

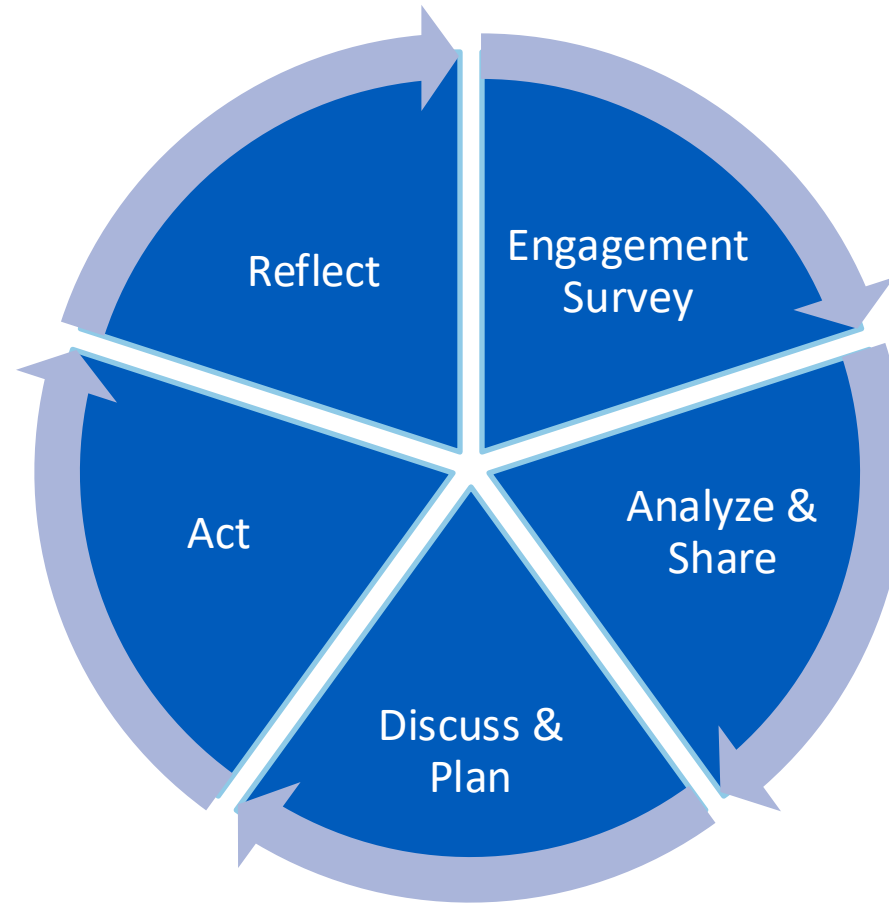
# 2025 Employee Engagement Survey

Commission Meeting- July 17, 2025

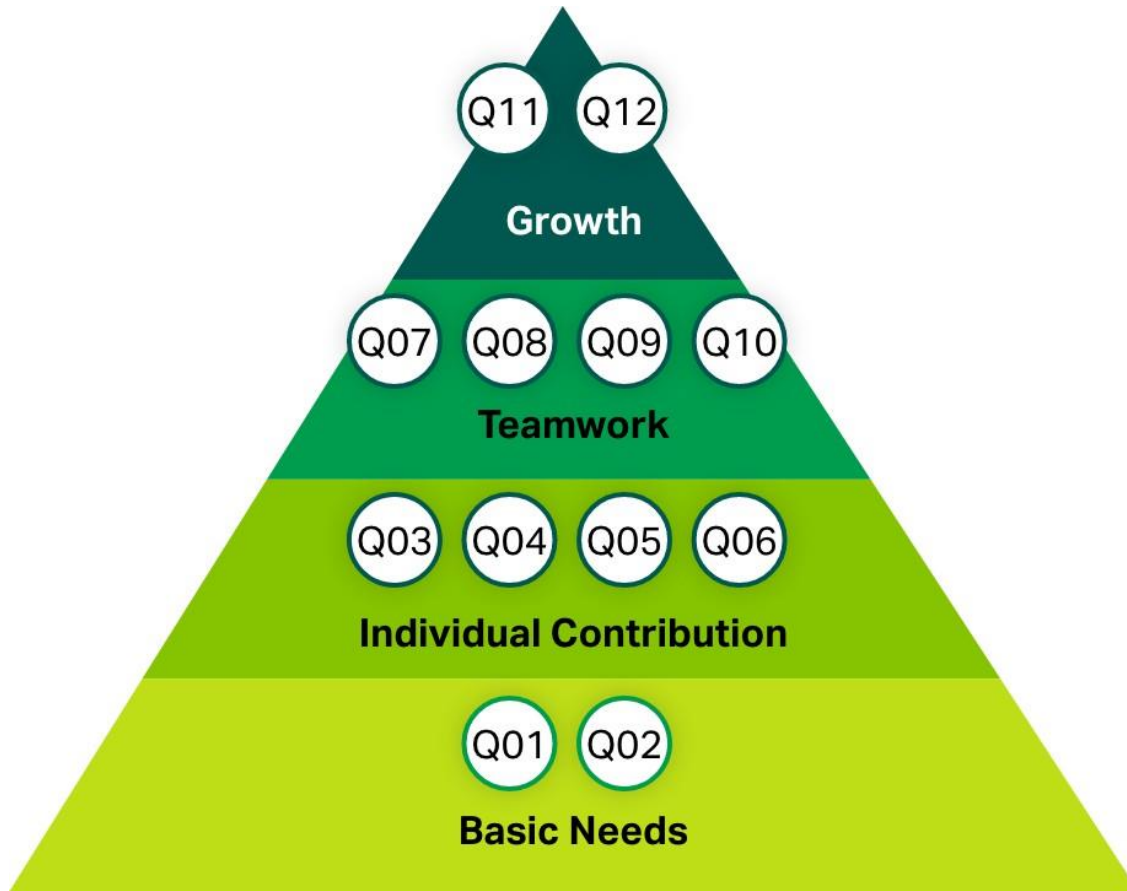
Madison Metropolitan Sewerage District



# Third Annual Engagement Survey



# Gallup's Q12



- Data-backed
- Widely-used
- Actionable
- Conducted online
- Completely Confidential

