

## Corporate Scorecard Measures

Fiscal Year 2017

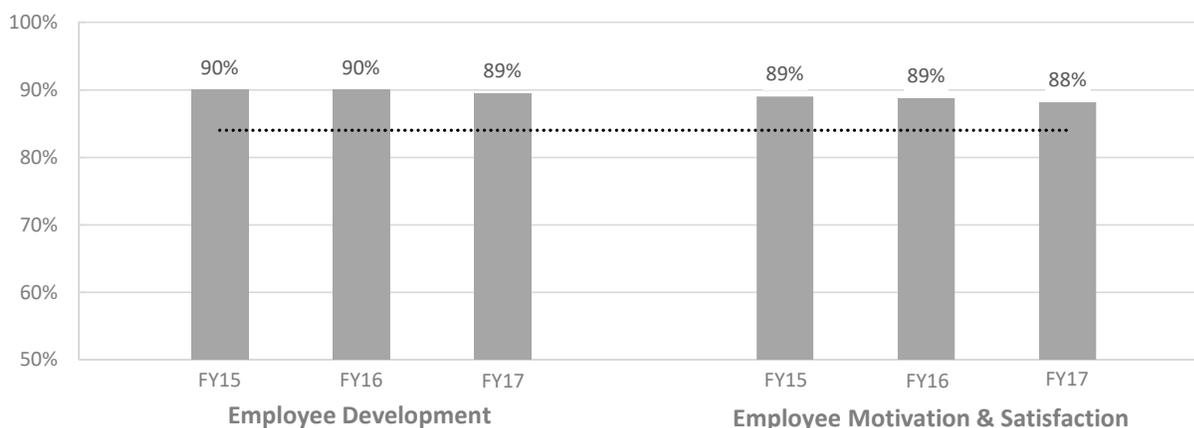
N = 3694

Employee Development	FY17 Results	FY16 Results	FY15 Results
My supervisor annually assesses progress on my individual development plan. <sup>1,2</sup>	95%	95%	96%
My supervisor supports my participation in professional development opportunities.	92%	93%	92%
I have a workplan that includes an individual development plan (IDP). <sup>2</sup>	88%	90%	90%
My supervisor provides sufficient feedback regarding my performance.	87%	87%	86%
My supervisor provides timely feedback about my performance.	86%	85%	85%
<b>Employee Development Index</b>	<b>89%</b>	90%	90%

Employee Motivation & Satisfaction	FY17 Results	FY16 Results	FY15 Results
My supervisor treats me with respect.	93%	93%	93%
My supervisor provides the flexibility I need to balance work and personal life.	92%	93%	92%
My supervisor treats me fairly.	90%	91%	91%
My co-workers are willing to assist each other.	90%	90%	90%
My co-workers are respectful of each other.	88%	88%	88%
I am able to openly communicate concerns to my supervisor.	87%	87%	87%
My supervisor acknowledges my achievements.	87%	87%	86%
My supervisor encourages an open exchange of ideas.	86%	87%	87%
My supervisor encourages creative thinking.	85%	87%	87%
I would recommend Mecklenburg County to others as a good place to work.	85%	88%	89%
Most days I feel good about coming to work.	85%	86%	87%
<b>Employee Motivation &amp; Satisfaction Index</b>	<b>88%</b>	89%	89%

### Index Score Trends

..... County Target (84%)



**Results** ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs improvement

Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

<sup>1</sup> Only those who respond "yes" to "I have a workplan that includes an individual development plan (IDP)" receive this question.

<sup>2</sup> Results reflect % Yes responses.

