

2020-21 Employee Opinion Survey

Executive Summary - Survey Results



2020-21 Employee

Connect for Health Colorado launched its 2020-21 Employee Opinion Survey to gain the opinion of its employees in relation to seven specific performance components – *engagement, job satisfaction, leadership, communication, benefits, work culture and work processes*

PURPOSE AND GOALS

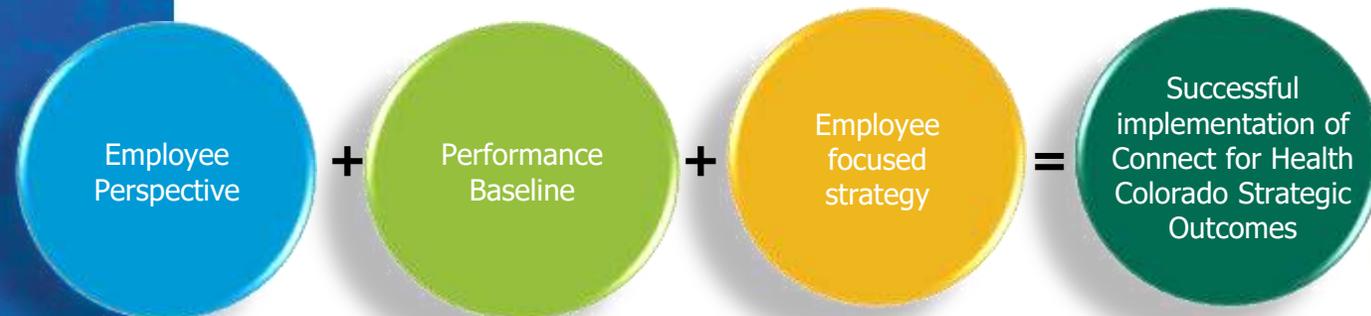
The intention of gathering this information is to:

- Gain an understanding of the employee's perspective
- Measure against the established performance baseline to determine progress/regress
- Evaluate the employee focused strategy and determine any needed changes that best align and support organization wide outcomes and sustainability

SURVEY METHODOLOGY

The employee survey:

- Launched on April 7, 2021
- Sent to 148 employee email accounts with multiple follow-up and reminders
- Managed through an on-line survey tool
- Open for 22 days
- Closed on April 28, 2021, responses received from 145 employees



7 Survey Performance Components



Engagement

Measures how engaged employees are with their work and the organization as a whole. This component has to do with confidence in the organization, its mission, and their desire to stay.



Job Satisfaction

Measures how content an employee is with their job, whether or not they like the job or individual aspects or facets of the job. This might be a defining factor in an employee's decision to extend effort.



Leadership

Measures the effectiveness of leadership, leadership style, and leadership systems. It also provides insight into interpersonal skills, strengths, weaknesses, and effectiveness with developing and communicating business results.



Communication

Measures satisfaction with how information and knowledge are shared, both vertically and horizontally internal to the organization.



Benefits

Measures employee satisfaction with the employer-sponsored tangible and sometimes intangible benefits package. This includes retirement, insurance, paid time off, work-life-balance, and compensation.



Work Culture

Measures the norms of behavior and shared values of an organization. This can be identified as the "feel" of an organization.



Work Processes

Measures the collection of linked tasks which find their end in the delivery of a service or will accomplish an organizational goal.

Connect for Health Colorado identified seven Performance Components to assess the employee's opinion of the organization for the 2020-21 evaluation period. Using the seven performance components, we compared the 2019-20 data to determine progress/regress.

Employee Opinion Survey Respondents

To provide greater insight into the perspective of employees, respondents were asked to self-identify their department.



