

# 2022-23 Employee Opinion Survey

Survey Results *(rev 4.19.23)*



## SURVEY METHODOLOGY

The employee survey was:

Connect for Health Colorado launched its 2022-23 Employee Opinion Survey to gain the opinion of its employees on seven specific performance components – *engagement, job satisfaction, leadership, benefits, work processes, work culture, and communication.*

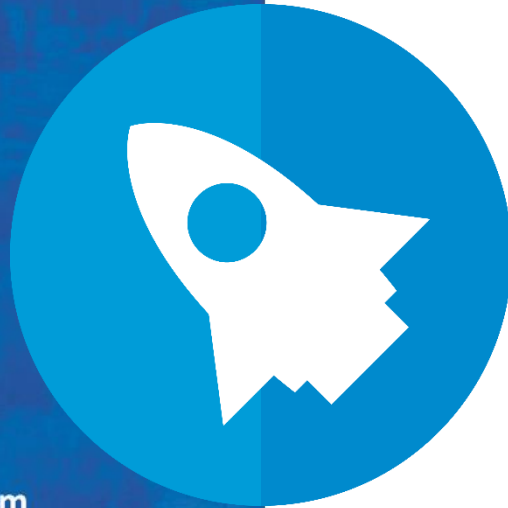
Launched on March 14, 2023

Managed through an online survey tool

Closed on March 29, 2023 with responses from 181 employees

Sent to 185 employee email accounts with multiple follow-up status/reminder emails

Open for 16 days



## PURPOSE AND GOALS:

The intention of gathering this information is to:

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

Connect for Health Colorado launched its 2022-23 Employee Opinion Survey to gain the opinion of its employees on seven specific performance components – *engagement, job satisfaction, leadership, benefits, work processes, work culture, and communication.*

# 7 Survey Performance Components



## Engagement

Measures how engaged employees are with their work and the organization. This component concerns confidence in the organization, its mission, and its desire to stay.



## Job Satisfaction

These questions measure how content an employee is about the various components of their job. It may also be a defining factor in an employee's decision to put forth effort in their position and continue their employment.



## Leadership

Measures 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.



## Benefits

Questions asked measure employee satisfaction with the employer-sponsored tangible and sometimes intangible benefits package. These include retirement, insurance, paid time off, work-life balance, and compensation.



## Work Processes

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



## Work Culture

Measure the efforts of the organization to share a set of values, beliefs, and attitudes that guide the organization.



## Communication

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

The seven performance components are in order from most favorable to least favorable from the 2022-2023 survey.

# Employee Opinion Survey Respondents

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



Compliance – Audit/Appeals/Security/Legal



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



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



Operations – Customer Operations/PRO



Marketing/Comms/Policy –  
Mkt./Com/Asst./Brokers/Outreach/Policy/External Affairs

