

Monterey County Employee Engagement Status Update

Presented by: Human Resources Department

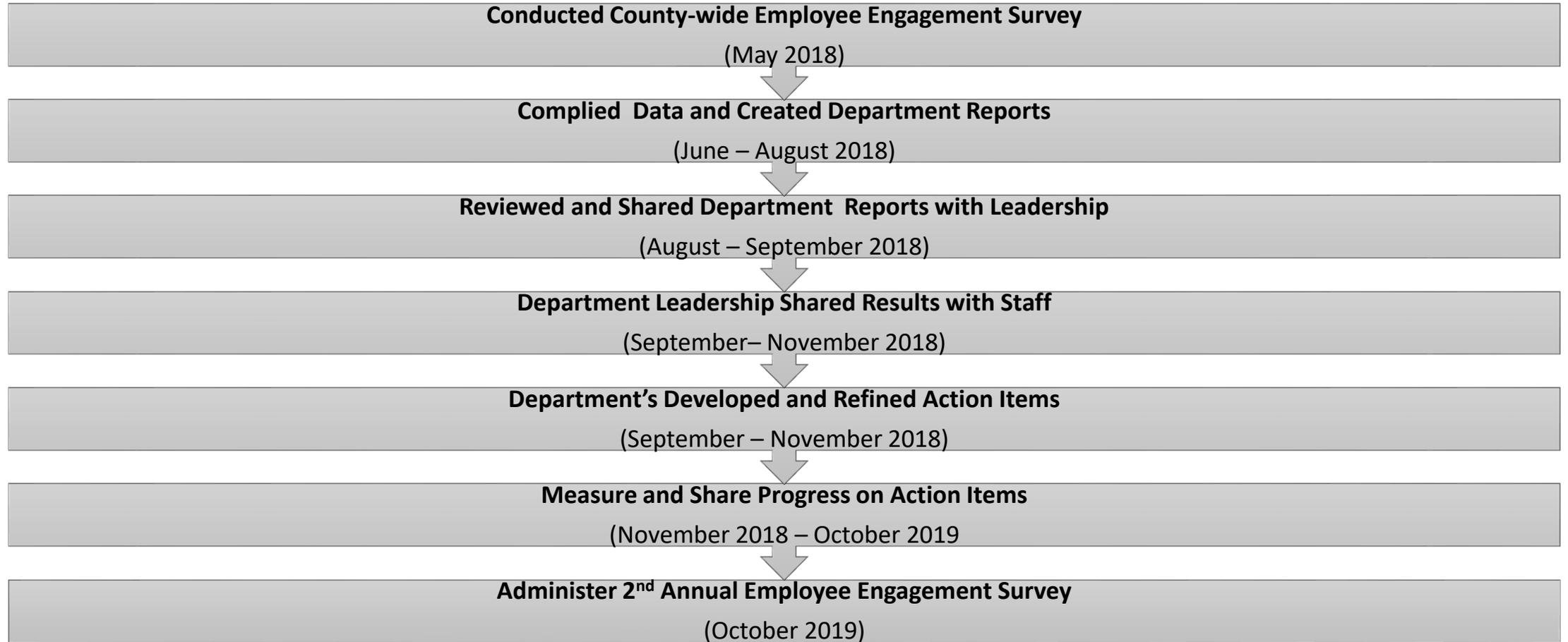


Agenda

- I. Overview of Employee Engagement
- II. Monterey County Employee Engagement Results
- III. How Departments Are Acting on Survey Results
- IV. Where to From Here?



2018 Employee Engagement Timeline



What is Employee Engagement?

- The term ***employee engagement*** relates to the level of an employee's commitment and connection to an organization.
- Three Dimensions
 - **Rational:** How well employees understand their roles and responsibilities
 - **Emotional:** How much passion employees bring to the work and their organization.
 - **Motivational:** How willing employees are to invest discretionary effort to perform well.



Engaged Employees...

