

Bureau of Reclamation

Employee Viewpoint Survey

Goals and Priorities

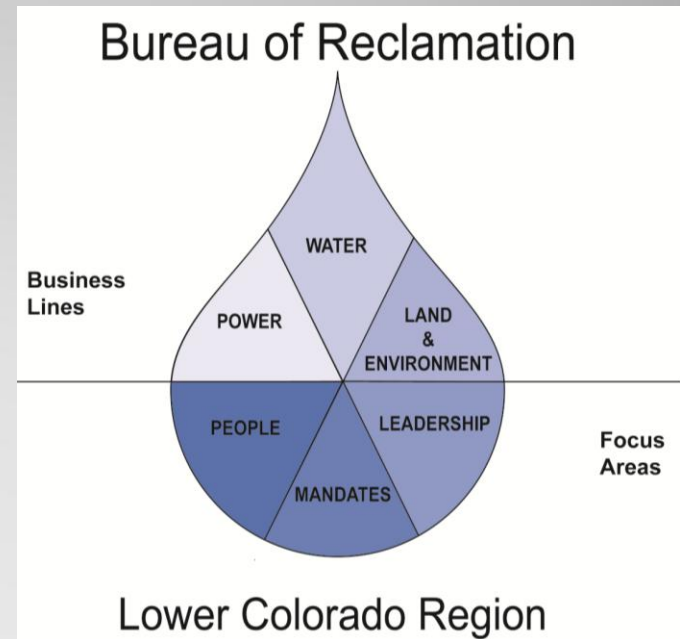
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Bureau of Reclamation Lower Colorado Region

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?**

Project Scope

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

Survey Development

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%)

Data Collection: Response Rate

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

Data Analysis

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

Utilization

Intranet	61.1%
Performance Standards	53%
Role relates to goals & priorities	68.6%
"Don't Know"	25%+

Supervisor Communication

Majority have communicated goals & priorities	87%
Majority incorporate goals & priorities into performance standards	81.8%
•Small number of supervisors not aware of goals & priorities	
•Key communication method: staff meetings & performance standards	

Findings (cont'd)

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)

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"

Limitation- Bias

- **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

Recommendations



Questions and Discussion