


COUNTY OF Milwaukee County
Inter-Office Communication

Date: November 7, 2024
To: Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors
From: Margo Franklin, Chief Human Resources Officer 
Subject: 2024 Employee Engagement Survey Results Overview
File Type: Informational Report

This informational report provides an overview of the 2024 Employee Engagement Survey results, and next steps.

BACKGROUND

Milwaukee County has been on a biennial Employee Engagement Survey cadence since 2016. In 2024, Milwaukee County implemented its fifth all employee survey in eight years. The Employee Engagement survey process is a key Milwaukee County tool to understand, evaluate and improve employee engagement and the overall employee experience.

Some of the key highlights of the survey include:

- The survey occurred from July 29 – August 26, 2024
- 1,667 employees responded to the survey for an overall response rate of 47.1%.
- All items saw improvement compared to the 2022 Employee Engagement Survey
- *Advancement* was identified as a top priority driver given its combination of score and impact on employee satisfaction and engagement
- Advancement questions “*The County offers sufficient career development opportunities*” and “*Career advancement opportunities are clear to me*” rated relatively low
- “*Milwaukee County values and respects the diversity I bring as an employee*” and “*Improving our results is important to my department/division*” are the highest rated custom questions
- The key drivers of *Leadership* and *Job* significantly impacts satisfaction and engagement

Next Steps

- Continued data analysis and communication of survey results
- County-wide and departmental action planning

- Ongoing communications and updates to employees

ALIGNMENT TO STRATEGIC PLAN

1B: Create and nurture an inclusive culture across County government

FISCAL EFFECT

Fiscal note not required

VIRTUAL MEETING INVITES

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ATTACHMENTS:

Survey results overview presentation

cc: Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors
Janelle M. Jensen, Legislative Services Division Manager, Office of the County Clerk