Have strong relationships in organization

Go the extra mile for customers

Volunteer ideas

Work hard – and smart

Will stay – even for less money

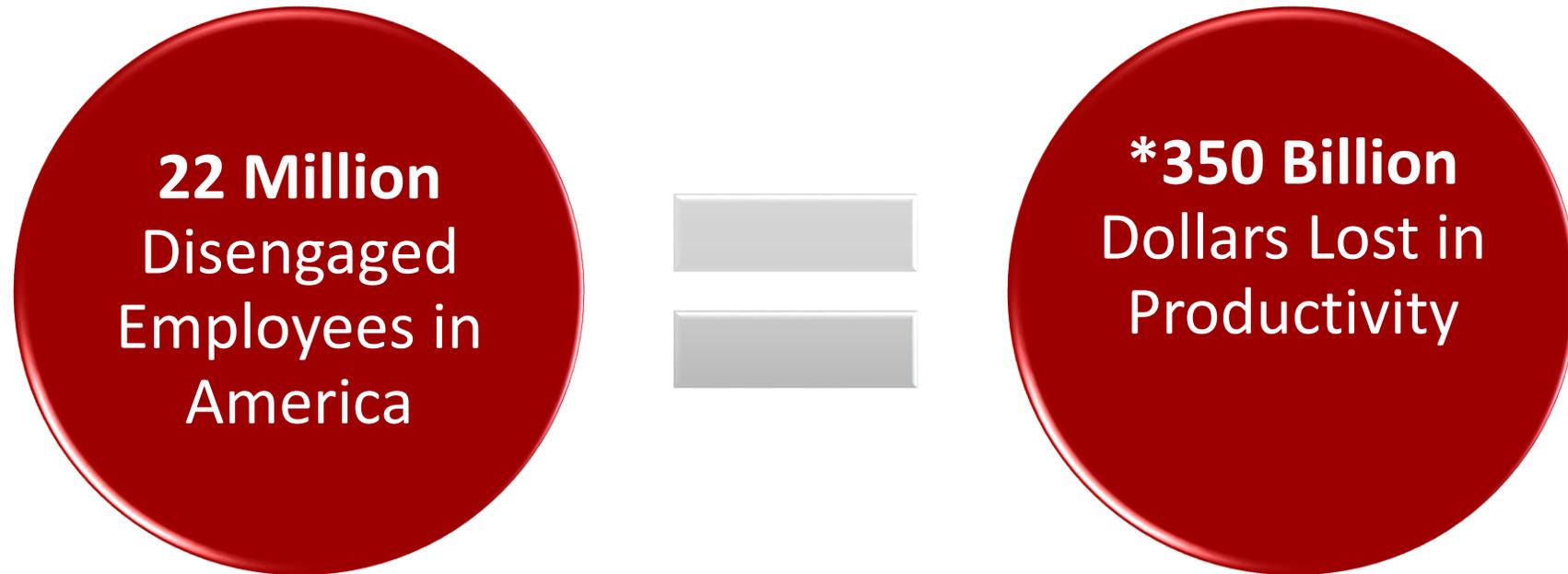
Recommend organization as a good place to work

Show up for work

Get things done



Why Does Employee Engagement Matter?



*Due to absenteeism, worker compensation claims, and poor job performance.

Monterey Employee Engagement Survey Goals

1. Implement lasting change to our work environment that makes the County a great place to work, and supports the achievements of County goals.
2. Provide each employee an opportunity to share thoughts on what is working well and where there are opportunities for improvement in the County.
3. Develop effective action plans that respond to Countywide and department specific employee engagement issues.

