

# 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

2016

36%

2018

42%

2020

54%

Percent Engaged available when N ≥ 30.

All categories available when N ≥ 30.

2016

3.78  
GRANDMEAN  
PERCENTILE RANK: 33

2018

3.91  
GRANDMEAN  
PERCENTILE RANK: 53

2020

4.11  
GRANDMEAN  
PERCENTILE RANK: 81

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

# 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
Employee	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
Employee	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
Employee	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

# DPU Employee Engagement Survey 2020 | DIVISION

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

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## OVERALL



## ELECTRIC PRODUCTION



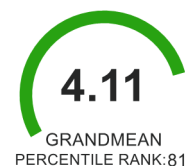
		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
<b>Q00</b>	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	4.27 (11)	88
<b>Q01</b>	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	4.64 (11)	95
<b>Q02</b>	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.45 (11)	95
<b>Q03</b>	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	4.27 (11)	84
<b>Q04</b>	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	3.00 (10)	8
<b>Q05</b>	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	4.73 (11)	99
<b>Q06</b>	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	4.27 (11)	93
<b>Q07</b>	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	4.09 (11)	90
<b>Q08</b>	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	4.30 (10)	83
<b>Q09</b>	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	4.18 (11)	67
<b>Q10</b>	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	2.89 (9)	5
<b>Q11</b>	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	4.73 (11)	99
<b>Q12</b>	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	4.36 (11)	92

# DPU Employee Engagement Survey 2020 | DIVISION

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## OVERALL



## ELECTRIC DISTRIBUTION



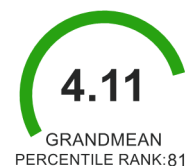
		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
<b>Q00</b>	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	4.00 (8)	59
<b>Q01</b>	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	4.63 (8)	94
<b>Q02</b>	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.25 (8)	80
<b>Q03</b>	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	4.00 (8)	49
<b>Q04</b>	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	3.00 (8)	8
<b>Q05</b>	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	4.00 (8)	28
<b>Q06</b>	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	3.75 (8)	37
<b>Q07</b>	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	3.75 (8)	55
<b>Q08</b>	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	4.00 (8)	48
<b>Q09</b>	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	4.00 (8)	40
<b>Q10</b>	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	2.57 (7)	1
<b>Q11</b>	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	4.25 (8)	88
<b>Q12</b>	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	3.50 (8)	7

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## OVERALL



## WATER PRODUCTION



		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
<b>Q00</b>	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	3.83 (6)	36
<b>Q01</b>	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	4.83 (6)	99
<b>Q02</b>	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.00 (6)	45
<b>Q03</b>	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	4.17 (6)	71
<b>Q04</b>	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	4.17 (6)	97
<b>Q05</b>	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	3.83 (6)	14
<b>Q06</b>	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	2.83 (6)	1
<b>Q07</b>	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	4.00 (6)	85
<b>Q08</b>	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	3.67 (6)	14
<b>Q09</b>	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	4.00 (6)	40
<b>Q10</b>	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	2.83 (6)	4
<b>Q11</b>	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	3.67 (6)	37
<b>Q12</b>	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	3.00 (6)	1

# DPU Employee Engagement Survey 2020 | DIVISION

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## OVERALL



## WASTEWATER



		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
<b>Q00</b>	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	4.70 (10)	99
<b>Q01</b>	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	5.00 (10)	99
<b>Q02</b>	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.70 (10)	99
<b>Q03</b>	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	4.80 (10)	99
<b>Q04</b>	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	4.20 (10)	97
<b>Q05</b>	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	4.70 (10)	99
<b>Q06</b>	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	4.50 (10)	99
<b>Q07</b>	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	4.50 (10)	99
<b>Q08</b>	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	4.60 (10)	98
<b>Q09</b>	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	4.20 (10)	70
<b>Q10</b>	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	3.22 (9)	30
<b>Q11</b>	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	4.80 (10)	99
<b>Q12</b>	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	4.80 (10)	99

# DPU Employee Engagement Survey 2020 | DIVISION

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## OVERALL



## GAS, WATER, & SEWER



		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
<b>Q00</b>	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	4.16 (19)	79
<b>Q01</b>	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	4.74 (19)	98
<b>Q02</b>	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.26 (19)	82
<b>Q03</b>	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	4.50 (18)	97
<b>Q04</b>	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	4.00 (19)	92
<b>Q05</b>	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	4.21 (19)	56
<b>Q06</b>	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	4.06 (18)	76
<b>Q07</b>	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	3.95 (19)	80
<b>Q08</b>	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	4.21 (19)	74
<b>Q09</b>	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	3.74 (19)	10
<b>Q10</b>	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	3.06 (18)	16
<b>Q11</b>	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	4.11 (19)	79
<b>Q12</b>	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	4.28 (18)	86

