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Workforce Development Reinforced Through Employee eNGAgement Indices

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Overview

- What is employee engagement?
- NGA's eNGAgement Model
- Indices
- *Plan ->Do->Check->Act* - Evolving and Improving the model
- Action Planning
- Leveraging the Data



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NGA's Fourth Year of Employee eNGagement

Ever have an employee who treated his job more like a car he was renting vs. owning?

Nobody
ever washes a
 **rental car**

How can we easily describe the complex emotional and behavioral state known as employee engagement?

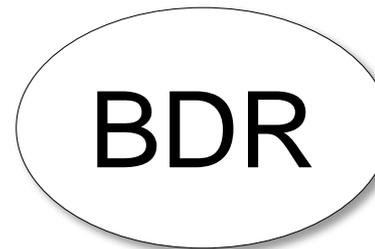
“Engaged employees are committed to their work and their employers.”

- Jim Clifton, Gallup CEO

The benefits of engaged employees impact not only their own job, but also the entire agency.

We've studied engagement at NGA for the past several years, and it's about getting three things right...

- ▶ Discretionary Effort
- ▶ Employee Retention
- ▶ Product Quality
- ▶ Less Absenteeism
- ▶ Customer Engagement
- ▶ Corporate Citizenship
- ▶ Advocacy
- ▶ Innovation



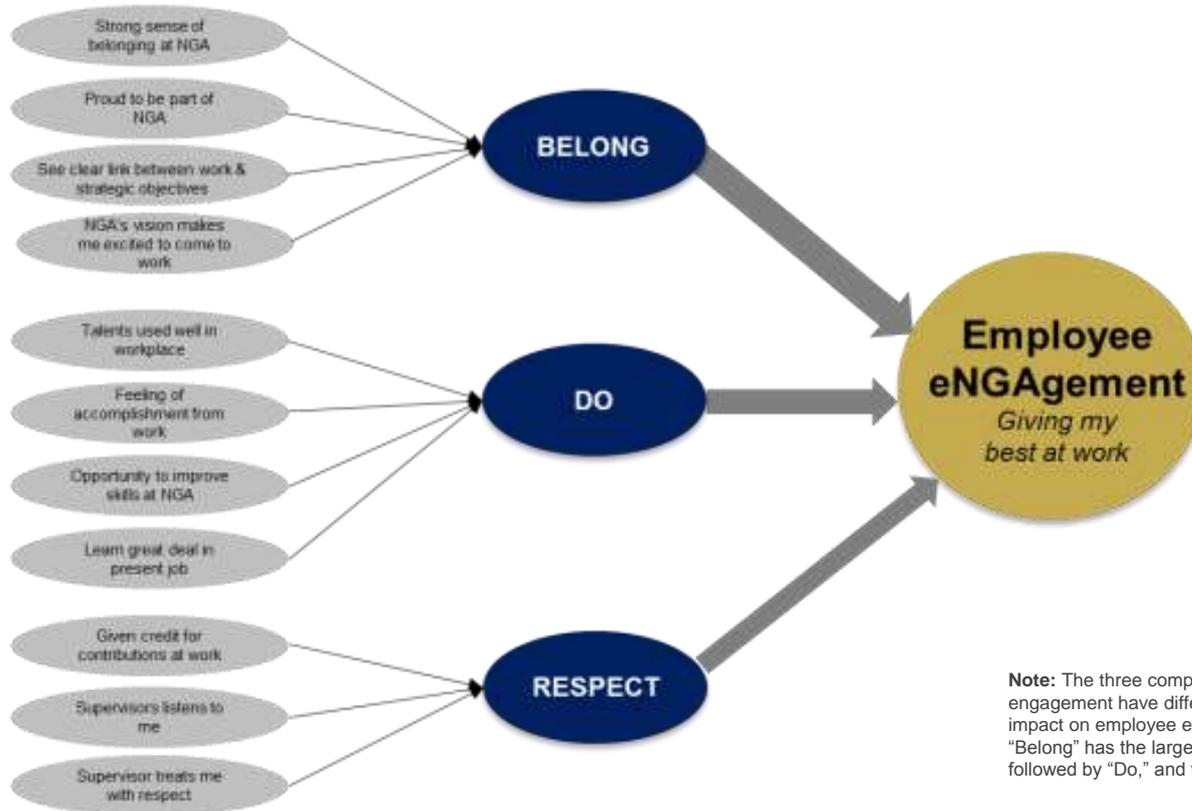
- Do employees feel like they **Belong**?
- How do they feel about what they **Do**?
- Do employees feel they are **Respected**?



