

2017 Employee Engagement Survey Results

Priorities Committee
January 30, 2018

Overview

- Purpose of employee engagement surveys:
 - To measure how employees feel about aspects of their organization and work at a specific point in time
 - To measure current levels of employee satisfaction and engagement
 - To focus attention on areas that will positively impact overall engagement
- Employee satisfaction differs from employee engagement
- Engaged employees are generally:
 - More productive
 - Confident that their work makes a difference
 - Committed to achieving organizational goals
 - More likely to remain with their organization

Overview

- Employee Engagement Survey was conducted online in April 2017
- Overall 60% participation rate (up from 34% in 2009, 52% in 2014)
- External survey provider, McLean & Company (M&C), assured confidentiality and anonymity
- Survey results provided at Strathcona County (SC) corporate, division, and department levels in June 2017
- Corporate and department action plans are in development

Background

Methodology

- 6 point scale, from (1) “strongly disagree” to (6) “strongly agree”
 - “Neutral” was not an option
 - “Don’t know” was an option for all responses
- Survey measured *employee satisfaction* and *employee engagement*, as well as four themes:
 - Leadership
 - Work Environment
 - Service Excellence
 - Values

Background

- Questions developed in consultation with M&C based on:
 - SC's 2014 survey
 - M&C's engagement survey tool, and
 - Current leading practice survey research
- Four "open ended" questions provided additional opportunity for information gathering
 - Responses were themed at the corporate and department level to protect anonymity

Results from other organizations

- Conference Board of Canada's July 2016 report on Employee Engagement
 - Little change in overall engagement in Canadian organizations in recent years
 - Overall engagement is about 53% - 55%
 - About 27% of employees are highly engaged
- Other recent employee engagement survey results (that are public):
 - Government of Alberta (2016) – overall engagement 60%
 - City of Edmonton (2016) – overall engagement 72%
- Note: as the methodology would be different in all these organizations (including Strathcona County) direct comparison is not possible

Extracted from the full McLean & Company Report

2017 Employee Engagement Survey

Prepared for:



STRATHCONA
COUNTY

**Strathcona County Corporate Report
June 2017**

Survey open from April 5 to 26, 2017



Employee Engagement Goes Beyond Satisfaction

SATISFIED

Satisfied employees feel comfortable and are generally happy that their needs are being met.



ENGAGED

Engaged employees feel energized, passionate, and dedicated. They are highly involved with their work and the organization.



Total Engagement for Strathcona County Employees is 74%

2008

Employees

1201

Responses

60%

Response Rate

2017 Strathcona County Corporate Satisfaction Results

Employee Satisfaction: The extent to which employees are happy or content with their jobs and work environment.



Interpreting the Results

Engagement Calculation

Engagement is calculated by averaging the responses to the engagement measure questions, for each employee. Average scores correlate to our four levels of engagement.

Average scores between 5.01 – 6.00 = Engaged

Average scores between 4.51 – 5.00 = Almost engaged

Average scores between 4.01 – 4.50 = Neutral

Average scores less than 4.01 = Disengaged

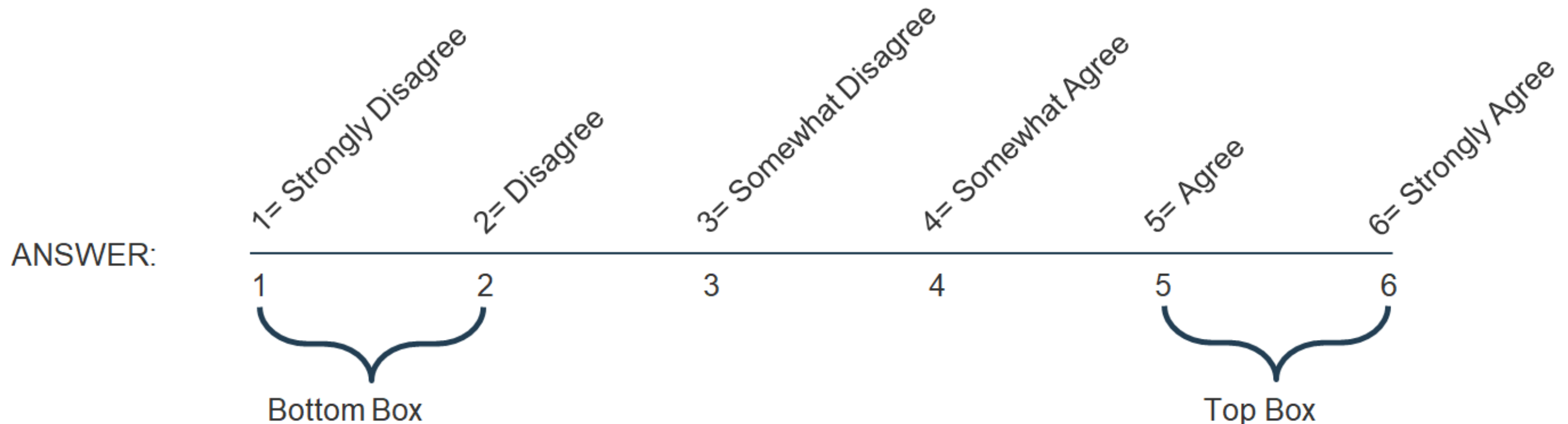
Total Engagement is calculated by summing the Engaged and Almost Engaged engagement level percentages. Thus Total Engagement is the percentage of employees with an average engagement measure questions score **greater than or equal to 4.51 out of 6**.

