



## Staff Report

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**Meeting Date:** August 15, 2018  
**Submitted by:** Michelle Smibert, Chief Administrative Officer  
**Number:** CA0-020-2018  
**Subject:** Employee Engagement Survey

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### **Recommendation:**

That the Employee Engagement Survey Report be received for information.

### **Purpose:**

To provide an update to Council on Employee Engagement initiatives that have been undertaken and to report out at a very high level the results.

### **Background:**

Since it has been five years since the last employee satisfaction survey, it was decided that the Corporation needed to undertake another review of the employee group and their associated level of satisfaction. Juice Inc., the company engaged to undertake this review and as per their website has been “changing the way businesses operate through training in employment engagement, conversation, innovation and leadership.” Juice Inc., has been doing lots of work in the municipal sector and have had some really positive outcomes for organizations.

The survey was launched in late June and the employee team had two weeks to complete the survey. All surveys were completed on-line and the company who headed up the survey maintained confidentiality of the team members. The survey looked at different demographics such as age, length of service, lead or team member.

### **Analysis:**

The response rate for the survey came in at 82.6%. When asked what the three most important things are for me at work, survey respondents at the aggregate level expressed their top three as:

- Having a good work life balance (47.4%)
- Having an environment of respect and fairness (43.9%)

- Getting the support I need to do a good job (38.6%)

The drivers for engagement as studied and documented by the survey company included: “I Fit”, “I’m Clear”, “I’m Supported”, “I’m Valued” and “I’m Inspired.”

The survey confirmed that 60% of the employee group has high engagement, with 21% having moderate engagement and 18% with low engagement.

The highest rated driver is “I Fit” with three questions scoring best in class, meaning 40% or greater of respondents rated the questions a 5 out of 5.

It is important to note that Middlesex Centre scored higher than the “Juice average” – an average of all completed surveys (approximately 50,000 surveys) on many of the questions asked in the survey. The top three areas where Middlesex Centre scored well above the Juice average includes:

- I believe I am achieving good results at work (“I’m Inspired” Driver)
- My role is a good match for my interests (“I Fit” Driver)
- My role is a good match for my talents (“I Fit” Driver)

The survey showed that the “I’m Clear” driver is the lowest scoring driver where survey respondents are generally not clear on the organization’s goals and how the work they do contributes to these goals.

In the fall, we will undertake some facilitated focus group sessions around the lack of clarity demonstrated by the survey results in an attempt to develop strategies to better convey the organization’s goals to the team members.

### **Financial Implications:**

N/A

### **Strategic Plans:**

Learning & Growth/Process