

# WYDOT Employee Satisfaction Survey, 2023

*Presenting results of the WYDOT Employee Satisfaction Survey, 2023*

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# Presentation Outline

- Project Background
- Survey Results

# Background



Project History  
Questionnaire Development  
Survey Administration  
Response Rates

# Project History

- Online Survey
- 3<sup>rd</sup> iteration of survey with WYSAC
- Last fielded in 2021
  - Biennial effort assess agency culture, workplace satisfaction, and employee retention.
  - Modifications/additions/removals of questions before this iteration

# Questionnaire Development & Changes

- 2019 questionnaire provided to WYSAC by WYDOT. Questionnaire was refined with WYSAC's input and approved by WYDOT.
- Questionnaire updates provided to WYSAC for the 2021 iteration.
- 2023 Survey
  - Minor changes to existing questions.
  - Major addition of 3 questions to close the survey

# Survey Administration

- November 2<sup>nd</sup>– December 5<sup>th</sup>, 2023
- Invitation emails sent to all WYDOT employees
  - Pre-notification email sent from WYDOT
  - Invitation email sent from WYSAC's platform
    - Allows us to only follow-up with non-responders
  - Weekly reminder emails sent from WYSAC

# Response Rate

- 1088 completed interviews
  - 926 in 2021
- 1,781 total WYDOT email addresses attempted
  - 25 bad addresses (hard bounce)
  - 305 email opened (not clicked/completed)
  - 326 email never opened
  - 37 clicked, no complete

# Response Rate, con't

- Overall response rate of 62% on eligible/valid emails
  - Increase of 16 percentage points from 2021 (46%)



