

SCV Water Employee Survey Results Presentation

August 2023



**Opinion Research on
Elections and Public Policy**



PROBOLSKY RESEARCH

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SCV Water– Employee Survey

Survey Methodology*

	Survey Details
Mode	Online (email and text message)
Language	English and Spanish
Length	7 minutes (online)
Target Respondents	Santa Clarita Valley Water employees
Survey Fielding	July 13 – August 3, 2023
Survey Participants	204 (91% Participation)

Sample

The employee database was provided by the Santa Clarita Valley Water Agency.

Data Collection Explained

Interviews were conducted online, and participants were invited by email and text message.

Respondents chose their preferred language, English (100%) and Spanish.

The online survey was accessible by computer, tablet, and smart phone.

Security measures precluded individuals from completing the survey more than once.

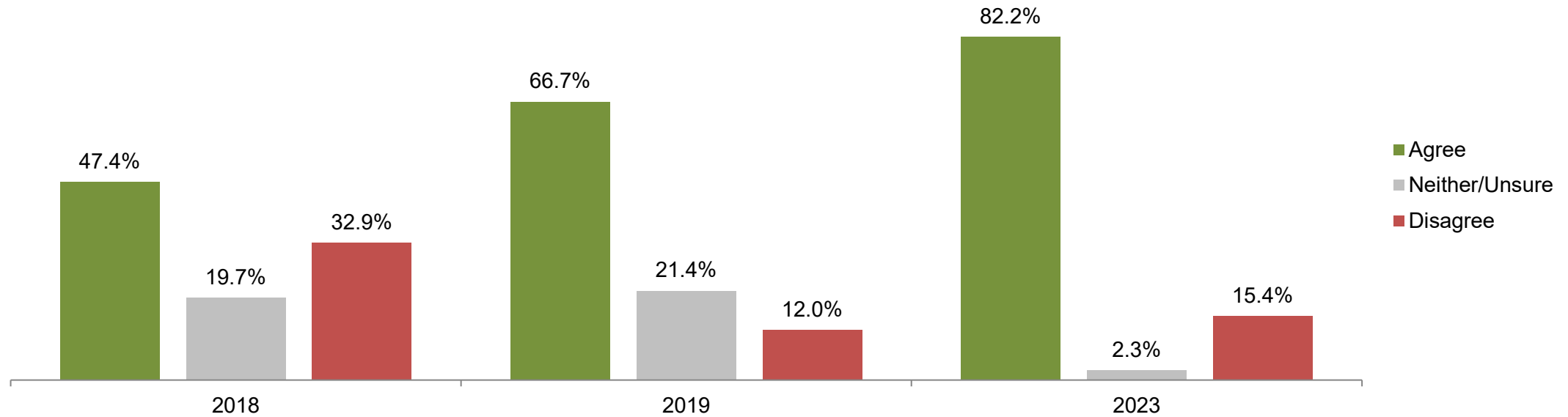
Probolsky Research in a Latina- and woman-owned market and opinion research firm with corporate, election, government, and non-profit clients.

**Due to rounding, totals shown on charts may not add up to 100%*



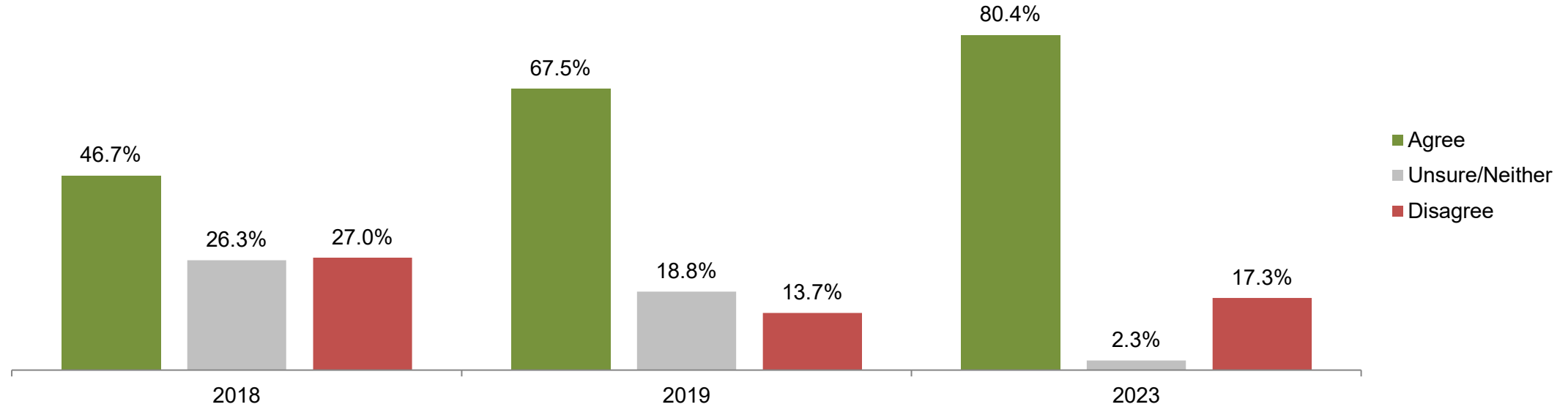
82% of employees feel fully informed on issues related to SCV Water and my job

Question 1: Agree or Disagree: I feel fully informed on issues related to SCV Water and my job.



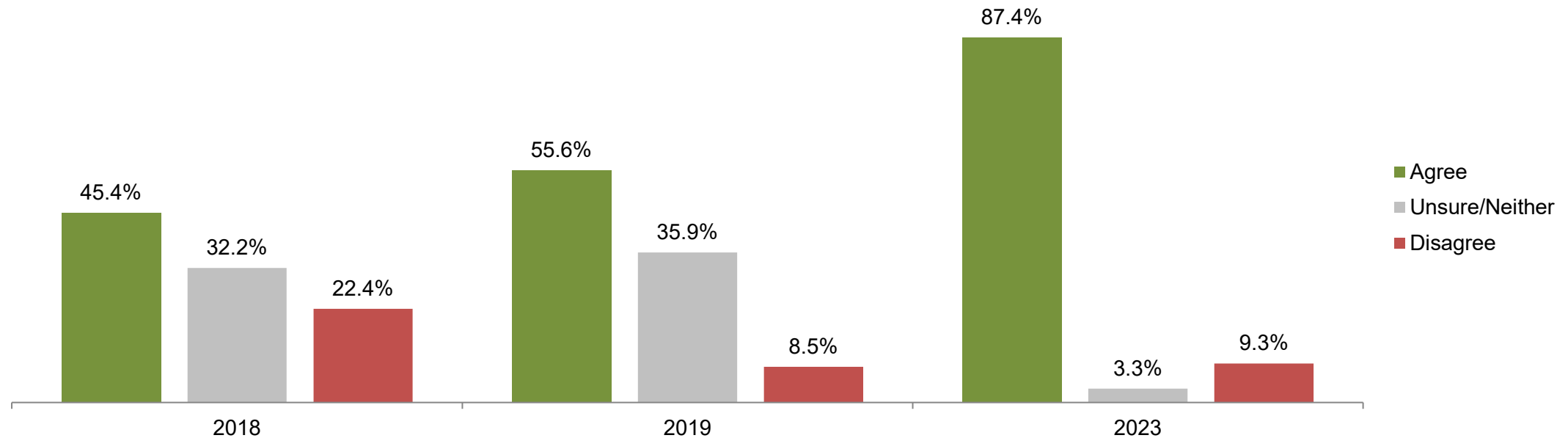
80% of employees agree that information is provided in a timely manner

Question 2: Agree or Disagree: Information is provided in a timely manner.



87% of employees agree the information they receive is accurate and reliable

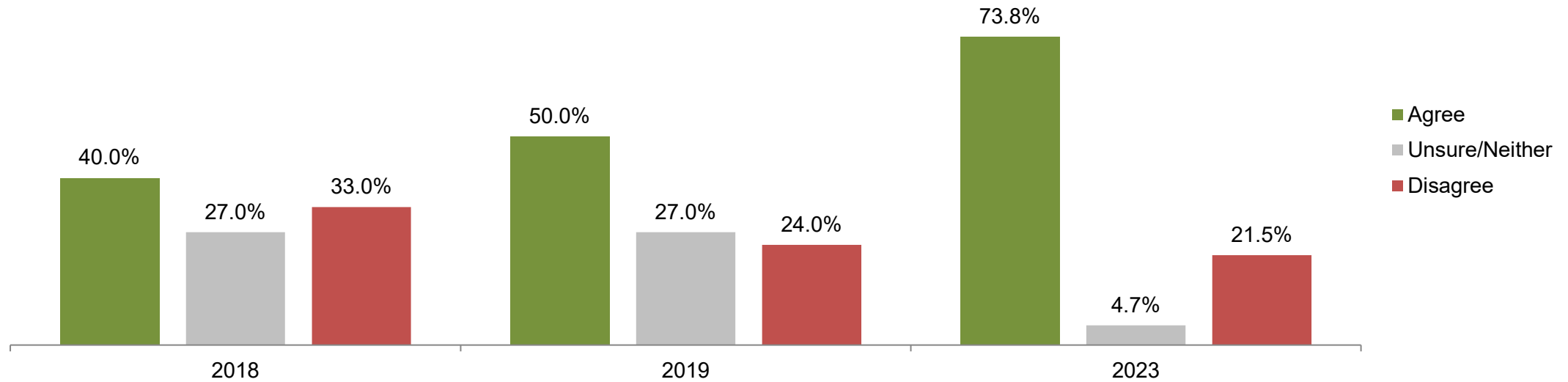
Question 3: Agree or Disagree: The information I receive is accurate and reliable.



Note: 2018 and 2019 response options were not at all confident – extremely confident

74% of employees agree that SCV Water has a climate of openness and transparency

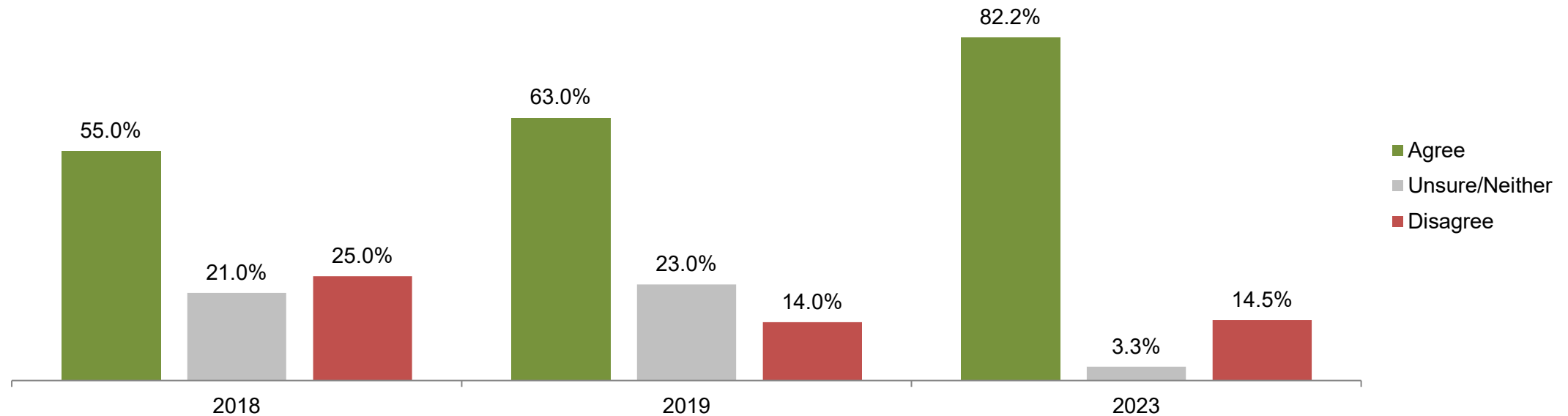
Question 4: Agree or Disagree: SCV Water has a climate of openness and transparency.