Interpreting the Results

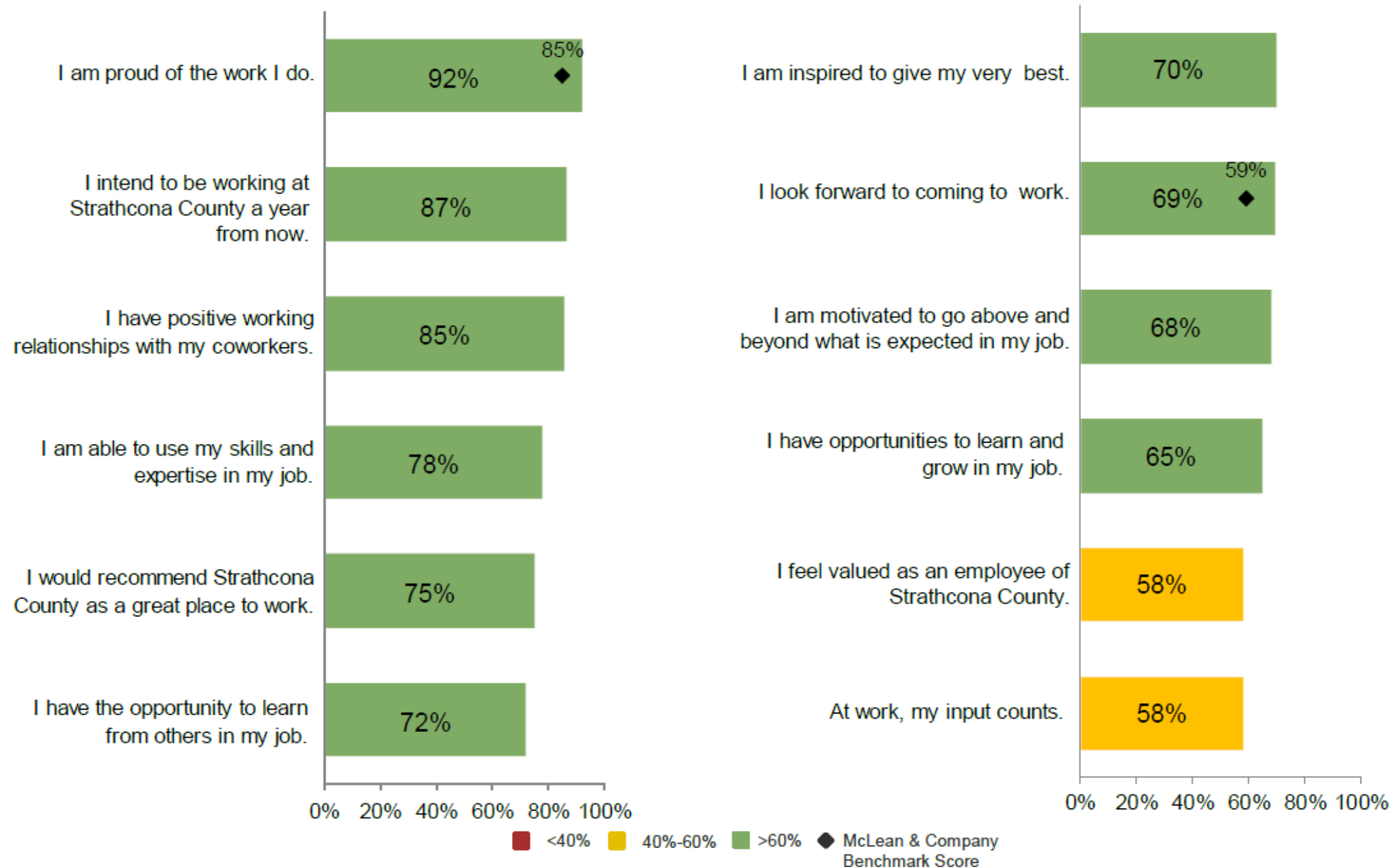
Theme and Question Score Calculation

McLean & Company uses a standardized 6-point scale for data collection. Respondents are asked to indicate the extent to which they agree with each statement by choosing a number between 1 and 6 on the scale.

