

GALLUP®



Leadership Results Briefing Session

**Board Meeting
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When we are engaged, we are involved in,
enthusiastic about and committed to our work.

Engaged employees and teams have more energy
to take on challenges, increase their productivity
and positively affect those around them.



Engaged employees are loyal and psychologically
committed to the organization. They are more
productive and more likely to stay with their
company

“Engagement” isn’t just a buzzword.

It fuels business results.

Engagement Matters

There is a strong connection between engagement and hard-core business results.

81%

lower
absenteeism

64%

fewer
employee safety
incidents

43%

less
turnover*

10%

higher customer
ratings

14%

higher
productivity

**In low-turnover organizations*

GALLUP ANALYTICS

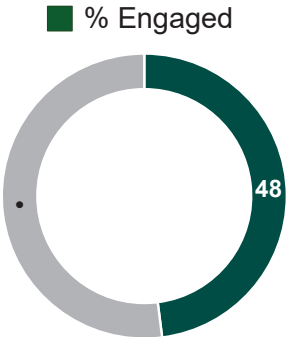
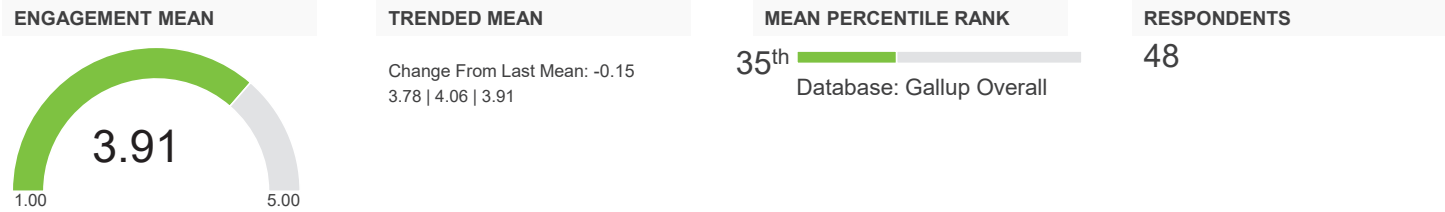
2024 Employee Engagement Survey Results

Key Data Highlights, Overall Employee Engagement Results, and Next Steps



Mesa Water: 2024 Engagement Summary Q¹² Mean

The Gallup Q¹² score represents the average, combined score of the 12 elements that measure employee engagement. Each element has consistently been linked to better business outcomes.



Key Highlights from 2024 Engagement Survey

48% of your employee population are categorically Engaged.

- 16% higher than U.S. Average
- Same as previous administration

Participation was at 89%

- Company participation was 93% last year
- Gallup client average participation is 88%



Core Strengths. Mutual Respect, Strong Teamwork and Awareness of Individual Progress.

Q5. My Supervisor, or someone at work, seems to care about me as a person.

Q9. My colleagues are committed to doing quality work.

Q11. In the last six months, someone at work has talked to me about my progress.

Key Highlights from 2024 Engagement Survey

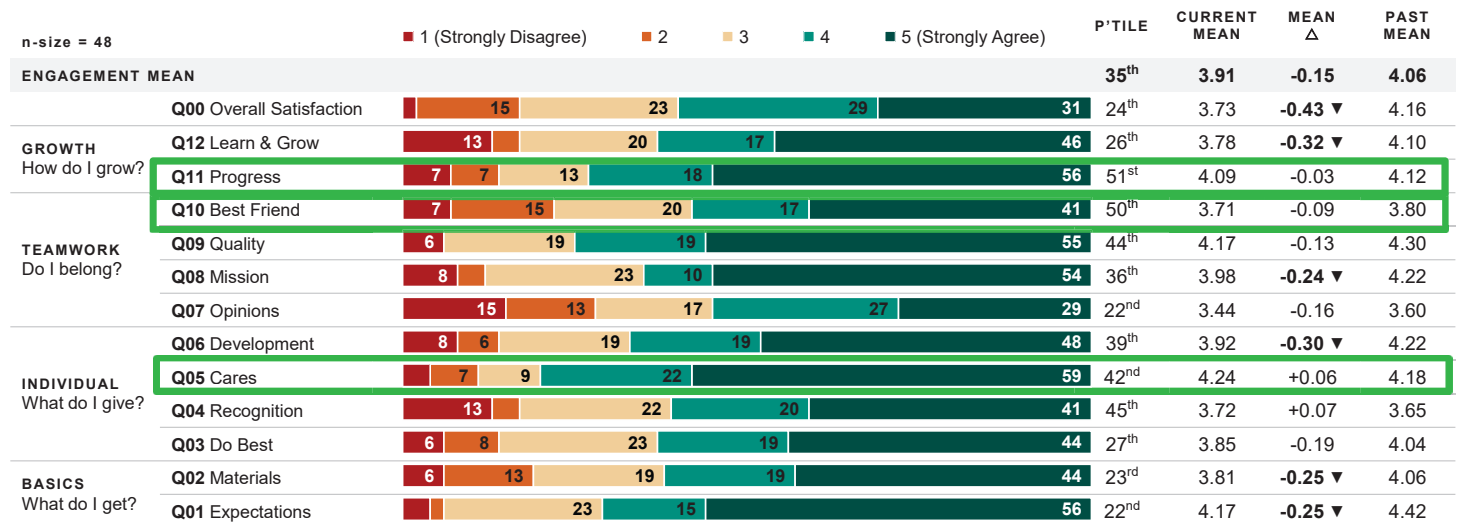
Core Areas of Opportunity

- Q1. I know what is expected of me at work
 - May signal not having clarity on day-to-day responsibilities, organizational direction, or receiving multiple or conflicting instructions
- Q2. I have the materials and equipment I need to do my work right
 - Interpretations vary by individual – need to ask the team what does having the right materials look like to you?
- Q4. I have received recognition or praise for doing good work
 - This has improved but can signal unmet or under noticed recognition needs
- Q7. At work, my opinions seem to count
 - Having the opportunity to voice opinions, comments are acted on, or managers close the loop with employees



