

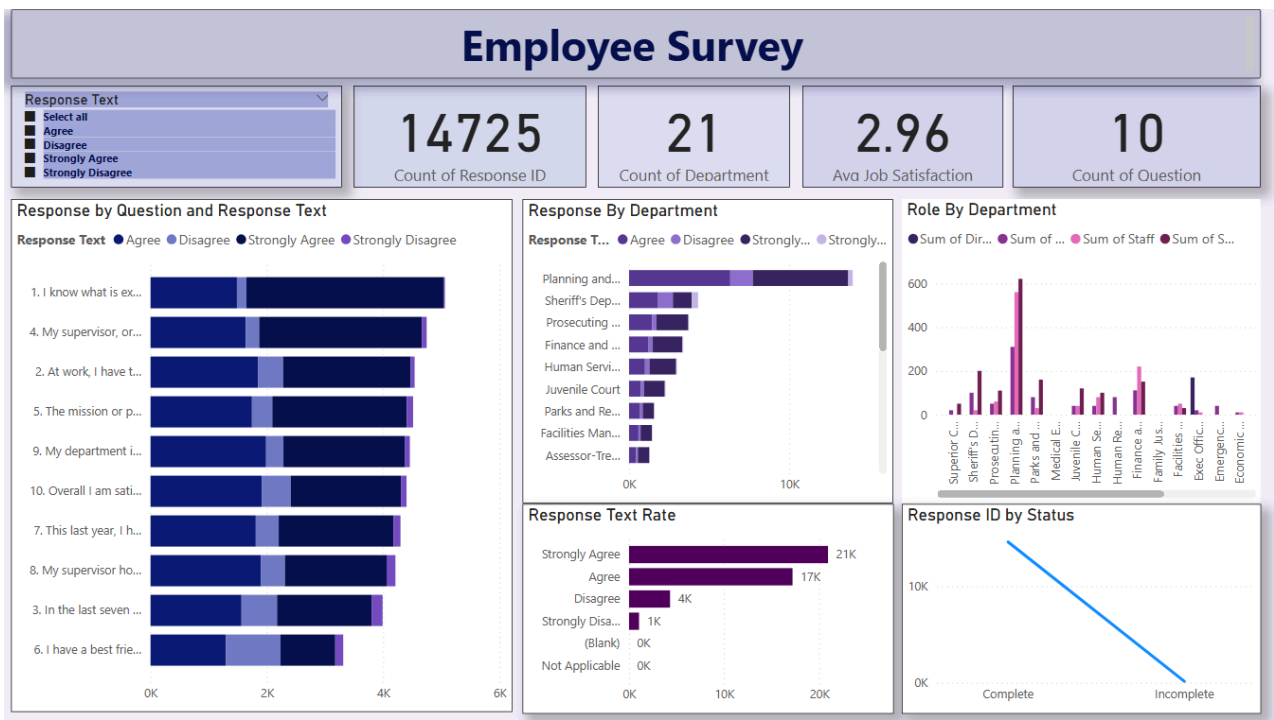
Employee Survey Responses Analysis

Organization: Pierce County, Washington
Dataset Size: 14,725 responses | 21 departments | 10 survey questions
Objective: Identify engagement drivers, departmental patterns, and improvement actions

Executive Summary

Analysis of 14,725 employee survey responses shows moderate overall job satisfaction (2.96 / 4), with a strong skew toward positive sentiment (Agree and Strongly Agree responses dominate). However, dissatisfaction clusters around interpersonal connection, recognition, and workload balance, with notable variation by department and role.

These insights provide a clear roadmap for targeted employee engagement initiatives.



❖ Most Agreed-With Questions

Based on the **Response by Question and Response Text** chart:

Employees most strongly agreed with:

1. **“I know what is expected of me at work.”**
2. **“My supervisor, or someone at work, seems to care about me as a person.”**
3. **“The mission or purpose of my organization makes me feel my job is important.”**
4. **Overall job satisfaction statement**

Insight:

This signifies that role clarity, leadership support, and organizational mission are strong engagement drivers across the workforce.

❖ Most Disagreed-With Questions

Higher disagreement appears in:

- **“I have a best friend at work.”**
- **Questions related to recognition, feedback, or recent praise**
- **Work-life balance statements (e.g., stress or workload perception)**

Insight:

While employees understand their roles, emotional connection and recognition are weaker, indicating gaps in workplace culture rather than operational structure.

Question 2

Do you see any patterns or trends by department or role?

❖ Department-Level Trends

- **Planning & Public Works** (and similarly large departments) show:
 - Highest response volumes.
 - Mixed sentiment with both strong agreement and noticeable disagreement.
- Smaller departments show:
 - Fewer responses.

- More polarized sentiment (either very positive or negative).

Insight:

Larger departments may face engagement consistency challenges, while smaller teams benefit from closer management but are more vulnerable to individual leadership styles.

❖ **Role-Based Trends**

From the **Role by Department** chart:

- Staff-level employees account for the largest response volume.
- Supervisors and management show:
 - Higher agreement rates.
 - Lower disagreement levels.

Insight:

Frontline staff experience more engagement friction than leadership, suggesting a top-down perception gap.

Question 3

As an employer, what steps might you take to improve employee satisfaction?

As an Employer, I would use the following strategies to improve employee satisfaction.

Data-Driven Strategies

❖ **Strengthen Recognition & Feedback Culture**

- Introduce structured recognition programs.
- Train managers on regular, meaningful feedback.
- Recognize effort, not just outcomes.

This will address dissatisfaction in recognition-related questions.

❖ **Foster Social Connection & Team Belonging**

- Encourage team-building initiatives.
- Create mentorship and peer-support programs.
- Support hybrid and inclusive social spaces.

This will target low scores on “best friend at work” and belonging.

❖ **Focus on Frontline Staff Engagement**

- Conduct role-specific pulse surveys.
- Provide workload balancing support.

- Offer career progression pathways.

This will *bridge the staff–leadership perception gap*.

❖ **Department-Specific Action Plans**

- Prioritize large departments with mixed sentiment.
- Empower department heads with engagement metrics.
- Track improvement KPIs quarterly.

This will *improve consistency across the organization*.

Additional Analyst Insights

❖ **Survey Participation Quality**

- Majority of responses are **complete**
- Minimal incomplete responses suggest:
 - High trust in survey confidentiality.
 - Strong willingness to provide feedback.

❖ **Sentiment Distribution**

- Strongly Agree + Agree \approx 80% of responses.
- Disagreement is present but localized.

Insight:

Employee satisfaction issues are fixable and targeted, not systemic.

Final Conclusion

The dashboard effectively answers all business questions and reveals that:

- Employees feel clear about their roles and purpose.
- Leadership support is a strength.
- Cultural and interpersonal engagement requires improvement.
- Engagement challenges vary by department and role.

With focused actions on recognition, connection, and frontline staff experience, Pierce County can move job satisfaction well above the current average of 2.96.