

WYDOT Employee Satisfaction Survey, 2021

Presenting results of the WYDOT Employee Satisfaction Survey, 2021

Presented By

Brian Harnisch, MBA

Interim Director

Senior Research Scientist, Director of Survey Operations

Wyoming Survey & Analysis Center (WYSAC)

With the Assistance of

Bistra Anatchkova, Ph.D.
Mike Dorssom, M.A.

Presentation Outline

- Project Background
- Survey Results

Background



Project History
Questionnaire Development
Survey Administration
Response Rates

Project History

- Online Survey
- 2nd iteration of survey with WYSAC
- Last fielded in 2019
 - Biennial effort assess agency culture, workplace satisfaction, and employee retention.
 - Small modifications/additions/removals of questions before current iteration

Questionnaire Development & Changes

- 2019 questionnaire provided to WYSAC by WYDOT. Questionnaire was refined with WYSAC's input and approved by WYDOT.
- Questionnaire updates provided to WYSAC for the 2021 iteration.
 - WYSAC provided suggestions and feedback regarding the changes; final questionnaire tested and approved by WYDOT

Survey Administration

- May 19th – June 11th, 2021
- Invitation emails sent to all WYDOT employees
 - Invitation email sent from WYSAC, as well as an invitation from WYDOT.
 - Reminder email send from WYSAC

Response Rate

- 926 completed interviews
- 1,994 total WYDOT email addresses attempted
- Overall response rate of 46% on eligible/valid emails
- Average survey length of 11 minutes and 20 seconds

