



**Goodhue
County**
MINNESOTA

HHS Employee Engagement Survey

2024 results

Why do we measure employee engagement?

The results of **American Psychological Association's 2023 Work in America Survey** confirmed that psychological well-being is a very high priority for workers themselves. Specifically:

92% of workers said it is very (57%) or somewhat (35%) important to them to work for an organization that values their emotional and psychological well-being.

92% said it is very (52%) or somewhat (40%) important to them to work for an organization that provides support for employee mental health.

95% said it is very (66%) or somewhat (29%) important to them to feel respected at work.

95% said it is very (61%) or somewhat (34%) important to them to work for an organization that respects the boundaries between work and nonwork time.

What predicts employee retention and attraction?

- According to Gallup Inc., the most likely predictors of employee turnover:
 - **Engagement and culture 41%**
 - **Wellbeing and Work-Life Balance 28%**
- [Global Indicator: Employee Retention & Attraction - Gallup](#)



How is the feedback utilized?



- There are 32 questions on the survey that apply to GCHHS, plus three supervisor specific questions.
- Feedback is used:
 - To provide coaching in supervisor performance evaluations.
 - To identify future training options.
 - To understand the morale and well-being of staff
 - To know where to advocate, such as the desire for growth opportunities

GCHHS 2024 results

Morale is relatively steady and high

- The 2023 survey was taken at a time when most staff were moving to a different area of the building. Some noted that this impacted their sense of morale.
- In 2024 more seemed to bump back up. (differences of approx. 10% are significant)
- Morale will be measured and tracked quarterly

Morale is positive most of the time

	2022	2023	2024
Agree/VM Agree	82%	73%	80%
Somewhat Agree	14%	19%	13%
Disagree/VM Disagree	4%	8%	7%

Sense of belonging is steady

- [The Value of Belonging at Work](#) Harvard Business Review 12-16-2019
 - High belonging is linked to a 56% increase in job performance, 50% drop in turnover risk, 75% drop in sick days.
 - In a 10,000-person company, this results in annual savings of \$52 million
 - Belonging will be measured and tracked quarterly

Feel a sense of belonging at HHS

	2022	2023	2024
Agree/VM Agree	79%	74%	77%
Somewhat Agree	18%	21%	15%
Disagree/VM Disagree	3%	5%	8%

Appreciation of support to manage stress

- *“I think the agency does a wonderful job of offering activities/trainings to help with stress and burnout. I could be better at participating. Sometimes workload and personal schedules can make that difficult.”*
- Support to manage stress will be measured and tracked quarterly.

Feel adequately supported to manage work stress

	2022	2023	2024
Agree/VM Agree	83%	74%	76%
Somewhat Agree	15%	16%	19%
Disagree/VM Disagree	2%	10%	5%

Flexibility is a major benefit

- *“The flexibility of my position has been a lifesaver for me.”*
- *“I’m glad that they are looking at increasing vacation time to 8 hours a month for new staff. We do have flexibility and a good number of holidays off, but it is nice to have more time to take off on your own schedule.”*

Satisfied with the level of flexibility

	2022	2023	2024
Agree/VM Agree	84%	82%	89%
Somewhat Agree	14%	16%	8%
Disagree/VM Disagree	2%	2%	3%

Intent to leave is relatively low

Intend to leave to work at similar job in 2 years

	2022	2023	2024
Agree/VM Agree	5%	5%	9%
Somewhat Agree	13%	18%	18%
Disagree/VM Disagree	80%	77%	73%

Intend to leave my field to work in different field

	2022	2023	2024
Agree/VM Agree	7%	7%	5%
Somewhat Agree	10%	5%	12%
Disagree/VM Disagree	83%	88%	83%

Workplace wellness activities beneficial

- PAUSE activities such as lunch breaks and walking events
- Training to address burnout and secondary trauma
- Standing desks, treadmill, access to yoga and self-paid chair massages

Workplace wellness activities effective in helping deal with stress

	2024
Agree/VM Agree	39%
Somewhat Agree	47%
Disagree/VM Disagree	4%
Have not attended any	9%

Over half feel at least some burnout

HHS is taking several steps to address employee burnout:

- Flexible schedules, opportunities to connect, support for taking time off, training on burnout and resilience

Feel burned out in their job

	2022	2023	2024
Agree/VM Agree	18%	21%	21%
Somewhat Agree	27%	35%	30%
Disagree/VM Disagree	55%	44%	48%

Most are
satisfied with
training
opportunities

Satisfied with opportunities for training

	2024
Agree/VM Agree	73%
Somewhat Agree	21%
Disagree/VM Disagree	6%

- We ask for specific feedback on training so the Workforce Development Committee can use staff feedback to offer future training options.

Dissatisfaction is highest in growth opportunities

- Several comments focused on lack of growth opportunities.
- *“Opportunities for growth our limited. Our unit does not have a lead, and I don't foresee our supervisor leaving anytime soon, so it feels like the only moves available are lateral.”*

Satisfied with growth opportunities

	2022	2023	2024
Agree/VM Agree	66%	64%	54%
Somewhat Agree	26%	24%	29%
Disagree/VM Disagree	8%	12%	17%

What is the best thing about working at GCHHS?



The opportunity to work for people in our community and county. The exposure to a wide view of others and always the opportunity to improve myself. The caring and friendships made through this workplace. I am very grateful.



I feel a sense of purpose with coming to work every day. It's not just a job but a way to give back to the community. I enjoy being able to greet people and help them however I can.



The benefits, feeling of belonging, and being accepted by everyone.



the hope I feel about the recent changes with added positions on more than half of the supervisor's teams. It's a rough adjustment and a lot of work to do so much hiring, but so needed and worth it. I think we're going to be in a much better place because of it.



Wage and benefits



I appreciate the ongoing training opportunities and support from leadership to participate in opportunities that enhance my skills. I also appreciate the emphasis that GCHHS places on supporting and taking care of its employees. The work that is continuously being done does not go unnoticed and is unlike anywhere else that I have worked – which is very much appreciated. Thank you

Thank you



Questions or feedback?