# Gallup definitions



## Engaged

**Highly involved** in and **enthusiastic** about work and workplace.

**Psychological "owners"** who drive performance and innovation



## Not engaged

**Psychologically unattached** to work and workplace

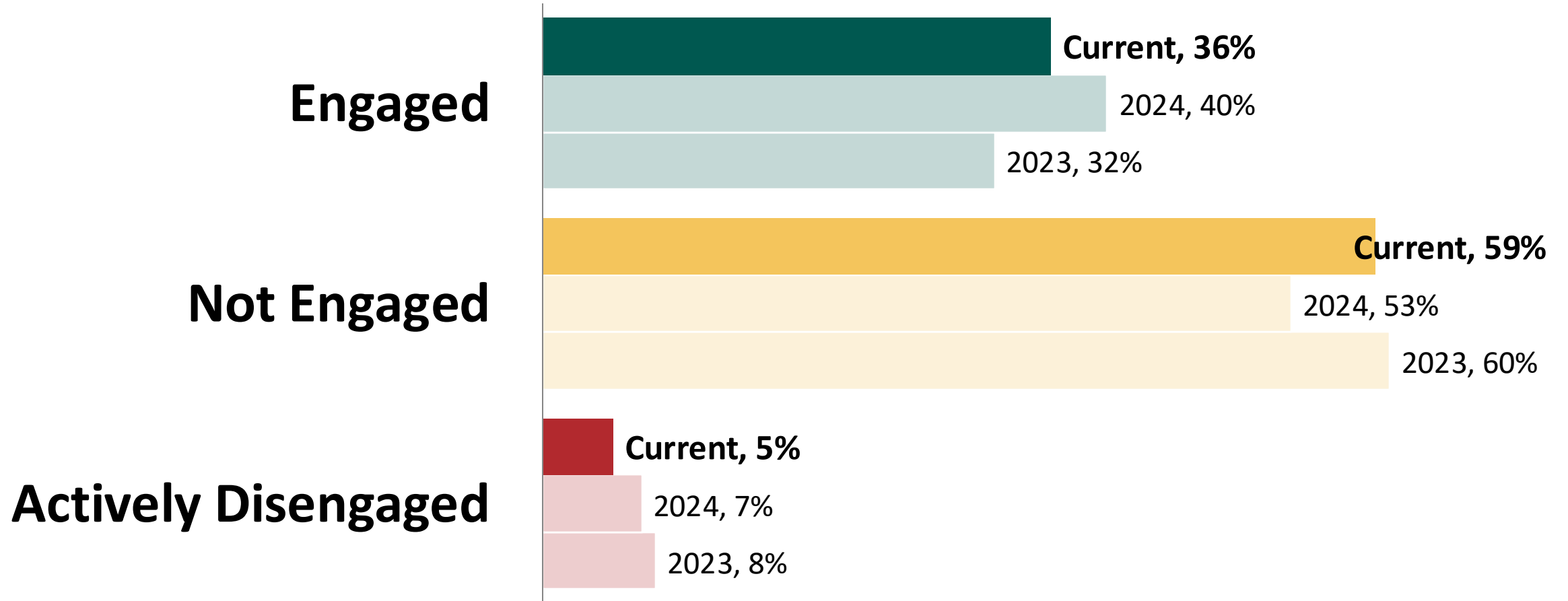
**Putting time**—but not energy or passion—into their work



