



Department of Corrections

Washington State
Employee Engagement
Survey

2018

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Trend of Positive Responses

Department of Corrections

	2014	2015	2016	2017	2018	Change from last survey
Number of all responses:	3139	6974	6382	6329	7003	
Response rate:	38%	84%	76%	74%	83%	9%
Positive Responses						
1) I have the opportunity to give input on decisions affecting my work.	40%	46%	49%	49%	49%	0%
2) I receive the information I need to do my job effectively.	59%	61%	62%	61%	59%	-2%
3) I know how my work contributes to the goals of my agency.	68%	69%	69%	71%	69%	-2%
4) I know what is expected of me at work.	83%	84%	82%	83%	81%	-2%
5) I have opportunities at work to learn and grow.	43%	50%	52%	52%	51%	-1%
6) I have the tools and resources I need to do my job effectively.	61%	63%	62%	62%	61%	-1%
7) My supervisor treats me with dignity and respect.	78%	81%	81%	82%	81%	-1%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	56%	62%	64%	64%	62%	-2%
9) I receive recognition for a job well done.	39%	44%	47%	46%	46%	0%
10) We are making improvements to make things better for our customers.	50%	51%	53%	52%	51%	-1%
11) A spirit of cooperation and teamwork exists in my work group.	58%	59%	63%	61%	60%	-1%
12) I know how my agency measures its success.	36%	43%	47%	46%	44%	-2%
13) My agency consistently demonstrates support for a diverse workforce.	67%	69%	71%	71%	70%	-1%
14) I receive clear information about changes being made within the agency.	32%	37%	40%	38%	37%	-1%
15) I am encouraged to come up with better ways of doing things.	38%	41%	44%	43%	42%	-1%
16) We use customer feedback to improve our work processes.	26%	30%	33%	31%	32%	1%
17) People are treated fairly in my work group.	n/a	n/a	62%	62%	60%	-2%
18) At my job, I have the opportunity to make good use of my skills.	n/a	n/a	63%	63%	61%	-2%
19) At my workplace, I feel valued for who I am as a person.	n/a	n/a	n/a	n/a	52%	n/a
20) In general, I'm satisfied with my job.	61%	64%	64%	67%	61%	-6%
21) I would recommend my agency as a great place to work.	n/a	n/a	53%	53%	50%	-3%

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

	2014	2015	2016	2017	2018	Change from last survey
Number of all responses:	3139	6974	6382	6329	7003	
Response rate:	38%	84%	76%	74%	83%	9%
DOC Specific Questions	Positive Responses					
DOC1) My workplace has meaningful discussions on how to improve security/staff safety.	51%	51%	56%	57%	53%	-4%
DOC 2) I know how to report safety and security hazards or concerns.	86%	87%	87%	87%	86%	-1%
DOC 3) Security practices have been improved in my work area.	53%	56%	57%	57%	55%	-2%

2018 Washington State Employee Engagement Survey

Employer of Choice

Department of Corrections

	2018	2017	One-year Change ('17 - '18)
Percent Positive			
Overall Employer of Choice Score	55%	56%	-1%
Job Satisfaction			
20) In general, I'm satisfied with my job.	61%	67%	-6%
21) I would recommend my agency as a great place to work.	50%	53%	-3%
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.	69%	71%	-2%
5) I have opportunities at work to learn and grow.	51%	52%	-1%
11) A spirit of cooperation and teamwork exists in my work group.	60%	61%	-1%
15) I am encouraged to come up with better ways of doing things.	42%	43%	-1%
18) At my job, I have the opportunity to make good use of my skills.	61%	63%	-2%
Respect & Feedback			
7) My supervisor treats me with dignity and respect.	81%	82%	-1%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	62%	64%	-2%
9) I receive recognition for a job well done.	46%	46%	0%
Customer Value			
10) We are making improvements to make things better for our customers.	51%	52%	-1%
16) We use customer feedback to improve our work processes.	32%	31%	1%

