



Department of Corrections

Washington State
Employee Engagement
Survey

2017

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Trend of Positive Responses

Department of Corrections

	2013	2014	2015	2016	2017	Change from last survey
Number of all responses:	3026	3139	6974	6382	6329	
Response rate:	37%	38%	84%	76%	74%	-2%
Positive Responses						
1) I have the opportunity to give input on decisions affecting my work.	43%	40%	46%	49%	49%	0%
2) I receive the information I need to do my job effectively.	59%	59%	61%	62%	61%	-1%
3) I know how my work contributes to the goals of my agency.	71%	68%	69%	69%	71%	2%
4) I know what is expected of me at work.	85%	83%	84%	82%	83%	1%
5) I have opportunities at work to learn and grow.	45%	43%	50%	52%	52%	0%
6) I have the tools and resources I need to do my job effectively.	61%	61%	63%	62%	62%	0%
7) My supervisor treats me with dignity and respect.	81%	78%	81%	81%	82%	1%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	60%	56%	62%	64%	64%	0%
9) I receive recognition for a job well done.	39%	39%	44%	47%	46%	-1%
10) We are making improvements to make things better for our customers.	50%	50%	51%	53%	52%	-1%
11) A spirit of cooperation and teamwork exists in my work group.	57%	58%	59%	63%	61%	-2%
12) I know how my agency measures its success.	38%	36%	43%	47%	46%	-1%
13) My agency consistently demonstrates support for a diverse workforce.	69%	67%	69%	71%	71%	0%
14) I receive clear information about changes being made within the agency.	36%	32%	37%	40%	38%	-2%
15) I am encouraged to come up with better ways of doing things.	37%	38%	41%	44%	43%	-1%
16) We use customer feedback to improve our work processes.	26%	26%	30%	33%	31%	-2%
17) People are treated fairly in my work group.	n/a	n/a	n/a	62%	62%	0%
18) At my job, I have the opportunity to make good use of my skills.	n/a	n/a	n/a	63%	63%	0%
19) In general, I'm satisfied with my job.	61%	61%	64%	64%	67%	3%
20) I would recommend my agency as a great place to work.	n/a	n/a	n/a	53%	53%	0%

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

Trend of Positive Responses

Department of Corrections

	2013	2014	2015	2016	2017	Change from last survey
Number of all responses:	3026	3139	6974	6382	6329	
Response rate:	37%	38%	84%	76%	74%	-2%

Positive Responses

DOC Specific Questions

DOC1) My workplace has meaningful discussions on how to improve security/staff safety.	55%	51%	51%	56%	57%	1%
DOC 2) I know how to report safety and security hazards or concerns.	86%	86%	87%	87%	87%	0%
DOC 3) Security practices have been improved in my work area.	56%	53%	56%	57%	57%	0%

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

2017 Washington State Employee Engagement Survey

Employer of Choice

Department of Corrections

	2017	2016	One-year Change ('16 - '17)
	Percent Positive		
Overall Employer of Choice Score	56%	57%	-1%
Job Satisfaction			
19) In general, I'm satisfied with my job.	67%	64%	3%
20) I would recommend my agency as a great place to work.	53%	53%	0%
Employee Engagement			
1) I have the opportunity to give input on decisions affecting my work.	49%	49%	0%
3) I know how my work contributes to the goals of my agency.	71%	69%	2%
5) I have opportunities at work to learn and grow.	52%	52%	0%
11) A spirit of cooperation and teamwork exists in my work group.	61%	63%	-2%
15) I am encouraged to come up with better ways of doing things.	43%	44%	-1%
18) At my job, I have the opportunity to make good use of my skills.	63%	63%	0%
Respect & Feedback			
7) My supervisor treats me with dignity and respect.	82%	81%	1%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	64%	64%	0%
9) I receive recognition for a job well done.	46%	47%	-1%
Customer Value			
10) We are making improvements to make things better for our customers.	52%	53%	-1%
16) We use customer feedback to improve our work processes.	31%	33%	-2%

