

2021-22 Employee Opinion Survey

Survey Results – *Executive Summary*



2021-22 Employee Survey

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

PURPOSE AND GOALS:

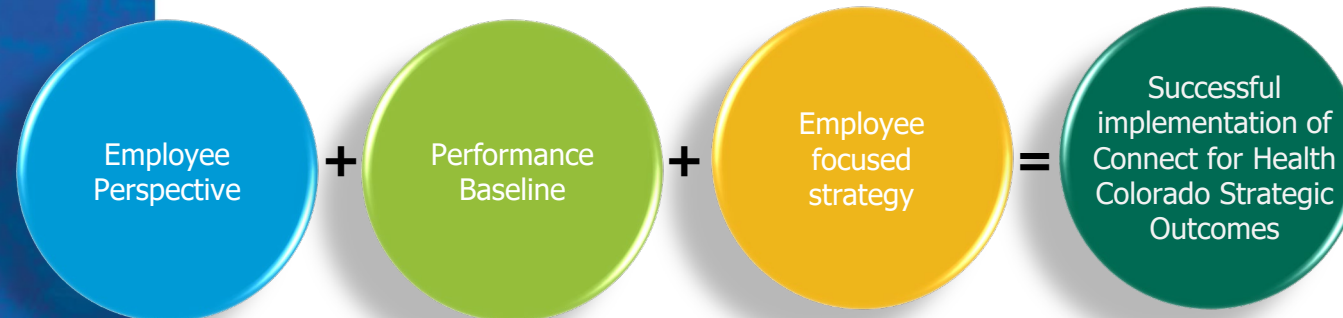
The purpose of the survey:

- Gain an understanding of the employee's perspective
- To measure against the established performance baseline to determine progress made
- Evaluate the employee-focused strategy and determine changes that support organization-wide outcomes and sustainability

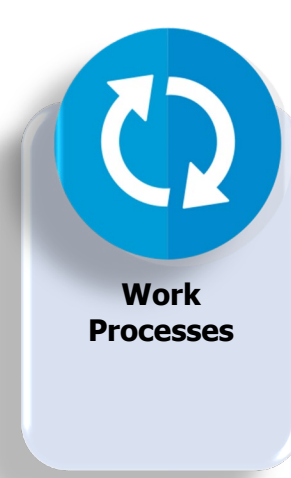
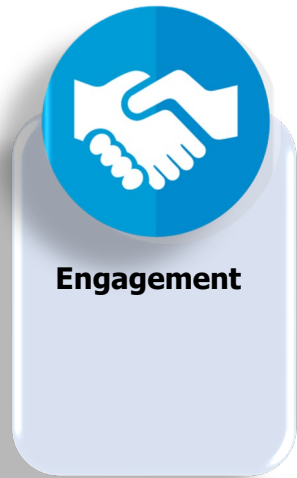
SURVEY METHODOLOGY:

The employee survey was:

- launched on April 18, 2022
- sent to 180 employee email accounts with multiple follow-up status and reminder emails
- managed through an on-line survey tool
- open for 19 days
- closed on May 6, 2022, with a response from 176 employees
- Survey participation rate 98% (remained consistent for last three years)



7 Survey Performance Components...



Survey results: Order of the seven survey components, from most favorable to least favorable

Employee Opinion Survey Respondents...

*To gain insight into the perspective of our employees, respondents were asked to self-identify their department.



Compliance – Audit/Appeals/Security/Legal



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



Corporate Services – Finance/HR/T&D/QA/BI



Technology – Value Streams/PRD Support/Issuer Ops/Software Development/PMO



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



Operations – Customer Operations/PRO

EACH FIGURE REPRESENTS 5 INDIVIDUALS



Note: Employees had the option to skip this question; 27 individuals skipped this question

Results Key...



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...



