



# Livingston County 2017 Employee Engagement Survey Report

## BACKGROUND

As part of the action items created by the Fair & Equitable Employer Strategic Planning Committee, employee engagement surveys were conducted to get collect input from employees regarding engagement, culture, and environment from our employees' perspectives. This report provides findings from the survey that was conducted between July 12 - July 26, 2017. The survey was sent electronically to all employees via email and a link to the survey was posted on the Livingston County Employee Self Service Website. All responses were collected anonymously.

## RESPONSE RATE

324 Livingston County employees completed the survey out of a total population of 707. That's a response rate of 46%.

## EXTERNAL BENCHMARKING

The results of the employee engagement survey have been benchmarked against data provided by Survey Monkey and the Society of Human Resource Management's Employee Engagement Survey, King County, Washington's 2015 Employee Survey, the State of Michigan's 2015 Employee Survey.

- The data provided by Survey Monkey and the Society of Human Resource Management's (SHRM) Employee Engagement Survey is benchmarked against Livingston County's data using a Likert Scale ranging from 1 – 5. Survey Monkey and SHRM provided data from hundreds of private and public organizations to create 75<sup>th</sup>, 50<sup>th</sup>, and 25<sup>th</sup> percentile ranges.
- The data provided by King County, WA and the State of Michigan is benchmarked against Livingston County's data using the percentage of responses that were positive, neutral, or negative.

### Livingston County's Strengths

Top Five Areas of Satisfaction	Livingston County Employees	Livingston County compared to the State of Michigan
Having a clear idea of job responsibilities	87%	87%
Employees believing their work makes a difference at Livingston County	85%	82%
Employees understanding how their work contributes to the goals & missions of Livingston County	86%	85%
Good relationships between co-workers	84%	76%
Feeling proud to work for Livingston County	82%	73%

### Livingston County's Opportunities

Top Five Areas of Dissatisfaction	Livingston County Employees	Livingston County compared to the State of Michigan
Opportunities for growth in current position	42%	43%
Seeing changes as a result of this survey	40%	31%
Leadership training opportunities	38%	NA
Compensation	50%	59%
Job related training opportunities	51%	NA



## SURVEY SNAPSHOT

The survey was broken into 4 categories. Below is a summary of the results found in each category;

**Employee Engagement** – 78% of employees reported feeling engaged. 83% of employees are proud to work for Livingston County. 74% would recommend Livingston County to friends and family as a great place to work. *(Found on page 5.)*

**Communication** – 100% of the questions in this category are above benchmarks, however only 41% of responders believe that action will be taken on issues that are identified in this survey. *(Found on page 8.)*

**Work Environment** – 70% of Livingston County's employees reported feeling positive about their work environment. *(Found on page 9.)*

**My Job** – 60% of Livingston County's employees responded favorable about their job training and growth opportunities, along with compensation and benefits. Action items have been developed to respond to employee concerns expressed in this section. *(Found on page 12.)*

## ACTION ITEMS AS A RESULT OF THE SURVEY

After reviewing the survey data, the following two action items are currently being worked on by Human Resources.

Create 3 learning plans for employee training and growth

- Leadership Training – For current leadership
- Top Performers – Identify and offer training to top performers with potential to grow within each department
- General Skill Development – Available for all employees to develop skills in areas like customer service, technology, safety, and communication

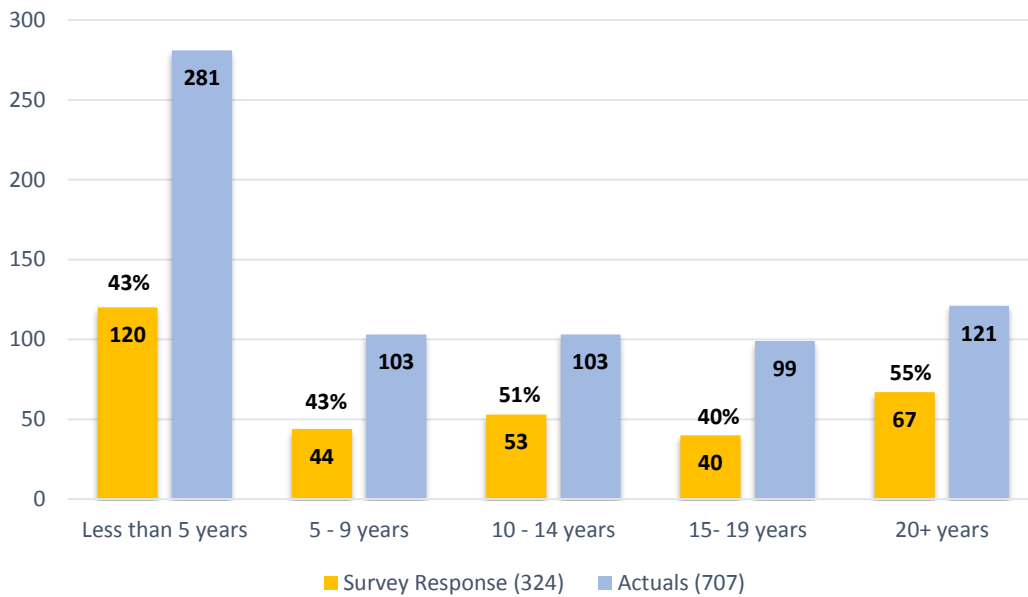
Promote and provide education on wages and benefits

