



Legislation Text

File #: 18-64, Version: 1

Receive an update on the Employee Engagement Survey.

BACKGROUND:

The City of Farmers Branch began measuring employee engagement in 2017 by utilizing the Gallup Q12 platform - 12 questions that group into 4 macro categories: basic needs, growth, individual needs, and teamwork. Measuring engagement has been a powerful tool to help us better understand absenteeism, turnover, productivity, quality and many more measures related to the health of our team. It is important to note that 85% of employees worldwide are not engaged or actively disengaged in their jobs. To help us better understand where Farmers Branch is with engagement, we are part of larger database that includes over 31 million respondents.

What is engagement?

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

Not Engaged - Employees are 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 aren't being met and are acting out their unhappiness. Every day, these workers potentially undermine what their engaged coworkers accomplish.

Prior to utilizing Q12, employees used an "internal services survey" to evaluate peer departments and provide feedback. Participation peaked at 39% utilizing this survey method and the feedback was generally less than constructive. In 2017, we achieved a 72% participation rate, and in 2018 we have moved up to an 88% participation rate. The willingness to participate and increase in participation is a powerful indicator that we are improving employee engagement.

DISCUSSION:

Staff will discuss the Gallup Q12 survey and how we are using it as a tool to drive employee engagement.

ATTACHMENT(S):

1. Employee Survey - Council 2018