2019 Employee engagement survey results

Priorities Committee

October 22, 2019

STRATHCONA COUNTY

Agenda

- Introductions

- Opening Comments – Interim Chief Commissioner

- Review of 2019 Employee Engagement Survey results

- Next steps

- Questions

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Extracted from Work Tango report

2019 Engagement Survey Results
Prepared for Strathcona County

June 10, 2019

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Background on engagement at Strathcona County

What is Engagement?

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

employees → customers → community
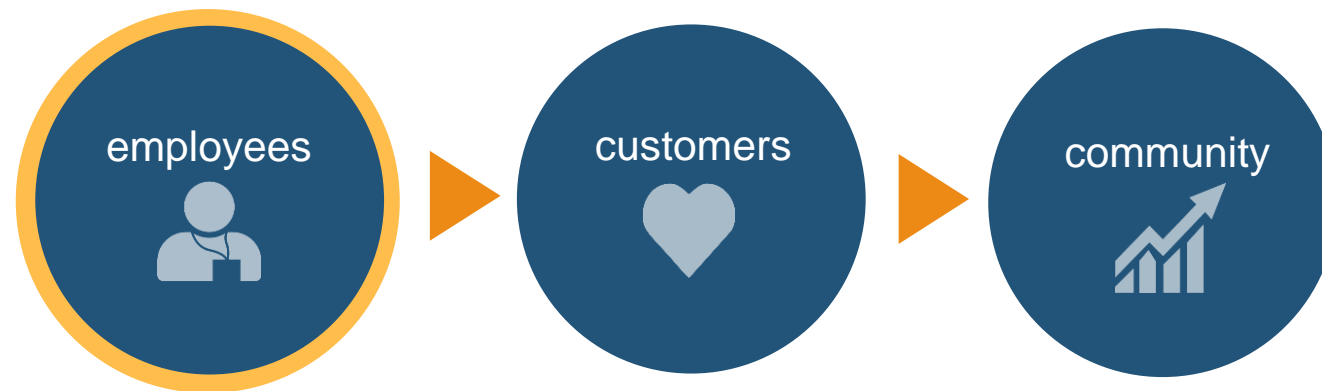
- The employee survey will support our overall efforts to improve engagement of employees, and our collective efforts on the initiative. The survey aims to:

Response Rate ▲ 6%

% Response Rate (2019)
- Strathcona Overall (1332 out of 1996) **67%**

% Response Rate (2017)
- Strathcona Overall (1216 out of 2009) **61%**

IT IS	IT IS NOT
- A tool to understand employees' views	- An evaluative tool to assess leadership
- A tool for leaders to understand employee engagement themes / trends	- The only element in determining engagement initiatives
- A tool designed to identify opportunities	
- A snapshot of a % of employee data at a point in time	

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Survey design

- Questions designed in consultation with Work Tango based on:
  - 80% of 2017 survey questions used to be able to compare and benchmark
  - Work Tango's organizational design psychologists review and input
  - The option to "skip" any question existed

- Four new diversity and inclusion questions included
  - Provides a benchmark for future surveys

- Three "open-ended" questions provided an additional opportunity for employee input