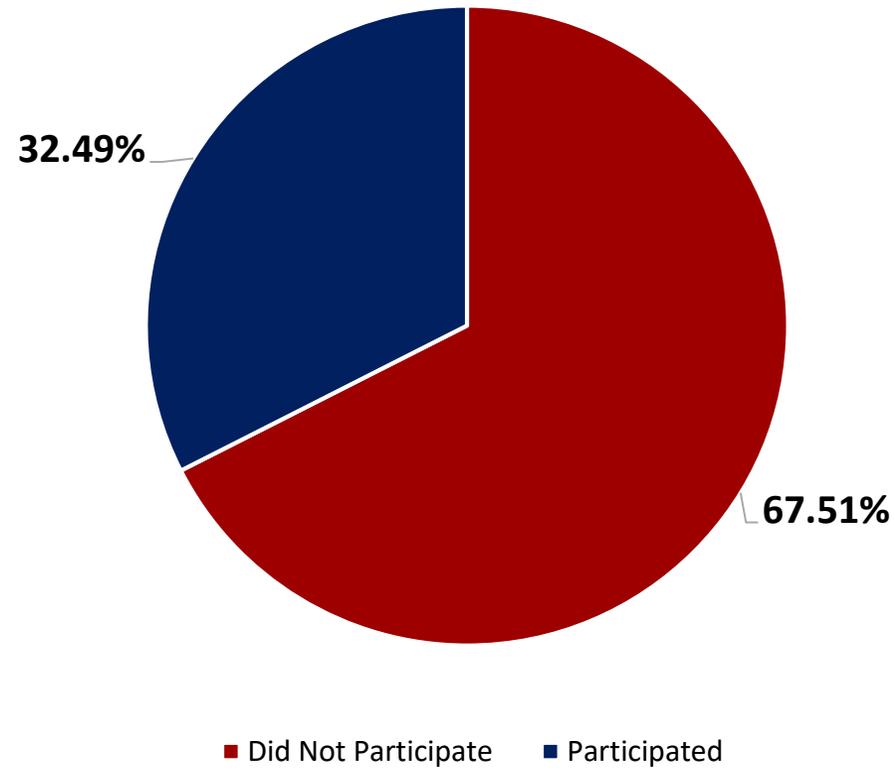


Survey Design

42 Questions, 9 Themes

- Career Development
- Work Engagement
- Compensation
- Your Team
- Your Supervisor
- Your Department's Management
- Benefits
- Work Environment
- Job Satisfaction

Employee Engagement Survey Response Rate



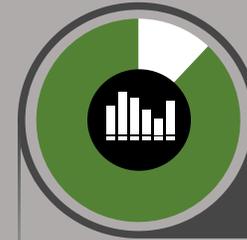
*Natividad was not included in the survey sample



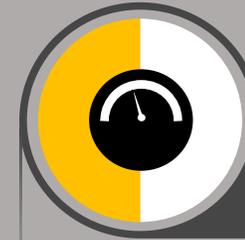
Monterey County Employee Engagement

3.58/5.00

Overall Employee
Engagement Score



5.00-3.80
HIGH
ENGAGEMENT

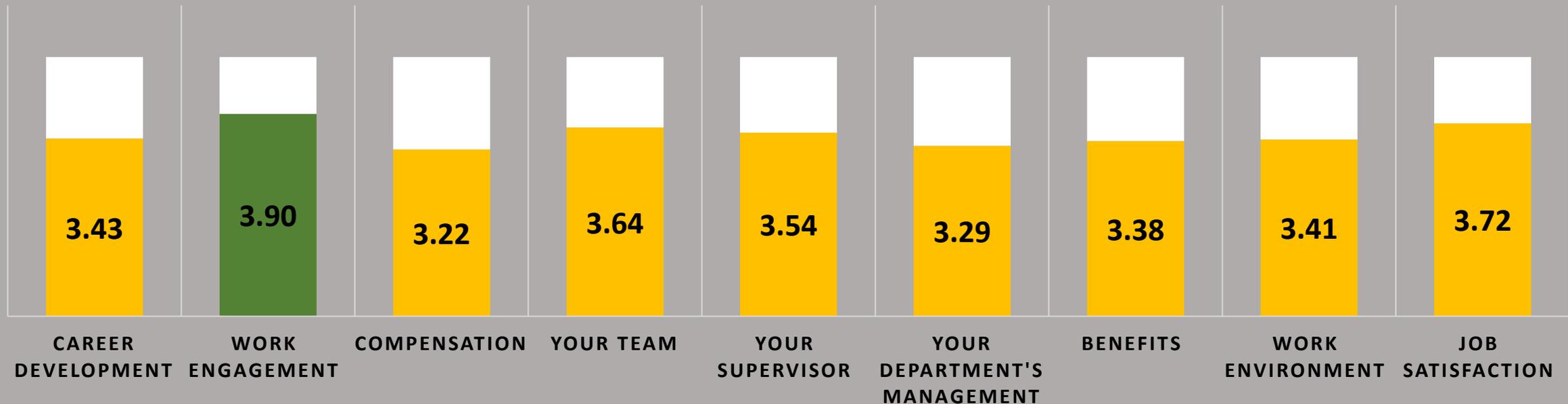


3.79-3.00
MEDIUM
ENGAGEMENT



2.99-0.00
LOW
ENGAGEMENT

ENGAGEMENT SCORES BY THEME



Action Planning Process

Review
Results

Review and share survey
results with staff.

Engage
Staff

Develop and refine action
items.

