



2017 EMPLOYEE OPINION SURVEY

Executive Summary

2017 Employee Opinion Survey

Connect for Health Colorado launched its 2017 Employee Opinion Survey to gain the opinion of it's employees in relation to five specific performance components – *benefits, job satisfaction, workplace culture, engagement and communication* .

Purpose and goals:

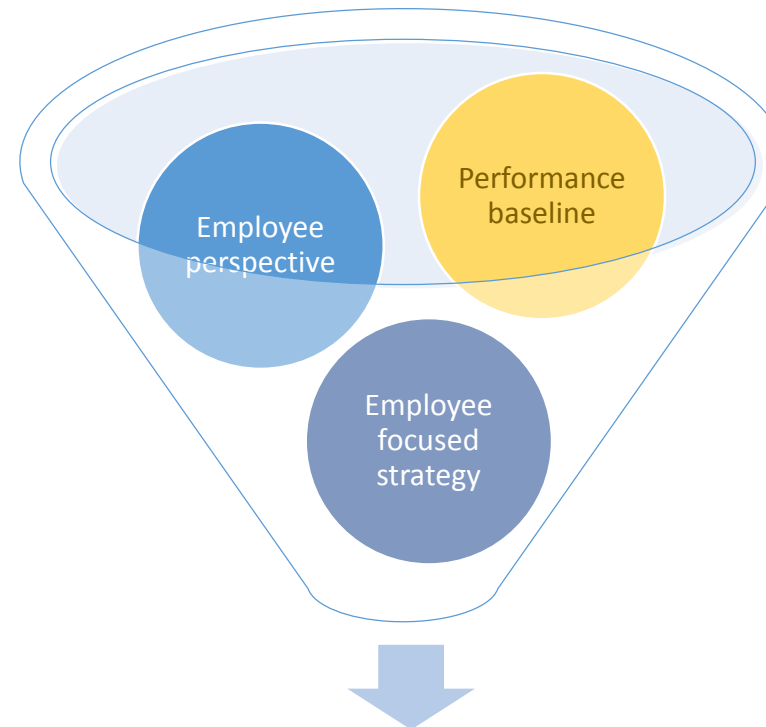
The intention of gathering this information is to:

- Gain an understanding of the employee perspective
- To measure against the established performance baseline to measure progress /regress
- Evaluate our employee focused strategy and determine any needed changes that best aligns and supports organization wide outcomes and sustainability

Survey methodology:

The employee survey was:

- launched on October 4, 2017
- sent to 75 employee email accounts with multiple follow-up status and reminder emails
- managed through an on-line survey tool
- open for 16 days
- closed on October 20, 2017 with a response from 55 employees



