Citywide Survey Results
August 12, 2022
Introduction

Objectives

• **Understand** Employee Engagement and Sentiment
• **Assess** Strengths and Opportunities for Improvement
• **Provide** a Data-driven Basis for Action Planning

Accomplishments

• 7,477 Employees Completed the Survey
• **66.4%** Response Rate
• **All** City Agencies Participated
• **8** Themes
Methodology

- Consideration for current challenges the city faces with the workforce, actionability, cultural importance, discretionary efforts to achieve organizational goals.
- Reviewed previous surveys and data requests that have led to action.
- Leaders and engagement stakeholders across the city reviewed the survey and administration plan.
- Survey was reduced from 60 to 40 questions spread across eight themes.
- Employees could take survey via their work email or QR code.
- Employee responses protected by the “Rule of Ten” for reporting.
Challenges & Changes Affecting Engagement

• 46% of employees invited to take the 2019 survey took the 2022 survey.

• Since the 2019 survey:
  • 6,400+ employees hired.
  • 6,900+ employees termed.
  • 3,250+ employees promoted/demoted/transferred.
  • One in four employees still report to the same supervisor.
  • 73% more divisions across the city.
Outcomes

Highlights
• 78.2% engagement index  
  + 3.2 vs 2019
• 90.9% of employees find their work meaningful
• 90.7% of employees understand how their work relates to agency goals  
  + 9.7 vs 2019

Strengths
• Overall engagement
• Job perception
• Meaningful work
• Supervisor relationship

Opportunities
• 78.9% intend to stay.
• 36.4% report being burned out.
• 41.4% feel they are paid fairly.
Most Favorable Items

Top Five Most Favorable Items

1. I understand how the work I do relates to the success of the city. 92.3%
2. The work I perform for the city is meaningful. 90.9%
3. I understand how the work I do relates to the overall goals and priorities of my department. 90.7%
4. I understand my own role and responsibility regarding my career development. 88.2%
5. In my department, workplace violence or bullying are not tolerated. 79.2%
Least Favorable Items

<table>
<thead>
<tr>
<th>Least Favorable Item</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>I am paid fairly for the work I do given my experience and skills.</td>
<td>41.4%</td>
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<tr>
<td>I believe that senior leadership can resolve employee challenges related to diversity issues.</td>
<td>54.6%</td>
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<tr>
<td>Senior leadership is sincerely interested in the well-being of employees.</td>
<td>58.4%</td>
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<tr>
<td>In my department, an employee’s career growth depends on experience and skill rather than personal background characteristics (e.g., race, gender, age, sexual orientation, disability, religion, etc.).</td>
<td>59.3%</td>
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<tr>
<td>I am encouraged and expected to speak up about any department practices and policies that are ethically questionable.</td>
<td>59.3%</td>
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2022 Employee Engagement Survey
## Next Steps

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<thead>
<tr>
<th>Task</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>Agency reports delivered electronically.</td>
<td>Complete.</td>
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<tr>
<td>Meet with agency to review results.</td>
<td>August – October 2022</td>
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<td>Compile survey action teams.</td>
<td>September – October 2022</td>
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<td>Create action plans.</td>
<td>October – December 2022</td>
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<td>Implement recommended plans.</td>
<td>January – December 2023</td>
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<td>Conduct pulse surveys as needed.</td>
<td>June – December 2023</td>
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*The OHR Wellness Team will support action teams.*