SUMMARY

MADISON WATER UTILITY

2014 EMPLOYEE SURVEY RESULTS

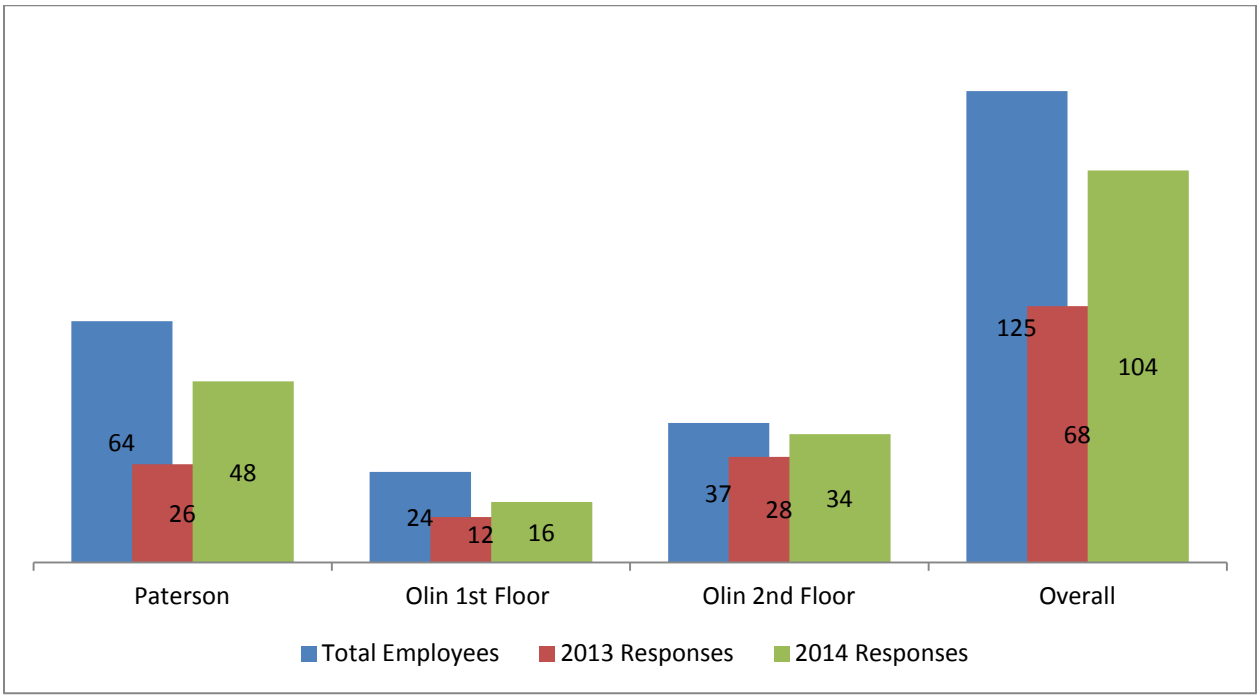
INTRODUCTION

Annually, the Madison Water Utility Steering Team administers an Employee Engagement and Internal Communications survey to all employees. The results are not intended to be a definitive report of employee engagement; rather, they are a tool meant to 'take the pulse' of our organization and identify areas that may need improvement.

The Steering Team would like to thank everyone who participated in the survey.

RESPONSE RATES

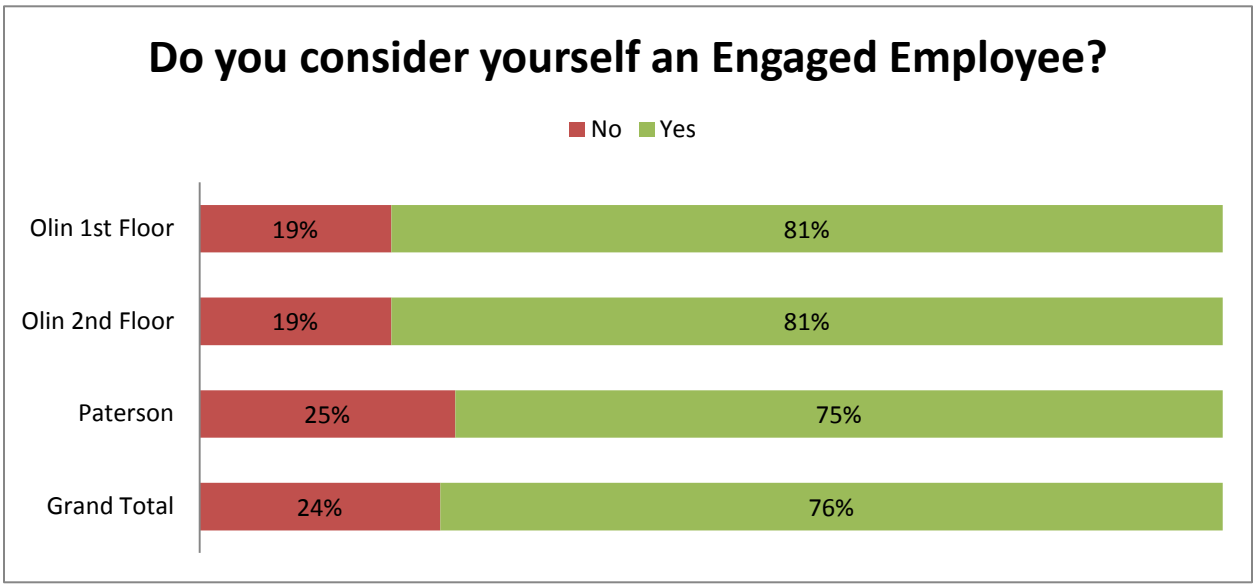
The overall response rate in 2014 was 83%, a significant increase over the previous year's response rate of 54%. The Steering Team made several changes in 2014 to increase response rates, including shortening the survey, using SurveyMonkey to allow online participation, introducing it at an All-Employee Meeting, and holding a small contest awarding bagels to the work area with the highest response rate.



