



2012 Employee Climate Survey

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Overview

- Background
- Survey Methodology
- Corporate Results
- Department Results
- Summary and Next Steps



Background



Background

Survey Purpose:

1. Assess employee motivation and satisfaction
2. Assess progress in achieving scorecard goals
3. Identify employee perceptions of business support services



2012 Survey Theme

**Power of the Employee:
Celebrating 10 Years of the
Employee Climate Survey**



Most Valuable Resource – 10 Years Running

Some Changes

- Employee Appreciation Day
- Pay for Performance
- Information Technology Upgrades



Response Rates



* Change to online methodology



Survey Methodology



Our Demographic Findings

- **80% response rate**
 - Increase of 20% and 824 more employees in FY12
- 3,322 out of 4,146 full-time and part-time employees
- Statistically & demographically representative



55 Questions, 10 Themes, 4 Indices

Themes

Mecklenburg County	Leadership Practices
Workplace Safety	Human Resources Services
Employee Learning & Development	Corporate Communication
Co-Workers	Technology & Resources
Organizational Development & Diversity	Facility Maintenance

Corporate Indices

Accessibility to Information	Employee Development
Diversity Perception	Motivation & Satisfaction

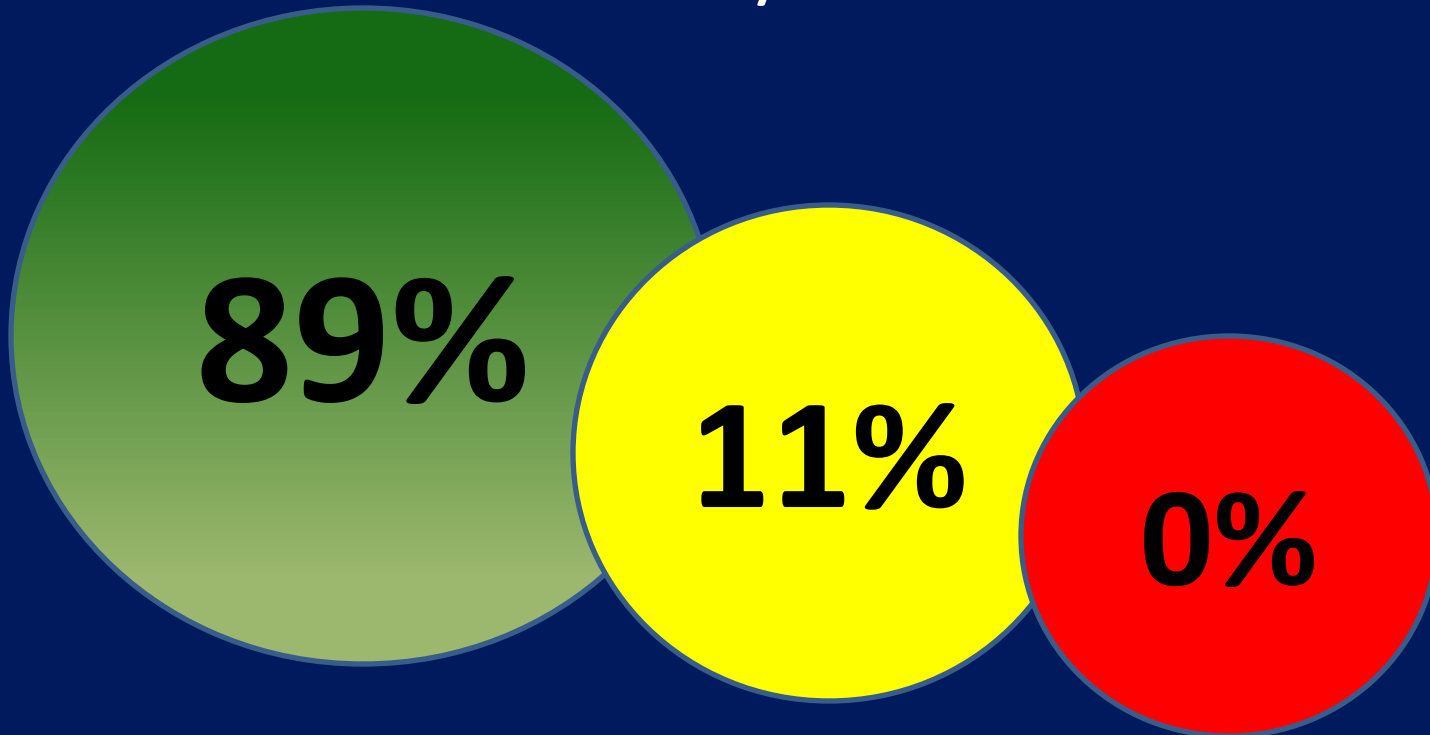


Corporate Results



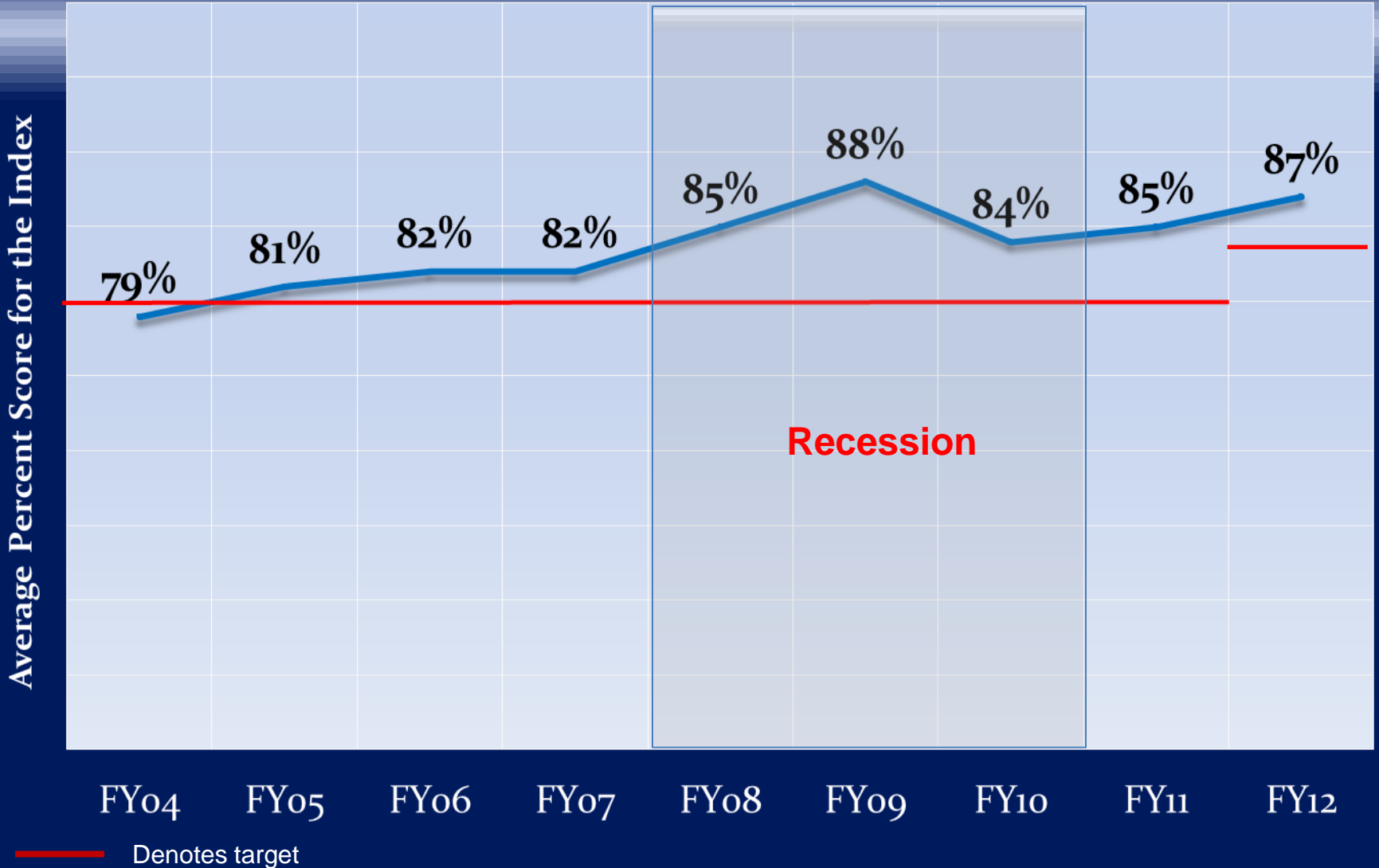
