



Business Savvy. People Friendly.

PITTSYLVANIA
COUNTY, VIRGINIA

Employee Satisfaction Survey

December 2019

About the Survey

- Survey was designed using SurveyMonkey. SurveyMonkey is an online survey development cloud-based software service company.
- Questions used in the survey were the same questions used in the 2018 survey. Compare apples to apples.
- Survey results were calculated by SurveyMonkey and reporting was done using SurveyMonkey.
- Survey was sent to all County employees and the following Constitutional office employees:
 - Sheriff
 - Commissioner of Revenue
 - Treasurer
 - Commonwealth Attorney
- Total responses 102

Q3: Do you work for a County Department or Constitutional Office?

2019

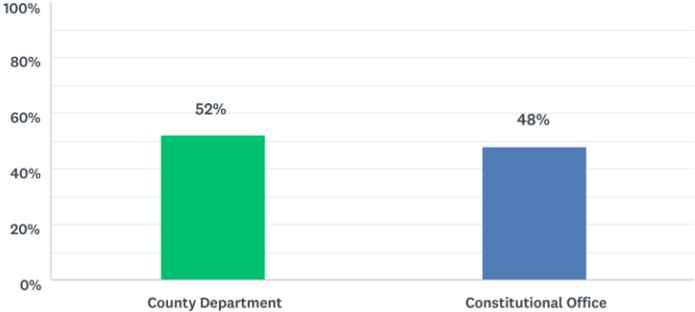
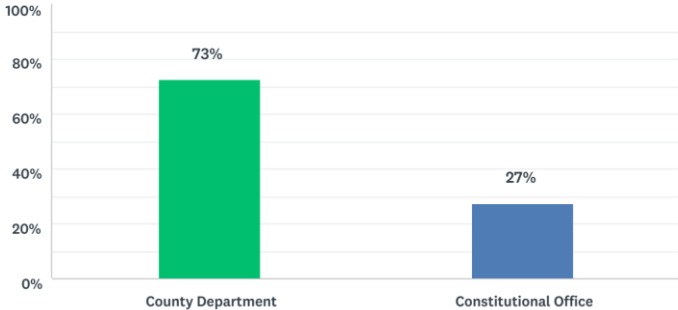
2018

Q3 Do you work for a County Department or Constitutional Office?

Q3 Do you work for a County Department or Constitutional Office?

Answered: 102 Skipped: 0

Answered: 182 Skipped: 0

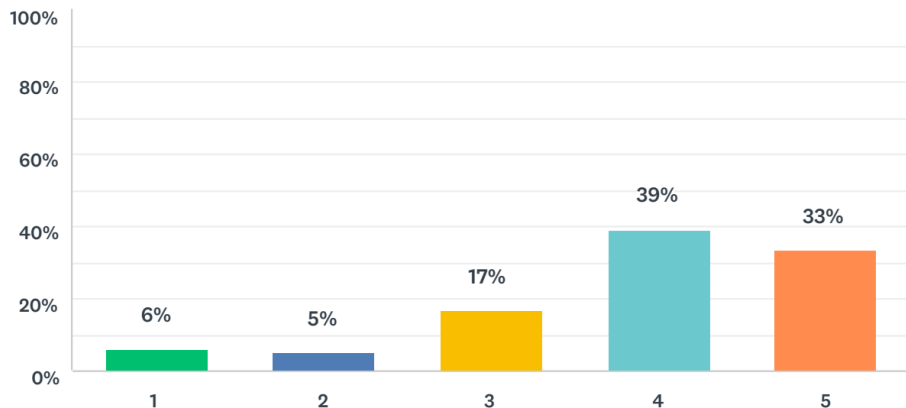


What's Working

How happy are you at work? (Q5)

