

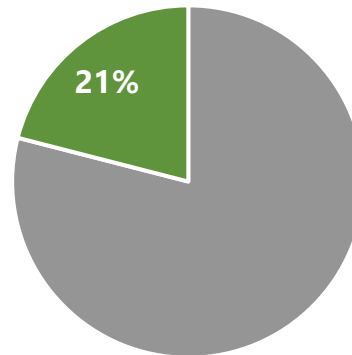


2021 Employee Engagement Survey Update for County Leadership

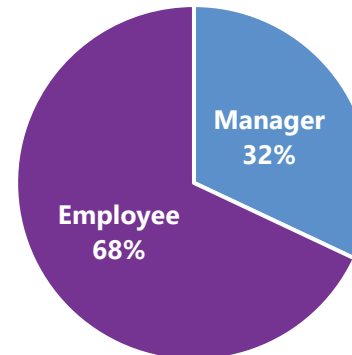
Presented by the Office of Human Resources Management (OHRM)

Overview of Survey Participation

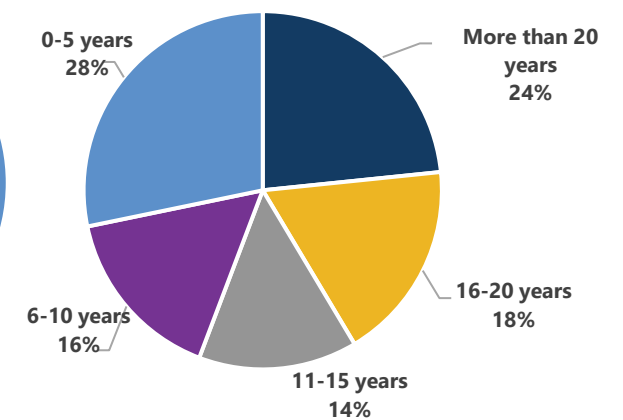
From March to April 2021, OHRM collected **anonymous feedback** from County Government employees on their **interactions with OHRM services** and their **overall experience working for County Government**



Overall Response Rate
1,395 out of
6,554 total employees



Employee Role



Length of Service

*"I think this survey is a good, start to allow employees such as myself **the opportunity to free[ly] express our concerns is a good start.**"*

- Supervisor Respondent



What we heard from you

“I love my job, because...”

- Employees expressed feeling **proud of and committed to their mission-driven work** serving the Prince George’s County community.
- They feel motivated and engaged because they feel:

Connected to their Agency’s and the County’s mission to serve the public and the community where many of them live

Championed by immediate supervisors who work to foster positive team cultures

Cared for and respected by colleagues sharing in the work

“I love my job, *but...*”

- Survey responses reveal a culture based in **fear and avoidance** that has not only **depleted employee morale**, but also **impeded County Government’s ability** to effectively fulfill its mission of serving County Residents
- Employees describe feeling:

Unclear on their Agency and the County’s strategic direction

Unequipped and disempowered to perform and grow in their roles

Deprioritized and devalued by Agency and County leadership

*"Our culture starts at the top
and its drilled down.*

*We need to be **better**.*

*We need to get started **now**."*

*- **Supervisor Respondent***



Key Findings & Initiatives

Summarizing employee feedback and charting a path forward

Building on a Proud Tradition

Prince George's County Government continues to foster a **people-centered culture of pride and commitment to public service** by **championing employee wellbeing, growth, and innovation** "from Hire to Retire."

In continuing this tradition, County Government employees are:

Proud to join
County Government



New Hire



Proud to serve
County residents



Employee



Proud to have made
a difference



Retiree

Key Areas of Employee Engagement

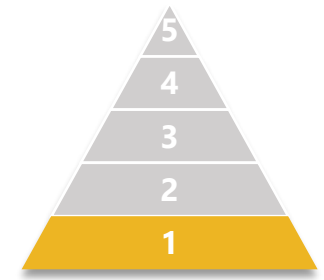
Employee feedback was captured and placed into 5 key areas of engagement that are the building blocks of success for employees, supervisors, agencies, and Prince George's County Government.



Key Area of Employee Engagement #1

Compensation & Benefits

Assess and enhance practices and offerings around compensation and benefits to better meet employee needs



Compensation



Overall Benefits



Healthcare



Paid Leave



Retirement & Pensions



Health & Wellness

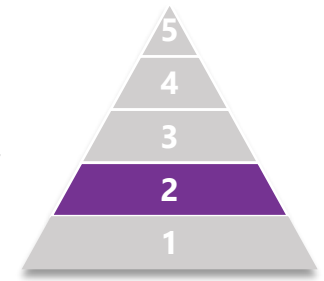
OHRM Response

Conduct a comprehensive assessment of the compensation package, including salary and benefits, offered to County Government employees to identify opportunities to enhance policy, practices, and offerings

Key Area of Employee Engagement #2

Vision & Culture

Revitalize County Government culture to center, recognize, and support employees contributing to Agency and County mission



