



EMPLOYEE ENGAGEMENT SURVEY 2022

DS-22-138

November 29, 2022

Survey of Employee Engagement

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- Institute for Organizational Excellence with the University of Texas at Austin
- **Focus**
 - ▣ The key drivers relative to the ability to engage employees towards successfully fulfilling the vision and mission of the City.
- **Survey**
 - ▣ Demographic Items
 - ▣ 48 Primary Items
 - ▣ Two Key Scores
 - ▣ 12 Constructs
 - ▣ Climate

Response Rate

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Response Rate **2019**

- 79.6 % Response Rate
 - ▣ 1164 employees
 - ▣ 926 responded
 - ▣ 79.2% response rate is considered high

Response Rate **2022**

- 78.2 % Response Rate
 - ▣ 1186 employees
 - ▣ 928 responded
 - ▣ 78.2% response rate is considered high

High response rates indicate:

- ▣ Employees have an investment in the organization
- ▣ Employees are willing to contribute towards making improvements
- ▣ Employees have high expectations from leadership to act upon the survey results

Overall Score

Overall Score 2019



Overall Score 2022



Level of Engagement

5

Levels of Engagement 2019



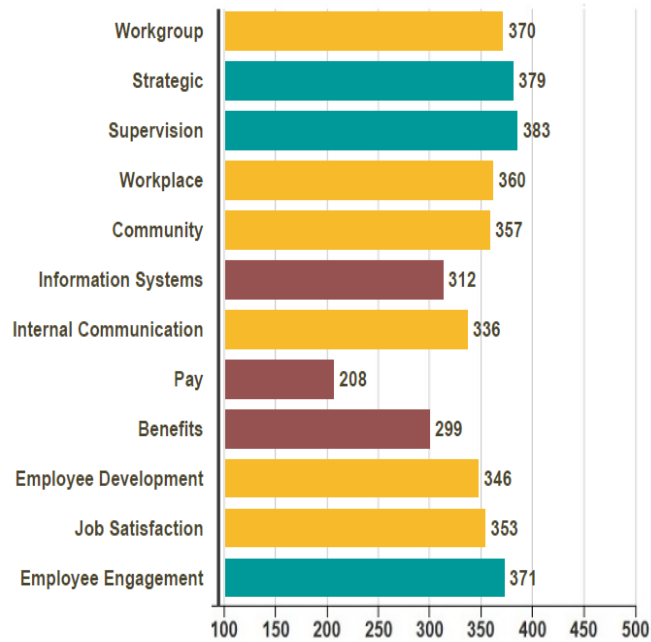
Levels of Engagement 2022



Level of employee engagement has increased
Level of disengagement has decreased

Twelve Construct Scores

Twelve Construct 2019



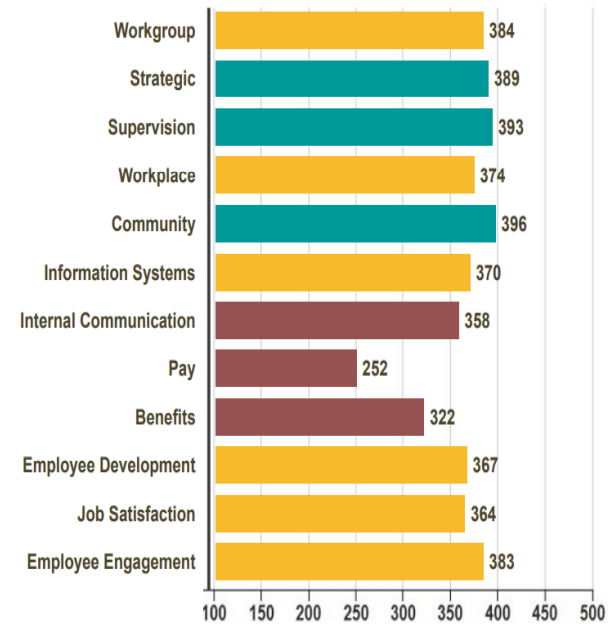
Areas of Concern

- Pay
- Benefits
- Information Systems

Areas of Strength

- Supervision
- Strategic
- Employee Engagement

Twelve Construct 2022



Areas of Concern

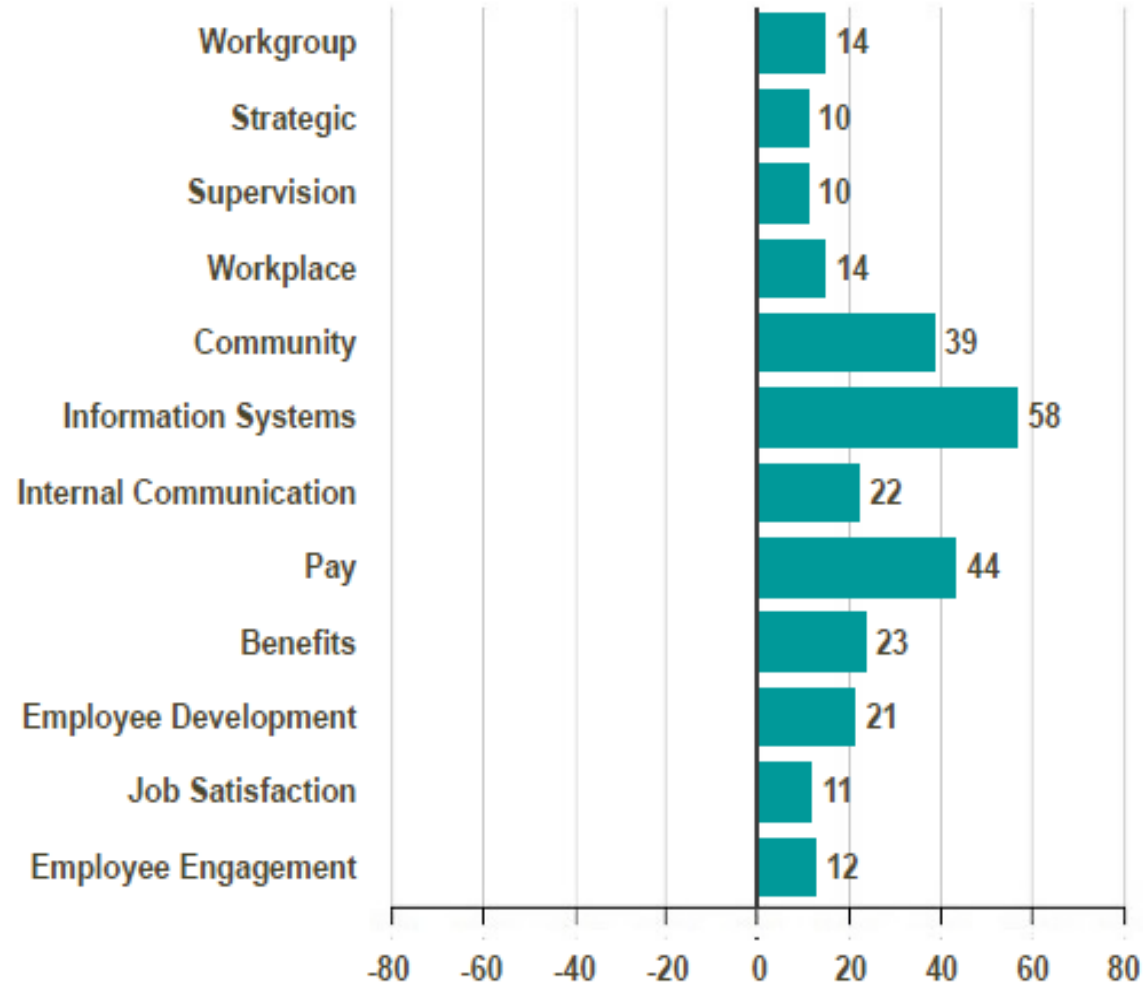
- Pay
- Benefits
- Internal Communication

Areas of Strength

- Community
- Supervision
- Strategic

All Construct Scores Increased

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Biggest Impact




- Information Systems
- Pay
- Community

Areas of Concern/Strength

Concern

	Pay The pay construct captures employees' perceptions about how well the compensation package offered by the organization holds up when compared to similar jobs in other organizations. Lower scores suggest that pay is a central concern or reason for discontent and is not comparable to similar organizations.	Score: 252
