

November 2010 My Voice Matters Survey Summary

Overview:

All employees in DAS received invitations to take the My Voice Matters survey in November 2010. During the two weeks it was open, 500 employees (60 percent) took the survey. Through the survey we can measure “employee engagement” at DAS. What’s employee engagement? See the inset at right for the definition.

We will use the survey results in a couple of different ways. The results will provide the following:

- A baseline for our employee engagement *index*, one of the agency’s official measures of performance
- Baseline data for targets in one of our “breakthrough initiatives,” An Engaged Workforce that Maximizes Organizational Performance”
- Clarity on where we must focus our efforts to improve employee engagement
- The ability to compare ourselves to private and public sector organizations that measure employee engagement and job satisfaction

An engaged employee:

- Understands what they need to do to add value to the organization
- Has a sense of pride in their work and the organization
- Connects with the organizational mission
- Is motivated to put thoughts and feelings into actions

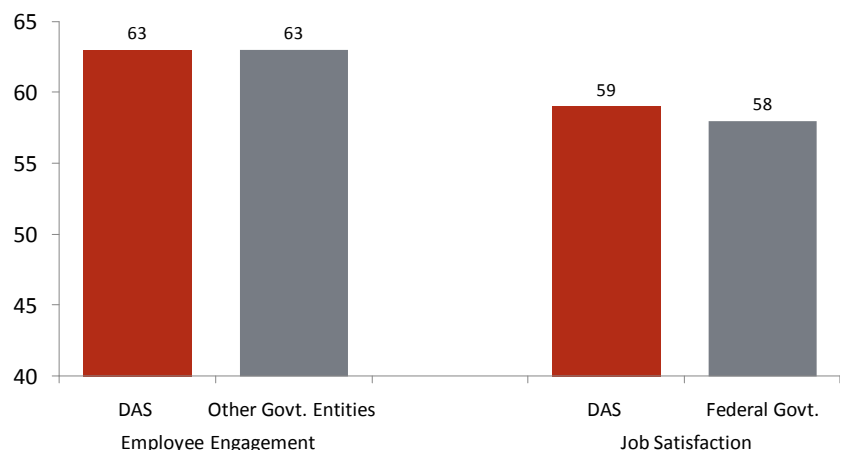
DAS cares about employee engagement because it has a direct relationship with organizational performance. Regardless of industry, an organization with a high level of employee engagement will have lower absenteeism, turnover, injuries, and higher quality and productivity.

Here’s what we’ve learned so far:

DAS employee engagement and job satisfaction are on par with other government organizations.

- The employee engagement index was 63 (out of 100) and
- The job satisfaction index was 59 (out of 100).

While these values are not as high as we want, it is good to know we are similar to other public sector workforces.

