

Employee Survey Results

Department of Public Utilities
October 21, 2020

Employee Survey

- Gallup Survey Instrument
- Percent of Employees Engaged
- Employee Engagement Score
- Employee Satisfaction Score
- Benchmark Public Administration
- Benchmark Organizations <100 Employees
- Benchmark Summary
- Focus Areas
- Verbatim Comments

Gallup Q12 Survey Instrument

- DPU participated in County employee satisfaction survey since 2002
- 2016 DPU changed survey instruments to Gallup Q12 Survey
- In addition to satisfaction, it includes engagement and benchmarks
- Gallup researched 12 questions to determine engagement
- Uses 5-point scale (1 strongly disagree and 5 strongly agree)
- Provides percentile ranking in the Gallup database
- Gallup database
 - 80+ years
 - 35 million respondents
 - 160 Countries



DPU Employee Engagement Survey 2020 | Overall

Percentile range in Gallup Database ■ < 33 | ■ 33-66 | ■ > 66

*Item data not shown if sample size is less than 4. Workgroup data not shown to protect confidentiality.

ENGAGEMENT INDEX

Engaged



Percent Engaged available when N ≥ 30.
All categories available when N ≥ 30.



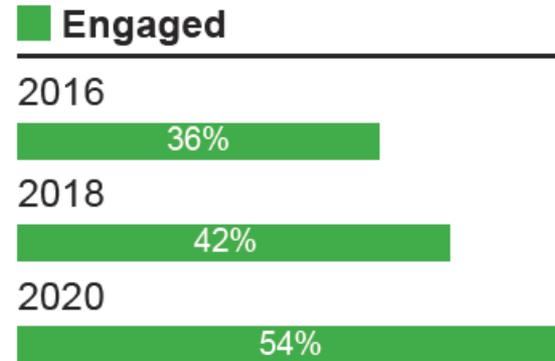
This presentation focuses on the overall DPU results

		Past Score (Respondents)	Change	Current Score (Respondents)	Change	Current Score (Respondents)	Gallup Database Percentile Rank
Q00	Overall Satisfaction How satisfied are you with your organization as a place to work?	3.99 (77)	▼	3.86 (69)	▲	4.21 (73)	83
Q01	Know What's Expected I know what is expected of me at work.	4.36 (77)	▲	4.59 (71)	▲	4.63 (73)	94
Q02	Materials and Equipment I have the materials and equipment I need to do my work right.	4.20 (76)	▲	4.32 (71)	▲	4.41 (73)	93
Q03	Opportunity to do Best At work, I have the opportunity to do what I do best every day.	4.08 (77)	▲	4.20 (71)	▲	4.35 (72)	90
Q04	Recognition In the last seven days, I have received recognition or praise for doing good work.	3.34 (73)	▲	3.42 (69)	▲	3.77 (71)	79
Q05	Cares About Me My supervisor, or someone at work, seems to care about me as a person.	3.93 (76)	▲	3.96 (71)	▲	4.30 (73)	70
Q06	Development There is someone at work who encourages my development.	3.83 (76)	▲	4.07 (71)	▼	4.01 (72)	70
Q07	Opinions Count At work, my opinions seem to count.	3.48 (75)	▲	3.68 (71)	▲	4.01 (73)	86
Q08	Mission/Purpose The mission or purpose of my organization makes me feel my job is important.	4.01 (77)	▲	4.04 (70)	▲	4.19 (72)	72
Q09	Committed to Quality My coworkers are committed to doing quality work.	3.84 (77)	▲	3.89 (71)	▲	3.99 (73)	38
Q10	Best Friend I have a best friend at work.	2.63 (73)	▲	2.71 (62)	▲	3.05 (64)	15
Q11	Progress In the last six months, someone at work has talked to me about my progress.	3.70 (74)	▲	4.10 (70)	▲	4.33 (73)	92
Q12	Learn and Grow This last year, I have had opportunities at work to learn and grow.	3.93 (75)	▲	4.00 (71)	▲	4.22 (72)	81

Percent of Employees Engaged

- Average percent of U.S. employees actively engaged at all time high before the Pandemic (May 2020 at 38%)*
- DPU percent of engaged employees steadily increasing since 2016
- May 2020, 54% of DPU employees engaged

