

# 2024 Employee Engagement Survey Results Overview

Milwaukee County Board of Supervisors

December 2024



# 2024 Employee Engagement Survey Recap

- Survey dates July 29 – August 26
- 1,667 respondents, 47.1% of eligible employees
- 1.2% or 21 fewer non-seasonal respondents than 2022
- Response rates ranged from 95.7% to 21.1%



# Findings Overview

- Drivers, satisfaction, and outcomes have improved compared to 2022.
- **Advancement, Job, and Leadership** are the top drivers of employee satisfaction.
  - Advancement is a top priority driver given its combination of score and impact on employee satisfaction.
- Satisfaction improvement was highest among employees with 6+ years of tenure, though satisfaction remains highest among new employees.
- *Improving Results* and *Diversity Value* are rated highest.
  - The lowest rated areas are *Trust* and *Believe Leadership*.



# Model Question Results

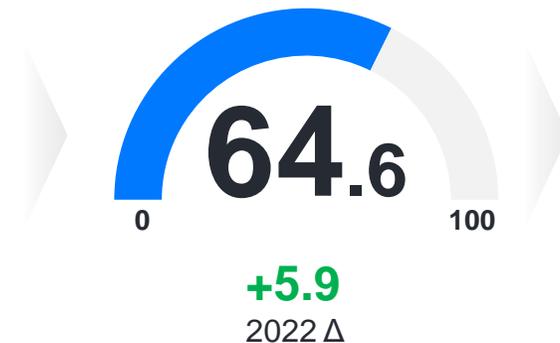
## DRIVERS

Which elements of the employee experience should we address?

2022 Δ	SCORE		IMPACT VALUE
<b>+6.4</b>	<b>54.6</b>	Advancement	1.1
<b>+7.9</b>	46.0	Compensation	0.5
<b>+2.5</b>	69.0	Coworkers	0.2
<b>+1.4</b>	73.7	Empowerment	0.2
<b>+1.2</b>	<b>77.1</b>	Job	1.1
<b>+8.1</b>	<b>65.6</b>	Leadership	0.8
<b>+2.1</b>	73.4	Manager	0.6
<b>+3.6</b>	69.0	Support	0.0

## SATISFACTION

How do employees feel about their job experience?



## OUTCOMES

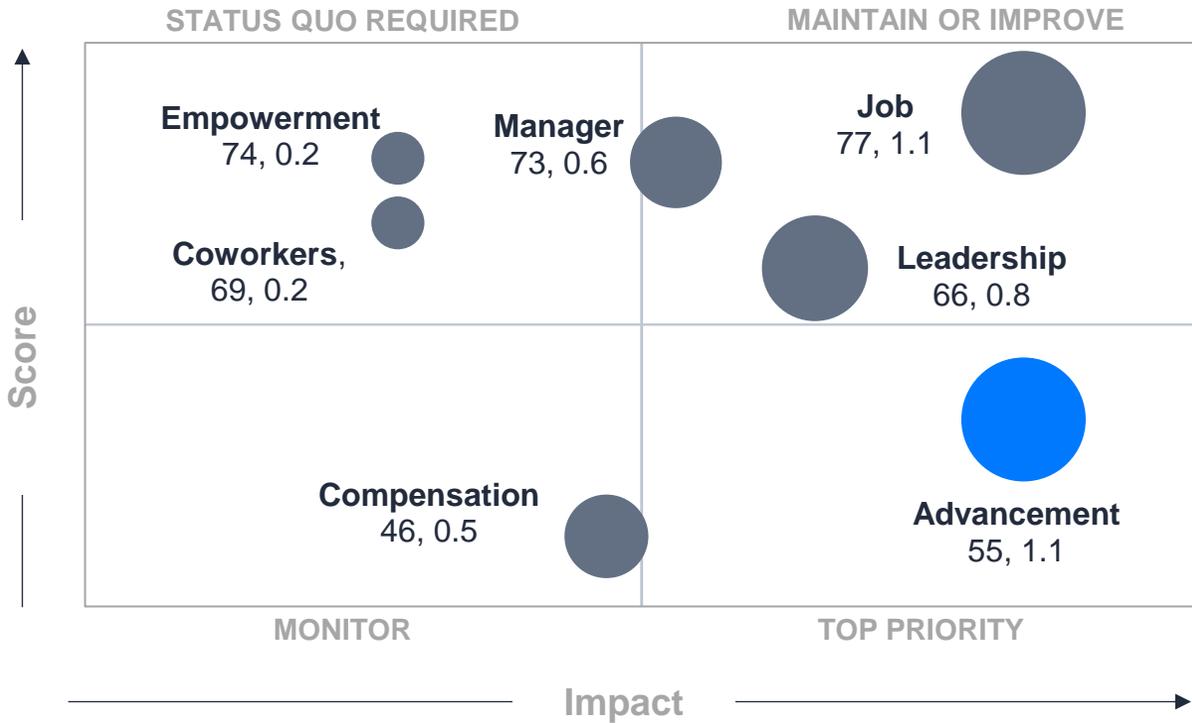
What's the impact to Milwaukee County?