Note: 2018 and 2019 question wording slightly differed from 2023

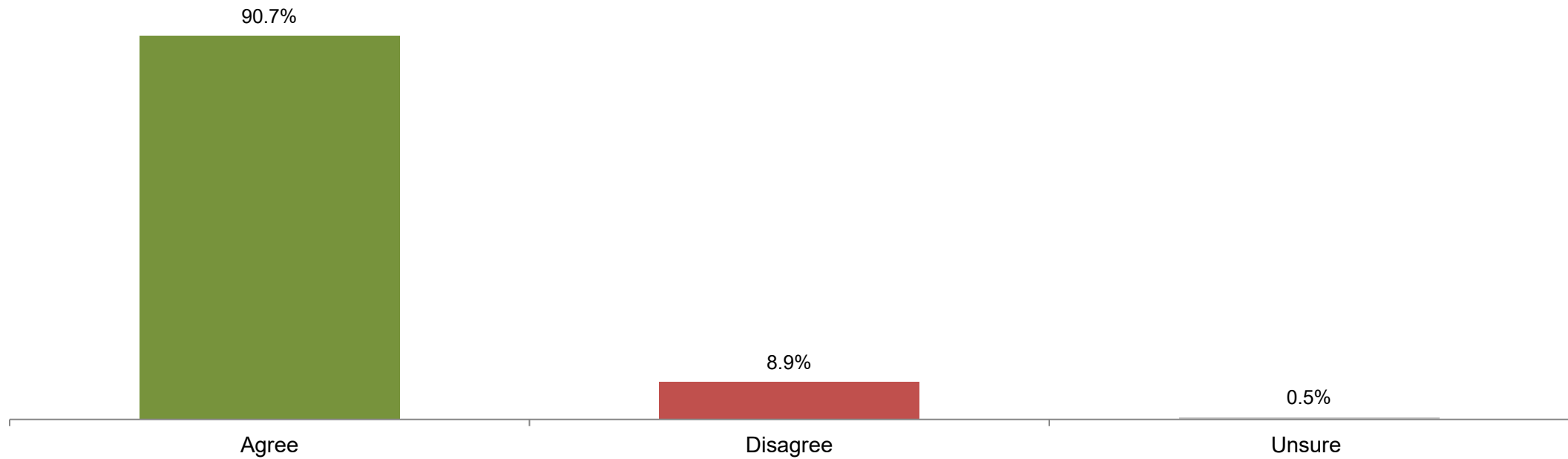
82% of employees agree that avenues exist to share ideas and concerns

Question 5: Agree or Disagree: Avenues exist for me to share my ideas and concerns.



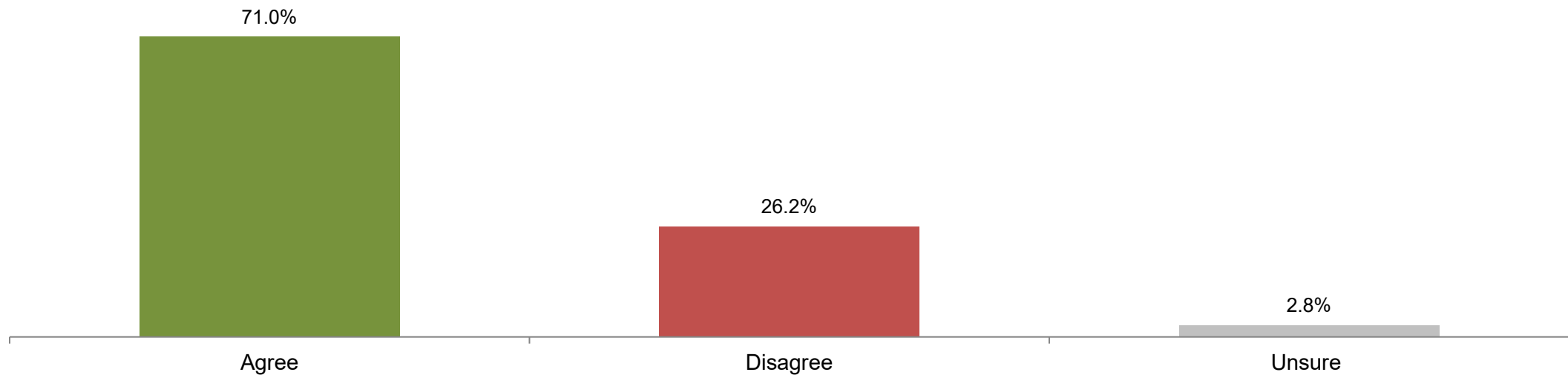
91% of employees agree that their manager/supervisor gives them adequate feedback

Question 6: Agree or Disagree: My manager/supervisor gives me adequate feedback about my work.



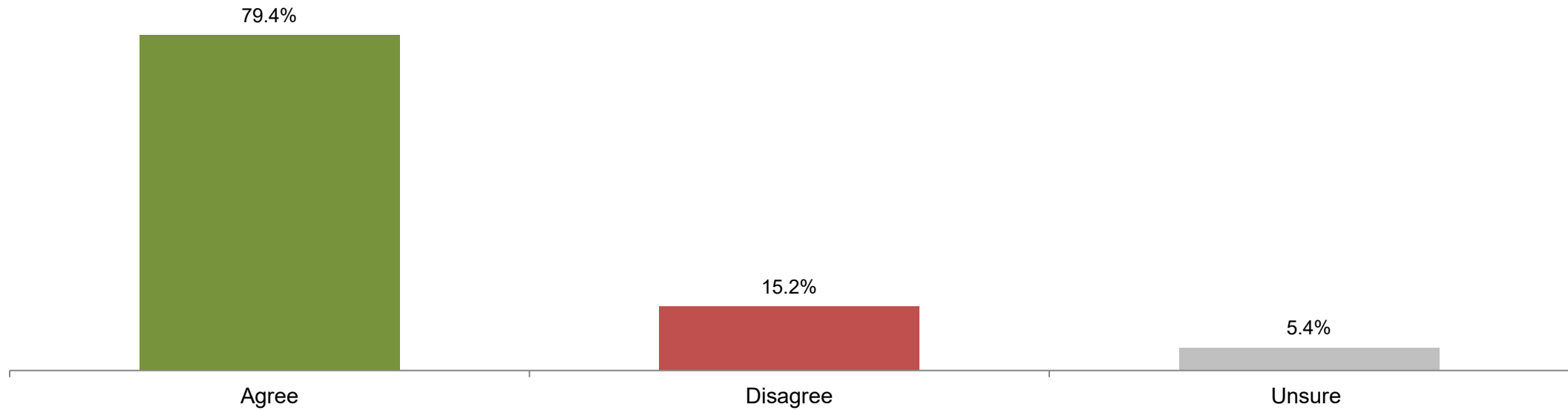
71% of employees agree that the communication chain at SCV Water works efficiently

Question 7: Agree or Disagree: The communication chain at SCV Water works efficiently.



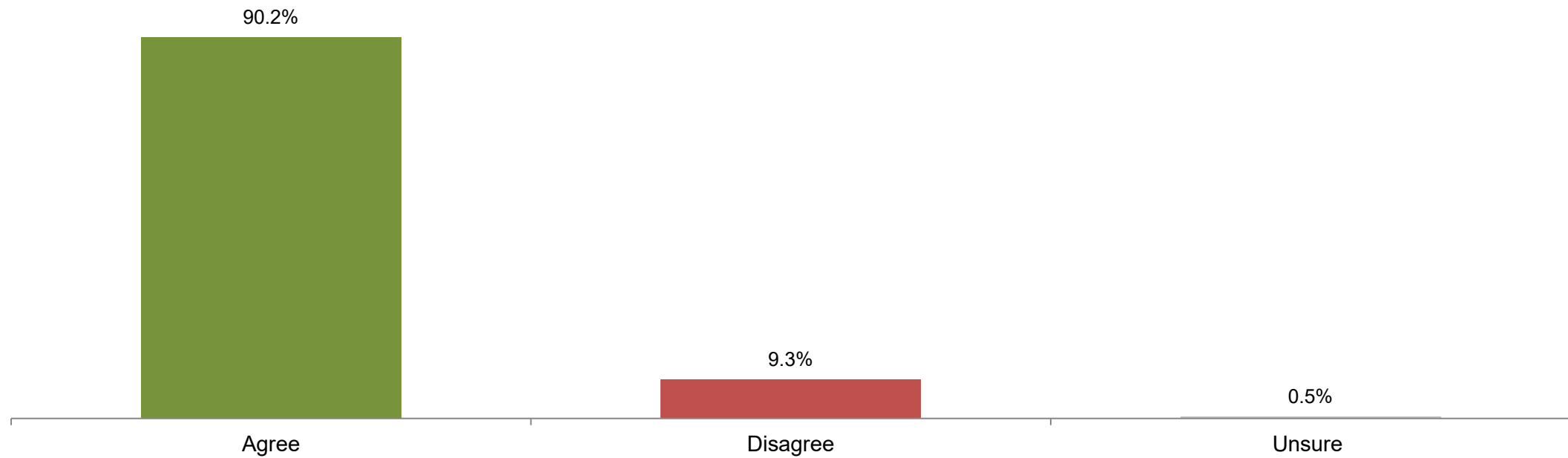
79% of employees agree that management gives clear and concise directives

Question 9: Agree or Disagree: The management gives clear and concise directives.



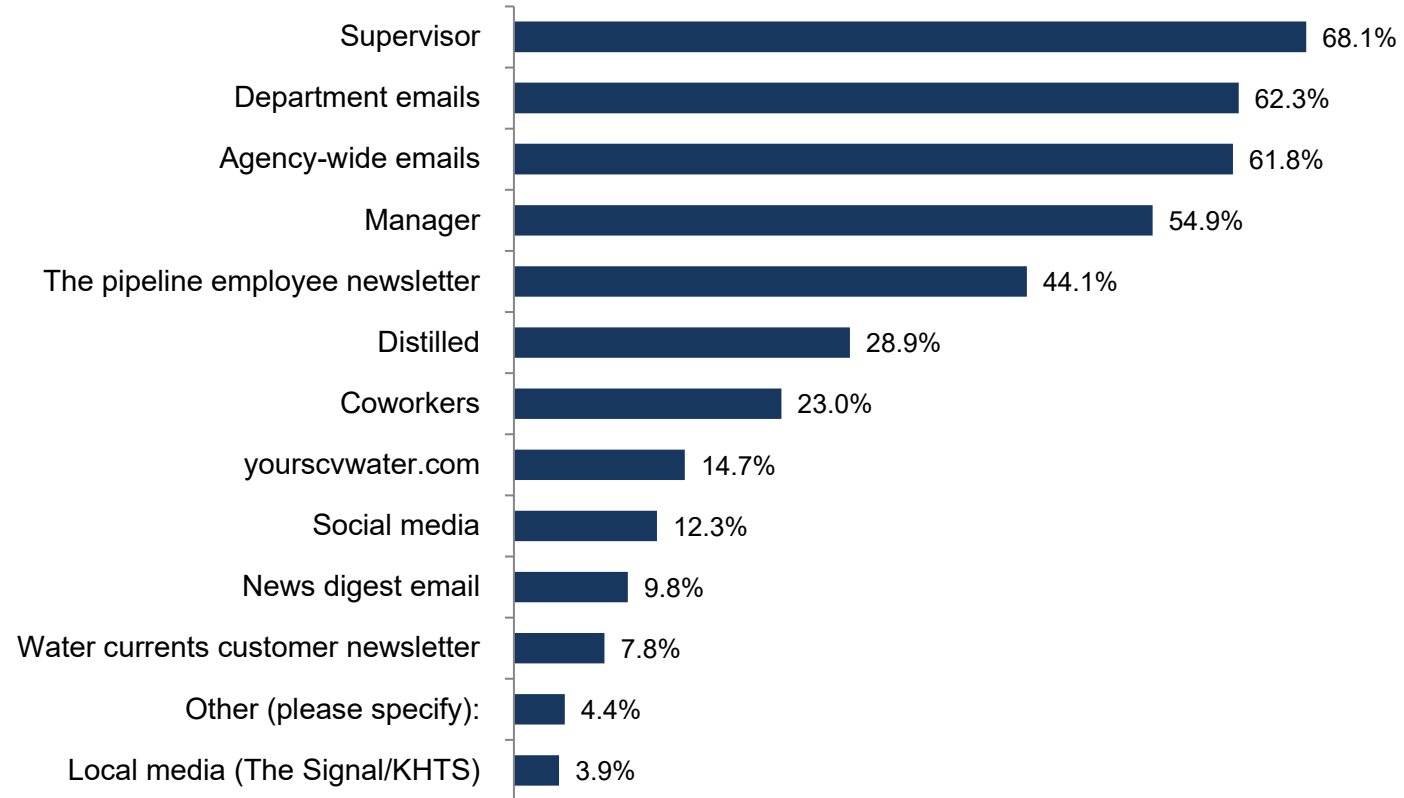
90% of employees feel comfortable sharing ideas with their supervisor/manager

Question 10: Agree or Disagree: I feel comfortable sharing my ideas with my supervisor/manager.



