

Milwaukee County 2022 Employee Engagement Survey Results Overview

Milwaukee County Board of Supervisors



Capturing the Voice of the Employee

KEY FACTS

Reporting Period

October 18 – November 14, 2022

Collection

n=1,776

Eligible Employees

3,250 emails + **404** URL letters = 3,654 eligible to submit survey

Overall Rates

49% participation rate (3,654 Surveys sent / 1,776 Surveys completed)

-Seasonal employee participation rate: **22%** (88 / 404)

-Other employee participation rate: **52%** (1,688 / 3,250)



County-wide Results



Satisfaction & Engagement Framework

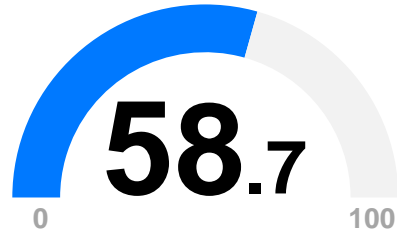
DRIVERS

Which elements of the employee experience should we address?

SCORE		IMPACT VALUE
48	Advancement	0.9
38	Compensation	0.8
66	Coworkers	0.4
72	Empowerment	0.5
76	Job	0.9
57	Leadership	1.0
71	Manager	0.4
65	Support	0.5

SATISFACTION

How do employees feel about their job experience?



OUTCOMES

What's the impact to Milwaukee County?

IMPACT VALUE		SCORE
2.0	Customer Focus	80
3.9	Employee Advocacy	59
4.3	Employee Engagement	53
4.2	Recommend Brand	63
5.1	Recommend Employer	56
4.7	Stay Intent	61

Comparative Data

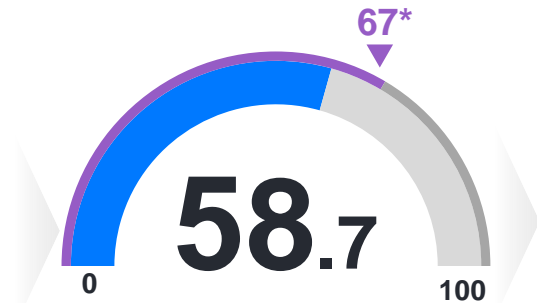
DRIVERS

Which elements of the employee experience should we address?

	Your Score	BENCHMARK Average	▲
Advancement	48	58	-10
Compensation	38	58	-20
Coworkers	66	70	-4
Empowerment	72	74	-2
Job	76	79	-3
Leadership	57	66	-9
Manager	71	74	-3
Support	65	72	-7

SATISFACTION

How do employees feel about their job experience?

