



REPORT
FROM

THE PERSONNEL
DEPARTMENT

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| TO: The Honorable Members of the Personnel and Animal Welfare Committee | DATE 6/25/2019 |
| REFERENCE: Report Back to The Personnel and Animal Welfare Committee | COUNCIL FILE 15-1531 |
| SUBJECT: EMPLOYEE ENGAGEMENT SURVEY PROGRAM REPORT – FISCAL YEAR 2018-2019 | |

RECOMMENDATION

That the Personnel and Animal Welfare Committee receive and file this report on the continued employee engagement survey program for the City of Los Angeles.

BASIS OF REPORT

This report by the Personnel Department is to update the honorable members of the Personnel and Animal Welfare Committee on the current status of the Employee Development Plan using an Employee Engagement Survey.

BACKGROUND


On February 3, 2016, your Committee considered a December 18, 2015 Innovation and Performance Commission (IPC) report relative to the Employee Engagement Survey Program. The Personnel Department implemented a pilot engagement survey to participating City Departments for their employees to voluntarily complete, then assessed the results, and provided those City Departments with improvement recommendations. The IPC believed that the City would greatly benefit if all City Departments participated in the survey program, and recommended as such.

A recommendation was made by your Committee to note and file the December 18, 2015 IPC report. A further recommendation was presented, instructing the Personnel Department to review survey questions with City Departments and other relevant entities prior to administering any surveys. This matter was submitted to the City Council for its consideration, and on February 17, 2016 it was adopted.

DISCUSSION

Since adoption, the Mayor's Office and the Personnel Department partnered with the University of Southern California's (USC) Sol Price School of Public Policy to utilize the school's "State of the Service" survey. The survey seeks to learn about the motivation of City employees to do their job, the support they receive, their experiences serving the public, and the pressures, stresses and challenges that they face daily. The survey was completed by City employees on a voluntary basis, and was completed anonymously.

The "State of the Service" survey was administered to all City employees from May 16, 2018 to May 31, 2018. USC's Sol Price School of Public Policy has provided preliminary data and is currently in the process of refining, weighting, and analyzing the data based on responses from the City's workforce, and will provide the Personnel Department with group averages. USC indicates that the findings will be finalized in the latter part of 2019. In the meantime, with a total of 3,842 employee respondents, the preliminary study provides valuable information on some motivational factors for recruiting, developing, and retaining the City's workforce, which we have recently shared with Departments.



WENDY G. MACY
GENERAL MANAGER