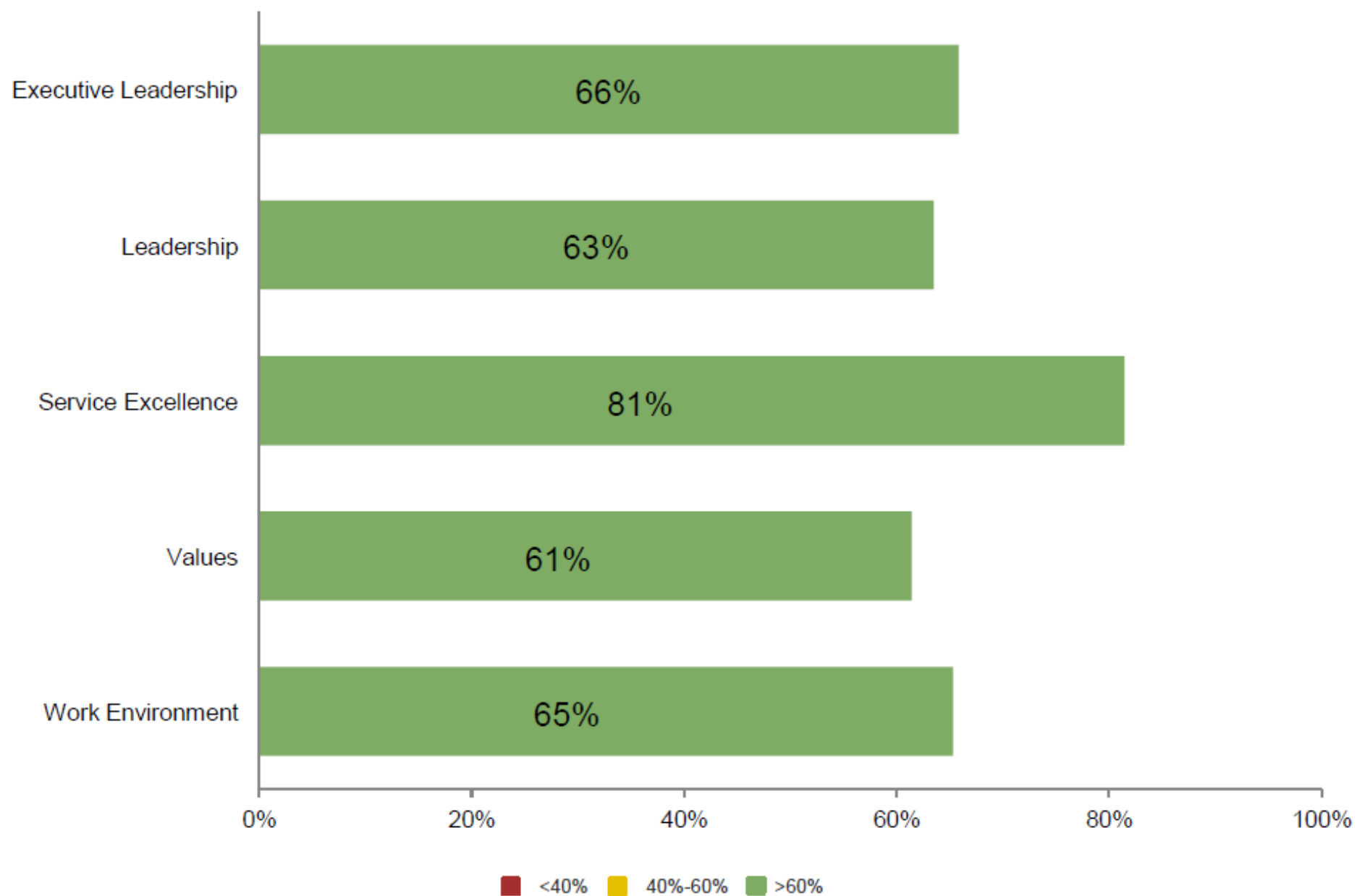
Results are displayed as a **Top Box score**, or the percentage of respondents who chose 5 or 6 (agree or strongly agree).



