

# 2024 Employee Climate Survey

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Presented by: Office of Strategy & Innovation

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Mecklenburg Board of County Commissioners Public Policy Meeting

September 24, 2024



# Overview

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Purpose, Methodology & Timeline

Response Rates

Demographics



# Purpose, Methodology & Timeline

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## Purpose

- Assess employee motivation and satisfaction (11 measures) and employee development (5 measures)
- Assess progress toward performance management goals aligned to the corporate strategic business plan
- Identify employee perceptions of business support services
- Obtain general sentiments from employees

## Methodology

- Administered online using Qualtrics survey solution software from April 17 through May 8, 2024
- Contained both corporate items and various department-specific questions
- Majority of the results shown reflect the percent of respondents that select “agree” or “strongly agree” (unless otherwise specified)

## Timeline

Feb - Mar  
2024

- Initiate
- Discover
- Plan

Apr - Jun 2024

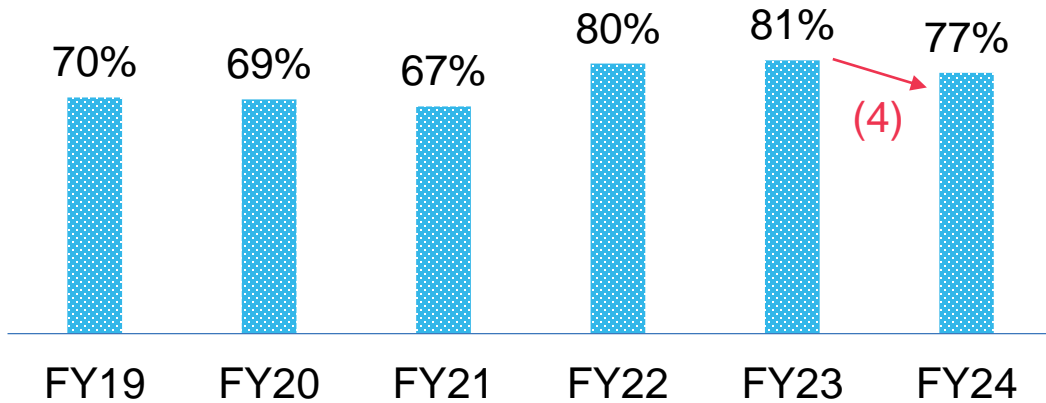
- Launch
- Clean
- Analyze

Jul - Sep 2024

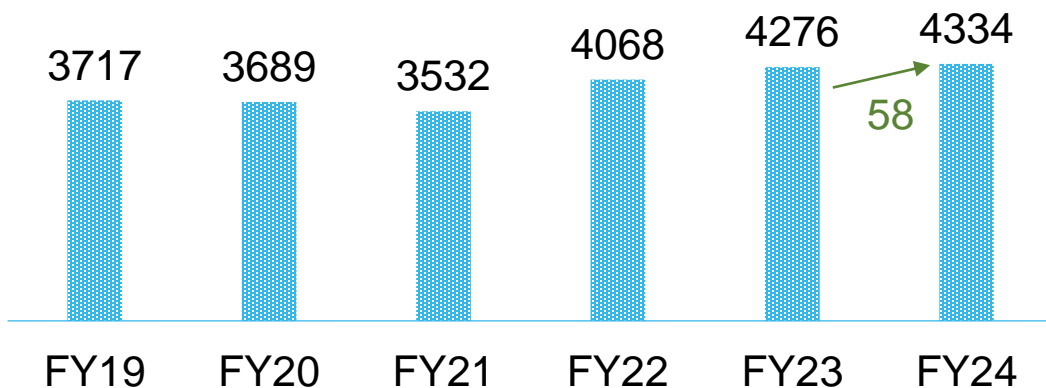
- Develop
- Deliver
- Act

# Response Rate Trends

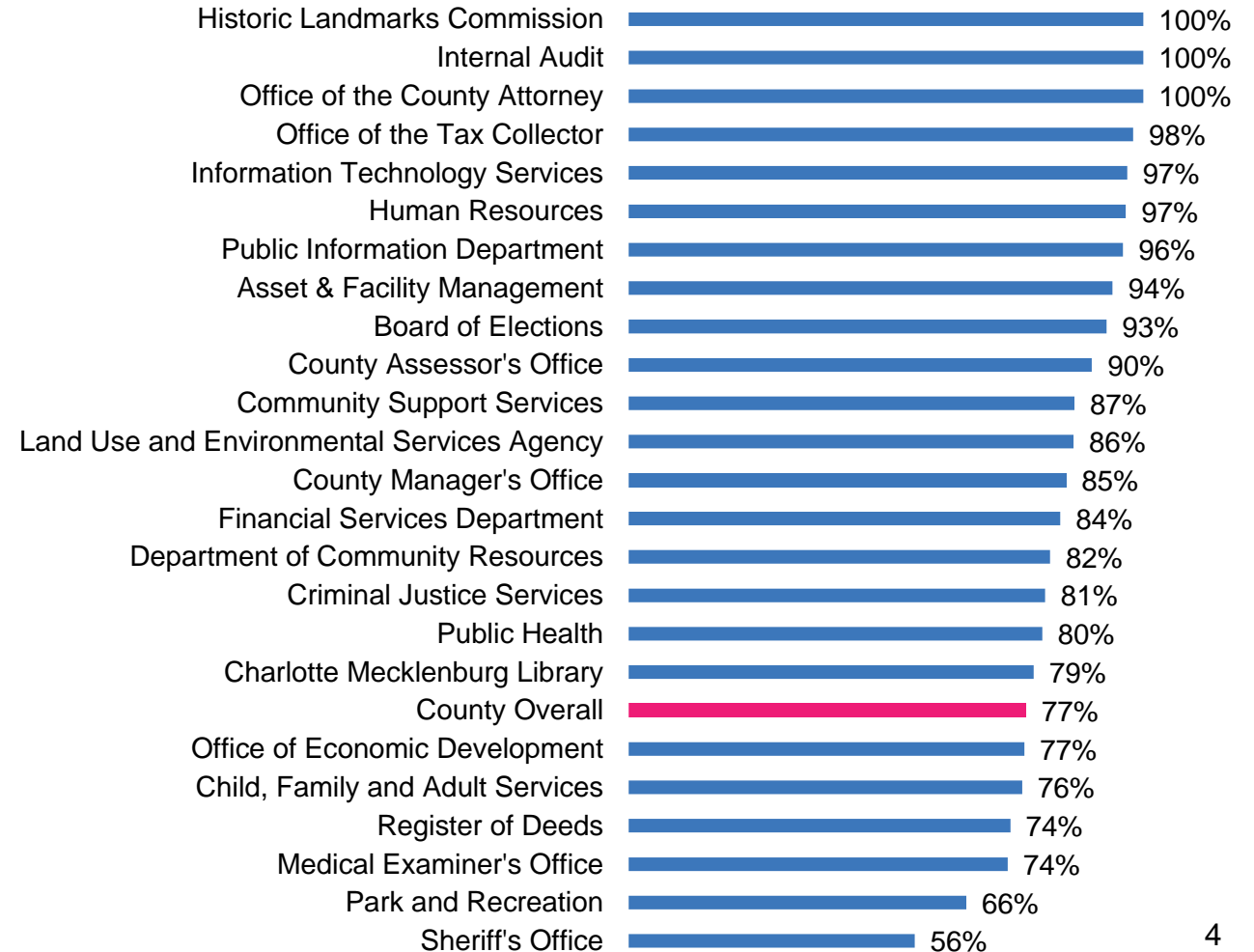
Corporate Response Rate Trend  
FY19 - FY24



