



# 2013 Employee Climate Survey

Monica R. Allen, PhD  
Performance & Evaluation Manager  
Office of Management and Budget  
October 1, 2013





# Background

- **11<sup>th</sup> Year**
- **Survey Purpose:**
  - **Assess employee motivation and satisfaction**
  - **Assess progress in achieving scorecard goals**
  - **Identify employee perceptions of business support services**
  - **Results used to evaluate and amend management policies and practices affecting employee productivity**



# Methodology

- **69 Corporate Survey Questions**
- **Several Department-Specific Questions**
- **Administered on-line (full and part-time employees)**
- **Three-Weeks: April 15 – May 6**



# Responses

## Who responded

- 3,539 out of 4,396 (representative sample)
- **81% response rate**
  - Increase of 1% over FY12

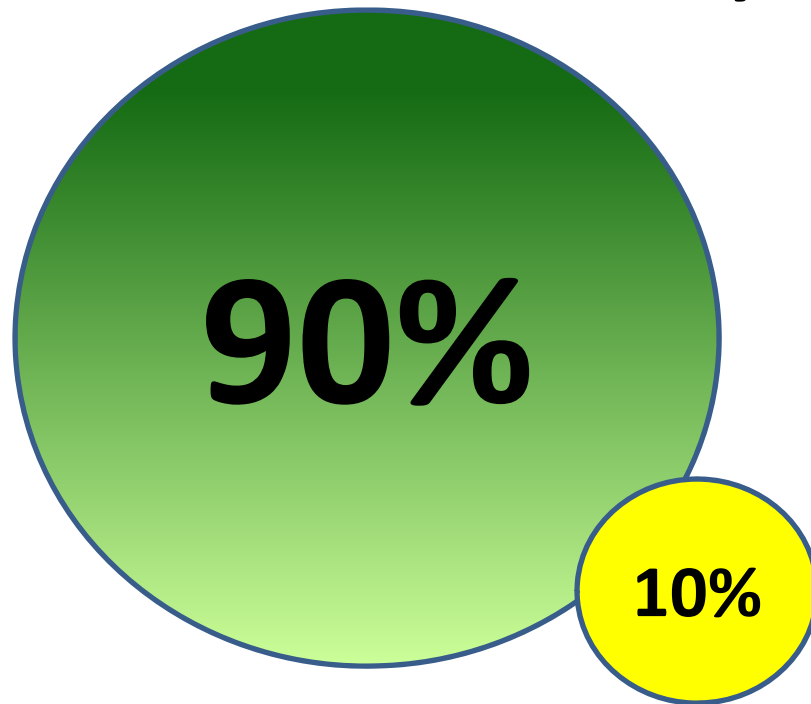


