



Corrections, Department of

Washington State
Employee Engagement
Survey

2015

Table of Contents

Report Section	Excel Tab	Data Questions	Page in PDF
2015 Ratings by Question	Ratings	What are our survey results? How much did employees have a common response to a question? (agree/disagree with each other)	2
Employer of Choice	Results WA Goal 5.1.2	How much progress did we make on our Employer of Choice goals?	3
Trend of Positive Responses	Trend (%)	How do our results this year compare to our results since 2011?	4
Demographics Positive Responses*	Demographics (%)	Were responses from groups in the agency different from each other?	5
Trend of Averages	Trend (Avg)	How do our results this year compare to all our results since 2006?	8
Demographics: Average Response*	Demographics (Avg)	Were responses from groups in the agency different from each other?	9
Statistics Report	Statistics Report	How much did employees have a common response to a question? (agree/disagree with each other)	12
	Survey Results (Beginning in cell Y20)	Where's our agency-added question data?	(Excel Tab Only)

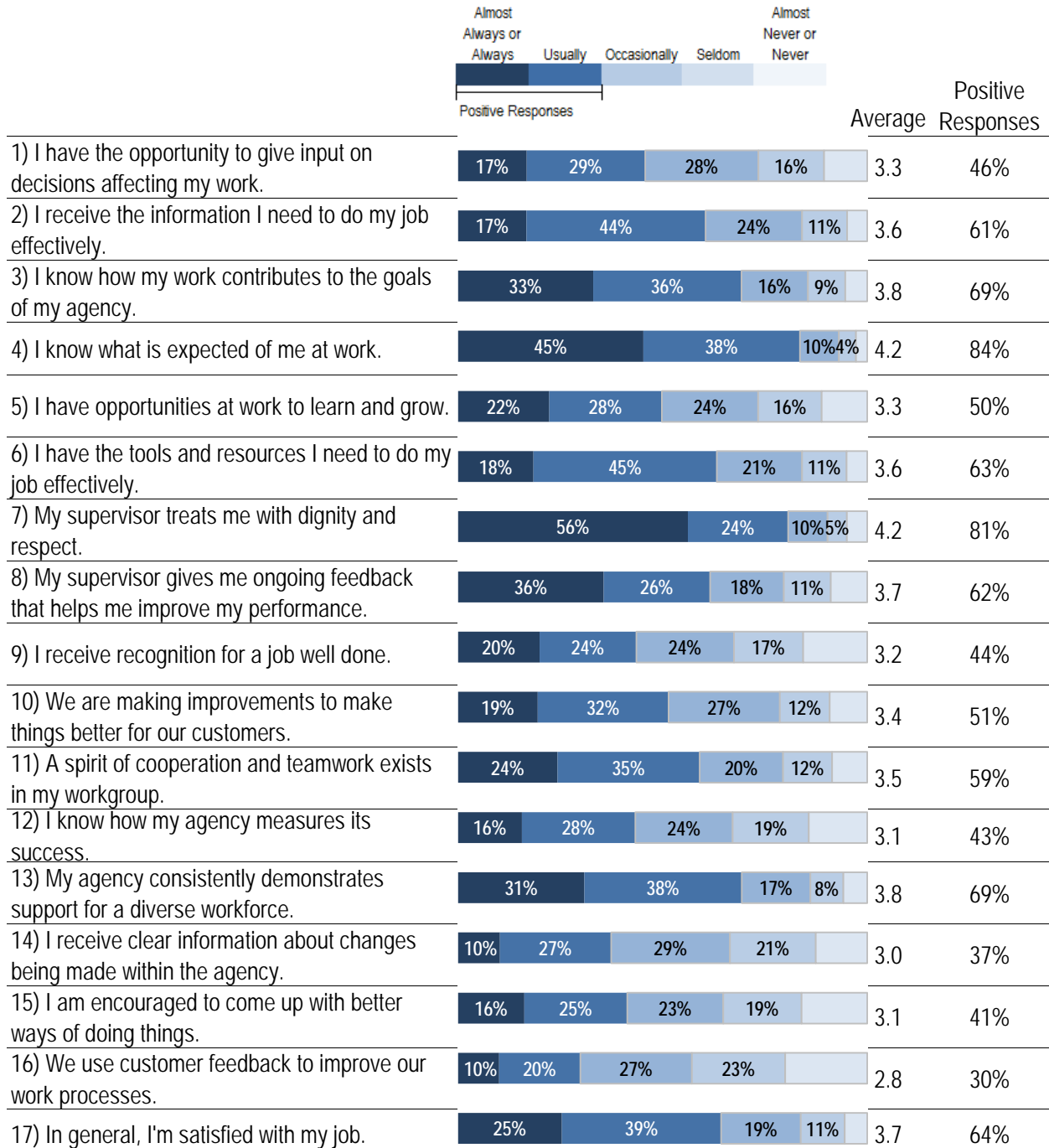
SHRPlanning@ofm.wa.gov Joseph.Ringold@ofm.wa.gov	Who do we contact if we have questions about our survey report or data?
Statewide and Small Agency Roll-up reports will be emailed in December 2015. The formal statewide report will be on hr.wa.gov in April 2016 and includes summary data by agency.	How did we do compared to others? What was going on during and before the survey that might explain the different scores?
"6 Step Problem Solving Using the A3 as a Guide" (Point B) Employee Engagement Problem Solving Guide Employee Engagement Toolkit (HR Practitioners Only)	What tools are available to help us take action on our data?