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The NGA Employee Engagement Model: Belong, Do, Respect

NGA's Employee Engagement index gives leaders the **most critical starting points** for **action planning** to increase employee engagement and drive organizational results.

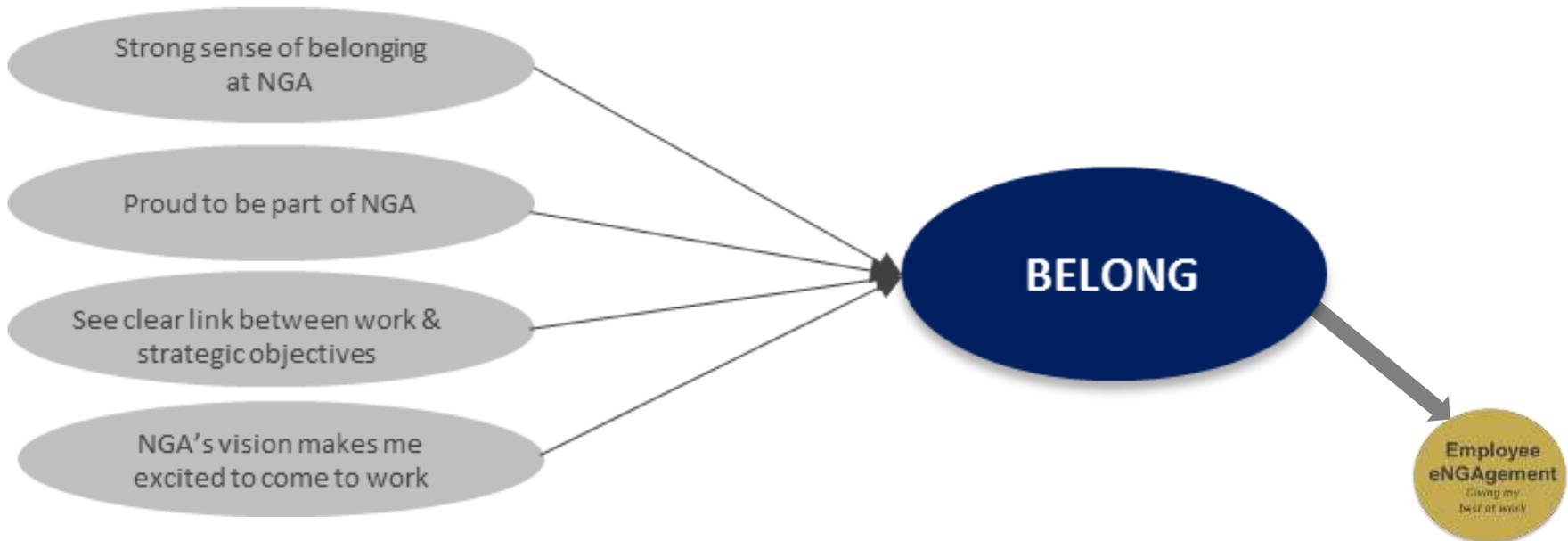


Note: The three components of engagement have different levels of impact on employee engagement; "Belong" has the largest impact, followed by "Do," and then "Respect."