**Overall Performance is Exemplary**

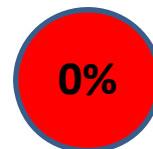


# Overall Results

69 Survey Questions



Performance Legend	
	Exemplary
	Successful
	Mixed Results
	Needs Improvement



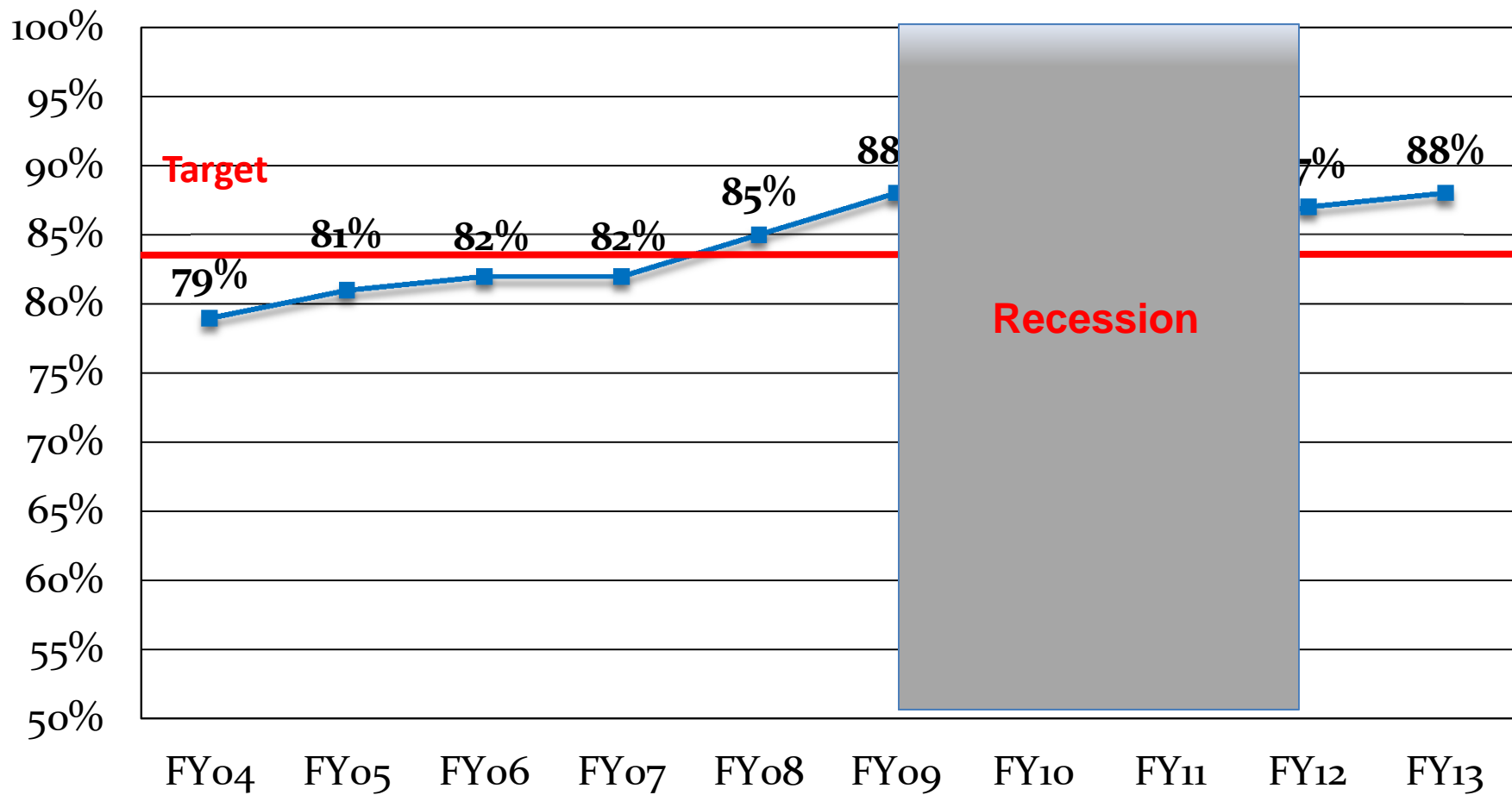


# Major Indicators of “Organizational Health”

Indices	County Average
Accessibility to Information Index	89%
Employee Development Index	88%
Diversity Perceptions Index	91%
Motivation & Satisfaction Index	88%



# Employee Motivation & Satisfaction







# New Questions in 2013

Items	County Average
Importance of work	98%
Resources to complete workload within performance expectations	81%
Time to complete workload within performance expectations	80%
Awareness of Report Line	66%

In FY11....

Overworked

No401KMatch

BenefitChanges

Tired

BudgetCuts

MoreWithLess

RisingCosts

RIFS

Understaffed

Underappreciated

NoRaises

In FY12....