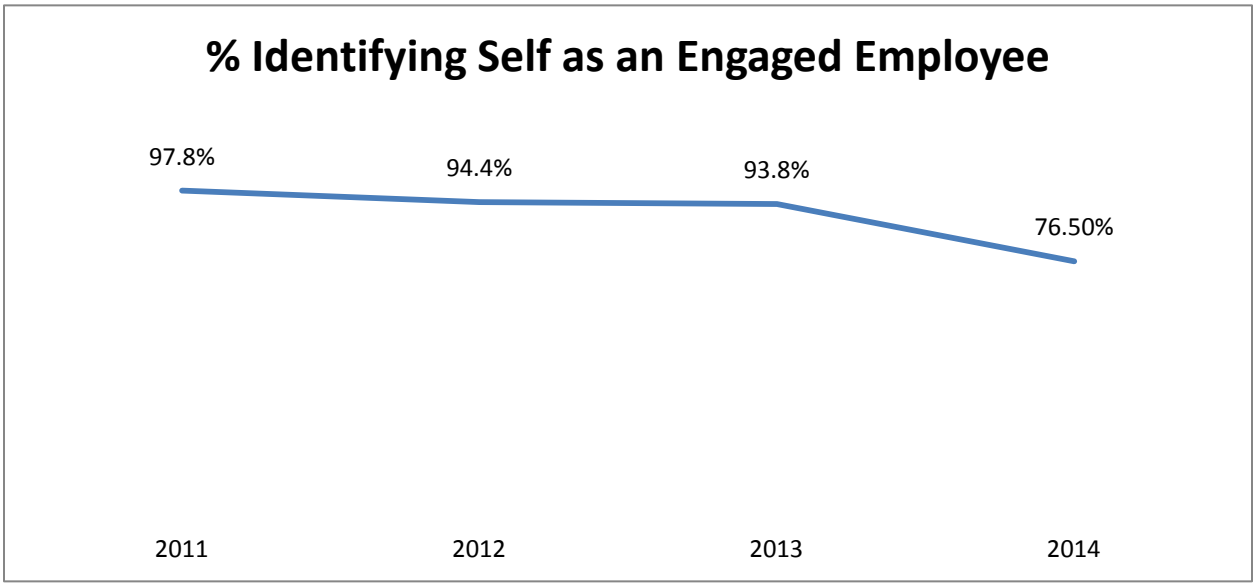
EMPLOYEE ENGAGEMENT

QUESTION 1: DO YOU CONSIDER YOURSELF TO BE AN ENGAGED EMPLOYEE?