2019

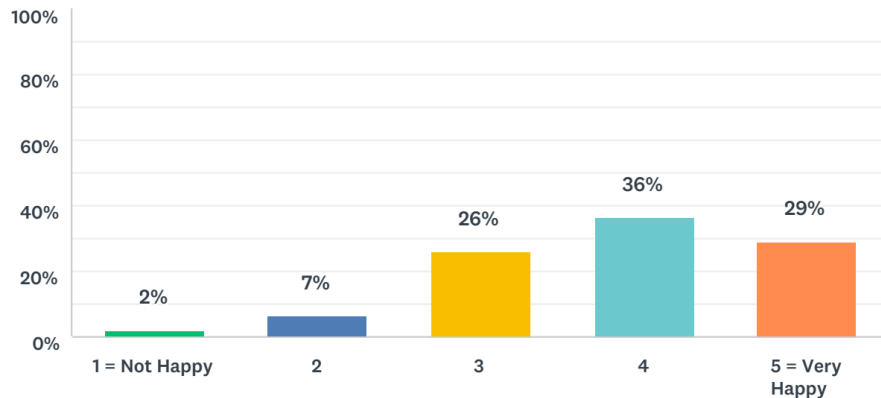
Q5 How happy are you at work?



72% are happy at work

2018

Q5 How happy are you at work?

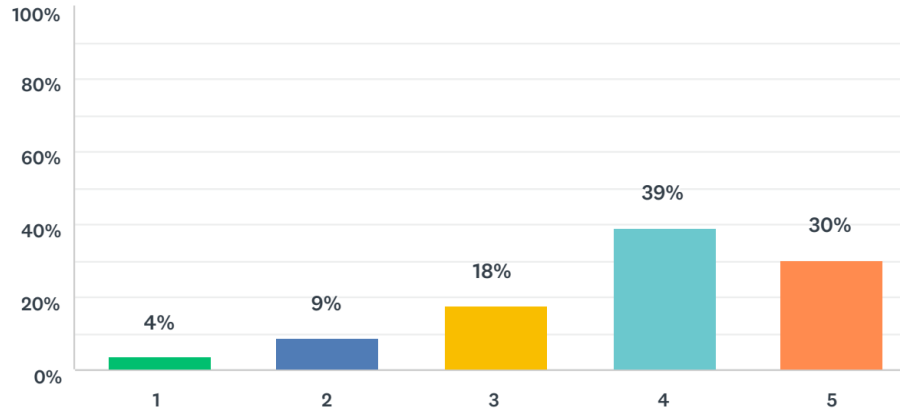


65% are happy at work

What's Working

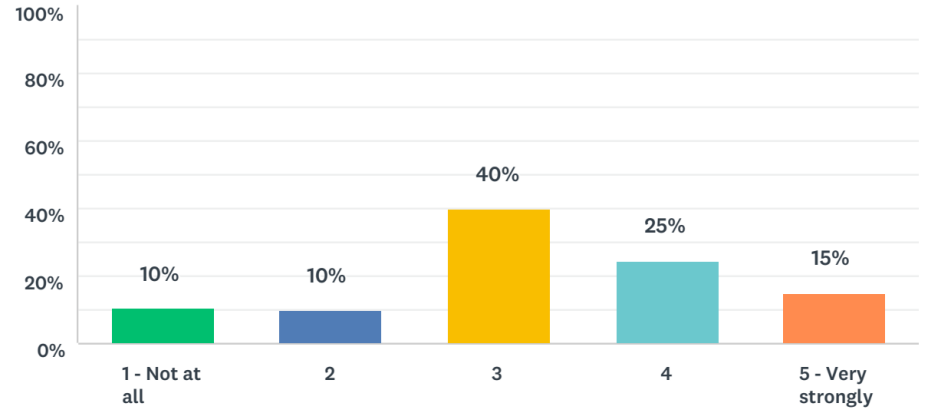
How strongly would you recommend PC as a great place to work? (Q22)