Successful implementation of Connect for Health Colorado Strategic Outcomes

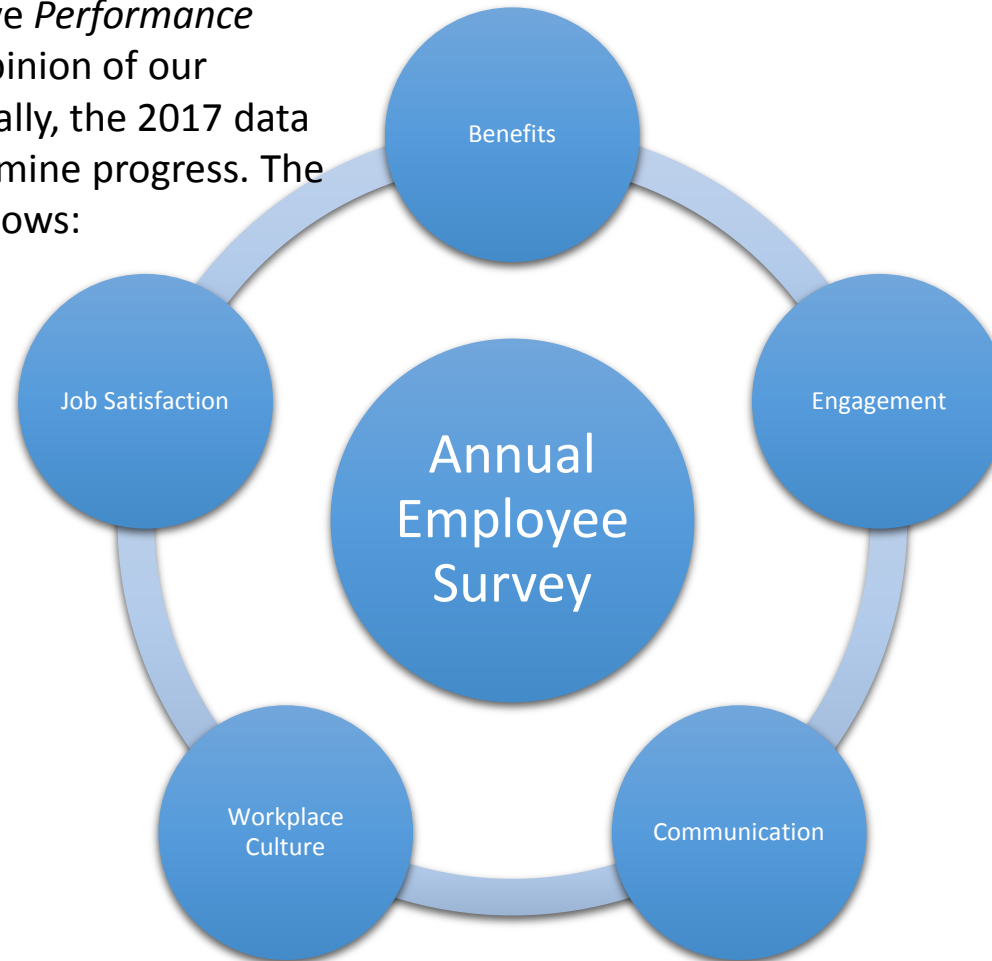
Survey Performance Components

Connect for Health Colorado used the five *Performance Components* to assess the employee's opinion of our organization for the 2017 year. Additionally, the 2017 data was compared to the 2016 data to determine progress. The five performance Components are as follows:

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.

Job Satisfaction: Measures how content an employee is with his or her 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.

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



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.

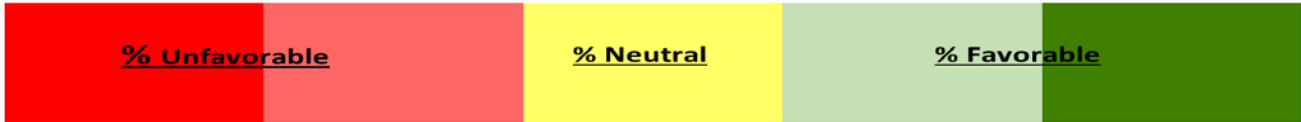
Communication: Measures satisfaction with how information and knowledge are shared, both vertically and horizontally internal to the organization.

Employee Opinion Survey Response Ratings

75 employees received the employee opinion survey, 55 employees responded resulting in a 73% participation rate, down from a 93% participation rate the year before. Employees had several options to identify their level of agreement/disagreement with a survey question.

Answer Options:

- Strongly Disagree
- Disagree
- Neutral/Neither agree nor disagree
- Agree
- Strongly Agree



Please 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

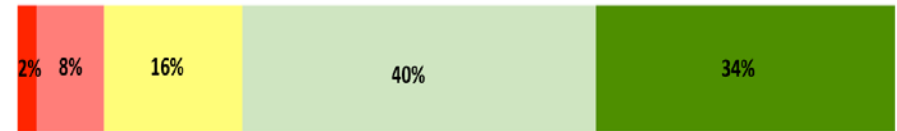
Benefits - 72% Agree/Strongly Agree that they are satisfied with the employer-sponsored benefits package

Engagement: 68% Agree/Strongly Agree that they are engaged with their work and the organization as a whole

Satisfaction: 71% Agree/Strongly agree that they are satisfied with their individual job and type of work

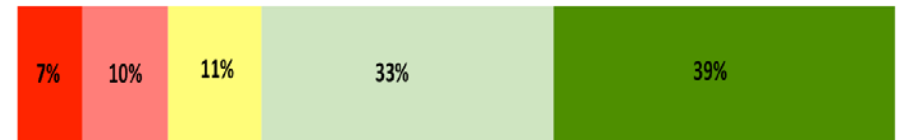
Strength Factors :
Continue to leverage these performance components

Benefits



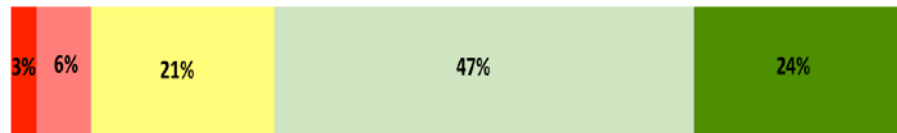
- Stable – Overall 0% change over last year