# DPU Employee Engagement Survey 2020 | DIVISION

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## OVERALL



## ADMINISTRATIVE/FINANCE



		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
<b>Q00</b>	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	3.92 (12)	47
<b>Q01</b>	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	4.08 (12)	10
<b>Q02</b>	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.42 (12)	93
<b>Q03</b>	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	4.08 (12)	59
<b>Q04</b>	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	3.91 (11)	88
<b>Q05</b>	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	3.92 (12)	20
<b>Q06</b>	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	3.83 (12)	46
<b>Q07</b>	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	3.58 (12)	31
<b>Q08</b>	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	3.83 (12)	27
<b>Q09</b>	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	3.83 (12)	18
<b>Q10</b>	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	3.27 (11)	35
<b>Q11</b>	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	4.08 (12)	77
<b>Q12</b>	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	4.42 (12)	96



# DPU Employee Engagement Survey 2020 | DIVISION

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## OVERALL



## ENGINEERING



		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
<b>Q00</b>	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	4.57 (7)	99
<b>Q01</b>	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	4.57 (7)	89
<b>Q02</b>	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.86 (7)	99
<b>Q03</b>	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	4.43 (7)	94
<b>Q04</b>	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	4.00 (7)	92
<b>Q05</b>	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	4.71 (7)	99
<b>Q06</b>	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	4.43 (7)	98
<b>Q07</b>	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	4.43 (7)	99
<b>Q08</b>	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	4.71 (7)	99
<b>Q09</b>	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	4.29 (7)	82
<b>Q10</b>	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	3.50 (4)	60
<b>Q11</b>	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	4.71 (7)	99
<b>Q12</b>	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	4.57 (7)	99

# DPU Employee Engagement Survey 2020 | GENDER

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## OVERALL



## MALE


















		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
<b>Q00</b>	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	4.24 (59)	86
<b>Q01</b>	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	4.71 (59)	97
<b>Q02</b>	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.41 (59)	93
<b>Q03</b>	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	4.38 (58)	92
<b>Q04</b>	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	3.78 (58)	79
<b>Q05</b>	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	4.39 (59)	81
<b>Q06</b>	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	4.07 (58)	77
<b>Q07</b>	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	4.10 (59)	91
<b>Q08</b>	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	4.24 (58)	78
<b>Q09</b>	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	4.00 (59)	40
<b>Q10</b>	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	3.04 (53)	14
<b>Q11</b>	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	4.37 (59)	93
<b>Q12</b>	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	4.19 (58)	78

# DPU Employee Engagement Survey 2020 | GENDER

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.

		OVERALL	FEMALE	
		 4.11 GRANDMEAN PERCENTILE RANK:81	 3.96 GRANDMEAN PERCENTILE RANK:58	
		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
<b>Q00</b>	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	4.07 (14)	69 
<b>Q01</b>	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	4.29 (14)	39 
<b>Q02</b>	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.43 (14)	94 
<b>Q03</b>	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	4.21 (14)	77 
<b>Q04</b>	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	3.77 (13)	79 
<b>Q05</b>	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	3.93 (14)	21 
<b>Q06</b>	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	3.79 (14)	41 
<b>Q07</b>	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	3.64 (14)	38 
<b>Q08</b>	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	4.00 (14)	48 
<b>Q09</b>	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	3.93 (14)	29 
<b>Q10</b>	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	3.09 (11)	19 
<b>Q11</b>	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	4.14 (14)	81 
<b>Q12</b>	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	4.36 (14)	92 

# DPU Employee Engagement Survey 2020 | JOB TYPE

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.

## OVERALL



## HOURLY POSITION



		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
<b>Q00</b>	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	4.18 (49)	81
<b>Q01</b>	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	4.67 (49)	96
<b>Q02</b>	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.27 (49)	83
<b>Q03</b>	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	4.38 (48)	92
<b>Q04</b>	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	3.68 (47)	70
<b>Q05</b>	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	4.18 (49)	51
<b>Q06</b>	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	3.83 (48)	46
<b>Q07</b>	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	3.92 (49)	77
<b>Q08</b>	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	4.04 (48)	52
<b>Q09</b>	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	3.80 (49)	15
<b>Q10</b>	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	2.84 (44)	4
<b>Q11</b>	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	4.20 (49)	85
<b>Q12</b>	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	4.15 (48)	74

# DPU Employee Engagement Survey 2020 | JOB TYPE

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

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## OVERALL



## SALARIED POSITION



		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
<b>Q00</b>	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	4.25 (24)	87
<b>Q01</b>	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	4.54 (24)	85
<b>Q02</b>	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.71 (24)	99
<b>Q03</b>	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	4.29 (24)	86
<b>Q04</b>	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	3.96 (24)	90
<b>Q05</b>	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	4.54 (24)	95
<b>Q06</b>	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	4.38 (24)	97
<b>Q07</b>	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	4.21 (24)	96
<b>Q08</b>	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	4.50 (24)	95
<b>Q09</b>	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	4.38 (24)	91
<b>Q10</b>	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	3.50 (20)	60
<b>Q11</b>	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	4.58 (24)	99
<b>Q12</b>	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	4.38 (24)	94