2019



69% would recommend PC as a great place to work

2018



40% would recommend PC as a great place to work

Opportunities for Improvement

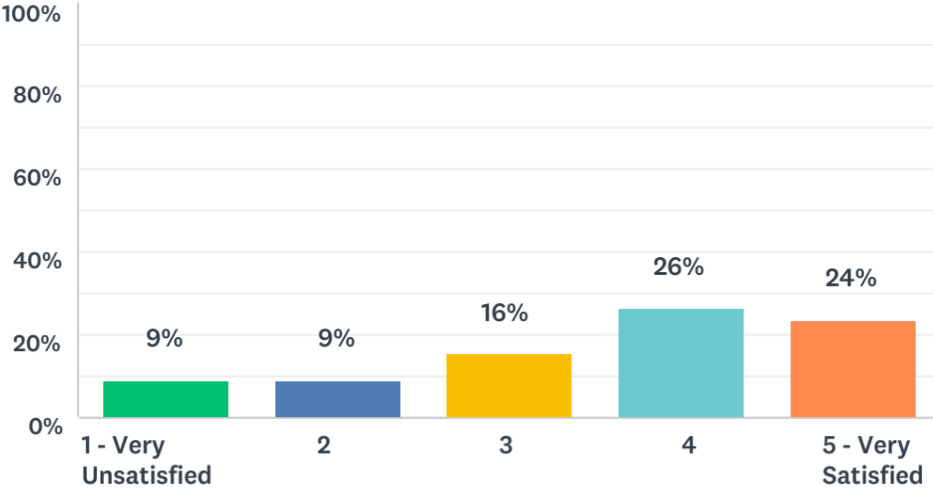
In 2018, these were the top areas that employees rated they were the most dissatisfied with:

- Health Insurance
- Recognition and Respect
- Development
- Communication

Let's see how we did in 2019

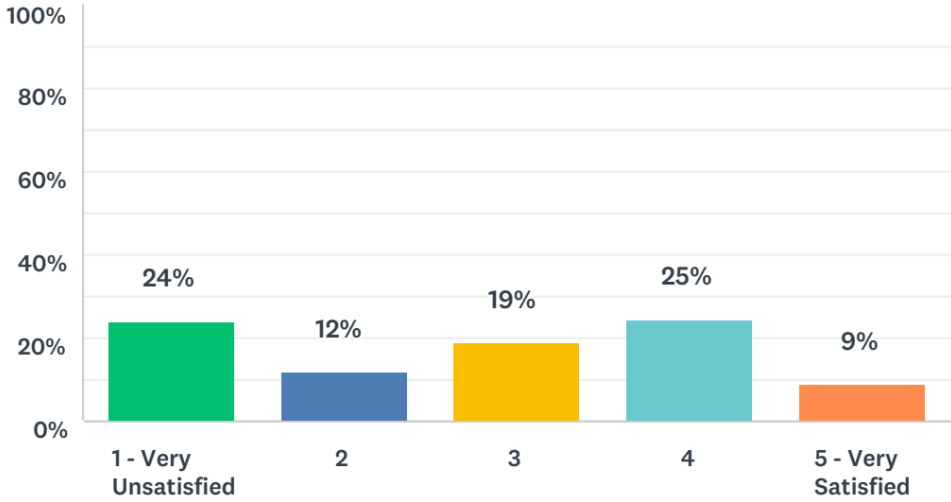
How satisfied are you with your County health insurance?