IMPACT VALUE		SCORE	2022 Δ
2.1	Customer Focus	83.1	<b>+3.3</b>
3.6	Employee Advocacy	67.9	<b>+8.5</b>
4.4	Employee Engagement	57.6	<b>+4.7</b>
4.1	Recommend Brand	70.7	<b>+7.4</b>
5.2	Recommend Employer	63.1	<b>+6.7</b>
4.9	Stay Intent	65.7	<b>+5.1</b>

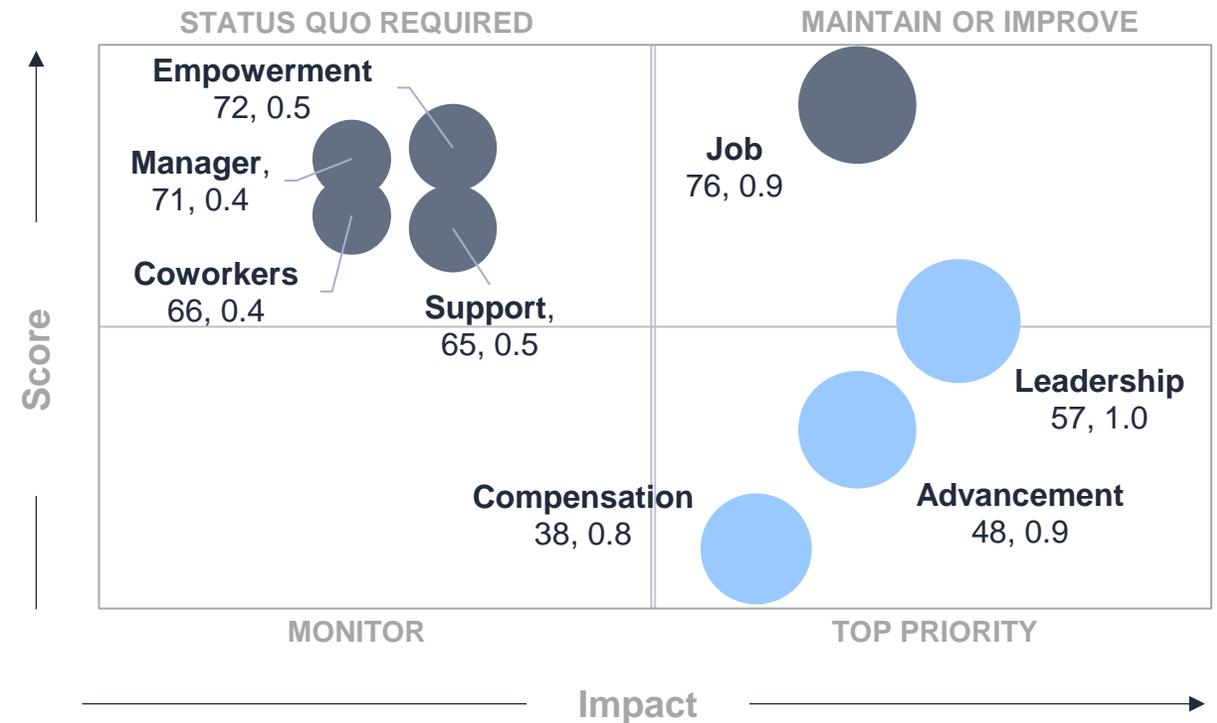
Bolded green/red text indicates a statistically significant difference between 2022 and 2024 at the 90% level of confidence.

# Graphical Presentation of Key Drivers

2024



2022



# Custom Question Results

	2022	2024	Δ
<b>Improving Results:</b> Improving our results is important to my department/division	7.8	8.0	+0.2
<b>Diversity Value:</b> Diversity and inclusion are clearly stated as a value and a priority.	7.5	8.0	+0.5
<b>Pride:</b> I take pride in working for Milwaukee County.	7.6	7.9	+0.3
<b>Priorities:</b> My manager behaves in a manner that is consistent with Milwaukee County's Vision and Strategic Priorities.	7.7	7.9	+0.2
<b>Complaints:</b> Complaints pertaining to race, gender, and other biases are treated seriously and objectively.	7.2	7.8	+0.6
<b>Diversity Leadership:</b> There is racial diversity among the people in senior leadership roles at Milwaukee County	6.9	7.7	+0.8
<b>Gender Leadership:</b> There is gender diversity among the people in senior leadership roles at Milwaukee County.	7.0	7.7	+0.7
<b>Racial Equity Advancing:</b> I am actively involved in advancing racial equity in my work.	7.1	7.4	+0.3
<b>Racial Equity Conversations:</b> Leadership in my department participates in and supports conversations about racial equity.	7.0	7.4	+0.4
<b>Decisions:</b> My manager includes me in decisions that affect my work.	7.2	7.3	+0.1
<b>Diversity:</b> Milwaukee County values and respects the diversity I bring as an employee.	6.2	7.1	+0.9
<b>Workload:</b> My workload enables me to balance my personal life and work.	6.6	7.0	+0.4
<b>Recognition:</b> I am satisfied with the recognition I receive at work.	6.5	6.8	+0.3
<b>Work Together:</b> Different work teams work well together at Milwaukee County.	6.3	6.6	+0.3
<b>Believe Leadership:</b> I believe Milwaukee County's leadership will act on the results of this survey.	5.4	5.8	+0.4
<b>Trust:</b> Leadership and employees trust each other at Milwaukee County.	5.2	5.8	+0.6

Jul 29 – Aug 26, 2024 | n=1,667  
 Oct 18 – Nov 14, 2022 | n=1,776

Level of agreement statements are on a 1-10 scale, where 10=Strongly Agree

# Next Steps

- Leaders reviewing departmental results
  - Standard reports
  - Customized reporting
- Post all employee results presentation to County Connect
- Launch action planning process and other programming



**Questions and  
Thank you!**