*Included only for demographic categories with 10 or more responses.

2015 Ratings by Question

Corrections, Department of

6,974 Responses 84% Survey Response Rate



Employer of Choice

Corrections, Department of

	2013	2014	2015	'13 - '15 Change	'13 - '15 Target*
Overall				2%	3%
Job Satisfaction					
17) In general, I'm satisfied with my job.	61%	61%	64%	3%	3%
Employee Engagement					
1) I have the opportunity to give input on decisions affecting my work.	43%	40%	46%	3%	3%
3) I know how my work contributes to the goals of my agency.	71%	68%	69%	-2%	2%
5) I have opportunities at work to learn and grow.	45%	43%	50%	5%	3%
11) A spirit of cooperation and teamwork exists in my workgroup.	57%	58%	59%	2%	2%
15) I am encouraged to come up with better ways of doing things.	37%	38%	41%	4%	4%
Respect & Feedback					
7) My supervisor treats me with dignity and respect.	81%	78%	81%	0%	2%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	60%	56%	62%	2%	2%
9) I receive recognition for a job well done.	39%	39%	44%	5%	6%
Customer Value					
10) We are making improvements to make things better for our customers.	50%	50%	51%	1%	3%
16) We use customer feedback to improve our work processes.	26%	26%	30%	4%	3%




















Positive Responses: the percent of respondents who answered the question either "4 - Usually" or "5 - Almost Always or Always"