# Survey Results



Experience with WYDOT

Assessment of Agency Leadership Culture

Assessment of Workgroup Flexibility

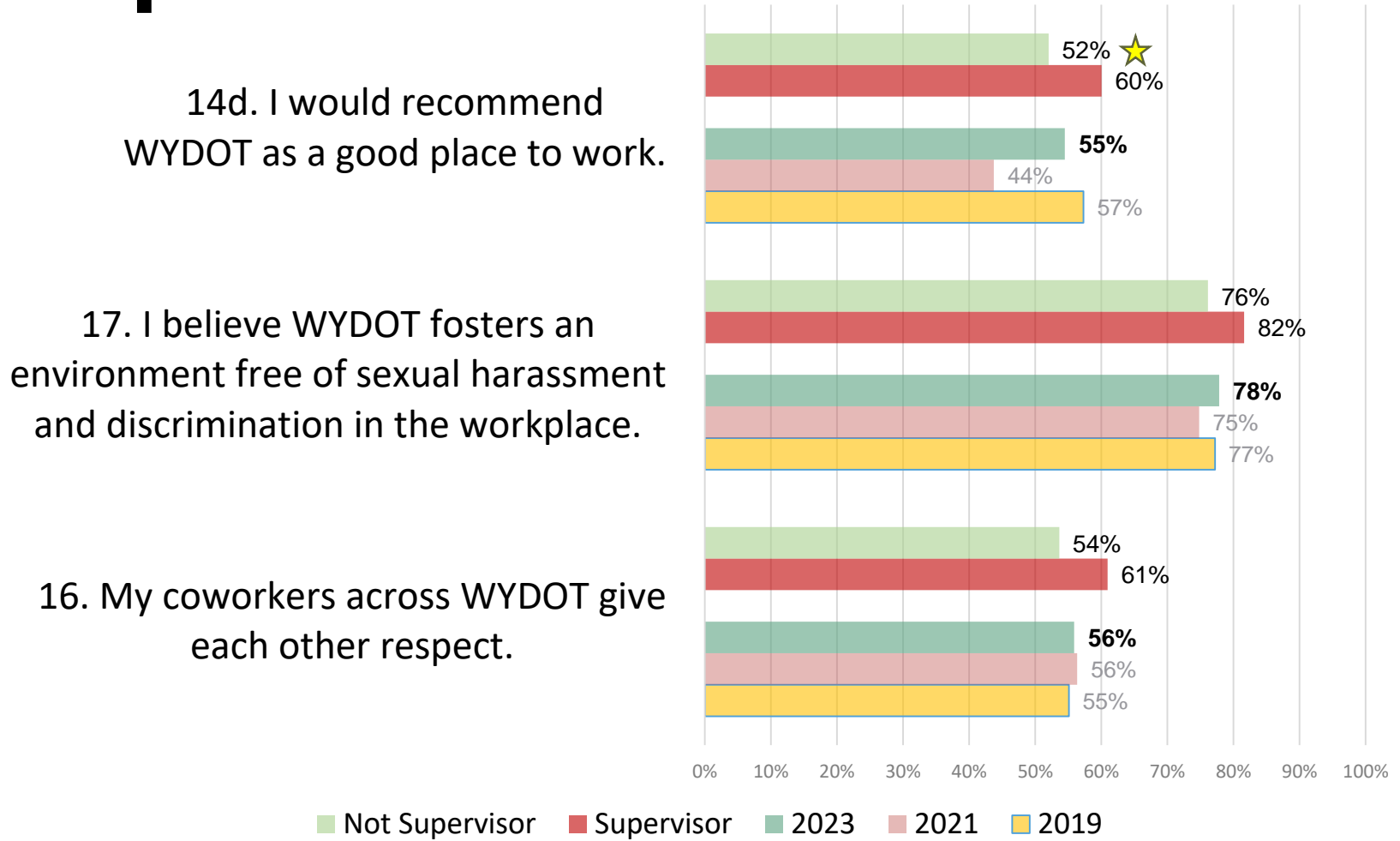
Satisfaction with Supervisor

Job Satisfaction

Work Safety

Open-end responses

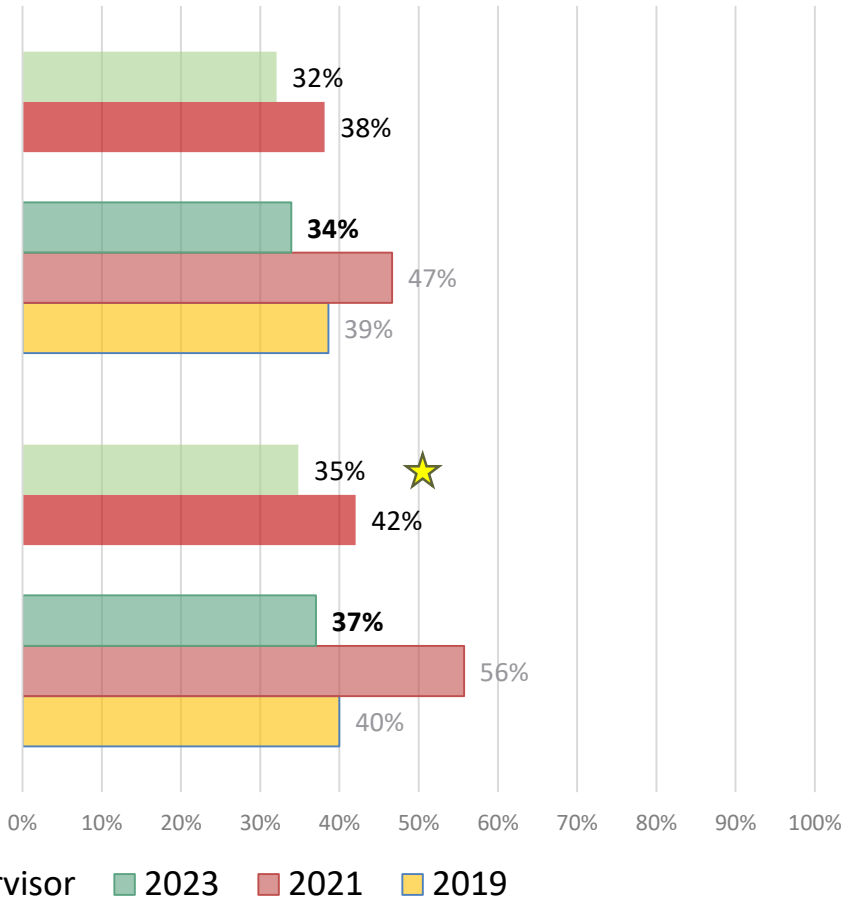
# Experience with WYDOT



# Assessment of Agency Leadership Culture

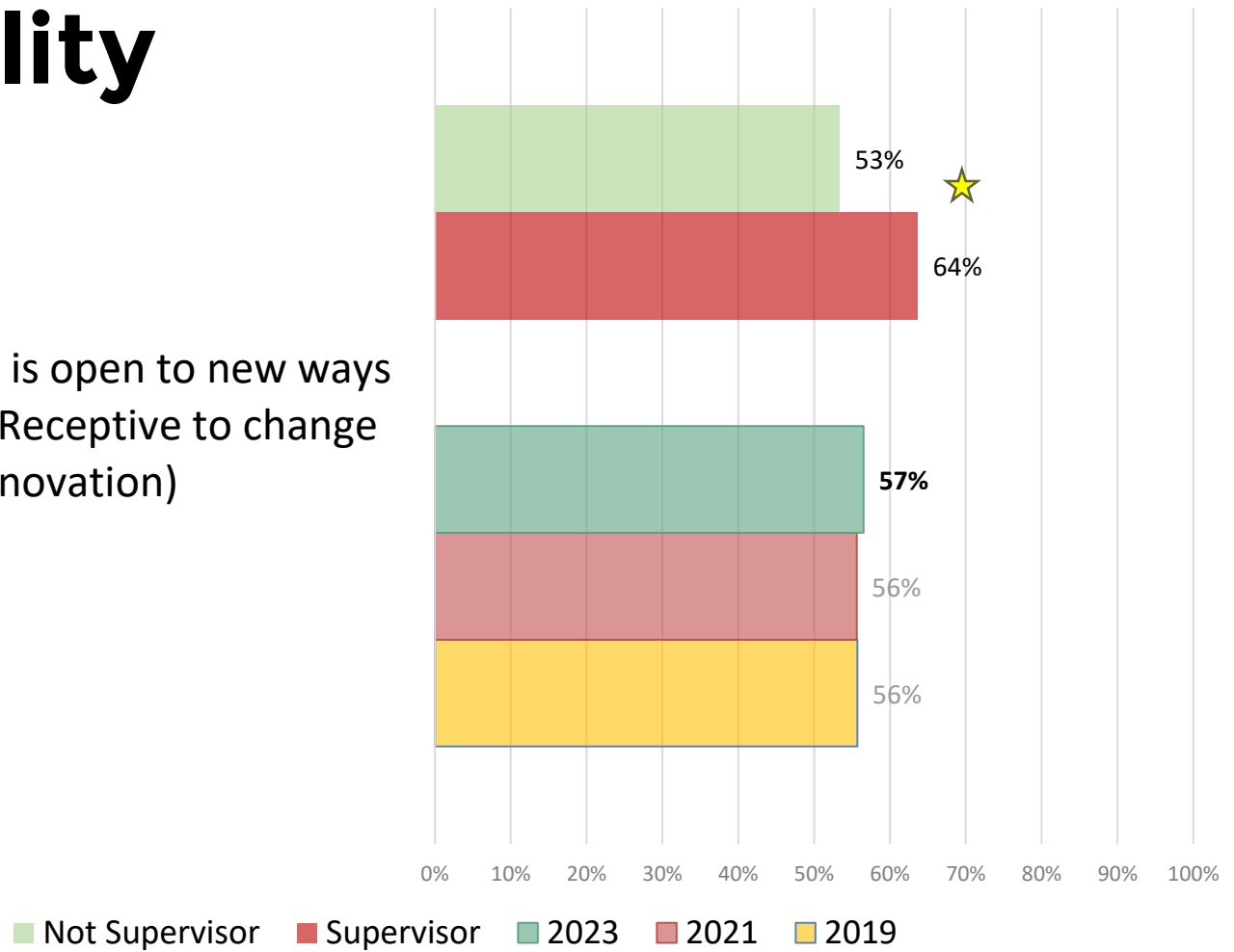
13. Agency Leadership (Executive Staff) contributes to a positive work culture.

12. I believe Agency Leadership (Executive Staff) is transparent in communicating the agency's goals and progress toward them, regularly distributing materials such as financial reports, performance metrics, and leadership and commission meeting minutes.