*Compliance – Audit/Appeals/Security/Legal



*Policy & External Affairs – Government/Policy/Legislative/Engagement



*Corporate Services – Finance/PMO/HR/TR/BI



*Technology – Issues/Health Plan Ops/Analyst/PM/IM



*Marketing/Communications – Mkt./Com/Asst./Brokers/Outreach



*Operations – CSU/MSU/QA/Back Office

***EACH FIGURE REPRESENTS 5 INDIVIDUALS**

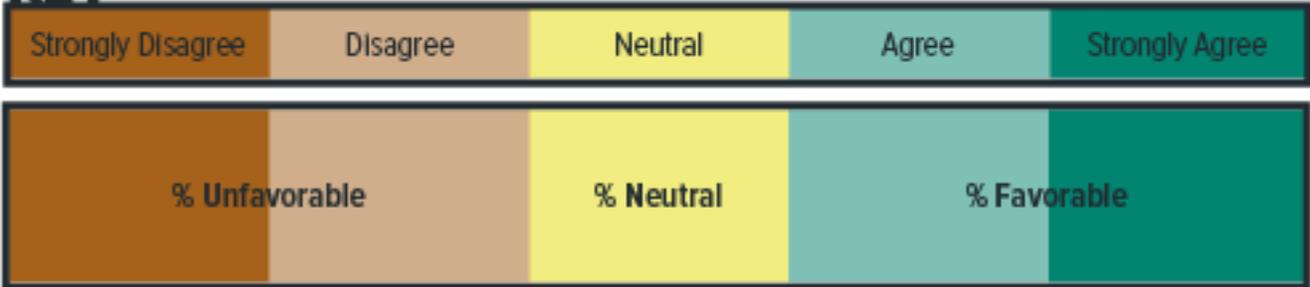


Note: Employees had the option to skip this question and not respond, 24 individuals skipped this question.

Employee Opinion Survey Response Ratings

148 employees received the employee opinion survey, 145 employees responded resulting in a 98% participation rate, the same rate as the previous year. Employees had several options to identify their level of agreement/disagreement with a survey question.

