



2017/18 Employee Engagement Survey -TPL Board Presentation

October 2018



Background



What: First TPL Employee Engagement Survey

Why: Staff engagement opportunity part of strategic plan - Transforming for 21st Century Service Excellence

When: The survey ran for a total of five (5) weeks with the first run date from November to December, 2017 and the second run date in January 2018

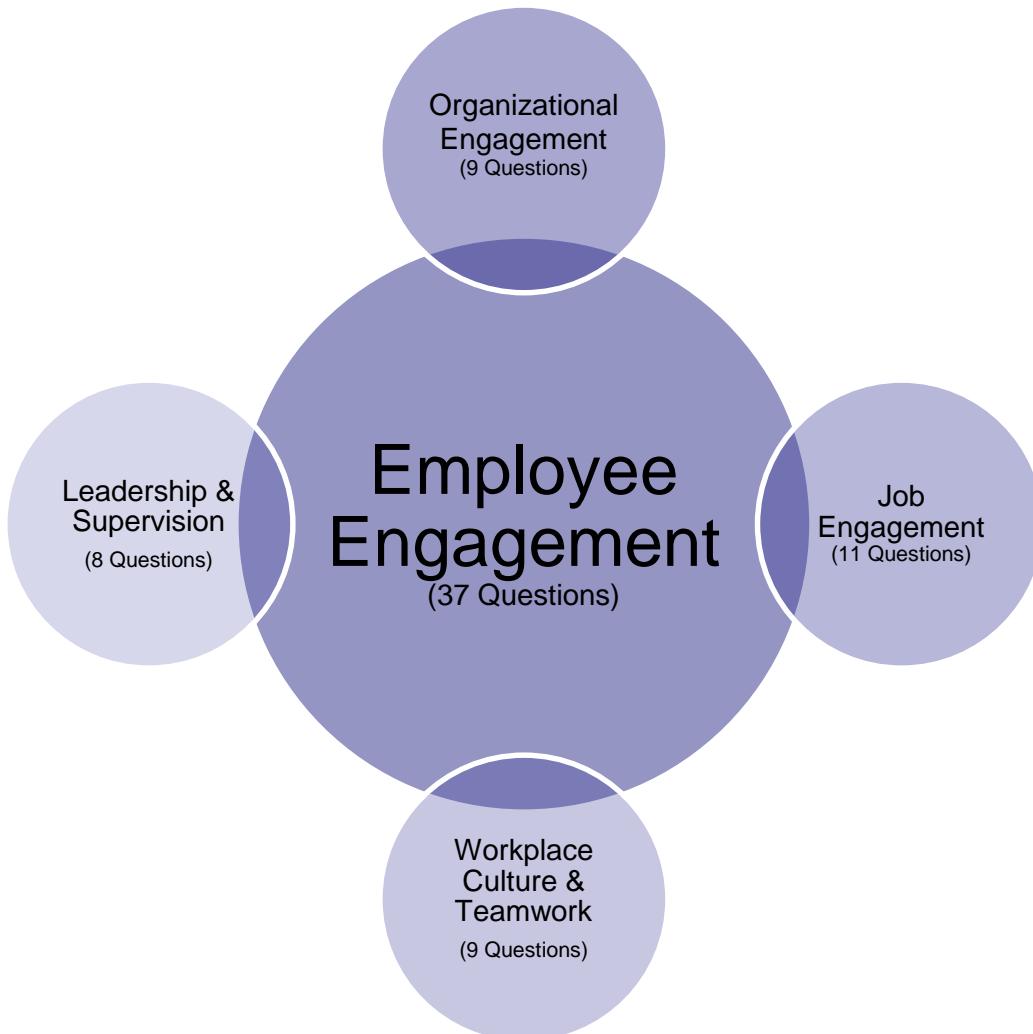
Where/Who/How:

- Engaged *HR Downloads* to conduct the survey
- Employees were invited to participate by email