Overall Number of Survey Responses  
FY19 – FY24

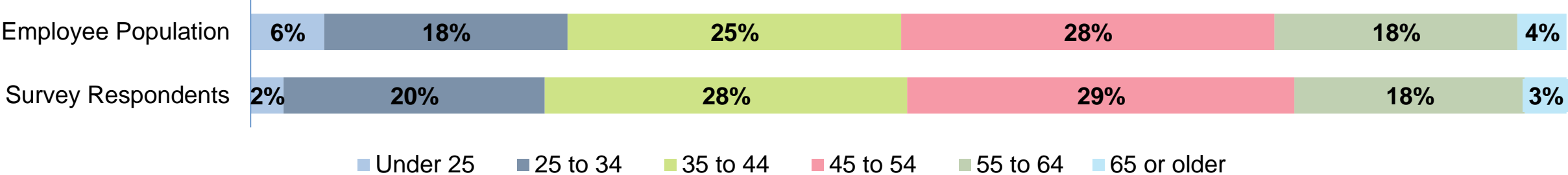


FY24 Departmental Response Rates

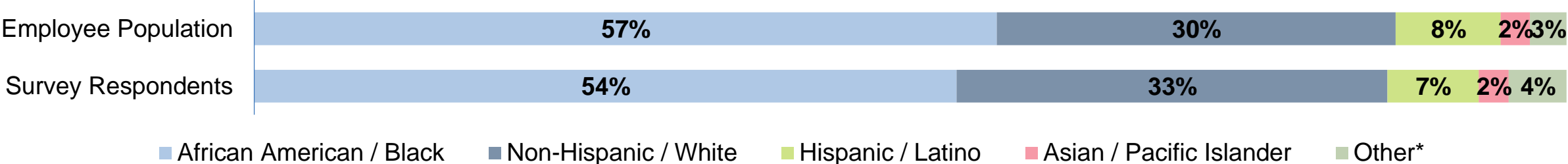


# Response Rate Demographics

## Age

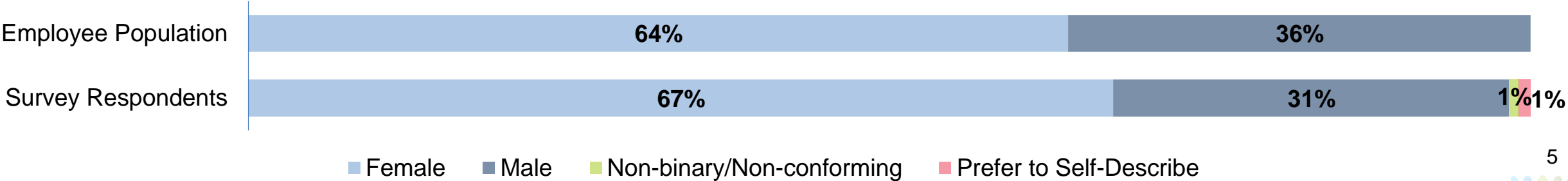


## Race



\* Other includes respondents who chose the options American Indian/Alaskan Native, Multiracial, or chose to Self Describe.

## Gender



# Index Results

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Employee Motivation and Satisfaction

Employee Development



# Motivation and Satisfaction Index

89%

My supervisor treats me with respect.

94%

My supervisor provides the flexibility I need to balance work and personal life.

94%

My supervisor treats me fairly.

93%

My co-workers are willing to assist each other.

91%

My supervisor encourages creative thinking.

91%

My supervisor encourages an open exchange of ideas.

91%

My supervisor acknowledges my achievements.

90%

I am able to openly communicate concerns to my supervisor.

90%

My co-workers are respectful of each other.

89%

Most days I feel good about coming to work.

82%

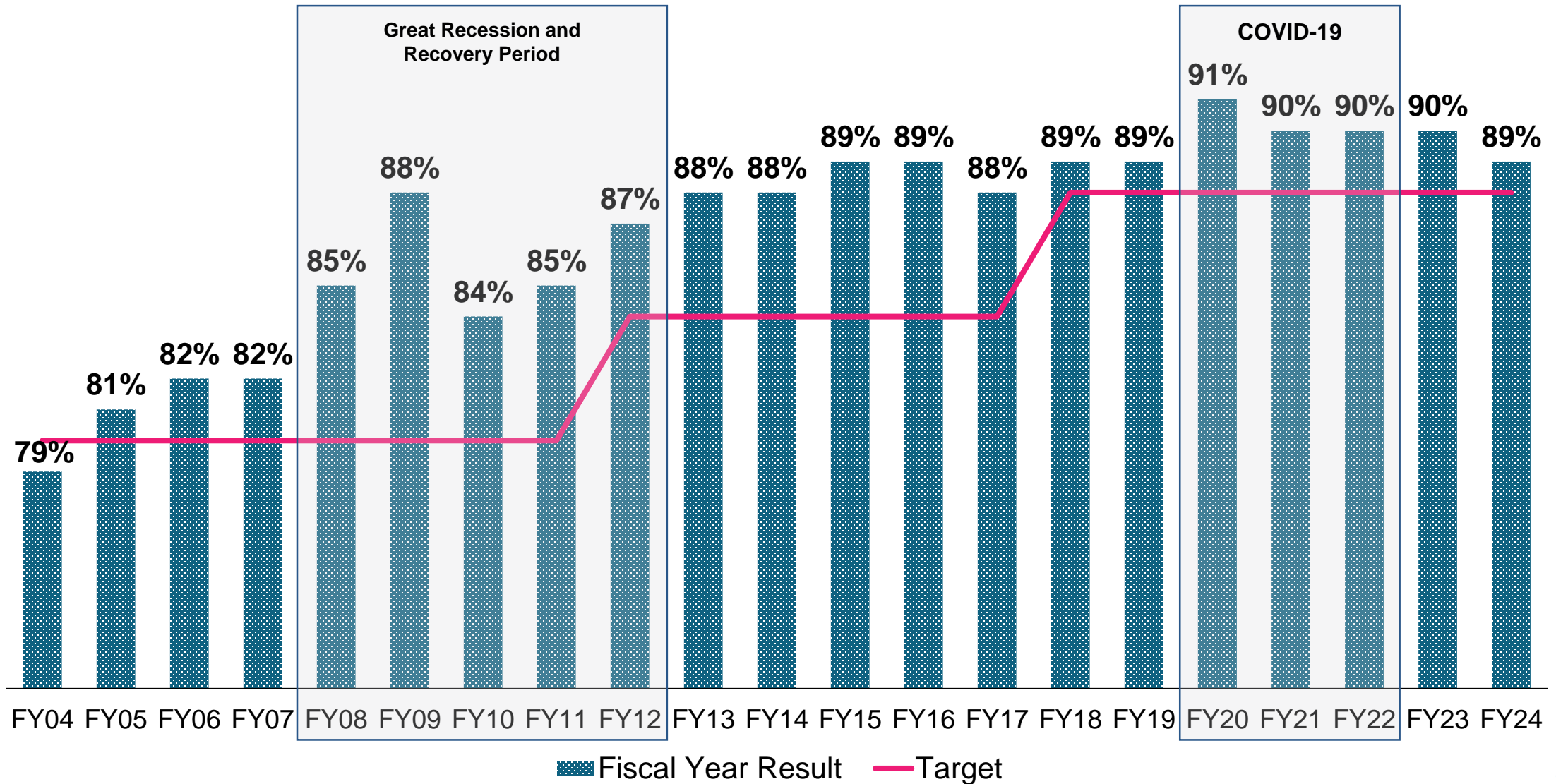
I would recommend Mecklenburg County to others as a good place to work.