# DPU Employee Engagement Survey 2020 | TENURE

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

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## OVERALL



## 5 YEARS OR LESS


















		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
<b>Q00</b>	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	4.41 (29)	95
<b>Q01</b>	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	4.55 (29)	86
<b>Q02</b>	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.69 (29)	99
<b>Q03</b>	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	4.48 (29)	96
<b>Q04</b>	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	4.17 (29)	97
<b>Q05</b>	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	4.55 (29)	96
<b>Q06</b>	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	4.48 (29)	98
<b>Q07</b>	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	4.34 (29)	99
<b>Q08</b>	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	4.41 (29)	91
<b>Q09</b>	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	4.28 (29)	81
<b>Q10</b>	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	3.44 (25)	55
<b>Q11</b>	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	4.66 (29)	99
<b>Q12</b>	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	4.69 (29)	99

# DPU Employee Engagement Survey 2020 | TENURE

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

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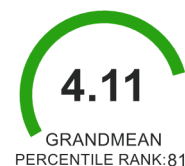
		OVERALL	6 YEARS TO 10 YEARS	
		 4.11 GRANDMEAN PERCENTILE RANK:81	 3.98 GRANDMEAN PERCENTILE RANK:62	
		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
Q00	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	3.71 (14)	20 
Q01	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	4.50 (14)	78 
Q02	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.14 (14)	67 
Q03	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	3.93 (14)	39 
Q04	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	3.36 (14)	35 
Q05	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	4.36 (14)	78 
Q06	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	4.14 (14)	85 
Q07	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	4.00 (14)	85 
Q08	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	4.14 (14)	66 
Q09	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	3.64 (14)	5 
Q10	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	3.14 (14)	23 
Q11	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	4.36 (14)	93 
Q12	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	4.00 (13)	53 

# DPU Employee Engagement Survey 2020 | TENURE

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

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## OVERALL



## 11 YEARS TO 15 YEARS



		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
<b>Q00</b>	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	4.50 (10)	97
<b>Q01</b>	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	4.70 (10)	97
<b>Q02</b>	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.20 (10)	75
<b>Q03</b>	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	4.30 (10)	87
<b>Q04</b>	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	3.44 (9)	44
<b>Q05</b>	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	4.10 (10)	40
<b>Q06</b>	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	3.70 (10)	30
<b>Q07</b>	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	4.00 (10)	85
<b>Q08</b>	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	4.11 (9)	62
<b>Q09</b>	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	3.60 (10)	3
<b>Q10</b>	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	2.00 (6)	1
<b>Q11</b>	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	4.30 (10)	91
<b>Q12</b>	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	4.30 (10)	88

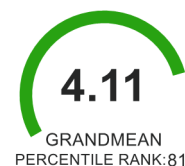


# DPU Employee Engagement Survey 2020 | TENURE

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.

## OVERALL



## GREATER THAN 15 YEARS



		Score (Respondents)	Score (Respondents)	Gallup Database Percentile Rank
<b>Q00</b>	<b>Overall Satisfaction</b> How satisfied are you with your organization as a place to work?	4.21 (73)	4.10 (20)	72
<b>Q01</b>	<b>Know What's Expected</b> I know what is expected of me at work.	4.63 (73)	4.80 (20)	99
<b>Q02</b>	<b>Materials and Equipment</b> I have the materials and equipment I need to do my work right.	4.41 (73)	4.30 (20)	85
<b>Q03</b>	<b>Opportunity to do Best</b> At work, I have the opportunity to do what I do best every day.	4.35 (72)	4.47 (19)	96
<b>Q04</b>	<b>Recognition</b> In the last seven days, I have received recognition or praise for doing good work.	3.77 (71)	3.63 (19)	65
<b>Q05</b>	<b>Cares About Me</b> My supervisor, or someone at work, seems to care about me as a person.	4.30 (73)	4.00 (20)	28
<b>Q06</b>	<b>Development</b> There is someone at work who encourages my development.	4.01 (72)	3.37 (19)	7
<b>Q07</b>	<b>Opinions Count</b> At work, my opinions seem to count.	4.01 (73)	3.55 (20)	28
<b>Q08</b>	<b>Mission/Purpose</b> The mission or purpose of my organization makes me feel my job is important.	4.19 (72)	3.95 (20)	42
<b>Q09</b>	<b>Committed to Quality</b> My coworkers are committed to doing quality work.	3.99 (73)	4.00 (20)	40
<b>Q10</b>	<b>Best Friend</b> I have a best friend at work.	3.05 (64)	2.79 (19)	3
<b>Q11</b>	<b>Progress</b> In the last six months, someone at work has talked to me about my progress.	4.33 (73)	3.85 (20)	54
<b>Q12</b>	<b>Learn and Grow</b> This last year, I have had opportunities at work to learn and grow.	4.22 (72)	3.65 (20)	14