***EACH FIGURE REPRESENTS 5 INDIVIDUALS***

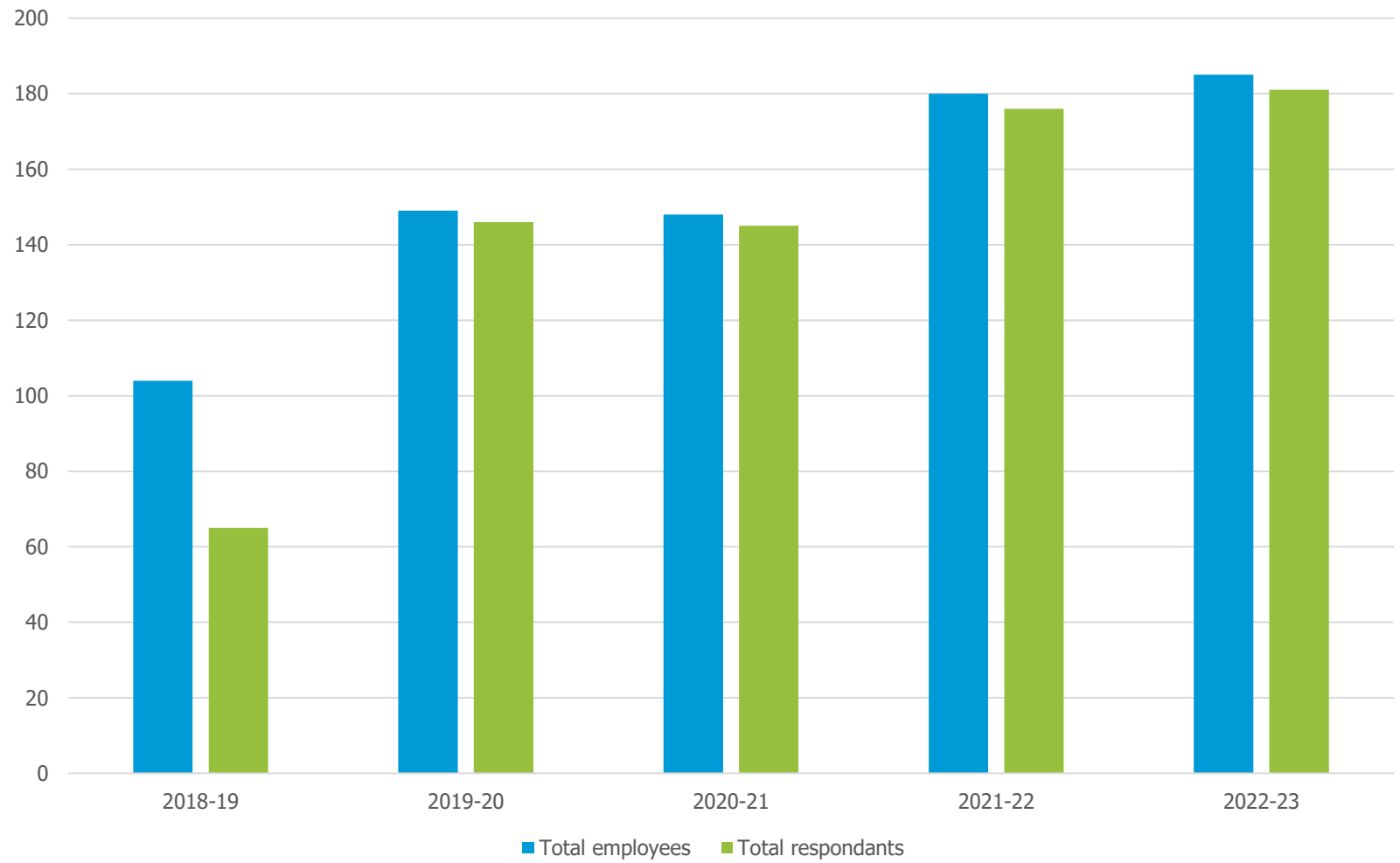


***Please note:*** Employees had the option to skip this question and not respond, 32 individuals skipped this question.

# Survey Participation Rate

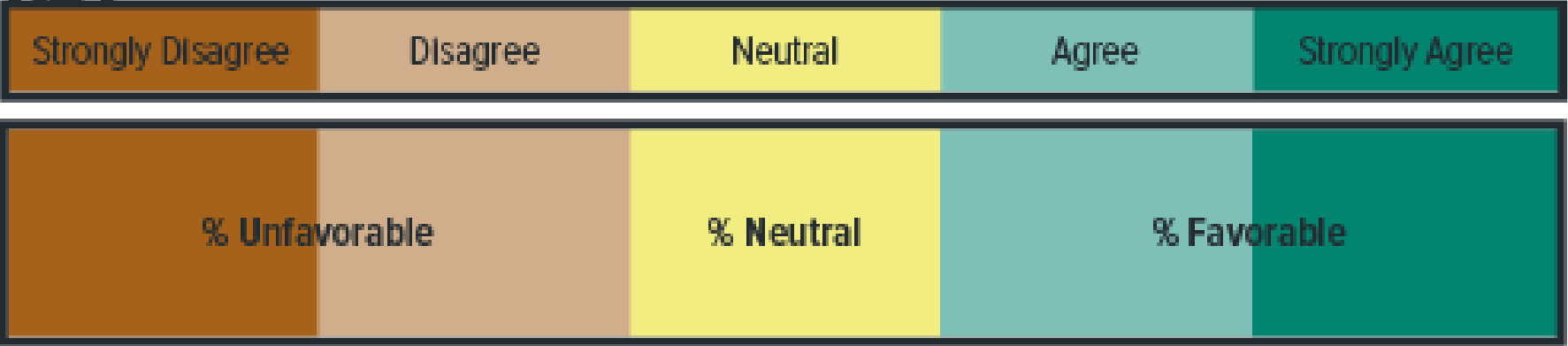
The Survey Participation Rate has fluctuated over the past five years with the increase in staff.

- **2018-19 = 104 employees (63% participation rate)**
- **2019-20 = 149 employees (98% participation rate)**
- **2020-21 = 148 employees (98% participation rate)**
- **2021-22 = 180 employees (98% participation rate)**
- **2022-23 = 185 employees (98% participation rate) – Note: 3 FTE where on FMLA**



# Results Key

## KEY

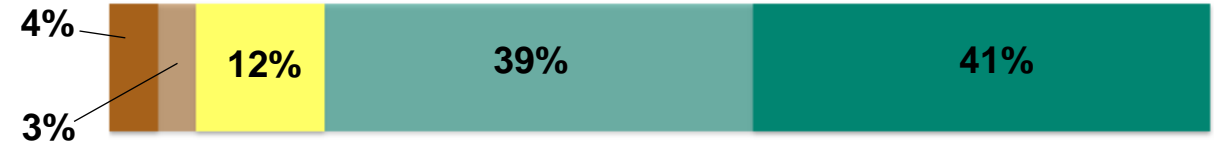


**Please note:** For the purposes of analysis, neutral responses are not counted as favorable or unfavorable responses.

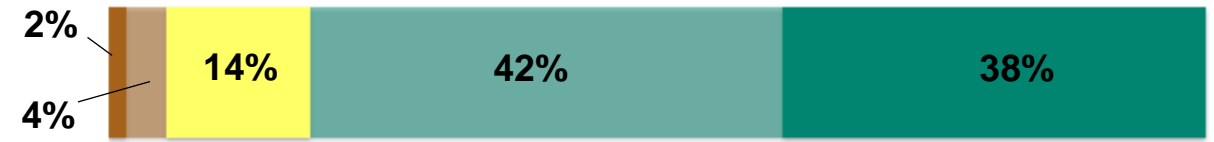
# Results Snapshot – Most Favorable Performance Components



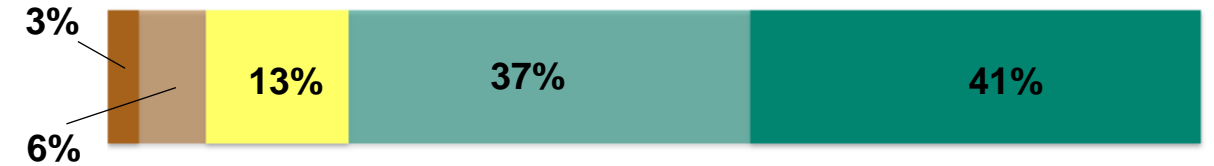
**Engagement:** 80% Agree/Strongly Agree that they are engaged with their work and the organization as a whole