## Actively disengaged

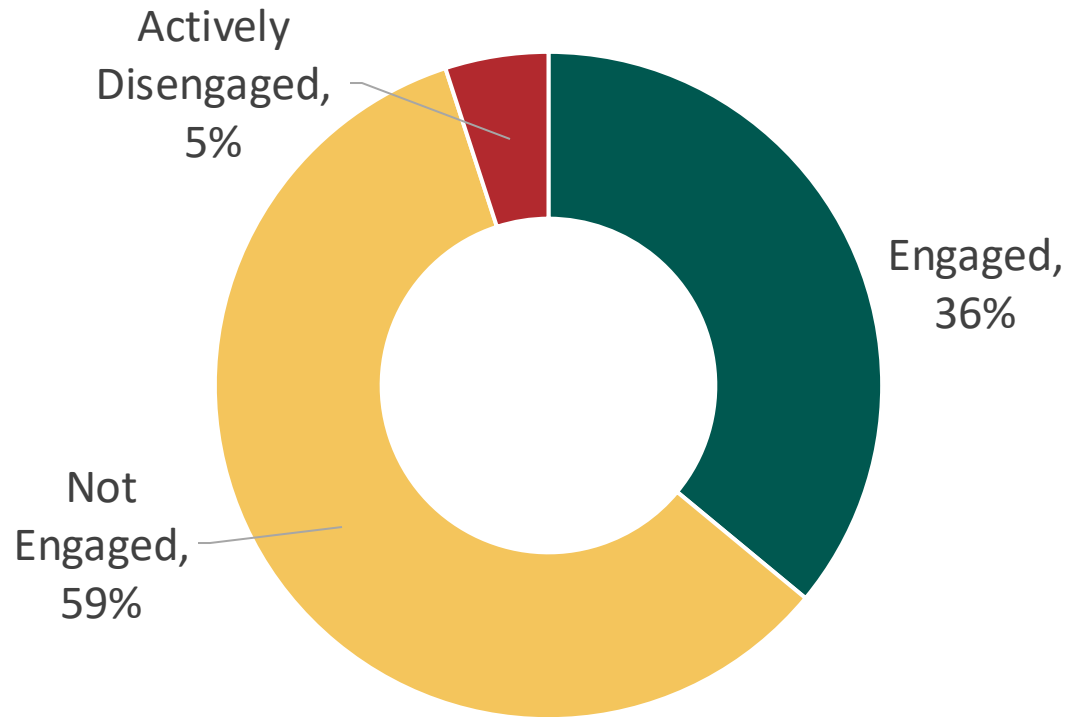
**Unhappy** and **potentially resentful** that needs are not being met

