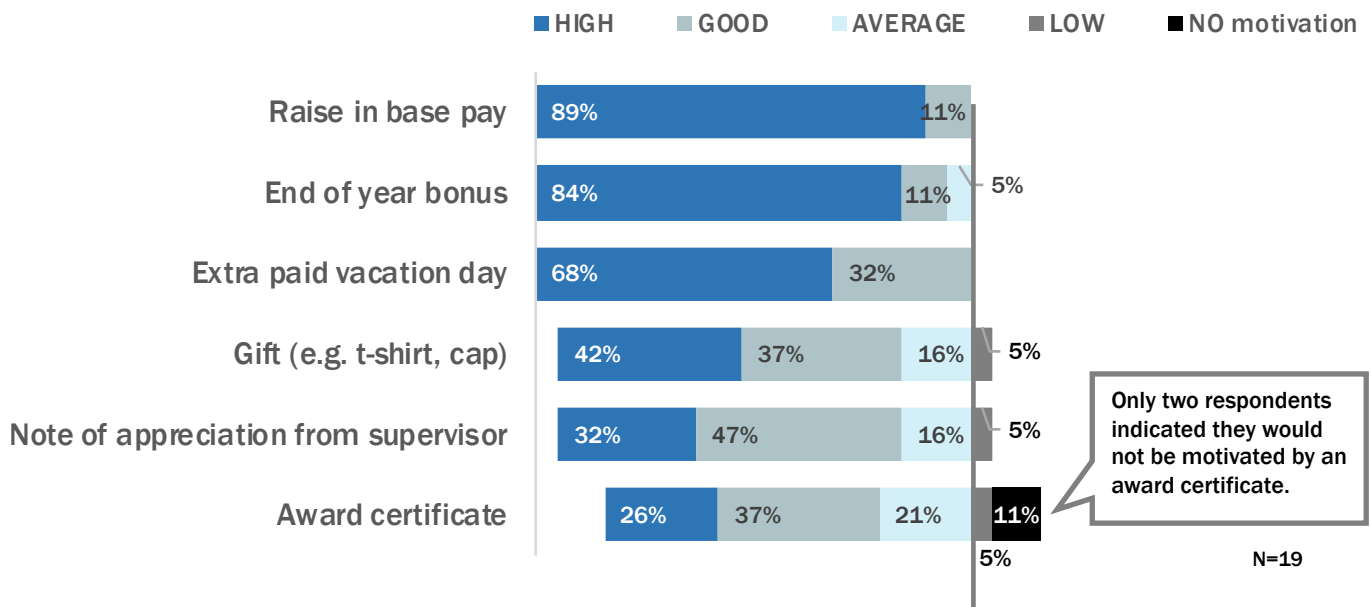
What would motivate operators?

Operator were asked, Please rate the following incentives considering how motivating these are for you. They were given the following response options:

- HIGH motivation
- GOOD Motivation
- AVERAGE motivation
- LOW motivation
- NO motivation

Most respondents indicated some level of motivation for all types of incentives.

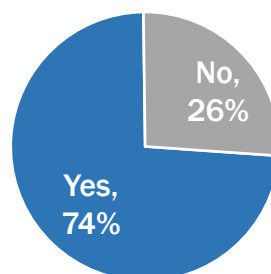
All operators indicated they would be motivated by a **raise in pay, end of year bonus, or extra paid vacation day.**



Have operators participated in training opportunities at their current companies?

Operator were asked whether they had participated in any job-related learning opportunities at their current company.

Just under three-fourths have **participated in job-related learning opportunities** at their current company.

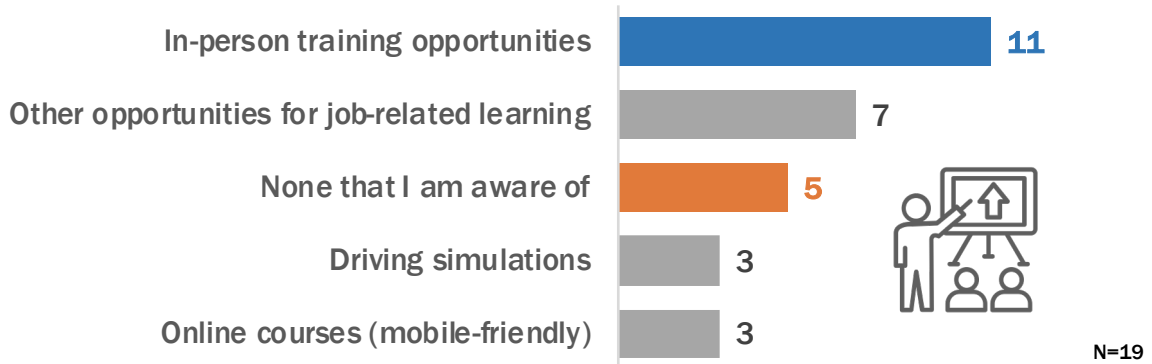


N=19
8

What training opportunities are operators aware of?