* Generated by agencies in 2013

	2013	2014	2015
Survey Response Count:	3026	3139	6974
Response Rate:	37%	38%	84%

Trend of Positive Responses

Corrections, Department of

	2011	2013	2014	2015	Change from last survey	
Number of all responses:	2805	3026	3139	6974		100% 
Response rate:	35%	37%	38%	84%	46%	20% 
Positive Responses						
1) I have the opportunity to give input on decisions affecting my work.	37%	43%	40%	46%	6%	100% 
2) I receive the information I need to do my job effectively.	53%	59%	59%	61%	2%	100% 
3) I know how my work contributes to the goals of my agency.	65%	71%	68%	69%	1%	100% 
4) I know what is expected of me at work.	81%	85%	83%	84%	1%	100% 
5) I have opportunities at work to learn and grow.	39%	45%	43%	50%	7%	100% 
6) I have the tools and resources I need to do my job effectively.	52%	61%	61%	63%	2%	100% 
7) My supervisor treats me with dignity and respect.	76%	81%	78%	81%	3%	100% 
8) My supervisor gives me ongoing feedback that helps me improve my performance.	55%	60%	56%	62%	6%	100% 
9) I receive recognition for a job well done.	36%	39%	39%	44%	5%	100% 
10) We are making improvements to make things better for our customers.	n/a	50%	50%	51%	1%	100% 
11) A spirit of cooperation and teamwork exists in my workgroup.	n/a	57%	58%	59%	1%	100% 
12) I know how my agency measures its success.	27%	38%	36%	43%	7%	100% 
13) My agency consistently demonstrates support for a diverse workforce.	57%	69%	67%	69%	2%	100% 
14) I receive clear information about changes being made within the agency.	31%	36%	32%	37%	5%	100% 
15) I am encouraged to come up with better ways of doing things.	34%	37%	38%	41%	3%	100% 
16) We use customer feedback to improve our work processes.	n/a	26%	26%	30%	4%	100% 
17) In general, I'm satisfied with my job.	53%	61%	61%	64%	3%	100% 

Positive Responses: the percent of respondents who answered the question either "4 - Usually" or "5 - Almost Always or Always"

Demographics: Positive Responses

Corrections, Department of

	All	Area of the State				Management		
		Eastern WA	Greater Olympia Area	Western WA (outside greater Olympia area)	No response	Supervisor	Non-supervisor	No response
Number of all responses	6974	2197	885	3857	35	1106	3800	2068
1) I have the opportunity to give input on decisions affecting my work.	46%	41%	62%	45%	32%	60%	41%	31%
2) I receive the information I need to do my job effectively.	61%	58%	70%	60%	52%	67%	59%	38%
3) I know how my work contributes to the goals of my agency.	69%	67%	83%	68%	68%	77%	67%	56%
4) I know what is expected of me at work.	84%	83%	87%	83%	85%	85%	83%	65%
5) I have opportunities at work to learn and grow.	50%	46%	61%	49%	52%	60%	47%	25%
6) I have the tools and resources I need to do my job effectively.	63%	63%	73%	61%	62%	66%	62%	38%
7) My supervisor treats me with dignity and respect.	81%	81%	86%	79%	75%	84%	80%	56%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	62%	60%	69%	61%	42%	65%	60%	33%
9) I receive recognition for a job well done.	44%	38%	56%	44%	28%	49%	42%	25%
10) We are making improvements to make things better for our customers.	51%	47%	69%	50%	52%	62%	48%	50%
11) A spirit of cooperation and teamwork exists in my workgroup.	59%	59%	70%	57%	52%	67%	56%	44%
12) I know how my agency measures its success.	43%	41%	57%	41%	50%	56%	39%	38%
13) My agency consistently demonstrates support for a diverse workforce.	69%	67%	80%	68%	83%	75%	67%	56%
14) I receive clear information about changes being made within the agency.	37%	34%	46%	38%	19%	43%	35%	31%
15) I am encouraged to come up with better ways of doing things.	41%	36%	59%	40%	30%	54%	37%	25%
16) We use customer feedback to improve our work processes.	30%	26%	47%	28%	35%	38%	27%	31%
17) In general, I'm satisfied with my job.	64%	63%	74%	63%	64%	69%	63%	56%

If 10 or more responses, the percent who answered the question either "4 = Usually" or "5 - Almost Always or Always"

Demographics: Positive Responses

(continued)

