



SFMTA

# 2018 Employee Survey Results

Senior Management Team

January 28, 2019

# 2018 Survey Campaign

Survey Period: September 11 – October 19

Participation rate: 1,721 responses (29%)

- 1,865 (31%) in 2017
- 1,752 (30%) in 2016
- 1,560 (27%) in 2015
- 1,525 (30%) in 2014
- 1,667 (33%) in 2013

## Deployment Summary:

- Same professional vendor managed survey deployment and results analysis.
- Frontline staff outreach efforts included site coordinators at the divisions.
- 764 (44% of total) paper surveys collected.

# Results Summary

## Overall employee satisfaction score decreased

- Very satisfied or somewhat satisfied rating: 50% in 2018 compared with 53% in 2017.
- Scale of 1 to 5 (very dissatisfied - very satisfied): 3.31 in 2018 compared with 3.37 in 2017.

## Ratings increased in two areas but held steady or decreased in others:

- *"I have received feedback on my work in the last 30 days"* (43% strongly agree and somewhat agree in 2018, 41% in 2017).
- *"I am encouraged to use innovative approaches to achieve goals"* (49% strongly agree and somewhat agree in 2018, 47% in 2017).

Margin of error: +/- 1.99%

# Results Summary, cont.

## Highest rated attributes:

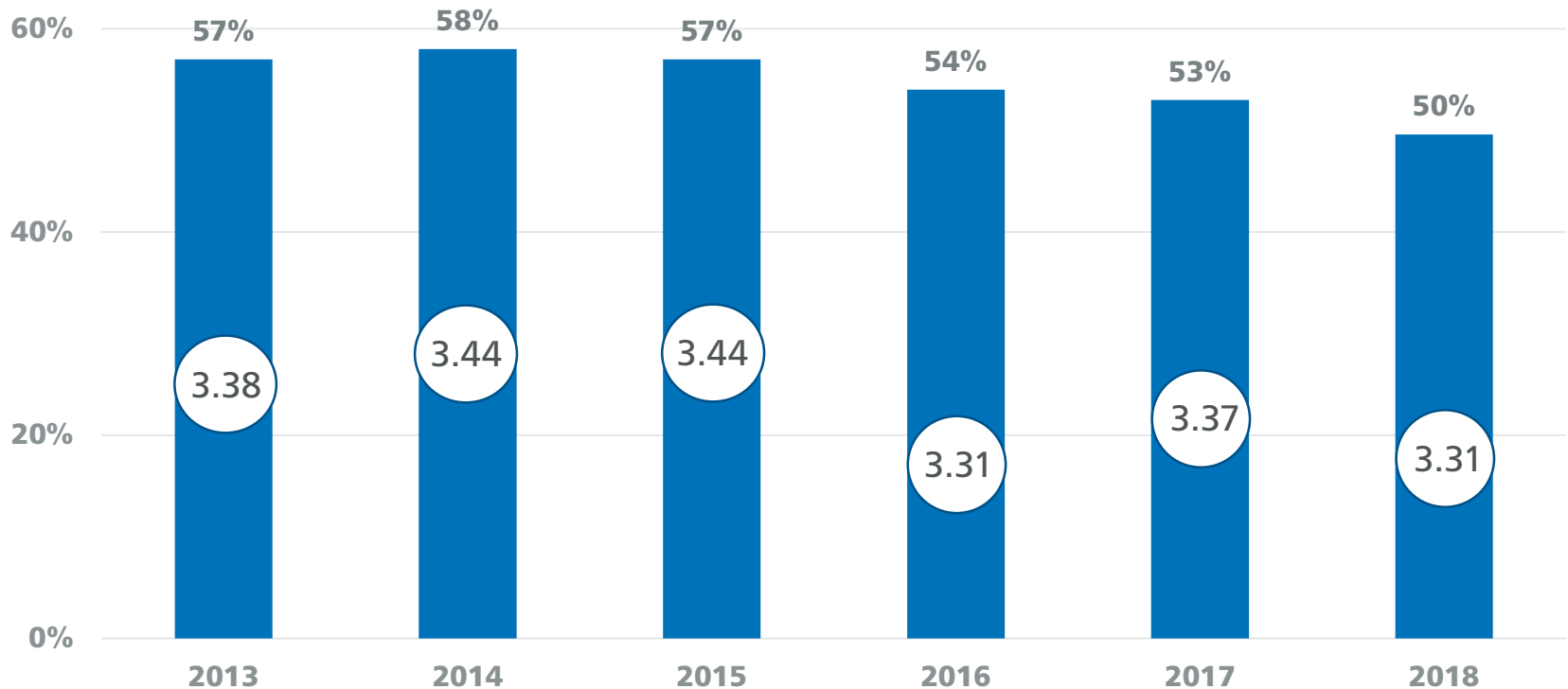
- *I find ways to resolve conflicts by working collaboratively with others (70% agree in 2018, 69% agree in 2017).*
- *Employees in my work unit share job knowledge to solve problems effectively (64% agree in 2018, 65% agree in 2017).*
- *My work gives me a feeling of personal accomplishment (61% agree in 2018 and 2017).*

## Lowest rated attributes:

- *My concerns, questions, and suggestions are welcomed and acted upon quickly and appropriately (38% agree in 2018 and 2017).*
- *I have confidence in the leadership of the Agency (37% agree in 2018, 41% agree in 2017).*
- *I have noticed that communication between leadership and employees has improved (34% agree in 2018, 35% agree in 2017).*