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

	2016	2017
Survey Response Count:	6382	6329
Response Rate:	76%	74%

Demographics: Positive Responses

Department of Corrections

	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	660	816	970	1085	940	1839	19
1) I have the opportunity to give input on decisions affecting my work.	58%	50%	49%	44%	49%	48%	35%
2) I receive the information I need to do my job effectively.	70%	63%	61%	55%	60%	61%	53%
3) I know how my work contributes to the goals of my agency.	83%	76%	70%	65%	68%	71%	63%
4) I know what is expected of me at work.	85%	86%	85%	82%	83%	82%	71%
5) I have opportunities at work to learn and grow.	74%	58%	52%	46%	49%	48%	41%
6) I have the tools and resources I need to do my job effectively.	75%	65%	61%	56%	58%	61%	50%
7) My supervisor treats me with dignity and respect.	89%	84%	82%	80%	82%	80%	75%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	77%	65%	64%	59%	62%	62%	59%
9) I receive recognition for a job well done.	61%	52%	46%	39%	45%	42%	41%
10) We are making improvements to make things better for our customers.	66%	54%	52%	46%	51%	50%	50%
11) A spirit of cooperation and teamwork exists in my work group.	72%	60%	58%	55%	62%	63%	50%
12) I know how my agency measures its success.	54%	46%	44%	44%	45%	45%	53%
13) My agency consistently demonstrates support for a diverse workforce.	79%	74%	72%	64%	71%	70%	65%
14) I receive clear information about changes being made within the agency.	57%	40%	36%	32%	34%	37%	35%
15) I am encouraged to come up with better ways of doing things.	58%	45%	43%	37%	41%	41%	35%
16) We use customer feedback to improve our work processes.	44%	33%	32%	27%	28%	30%	29%
17) People are treated fairly in my work group.	74%	62%	60%	55%	61%	63%	35%
18) At my job, I have the opportunity to make good use of my skills.	74%	62%	63%	56%	62%	65%	59%
19) In general, I'm satisfied with my job.	80%	71%	67%	60%	67%	66%	47%
20) I would recommend my agency as a great place to work.	74%	59%	54%	45%	48%	48%	47%

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

Percent Positive by Demographics

Department of Corrections

	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	6329	1927	848	3536	18	1633	4682	14
1) I have the opportunity to give input on decisions affecting my work.	49%	43%	66%	48%	31%	61%	45%	50%
2) I receive the information I need to do my job effectively.	61%	59%	70%	60%	56%	65%	60%	33%
3) I know how my work contributes to the goals of my agency.	71%	68%	83%	70%	69%	79%	68%	58%
4) I know what is expected of me at work.	83%	83%	87%	83%	94%	85%	83%	92%
5) I have opportunities at work to learn and grow.	52%	49%	61%	52%	50%	60%	49%	50%
6) I have the tools and resources I need to do my job effectively.	62%	61%	71%	60%	75%	63%	62%	17%
7) My supervisor treats me with dignity and respect.	82%	81%	86%	81%	81%	85%	81%	67%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	64%	63%	70%	63%	69%	67%	63%	58%
9) I receive recognition for a job well done.	46%	42%	58%	45%	40%	49%	45%	17%
10) We are making improvements to make things better for our customers.	52%	49%	65%	51%	53%	61%	49%	58%
11) A spirit of cooperation and teamwork exists in my work group.	61%	59%	71%	60%	67%	69%	58%	58%
12) I know how my agency measures its success.	46%	42%	57%	45%	50%	57%	42%	33%
13) My agency consistently demonstrates support for a diverse workforce.	71%	69%	74%	71%	87%	79%	68%	67%
14) I receive clear information about changes being made within the agency.	38%	36%	44%	38%	47%	43%	36%	25%
15) I am encouraged to come up with better ways of doing things.	43%	38%	59%	42%	33%	55%	39%	42%
16) We use customer feedback to improve our work processes.	31%	27%	44%	30%	20%	39%	28%	25%
17) People are treated fairly in my work group.	62%	59%	70%	62%	67%	71%	59%	50%
18) At my job, I have the opportunity to make good use of my skills.	63%	60%	74%	62%	67%	71%	60%	75%
19) In general, I'm satisfied with my job.	67%	65%	73%	67%	73%	72%	66%	58%
20) I would recommend my agency as a great place to work.	53%	51%	61%	51%	60%	58%	51%	50%