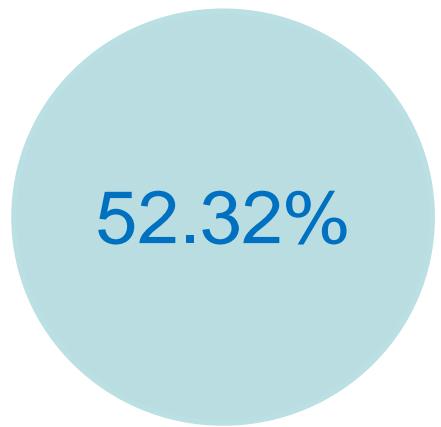
Two part survey:

- The first section consisted of 37 questions and the second section was open-ended where participants can provide their feedback and comments

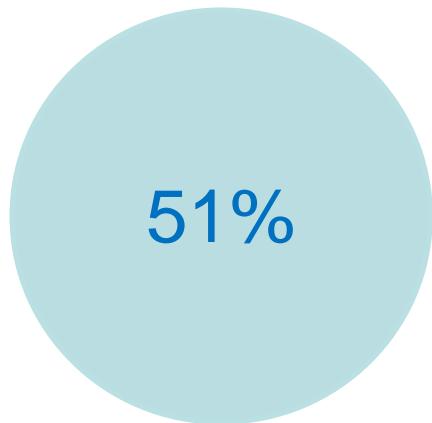
We Asked Questions About:



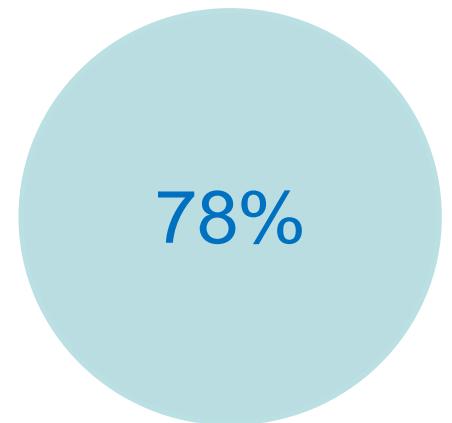
Participation Rates



Overall TPL
participation
rate



Union
participation
rate



Management/
exempt
participation
rate



2017/18 Employee Engagement Survey Results - Highlights (TPL Overall)

2017/18 Employee Engagement Survey

Top 10 Results	TPL Overall (Strongly Agree + Agree)
I understand how my work directly contributes to the overall success of TPL	95%
I am aware and share TPL's organizational values, mission, and vision	88%
Overall, I am clear about what is expected of me to do my job	88%
I am proud to tell people I work for TPL	83%
Overall, I am satisfied with how I interact with and feel about my co-workers	81%

2017/18 Employee Engagement Survey

Top 10 Results	TPL Overall (Strongly Agree + Agree)
I believe my team is committed to providing the highest level of service	77%
I work on a team where I feel supported by my colleagues	76%
I am motivated to do my best every day	76%
I feel I can count on my co-workers	74%
My job gives me a sense of accomplishment	73%

2017/18 Employee Engagement Survey

Bottom 10 Results

TPL Overall
(Strongly Disagree +
Disagree)

I believe that Managers and Directors have a good understanding of the issues employees face

47%

Decisions are usually made by consulting the people who have to live with them

35%

Overall, my workload is not stressful

34%

TPL does a good job of communicating to staff any organizational changes, challenges, and priorities

34%

TPL does a good job of managing change

33%

2017/18 Employee Engagement Survey

Bottom 10 Results

TPL Overall
(Strongly Disagree +
disagree)

I believe TPL has a culture that is open to feedback/suggestions for change

31%

Overall, I am satisfied with career development opportunities with TPL

30%

Overall, my job is not stressful on my personal life

29%

Overall, I am satisfied with my level of involvement in decision-making processes in my work area

29%

TPL recognizes groups/teams that work effectively together

28%