# Employee Engagement Index

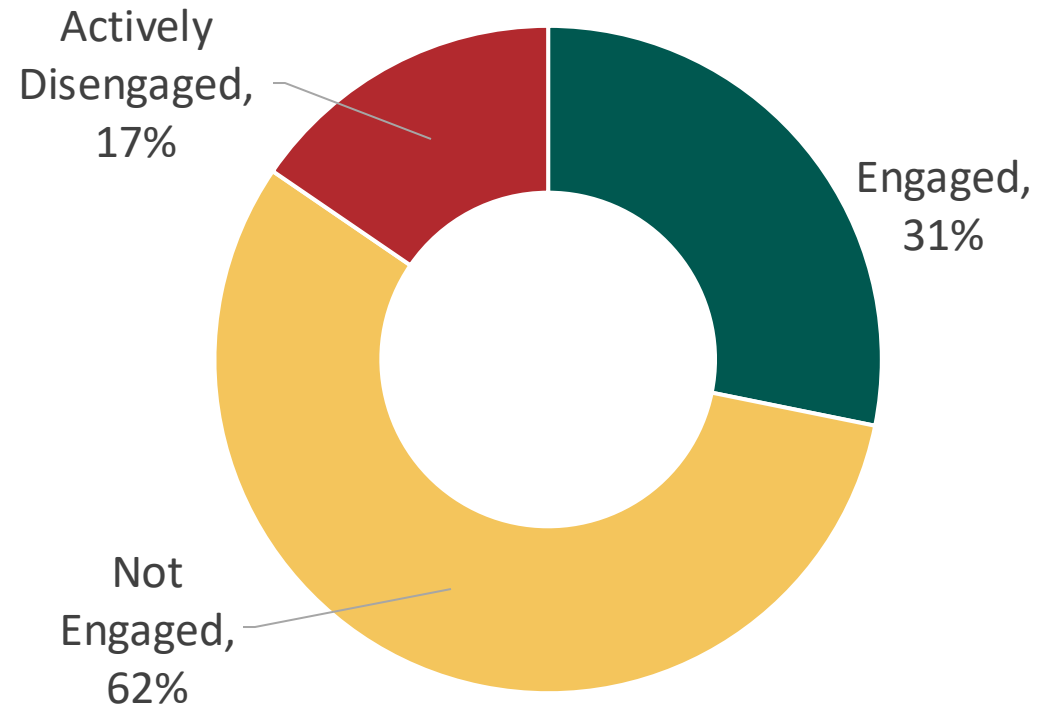


# District vs. National Engagement Index

## District Engagement



## National Statistics (as of January 2025)



# Engagement Index

## District Engagement Index

7.20:1



We have **7.20** engaged employees for every actively disengaged employee.

(↑ from 2024; ratio was 5.71:1)

## National Engagement Index

1.8:1



As of January 2025, the national ratio was **1.8** engaged employees for every actively disengaged employee.

# Overall Snapshot

## ENGAGEMENT MEAN



## MEAN PERCENTILE RANK



Database: Industry - Utilities

## TRENDED MEAN

Change From Last Mean:  $-.03$



## RESPONDENTS

120/ 93% response rate

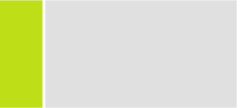
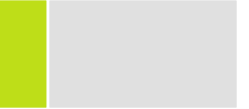
↑ from 2024: 86% response rate



# Two Highest Q12 Items (weighted)

Questions	Current Mean	Change from 2023	Mean Percentile Rank - Industry - Utilities
<b>Q08:</b> The mission or purpose of my company makes me feel my job is important.	4.29	+.01	53
<b>Q12:</b> In the last year, I have had opportunities at work to learn and grow.	4.13	+.05	38

# Two Lowest Q12 Items (weighted)

Questions	Current Mean	Change	Mean Percentile Rank - Industry - Utilities
Q01: I know what is expected of me at work.	4.15	+.17	22 
Q03: At work, I have the opportunity to do what I do best every day.	3.82	+.07	24 

# Notable Changes- Q12 & Additional questions

Change	Question	Current Mean
↓ .21	Q09: My coworkers are committed to doing quality work.	4.03
↑ .62	I trust the leadership of my organization.	3.85

