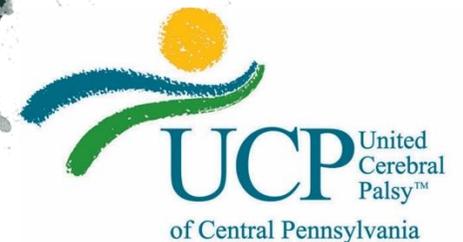


Satisfaction & Engagement Survey

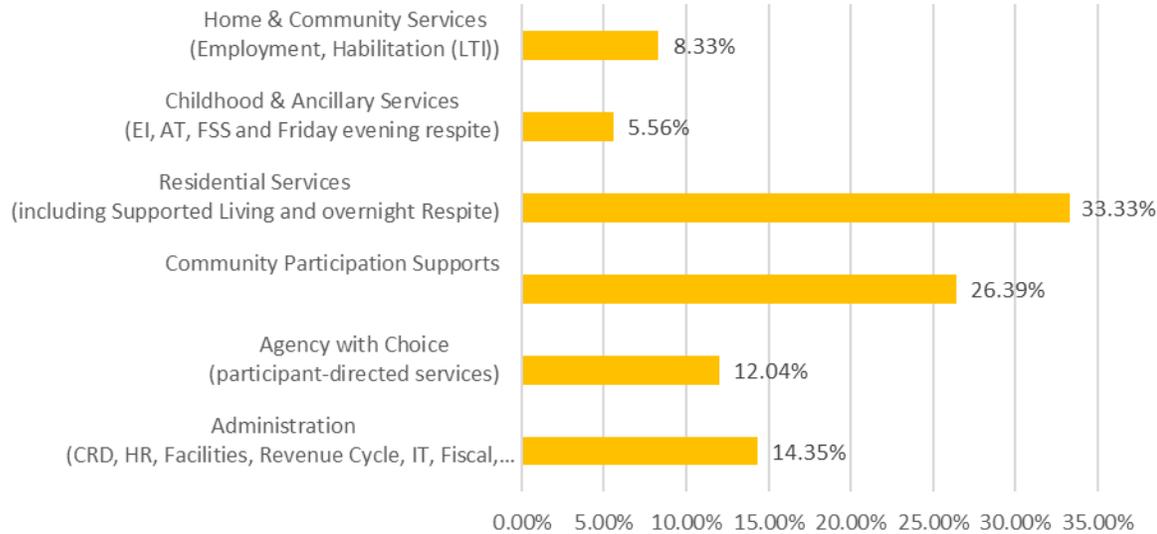
November 20, 2024



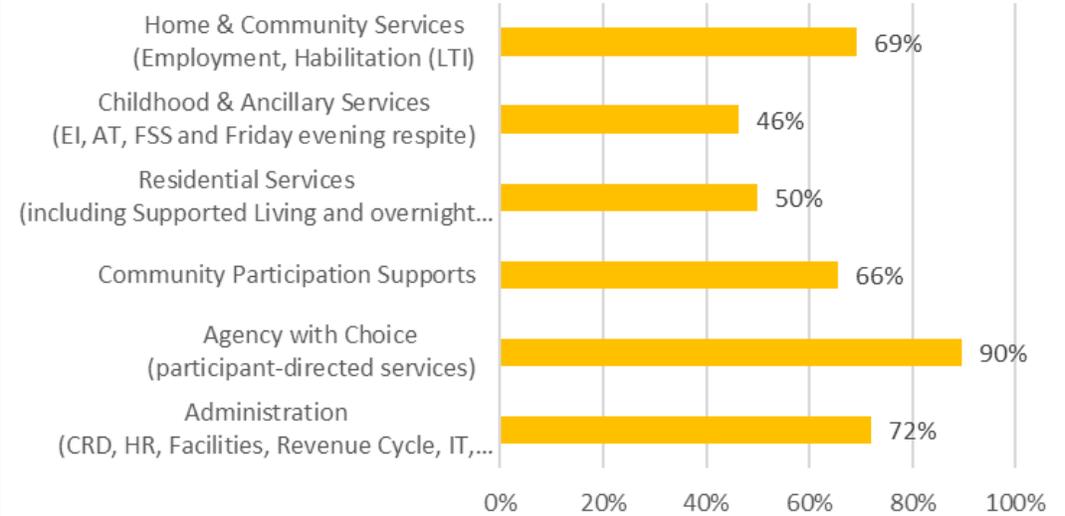
Life without limits for people with disabilities™

Who Participated?

Survey Responses n.216



Total Employees n.355

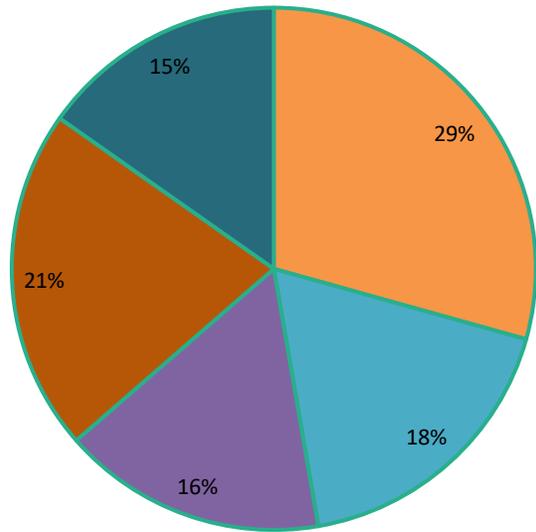


61% employees participated (53% in 2023)

Who Participated?

