

2013 Mecklenburg County Employee Climate Survey



Mecklenburg County conducted its 11th annual Employee Climate Survey in the spring of 2013. The survey was administered online for over three weeks to all full-time and part-time employees. Accommodations were made for employees who do not have online access as a regular part of their job so they could participate.

The purpose of the survey is to:



- Assess employee motivation & satisfaction within the workplace.
- Assess progress in achieving Corporate Scorecard goals for employee morale and workplace culture.
- Identify employee perceptions of business support services (e.g., Human Resources, Public Information, IT, and Asset & Facilities Management).

Employee Climate Survey results are used to determine how management policies and procedures, supervision practices, and training and development have an impact on employee morale and productivity. Positive results indicate that workforce management strategies are effective in influencing optimal employee productivity.

Out of the approximately 4,400 employees, 81% responded to the survey, a statistically significant representation of all Mecklenburg County employees.

Overall Performance is Exemplary

County-wide results are positive and the County continues to meet and exceed performance expectations across major indicators of performance.

| | | |
|---|---|--|
|  | Employee Access to Information for Job Success | Performance Levels  Exemplary  Successful  Mixed Results  Needs Improvement |
|  | Employee Training and Development | |
|  | Managing a Diverse Workplace | |
|  | Employee Motivation & Satisfaction | |

Key Facts:

- Many results have returned to pre-recession levels.
- 98% of Mecklenburg County employees believe their work is important.
- 91% of employees say they would recommend the County to others as a good place to work.
- 90% of employees say their supervisors communicate effectively with them about performance expectations.
- 89% of employees believe supervisors manage diverse work teams effectively.
- 86% of employees say their supervisors provide timely feedback on performance.
- 81% of employees believe they have time to complete their workload within performance expectations.

Department-by-Department Results Are Successful to Exemplary

- Employee Access to Information for Job Success – Results for all but one department are at successful or exemplary levels.
- Employee Training and Development – Results for all but three departments are at successful or exemplary levels.
- Managing a Diverse Workforce – Results for all departments are at successful or exemplary levels.
- Employee Motivation & Satisfaction – Results for all but one department are at successful or exemplary levels.