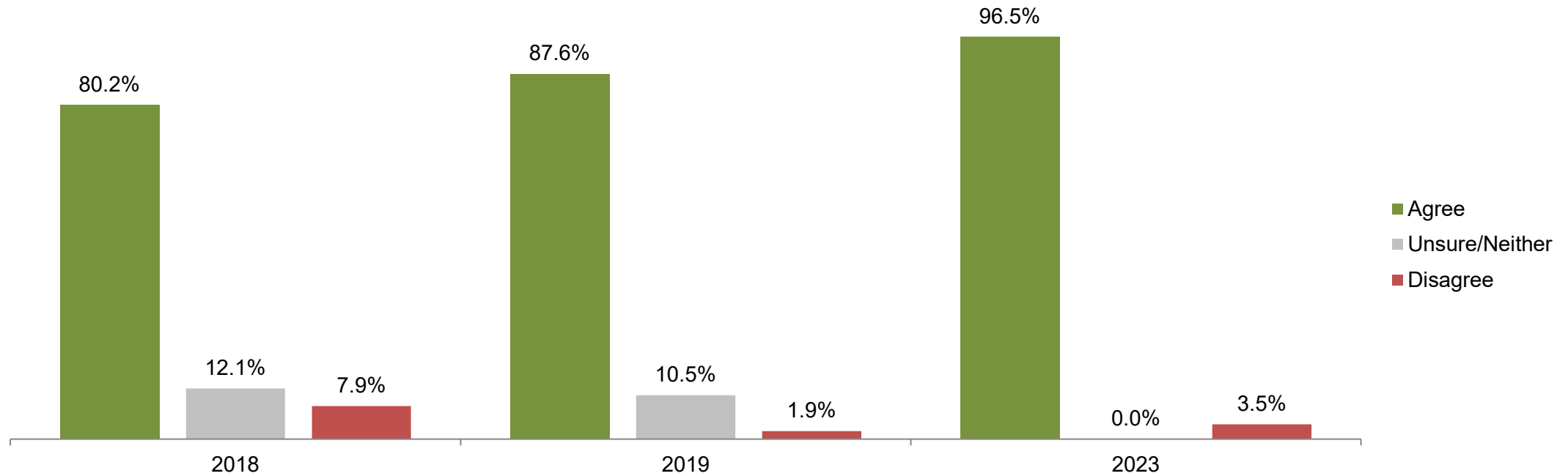
Employees prefer to receive information about SCV Water from their supervisor or department and agency-wide emails

Question 11: Please select how you prefer to receive information about SCV Water. Select all that apply.



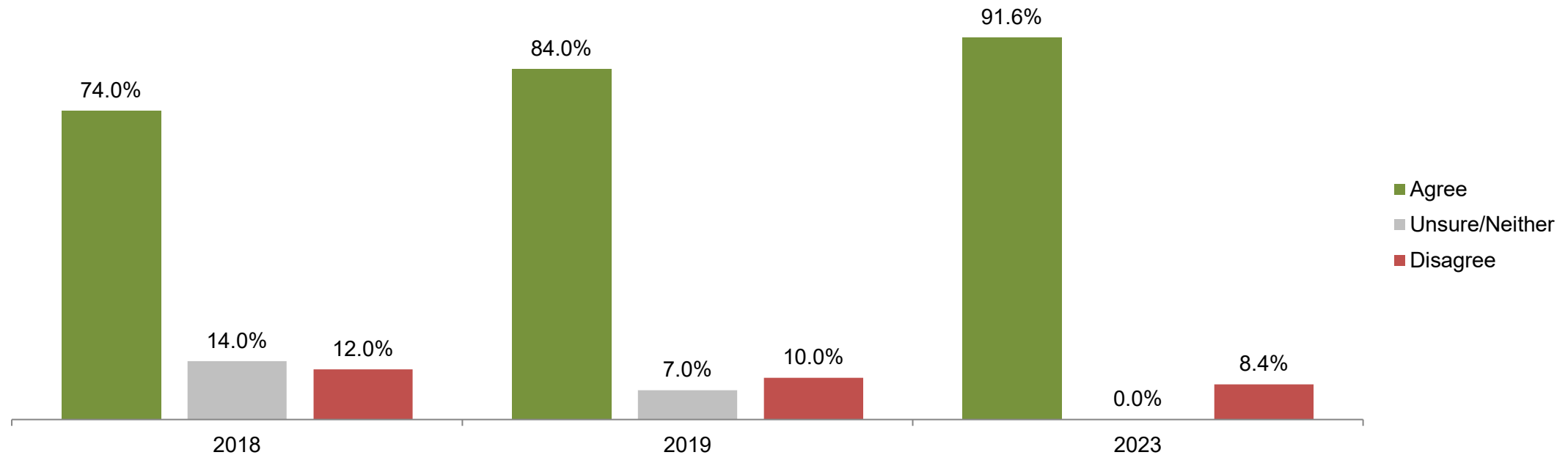
97% of employees feel prepared and trained to do their job

Question 13: Agree or Disagree: I feel prepared and trained to do my job.



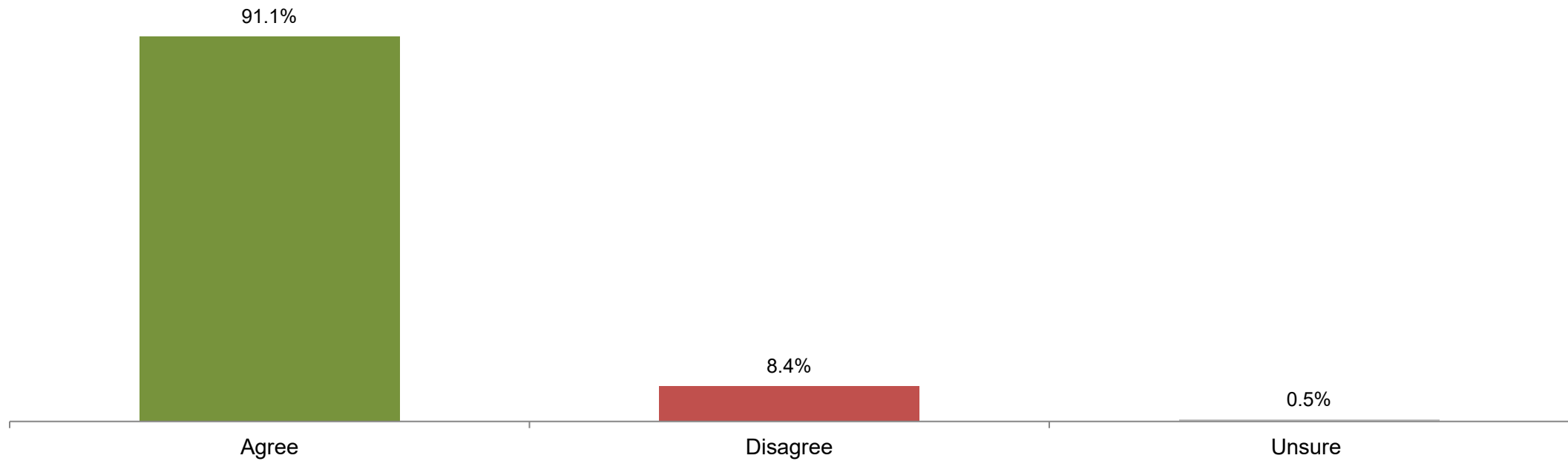
92% of employees agree that they have all the technology and tools they need to do their job well

Question 14: Agree or Disagree: I have all the technology and tools that I need to do my job well.



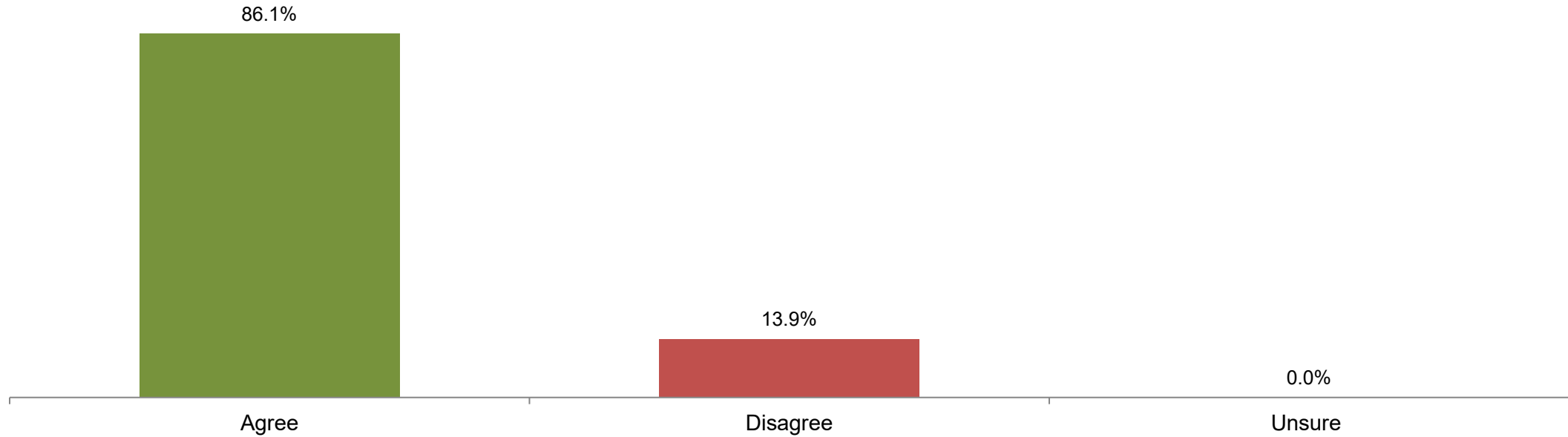
91% of employees agree that their job allows them to sharpen their professional skills

Question 15: Agree or Disagree: This job allows me to sharpen my professional skills.



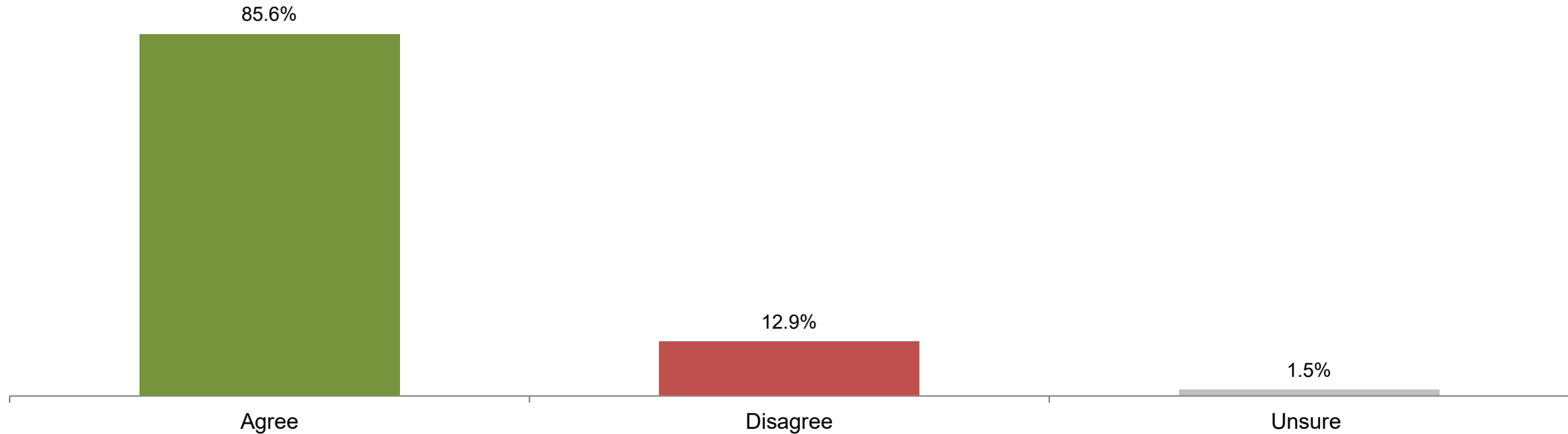
86% of employees agree that SCV Water offers enough training opportunities to keep their skills up to date

Question 16: Agree or Disagree: Our Agency offers enough training opportunities to keep my knowledge and skills up to date.