Survey Results



Experience with WYDOT

Assessment of Agency Leadership Culture

Assessment of Workgroup Flexibility

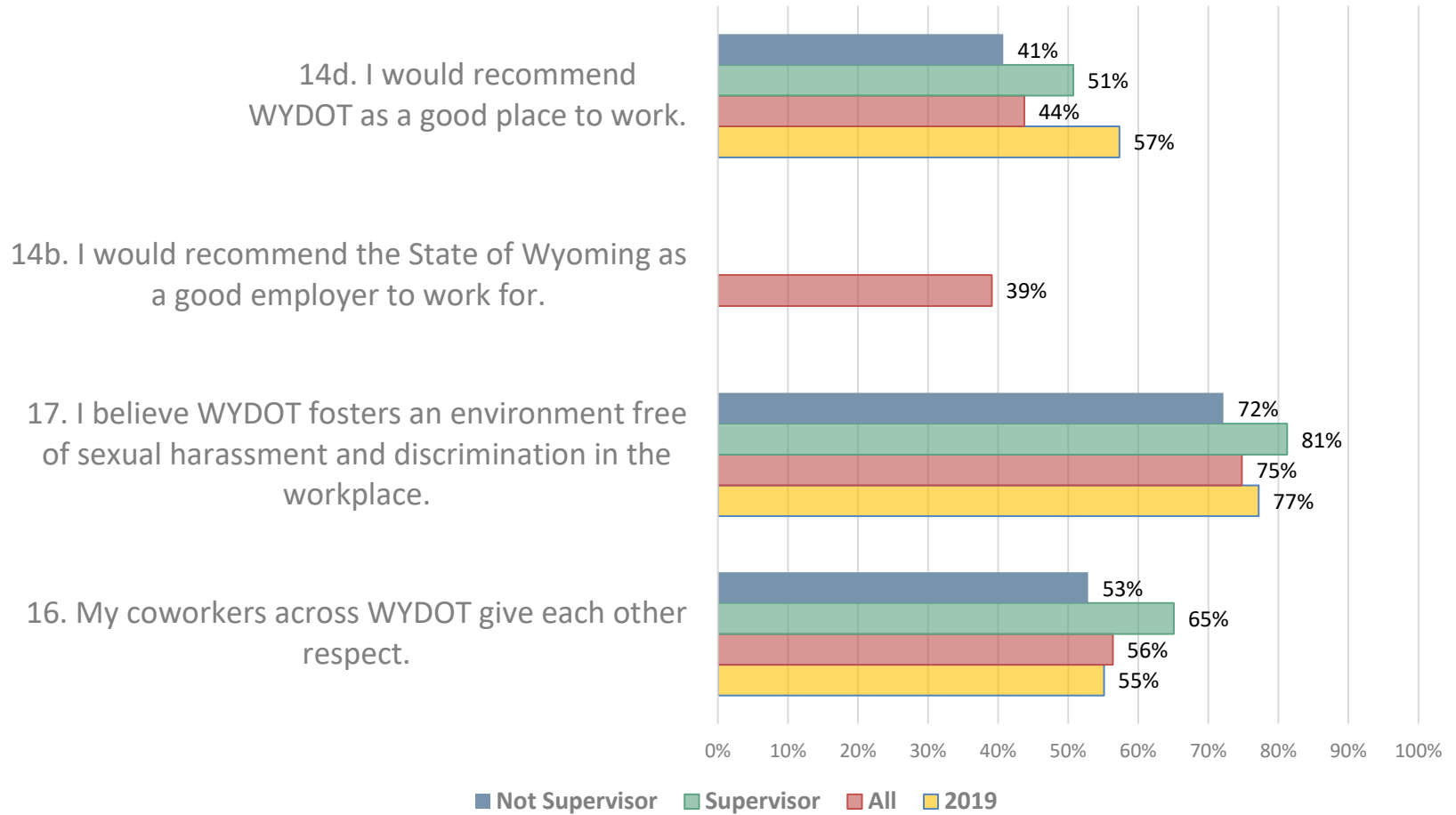