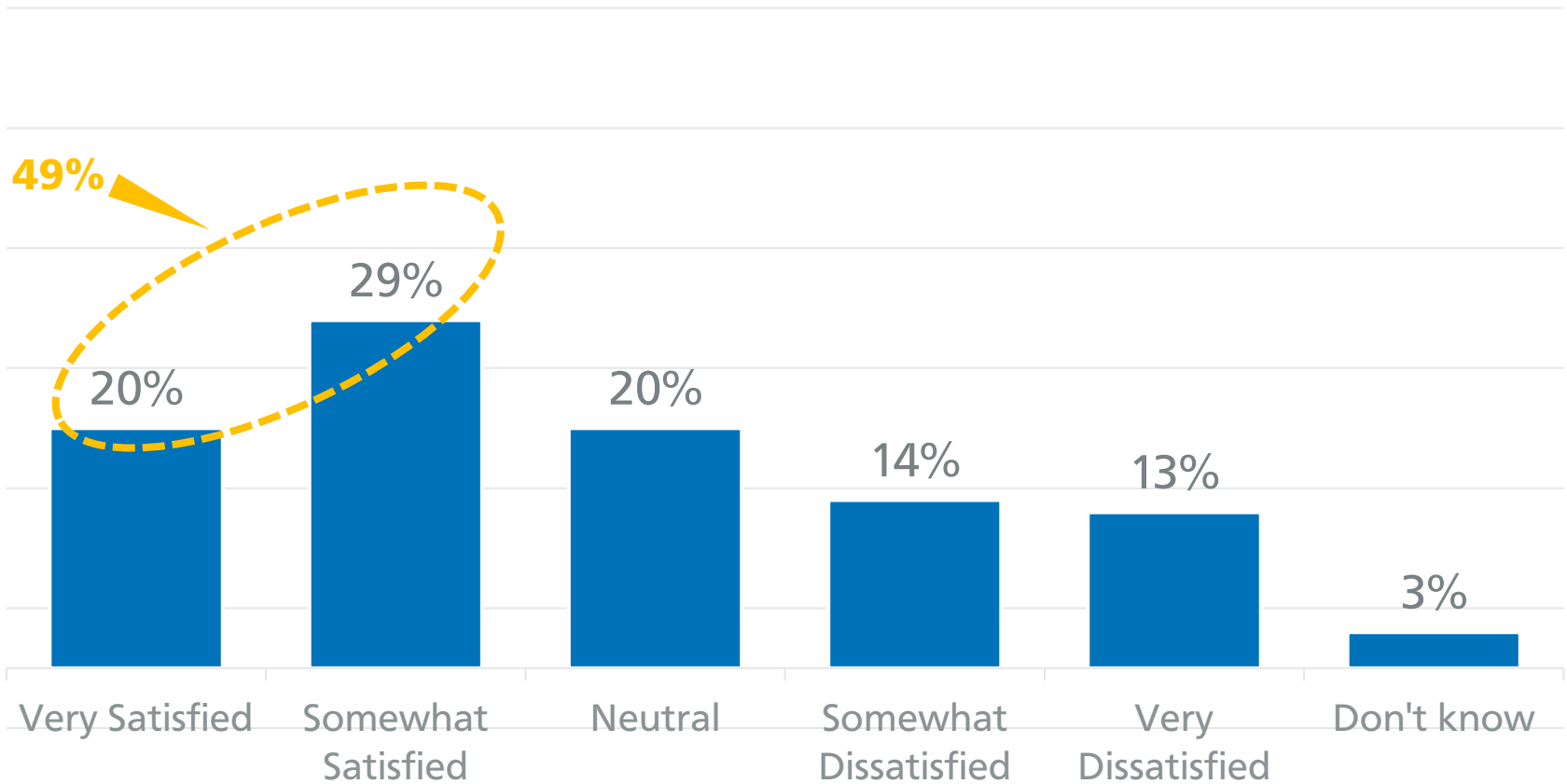
# Overall Employee Satisfaction

All Staff % Very Satisfied or Somewhat Satisfied



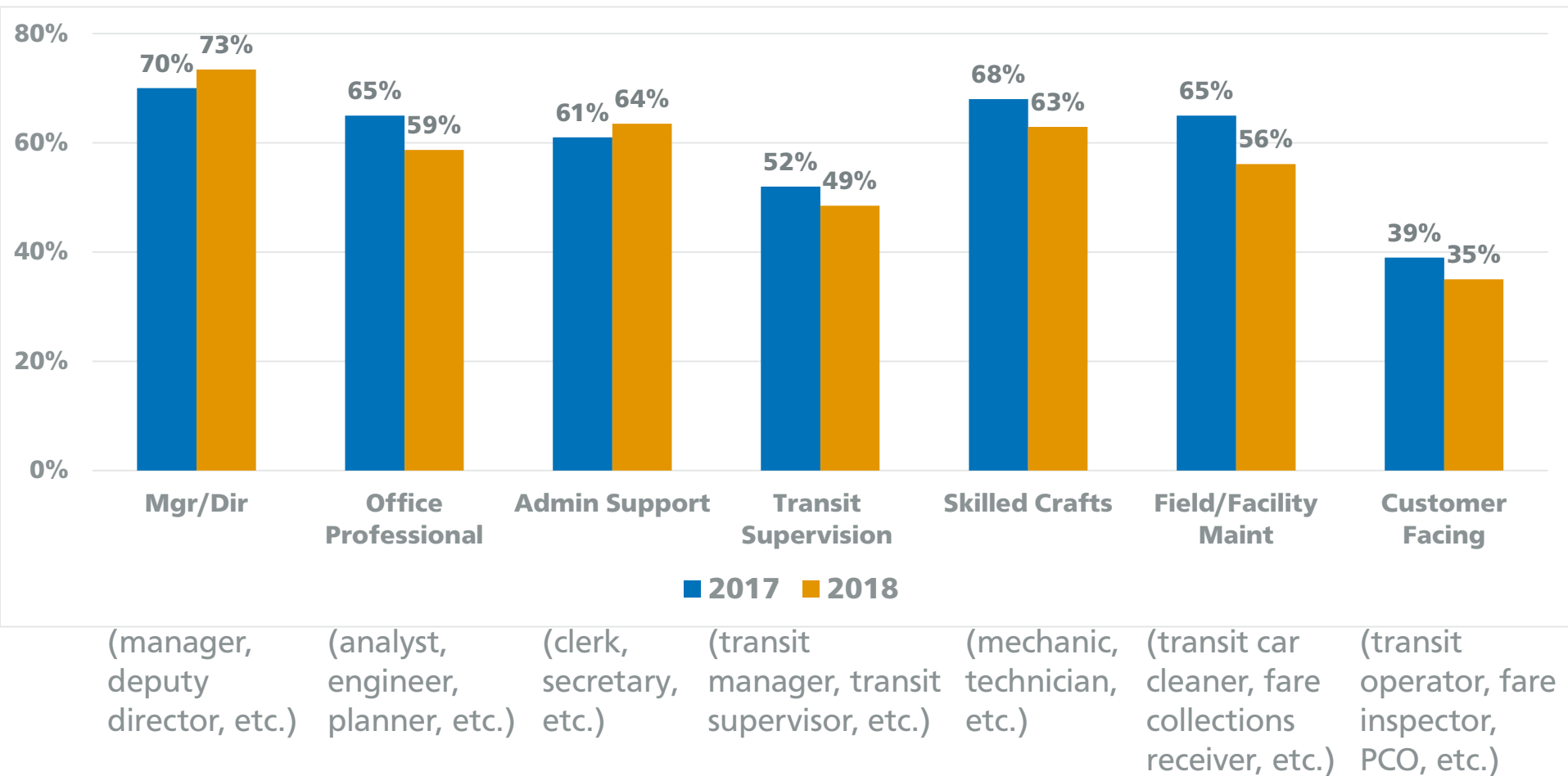
3.31 Average rating; 1 (very dissatisfied) to 5 (very satisfied)

# Overall Employee Satisfaction (2018)



# Overall Employee Satisfaction

% Very Satisfied or Somewhat Satisfied By Job Category



# Reasons for Satisfaction Ratings

## Very or Somewhat Satisfied Ratings

31% said:

- Enjoy job.
- Feel I make an impact.
- Love the challenge the job brings.

18% said:

- Great teamwork.
- Cooperation.
- Good coworkers.

10% said:

- Valued by and receive support from supervisor and/or management.

## Fair or Poor Satisfaction Ratings

26% said:

- Do not feel respected or valued by management.
- Lack of support.

18% said:

- Management doesn't listen to/care about employee input/concerns.

13% said:

- Lack of communication/feedback from supervisors/managers



# Rating Attributes – Change Detail

	2018			2017			Difference		
	Agree	Disagree	Mean	Agree	Disagree	Mean	Agree	Disagree	Mean
<b>Overall job satisfaction</b>	50%	27%	3.31	53%	26%	3.37	-4%	1%	-0.06
<b>I have the tools and information to do my job</b>	60%	23%	3.51	62%	23%	3.52	-2%	0%	-0.01
<b>I feel safe and secure in my work environment</b>	52%	34%	3.22	53%	32%	3.28	-1%	1%	-0.06
<b>I feel as though the Agency communicates current events, issues, challenges, and accomplishments clearly</b>	42%	34%	3.07	44%	32%	3.13	-1%	2%	-0.06
<b>I have received feedback on my work in the last 30 days</b>	43%	38%	3.01	41%	37%	3.00	2%	0%	0.01
<b>I have the training and support necessary to carry out my job duties safely</b>	58%	24%	3.50	59%	21%	3.56	-1%	3%	-0.06
<b>My supervisor/manager provides the support I need to do my best work</b>	57%	26%	3.47	57%	25%	3.47	0%	1%	0.00
<b>I have a clear understanding of my division's goals and objectives and how they contribute to the Agency's overarching strategic goals</b>	57%	24%	3.47	55%	22%	3.48	2%	2%	-0.01
<b>I have noticed that communication between leadership and employees has improved</b>	34%	41%	2.81	35%	38%	2.88	-1%	3%	-0.07