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

	2017	2018
Survey Response Count:	6329	7003
Response Rate:	74%	83%

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	7003	2091	879	4013	20	1879	5111	13
1) I have the opportunity to give input on decisions affecting my work.	49%	46%	60%	48%	20%	61%	44%	15%
2) I receive the information I need to do my job effectively.	59%	57%	67%	59%	30%	65%	58%	31%
3) I know how my work contributes to the goals of my agency.	69%	65%	79%	69%	55%	75%	67%	50%
4) I know what is expected of me at work.	81%	80%	84%	81%	70%	83%	81%	50%
5) I have opportunities at work to learn and grow.	51%	47%	58%	51%	33%	59%	48%	17%
6) I have the tools and resources I need to do my job effectively.	61%	60%	68%	60%	50%	63%	60%	50%
7) My supervisor treats me with dignity and respect.	81%	81%	85%	80%	58%	85%	80%	62%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	62%	61%	67%	62%	56%	66%	61%	38%
9) I receive recognition for a job well done.	46%	42%	52%	46%	28%	51%	43%	15%
10) We are making improvements to make things better for our customers.	51%	47%	63%	50%	33%	59%	47%	18%
11) A spirit of cooperation and teamwork exists in my work group.	60%	57%	71%	60%	40%	69%	57%	31%
12) I know how my agency measures its success.	44%	40%	52%	44%	21%	53%	40%	23%
13) My agency consistently demonstrates support for a diverse workforce.	70%	68%	73%	71%	53%	76%	68%	50%
14) I receive clear information about changes being made within the agency.	37%	34%	41%	39%	16%	42%	36%	15%
15) I am encouraged to come up with better ways of doing things.	42%	39%	55%	42%	26%	55%	38%	25%
16) We use customer feedback to improve our work processes.	32%	28%	41%	32%	17%	42%	28%	18%
17) People are treated fairly in my work group.	60%	58%	68%	60%	37%	69%	57%	27%
18) At my job, I have the opportunity to make good use of my skills.	61%	58%	69%	61%	35%	68%	59%	30%
19) At my workplace, I feel valued for who I am as a person.	52%	48%	60%	53%	33%	60%	49%	36%
20) In general, I'm satisfied with my job.	61%	58%	66%	62%	35%	67%	60%	27%
21) I would recommend my agency as a great place to work.	50%	48%	56%	50%	26%	56%	48%	36%

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

Percent Positive by Demographics

(continued)

Department of Corrections

	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	429	783	1103	974	1213	2479	22
1) I have the opportunity to give input on decisions affecting my work.	58%	52%	47%	44%	45%	50%	30%
2) I receive the information I need to do my job effectively.	73%	65%	59%	54%	55%	60%	38%
3) I know how my work contributes to the goals of my agency.	85%	75%	67%	63%	64%	70%	55%
4) I know what is expected of me at work.	87%	86%	82%	79%	78%	81%	55%
5) I have opportunities at work to learn and grow.	73%	57%	50%	45%	48%	50%	25%
6) I have the tools and resources I need to do my job effectively.	76%	65%	57%	55%	58%	62%	38%
7) My supervisor treats me with dignity and respect.	90%	85%	81%	77%	78%	82%	43%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	74%	69%	62%	59%	60%	61%	33%
9) I receive recognition for a job well done.	67%	51%	44%	41%	42%	44%	30%
10) We are making improvements to make things better for our customers.	67%	54%	49%	46%	46%	51%	39%
11) A spirit of cooperation and teamwork exists in my work group.	76%	61%	57%	56%	58%	62%	40%
12) I know how my agency measures its success.	57%	47%	42%	41%	41%	44%	25%
13) My agency consistently demonstrates support for a diverse workforce.	83%	72%	70%	68%	67%	70%	53%
14) I receive clear information about changes being made within the agency.	58%	46%	34%	32%	33%	37%	29%
15) I am encouraged to come up with better ways of doing things.	56%	46%	41%	39%	38%	43%	19%
16) We use customer feedback to improve our work processes.	44%	32%	30%	29%	30%	33%	24%
17) People are treated fairly in my work group.	77%	61%	59%	54%	57%	63%	45%
18) At my job, I have the opportunity to make good use of my skills.	73%	65%	58%	56%	56%	64%	40%
19) At my workplace, I feel valued for who I am as a person.	72%	57%	50%	47%	47%	53%	33%
20) In general, I'm satisfied with my job.	77%	70%	60%	56%	57%	61%	35%
21) I would recommend my agency as a great place to work.	72%	61%	49%	45%	46%	48%	35%

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

Percent Positive by Demographics

(continued)