78%

Target = 88%



# Motivation and Satisfaction Index: Historical Trend



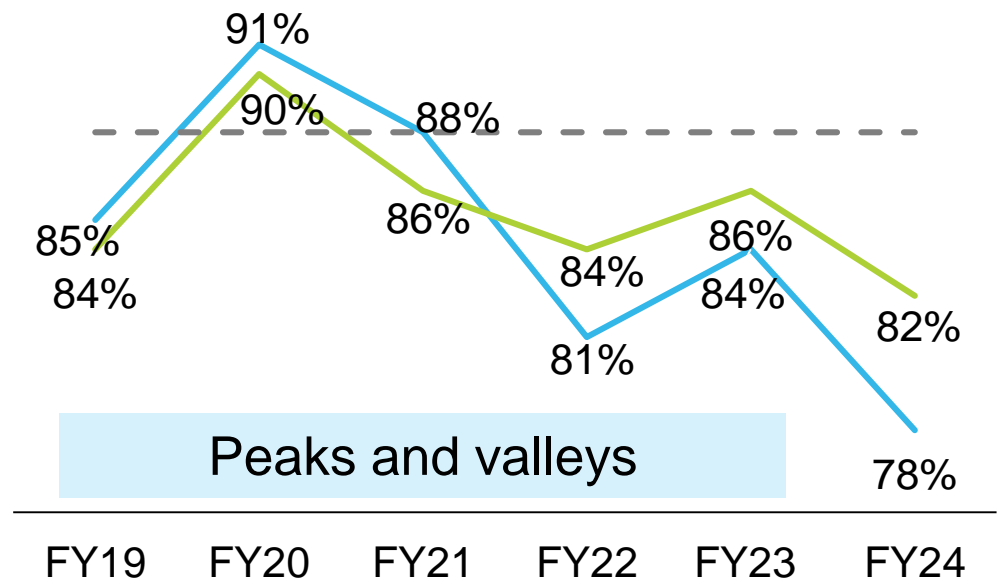
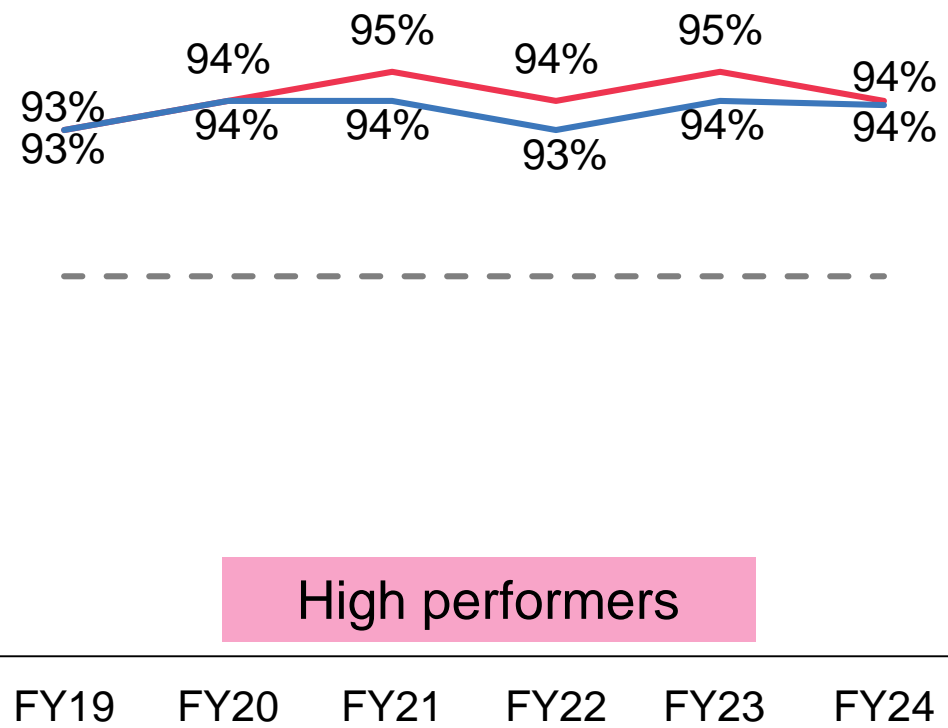


# Motivation and Satisfaction Index

(select index items)

- My supervisor treats me with respect.
- My supervisor provides the flexibility I need to balance work and personal life.
- Target: 88%

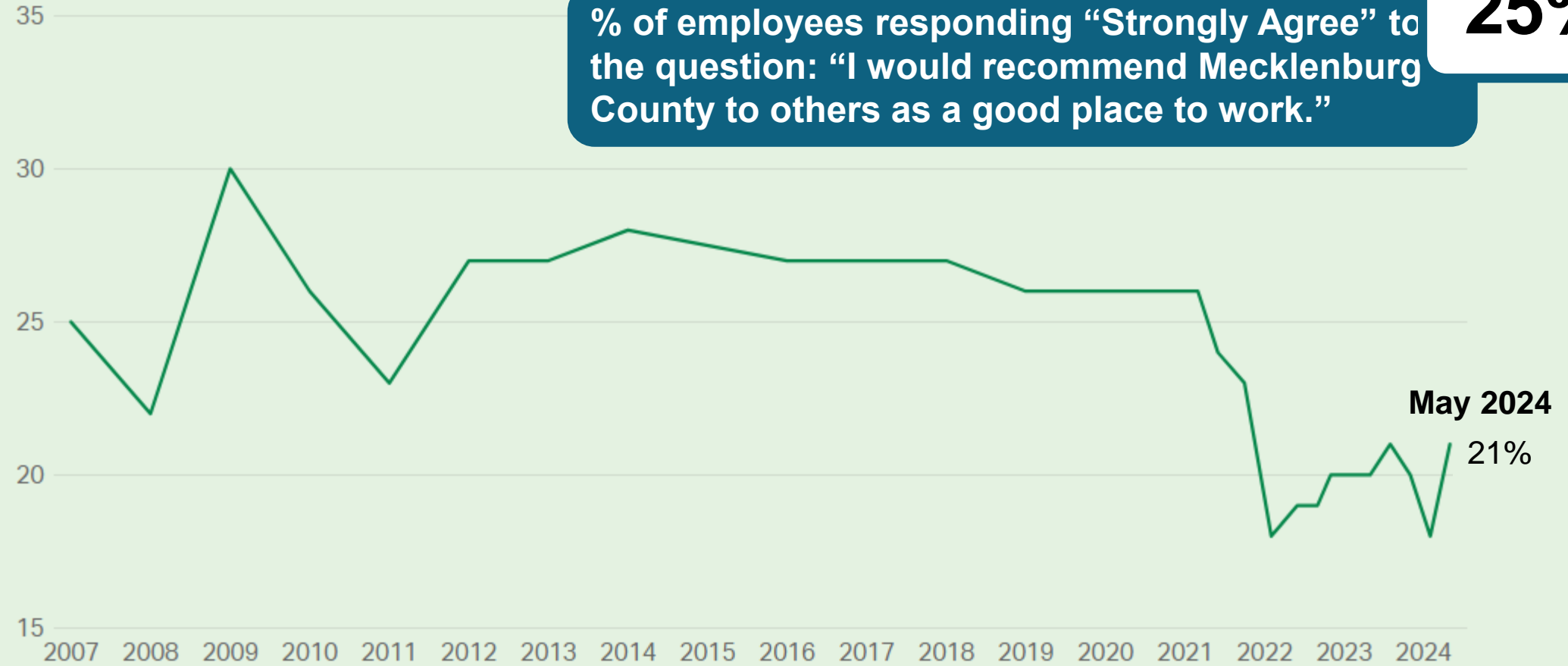
- I would recommend Mecklenburg County to others as a good place to work.
- Most days I feel good about coming to work.
- Target: 88%



# Overall Satisfaction Among U.S. Employees

How satisfied are you with your company as a place to work?