Satisfaction with Supervisor

Job Satisfaction

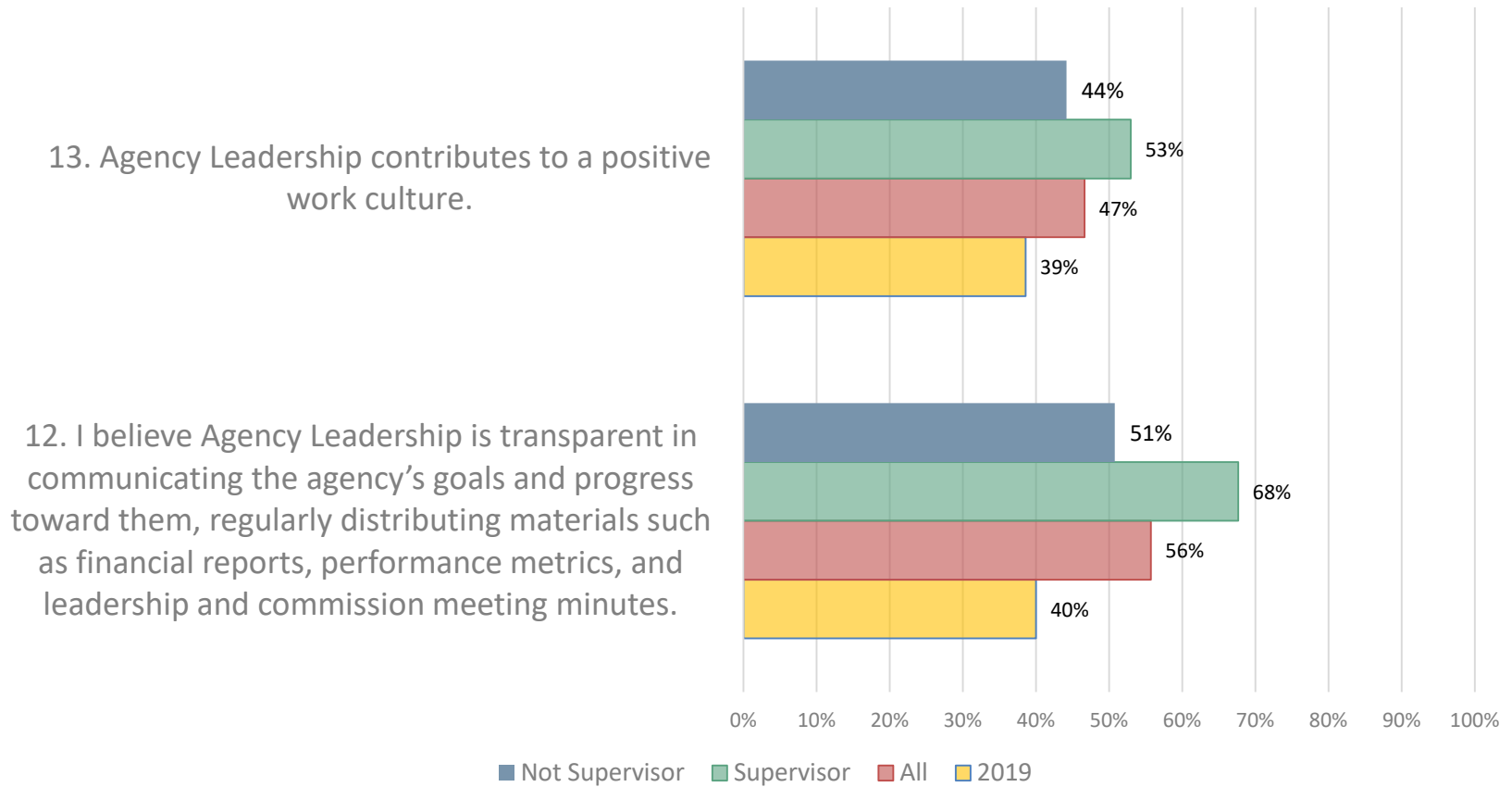
Work Safety

Open-end responses

Experience with WYDOT