- Mailing a total compensation report to each employee's home
- Benefit videos to explain plans in simplified terms



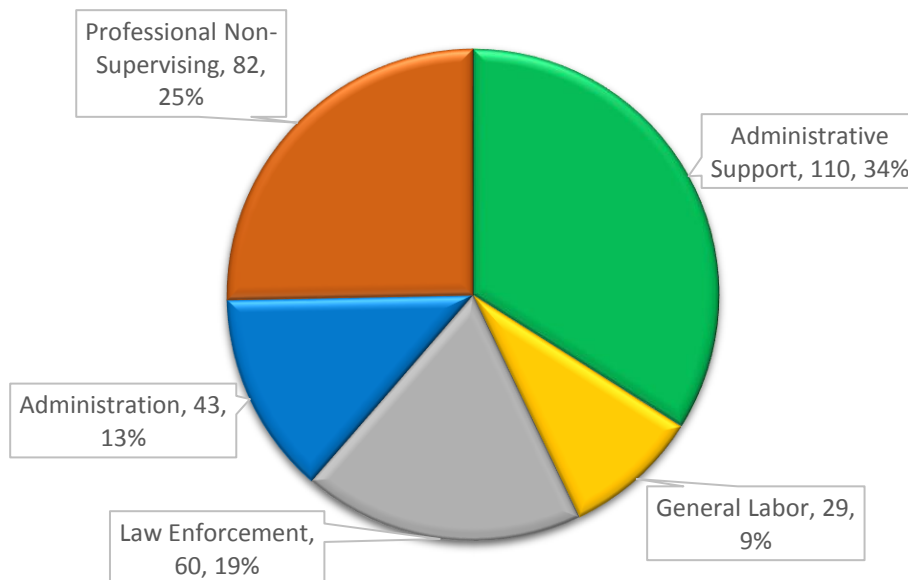
## DEMOGRAPHIC INFORMATION

*How many years have you been a Livingston county employee?*



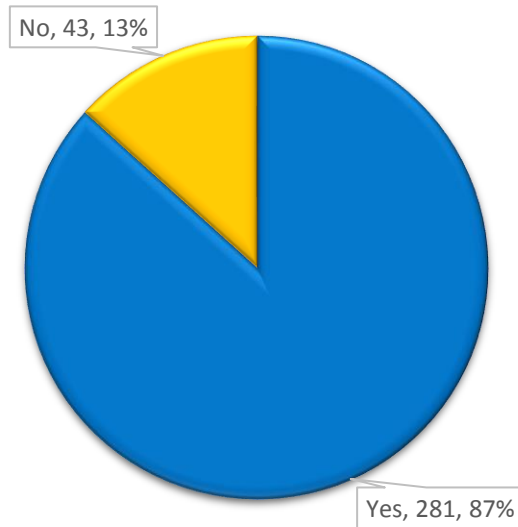
*Which of the following best describes your position with Livingston County?*

- Administrative Support (For example: Administrative Specialist, Secretary, Legal Assistant)
- General Labor (For example: Custodian or Maintenance, Transit Operator)
- Law Enforcement
- Administration (For example: Director or Deputy Director)
- Professional Non-Supervising (For example: Project/Program Manager or Coordinator)



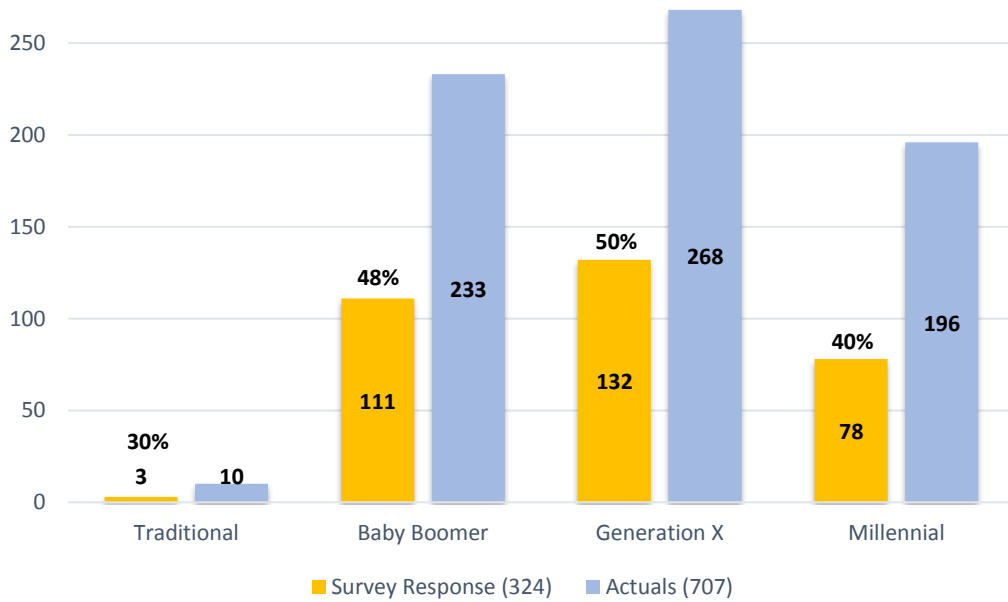


**Do you serve the public directly in your position?**



**Research has shown that different job aspects tend to engage different generations. Which generation do you associate with?**