Corrections, Department of

State Employment

	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 or more years	No response
Number of all responses	547	657	770	1418	1339	2212	31
1) I have the opportunity to give input on decisions affecting my work.	57%	49%	43%	43%	44%	46%	29%
2) I receive the information I need to do my job effectively.	73%	69%	59%	57%	57%	60%	43%
3) I know how my work contributes to the goals of my agency.	82%	77%	69%	64%	65%	69%	75%
4) I know what is expected of me at work.	89%	89%	85%	83%	82%	82%	50%
5) I have opportunities at work to learn and grow.	74%	61%	50%	46%	45%	46%	33%
6) I have the tools and resources I need to do my job effectively.	76%	73%	60%	60%	60%	63%	50%
7) My supervisor treats me with dignity and respect.	92%	87%	81%	80%	78%	78%	62%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	78%	69%	61%	60%	60%	58%	40%
9) I receive recognition for a job well done.	65%	51%	42%	40%	41%	41%	29%
10) We are making improvements to make things better for our customers.	64%	55%	48%	48%	48%	53%	29%
11) A spirit of cooperation and teamwork exists in my workgroup.	72%	63%	55%	55%	57%	60%	38%
12) I know how my agency measures its success.	53%	50%	41%	40%	39%	44%	41%
13) My agency consistently demonstrates support for a diverse workforce.	82%	74%	69%	65%	67%	69%	57%
14) I receive clear information about changes being made within the agency.	57%	47%	33%	33%	32%	37%	23%
15) I am encouraged to come up with better ways of doing things.	55%	51%	39%	38%	37%	41%	25%
16) We use customer feedback to improve our work processes.	40%	38%	28%	26%	26%	31%	25%
17) In general, I'm satisfied with my job.	82%	75%	63%	62%	60%	62%	55%

If 10 or more responses, the percent who answered the question either "4 = Usually" or "5 - Almost Always or Always"

Demographics: Positive Responses

(continued)

Corrections, Department of

	Agency Employment						
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 or more years	No response
Number of all responses	684	769	874	1419	1327	1870	31
1) I have the opportunity to give input on decisions affecting my work.	59%	49%	45%	41%	43%	45%	48%
2) I receive the information I need to do my job effectively.	75%	67%	60%	56%	57%	59%	61%
3) I know how my work contributes to the goals of my agency.	83%	77%	69%	63%	65%	68%	87%
4) I know what is expected of me at work.	89%	88%	86%	83%	81%	81%	78%
5) I have opportunities at work to learn and grow.	75%	59%	50%	45%	43%	45%	43%
6) I have the tools and resources I need to do my job effectively.	77%	70%	62%	60%	58%	62%	65%
7) My supervisor treats me with dignity and respect.	92%	86%	81%	79%	77%	78%	68%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	78%	68%	62%	59%	60%	57%	43%
9) I receive recognition for a job well done.	66%	49%	42%	38%	40%	40%	43%
10) We are making improvements to make things better for our customers.	67%	55%	50%	46%	48%	52%	43%
11) A spirit of cooperation and teamwork exists in my workgroup.	73%	62%	57%	54%	57%	59%	43%
12) I know how my agency measures its success.	54%	50%	44%	38%	38%	44%	59%
13) My agency consistently demonstrates support for a diverse workforce.	83%	72%	70%	64%	66%	69%	61%
14) I receive clear information about changes being made within the agency.	59%	43%	35%	32%	32%	37%	35%
15) I am encouraged to come up with better ways of doing things.	58%	50%	40%	36%	36%	40%	30%
16) We use customer feedback to improve our work processes.	41%	38%	29%	25%	26%	29%	24%
17) In general, I'm satisfied with my job.	83%	73%	64%	61%	59%	61%	61%

If 10 or more responses, the percent who answered the question either "4 = Usually" or "5 - Almost Always or Always"

Trend of Averages

Corrections, Department of

	2006	2007	2009	2011	2013	2014	2015	Change from last survey
Number of all responses:	2299	3355	2436	2805	3026	3139	6974	
Response rate:		41%	27%	35%	37%	38%	84%	46%



