



SFMTA

2018 Employee Survey Results

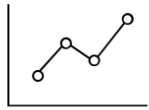
SFMTA Citizens' Advisory Council

February 7, 2019

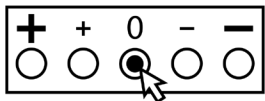
SFMTA Employee Survey



Sixth annual agency-wide survey



Purpose: to measure satisfaction and engagement of SFMTA Employees



23 questions on a 1-5 scale

2 open text questions

2018 Survey Campaign

Survey Period: September 11 – October 19

Participation rate: 1,721 responses (29%)

- 1,865 (31%) in 2017
- 1,752 (30%) in 2016
- 1,560 (27%) in 2015
- 1,525 (30%) in 2014
- 1,667 (33%) in 2013

Deployment Summary:

- Same professional vendor managed survey deployment and results analysis.
- Frontline staff outreach efforts included site coordinators at the divisions.
- 764 (44% of total) paper surveys collected.

Results Summary

Overall employee satisfaction score decreased

- Very satisfied or somewhat satisfied rating: 50% in 2018 compared with 53% in 2017.
- Scale of 1 to 5 (very dissatisfied - very satisfied): 3.31 in 2018 compared with 3.37 in 2017.

Ratings increased in two areas but held steady or decreased in others:

- *“I have received feedback on my work in the last 30 days” (43% strongly agree and somewhat agree in 2018, 41% in 2017).*
- *“I am encouraged to use innovative approaches to achieve goals” (49% strongly agree and somewhat agree in 2018, 47% in 2017).*

Margin of error: +/- 1.99%

Results Summary, cont.

Highest rated attributes:

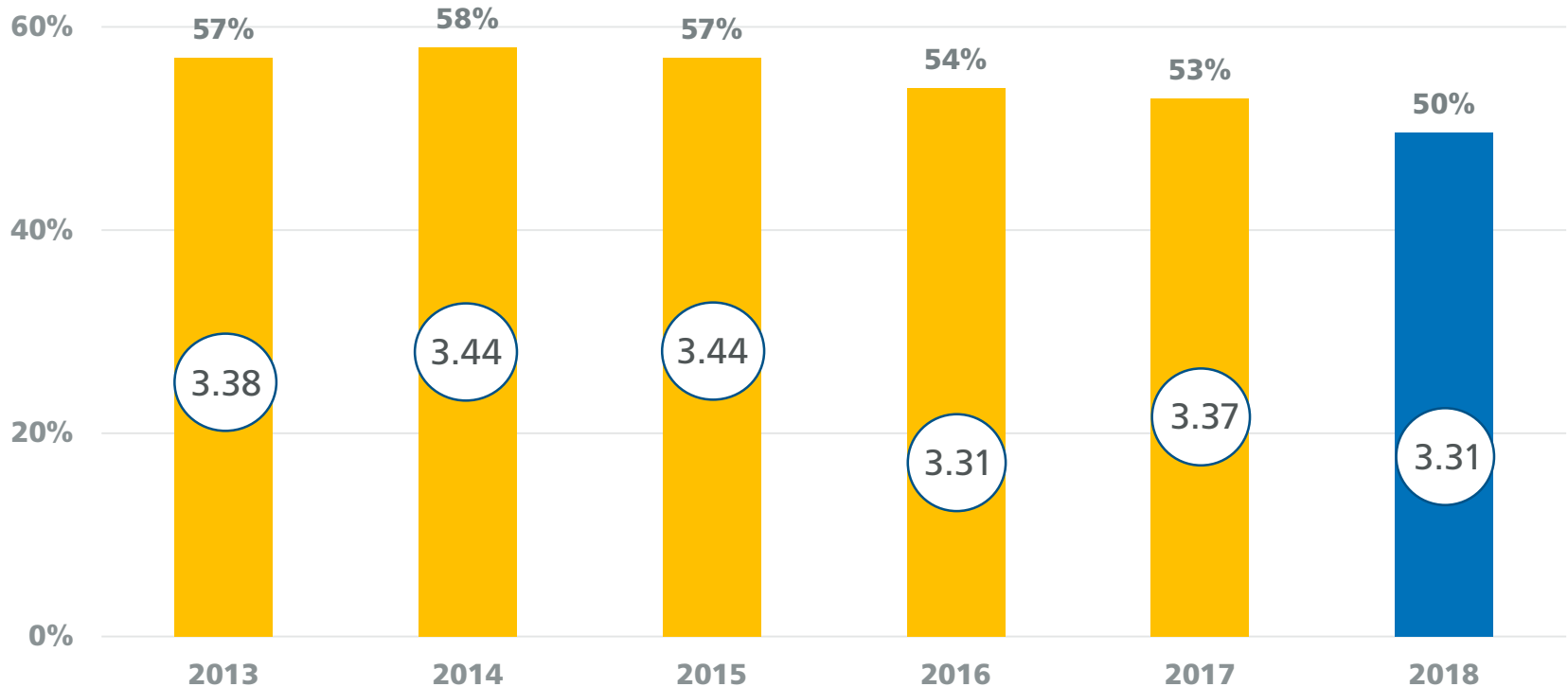
- *I find ways to resolve conflicts by working collaboratively with others (70% agree in 2018, 69% agree in 2017).*
- *Employees in my work unit share job knowledge to solve problems effectively (64% agree in 2018, 65% agree in 2017).*
- *My work gives me a feeling of personal accomplishment (61% agree in 2018 and 2017).*