- Traditional (Born 1930 – 1945)
- Baby Boomer (Born 1946 – 1964)
- Generation X (Born 1965 – 1979)
- Millennial (Born 1980 – 2000)

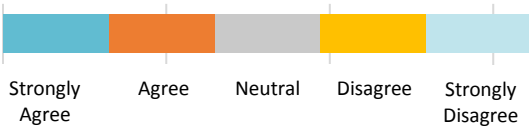




EMPLOYEE ENAGEMENT

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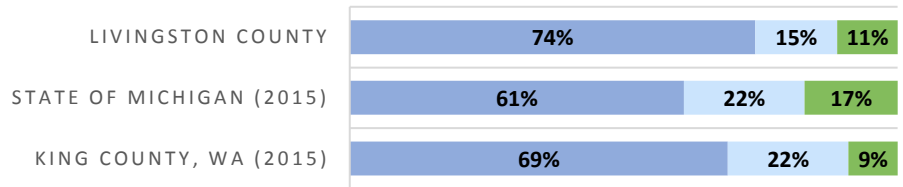
Livingston County Response Scale  
(Representative of the 324 collected survey results)



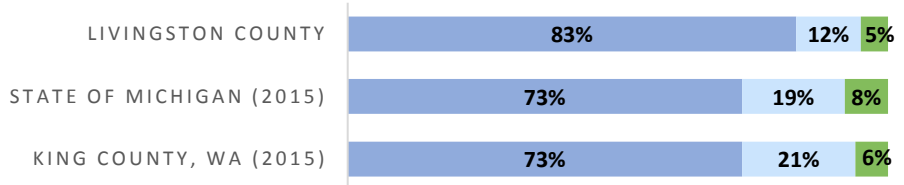
Representative of Livingston County's results vs. results of King County, WA & the State of Michigan (100%)



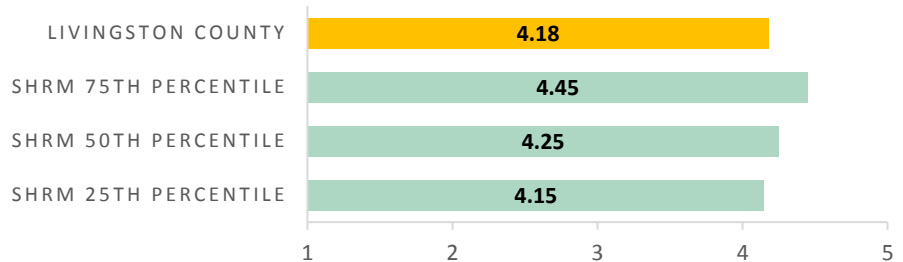
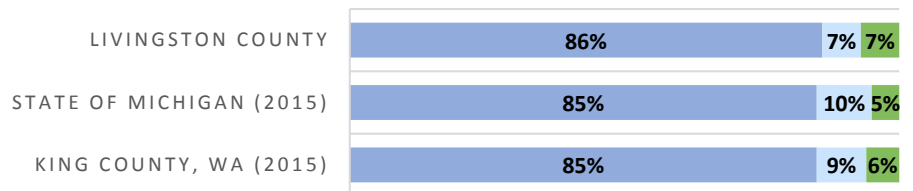
I would recommend Livingston County to friends and family as a great place to work.



I am proud to work for Livingston County.

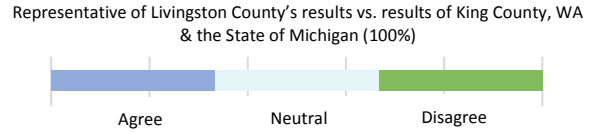
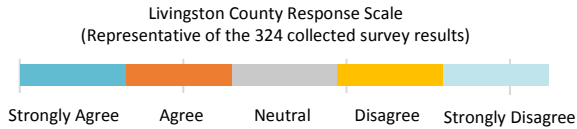


I understand how my job contributes to the missions & goals of Livingston County.

