

Priorities Committee Meeting_Sep12_2023

STRATEGIC INITIATIVE AND UPDATE

2023 Employee Engagement Survey Results

Report Purpose

To provide Priorities Committee an update on the 2023 employee engagement survey results and next steps.

Our Strategic Goals

Goal 4 - Municipal Excellence

Goal 4 Priority - A workplace culture that is connected, inclusive, diverse, and promotes employee development

Goal 4 Priority - Optimal use of resources that meets the community's needs

Report

Employee engagement is the extent to which employees feel enthusiastic about their jobs, are committed to the organization, and put discretionary effort into their work. It is important because positive engagement results in improved performance, service delivery, innovation, morale, and employee retention. The survey is a mechanism the County uses to gather feedback from our employees. The outcomes support the organization in knowing what to maintain and what to adjust. The results further provide insight into how the Strathcona County team can work better together to provide support for both our residents and each other.

Strathcona County employees completed the survey anonymously between April 12, 2023 to May 3, 2023. Kai Analytics, our survey vendor, reported a 66% participation rate. While this represents a 4% decrease over 2021, the responses increased by 249 overall as eligible employees increased as a result of previous restrictions on ineligibility to participate if within the first three months of employment.

We are pleased to share the positive corporate results with you as every category has made gains since 2021—some being quite significant. Overall, the survey revealed an overall engagement score of 73%, which was a 12% increase from the 2021 survey, for which the score was 61%.

This year's survey included 60 questions in the following categories: satisfaction, service excellence, corporate values, connection, work environment, engagement, diversity and inclusion, leadership (executive, department, and direct supervisor). There were also three questions where employees could provide open-ended responses.

At the corporate level, the top three outcomes were in the categories of leadership (supervisor), satisfaction and service excellence. The most significant gains since 2021 are diversity and inclusion 16%, satisfaction 16% and leadership (department) 16%. High scores in service excellence have been a noteworthy trend over several surveys. Employees gave the question "I go the extra mile for my clients" an all-time-high score of 96% in their answers, and our team members report pride and satisfaction in the services they provide to our community. We believe this focus will contribute to us achieving our objective of becoming Canada's most livable community.

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Within the top five categories, the question with the most significant increase over 2021 was, "Our organization includes a diverse group of talent" (diversity and inclusion), which increased by 22%. This result is an indication that we should continue to work on and enhance our efforts to become a more diverse and inclusive employer, reflecting what we observe in the community.

From the survey results, Kai Analytics identified the three categories with the most impact on satisfaction as engagement, connection, and work environment. The People Plan Stewardship Committee had already identified connection as an area of focus for 2023 and has embarked on many activities to promote it. They will continue to play a significant role in determining the key areas of focus at a corporate level. Follow-up activities in these areas should have the greatest impact on engaging our employees.

Survey results have been shared with employees and departments are engaging in action planning efforts as we continue to strive to further improve our overall staff engagement.

Other Impacts

Policy: n/a

Financial/Budget: n/a

Legislative/Legal: n/a

Interdepartmental: The employee engagement survey impacts all County departments.

Master Plan/Framework: n/a

Enclosures

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| 1 | 2023 Corporate engagement results |
| 2 | 2023 Strathcona County employee engagement survey presentation |