ANALYSIS BY STEERING TEAM GROUP

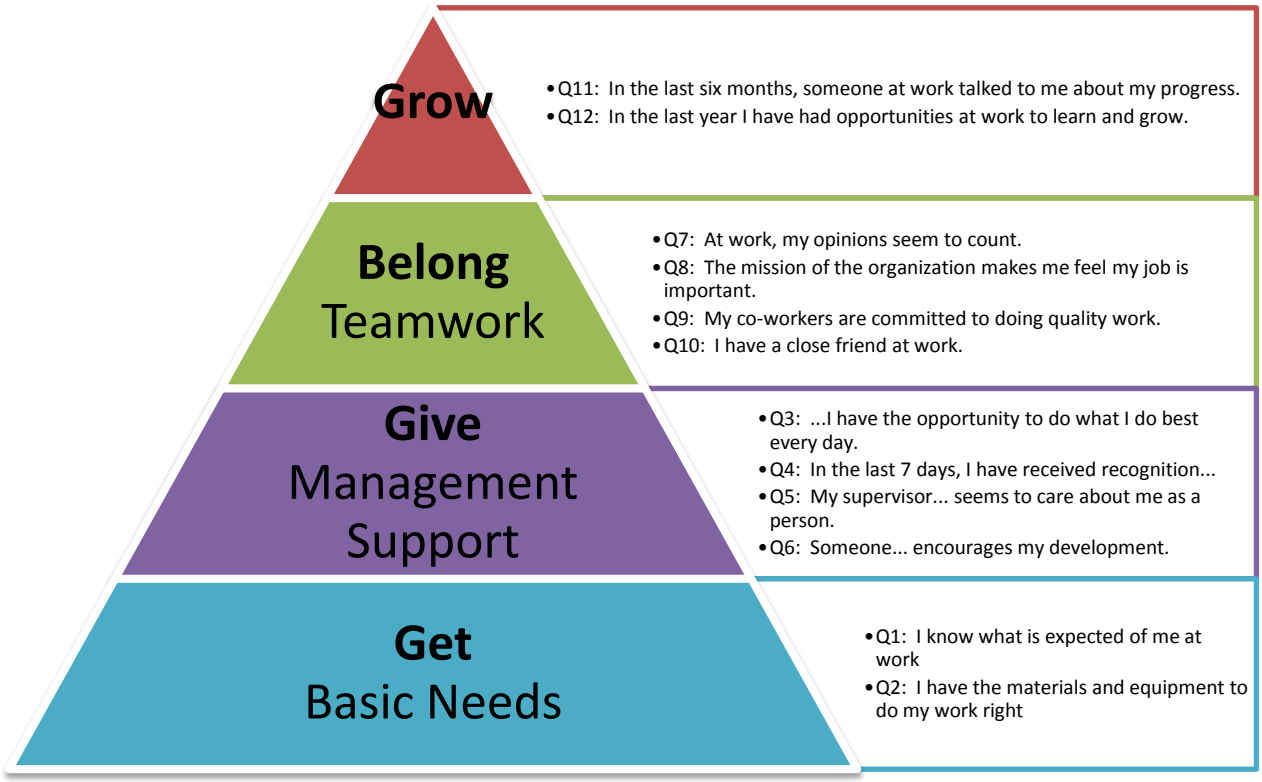


YEAR OVER YEAR COMPARISON



QUESTION 2: ENGAGEMENT AND GALLUP'S Q12©

Most of the engagement questions on the survey are taken from Gallup's Q12. The Q12 is intended to measure actionable issues for managers and workplace leaders and are predictive of other positive outcomes such as satisfaction, productivity, loyalty, etc.



