

Monterey County 2019 Employee Engagement Survey

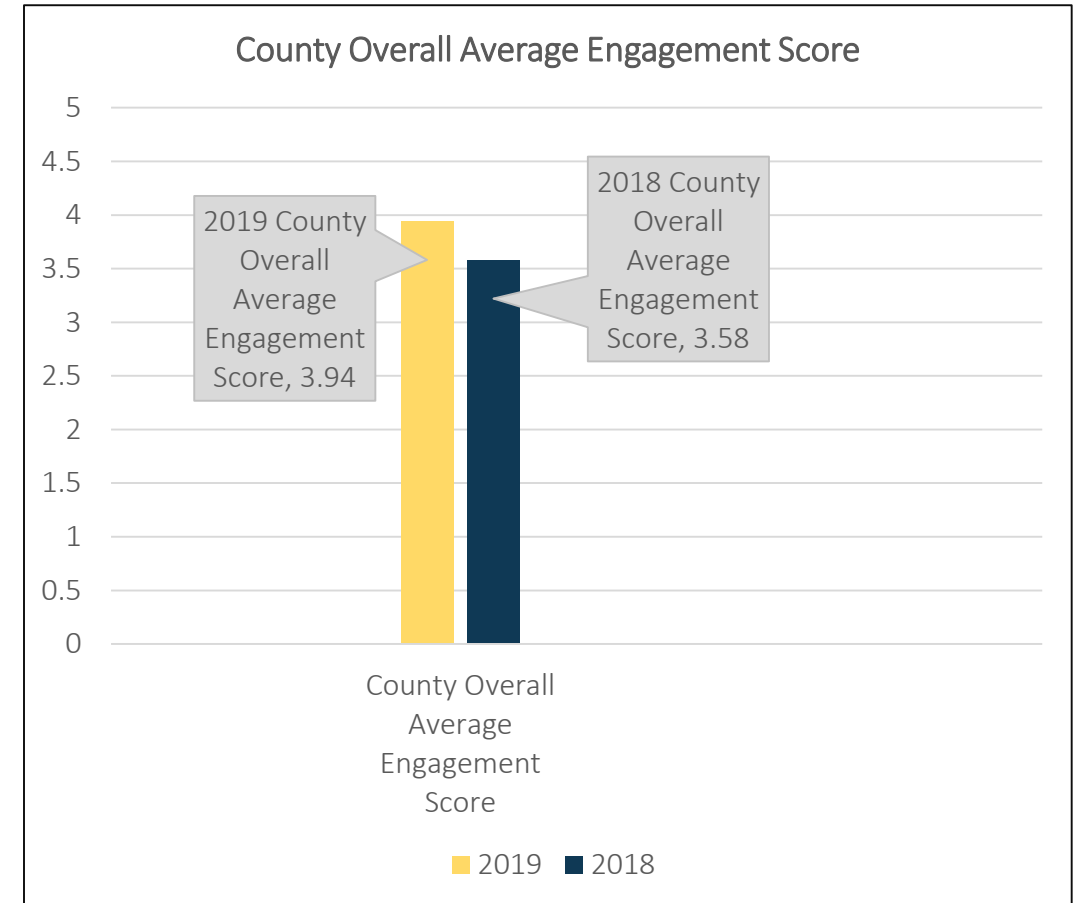
