

March 20, 2024

WYDOT Employee Satisfaction Survey, 2023

Presenting results of the WYDOT Employee Satisfaction Survey, 2023

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With the Assistance of

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Presentation Outline

- Project Background
- Survey Results

Background

Project History Questionnaire Development Survey Administration Response Rates

Project History

- Online Survey
- 3rd 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 2nd– December 5th, 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

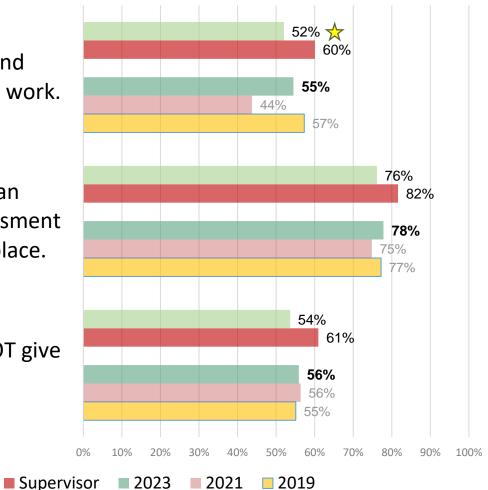
Experience with WYDOT

14d. I would recommend WYDOT as a good place to work.

17. I believe WYDOT fosters an environment free of sexual harassment and discrimination in the workplace.

16. My coworkers across WYDOT give each other respect.

Not Supervisor



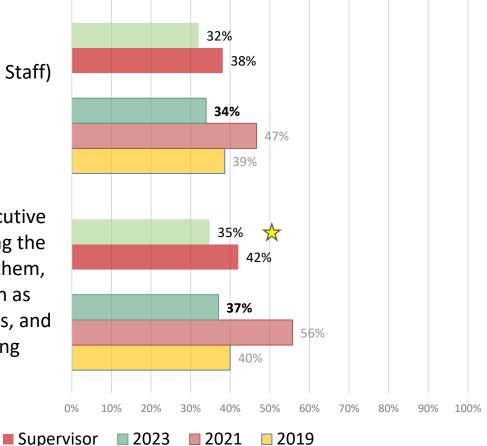
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Assessment of Agency Leadership Culture

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.

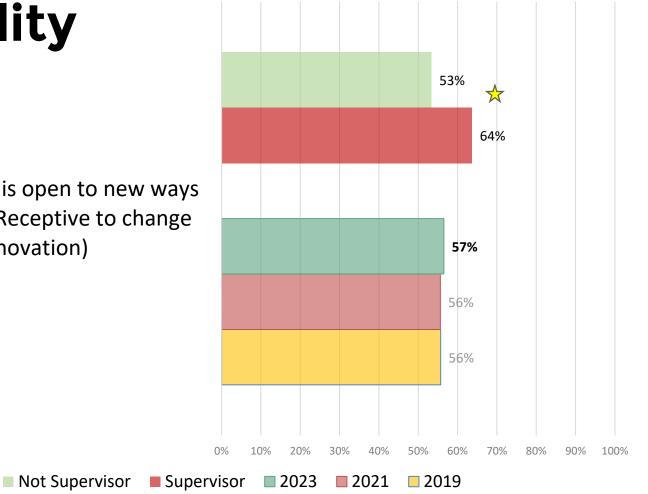
Not Supervisor



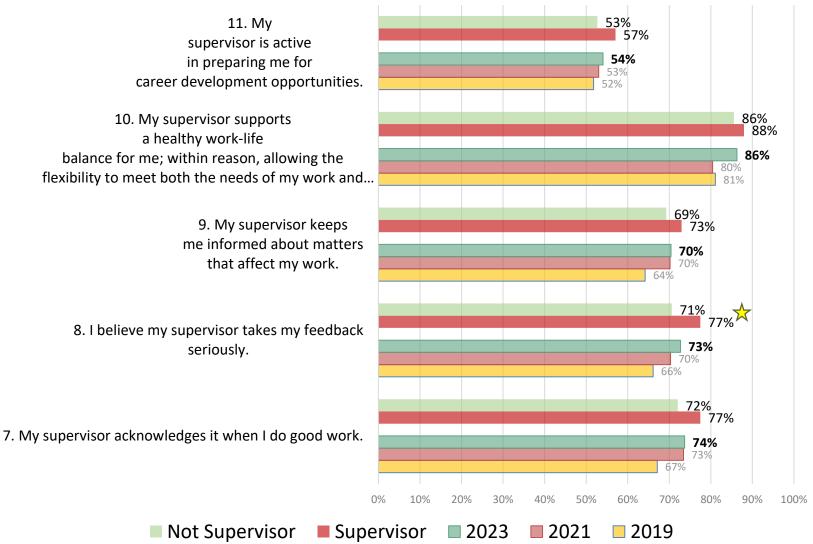
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Assessment of Workgroup Flexibility