KEY



Note: For the purposes of analysis, neutral responses are not counted as favorable responses. They are categorized as a lack of ability to identify with the correlating question, offering an opportunity for continued support in the area of focus.

Results Snapshot – Most Favorable Performance Components



Engagement: 85% Agree/Strongly Agree that they are engaged with their work and the organization as a whole



Satisfaction: 82% Agree/Strongly Agree that they are satisfied with their individual job and type of work



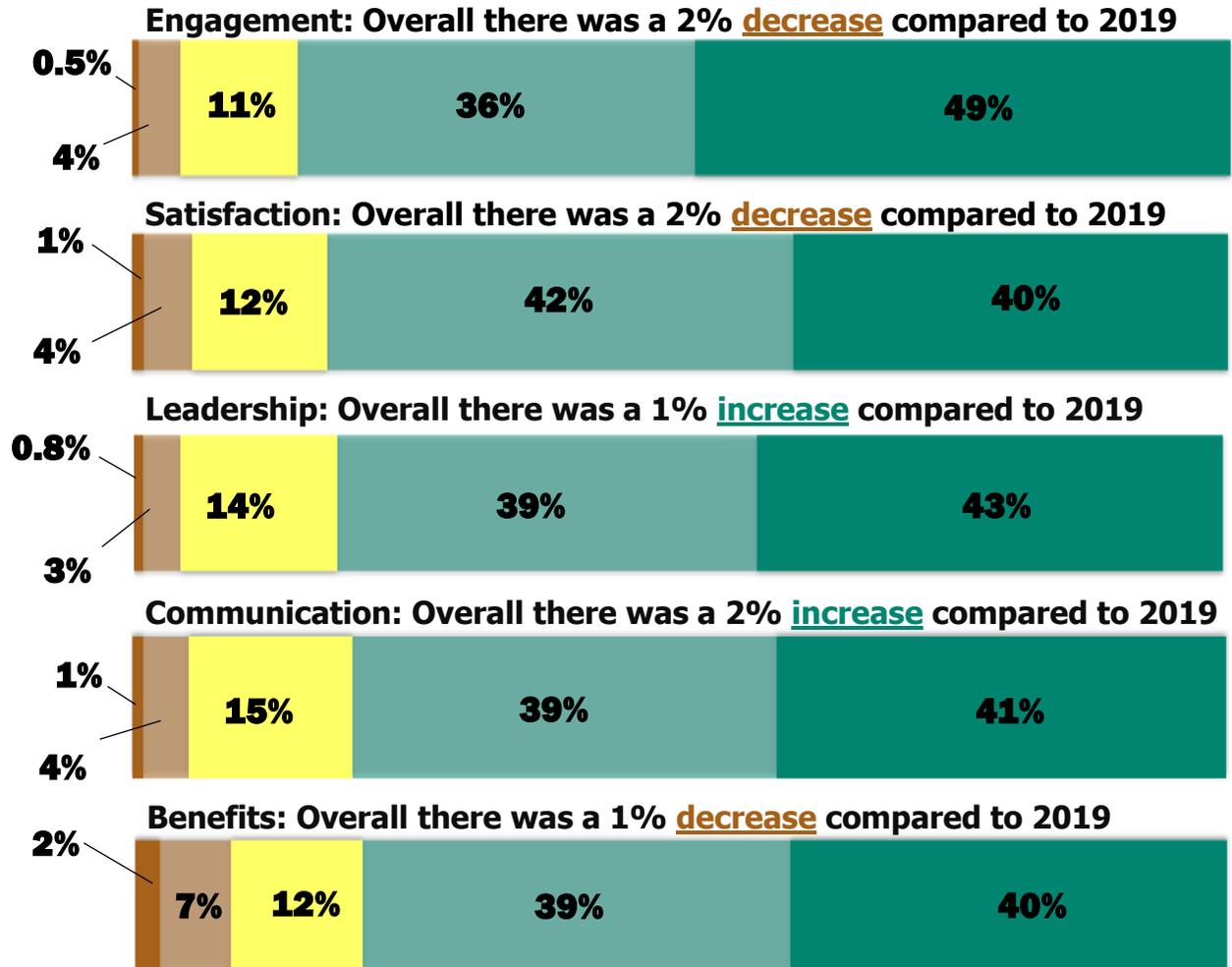
Leadership: 81% Agree/Strongly Agree that they are satisfied with leadership (direct and executive leadership)



