

# City of OKC Employee Engagement Results

The Gauge - Employee Voices 2024

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# Key Highlights

- Overall, there have been slight increases across all items, as the City overall has improved items related to recognition, commitment to quality, and reviewing progress.
- Opportunities for greatest improvement exists with employees receiving recognition for good work and feeling that their opinion counts.
- Employees have a varied experience depending on their Business Unit, with some units showing meaningful improvement, while others show a meaningful decline. This grouping of employees show wider variation than any other.
- Employees indicate that they do not believe the results of the survey will be acted on, with more employees strongly disagreeing than employees who strongly agree (25% vs 20%).

# OKC Overall

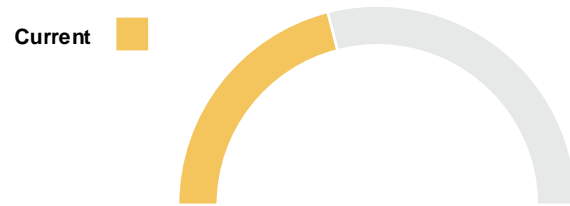
From more than 2300 responses, these 5 themes were the most prominent. They had a mix of positive and negative sentiment, with some themes skewing more negatively than others.

Theme	Count	Summary	Sample Quote
<b>Leadership and Management Issues</b>	<b>540</b>	Concerns about leadership and management practices are prevalent, with calls for more accountability, better communication, and a more supportive and respectful management style.	<i>“Better leadership that knows how to effectively communicate, delegate, and hold people accountable. The current management doesn't know how to do our job, let alone their own. How can you lead when you don't know what you're leading?”</i>
<b>Transparency and Communication</b>	<b>365</b>	Employees seek greater transparency and better communication from management regarding decisions, changes, and the overall direction of the City.	<i>“I feel that if all of the departments would communicate more often and more effectively, we could tackle potential problems with better solutions. We would also be able to gain more accountability in doing this, because it would take multiple people to do their part to get a job done and if a part was missing it would be easier to hold them accountable.”</i>
<b>Pay and Benefits</b>	<b>234</b>	Many responses highlight issues with pay rates, including desires for raises, better compensation for overtime, & adjustments to pay scales to reflect experience, responsibilities, and the cost of living.	<i>“Allow more work-from-home opportunities for office jobs. I do not think that it serves anyone's needs to ask an employee to come to work, only to sit in teams calls all day with people who are not co-located. This activity could be done from home a few times a week.”</i>
<b>Work Environment Improvements</b>	<b>224</b>	Employees suggested for improving the physical work environment, such as better facilities, access to technology, and creating a more comfortable and conducive work setting	<i>“I think having enough floor space is important, as is a desk space and storage. No one here (except a few) has their own desk or storage space. We are 24/7 but not even having space for your belongings is a bit disheartening and definitely does not create a good impression. They also need to keep personal employed instead of waiting six months for a new hire.”</i>
<b>Training and Professional Development</b>	<b>201</b>	There's a clear desire for more training opportunities, both for new hires and ongoing professional development. Employees want training that is relevant, timely, and helps them advance in their careers or improve their current job performance.	<i>“Attending relevant training that would equip me to better do my job would never be questioned. Whether it is hands on learning or attending conferences, they both have relevancy to doing my job better.”</i>