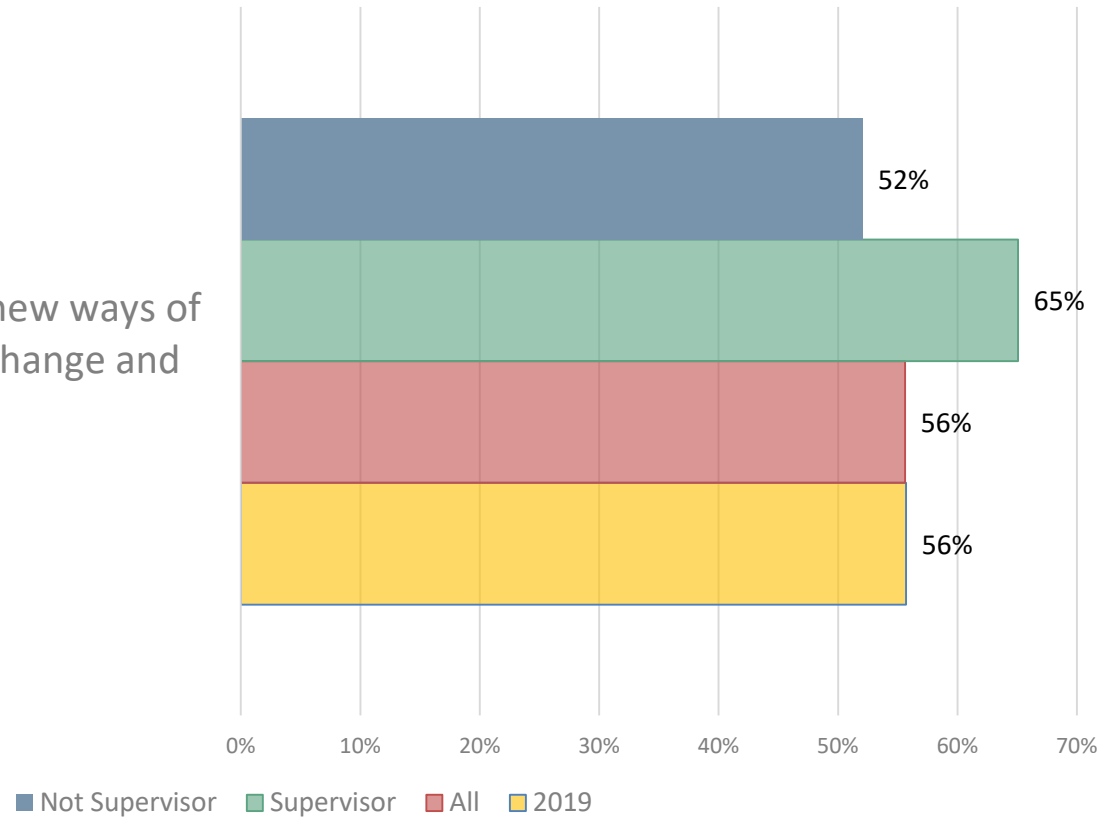


Assessment of Agency Leadership Culture

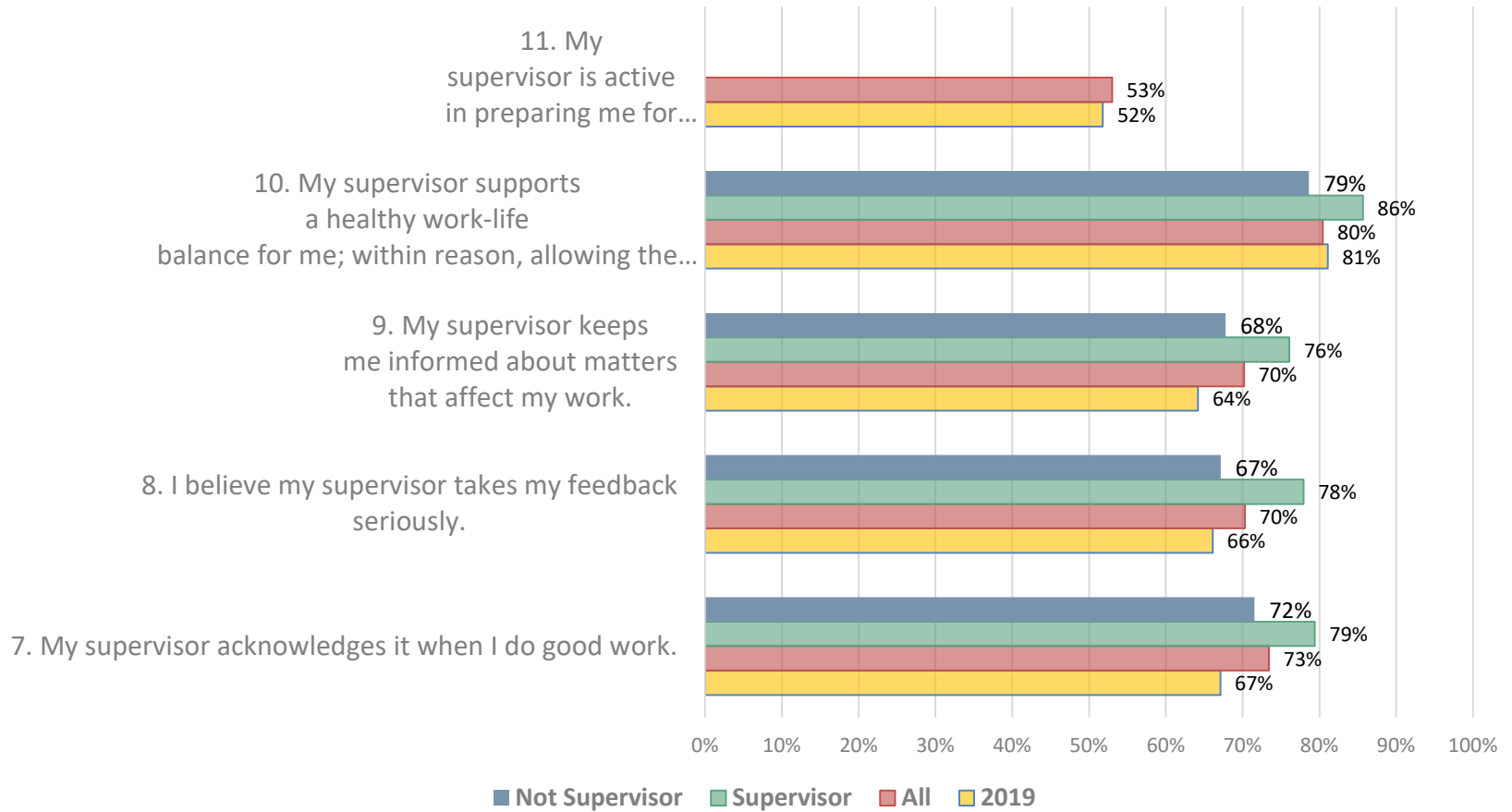


Assessment of Workgroup Flexibility