2019



50% satisfied

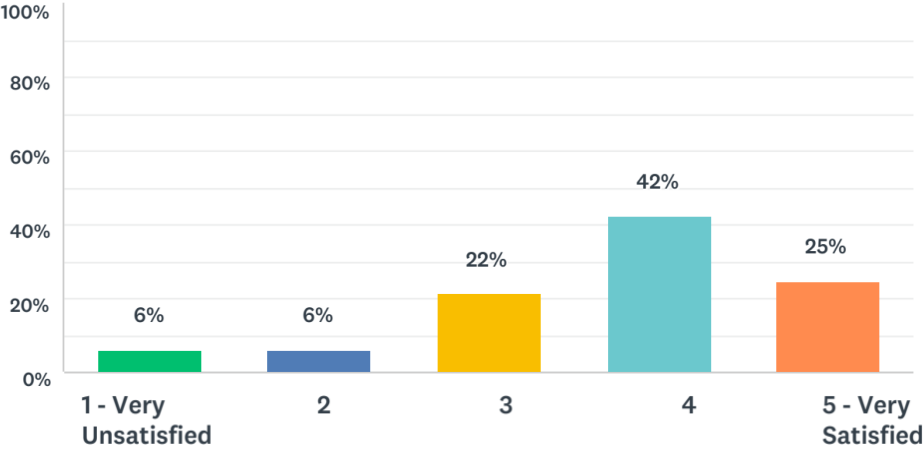
2018



34% satisfied

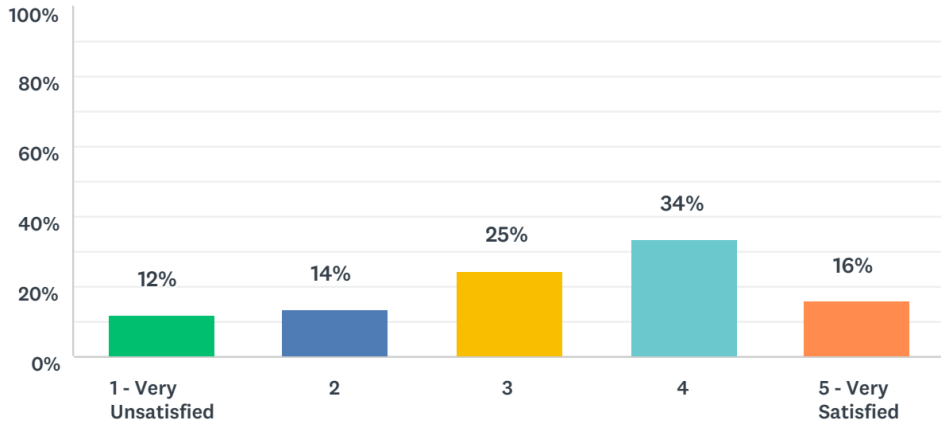
How satisfied are you with County benefits, not including health insurance?

2019



67% satisfied

2018

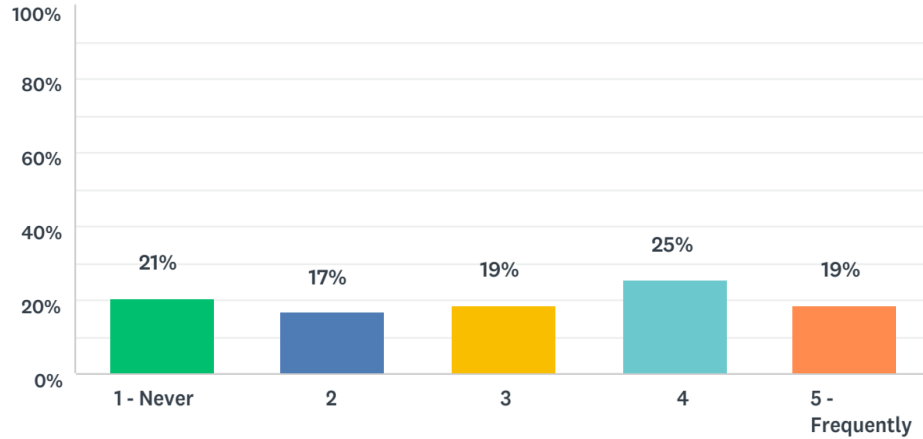


50% satisfied

Recognition and Respect

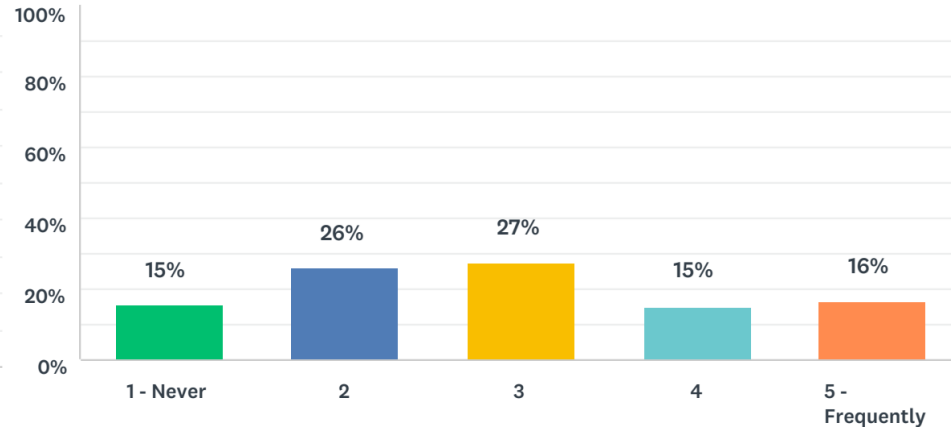
How often do you receive recognition or praise for doing a good job at work (Q12)