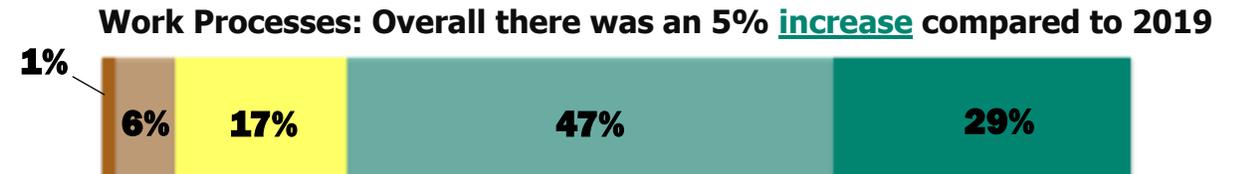
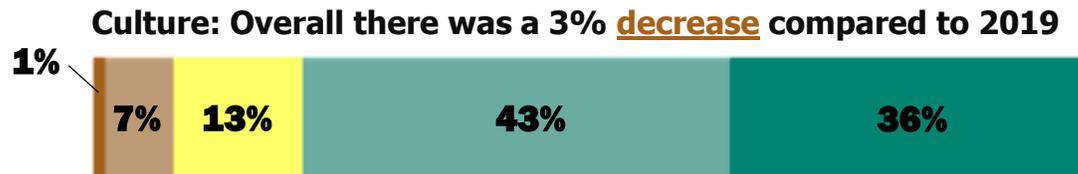
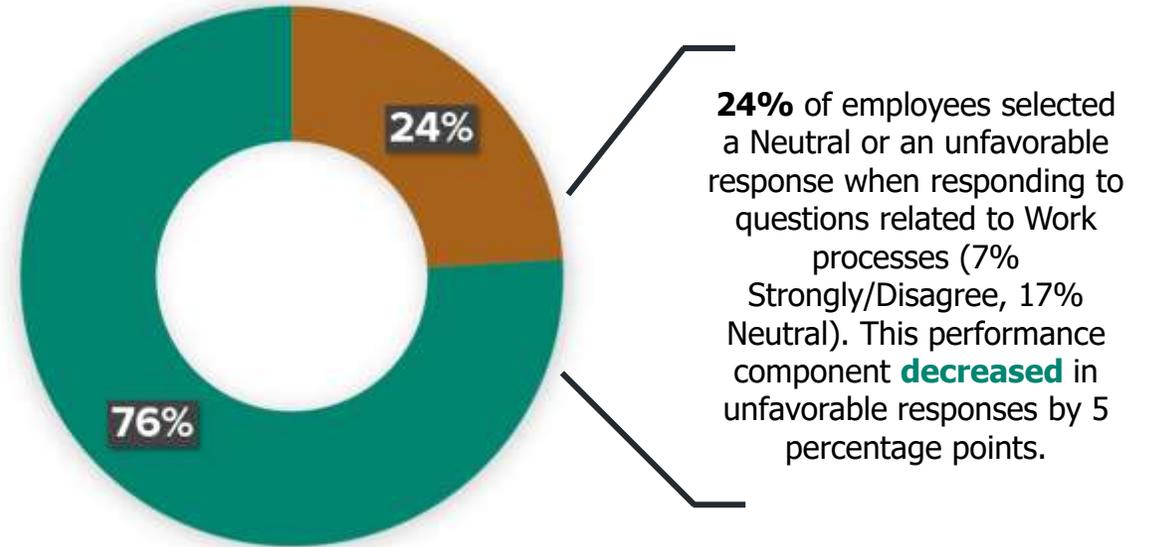
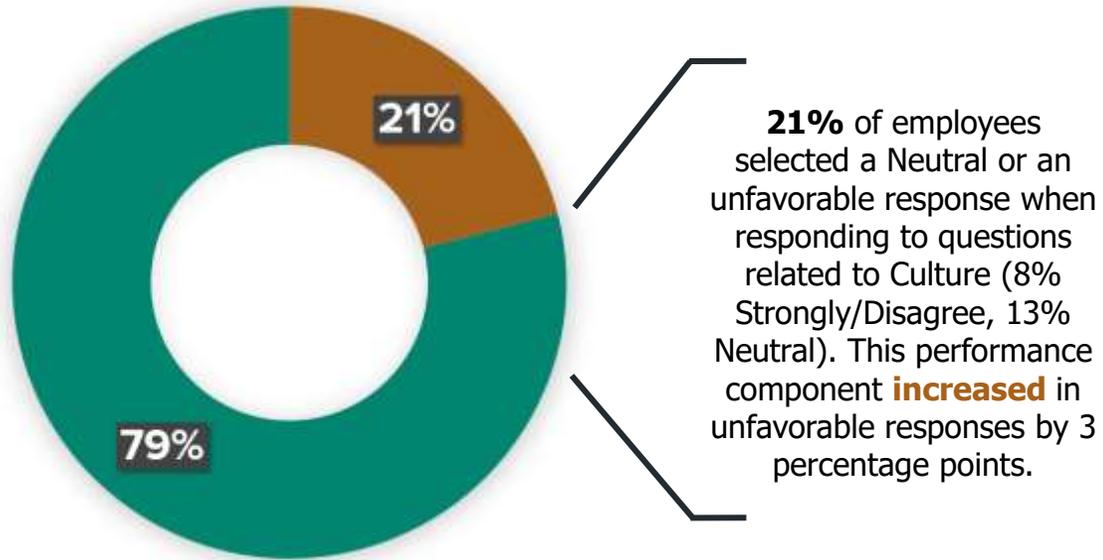
Communication: 80% Agree/Strongly Agree that communication throughout the organization is clear



