

Executive Summary

Overview

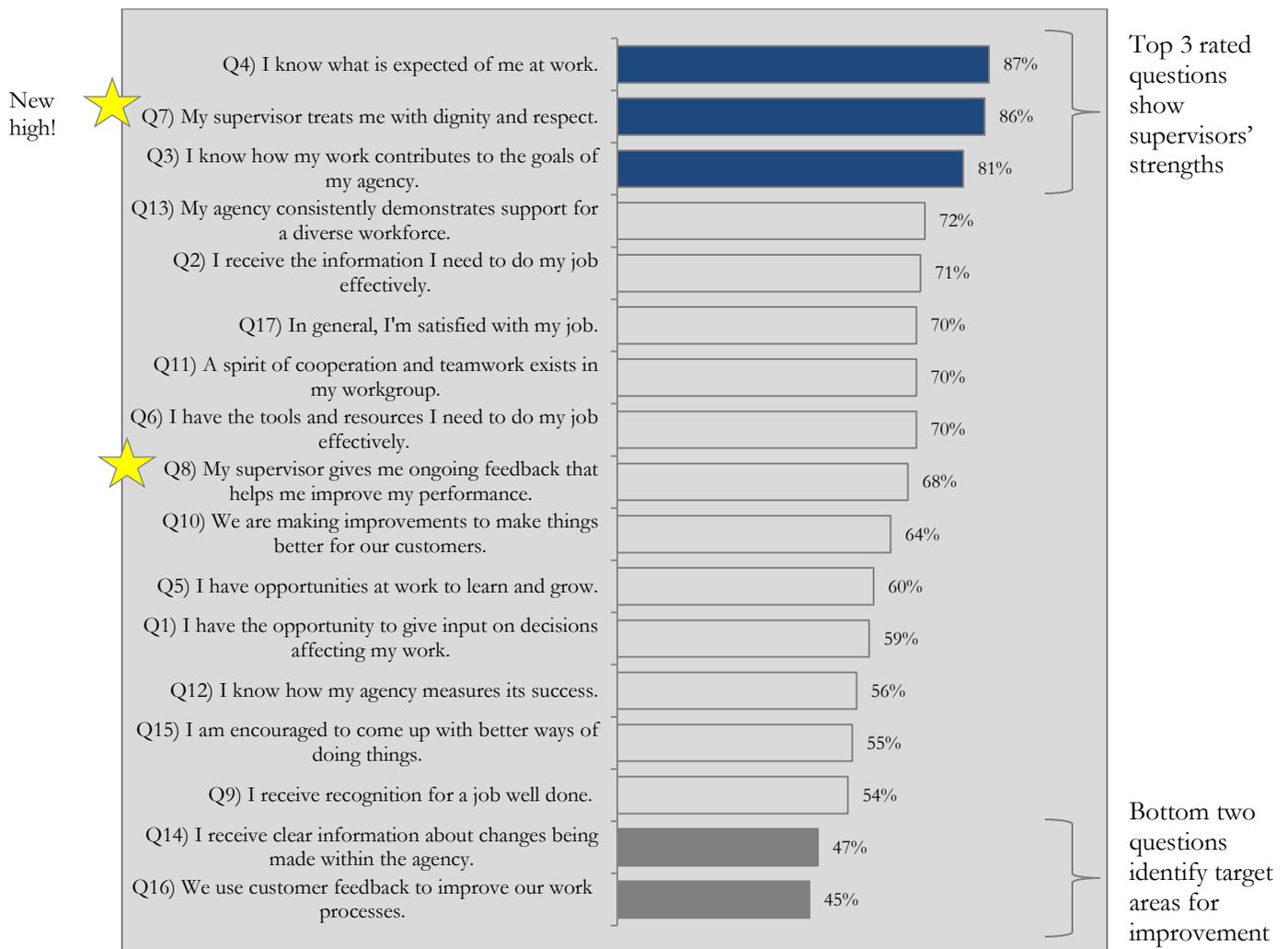
- Population: Executive Branch (excluding Higher Ed)
- 7th survey, second annual administration
- 78 agencies participated (99.9% of workforce)
- 42,669 employees responded: 72% response rate
- Response rate is 20 points higher than last year, 13 points higher than previous peak in 2009



The Washington State Employee Engagement Survey helps tell the story of the employee experience working for the state. Each employee's experience is unique and important, but this collective review can help agencies and statewide leaders identify trends that affect a large number of employees. Responses to 17 perception questions help leaders, managers and supervisors guide and measure practices related to employee engagement and Employer of Choice improvements.