	Average Response							
1) I have the opportunity to give input on decisions affecting my work.	3.0	2.9	3.2	3.0	3.2	3.1	3.3	0.2
2) I receive the information I need to do my job effectively.	3.5	3.3	3.5	3.4	3.5	3.5	3.6	0.1
3) I know how my work contributes to the goals of my agency.	3.7	3.6	3.8	3.7	3.9	3.8	3.8	0.0
4) I know what is expected of me at work.	4.1	4.0	4.1	4.1	4.2	4.1	4.2	0.1
5) I have opportunities at work to learn and grow.	3.2	3.1	3.3	3.0	3.2	3.2	3.3	0.1
6) I have the tools and resources I need to do my job effectively.	3.5	3.2	3.5	3.4	3.6	3.6	3.6	0.0
7) My supervisor treats me with dignity and respect.	4.2	4.1	4.2	4.1	4.2	4.1	4.2	0.1
8) My supervisor gives me ongoing feedback that helps me improve my performance.	3.5	3.5	3.6	3.5	3.6	3.5	3.7	0.2
9) I receive recognition for a job well done.	2.9	2.9	3.1	2.9	3.0	3.0	3.2	0.2
10) We are making improvements to make things better for our customers.	n/a	n/a	n/a	n/a	3.3	3.3	3.4	0.1
11) A spirit of cooperation and teamwork exists in my workgroup.	n/a	n/a	n/a	n/a	3.5	3.5	3.5	0.0
12) I know how my agency measures its success.	2.5	2.6	2.9	2.6	2.9	2.9	3.1	0.2
13) My agency consistently demonstrates support for a diverse workforce.	n/a	3.5	3.7	3.5	3.8	3.7	3.8	0.1
14) I receive clear information about changes being made within the agency.	n/a	n/a	n/a	2.8	3.0	2.9	3.0	0.1
15) I am encouraged to come up with better ways of doing things.	n/a	n/a	n/a	2.9	3.0	3.0	3.1	0.1
16) We use customer feedback to improve our work processes.	n/a	n/a	n/a	n/a	2.6	2.6	2.8	0.2
17) In general, I'm satisfied with my job.	n/a	n/a	n/a	n/a	3.6	3.6	3.7	0.1

Average of ratings where 1=Never or Almost Never 2=Seldom 3=Occasionally 4=Usually 5=Almost Always or Always

Demographics: Average Response

Corrections, Department of

	All	Area of the State				Management		
		Eastern WA	Greater Olympia Area	Western WA (outside greater Olympia area)	No response	Supervisor	Non-supervisor	No response
Number of all responses	6974	2197	885	3857	35	1106	3800	2068
1) I have the opportunity to give input on decisions affecting my work.	3.3	3.2	3.7	3.2	3.1	3.6	3.1	3.1
2) I receive the information I need to do my job effectively.	3.6	3.5	3.8	3.5	3.5	3.7	3.5	3.4
3) I know how my work contributes to the goals of my agency.	3.8	3.7	4.2	3.8	4.1	4.0	3.8	3.4
4) I know what is expected of me at work.	4.2	4.2	4.3	4.2	4.1	4.2	4.2	3.5
5) I have opportunities at work to learn and grow.	3.3	3.3	3.7	3.3	3.4	3.6	3.3	2.9
6) I have the tools and resources I need to do my job effectively.	3.6	3.6	3.9	3.6	3.8	3.7	3.6	3.4
7) My supervisor treats me with dignity and respect.	4.2	4.2	4.4	4.2	4.0	4.3	4.2	3.6
8) My supervisor gives me ongoing feedback that helps me improve my performance.	3.7	3.6	3.9	3.7	3.1	3.8	3.7	2.9
9) I receive recognition for a job well done.	3.2	3.0	3.5	3.1	2.7	3.3	3.1	2.6
10) We are making improvements to make things better for our customers.	3.4	3.3	3.9	3.4	3.4	3.7	3.3	3.5
11) A spirit of cooperation and teamwork exists in my workgroup.	3.5	3.5	3.8	3.5	3.6	3.7	3.5	3.6
12) I know how my agency measures its success.	3.1	3.0	3.5	3.1	3.5	3.5	3.0	2.9
13) My agency consistently demonstrates support for a diverse workforce.	3.8	3.7	4.1	3.8	4.1	4.0	3.8	3.4
14) I receive clear information about changes being made within the agency.	3.0	2.9	3.3	3.0	3.0	3.2	3.0	2.8
15) I am encouraged to come up with better ways of doing things.	3.1	2.9	3.5	3.0	3.0	3.4	2.9	2.5
16) We use customer feedback to improve our work processes.	2.8	2.7	3.3	2.7	3.0	3.1	2.7	2.7
17) In general, I'm satisfied with my job.	3.7	3.6	3.9	3.6	3.8	3.8	3.6	3.5

