



For Immediate Release
September 3, 2015

Contact:
Lynda Gledhill
(916) 651-9028

State Releases First-Ever Employee Engagement Survey

Results Show State Employees Believe They Make a Difference in lives of Californians; Will be used in Civil Service Improvement Effort

SACRAMENTO — State employees are engaged and professionally committed to their work, which they believe makes a difference in the lives of Californians, according to results of the state's first-ever employee engagement survey released today by the California Government Operations Agency (CalGovOps) and the California Department of Human Resources (CalHR).

The survey was sent to 5,000 randomly-selected state employees via both mail and email and 52 percent responded. Employees were asked to rank 10 statements from strongly agree to strongly disagree.

Employees most agreed with the statement "I believe my work makes a difference in the lives of Californians," followed by "I know what is expected of me on the job." They least agreed with "I receive recognition for doing good work" and "People where I work are accountable for results."

The survey is part of Civil Service Improvement, an effort launched in Governor Brown's January 2015 budget to modernize the state's civil service system. CalGovOps is leading this effort in collaboration with CalHR, the State Personnel Board, the Department of Finance and the Governor's Office.

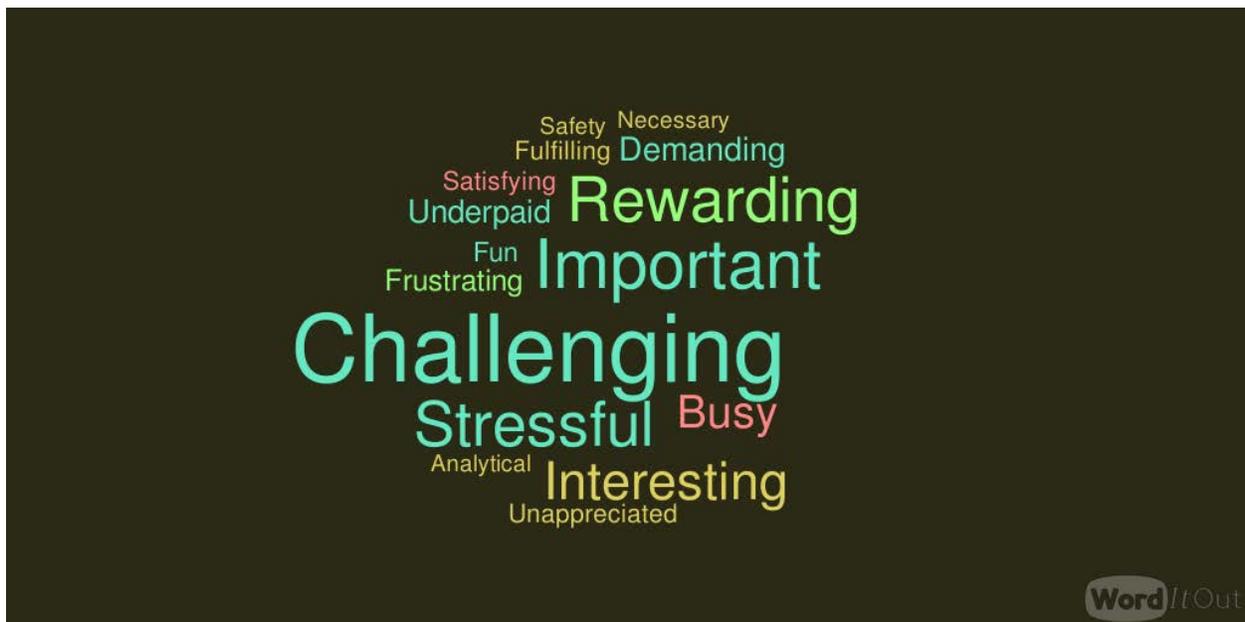
"We can't fix what we don't know," said CalGovOps Secretary Marybel Batjer. "The results of this survey show California civil servants believe in their work, which is

extremely gratifying. We are already on the path to addressing some of the challenges named.”

As part of Civil Service Improvement, CalGovOps is working with CalHR to revise mandatory 80-hour supervisory training to update and standardize what new supervisors learn. The new training will include better ways to communicate, coach and recognize employee performance. In addition, the results of the survey will be used to update recruiting, new employee orientation and training.

The survey also asked respondents to describe their job in three words. The top five responses were: challenging, important, stressful, rewarding and interesting.

“These words make sense in the context of state jobs that include taking care of aging and injured veterans, inspecting bridges and helping unemployed and injured workers get benefits,” said CalHR Director Richard Gillihan. “We want our employees to be challenged when they come to work every day.”



Find the complete results of the survey, including the exact questions asked, at <http://www.govops.ca.gov/CivilServImpr.aspx>

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