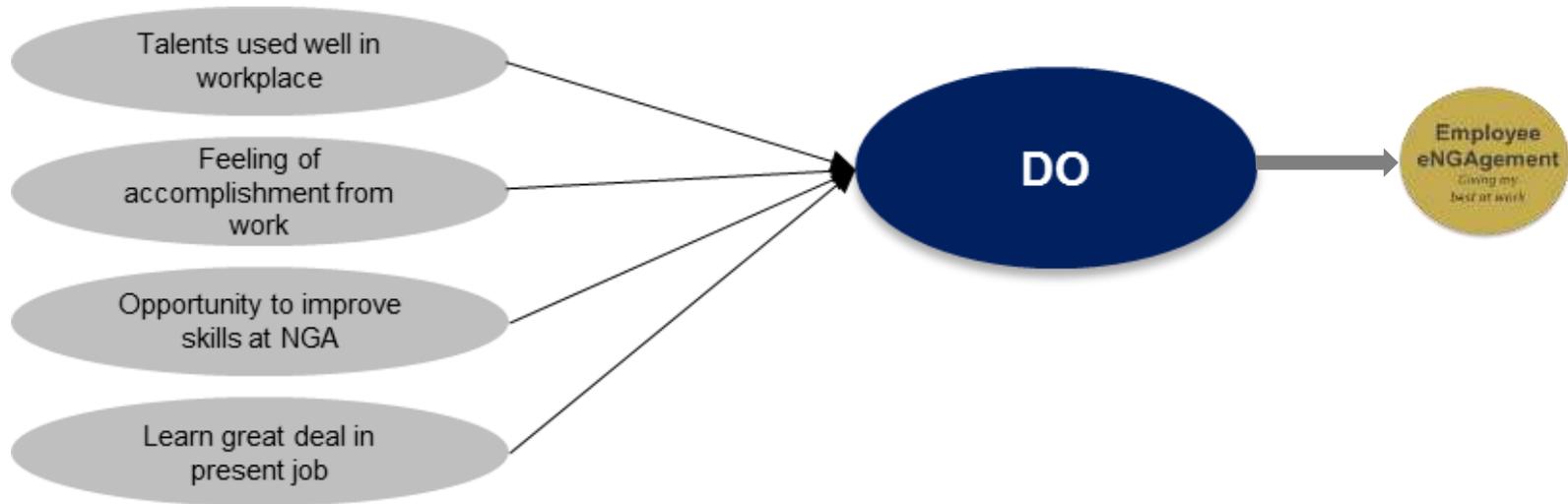


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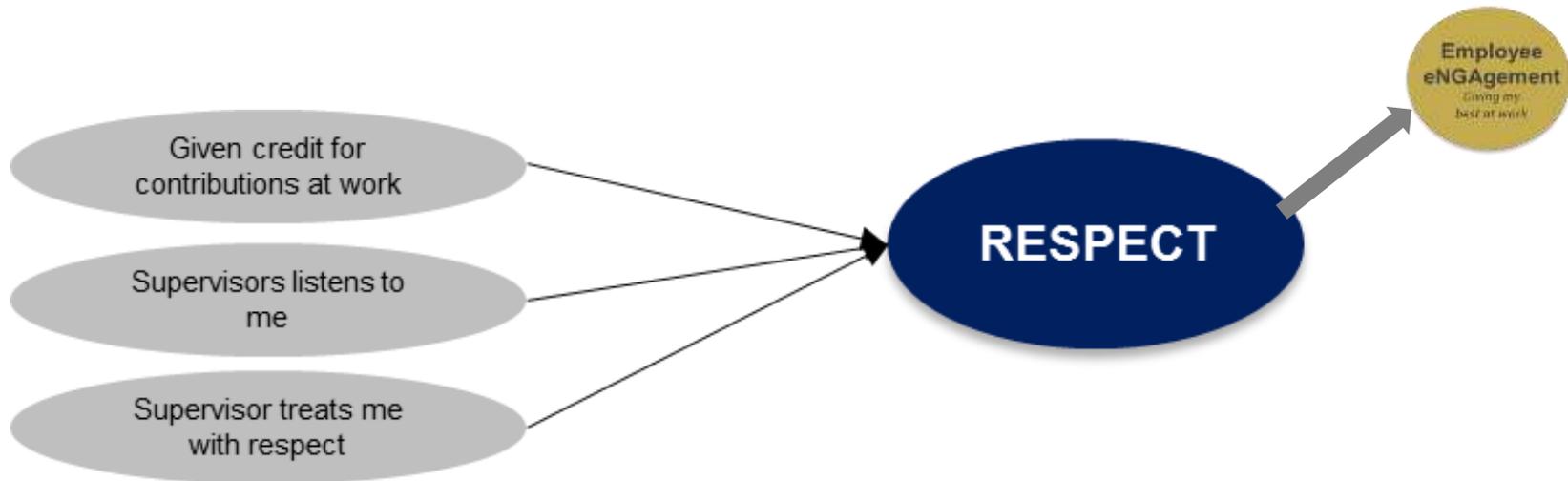
Indices: Sense of *BELONGING* at NGA