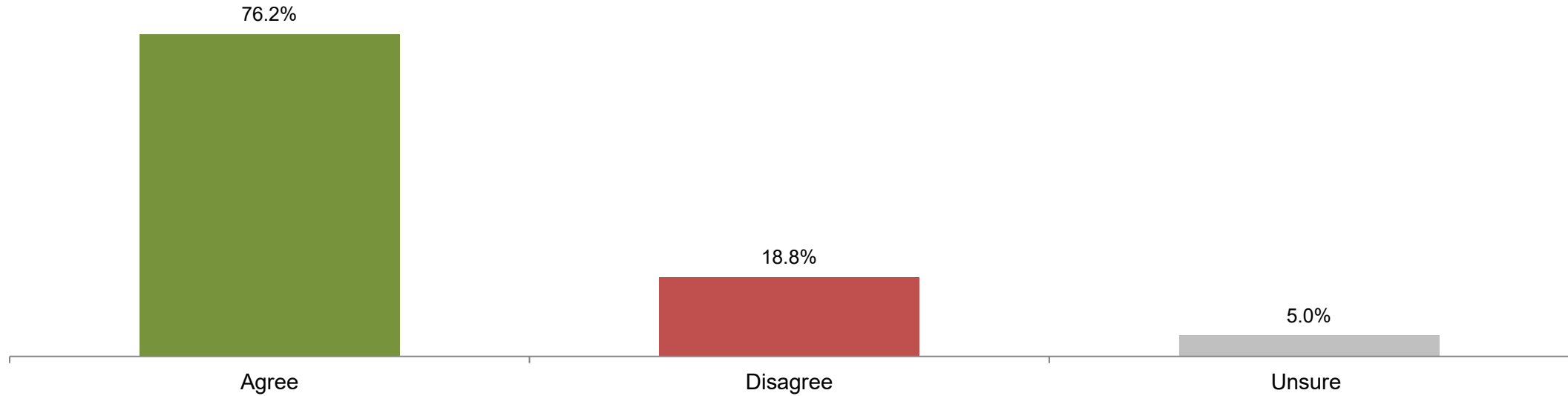
86% of employees feel supported in their work group to be able to pursue goals

Question 17: Agree or Disagree: I feel supported in my work group to be able to pursue professional development/interests and goals.



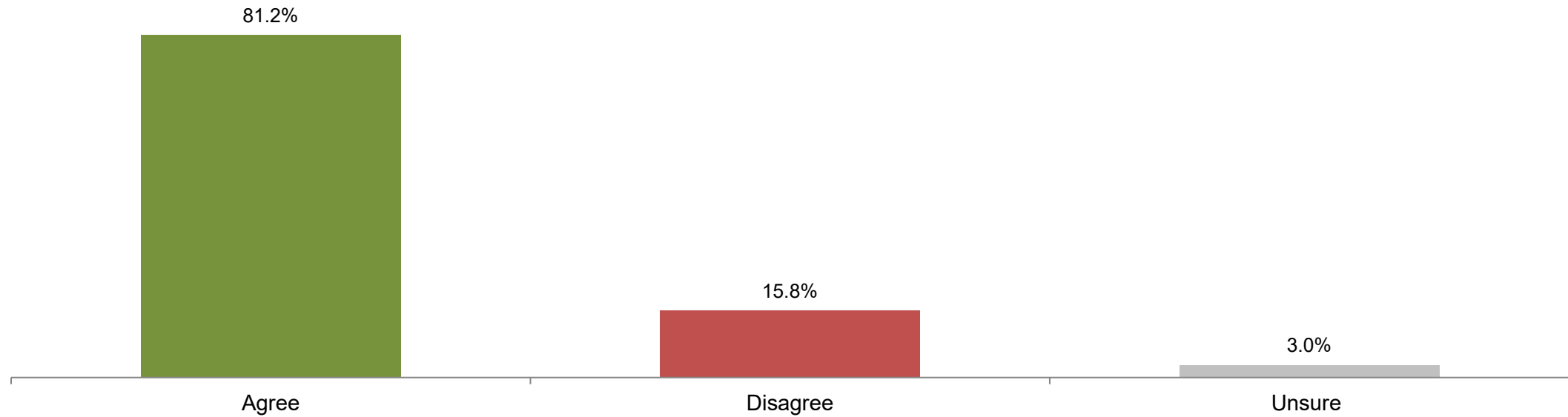
76% of employees agree that management provides them with the opportunity for career advancement

Question 18: Agree or Disagree: Management provides me with the opportunity to advance in my career.



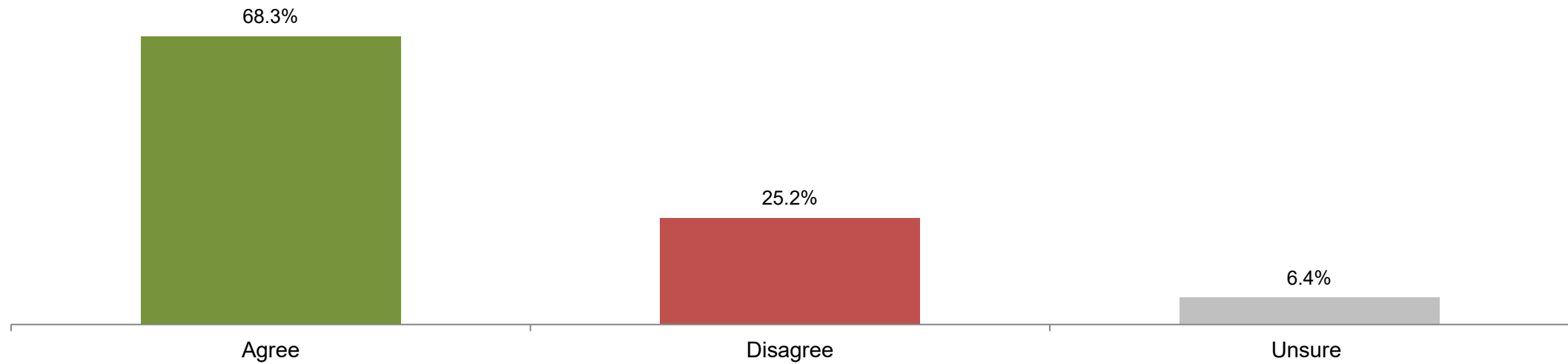
81% of employees feel that they are growing professionally

Question 19: Agree or Disagree: I feel that I am growing professionally.



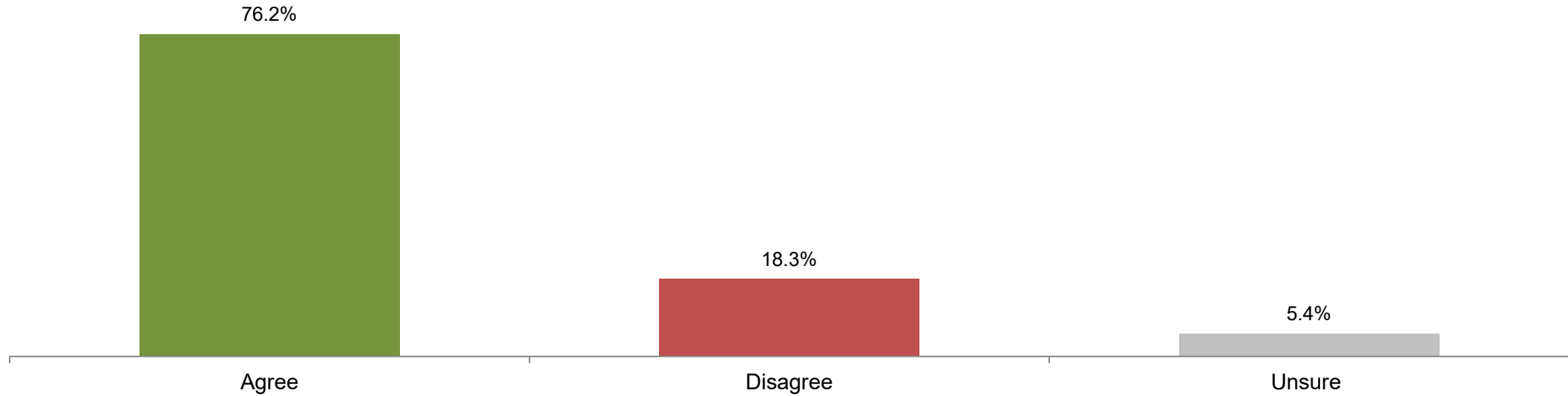
68% of employees agree that they see a path to advance their career at SCV Water

Question 20: Agree or Disagree: I see a path for me to advance my career at SCV Water.



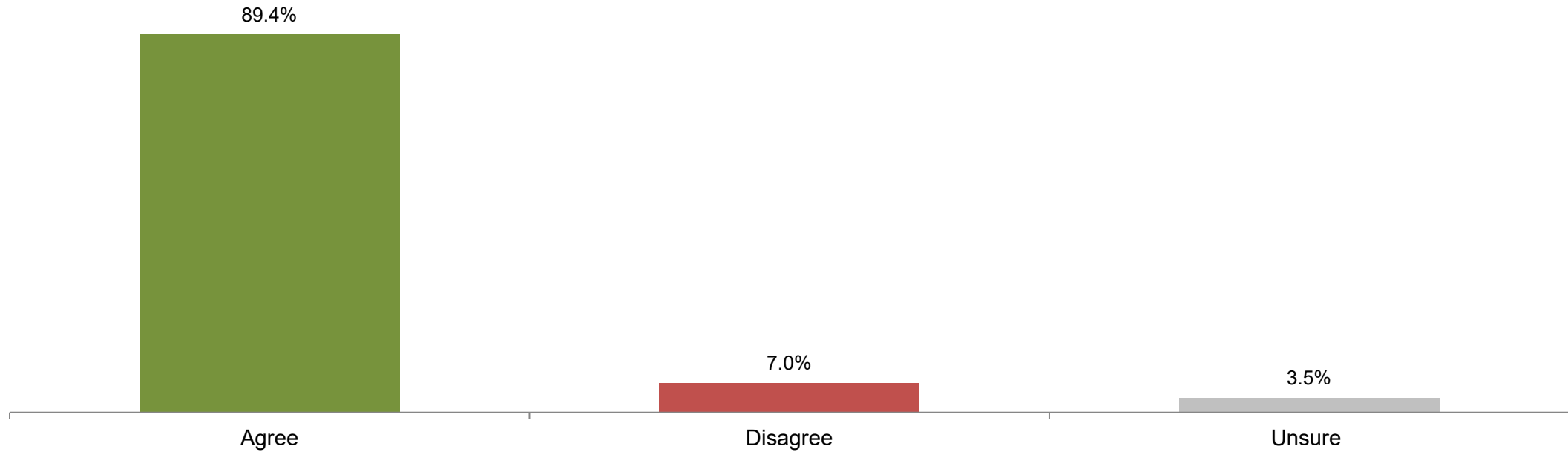
76% of employees agree that they have the opportunity at SCV Water to develop their potential

Question 21: Agree or Disagree: I have the opportunity at SCV Water to develop my full potential.