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	571	865	1227	975	1162	2178	25
1) I have the opportunity to give input on decisions affecting my work.	57%	53%	49%	43%	45%	50%	30%
2) I receive the information I need to do my job effectively.	72%	65%	59%	54%	55%	60%	38%
3) I know how my work contributes to the goals of my agency.	84%	74%	67%	63%	64%	69%	61%
4) I know what is expected of me at work.	86%	86%	82%	79%	78%	81%	52%
5) I have opportunities at work to learn and grow.	71%	57%	49%	44%	48%	49%	29%
6) I have the tools and resources I need to do my job effectively.	74%	64%	58%	55%	58%	62%	38%
7) My supervisor treats me with dignity and respect.	89%	85%	81%	76%	79%	82%	50%
8) My supervisor gives me ongoing feedback that helps me improve my performance.	75%	67%	62%	57%	60%	62%	33%
9) I receive recognition for a job well done.	66%	51%	45%	40%	40%	44%	29%
10) We are making improvements to make things better for our customers.	67%	55%	50%	46%	46%	50%	33%
11) A spirit of cooperation and teamwork exists in my work group.	74%	61%	58%	54%	58%	63%	35%
12) I know how my agency measures its success.	56%	47%	41%	40%	40%	44%	35%
13) My agency consistently demonstrates support for a diverse workforce.	82%	72%	69%	67%	67%	70%	52%
14) I receive clear information about changes being made within the agency.	58%	45%	34%	31%	32%	37%	29%
15) I am encouraged to come up with better ways of doing things.	57%	47%	42%	39%	36%	43%	17%
16) We use customer feedback to improve our work processes.	44%	33%	31%	27%	28%	32%	20%
17) People are treated fairly in my work group.	76%	61%	59%	53%	57%	62%	42%
18) At my job, I have the opportunity to make good use of my skills.	72%	65%	59%	56%	56%	64%	39%
19) At my workplace, I feel valued for who I am as a person.	71%	57%	51%	46%	46%	53%	29%
20) In general, I'm satisfied with my job.	78%	68%	61%	55%	56%	61%	39%
21) I would recommend my agency as a great place to work.	72%	58%	49%	45%	45%	47%	38%

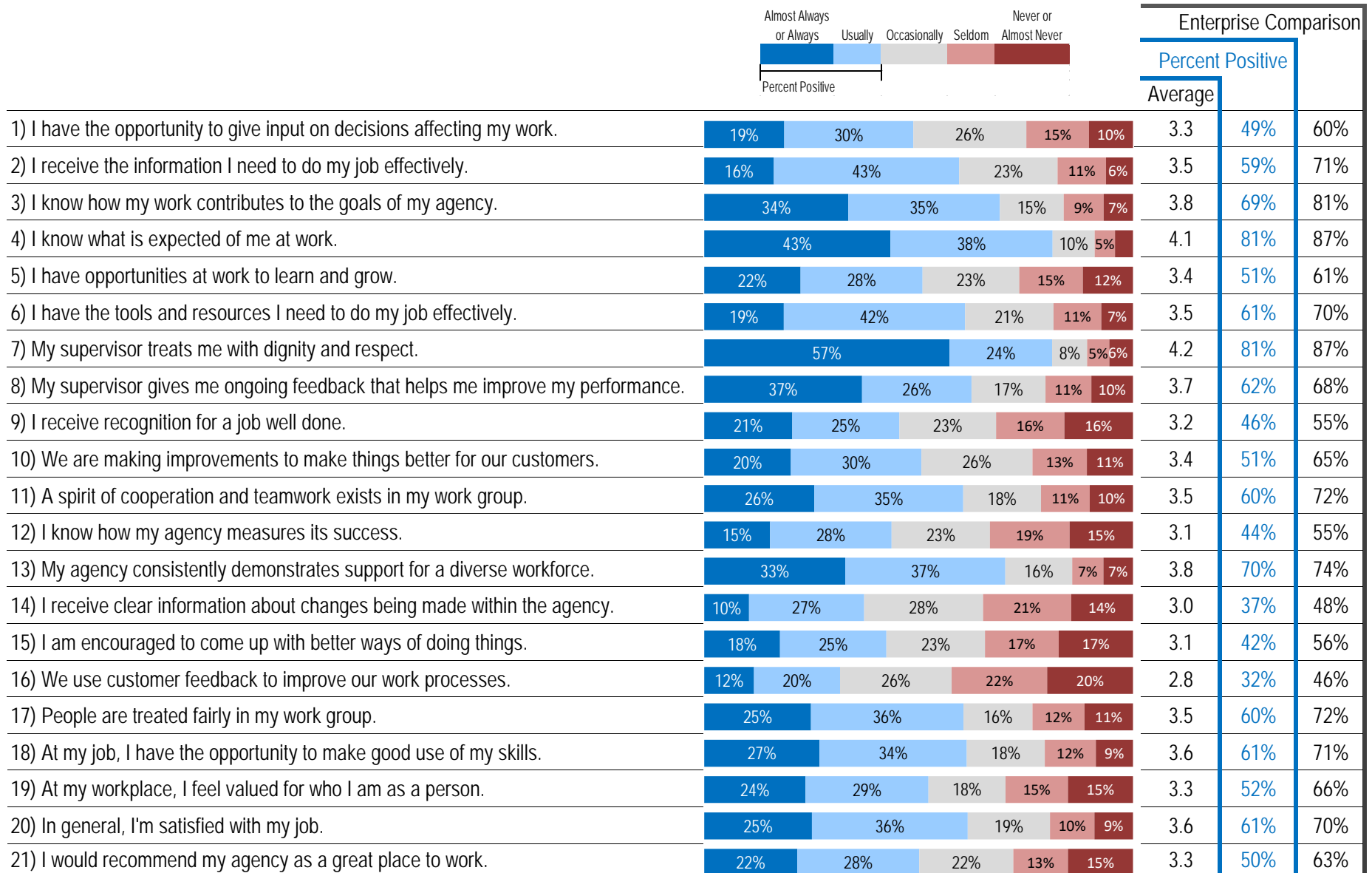
If 10 or more responses, the percent who answered the question either "4 - Usually" or "5 - Almost Always or Always"

