

Employee Survey

Topline Questionnaire Changes

***No change** – Questions with this superscript did not change from 2017

***New** – Questions with this superscript are new to the engagement survey

***Changed wording** – Questions with this superscript were adapted slightly from 2017 and maintain historic trending.

Engagement Index

Rationale: We made enhancements to our engagement index based on the latest research on employee engagement. This "New Engagement Index" now includes measures of feeling valued and believing in your organization's mission. In future versions of the survey, this score will be your group's new baseline measure of employee engagement. For 2019, we provided the old legacy index as well as the new index so that employees can see where their new baseline is.

New Engagement Index

- I would recommend King County as a great place to work ^{*No change}
- If another organization offered me a similar job, with the same pay and benefits, I would stay at King County ^{*No change}
- Most of the time, I am enthusiastic about the work that I do ^{*New}
- I feel valued as an employee of King County ^{*New}
- I believe in my organization's mission ^{*New}

Leadership Questions

Rationale: Employees find it difficult to accurately and meaningfully rate aspects of leadership that are too far removed from their direct experience. In general, employees are only able to answer specific questions on leadership behavior at the manager/supervisor level. As you move up in the organizational hierarchy, employees are only able to reliably provide their *perception* of leadership. While these are just perceptions, they are still crucial to employee engagement.

County Leadership*

Purpose: Assess broad perceptions of the county leadership team.

- Dow Constantine and his leadership team communicate an inspiring vision for the future ^{*New}
- Dow Constantine and his leadership team show a genuine interest in King County employees ^{*New}
- Dow Constantine and his leadership team lead the county effectively ^{*New}

**For departments outside the Executive Branch, the name of the elected leader will be piped in*

Department Leadership

Purpose: Assess broad perceptions of the department directors

- [Department Director] communicates an inspiring vision for the future ^{*New}
- [Department Director] shows a genuine interest in [Department] employees ^{*New}
- [Department Director] leads [Department] effectively ^{*New}
- Department leadership does what it says it's going to do ^{*No change}

Division Leadership

Purpose: Assess broad perceptions of the division directors

- [Division Director] communicates an inspiring vision for the future ^{*New}
- [Division Director] shows a genuine interest in [Division] employees ^{*New}
- [Division Director] leads [Division] effectively ^{*New}

Health & Well-Being

Rationale: Research shows that there is an inextricable link between employee engagement and employee health and well-being. Previous versions of the employee survey did not address this link. Working with Employee Health and Well-Being in the Department of Human Resources, as well as the Department of Public Health, we have included a new section measuring the different domains of Balanced You.

Health and Well-Being

- My supervisor supports my health and well-being ^{*New}
- I have the resources I need to manage my physical and mental health ^{*New}
- During my work day, I rarely feel excessively tense or stressed out ^{*New}
 - For employees that rate less than strongly agree, follow up with:
 - Which of the factors below are contributing significantly to the stress you feel at work? Select all that apply ^{*New}
 - ❖ Concerns about finances and money
 - ❖ Concerns about my manager or supervisor
 - ❖ Concerns about my physical health and/or mental health
 - ❖ Conflict with the people I work with
 - ❖ Excessive uncertainty about my role or work goals
 - ❖ The nature of my job
 - ❖ Too heavy of a workload
 - ❖ Unrealistic job expectations
 - ❖ Other: _____

Values

Rationale: With the rollout of countywide values, the Senior Leadership Team wanted to gather baseline data.

Values

Within my work group, we consistently live the value of:

- We are one team: We partner well with others to get work done and achieve County objectives ^{*New}
- We solve problems: We make problems visible and treat them as opportunities ^{*New}
- We focus on the customer: We identify opportunities and always try to improve and personalize the customer experience ^{*New}
- We drive for results: We accept responsibility and hold ourselves and others accountable ^{*New}
- We are racially just: We acknowledge racism and oppression and strive to undo it at all levels ^{*New}
- We respect all people: We actively seek to learn, understand, and value other perspectives and beliefs ^{*New}
- We lead the way: We exercise strong judgement and decision making ^{*New}
- We are responsible stewards: We act responsibly with our resources, and we protect and contribute to the things that make this region special ^{*New}

Equity and Social Justice

Rationale: The ESJ questions on the survey are remaining the same in order to preserve trending with the ESJ Strategic Plan.