— % Extremely satisfied

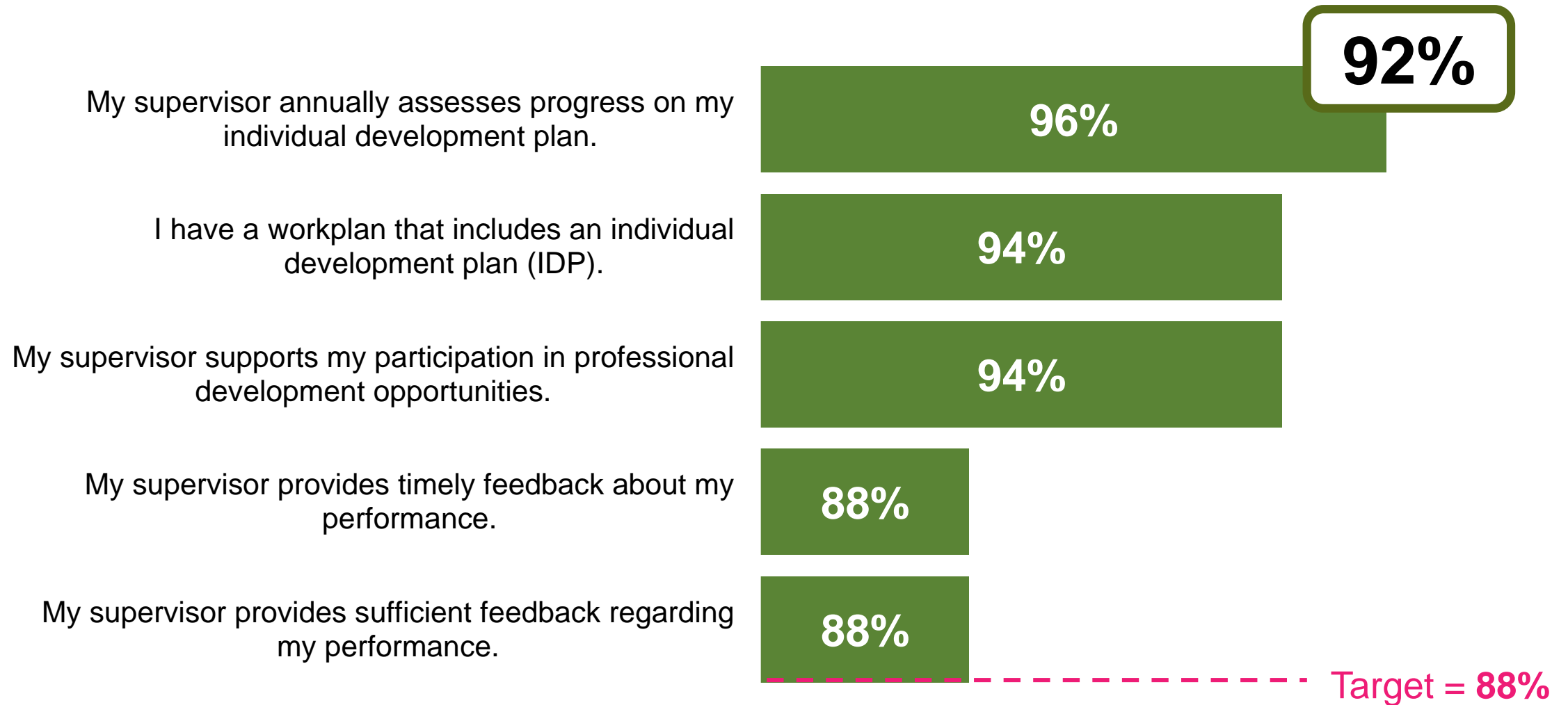


**% of employees responding “Strongly Agree” to the question: “I would recommend Mecklenburg County to others as a good place to work.”**

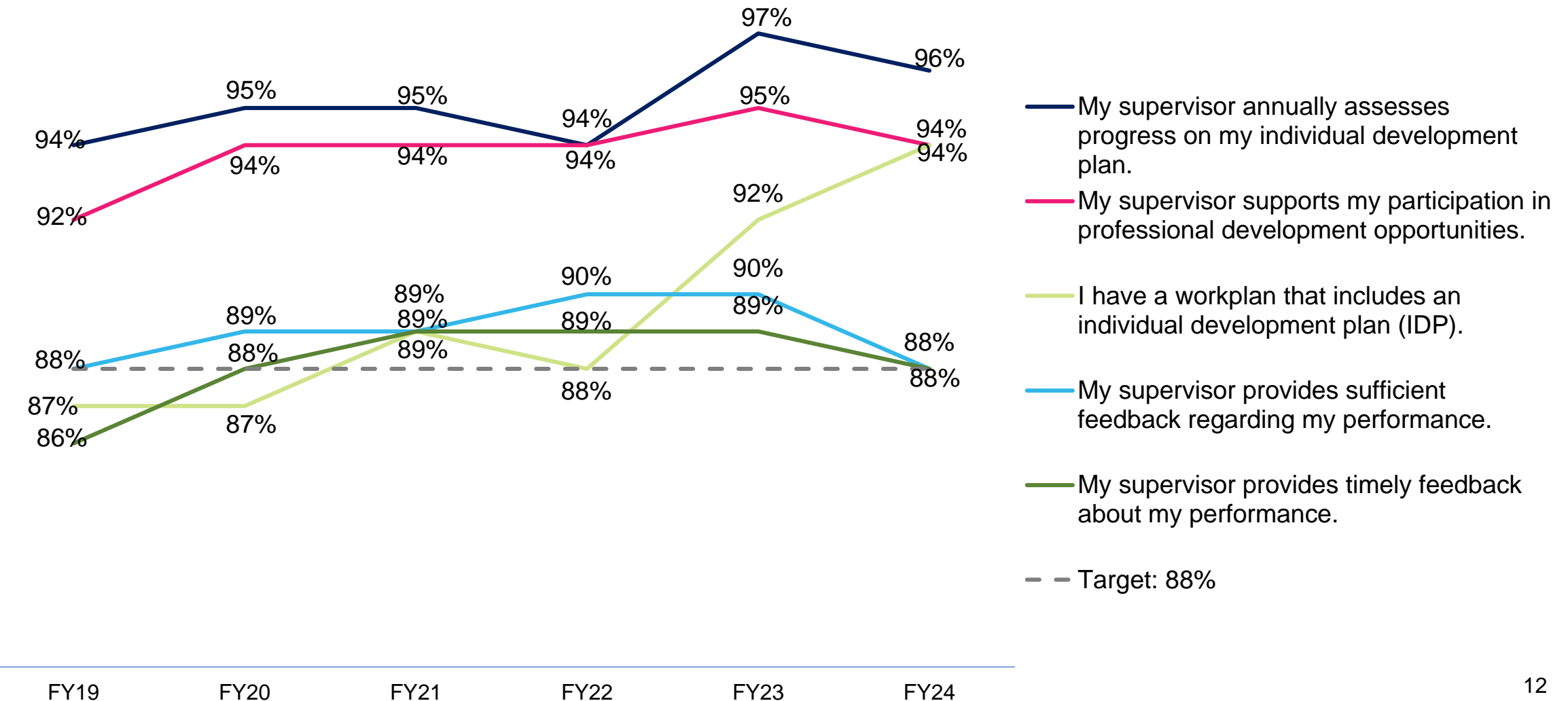
**25%\***

\*Note that the results on this slide reflect only those that “Strongly Agree” to the referenced question for comparability with the Gallup results. Results for “Strongly Agree” and “Agree” for Mecklenburg County were 78%.

