CAPSTONE PROJECT (HR Survey response Analysis)

**1)Which survey questions did respondents agree with or disagree with most?**

The survey question with the **highest level of agreement** was the Question 1 with **92.39% agreement**, while the question with the **lowest level of agreement** was the question number 6 (I have a best friend at work) one with **46.30% agreement**.

**2)Do you see any patterns or trends by department or role?**

The survey reveals two clear themes across the organization. First, **workplace friendships and social connections are consistently weak**. Question 6 (“I have a best friend at work”) received the lowest scores across every department and role, highlighting a systemic issue that affects all employees, from directors to frontline staff.

Second, there is a noticeable **divide between leadership and staff**. Supervisors consistently report the highest engagement and satisfaction, while Staff show the lowest scores, especially on recognition and opportunities to grow. Directors and Managers generally align with each other, reflecting a shared leadership perspective, while the “Unknown” group mirrors Staff, suggesting they are likely frontline employees who did not declare their role.

At the **department level**, the differences are also clear. The Family Justice Center performs the strongest, with high scores across nearly all questions, showing clear expectations, mission alignment, and satisfaction. Departments like Emergency Management and Economic Development also score above average, particularly on purpose, accountability, and growth opportunities. In contrast, the Sheriff’s Department is the most concerning outlier, with very low scores in recognition, job satisfaction, and supervisor support, signaling urgent engagement challenges.

**T**he organization’s main strengths lie in departments with strong leadership and alignment to mission, while the biggest weaknesses are poor social connections and low engagement among frontline staff, particularly in the Sheriff’s Department. Addressing these gaps could improve morale, retention, and overall workplace culture.

**Question 3. As an employer, what steps might you take to improve employee satisfaction based on the survey results?**

Based on the survey results, I would take several steps to improve employee satisfaction. First, I would focus on **building stronger workplace relationships**, since Question 6 scores were low across all roles and departments. This could involve team-building activities, mentorship programs, and opportunities for employees to collaborate across departments.

Second, I would address the **gap between leadership and frontline staff**. Staff consistently reported lower scores on recognition and opportunities to grow, so I would implement structured recognition programs, regular feedback sessions, and visible support to ensure staff feel valued and heard.

I would target **departments with lower engagement**, like the Sheriff’s Department, with department-specific initiatives such as leadership coaching, improved communication, and engagement plans tailored to their challenges.

Finally, I would work to **narrow the perception gap between staff and leadership** by holding listening sessions, involving employees in decision-making, and demonstrating how their input affects policies.