

# 2018 NAAG Survey

*(Staff Back-Brief)*

*Blind Survey:*

*Protect anonymity*

*Outside entity (NAAG)*

*Secure (validity)*

*3 Survey Issues:*

*Morale*

*Internal Relations*

*Administrative Support*

# ISSUES SURVEYED

- Morale

- 3 Questions

- Relationships

- 5 Questions

- Support Services

- 4 Questions

During LOC preparation, it was suggested that since there were references to a NAAG survey, we should include the survey. This is the survey presentation to staff finalized on 9/25/2018.

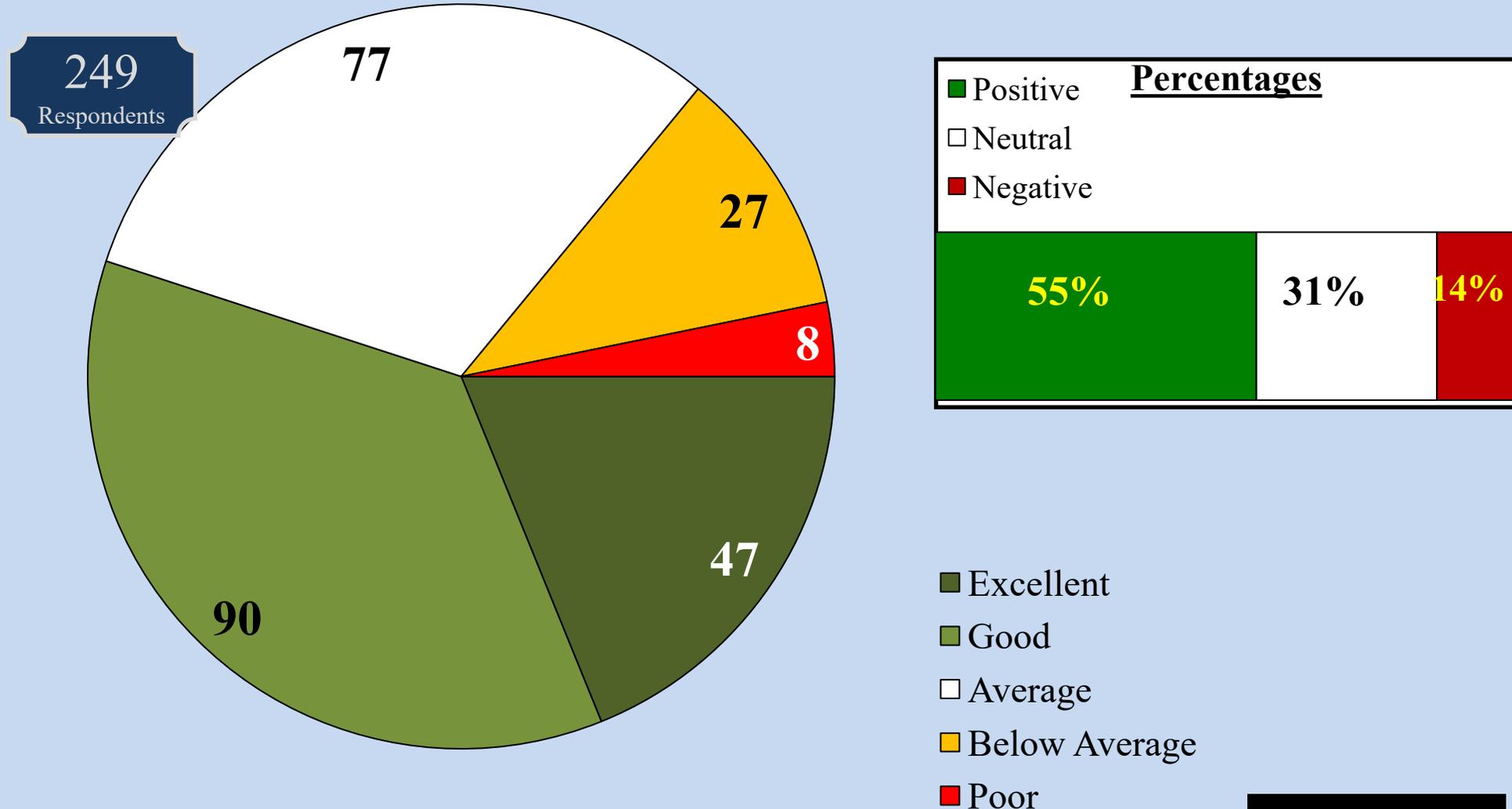
Changes made for LOC presentation:

1. Omitted by-section response
2. Color of Average, Neutral, Acceptable, Same & Sometimes changed from yellow to white for resolution.
3. Formatting changes necessary from office Powerpoint upgrade

**Data and results remain unchanged**

# 1. “Your” Morale at AGO

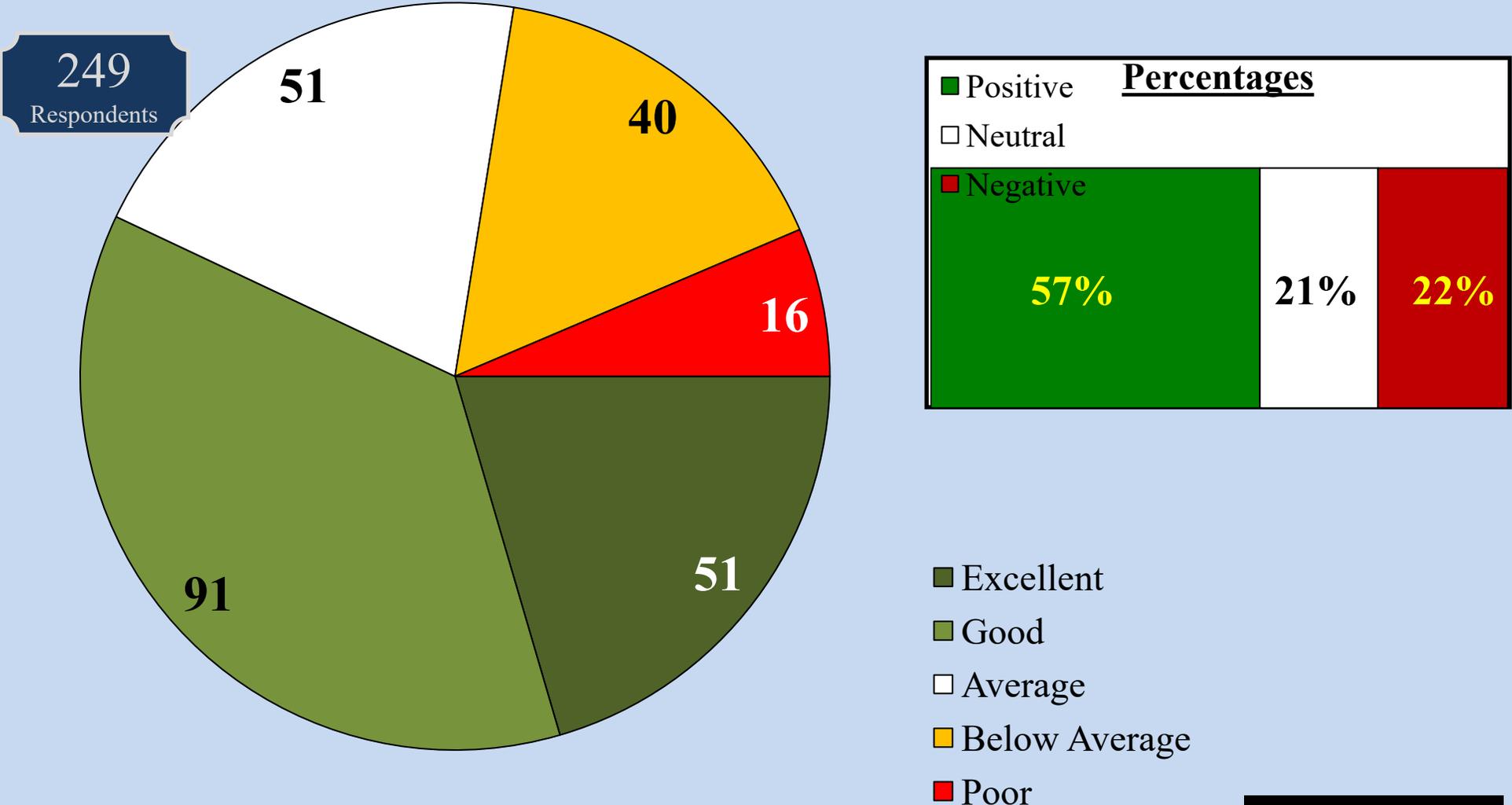
*How would you characterize your morale at the Attorney General's Office?*