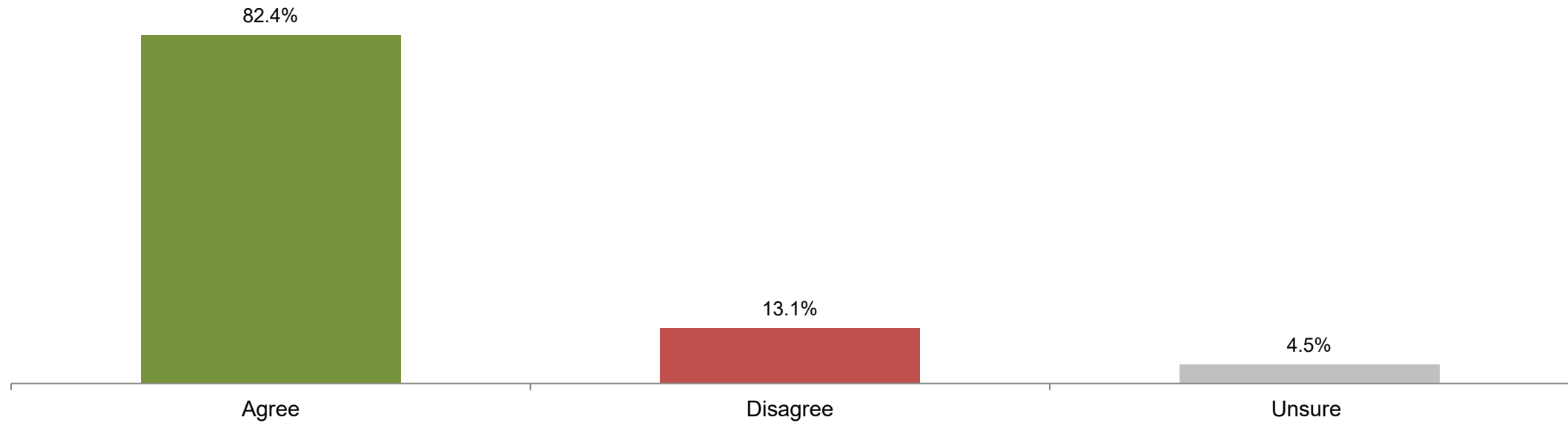
89% of employees agree that they have a healthy work-life balance

Question 22: Agree or Disagree: I have a healthy work-life balance.



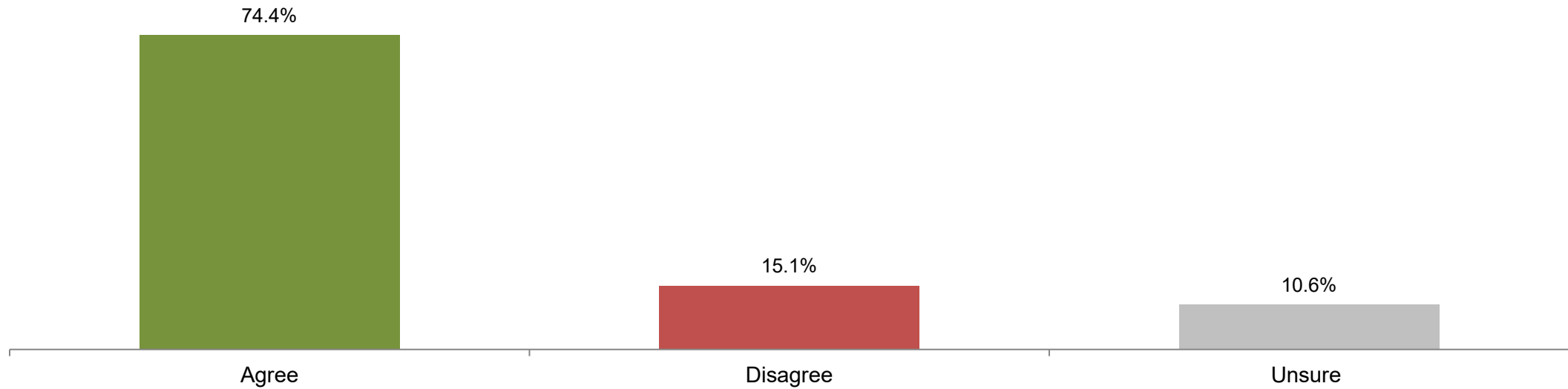
82% of employees agree that SCV Water cares about their employees

Question 23: Agree or Disagree: SCV Water cares about employees.



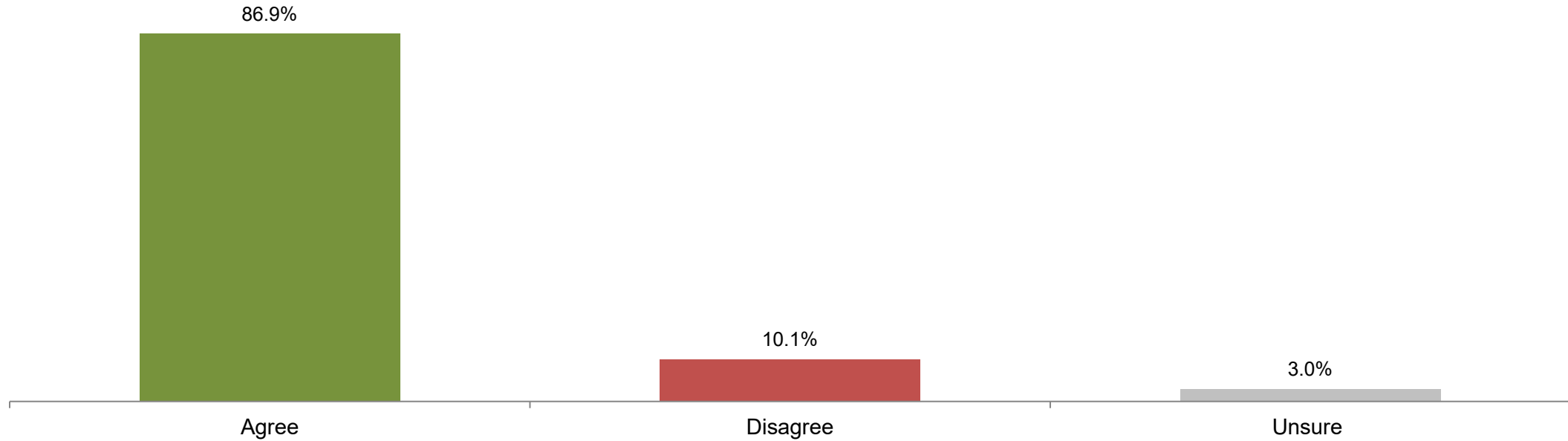
74% of employees agree that SCV Water prioritizes employee mental health

Question 24: Agree or Disagree: SCV Water prioritizes the mental health of its employees.



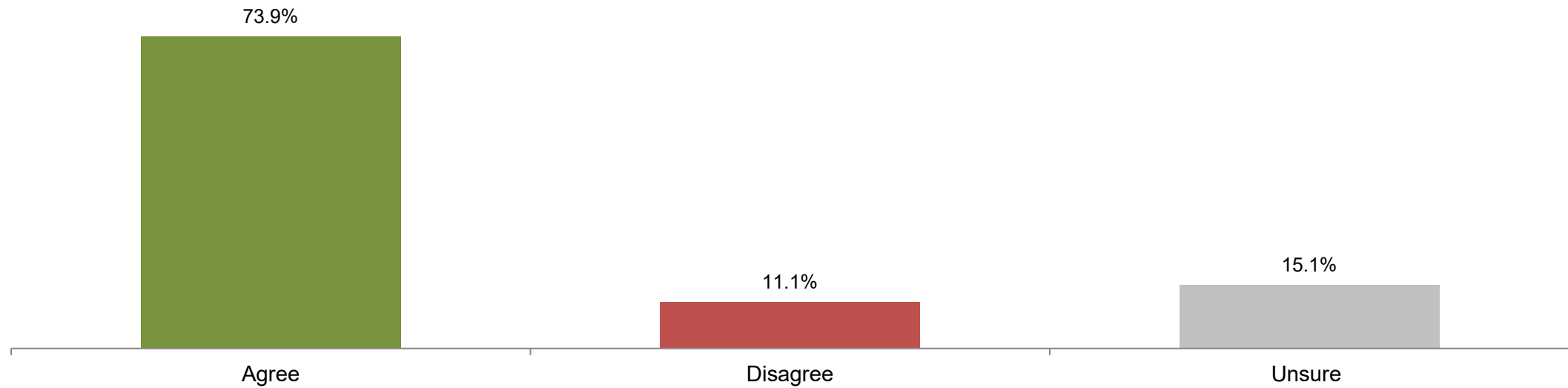
87% of employees agree that they know what resources are available

Question 25: Agree or Disagree: I know what resources are available to me (i.e. medical benefits, life insurance, perks, etc.).



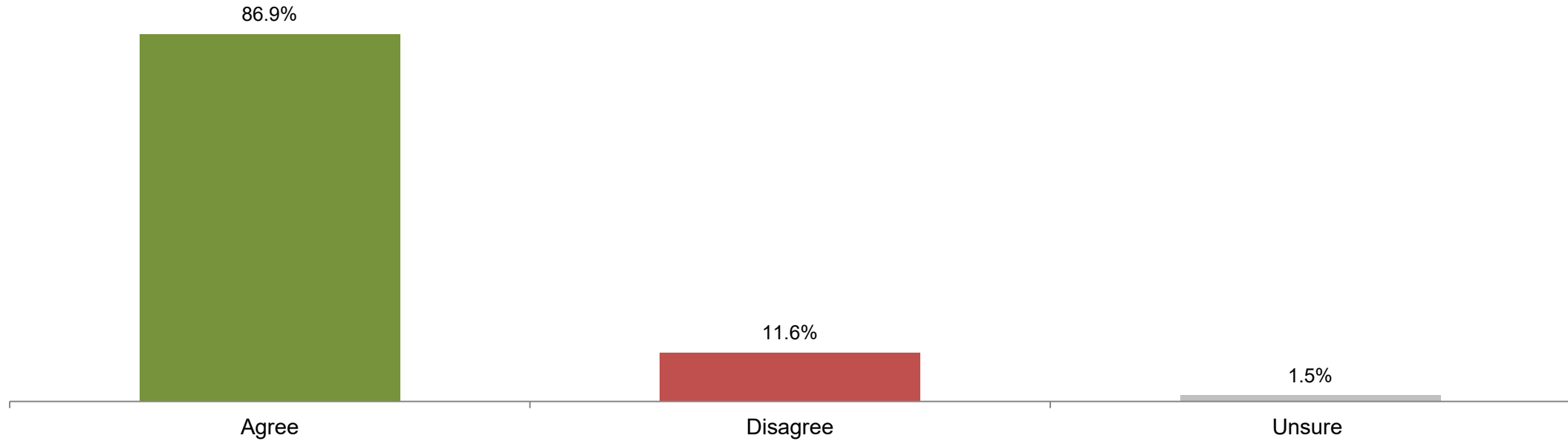
74% of employees agree that cultural diversity is important to SCV Water

Question 26: Agree or Disagree: I feel that cultural diversity is important to SCV Water.