Successes and Opportunities

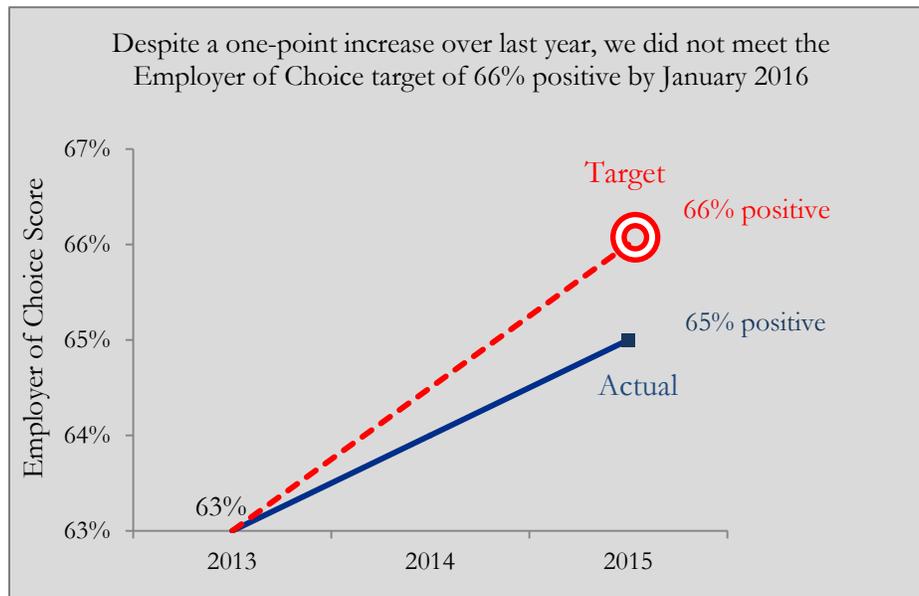
Percent of employees answering "usually" or "always"



Other Insights

- Small agencies do much better than larger agencies in connecting with customers: using customer feedback (Q16) and making improvements for customers (Q10) are 14 and 18 points higher than for the state as a whole.
- Supervisors, employees from the greater Olympia area and employees with 2 years or less of service (with the state or their agency) consistently give the most positive responses.

Employer of Choice



- The Employer of Choice score is made up of 11 of the 17 standard survey questions and is used to assess progress towards Governor Inslee’s goal to “Increase Washington as an employer of choice” under Results Washington Goal 5: Effective, efficient & accountable government.
- Two large agencies increased their share of the overall Employer of Choice responses from 36% of all responses in 2014 to almost 50% of all responses in 2015.
- Though these agencies increased their Employer of Choice scores, larger agencies tend to have lower percent positive responses, so the growth in response rate restrained overall score increases.
- Agencies with high or increased Employer of Choice scores reported conducting frequent communication with employees about how survey data were used, and solicited employee feedback for improvement strategies. Training supervisors in Lean competencies, and working with employees in the practice of creating a performance culture were also cited.

On the Horizon

- The statewide formal report will be published in April 2016 and will include a table of results by agency (for agencies with more than 50 responses).
- It’s time to start the cycle all over again! We will be contacting points-of-contact in the spring to get a list of participating agencies, and stay tuned for more outreach meetings over the summer.
- The survey will continue to be administered every year to help measure progress on the Employer of Choice goal. We will also use results from this survey in determining the next target.
- We will be reviewing feedback from agencies on possible survey question changes.