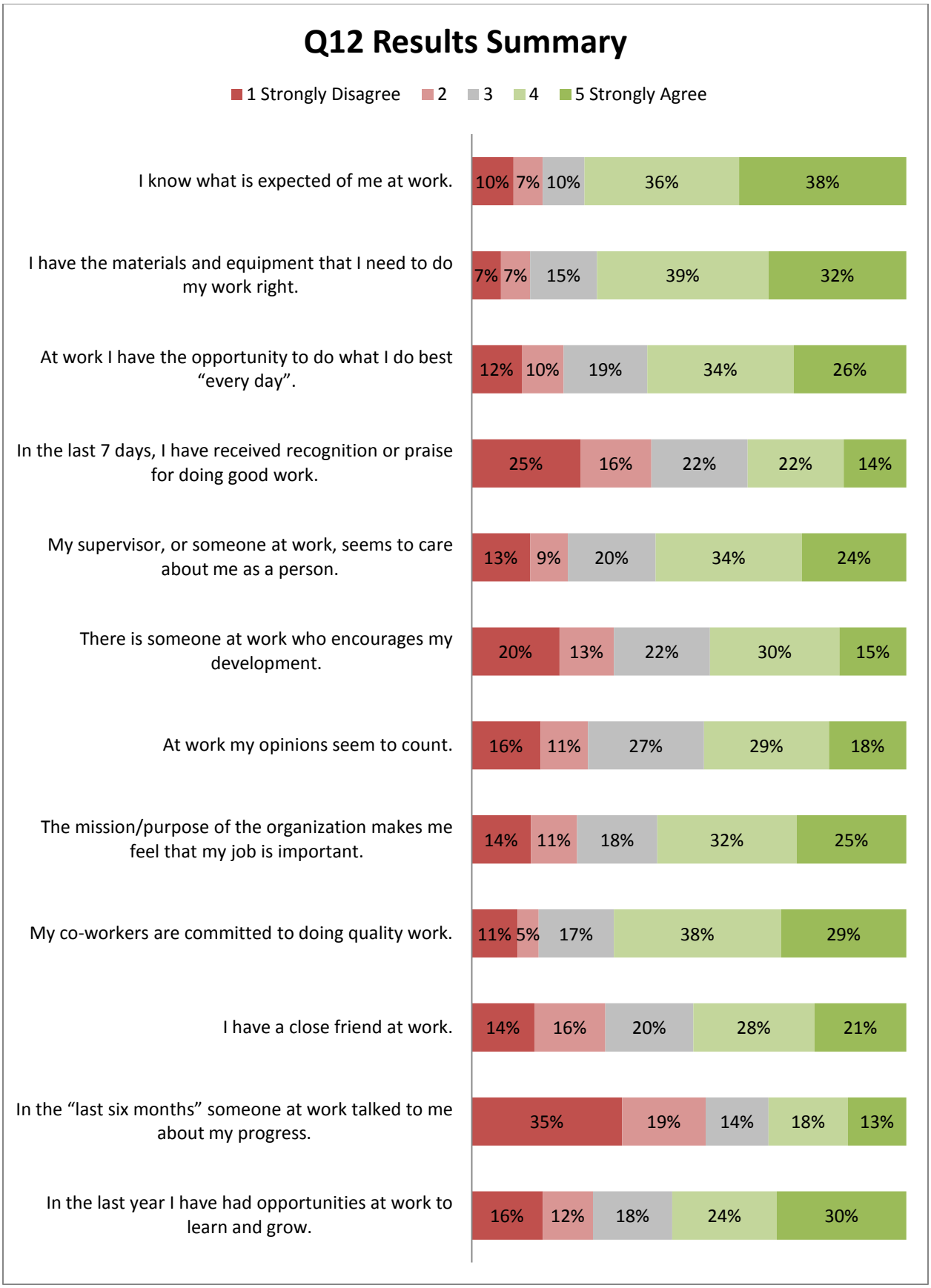
OVERALL RESULTS: ENGAGEMENT

The three questions with the highest number of positive responses (defined as a 4 or 5 on the 5-point scale) were about **Basic Needs** and **Teamwork**:

- Q1: I know what is expected of me at work: 74% positive response.
- Q2: I have the materials and equipment I need to do my work right: 71% positive response.
- Q9: My coworkers are committed to doing quality work: 67% positive response.

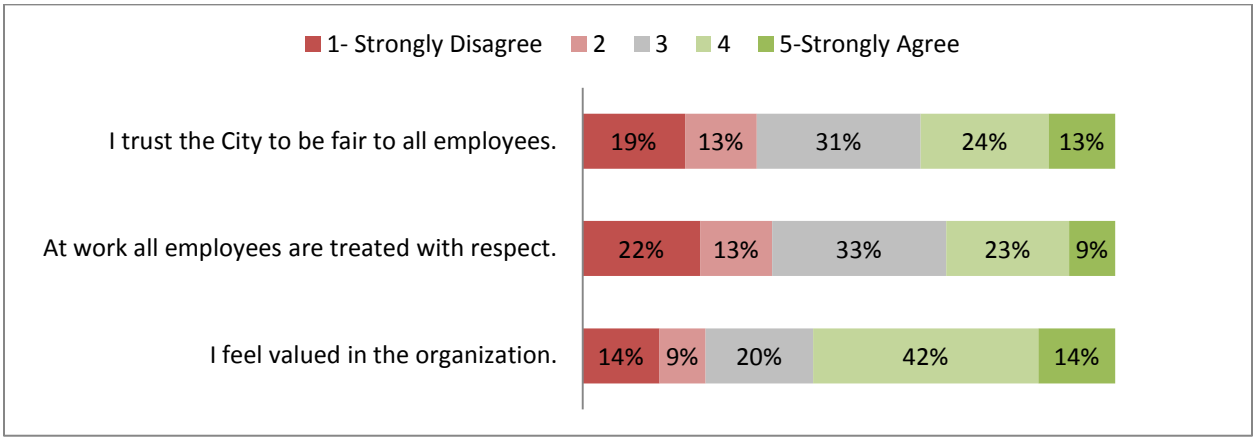
The three questions with the highest number of negative responses (defined as a 1 or 2 on the 5-point scale) were about **Management Support** and **Growth & Development**.

- Q11: In the last six months, someone at work talked to me about my progress: 54% negative response.
- Q4: In the last seven days, I have received recognition for doing good work: 41% negative response.
- Q6: There is someone at work who encourages my development: 33% negative response.


