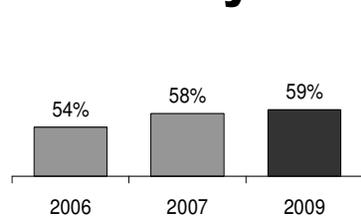


## 2009 Washington State Employee Survey – Overall Results

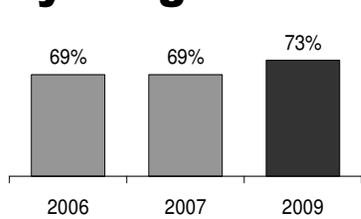
- The State Employee Survey was administered statewide during a four week period beginning in September 2009.
- 68 agencies, boards, and commissions participated in the survey. 37,882 employees took the survey, for a response rate of 59%.
- 75% of respondents were non-supervisory employees; 22% were supervisors. 37% of respondents work in the greater Olympia area, 45% work in western Washington, and 18% work in eastern Washington.
- The overall average score for 2009 was 3.84, compared to 3.80 in 2007. This is a statistically significant increase. The rating scale was from 1 (lowest) to 5 (highest).

#	Survey Questions	Apr 2006	Nov 2007	Oct 2009	Change 07 - 09
1	I have the opportunity to give input on decisions affecting my work.	3.50	3.56	3.58	+ .02
2	I receive the information I need to do my job effectively.	3.80	3.77	3.84	+ .07
3	I know how my work contributes to the goals of my agency.	4.12	4.14	4.21	+ .07
4	I know what is expected of me at work.	4.28	4.25	4.31	+ .06
5	I have opportunities at work to learn and grow.	3.59	3.66	3.60	- .06
6	I have the tools and resources I need to do my job effectively.	3.76	3.75	3.80	+ .05
7	My supervisor treats me with dignity and respect.	4.29	4.29	4.33	+ .04
8	My supervisor gives me ongoing feedback that helps me improve my performance.	3.72	3.76	3.80	+ .04
9	I receive recognition for a job well done.	3.34	3.43	3.47	+ .04
10	My performance evaluation provides me with meaningful information about my performance.	3.39	3.45	3.52	+ .07
11	My supervisor holds me and my co-workers accountable for performance.	4.14	4.11	4.11	0
12	I know how my agency measures its success.	3.39	3.43	3.49	+ .06
13	My agency consistently demonstrates support for a diverse workforce.	n/a	3.83	3.89	+ .06
<b>OVERALL</b>		<b>3.78</b>	<b>3.80</b>	<b>3.84</b>	<b>+ .04</b>

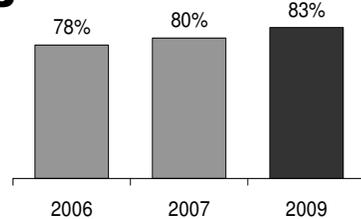
## “Usually to Always” Agree Ratings



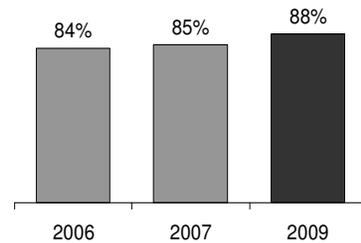
1. I have the opportunity to give input on decisions affecting my work.



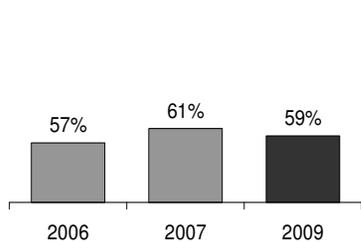
2. I receive the information I need to do my job effectively.



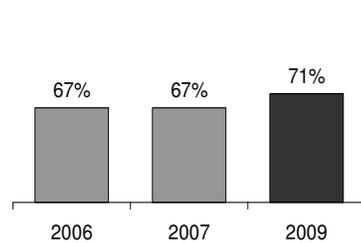
3. I know how my work contributes to the goals of my agency.



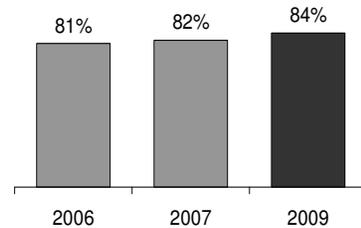
4. I know what is expected of me at work.