Indices: How employees feel about the work they *DO* at NGA



Indices: Do employees feel *RESPECTED* at NGA

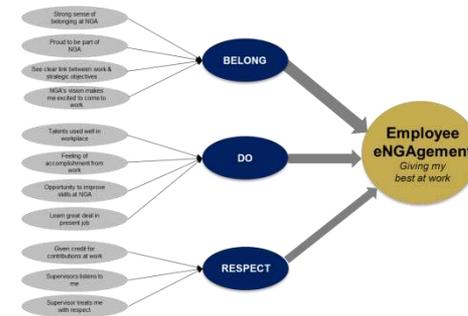


Improving the Measurement of Employee eNGagement

The Employee Climate Survey was renamed to the Employee eNGagement survey to convey our focus on consequence.



Data modeling was conducted on the 2014 and 2015 results and the outcome was the addition of an item, "NGA's vision makes me excited to come to work."



The formula for calculating eNGagement was also updated to better reflect it is about getting three things right...

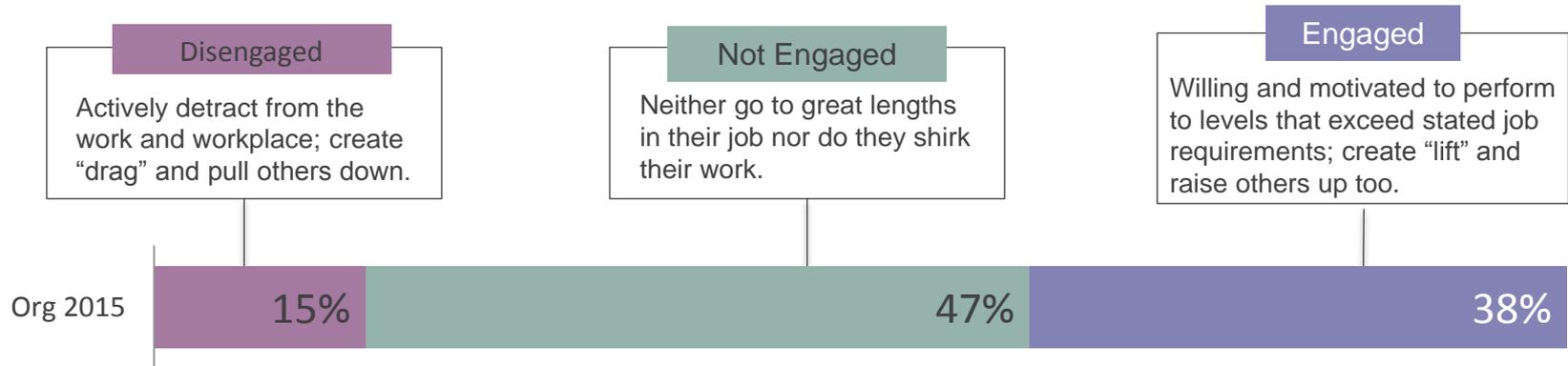
...resulting in a revised model that is more consistent with academic and industry standards.



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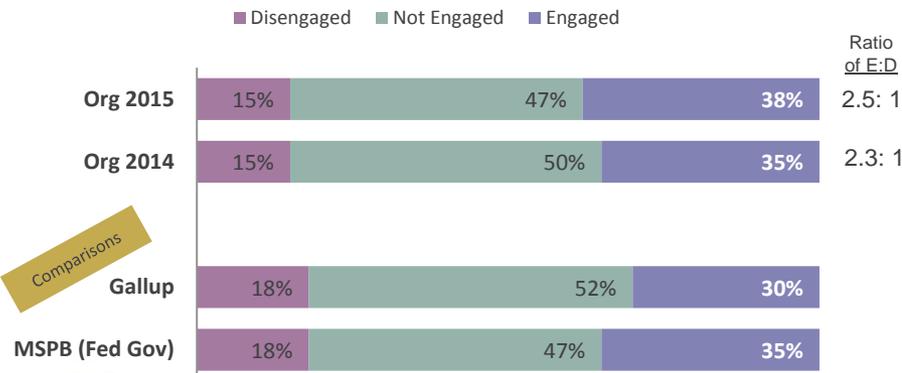
Overall, [org name] Engagement Ratio Was Stable From Last Year

For the third year at [org], we are able to think about our employees as being in one of three categories:



The percentage of [org] engaged employees increased and the disengaged percentage was unchanged...