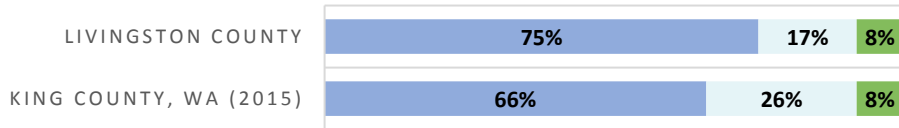




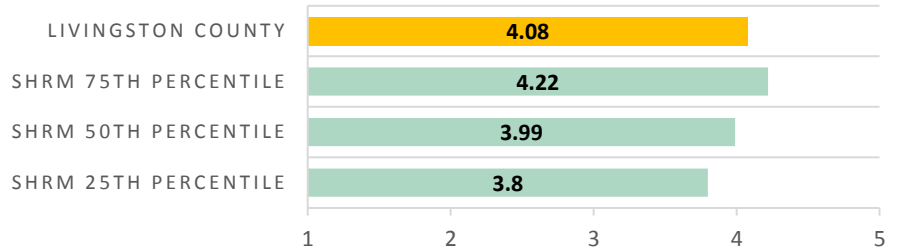
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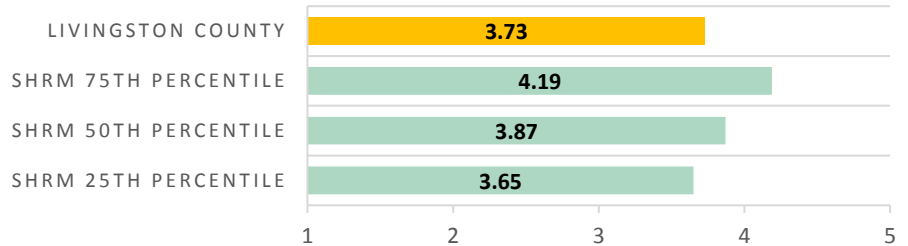
Working for Livingston County makes me want to do the best work I can.



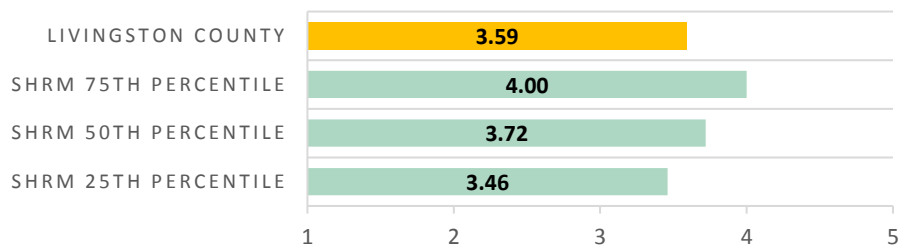
I am inspired to meet my goals at work.



Employees here take the initiative to help other employees when the need arises.

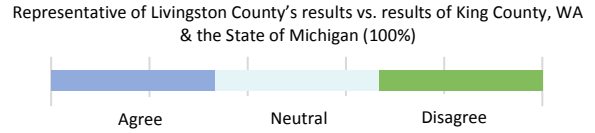
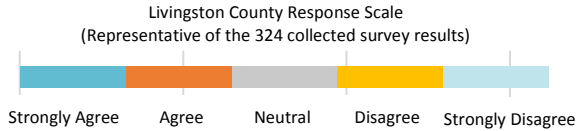


Employees here are willing to take on new tasks as needed.

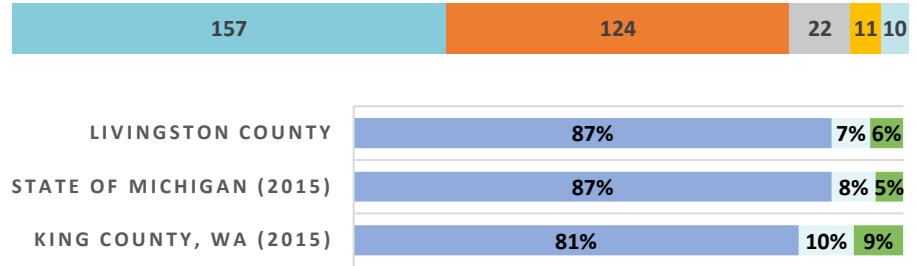




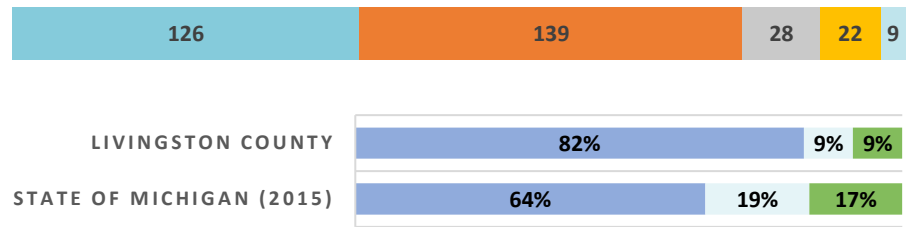
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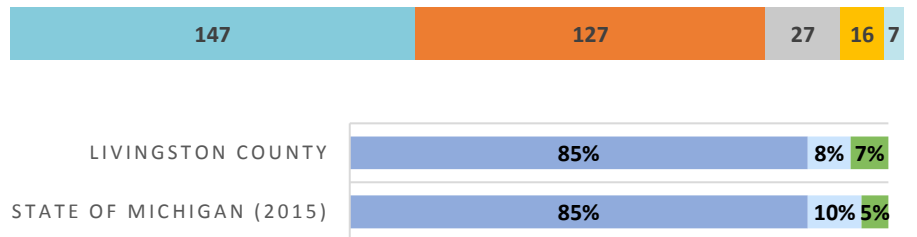
I have a clear idea of my job responsibilities.



My job gives me a feeling of personal accomplishment.



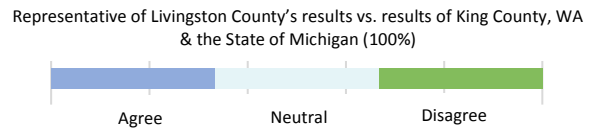
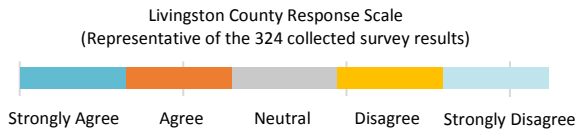
I understand how the work I do makes a difference in Livingston County.



