Leading Edge Employee Experience Survey

October 25, 2021

Agenda

- Who are we

- Survey overview

- DEI Data

- Retention Data

- Strategies

Why do we do the survey….

Primarily the survey is a…

A TOOL
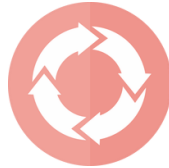to support organizations in understanding employee experience at work

A MEASURE
of progress for individual organizations and the sector

AN OPPORTUNITY
for employees to be and feel heard

A FEEDBACK LOOP
for the organization that is normalized and part of the culture

A CHANGEMAKER
for good in organizations and (hopefully) the sector

… and it is also a way to inform the work of Leading Edge, as well as various funders, national, and umbrella organizations

Survey Overview

- Employee Experience Survey released April 2021

- 5th year of the survey (started in 2016)

- 221 total organizations participated; 11,600 total responses

- 27 NJHSA organizations participated; 2,552 responses

DEI Data

Survey Item	NJHSA Favorable	Overall Favorable
I feel like I belong at my organization.	**78%**	78%
My organization values diversity (we define diversity as the representation of all our varied identities and differences).	**79%**	73%
My organization demonstrates a genuine commitment to diversity, equity, and inclusion	**76%**	70%
My organization provides the necessary disability accommodations that allow me to succeed in my work.	**59%**	53%

DEI Data - Demographics

- **Age:**

  - Younger employees are less satisfied with their organizations' DEI approach compared to older employees.

- **Disability:**

  - 7% of respondents report that they have a disability that is relevant to their jobs.
  - Respondents with disabilities report favorable scores in the 60s compared to the 70s overall.

- **Gender:**

  - Women and men both feel that they belong (79% favorable for women, 80% for men)
  - Employees who identified as genderqueer, nonbinary, self-described, or declined to specify (3% of the sample) indicate less belonging, ranging from 57% to 67%.
  - Respondents identifying as transgender report significantly less favorable ratings on DEI items than respondents who identified as not transgender.

DEI Data - Demographics

- **Race / Ethnicity**:

  - Hispanic/Latina/o/x respondents feel more favorable than other groups on average about the DEI items.

  - African-american respondents report slightly below average favorability in their experiences for DEI items.

  - Those who self-reported race/ethnicity as more than one, prefer to self-describe, or not specified report significantly less favorability regarding their organizations' approaches to DEI.

- **Job Role**:

  - Executives feel much more favorably about the DEI items than either managers, middle managers, or direct reports.
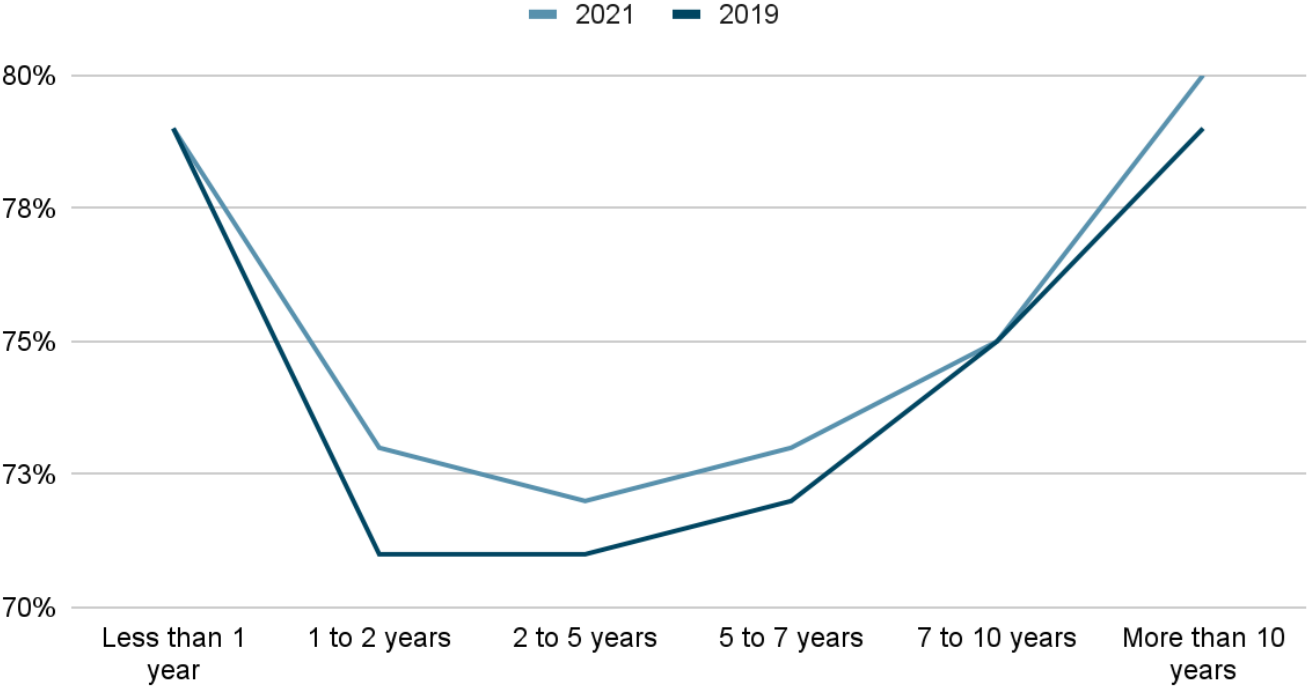
Retention Data

