



2011 Employee Opinion Survey Board Presentation

Presented by Allen Analytics

July 7, 2011

Presentation Overview

- Survey Administration/Response
- Executive Overview
- Results Overview
- Summary Observations
- Post Survey Activities

Survey Administration/Response

- Survey Administered January 10-22
 - 100% Internet
- Response Rate
 - 325 Surveys Completed (out of 357 Employees)
 - 91% Response Rate!
 - Good representation by division/department

Survey Reporting

- Survey Instrument: 5-option response:
 - (1) Strongly Agree, (2) Agree, (3) Partly Agree/Disagree, (4) Disagree, (5) Strongly Disagree
 - Plus (6) “Don’t Know/No Opinion” as an opt-out option
- Converted into 3-level response:
 - Favorable = “Strongly Agree” and “Agree”
 - Mixed = “Partly Agree/Partly Disagree”
 - Unfavorable = “Disagree” and “Strongly Disagree”

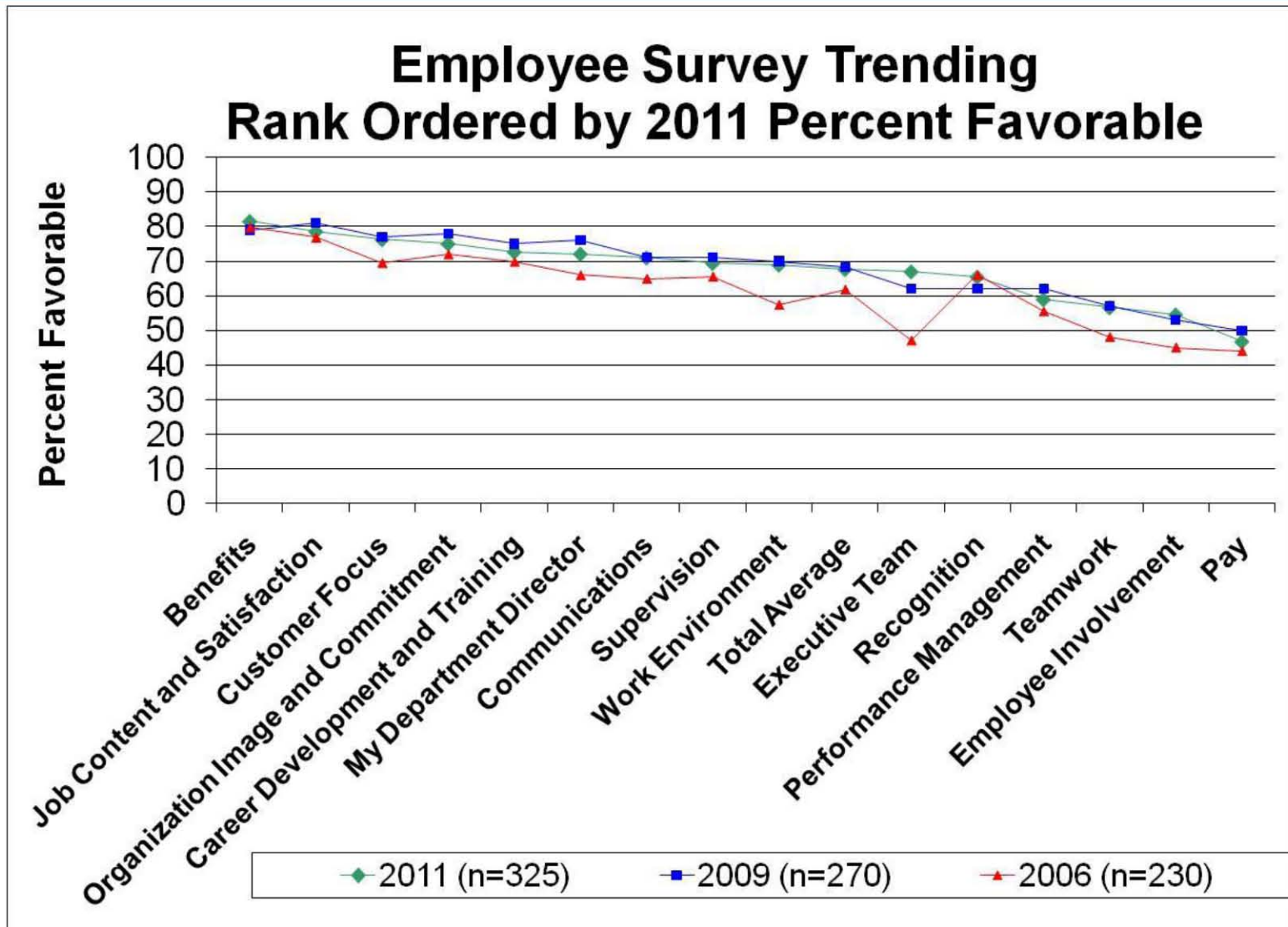
Results - Executive Overview

- Categories: 15 Measured - results consistent with 2009
- Items: 80 Measured – 3 Changed
 - Computer training (81% favorable, +9)
 - Immediate supervisor encouraging suggestions (70% favorable, -9)
 - SDCRAA in providing information on job opportunities (54% favorable, -16)

Results - Executive Overview

- **Executive – some slight changes upward**
 - Behaving consistently with values (70% favorable, +7)
 - Communicates a consistent message about the organization's direction (65%; +7)
- **Department Directors – some slight changes downward**
 - Explaining reasons behind decisions (66%; -7)
 - Practicing an open-door policy (76%; -5)

Category Overview



Ten Most Favorable Items

Dimension	#	Item Text	2011 %Favorable	Difference From 2009
Work Environment	4.	Adequate measures are taken in my department to ensure a safe working environment.	90%	-1
Job Content and Satisfaction	46.	I have a good understanding of my job responsibilities.	88%	-3
Customer Focus	16.	Please rate the level of customer service that is provided by your department.	87%	-5
Benefits	40.	My total benefits package is competitive with the benefits offered by similar organizations.	82%	+3
Career Development and Training	45a.	The following are effective in providing me with an opportunity to learn new skills: Tuition reimbursement.	82%	-8
Communications	11.	I understand how my job contributes to our organization's vision.	82%	-3
Organization Image and Commitment	50.	I would recommend SDCRAA to others as a good place to work.	81%	-2
Communications	12b.	SDCRAA is doing a good job of providing information on: My benefits.	81%	+2
Benefits	39.	I am satisfied with my benefits package.	81%	+2
Communications	12c.	SDCRAA is doing a good job of providing information on: Personnel policies and procedures (e.g., travel dress code, etc.).	81%	+7

