

2019 Mecklenburg County Employee Climate Survey: We Value Your Voice

Overview

In April and May 2019, Mecklenburg County conducted its seventeenth annual Employee Climate Survey. The purpose of the survey is three-fold: (1) to assess employee motivation and satisfaction with working for Mecklenburg County; (2) to gauge employee perceptions of services provided by the departments of Asset and Facility Management, Human Resources, Information Technology Services, and Public Information; and (3) to gain an understanding of where the organization is in achieving corporate scorecard goals.

Methodology

The survey was emailed to 5,306 employees with 3,717 employees completing the survey, equating to a 70 percent response rate, which was an increase from a 66 percent response rate on the 2018 Employee Climate Survey. The survey was delivered via email with individual links from the survey platform directly to employees.

To understand the results, please use the following:

Each survey question is ranked in descending order based on the aggregate percentage of favorable responses (either strongly agree/agree responses or yes responses) and color-coded by the organization's performance standards (see table below). Missing values, not applicable and do not know responses were not included in the calculations.

Legend			
	Dark Green	92 - 100%	Exemplary
	Light Green	84 - 91%	Successful
	Yellow	74 - 83%	Mixed Results
	Red	73% and below	Needs Improvement

FY2019 Survey Results at a Glance

- The County's overall Motivation & Satisfaction Index result for FY19 is 89 percent (no change from the last year).
- 80 percent of employees feel valued by the Board of County Commissioners (up from 71 percent last year).
- 87 percent of employees (up from 79 percent last year) feel valued by the executive leadership of Mecklenburg County.
- Results of all five items on the survey related to employee security shows increases from last year. 88 percent of employees are satisfied with the security personnel presence in the facilities where they work (up from 83 percent last year), and 81 percent feel secure at their workplaces after regular business hours (up from 76 percent last year).
- 73 percent of employees believe their workload is reasonable (down from 76 last year).

Employee Climate Survey - Fiscal Year 2019

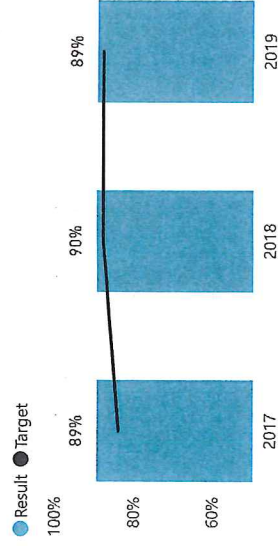
Department Scorecard

Select:	N
Department/Division	
County Overall	3,717

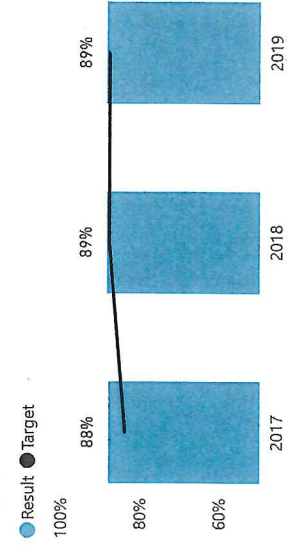
Index Score Trends

County Target FY17: 84%; FY18-19: 88%

Employee Development



Employee Motivation & Satisfaction



Employee Development

Question	2019	2018	2017	2019 County Overall
My supervisor annually assesses progress on my individual development plan.	94%	95%	95%	94%
My supervisor supports my participation in professional development opportunities.	92%	92%	92%	92%
My supervisor provides sufficient feedback regarding my performance.	88%	87%	87%	88%
I have a workplan that includes an individual development plan (IDP).	87%	89%	88%	87%
My supervisor provides timely feedback about my performance.	86%	85%	86%	86%
Total	89%	90%	89%	89%

Employee Motivation & Satisfaction

Question	2019	2018	2017	2019 County Overall
My supervisor provides the flexibility I need to balance work and personal life.	93%	93%	92%	93%
My supervisor treats me with respect.	93%	94%	93%	93%
My supervisor treats me fairly.	91%	91%	90%	91%
My co-workers are willing to assist each other.	90%	90%	90%	90%
My co-workers are respectful of each other.	88%	88%	88%	88%
My supervisor acknowledges my achievements.	88%	88%	87%	88%
I am able to openly communicate concerns to my supervisor.	87%	87%	86%	87%
My supervisor encourages an open exchange of ideas.	87%	87%	85%	87%
My supervisor encourages creative thinking.	85%	84%	85%	85%
I would recommend Mecklenburg County to others as a good place to work.	84%	85%	85%	84%
Total	89%	89%	88%	89%

* Results reflect % of "Strongly Agree/Agree" or "Yes" responses.

Employee Climate Survey - Fiscal Year 2019 Department Supplemental Info

Select:	N
Department/Division	
County Overall	3,717

Supplemental Information

Question	2019	2018	2017	2019 County Overall
The work I do is important.	99%	99%	99%	99%
Overall, I feel secure going to my vehicle during regular business hours.	94%	92%	93%	94%
Overall, I feel secure at my workplace during regular business hours.	92%	89%	90%	92%
My supervisor values me.	90%		91%	90%
Overall, I am satisfied with the security personnel presence at the facility where I work	88%	83%	85%	88%
The executive leadership of Mecklenburg County values County employees.	87%	79%	81%	87%
Information Technology solves my technology problems effectively.	85%	84%	89%	85%
My department director values employees in our department.	84%	84%	85%	84%
I have the necessary technology (hardware and software) to do my job well.	84%	83%	86%	84%
My department director leads by example.*	83%	81%	83%	83%
Information Technology solves my technology problems quickly.	83%	82%	88%	83%
I am familiar with the goals and objectives outlined in my department's strategic business plan.^	81%	80%	80%	81%
I know how to encrypt emails containing protected information.	81%	87%		81%
Overall, I feel secure at my workplace after regular business hours.	81%	76%	78%	81%
The Board of County Commissioners values County employees.	80%	71%	73%	80%
My department director clearly communicates what is going on in my department.	79%	76%	80%	79%
Overall, I feel secure going to my vehicle after regular business hours.	78%	73%	74%	78%
The technology (hardware and software) I use on the job is reliable.	73%	74%	78%	73%
My workload is reasonable.	73%	76%	76%	73%

Notes:

"My supervisor values me" was not asked on the 2018 ECS.

"I know how to encrypt emails containing protected information" was not asked on the 2017 ECS.

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

*Results reflect % of "Very Well/Well" responses.

^Results reflect % of "Very Familiar/Somewhat Familiar" responses.