

# 2018



## Employee Climate Survey

Presented to the Mecklenburg Board of County Commissioners

by the County Manager's - Strategic Planning & Evaluation Team

October 23, 2018



**Theme:** Employee Insights: Moving the County from Vision to Action

# Background

## 16<sup>th</sup> Survey Year

### Purposes of the Employee Climate Survey:

- Assess employee motivation and satisfaction (11 measures) and employee development (5 measures)
- Assess progress toward performance management goals
- Identify employee perceptions of business support services
- Obtain general sentiments from employees
- Allow a confidential method for employees to provide feedback to County and department leadership

# Methodology

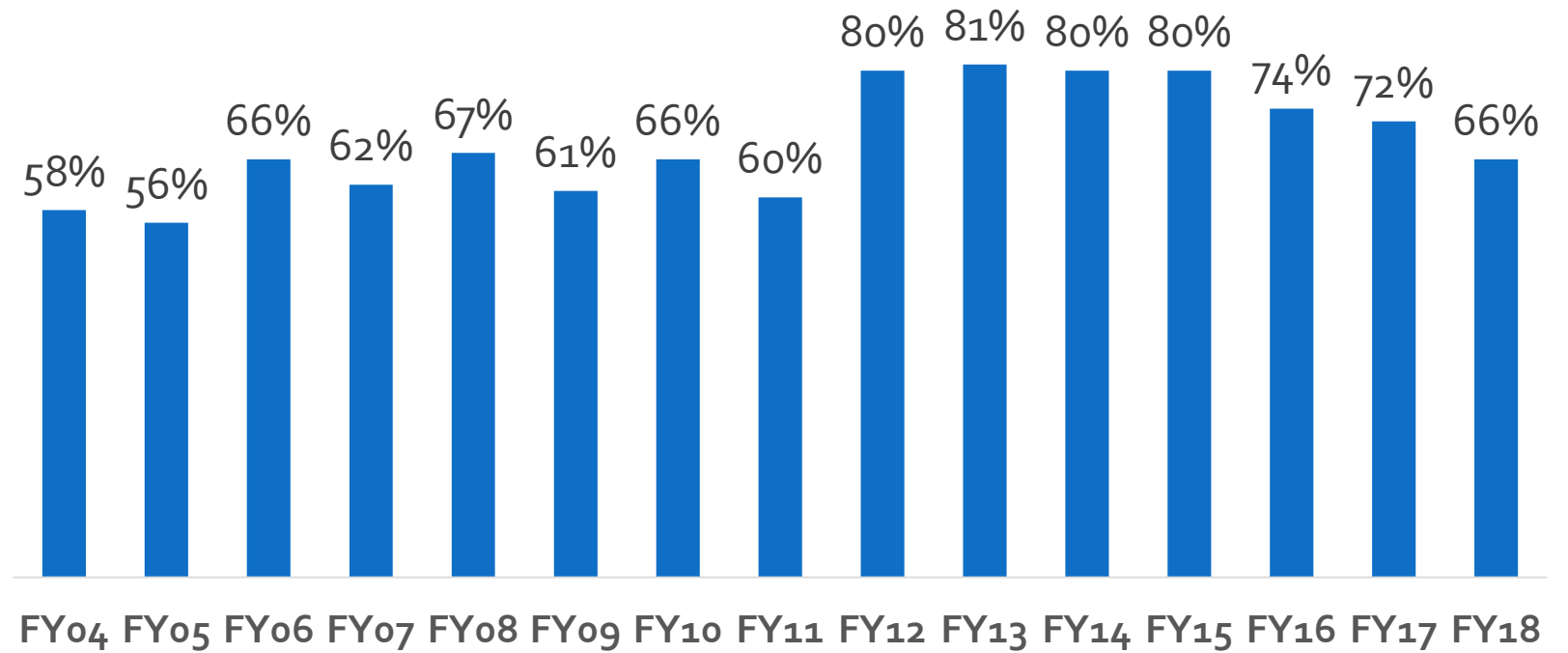
- Administered via online survey solution (Qualtrics)
- Assessed approximately 60 Corporate items and various department/agency specific questions
- Conducted for three weeks: April 9 – 30