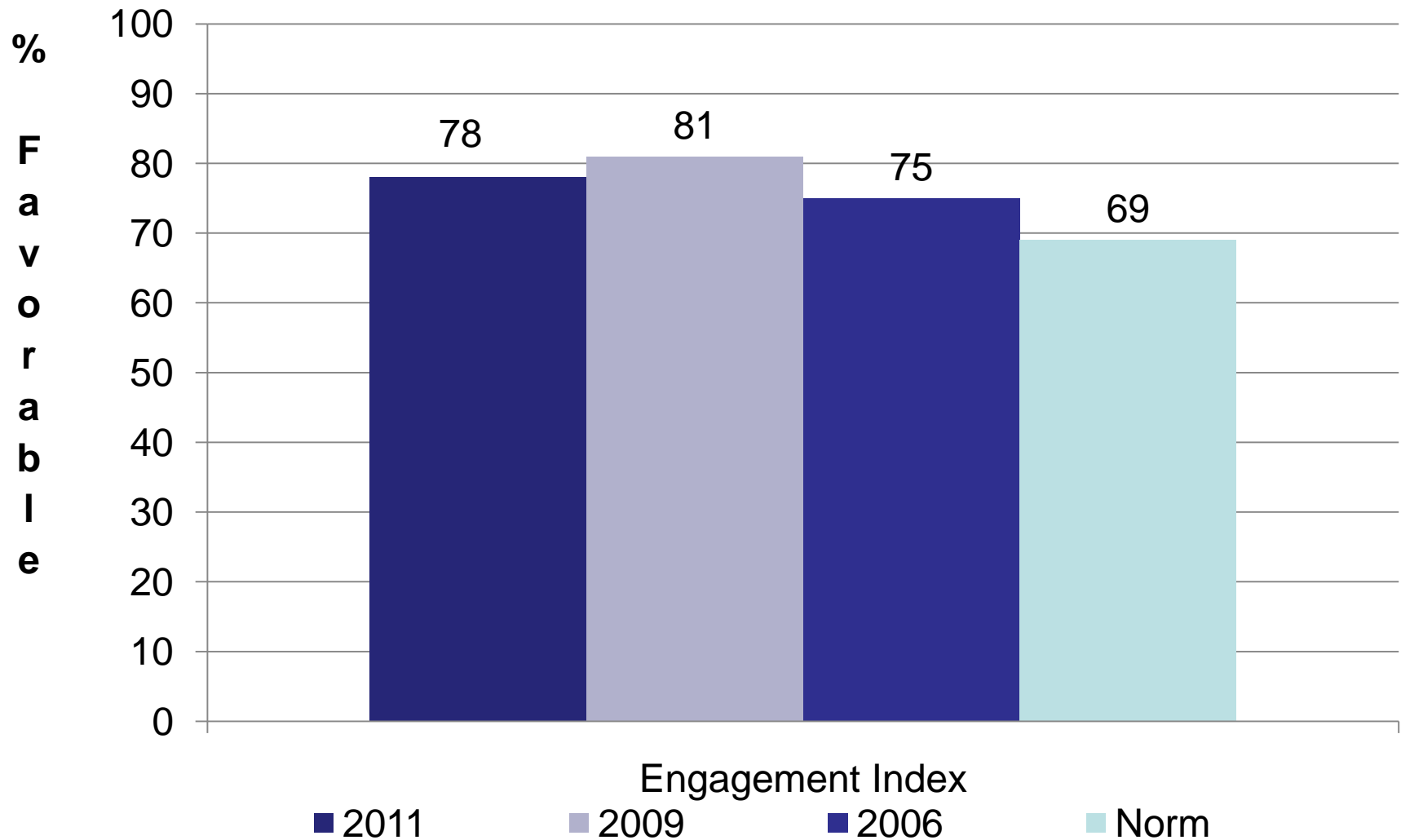
Ten Least Favorable Items

Dimension	#	Item Text	2011 %Favorable	Difference From 2009
Performance Management	21.	I am satisfied with the performance evaluation system.	43%	-1
Work Environment	5.	Work activities are well coordinated across different departments.	43%	+4
Pay	37b.	Overall, I think I am paid fairly compared to: People in other organizations who hold similar jobs.	46%	-3
Employee Involvement	7.	Employees feel free to voice their opinions openly at SDCRAA.	46%	-1
Pay	38.	Overall, considering the work I do, I am satisfied with my pay.	46%	-3
Teamwork	25.	There is good cooperation across divisions at SDCRAA.	48%	-3
Pay	37a.	Overall, I think I am paid fairly compared to: Other people in this organization who hold similar jobs.	49%	-4
Teamwork	24.	There is good cooperation across departments at SDCRAA.	51%	0
Employee Involvement	6.	SDCRAA does a good job of acting on the suggestions of employees.	54%	+6
Career Development and Training	41.	SDCRAA does a good job of providing information on job opportunities.	54%	-16

Engagement Defined

- Engagement measures employees' level of satisfaction, commitment, advocacy, and pride.
 - Overall, I am satisfied with my job.
 - My work gives me a feeling of personal accomplishment.
 - My job makes good use of my skills and abilities.
 - I have a good understanding of my job responsibilities.
 - I would prefer to remain with SDCRAA even if another job (with same pay and benefits) were available
 - I would recommend SDCRAA to others as a good place to work.
 - I am proud to work SDCRAA.

Engagement Index



Summary Observations

Strengths

- Engagement High
 - Over 80% say:
 - They are proud to work for SDCRAA
 - Would recommend SDCRAA to others as a good place to work
- Executive Team more effective
 - Communications: Delivering consistent messages
 - Behaviors: Acting consistently with the mission, vision, and values

Summary Observations

Opportunities

- Overall results stable, but lots of variation by department, both regarding current results and changes from 2009
 - Reports by department provided for better insight into changes by department

Post Survey Activities

- Overall results have been communicated to senior staff and employees
- Strategic engagement process launched to ensure engagement is aligned with vision, mission values and to encourage employee involvement
 - T &OD has presented division/department results and employees and working on action planning at a division or department level