Pride & Commitment



Impact & Purpose



Job Value & Security



Job Expectations & Goals



Skills



Tools & Processes



Feedback & Accountability

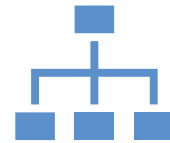
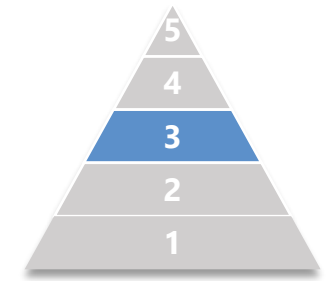
OHRM Response

Clarify overall County Government vision and expectations for performance and accountability through onboarding and performance management processes

Key Area of Employee Engagement #3

Management & Leadership

Develop and support County Government leadership and supervisors in leading thriving teams



**Supervisors
& Leadership**



**Trust &
Confidence**



Communication

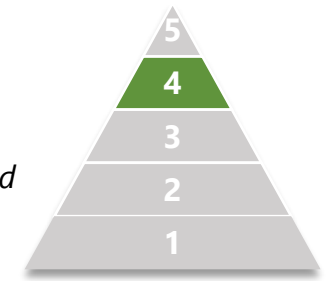
OHRM Response

- Establish executive performance management process
- Launch training and development programs designed for supervisors and senior leaders

Key Area of Employee Engagement #4

Career Advancement

Establish fair and transparent processes to promote upward and internal mobility for employees across County Government



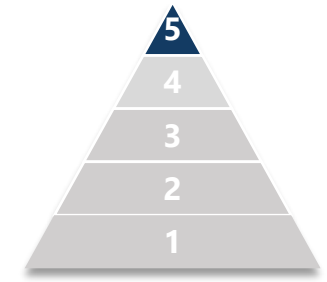
OHRM Response

Develop intentional framework, policies, and processes for upward and lateral mobility for employees within County Government

Key Area of Employee Engagement #5

Professional Development

Expand and codify County Government support for employee professional development



