

**Agenda Item: 1.5**  
**Prepared by: Mark Majek**  
**Meeting Date: July, 2014**

**Summary of Request:**

The Texas Board of Nursing participates in the Survey of Employee Engagement every two years. This survey is conducted by the School of Social Work from the University of Texas at Austin and results are provided to state agencies, the Texas Legislature and the Office of the Governor. Attached is an overview of the Board of Nursing responses and a PowerPoint presentation that was provided to the staff at our last general staff meeting.

**Historical Perspective:**

The Board of Nursing participated in the Survey of Employee Engagement as recommended in the Strategic Planning Instructions issued by the Legislative Budget Board and Governor's Office of Budget, Planning and Policy. The agency has been a long time participant and completed this iteration of the survey in February of 2014. The initial instrument was developed in 1979 and has undergone multiple revisions over the years.

**Pros and Cons:**

None

**Staff Recommendation:**

Board Action: No action is necessary. This is for informational purposes only.



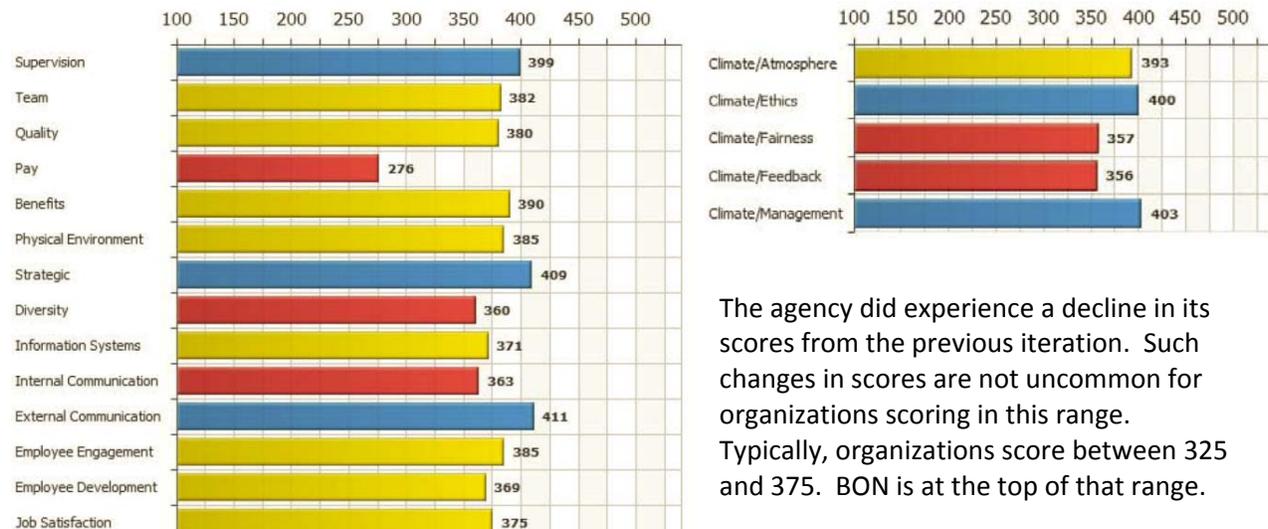
June 30<sup>th</sup>, 2014

TO: Board of Nursing  
FROM: Noel Landuyt, Director for IOE  
RE: Survey of Employee Engagement 2014 Report

The Board of Nursing participated in the Survey of Employee Engagement as recommended in the Strategic Planning Instructions issued by the LBB and GOBPP. The agency has been a long time participant and completed this iteration of the survey in February of 2014. The initial instrument was developed in 1979 and has undergone multiple revisions over the years. The current instrument has 71 items, 14 construct areas, and 5 climate areas. The following is a summary of the results. First, the agency's response rate was 81%. This is an exceeding good response rate and indicates high willingness of staff to express their concerns. The overall score was a 378 (low 100 to high 500 scale) and this exceeds the benchmarks. This score is in a range considered to represent a large percentage of employees are engaged in the workplace.



The agency's construct and climate scores are illustrated below with pay, diversity and internal communication on the low side and supervision, strategic, and external communication as high scores. For climate areas, upper management scored best and feedback the lowest.



The agency did experience a decline in its scores from the previous iteration. Such changes in scores are not uncommon for organizations scoring in this range. Typically, organizations score between 325 and 375. BON is at the top of that range.