...resulting in (a rounded) 2.5:1 ratio of Engaged-to-Disengaged employees, over halfway to the goal of 4:1.



➔ **2.5:1**

Multi-year goal is to reach a healthy ratio of 4 : 1.



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Employee eNGagement Survey Employee eNGagement Survey + Home

Employee eNGagement Survey | ACORN - Employee eNGagement Survey Team

HOME - Employee Climate Survey

Documents

Action Planning Resources

Discussions

Discussion Forum - Results and Action Planning

ACORN - Employee eNGagement Survey Team

• This site is your resource for Employee eNGagement at NGA.
• Learn about the survey, view your organization's results, and find resources for taking action on your results!
• Need assistance? Contact us at nc2014@nga.ic.gov.

Welcome to the NGA Employee eNGagement Survey Homepage!

DNI Video - DNI discussing the 2015 Employee Climate Survey (Employee eNGagement Survey)

Announcements

Title Refresh

There are no items to show in this view of the "Announcements" list. To add a new item, click "New".

Success Stories

2015 eNGagement Honor Roll 🏆

[Click to view 2015 honor roll results: KC Results · Office Results](#)

2015 Results

2015 Employee eNGagement Survey

Type	Name
Folder	A
Folder	C
Folder	PM
Folder	HD
Folder	I
Folder	IA
Folder	IT
Folder	HR
Folder	OCC
Folder	OCE
Folder	ODE
Folder	OGM
Folder	OIG
Folder	OFG
Folder	E
Folder	SI
Folder	X
Document	2015 eNGagement FAQs
Document	2015 eNGagement Honor Roll (KC)
Document	2015 eNGagement Honor Roll (Office)
Document	NGA_2015_Engagement_Report
Document	NGA_2015_Initial eNGagement Results_20151118

[Add document](#)

2014 and Prior Years' Archived Results

Results can be found on our website

<https://ngaonline/teamsites/workforceanalytics/employeeClimateSurvey/SitePages/Home.aspx>
HDSPA@nga.ic.gov or Todd.L.Chmielewski@coe.ic.gov



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Click to view 2015 honor roll results: [KC Results](#) [Office Results](#)

About Employee eNGagement at NGA

What is Employee eNGagement and why does it matter?

Employee engagement is a heightened emotional connection to the organization that influences behavior and level of effort in work-related activities.

Employee engagement benefits both our mission and our workforce. Higher levels of employee engagement link directly to increased performance, productivity, and customer satisfaction. Engaged employees are more satisfied, more motivated, and more committed to NGA.

How do we measure Employee eNGagement?

The Employee eNGagement Survey measures the level of employee engagement here at NGA and for each KC, Group, Office, Division, and measures Employee Engagement using a 10-item index asked on the Employee eNGagement Survey, assessing whether employees feel whether they feel they are **Respected**. This index provides the most critical starting points for action planning to increase employee engagement.

The Employee eNGagement Survey provides leaders and managers with critical information to assist with decisions and actions to take (the data, leaders and managers can):

- 1) Quantify employee engagement in their organization as an indicator of organizational health and ability to execute mission.
- 2) Identify key drivers of employee engagement.
- 3) Examine trends over time.
- 4) Identify their organization's strengths and opportunities for improvement.
- 5) Guide the development of action plans to enhance organizational strengths and target improvement opportunities.

What should I do with my Employee eNGagement results?

The engagement results help drive improvement activities at all levels of NGA. Use the employee engagement index to further understand the environment.

- 1) Review your Employee eNGagement Report.
- 2) Share your report with your workforce and communicate why it's important.
- 3) Use the report to select an area to focus your workforce improvement efforts (see your Engagement report for suggestions).
- 4) Conduct action planning with a diverse cross-section of employees and develop an action plan with SMART (tasks that will have impact on the engagement of your employees (see the Action Planning Resources section for ideas to approach action planning with your organization).

