

2023 Employee Survey Results

We have continued to see a dynamic change in the workforce, not only within WACOSA, but throughout the community, state, and nation. There are a variety of reasons for this including, but not limited to: rates of pay being offered/received, benefits offered, job duties, work schedule, retirement, lack of daycare, etc. While these are being experienced by every organization, we recently surveyed our staff to get their feedback on how WACOSA is doing.

Of the 131 employees, at the time of the survey, we had roughly 56% of staff complete the survey. This is up 15% from last year and down 4% pre-pandemic (2019). This year we really tried to engage staff and encourage them to complete the survey by providing different incentives, such as a candy bar for completing and entry to win a pair of Renaissance tickets. While we did not reach our goal of 60% participation, we did see a substantial increase in participation and will be continuing to look at ways to engage our staff and get their feedback.

This year, we did see a drop in satisfaction with some of the questions. However, the drop was going from Strongly Agree & Agree to Neutral. Seeing this transition, it can provide the insight that employees are starting to become disengaged. HR will be working with the Administrative Team and staff to work on areas of concern. Topics that we will be reviewing include benefit providers, educating on policies and procedures, training opportunities for staff, and looking at ways to continue to improve participation in the survey.

Below is a listing of questions (highlighted questions saw a decrease in agreement).

Questions:	
1	I am paid fairly for the work I do.
2	WACOSA pays competitively with similar jobs in the area.
3	WACOSA's insurance benefits meet my needs (i.e. health, dental, life, short-term disability).
4	Overall, I am happy with the elective benefit options offered by WACOSA's Exchange.
5	I am happy with the additional fringe benefits (i.e. retirement, employee assistance, PTO, referral bonuses, etc.)
6	I feel WACOSA's leadership does a good job keeping me informed on issues concerning WACOSA.
7	I am well informed as to how my job fits in with WACOSA's total organization.
8	I feel my work here at WACOSA is meaningful.
9	The amount of work expected of employees in my area is reasonable.
10	I am encouraged to come up with new and better ways of doing things.
11	Leadership listens to my ideas.
12	I have the opportunity to provide feedback and input for key decisions.
13	I receive an appropriate amount of performance feedback from my supervisor.
14	I am provided the training and development I need to successfully perform my job.
15	I am provided the information I need to successfully perform my job.
16	I am confident leadership has the organization and clients' best interests in mind.
17	I am confident Leadership exemplifies THE WACOSA WAY and Top 20.
18	I am confident employees have adopted and follow THE WACOSA Way and Top 20.
19	I believe employees have a strong sense of personal responsibility for the performance of their department and the performance of WACOSA.
20	I believe people are focused on solutions, rather than blame.
21	I believe people are concerned about what is good for the entire organization instead of what is good for themselves or their group/department.
22	I would recommend WACOSA to my friends and family as a good place to work.