



2024 Employee Engagement Survey

Executive Summary

Prepared by:



Overview

1 Key Areas Relating to Job Satisfaction & Engagement

2 Primary Areas of Concern

3 Recommended Action Items

4 Timeline for Next Steps



Objective

To improve the organizational performance of Hope Enterprises by identifying areas of strength and areas for improvement that will increase overall employee engagement.

Survey Participation

Survey Period: **Oct 9 - Oct 27, 2024**

Survey Method: **Online**

Total Employees: **318*** +4 (+1%) vs. 2023

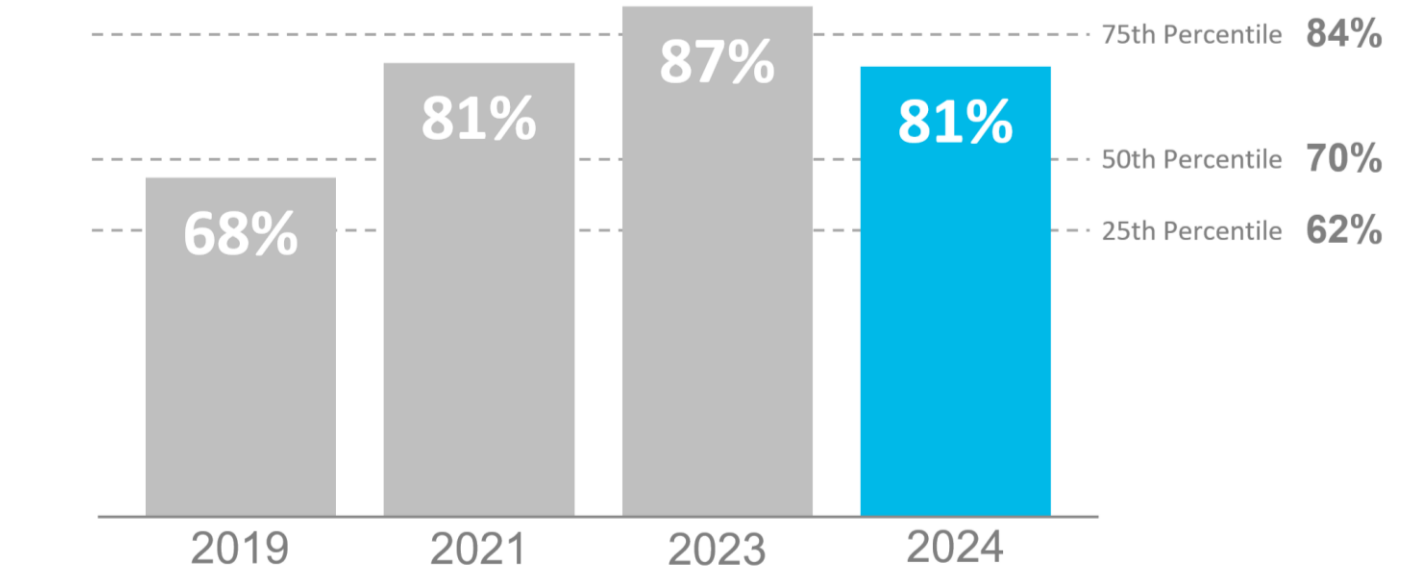
Total Surveys: **256** -18 (-7%) vs. 2023

Minimum Sample: **5+**

Includes MaxWorx.