2018 Ratings by Question

Department of Corrections

7003 Responses

83% Survey Response Rate



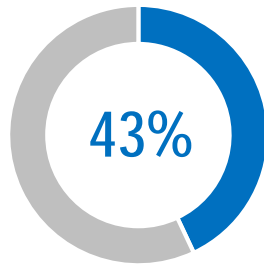
Percent positive may not equal the sum of the graph's data labels for the percent "Almost Always or Always" and "Usually" due to rounding.

Satisfaction with the Work Environment

Department of Corrections

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

Work Environment Index²
Overall Satisfaction



						Percent Positive ¹	One-year Change ('17 - '18)	
						2018	2017	
Flexibility	35%	22%	17%	11%	15%	57%	58%	-1%
Mobility	14%	12%	30%	16%	28%	27%	28%	-1%
Physical Space	17%	26%	23%	19%	15%	43%	45%	-2%
Technology	18%	33%	22%	14%	12%	51%	54%	-3%
Well-Being	14%	24%	25%	19%	18%	38%	40%	-2%
Overall Satisfaction						43%	45%	-2%

Work Environment Component	Response Counts							Total Responses (not missing)
	(5) Very Satisfied	(4) Satisfied	(3) Neutral	(2) Dissatisfied	(1) Very Dissatisfied	Doesn't Apply to My Position (N/A)	No Response (missing)	
Flexibility: the ability to adjust your scheduled hours as needed	2230	1381	1100	687	948	648	9	6994
Mobility: the ability to work remotely from a variety of locations, such as your home or alternate work sites	706	621	1480	784	1399	1982	31	6972
Physical Space: the building, furniture, lighting, noise, variety of spaces for different work tasks (concentration space, collaboration space)	1175	1758	1583	1290	1007	169	21	6982
Technology: your work desktop computer, laptop, mobile phone, tablet, remote access, Wi-Fi, collaboration tools	1246	2275	1527	963	831	139	22	6981
Well-Being: how your work environment affects your physical, social and emotional health	987	1680	1760	1297	1221	41	17	6986

¹ Percent answering "Very Satisfied" or "Satisfied." Does not include missing data or "Doesn't Apply." To calculate percentages, divide the counts of 4's and 5's by the total number of 1 to 5 responses.

May not equal the sum of the graph's data labels due to rounding.

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

Satisfaction with the Work Environment, by Demographics

Department of Corrections

	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	7003	2091	879	4013	20	1879	5111	13	429	783	1103	974	1213	2479	22	571	865	1227	975	1162	2178	25
Percent Positive ¹																						
Flexibility	57%	53%	67%	56%	36%	63%	55%	33%	63%	60%	56%	52%	55%	59%	30%	63%	61%	56%	51%	54%	58%	27%
Mobility	27%	22%	37%	26%	23%	35%	23%	25%	31%	26%	24%	22%	26%	29%	14%	31%	27%	25%	23%	26%	28%	19%
Physical Space	43%	43%	47%	43%	24%	48%	41%	10%	55%	47%	40%	37%	42%	44%	21%	55%	45%	40%	37%	42%	44%	23%
Technology	51%	52%	53%	51%	44%	55%	50%	50%	61%	53%	48%	49%	49%	53%	24%	59%	54%	48%	48%	49%	54%	25%
Well-Being	38%	36%	46%	38%	11%	43%	37%	20%	56%	43%	37%	31%	35%	39%	19%	55%	42%	38%	31%	33%	39%	25%

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

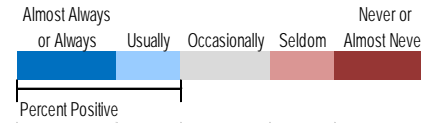
¹ If 10 or more responses, the percent who answered the question either "Very Satisfied" or "Satisfied."

2018 Ratings by Question

Department of Corrections

7003 Responses

83% Survey Response Rate



DOC Specific Questions

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.

						Average	2017 Ratings	
	Percent Positive						Percent Positive	
DOC1) My workplace has meaningful discussions on how to improve security/staff safety.	22%	31%	25%	13%	9%	3.4	53%	57%
DOC 2) I know how to report safety and security hazards or concerns.	52%		34%	8%		4.3	86%	87%
DOC 3) Security practices have been improved in my work area.	24%	31%	22%	13%	9%	3.5	55%	57%