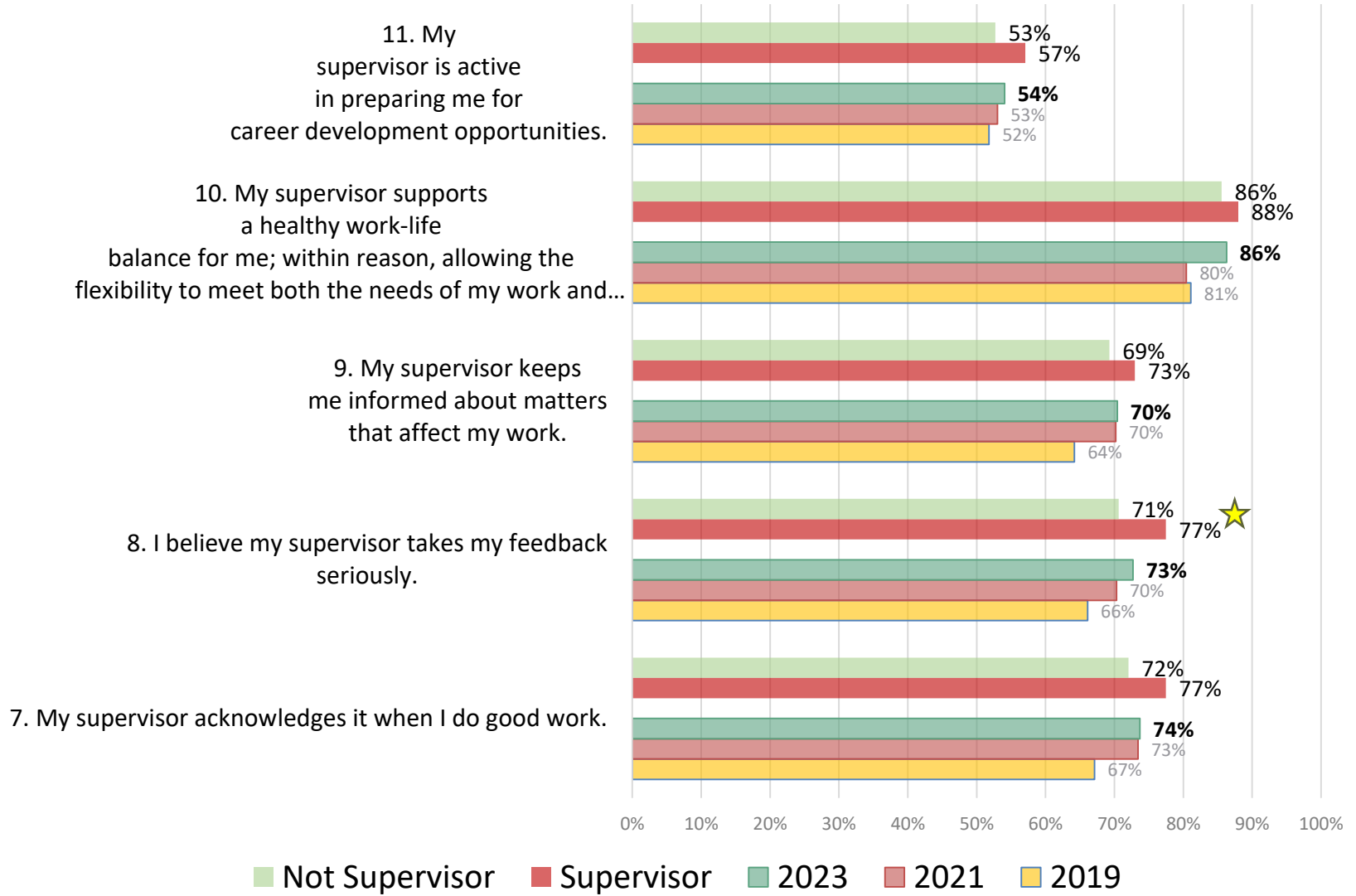


# Assessment of Workgroup Flexibility

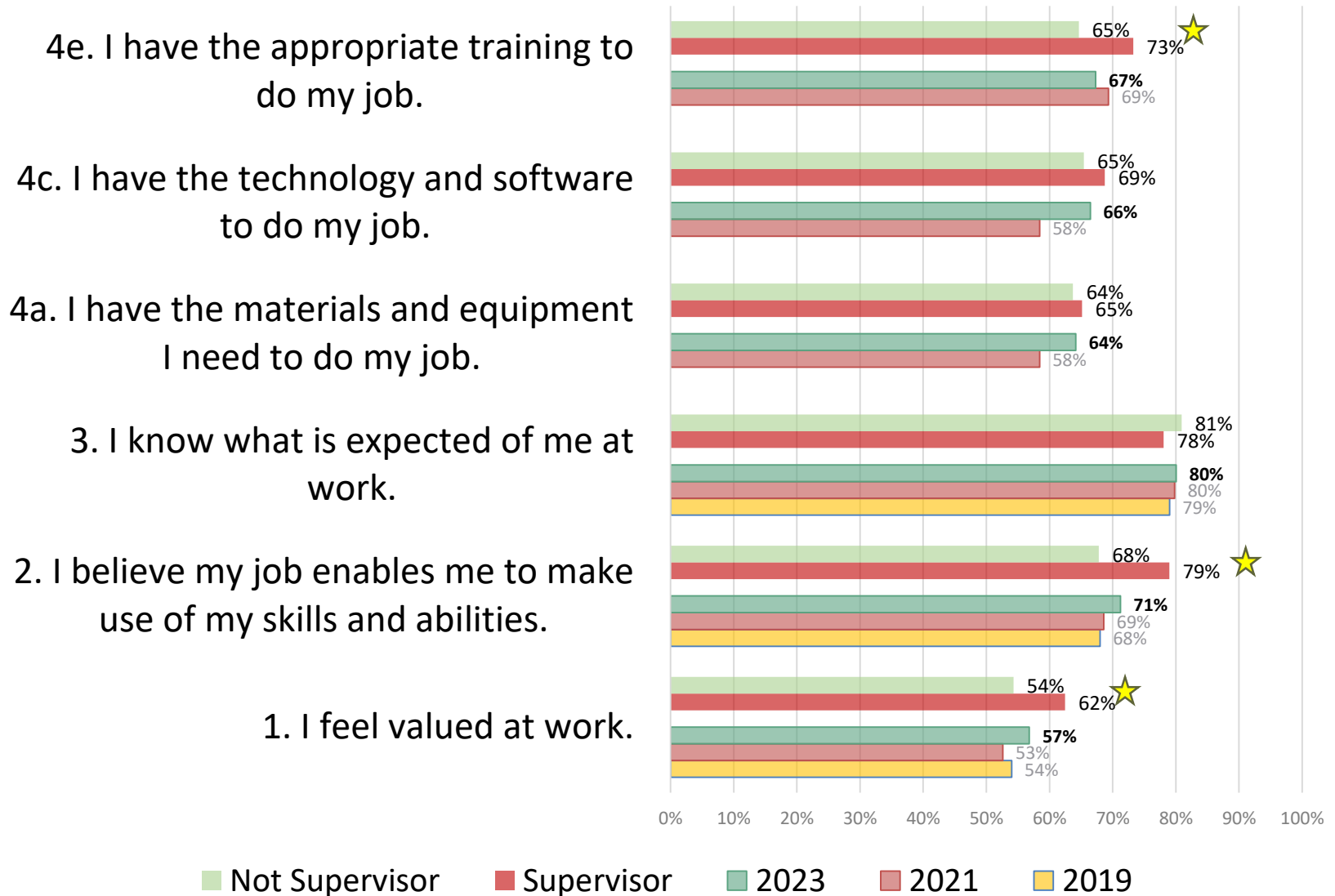
6. My work group is open to new ways of doing things. (Receptive to change and innovation)