Employee Engagement Item-Level Results

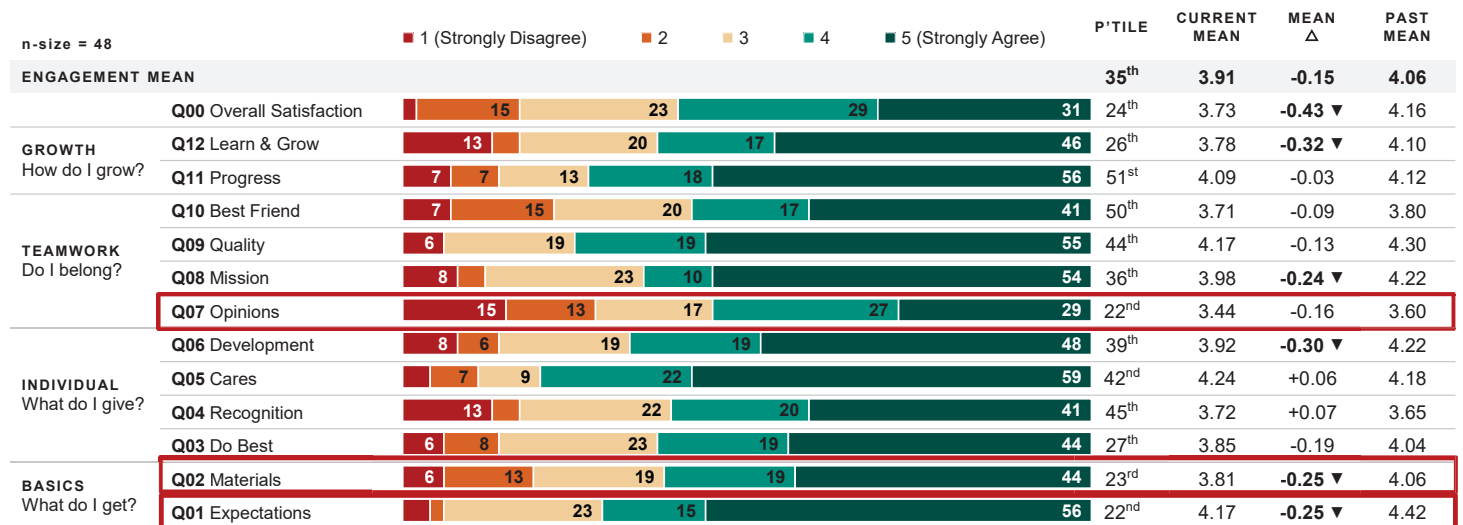
Employees feel cared about, supported by their colleagues, and know their individual progress.



Note: Percentiles based on Workgroup Level_Overall_Overall Q12 Database (2019-2023); Due to rounding, percentages may sum to 100% +/-1%; Numerical values shown when 5% or higher; ▲/▼ indicates meaningful change bolded and defined as +/-0.10 or greater for n-size ≥ 1,000 and +/-0.20 or greater for n-size < 1,000.

Employee Engagement Item-Level Results

There is an opportunity to ask employees for their perspective and ideas around each of these areas of opportunity.



Note: Percentiles based on Workgroup Level_Overall_Overall Q12 Database (2019-2023); Due to rounding, percentages may sum to 100% +/-1%; Numerical values shown when 5% or higher; ▲/▼ indicates meaningful change bolded and defined as +/-0.10 or greater for n-size ≥ 1,000 and +/-0.20 or greater for n-size < 1,000.

Employee Engagement Additional Item-Level Results

There is opportunity to move the 4s to 5s by asking how the agency can deliver on the promises you make to customers.

n-size = 48	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)	P-TILE	CURRENT MEAN	MEAN Δ	PAST MEAN
My agency always delivers on the promise we make to customers.	11	20	35	35		31 st	3.93	N/A	N/A

Note: Percentiles based on Workgroup_Level_Overall_Overall Q12 Database (2019-2023); Due to rounding, percentages may sum to 100% +/-1%; Numerical values shown when 5% or higher; ▲/▼ indicates meaningful change bolded and defined as +/- 0.10 or greater for n-size ≥ 1,000 and +/-0.20 or greater for n-size < 1,000.

Engagement Is Everyone's Responsibility



Recommendations

- **Improve Frequency and Quality of Conversations**
 - The closest thing to an Engagement Silver Bullet is *one meaningful conversation per week*.
- **Create an Environment that is Trusting and Open**
 - Every team should have their own meeting about engagement results
 - Identify ways to improve and build team action plans
- **Leaders – Celebrate the Wins! Create Accountability around Course Correction and Action Planning**
 - Showcase areas that are going well – share best practices
 - Create accountability on Action Plans – What did they learn about their team?
 - Managers to get their own meeting on their levels of engagement

Next Steps...

- Managers will meet with their teams to share and discuss results
- Managers and their teams will create and implement action plans
- Managers and leaders will review and recalibrate action plans
- Leaders will schedule a meeting with managers to discuss their own levels of engagement
- Next Pulse Survey is in December and will include Accountability Index