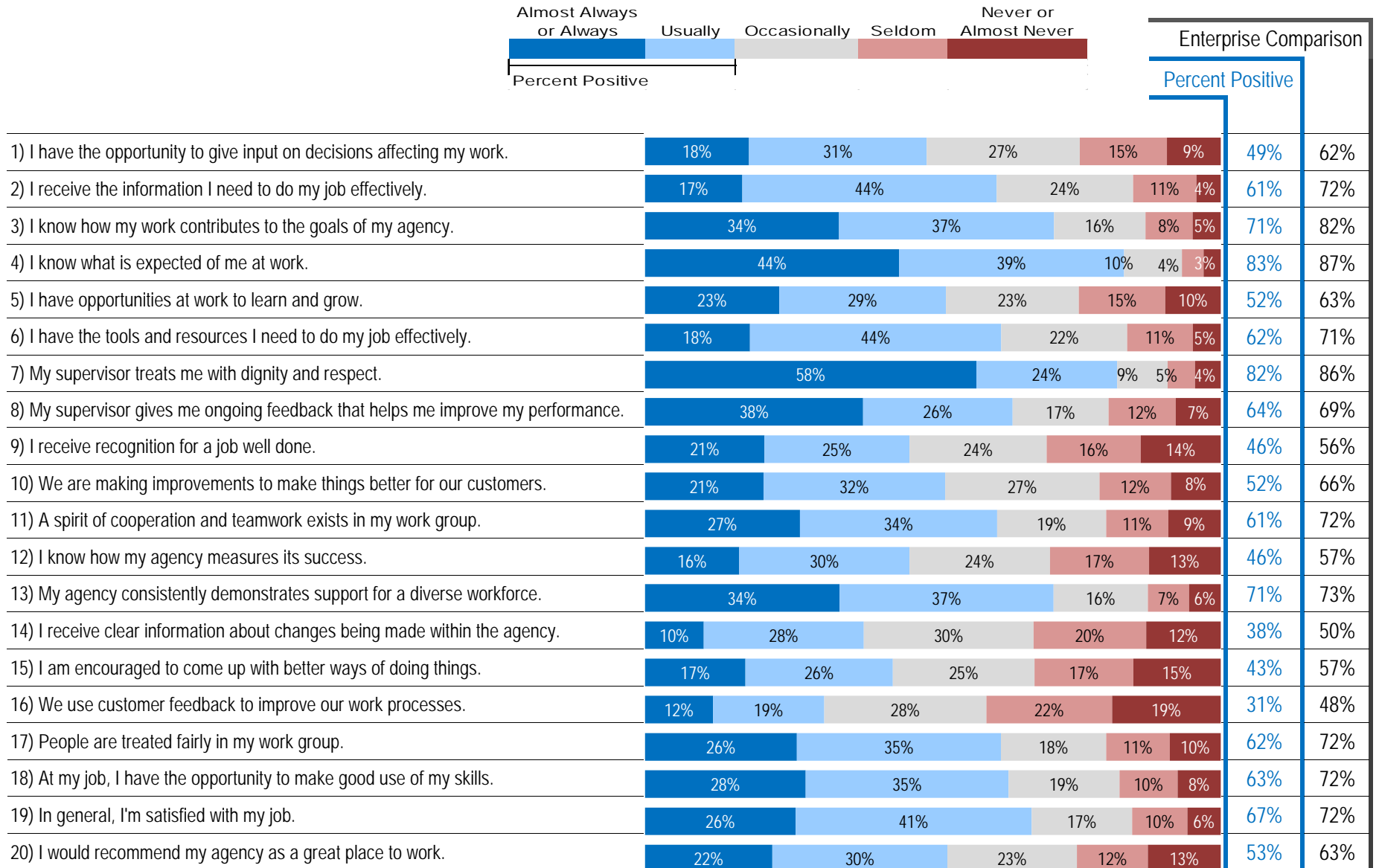
If 10 or more responses, the percent who answered the question either "4 = Usually" or "5 - Almost Always or Always"

2017 Ratings by Question

6329 Responses

74% Survey Response Rate

Department of Corrections

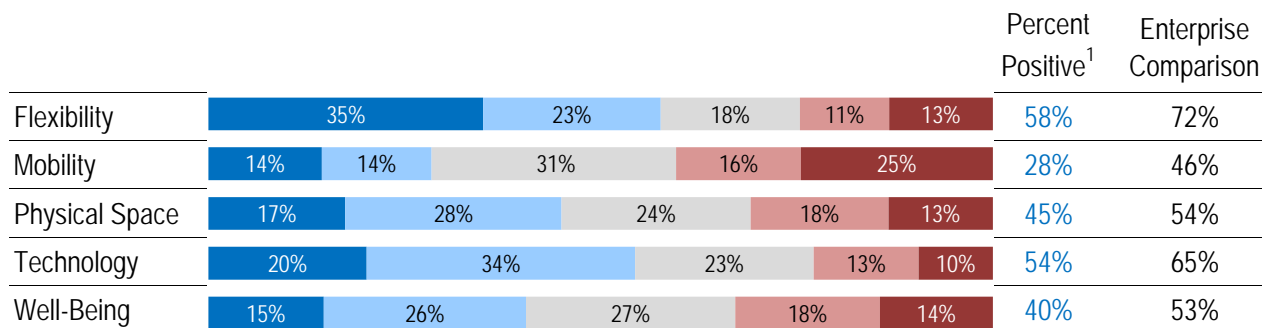


Percent positive may not equal the sum of the graph's data labels for the percent "Almost Always or Always" and "Usually" due to rounding.