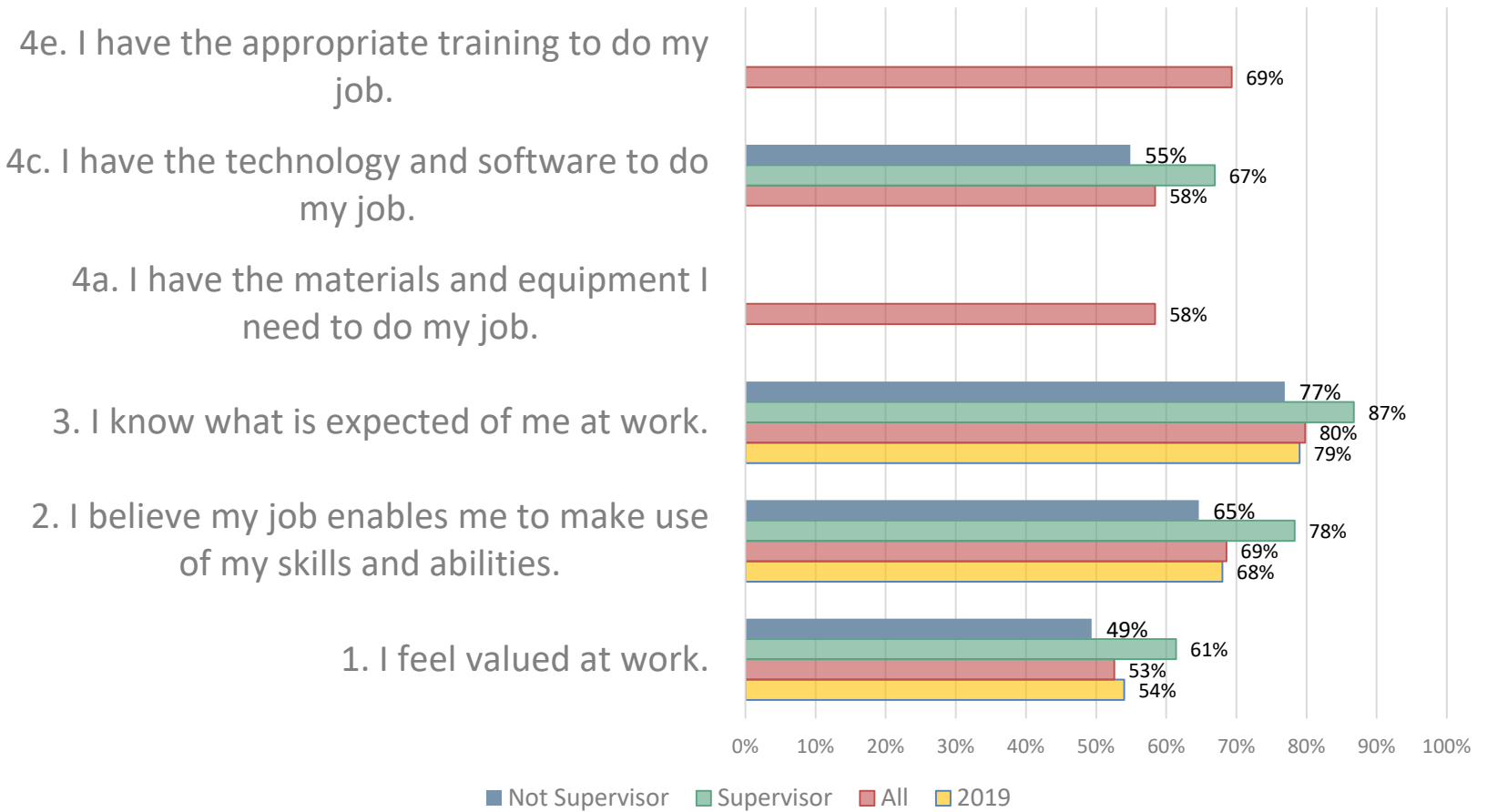
6. My work group is open to new ways of doing things. (Receptive to change and innovation)



