

Priorities Committee Meeting_Oct22_2019

STRATEGIC INITIATIVE AND UPDATE

2019 Employee engagement survey results

Report Purpose

To provide an update to the Priorities Committee on the 2019 employee engagement survey results and next steps.

Our Prioritized Strategic Goals

Continuously improving the way we work, as one organization, in an agile and sustainable manner

Report

Strathcona County provides the opportunity for employees to participate in an employee engagement survey that is hosted by an external vendor every two years. The previous survey was completed in 2017.

Employee engagement is a strong feeling of connection that employees have for their jobs, organization, leaders or co-workers that leads them to strive to do their best work and ensure an organization succeeds.

The survey is a snapshot in time of the participating employees' views about employee engagement categories. The tool is used to understand employee's views and to assist leaders to identify employee engagement themes and trends. The survey is not an evaluative tool to assess leadership and is only one element in determining engagement initiatives.

The 2019 employee engagement survey was hosted between April 3-17, 2019. Employee participation increased from 61% in 2017 to 67% in 2019. Employees had the option to provide input using a rating scale from 1 (strongly disagree) to 6 (strongly agree) for the following six categories of questions: engagement, satisfaction, work environment, leadership, values, and service excellence. In addition, the option to provide input on four new questions on diversity and inclusion to establish a benchmark and three open-ended questions also existed.

Work Tango, the survey vendor, provided Corporate, Division and Department reports at a June 2019 leader's session. Work Tango hosted the session to inform leaders of the results and provide guidance on how to interpret the results.

Corporate survey results were shared with employees at five optional information sessions hosted in July and August. The corporate survey results are posted on the employee intranet, The Insider. Department Directors have also shared their survey results over the summer. A survey ambassador team exists that employees can contact if they have questions.

The results for 2019 showed a decline in all six of the overall question categories in comparison to the 2017 survey. There were six corporate themes that emerged from the results: leadership, career growth, recognition, staff and resources, communication as well as diversity and inclusion.

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Work Tango noted that a shift of sentiment by employees occurred in 2019 from the positive rating scale category (5-6) into the neutral rating scale category (3-4) when compared to the 2017 survey results. Work Tango identified that this generally signals an employee sentiment of uncertainty.

Work Tango also noted that both external and internal factors influence employee engagement survey results and that there has been a drop in Canadian public sector employee engagement rates within the last year. The April 2019 survey was hosted during the same time the provincial election occurred, and Alberta continued to experience economic uncertainty, which may have influenced survey respondents. According to Work Tango, the work environment and job satisfaction questions can have the greatest impact on employee engagement. It is possible that internal factors such as workload, ability to deliver timely service, having the tools and resources to do your work along with the uncertainty that comes from large corporate initiatives may have influenced survey respondents.

These internal and external factors may have contributed to the uncertain sentiment expressed by employees who participated. This knowledge provides Strathcona County the opportunity to work with employees to foster a return to a positive sentiment through a reciprocal approach to address areas for improvement.

Action planning is underway across the organization. Senior leaders are considering the results corporately and at the department level. Also, the People Plan Stewardship Committee is developing recommendations for corporate actions. We are committed to continuing to build our ideal workplace culture based on the People Plan areas of focus:

- Leadership
- Clear purpose
- Team work
- Accountability
- Positivity
- Trust

Council and Committee History

January 30, 2018 Priorities Committee was provided with an overview of the 2017 Corporate Employee Engagement Survey results.

Other Impacts: n/a

Policy: n/a

Legislative/Legal: n/a

Interdepartmental: n/a

Master Plan/Framework: n/a

Enclosures

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| 1 | 2019 Employee engagement survey results presentation |
| 2 | Engagement survey results - corporate results |