Benefits: 79% Agree/Strongly Agree that they are satisfied with the employer-sponsored benefits package



Results Snapshot – Least Favorable Performance Components



- Culture **decreased by 3 percentage points** resulting in a lower overall favorable rating of 79%
- Work Processes is the least favorable performance component for 2020-21, however, the responses **improved by 5 percentage points**

Priorities and Action Steps

High Priority-

➤ Workplace Culture

▪ We learned from the survey:

- ✓ Workplace Culture **regressed** by **3%** overall.
- ✓ As a community, we have an opportunity to better align how we support each other and how we interact.
- ✓ As we support the Citizens of Colorado and our stakeholders the need to remain consistent, purposeful and obvious with our efforts in this area is needed.

➤ Work processes

▪ We Learned from the survey:

- ✓ That the efforts focused on work processes are heading in the right direction, resulting in a **5% increase** overall.
- ✓ Because this component resides within the “bottom two”, it is an indication that continued focus will support improvements.

Medium priority –

▪ Benefits

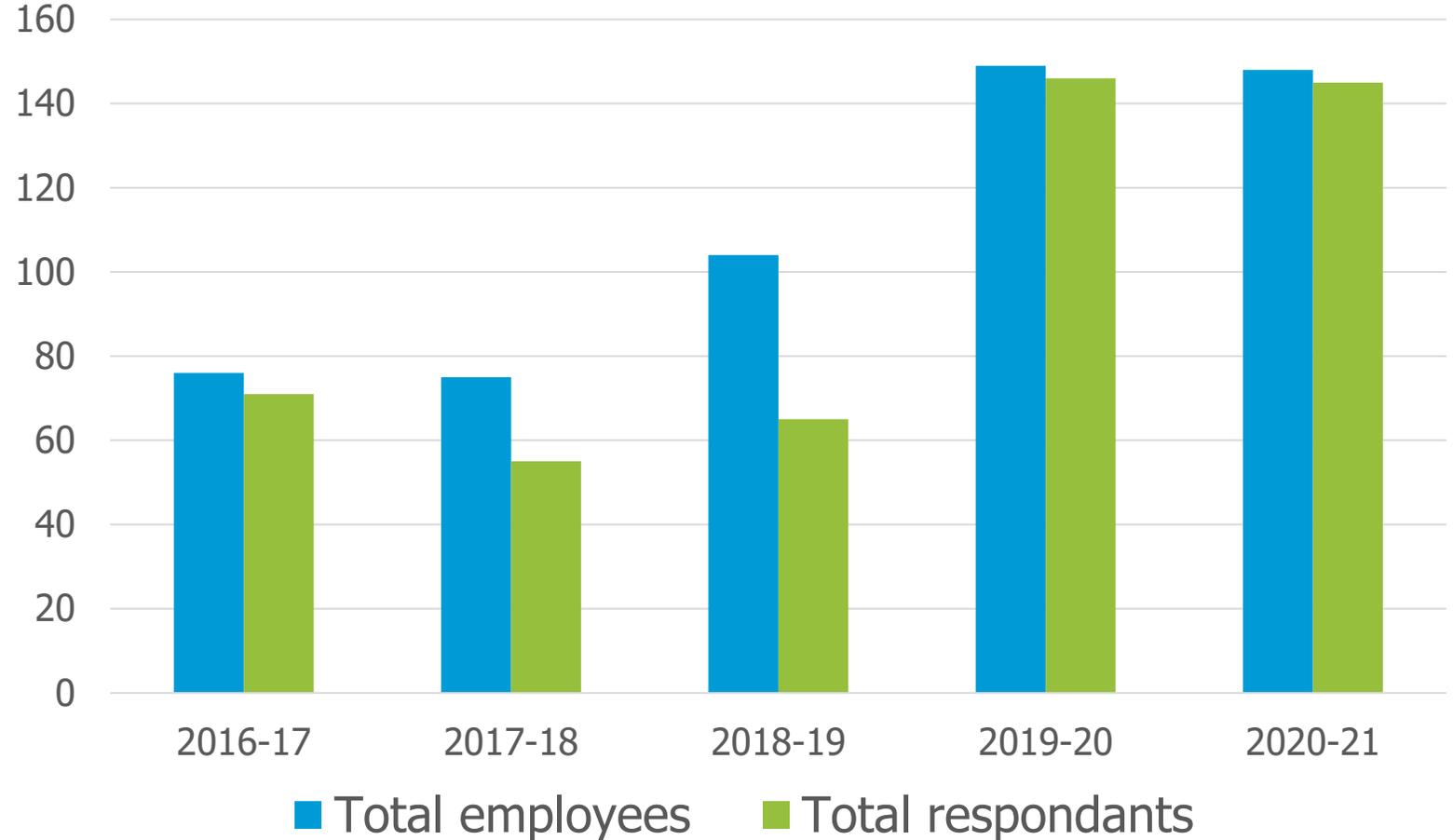
- ✓ The Benefits component is ranked fifth of our top five ratings, as a result it will be critical to closely monitor this component and evaluate opportunities for improvement over the upcoming year.