# Rating Attributes, cont'd

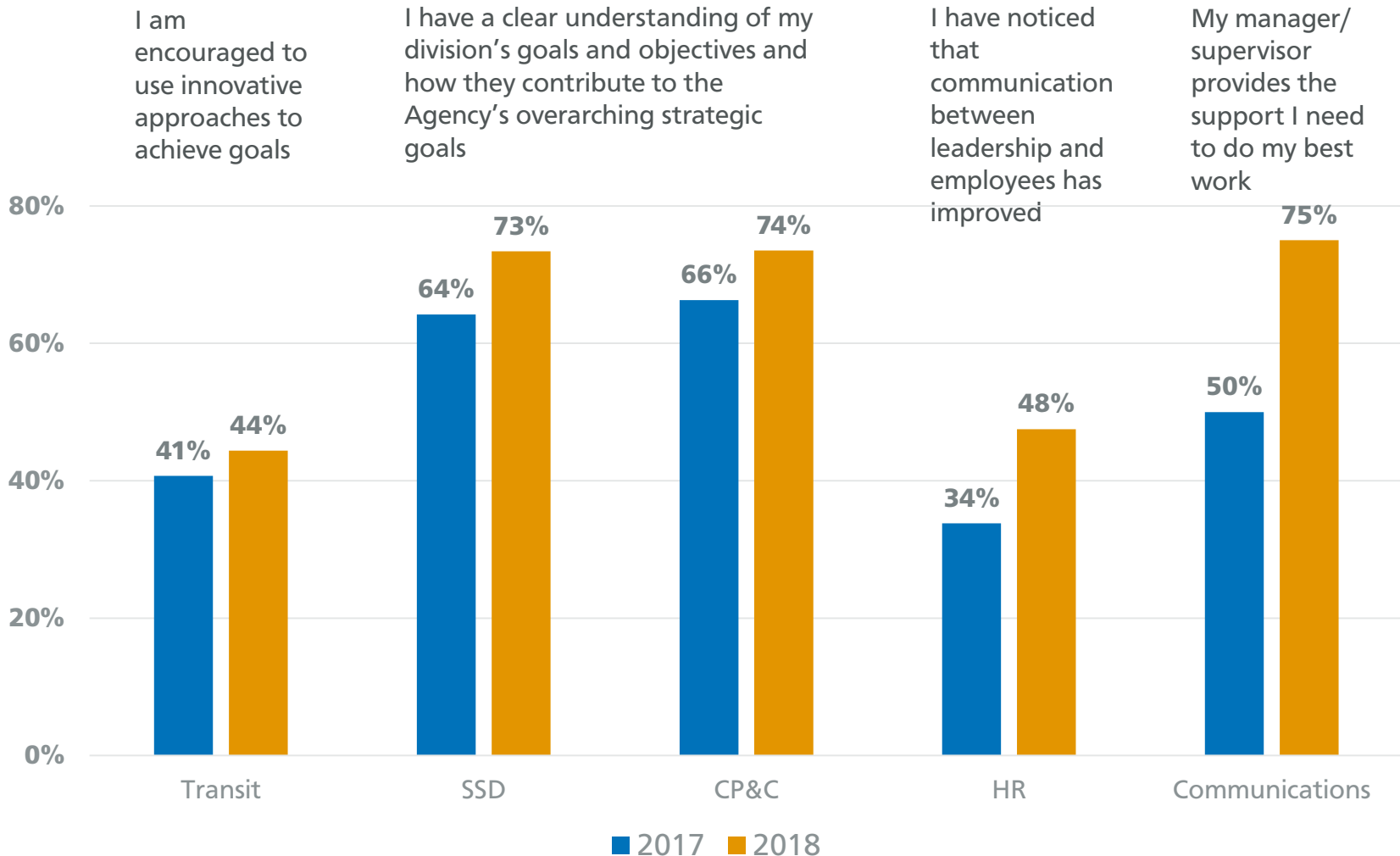
	2018			2017			Difference		
	Agree	Disagree	Mean	Agree	Disagree	Mean	Agree	Disagree	Mean
<b>Overall job satisfaction</b>	50%	27%	3.31	53%	26%	3.37	-4%	1%	-0.06
<b>My concerns, questions, and suggestions are welcomed and acted upon quickly and appropriately</b>	38%	39%	2.92	38%	36%	2.95	0%	3%	-0.03
<b>Discussions with my supervisor about my performance are worthwhile</b>	50%	27%	3.33	50%	24%	3.37	0%	3%	-0.04
<b>I find ways to resolve conflicts by working collaboratively with others</b>	70%	11%	3.88	69%	10%	3.89	1%	1%	-0.01
<b>Employees in my work unit share job knowledge to solve problems effectively</b>	64%	18%	3.70	65%	17%	3.71	-1%	0%	-0.01
<b>I feel the Agency has a safety first culture</b>	51%	30%	3.29	54%	26%	3.40	-4%	3%	-0.11
<b>I feel comfortable sharing my thoughts and opinions, even if they're different than others'</b>	53%	27%	3.34	53%	27%	3.34	0%	0%	0.00
<b>I feel that the Agency values workplace diversity</b>	53%	26%	3.36	55%	21%	3.50	-2%	5%	-0.14
<b>My manager/supervisor communicates in a way that makes me feel valued/included</b>	52%	30%	3.31	52%	27%	3.34	0%	2%	-0.03

# Ratings Attributes, cont'd

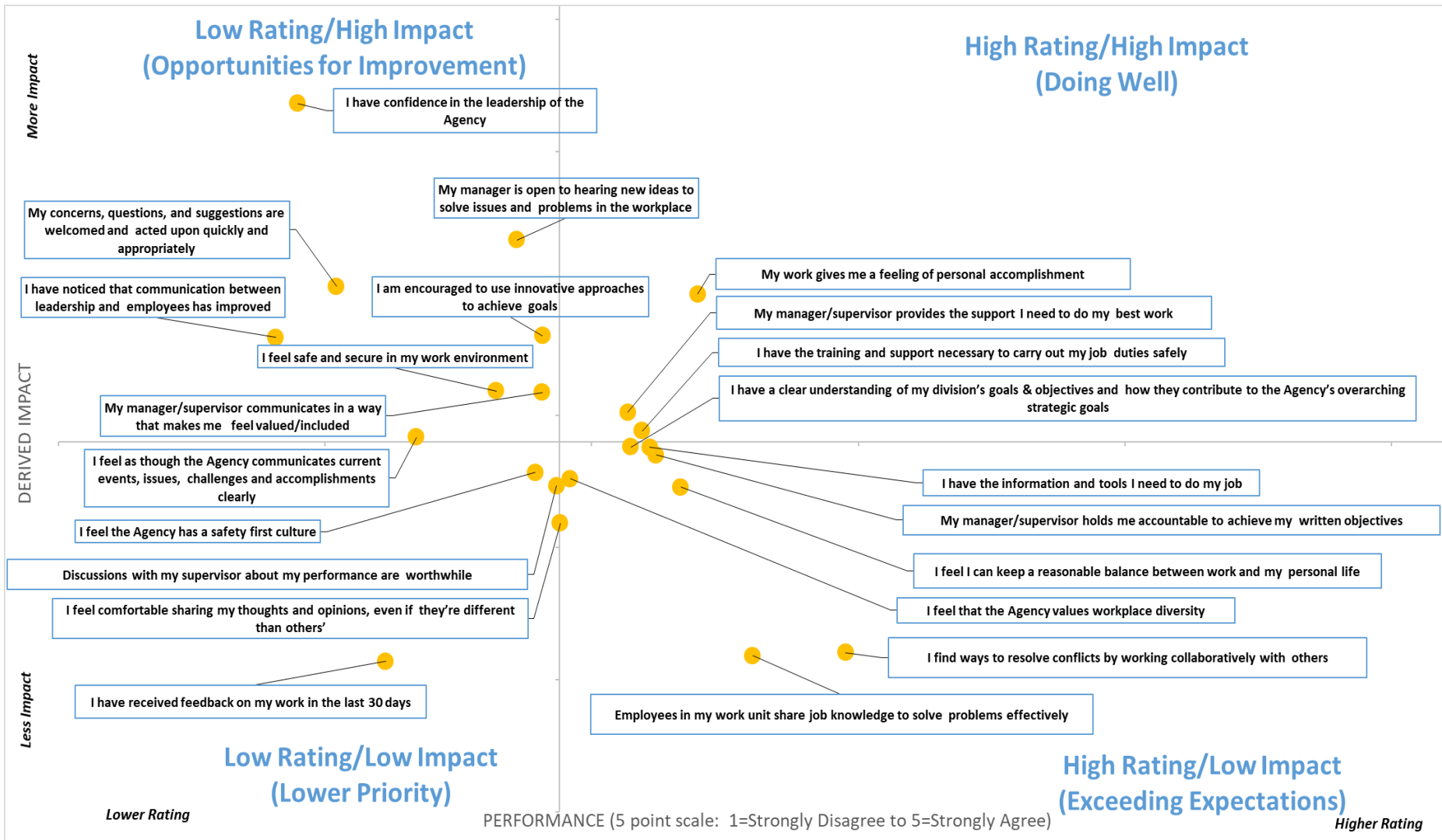
	2018			2017			Difference		
	Agree	Disagree	Mean	Agree	Disagree	Mean	Agree	Disagree	Mean
<b>Overall job satisfaction</b>	50%	27%	3.31	53%	26%	3.37	-4%	1%	-0.06
<b>I am encouraged to use innovative approaches to achieve goals</b>	49%	26%	3.31	47%	25%	3.29	2%	2%	0.02
<b>My work gives me a feeling of personal accomplishment</b>	61%	20%	3.60	61%	20%	3.62	-1%	0%	-0.02
<b>I feel I can keep a reasonable balance between work and my personal life</b>	60%	22%	3.57	61%	20%	3.64	-1%	2%	-0.07
<b>My manager/supervisor holds me accountable to achieve my written objectives</b>	53%	18%	3.52	52%	16%	3.52	1%	1%	0.00
<b>I have confidence in the leadership of the Agency</b>	37%	40%	2.85	41%	37%	2.98	-4%	3%	-0.13
<b>My manager is open to hearing new ideas to solve issues and problems in the workplace</b>	50%	30%	3.26	52%	25%	3.36	-3%	6%	-0.10