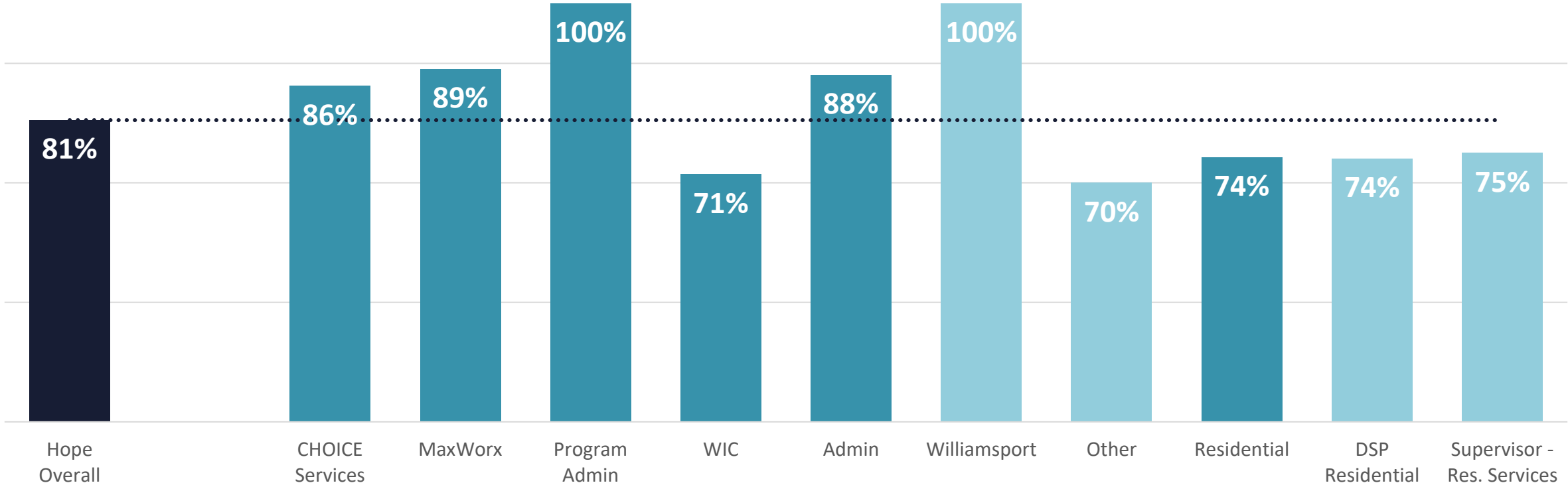
MaxWorx completed a shorter version of the survey with 9 Qs.

