



2023 Employee Voice Survey Executive Summary for the PPC

November 2023

Background and Introduction

This is the sixth biennial online employee survey conducted of Unified Personnel System (UPS) employees. A third-party consultant, Polco, was utilized to conduct the 2023 study to ensure transparency and separation between Pinellas County and the raw data; no raw data was handled by the County at any point during the study or analysis.

Methodology

The survey launched on August 21, 2023, and closed at the end of the day on September 18, 2023. During this time period, Polco encouraged employees to participate via several email reminder blasts.

Additionally, Polco and Human Resources conducted 3 virtual information sessions for employees to ask questions.

Survey Content

Employees were asked to offer ratings of Pinellas County in general as an employer, as well as rate their department, workgroup, supervisor, and Appointing Authority on a series of 60 metrics. The questions measured satisfaction, engagement, retention, workplace culture and communication.

The metrics each reflected one of the dimensions from The Great Place to Work® Trust Index®, an industry tool used to assess and rate workplace culture through an employee perspective:

- Credibility (14 metrics)
- Respect (19 metrics)
- Pride (7 metrics)
- Camaraderie (9 metrics)
- Fairness (11 metrics)

There were no changes made to the questions in 2023 to preserve the trending capabilities of the data.

Analysis Notes

The tables that follow highlight overall PPC results from 2023. Base calculations reflect all responses, including "Don't Know" responses but excluding respondents who refused to answer a given question. Tables that offer side-by-side comparisons to prior results also include "Don't Know" responses, for fair comparison. Please note, all figures are displayed as whole numbers; therefore, the year-over-year change reflects the underlying decimal data.

Columns within the report that reference "Positive Ratings" reflect the combination of the following, depending upon the question scale, again including "Don't Know" within the base calculation:

- The respondent selected "Very Likely" or "Somewhat Likely"
- The respondent selected "Strongly Agree" or "Somewhat Agree"
- The respondent selected "Excellent" or "Good"

Columns within the report that reference “Negative Ratings” reflect the combination of the following, depending upon the question scale:

- The respondent selected “Very Unlikely” or “Somewhat Unlikely”
- The respondent selected “Strongly Disagree” or “Somewhat Disagree”
- The respondent selected “Fair” or “Poor”

Key Findings

- 100% of PPC employees took the 2023 survey.
- 94% of PPC employees are likely to recommend working for Pinellas County. This is a decrease of 6% from 2021.
- The highest rated metrics at 100% in 2023 were:
 - *Maintaining a work environment that is free of drug or alcohol abuse (100%).*
 - *Maintaining a work environment that is free of harassment (100%).*
 - *Maintaining a work environment that is free of violence (100%).*
 - *I have the opportunity to do what I do best every day at work (100%).*
 - *Work schedule flexibility (100%).*
 - *Providing individual and group work spaces to do the job effectively (100%).*
 - *The working relationships in my workgroup overall (100%).*
 - *Overall staff morale in my workgroup (100%).*
 - *Welcoming employee involvement in decision-making (100%).*
 - *Communicating standards of ethical behavior (100%).*
 - *Modeling standards of ethical behavior (100%)*
 - *Communication among all staff in my workgroup overall (100%).*
 - *Fostering an atmosphere of mutual trust and confidence (100%).*
 - *Clarity of strategic direction, goals and objectives (100%).*
 - *Communicating information that helps employees to understand the problems and issues facing Pinellas County (100%).*
 - *The work being done at my department overall (100%).*
 - *The quality of work being done in my workgroup overall (100%).*
 - *Fostering a culture of inclusion (100%)*
 - *Promoting a positive working relationship among workgroup members (100%).*
 - *Encouraging employees to make decisions concerning their work (100%).*
 - *The working relationships in my department (100%)*
 - *Overall staff morale (100%)*
 - *The quality of the working relationships between sections or workgroups in this organization (100%)*
 - *Treating employees with respect (100%)*
 - *Clarity of staff roles and responsibilities (100%)*
- The lowest rated metrics in 2023 were:
 - *Dealing with low-performing employees (50%)*
 - *Compensation (salary and benefits) compared with similar opportunities (67%)*
 - *Coaching or mentoring employees (72%)*
 - *Applying discipline fairly and consistently (72%)*