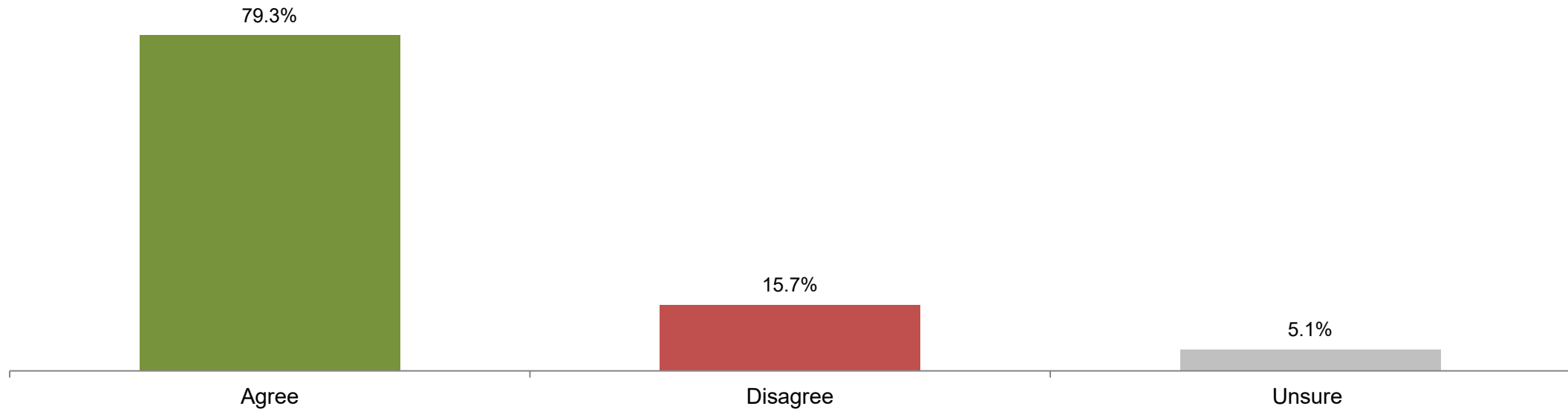
87% of employees agree that the pace of work allows them to do a good job

Question 28: Agree or Disagree: The pace of work allows me to do a good job.



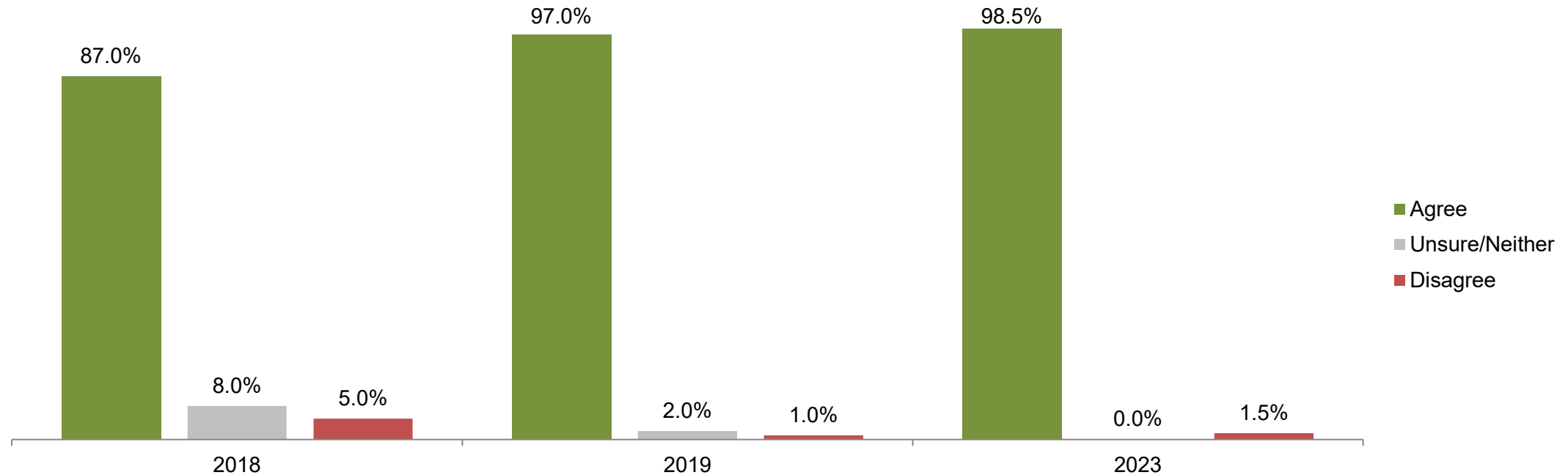
79% of employees agree that management and supervisors encourage employees to take risks and be creative

Question 29: Agree or Disagree: Management and supervisors encourage employees to take appropriate risks and be creative.



99% of employees agree that they understand how their work contributes to their department

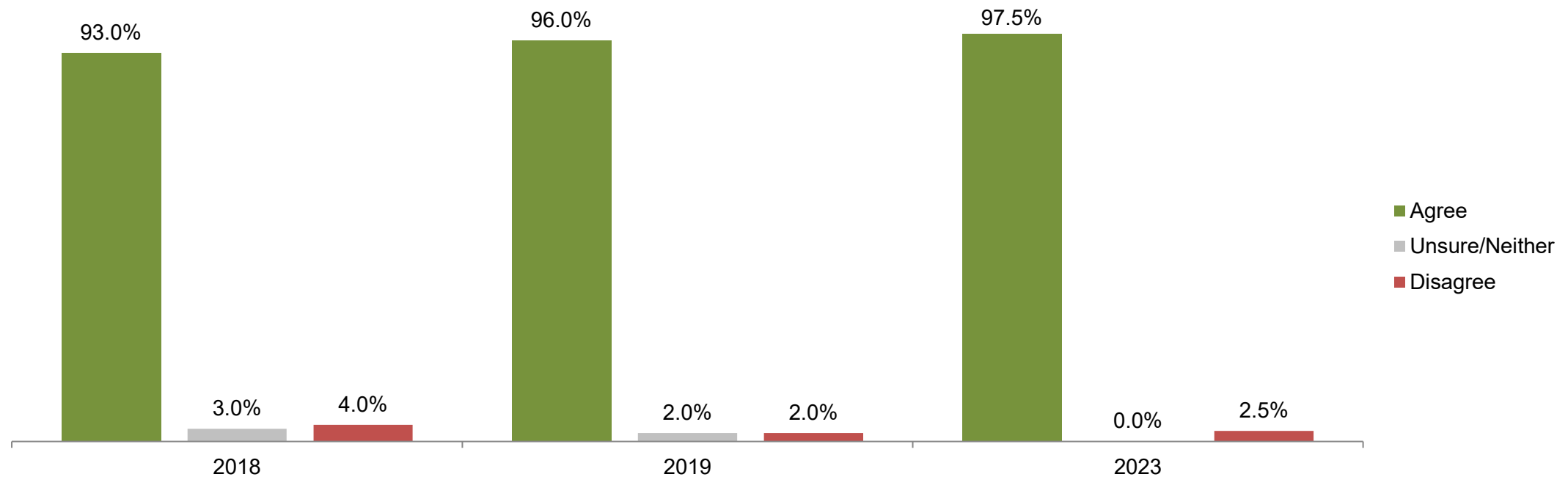
Question 30: Agree or Disagree: I understand how my work contributes to my department.



Note: 2018 and 2019 question wording slightly differed from 2023

98% of employees agree that they understand how their work contributes to the agency

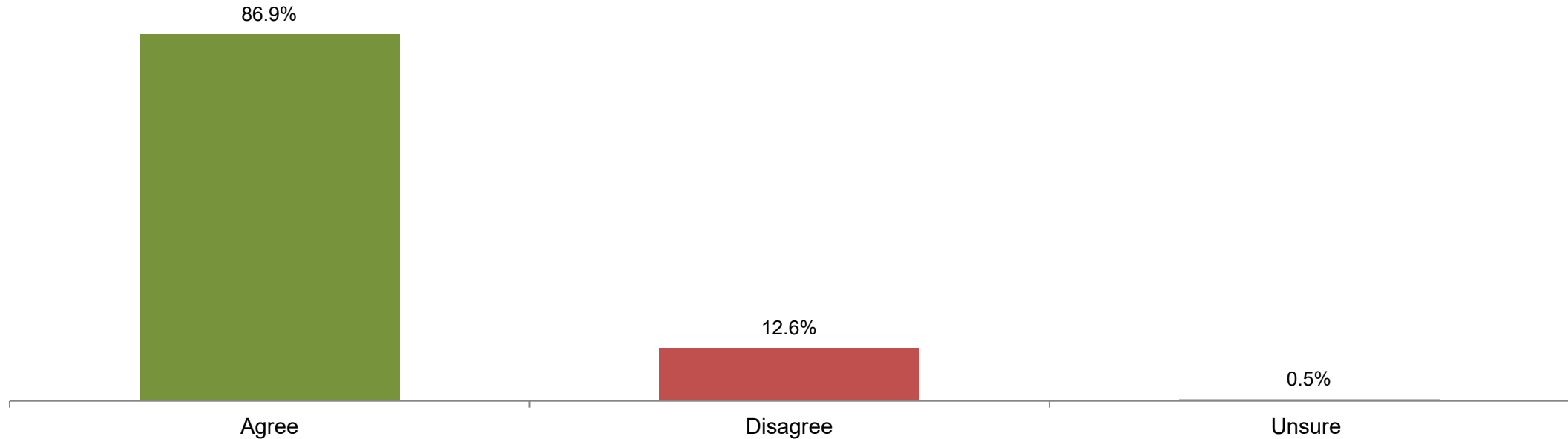
Question 31: Agree or Disagree: I understand how my department's work contributes to the Agency.



Note: 2018 and 2019 question wording slightly differed from 2023

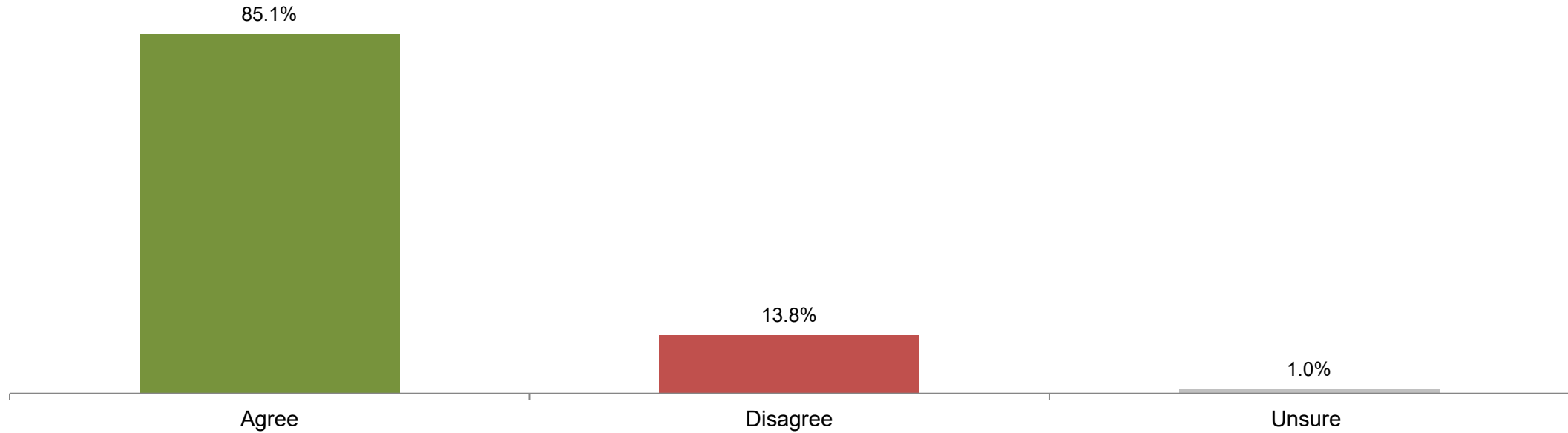
87% of employees agree that they get the recognition they deserve from their supervisor

Question 32: Agree or Disagree: I get the recognition I deserve from my supervisor.