## Corporate Trend Analysis

Fiscal Year 2017

N = 3694

Questions	FY17 Results	FY16 Results	FY15 Results
The work I do is important.	99%	99%	99%
From the Ethics training, I learned there are resources (e.g., Ethics Officer, County legal staff, etc.) available to assist me when faced with ethical decisions. <sup>1</sup>	99%	98%	98%
The Fraud Awareness training helped me understand the indicators (or red flags) of fraud.	97%	97%	97%
I am satisfied with the content of Employee News Now (email messages).	96%	95%	94%
My supervisor annually assesses progress on my individual development plan. <sup>1,2</sup>	95%	95%	96%
The Mecklenburg County public website provides sufficient information.	94%	95%	96%
My supervisor treats me with respect.	93%	93%	93%
Overall, I feel secure going to my vehicle during regular business hours.	93%	91%	93%
My supervisor respects individuals by valuing their differences (backgrounds, values & beliefs).	93%	93%	93%
I am able to apply skills I learn in trainings to better perform my job.	92%	92%	93%
My supervisor provides the flexibility I need to balance work and personal life.	92%	93%	92%
My supervisor supports my participation in professional development opportunities.	92%	93%	92%
My co-workers respect individuals by valuing their differences (backgrounds, values & beliefs).	91%	91%	92%
My supervisor values me.	91%	91%	91%
My supervisor treats me fairly.	90%	91%	91%
My co-workers are willing to assist each other.	90%	90%	90%
Overall, I feel secure at my workplace during regular business hours.	90%	88%	91%
The exterior (grounds) of the facility where I work is generally well maintained.	90%	90%	89%
Information Technology solves my technology problems effectively.	89%	88%	87%
My co-workers are respectful of each other.	88%	88%	88%
I have a workplan that includes an individual development plan (IDP). <sup>1</sup>	88%	90%	90%
Information Technology solves my technology problems quickly.	88%	85%	86%
I find the County's human resource information easily accessible.	87%	85%	84%
I am able to openly communicate concerns to my supervisor.	87%	87%	87%
The interior of the facility where I work is generally clean in appearance.	87%	87%	88%
I have received info about what to do in the event of an emergency (tornado, bomb threat). <sup>1</sup>	87%	86%	83%
My supervisor acknowledges my achievements.	87%	87%	86%
My supervisor provides sufficient feedback regarding my performance.	87%	87%	86%
The MeckWeb pages are easy to navigate.	87%	85%	85%
I am satisfied with learning opportunities provided by Mecklenburg County.	86%	87%	86%
I have the necessary technology (hardware and software) to do my job well.	86%	88%	89%
Restrooms are typically well stocked with paper products and soap.	86%	83%	85%
My supervisor encourages an open exchange of ideas.	86%	87%	87%
My supervisor provides timely feedback about my performance.	86%	85%	85%

Results ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs Improvement

Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

\* = New measure. <sup>1</sup> Results reflect % Yes responses.

<sup>2</sup> Only those who respond "yes" to "I have a workplan that includes an individual development plan (IDP)" receive this question.

## Corporate Trend Analysis

Fiscal Year 2017

N = 3694

Questions	FY17 Results	FY16 Results	FY15 Results
My supervisor encourages creative thinking.	85%	87%	87%
I would recommend Mecklenburg County to others as a good place to work.	85%	88%	89%
Most days I feel good about coming to work.	85%	86%	87%
My department director values employees in our department.	85%	85%	87%
Overall, I am satisfied with the security personnel presence at the facility where I work.	85%	80%	85%
My department director leads by example. <sup>*1</sup>	83%	-	-
I know how to encrypt emails containing protected information.*	83%	-	-
The executive leadership of Mecklenburg County values County employees.	81%	85%	85%
I am familiar with the goals and objectives outlined in my department's strategic business plan. <sup>*2</sup>	80%	-	-
Restrooms are typically clean.	80%	77%	79%
My department director clearly communicates what is going on in my department.	80%	78%	80%
Overall, I feel secure at my workplace after regular business hours.	78%	74%	77%
The technology (hardware and software) I use on the job is reliable.	78%	80%	83%
My workload is reasonable.	76%	78%	81%
Over the past year, I have encrypted emails with protected information before sending within or outside the County. <sup>*3</sup>	74%	-	-
Overall, I feel secure going to my vehicle after regular business hours.	74%	70%	71%
The Board of County Commissioners values County employees.	73%	79%	79%

Questions without Targets	FY17 Results
I received the Wellness Medical Insurance Premium by completing the myTotalHealth Reward. <sup>*4</sup>	72%
I have participated in at least one my TotalHealth program during the past year. <sup>*4</sup>	65%
I have utilized the free employee group fitness classes/facilities provided by the County. <sup>*4</sup>	24%

Results ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs Improvement

Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

\* = New measure. <sup>1</sup> Results reflect % Well/Very Well responses. <sup>2</sup> Results reflect % Somewhat Familiar/Very Familiar responses.

<sup>3</sup> Results reflect % Always/Sometimes responses. <sup>4</sup> Results reflect % Yes responses.