Engagement: 83% 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



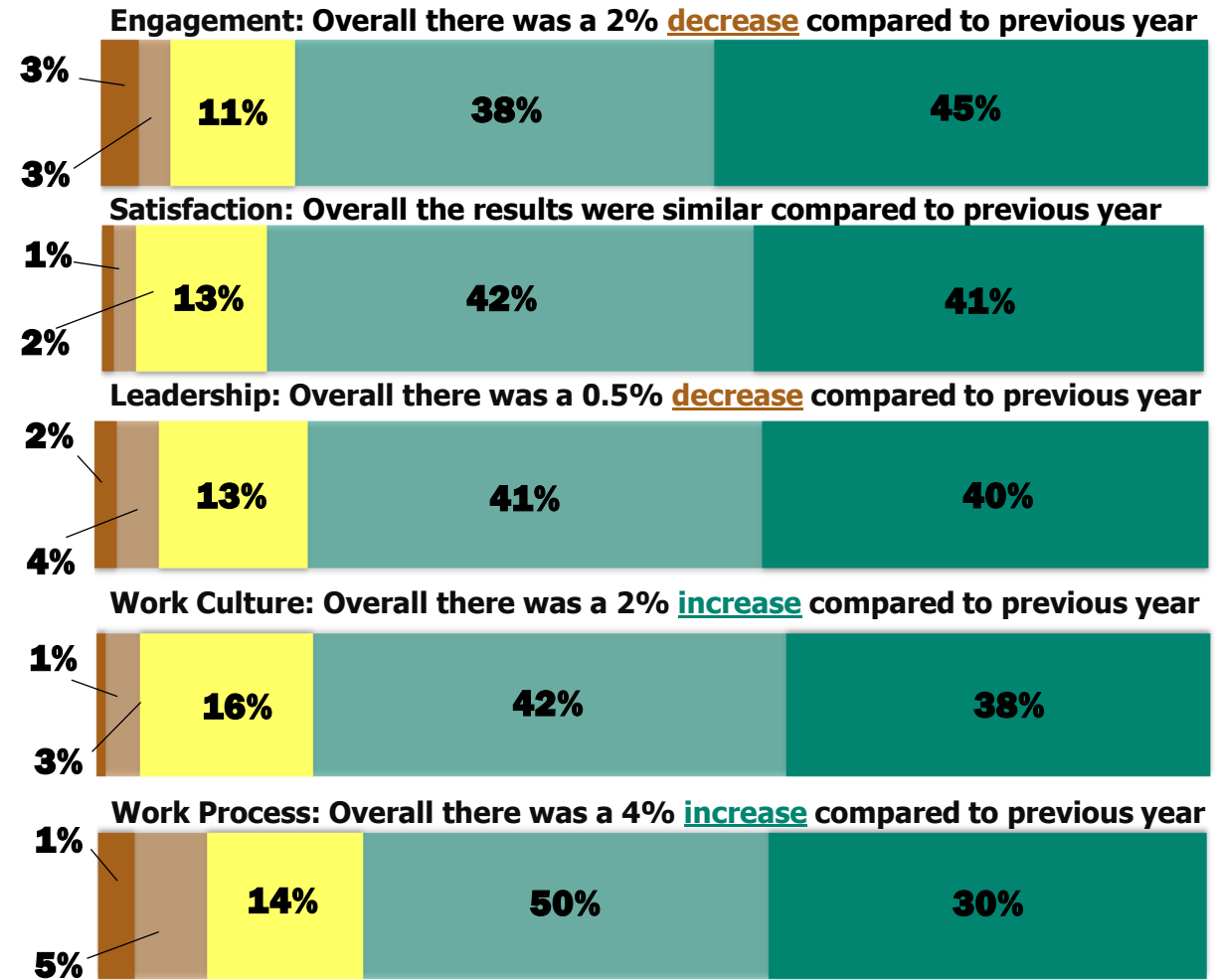
Leadership: 81% Agree/Strongly Agree that they are satisfied with leadership (direct and executive leadership)



