

UNIFIED PERSONNEL SYSTEM

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TO: All Unified Personnel System Appointing Authorities
FROM: Peggy Rowe, Director of Human Resources
DATE: November 9, 2023
SUBJECT: 2023 Employee Voice Survey Results

I am pleased to share the results of our 2023 Employee Voice Survey with you.

Participation in the survey declined from 78% in 2021 to 68% this year, still allowing for a significant sample size of our workforce. We also saw continued improvement in UPS employees' job satisfaction and their positive feelings about working for Pinellas County.

- Item 1: +2 (89% v 86%) *Likely to recommend working for Pinellas County*
- Item 2: +4 (89% v 85%) *Overall, I am satisfied with my job*
- Item 3: +1 (89% v 88%) *Overall, I feel positive about working for Pinellas County*

Every metric measured increased in the county-wide results, including seven metrics that increased between seven and eleven points. Additionally, 59 of the 60 metrics showed positive values above 50%.

Some measures with the greatest improvement include:

- Item 17: +7 (60% v 53%) *Overall staff morale*
- Item 58 +11 (68% v 57%) *Communicating information that helps employees to understand problems and issues facing Pinellas County*
- Item 61: +8 (61% v 53%) *Listening to employee opinions*
- Item 63: +9 (70% v 61%) *Overall level of confidence in the leadership of my top leadership*

The one metric that did not show positive value above 50% however still showed improvement was:

- Item 27: +5 (47% v 42%) *There is a connection between compensation and performance*

These results indicate the work you have done to address the feedback from the 2021 survey has made a positive impact on your teams. I commend you for your work and dedication to our people.

The Employee Voice Survey is designed to provide management with input that drives continuous improvement in our organizations. I look forward to supporting each of you in analyzing the data specific to your areas of responsibility and developing strategies for celebration and action plans for improvement. If you would like to discuss the results and/or if you want assistance as you determine the next steps, we are here to help. You may reach out to me directly or to your HR Business Partner at any time to schedule a time to meet.

I encourage you to share your results with your employees. UPS-wide results will be released in the November Pen during the week of November 20. Of course, this will not include any individual Appointing Authority results.

I would like to thank each of you for your commitment to your employees and to the Employee Voice Survey. It is a significant undertaking that demonstrates Pinellas County's commitment to being a top choice employer.