2019



44% often or frequently receive recognition or praise

2018



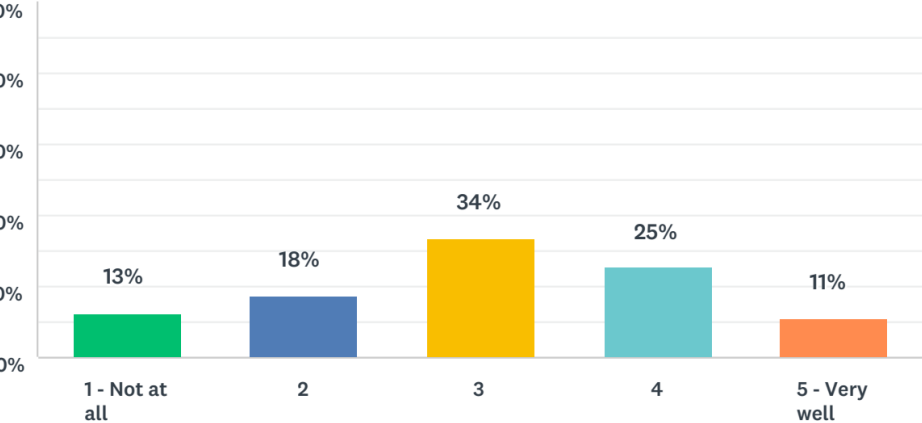
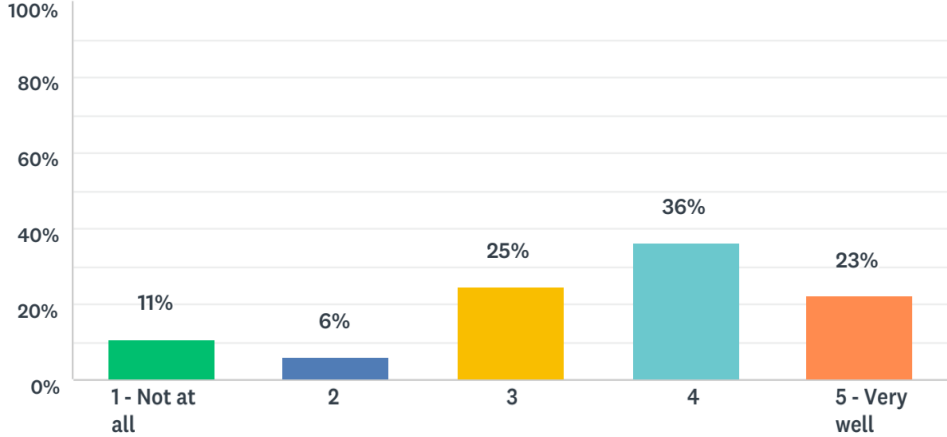
31% often or frequently receive recognition or praise

Recognition or Respect

How well does PC treat employees at all levels with respect? (Q19)

