

Citizens 2017 Employee Engagement Survey Responses

Items where 2017 responses reflected *positive* engagement/satisfaction as indicated by greater than 80% of employees responding that they strongly agree or agree are indicated with **bold** font.

The six items where 2017 responses reflect *decreased* engagement/satisfaction as indicated by greater than 20% of employees responding that they strongly disagree or disagree are indicated with **highlighted** font. These items are considered negative “trends,” and therefore are targeted with specific strategies in the 2018 *Workforce Development Management Plan* in order to improve employee engagement/satisfaction in this area. In response to these trends, various agency wide initiatives have and will be implemented over the coming months. Each initiative is listed under the trend that it applies to.

1. “I feel overall satisfaction with my job.”

Improvement in this area will be determined by the success of all new initiatives listed below.

2. “I feel the agency is flexible with regards to my personal needs.”

3. “I feel my salary is competitive and fair based on similar positions at other agencies.”

New Initiatives implemented: Formal total compensation reports will be developed and issued for each employee.

4. “I am provided with a well-structured benefit package inclusive of health care coverage.”

New Initiatives implemented: Increased educational opportunities regarding all benefits will be provided to employees.

5. “Agency trainings have helped to prepare me to succeed in my position.”

6. “I feel my contributions are recognized and valued.”

New Initiatives implemented: Our first large scale Employee Appreciation Event will be held in June 2018, implementation of DSP and Lifesaver Recognition Events

7. “I have a positive working relationship with my supervisor.”

8. “I feel there are ample opportunities to pursue job advancement within the organization.”

New Initiatives implemented: Onsite college opportunities are currently being pursued and career pathway programs are in development.

9. “I feel there is good communication within the agency.”

New Initiatives implemented: Review of successful communication practices is currently being completed to determine if text messaging would be a more effective approach. Onboarding surveys and Stay Interviews are now being completed, DSP Focus groups have been developed.

10. "I would recommend employment at this agency to a close friend or family member."