

2018 Employee Survey

Measuring Employee Engagement



A Tale of Two Surveys

Internal Services Survey

2013-2016

- 39% maximum participation (2014)
- 22.5% participation in 2016
- Rate other departments

Gallup Q12 Survey

2017-2018

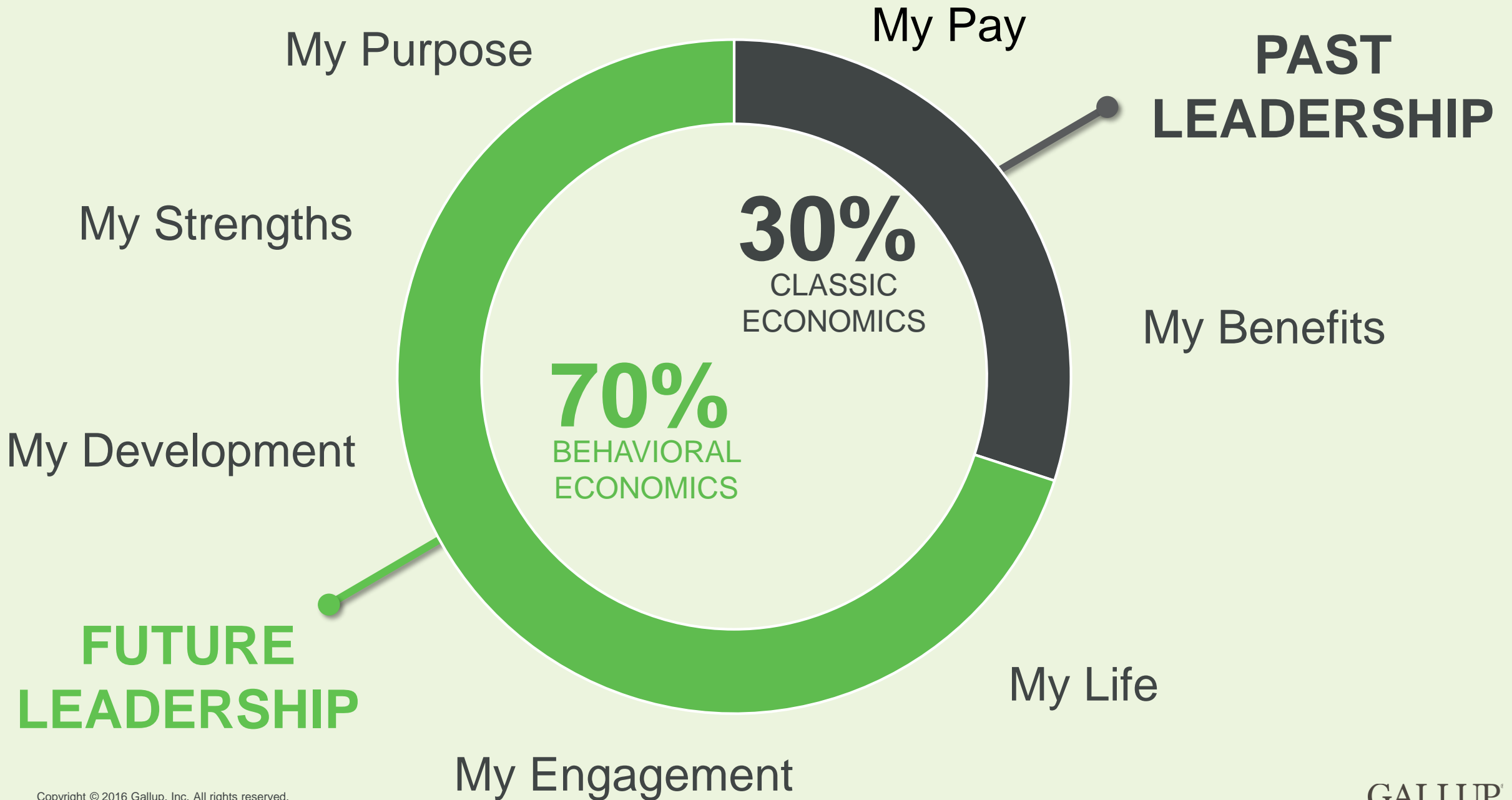
- 88% maximum participation (2018)
- Rate your work environment
- Based on a proven methodology
- Benchmarked against the Gallup database
- Aligns to our core values
- Develop our leaders to deliver results

The Performance Challenge of the 21st Century



87%
of global employees are
not engaged at work

There has been minimal change over the last
15 years, despite engagement efforts.



Engaged workers
are the lifeblood of
an organization.

The team leaders
who are the most
successful foster
conversations
about engagement
every day.



Managers are the Secret to Success

Managers play the most significant role in driving employee engagement

Managers explain at least

70%

of engagement

Engagement Index

Engaged

Employees are highly involved in and enthusiastic about their work and workplace. They are psychological "owners", drive performance, innovation, and move the organization forward.

