

## Council Meeting Staff Report

October 21, 2020

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<b>Agenda No.:</b>	7.C
<b>Indexes (Council Goals):</b>	DPU FY26 - 4.0 Sustain a Capable, Satisfied, Engaged, Ethical and Safe Workforce Focused on Customer Service
<b>Presenters:</b>	Julie Williams-Hill, Public Information Officer
<b>Legislative File:</b>	13430-20

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### Title

Presentation of the 2020 Employee Survey Results

### Recommended Action

None

### Staff Recommendation

Senior Management Staff will use survey results to focus on how to improve employee engagement and satisfaction.

### Body

Los Alamos Department of Public Utilities conducted a survey last May to gauge satisfaction and engagement of its employees. Prior to 2016, DPU surveyed its employees every two years to measure satisfaction only. Due to a 2014 opportunity for improvement (OFI) finding from the Quality New Mexico examiners on a DPU Zia application, DPU changed its survey instrument to the Gallup Q12 survey. Using a five-point scale (1 signifies that an employee strongly disagrees and 5 signifies that an employee strongly agrees) Gallup incorporates 1 satisfaction question and 12 questions that have been researched to assess engagement. These results are then compared to other organizations to arrive at the department's percentile ranking within the Gallup database.

DPU established a goal in 2012 to realize an employee mean satisfaction and then later an engagement score of higher than 4.0 "Agree" and rank in the top third percentile of other organizations. While DPU achieved these goals for the department overall in 2020, there are still areas that the department senior staff is discussing to improve satisfaction and engagement for DPU employees. Department senior staff will be discussing measures to improve employee engagement and satisfaction as part of the upcoming strategic planning workshop.

### Alternatives

Discussion item only

### Fiscal and Staff Impact

None

### Attachments

A -Employee Survey Results: Power Point Presentations

B - Gallup: DPU Employee Engagement Survey 2020