Participation Rate



Survey Participation

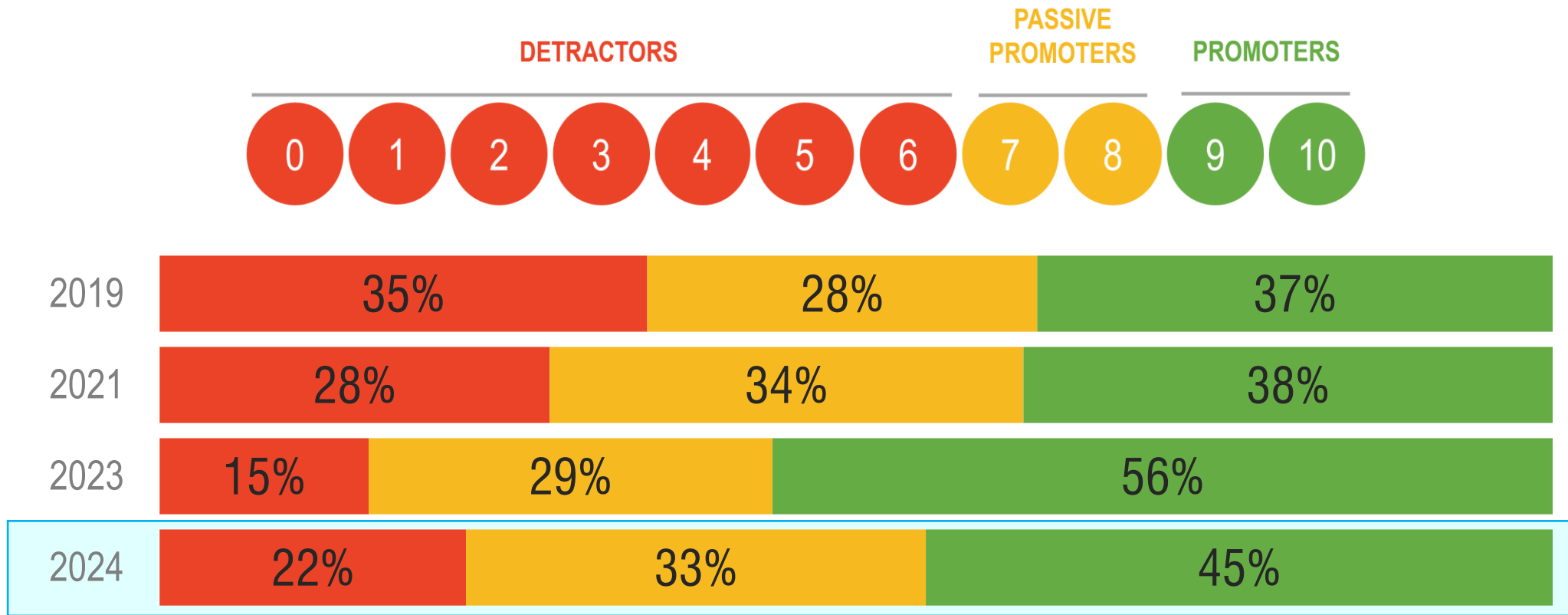
Participation Rate



Employee Engagement

Employee Engagement

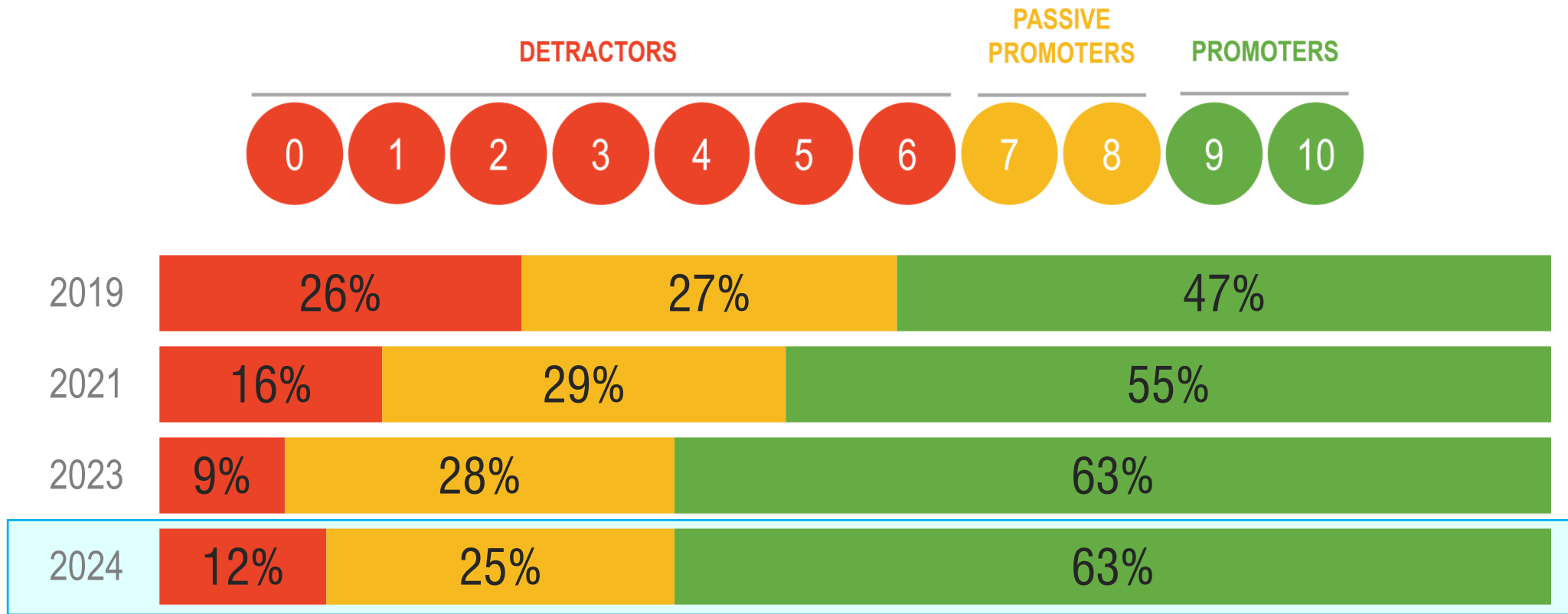
How likely would you be to recommend Hope Enterprises as a **Place to Work**?



Employee Endorsement

Employee Endorsement

I believe in the services that we provide.

