Bureau of Reclamation
Employee Viewpoint Survey
Goals and Priorities

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Lower Colorado Region

Goals & Priorities

- **3 business lines:**
  - Water, Power, Land and Environment
- **3 Focus Areas:**
  - Leadership, People and Mandates

Agency Introduction
Are Reclamation employees in the Lower Colorado Region aware of the region’s goals and priorities?

Secondary Agency Questions:
1) Do employees understand their role in relationship to those goals and priorities?
2) What are the most effective communication methods to relay the goals and priorities?
Electronic Survey

- Census of all employees
- 11 questions, 5 minutes:
  - 8 questions for all respondents
  - 3 additional questions for supervisors

Focus Group Questionnaire

- Randomly selected sample of employees
- 12 questions, 15 minutes:
  - 5 questions repeated exactly as in e-survey
  - Multiple choice questions from e-survey were left open-ended & respondents came up w/own answers
Response: Electronic Survey

- All employee survey open for 3 weeks in March
- 306 responses out of 830 employees (36.9%):
  - 81.4% non-supervisory
  - 18.6% supervisory

Response: Focus Groups

- 4 randomly selected groups of 116 employees (April)
- 56 respondents (49%)
Compile & Compare Responses:

- Determine employee familiarity with goals & priorities
- Compare employee and supervisory staff responses
- Determine prevalence of goals & priorities in performance standards
- Compare responses from electronic & focus group questionnaires
- Identify overall familiarity w/agency goals & priorities
  - Compare w/2008 & 2010 employee viewpoint surveys
- Identify most popular communication tools
Findings

Awareness & Delivery Methods

• Familiarity with Water Drop: relatively high (74.4% & 78.6%)

• Top Delivery Methods (also considered most effective):
  • Employee Meeting (2)
  • Supervisor (3)
  • Reclamation Intranet (3)
  • E-mail (4)
  • Noteworthy: Regional Director/Upper Management (1)
## Findings (cont’d)

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<tr>
<th>Utilization</th>
<th>Supervisor Communication</th>
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<tr>
<td>Intranet 61.1%</td>
<td>Majority have communicated goals &amp; priorities 87%</td>
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<td>Performance Standards 53%</td>
<td>Majority incorporate goals &amp; priorities into performance standards 81.8%</td>
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<td>Role relates to goals &amp; priorities 68.6%</td>
<td>• Small number of supervisors not aware of goals &amp; priorities</td>
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<td>“Don’t Know” 25%+</td>
<td>• Key communication method: staff meetings &amp; performance standards</td>
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Familiarity with Water Drop:

- Concept/tool is highly familiar = 83% & 94.6%

Focus Group Expansion of Water Drop familiarity:

- Meaning linked to business lines, focus areas, mission, function/role, goals & priorities
- 48.2% feel connected to goals & priorities
- 33.9% feel no connection
- Water Drop coasters cited frequently

Findings (cont’d)
Limitation - Bias

Survey Design
- Questions ordered to remove bias
- Specific agency program not referenced until end of survey

Agency Review
- Bargaining unit leader not familiar with agency “goals and priorities” when asked to review survey

Agency Memo
- Specifically mentioned a number of “leading” reminders about the goals & priorities concept and their tie to the “Water Drop”
Recommendations

• Share survey results with employees:
  ◦ Closes the loop on this project and keeps employees involved/engaged

• Capitalize on most popular/effective communication strategies:
  ◦ Utilize as a link to agency intranet & other media that provides information on the Water Drop (i.e. provide teasers via e-mail & through supervisors)

• Share strategic plan with all employees:
  ◦ Provides specifics (tasks/goals) that allow employees to see where they fit into the “big picture”
  ◦ Allows supervisors to make direct links to performance
Questions and Discussion