# The Gauge - Employee Voices 2024 Overall Engagement Dashboard

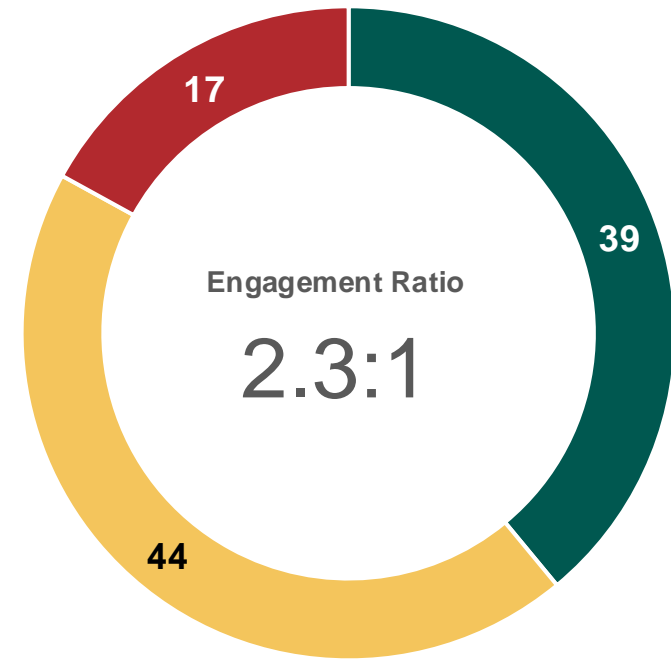
RESPONSE RATE COMPARISON		ENGAGEMENT MEAN COMPARISON		TOP QUARTILE TEAMS	
OKC Current	62%	OKC Current	3.79	Current	
OKC Past	68%	OKC Past	3.77	40	
Gallup Overall Median	84%			(11% of teams)	
				(Past: 26; 14% of teams)	

COMPANY OVERALL DATABASE		COMPANY LEVEL, GOVERNMENT DATABASE	
OKC 2024	20 <sup>th</sup>	OKC 2024	42 <sup>nd</sup>



STRENGTHS AND OPPORTUNITIES	
<b>+ Strength</b>	<b>- Opportunity</b>
Q01 – Expectations Q03 – Do Best	Q04 – Recognition Q07 – Opinions Count

■ % Engaged   ■ % Not Engaged   ■ % Actively Disengaged



Note: Percentiles based on Company Level N=100+\_Overall\_Overall Q<sup>12</sup> Database (2019-2023) and Company Level N=100+\_Industry\_Public Administration (Government).

# Employee Engagement Item-Level Results

While Engagement Basics look relatively strong, there is opportunity to meet employees needs better around Recognition and Opinions Count

n-size = 3,328		■ 1 (Strongly Disagree)	■ 2	■ 3	■ 4	■ 5 (Strongly Agree)	P'TILE	CURRENT MEAN	MEAN Δ	PAST MEAN
<b>ENGAGEMENT MEAN</b>							<b>42<sup>nd</sup></b>	<b>3.79</b>	<b>+0.02</b>	<b>3.77</b>
<b>GROWTH</b> How do I grow?	<b>Q00</b> Overall Satisfaction	9	22	40	25		45 <sup>th</sup>	3.75	+0.03	3.72
	<b>Q12</b> Learn & Grow	8	6	18	27	41	49 <sup>th</sup>	3.88	+0.03	3.85
	<b>Q11</b> Progress	15	9	17	25	33	29 <sup>th</sup>	3.52	+0.04	3.48
<b>TEAMWORK</b> Do I belong?	<b>Q10</b> Best Friend	17	11	22	21	28	64 <sup>th</sup>	3.31	+0.01	3.30
	<b>Q09</b> Quality	7	18	34	36		29 <sup>th</sup>	3.91	+0.05	3.86
	<b>Q08</b> Mission	7	7	17	29	40	37 <sup>th</sup>	3.90	+0.02	3.88
	<b>Q07</b> Opinions	15	11	20	26	29	20 <sup>th</sup>	3.42	+0.02	3.40
<b>INDIVIDUAL</b> What do I give?	<b>Q06</b> Development	8	8	16	26	42	61 <sup>st</sup>	3.86	+0.04	3.82
	<b>Q05</b> Cares	5	5	11	25	53	52 <sup>nd</sup>	4.15	+0.03	4.12
	<b>Q04</b> Recognition	19	11	17	23	29	40 <sup>th</sup>	3.34	+0.05	3.29
	<b>Q03</b> Do Best	7	17	32	40		66 <sup>th</sup>	3.99	+0.03	3.96
<b>BASICS</b> What do I get?	<b>Q02</b> Materials	7	16	34	38		43 <sup>rd</sup>	3.95	±0.00	3.95
	<b>Q01</b> Expectations	10	32	53			60 <sup>th</sup>	4.31	-0.02	4.33

Note: Percentiles based on Company Level N=100+\_Industry\_Public Administration (Government); Due to rounding, percentages may sum to 100% +/-1%; Numerical values shown when 5% or higher; ▲/▼ indicates meaningful change bolded and defined as +/- 0.10 or greater for n-size ≥ 1,000 and +/-0.20 or greater for n-size < 1,000.