# Q09 Insights- Quality Work

## Gallup Metrics

Respondents

120

Current Mean



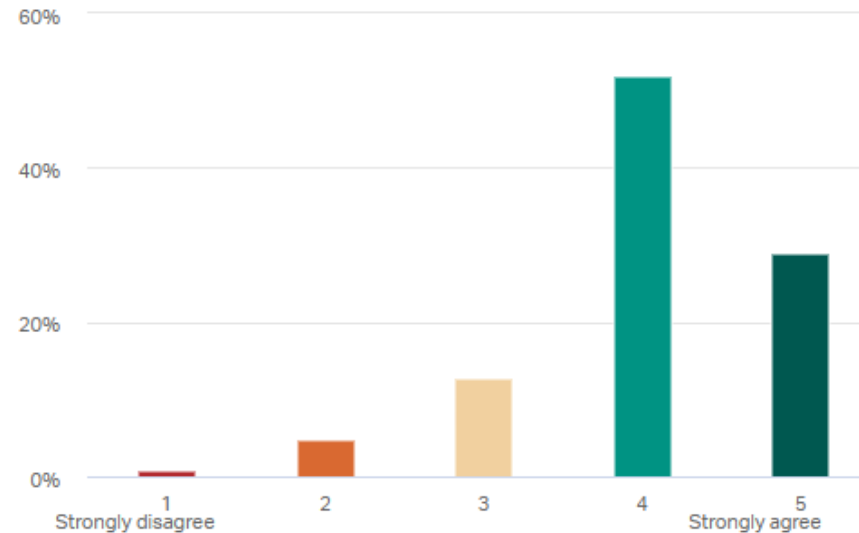