Work Culture: 81% Agree/Strongly Agree that the culture is effective



Work Processes: 80% Agree/Strongly Agree that the work processes are effective

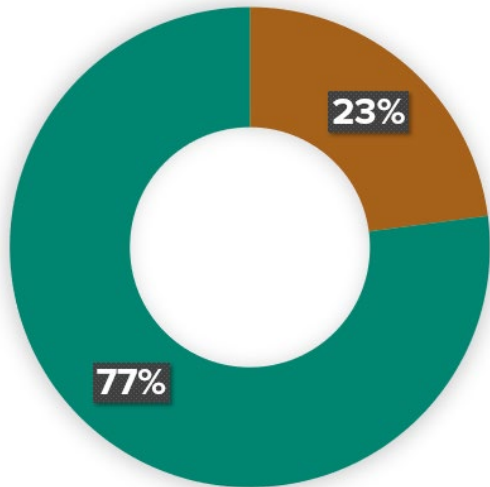
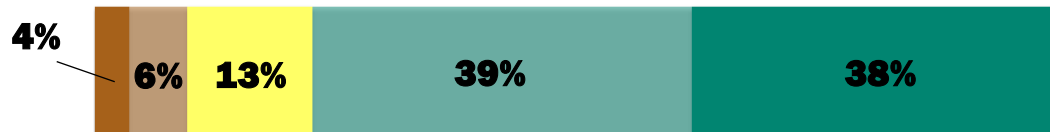


Results Snapshot – Least Favorable Performance Components...



Communication: 77% Agree/Strongly Agree that communication throughout the organization is clear

Communication: Overall there was a 3% **decrease** compared to previous year



23% of employees selected a Neutral or an unfavorable response when responding to questions relating to Communication (10% Strongly/Disagree, 13% Neutral).

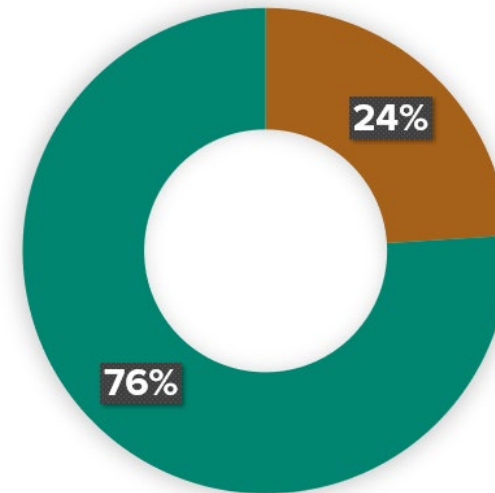
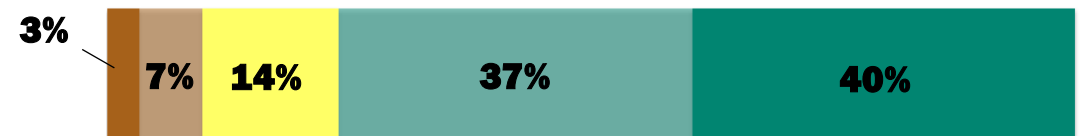
This component **increased** in unfavorable responses by 3 percentage points.

**Communication was the fourth most favorable component for previous year*



Benefits: 76% Agree/Strongly Agree that they are satisfied with employer-sponsored benefits package

Benefits: Overall there was a 3% **decrease** compared to previous year



24% of employees selected a Neutral or an unfavorable response when responding to questions relating to Benefits (10% Strongly/Disagree, 14% Neutral).

This component **increased** in unfavorable responses by 3 percentage points.