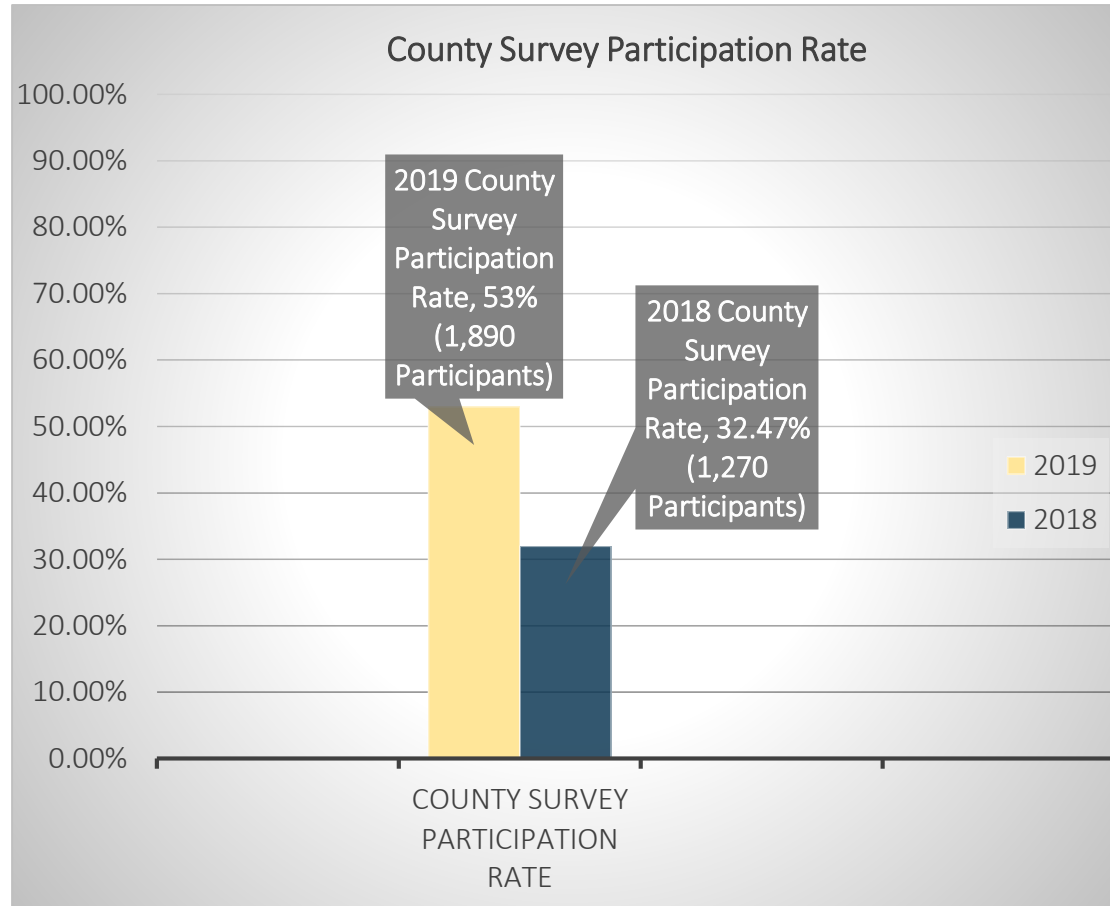
Presented by: Human Resources Department