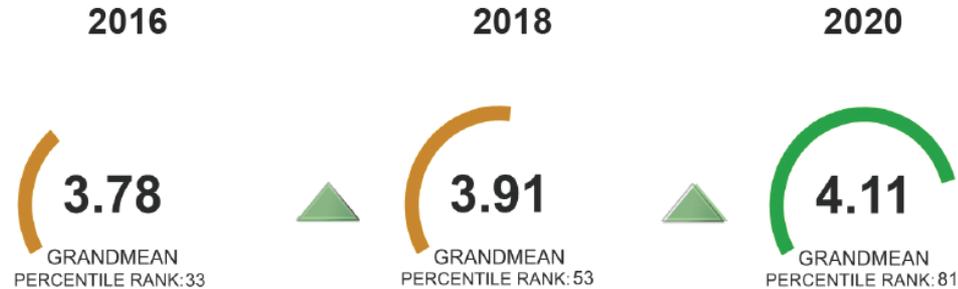
ENGAGEMENT INDEX



Percent Engaged available when $N \geq 30$.
All categories available when $N \geq 30$.

*Gallup article, July 2, 2020 by Jim Harter, "May 2020 U.S. employee engagement at an historic high."

Employee Engagement Score



- Gallup engagement score is an average of questions 1 through 12.
- DPU goals: Achieve mean score of better than 4.0 (Agree) and percentile ranking that is in the top third of the Gallop database
- 2020 Survey results:
 - DPU realized the mean and percentile goals
 - Score: 4.11 mean; Percentile ranking: 81 (top third)

Employee Satisfaction Score

GALLUP POLL NUMBERS

	2016		2018		2020	
	DPU Mean	Percentile	DPU Mean	Percentile	DPU Mean	Percentile
% Employees	84%		77%		79%	
Q00	3.99	61	3.86	41	4.21	83

- Gallup satisfaction score is question 00
- DPU goals: Achieve mean score of better than 4.0 (Agree) and percentile ranking that is in the top third of the Gallop database
- 2020 Survey results:
 - DPU realized the mean and percentile goals
 - Score: 4.21 mean; Percentile ranking: 83 (top third)

Los Alamos Department of Public Utilities Gallup Q12 Employee Engagement Survey Results

GALLUP POLL NUMBERS

	2016		2018		2020	
	DPU Mean	Percentile	DPU Mean	Percentile	DPU Mean	Percentile
%Empl's	84%		77%		79%	
Q00	3.99	61	3.86	41	4.21	83
Engage	3.78	33	3.91	53	4.11	81
Q01	4.36	54	4.59	91	4.63	94
Q02	4.2	77	4.32	87	4.41	93
Q03	4.08	64	4.2	78	4.35	90
Q04	3.34	36	3.42	45	3.77	79
Q05	3.93	25	3.96	26	4.3	70
Q06	3.83	52	4.07	79	4.01	70
Q07	3.48	23	3.68	47	4.01	86
Q08	4.01	50	4.04	53	4.19	72
Q09	3.84	18	3.89	23	3.99	38
Q10	2.63	1	2.71	2	3.05	15
Q11	3.7	41	4.1	79	4.33	92
Q12	3.93	43	4	54	4.22	81

PUBLIC ADMINISTRATION

	2016		2018		2020	
	DPU Mean	Percentile	DPU Mean	Percentile	DPU Mean	Percentile
%Empl's	84%		77%		79%	
Q00	3.99	73	3.86	68	4.21	78
Engage	3.78	63	3.91	68	4.11	74
Q01	4.36	73	4.59	81	4.63	83
Q02	4.2	75	4.32	78	4.41	81
Q03	4.08	74	4.2	77	4.35	81
Q04	3.34	61	3.42	62	3.77	74
Q05	3.93	44	3.96	33	4.3	73
Q06	3.83	69	4.07	75	4.01	73
Q07	3.48	60	3.68	65	4.01	76
Q08	4.01	68	4.04	66	4.19	72
Q09	3.84	33	3.89	33	3.99	47
Q10	2.63	26	2.71	27	3.05	32
Q11	3.7	59	4.1	75	4.33	82
Q12	3.93	68	4	69	4.22	76

