

NIC Strategic Planning '08

Executive Summary – Employee Opinion Survey

An employee opinion survey was conducted in January 2008. While specific results and correlations are still under analysis, the following indicate the most positive responses ranked from the highest through the top 10 most positive responses:

- Doing my job well gives me a sense of personal satisfaction
- I understand how my job contributes to the mission and purpose of NIC.
- My work is rewarding.
- My coworkers are committed to doing quality work
- My work is stimulating.
- Overall, I am very satisfied with my current job and the work I am doing
- My work is challenging
- My workplace is safe and well maintained.
- I am proud to say that I work for NIC.
- I am stimulated and challenged by my job and the work I am doing

In contrast, the most negative responses dealt with effectiveness in organizational communication, leadership, rewards and recognition, career development, and advancement opportunities.

The survey results and responses indicate the following:

- Employees are generally satisfied with the work that they are doing. Survey responses regarding work environment and elements of personal satisfaction with their job show a positive job match in terms of employee satisfaction with their jobs.
- Employees are generally satisfied with their immediate supervisors. Responses indicate a strong sense of loyalty to the immediate supervisor and appreciation for them.
- There is a strong perception that the organization is in need of improvement in several areas. Overwhelming responses indicate a poor approach to rewards and compensation, communication, favoritism, performance and accountability, development and career opportunities, and organizational leadership.
- Other responses indicate a strong need for improvement in diversity, fair treatment of employees, trust, job security, and openness with employees by the executive team.

- Six independent variables were tested (Work Environment, Job Security, Leadership, Rewards/Recognition, Communication, Training/Development). Work Environment consistently rated the highest among all demographics, with Leadership and Job Security next highest in all demographics. Rewards and Communication were consistently rated the lowest in most demographic groups.
- Comments were extensive and diversified. Additional analysis is needed to identify trends in the comments, but a strong theme exists among the responses indicating challenges to the organization's culture and climate for employees.