Operators were asked, What opportunities are you aware of at your company FOR OPERATORS to improve your skills or learn more about concrete products? They could check all items that apply.

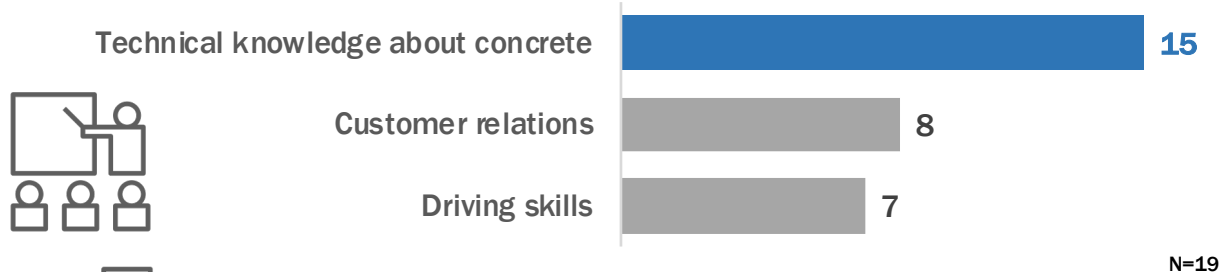
Over half are aware of **in-person training opportunities** but more than one-fourth are **not aware of any training** opportunities for operators.



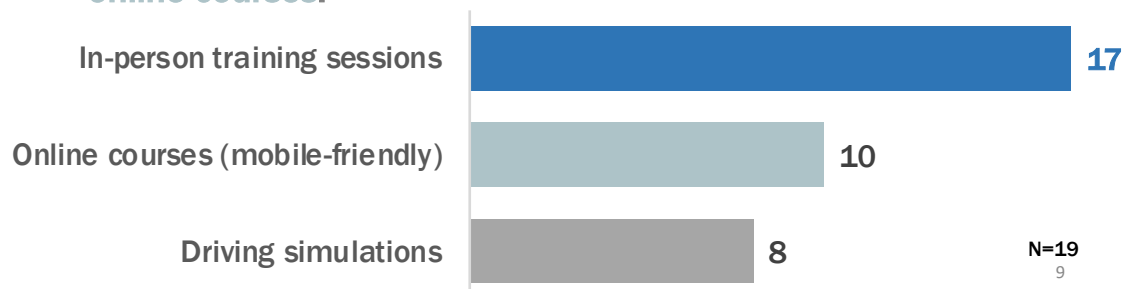
What training opportunities would be of interest to operators?

Operators were asked, What opportunities for new learning would you be interested in? They could check all that apply.

Most operators expressed interest in learning more **technical knowledge about concrete**.



Most operators expressed interest in **in-person training sessions** but more than half also expressed interest in **online courses**.



What suggestions do operators have for improving conditions at their current company?

Operators were asked, If I could offer my company advice about improving conditions for operators, these would be my TOP THREE SUGGESTIONS (please try to be specific).

The operators who completed this question offered a total of 40 responses. Below are the top four categories of suggestions. Numbers next to each indicate the number of mentions that category received.

Suggestions for improving conditions (40 responses)



1. Bonus; performance-based raises; better pay (6)
2. Appreciate, value the employees you have, show respect, equal treatment (4)
3. More trainers, training for new employees, do driving simulation (4)
4. Better communication from dispatch, keeping good communication (3)

There were additional responses not falling into these categories. These responses had only 1 - 2 mentions each.

Suggestions for improving conditions

1. Set hours, off in 12 hrs after early start (2)
2. Better equipment (2)
3. Larger batch house (1)
4. Better benefits (1)
5. Create operator committee (1)
6. Night pours (1)
7. Lunch break (1)
8. Gear shifter on side of dash (1)
9. Better service on fixing tablets (1)
10. Advance (1)
11. Employee retention (1)
12. Better management (1)
13. How to deal with contractors (1)
14. Jake brakes(1)
15. Dust collector (1)