

2023 OIT Employee Engagement Survey

Setting the Stage



5% improved response rate from 2022

Participation and comments confirm: Leadership is listening

"My voice matters"

"I feel heard"

Key Points



Overall, about **75-80%** of respondents have expressed increased positive feedback and/or overall satisfaction with state of OIT.



Responses reflect **10-15%** broad dissatisfaction on current OIT work priorities and **20%** dissatisfaction on topics related to the current culture/engagement journey.



Continue leveraging insights from the survey both on **key initiatives** as well as **intentional improvement practices** across OIT.



2023 vs. 2022

"What's changed?"

57%
"OIT's transformation over the last year helps me feel more valued and engaged."

28%
"I'm not sure I see the benefits of OIT's transformation."

80% Agree

"I am more satisfied with the overall state of OIT in 2023."

"I feel better about OIT in 2023 than I did in 2022."

55%

30%

"I'm not sure how I feel."

15%

"I am less happy in 2023 than I was in 2022."

Influential Strengths

"Keep up the good work, but keep an eye on these topics"

"I see myself working in OIT two years from now." **70%**

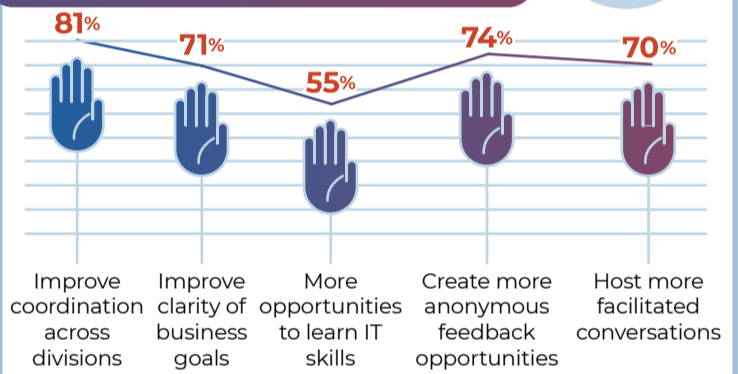
"I can speak up and disagree with leadership during meetings." **62%**

"My manager's expectations are aligned with OIT's business goals and strategies." **54%**

"I feel that there is a common shared OIT standard that applies to everyone." **54%**

Primary Opportunities

"Concentrate efforts for improvement here"



Tackling Known Issues

"What are employees suggesting?"

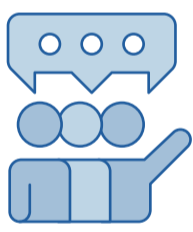


Breaking Down Silos

27% "Create more social interactions across divisions and staff levels."

26% "Increase transparency through tool consolidation and standardization."

16% "Manage using shared value streams, instead of organizational structure."



Developing a stronger customer/partner orientation

44% "Listen to individuals already working with customers."

17% "Collect individual interaction information to provide shared resources."

14% "Increase information sharing from leadership."

Key Themes to Follow-Up On

"What are the comments saying?"



Return to the hybrid workplace

Unsurprisingly, an almost universally negative reaction to this announcement was received.



Reduce silos

Comments mention rotating people and responsibilities, collaborative planning, shared responsibilities, etc.



Fewer, more effective meetings

There are some conflicting perspectives regarding the effectiveness of meeting facilitation, clear agendas, Remesh sessions, etc.



Consolidate tools

Combine and narrow down tools to achieve greater effectiveness.



Greater mandatory transparency

This includes sharing information, status updates, and decisions, and earlier validation of stakeholder needs before building new products or programs.

Highest Scoring Results

91%
"I can talk to my manager about getting the right tools and support."

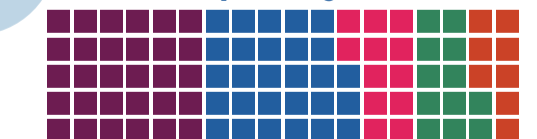
70%
"I feel that OIT leadership is genuinely interested in my ideas and feedback."



84%
"I have opportunities to apply knowledge gained from CMS-sponsored training to my work in OIT."

Insight: There are requests for training time to be built in to work schedules.

OIT Initiatives with the Biggest Reported Impact by Staff



Polarizing Feedback

"What don't we agree on?"

Value of Workforce Resilience
65% value / 35% do not

Appreciation of engagement efforts
75% appreciate / 20% do not

Diversity, Equity, & Inclusion
75% appreciate / 20% feel it's too much