Equity and Social Justice

- I have the skills to apply equity and social justice to my work ^{*No change}
- I have the support to apply equity and social justice to my work ^{*No change}
- My supervisor takes actions to create a racially just workplace ^{*No change}

Role/Relationship of Manager/Supervisor

Rationale: We've amplified this section, as this is one of the most important influencers on employee engagement. Many of the questions were changed to be more "active". For example, instead of asking about managers "being open" to new ideas, we're asking if managers "encourage" new ideas.

- My supervisor provides me with valuable feedback on my performance ^{*Changed wording}
- My supervisor encourages me to share new ideas and ways of doing things ^{*Changed wording}
- My supervisor supports me in achieving my professional development goals ^{*No change}
- My supervisor engages effectively with conflict in my work group ^{*Changed wording}

Peer Culture

Rationale: We've trimmed the customer questions from this section (they should be asked of customers and not self-assessed), as well as removed the question about work unit innovation (in favor of asking about managers encouraging innovation).

- People in my work group work well together *Changed wording
- I am treated with respect in my workplace *No change
- My work unit uses data to improve our performance *Changed wording

Personal Influence

Rationale: We've removed many questions in this section due to duplication with other items on the survey.

- I am empowered to decide how best to do my work *Changed wording
- My ideas and suggestions are valued *New
- I am able to maintain a healthy balance between my work life and my life outside of work *New

Growth and Development

Rationale: We've changed this section to be more direct, and allowed for a follow-up question to learn more about why people respond in a certain way.

- King County is a place where I can advance my career *Changed wording
- I am given a real opportunity to develop my skills at King County *Changed wording
 - For those who give a less than strongly agree response to the item above ask: What barriers do you face in developing your skills. *New
 - Access to people from whom I could learn
 - Discrimination based on my identity or protected class
 - Insufficient coaching/feedback from my supervisor
 - Lack of financial resources
 - Lack of leadership opportunities
 - Lack of opportunities for training
 - Lack of supervisor support for my development
 - Not enough time for development
 - Not knowing when positions open
 - Unclear career paths
 - Other: Please indicate

On the Job

Rationale: We've removed some items in this section because their sentiments are captured elsewhere.

- I have the tools and resources to do my job well *No change
- I receive recognition when I do excellent work *Changed wording
- I feel safe at work *Changed wording
 - For less than strongly agree responses: Follow with an open ended question: Why do you feel unsafe at work? *New

Strategic Alignment

Rationale: We've simplified this section to be much more focused on the cascade of strategy.

- I understand how my work contributes to [work unit]'s goals *Changed wording
- I understand how [work unit]'s work contribute to [department]'s goals *New

Taking Action

Rationale: We will be maintaining our two basic questions on action planning, as well as our open-ended question.

- I believe that action will be taken on issues identified in this survey *No change
- Activity resulting from the last survey has had a positive impact on my workplace *No change
- What one thing would you change to improve King County as a place to work (be as specific as possible)? *No change