# Response Rate

**66%**  
Response Rate

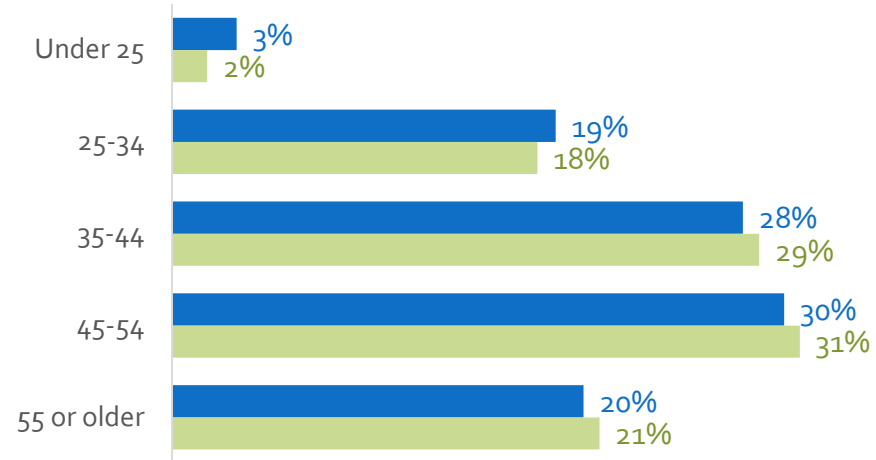


**3,433**  
Employee Responses

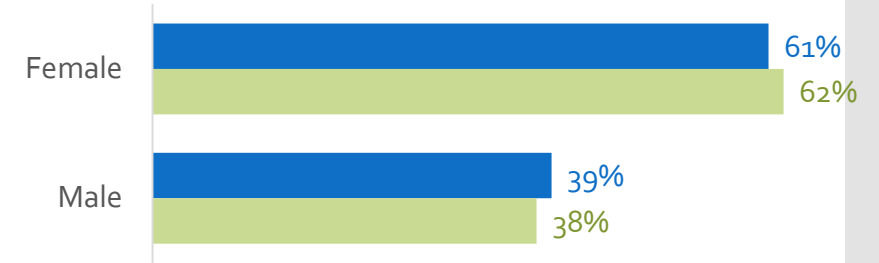


# Our Respondents: Our Employees

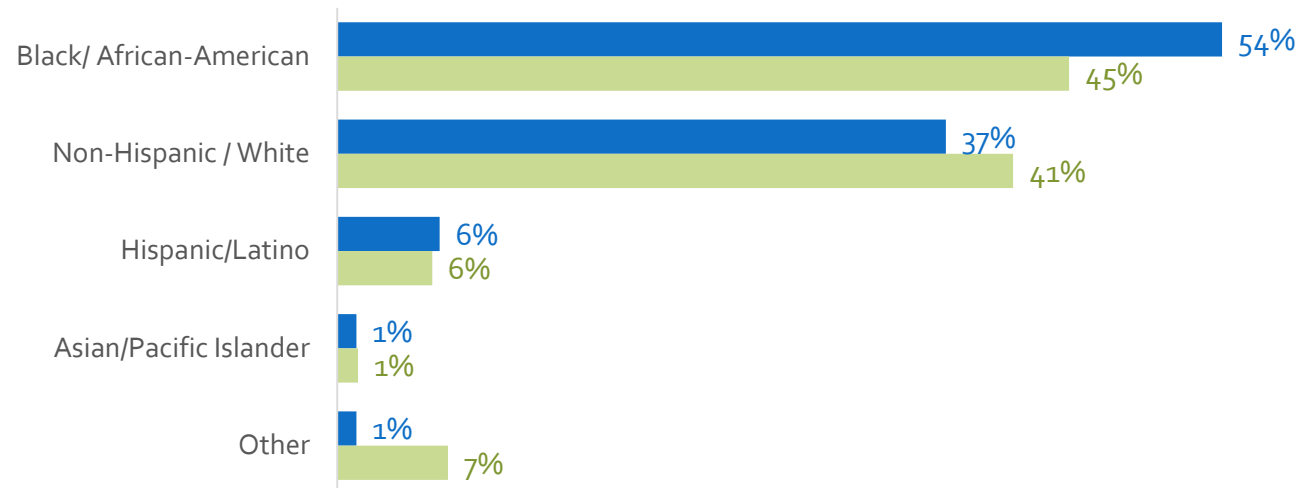
Age: **Employee Population** vs. **Survey Respondents**



Gender: **Employee Population** vs. **Survey Respondents**



Race/Ethnicity: **Employee Population** vs. **Survey Respondents**



# Employee Engagement + Satisfaction Nationwide Context

**89%** of employees report they are “very satisfied” and “satisfied” with current job (SHRM, 2017)

**30%** of U.S. employees are engaged at work vs. **70%** of the World’s Best Organizations (Gallup, 2016)

Engaged employees are more likely to remain within the organization, reducing overall turnover and the costs associated with it.

**77%** of employees believe relationships with co-workers are important (SHRM, 2016)

# Enterprise Indices Questions

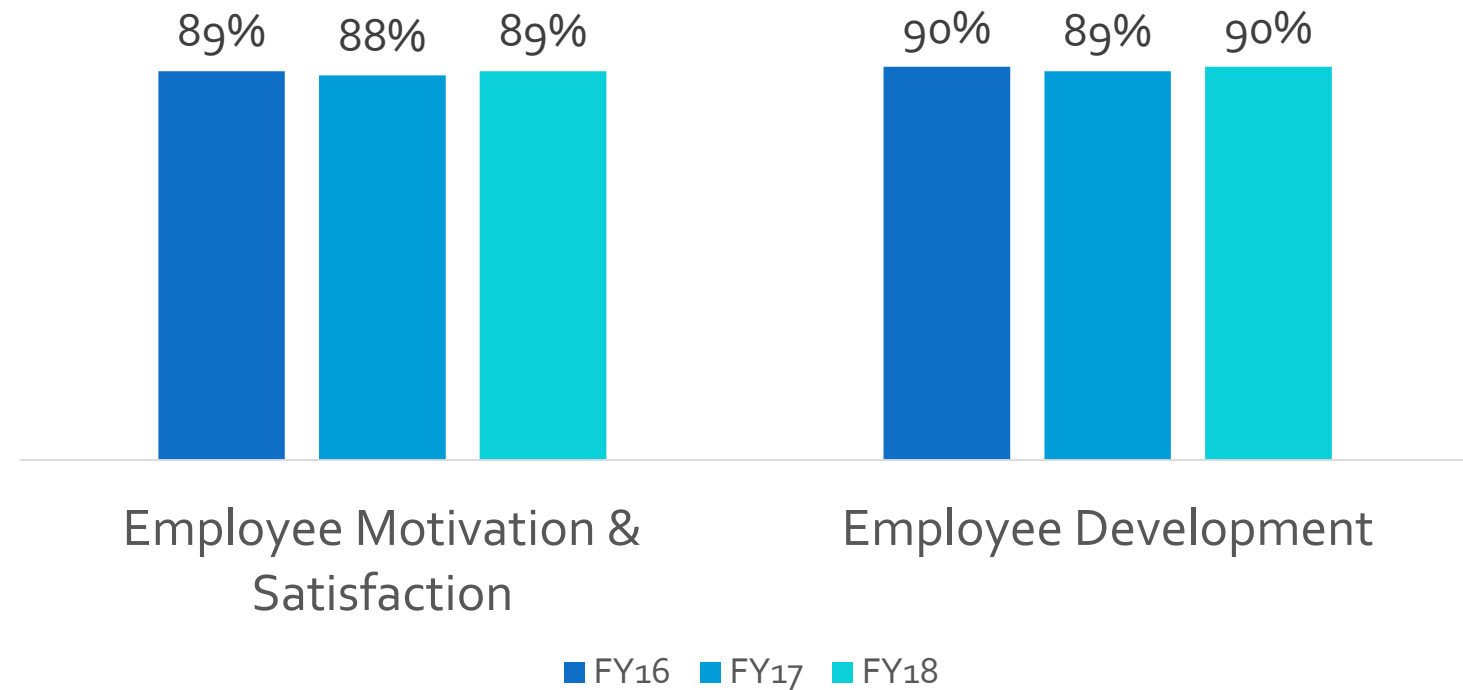
## Employee Motivation & Satisfaction Index (11 items)

