



DOC Enterprise

**Washington State
Employee Engagement
Survey**

2019

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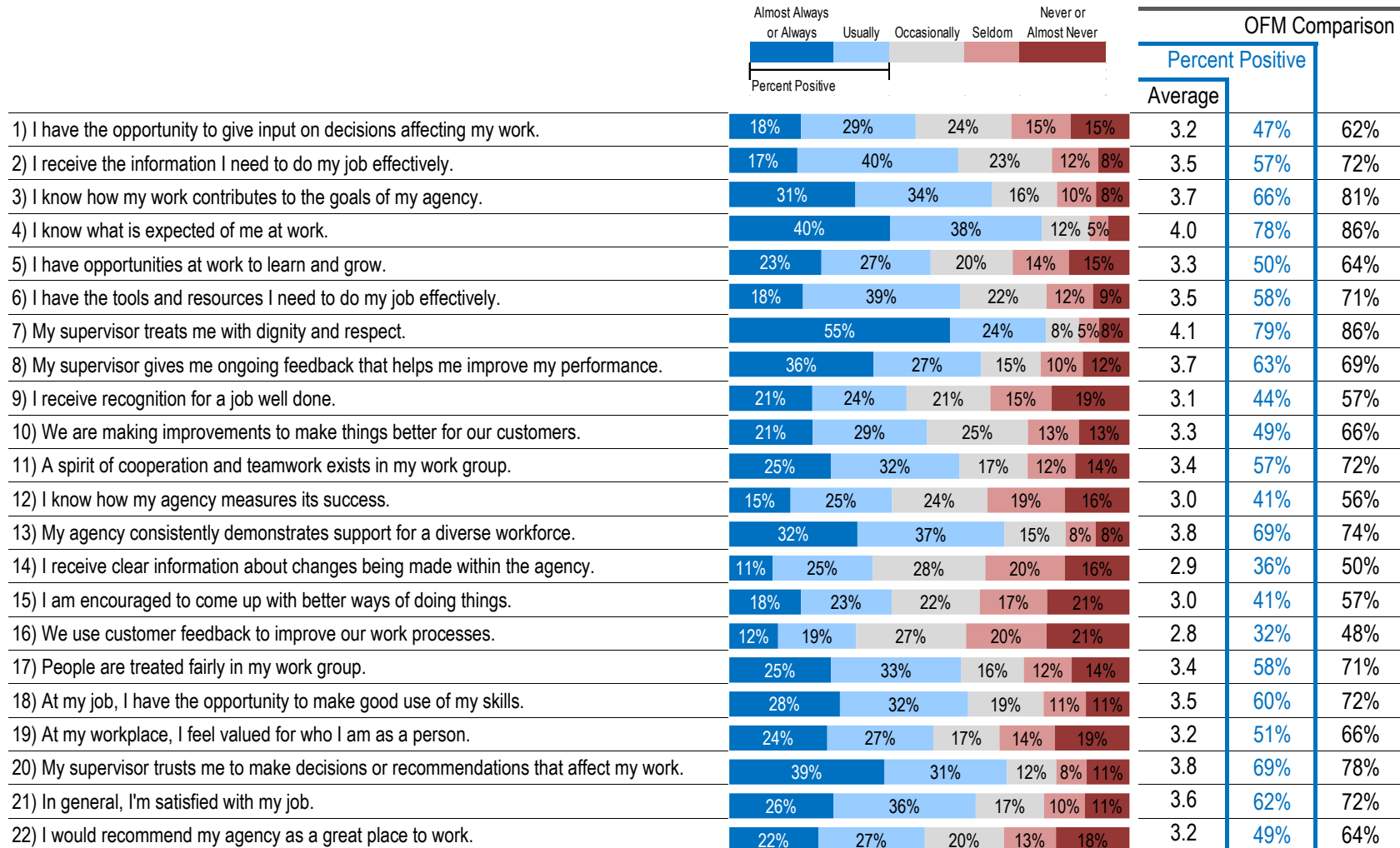
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2019 Ratings by Standard Questions

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6861 Responses

79% Response Rate



Percent positive may not equal the sum of the graph's data labels for the percent "Almost Always or Always" and "Usually" due to rounding.