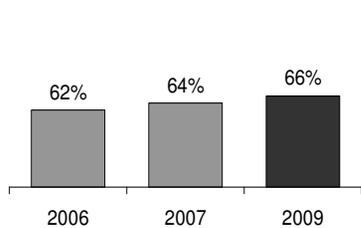
5. I have opportunities at work to learn and grow.



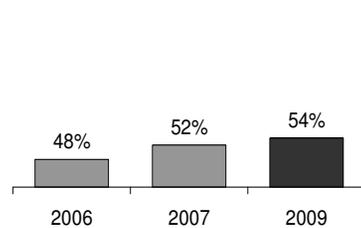
6. I have the tools and resources I need to do my job effectively.



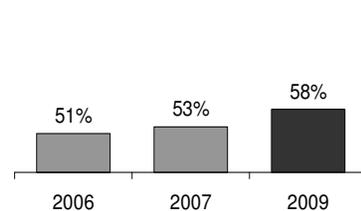
7. My supervisor treats me with dignity and respect.



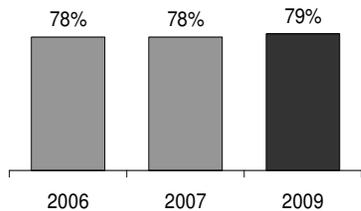
8. My supervisor gives me ongoing feedback that helps me improve my performance.



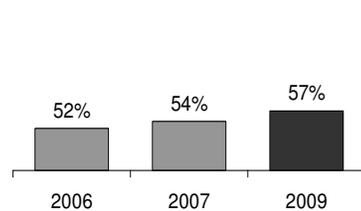
9. I receive recognition for a job well done.



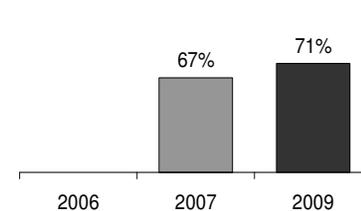
10. My performance evaluation provides me with meaningful information about my performance.



11. My supervisor holds me and my co-workers accountable for performance.



12. I know how my agency measures its success.



13. My agency consistently demonstrates support for a diverse workforce.

### Notes:

- These charts reflect the sum of the 4 and 5 ratings for each question (scale of 1 to 5, where 5 is highest score).
- Scores improved on all questions, except #5.
- The most improved question was #10 regarding performance evaluations, which went up by 5%. Many agencies have placed more emphasis on completing performance evaluations on time and improving the quality of those evaluations. According to HR Management Reports, 79% employees had current evaluations in 2009, compared to 63% in 2006.
- Question #9 (regarding recognition) and question #12 (knowing how agency measures success) are still the lowest scoring questions. However, both continue to see improvement.
- The only question that lost ground was #5, regarding opportunities to learn and grow at work. The cause of this decline is unclear. Budget restrictions over the past year reduced training and put a damper on career advancement. This may likely be a factor.

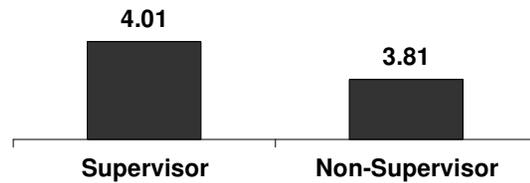
**Average Overall Scores per Agency** (agencies with >50 respondents)

2009 Rank	Agency	2006	2007	2009	07-09 Change
1	Brd Ind Insur Appeals	4.28	4.23	4.37	+ .14
2	Treasurer	n/a	n/a	4.24	n/a
3	Dept of Personnel	3.77	4.13	4.21	+ .08
4	Dept Services for Blind	4.19	4.31	4.20	- .11
5	Gambling Commission	4.03	4.05	4.19	+ .14
6	Attorney Generals Office	4.04	4.13	4.17	+ .04
6	State Auditors Office	4.09	4.15	4.17	+ .02
7	State Investment Board	4.39	4.37	4.14	- .23
8	Insurance Commissioner	n/a	4.00	4.12	+ .12
8	Dept Retirement Systems	4.18	4.21	4.12	- .09
9	Dept of Revenue	3.91	4.02	4.08	+ .06*
9	Secretary of State	4.00	4.00	4.08	+ .08
10	Financial Institutions	4.22	4.10	4.05	- .05
11	Employment Security Dept	3.91	4.10	4.04	- .06
12	Lottery	3.95	3.91	4.02	+ .11
12	Natural Resources	3.99	n/a	4.02	n/a
13	Liquor Control Board	3.69	4.05	4.00	- .05
14	Utilities & Transportation	3.97	3.89	3.99	+ .10
15	Dept of Licensing	3.82	4.00	3.98	- .02
16	Office of Financial Mgmt	4.06	4.18	3.95	- .23*
17	Commerce	3.87	3.96	3.94	- .02