Corporate Summary

55 Survey Metrics



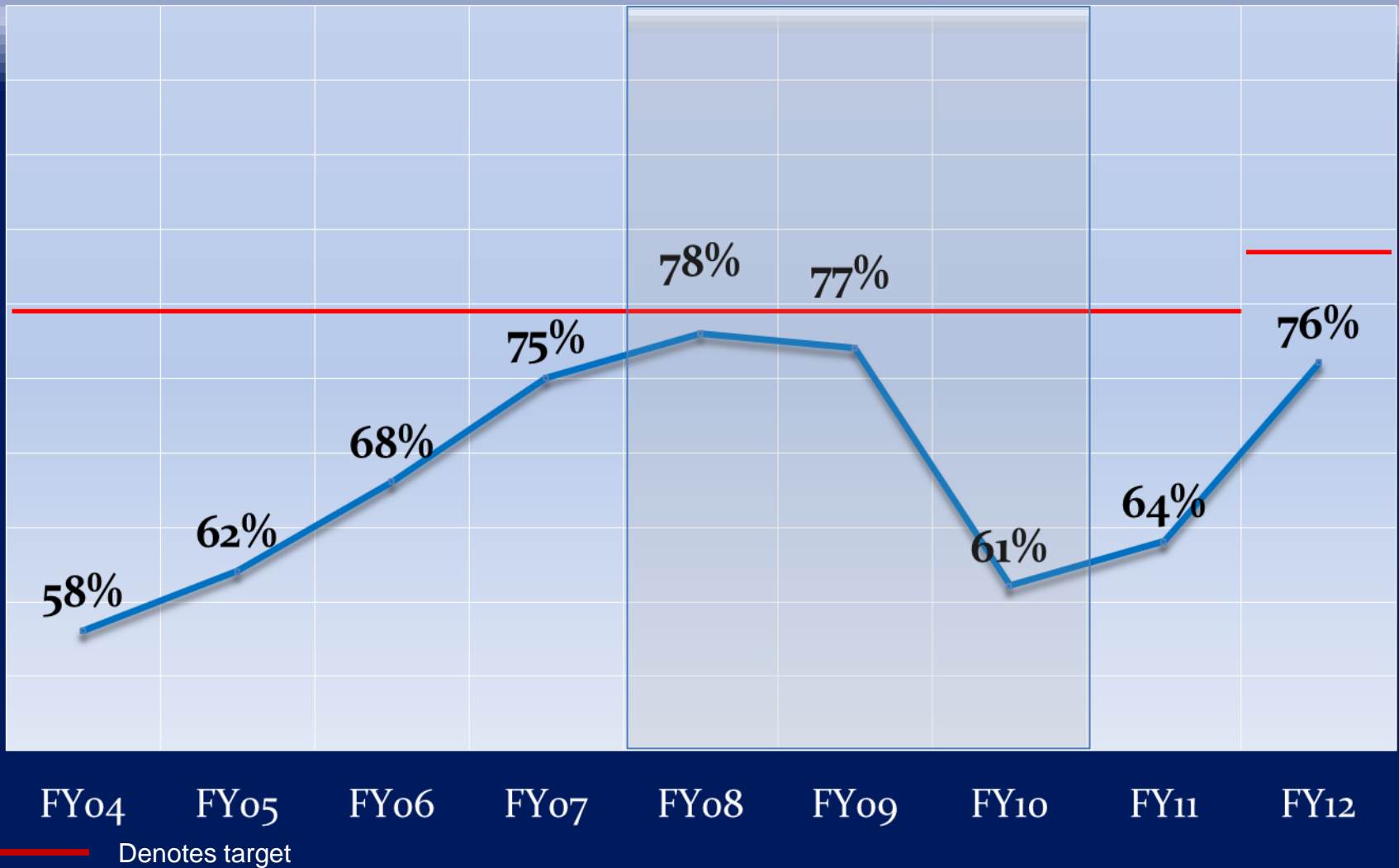


High Motivation and Satisfaction



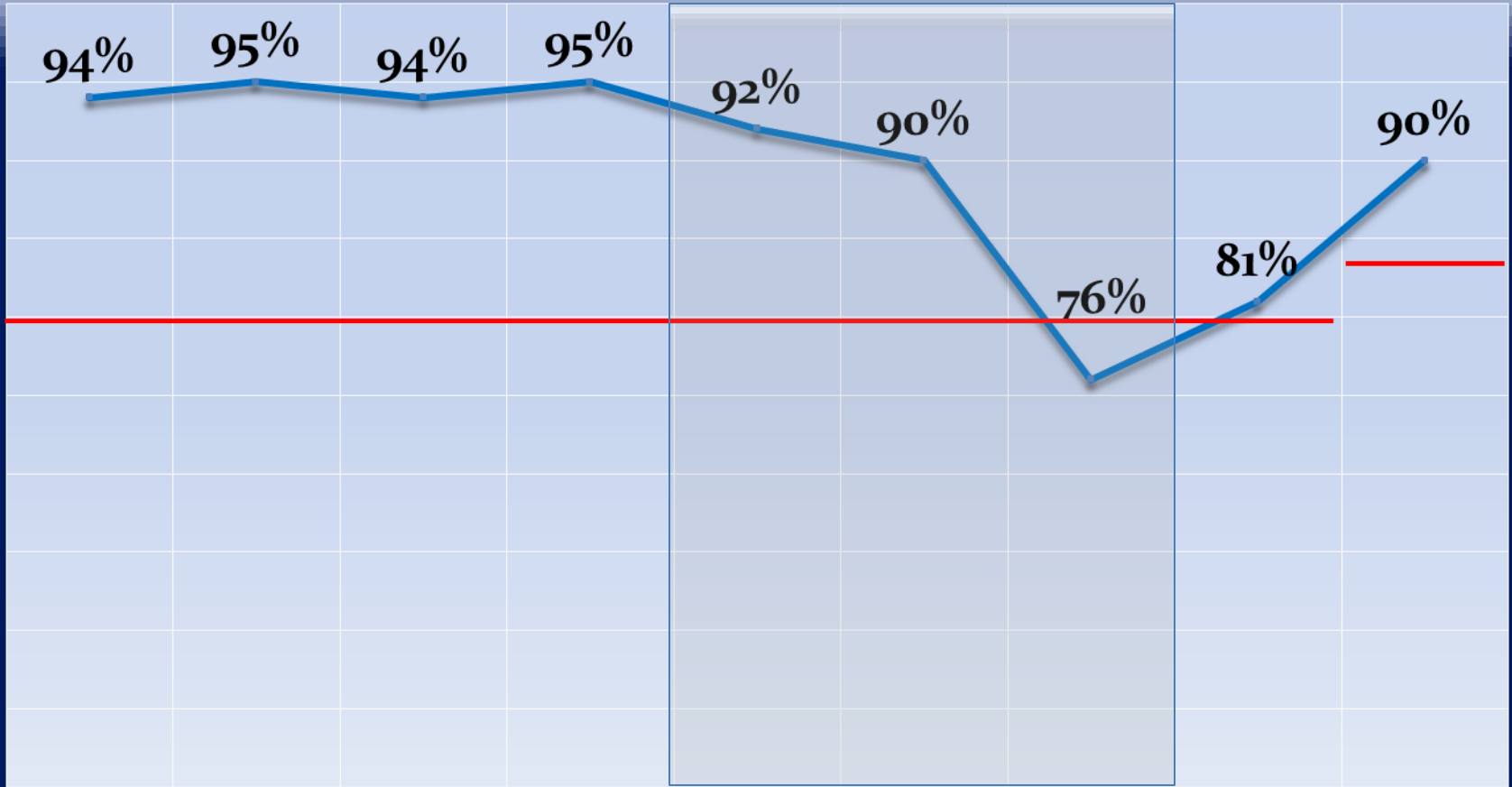


Employees Feel Valued





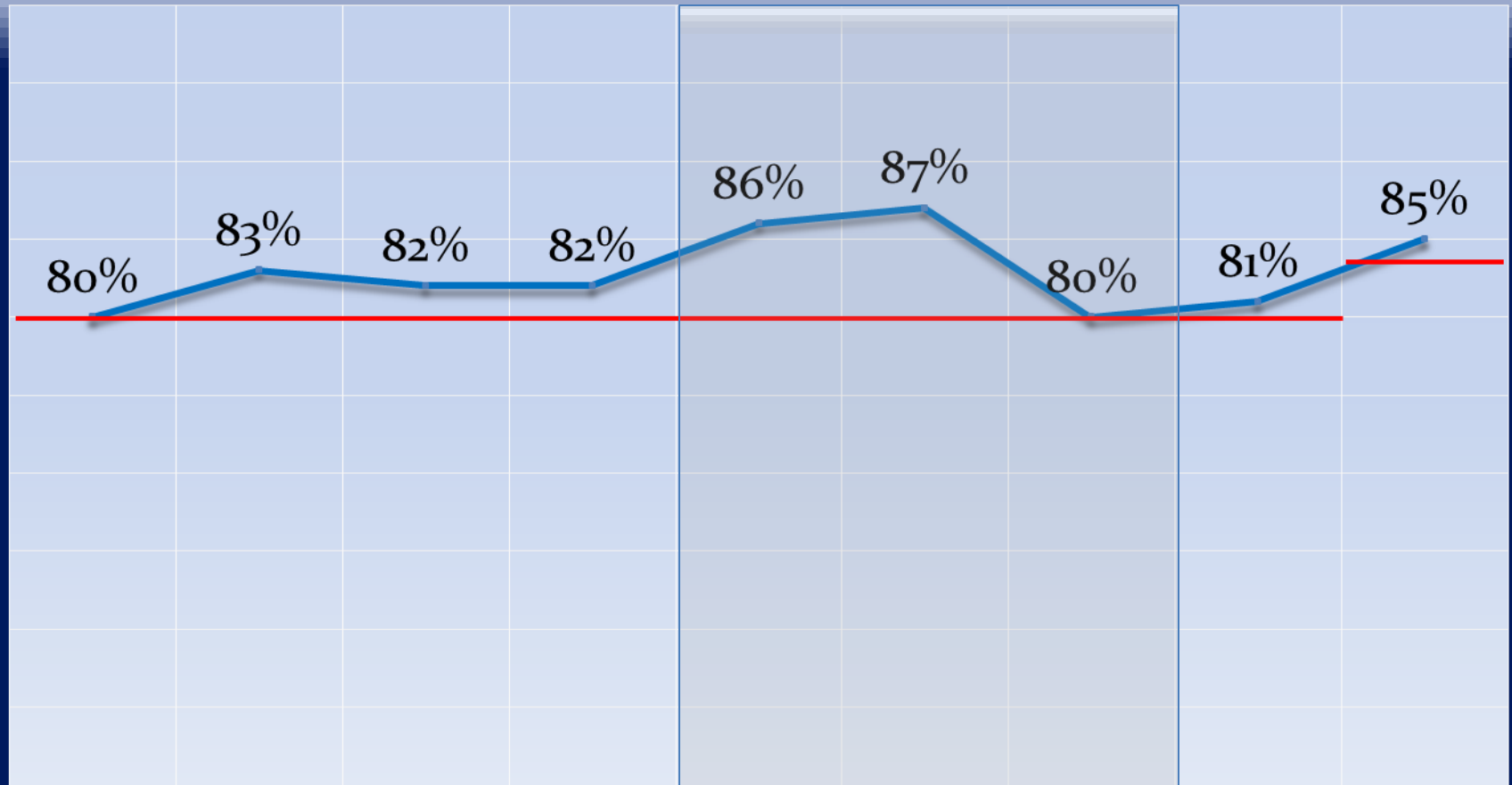
Good Place to Work



— Denotes target



Feel Good About Coming to Work



FY04

FY05

FY06

FY07

FY08

FY09

FY10

FY11

FY12

— Denotes target



No “Red Lights”

General Questions	FY12	FY11
My co-workers maintain a positive work environment.	79%	77%
My department leadership clearly communicates department performance goals.	82%	76%
Have an individual development plan (IDP). ⁺	82%	69%
Mecklenburg County values its employees.	76%	64%

In FY11....

Overworked

No401KMatch

