

Employee Engagement



What is Employee Engagement?

Employee Engagement Definition

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

Employee Satisfaction vs. Employee Engagement

Employee engagement is not the same as employee satisfaction.

- **Satisfied employees** are merely happy or content with their jobs and the status quo. For some, this might involve doing as little work as possible.
- **Engaged employees** are motivated to do more than the bare minimum needed in order to keep their jobs.

Employee satisfaction...

- only deals with how happy or content employees are.
- covers the basic concerns and needs of employees.
- does not address employees' level of motivation or involvement.

County's Objectives

- To conduct a survey to establish the “base-line” *Salt Lake County* culture and climate based on employee perspectives
- To obtain information on employee attitudes about basic areas of job satisfaction, supervision, communication, career opportunities, tools and equipment, physical work environment improvements in organizational effectiveness and efficiency
- To provide information for use in establishing future County strategies

Other Added Benefits

- Ability to see how the County is functioning from many perspectives across the County's structure
- Recognition of the County's strengths and weakness in key areas such as overall employee satisfaction, supervisory effectiveness and performance management
- Specific actionable recommendations for positive change
- Opportunity to improve performance by offering useful feedback on areas for improvement
- Organizational growth. The County can understand the weaknesses and make changes
- Specific benchmarks or norms to gain a better understanding of how the County compares to other similar governmental organizations

Project Charter

- Are empowered and entrusted to do their jobs effectively.
- Have trust and confidence in their management.
- Are informed and aware of the major initiatives that impact them.
- Have opportunity to participate in meaningful dialogue.
- Feel supported in their professional goals and aspirations.
- Have the tools and resources needed to be successful in their jobs.
- See the positive impact their work has on the community.
- Contribute to a culture of accountability and high performance.
- Embrace change, innovation, and continuous improvements in delivering county services.

Project Timelines

- Start-up meetings: April 1—August 1
- Focus groups: August 15—August 31
- Survey: September 28-October 18
- Report: December 2015-January 2016
- Communication to EEs: ~January 2016
- Post Focus Groups: End of 2015-February 2016