# Highlighted Improvements within Divisions

## % Strongly Agree or Somewhat Agree

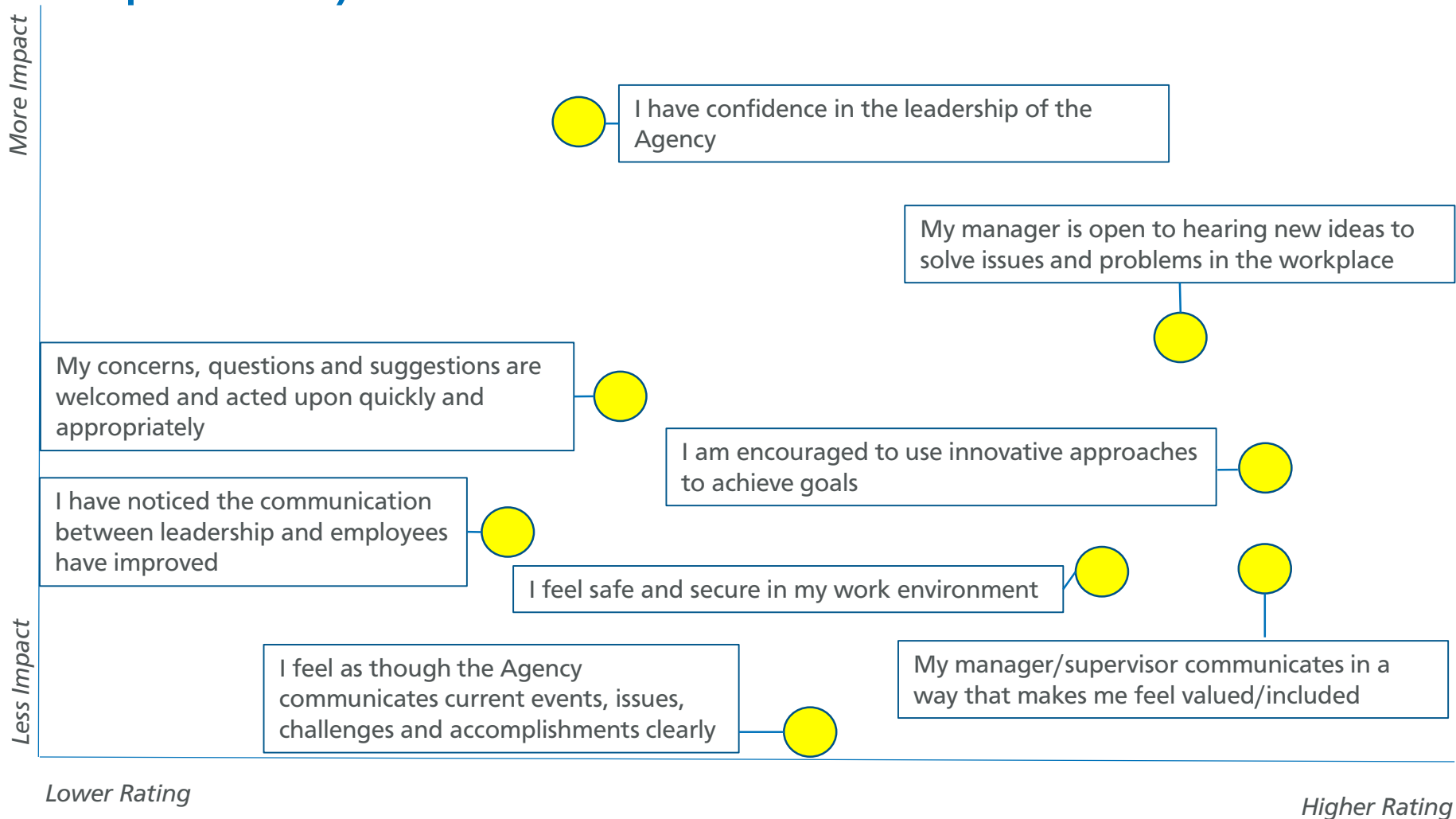


# Correlation with Satisfaction



# Correlation with Satisfaction

## Low Rating/High Impact Quadrant (Opportunities for Improvement)



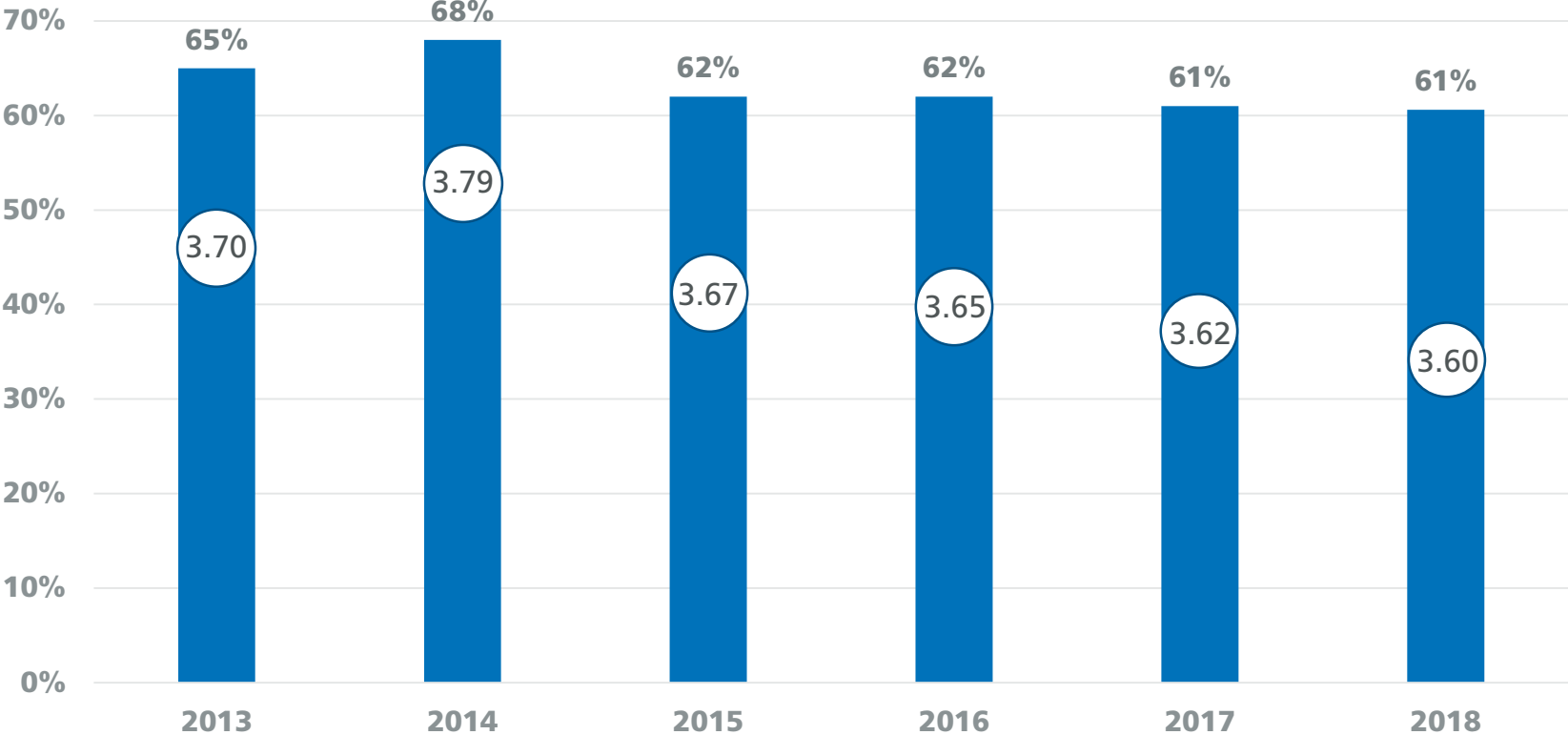
# High Correlation Questions

Type of Question	Question
High Impact on Satisfaction	My work gives me a feeling of personal accomplishment
<i>and</i>	My manager/supervisor provides the support I need to do my best work
Highly Rated	
High Impact on Satisfaction	I have confidence in the leadership of the Agency