- My supervisor treats me with respect
- My supervisor provides the flexibility I need to balance work and personal life
- My supervisor treats me fairly
- My co-workers are willing to assist each other
- My co-workers are respectful of each other
- I am able to openly communicate concerns to my supervisor
- My supervisor acknowledges my achievements
- My supervisor encourages an open exchange of ideas
- My supervisor encourages creative thinking
- I would recommend Mecklenburg County to others as a good place to work
- Most days I feel good about coming to work

## Employee Development Index ( 5 items)

- My supervisor annually assesses progress on my individual development plan
- My supervisor supports my participation in professional development opportunities
- I have a workplan that includes an individual development plan (IDP)
- My supervisor provides sufficient feedback regarding my performance
- My supervisor provides timely feedback about my performance

Results for  
both  
Countywide  
indices  
remained  
stable with  
minimal  
increases over  
the prior year

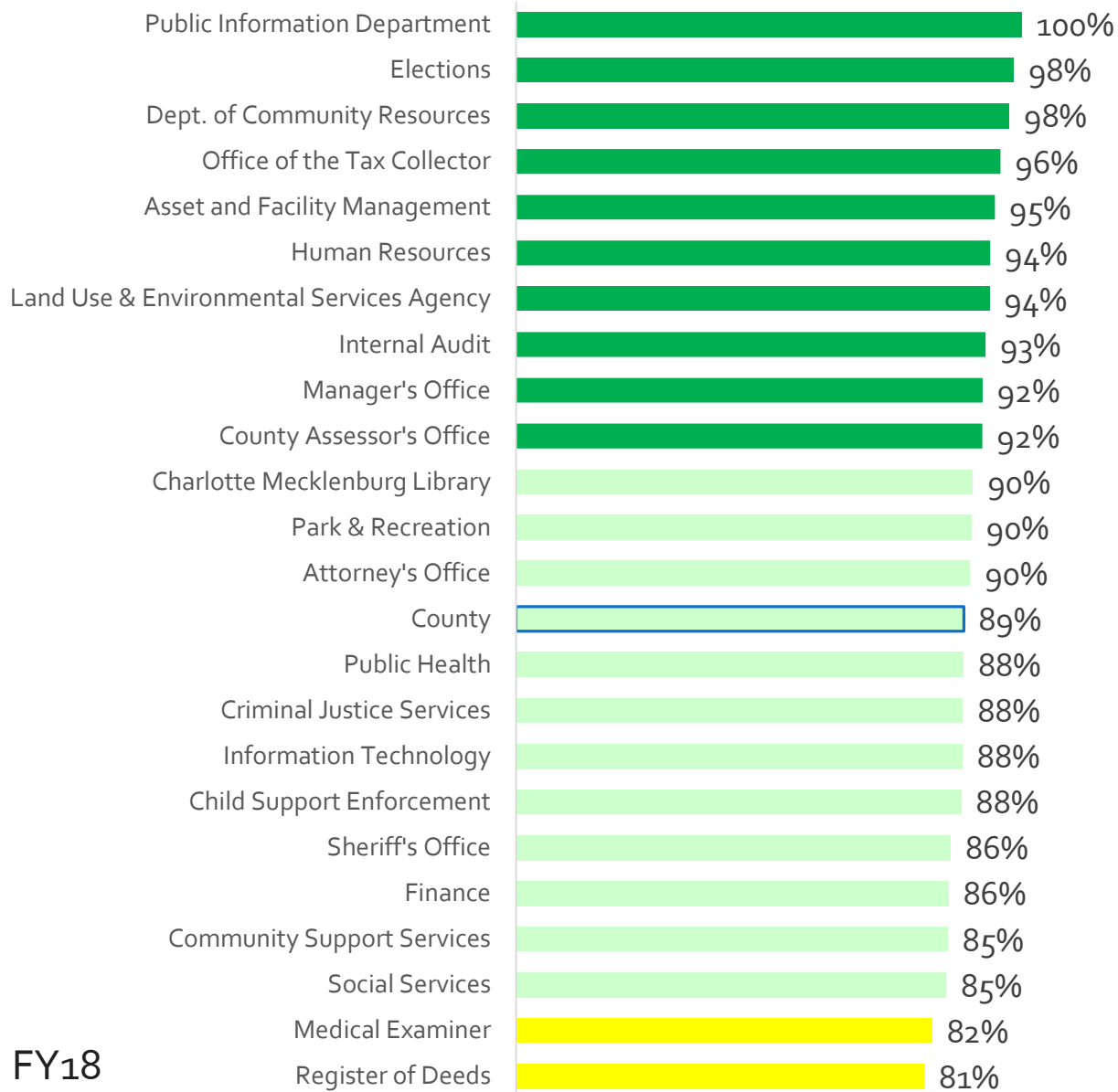


**94%** of employees  
believe their supervisors  
treat them with respect  
(highest on M&S Index)

**95%** of employees believe  
their supervisor assesses  
progress on individual  
development plan (highest on  
Development Index)