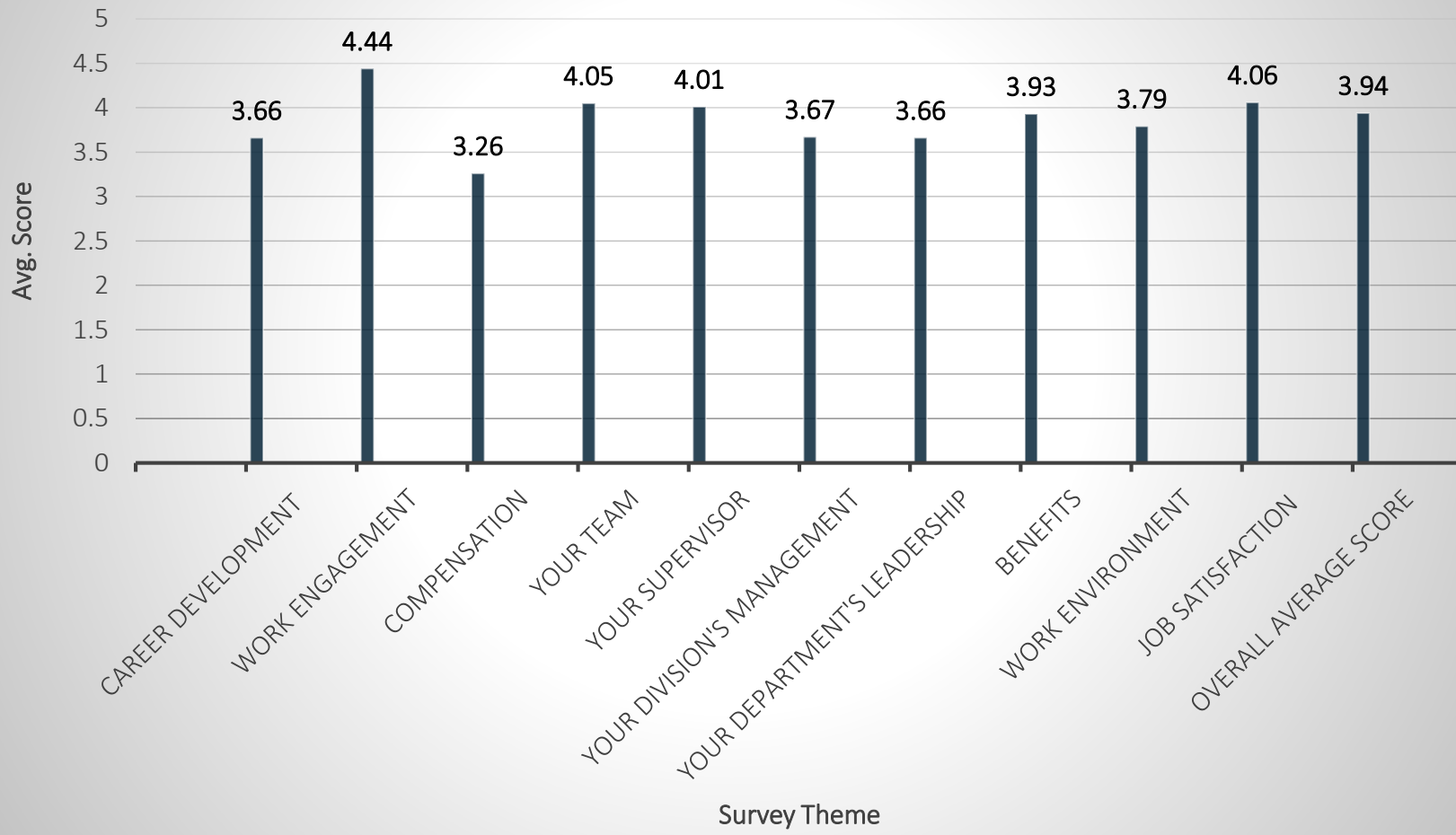
Agenda

- Introductions
- High-level overview of County survey results
- Resources to enhance employee engagement
- Next Steps





