

## Executive summary

The annual Washington State Employee Engagement Survey provides a reliable source of feedback from executive branch employees on job satisfaction and overall employee engagement. 2020 was a unique opportunity to collect this information because it happened during the most turbulent time our communities and workforce has ever experienced.

Participation in the survey continues to be strong. Executive branch participation remains high with 99% of agencies participating. 44,487 employees responded to the survey (67% of the workforce). Even with traditional methods of survey communication disrupted because of COVID-19, we saw the third highest number of total responses ever in the 14-year history of the survey.

## What we found

### Our most significant successes

- 79% of respondents said they found meaning in their work – the top indicator of employee job satisfaction in the survey.
- 76% of respondents are satisfied with their job, 4% higher than last year.
- 69% of respondents indicated they would recommend their agency to others.
- 8 in 10 respondents felt their agency supported a diverse workforce.
- Satisfaction with mobility options increased by 23%.

### COVID-19 response

- Approximately 75% of the respondents felt their agency prioritized their safety, effectively communicated impacts, and took steps to positively impact their work/life balance.
- Only 66% of respondents felt they had meaningful ways to stay connected to coworkers.
- 56% of respondents (representing 37.5% of the total workforce) indicated they would like to continue teleworking a majority of the time when the workplace is safe to reopen for employees.

### Demographic findings

OFM collected demographic data for nearly all state agencies in the 2020 engagement survey. Some of the key findings include:

- At only 16% of their population identifying as a ‘supervisor’ in the survey, Hispanics/Latinos have the lowest representation among other racial/ethnic groups.
- Across all survey questions, people who identify as LGBTQ+, multi-racial, or non-binary had survey scores below the averages for all respondents.
- Nearly 10% of all survey respondents self-identified as having a disability. This is *much* higher than the 3% of state employees officially reporting a disability in HRMS.

## Next steps

We strongly encourage agencies to monitor and address employee engagement levels. Targeted pulse surveys will help agencies navigate workplace changes due to the pandemic. We recommend specific attention to results from racially-diverse, disabled, non-binary and LGBTQ+ employees.

For more information on the 2020 State Employee Engagement Survey, please visit the state human resources [website](#).