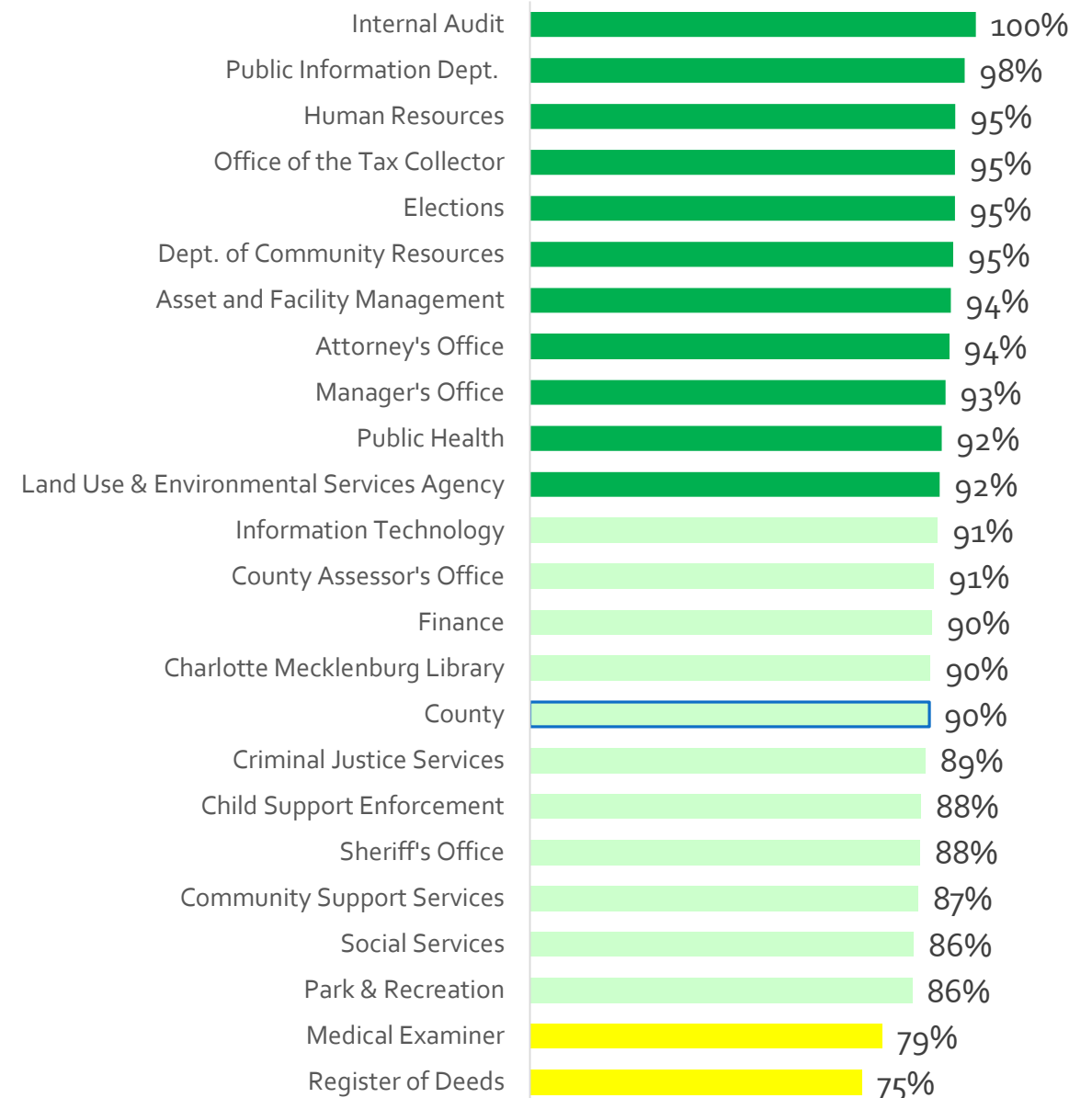


## Employee Motivation & Satisfaction



FY18

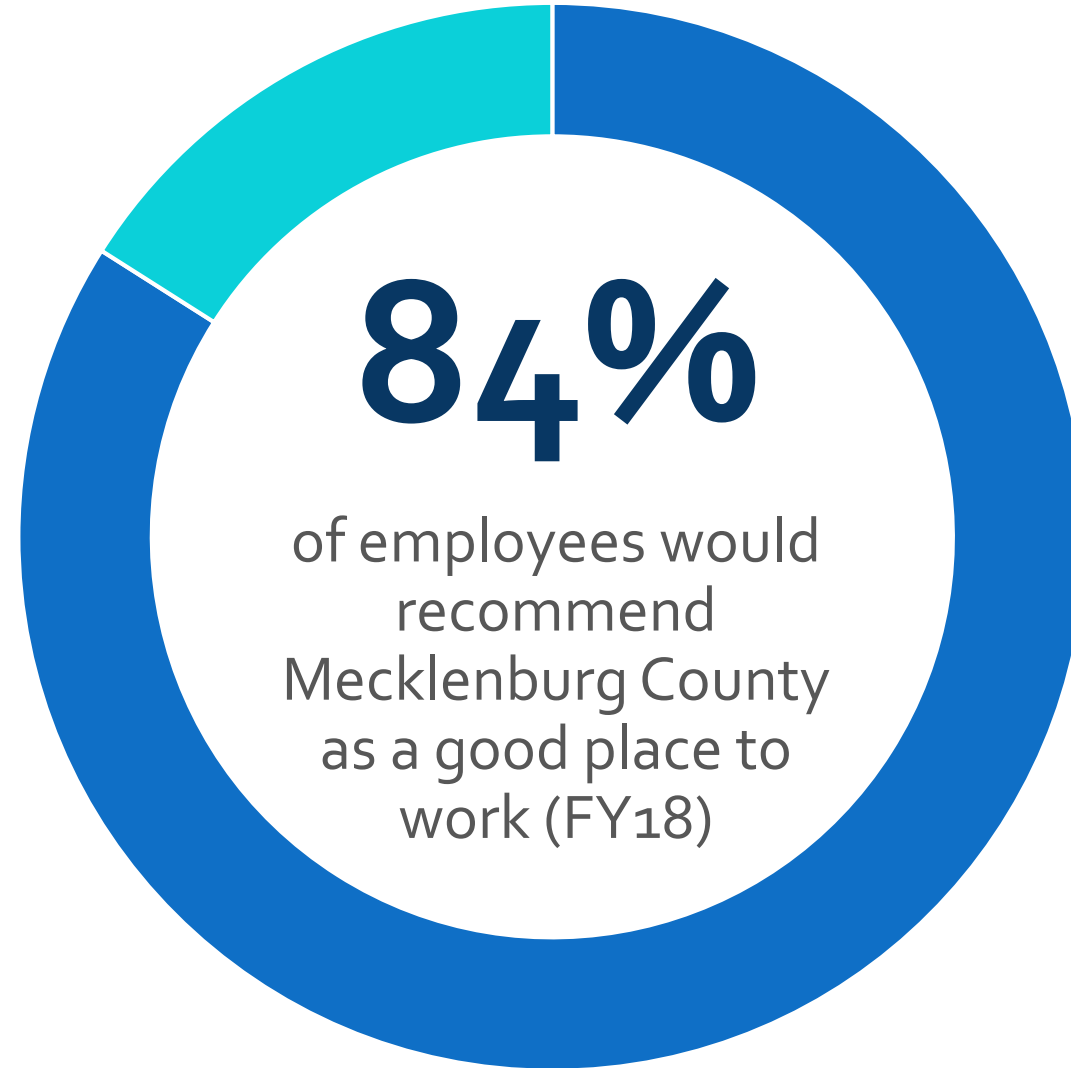
## Employee Development Index



# Employee Motivation & Satisfaction Index

## Item to Monitor

"Employee Net Promoter Score"