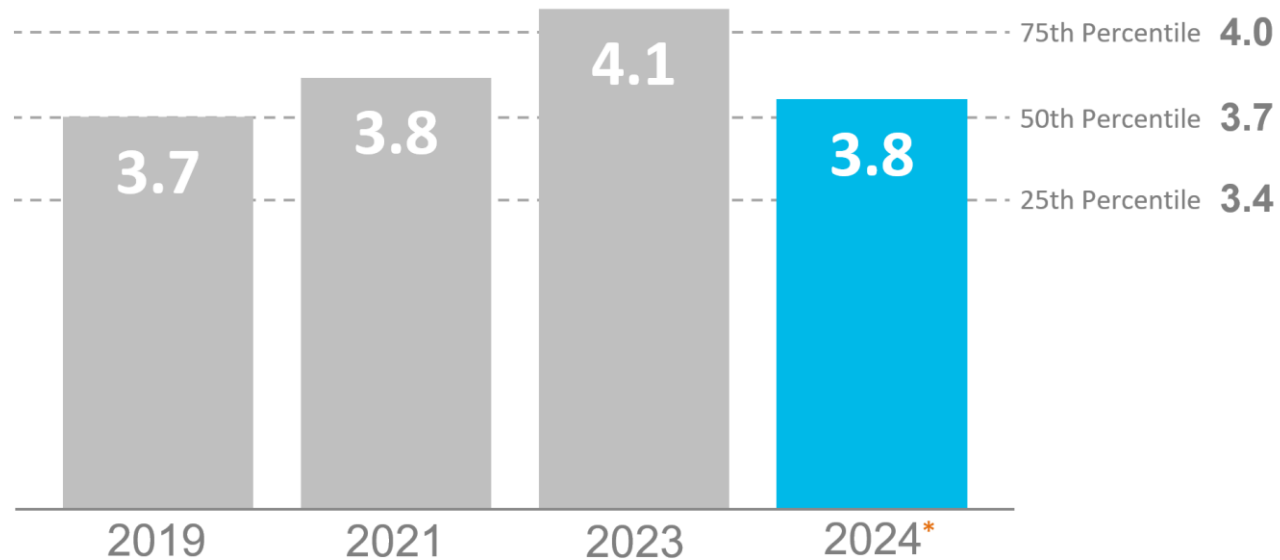


Employee Satisfaction

Overall Average

Averages Responses on a 5 Point Scale

Overall Average
(Average Responses on 5 Point Scale)



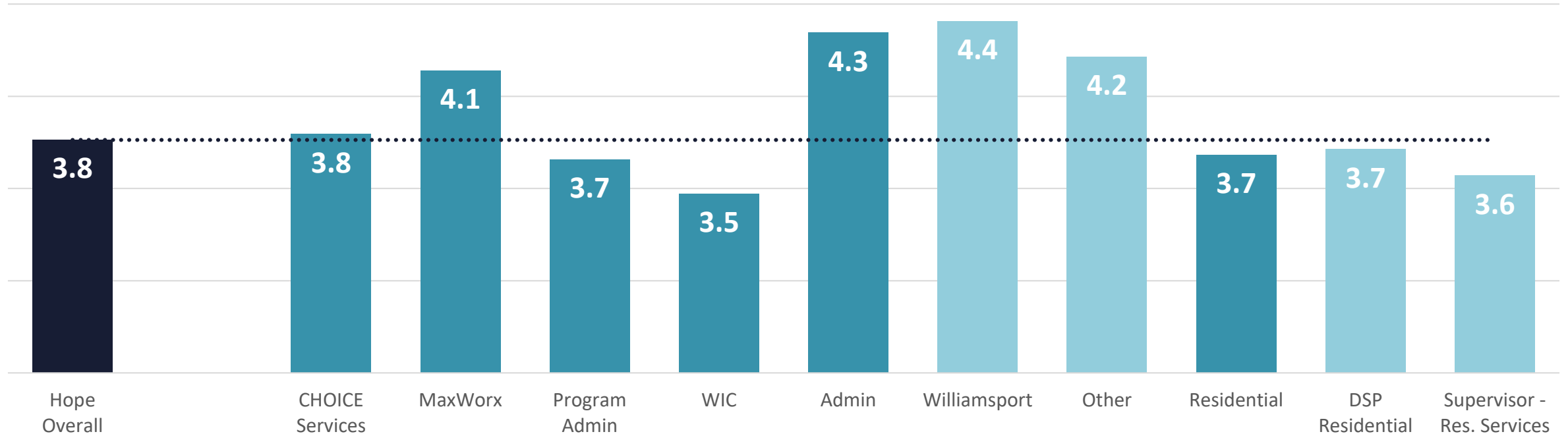
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Overall Average