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



Satisfaction with Supervisor



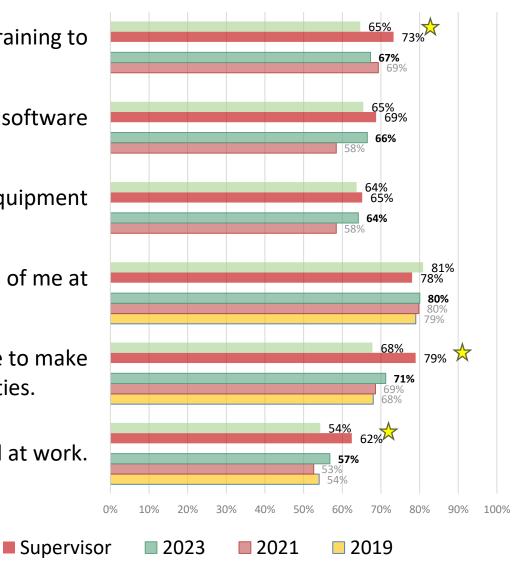
Job Satisfaction

4e. I have the appropriate training to do my job.

- 4c. I have the technology and software to do my job.
- 4a. I have the materials and equipment I need to do my job.
 - 3. I know what is expected of me at work.
- 2. I believe my job enables me to make use of my skills and abilities.

Not Supervisor

1. I feel valued at work.





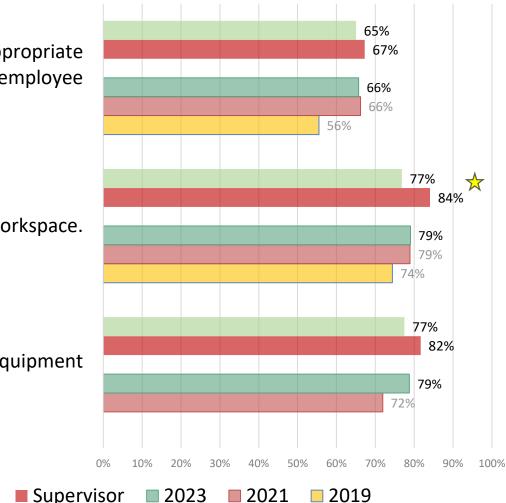
Workplace Safety

5b. I believe WYDOT takes appropriate security measures to ensure employee safety.

5a. I feel safe in my physical workspace.

4b. I have the appropriate safety equipment to do my job.