Not Engaged

Employees are essentially psychologically unattached to their work and company. Because their engagement needs are not being fully met, they're putting time – but not energy or passion – into their work.

Actively Disengaged

Employees aren't just unhappy at work – they are resentful that their needs are not being met and are busy acting out their unhappiness. Every day, these workers potentially undermine what their engaged coworkers accomplish.

2018 Survey Results

The Gallup Q12 score represents the average of the scores of 12 items that Gallup has consistently found to measure employee engagement as linked to business outcomes.

TOTAL RESPONDENTS

330

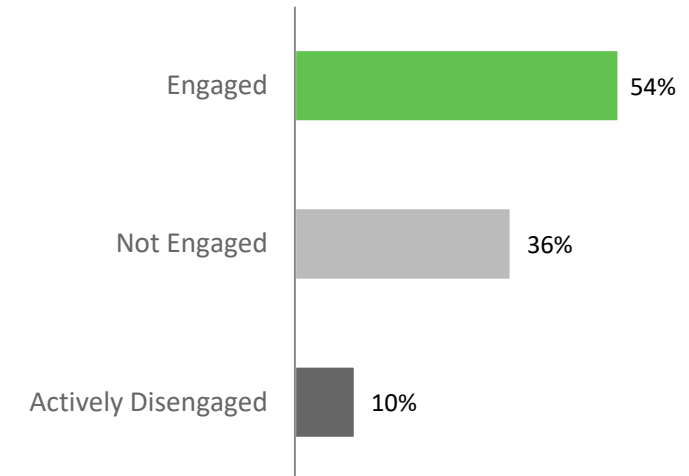
CHANGE

▲ +0.15

Q12 MEAN



ENGAGEMENT INDEX



MEAN PERCENTILE RANK



DATABASE: Gallup Overall

Percentile Rank in Gallup Overall Database

< 25th Percentile

25-49th Percentile

50-74th Percentile

75-89th Percentile

>= 90th Percentile

04/23/18

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GALLUP

THE 12 ELEMENTS OF AN **ENGAGED WORKPLACE**



Q12. This last year, I have had opportunities at work to learn and grow.

Q11. In the last six months, someone at work has talked to me about my progress.

Q10. I have a best friend at work.



Q09. My associates or fellow employees are committed to doing quality work.

Q08. The mission or purpose of my company makes me feel my job is important.

Q07. At work, my opinions seem to count.



Q06. There is someone at work who encourages my development.

Q05. My supervisor, or someone at work, seems to care about me as a person.

Q04. In the last seven days, I have received recognition or praise for doing good work.

Q03. At work, I have the opportunity to do what I do best every day.



Q02. I have the materials and equipment I need to do my work right.

Q01. I know what is expected of me at work.

Gallup Q¹² Items

Questions	Current Mean	Last Mean	Change	Mean Percentile Rank - Industry - Public Administration/Government Agencies	Frequency Distribution %1 %2 %3 %4 %5
Q00: Overall Satisfaction	4.15	4.00	▲ +0.15	78	1:1 2:3 3:17 4:40 5:39
Q01: Know What's Expected	4.58	4.58	0.00	80	1:1 2:1 3:6 4:23 5:69
Q02: Materials and Equipment	4.33	4.24	▲ +0.09	79	1:1 2:2 3:11 4:37 5:50
Q03: Opportunity to do Best	4.23	4.18	▲ +0.05	79	1:2 2:5 3:12 4:32 5:49
Q04: Recognition	3.59	3.26	▲ +0.33	65	1:14 2:8 3:19 4:23 5:36
Q05: Cares About Me	4.26	4.11	▲ +0.15	68	1:4 2:5 3:9 4:24 5:58
Q06: Development	4.02	3.80	▲ +0.22	74	1:5 2:7 3:13 4:29 5:46
Q07: Opinions Count	3.61	3.67	▼ -0.06	56	1:12 2:11 3:16 4:25 5:35
Q08: Mission/Purpose	4.21	4.15	▲ +0.06	70	1:2 2:6 3:12 4:30 5:51
Q09: Committed to Quality	4.27	4.14	▲ +0.13	72	1:2 2:4 3:13 4:28 5:53
Q10: Best Friend	3.55	3.12	▲ +0.43	69	1:11 2:12 3:22 4:21 5:34
Q11: Progress	3.96	3.64	▲ +0.32	66	1:6 2:8 3:14 4:26 5:45
Q12: Learn and Grow	4.11	3.98	▲ +0.13	70	1:5 2:4 3:15 4:28 5:49

Percentile Rank in Gallup Overall Database

■ < 25th Percentile
 ■ 25-49th Percentile
 ■ 50-74th Percentile
 ■ 75-89th Percentile
 ■ >= 90th Percentile

Thank You