Last Mean

4.24

Change

↓-0.21

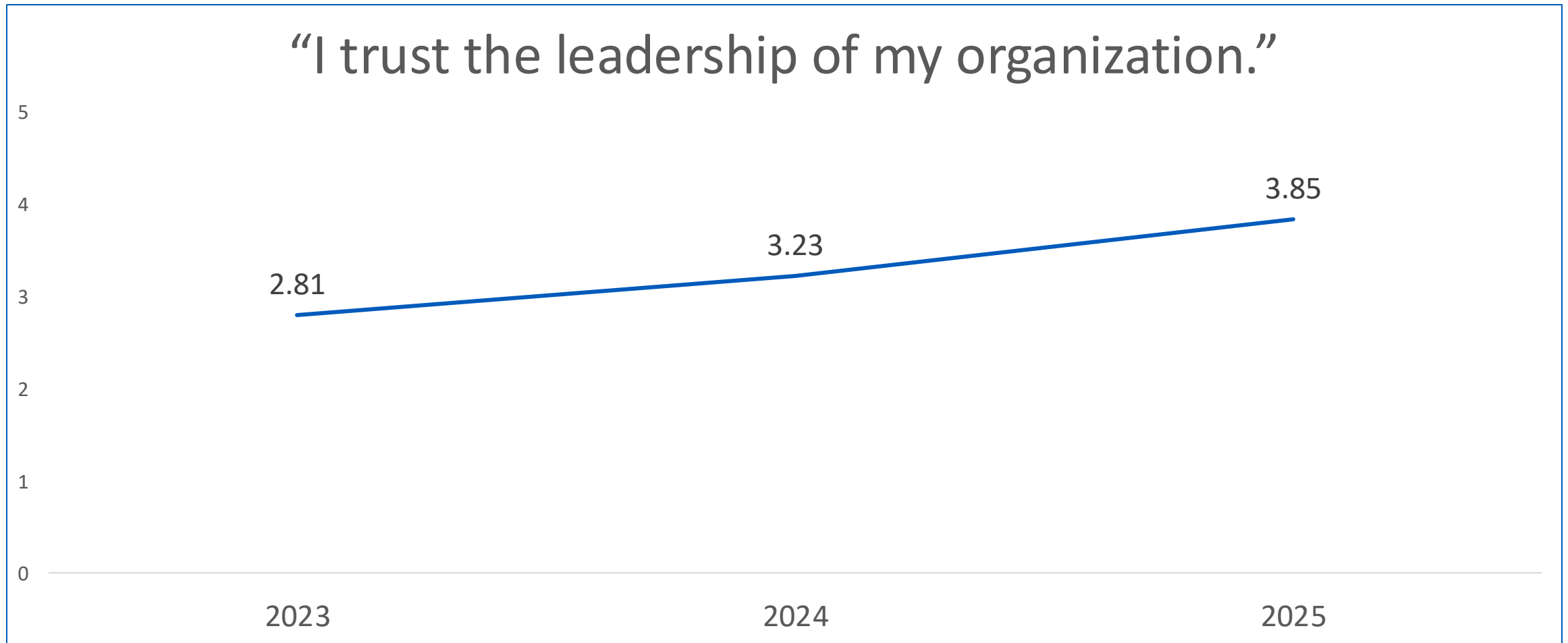
Frequency Distribution



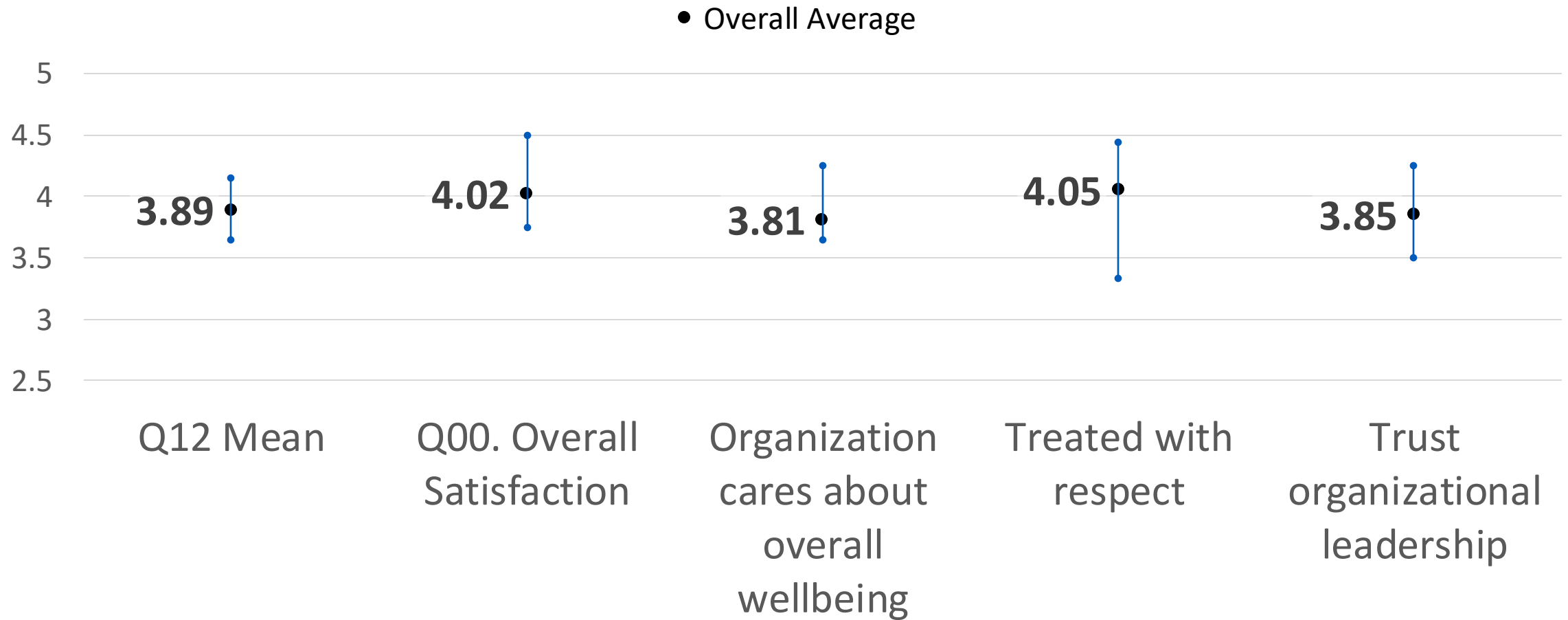