# Survey of Employee Engagement Overview and Results



**INSTITUTE FOR ORGANIZATIONAL EXCELLENCE**  
THE UNIVERSITY OF TEXAS AT AUSTIN

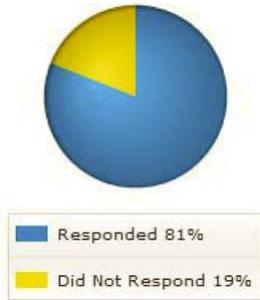
## Survey Overview

- History
- Strategic Planning
- Framework
- Online
- English, Spanish & Accessible Options
- All Employees
- Feb 2014
- 71 Core Items
- 15 Additional Items



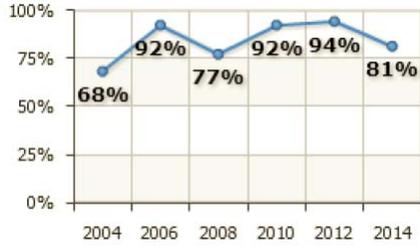
**INSTITUTE FOR ORGANIZATIONAL EXCELLENCE**  
THE UNIVERSITY OF TEXAS AT AUSTIN

## Response Rate

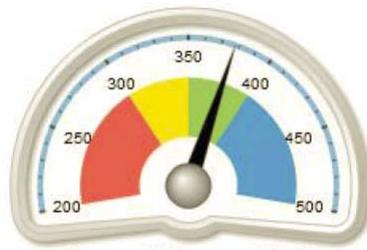


### Benchmarks

Similar Size = 83%  
Mission = 71%  
Statewide = 79%



## Overall Score

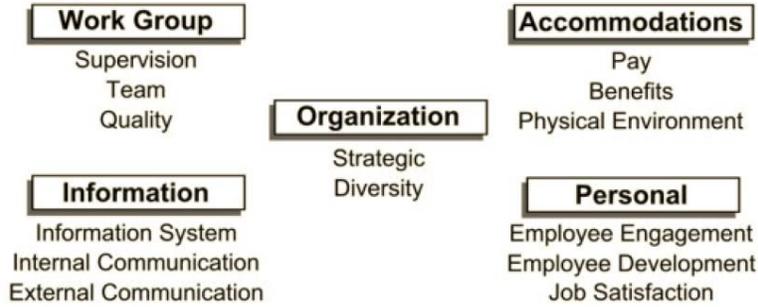


### Benchmarks

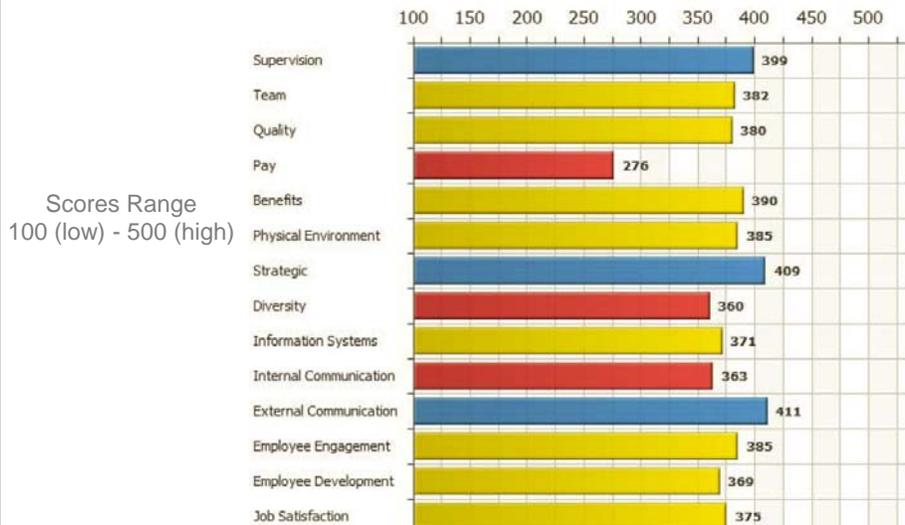
Similar Size = 373  
Mission = 351  
Statewide = 371

## Survey Construct Framework

### Workplace Dimensions Survey Constructs



## Construct Scores



## Low Scoring Constructs

<b>Diversity</b>	<b>Construct Score = 360</b>	<b>Avg</b>	<b>S.D.</b>
50: An effort is made to get the opinions of people throughout the organization.		3.30	1.11
51: The people I work with treat each other with respect.		3.96	0.75
52: My organization works to attract, develop, and retain people with diverse backgrounds.		3.67	1.11
53: Every employee is valued.		3.48	1.03
<b>Pay</b>	<b>Construct Score = 276</b>	<b>Avg</b>	<b>S.D.</b>
24: My pay keeps pace with the cost of living.		2.65	1.11
25: Salaries are competitive with similar jobs in the community.		2.74	1.09
26: I feel I am paid fairly for the work I do.		2.89	1.21
<b>Internal Communication</b>	<b>Construct Score = 363</b>	<b>Avg</b>	<b>S.D.</b>
32: I feel the communication channels I must go through at work are reasonable.		3.89	0.97
33: My work atmosphere encourages open and honest communication.		3.57	1.06
34: Overall within the groups I work, there is good communication.		3.62	0.90
35: The right information gets to the right people at the right time.		3.45	0.94