2019

2018



59% feel employees are treated with respect

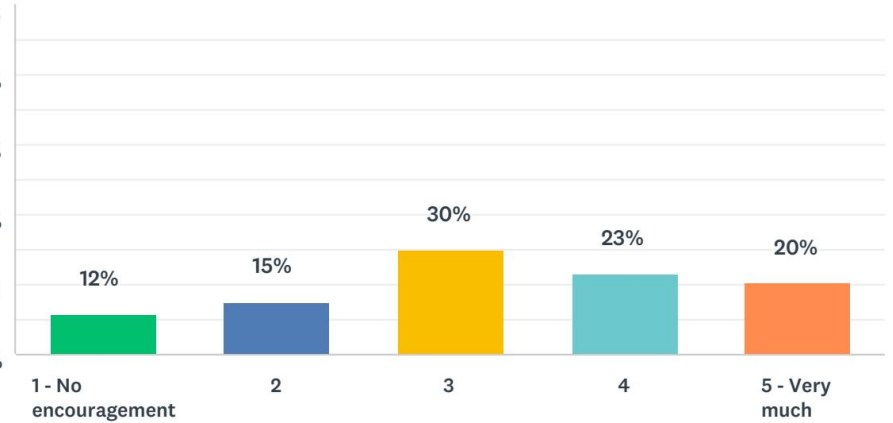
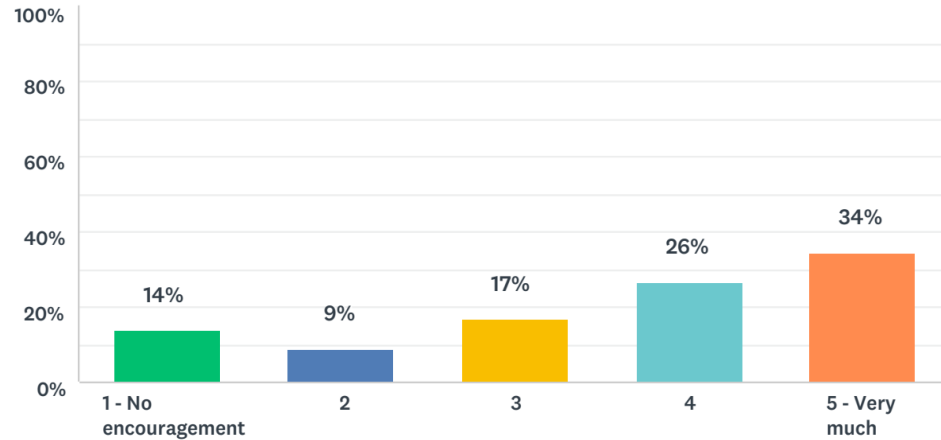
36% feel employees are treated with respect

Employee Development

How strongly do you feel your supervisor encourages your development? (Q15)

2019

2018



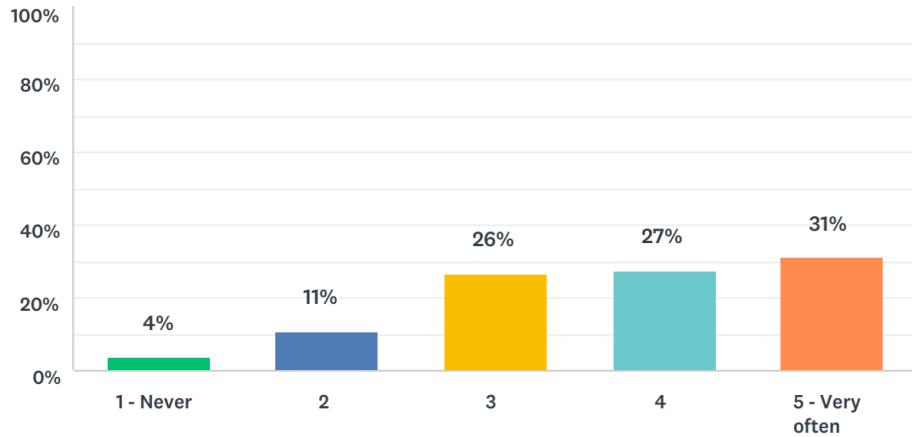
60% feel their supervisor encourages their development

43% felt their supervisor encouraged their development

Employee Development

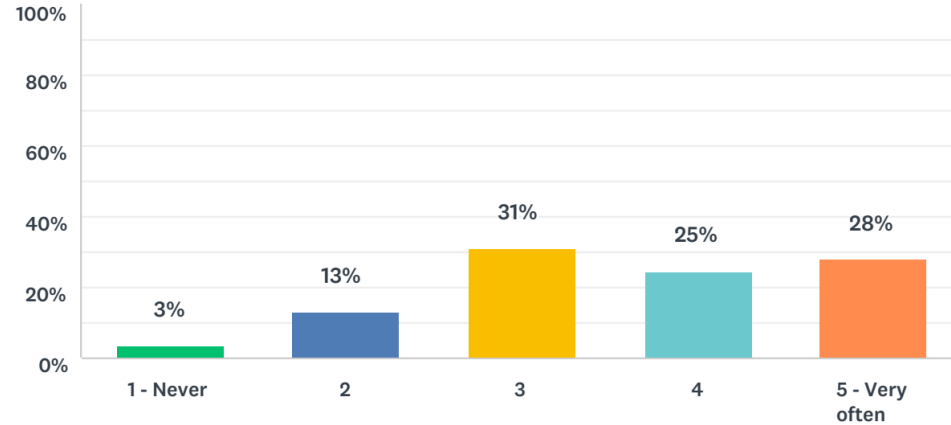
How often have you had opportunities at work to learn and grow? (Q16)