Satisfaction with Supervisor



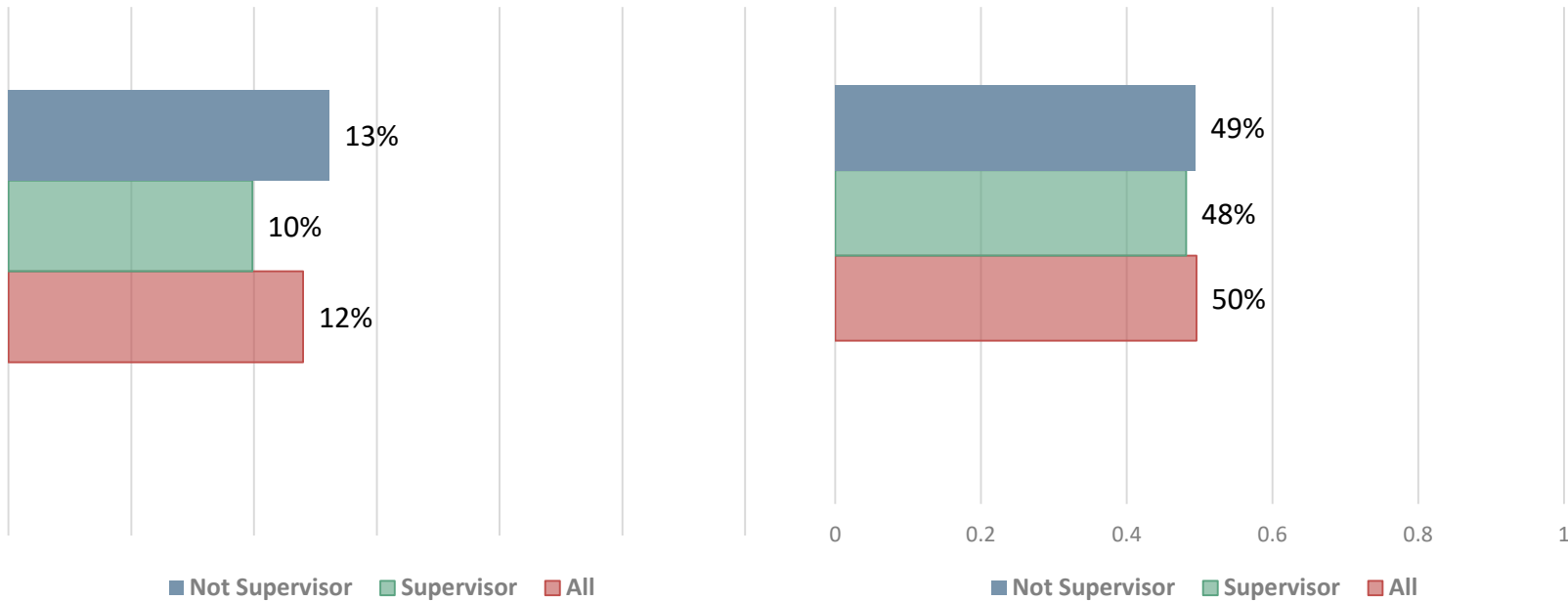
Job Satisfaction



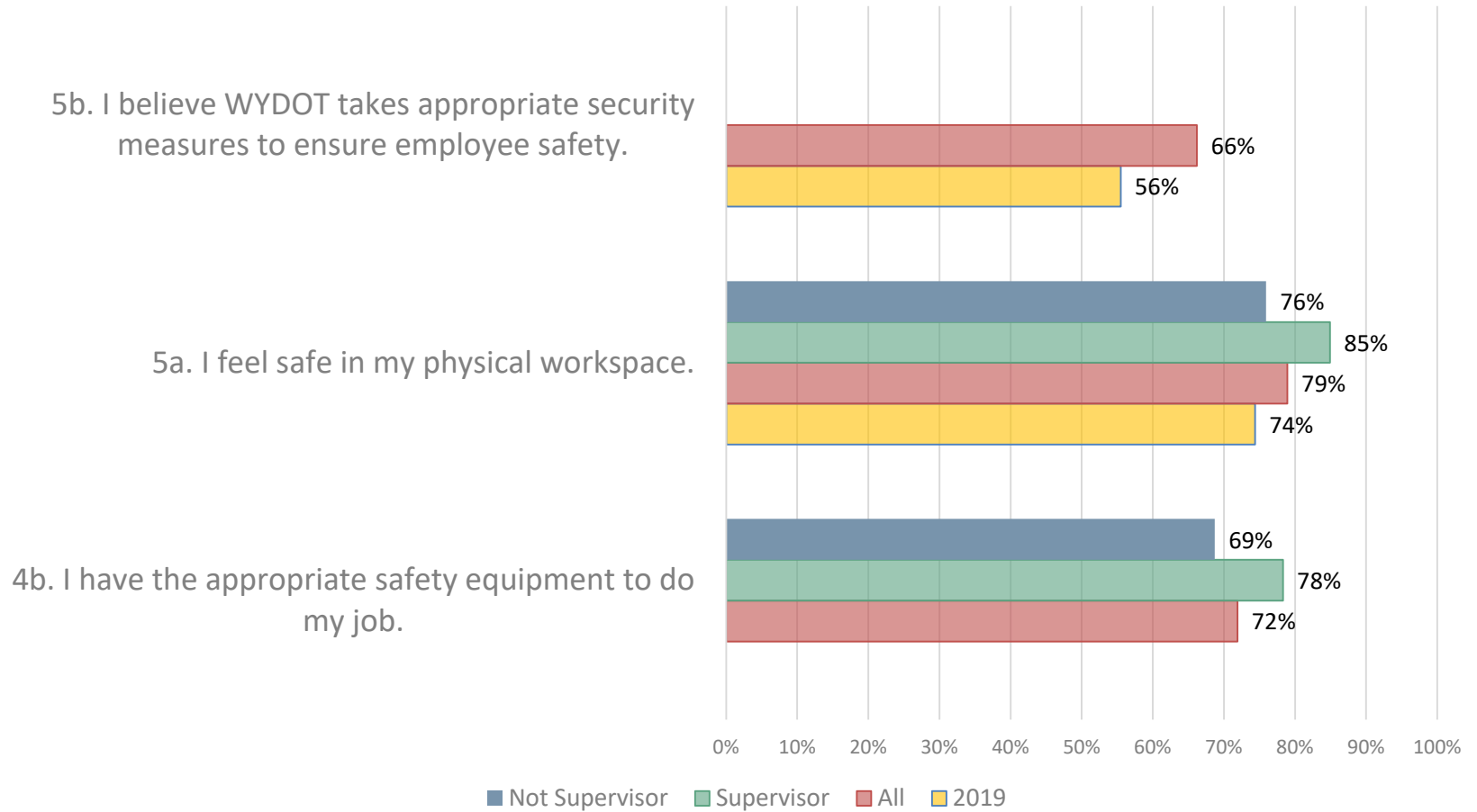
Harassment and Discrimination

Have you experienced or witnessed sexual harassment or discrimination at WYDOT in the past two years?

I feel WYDOT took appropriate action regarding the sexual harassment or discrimination that I experienced or witnessed. (**% DISAGREE**)