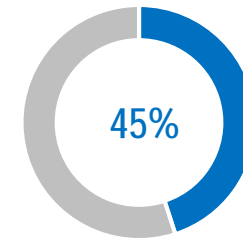
Satisfaction with the Work Environment

Department of Corrections

21) How satisfied are you with your current work environment?



Work Environment Index²
Overall Satisfaction



Work Environment Component	Response Counts							Total (not including missing)	Percent Negative ³
	(5) Very Satisfied	(4) Satisfied	(3) Neutral	(2) Dissatisfied	(1) Very Dissatisfied	Doesn't Apply to My Position	No Response (missing)		
Flexibility: the ability to adjust your scheduled hours as needed	1968	1273	995	641	741	695	16	6313	25%
Mobility: the ability to work remotely from a variety of locations, such as your home or alternate work sites	628	608	1355	690	1063	1953	32	6297	40%
Physical Space: the building, furniture, lighting, noise, variety of spaces for different work tasks (concentration space, collaboration space)	1067	1685	1472	1076	811	184	34	6295	31%
Technology: your work desktop computer, laptop, mobile phone, tablet, remote access, Wifi, collaboration tools	1243	2109	1403	827	581	144	22	6307	23%
Well-Being: how your work environment affects your physical, social and emotional health	920	1616	1670	1156	901	40	26	6303	33%

¹Percent answering "Very Satisfied" or "Satisfied." Does not include missing data or "Doesn't Apply."

²Average percent positive for all five components (flexibility, mobility, physical space, technology, and well-being). Does not include missing data or "Doesn't Apply."

³Percent answering "Very Dissatisfied" or "Dissatisfied." Does not include missing data or "Doesn't Apply."

Satisfaction with the Work Environment, by Demographics

Department of Corrections

21) How satisfied are you with your current work environment?

	All	Area of the State				Management			State Employment						Agency Employment							
		Eastern WA	Greater Olympia Area	Western WA (outside greater Olympia area)	No response	Supervisor	Non-supervisor	No response	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	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 Responses	6329	1927	848	3536	18	1633	4682	14	532	699	910	1039	1000	2137	12	660	816	970	1085	940	1839	19
Percent Positive ¹																						
Flexibility	58%	54%	70%	57%	53%	63%	56%	67%	64%	61%	56%	52%	58%	59%	44%	63%	62%	58%	52%	57%	58%	44%
Mobility	28%	21%	42%	28%	27%	32%	27%	44%	40%	29%	26%	25%	26%	29%	33%	39%	30%	27%	25%	26%	28%	23%
Physical Space	45%	44%	55%	43%	47%	50%	43%	42%	60%	46%	43%	39%	43%	46%	30%	58%	46%	46%	39%	42%	45%	29%
Technology	54%	53%	66%	52%	53%	61%	52%	42%	65%	55%	52%	48%	53%	57%	40%	63%	55%	54%	49%	52%	56%	35%
Well-Being	40%	37%	51%	40%	40%	42%	40%	33%	62%	46%	36%	34%	37%	39%	40%	61%	45%	37%	34%	37%	39%	29%

For more information about "Building a Modern Work Environment," visit:
<https://ofm.wa.gov/facilities/building-modern-work-environment>

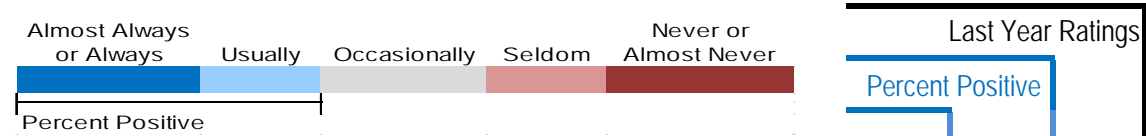
¹ If 10 or more responses, the percent who answered the question either "Very Satisfied" or "Satisfied."

2017 Ratings by Question

6329 Responses

74% Survey Response Rate

Department of Corrections



DOC Specific Questions

Question	Almost Always or Always	Usually	Occasionally	Seldom	Never or Almost Never	Percent Positive	Last Year Ratings
DOC1) My workplace has meaningful discussions on how to improve security/staff safety.	23%	34%	25%	12%	6%	57%	56%
DOC 2) I know how to report safety and security hazards or concerns.	55%	33%	8%	3%		87%	87%
DOC 3) Security practices have been improved in my work area.	24%	32%	23%	13%	8%	57%	57%

Percent positive may not equal the sum of the graph's data labels for the percent "Almost Always or Always" and "Usually" due to rounding.