<i>and</i>	My manager is open to hearing new ideas to solve issues and problems in the workplace
Poorly Rated	

# High Impact on Satisfaction and Highly Rated

## All Staff % Strongly Agree or Somewhat Agree

*“My work gives me a feeling of personal accomplishment”*

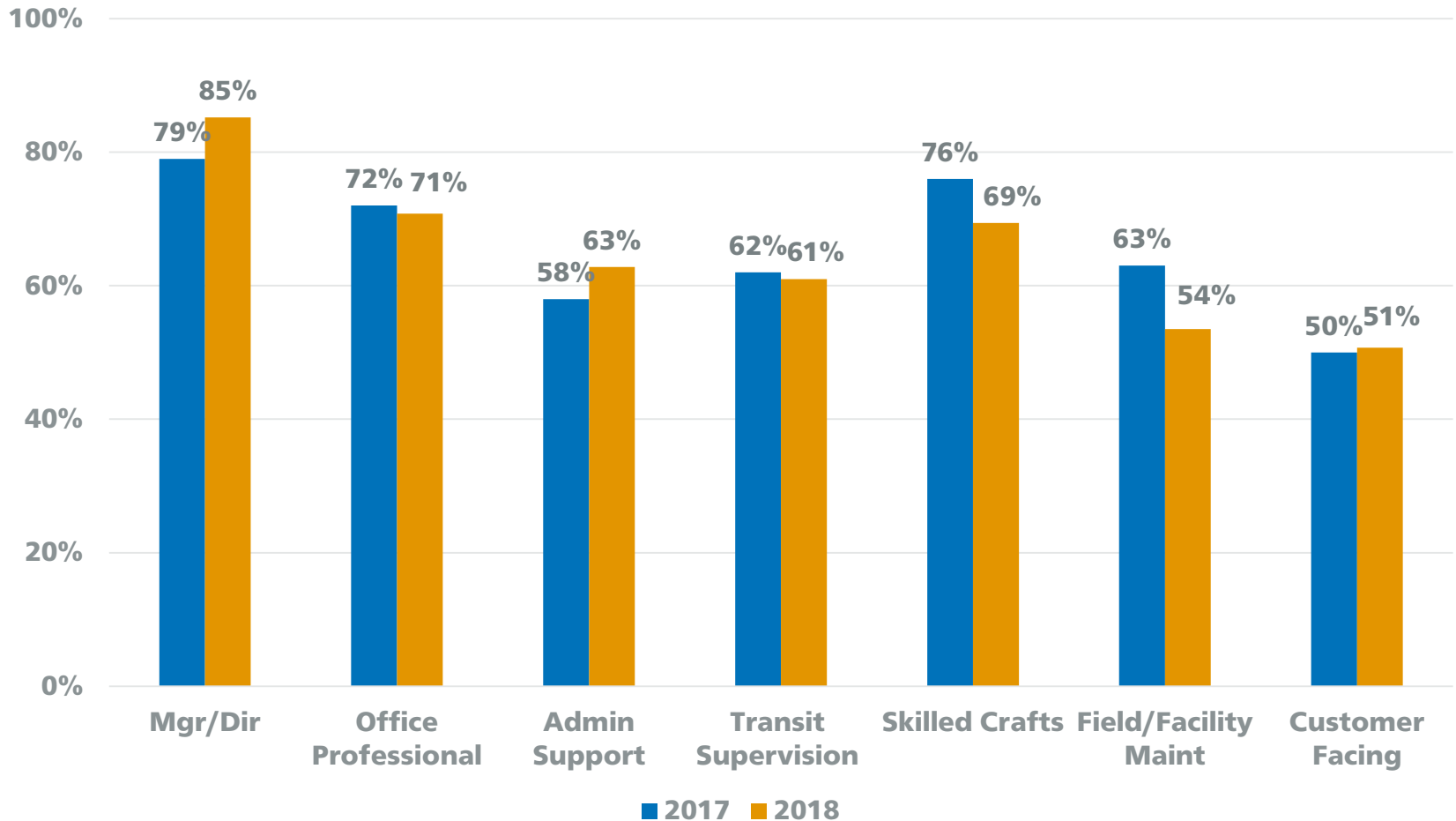


3.60 Average rating; 1 (strongly disagree) to 5 (strongly agree)



# High Impact on Satisfaction and Highly Rated % Strongly Agree or Somewhat Agree by Employee Category

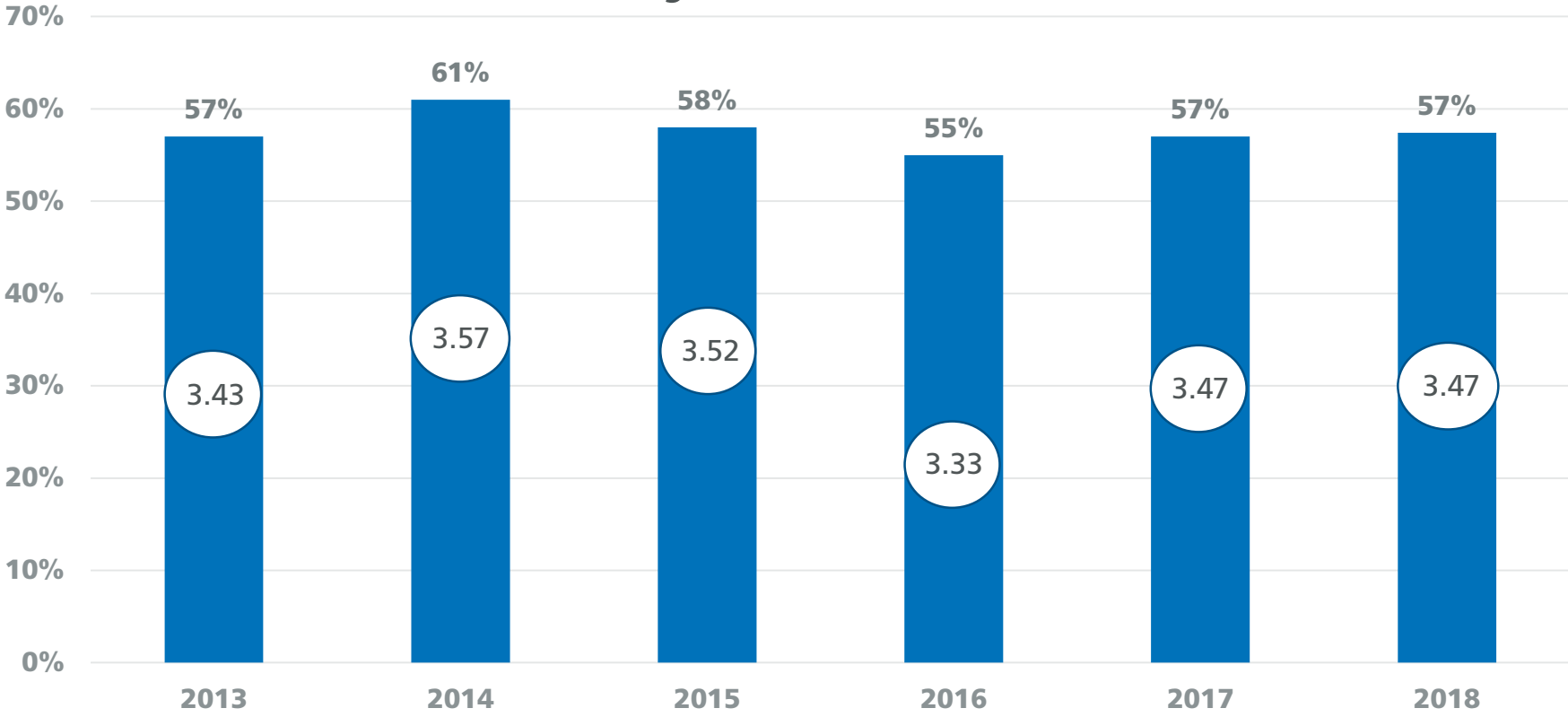
*“My work gives me a feeling of personal accomplishment”*