# Employee Engagement Additional Item-Level Results

Employees struggle to feel informed and feel like they belong at the City of OKC.

n-size = 3,328	Legend: 1 (Strongly Disagree) 2 3 4 5 (Strongly Agree)					P'TILE	CURRENT MEAN	MEAN Δ	PAST MEAN
	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)				
I have received the training I need to do my job well.	5	7	19	34	35	N/A	3.87	-0.02	3.89
My supervisor gives continuous feedback to help me improve my performance.	10	9	20	29	33	59 <sup>th</sup>	3.67	+0.02	3.65
I have the same opportunities for advancement as other coworkers in my organization.	14	9	17	25	35	51 <sup>st</sup>	3.57	+0.01	3.56
I am well informed about what is going on at my organization.	13	15	23	26	23	44 <sup>th</sup>	3.29	+0.02	3.27
At work, I am treated with respect.	5	6	16	32	40	30 <sup>th</sup>	3.96	+0.01	3.95
At work, I feel comfortable being myself.	6	7	15	32	40	45 <sup>th</sup>	3.94	+0.01	3.93
I feel safe in my work environment.	5	6	14	31	45	52 <sup>nd</sup>	4.04	-0.01	4.05
My organization cares about my overall wellbeing.	11	12	21	27	30	49 <sup>th</sup>	3.54	+0.01	3.53

Note: Percentiles based on Company Level N=100+\_Industry\_Public Administration (Government); Due to rounding, percentages may sum to 100% +/-1%; Numerical values shown when 5% or higher; ▲/▼ indicates meaningful change bolded and defined as +/- 0.10 or greater for n-size ≥ 1,000 and +/-0.20 or greater for n-size < 1,000.

# Employee Engagement Additional Item-Level Results

Employees feel strongly that nothing will be done coming out of this survey.

n-size = 3,328	Legend: 1 (Strongly Disagree) 2 3 4 5 (Strongly Agree)					P'TILE	CURRENT MEAN	MEAN Δ	PAST MEAN
	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)				
At work, people are held accountable for their actions.	18	16	24	22	20	38 <sup>th</sup>	3.11	+0.03	3.08
I can approach management with suggestions and criticisms.	14	10	19	27	29	23 <sup>rd</sup>	3.47	+0.07	3.40
I trust the leadership of my organization.	15	12	20	26	26	26 <sup>th</sup>	3.37	+0.02	3.35
My organization always delivers on the promise we make to customers.	8	9	23	35	25	55 <sup>th</sup>	3.58	-0.02	3.60
I am confident that the findings arising out of this survey will be acted upon.	25	14	22	20	20	36 <sup>th</sup>	2.96	+0.01	2.95

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# Engagement Segments Within U.S. Workplaces

Employees can be segmented into three fundamental psychological conditions of engagement that are behaviorally predictive.



16%

## ACTIVELY DISENGAGED

*Actively disengaged employees aren't just unhappy at work — they are **resentful** that their needs aren't being met and are **acting out their unhappiness**. Every day, these workers potentially undermine what their engaged coworkers accomplish.*

50%

## NOT ENGAGED

*Not engaged employees are **psychologically unattached** to their work and company. Because their engagement needs are not being fully met, they're putting time — but not energy or passion — into their work.*

34%

## ENGAGED

*Engaged employees are **highly involved in and enthusiastic** about their work and workplace. They are psychological “owners,” drive performance and innovation, and move the organization forward.*

Source: WF Q2 2023, U.S. Employees MOE: ±1 point



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