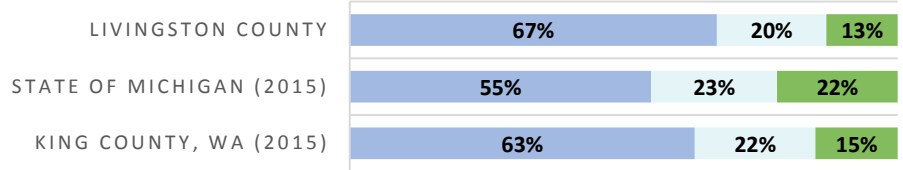


COMMUNICATION

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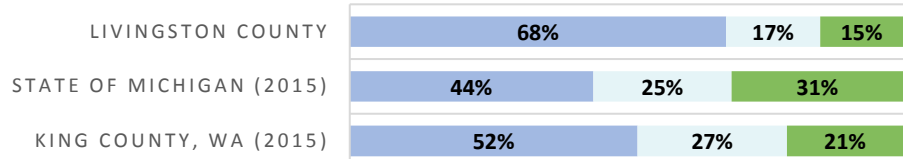
I get the information I need to be productive in my job.



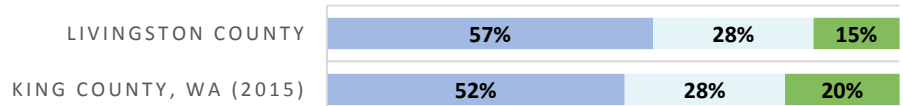
I feel well informed about Livingston County's events and employee news.



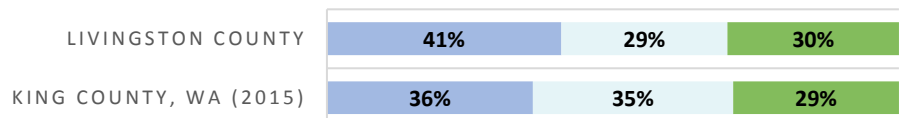
My department's goals and missions are clearly communicated.



Livingston County's goals and missions are clearly communicated.



I believe that action will be taken on issues identified in this survey.

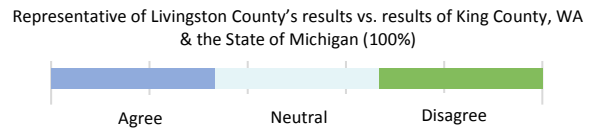
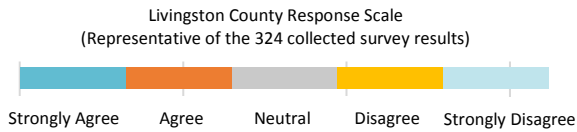




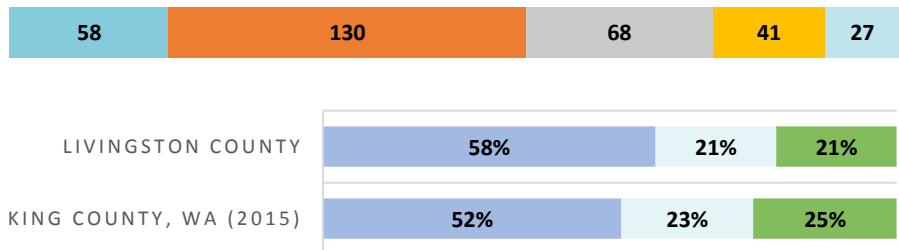


## WORK ENVIRONMENT

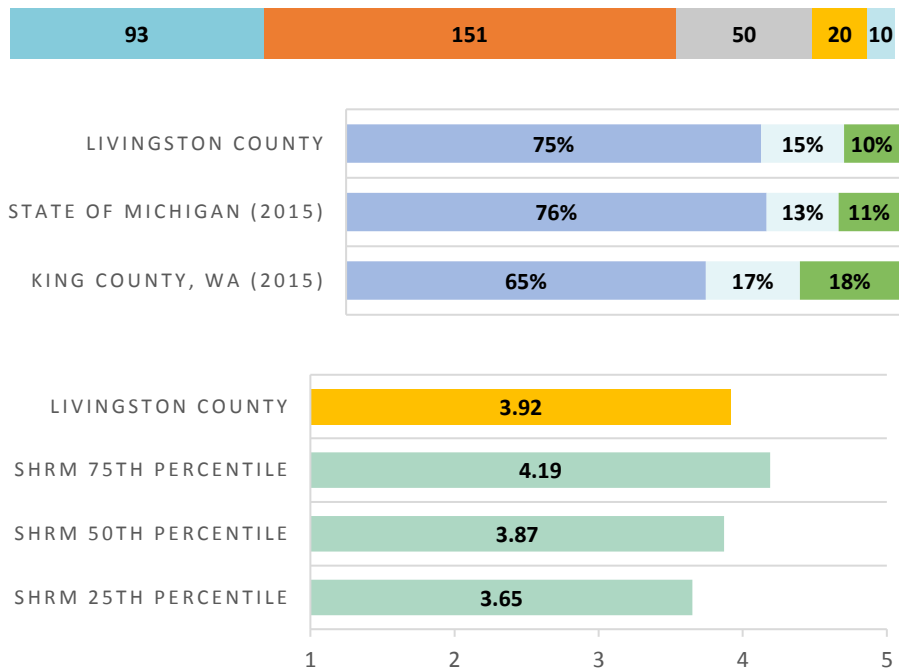
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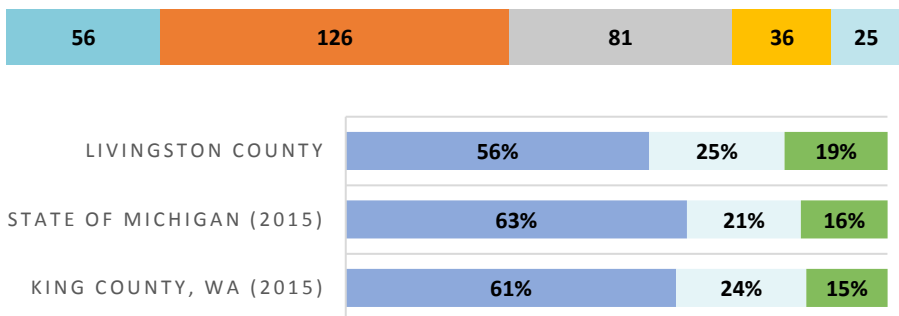
I am recognized when I do a good job.



