

# *2020 Best Place to Work for YOU*

*Engagement Insights and Results*

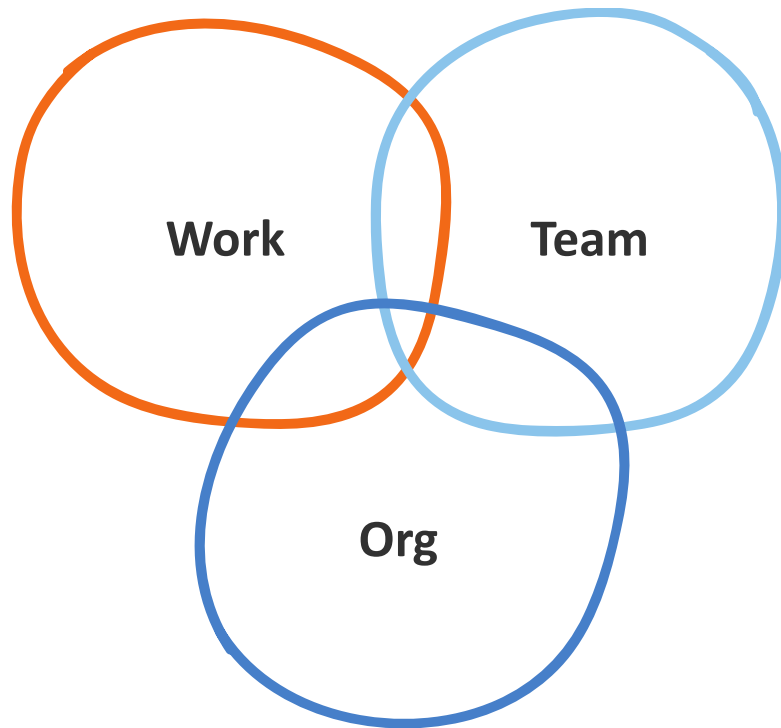
## **OPPD**

*Prepared by*



**QUANTUM**  
WORKPLACE

# Engagement Defined



Employee engagement is the strength of mental and emotional connection employees feel toward the work they do, their teams, and the overall organization.

# Executive Summary

## The Great News:

- Incredible response rate of 87.4% (78.9% last year)
- Overall favorable responses improved to 74% (69.6% last year)
- 56 out of 57 questions asked last year improved
- Comments expressed general good will and company appreciation for organization and job

## How do we keep the momentum?

- Maintain the current levels of communication established by Covid response team
- Find ways to listen to and recognize those closest to the work being completed
- Focus on improving Diversity, Equity and Inclusion understanding across the district