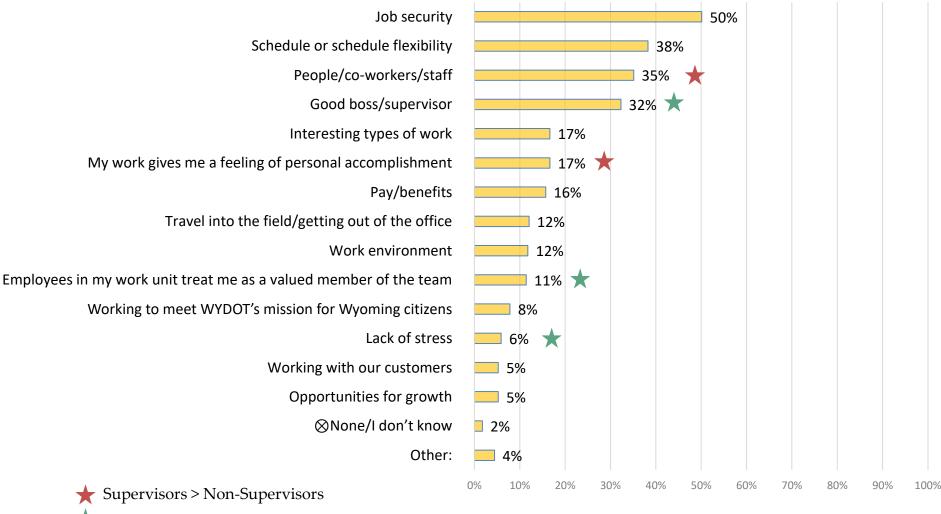
Not Supervisor



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?"

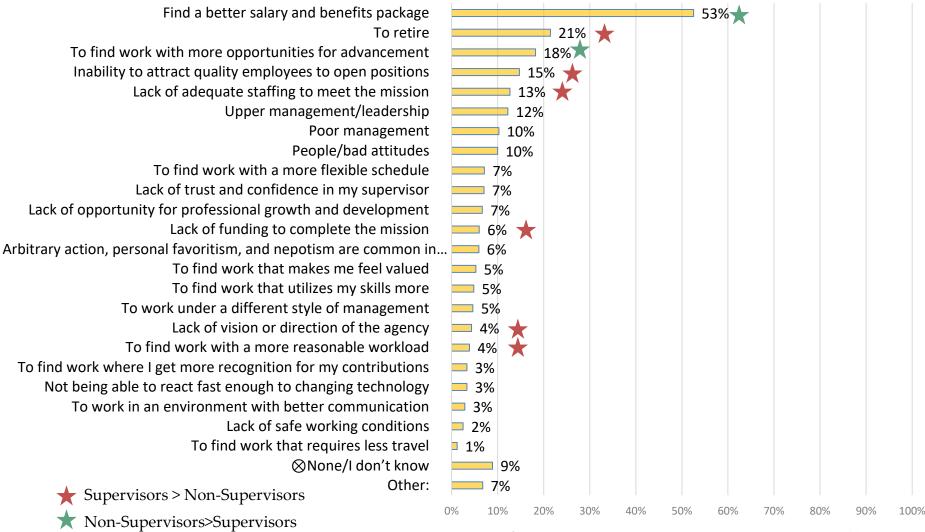
"What is the best thing about working for WYDOT?"



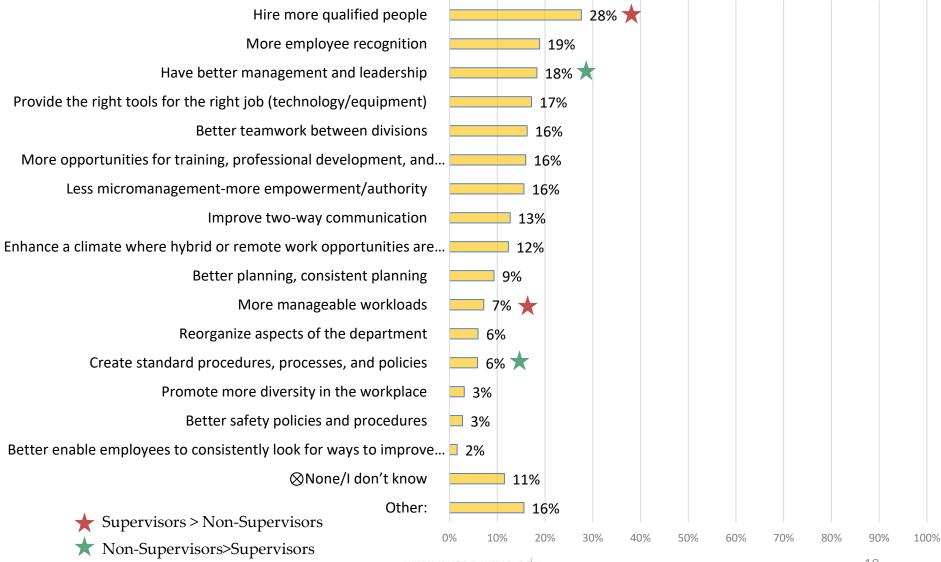
★ Non-Supervisors>Supervisors

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"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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