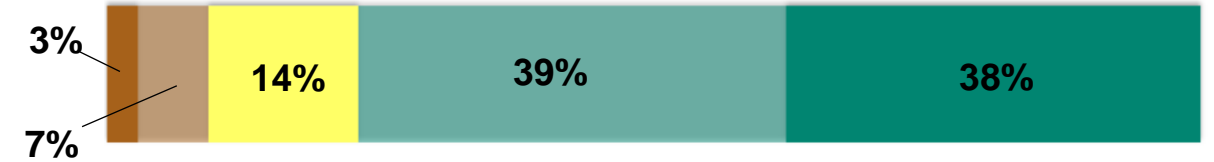
**Satisfaction:** 80% Agree/Strongly Agree that they are satisfied with their individual job and type of work



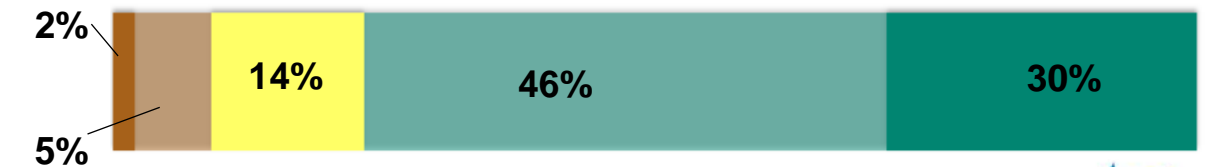
**Leadership:** 78% Agree/Strongly Agree that they are satisfied with leadership (direct and executive leadership)



**Benefits:** 77% Agree/Strongly Agree that they are satisfied with employer-sponsored benefits package



**Work Processes:** 76% Agree/Strongly Agree that the work processes are effective

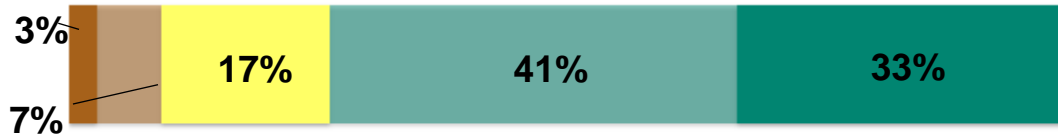




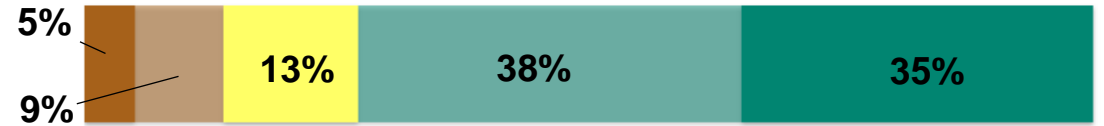
# Results Snapshot – Least Favorable Performance Components



**Work Culture:** 74% Agree/Strongly Agree that the culture is effective



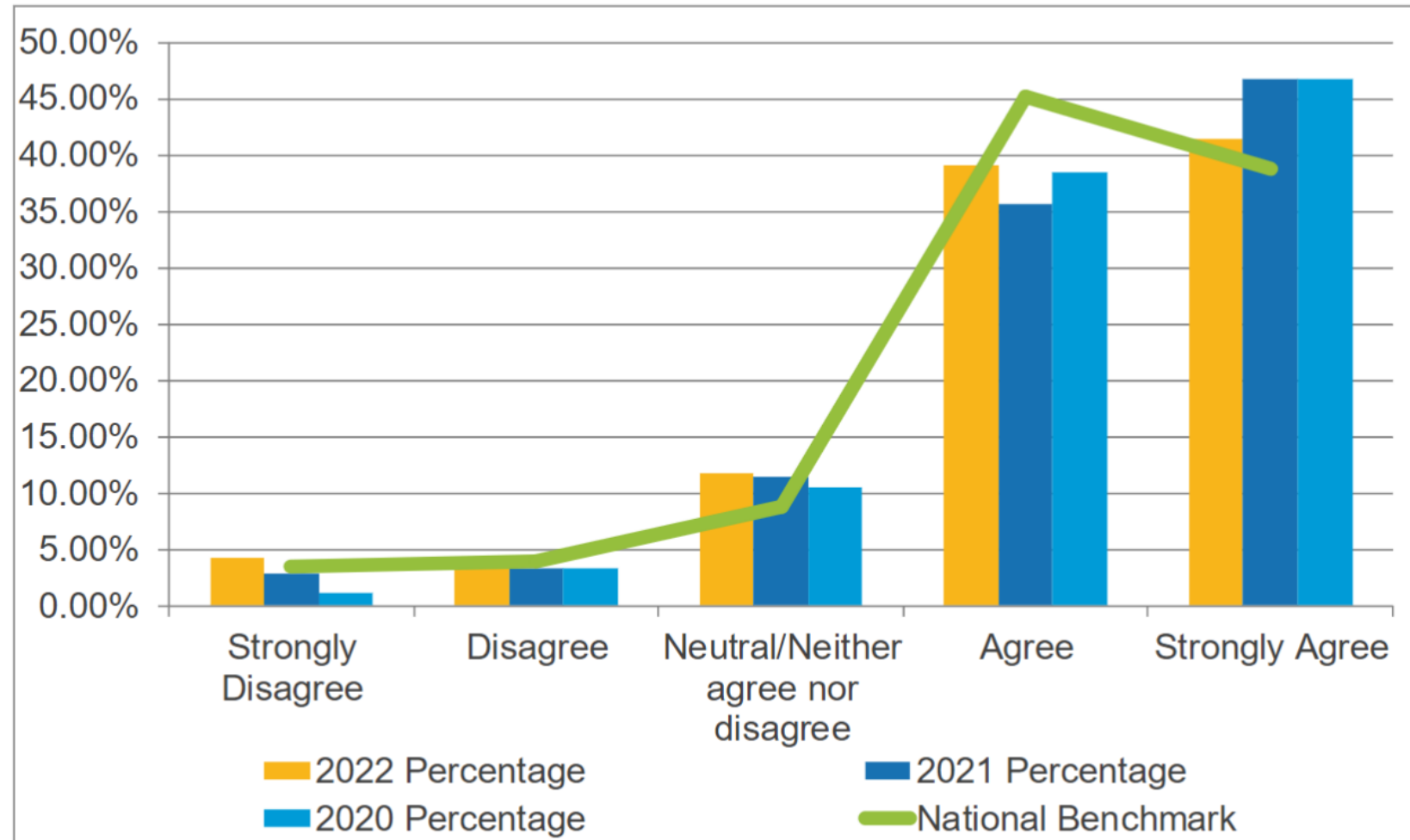
**Communication:** 73% Agree/Strongly Agree that communication throughout the organization is clear