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How to interpret results

Graphical Representation of Results
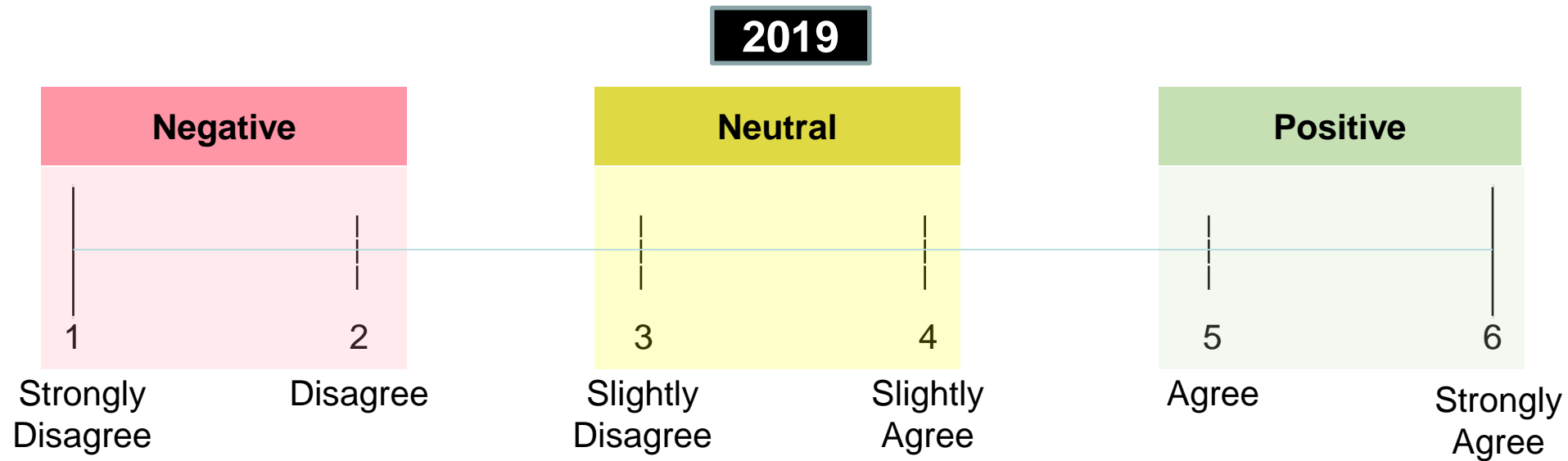
All results will be shown using the 2019 scale (for reporting and on the WorkTango platform)

2019

Negative		Neutral		Positive	
1	2	3	4	5	6
Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree

2017

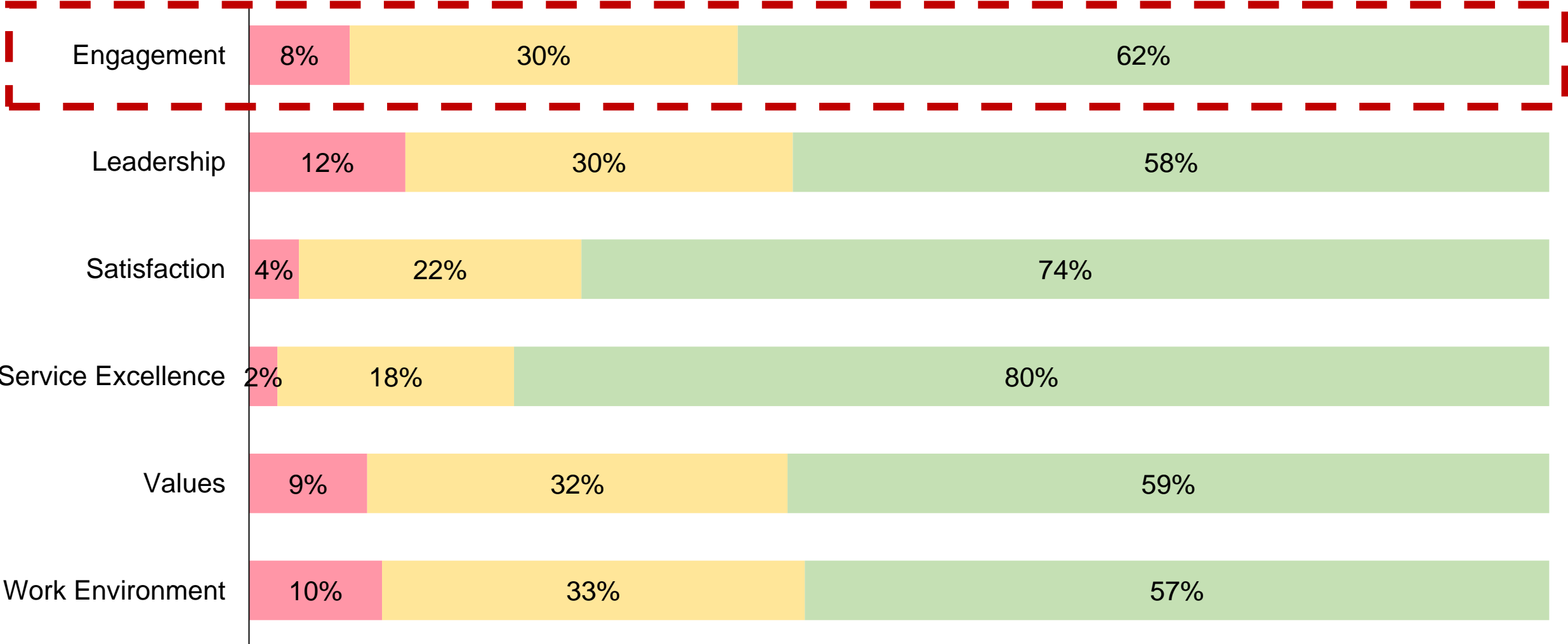| Negative			Neutral	Positive	Highly Positive
1	2	3	4	5	6