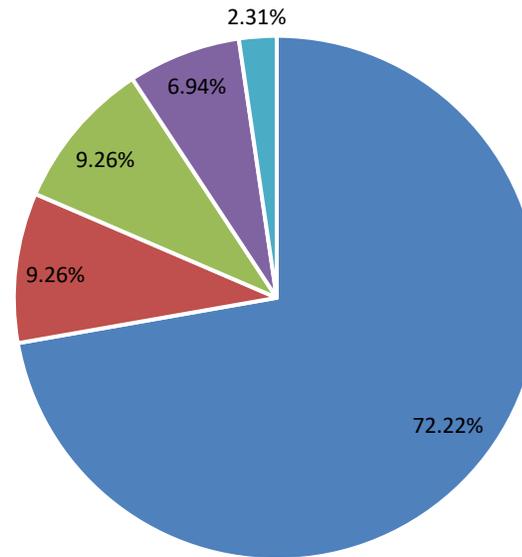
(Tenure/Status)

Tenure



0-1 year 1-3 years 3-5 years 5-10 years 10+ years

Employment Status



Full-Time Regular (37.5 or 40 hours)
Full-time 30+ (30 or greater hours, but not 37.5)
Part-time Regular (greater than 20 hours)
Part-time Limited (less than 20 hours)
PRN (as needed)

Satisfaction

how satisfied or content employees are with elements like their jobs, their employee experience, and the organization

Engagement

the extent to which employees feel passionate about their jobs, are committed to the organization, and put discretionary effort into their work

Definitions

- *President/CEO refers to the leader of the organization.
- *Leadership Team is the group that includes Division Directors, Facility & Fleet Manager, Quality Manager, IT Manager, Controller, President/CEO, HR Director, CFO, and Senior Director of Operations.
- *HR staff includes the HR Director, Manager of Employee Relations, Manager of Benefits and HR Systems, Manager of Training & Development, Clerical Assistant, Talent Acquisition Coordinator, Human Resource Analyst, Training Specialist, and Coordinator—in other words, all staff in HR.
- *Division leadership includes the Managers, Supervisors, and Directors within your specific division.
- *Supervisor refers to the person whom you report directly to.
- *Coworkers include anyone who works at UCP.
- *Employees refer to YOUR personal experience and/or observations.

Survey Contents

53 statements related to satisfaction or engagement and 13 communication vehicles are ranked for satisfaction and importance on a five-point Likert scale

Job Satisfaction 3.98 (2023 4.02, 2022 4.04; 2021 3.93)

Benchmark (SHRM) for job satisfaction 3.97

75.6% report very satisfied/satisfied (75.6% 2023, 78.2 2022; 74.6% 2021)

Engagement 4.2 (2023 4.3 2022 4.3; 2021 4.3)

Benchmark (SHRM) for engagement 3.9

85.5% report very satisfied/satisfied (85.2% 2023, 85.4% 2022, 85.8% 2021, 69.9% 2020)

Where we Glow (4.20- 4.49 Satisfaction)

Top 15

- ✓ Understanding of mission.*
- ✓ Supportive supervisor.
- ✓ Being an accepted member of a work team.
- ✓ Good working relationship with my supervisor.
- ✓ Safe work environment.
- ✓ Friendly coworkers.*
- ✓ Supportive coworkers.
- ✓ Good working relationship with coworkers.
- ✓ Respectful treatment of employees.!
- ✓ Supervisor supports professional development.*
- ✓ Communication from my supervisor about work objectives and deadlines.
- ✓ Supervisor listens to ideas/concerns.
- ✓ Supervisor takes a personal interest in me.*
- ✓ Commitment to diversity, equity, & inclusion.#
- ✓ Culture of the overall organization.

** Areas we glow in 2021, 2022, 2023
areas we glow in 2023
! Area to grow 2023*

Top 6 Areas of Importance (greater than 4.5, 4.51 -4.64)

- ✓ Supportive supervisor.!
- ✓ Good working relationship with supervisor.*
- ✓ Good working relationship with coworkers.*
- ✓ Overall job security. #
- ✓ Communication between Supervisor and employees.*
- ✓ Respectful treatment of employees.*

Items in green are not on the areas to grow list

** Was a top area of importance in 2021, 2022, and 2023*

Was a top area of performance in 2022

! Was a top area in 2023

15 on the list in 2023

Areas to Grow

(importance greater than 4, satisfaction gap greater than .50)

- ✓ Recognition of strong job performance.* (.51)
- ✓ Competitive salary relative to other employers in the same field.* (.84)
- ✓ Review and adjustment of salary based on performance and work responsibilities.* (.93)
- ✓ Salary that aligns with contribution and skills.* (1.0)

Path Forward

- ✓ Deep dive into results/comments for Agency
 - ✓ Next Steps for Agency (Executive Team)
 - ✓ Increase survey participation/collection of data
 - Initiate pulse surveys
 - ✓ Continue Retention is Everyone's Business campaign
 - ✓ Prioritize Leadership Team site visits
 - ✓ Cascading communication strategy
 - ✓ ID communication needed to clarify EE expectations/understanding (based on comments)
- ✓ Deep dive into results/comments for Division (Division Directors)
- ✓ Action plan for Division (Division Directors)

Staff Update: December 2024 Town Hall



Additional
Thoughts or
Questions