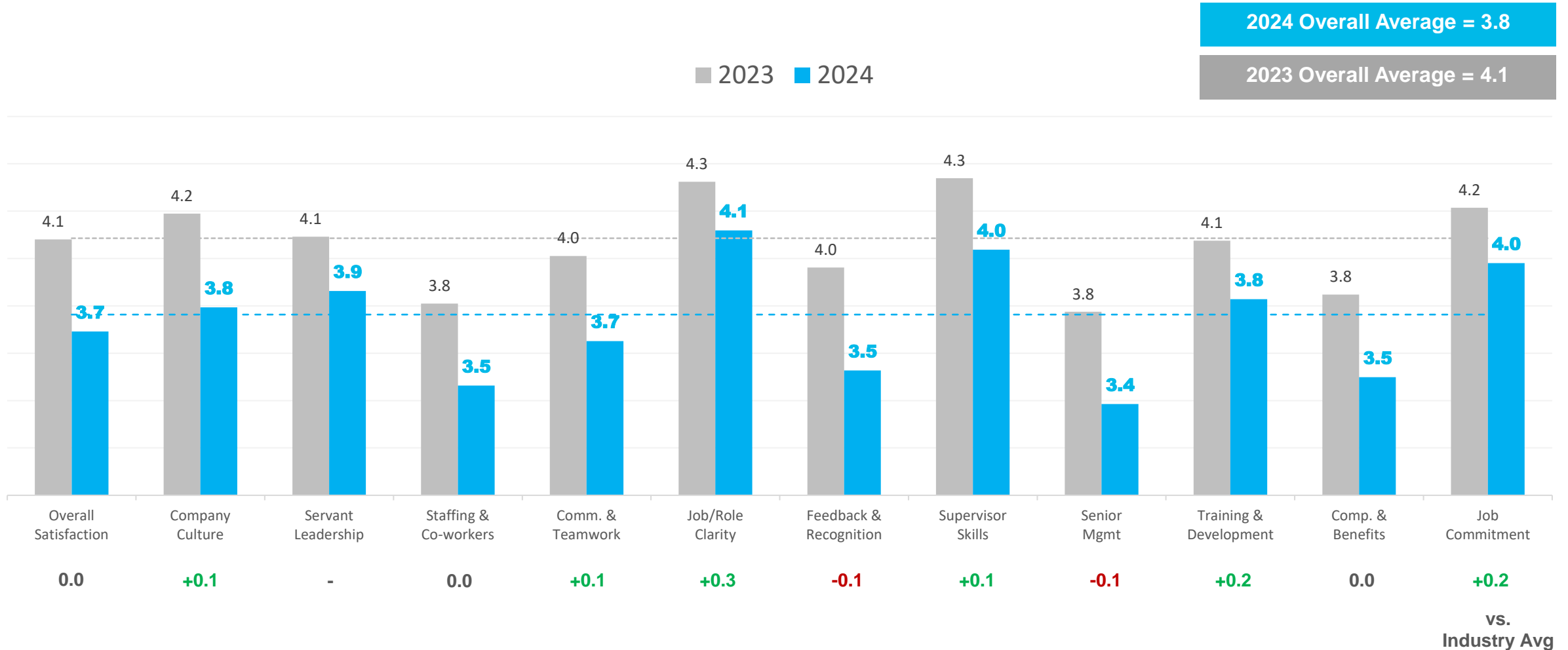
Averages Responses on a 5 Point Scale

Overall Average



Section Averages

Averages Responses by Individual Sections



Top Performing Areas

TOP Performing Areas		2024 % 4/5	2024 Avg.	2023 Avg.
# 27	I know how my job contributes to the success of Hope	89%	4.4	4.5
# 26	I know what is expected of me at work *	89%	4.4	4.5
# 31	In my role, I have the opportunity to do what I do best every day *	81%	4.2	4.4
# 38	My Supervisor is available when I have questions or need help	76%	4.1	4.4
# 1	I am proud to work at Hope *	79%	4.1	4.4