# How Favorability Scores are Calculated

Unfavorable

Neutral

Favorable

**1**

**2**

**3**

**4**

**5**

**6**

**Strongly  
Disagree**

**Disagree**

**Somewhat  
Disagree**

**Somewhat  
Agree**

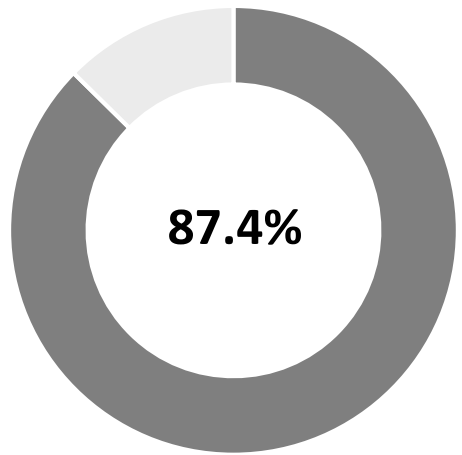
**Agree**

**Strongly  
Agree**

# Survey Overview

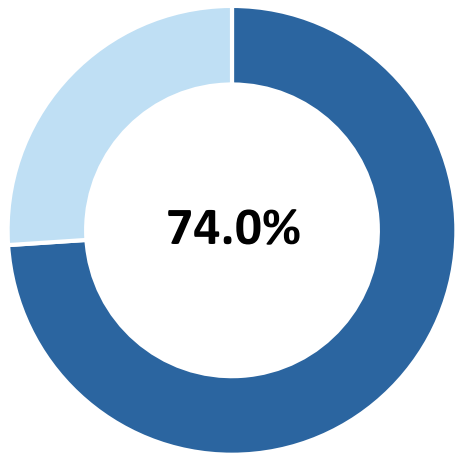
## Response Rate

1626 of 1861 Responded



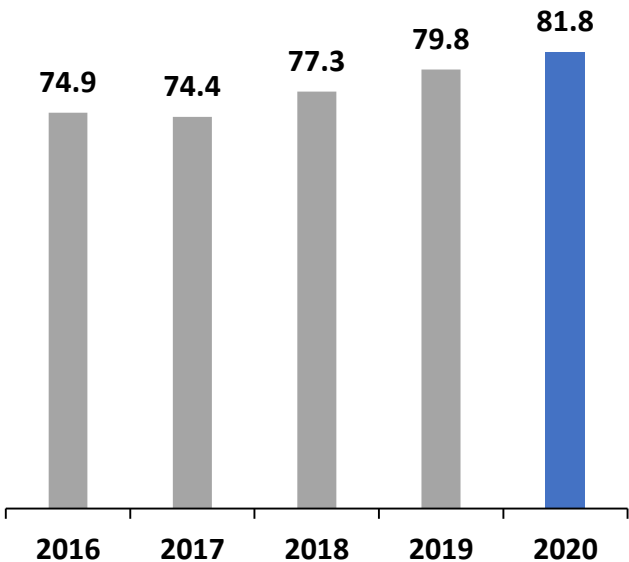
vs. 78.9% 2019

## Overall % Favorable



vs. 69.6% 2019

## Overall Score (100pt Scale, converted from 6pt average)



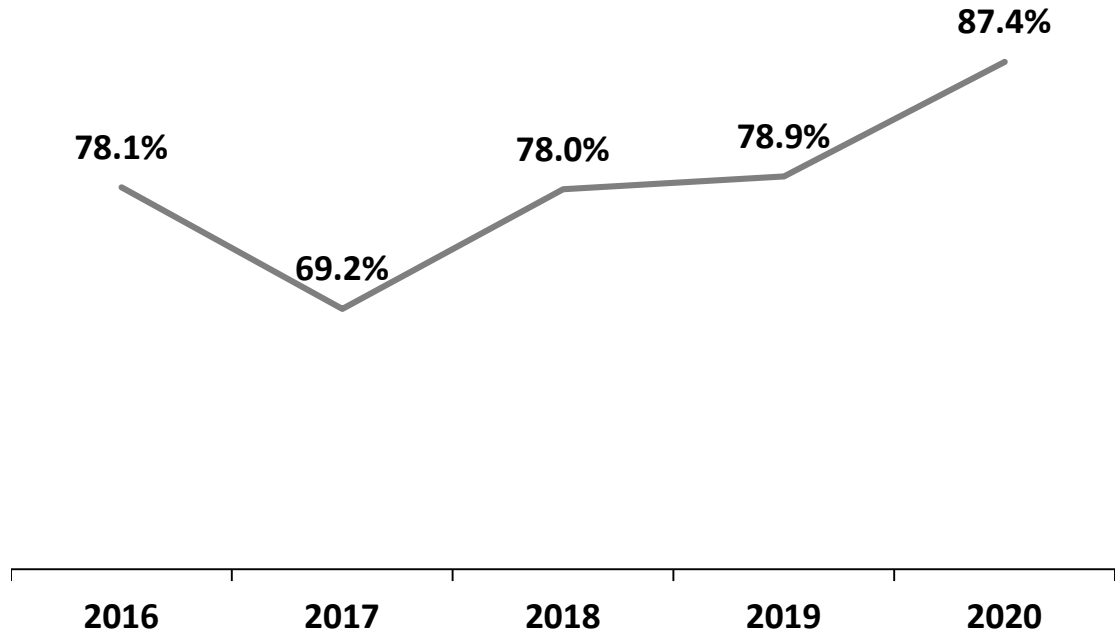
Moving forward, we will be focusing on “Overall % Favorable” as the target metric, rather than Overall Score.

- % Favorable allows to more easily measure improvements and declines (e.g., if we see a 5% improvement, we know that we shifted perceptions for 5% of the population).
- Overall Score, while the main metric used in Best Places to Work events, does not easily allow us to determine how perceptions have changed over time.