# High Impact on Satisfaction and Highly Rated

## All Staff % Strongly Agree or Somewhat Agree

*“My manager/supervisor provides the support I need to do my best work.”*

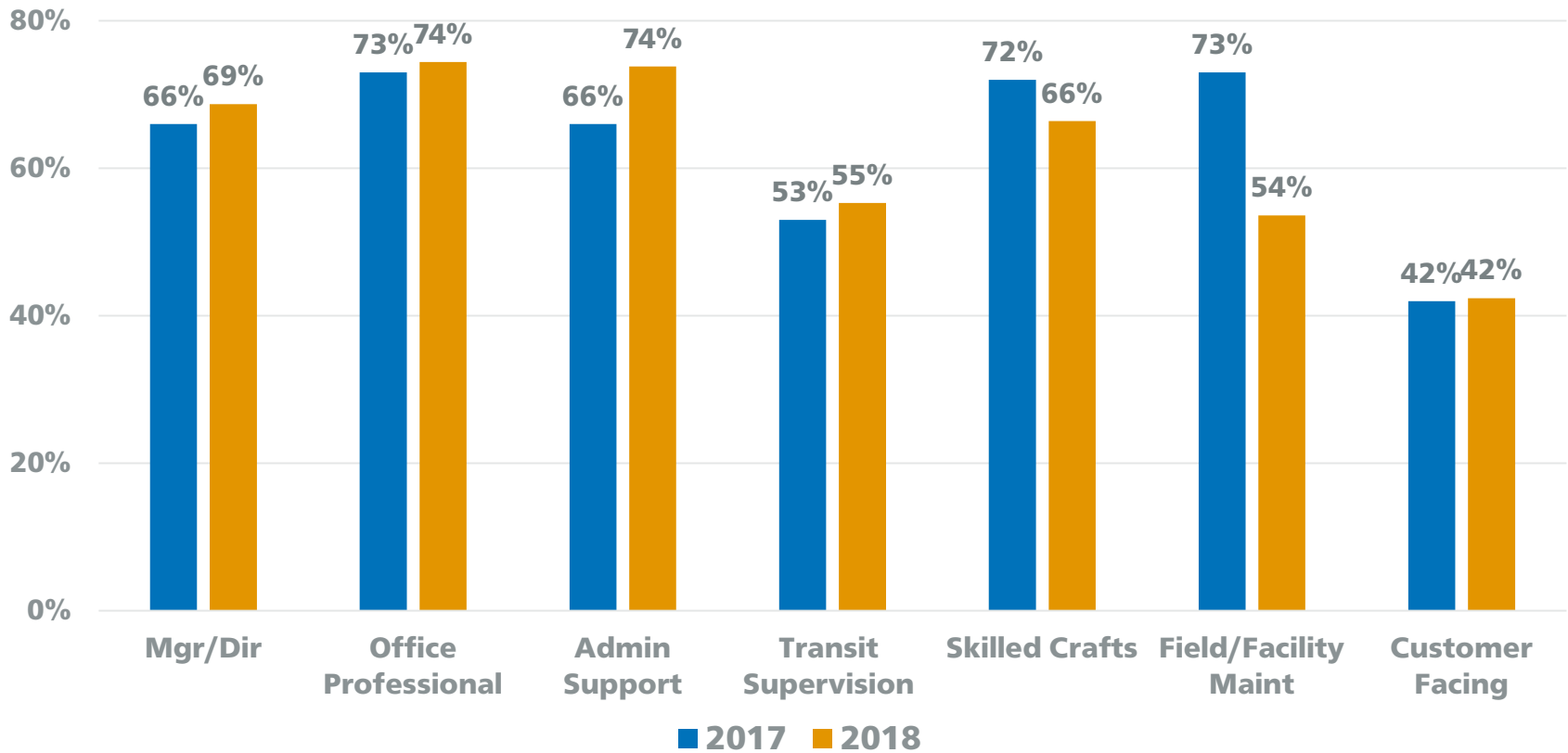


3.47 Average rating; 1 (strongly disagree) to 5 (strongly agree)

# High Impact on Satisfaction and Highly Rated

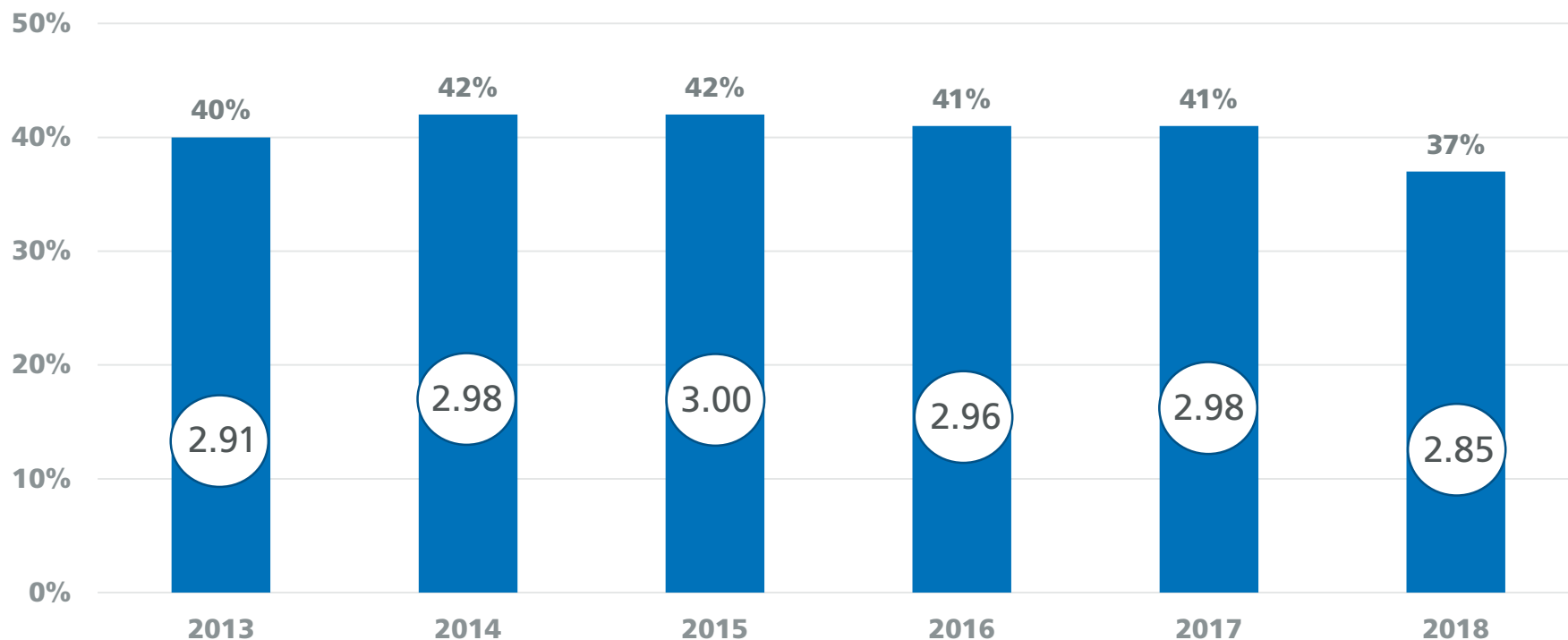
## % Strongly Agree or Somewhat Agree by Employee Category

