



## **Oklahoma State Employee Lifecycle Survey Program**

OMES has established a State Employee Lifecycle Survey Program for the administration of employee-related surveys. The program's goal is to assist agency partners by providing information and resources to improve overall agency and state government work culture and support the state's top asset, state employees. The program will gather feedback from employees at various stages of employment, including onboarding, exit and engagement, as well as from other employee lifecycle surveys as needed, for understanding the Oklahoma state government workforce and working environment. These surveys will be standardized and issued on a routine basis to provide insight into employee perceptions about working for the State of Oklahoma. The program will focus on employee feedback to understand satisfaction, engagement and intent-to-stay factors that may impact agency productivity and retention. The program will also provide action planning resources to agencies.

This program was created to measure our current employee satisfaction, engagement and intent-to-stay levels and to understand how to help manage and mitigate risks associated with unwanted turnover. The surveying program will use employee data contained within the state's HRIS to distribute the surveys. Employee feedback will be summarized and provided to agencies along with a statewide annual summary report.

Onboarding surveys are used to evaluate feedback from new employees on the first 90 days on the job. These surveys will be distributed throughout the year as needed based on a new employee's service time with an agency. Exit surveys are used to gather information from employees leaving state service. These surveys will be distributed throughout the year as needed based on employees ending their employment with an agency. The Oklahoma State Employee Engagement Survey (OKSEES) is designed to solicit feedback from state employees concerning the current work environment at their agencies. The OKSEES is distributed annually to eligible active state employees. Pulse surveys are designed to be a shorter and more frequent check-in to gather feedback related to specific areas of interest. These surveys will be distributed as needed. Ad-hoc employee focused surveys may be distributed on an as needed basis as well.

### **Background**

The program initially started with collecting exit surveys for OMES as well as a few partnering agencies. The exit survey questions were developed in partnership with those participating agencies. As the need for additional employee feedback grew, the program expanded to include an onboarding survey and an annual engagement survey. Agencies utilizing the exit and onboarding surveys increased each year, requiring the program to expand. In 2019, the newly appointed state chief operating officer created an initiative for an annual statewide engagement survey to be administered by OMES, now known as the Oklahoma State Employee Engagement Survey (OKSEES). Since then, the information provided by this survey and the other employee lifecycle surveys have provided valuable insights to help agencies make informed decisions regarding their workforces. In 2020, the program expanded to provide action planning assistance.

### **Utilizing survey results**

Agencies can use this survey feedback to create programs that address opportunities for improvement and create a more satisfying, engaging workplace experience for employees. According to a 2013 Gallup survey, satisfied and engaged employees are more productive and less inclined to leave their organizations. Agencies can use this information to create programs that address opportunities for improvement within the various survey workplace themes like advancement opportunities, compensation and communication. An agency focusing on such workplace themes through an action planning process can implement various strategies to enact positive change. Survey results show that agencies that make concerted efforts to improve tend to see positive change in overall satisfaction, engagement and intent to

stay in their annual survey results. This positive change leads to a happier and more productive work culture.

## Support

- OMES administers the surveys and provides data analysis/insights.
- Each agency has designated personnel to review results and track progress year over year through dashboards provided by OMES.
- Action planning resources are available through the agency's dashboard access.
- OMES provides consultive services through their Workforce Planning and Statewide Learning Services (SLS) departments.
- OMES SLS provides learning and development mapped specifically to survey workplace themes.

## Survey distribution

- OMES employs a top research-and-experience survey platform for the State Employee Lifecycle Program Surveys.
- Surveys are distributed using employees' email addresses currently in the state HRIS.
- When a survey is distributed, state employees and/or separating employees will receive an email containing a unique link to the respective survey. These links should not be shared or forwarded.
- Please note that employees who do not have a unique, valid work or personal email address in the HRIS will not receive a link to participate.
- The survey is completely confidential, and we have taken precautions to ensure it stays that way.

## Survey confidentiality

**Confidential** means a limited number of system administrators and agency research analysts have access to demographic information (cabinet, agency, gender, race, age groupings, etc.) about participant groups for a given survey. This access is granted solely to administer features of the platform used to distribute surveys, store responses and link demographic information for data analysis. The accessible information available to OMES staff during the administration of any issued survey is **never** provided to anyone without the appropriate access. When survey results are publicly reported, they are **always aggregated** — that is, individual survey results are combined and presented as a group. OMES will never associate a survey respondent's name, email or ID with their survey response in any kind of reporting. Comments submitted on confidential surveys are also never associated with a respondent's name, email or ID. However, the comments are reported verbatim. If a participant provides identifying information in a comment, it will be displayed as written in any reports. OMES may provide raw survey data to agencies upon request, but individual-level data are **always deidentified**, which means that there is no identifying information linked to individual responses. If the results of this study are written in a scientific journal or presented at a scientific meeting, your name or other identifying information will never be used. Results for groups of fewer than five people are never shared or reported when there is any risk of breach of confidentiality. Submission of the survey will be interpreted as your informed consent to participate.

## Surveys and timeframes

- OKSEES – annual.
- Onboarding – continuous.
- Exit – continuous.
- Pulse – quarterly, biannual or as needed.

## Eligible Employees

- Regular, full- and part-time state employees who receive benefits.
- Does not include seasonal or temporary employees.

## Survey Results

- A statewide survey summary report will be published by OMES and provided to the state chief operating officer.
- A statewide survey summary report will be published to the OMES website.
- Access to agency summary reports will be provided to cabinet secretaries and agency designated representatives.
- OMES can also provide additional survey data analysis upon request.

## Action planning resources

- OMES will provide a resource for agencies to document identified opportunities for improvement, as well as action steps to make improvements, and will track action planning progress.

## Survey agency representatives/contacts

- OMES will assign agency directors and/or agency HR directors as representatives for contact in relation to receiving survey information, action plans, and survey results.
- OMES can assign other designated agency representatives as a contact upon request.
- OMES will periodically update the designated agency contacts.

## Questions

- Please contact OMES Workforce Planning regarding the State Employee Lifecycle Survey Program at [workforceplanning@omes.ok.gov](mailto:workforceplanning@omes.ok.gov) or [survey@omes.ok.gov](mailto:survey@omes.ok.gov).

## Related sources

- [OMES Workforce Planning website](#) – contains information about previous survey results, action planning and additional resources for state agencies.
- [Organizational & Development Consultative Services](#).
- [2022 Statewide Learning Services Course Catalog](#).