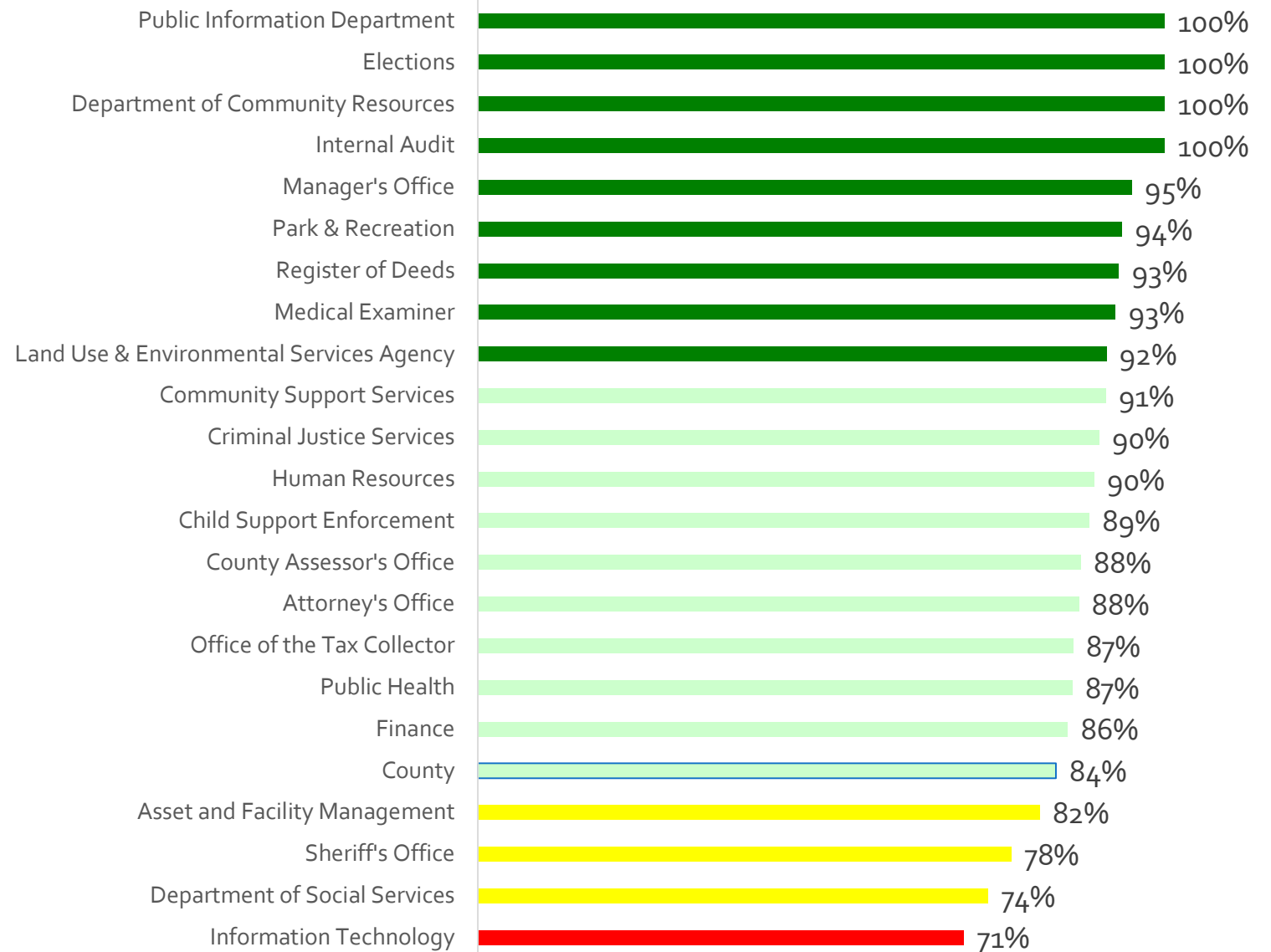


Results: FY17 = 85%, FY16 = 88%

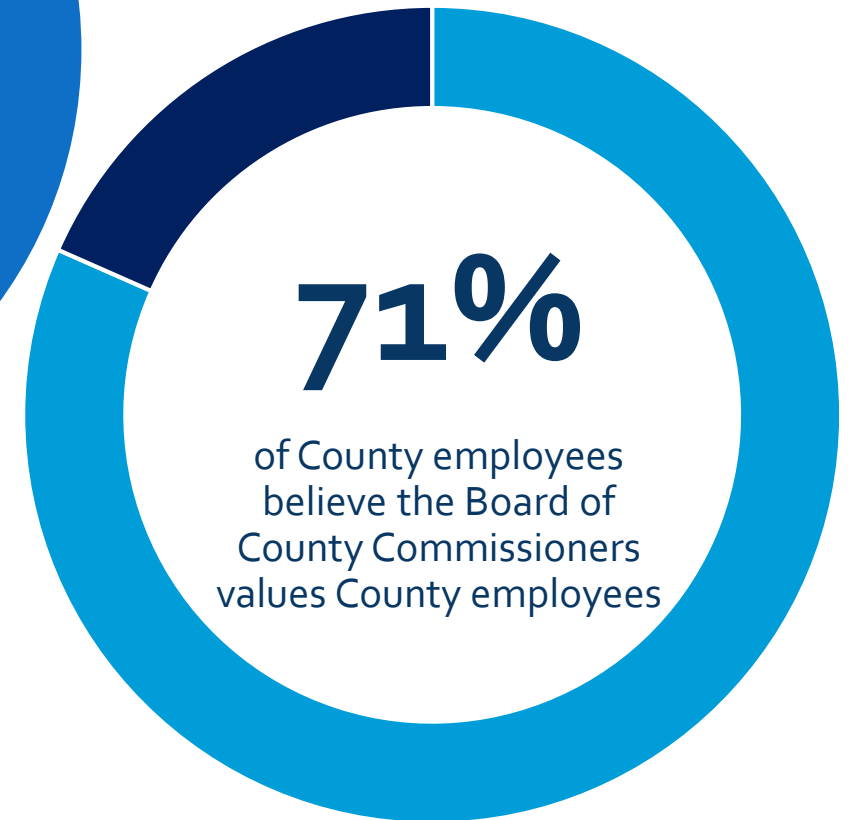