* Qs asked to all employees

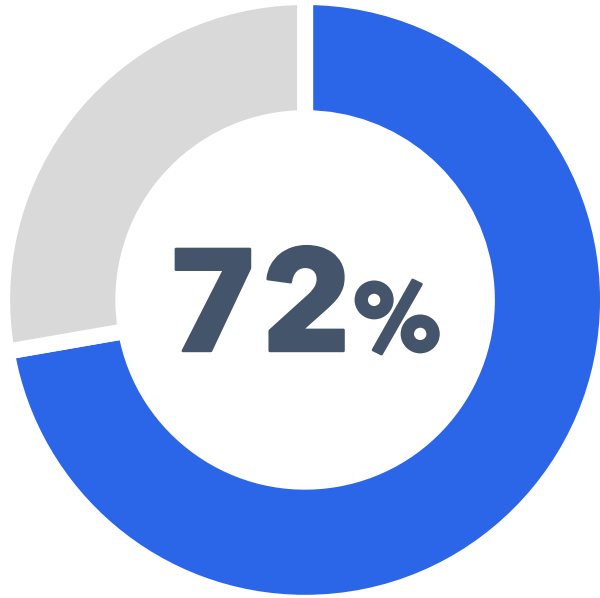
Areas of Opportunity

Areas of Opportunity		2024 % 4/5	2024 Avg.	2023 Avg.
# 50	Based on my skill-set and job performance, I am satisfied with my pay	37%	3.0	3.5
# 18	My department has enough employees to handle our workload	43%	3.1	3.5
# 16	Hope does a good job of recruiting highly qualified employees	36%	3.2	3.7
# 17	Hope does a good job of retaining highly qualified employees	40%	3.2	3.8
# 42	There is a strong level of trust that exists between Sr. Management and employees	41%	3.3	3.7

