

Council Meeting Staff Report

October 19, 2016

Agenda No.:	8.G.1.
Indexes (Council Goals):	BCC - N/A
Presenters:	Julie Williams-Hill, Public Information Officer
Legislative File:	7991-16

Title

Presentation of the 2016 Department of Public Utilities Employee Survey Results

Recommended Action

None - discussion item only.

Staff Recommendation

None - discussion item only.

Body

The Department of Public Utilities has a long-term goal to achieve an employee satisfaction rating of 4.0 or greater on a scale of 1 to 5. It was decided in 2014 that DPU would begin administering its own survey every two years. Previously employee surveys were administered by the County. The last DPU survey was conducted in 2014.

In an attempt to broaden the Department's understanding of not only its employees' satisfaction, but also of the employees' engagement, DPU elected to utilize a Gallup Q12 Employee Engagement Survey for 2016. Gallup has determined that 12 questions are able to capture an employee's engagement. They've administered the same survey since 1990. Over 25 million employees from around the world in 189 countries have taken the test and they have a fairly extensive database.

The advantages of the survey is that it:

- 1) Is not very expensive to use,
- 2) Takes approximately five minutes for the employee to take it,
- 3) Is online and anonymous through the Gallup organization
- 4) Segments the employee results
- 5) Compares DPU results with the Gallup database, as well as other segmentations within the Gallup database, such as government organizations and companies smaller than 100 employees.

The grand mean results:

2014 employee survey for "satisfaction" was 4.19. There was no grand mean score for employee "engagement."

2016 employee survey for "satisfaction" was 3.99. Results for "engagement" is 3.78.

Alternatives

N/A

Fiscal and Staff Impact

None

Attachments

A - Employee Engagement Survey 2016