

Minutes of Meeting
Employee Opinion Survey Presentation
July 11, 2013
1:30 p.m.

The Kootenai County Board of Commissioners: Chairman Todd Tondee, Commissioner Dan Green, and Commissioner Jai Nelson met to discuss the following agenda items. Also present were HR Consultant Wade Larson, HR Specialist Christina Anderson, Finance Director Dave McDowell, Treasurer Tom Malzahn, Chief Deputy Treasurer Laurie Thomas, Chief Deputy Assessor Richard Houser, KCSO Administrative Assistant Kathleen Lankford, Civil Deputy Prosecuting Attorney John Cafferty, and Deputy Clerk Nancy Jones.

A. Call to Order: Chairman Tondee called the meeting to order at 1:33 p.m.

B. Changes to the Agenda: There were no changes made to the agenda.

C. Old Business: There was no old business discussed.

D. New Business:

HR Consultant Wade Larson came before the Board to present an overview of the Employee Opinion Survey findings. The purpose of the survey was to measure employee perceptions, determine current attitudes and beliefs regarding County employment, and to create key performance indicators and benchmarks for future surveys. Mr. Larson gave a PowerPoint presentation that used bar graphs to indicate positive, neutral, and negative response patterns.

Mr. Larson stated that 76% of employees (530 of the eligible 700) took part in the survey, which was an above average response level. Overall, survey answers reflected a high level of neutrality. Mr. Larson gave a review of the eight sections of the survey, in which respondents were asked to provide feedback on County culture, senior leadership, individual departments, management, communication, and training, as well as pay, rewards, and recognition. Answers indicated that most employees enjoy where they work within the County and what they do, with generally positive answers on questions relating to job satisfaction, and encouraging feedback regarding individual departments and direct supervisors. Questions regarding the County, as a whole, received more negative responses, with senior leadership inquiries generating the lowest collective rating. Mr. Larson suggested that the Board give particular consideration to the concerns that were common among the responses, including perceptions of poor communication and leadership, suggestions of favoritism, and lack of continuing training opportunities. Mr. Larson noted that feedback varied from department to department.

In response to the findings, Mr. Larson made six (6) follow-up recommendations to the Board:

1. Find ways to engage the employees
2. Implement an employee development program
3. Work to improve organizational communication
4. Consider ways to align the priorities and efforts of the Elected Officials
5. Share the survey results with the employees
6. Repeat this survey in 12 to 18 months, to measure progress and reassess priorities

In response to questions from the Board, Mr. Larson gave examples of actions that other entities have taken to address similar concerns, and suggested options that might be effective within the County. Mr. Larson stated, however, that the ultimate prioritization and action plan should be the work of the Board.

Civil Deputy Prosecuting Attorney John Cafferty asked if it was the intent of the Board to disseminate the survey results to the employees, in line with Mr. Larson's recommendations. The Board indicated that the results were a matter of public record, and that they would be posted online for employee review.

- E. **Staff Reports:** There were no staff reports.
- F. **Public Comment:** Finance Director David McDowell expressed appreciation for the efforts that made the survey possible, and stated that he looked forward to the utilization of the recommendations that were made.

The meeting was adjourned at 2:43 p.m.

Respectfully submitted,

CLIFFORD T. HAYES, CLERK

BY: _____
Nancy A. Jones, Deputy Clerk