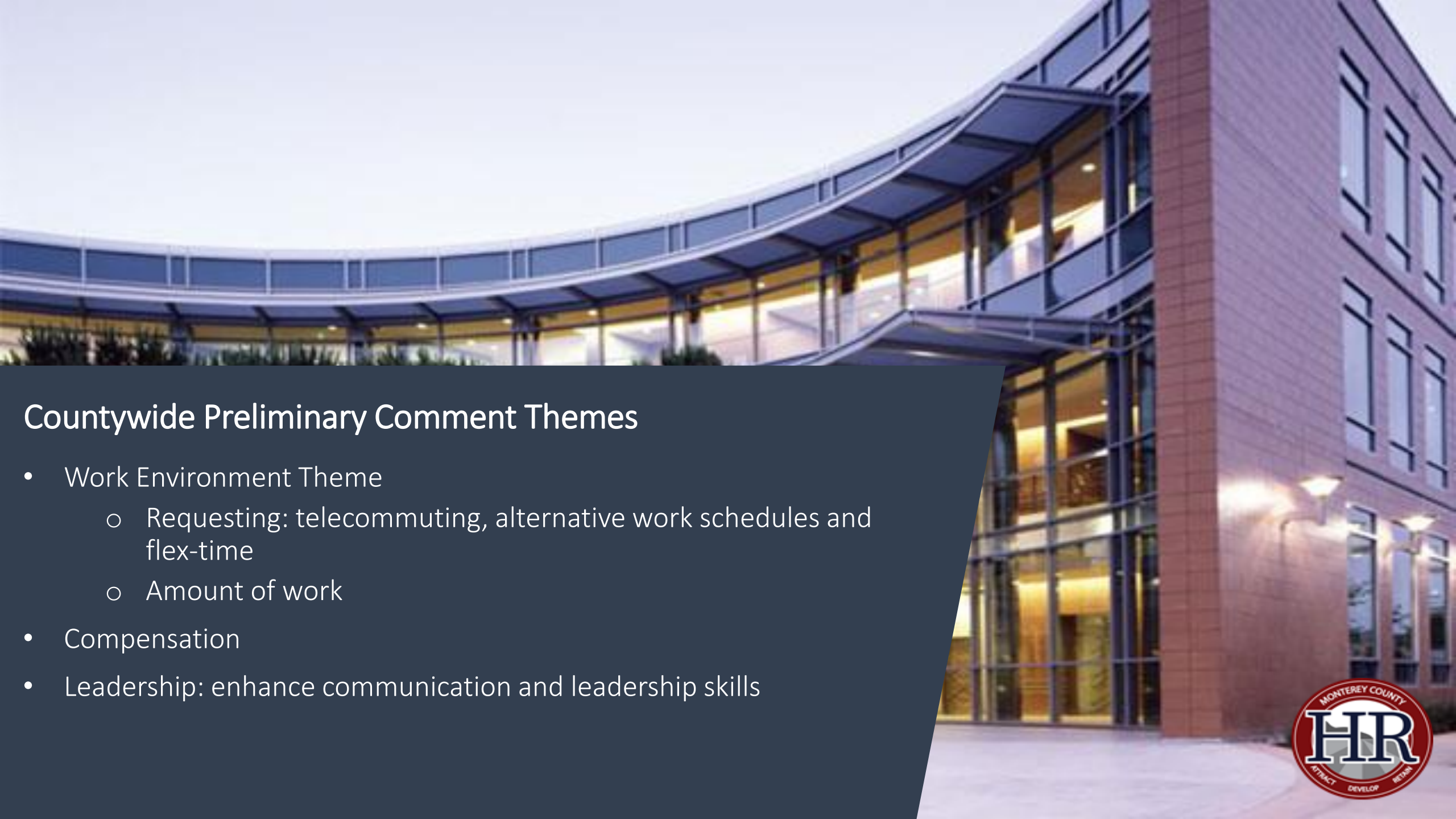
2019 County Overall Average Engagement Scores by Theme



Highest and Lowest Survey Scores

Top Five Highest Scores from Highest to Lowest	Theme	Score	Percentage
Q17. I strive to provide good customer service to all customers/clients.	Work Engagement	4.77	95.35%
Q18. When needed, I am willing to put in the extra effort to get a job done.	Work Engagement	4.74	94.87%
Q15. I strive to meet my goals at work.	Work Engagement	4.72	94.42%
Q16. I give my best effort at work each day.	Work Engagement	4.66	93.12%
Q13. I understand my job duties and responsibilities.	Work Engagement	4.50	89.93%

Top Five Lowest Scores From Lowest to Highest	Theme	Score	Percentage
Q22. I am paid fairly for the work I do.	Compensation	3.26	65.18%
Q51. My division management has communicated a vision for the future that motivates me.	Division Management	3.45	68.92%
Q57. Communication between division management and employees is good in my department.	Division Management	3.47	69.46%
Q11. I am satisfied with the job-related training Monterey County offers.	Career Development	3.51	70.11%
Q68. Communication between department leadership and employees is good in my department.	Department Leadership	3.52	70.32%



Countywide Preliminary Comment Themes

- Work Environment Theme
 - Requesting: telecommuting, alternative work schedules and flex-time
 - Amount of work
- Compensation
- Leadership: enhance communication and leadership skills