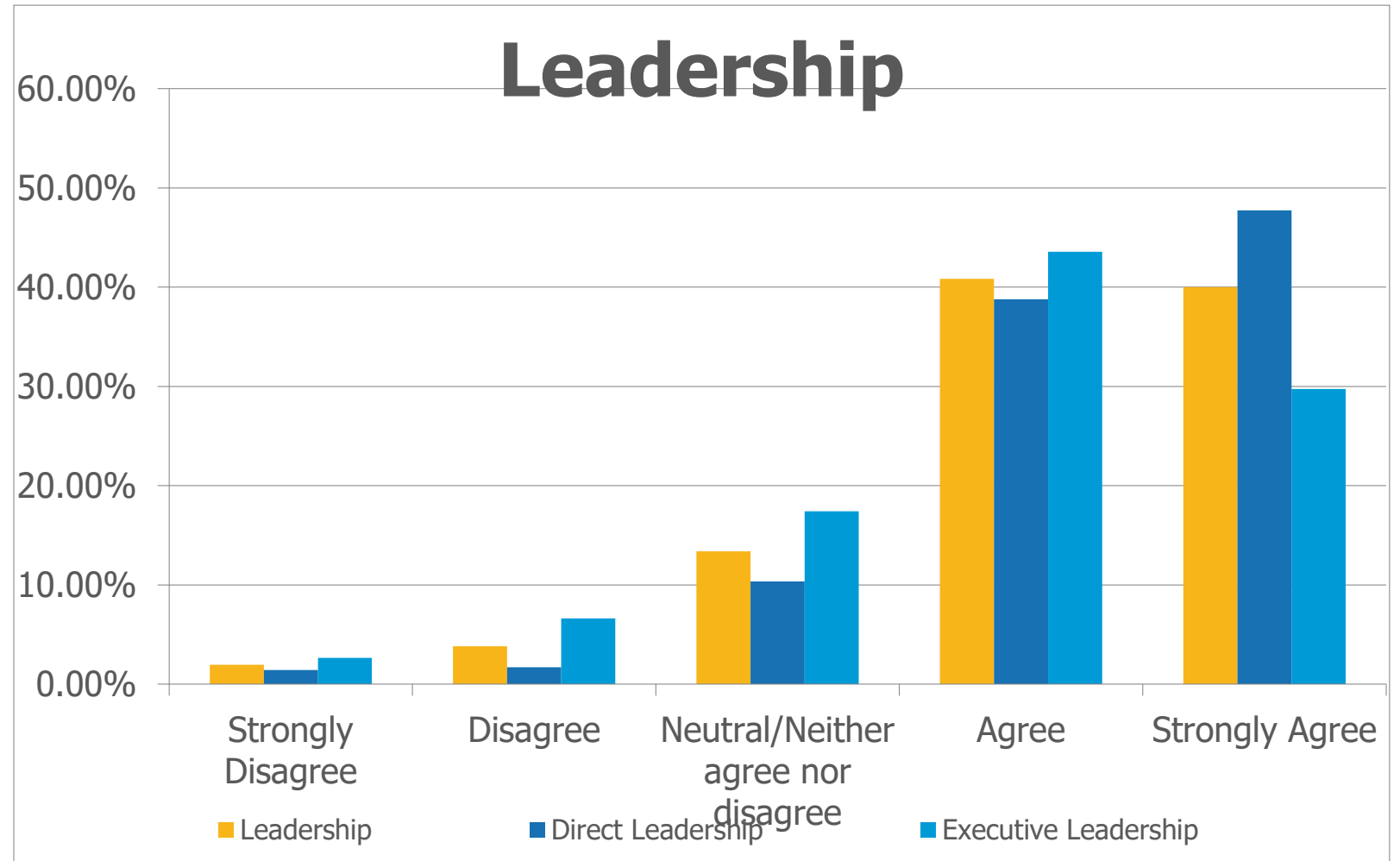
**Benefits was the fifth most favorable component for previous year*

Leadership measures the effectiveness of leadership, leadership style, and leadership systems from three areas:

- *Executive Leadership*
- *Direct Leadership*
- *Leadership (Combined Executive and Direct data)*

- Leadership (combined) overall - 81% of responses resulted in Strongly Agree/Agree (similar to the previous year)
- Executive Leadership overall - 73% of responses resulted in Strongly/Agree (5% **decrease** from the previous year)
- Direct Leadership overall - 87% of responses resulted in Strongly Agree/Agree (3% **increase** from the previous year)
- Leadership Component was overall **favorable**

Cumulative Performance Component – Leadership



Areas of focus based on Survey Results:

- Communication
- Benefits

Next Steps:

- Develop an Action Plan that we will share at a later date

2021 – 2022
Employee
Survey results
were
Favorable...