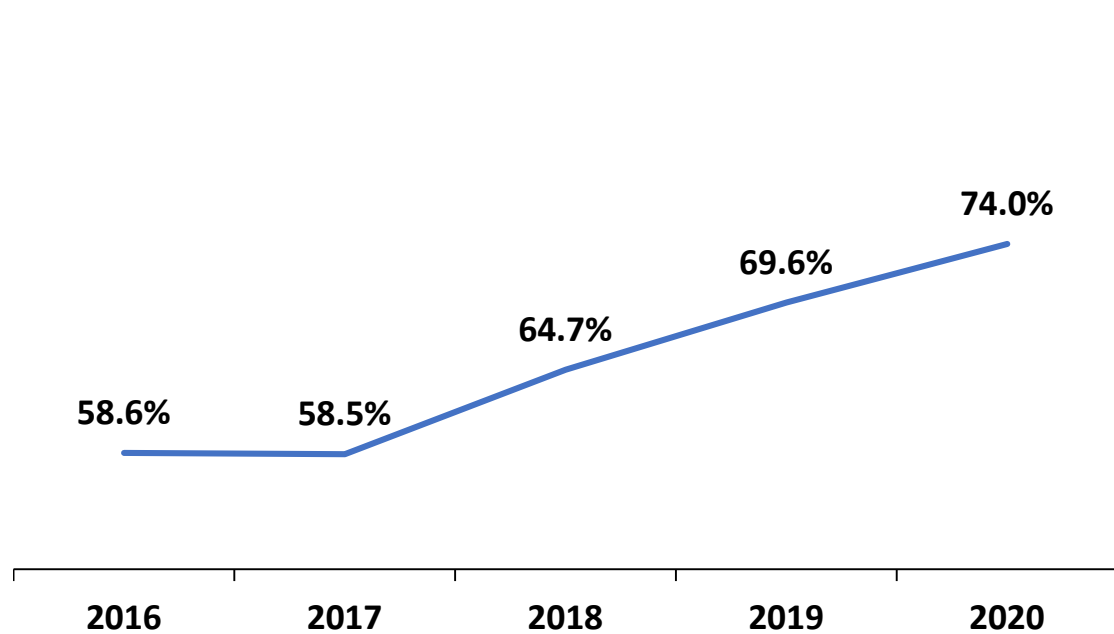


# Response Rate and Overall % Favorable: 2016 to 2020

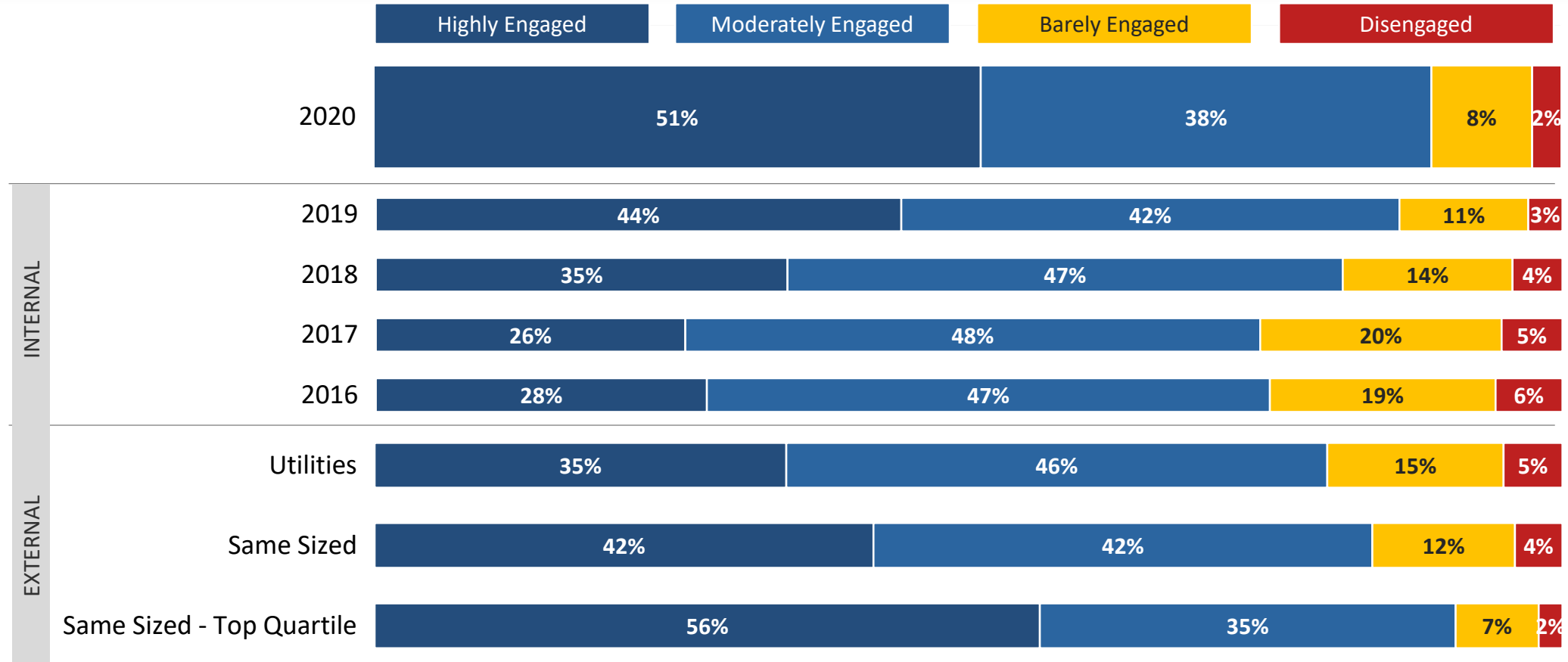
### Response Rate



### Overall % Favorable