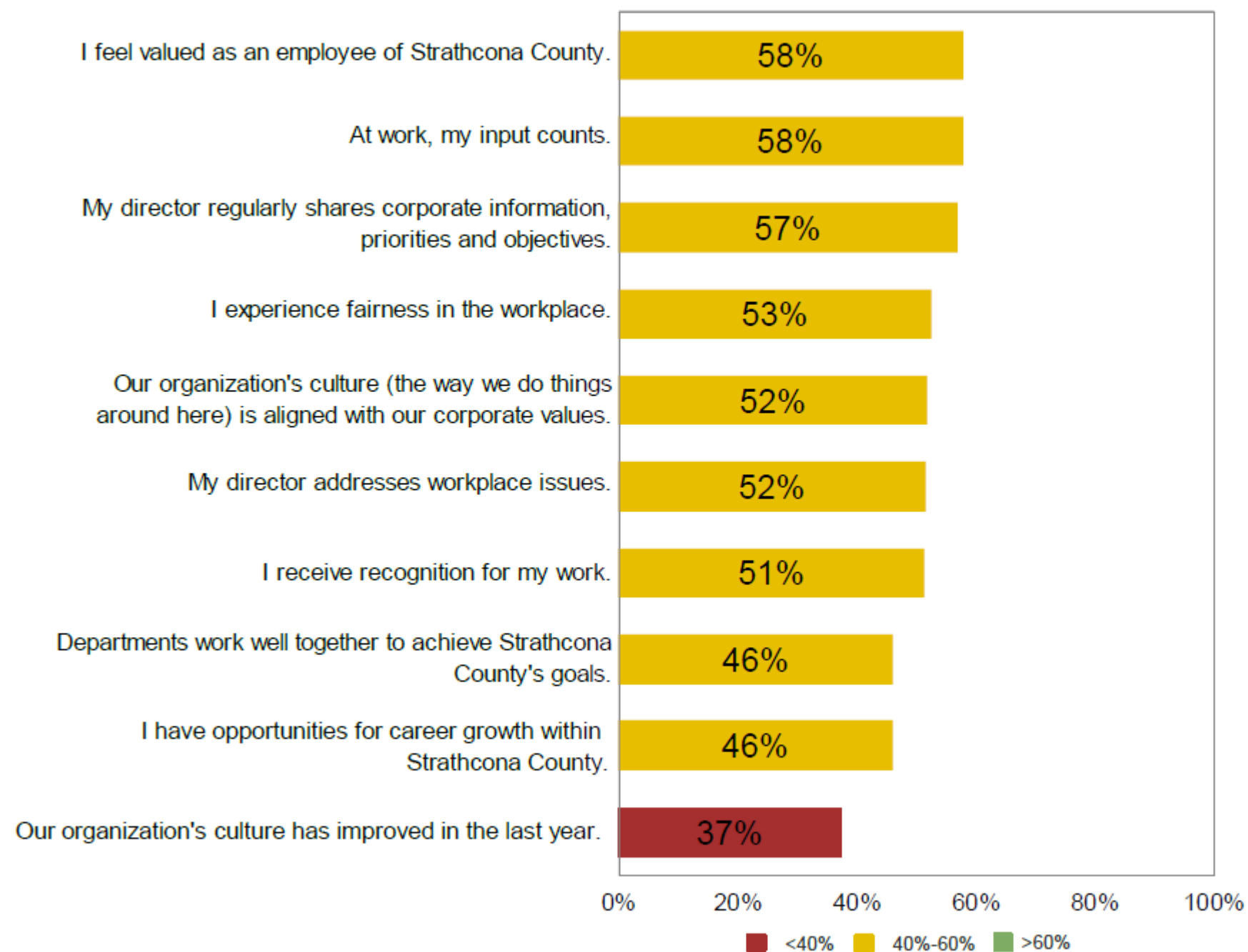
2017 Strathcona County Corporate Engagement Questions Top Box Scores



2017 Strathcona County Corporate High Level Theme Results



2017 Strathcona County Corporate: 10 Lowest Overall Scores



2017 Strathcona County Corporate: 10 Highest Overall Scores



Organizational Actions

- We are collectively focused on continuous improvement of areas of strength, and points of concern
 - Departments have developed action plans to ensure ongoing attention to employee engagement
 - Corporately, a *SC People Plan* is under development, with the help of almost 1000 SC employees who have actively collaborated to identify themes and key supports
 - Priorities and initiatives in the People Plan will be based on these themes and key supports as well as the results of the 2017 engagement survey
- Ongoing communication will be a focus

Questions?