

## Frequently Asked Questions - FAQ

### Why are we conducting this survey?

Research in both the public and private sectors has clearly shown the value of higher levels of employee engagement. Improved engagement not only enhances the individual employee experience, but also leads to better decision-making and improved individual and organizational performance. Anticipated benefits include:

- Greater personal meaning in work;
- A heightened employee connection to work, mission, and co-workers;
- Improved employee retention;
- Improved individual performance;
- Better organizational performance and outcomes;
- A higher level of customer satisfaction;
- Increased involvement and collaboration in decision-making, resulting in better organizational performance and more effective use of resources; and
- Stronger partnerships across the organization

### Who will conduct the survey?

The Institute for Public Sector Employee Engagement, a division of CPS HR Consulting, will conduct the survey. CPS HR is an independent government agency with extensive experience in employee engagement and public sector human resources.

### How was the survey developed?

CPS HR developed the standard survey questions based on national public sector surveys (U.S., U.K., Canada, Australia) and decades of research on employee engagement. The question selection process included several rounds of polling with a national sample of U.S. government and private sector employees, followed by factor analyses, reliability testing, and validity assessments. The City of Houston's survey mostly consists of these standard questions, with some additional and customized questions.

### How long will it take me to complete the survey?

No more than 15 minutes.

### Will anyone be able to find out how I responded?

All survey responses will be confidential. No one in the organization will review any individual employee's survey responses. All results will be aggregated either organization-wide or by work units within the organization. Candid participation in the survey will help us assess strengths, identify areas for improvement, and take action.

### When will the survey be administered?

CPS HR will launch the survey on September 5 and it will be open until September 26. The Institute will send each employee an email invitation or provide a hard-copy invitation for those with no or limited access to their City email. CPS HR will also send three email reminders during the survey period.

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### Who will participate in the survey?

All employees who are permanent, full-time, part-time and onboard as of July 31, 2023 will be asked to complete the survey.

### How will the survey be administered?

CPS HR will administer the survey online. You will receive an email invitation to your City email with a web link that will enable you to access the survey. Some employees will receive paper invitations with passwords and QR Codes. Passwords are set up for one-time use. Be sure you are in an environment with a strong internet or Wi-Fi connection before attempting to complete the survey.

### Can I complete the survey during work hours?

Yes. Some departments may have set up special times and access to computers to accommodate those who work in the field. Check with your I & E Community Champions for details.

### What if I don't want to take the survey?

Your participation is voluntary, yet highly encouraged. If you don't want to participate, then disregard the emails and don't respond to the survey. Please do not use the link to unsubscribe from the survey invitations, however.

### What if a survey is started but not submitted?

Surveys not submitted will not be included in the final results. You must submit the survey for your responses to be included in the final results.

### Will I receive the results of the survey?

We plan to distribute the key results of the survey to all employees no later than December 2023. At a minimum, it takes a month for CPS HR to conduct an analysis of all survey responses and create reports for the City overall, and for each department.

### How can the survey results be used?

The City of Houston is committed to using the results to improve employee engagement. Based on the results, we will assess the level of engagement and take action to improve the areas where you say we need to improve. We will do this action planning based on survey results for the City as a whole and by department.

### What if I already responded my department's employee engagement survey?

You still need to complete the I & E Employee Engagement Survey from CPS-HR. The CPS HR survey is not related to department engagement surveys. We realize there are departments in COH doing great work around employee engagement and experience. This survey will help us get a pulse on engagement levels at the COH as a whole and the department level. Department leaders will receive department reports that will be used to create data-based action plans. This will look different for each department. Action plans can enhance existing employee engagement efforts or serve as a roadmap for departments starting their engagement journey.

### Will we conduct the survey again?

We plan to conduct the survey again in 18 months to check our progress.

### Who do I contact for technical problems?

Contact CPS HR at [surveyhelp@cpshr.us](mailto:surveyhelp@cpshr.us).



**Involve  
& Evolve**  
Improving Work-Life

# Embarking on a Work-Life Transformation



For questions about Involve & Evolve,  
email [COHEngage@houstontx.gov](mailto:COHEngage@houstontx.gov).

For technical problems with the survey,  
email [surveyhelp@cpshr.us](mailto:surveyhelp@cpshr.us).

For more information,  
visit [cohemployees.org/engage](http://cohemployees.org/engage).

# The Involve & Evolve Work-Life Transformation

We believe that employees generously share their talents and perform at their best when they work in a supportive, collaborative, and uplifting work environment. To help us understand what is working well and what could be changed or improved, we are embarking on a quest to measure, improve, and be the most engaged City in the country! To do this, it will take all of us.

## Our Approach

We have outlined a five phased approach that will guide us every step of the way.

### 01 BUILD AWARENESS Invite the City of Houston Community on the Journey

Generating excitement and a sense of community from day one will be critical. Using every communication method available to us, we will share an inspiring vision for who we want to become as a COH community, provide the roadmap of how we will get there, and share regular updates.

### 02 COLLECT INPUT COH Community Aims for 100% Response Rate

#### Response Rate

We know - 100% is a lofty goal! But that is because we value every single employee voice. By seeking a 100% response rate, we are signaling to our COH Community that their voice matters.

#### Survey Specifics Include:

- Sent to City email address or by paper QR Code invitation
- 69 questions; 15 minutes to complete
- Open for a 3-week survey period
- Questions about the organization's mission; one's work, team, and supervisor; training and development opportunities; leadership and managing change; and benefits.

### 03 LEARN & PLAN SUMMIT Department Leaders Review Results & Create an Action Plan

We will gather the department leaders and champions to review department results and reflect on areas for improvement. With a renewed mindset, skillset, and toolset, department champions will be better prepared to lead others on this journey.

### 04 TAKE ACTION COH Community Engages in Action Plan Implementation

The Department Champions will engage a diverse group of department employees to fully actualize the action plan. It will look differently for each department. Action plans can enhance existing employee engagement efforts or serve as a roadmap to getting started. However, each department will receive consulting support and get connected to other Department Champions so that best practices are shared and resources maximized.

### 05 CHECK PROGRESS COH Community resurveys in 18 months

To validate the immense effort departments are investing into their work environments, we will engage in another survey in about 18 months. We are confident that with this amount of dedicated effort, every department will see an increase.



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