# More than half of all respondents are measuring as Highly Engaged in 2020 (+6.8% since 2019).



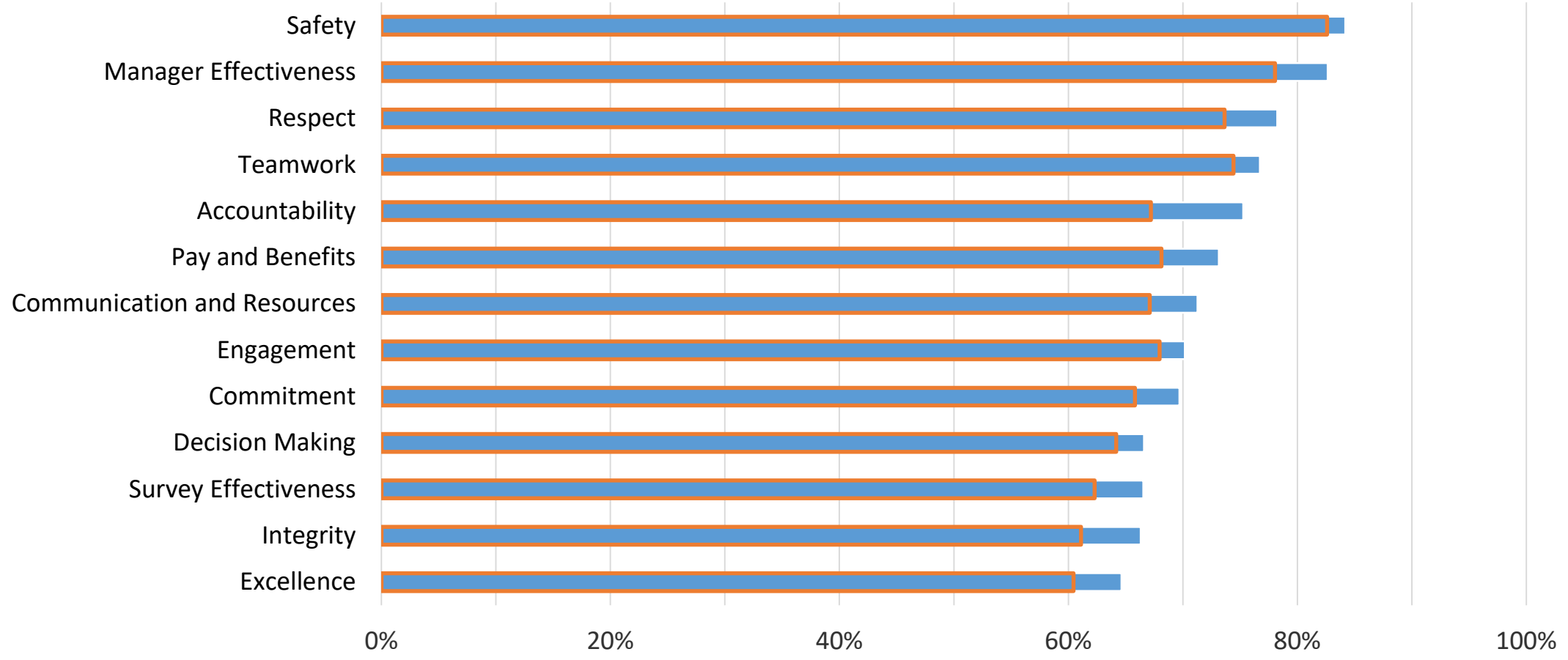
# Favorability Continues to Increase:

All categories (and 56 of 57 trending items) saw an increase in favorability since the prior survey.

Category Results – 2019 to 2020

*Results less than 70% favorable should be considered as areas of opportunity for improvement.*

■ 2020 % Favorable ■ 2019 % Favorable





# Engagement Outcomes:

Perceptions of advocacy have increased significantly since 2019.

Item	2020 % Favorable	Δ 2019
I am always thinking about ways to do my job better.	<b>94%</b>	<b>1.0%</b>
My immediate coworkers consistently go the extra mile to achieve great results.	<b>80%</b>	<b>4.9%</b>
It would take a lot to get me to leave OPPD.	<b>75%</b>	<b>4.1%</b>
I recommend OPPD as a great place to work.	<b>73%</b>	<b>6.2%</b>

# Drivers of Engagement:

Results at or above 70% favorable are considered strengths for OPPD. Items below 70%, especially those <60%, should be considered as opportunities for improvement.

Theme	Item	2020 % Favorable	Δ 2019
<i>Feeling Valued</i>	Goals and accountabilities are clear to everyone in my immediate work group.	77%	3.8%
	The CEO/VP Team values people as their most important resource.	61%	3.8%
	Perspectives like mine are included in the decision making at OPPD.	59%	5.6%
	If I contribute to OPPD's success, I know I will be recognized.	58%	2.4%
<i>Career Outlook</i>	At OPPD, I have the opportunity to do what I do best every day.	73%	2.1%
	I know how I fit into the OPPD's future plans.	57%	4.8%
	I see professional advancement and career development opportunities for myself at OPPD.	57%	3.3%
<i>Future Outlook</i>	I trust OPPD's CEO/VP Team to set the right strategy to take us to the next level of success.	63%	3.8%
	I understand OPPD's plans for future success.	60%	2.5%
	The CEO/VP Team is committed to taking action on the results of this survey.	60%	3.1%

# Most & Least Favorable Items

Item	2020 % Favorable	2019 % Favorable	Δ 2019
I am accountable for my own personal safety as well as those in my work group.	98%	96%	2.0%
I am always thinking about ways to do my job better.	94%	93%	1.0%
I feel loyal to my immediate work group.	91%	91%	0%
My immediate supervisor shared the results of the last survey with our team.	90%	85%	5.0%
OPPD strives to maintain a safe work environment.	90%	89.8%	-0.2%
I noticed positive change as a result of the last survey.	49%	45%	4.0%
I believe the results of this survey will be used to make OPPD a better place to work.	54%	51%	3.0%
I see professional advancement and career development opportunities for myself at OPPD.	57%	53%	4.0%
I know how I fit into the OPPD's future plans.	57%	52%	5.0%
If I contribute to OPPD's success, I know I will be recognized.	58%	55%	3.0%

# Top Item Trends: Biggest Improvements 2020 vs. 2019

Item	2020 % Favorable	Δ 2019
Everyone here is treated fairly regardless of race, gender, age, ethnic background, disability, sexual orientation, or other differences.	76%	7.9%
We have benefits not typically available at other organizations.	63%	7.4%
As an employee, I feel I am given equal treatment as my peers.	76%	6.7%
In my immediate work group, steps are taken to deal with a poor performer who cannot or will not improve.	60%	6.3%
I recommend OPPD as a great place to work.	73%	6.2%
If I saw something wrong at work, I would feel comfortable reporting it.	78%	6.1%

- Results less than 70% favorable should be considered as areas of opportunity for improvement.