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

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

Answered: 102  Skipped: 0

- County Department: 73%
- Constitutional Office: 27%

2018

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

Answered: 182  Skipped: 0

- County Department: 52%
- Constitutional Office: 48%
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

- 6% Very Unsatisfied
- 6% Unsatisfied
- 22% Neutral
- 42% Satisfied
- 25% Very Satisfied

Total: 67% satisfied

2018

- 12% Very Unsatisfied
- 14% Unsatisfied
- 25% Neutral
- 34% Satisfied
- 16% Very Satisfied

Total: 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

- 11% feel employees are not at all treated with respect
- 6% feel employees are treated with 2
- 25% feel employees are treated with 3
- 36% feel employees are treated with 4
- 23% feel employees are treated very well with 5

59% feel employees are treated with respect

2018

- 13% feel employees are not at all treated with respect
- 18% feel employees are treated with 2
- 34% feel employees are treated with 3
- 25% feel employees are treated with 4
- 11% feel employees are treated very well with 5

36% feel employees are treated with respect
Employee Development
How strongly do you feel your supervisor encourages your development? (Q15)

2019

60% feel their supervisor encourages their development

2018

43% felt their supervisor encouraged their development
Employee Development

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

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

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?