

Monterey County Employee Engagement Status Update

Presented by: Human Resources Department





Agenda

- I. Overview of Employee Engagement
- II. Review of Previous Year Survey
- III. Details for Upcoming Survey
- IV. Post-Survey Expectations

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

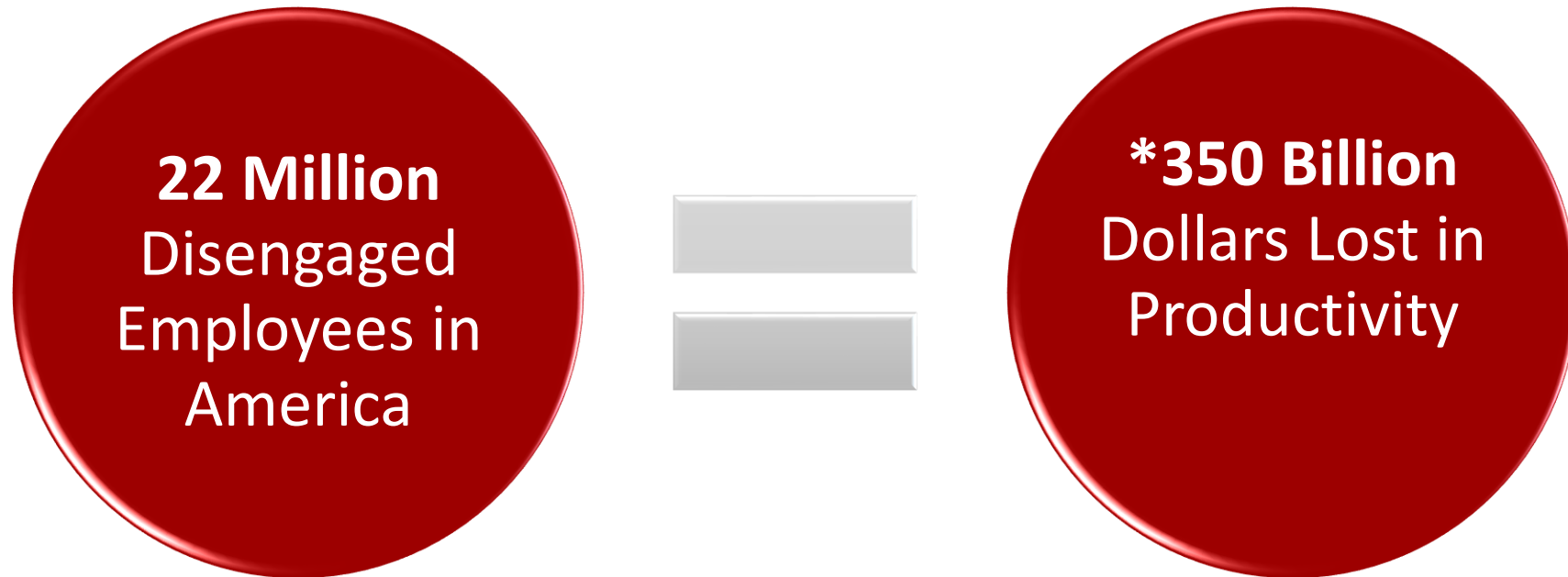
Recommend organization as a good place to work

Show up for work

Get things done



Why Does Employee Engagement Matter?