The people I work with cooperate well together to get the job done.

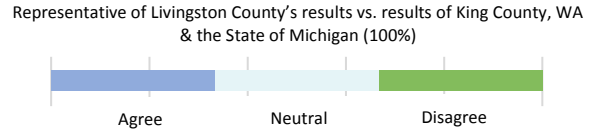
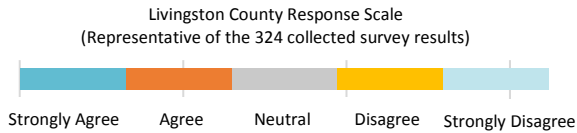


There is effective teamwork between my departments and other departments.

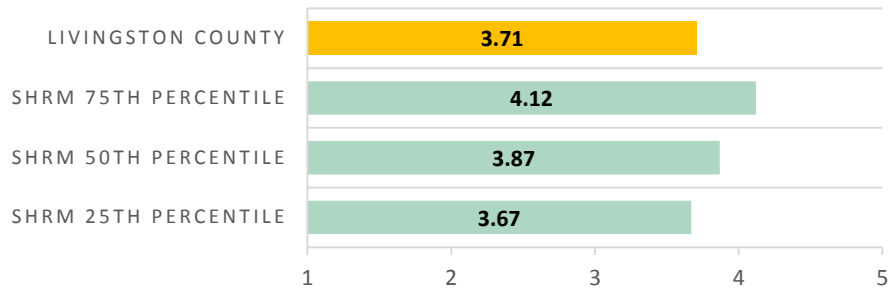
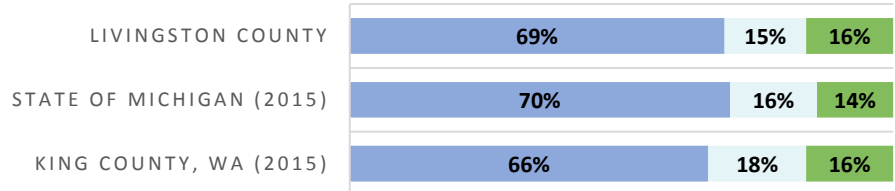




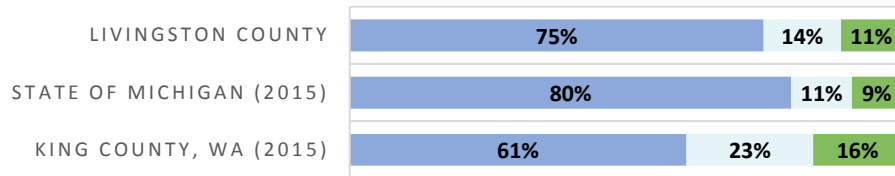
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I am empowered to make decisions that help me get my job done effectively.



I am generally able to balance my job and my personal/family life.

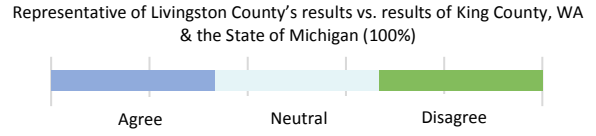
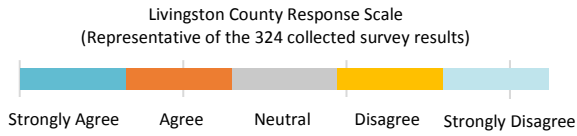


My co-workers and I have a good working relationship.