Current Top Box

29

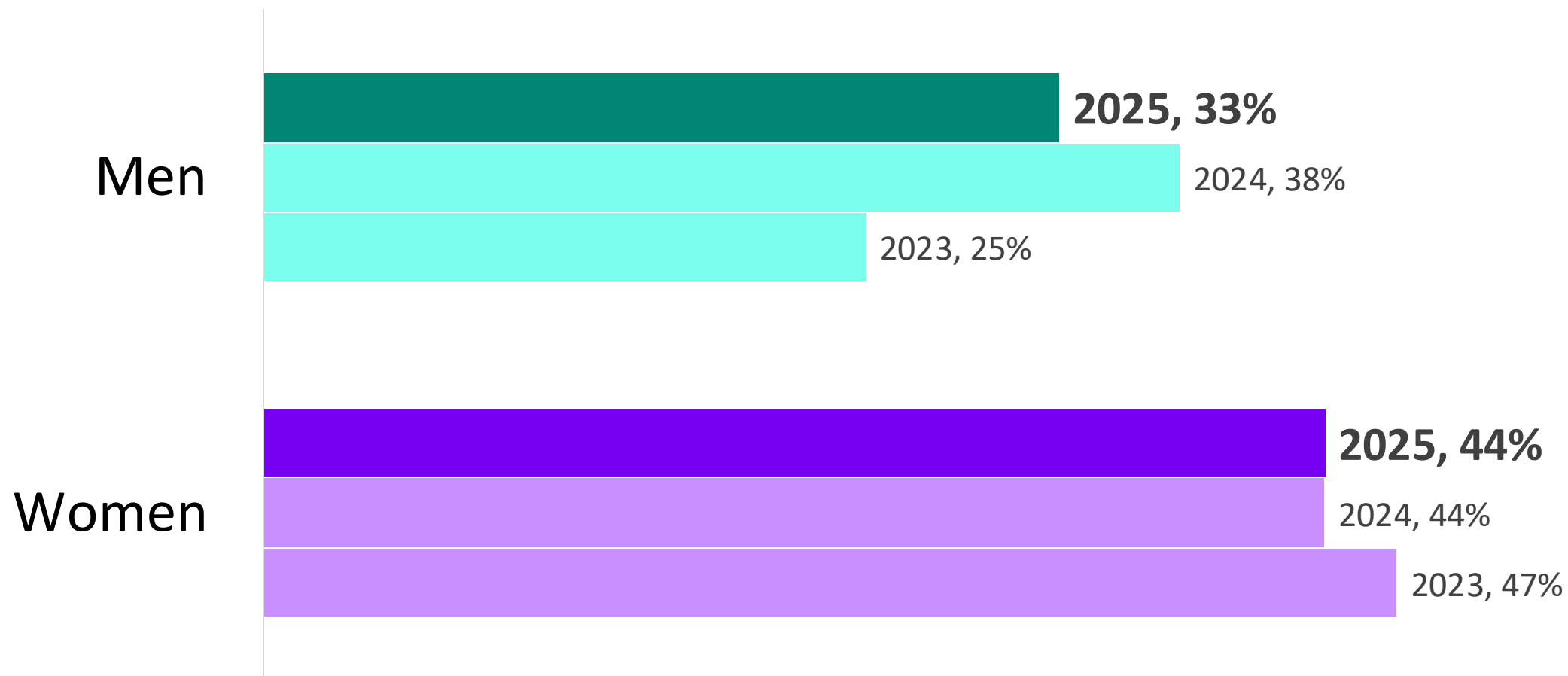
# Trend- Trust in Organizational Leadership