Q12 Results Summary
1 Strongly Disagree
2
3
4
5 Strongly Agree
I know what is expected of me at work.
10%
7%
10%
36%
38%
I have the materials and equipment that I need to do my work right.
7%
7%
15%
39%
32%
At work I have the opportunity to do what I do best "every day".
12%
10%
19%
34%
26%
In the last 7 days, I have received recognition or praise for doing good work.
25%
16%
22%
22%
14%
My supervisor, or someone at work, seems to care about me as a person.
13%
9%
20%
34%
24%
There is someone at work who encourages my development.
20%
13%
22%
30%
15%
At work my opinions seem to count.
16%
11%
27%
29%
18%
The mission/purpose of the organization makes me feel that my job is important.
14%
11%
18%
32%
25%
My co-workers are committed to doing quality work.
11%
5%
17%
38%
29%
I have a close friend at work.
14%
16%
20%
28%
21%
In the "last six months" someone at work talked to me about my progress.
35%
19%
14%
18%
13%
In the last year I have had opportunities at work to learn and grow.
16%
12%
18%
24%
30%

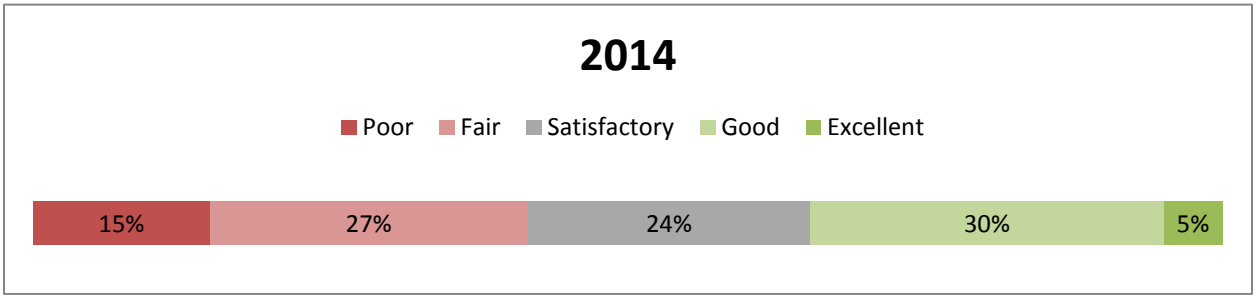
EQUITY

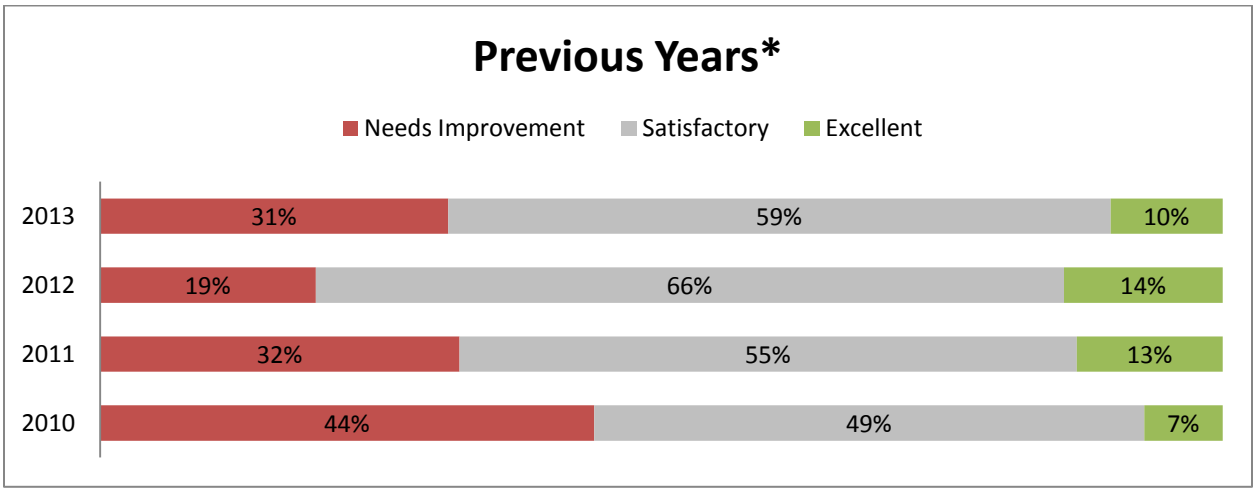
These three questions were developed by the City of Madison's Employee Engagement and Equity Initiative and are new on the 2014 survey.