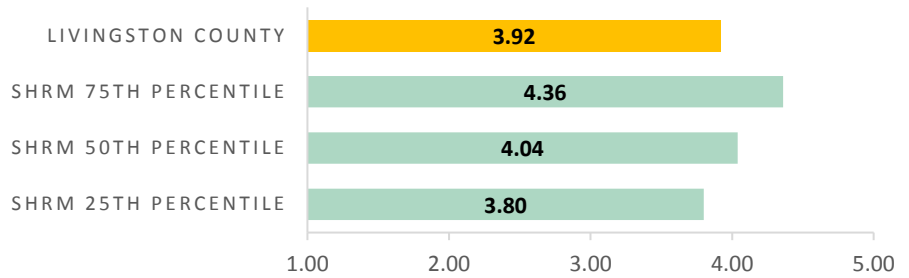
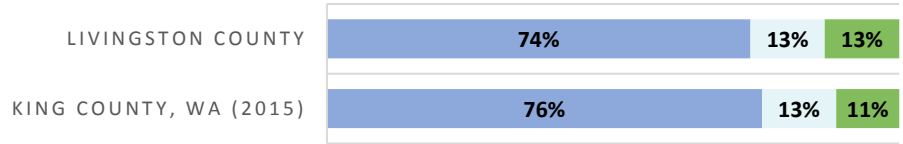




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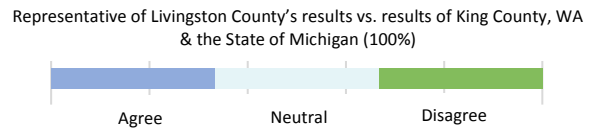
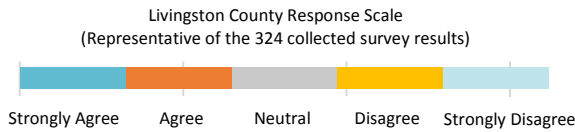
I feel safe at Livingston County.



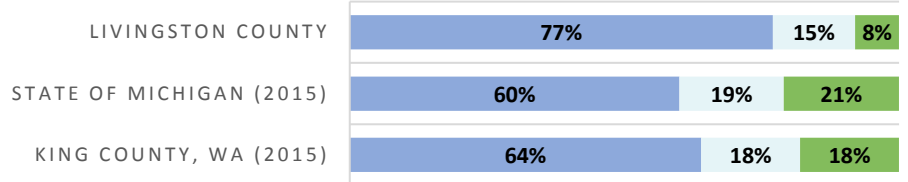


MY JOB

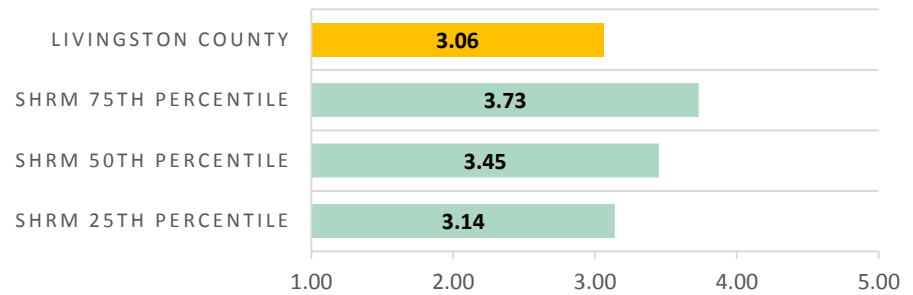
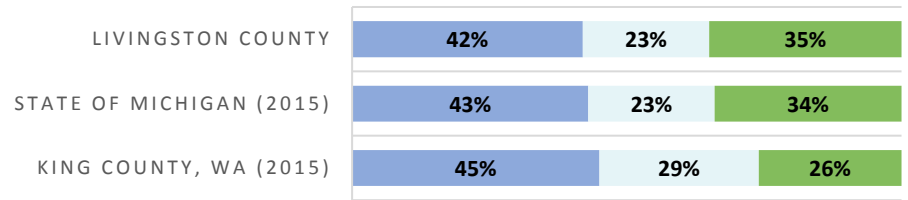
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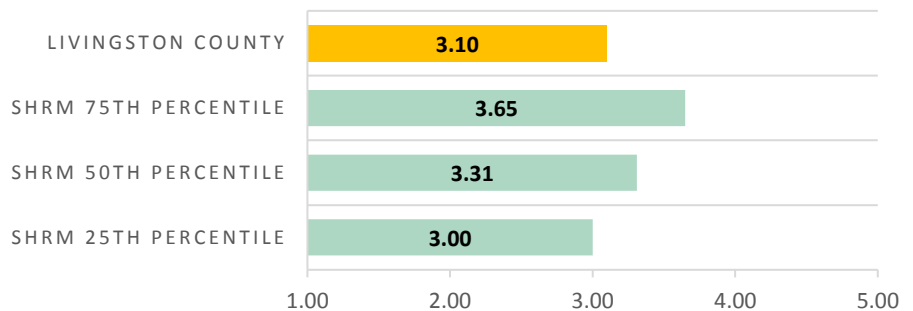
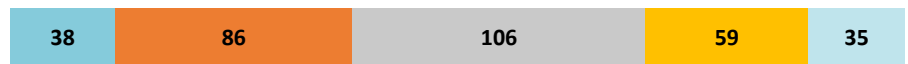
I have the materials/tools/equipment I need to do my job well.



I believe I have the opportunity for growth in my current job.