Question Crosswalk

2019 QUESTION TEXT	2017 QUESTION TEXT
Activity resulting from the last survey has had a positive impact on my workplace	Activity resulting from the last survey has had a positive impact on my workplace
Department leadership does what it says it's going to do	Department leadership does what it says it's going to do
I am empowered to decide how best to do my work	I have a say in how I complete everyday job duties
I am given real opportunities to develop my skills at King County	In the last year, I have had opportunities to learn and grow professionally
I am proud to work at King County	I am proud to work at King County
I am treated with respect in my workplace	I am treated with respect in my workplace
I believe that action will be taken on issues identified in this survey	I believe that action will be taken on issues identified in this survey
I feel committed to King County's goals	I feel committed to King County's goals
I feel safe in my workplace	I feel safe in my workplace
I have the skills to apply equity and social justice to my work	I have the skills to apply equity and social justice to my work
I have the support to apply equity and social justice to my work	I have the support to apply equity and social justice to my work
I have the tools and resources to do my job well	I have the tools and resources to do my job well
I receive recognition when I do excellent work	I am satisfied with the recognition I receive for doing a good job
I understand how my work contributes to my work unit's goals	I understand how my performance contributes to fulfilling my work unit's goals and objectives
I would recommend King County as a great place to work	I would recommend King County as a great place to work
If another organization offered me a similar job, with the same pay and benefits, I would stay at King County	If another organization offered me a similar job, with the same pay and benefits, I would stay at King County
King County is a place where I can advance my career	I understand how I can advance in my career at King County
My supervisor encourages me to share new ideas and ways of doing things	My supervisor is open to new ideas to improve the way we work
My supervisor engages effectively with conflict in my work group	My supervisor deals with problems among co-workers effectively
My supervisor provides me with valuable feedback on my performance	My supervisor gives me regular, constructive feedback on my performance
My supervisor supports me in achieving my professional development goals	My supervisor supports me in achieving my professional development goals
My supervisor takes actions to create a racially just workplace	My supervisor takes actions to create a racially just workplace
My work unit uses data to improve our performance	My work unit uses data effectively to learn and improve
People in my work group work well together	There is a spirit of team work and cooperation among the members of my work unit

When needed, I am willing to put in the extra effort to get the job done	When needed, I am willing to put in the extra effort to get a job done
Working for King County makes me want to do the best work I can	Working for King County makes me want to do the best work I can
QUESTIONS REMOVED	
My work unit works well with other King County groups to solve problems and achieve common goals	
I am clear about what I am expected to achieve in my job	
County leadership communicate the organization's mission and goals	
County leadership communicate openly and honestly.	
County leadership model the behavior they expect of me	
Department leadership communicate the organization's mission and goals	
Department leadership communicate openly and honestly	
Department leadership model the behavior they expect of me	
Division leadership communicate the organization's mission and goals	
Division leadership communicate openly and honestly	
Division leadership model the behavior they expect of me	
My supervisor is accessible to me when I need them	
My supervisor treats mistakes as learning opportunities	
My work unit is open to new ideas to improve the way we work	
My work unit strives to provide high quality service to all our customers/clients	
My work unit acts on feedback we receive from customers/clients	
In my work unit, employees treat all customers with respect	
I feel encouraged to share new ideas to improve the way we work	
I have the authority I need to do my job effectively	
I feel trusted to do my job well	
I am satisfied with the level of challenge in my work	
I use goals and measures developed by my work unit to help guide my performance and work priorities	
I am satisfied with the opportunities available to achieve my career goals at King County	
I have sufficient opportunities to attend trainings to improve my skills and knowledge	
I have equal access to staff advancement opportunities	
I have equal access to employee development opportunities	
I receive the information I need to do my job well	
I am treated with respect in my workplace	
I am satisfied with King County's programs to help me manage my health	
I feel well informed about King County work-related events and news	

I am satisfied with my job overall
I am supported in balancing my work and home life
Was there action in your department, division, or work group in response to the 2016 employee engagement survey?
Did you participate in an action in response to the 2016 employee engagement survey
Do you access employee news and information from any of these sources? Check all that apply
In the past twelve months, have you participated in The Employee Giving Program (EGP) in the following ways?
If you are a full-time employee, would you be interested in working part-time, if given the option?
I understand my supervisor's expectations regarding my need to report to work following a natural disaster
In my work unit, employees treat each other with respect
I have an acceptable workload that allows me to do my best work
My department's/agency's goals give guidance to my work