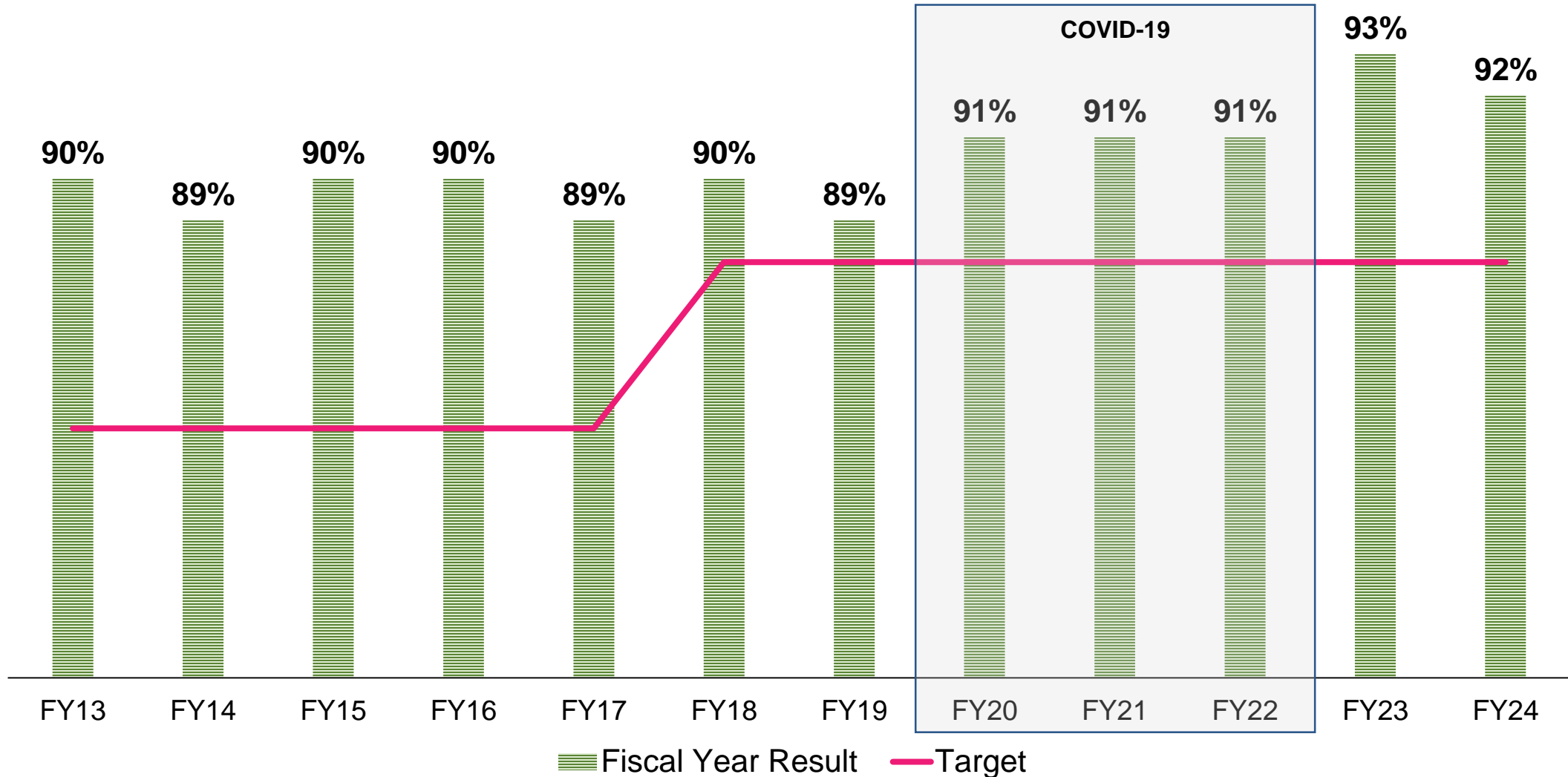
# Employee Development Index



# Employee Development Index



# Employee Development Index: Historical Trend

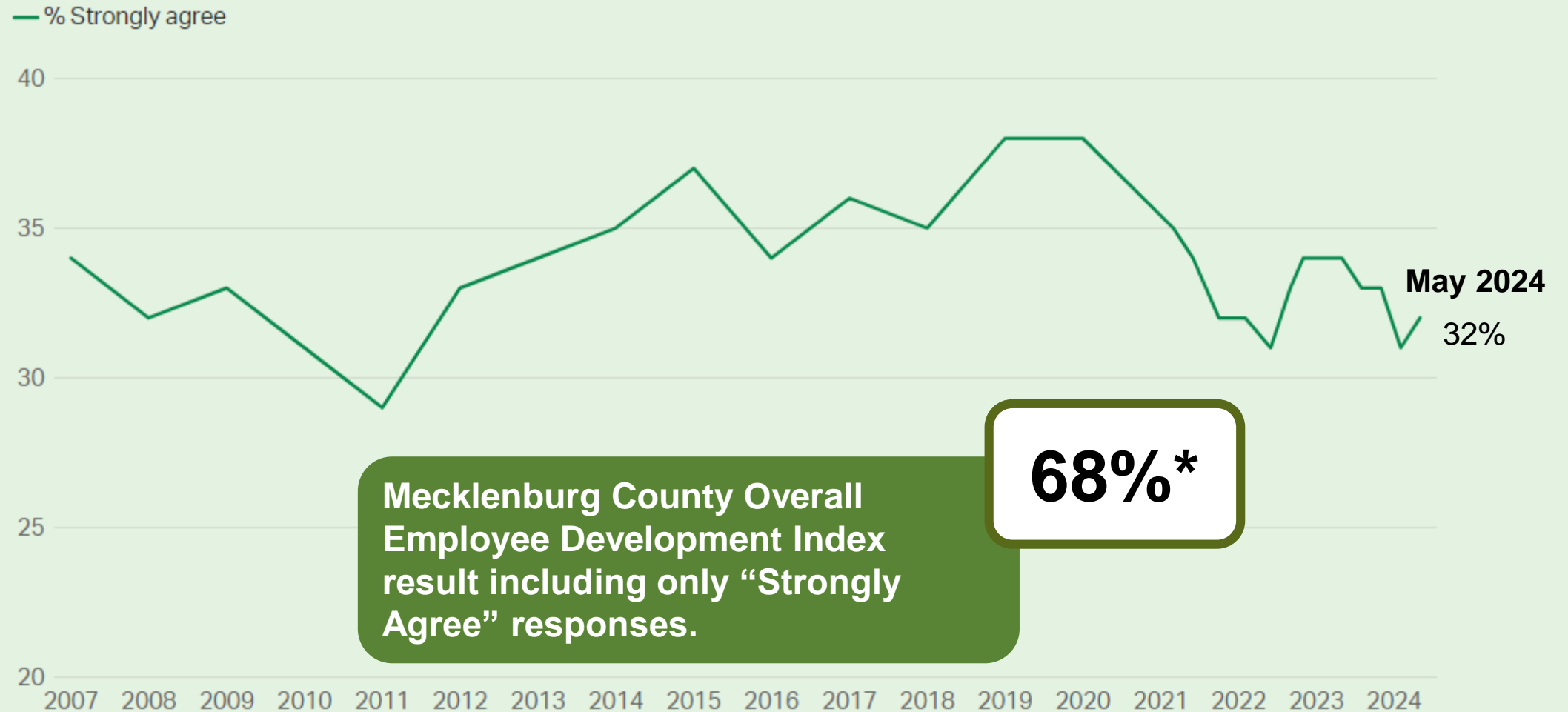


Note: Questions making up this index changed between FY13 and FY14, so results from prior years are not comparable.