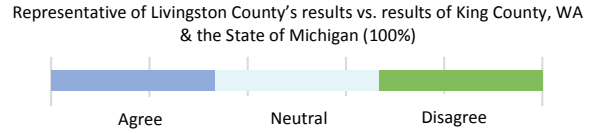
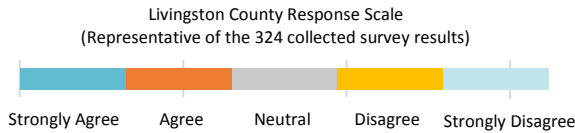


I am satisfied with the leadership training Livingston County offers.

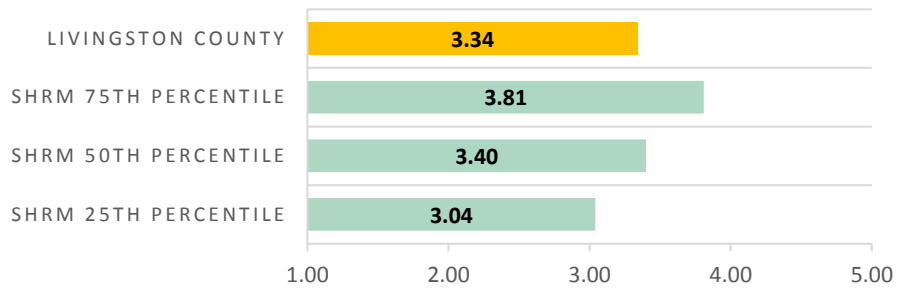
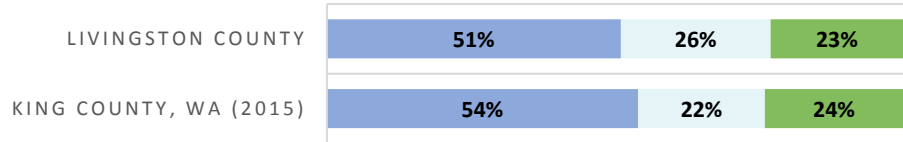




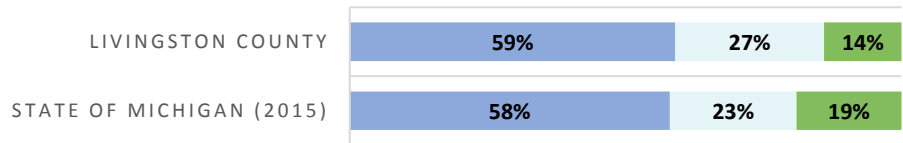
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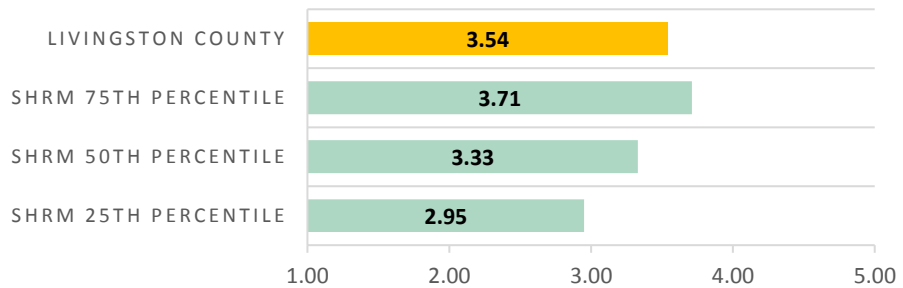
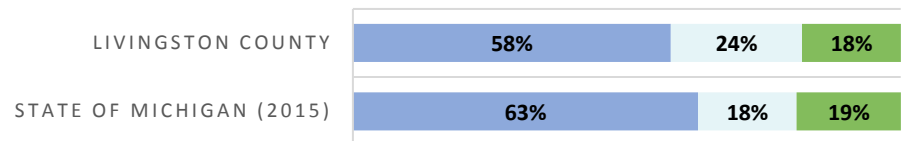
I am satisfied with the job-related training Livingston County offers.



I receive the training I need to do a quality job.

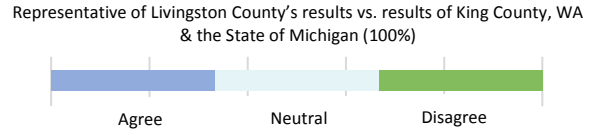
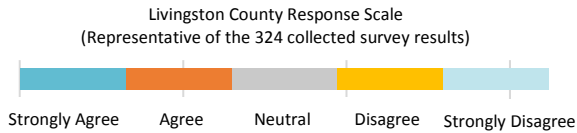


Livingston County's benefit plans (i.e. health insurance, vacation, etc.) meet my needs.

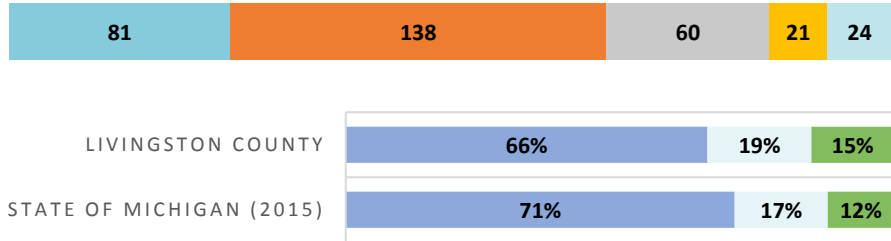




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Livingston County cares about my wellness.



I am paid fairly for the work I do.