BenefitChanges

Tired

BudgetCuts

MoreWithLess

RisingCosts

RIFS

Understaffed

Underappreciated

NoRaises

What a Difference a Year Makes!

Frontline needs more input about change

A good place to work

Change

Understaffed

Need more reliable tech

Cautious Optimism

Cost of Living

Thank You

Retirement Match

Recovery



Drivers of Change

1. Restoring employee raises and 401k/457 match
2. Improved economy
3. Few budget cuts, some funding restored
4. Continuing employee appreciation day
5. Responding to employee concerns



Implications

- “When employees are happy with their jobs and satisfied with their companies, they will want to produce more and perform better, and are loyal to their employers.” *August 2009, The Times*
- Implications:
 - Improved efficiency
 - Retention
 - Satisfied customers



Department Results



Department Summary

- Positive results across all departments
 - Increase in majority of results
 - Numerous green lights
 - Six departments w/no red lights
- Improvement opportunities mostly in pockets at department, work unit levels



Key Department Increases

- Motivation & Satisfaction Index
 - Q1: Mecklenburg County Values Employees
 - Q2: I Would Recommend Mecklenburg County as a Good Place to Work
- Employee Development
 - Q1: I have an Individual Development Plan

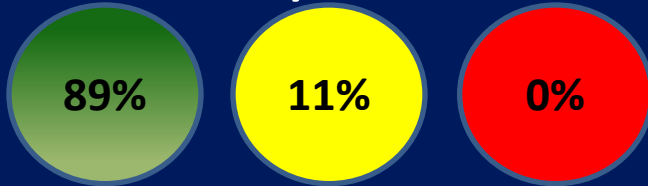


Summary & Next Steps



Summary

- 55 Survey Metrics



- Significant increase in survey response rate
- Improved employee perceptions of County
- Co-worker relationships remain strong
- Some department-specific opportunities



Some Room to Improve

- Communication
- Employee involvement
- Workload concerns
- Work-life balance
- Safety perceptions (location specific)
- Concerns about future job losses

Note: Concerns may not be representative of all employees within every department.



Next Steps

- Corporate Level
 - Maintain investment in employees
- Department Level
 - Address department-specific issues
 - Utilize internal (e.g., BSSA-Organizational Improvement) and/or external resources, if needed



Special Thanks:

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