If 10 or more responses: 1=Never or Almost Never 2=Seldom 3=Occasionally 4=Usually 5=Almost Always or Always

Demographics: Average Response

Corrections, Department of

(continued)

	State Employment						
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 or more years	No response
Number of all responses	547	657	770	1418	1339	2212	31
1) I have the opportunity to give input on decisions affecting my work.	3.6	3.4	3.2	3.2	3.2	3.2	2.9
2) I receive the information I need to do my job effectively.	3.9	3.8	3.6	3.5	3.5	3.5	3.2
3) I know how my work contributes to the goals of my agency.	4.2	4.1	3.8	3.7	3.7	3.8	3.9
4) I know what is expected of me at work.	4.4	4.3	4.2	4.2	4.1	4.2	3.5
5) I have opportunities at work to learn and grow.	4.1	3.7	3.4	3.3	3.2	3.2	3.1
6) I have the tools and resources I need to do my job effectively.	4.0	3.8	3.6	3.5	3.5	3.6	3.5
7) My supervisor treats me with dignity and respect.	4.6	4.4	4.2	4.2	4.1	4.1	3.9
8) My supervisor gives me ongoing feedback that helps me improve my performance.	4.2	3.9	3.7	3.6	3.6	3.6	3.2
9) I receive recognition for a job well done.	3.8	3.4	3.1	3.0	3.0	3.1	2.6
10) We are making improvements to make things better for our customers.	3.8	3.5	3.4	3.3	3.3	3.4	3.0
11) A spirit of cooperation and teamwork exists in my workgroup.	4.0	3.6	3.5	3.4	3.5	3.6	3.2
12) I know how my agency measures its success.	3.4	3.3	3.1	3.0	3.0	3.1	3.1
13) My agency consistently demonstrates support for a diverse workforce.	4.2	3.9	3.8	3.7	3.7	3.8	3.4
14) I receive clear information about changes being made within the agency.	3.6	3.3	2.9	2.9	2.9	3.0	2.8
15) I am encouraged to come up with better ways of doing things.	3.5	3.4	3.0	3.0	2.9	3.0	2.8
16) We use customer feedback to improve our work processes.	3.2	3.0	2.7	2.6	2.6	2.8	2.5
17) In general, I'm satisfied with my job.	4.2	3.9	3.7	3.6	3.5	3.6	3.5

If 10 or more responses: 1=Never or Almost Never 2=Seldom 3=Occasionally 4=Usually 5=Almost Always or Always

Demographics: Average Response

Corrections, Department of

(continued)

	Agency Employment						
	Less than 1 year	1 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 or more years	No response
Number of all responses	684	769	874	1419	1327	1870	31
1) I have the opportunity to give input on decisions affecting my work.	3.7	3.4	3.2	3.2	3.1	3.2	3.6
2) I receive the information I need to do my job effectively.	4.0	3.7	3.6	3.5	3.4	3.5	3.7
3) I know how my work contributes to the goals of my agency.	4.2	4.0	3.8	3.7	3.7	3.8	4.3
4) I know what is expected of me at work.	4.4	4.3	4.2	4.2	4.1	4.1	4.2
5) I have opportunities at work to learn and grow.	4.1	3.6	3.4	3.2	3.1	3.2	3.4
6) I have the tools and resources I need to do my job effectively.	4.0	3.8	3.6	3.5	3.5	3.5	3.7
7) My supervisor treats me with dignity and respect.	4.6	4.4	4.2	4.2	4.1	4.1	4.0
8) My supervisor gives me ongoing feedback that helps me improve my performance.	4.2	3.9	3.7	3.6	3.6	3.5	3.3
9) I receive recognition for a job well done.	3.8	3.4	3.1	3.0	3.0	3.0	3.2
10) We are making improvements to make things better for our customers.	3.8	3.6	3.4	3.3	3.3	3.4	3.6
11) A spirit of cooperation and teamwork exists in my workgroup.	4.0	3.6	3.5	3.4	3.4	3.5	3.4
12) I know how my agency measures its success.	3.5	3.3	3.1	3.0	3.0	3.1	3.5
13) My agency consistently demonstrates support for a diverse workforce.	4.2	3.9	3.8	3.7	3.7	3.8	3.5
14) I receive clear information about changes being made within the agency.	3.6	3.2	3.0	2.8	2.9	3.0	3.0
15) I am encouraged to come up with better ways of doing things.	3.6	3.3	3.0	2.9	2.9	3.0	2.8
16) We use customer feedback to improve our work processes.	3.2	3.0	2.7	2.6	2.6	2.7	2.8
17) In general, I'm satisfied with my job.	4.2	3.9	3.7	3.6	3.5	3.6	3.7