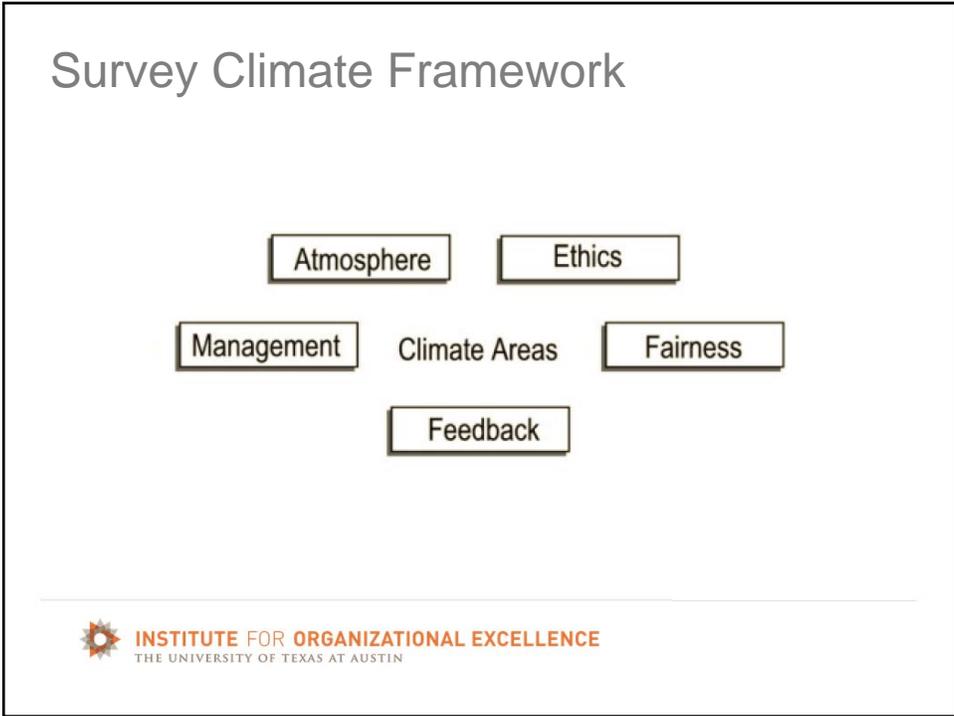
**INSTITUTE FOR ORGANIZATIONAL EXCELLENCE**  
THE UNIVERSITY OF TEXAS AT AUSTIN

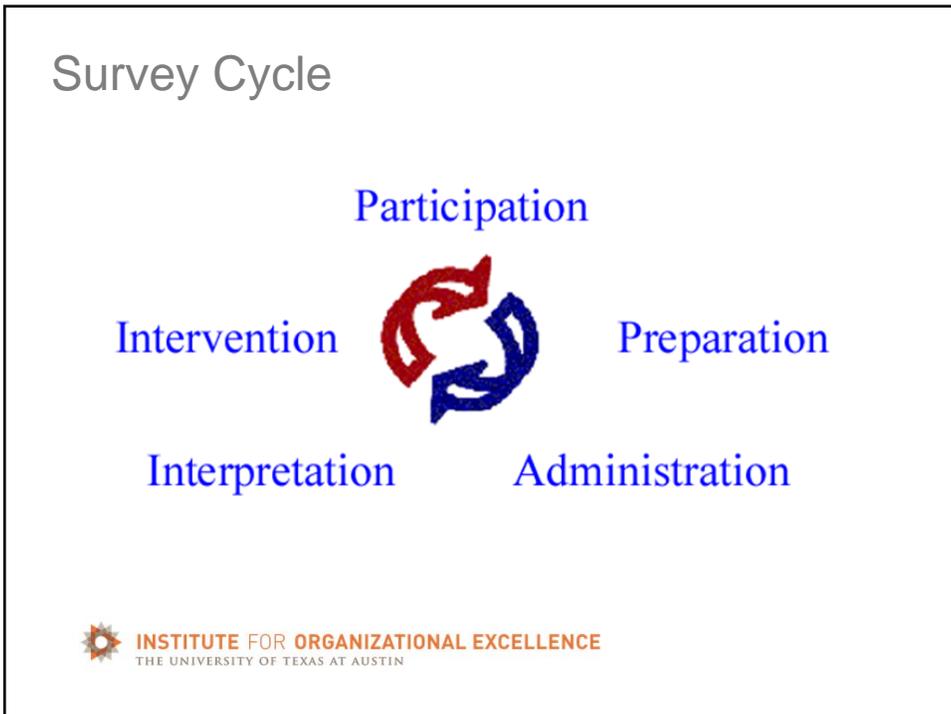
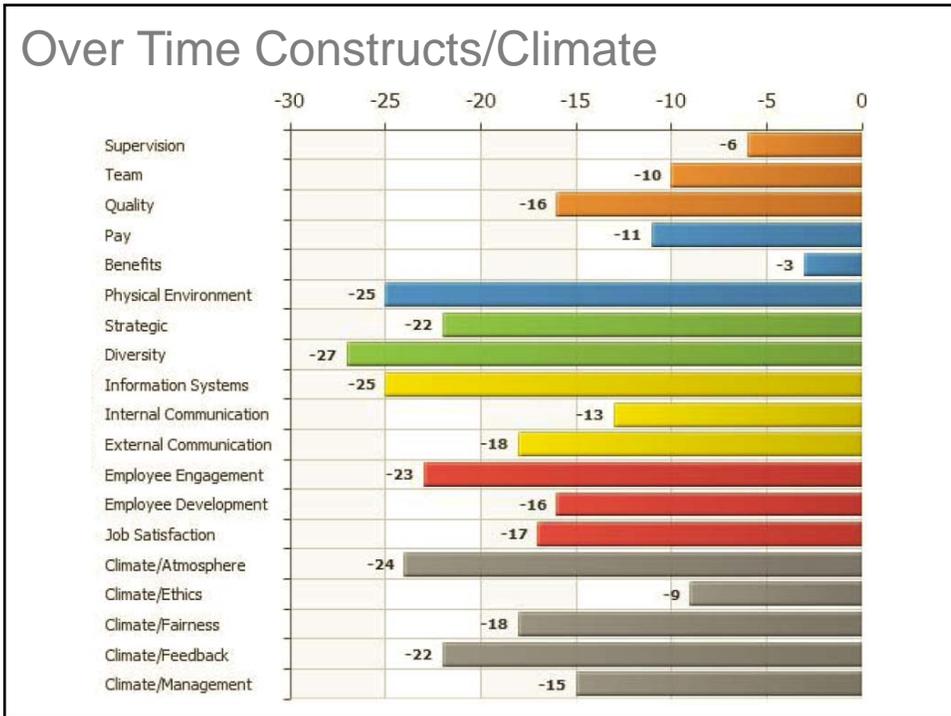
## High Scoring Constructs

<b>Strategic</b>	<b>Construct Score = 409</b>	<b>Avg</b>	<b>S.D.</b>
16: I have a good understanding of our mission, vision, and strategic plan.		4.34	0.71
17: I understand the state, local, national, and global issues that impact the organization.		4.04	0.78
18: My organization works well with other organizations.		4.09	0.77
19: My organization develops services to match the needs of our customers/clients.		3.88	0.92
<b>External Communication</b>	<b>Construct Score = 411</b>	<b>Avg</b>	<b>S.D.</b>
36: I believe our organization communicates our mission effectively to the public.		4.14	0.69
37: Our organization communicates well with our governing bodies (i.e. the board, the legislature, etc.)		4.13	0.75
38: My organization shares appropriate information with the public.		4.09	0.71
<b>Supervision</b>	<b>Construct Score = 399</b>	<b>Avg</b>	<b>S.D.</b>
11: My supervisor provides me with a clear understanding of my work responsibilities.		4.01	0.98
12: My supervisor gives me accurate feedback about my performance.		4.00	0.92
13: My supervisor recognizes outstanding work.		3.99	1.01
14: My supervisor gives me the opportunity to do my best work.		4.15	0.84
15: My supervisor is consistent when administering policies concerning employees.		3.78	1.18



**INSTITUTE FOR ORGANIZATIONAL EXCELLENCE**  
THE UNIVERSITY OF TEXAS AT AUSTIN





Thank You!



**INSTITUTE FOR ORGANIZATIONAL EXCELLENCE**

The University of Texas at Austin

Noel Landuyt

[nlanduyt@austin.utexas.edu](mailto:nlanduyt@austin.utexas.edu)

512-471-9831