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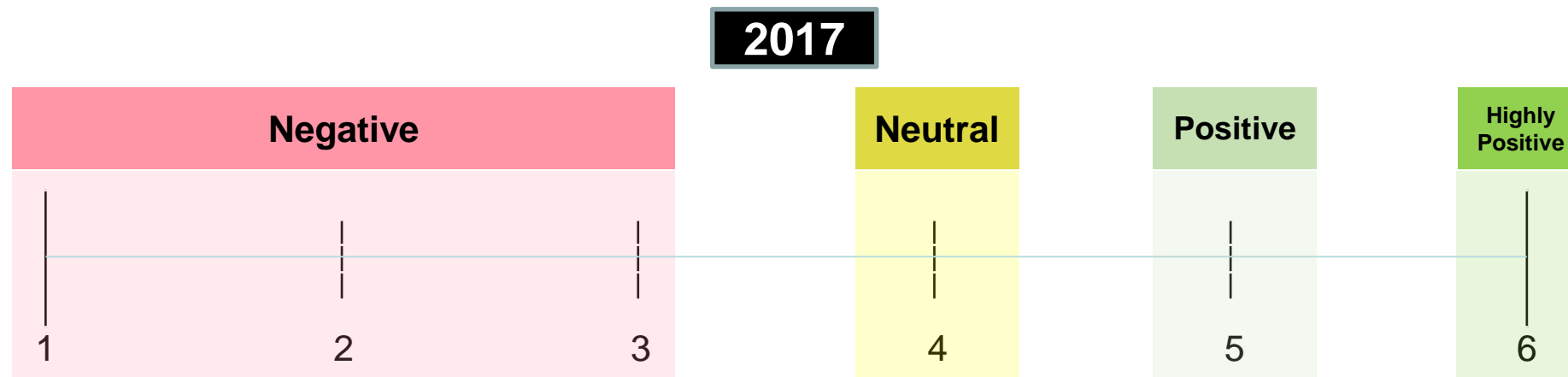
Effects of categories on overall engagement

Engagement Category	Correlation with 9 Engagement Questions (r-squared)
Leadership	0.467
Satisfaction	0.698
Service Excellence	0.507
Values	0.626
Work Environment	0.660

All factors are considered significantly correlated with overall engagement
0.45 and higher: High correlation
0.2 to 0.45: Moderate correlation
0.1 to 0.2: Low correlation
Lower than 0.1: No correlation

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Engagement results by survey category

Category	Red	Yellow	Green
Engagement	8%	30%	62%
Leadership	12%	30%	58%
Satisfaction	4%	22%	74%
Service Excellence	2%	18%	80%
Values	9%	32%	59%
Work Environment	10%	33%	57%