I see myself still working at my organization in two years

Response	NJHSA	Overall
Favorable (Agree / Strongly agree)	**68%**	65%
Neutral	**20%**	20%
Unfavorable (Disagree / Strongly disagree	**12%**	15%

Engagement Dip

Employee Engagement by Tenure

2021   2019

	Less than 1 year	1 to 2 years	2 to 5 years	5 to 7 years	7 to 10 years	More than 10 years

Commitment Dip

I see myself still working at my organization in two years
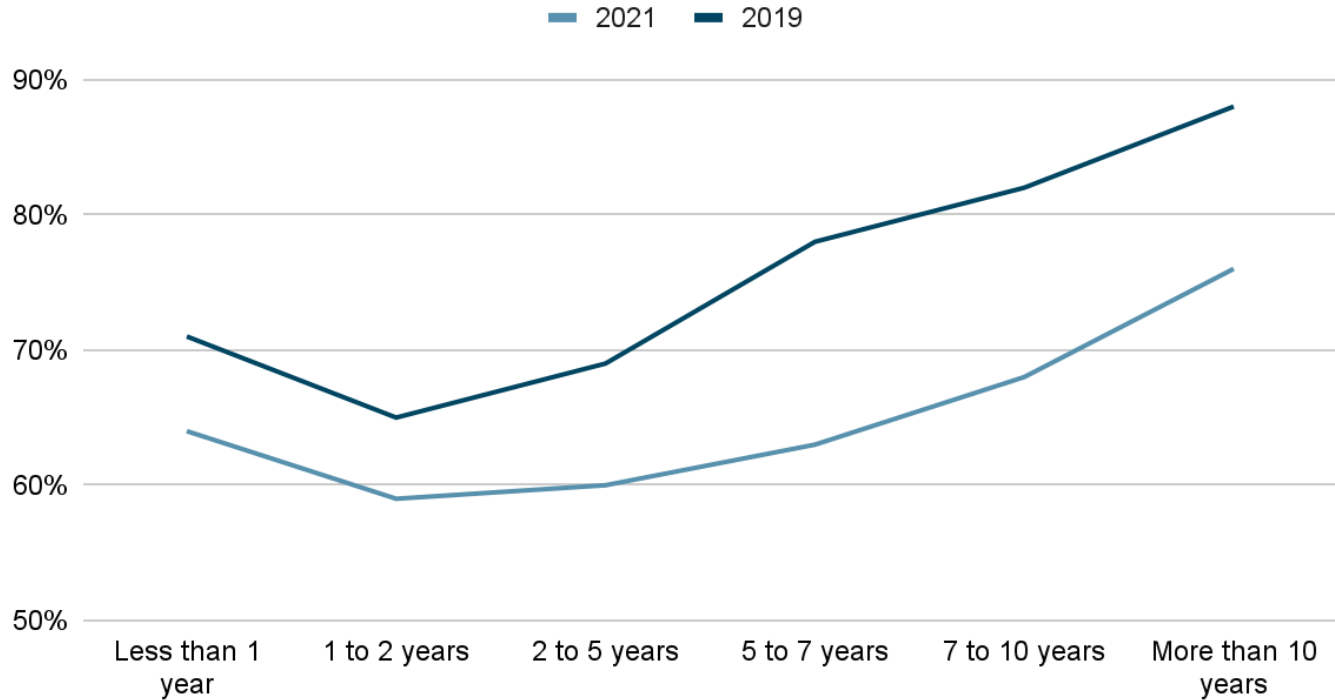
Stayers vs. Leavers

Factor	Survey Item	Gap	Stayers	Leavers
Employee Engagement	My organization helps me stay motivated to do my best work	**53%**	84%	31%
Employee Engagement	I would recommend my organization as a great place to work	**52%**	87%	35%
Diversity, Equity, and Inclusion	I feel like I belong at my organization	**47%**	90%	43%
Employee Enablement	Most days I feel that I am making progress with my work	**45%**	89%	44%
Well-being	I believe employee well-being is a priority at my organization	**41%**	80%	39%

Retention Strategies

- **Internal Job Board.** Ensure all employees are given a fair chance to move into new roles within the organization by setting up an internal jobs board.

- **Help Employees Feel Productive:** When employees feel stuck or unable to make progress on their work, they become less engaged and may look for other opportunities.

- **Mentorship Programs:** This can help employees learn news skills, develop, and advance.

- **Additional Feedback:** Talk to employees about be how to ensure more people feel like they belong at the organization; focus groups, team meetings, even 1:1s with managers.