2017-2023 Employee Voice Survey Results

How likely or unlikely are you to recommend working for Pinellas County to someone who asks?		PPC Positive Rating 2023	PPC Positive Rating 2021	PPC Positive Rating 2019	PPC Positive Rating 2017	Change from 2021	Metric Type
		%	%	%	%	%	
1	Level of recommendation	94%	100%	100%	100%	-6%	<i>Pride</i>

Please rate the extent to which you agree or disagree with the following statements about your job working for PINELLAS COUNTY.		PPC Positive Rating 2023	PPC Positive Rating 2021	PPC Positive Rating 2019	PPC Positive Rating 2017	Change from 2021	Metric Type
		%	%	%	%	%	
2	Overall, I am satisfied with my job	94%	94%	100%	89%	0%	<i>Pride</i>
3	Overall, I feel positive about working for PINELLAS COUNTY	94%	100%	100%	94%	-6%	<i>Pride</i>
5	I plan on working for this organization a year from now	89%	88%	93%	83%	+1%	<i>Camaraderie</i>
6	I feel positively challenged in my current job	89%	100%	93%	83%	-11%	<i>Pride</i>
7	I have good friends at work	94%	94%	87%	83%	0%	<i>Camaraderie</i>
8	I know what is expected of me at work	94%	100%	100%	83%	-6%	<i>Respect</i>
9	I have the opportunity to do what I do best every day at work	100%	100%	100%	89%	0%	<i>Pride</i>
10	My values match or fit with the values of this organization	94%	82%	87%	94%	+12%	<i>Camaraderie</i>
26	I receive competitive benefits overall (vacation, sick leave, health care, retirement plan, etc.)	83%	94%	93%	78%	-11%	<i>Fairness</i>
27	There is a connection between compensation and performance	94%	82%	47%	44%	+12%	<i>Fairness</i>
11	I have received recognition or praise for doing good work in the last quarter	83%	94%	87%	72%	-11%	<i>Respect</i>
12	In the last quarter, someone at work has talked to me about my progress	78%	94%	60%	67%	-16%	<i>Respect</i>

Please rate the quality of each of the following aspects of working for your DEPARTMENT.		PPC Positive Rating 2023	PPC Positive Rating 2021	PPC Positive Rating 2019	PPC Positive Rating 2017	Change from 2021	Metric Type
		%	%	%	%	%	
14	The working relationships in my department overall	100%	88%	80%	72%	+12%	<i>Comaraderie</i>
64	Fostering a culture of inclusion	100%	94%	73%	61%	+6%	<i>Respect</i>
15	Communication among all members of my department	89%	76%	53%	39%	+13%	<i>Credibility</i>
16	The work being done at my department overall	100%	94%	100%	94%	+6%	<i>Pride</i>
17	Overall staff morale	100%	88%	53%	56%	+12%	<i>Respect</i>
18	A respectful atmosphere	94%	94%	80%	78%	0%	<i>Respect</i>
19	Communicating standards of ethical behavior	100%	94%	80%	83%	+6%	<i>Credibility</i>
20	Modeling standards of ethical behavior	100%	94%	80%	78%	+6%	<i>Credibility</i>
21	Maintaining a work environment that is free of violence	100%	100%	93%	100%	0%	<i>Fairness</i>
21	Maintaining a work environment that is free of harassment	100%	100%	87%	83%	0%	<i>Fairness</i>
22	Maintaining a work environment that is free of drug or alcohol abuse	100%	100%	100%	94%	0%	<i>Fairness</i>
23	Clarity of staff roles and responsibilities	100%	82%	57%	44%	+18%	<i>Fairness</i>
25	Compensation (salary and benefits) compared with similar opportunities	67%	76%	60%	56%	-9%	<i>Fairness</i>
30	Defining department performance objectives	94%	82%	60%	56%	+12%	<i>Credibility</i>
32	Supporting continual learning and development	94%	88%	73%	94%	+6%	<i>Respect</i>
35	Opportunities to develop a career path	78%	76%	47%	50%	+2%	<i>Respect</i>
36	Work schedule flexibility (e.g., flex-time, alternative work schedule, etc.)	100%	100%	87%	89%	0%	<i>Respect</i>
37	Availability of necessary materials, resources and equipment to do the job effectively	89%	88%	93%	89%	+1%	<i>Respect</i>
39	Providing individual and group work spaces to do the job effectively	100%	100%	80%	67%	0%	<i>Respect</i>