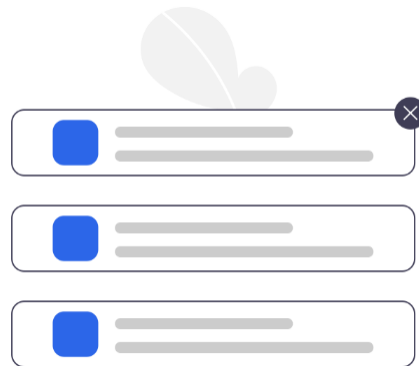
* Qs asked to all employees

Qualitative Feedback

Summary Statistics



% of Respondents
Commented



815

Total Comments

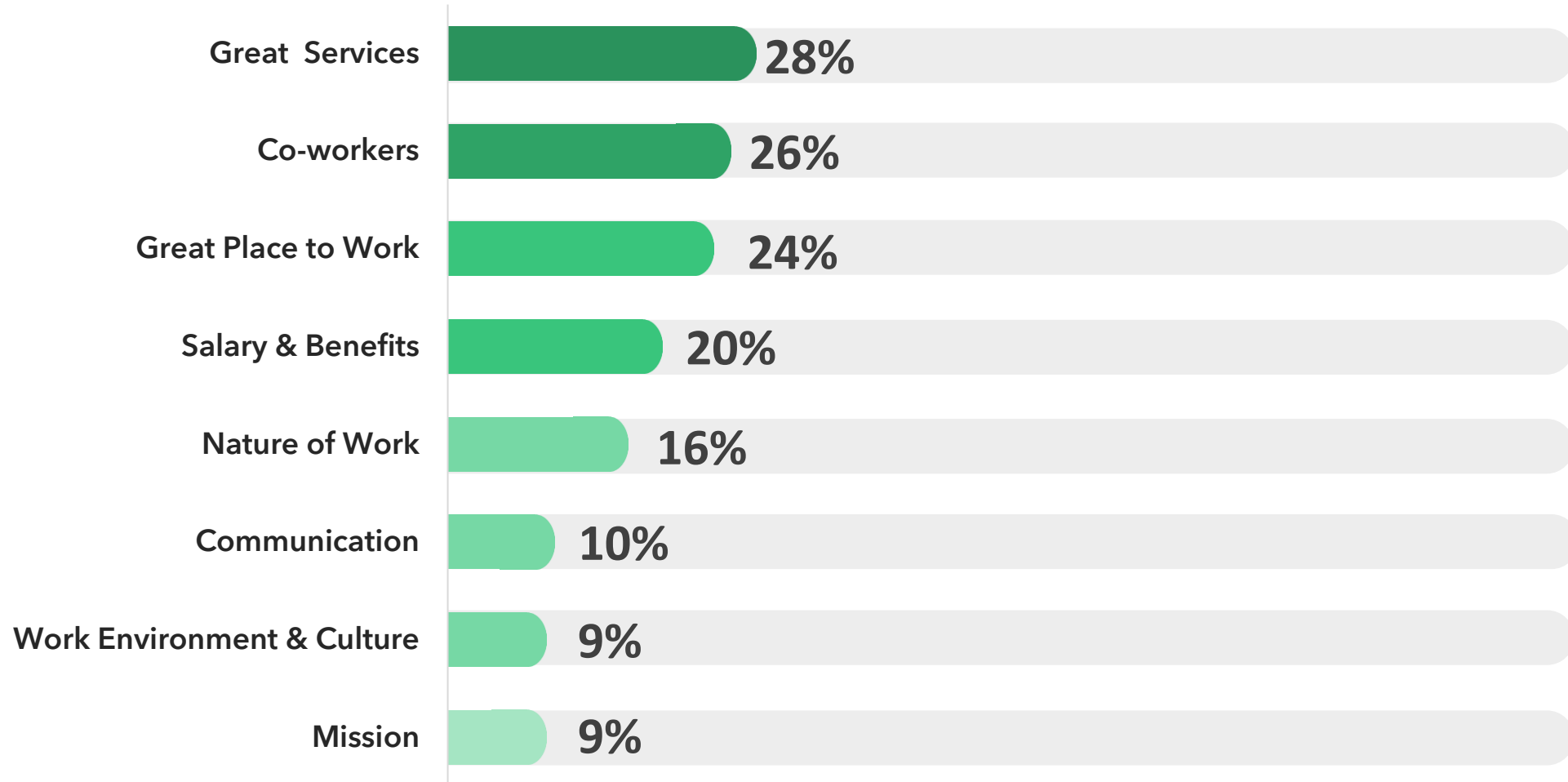


3.3

Comments
Per Respondent

Positive Feedback (major themes)

- The following graph summarizes the positive themes from comments across the entire survey
- The %s shown represent the # of themed comments divided by the total # of respondents



Great Services

“

“The company ensures that it will do everything in its power to help our individuals live as independently and safely as possible.”

“The team is consistently looking for ways to effectively care for individuals. They go above and beyond to make improvements as needed.”

“The company is caring and compassionate, and it strives to provide everyone with the best life possible.”

“The majority of the workers treat their clients as if they were family members.”

“I feel that we take great care of each individual in the program, even when they are not the easiest to care for.”

”

Co-workers

“

“My staff and fellow employees are amazing people who work hard every single day to serve the individuals we care for.”

“We have a great team and a strong team dynamic!”

“Most of the staff enjoy improving the lives of our individuals.”

“I feel that the people in the home where I work are truly committed.”

“I consider my fellow co-workers and supervisors to be friends, which makes it easier to communicate with them.”

”

Great Place to Work

“

“My company is a great place to work because everyone is friendly and kind.”

“I feel that my company truly cares about its employees and goes above and beyond to support them.”

“The benefits are great, and the workplace is full of employees who are caring and always willing to help each other out.”