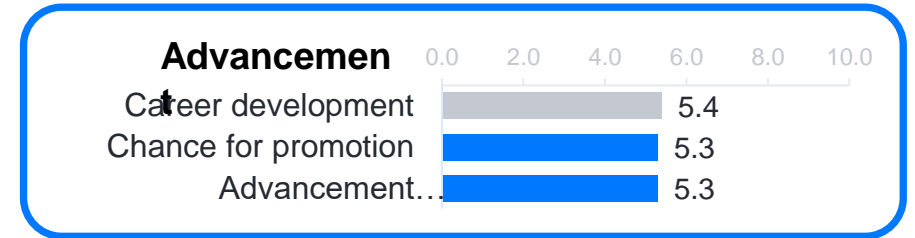
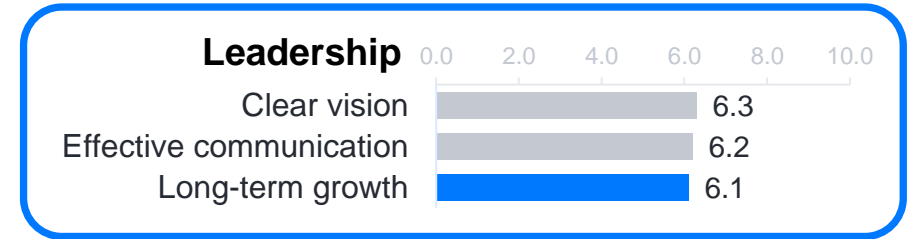
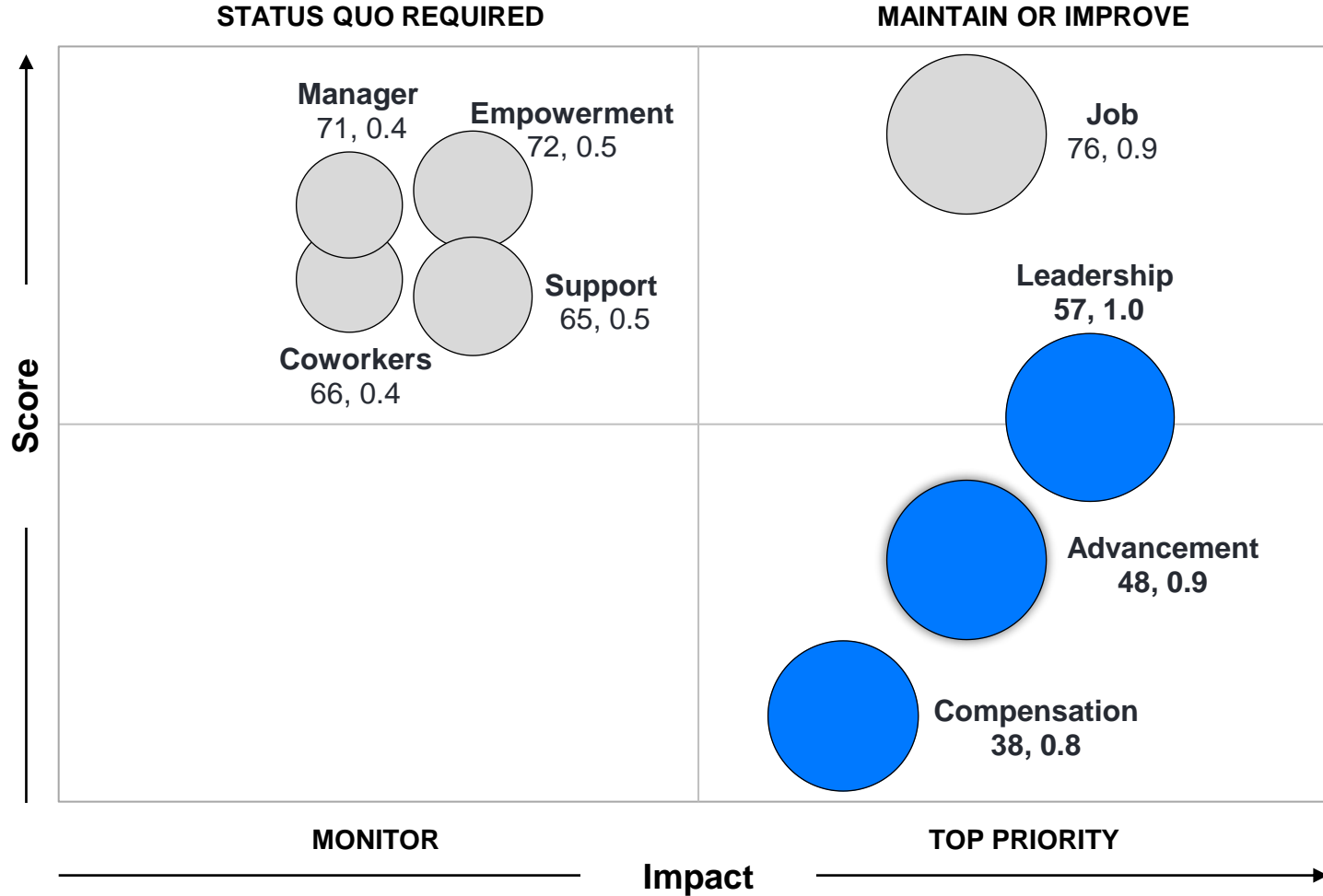


OUTCOMES

What's the impact to Milwaukee County?

	Your Score	BENCHMARK Average	▲
Customer Focus	80	87	-7
Employee Advocacy	59	77	-18
Employee Engagement	53	62	-9
Recommend Brand	63	76	-13
Recommend Employer	56	65	-9
Stay Intent	61	67	-6





Custom Questions

Believe Leadership: I believe Milwaukee County's leadership will act on the results of this survey.

Complaints: Complaints pertaining to race, gender, and other biases are treated seriously and objectively.

Decisions: My manager includes me in decisions that affect my work.

Diversity: Milwaukee County values and respects the diversity I bring as an employee.

Diversity Leadership: There is racial diversity among the people in senior leadership roles at Milwaukee County

Diversity Value: Diversity and inclusion are clearly stated as a value and a priority.

Gender Leadership: There is gender diversity among the people in senior leadership roles at Milwaukee County.

Improving Results: Improving our results is important to my department/division

Pride: I take pride in working for Milwaukee County.

Priorities: My manager behaves in a manner that is consistent with Milwaukee County's Vision and Strategic Priorities.

Racial Equity Conversations: Leadership in my department participates in and supports conversations about racial equity.

Racial Equity Advancing: I am actively involved in advancing racial equity in my work.

Recognition: I am satisfied with the recognition I receive at work.

Trust: Leadership and employees trust each other at Milwaukee County.

Work Together: Different work teams work well together at Milwaukee County.

Workload: My workload enables me to balance my personal life and work.



Custom Question Results

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



Engagement Goals

Percent Employees Fully Engaged			
2020 Actual	2022 Goal	2022 Actual	2024 Goal
54%	60%	55%	60%



Next Steps

- Continue to provide Departments additional reporting and analysis
- Partner with Departments to identify priorities
- Implement action planning process
- Monitor results
- Plan for 2024 engagement survey