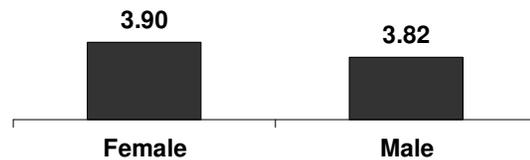
2009 Rank	Agency	2006	2007	2009	07-09 Change
18	Dept of Early Learning	n/a	3.67	3.92	+ .25*
19	Dept Veterans Affairs	3.80	3.92	3.91	- .01
19	Labor & Industries	3.81	3.89	3.91	+ .02
19	Health Care Authority	3.84	3.98	3.91	- .07
20	Higher Ed Coord Board	n/a	n/a	3.90	n/a
21	Dept of Transportation	3.76	3.86	3.88	+ .02
21	Ecology	3.90	3.87	3.88	+ .01
22	Health, Dept of	3.91	3.89	3.85	- .04
23	Office of Admin Hearings	3.84	3.78	3.84	+ .06
23	Washington State Patrol	3.95	3.86	3.84	- .02
24	General Administration	3.90	4.03	3.81	- .22*
25	Social & Health Services	3.71	3.75	3.77	+ .02*
26	Brd Comm & Tech Colleges	n/a	n/a	3.74	n/a
26	Military Dept	3.79	3.89	3.74	- .15
27	Dept of Agriculture	3.81	3.78	3.71	- .07
28	Parks & Recreation	3.88	3.58	3.68	+ .10
29	Dept of Printing	3.73	3.51	3.65	+ .14
30	OSPI	n/a	n/a	3.59	n/a
31	Fish & Wildlife	3.79	3.60	3.54	- .06
32	Dept of Corrections	3.43	3.36	3.53	+ .17*
33	Dept Information Services	3.79	3.65	3.41	- .24*

## Responses by Demographic Groups

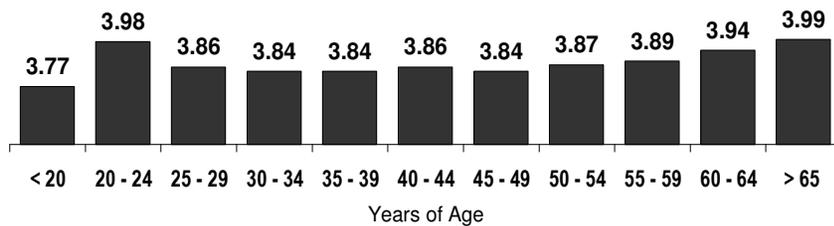
Overall Rating by Job Level



Overall Rating by Gender



Overall Rating by Age Group



### Supervisor/Employee Ratings

The average rating for supervisors was higher than non-supervisory employees and the statewide overall rating of 3.84.

The largest gaps between supervisors and non-supervisors were: Q#1 opportunity to give input (.50); Q#5 opportunity to learn and grow (.39); and Q12 know how agency measures success (.28).

### Ratings by Gender

The average rating for females was higher than males and the statewide overall rating of 3.84.

Females scored higher on every question than males except: Q#1 opportunity to give input; and tied on Q#7 treated with dignity and respect, and Q#13 supporting a diverse workforce.

### Age

For the most part, there was little variation in responses between age groups. The exceptions appear to be employees between 20 – 24 years old, and employees over 59 years old. Those groups tended to give higher ratings. There were only 47 responses for the under 20 years old group, so that data may not indicate a valid difference.