



# DFW Recognition Survey Results

---

May 2016

# EMPLOYEE RECOGNITION

## Background

- OTD conducted an employee recognition (ER) survey in March 2016 as follow up to the Employee Engagement Survey (EES) conducted in September 2015.
- ER stood out as a an area needing improvement and clarification in the EES.
- 1153 employees or approximately 40 percent of DFW staff completed the ER survey.\*
- ER survey consisted of primarily Likert-type, close-ended questions, a few open-ended questions, and two demographic questions (division/region and organizational level).

\*Note: OTD used the CDFW ALL email distribution list, which had 2877 recipients at the time. The survey was voluntary and anonymous.

# ER Survey Respondents

---

- Rank and file (nonsupervisory): 885 respondents or 78.04%
- First-line supervisor: 154 respondents or 13.58%
- Mid-level Manager: 81 respondents or 7.14%
- Executive or CEA: 14 respondents or 1.23%
- Responses from all regions and divisions were reasonably consistent with their representation in the Department.

# Results - Overview

---



- Majority of DFW supervisors are providing recognition that is satisfactory to staff.
- Overall the Department can improve in creating a culture of recognition.
- Formal awards are less important to respondents than ongoing and informal gestures and words of appreciation.

# Key Findings - ER



- Respondents most frequently said that having someone say “thank you” is the most important recognition (next highest - acknowledgement in a group or meeting, followed by pay).
- More than 88 percent of respondents said it’s important to them to be recognized by their supervisor or manager.
- Nearly 61 percent are satisfied with recognition they receive from their supervisor or manager.
- Less than 30 percent of respondents believe that recognition is a priority at CDFW. About 35 percent indicated it was not a priority, and about 35 percent neither agreed/disagreed or didn’t know.

# Key Findings, continued

---

- Over 52 percent indicated that formal recognition is not very important to them.
- About 34 percent believe their Branch/Region/District management recognizes employees fairly or appropriately.
- Criticism about existing recognition efforts frequently concerned attention limited to only high-profile assignments, favoritism, location, and the time it required to nominate.
- Many respondents are unfamiliar with the formal annual recognition program at DFW and are unaware that peer nominations and a simple process exist.

## ***When you think of recognition, which of the following are most important to you? (select top two):***

---

- Someone saying “thank you” or “good job” (71.73%)
- Praise or acknowledgement in a meeting or group (35.04%)
- Pay (24.46%)
- Opportunity to attend training (10.67%)
- Handwritten note (6.94%)
- Cash award (8.50%)
- Perk, such as office space or equipment (3.99%)
- Small gifts, such as gift card, small token (1.99%)
- Opportunity to travel (3.99%)
- Most frequent write-in response: promotion or promotional opportunity



***If recognition is not based on performance, what is it based on? Common themes:***

---

- Working high profile or visible assignments/projects (or pet projects)
- Location – Sacramento vs. regions in the south
- Remote supervision situation – “no idea how hard I work”
- Who you know, being a buddy to the boss (favoritism)
- Supervisors who have time to nominate



## ***The annual CDFW Employee Excellence Awards Program recognizes the right employees:***

---

- Strongly disagree 4.66%
- Disagree 11.56%
- Neither Agree/Disagree 39.87%
- Agree 16.40%
- Strongly Agree 1.88%
- N/A or DK 25.63%



# ***Have you ever submitted a nomination for the DFW Employee Recognition Program?***

- Yes 27.63%
- No 64.31%
- Can't recall 8.06%



# Ceremony Comments



© Can Stock Photo

- 66 percent of those that attended an awards ceremony in recent years rated it as good or very good.
- Appreciation for the Director and Chief Deputy's personal involvement
- Compliments for the quality of OTD's work on the program
- Value in hearing descriptions of the work being recognized

# Suggestions for Recognition Improvement

---



- 511 responses to the final question, “How can recognition be improved at CDFW?”
- Common themes:
  1. more emphasis on recognition at the region or division level
  2. recognition of good work that is not necessarily high profile
  3. hiring and training managers to recognize and treat staff better
  4. providing tools needed to do the job effectively.

# Suggestions for Formal Recognition

---

- Allow peer nominations (misperception that only supervisors can)
- Require supervisors and managers to make the time to submit nominations
- Include staff in the selection process
- Ensure each branch/division/region submits one award for each category
- Do more programs at the region/division level

# Next Steps Regarding ER

---

1. Leaders will review region and division reports and add to action plans. Many to include greater emphasis on local/informal recognition.
2. OTD will continue to improve ease and visibility of awards program.
3. Awards Selection Committee will evaluate suggestion regarding staff participation in selection. Nominations are closed and ceremony is October 2016.
4. Training programs for managers and supervisors will emphasize recognition.