	Benefits The benefits construct captures employees' perceptions about how the benefits package compares to packages at similar organizations and how flexible it is. Lower scores suggest that employees perceive benefits as less than needed or unfair in comparison to similar jobs in the community.	Score: 322
	Internal Communication The internal communication construct captures employees' perceptions of whether communication in the organization is reasonable, candid and helpful. Lower scores suggest that employees feel information does not arrive in a timely fashion and is difficult to find.	Score: 358

Strength

	Community The community construct captures employees' perceptions of the relationships between employees in the workplace, including trust, respect, care, and diversity among colleagues. Higher scores suggest that employees feel respected, cared for, and have established trust with their colleagues.	Score: 396
	Supervision The supervision construct captures employees' perceptions of the nature of supervisory relationships within the organization. Higher scores suggest that employees view their supervisors as fair, helpful and critical to the flow of work.	Score: 393
	Strategic The strategic construct captures employees' perceptions of their role in the organization and the organization's mission, vision, and strategic plan. Higher scores suggest that employees understand their role in the organization and consider the organization's reputation to be positive.	Score: 389

Summary

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Needs Attention

- Pay
- Benefits (Health Insurance)
- Internal Communication

Cultural Shift

- **Leadership**
 - ▣ Build an environment of TRUST
- **Organizational Development**
 - ▣ Execute in the FLOW of work
- **Communication**
 - ▣ Provide opportunities to LISTEN
- **Performance Management**
 - ▣ Align Vision, Values, KPIs, Work tasks
- **Awards and Recognition**
 - ▣ Connect to MISSION objectives