Cost of Living

Department does not communicate

No input from frontline **Retirement Matches**

**I feel valued**

Parkinglot lighting

Last minute communication

**Cleaner bathrooms**

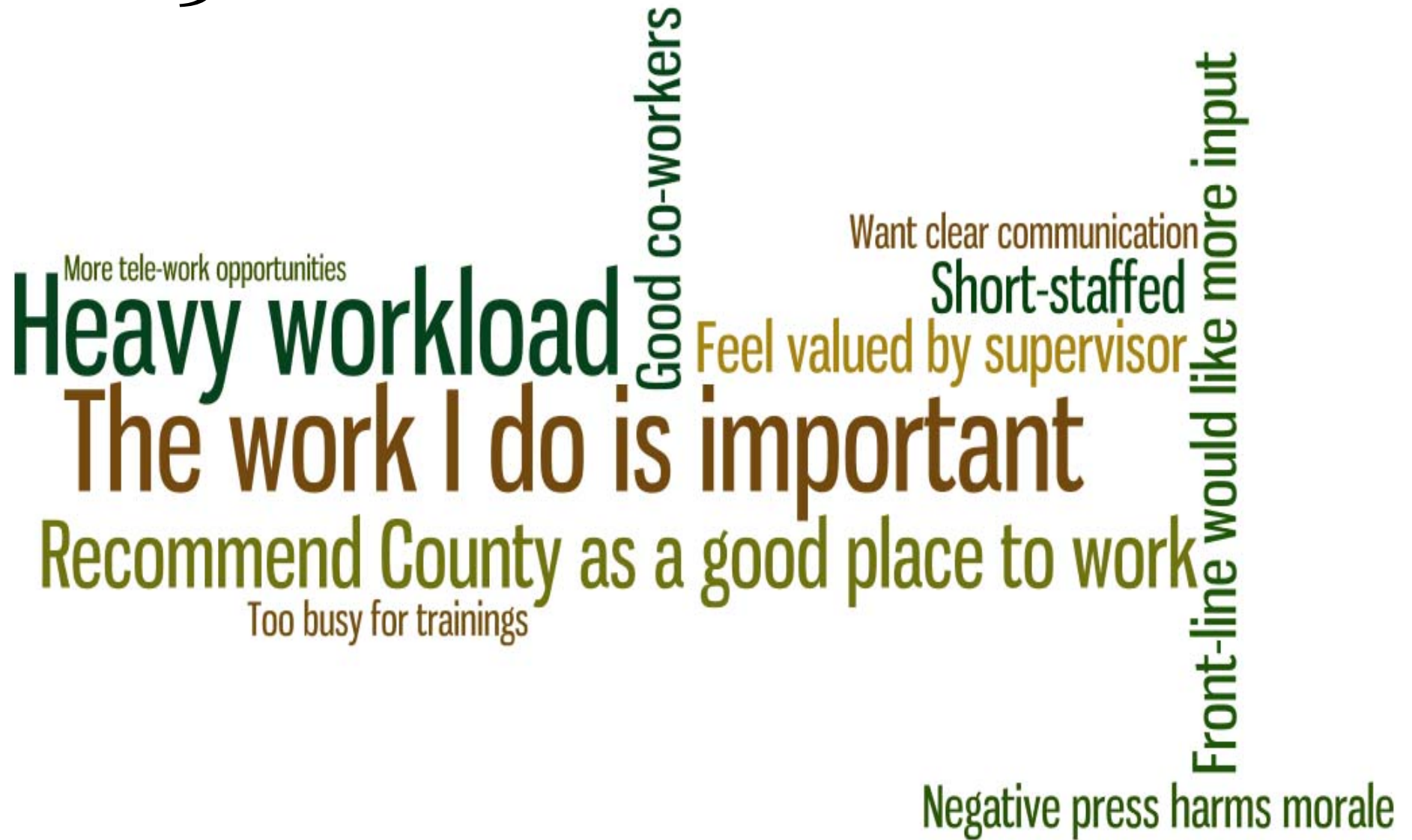
Communication from frontline

**Understaffed**

HR meets My needs

**Thank You**

In FY13....





# Still Opportunities to Improve

Question	FY13	FY12	FY11
I have an individual development plan (IDP). <sup>2</sup>	79%	82%	69%
My division continuously looks for ways to do things better.	79%	82%	80%
My department leadership clearly communicates department performance goals.	79%	82%	76%
The executive leadership of Mecklenburg County values County employees. *	77%	*	*
Overall, I feel safe going to my vehicle after regular business hours. <sup>1</sup>	77%	79%	74%
My department leadership clearly communicates what is going on in my department.	74%	76%	73%
The Board of County Commissioners values County employees. *	70%	*	*

\* New measure

<sup>1</sup> Question worded differently on 2012 survey.

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



# Department Performance



# Department Results

- Successful to Exemplary Performance
  - **Employee Access to Information for Job Success** – 19 of 20 departments at successful or exemplary levels
  - **Employee Training and Development** – 17 of 20 departments at successful or exemplary levels
  - **Managing a Diverse Workforce** – All departments at successful or exemplary levels
  - **Employee Motivation & Satisfaction** – 19 of 20 departments at successful or exemplary levels
  - Eight departments were **successful or exemplary** on all four major indices above



# Summary Conclusions

- **Overall Performance Exemplary**
- **Department Performance Mostly Successful to Exemplary**
- **Many results returned to pre-recession level**
- **New questions reveal opportunities (i.e., workload, report-line awareness)**





# Next Steps

- **Overall Performance**
  - **Maintain strategies to retain and enhance performance levels**
  - **Continue to invest in employees**
- **Department Level**
  - **Address opportunities for improvement**
  - **Utilize internal (e.g., BSSA-Organizational Improvement) and/or external resources, as needed**



# 2013 Employee Climate Survey

Monica R. Allen, PhD  
Performance & Evaluation Manager  
Office of Management and Budget  
October 1, 2013