Trend of Positive Responses

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	2015	2016	2017	2018	2019	Change from last survey
Number of all responses:	6974	6382	6329	7003	6861	-142
	84%	76%	74%	83%	79%	-4%
Positive Responses						
1) I have the opportunity to give input on decisions affecting my work.	46%	49%	49%	49%	47%	-2%
2) I receive the information I need to do my job effectively.	61%	62%	61%	59%	57%	-2%
3) I know how my work contributes to the goals of my agency.	69%	69%	71%	69%	66%	-3%
4) I know what is expected of me at work.	84%	82%	83%	81%	78%	-3%
5) I have opportunities at work to learn and grow.	50%	52%	52%	51%	50%	-1%
6) I have the tools and resources I need to do my job effectively.	63%	62%	62%	61%	58%	-3%
7) My supervisor treats me with dignity and respect.	81%	81%	82%	81%	79%	-2%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	62%	64%	64%	62%	63%	1%
9) I receive recognition for a job well done.	44%	47%	46%	46%	44%	-2%
10) We are making improvements to make things better for our customers.	51%	53%	52%	51%	49%	-2%
11) A spirit of cooperation and teamwork exists in my work group.	59%	63%	61%	60%	57%	-3%
12) I know how my agency measures its success.	43%	47%	46%	44%	41%	-3%
13) My agency consistently demonstrates support for a diverse workforce.	69%	71%	71%	70%	69%	-1%
14) I receive clear information about changes being made within the agency.	37%	40%	38%	37%	36%	-1%
15) I am encouraged to come up with better ways of doing things.	41%	44%	43%	42%	41%	-1%
16) We use customer feedback to improve our work processes.	30%	33%	31%	32%	32%	0%
17) People are treated fairly in my work group.	n/a	62%	62%	60%	58%	-2%
18) At my job, I have the opportunity to make good use of my skills.	n/a	63%	63%	61%	60%	-1%
19) At my workplace, I feel valued for who I am as a person.	n/a	n/a	n/a	52%	51%	-1%
20) My supervisor trusts me to make decisions or recommendations that affect my work.	n/a	n/a	n/a	n/a	69%	n/a
21) In general, I'm satisfied with my job.	64%	64%	67%	61%	62%	1%
22) I would recommend my agency as a great place to work.	n/a	53%	53%	50%	49%	-1%
23) Flexibility: the ability to adjust your scheduled hours as needed	n/a	n/a	n/a	57%	55%	-2%
24) Mobility: the ability to work remotely from a variety of locations, such as your home or alternate work sites	n/a	n/a	n/a	27%	33%	6%

Q1-22 Positive Responses: the percent of respondents who answered the question either "4 - Usually" or "5 - Almost Always or Always"

Q23-24 Percent Responses: the percent of respondents who answered the questions either "4 - Satisfied" or "5 - Very Satisfied", excluding "N/A - Doesn't Apply to My Position"

Employer of Choice

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	2018	2019	One-year Change ('18 - '19)
Overall Employer of Choice Score	55%	54%	-1%

Job Satisfaction

21) In general, I'm satisfied with my job.	61%	62%	1%
22) I would recommend my agency as a great place to work.	50%	49%	-1%

Employee Engagement

1) I have the opportunity to give input on decisions affecting my work.	49%	47%	-2%
3) I know how my work contributes to the goals of my agency.	69%	66%	-3%
5) I have opportunities at work to learn and grow.	51%	50%	-1%
11) A spirit of cooperation and teamwork exists in my work group.	60%	57%	-3%
15) I am encouraged to come up with better ways of doing things.	42%	41%	-1%
18) At my job, I have the opportunity to make good use of my skills.	61%	60%	-1%

Respect & Feedback

7) My supervisor treats me with dignity and respect.	81%	79%	-2%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	62%	63%	1%
9) I receive recognition for a job well done.	46%	44%	-2%

Customer Value

10) We are making improvements to make things better for our customers.	51%	49%	-2%
16) We use customer feedback to improve our work processes.	32%	32%	0%

Percent Positive: the percent of respondents who answered the question either "4 - Usually" or "5 - Almost Always or Always"

