

2020 NATIONAL EMPLOYEE SURVEY (NES) RESULTS



NATIONAL EMPLOYEE SURVEY (NES) TIMELINE

Item	Date
- LAC meets with NRC/POLCO to discuss survey recruitments	Sept. 2020
- NRC finalizes survey and sends out invites to employees	Oct. 2020
- Survey is open for employees to complete	Oct. 26 to Nov. 13, 2020
- NRC analyzes data and creates report	Dec. 2020 – Jan. 2021
- Final report is- generated and sent to LAC HR to review	Jan. 22, 2021



Areas That NES Measured

1. Job Satisfaction
2. Supervisor and Work Group
3. Executive Leadership
4. Workplace
5. External Customers
6. Support Services

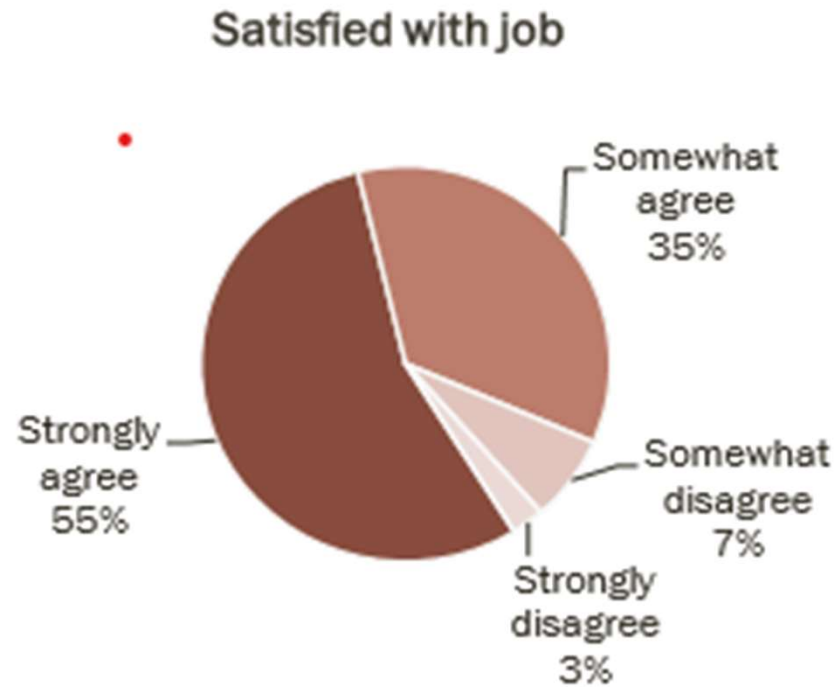


HIGHLIGHTS

- A total of 274 out of 677 eligible employees completed the survey. (40% response rate).
- Overall, a majority of employees provided favorable ratings with 9 out of 10 employees felt the County was a good employer.
- In the areas of Employee-Supervisor Relationships and Work Group Performance, had ratings higher than the national average for other local governments.
- Wage & Benefits items (e.g., employee appreciation, compensation and benefits) also tended to receive ratings higher than the national average.
- No key drivers were below the national bench-mark.