INTERNAL COMMUNICATION

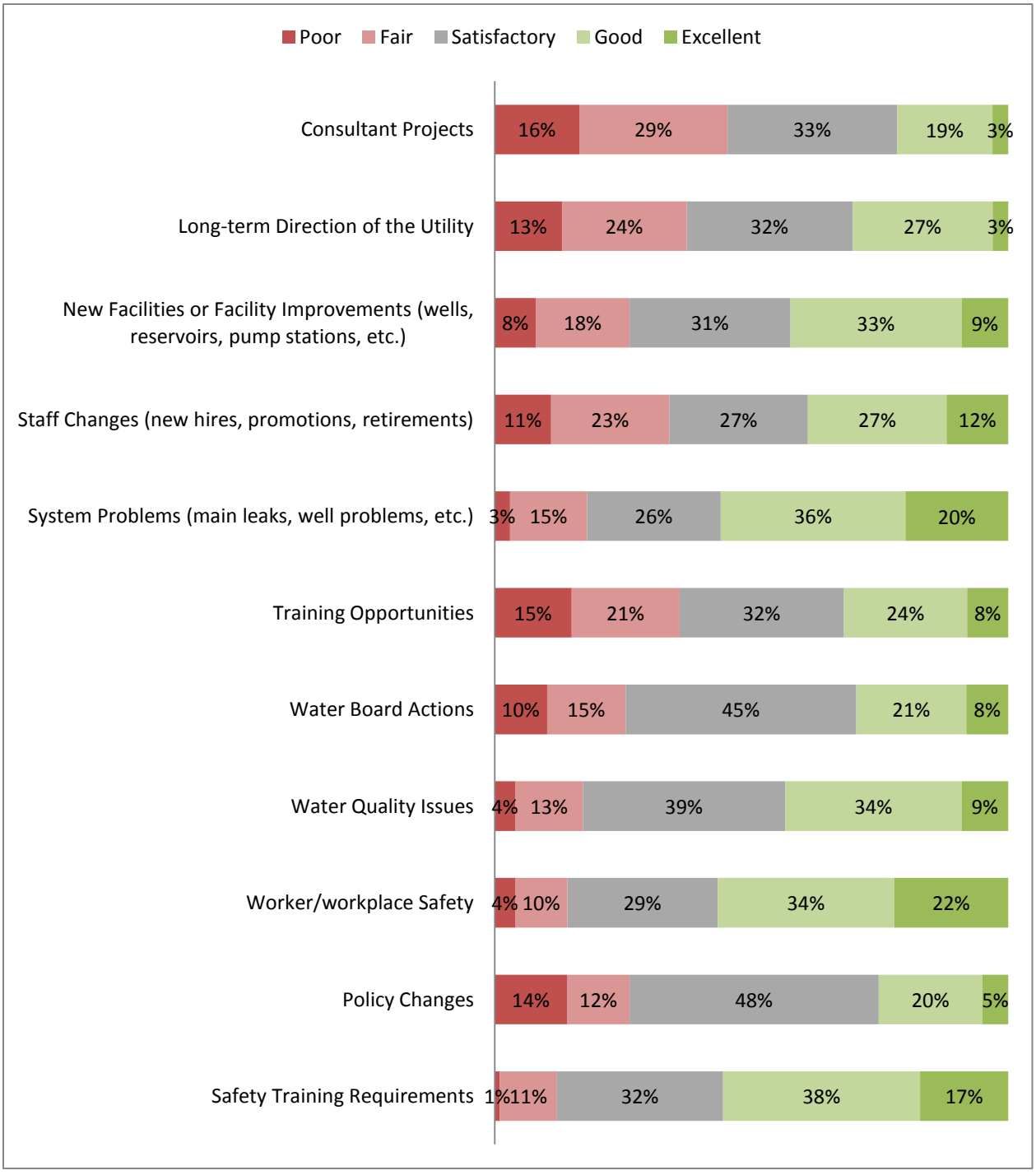
QUESTION 4: HOW WOULD YOU RATE OVERALL COMMUNICATION AT THE WATER UTILITY?