2019



58% feel they have opportunities to learn and grow at work

2018

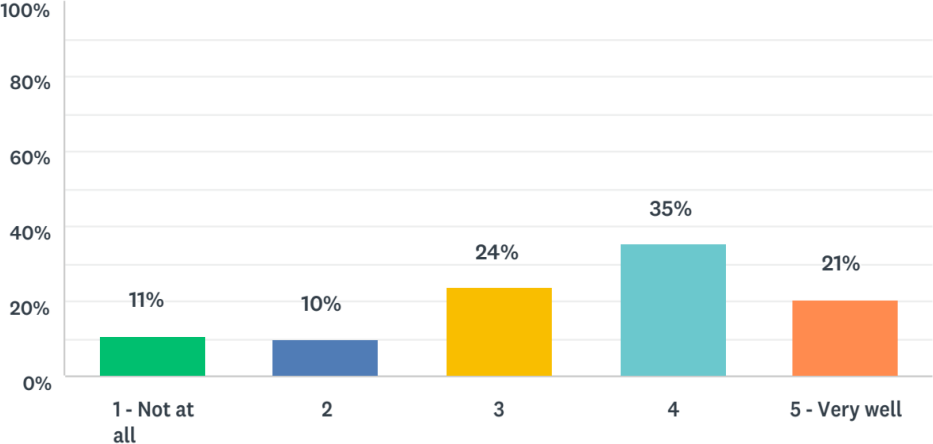


53% felt they had opportunities to learn and grow at work

Communication

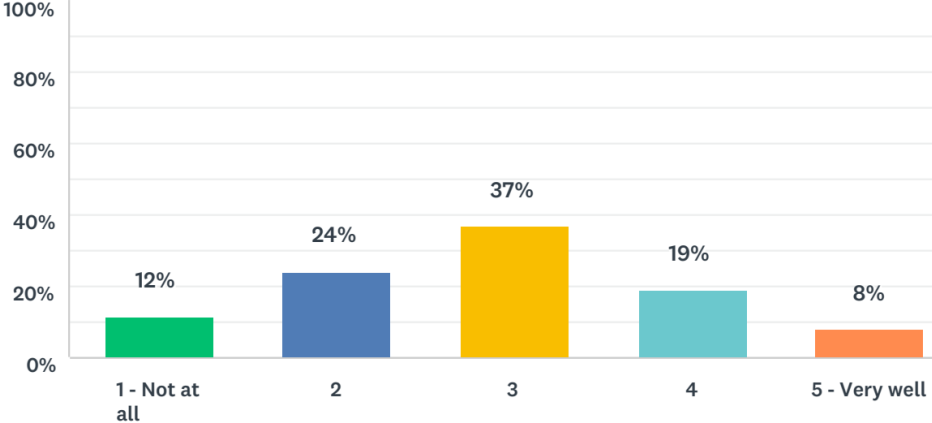
How well does PC communicate information, priorities and values? (Q18)

2019



56% feel that PC communicates well

2018



27% feel that PC communicates well

Initiatives that helped improved performance

Health Insurance

- Created a Wellness program.
- Held 1st Annual Health & Wellness Fair
- Offered a Wellness Incentive of \$125 (115 employees participated)
- Introduced a new Voluntary benefits provider – Mark III (reduced premiums for employees)

Recognition and Respect

- Formed Employee Event Committee (employee engagement)
- Enhanced Service Award program
- Created employee focused newsletter to include a spotlight feature and recognition of employee accomplishments
- Introduced a performance based review and merit pay system

Initiatives that helped improved performance

Development

- Introduced a new performance review system with formal development plans
- Trained supervisors and managers on how to use the new system

Communication

- Created employee focused monthly newsletter
- All employee meetings
- Sent multiple mini surveys to employees throughout the year asking for their feedback and opinions on important matters

Questions?