# Most U.S. Employees Need More Opportunities to Learn and Grow at Work

This last year, I have had opportunities at work to learn and grow.



\*Note that the results on this slide reflect only those that “Strongly Agree” to the referenced question for comparability with the Gallup results. Results for “Strongly Agree” and “Agree” were 92%.

# Items of Interest

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Leadership Values

Managing Workload

Compensation and Benefits

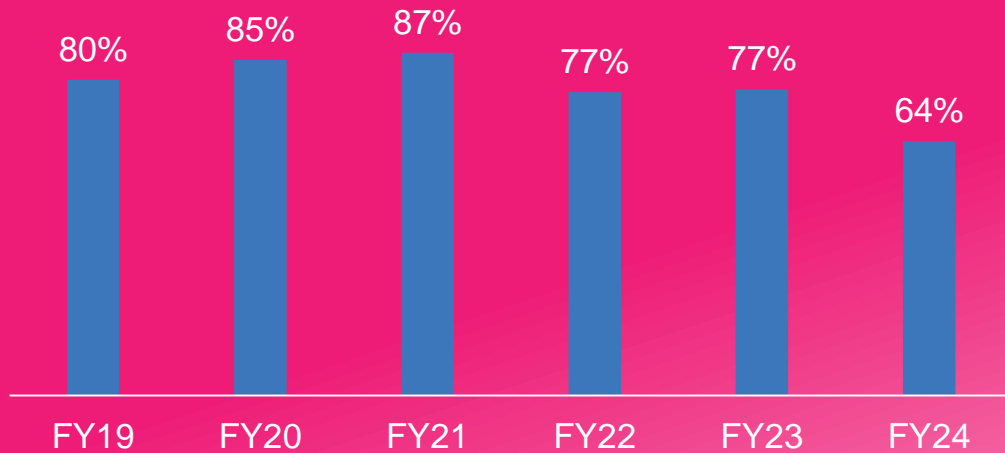
Equity & Inclusion

Meaningful Work



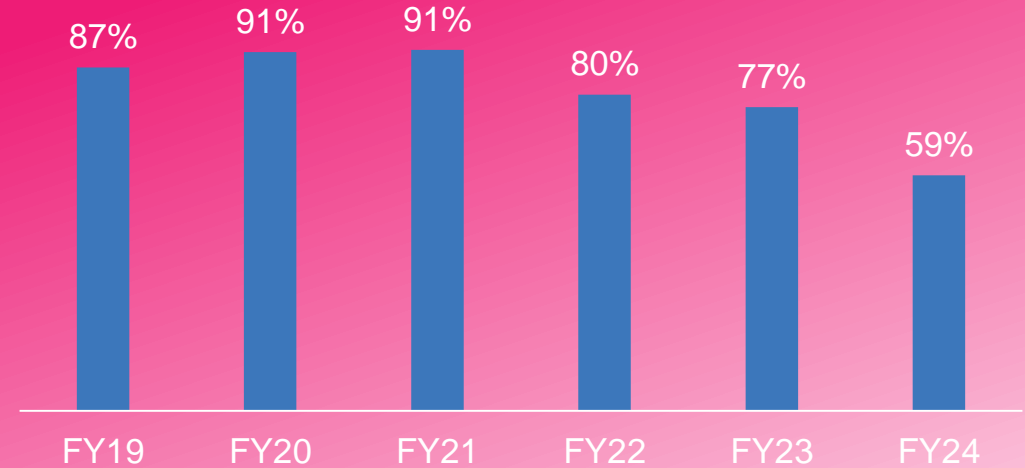
## “The Board of County Commissioners values County Employees.”

County Overall FY19 - FY24



## “The executive leadership of Mecklenburg County values County employees.”

County Overall FY19 - FY24



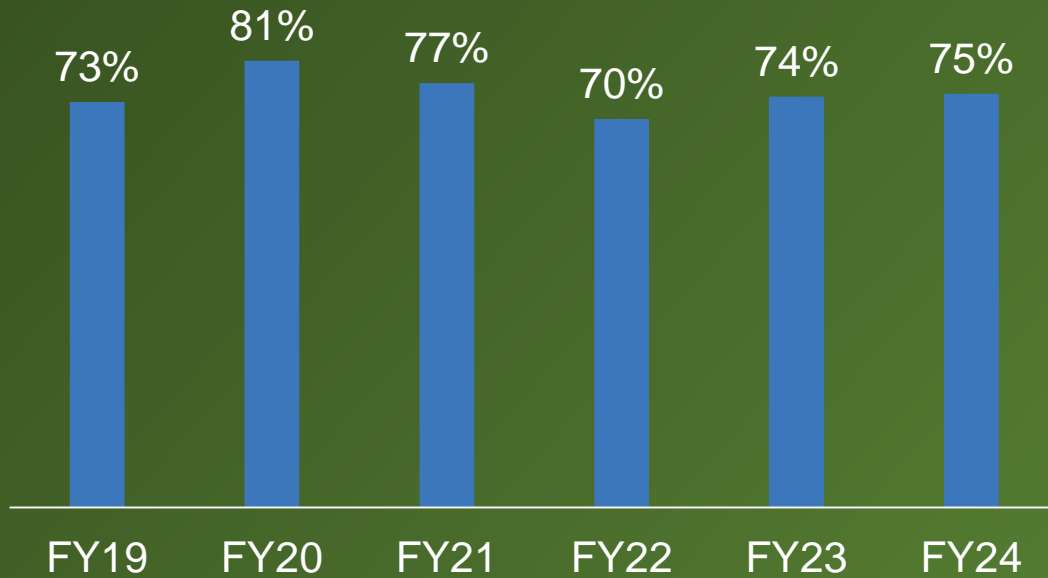
- A majority of County employees feel that they are valued by both the Board of County Commissioners (“BOCC”) and executive leadership (County Manager and her Deputy County Managers).
- County employees that responded to the open-ended questions had mixed feedback, however.
- Some employees appreciate when the BOCC expresses that they value County employees and show that value through action, while others feel that the BOCC is disconnected from County staff.
- Employees also appear to confuse the roles of the BOCC compared to the County Manager/executive leadership related to decision-making.

- The decline in results for executive leadership in 2024 can primarily be attributed to the removal of the telework policy.
- Many employee comments discussed the removal of the telework policy, but also shared recruitment and retention concerns, and feeling a lack of trust and listening from leadership.
- Employees also expressed positive feedback about feeling valued by executives, respecting the County Manager’s strong and transparent leadership, and expressing appreciation for the improvements to benefits.