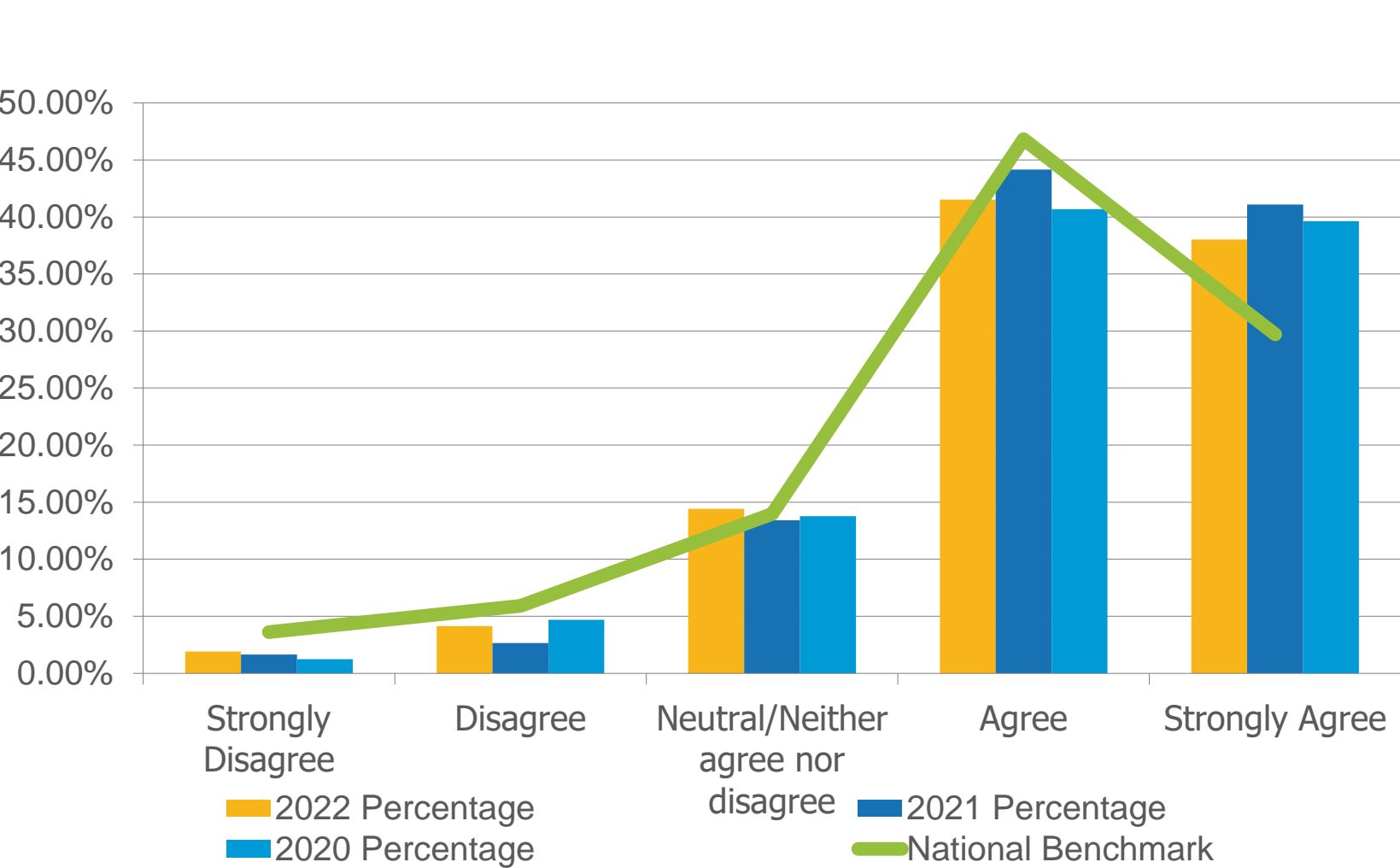
# Cumulative Performance Component - Engagement

Engagement measures how engaged employees are with their work and the organization.

- Compared to the national benchmarks, the 2022-23 survey performance overall results our strongly agree is **more favorable** than national benchmark.