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

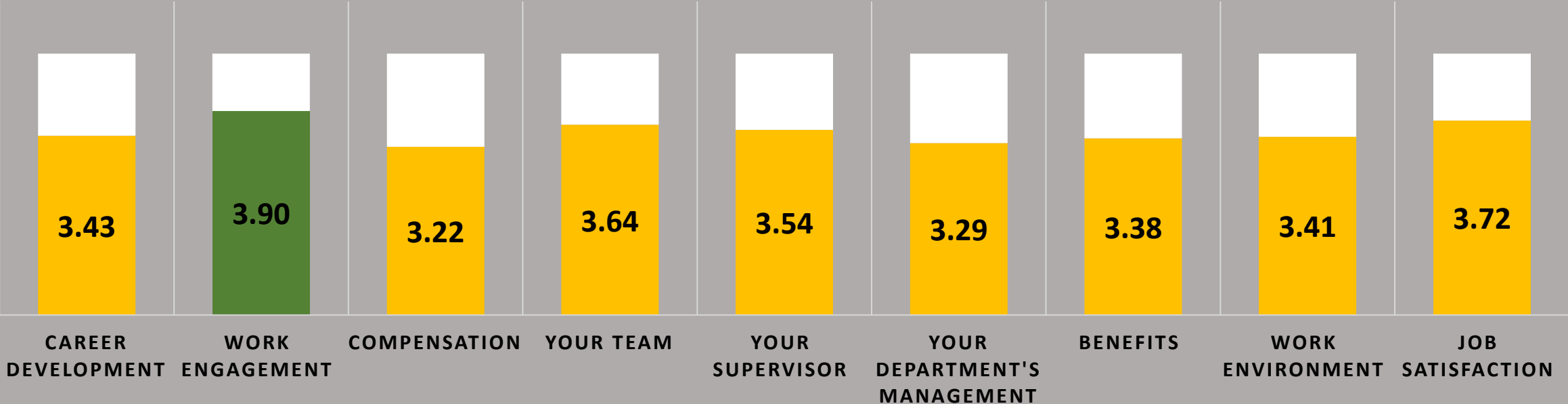
2018 Monterey County Employee Engagement