Lowest rated attributes:

- *My concerns, questions, and suggestions are welcomed and acted upon quickly and appropriately (38% agree in 2018 and 2017).*
- *I have confidence in the leadership of the Agency (37% agree in 2018, 41% agree in 2017).*
- *I have noticed that communication between leadership and employees has improved (34% agree in 2018, 35% agree in 2017).*

Overall Employee Satisfaction

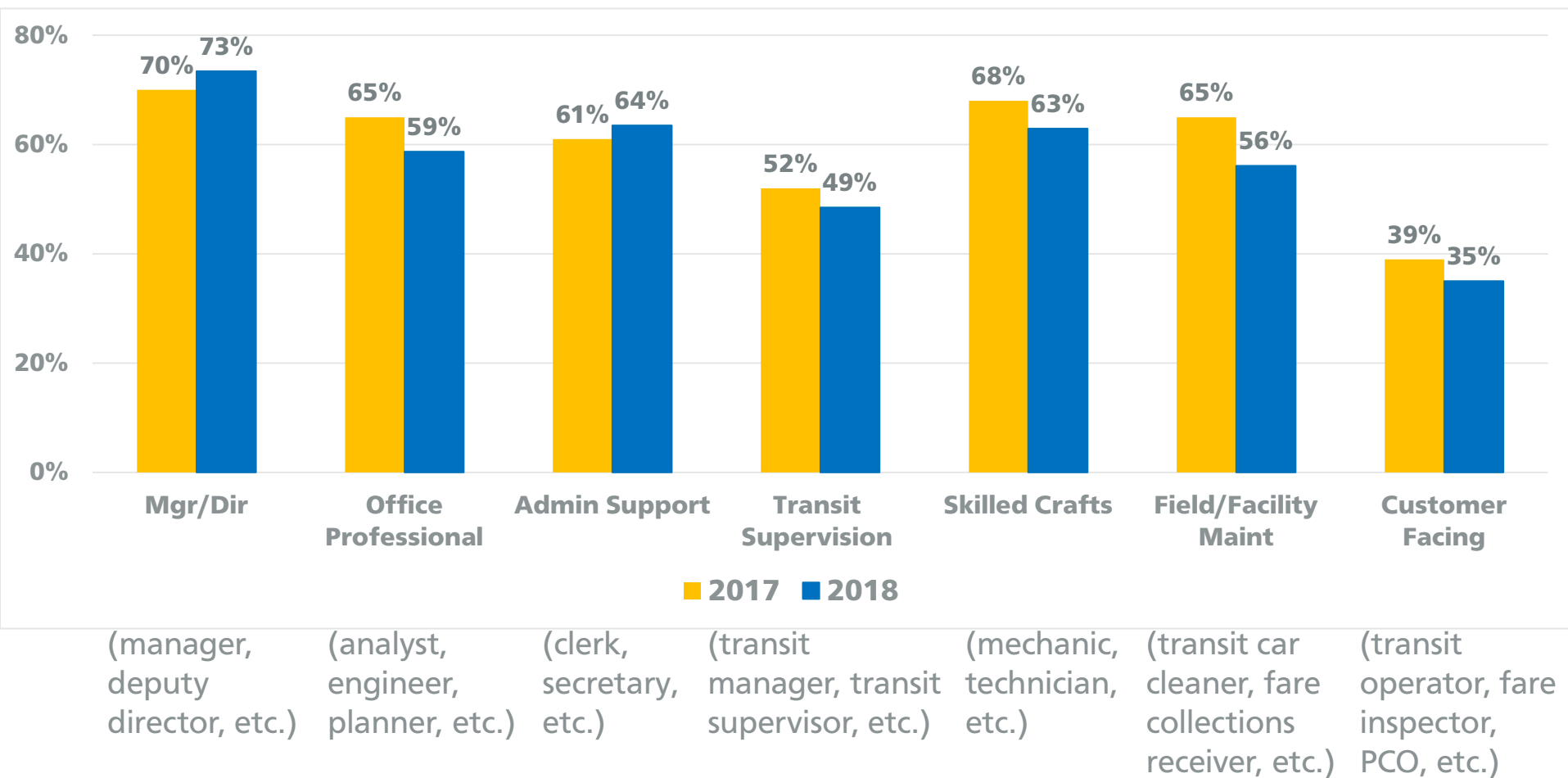
All Staff % Very Satisfied or Somewhat Satisfied



3.31 Average rating; 1 (very dissatisfied) to 5 (very satisfied)

Overall Employee Satisfaction

% Very Satisfied or Somewhat Satisfied By Job Category



Reasons for Satisfaction Ratings

Very or Somewhat Satisfied Ratings

31% said:

- Enjoy job.
- Feel I make an impact.
- Love the challenge the job brings.