# Cumulative Performance Component – Job Satisfaction



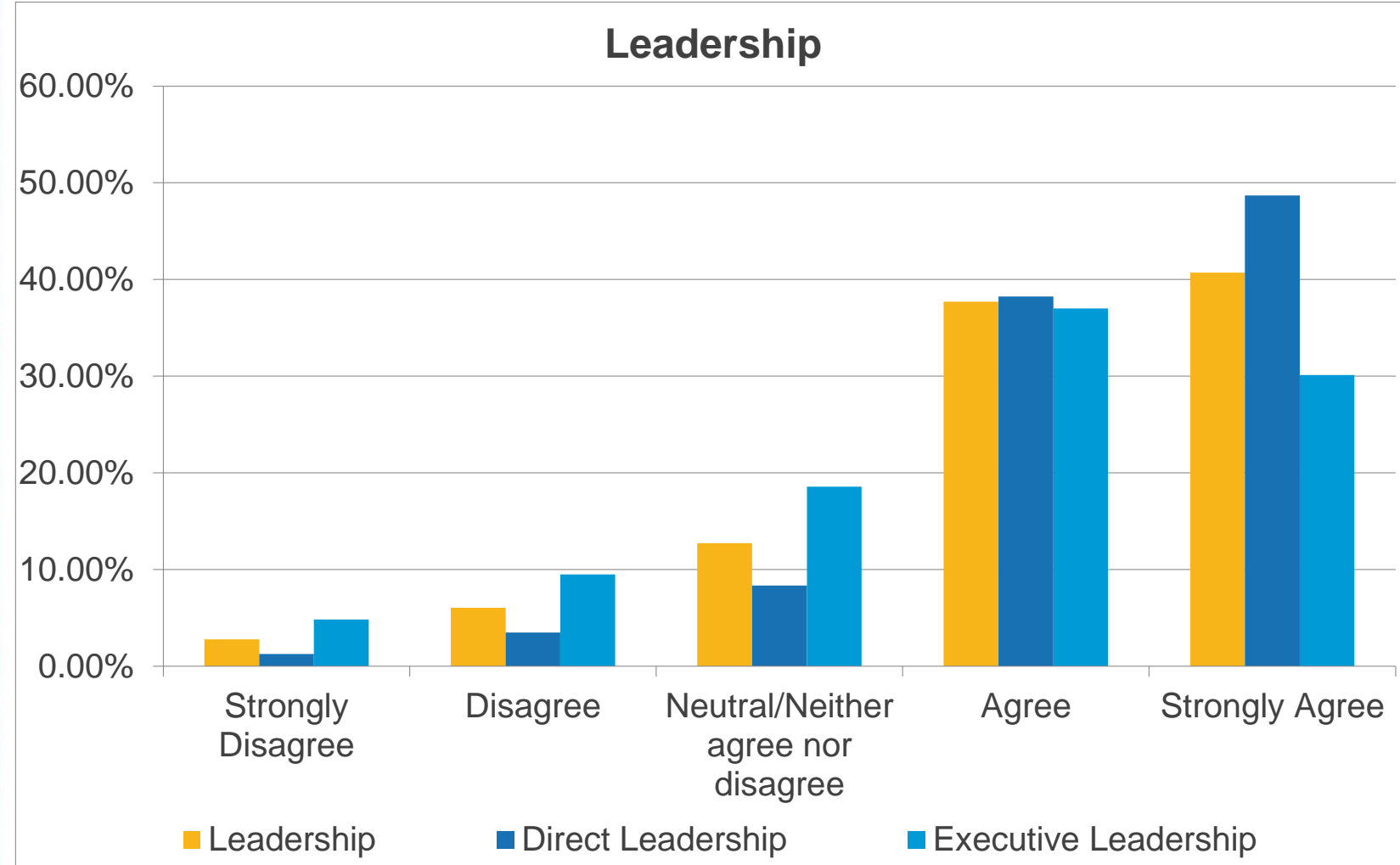
Job Satisfaction measures how content an employee is about the various components of their job.

- Compared to the national benchmarks, the 2022-23 survey performance is three percentage points more favorable

# Cumulative Performance Component – Leadership

Leadership measures effectiveness of leadership, leadership style, and leadership systems. This data can be used to evaluate leadership effectiveness from three areas of focus:

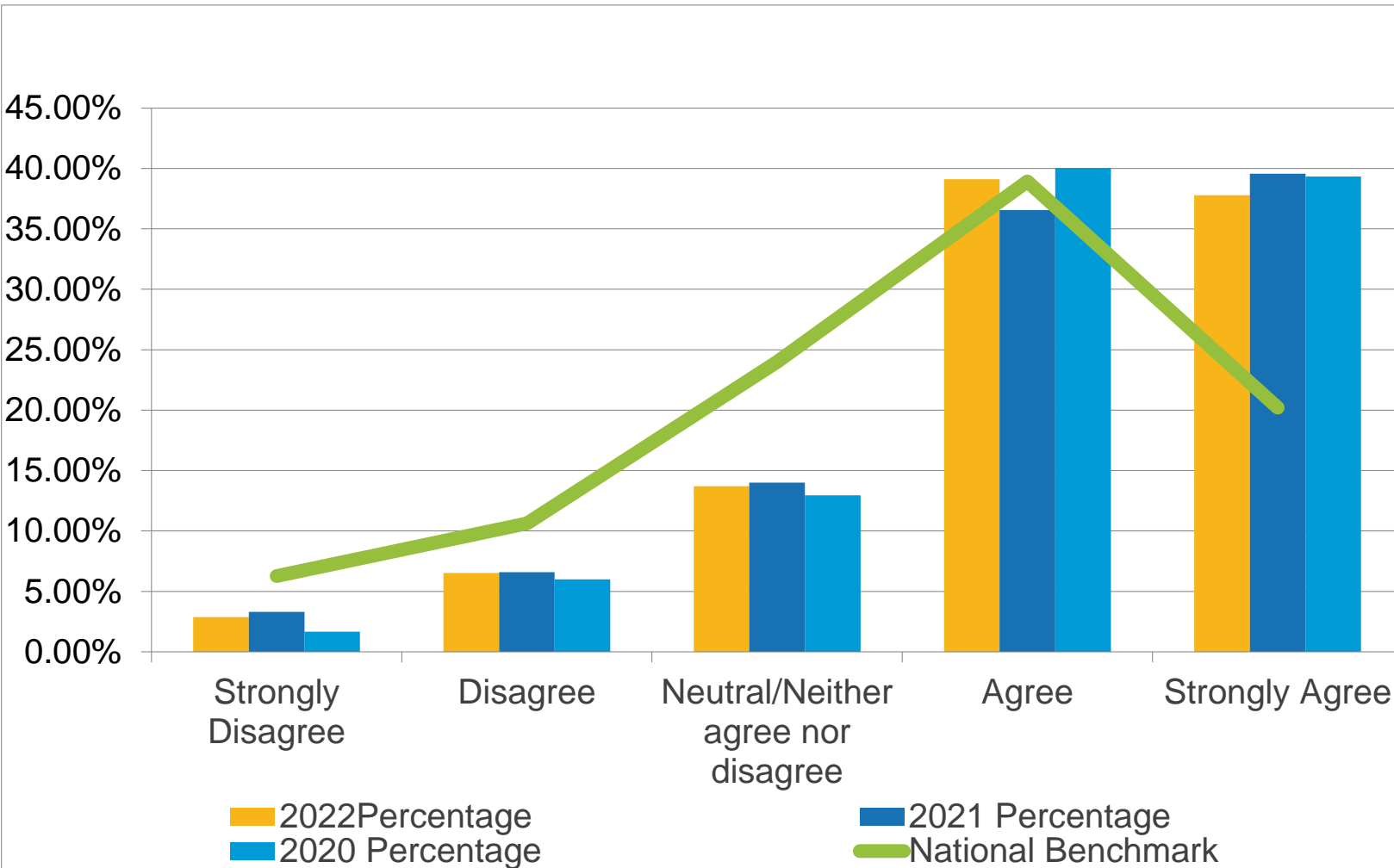
- *Executive Leadership*
- *Direct Leadership*
- *Leadership (Combined Executive and Direct data)*
- Resulting in a **favorable** overall response
- We noticed direct leaders were ranked more favorable than in previous years.



# Cumulative Performance Component - Benefits

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

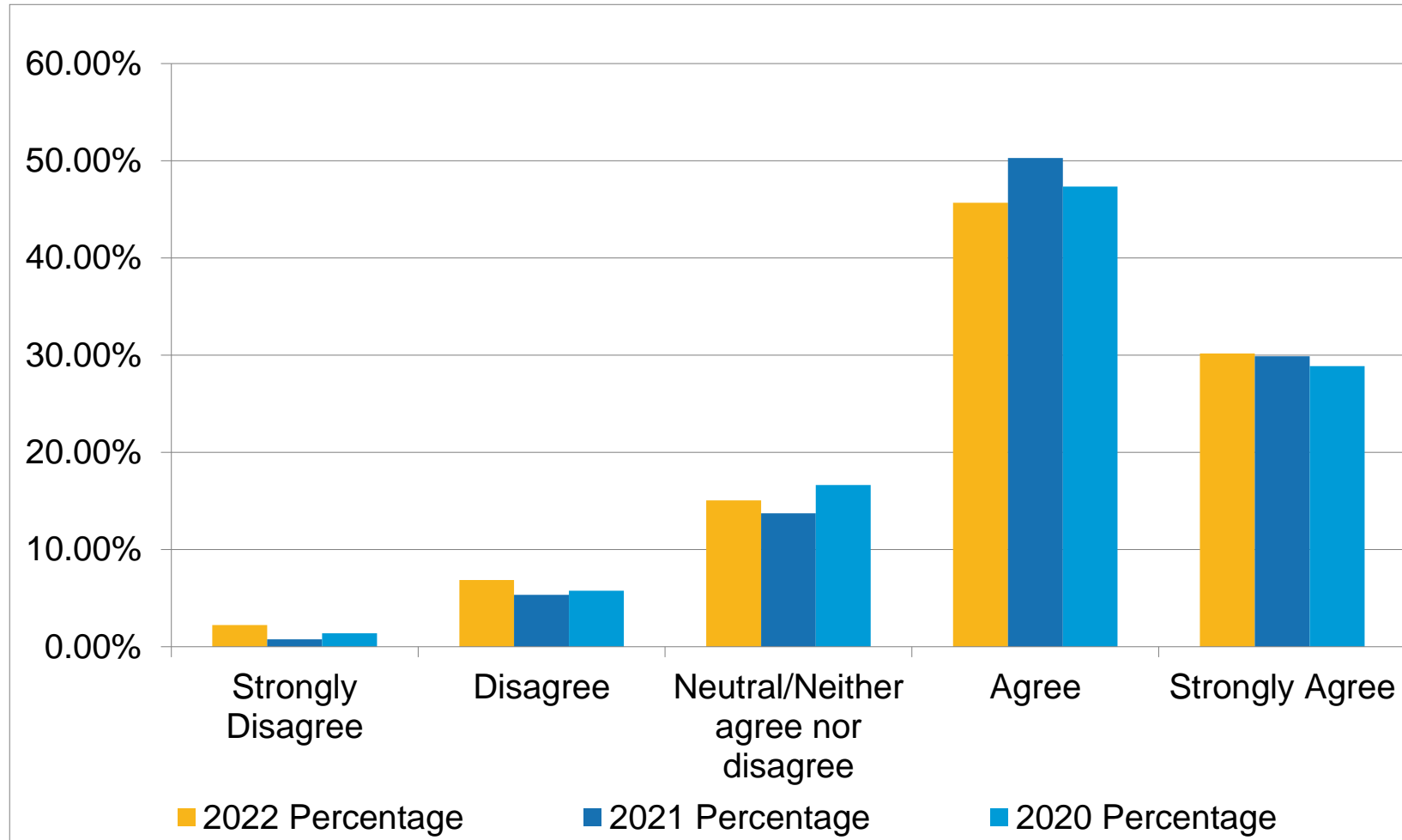
- Compared to the national benchmarks, the 2022-23 survey performance overall is more **favorable**.
- Focus of 2022-2023 as it was identified as an area of focus.