ORGANIZATIONS WITH <100 EMPLOYEES

	2016		2018		2020	
	DPU Mean	Percentile	DPU Mean	Percentile	DPU Mean	Percentile
%Empl's	84%		77%		79%	
Q00	3.99	51	3.86	35	4.21	70
Engage	3.78	33	3.91	42	4.11	66
Q01	4.36	60	4.59	73	4.63	80
Q02	4.2	62	4.32	67	4.41	74
Q03	4.08	64	4.2	66	4.35	75
Q04	3.34	33	3.42	35	3.77	54
Q05	3.93	31	3.96	31	4.3	40
Q06	3.83	44	4.07	60	4.01	48
Q07	3.48	31	3.68	34	4.01	68
Q08	4.01	40	4.04	42	4.19	57
Q09	3.84	31	3.89	32	3.99	32
Q10	2.63	27	2.71	27	3.05	31
Q11	3.7	43	4.1	65	4.33	73
Q12	3.93	36	4	39	4.22	59

Percentile Range in Gallup Database:

< 33

34 - 66

> 66

Percentile Range in Subcategory for Public Administration:

< 33

34 - 66

> 66

Percentile Range in Subcategory for Org. w/< 100 employees:

< 33

34 - 66

> 66

Benchmark: Public Admin

PUBLIC ADMINISTRATION

	2016		2018		2020	
	DPU Mean	Percentile	DPU Mean	Percentile	DPU Mean	Percentile
% Employees	84%		77%		79%	
Q00	3.99	73	3.86	68	4.21	78
Engage	3.78	63	3.91	68	4.11	74

- Public Administration (Government-type organizations)
- DPU's 2020 Satisfaction score of 4.21 ranks 78th (top third)
- DPU's 2020 Engagement score of 4.11 ranks 74th (top third)

Benchmark: Org.<100 Employees

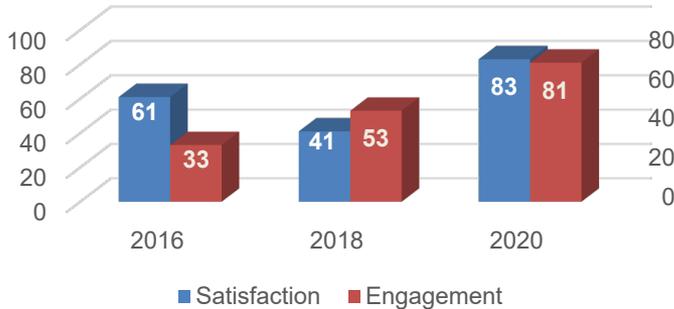
ORGANIZATIONS WITH <100 EMPLOYEES

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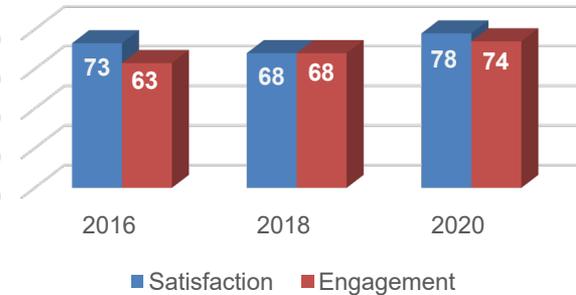
- Organizations with less than 100 employees
- DPU's 2020 Satisfaction score of 4.21 ranks 70th (top third)
- DPU's 2020 Engagement score of 4.11 ranks 66th (middle band)

Benchmark: Summary

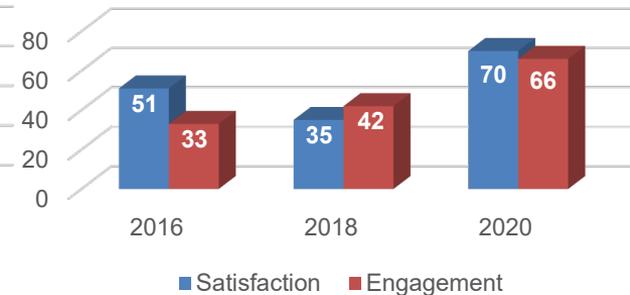
Gallup
(DPU Percentile Ranking)



Public Admin
DPU Percentile Ranking)