*“My manager/supervisor provides the support I need to do my best work”*



# High Impact on Satisfaction and Poorly Rated All Staff % Strongly Agree or Somewhat Agree

*“I have confidence in the leadership of the Agency”*

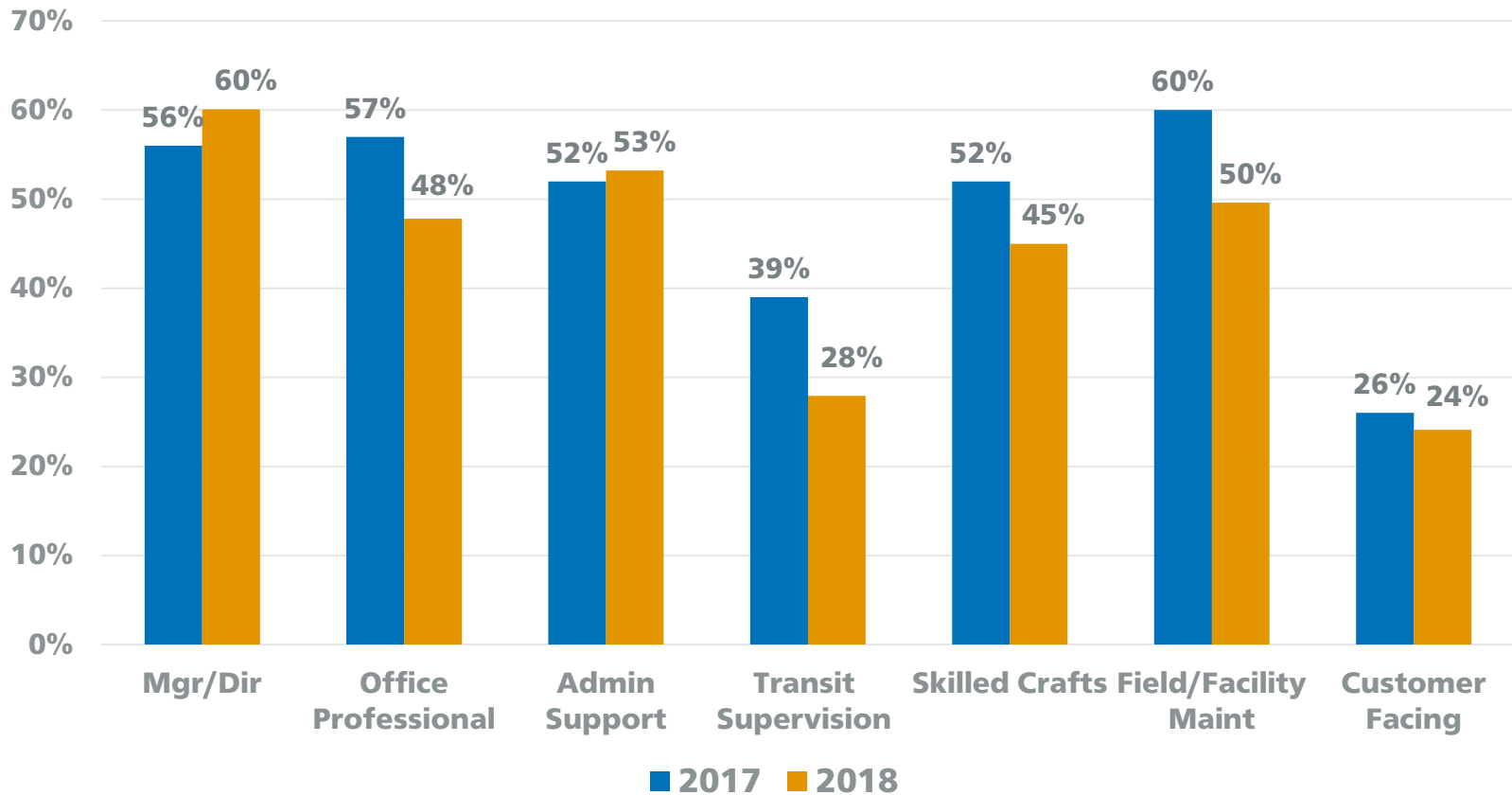


2.85 Average rating; 1 (strongly disagree) to 5 (strongly agree)

# High Impact on Satisfaction and Poorly Rated

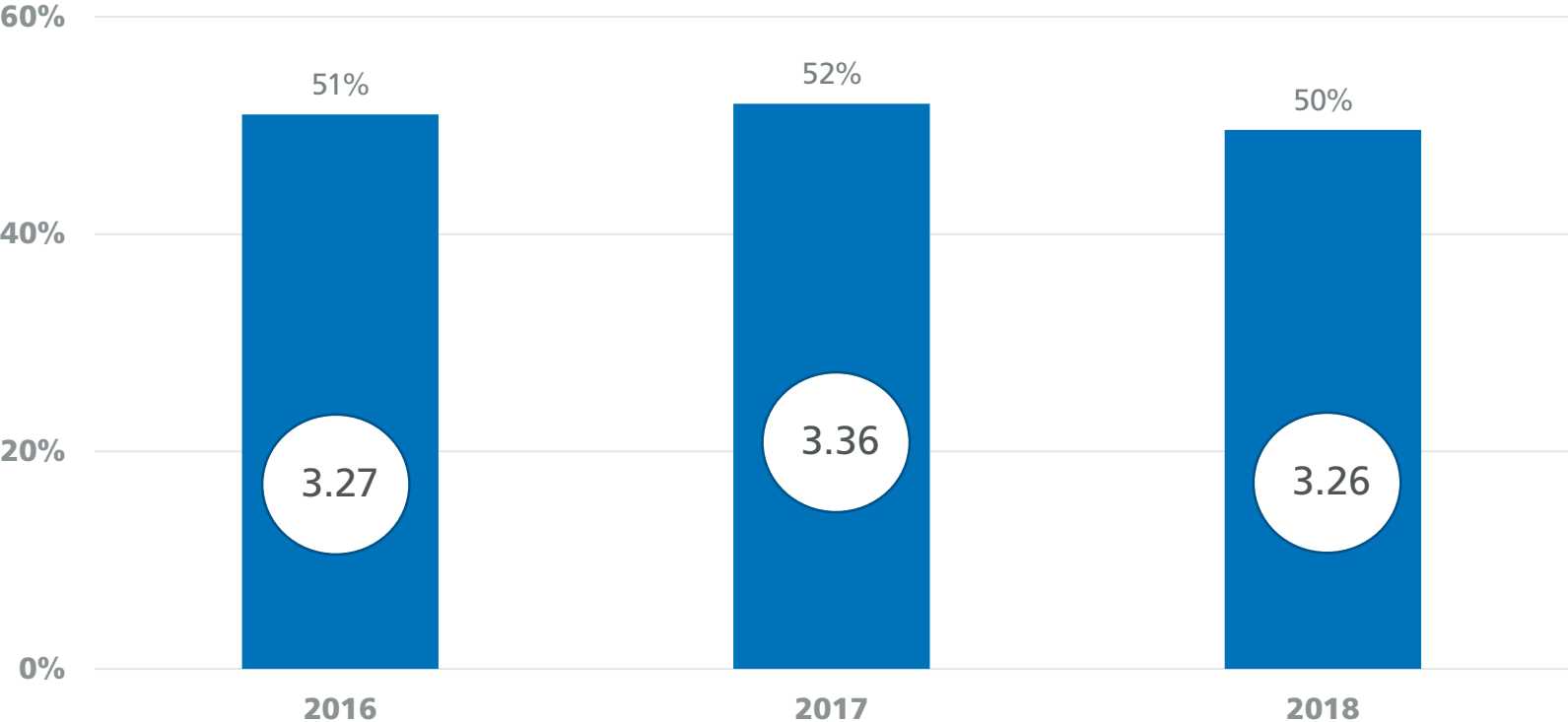
## % Strongly Agree or Somewhat Agree by Employee Category