2019 Washington State Employee Engagement Survey

2019 RAMP

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	2018	2019	Change
Relationships			
7) My supervisor treats me with dignity and respect.	81%	79%	-2%
11) A spirit of cooperation and teamwork exists in my work group.	60%	57%	-3%
13) My agency consistently demonstrates support for a diverse workforce.	70%	69%	-1%
17) People are treated fairly in my work group.	60%	58%	-2%
19) At my workplace, I feel valued for who I am as a person.	52%	51%	-1%
Autonomy			
1) I have the opportunity to give input on decisions affecting my work.	49%	47%	-2%
4) I know what is expected of me at work.	81%	78%	-3%
15) I am encouraged to come up with better ways of doing things.	42%	41%	-1%
23) Flexibility: the ability to adjust your scheduled hours as needed	57%	55%	-2%
24) Mobility: the ability to work remotely from a variety of locations, such as your home or alternate work sites	27%	33%	6%
Mastery			
2) I receive the information I need to do my job effectively.	59%	57%	-2%
5) I have opportunities at work to learn and grow.	51%	50%	-1%
6) I have the tools and resources I need to do my job effectively.	61%	58%	-3%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	62%	63%	1%
9) I receive recognition for a job well done.	46%	44%	-2%
16) We use customer feedback to improve our work processes.	32%	32%	0%
18) At my job, I have the opportunity to make good use of my skills.	61%	60%	-1%
Purpose			
3) I know how my work contributes to the goals of my agency.	69%	66%	-3%
10) We are making improvements to make things better for our customers.	51%	49%	-2%
12) I know how my agency measures its success.	44%	41%	-3%
14) I receive clear information about changes being made within the agency.	37%	36%	-1%
Engagement Outcomes			
21) In general, I'm satisfied with my job.	61%	62%	1%
22) I would recommend my agency as a great place to work.	50%	49%	-1%

Questions 1-22: Positive Responses = the percent of respondents who answered the question either "4 - Usually" or "5 - Almost Always or Always"

Questions 23-24: Positive Responses = the percent of respondents who answered the question either "4 - Satisfied" or "5 - Very Satisfied"

Supplemental Work Environment Questions

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Work Environment Counts	(5) Very Satisfied	(4) Satisfied	(3) Neutral	(2) Dissatisfied	(1) Very Dissatisfied	Doesn't Apply to My Position (N/A)	No Response (missing)	Total Responses (not missing)
23) Flexibility: the ability to adjust your scheduled hours as needed	1924	1375	1072	579	1007	897	7	6854
24) Mobility: the ability to work remotely from a variety of locations, such as your home or alternate work sites	873	776	1343	708	1232	1918	11	6850
Work Environment Percentage Breakdown	(5) Very Satisfied	(4) Satisfied	(3) Neutral	(2) Dissatisfied	(1) Very Dissatisfied	Doesn't Apply to My Position (N/A)	Percent Positive	OFM Results
23) Flexibility: the ability to adjust your scheduled hours as needed	28%	20%	16%	8%	15%	13%	55%	68%
24) Mobility: the ability to work remotely from a variety of locations, such as your home or alternate work sites	13%	11%	20%	10%	18%	28%	33%	53%

Percent answering "Very Satisfied" or "Satisfied." Does not include missing data or "Doesn't Apply to My Position" responses.

Trend of Positive Responses

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Number of all responses:	6974	6382	6329	7003	6861	-142
	84%	76%	74%	83%	79%	-4%
DOC Specific Questions	Positive Responses					
D1) My workplace has meaningful discussions on how to improve security/staff safety	51%	56%	57%	53%	51%	-2%
D2) I know how to report risks/concerns	n/a	n/a	n/a	n/a	84%	n/a
D3) I am comfortable reporting risks/concerns	n/a	n/a	n/a	n/a	75%	n/a
D4) How satisfied are you with the technology available to you	n/a	n/a	n/a	51%	55%	4%
D5) How satisfied are you with your well-being	n/a	n/a	n/a	38%	44%	6%

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Number of all responses:	6974	6382	6329	7003	6861	-142
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EDIR Results	Positive Responses					
1) I have the opportunity to give input on decisions affecting my work.	46%	49%	49%	49%	47%	-2%
7) My supervisor treats me with dignity and respect.	81%	81%	82%	81%	79%	-2%
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