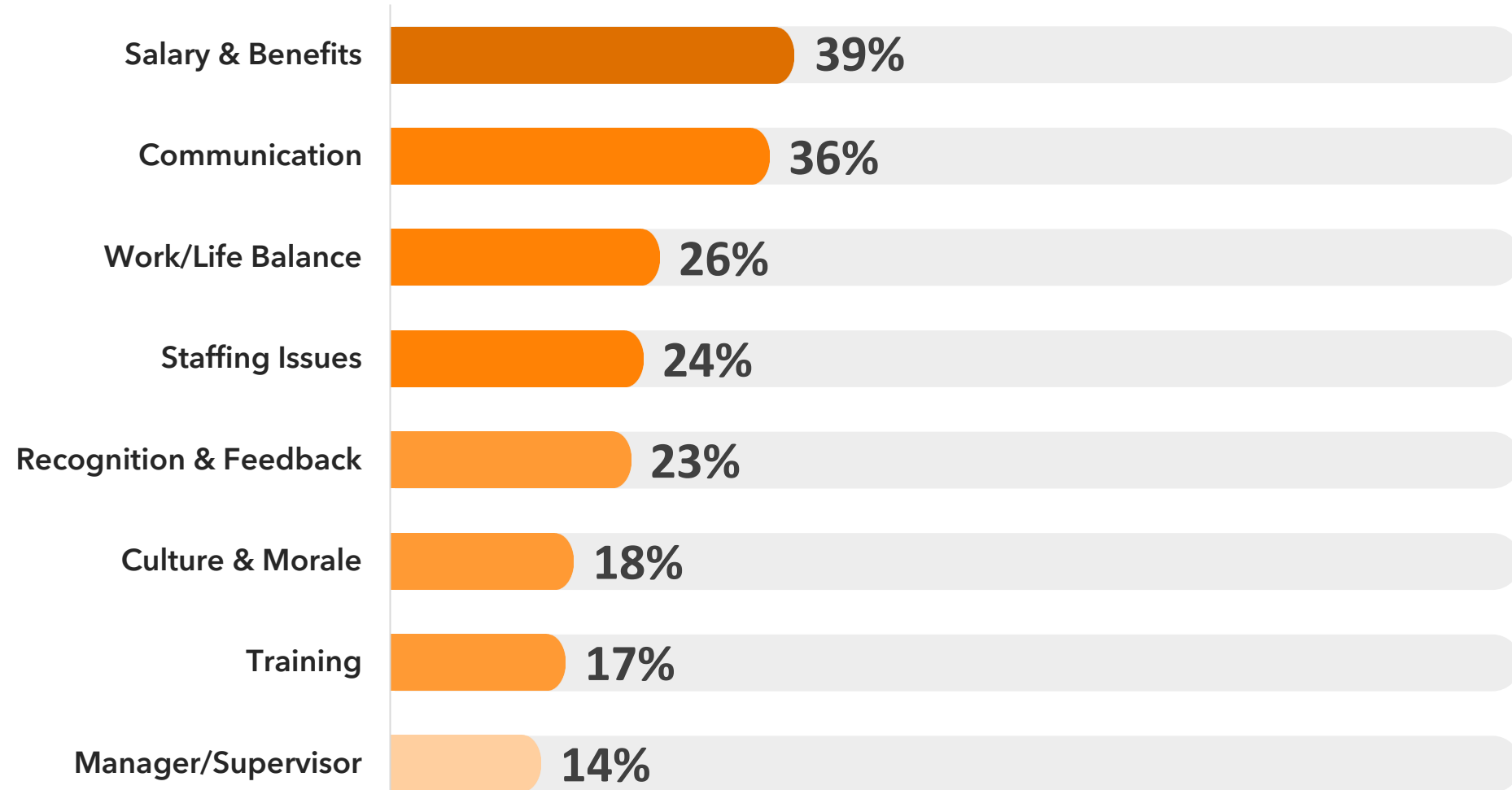
“My company has been a wonderful employer to me for many years.”

“The organization's ability to embrace change and encourage innovative thinking is crucial for long-term success.”

”

Improvement Areas (major themes)

- The following graph summarizes the improvement areas from comments across the entire survey
- The %s shown represent the # of themed comments divided by the total # of respondents



Communication

“

“We could have more frequent team meetings.”

“Communication is always a work in progress. Most positions are being handled on an ad-hoc basis these days.”

“Removing spouses from the health insurance was not communicated until three weeks before the insurance expired.”

“I don't always feel like all departments are working together, which leads to miscommunication and unanswered questions.”

“We rarely know anything unless I hear it from another staff member.”

”

Work/Life Balance

“

“We are overworked and exhausted all the time. This is not okay, and it is not safe.”

“I don't have a personal life. We're constantly told that we need to have one, but when you're working 60 hours a week and exhausted when you're at home, it's impossible.”

“I spend more time at work than at home. I need to be with my family, but I can't pay the bills if I don't work.”

“Taking away Christmas Eve as a paid holiday feels painful and it's the most important family holiday.”

“Balancing work and personal life is a constant struggle.”

”

Key Insights

Correlation Analysis

High Correlation & High Performance

Average	Key Questions/Themes
4.2	In my role, I have the opportunity to do what I do best every day
4.1	I am proud to work at Hope
4.1	I am satisfied with my current job
4.1	I plan on continuing my career with Hope for at least 2 more years
4.0	I feel comfortable being myself in our current work environment

Correlation Analysis

High Correlation & **Lower Performance**

Average	Key Questions/Themes
3.1	My department has enough employees to handle our workload
3.2	Hope does a good job of recruiting highly qualified employees
3.2	Hope does a good job of retaining highly qualified employees
3.3	Employee efforts and achievements are properly recognized at Hope
3.4	Employees are valued at Hope

Next Steps

Next Steps

Best Practices for acting on the results...

- (1) High-Level Staff Communication
- (2) Share/Communicate Results with Management
- (3) Task ALL Managers to review results and develop 2-3 Action Items or Next Steps
- (4) Update Staff on the Action Items for their specific Location/Department
- (5) Follow-up and track the performance of Action Items