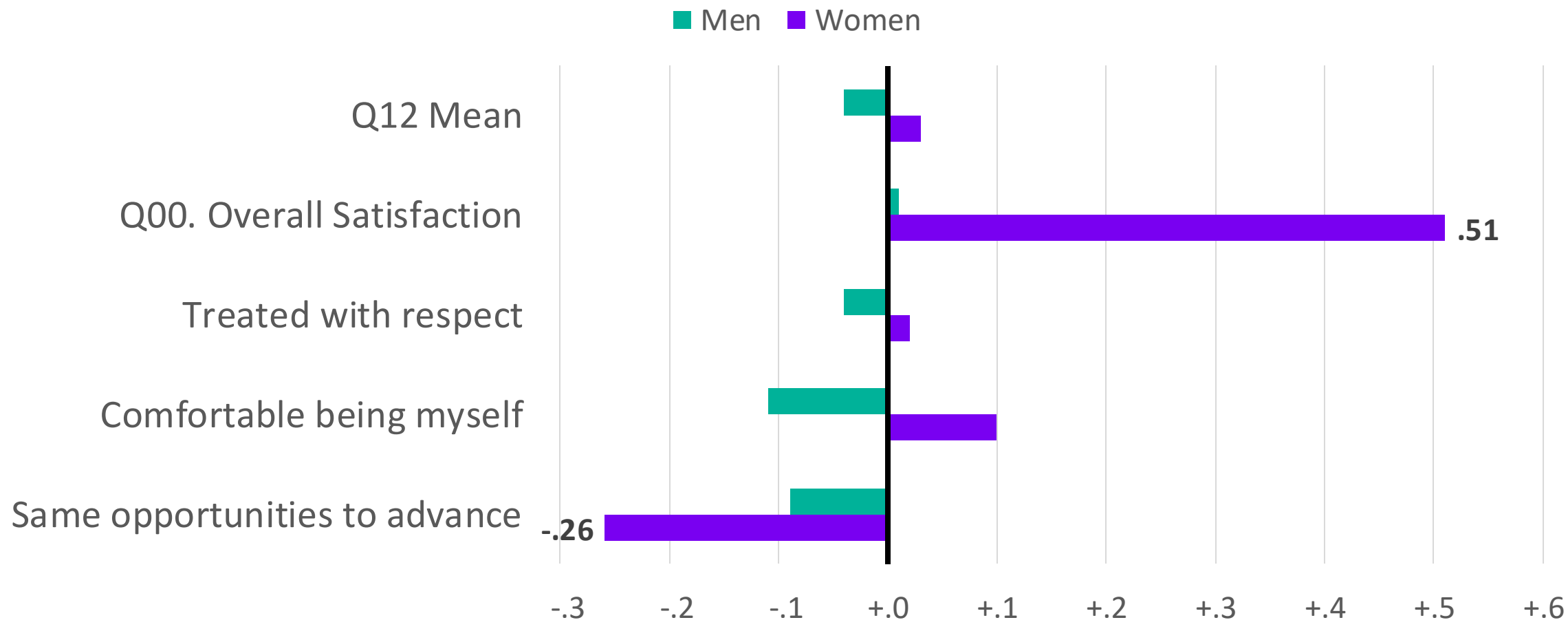
# Overall department comparison



# Percent engaged, by gender

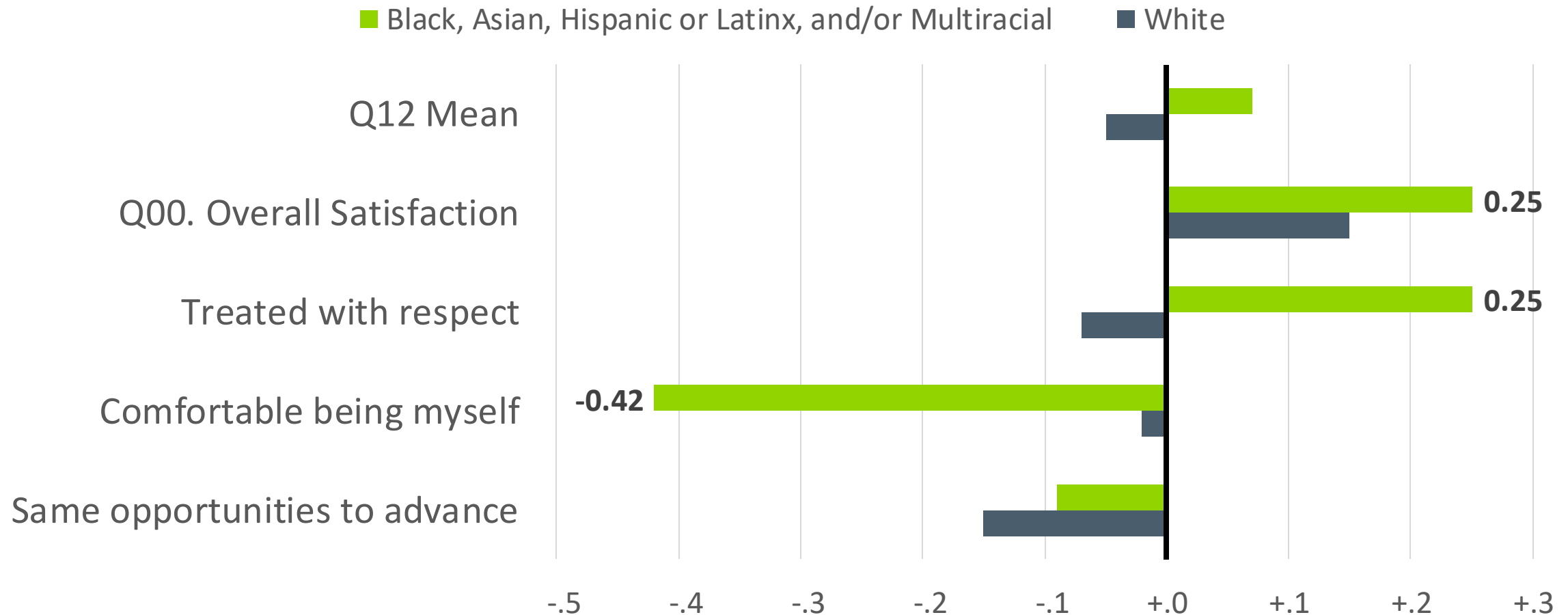


# Changes from 2024, gender comparison





# Changes from 2024; race/ethnicity comparison



# Key Takeaways

- Ratio of engaged to disengaged employees is 7.2:1!
- Trust in leadership has improved significantly.
- Opportunities to improve engagement at both the team and organizational level.

# Next Steps

- Team conversations
- ***Organizational*** action plan  
(in consultation with Directors and ELC)
- Action plan progress and outcomes monitored
- Next engagement survey cycle in 2026

*Questions?*