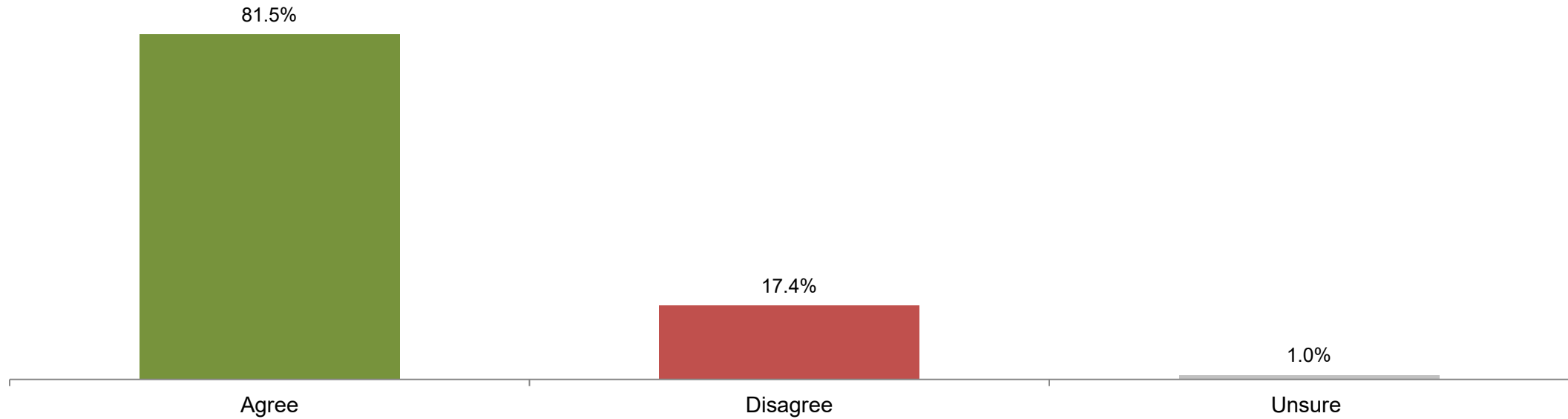
85% of employees agree that they feel heard in their workplace

Question 33: Agree or Disagree: I feel heard in my workplace.



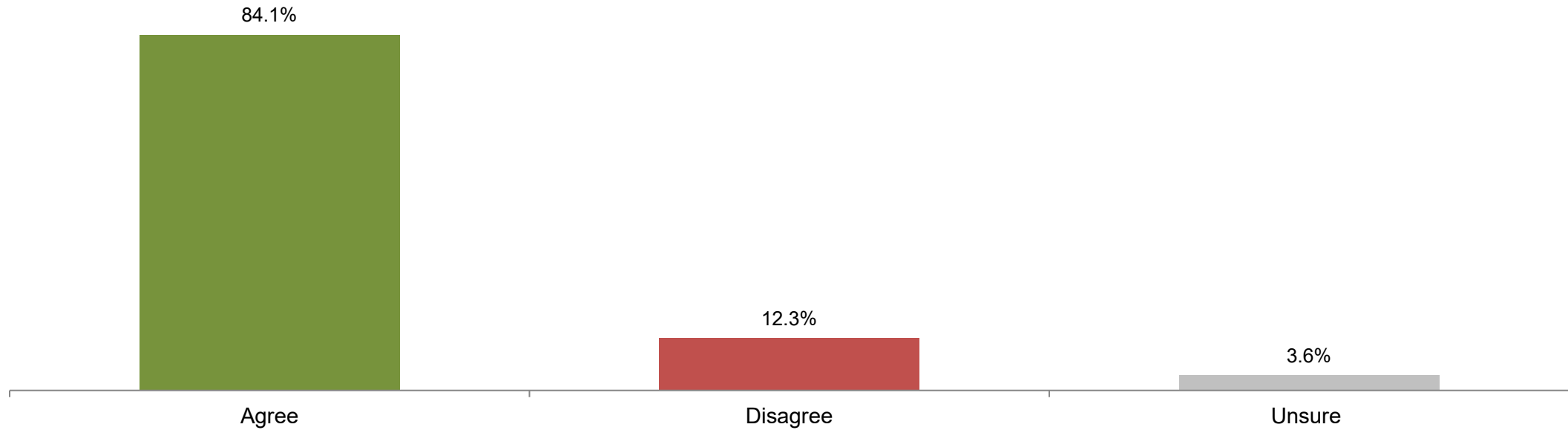
82% of employees agree that they feel valued by the Agency

Question 34: Agree or Disagree: I feel valued by this Agency.



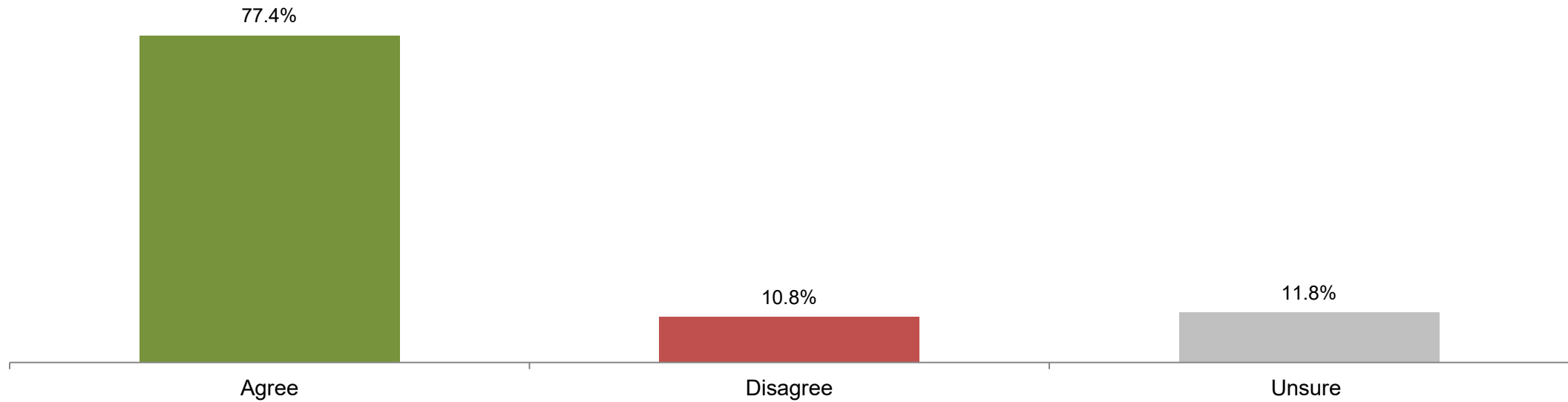
84% of employees agree that they feel that the Agency respects the work they do

Question 35: Agree or Disagree: I feel that this Agency respects the work I do.



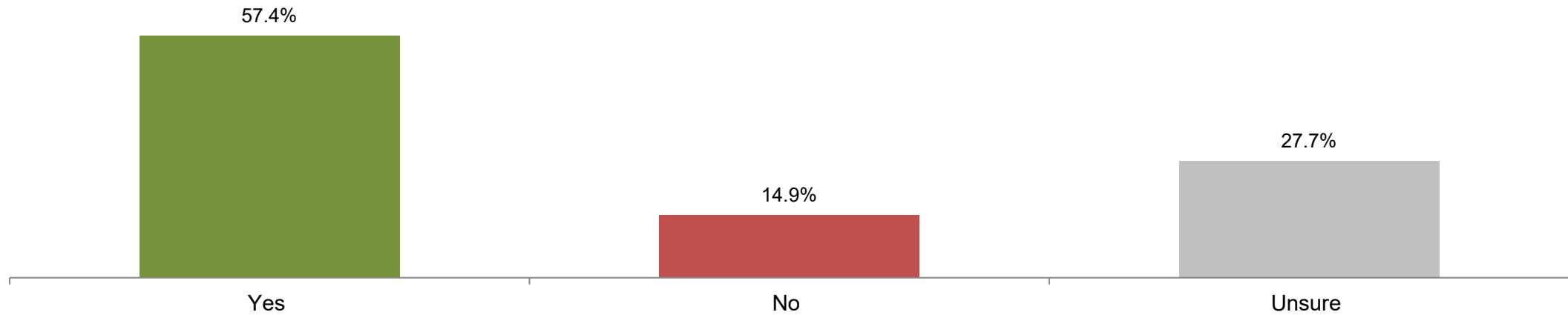
77% of employees agree that there are opportunities for them to contribute to Agency culture

Question 36: Agree or Disagree: There are opportunities for me to contribute to the Agency culture.



57% of employees said yes that SCV Water's values are in line with the reality of Agency work culture

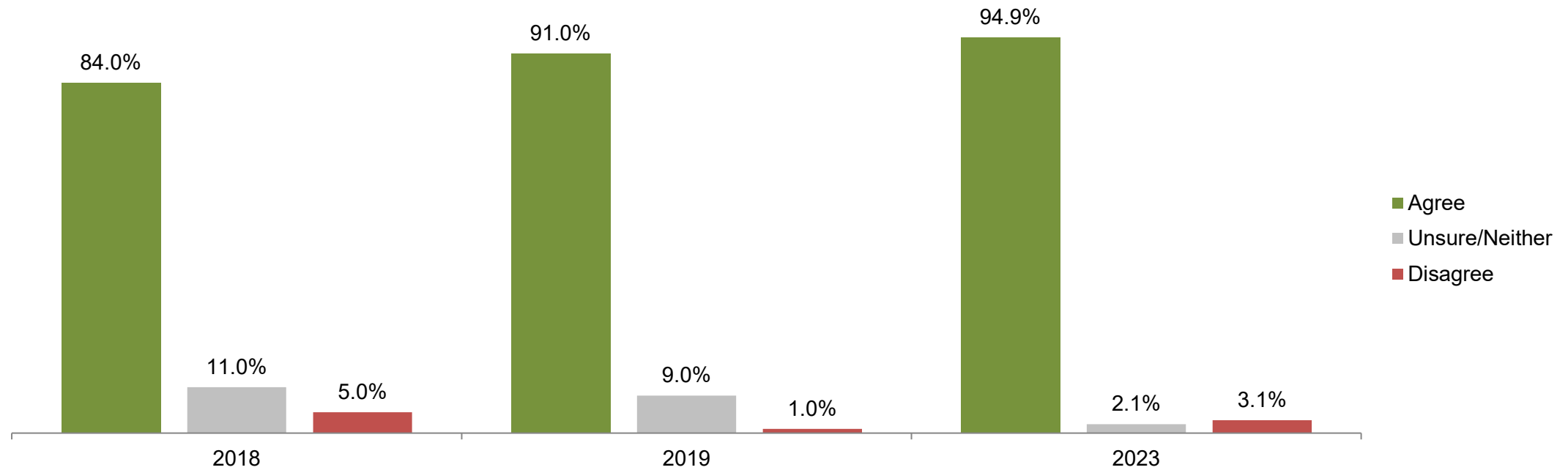
Question 37: Do you feel that SCV Water's values are in line with the reality of the Agency work culture?



95% of employees are satisfied with their job

Question 38: Please indicate your overall satisfaction level with the following topics:

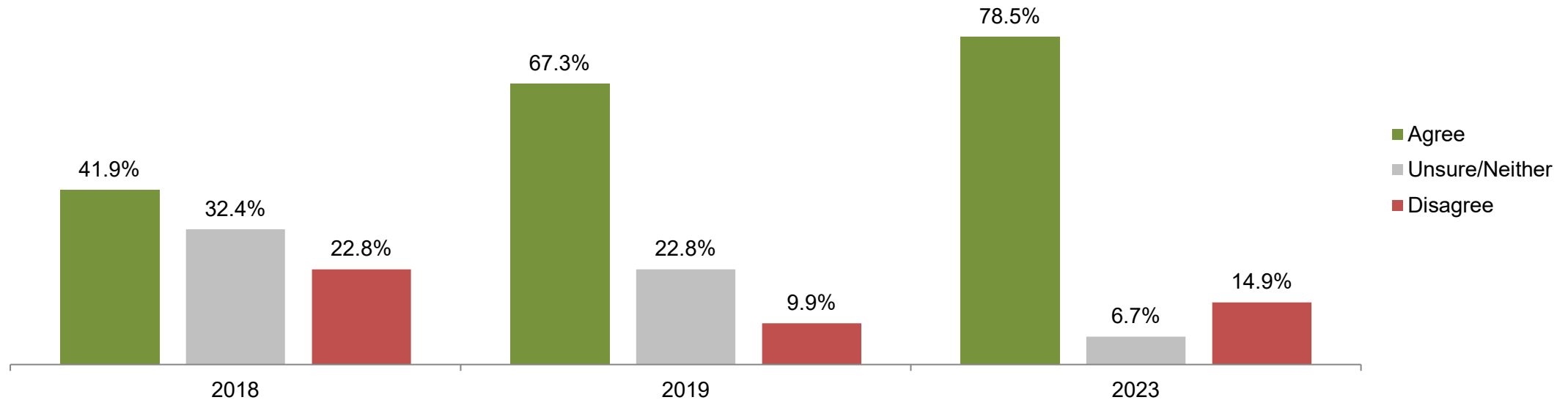
Your job



79% of employees are satisfied with internal communication within SCV Water

Question 39: Please indicate your overall satisfaction level with the following topics:

Internal communication within SCV Water

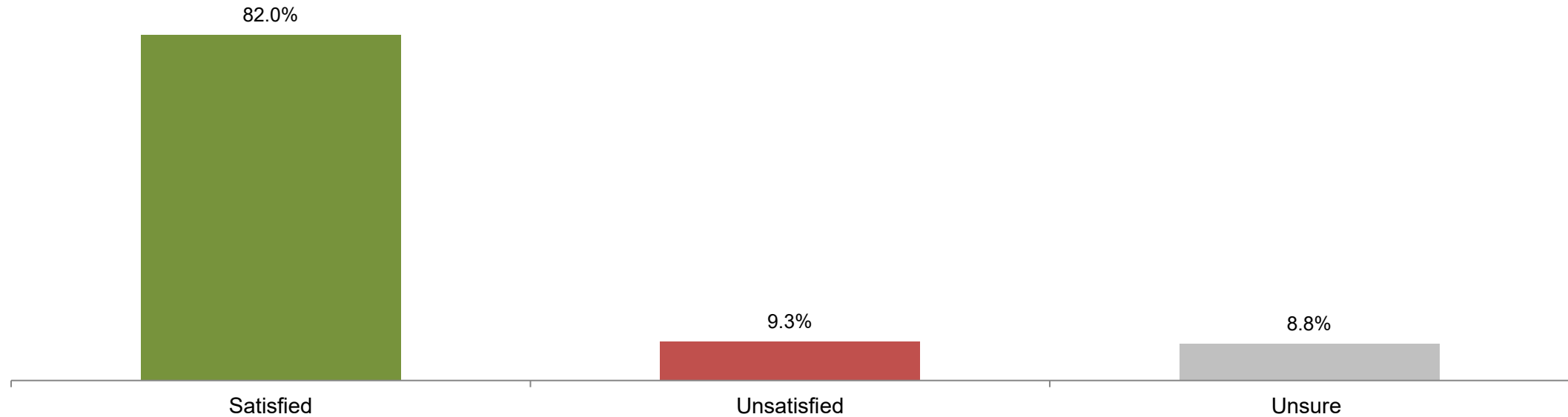


Note: 2018 tracking data provided by SCV Water sums to 97.1%

82% of employees are satisfied with the learning and education opportunities promoted by SCV Water

Question 40: Please indicate your overall satisfaction level with the following topics:

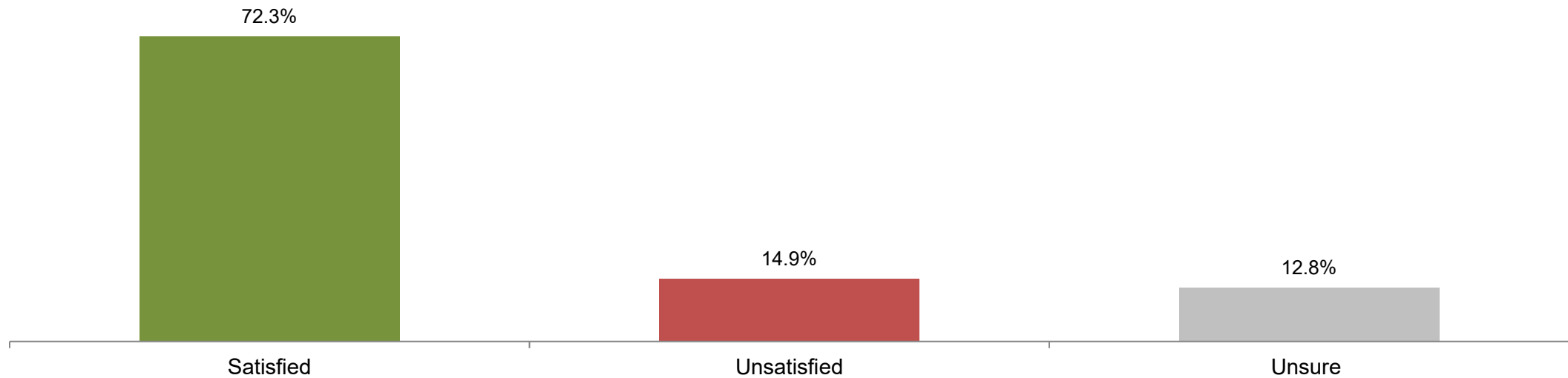
Learning and education opportunities promoted by SCV Water



72% of employees are satisfied with the health and well-being promoted within SCV Water

Question 41: Please indicate your overall satisfaction level with the following topics:

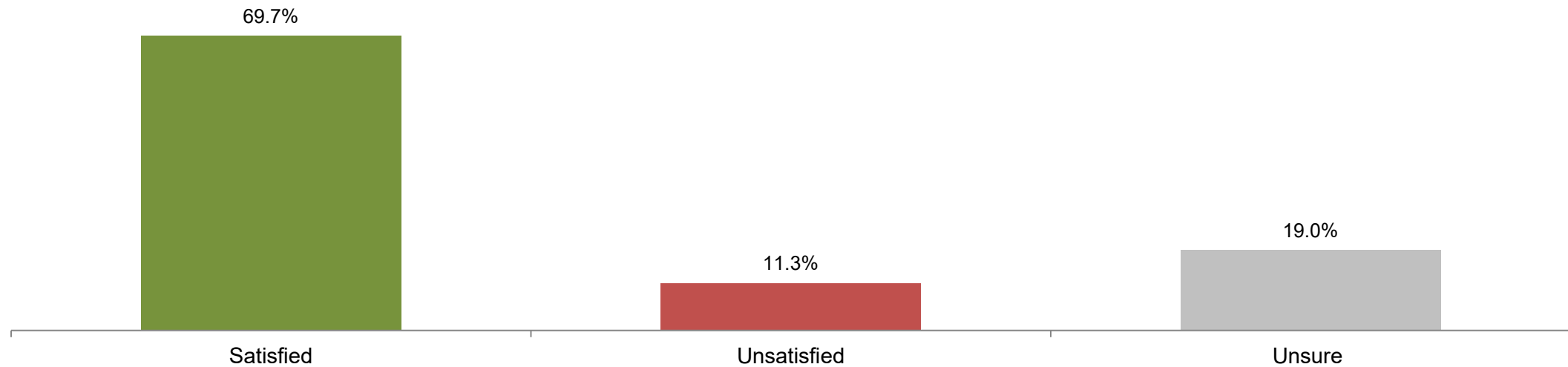
Health and well-being promoted within SCV Water



70% of employees are satisfied with the diversity, equity, and inclusion within SCV Water

Question 42: Please indicate your overall satisfaction level with the following topics:

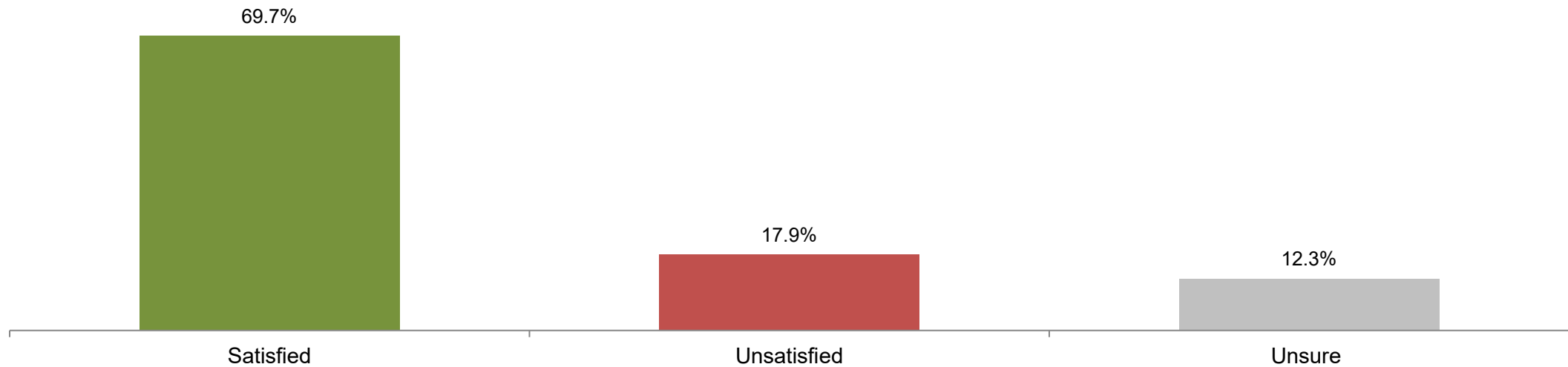
Diversity, equity, and inclusion within SCV Water



70% of employees are satisfied with the morale, team building and recognition within SCV Water

Question 43: Please indicate your overall satisfaction level with the following topics:

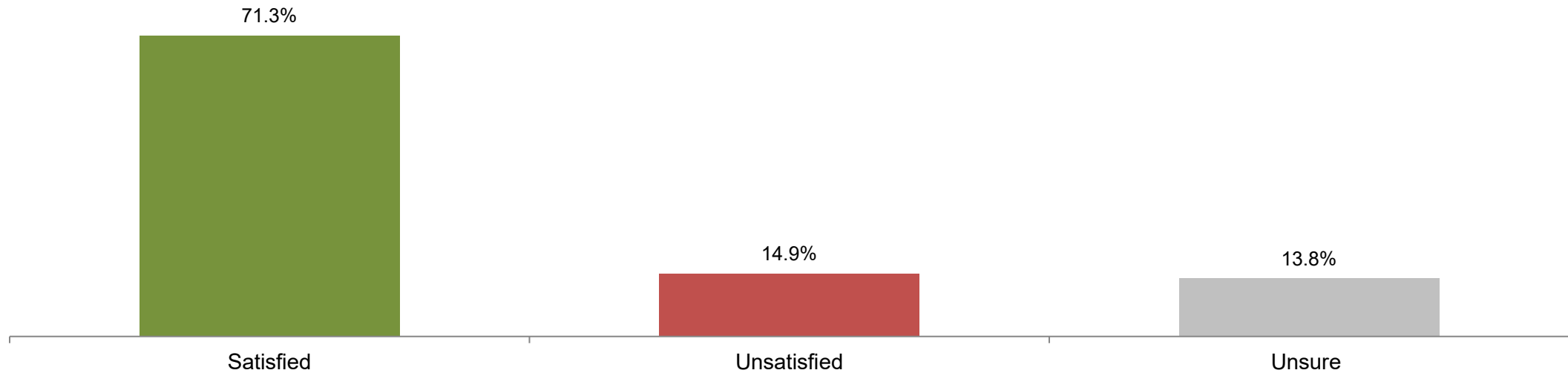
Morale, team building and recognition within SCV Water



71% of employees are satisfied with the overall current Agency culture within SCV Water

Question 44: Please indicate your overall satisfaction level with the following topics:

The overall current Agency culture within SCV Water



Recommendations

- Review, refine and communicate our **SCV Water Agency values** and describe how we want to see these values manifesting within the organization's culture.
- Establish a tool and process for **centralized communications** to provide **timely updates for all employees** to regularly review.
- Establish a streamlined chain of communication for decision-making and a **change management process to assess how decisions affect all departments** and provide **appropriate and timely communication** to and within each department.

Recommendations

- **Foster a climate of inclusivity and welcomeness.** Emphasize to all employees the core mission of SCV Water and how diversity and inclusiveness in all aspects of the organization helps to contribute to that mission.
- Explore and **provide additional opportunities for employees interested in cultural diversity** at SCV Water to engage, learn and participate together.
- Continue to **emphasize employee well-being, role in the organization, supervisor relationships, openness to new ideas.**

Recommendations

- Address feedback to **assure remote and hybrid work policies do not impact internal or external customers.**
- Where appropriate, **develop clear career path mapping** for employees to understand career growth within their specific roles at SCV Water.
- Continue to provide **opportunities for employees to learn about the wider Agency scope of activities**, what each department or group is responsible for, and how that contributes to our mission.

Questions?

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