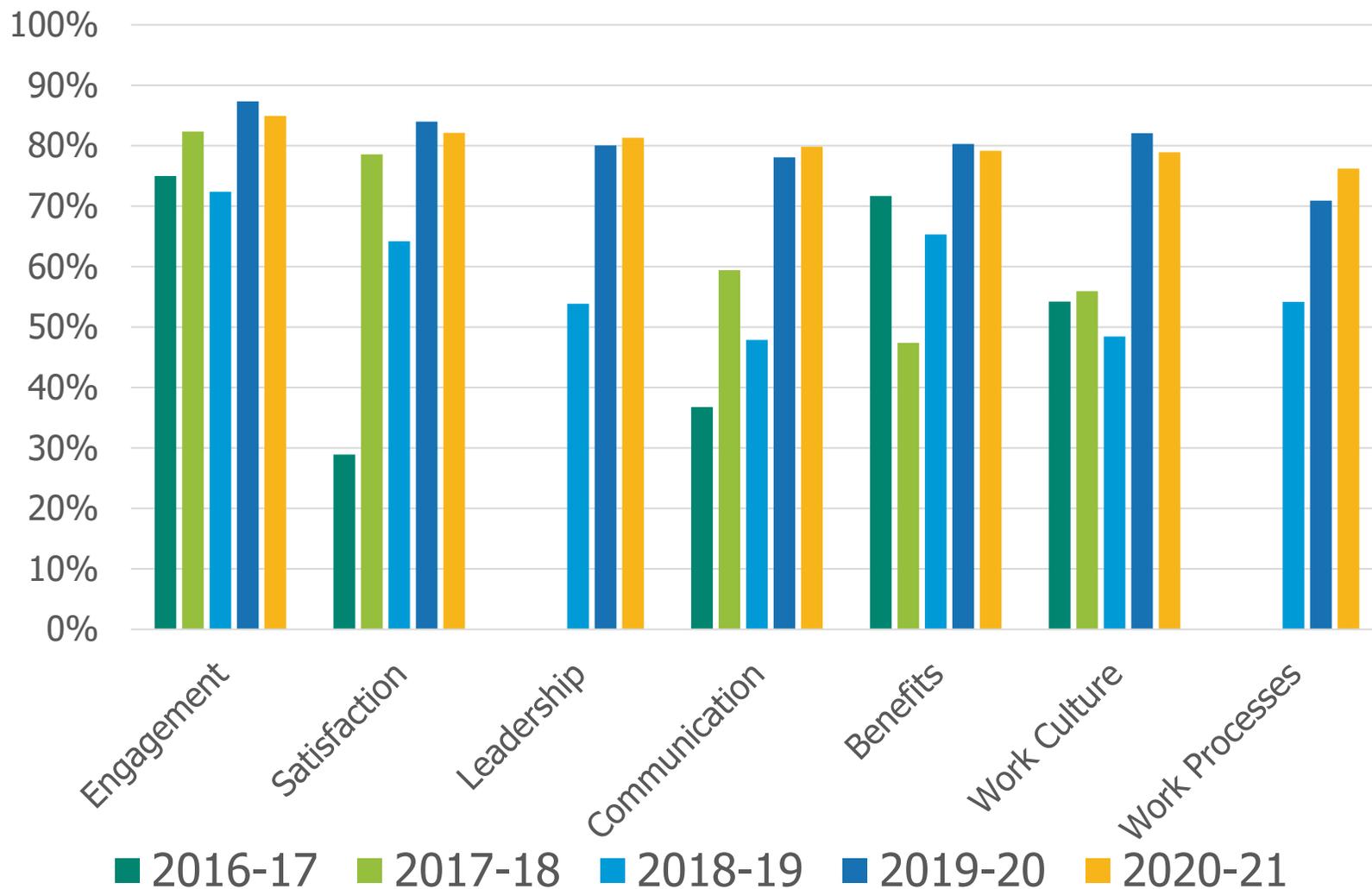
Survey Participation Rate

The Survey Participation Rate has fluctuated over the past five years with the increase in staff.

- **2016-17 = 76 employees (93% participation rate)**
- **2017-18 = 75 employees (73% participation rate)**
- **2018-19 = 104 employees (63% participation rate)**
- **2019-20 = 149 employees (98% participation rate)**
- **2020-21 = 148 employees (98% participation rate)**



5 Year Comparison



Over the past five years, there has been an increase in favorable responses regarding performance components.

Between 2016 and 2021:

- **Engagement** increased by **9.93%**
- **Satisfaction** increased by **53.20%**
- **Leadership** increased by **27.47%** since 2018
- **Communication** increased by **43.06%**
- **Benefits** increased by **7.46%**
- **Work Culture** increased by **24.69%**
- **Work processes** increased by **22.05%** since 2018



Note: There is no historical data for Work Processes and Leadership prior to 2018.