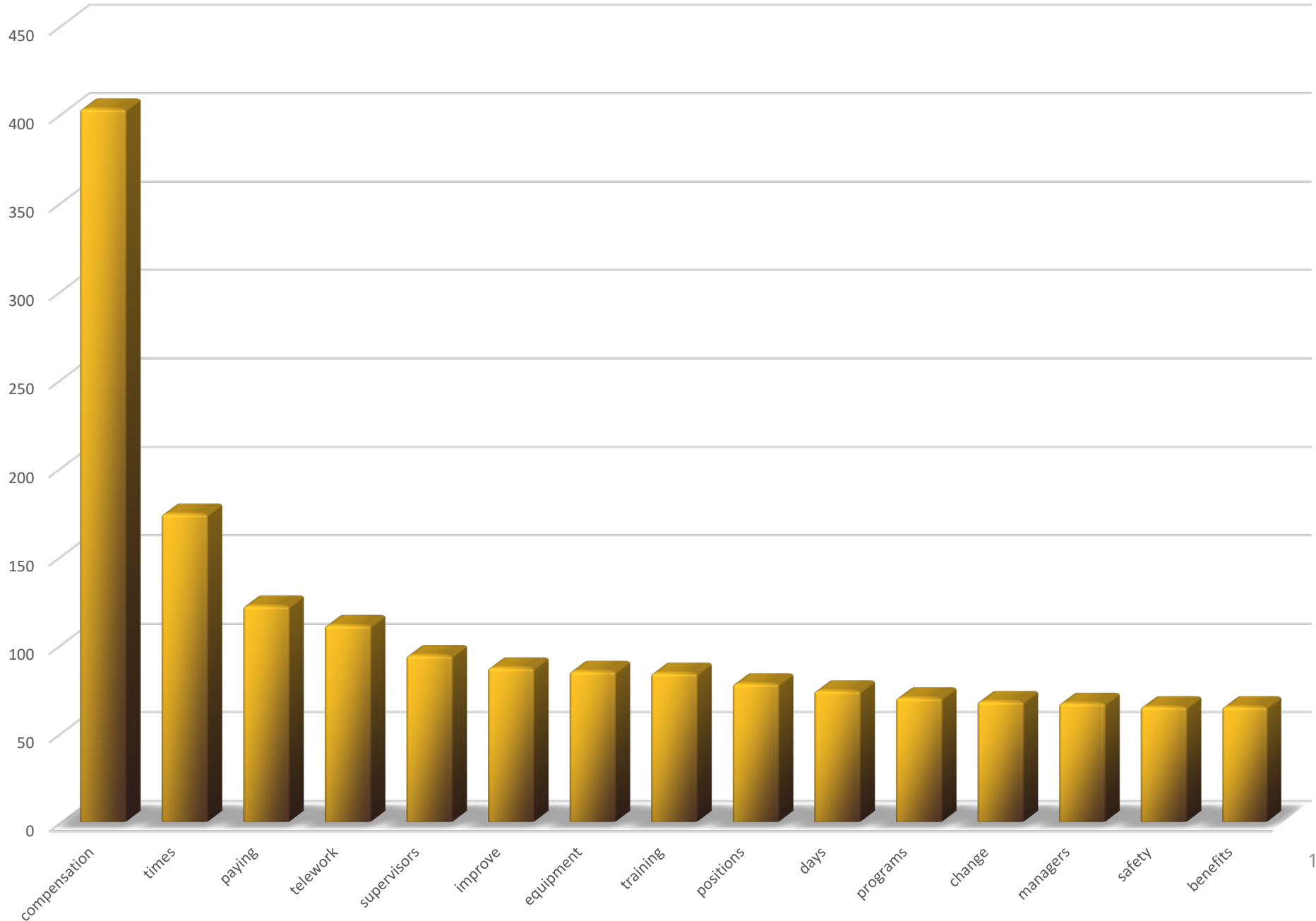
Work Safety



Open-end Analysis

- In 2019, WYSAC offered to explore text analysis of the open-ended survey responses.
 - Essentially turn qualitative responses into quantitative data for analysis with special software
- This proved to be incredibly cumbersome, time consuming (i.e. expensive)
 - Incredible amount of text-responses/feedback offered by WYDOT employee
 - Great! Highly engaged employees, but makes this sort of analysis prohibitive.
 - Highly recommend reading individual responses.
- We completed a quick analysis for one question:
“Outside of compensation, what could WYDOT do to improve employee satisfaction?”

Top 15 References





Wyoming Survey & Analysis Center
UNIVERSITY OF WYOMING

Questions?

Wyoming Survey & Analysis Center (WYSAC)

University of Wyoming

Dept. 3925

1000 E. University Ave.

Laramie, WY 82071

Brian Harnisch, harnisch@uwyo.edu

Bistra Anatchkova, bistra@uwyo.edu