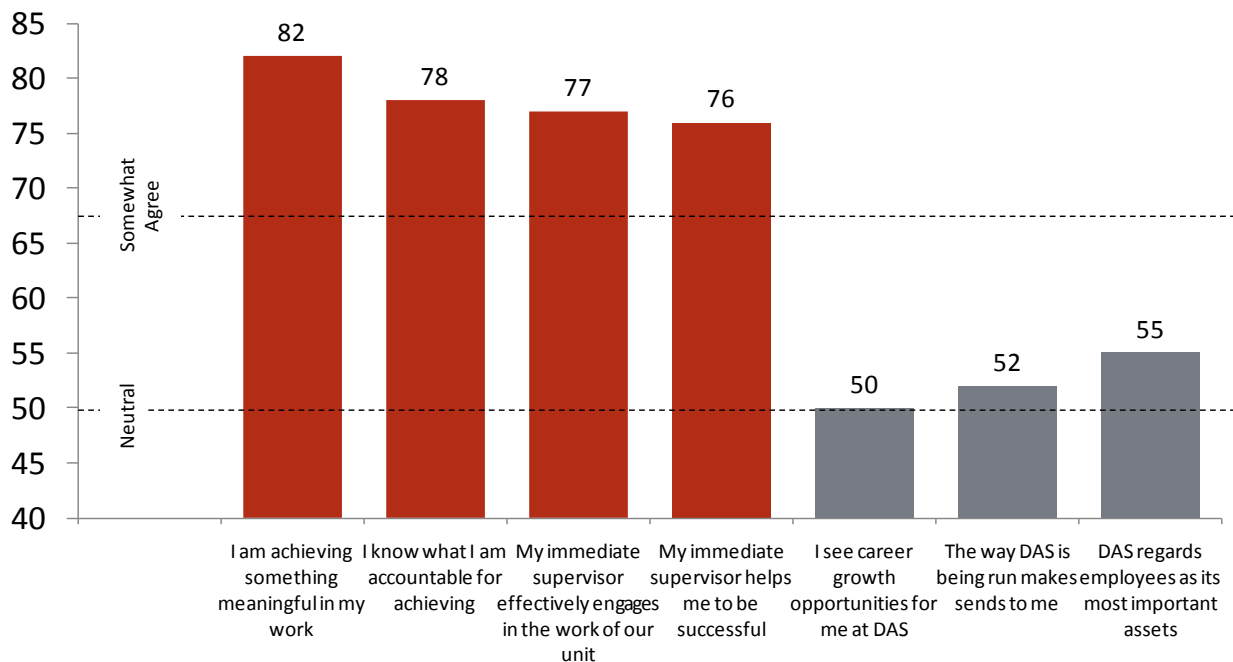


Our goal for employee engagement for the next 12 to 18 months is 80.

Looking at the data another way, we see that 15 percent of DAS' workforce is "engaged," 27 percent is "disengaged" and the rest are neutral. Over time, we want to move more staff into the "engaged" category. This will result in a higher score on the employee engagement index.

Below are highlights from the survey that point out areas where DAS does well or needs improvement.

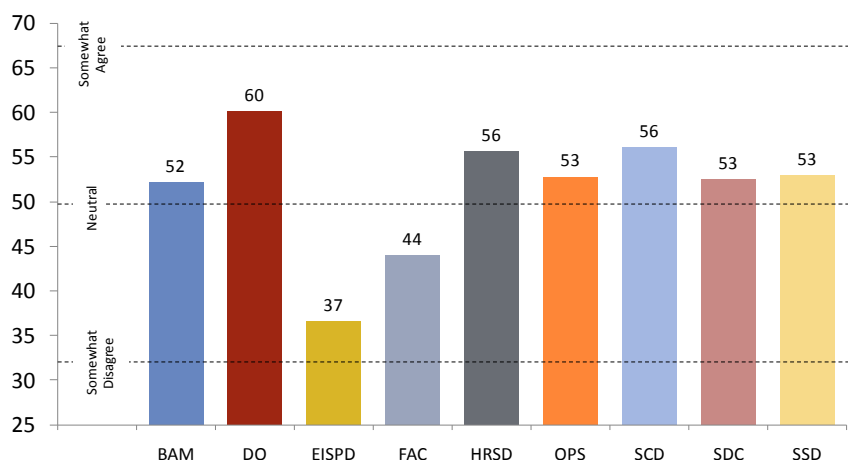
On the positive side, all respondents indicated that they somewhat-to-strongly-agree with the statements "I am achieving something meaningful in my work" and "I know what I am accountable for achieving." These results were consistent across most divisions. Similarly, respondents indicated that their immediate supervisors are engaging effectively in the work of the unit and helping staff to be successful.