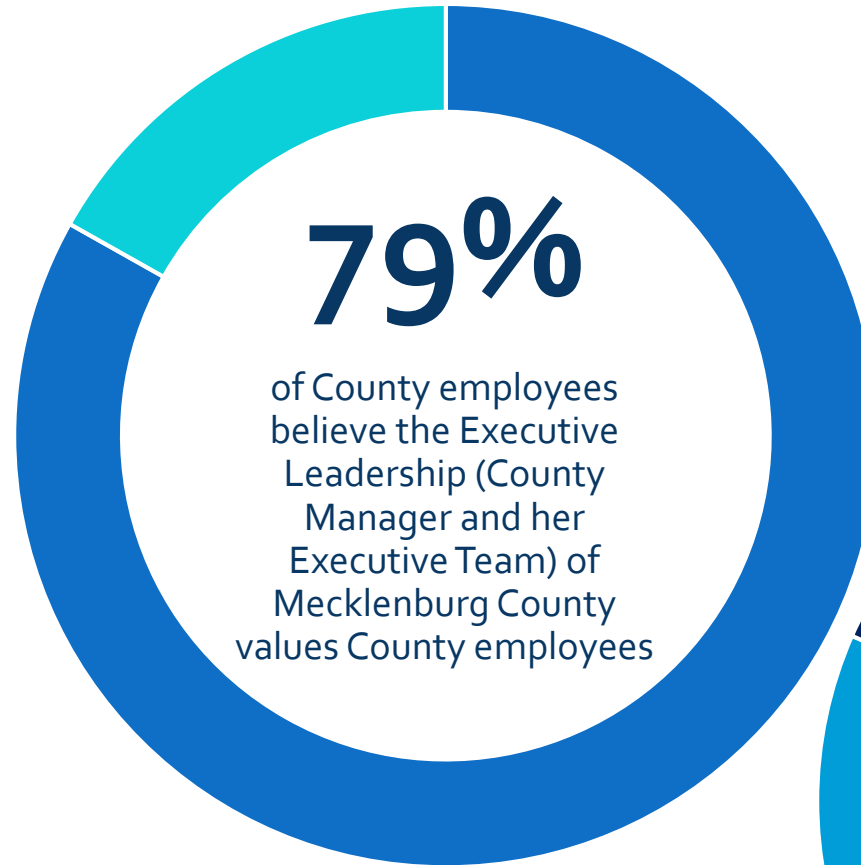
# Recommend Mecklenburg County by Dept.