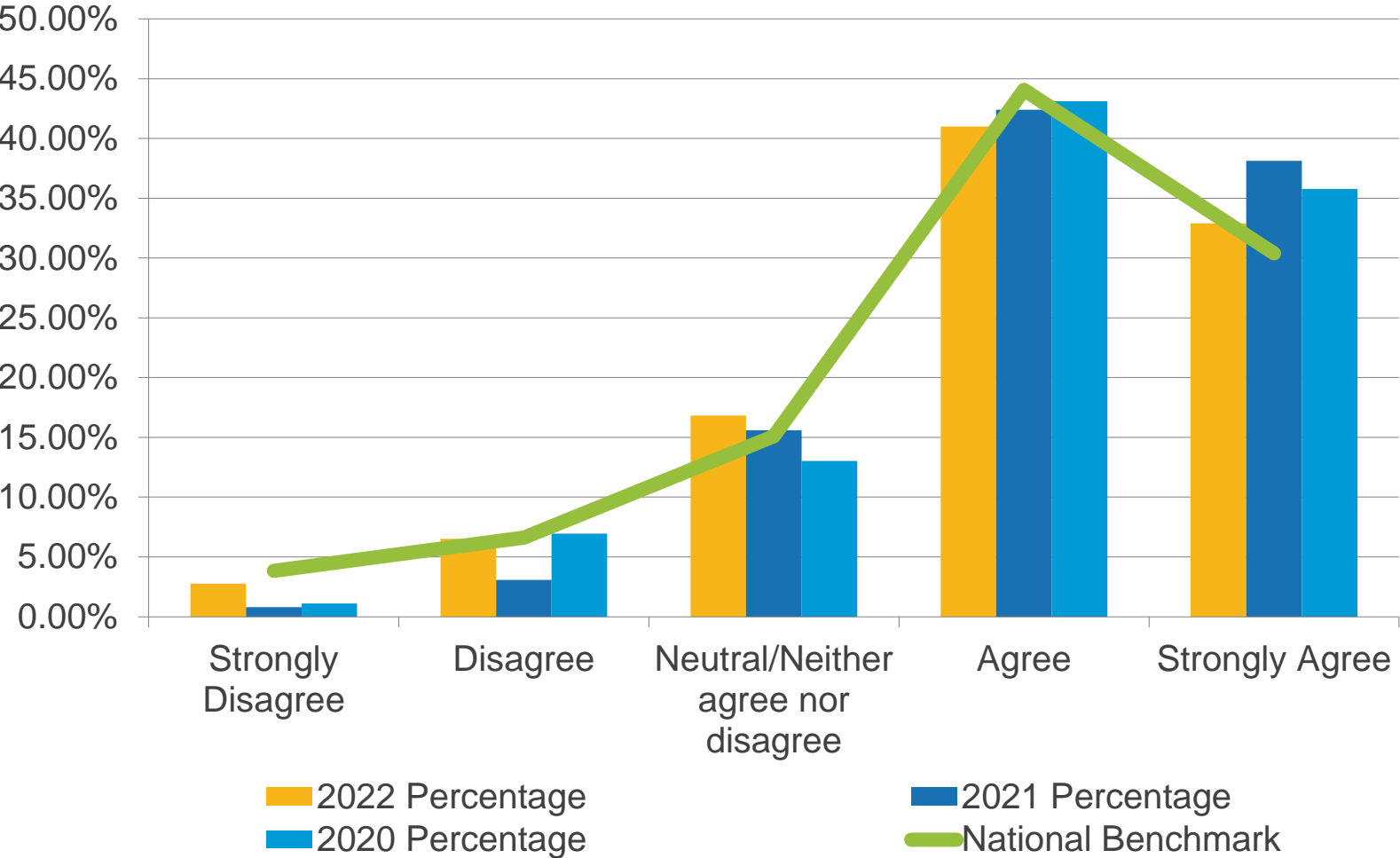
Work Processes provides insight into the effectiveness of the established activities completed to deliver services or accomplish goals. This insight will help with the alignment and connectivity of processes to outcomes.

- The comparison between 2021-22 and 2022-23 Agree/Strongly Agree response data shows overall **favorable**.
- Technology concerns.

# Cumulative Performance Component – Work Processes



# Cumulative Performance Component - Culture



Measure the efforts of the organization to share a set of values, beliefs, and attitudes that guide the organization.