Engagement results – 2019 vs. 2017

Engagement
- 2019: 8% | 30% | 62%
- 2017: 6% | 22% | 73%
- ▼ 11%

Leadership
- 2019: 12% | 30% | 58%
- 2017: 9% | 25% | 66%
- ▼ 8%

Satisfaction
- 2019: 4% | 22% | 74%
- 2017: 3% | 15% | 82%
- ▼ 8%

Service Excellence
- 2019: 2% | 18% | 80%
- 2017: 1% | 10% | 89%
- ▼ 9%

Values
- 2019: 9% | 32% | 59%
- 2017: 8% | 28% | 63%
- ▼ 4%

Work Environment
- 2019: 10% | 33% | 57%
- 2017: 7% | 29% | 64%
- ▼ 7%
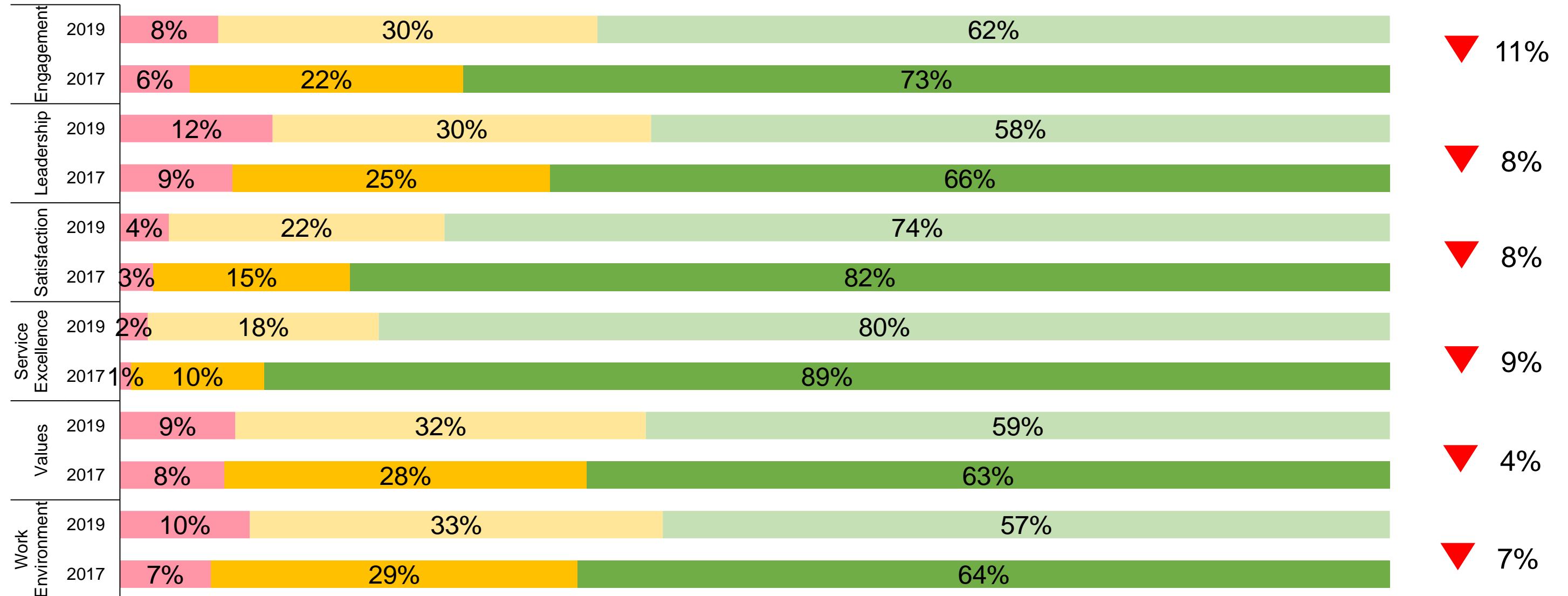
Note: Values may not add to 100% due to rounding.

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Engagement results vs. external benchmarks