Engagement



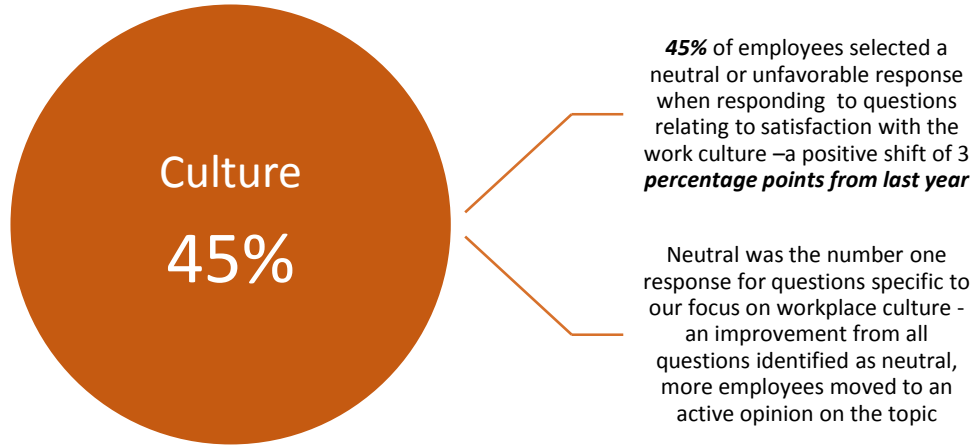
- Stable – Overall 0% change over last year

Satisfaction

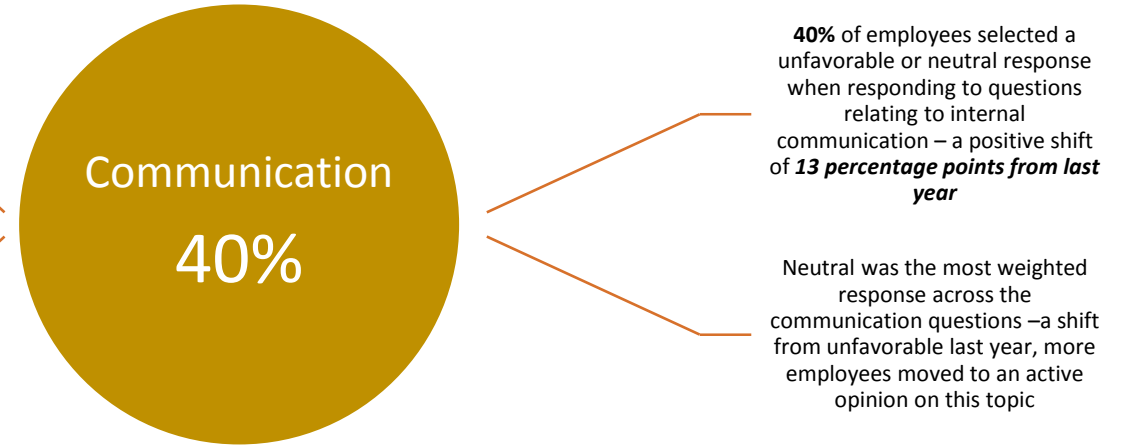


- Performing – Overall 7 percentage points increase over last year's unfavorable responses

2018 Results Snapshot - Least Favorable Performance Components



Culture



Communication



Although both performance components showed improvement, they provide insight into areas of opportunity that will guide the focus of improvement for the upcoming year.

Priorities

- High Priority
 - A high priority should be placed on communication. This is the means in which we inform ourselves internally and ensure internal consistency, it is also attached to the means in which we ensure our outcomes are being met and managed. Because only 40% of the employees could respond favorably, it is likely that communication is perceived as a barrier. Additionally, this performance component is connected to all others.
 - A high priority should be placed on workplace culture. This performance component was either the most unfavorable or the component that many employees are unsure or neutral about. The impact, direct and indirectly on employee engagement, attrition, pace and flow of information/work, and continuity of work can be significant if not effectively managed.
- Medium
 - A medium priority should be placed on Engagement. Although Engagement resulted in a large favorable response from the greater percentage of the employees, ensuring that this measure does not dip at the cost of improvements elsewhere, will help to support the overall strategy.