Please rate each of the following aspects of your WORKGROUP.		PPC Positive Rating 2023	PPC Positive Rating 2021	PPC Positive Rating 2019	PPC Positive Rating 2017	Change from 2021	Metric Type
		%	%	%	%	%	
40	The working relationships in my workgroup overall	100%	94%	100%	83%	+6%	<i>Camaraderie</i>
41	Communication among all staff in my workgroup overall	100%	94%	73%	61%	+6%	<i>Credibility</i>
42	The distribution of work among team members in my workgroup	94%	94%	67%	67%	0%	<i>Fairness</i>
43	The quality of the working relationships between sections or workgroups in this organization	100%	88%	80%	72%	+12%	<i>Respect</i>
44	The quality of work being done in my workgroup overall	100%	94%	100%	94%	+6%	<i>Pride</i>
45	Overall staff morale in my workgroup	100%	94%	93%	72%	+6%	<i>Camaraderie</i>

Please rate each of the following aspects of your SUPERVISOR'S performance.		PPC Positive Rating 2023	PPC Positive Rating 2021	PPC Positive Rating 2019	PPC Positive Rating 2017	Change from 2021	Metric Type
		%	%	%	%	%	
46	Fostering an atmosphere of mutual trust and confidence	100%	94%	71%	76%	+6%	<i>Credibility</i>
47	Promoting a positive working relationship among workgroup members	100%	94%	71%	82%	+6%	<i>Respect</i>
28	Dealing with low-performing employees	50%	88%	36%	65%	-38%	<i>Fairness</i>
29	Rewarding/recognizing high-performing employees	83%	82%	64%	71%	+1%	<i>Fairness</i>
31	Applying discipline fairly and consistently	72%	94%	71%	53%	-22%	<i>Fairness</i>
34	Coaching or mentoring employees	72%	100%	50%	59%	-28%	<i>Respect</i>
48	Providing specific, constructive feedback that helps improve performance	83%	88%	50%	76%	-5%	<i>Credibility</i>
49	Working together with employees to set goals	83%	94%	57%	82%	-11%	<i>Credibility</i>
50	Communicating expectations of employees	83%	100%	50%	71%	-17%	<i>Credibility</i>
51	Encouraging employees to make decisions concerning their work	100%	94%	86%	76%	+6%	<i>Respect</i>
52	Informing employees about decisions that impact work	83%	88%	57%	71%	-5%	<i>Respect</i>
54	Treating employees with respect	100%	88%	93%	88%	+12%	<i>Respect</i>
55	Welcoming employee involvement in decision-making	100%	94%	71%	71%	+6%	<i>Camaraderie</i>
65	Accessibility of supervisor to address questions and concerns	94%	100%	79%	94%	-6%	<i>Credibility</i>

Please rate the quality of each of the following aspects of your organization's EXECUTIVE LEADERSHIP, i.e. your Appointing Authority		PPC Positive Rating 2023	PPC Positive Rating 2021	PPC Positive Rating 2019	PPC Positive Rating 2017	Change from 2021	Metric Type
		%	%	%	%	%	
56	Clarity of strategic direction, goals and objectives	100%	94%	53%	63%	+6%	Credibility
57	Communicating information in a timely manner	94%	88%	52%	56%	+6%	Credibility
58	Communicating information that helps employees to understand the problems and issues facing Pinellas County	100%	94%	67%	63%	+6%	Credibility
59	Encouraging employees to come up with innovative solutions to problems	94%	83%	87%	81%	+11%	Camaraderie
60	Welcoming employee involvement in decision-making	94%	83%	80%	63%	+11%	Camaraderie
61	Listening to employee opinions	78%	83%	80%	63%	-5%	Respect
62	Promoting a climate of mutual Understanding and respect among members of different groups	78%	88%	73%	69%	-10%	Respect
63	Overall level of confidence in the leadership of my top leadership	89%	88%	80%	56%	+1%	Credibility

2017-2023 Employee Voice Survey Positive Rating by Category

	Average of PPC PositiveRating 2023	Average of PPC PositiveRating 2021	Average of PPC PositiveRating 2019	Average of PPC PositiveRating 2017
Camaraderie	96%	89%	86%	78%
Credibility	94%	91%	65%	68%
Fairness	86%	90%	70%	69%
Pride	96%	97%	99%	92%
Respect	91%	92%	75%	73%