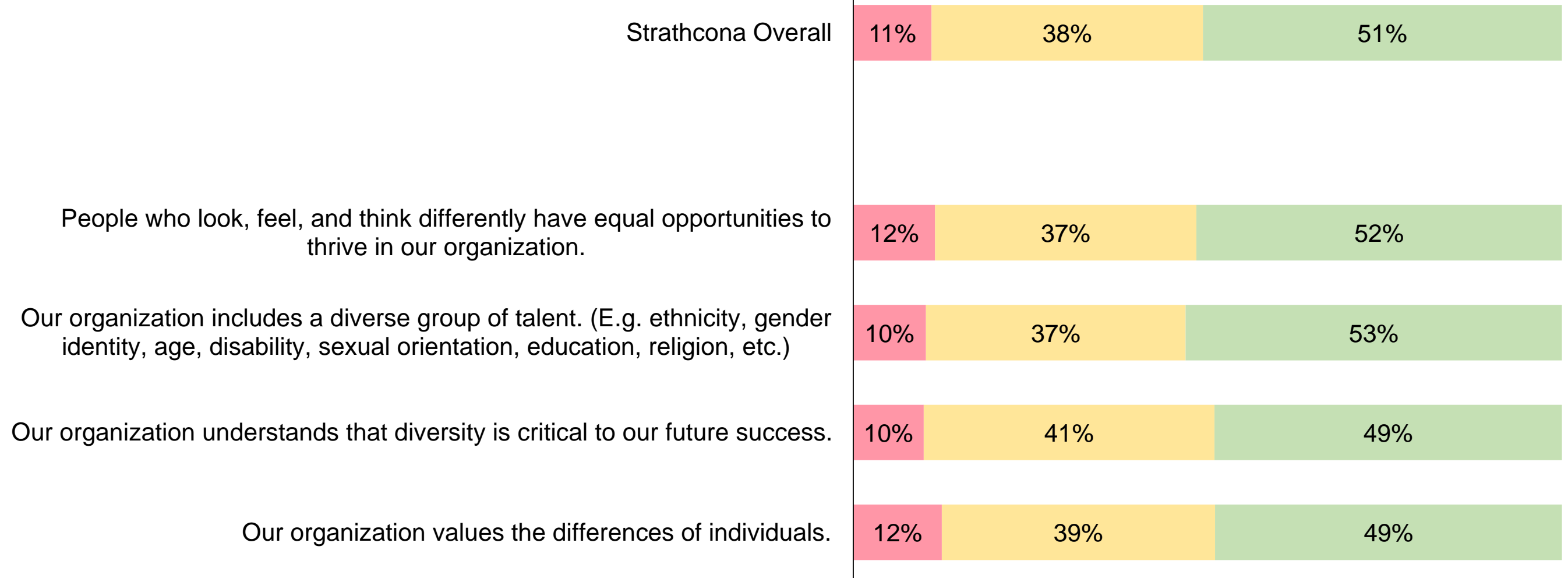**Strathcona Engagement Questions vs. External Benchmarks**

(Companies in WorkTango database with 1,000 to 5,000 employees in North America)

	STRATHCONA COUNTY	W	▲/▼
I intend to be working at Strathcona County a year from now.	80.8%	75.6%	5.2%
The work I do for Strathcona County makes a difference in the community.	73.3%	74.9%	-1.6%
I am able to use my skills and expertise in my job.	69.9%	73.9%	-4.0%
I would recommend Strathcona County as a great place to work.	65.5%	76.1%	-10.7%
I feel like I am valued and included by my colleagues.	59.1%	72.7%	-13.6%
I look forward to coming to work.	56.4%	70.0%	-13.6%
I have opportunities to learn and grow in my job.	54.6%	75.1%	-20.5%
I am inspired to give my very best.	53.7%	76.4%	-22.8%
I feel valued as an employee of Strathcona County.	48.5%	77.7%	-29.3%

Engagement results – diversity and inclusion

- *NEW FOR 2019*: 4 questions based on diversity and inclusion
- Results for all reports are shown at the **corporate** level

Strathcona Overall	11%	38%	51%
People who look, feel, and think differently have equal opportunities to thrive in our organization.	12%	37%	52%
Our organization includes a diverse group of talent. (E.g. ethnicity, gender identity, age, disability, sexual orientation, education, religion, etc.)	10%	37%	53%
Our organization understands that diversity is critical to our future success.	10%	41%	49%
Our organization values the differences of individuals.	12%	39%	49%

Corporate themes

- 6 corporate themes emerged
  - Leadership
  - Career Growth
  - Recognition
  - Staff and resources
  - Communication
  - Diversity and inclusion

- There are a number of corporate initiatives currently underway that relate to these themes
  - Reaffirms significance of key themes expressed
  - Reaffirms actions towards improvements are in motion

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Summary

- Increased participation
  - Increase in overall participation signals increased trust in survey process
  - Increase in operational department participation signals a reduction in participation barriers is being achieved

- Employee engagement results information sessions in July and August
  - 110 employees attended
  - Contributed to validating corporate themes

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Next Steps

- People Plan Stewardship Committee
  - Employee members creating recommendations for corporate action
- Collaborative approach to address key themes
  - Department leaders are working with employees to identify, validate and take action
- 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

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Questions?

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