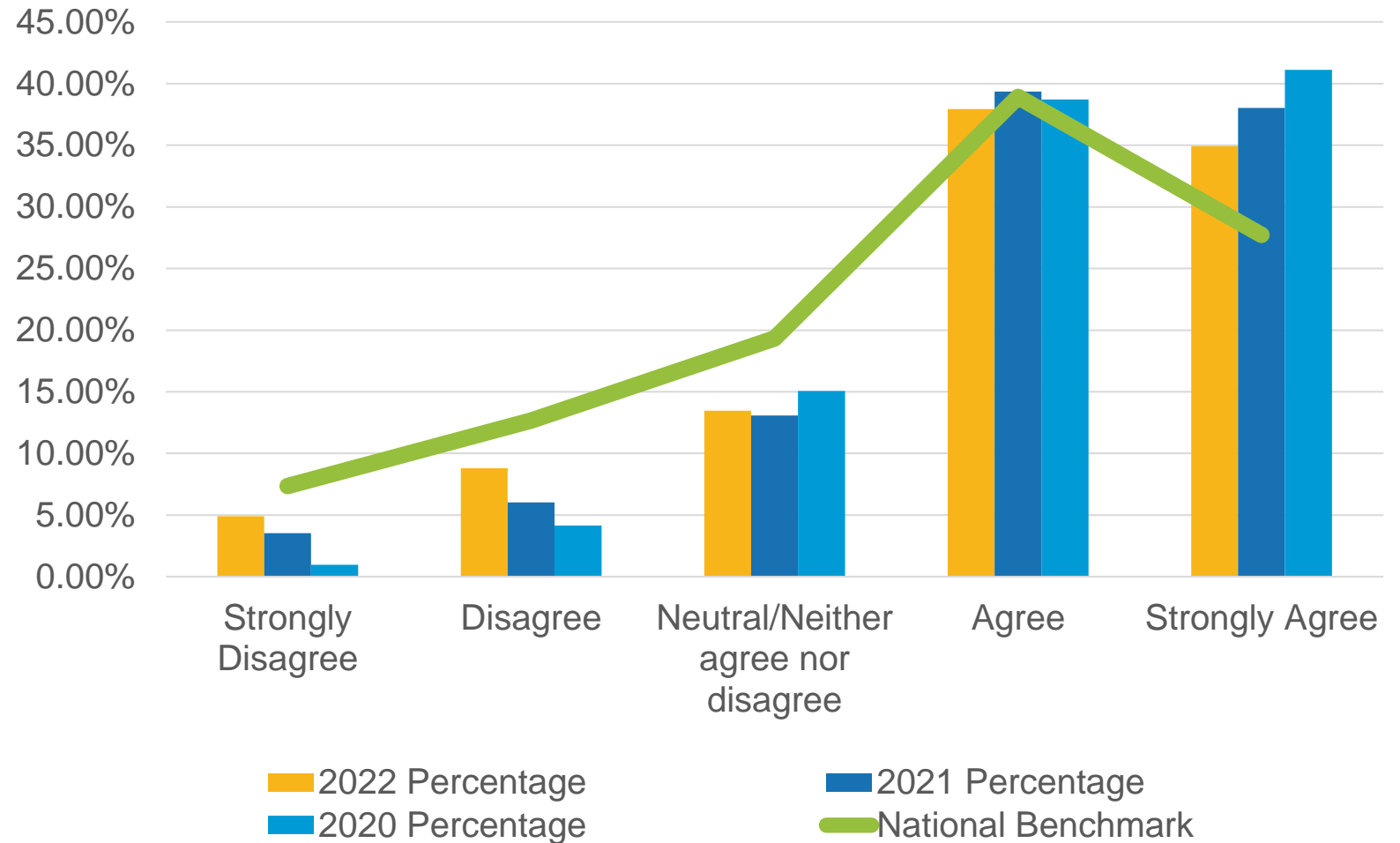
- Compared to the national benchmark, the 2022-23 survey performance overall is **similar**



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

- Compared to the national benchmarks, the 2022-23 survey performance overall is more **favorable.**

# Cumulative Performance Component - Communication

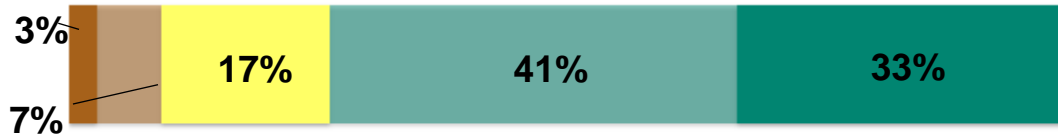




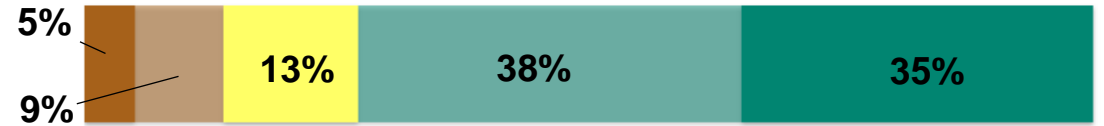
# Results Snapshot – Least Favorable Performance Components



**Work Culture:** 74% Agree/Strongly Agree that the culture is effective



**Communication:** 73% Agree/Strongly Agree that communication throughout the organization is clear





It has been a tough year! Although there have been a lot of challenges as an organization, everyone should be proud of the work you've done to ensure **Coloradans** have access to affordable health insurance. We look forward to seeing continued improvement and growth as an organization.

The leadership team continues to encourage employee feedback to ensure an inclusive and engaged workforce.

Thank you!