3.58/5.00

Overall Employee
Engagement Score



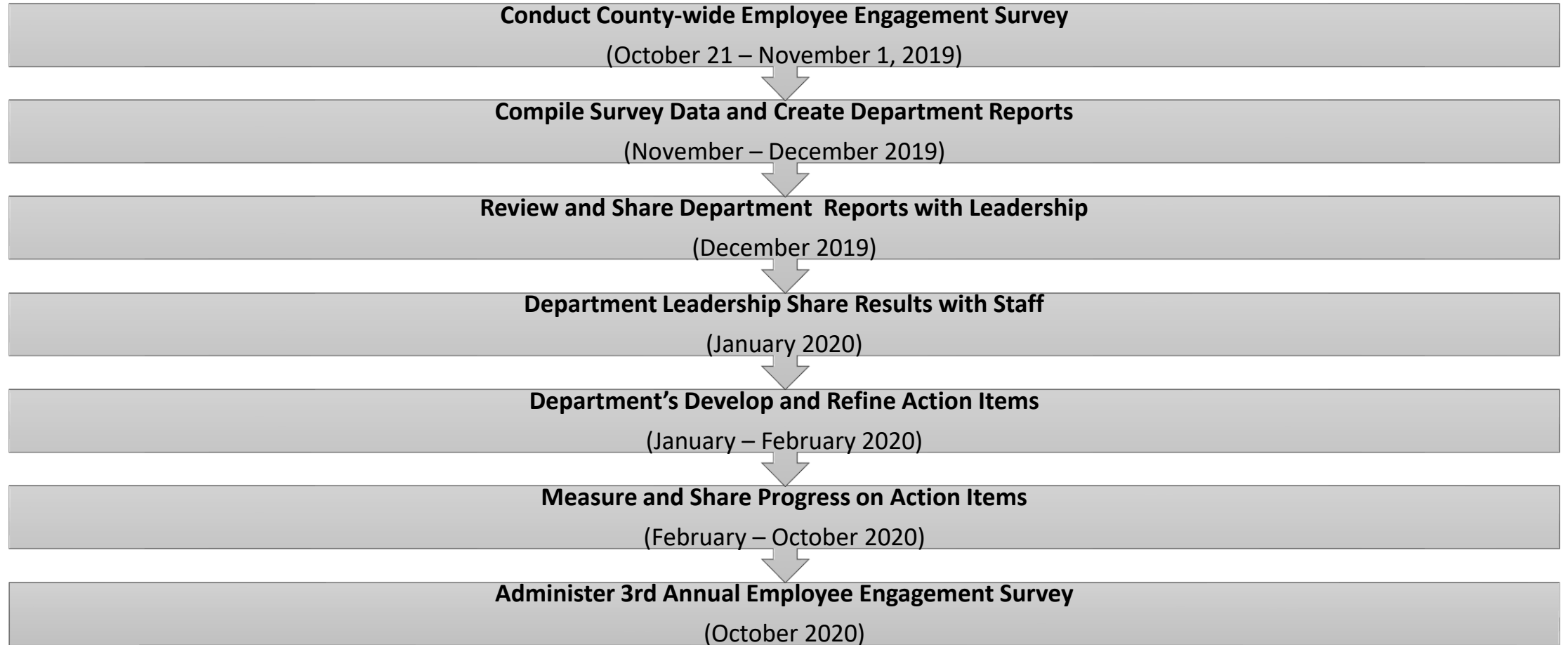
ENGAGEMENT SCORES BY THEME



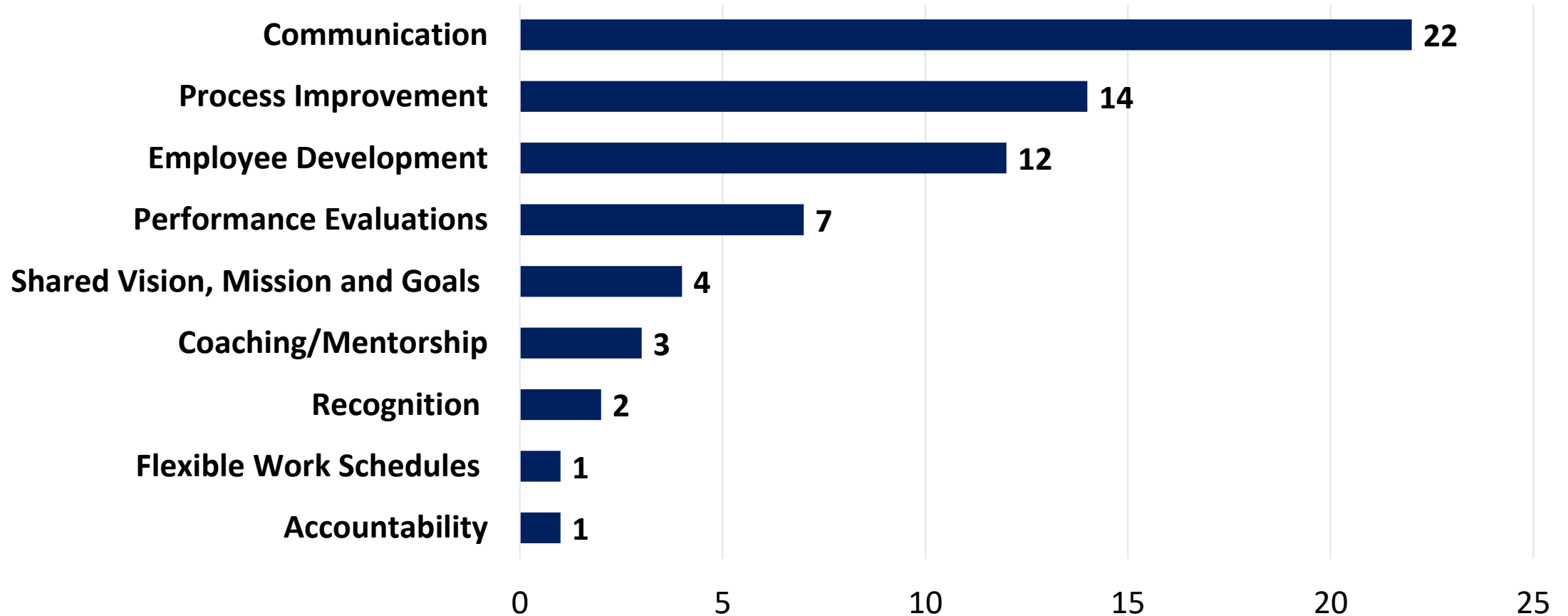
Implemented Changes

- Moved Survey Period from May to October
- Expanded Survey Questions and Themes to include:
 - Background Questions (e.g. Age Groups Aimed at Generational Data)
 - Divisions for Larger Departments
 - Action planning questions to ensure follow-up is taking place.

2nd Annual Employee Engagement Timeline



Action Plan SMART Goals (Highest to Lowest)



Action Plan SMART Goal Examples

- Implement all staff meetings to improve communication with, from and between employees and managers.
- Host recognition events to provide staff with service pins.
- Create suggestion box for staff to provide concerns and suggestions to management.