# “My workload is reasonable.”

County Overall FY19 - FY24



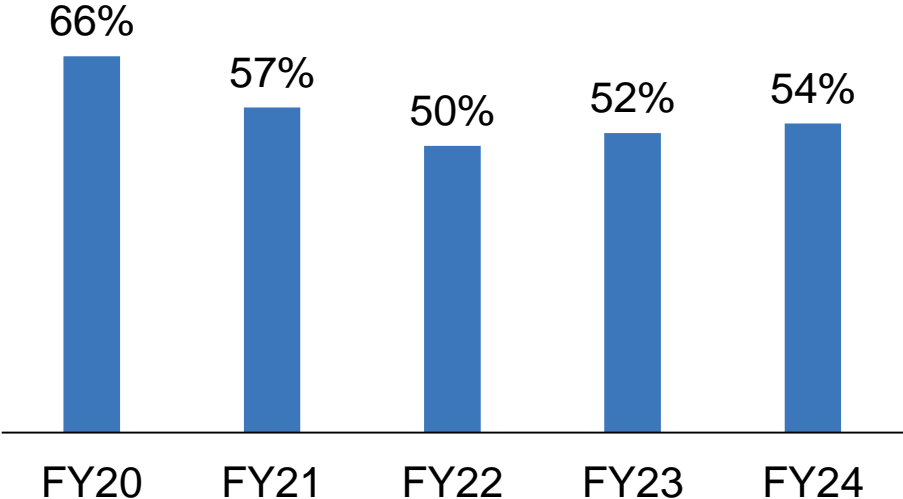
Overall, employee perceptions of workload have been improving slightly over the past few years and are in line with pre-pandemic levels. Many employees feel that their workload is reasonable and well-balanced with their team members.

Employees provided suggestions for improving workload, such as adding/filling positions with quality candidates throughout departments, having more flexible work arrangements, reducing special project requests, and improving upon outdated or manual processes.

# Compensation & Benefits

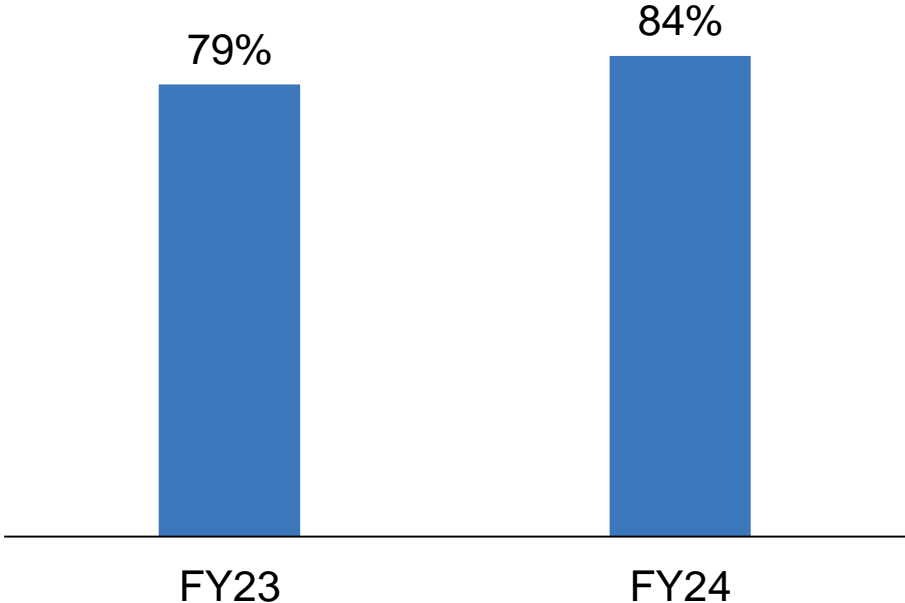
**“I am compensated fairly for the work that I do.”**

County Overall FY20 - FY24



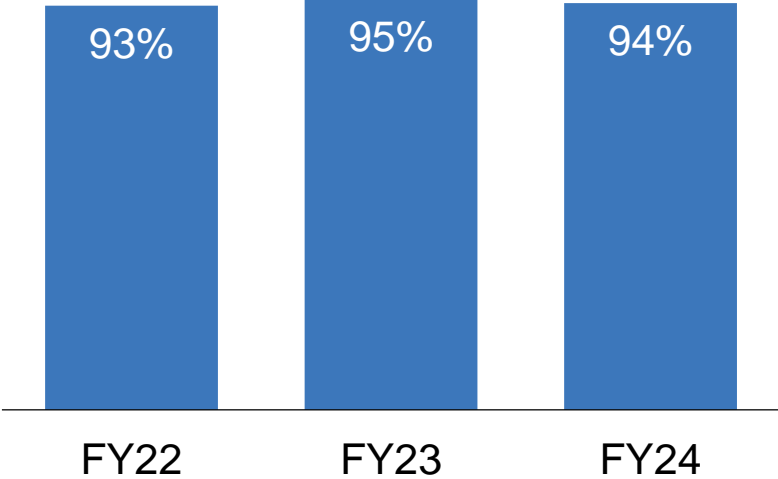
**“I am satisfied with the wellness benefits that the County offers.”**

County Overall FY23 – FY24

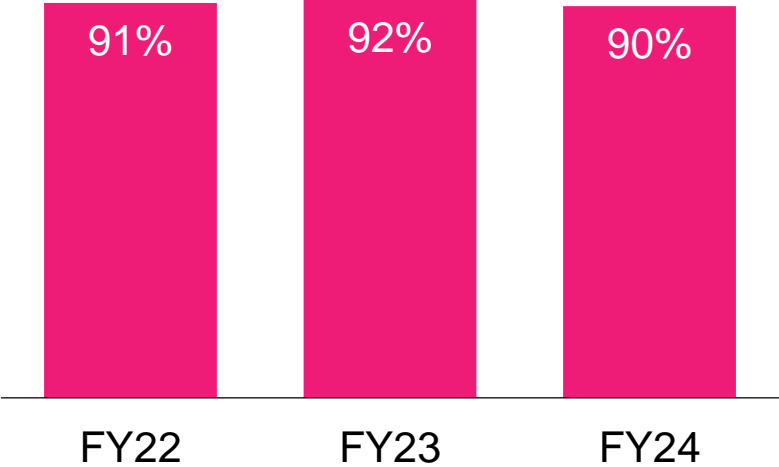


# Equity & Inclusion: Results Above Target (88%)

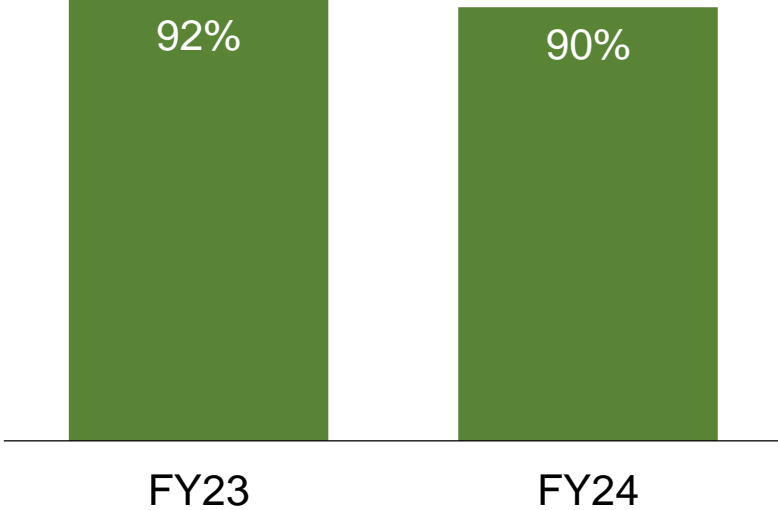
I positively impact outcomes for Black, Indigenous, and People of Color (BIPOC) through my work at the County.



I have an understanding of how my role is important to advancing racial equity in Mecklenburg County.