FY18

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



# Board of County Commissioners and Executive Leadership



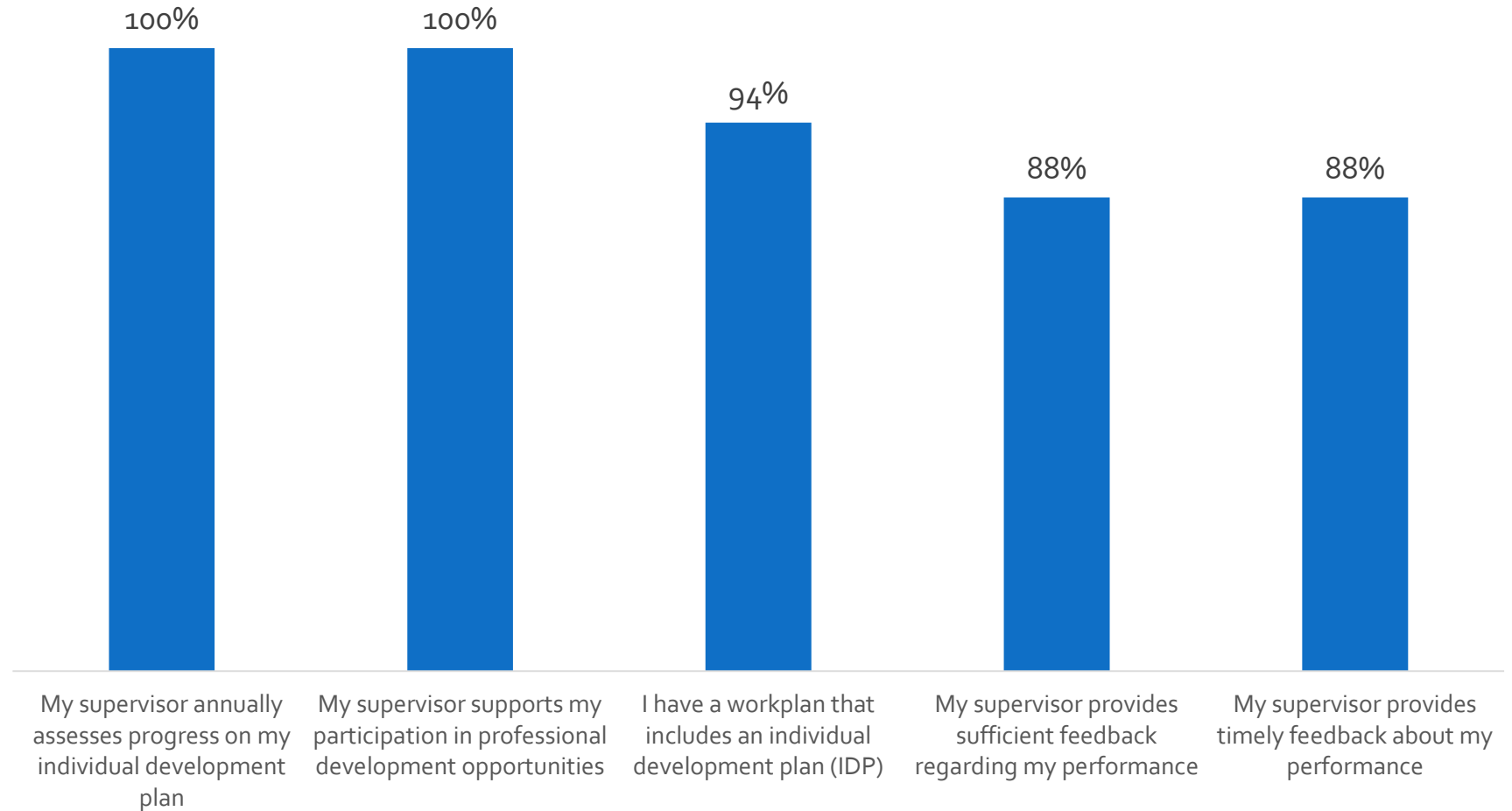
# 96% of Department Directors are Motivated & Satisfied

(responses based on perceptions  
of Executive Team)



# 94% of Department Directors believe their Employee Development Needs Are Met

(responses based on perceptions  
of Executive Team)