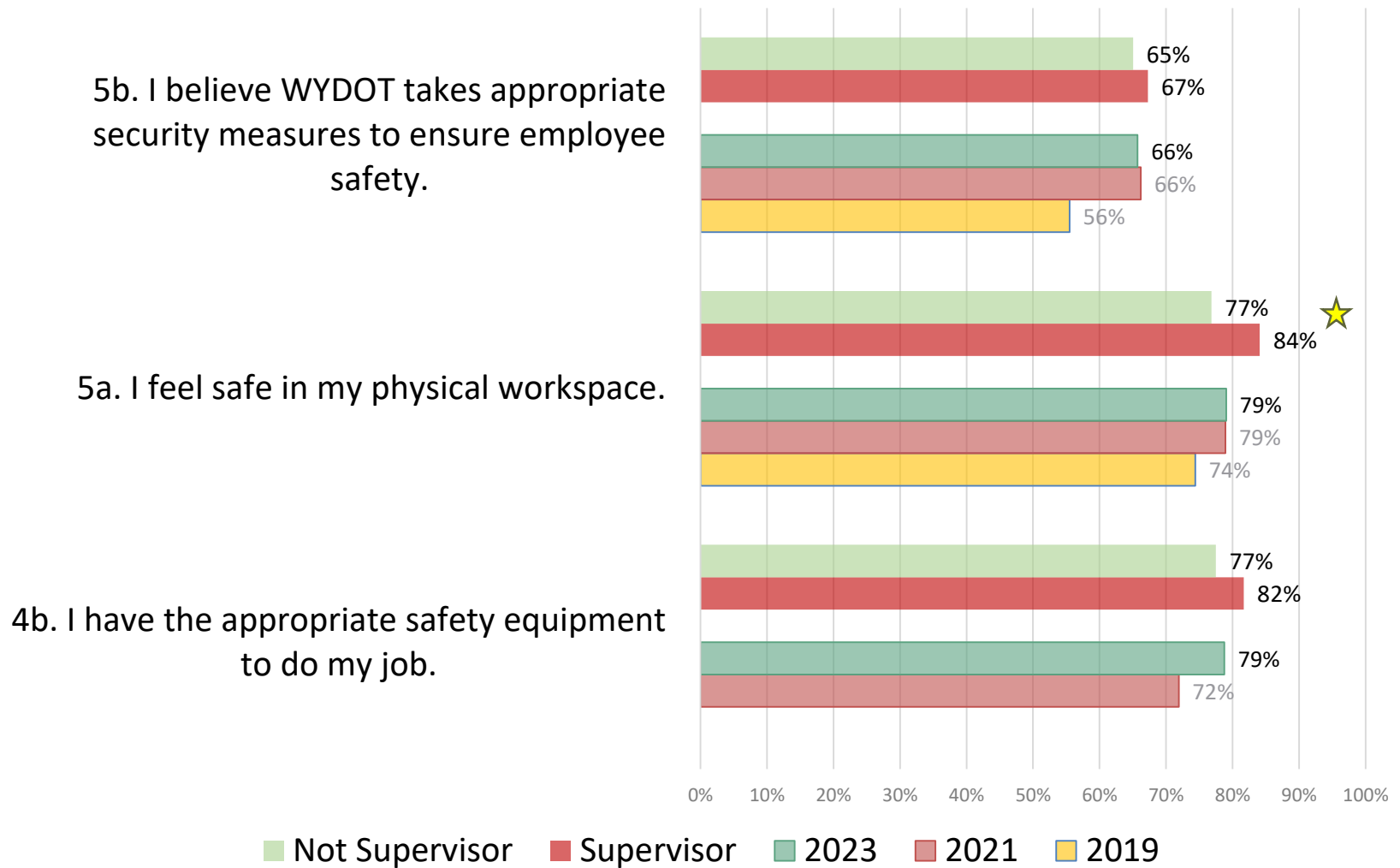
# Satisfaction with Supervisor



# Job Satisfaction



# Workplace Safety

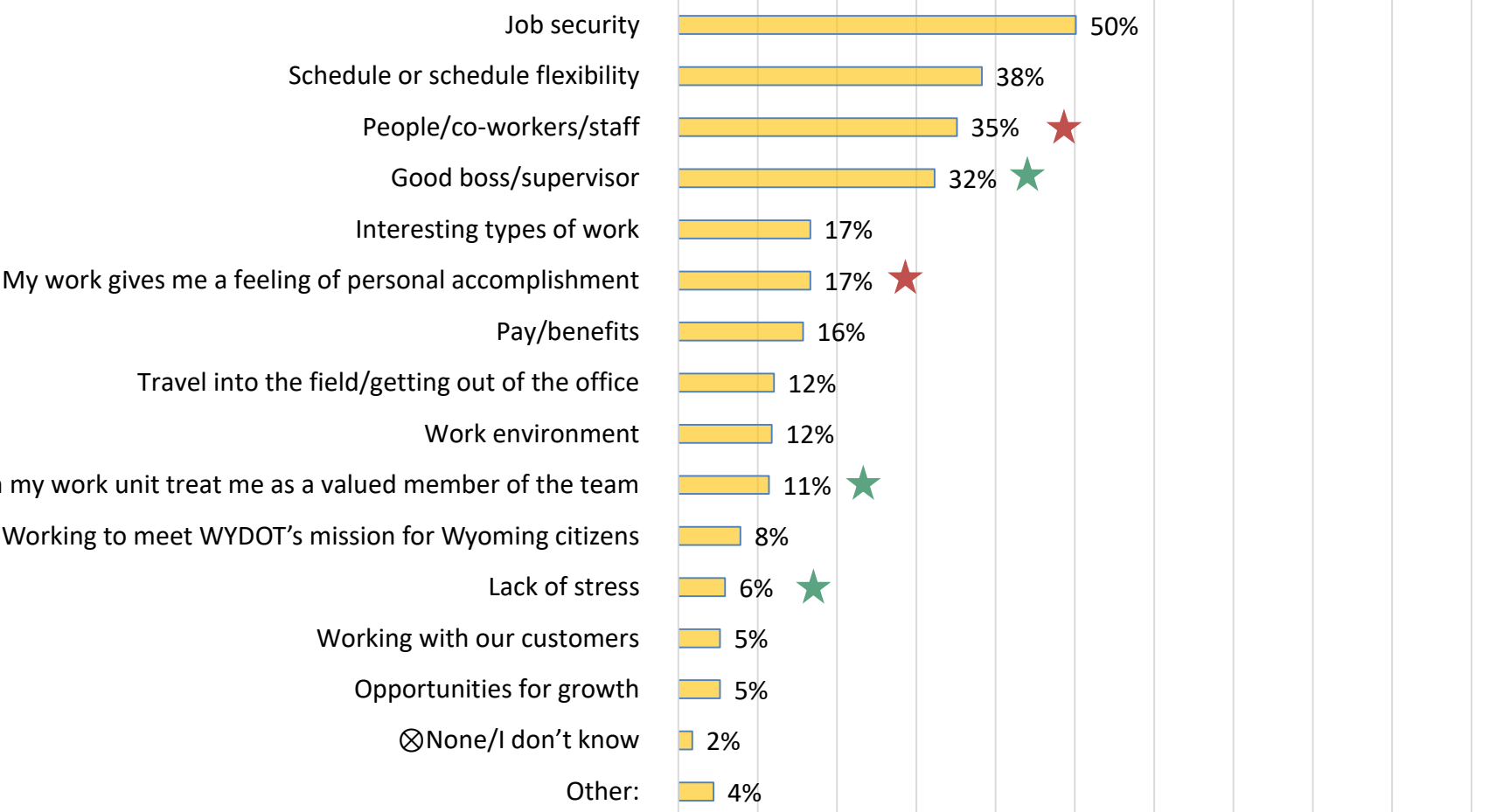


# Insights on Employee Engagement, Retention, and Effectiveness

- Three new questions added in 2023 with categorical responses for respondents
- *“What is the best thing about working for WYDOT?”*
- *“What are the three most important factors that could cause you to leave WYDOT in the next one to two years?”*
- *“If you could do three things to make WYDOT more effective, what would they be?”*