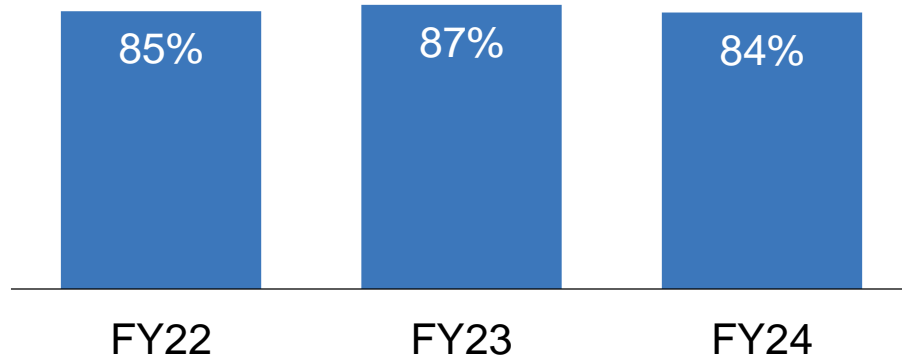


I feel I have the skills to take action when I see or experience discrimination in the workplace.



# Equity & Inclusion: Results Below Target (88%)

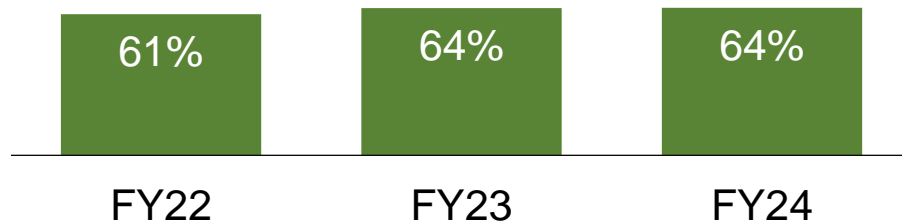
I feel equipped to speak with colleagues about issues related to race.



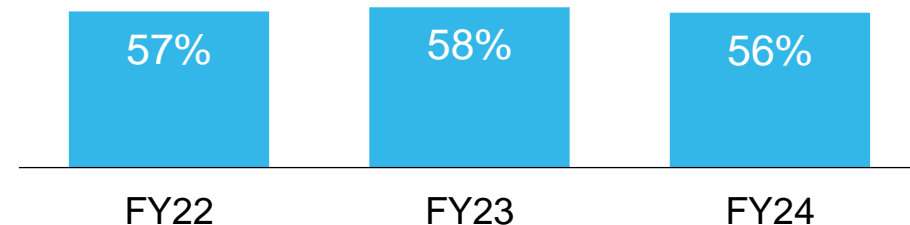
I feel supported by leadership to be responsive to the racial equity needs of my co-workers and the community I serve.



My supervisor/manager seeks my input regarding racial equity work, including questions regarding work climate and culture at least once a year.

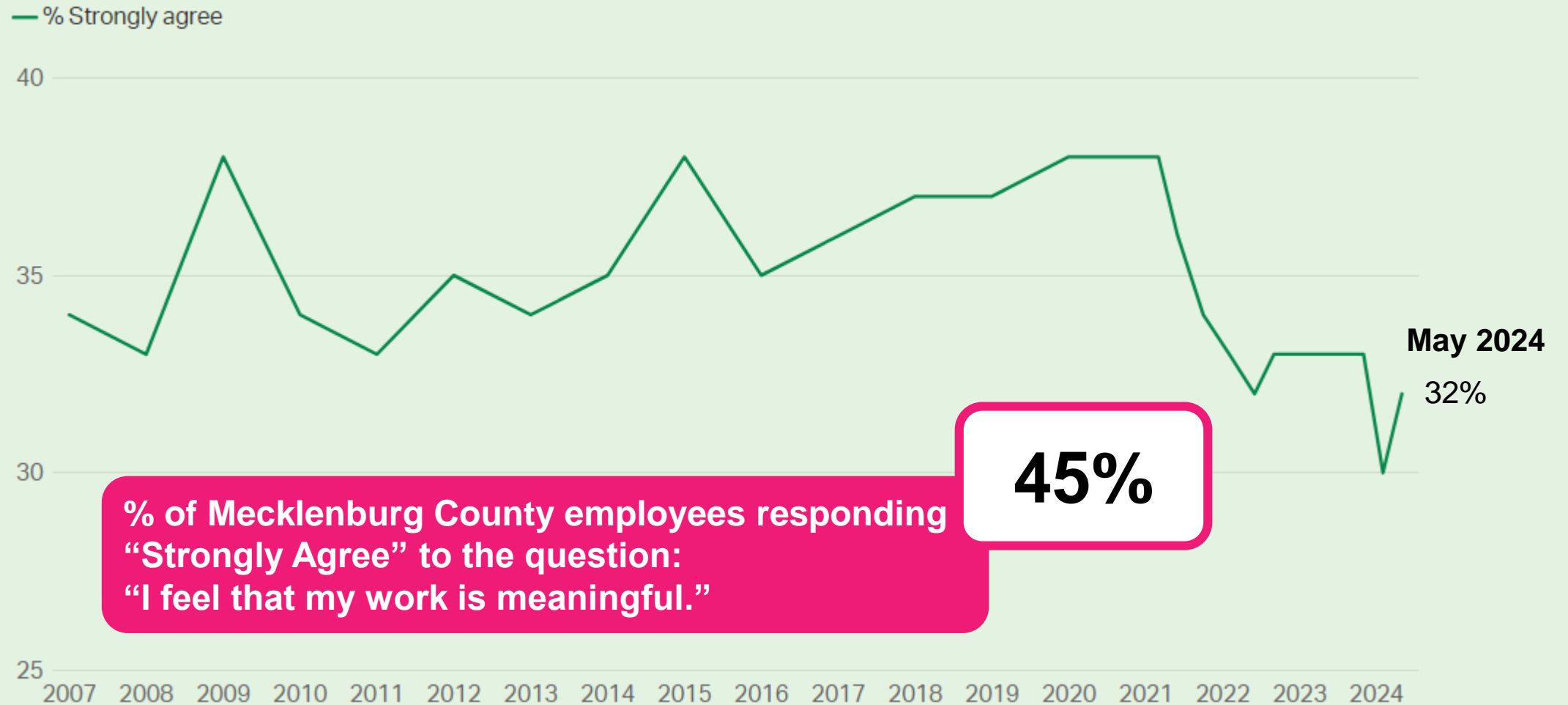


My co-workers talk candidly about how our racial biases affect our work.



# U.S. Employees' Connection Between Mission/Purpose and Their Job

The mission or purpose of my company makes me feel my job is important.



\*Note that the results on this slide reflect only those that “**Strongly Agree**” to the referenced question for comparability with the Gallup results. Results for “Strongly Agree” and “Agree” for Mecklenburg County were 95%.

GALLUP

# “I feel that my work is meaningful.”

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“**The Office of the Tax Collector** operates as one team... We are empathetic of the challenges that our customers and employees face. We remind ourselves that one may never know what others are going through, therefore we are kind.”

95%

“The majority of my coworkers [in **Public Information**] are hard-working, talented and easy to work with. We regularly deliver wins for our customers and having success as a team can be rewarding.”

“The overall view of [**Information Technology**] is that we work hard every day to provide service and support to our customers.”

“We have a lot of work, but it is work that my teams and I are very passionate about and can see the value it provides to [the **Department of Community Resources**] and community.”

“I have been impressed by the lengths [**County Assessor’s Office**] staff go to really serve our taxpayers. Professionalism abounds.”

“Love working for the public **library**, love providing such a public service to the community, and patrons are Very appreciative!”

“The people in [**Public Health**] care for each other and work well together to support the children and families we serve.”

“**Park and recreation** is a great department and they provide great programs to the communities that we serve.”

“[**Criminal Justice Services**] is a great place to work and provide vital services to the community, our clients and the justice system.”



## Next Steps

- Share via Employee News Now (ENN) results with County employees in the quantitative result dashboard
- Continue to monitor results in comparison to broad trends in workplace culture



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