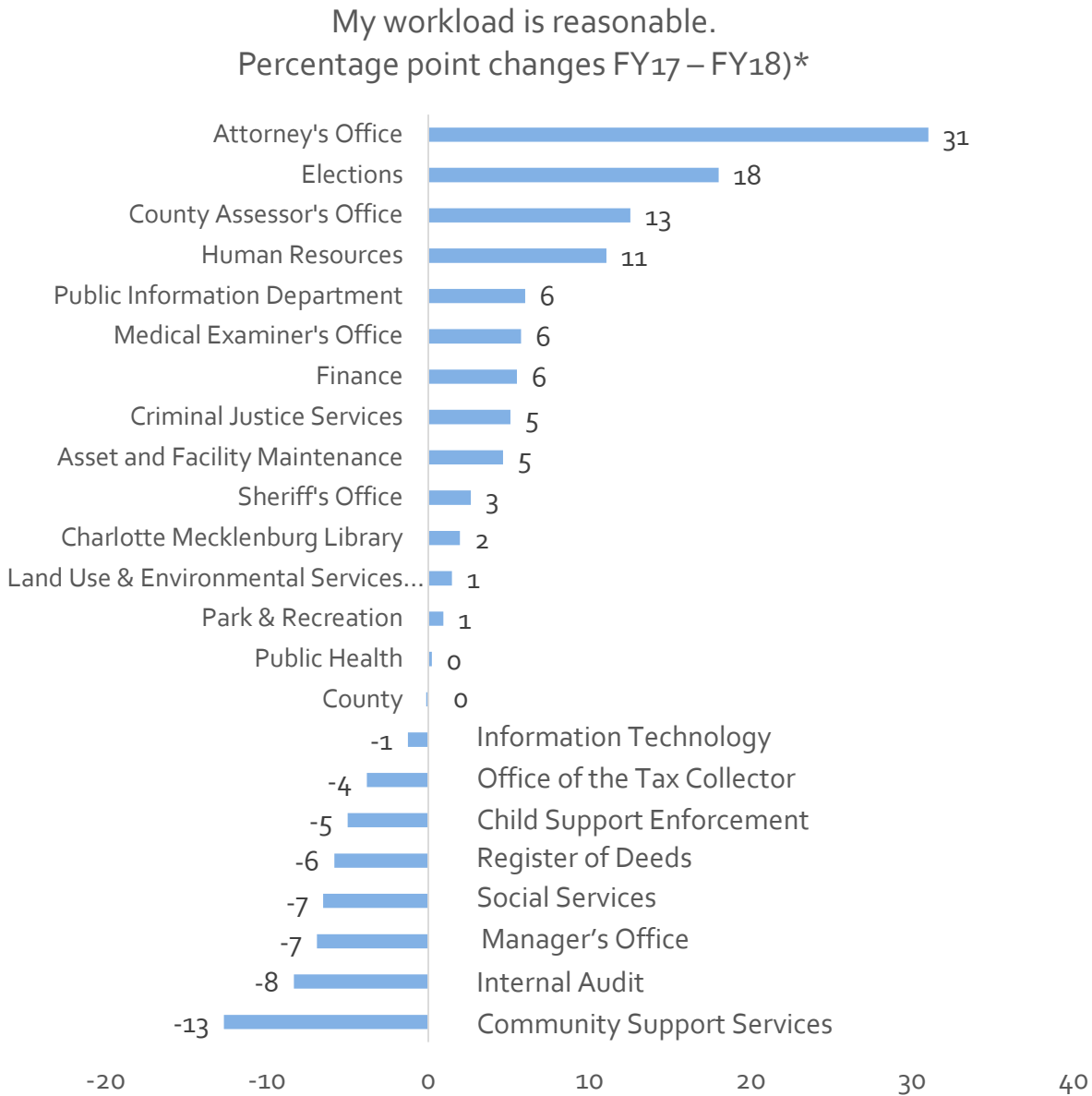
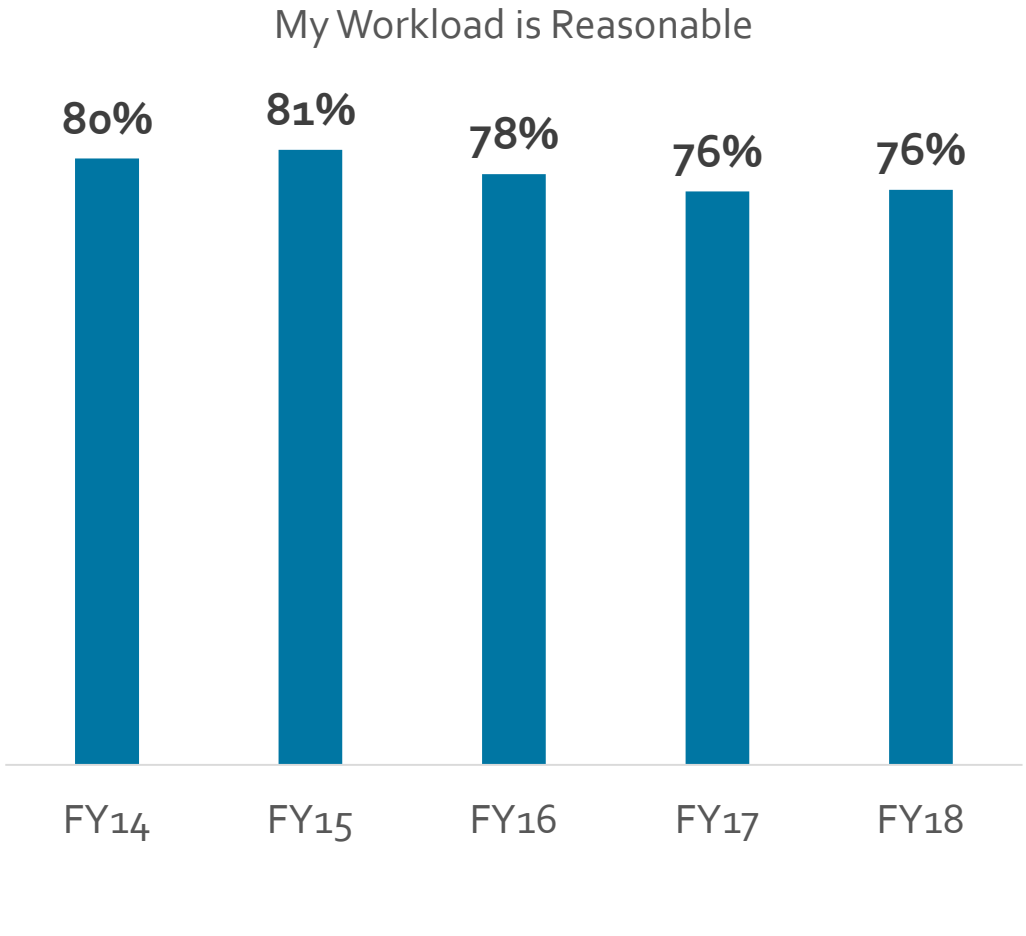


# Points of Interest (Security)

## Security from FY17 to FY18

- Security at workplace during regular business hours (90% ➡ 89%)
- Security at workplace after regular business hours (78% ➡ 76%)
- Security going to vehicle during regular business hours (93% ➡ 92%)
- Security going to vehicle after regular business hours (74% ➡ 73%)
- Satisfaction with personnel presence (85% ➡ 83%)

# Points of Interest (Workload)





99% of employees  
believe the work they do  
is important

## Recommendations

- Explore opportunities to align the Employee Climate Survey with best practices in the field of Employee Engagement
- Partner with Human Resources to ensure the annual survey aligns with the overarching talent management strategy for the department and the organization
- To enhance transparency with results, create interactive dashboards (with quantitative data only) for the FY2019 surveys that allow persons to drill-down into areas of success and/or areas of opportunity
- Continue to enhance communication from BOCC and Executive Team to County employees as it tends to have the most positive effect on employee perceptions

## Immediate Next Steps

- Work with Public Information to promote the results to the organization
  - County's Intranet Site
  - Employee News Now
- Meet with Human Resources in October to go over the FY2018 Employee Climate Survey results



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