If 10 or more responses: 1=Never or Almost Never 2=Seldom 3=Occasionally 4=Usually 5=Almost Always or Always

Statistics Report

Corrections, Department of

6974 Responses

84% Response Rate

	(1) Never or Almost Never		(2) Seldom		(3) Occasionally		(4) Usually		(5) Almost Always or Always		No Response	Standard Deviation*	Average
	No	%	No	%	No	%	No	%	No	%			
1) I have the opportunity to give input on decisions affecting my work.	731	11%	1119	16%	1924	28%	2016	29%	1165	17%	19	1.2	3.3
2) I receive the information I need to do my job effectively.	342	5%	766	11%	1638	24%	3048	44%	1162	17%	18	1.0	3.6
3) I know how my work contributes to the goals of my agency.	373	5%	634	9%	1128	16%	2523	36%	2294	33%	22	1.1	3.8
4) I know what is expected of me at work.	188	3%	294	4%	662	10%	2662	38%	3148	45%	20	1.0	4.2
5) I have opportunities at work to learn and grow.	769	11%	1079	16%	1631	24%	1913	28%	1543	22%	39	1.3	3.3
6) I have the tools and resources I need to do my job effectively.	350	5%	755	11%	1445	21%	3113	45%	1279	18%	32	1.1	3.6
7) My supervisor treats me with dignity and respect.	344	5%	329	5%	668	10%	1700	24%	3899	56%	34	1.1	4.2
8) My supervisor gives me ongoing feedback that helps me improve my performance.	618	9%	794	11%	1254	18%	1806	26%	2469	36%	33	1.3	3.7
9) I receive recognition for a job well done.	1084	16%	1174	17%	1655	24%	1640	24%	1380	20%	41	1.3	3.2
10) We are making improvements to make things better for our customers.	625	9%	830	12%	1857	27%	2183	32%	1327	19%	152	1.2	3.4
11) A spirit of cooperation and teamwork exists in my workgroup.	595	9%	832	12%	1413	20%	2414	35%	1685	24%	35	1.2	3.5
12) I know how my agency measures its success.	986	14%	1291	19%	1650	24%	1923	28%	1078	16%	46	1.3	3.1
13) My agency consistently demonstrates support for a diverse workforce.	403	6%	554	8%	1165	17%	2658	38%	2136	31%	58	1.1	3.8
14) I receive clear information about changes being made within the agency.	873	13%	1452	21%	2018	29%	1888	27%	708	10%	35	1.2	3.0
15) I am encouraged to come up with better ways of doing things.	1113	16%	1327	19%	1624	23%	1746	25%	1122	16%	42	1.3	3.1
16) We use customer feedback to improve our work processes.	1368	20%	1553	23%	1862	27%	1357	20%	682	10%	152	1.3	2.8
17) In general, I'm satisfied with my job.	382	5%	748	11%	1352	19%	2711	39%	1765	25%	16	1.1	3.7

*Standard Deviation is a measure used to describe the variation in a dataset. A value close to zero indicates the data points in the set cluster around the mean (average), while a higher value indicates greater dispersion in the dataset.