*"I have confidence in the leadership of the Agency"*



# High Impact on Satisfaction and Poorly Rated All Staff % Strongly Agree or Somewhat Agree

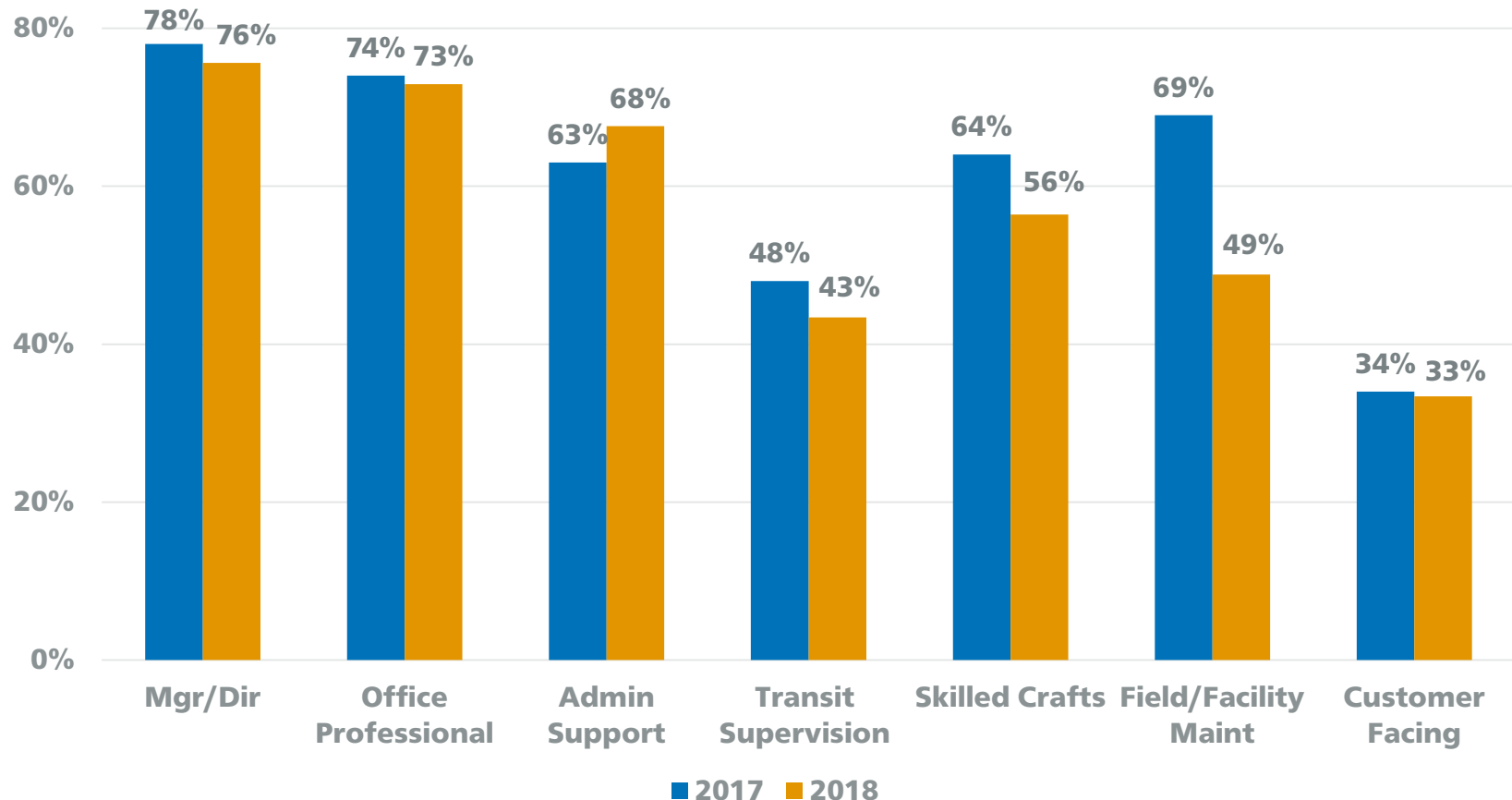
*“My manager is open to hearing new ideas to solve issues and problems in the workplace”*



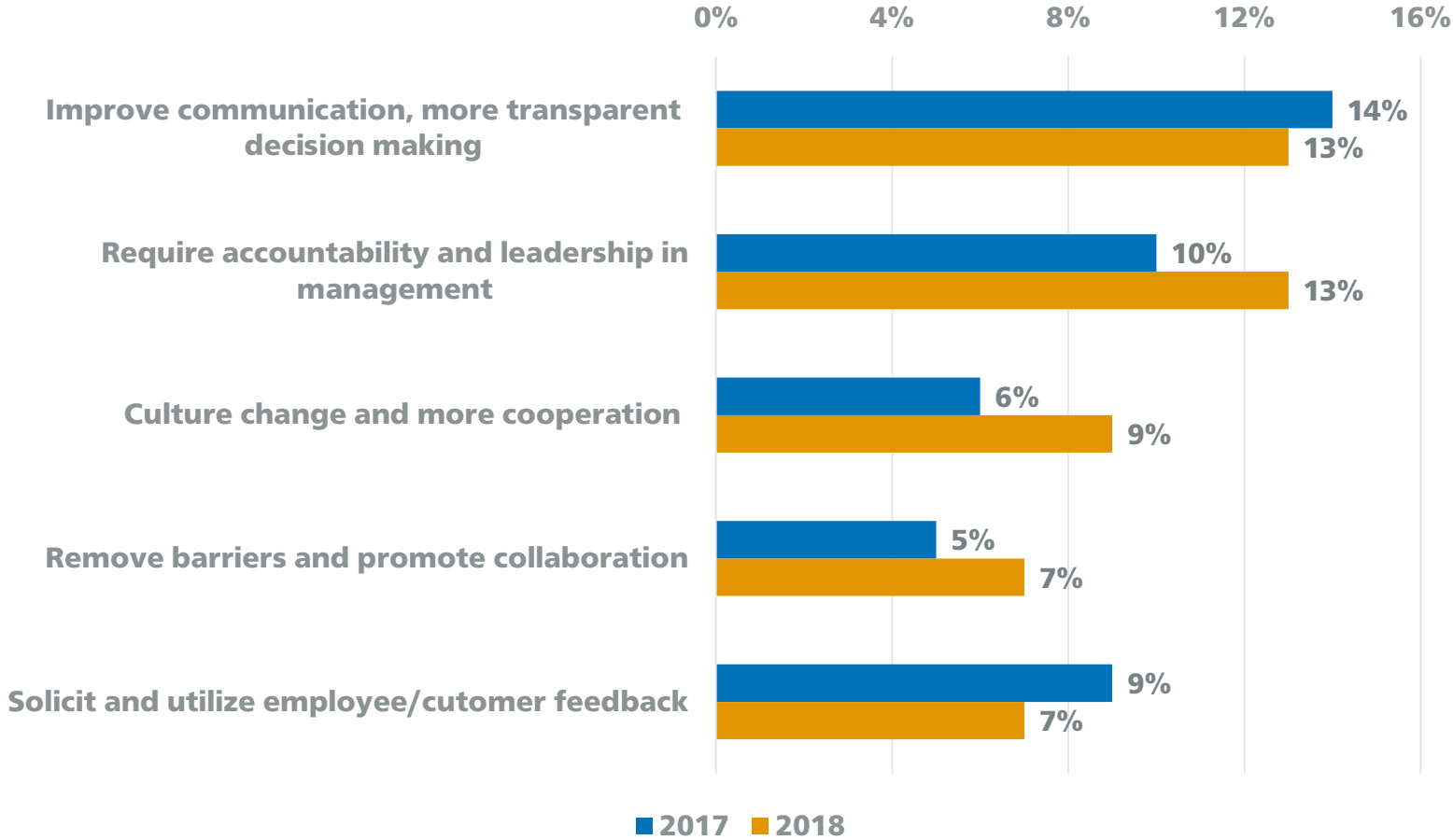
3.26 Average rating; 1 (strongly disagree) to 5 (strongly agree)

# High Impact on Satisfaction and Poorly Rated

*“My manager is open to hearing new ideas to solve issues and problems in the workplace”*



# How Can We Work Together to Improve Our Work Environment and Employee Satisfaction?





# Questions