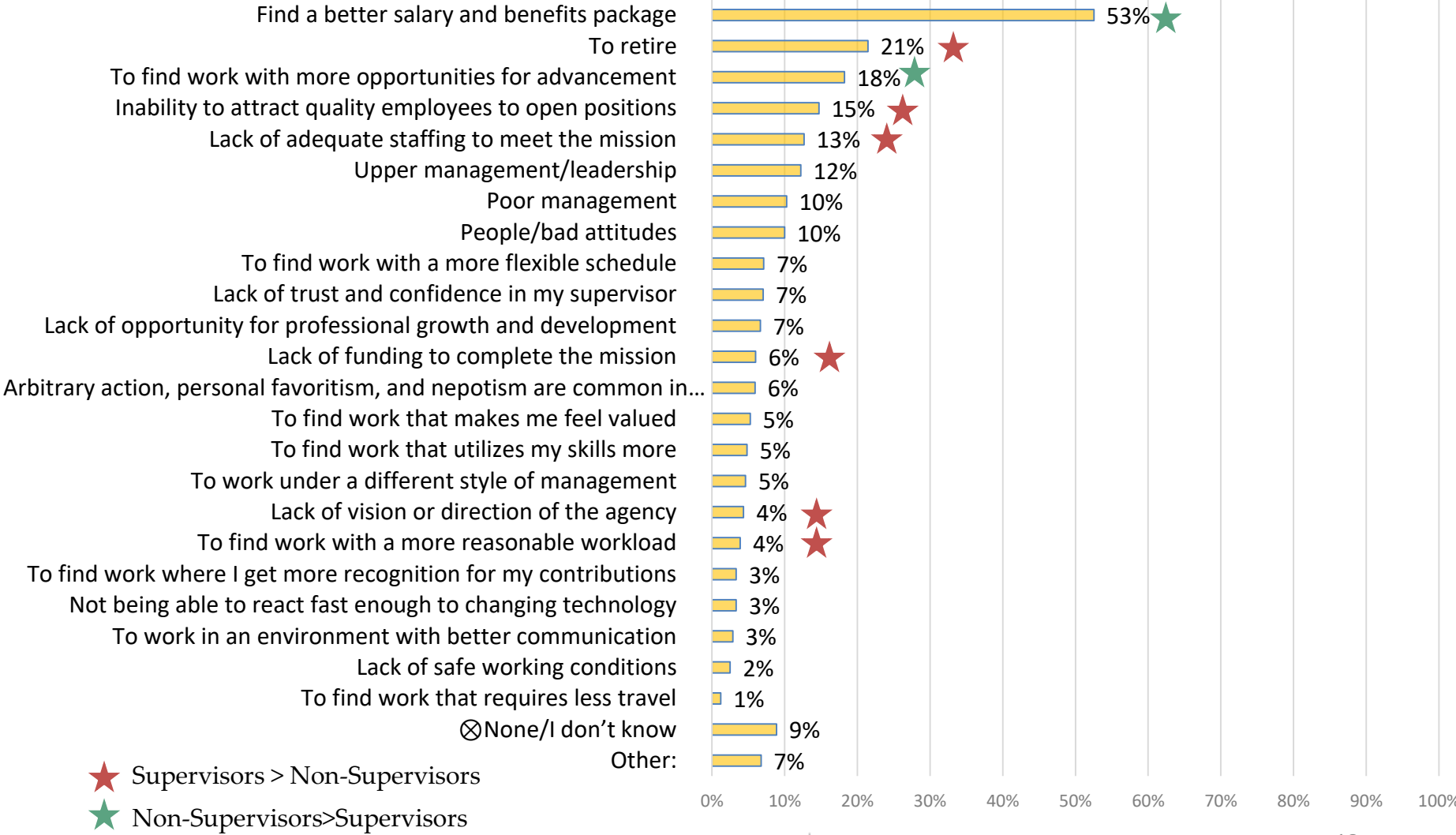


# “What is the best thing about working for WYDOT?”

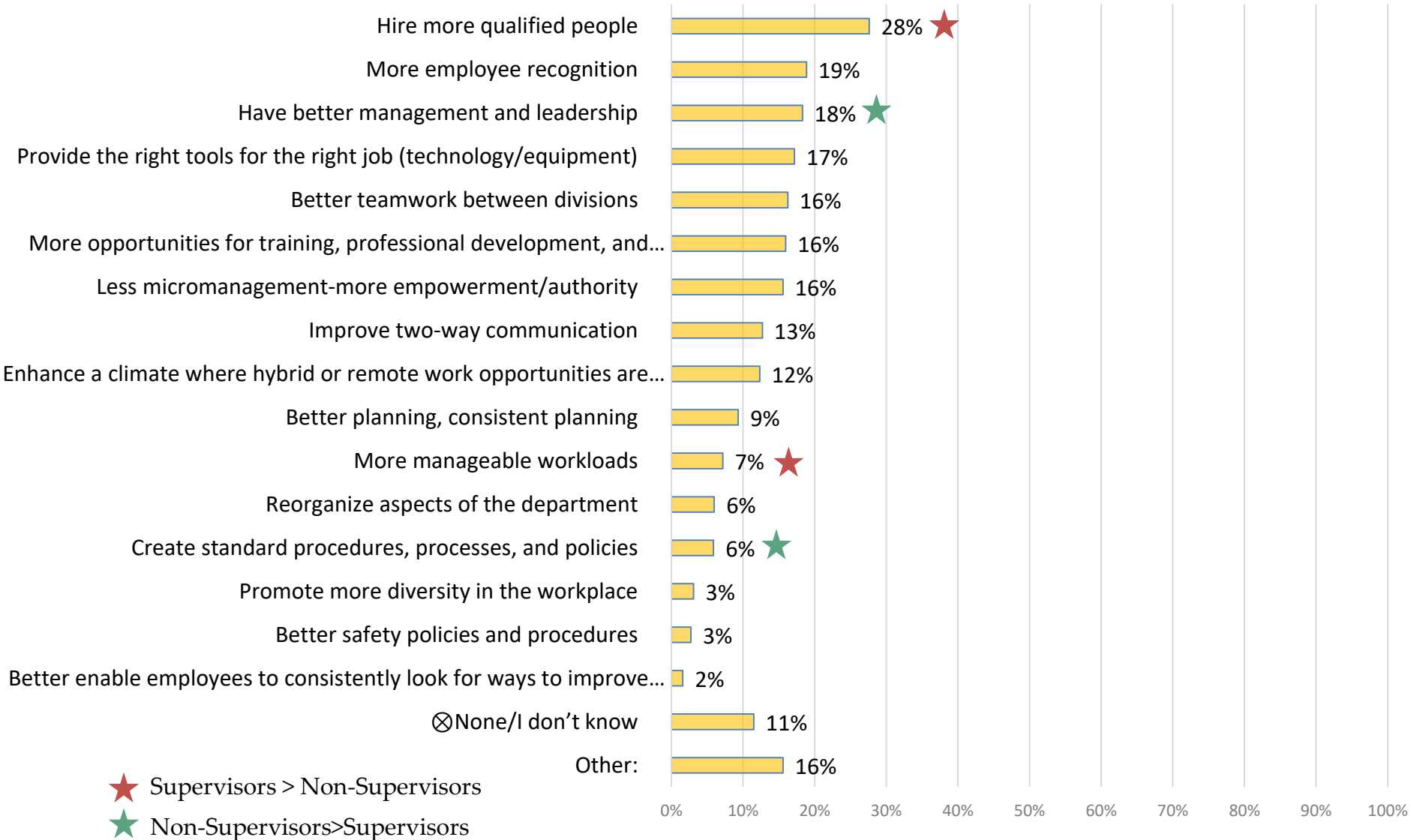


★ Supervisors > Non-Supervisors  
★ Non-Supervisors > Supervisors

# “What are the three most important factors that could cause you to leave WYDOT in the next one to two years?”



# “If you could do three things to make WYDOT more effective, what would they be?”





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# Questions?

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