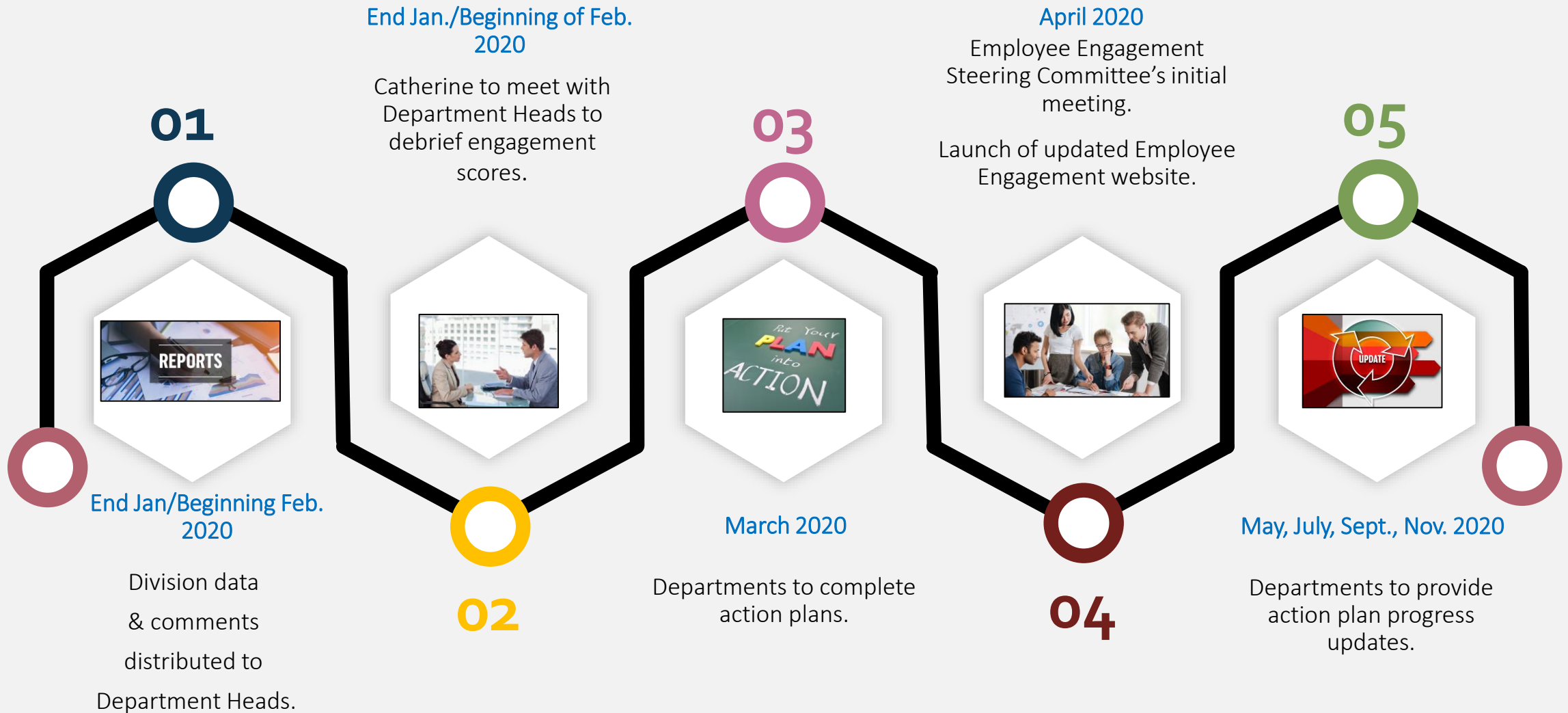


Resources to Enhance Employee Engagement

- Catherine providing support to Departments
- Establish an Employee Engagement Steering Committee
 - Potential of establishing two committees (one for only front-line staff)
 - Share department engagement practices
 - Leverage survey results to drive Countywide initiatives
- Update County policies that align with survey areas, such as telecommuting
- Update internal employee engagement website
 - Focus: employee engagement education hub for employees at all levels
 - Online learning portal: informal resources on Employee Engagement TED Talks/YouTube videos, podcasts, articles, books and Communication strategy and Action Planning Toolkits
 - Introductory video by Charles and employee testimonials
 - Current and archived County survey results
- Currently identifying internal/external resources



Monterey County Employee Engagement 2020 Timeline



Contact Information



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