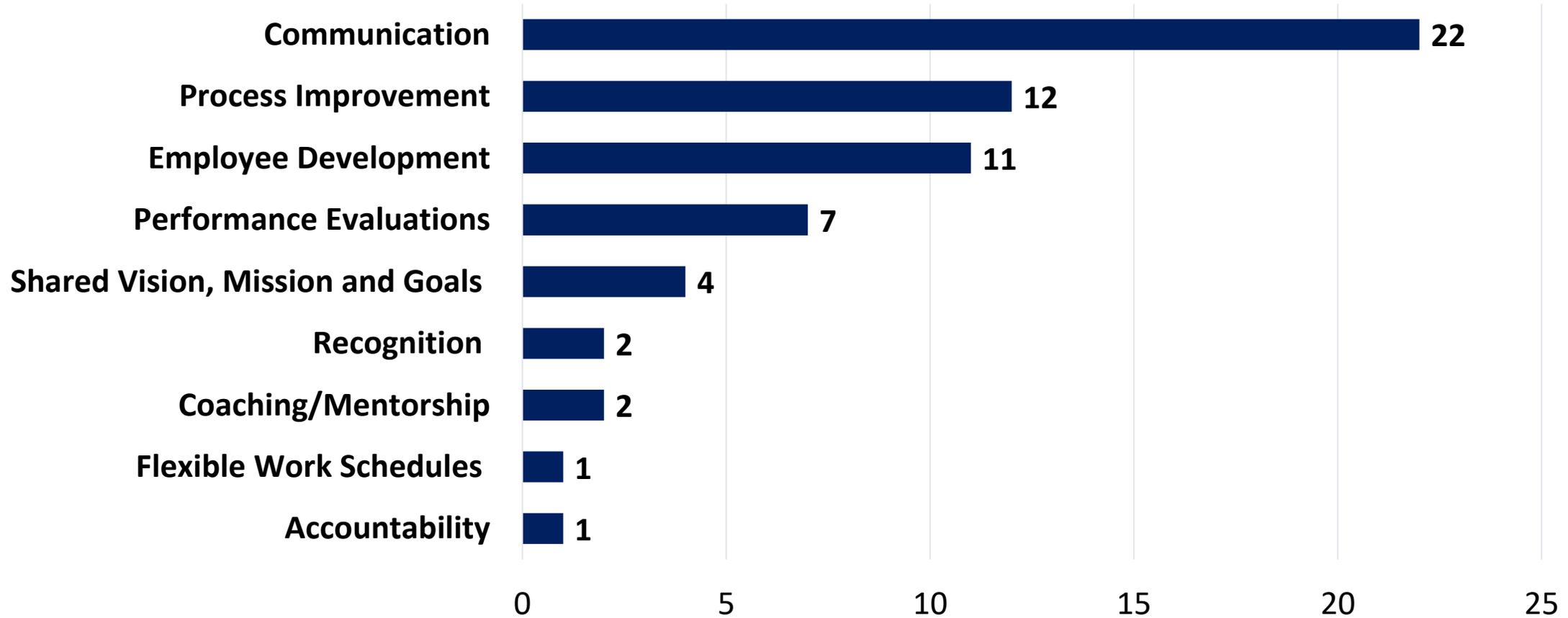
Take
Action

Measure and share progress
on SMART goals.



Review Results, Engage Staff, and Take Action

Action Plan SMART Goals (Highest to Lowest)



Employee Engagement Website

[Employee Engagement Home](#) [Survey Results](#) [Acting on Your Feedback](#) [Frequently Asked Questions](#) [Contact Us](#)

In May 2018, Monterey County implemented the first annual employee engagement survey to assess employee morale, satisfaction and engagement in the workplace. Overall, 1,272 employees responded to the survey for an overall response rate of 32.45%. The information gathered from the survey will serve as a tool for departments to develop initiatives, programs and policies to enrich County of Monterey employees' work experience.

What is Employee Engagement

While there are several ways to define employee engagement, simply stated, employee engagement is the extent employees understand their roles and responsibilities, feel passionate about their job and have clarity on how their work contributes to the organization's success. The employee engagement survey gathered feedback in the following nine areas:



Why Employee Engagement is Important?

Engaged employees experience greater meaning, satisfaction and success in their work. In return, their organization experiences higher levels of customer satisfaction, service quality, innovation, productivity and lower rates of absenteeism and turnover.

What the County is doing?

Moving forward, Monterey County plans to administer the employee engagement survey annually. The next survey will be administered in the Fall of 2019. Please look out for future communication regarding survey results, progress updates and other employee engagement news.

How Do We Continue to Move Engagement Forward?

- Finalize the Employee Engagement Website
- Check-in quarterly with departments regarding the progress made on their action plans.
- Administer the 2nd Annual Survey in the Fall of 2019

Identify Organization-Wide Issues and Lead Action



Employee Development

Facilitate the Process



Champion Engagement



Drive Cultural Change



HR's Role in Building Engagement