JOB SATISFACTION



SUPERVISOR & WORK GROUP

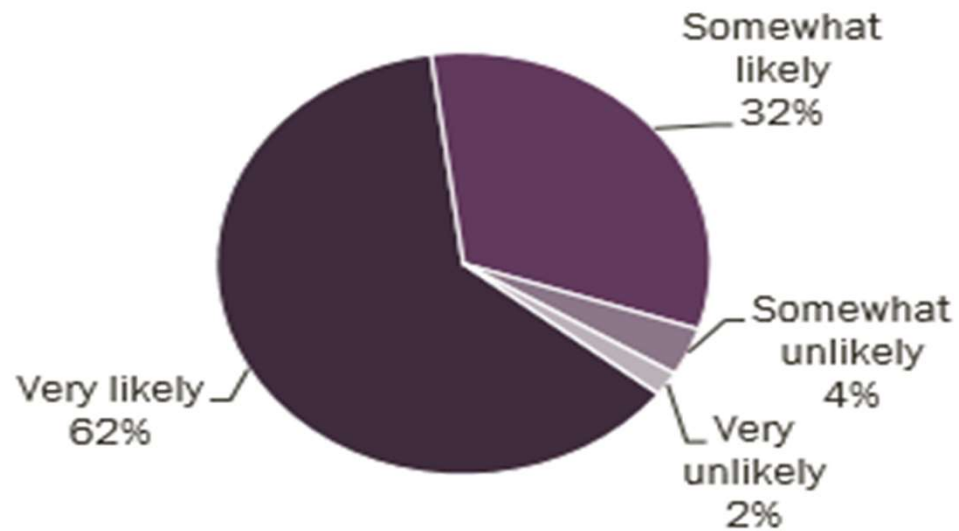


EXECUTIVE LEADERSHIP

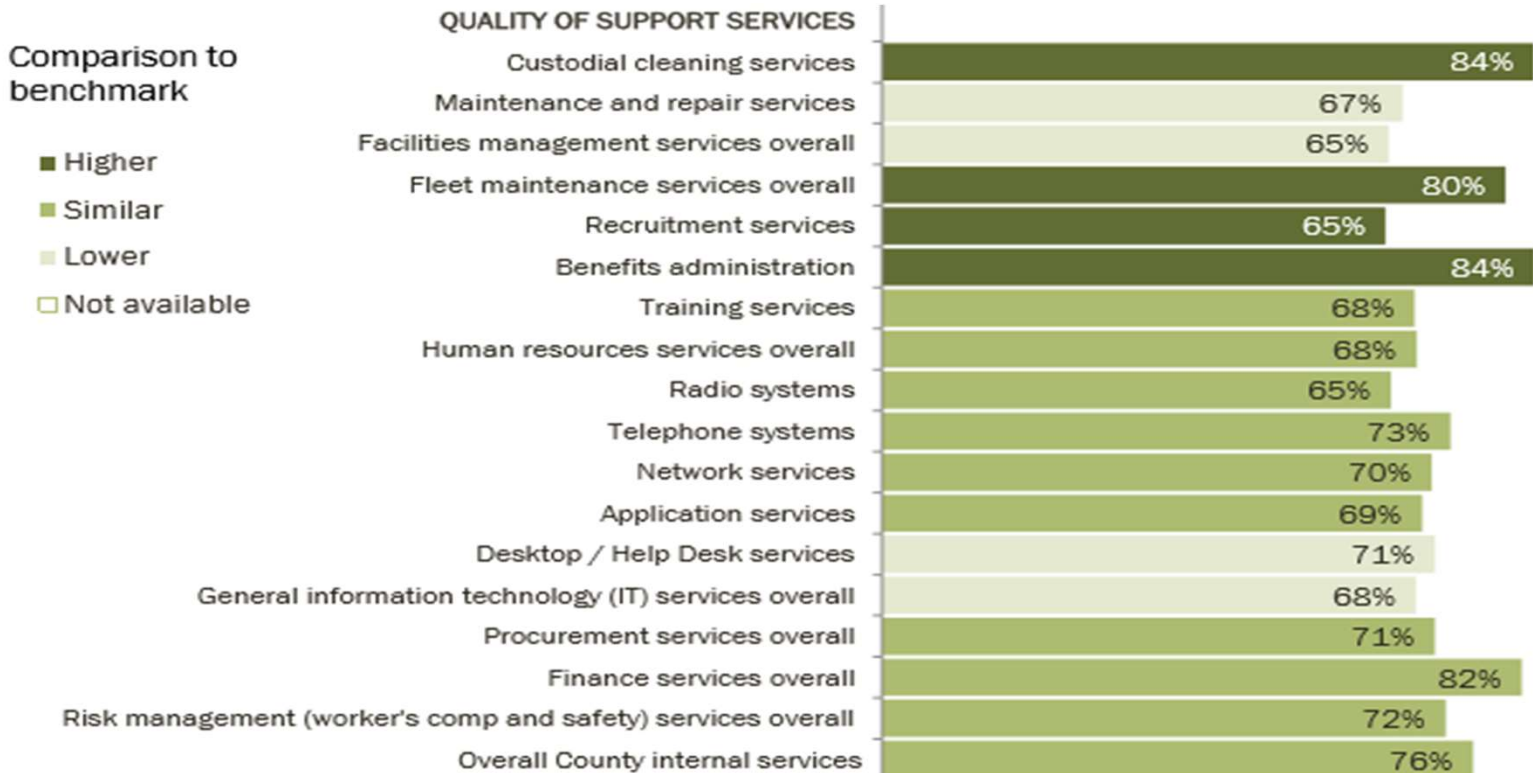


WORKPLACE

Recommend working for County



SUPPORT SERVICES



NEXT STEPS

- Conduct employee survey every 2 years to establish benchmarks and evaluate County's performance
- Providing opportunities for promotion for employees.
- Opening lines of communication between management and employees.
- Improve on some of the support services that received less than favorable scores.
- Look for opportunities to increase employee participation in the next survey.



HR Opportunities To Improve Employee Morale

- LAC Academy
- Lunch and Learns from Senior Management
- Succession Planning
- Promoting a Culture of Learning
- Wellness Program
- Career Development Planning
- Employee Evaluation Process



Thank you!