18% said:

- Great teamwork.
- Cooperation.
- Good coworkers.

10% said:

- Valued by and receive support from supervisor and/or management.

Somewhat or Very Dissatisfied Ratings

26% said:

- Do not feel respected or valued by management.
- Lack of support.

18% said:

- Management doesn't listen to/care about employee input/concerns.

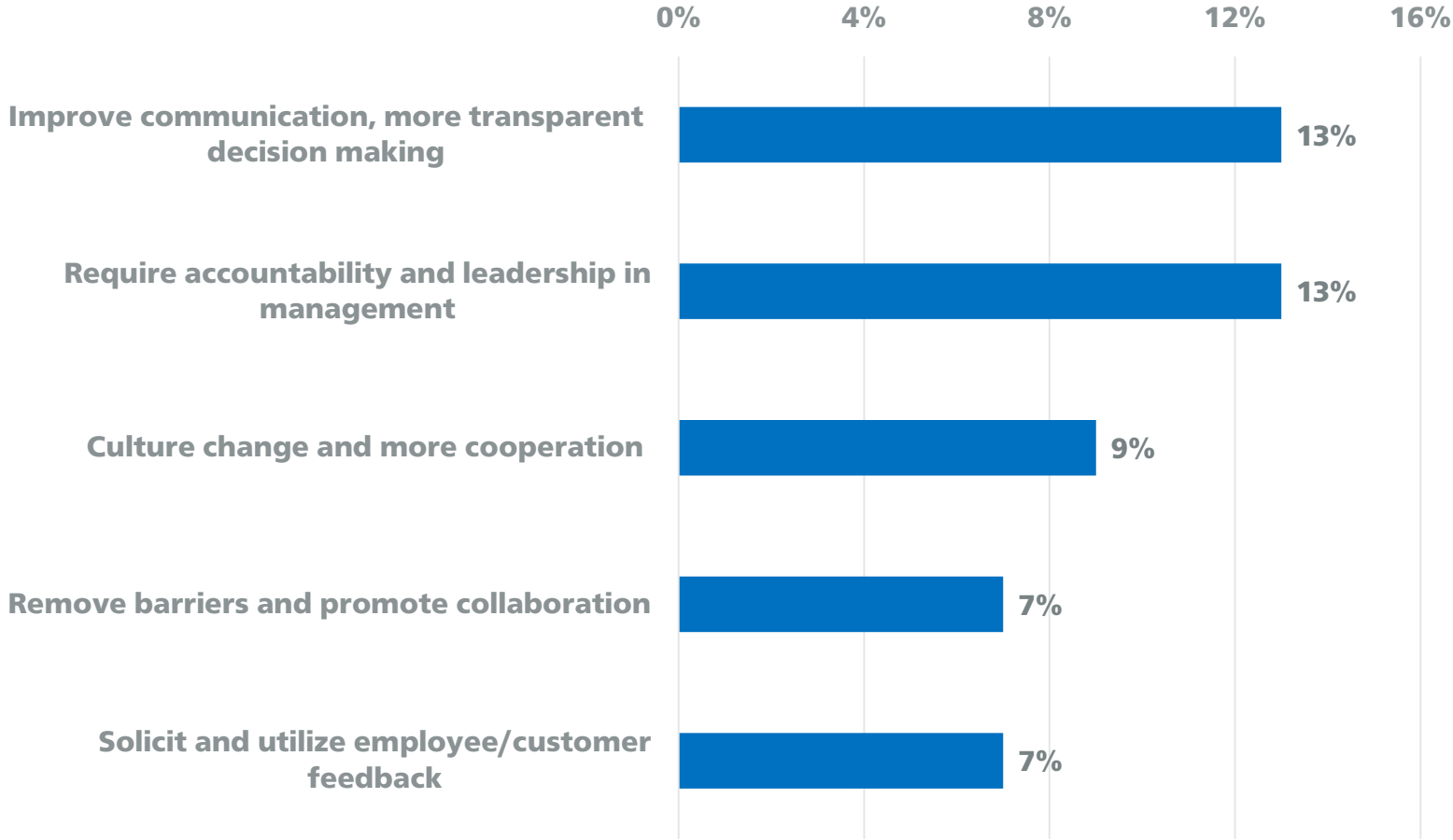
13% said:

- Lack of communication/feedback from supervisors/managers

High Correlation Questions

Type of Question	Question
High Impact on Satisfaction	My work gives me a feeling of personal accomplishment
<i>and</i>	My manager/supervisor provides the support I need to do my best work
Highly Rated	
High Impact on Satisfaction	I have confidence in the leadership of the Agency
<i>and</i>	My manager is open to hearing new ideas to solve issues and problems in the workplace
Poorly Rated	

Open Response Question: How Can We Work Together to Improve Our Work Environment and Employee Satisfaction?



Thank you!