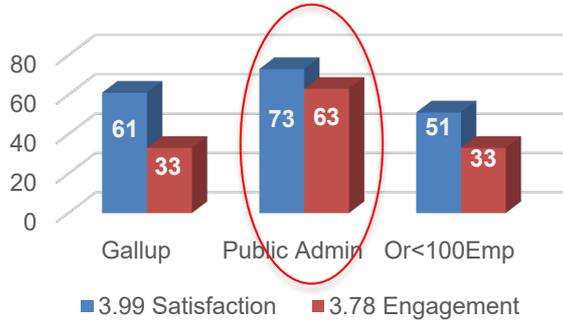
Organizations <100 Employee
(DPU Percentile Ranking)



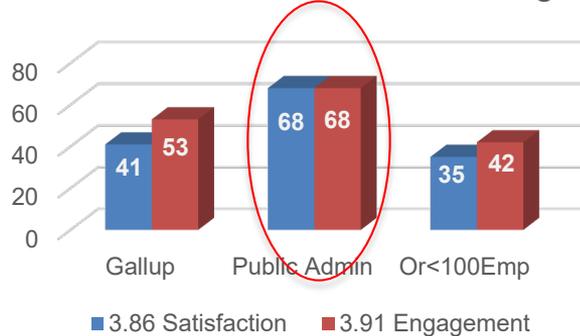
- 2016 Mean Satisfaction = 3.99; 2016 Mean Engagement = 3.78
- 2018 Mean Satisfaction = 3.86; 2018 Mean Engagement = 3.91
- 2020 Mean Satisfaction = 4.21; 2020 Mean Engagement = 4.11

Benchmark: Summary

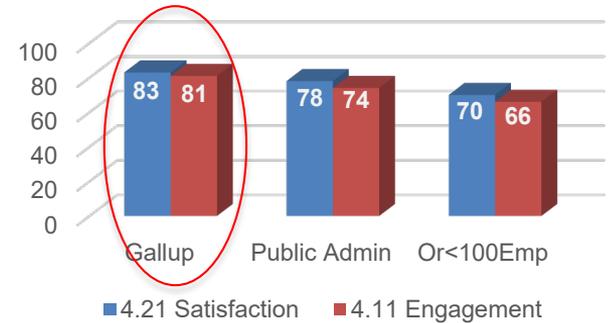
2016 DPU Percentile Ranking



2018 DPU Percentile Ranking



2020 DPU Percentile Ranking



- 2016 & 2018 DPU satisfaction & engagement scores - higher percentile ranking in Public Admin. category than overall Gallup database & Organizations <100 employees.
- 2020 DPU satisfaction & engagement scores - higher percentile ranking in the overall Gallup database, when compared to 2020 ranking in Public Admin and Organizations <100 employees.

Focus Areas

2020 Survey Results suggest DPU focus in three areas:

- Q06: “There is someone at work who encourages my development.”
 - DPU score dropped slightly from 4.07 in 2018 to 4.01 “Agree” in 2020
- Q09: “My coworkers are committed to doing quality work.”
 - Improved from 3.89 in 2018 to 3.99 in 2020
 - However, slightly below 4.0 “Agree” and is ranked 38th percentile
- Q10: “I have a best friend at work.”
 - Improved from a 2.71 above “Disagree” in 2018 to a 3.05 “Neutral” in 2020 and ranked in the 15th percentile
 - Why is this important? Employees spend over 2,000 hours a year with coworkers.
 - Studies show that employees that feel connected:
 - Have less work-related accidents,
 - Engage better with customers, and
 - Are more productive

DPU Senior Staff Discussing how to address these three area.



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2016



2018



2020



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2016



2018



2020



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Focus Areas

- Segments of staff that may need additional support:
 - Electric Distribution
 - Water Production
 - Gas, Water and Sewer
 - Administrative/Finance
 - Women
 - Non-exempt

Verbatim Comments

2020 Survey concluded: “***What one thing gets in the way of you doing your best work at our organization?***”

Of the 52 responses:

- 40% stated - Question is not applicable, or nothing gets in the way,
- 19% stated - External factors (interruptions, agitated customers, other departments),
- 17% stated - DPU management (micro-managing, not providing sufficient tools or training),
- 17% stated - DPU co-workers (others not working as a team, not pulling their weight or negative attitudes), and
- 7% stated - other.