

2016

Your Opinion Counts

Employee Engagement

Survey Results

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 - Engagement Index
 - Fit
 - Alignment
 - Team
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Survey Purpose

- The survey provides an opportunity to look for ways to improve employee engagement.
- Every organization has strengths and areas to improve upon.
- Engaged employees have more commitment to the organization, lower intentions to leave, and go the extra mile in their work performance.



Survey Implementation

- **Survey administered June 6 – June 17, 2016**
- **49 items with a 1–5 rating**
- **Double rating scale: effectiveness and importance**
- **43 employees responded**
- **90% response rate** – in the top 10% of companies taking this survey!



SF HSS Engagement Survey Scales



Overall Results by Scale

	Effectiveness	Importance
Employee Engagement	3.70	4.40
Fit	4.05	4.48
Alignment	3.88	4.70
Team	3.46	4.45
Valuing	3.33	4.51
Growth	3.19	4.46

* Average score of respondents on a 1-5 scale, 5 = highest

Employee Engagement Index



Employee
Engagement

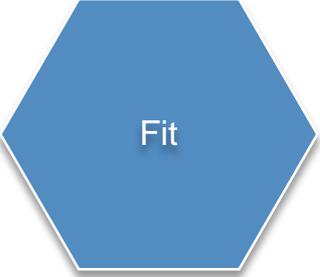
Employee Engagement Index:

The extent to which employees feel passionate about their jobs, are committed to the organization, put discretionary effort into their work and are willing to refer

63.25% Favorable

Key

	1-2 - Unfavorable (Strongly Disagree; Disagree)
	3 - Neutral (Neither Disagree nor Agree)
	4-5 - Favorable (Agree; Strongly Agree)



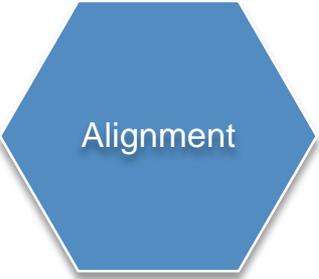
Fit

Fit:

The extent to which the employee feel that they are in the right job and have the necessary skills, knowledge and abilities to adequately perform in their role

79.00% Favorable

Alignment

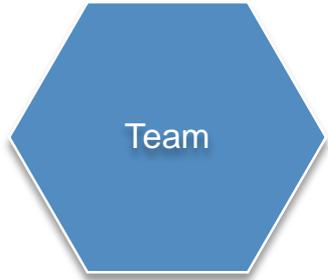


Alignment

Alignment:

The extent to which the employee believes in and puts effort toward the organization's mission, values and results

72.11% Favorable



Team:

The extent to which the organization promotes a team based work style (i.e. departments or groups work well together)

55.33% Favorable

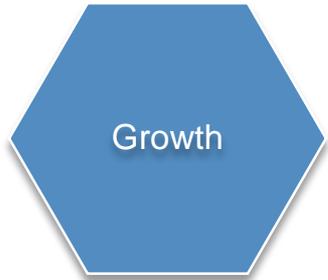


Valuing

Valuing:

The extent to which employees feel valued by the organization

51.93% Favorable



Growth:

The extent to which employees feel supported to advance their career or develop personal skill sets within the organization

46.00% Favorable

- Overall, HSS employees are committed to the mission and goals of the organization
- Employees recognize the value of their work and care about the results that the organization achieves
- Employees are well placed in the jobs they are doing
- Employees have expressed a desire to receive more and different types of recognition so that they can better understand their value to the organization
- Employees are requesting more development and opportunity for growth
- Employees would like to work to improve communication between departments and with management

Overall Summary

Strengths

1. Employees are highly committed to their division's mission & purpose
2. Employees know how they contribute to their department's and division's success
3. Employees care about their department's achievements
4. Employees are passion about the work they do
5. Employees are aligned with their department/division

Opportunities

1. Employees would like career opportunities in their department to be more visible
2. Employees would like supervisors to be more involved in their career development
3. Employees want projects in their department to be more coordinated
4. Employees want access to more skill development and growth opportunities
5. Employees are seeking more recognition for good performance

Recommendations

- **Valuing**
- **Career and Employee Development**
- **Collaboration**

Proposed Next Steps

- 1. Prioritize and plan for at least two department-wide initiatives for the immediate future, based on the survey results**
- 2. Share survey results and high level action plans with all employees**
 - Newsletter
 - Staff meetings
 - Email
 - Other?
- 3. ITS provides support through action plan implementation with the senior team and follow-up throughout the year**
- 4. Measure results of these actions through re-administering the engagement survey in 2017**

Thank You!

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