2014 and Prior Years' Archived Results

Type	Name	Modified
Folder	2008	2/18/2014 1:13 PM
Folder	2009	2/18/2014 1:13 PM
Folder	2011	2/18/2014 1:13 PM
Folder	2012	2/18/2014 1:13 PM
Folder	2013	8/6/2014 11:59 AM
Folder	2014	4/14/2015 11:09 AM

Action Planning Resources

Type	Name	Modified
Folder	Guides - Action Planning and Root Cause Analysis	8/9/2013 11:40 AM
Document	01 - Action Planning Process and Timeline (1 page)	2/22/2015 5:23 AM
Document	02 - NGA Do It Yourself Action Planning Guide (53 pages)	8/27/2013 12:25 PM
Document	03 - NGA Effort Impact Assessment Tool	2/22/2015 6:25 AM
Document	04 - 2010 Action Plan PowerPoint Template NEW	2/22/2015 6:23 AM
Document	05 - 2010 Action Plan Word Template NEW	2/22/2015 6:22 AM
Document	Action Plan Update PowerPoint Template_013015	1/8/2015 1:05 PM
Document	SCS Communication Guide and Templates_012913	2/4/2015 12:59 PM
Document	Employee Climate Survey Results Comm Template_013015	2/4/2015 12:59 PM
Document	How to screen shot PDF content into PPT_v2	2/4/2015 1:05 PM

Employee eNGagement Portal POCs

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Questions? Take a look at our Frequently Asked Questions for the 2015 Employee eNGagement Survey: [eNGagement FAQ_040215.pdf](#)

Action Planning Resources can be found on our website



Benefits of Confidential Administration

Anonymous

Confidential



Broken out by demographic questions asked in the survey

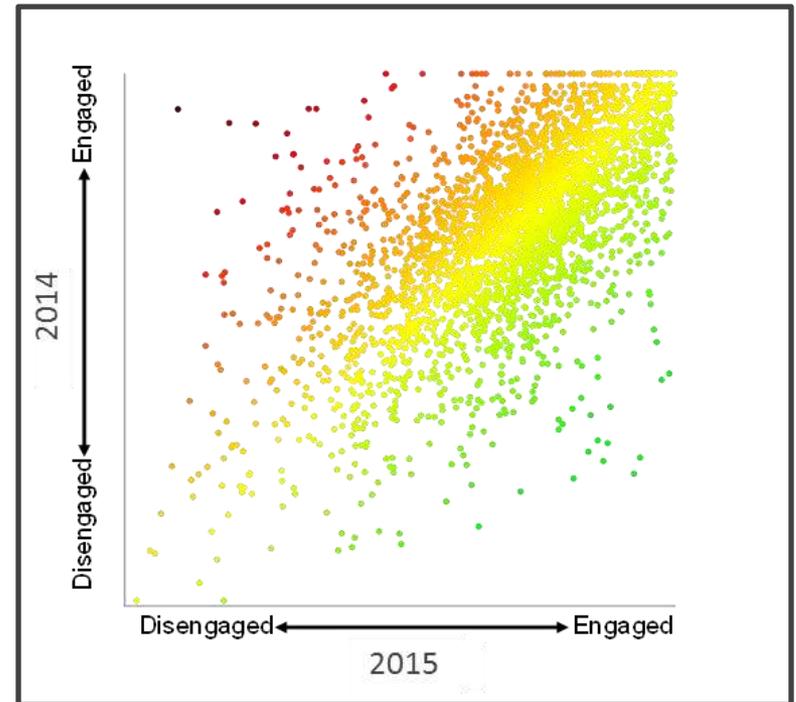
RNO
Pay Band
Veteran Status
Career Services
Military vs Civilian
Retirement Eligibility
Longitudinal Analyses
Commuting Analyses
Disability Status
Reorganizations
Occupation
Location
Tenure



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Employee eNGagement Never Takes a Day Off...

2014	Engaged	3%	32%	65%
	Not Engaged	16%	66%	19%
	Disengaged	67%	30%	4%
		Disengaged	Not Engaged	Engaged
		2015		



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