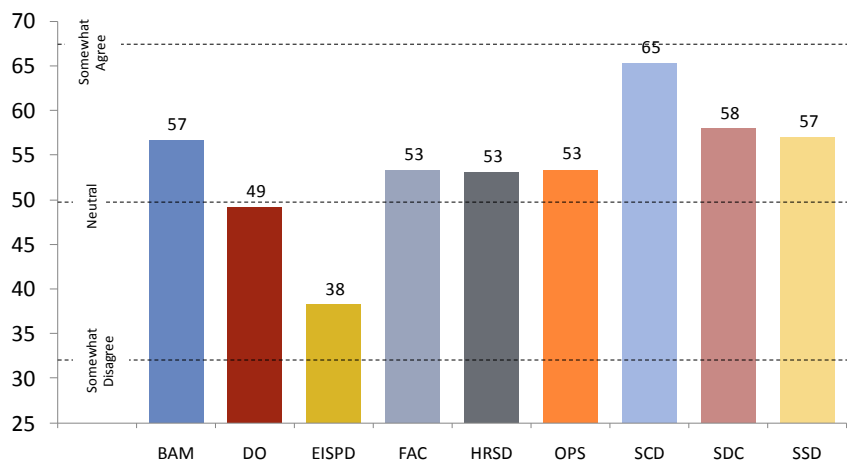
The survey identified areas for improvements. The majority of respondents, regardless of division, were neutral about the statement "I see career growth opportunities for me at DAS," which received the lowest score of any question (50 out of 100).

The majority of respondents also responded "neutral" to the question, "The way DAS is being run makes sense to me." This question received an average score of 52. However, responses

The Way DAS is Being Run Makes Sense to Me



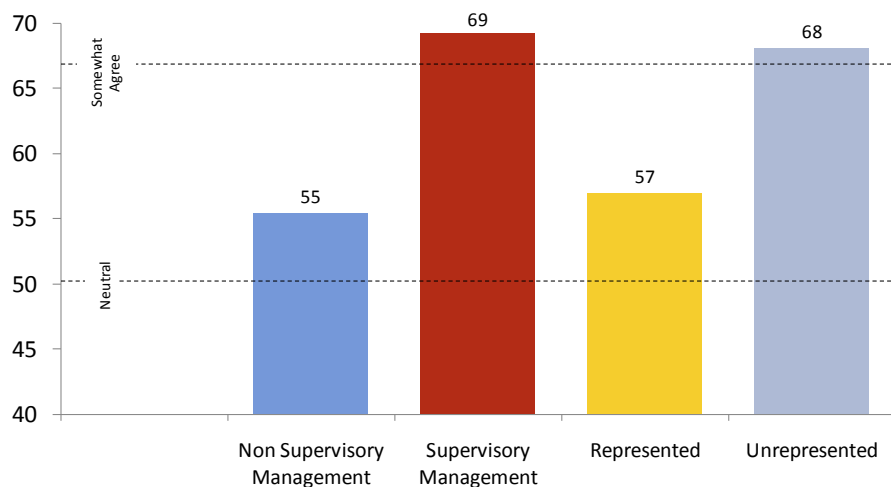
At DAS We Attack Problems Skillfully



varied by division, ranging from 37 to 60.

The question with the largest variation between divisions was, “At DAS we attack problems skillfully.” On average, respondents were “neutral” to this question, with an average score of 55 out of 100, but there is a 27-point difference between the highest and the lowest score.

My Immediate Supervisor Effectively Deals with Performance



As with other employee surveys from prior years, the average score to the question, “My immediate supervisor effectively deals with performance” was on the low side (59 out of 100). Responses varied based on the employee’s representation. Responses from represented and non-supervisory management-

service employees were less positive than those of supervisory management and unrepresented staff.

Within the next month, we will post on DASH an action plan for improving employee engagement. Not every area addressed in the survey will have an action plan. Instead, we will concentrate our efforts on the areas with the greatest link to employee engagement.

To check on our progress, we will survey half of our employees each quarter. With this cycle, we will have four measures each year and each employee will have two opportunities to participate. We believe this will give us a frequent and usable measure of how we are doing in creating an engaged workforce.