County Trainings & Support



Agency Support



Supervisor Support

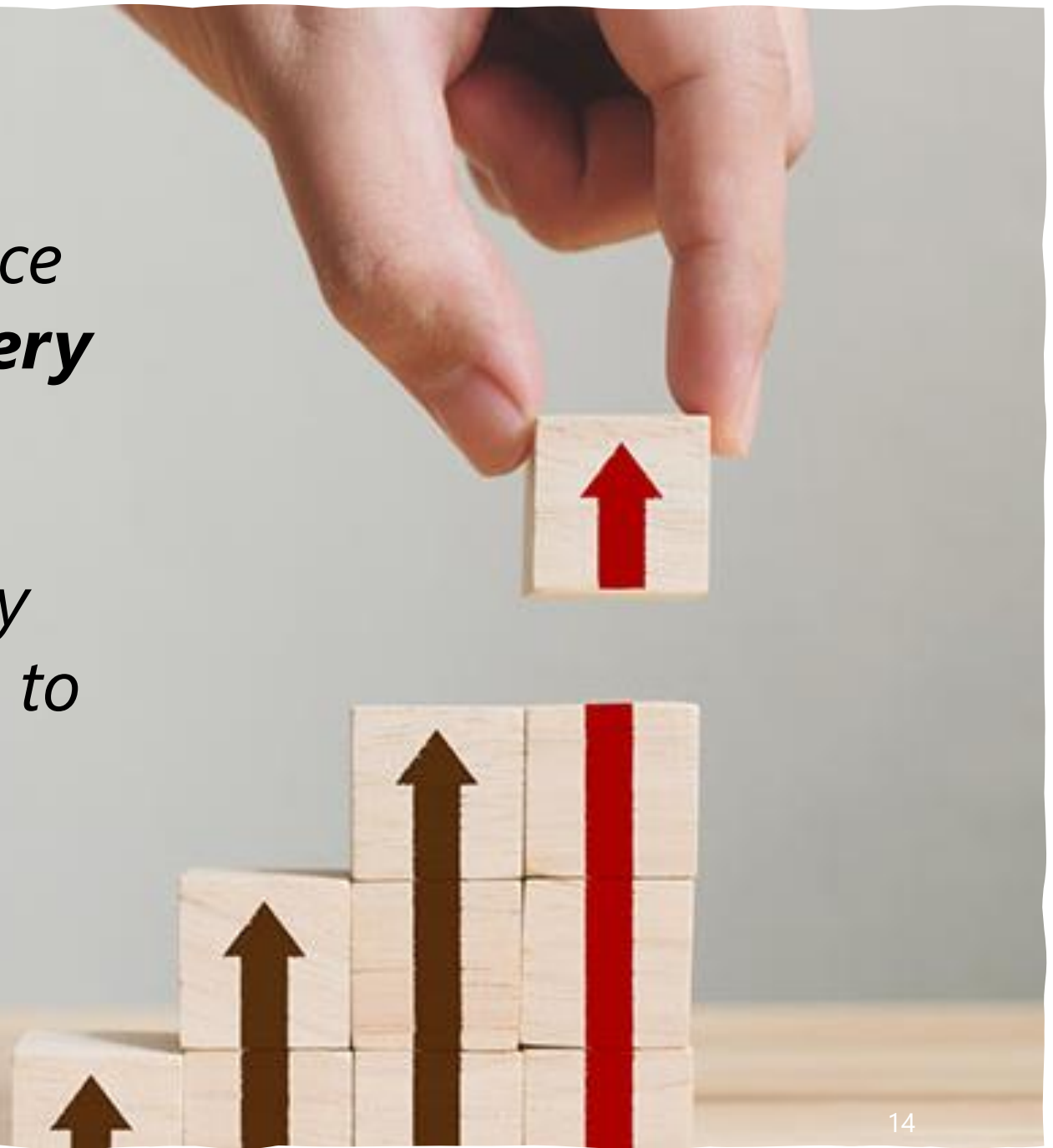
OHRM Response

Establish policy and programs to intentionally support employees in developing and meeting goals for professional development and educational attainment

*"I am happy to work for Prince George's County, and I am **very proud** to be a part of it.*

*I would like to see the County **improving**, and I am willing to do my part."*

- Employee Respondent



What OHRM Learned...

Based on the employee engagement survey development, implementation, data collection and analysis, OHRM identified the following recommendations for consideration.

Survey Methods & Practices

To increase trust and response rates...

- Use an **external vendor or third party** to conduct surveys; agencies should not conduct their own surveys
- Provide **more touchpoints** for employees without County email addresses
- Adjust **survey language** to make it easier and more accessible for all employees

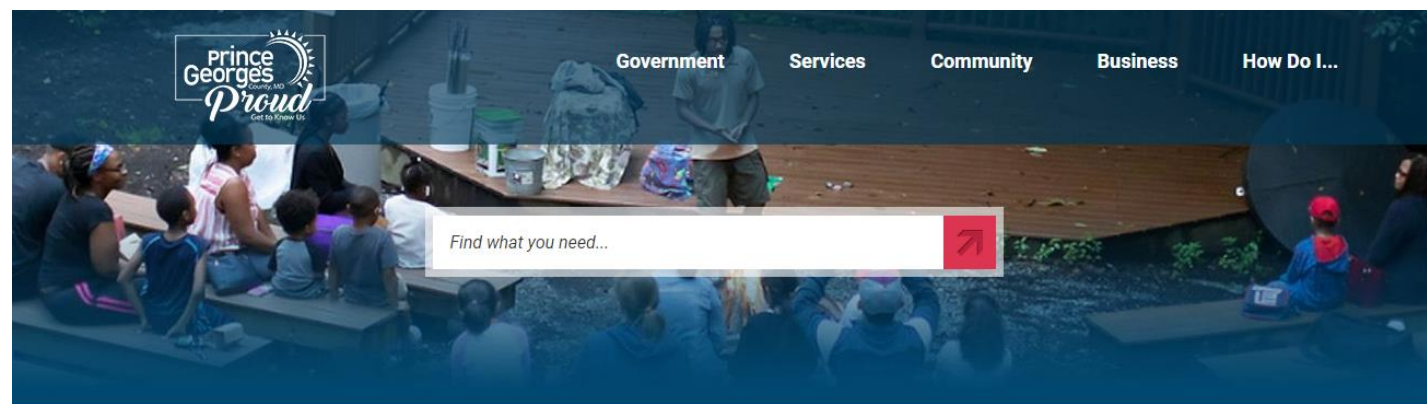
Key Learnings for Partner Agency Consideration

Based on the employee engagement survey data, OHRM also identified the following recommendations for consideration by external partners:

Area	Recommendation
County-wide Surveys	Establish a process for conducting County-wide surveys and have surveys led by Office of the County Executive
County Building Safety	Investigate and resolve safety and maintenance issues within County Government buildings
Process Improvement	Establish plan to leverage experts, tools, and best practices to modernize County and Agency policies and processes
County & Agency Priorities	Announce and regularly reinforce County and Agency goals for County employees throughout the fiscal year
Whistleblower Process & Protection	Assess and strengthen whistleblower process

For More Information

To learn more about the Employee Engagement Initiatives, visit the [OHRM Employee Engagement Initiatives Webpage](#).



- Alternative Workplace Arrangement (AWA) Program ▶
- Benefits ▶
- Classification & Compensation ▶
- COVID-19 Resources for Employees ▶
- Employee Self Service (ESS)
- Holiday Schedule
- HR Issues

Home > Government > County Government > Departments & Offices > Human Resources Management > Employees > Employee Engagement Initiatives



Employee Engagement Initiatives

The Office of Human Resources Management (OHRM) values the input and feedback of our workforce. The opinions and thoughts of our employees help shape everything from the everyday culture and environment to the employee benefits package and the professional development opportunities available. To understand the perspective and needs of the County Government workforce, OHRM conducts an Employee Engagement Survey.

The Employee Engagement Survey is an anonymous feedback tool designed to better understand the work experience of County Government employees. The results gathered will provide a valuable tool for OHRM to ensure the County Government workforce is engaged, supported, and motivated. The survey specifically focuses on gaining insight into several key areas of the County Government employee experience, including:

2021 OHRM Employee Engagement Survey Report

Video Overview