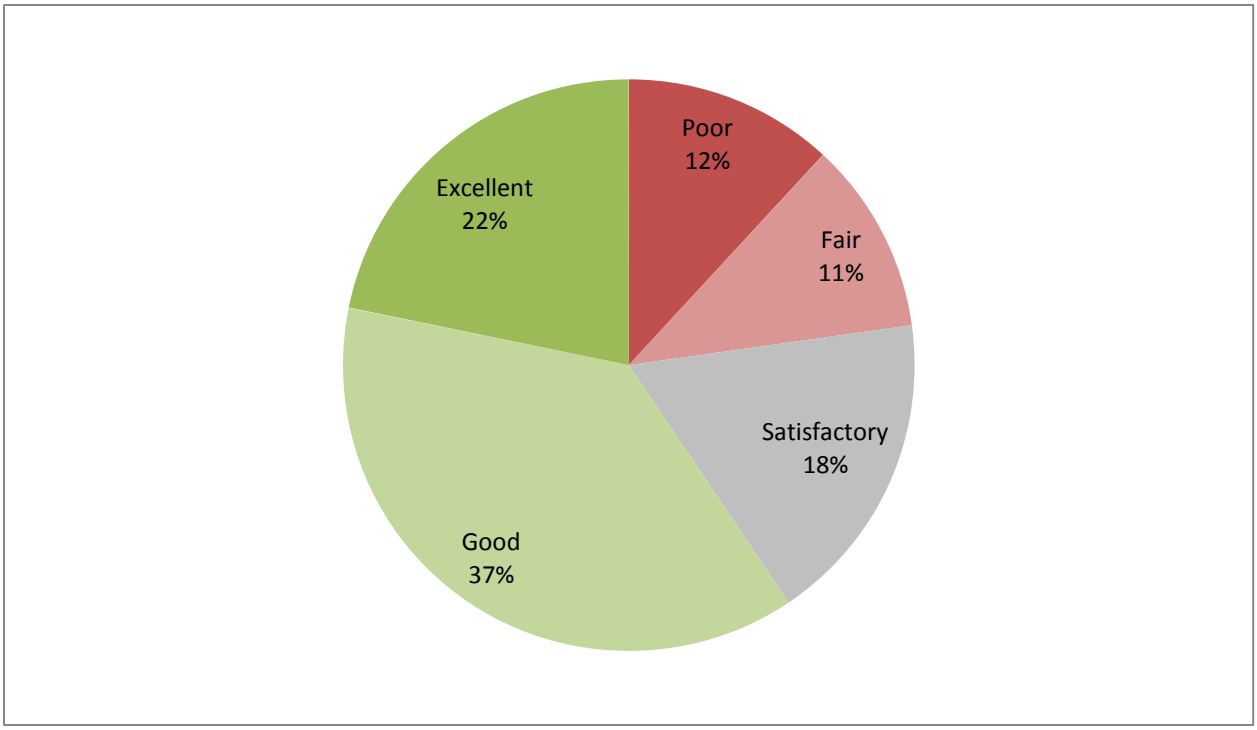


Please note: In 2014 the survey was switched from a 3-point to a 5-point scale.

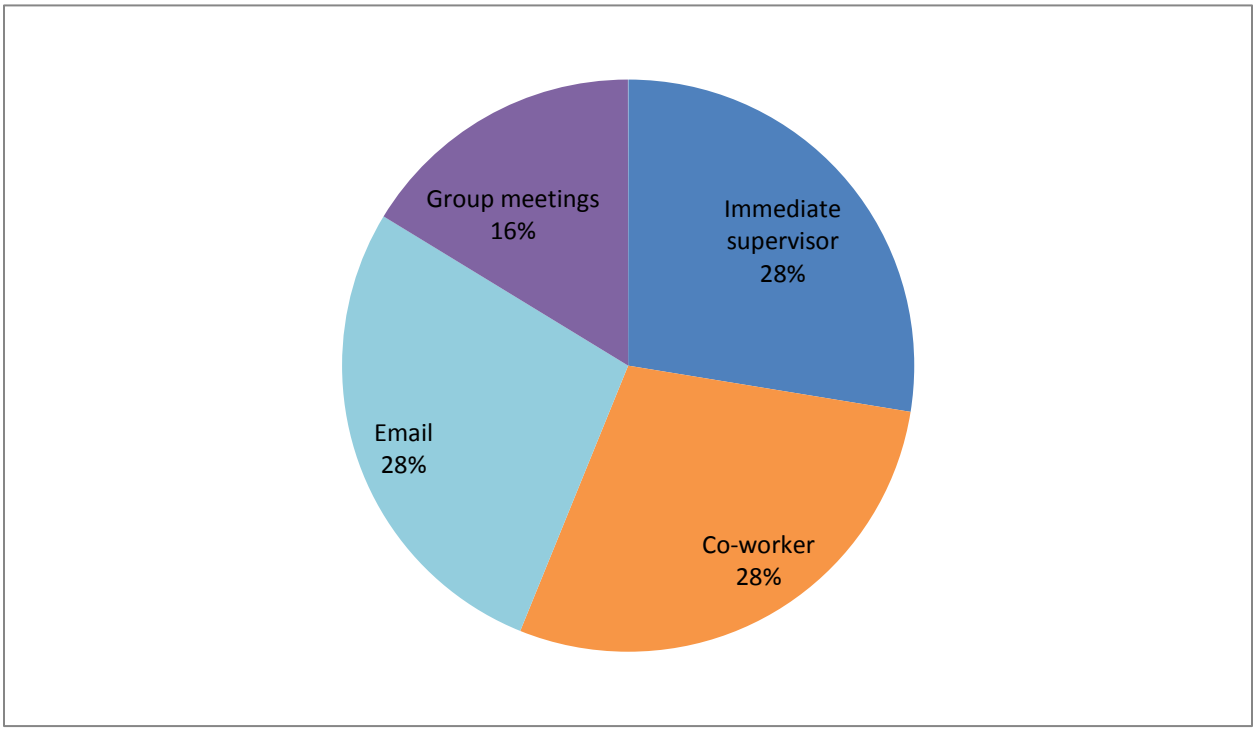
QUESTION 5: HOW WOULD YOU RATE COMMUNICATION AT THE WATER UTILITY WITH REGARD TO:



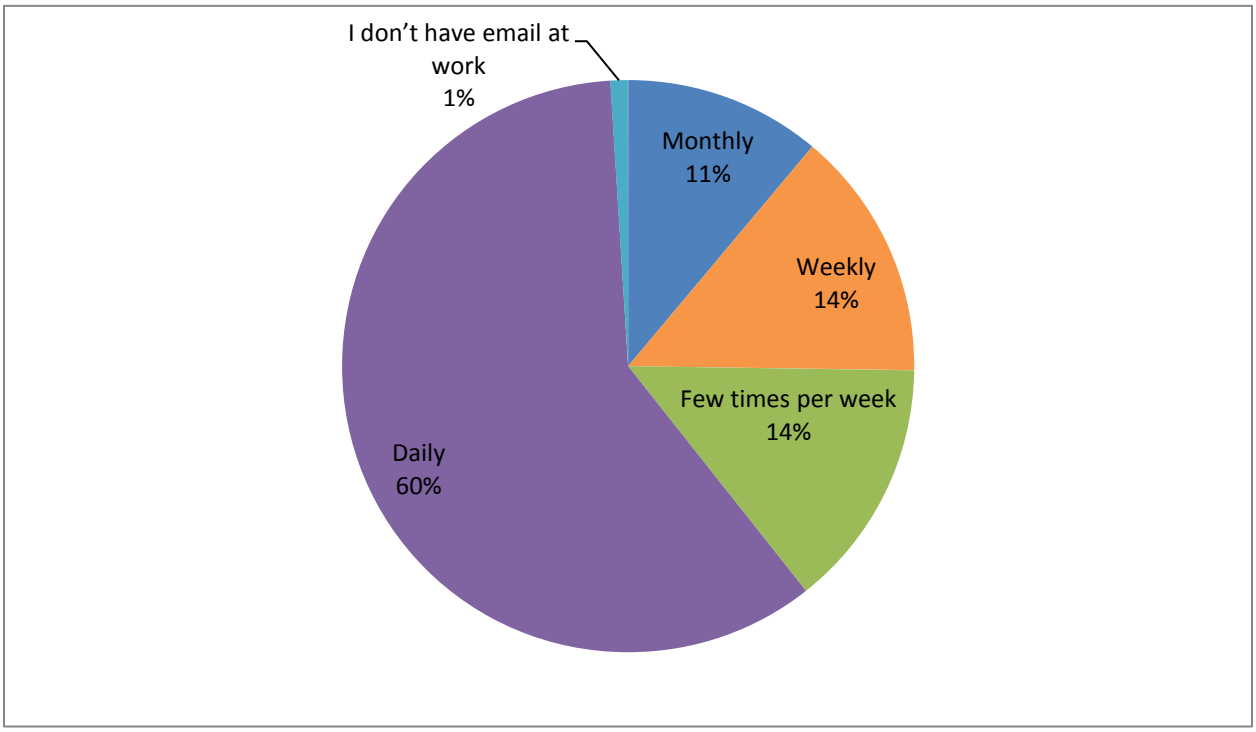
QUESTION 6: HOW WOULD YOU RATE COMMUNICATION WITH YOUR IMMEDIATE SUPERVISOR?



QUESTION 7: WHAT IS YOUR MAIN SOURCE FOR INFORMATION AT THE WATER UTILITY?



QUESTION 8: HOW FREQUENTLY DO YOU USE YOUR EMAIL AT WORK?



QUESTION 9: WHAT SUGGESTIONS DO YOU HAVE FOR IMPROVING COMMUNICATION IN YOUR SECTION OR IN THE WATER UTILITY MORE GENERALLY?

Common themes included improving communication between different sections/areas of the utilities and suggestions for meetings.

QUESTION 10: OPEN FORUM/ADDITIONAL COMMENTS

This question was included to give employees a forum to raise concerns and make suggestions that did not directly relate to one of the questions on the survey.

SURVEY FOLLOW-UP

The Steering Team followed up on the survey by holding focus group sessions. Every employee was given an opportunity to participate in a focus group to discuss the survey results and ideas for next steps. Based on feedback from both the survey and the focus groups, the Steering Team developed an action plan for 2015. A key component of this action plan is an annual "touch base" meeting between each employee and his/her supervisor. The goal of this meeting is to provide a forum for two-way communication about what is/isn't working, review the employee's position description and update it if needed, and to discuss growth and development.