

OREGON METRO | 2023 EMPLOYEE ENGAGEMENT SURVEY HIGHLIGHTS

INTRODUCTION

The Employee Engagement Project Team made up of representatives from HR, DEI, Employee Communications, and the Office of the COO conducted a 2023 Employee Engagement Survey with collection support from Gallup and data analysis by Lexicon & Line. The 2023 Metro Employee Engagement Survey was completed by 920 employees reaching a 68% participation rate. The survey was open to participants over the course of 2 weeks with 42 questions total.

SURVEY DATA HIGHLIGHTS

- Metro's overall Q12 Employee Engagement Score showed an increase from 3.83 (2021) to 3.92 (2023).
- Q12 categories with notable increases from 2021 include categories of Opportunity to do my Best, Development, Progress, and Learn and Grow.
- Demographics that saw an increase in overall Q12 mean scores include employees who identify as women, asexual, pansexual, regular/part time, and VHE less than 600 hours. Decreases were seen amongst employees who identify as non-binary, genderqueer or third gender, and employees who selected "sexuality not listed".
- Significant overall Q12 mean score increases of 0.1 or more were found amongst all racial and ethnic demographics, with the exception of Black or African American employees where there was no significant change.
- It should be noted that engagement looks different for each employee group and may require tailored approaches to address the needs of different employees across the organization.

KEY THEMES

Theme 1: Need for increased opportunities for employee interactions and engagement.

The analysis of qualitative responses from the survey found suggestions to improve workplace culture (15% to 20.6%), a need for Metro to demonstrate more unity and less division (1.2% to 17.8%), and a desire for more interaction with events and activities (15% to 19.5%).

Percentages reflect the number of participants who mentioned such comments.

Notably, 1 in 4 BIPOC employees desired more interaction with events and activities when compared to all Metro groups suggesting lower engagement scores.

Theme 2: The data show unique findings for three key groups: remote/hybrid employees, onsite employees, and variable hour employees.

Survey findings described how remote and hybrid employees are highly engaged when compared to on-site employees.

- On-site employee engagement increased from 3.59 (2021) to 3.74 (2023), remote employees increased from 4.01 (2021) to 4.16 (2023), hybrid employees increased from 3.71 (2021) to 4.02 (2023), and variable-hours employees who work less than 600 hours increased from 4.01 (2021) to 4.12 (2023).
- Q12 scores for variable-hour employees who work more than 600 hours decreased from 3.7 (2021) to 3.64 (2023). Moreover, VHE (600+) data shows an overall decrease since 2019 in Recognition and Praise (Q4), Development (Q6), Opinions Count (Q7), Learn and Grow (Q12), and DEI data.

Theme 3: Metro made some strong gains in employee engagement, management, and development metrics, but there is room for improvement.

Gallup’s overall benchmark suggests that Metro can improve on three Q12 items – Know What’s Expected of Me (Q1), Opportunity to Do Best (Q3), and Learn and Grow (Q12). Suggestions for improvement involve bettering the onboarding system, goal-setting systems, communications with management, employee autonomy, utilizing employees’ unique talents, and professional development.

Survey data suggests Metro to continue to stay the course in further supporting employee development, learning opportunities, and the performance review process.

Theme 4: Quantitative results for DEI remained fairly consistent, but qualitative results indicate a range of awareness and individual experience. There needs to be a continued investment in training, coaching, communication, and leadership modeling of DEI as a priority.

- Increases to the DEI Agreement Mean from 2021 to 2023 were found in the following two statement questions: “Metro measures its progress on DEI effectively to improve performance” (from 3.15 to 3.25) and “I feel informed about important issues at Metro” (from 3.52 to 3.89).
- Decreases found when comparing 2021 to 2023 were found in – “DEI is a high priority at Metro” (4.30 to 4.13) and “I have clear and accessible avenues to get involved in work to advance DEI (3.81 to 3.71).

Qualitative DEI data found 31.5% of comments on the challenge of leadership follow-through, 27.5% of comments related to praise for Metro's strategy and commitment to DEI, 24.6% to Metro’s DEI training/education, 20% to Metro’s improved hiring practices, 18% of comments from BIPOC employees (1 in 5) reflected a lack of awareness about Metro’s accomplishments, and 15.5% of comments related to employee desire for Metro to “show” more DEI work.