“Morale Issue”

# 2. Morale within Division

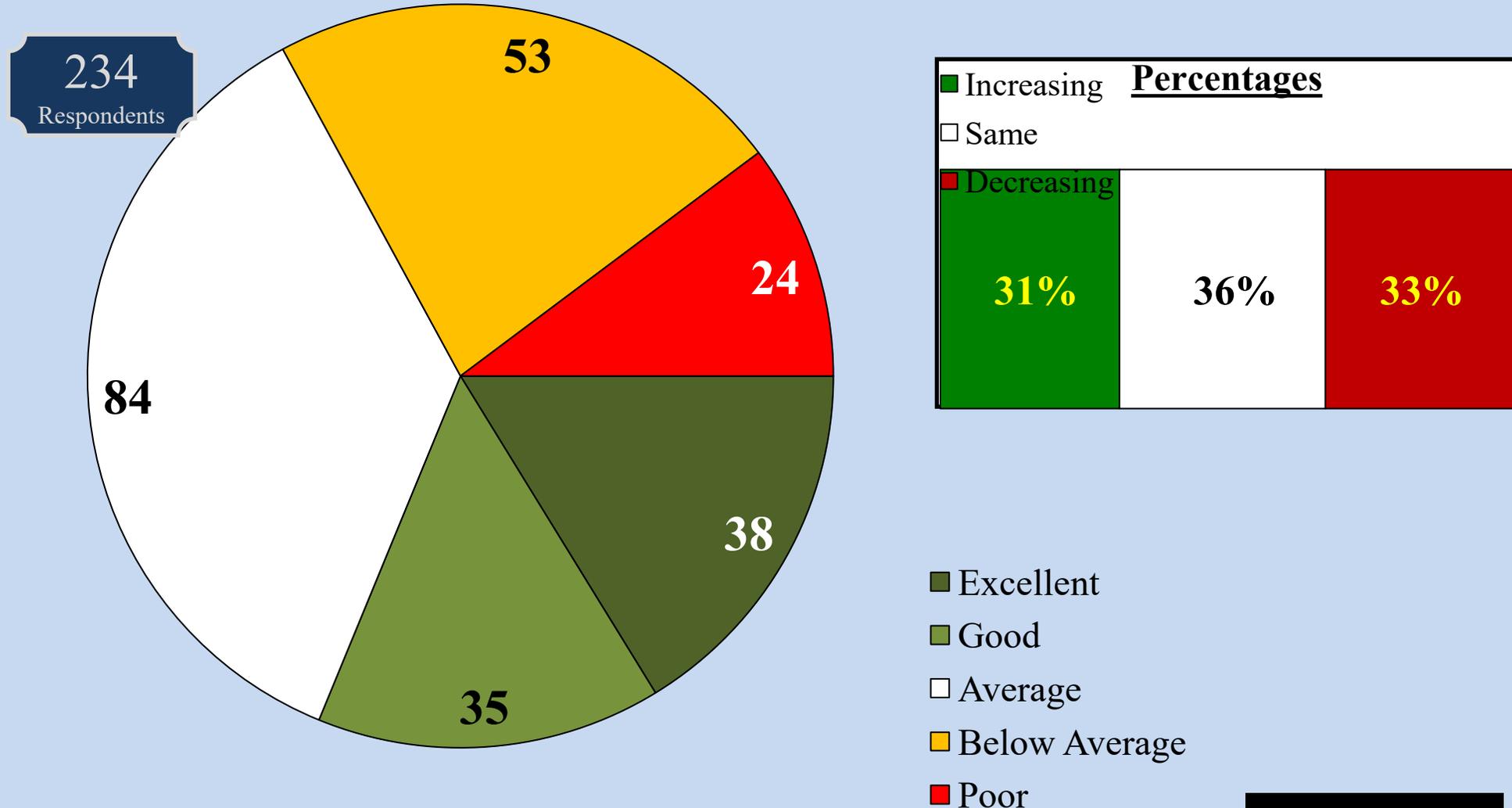
*How would you characterize your morale within your division?*



**“Morale Issue”**

# 3. Morale Trend *(Past Two Years)*

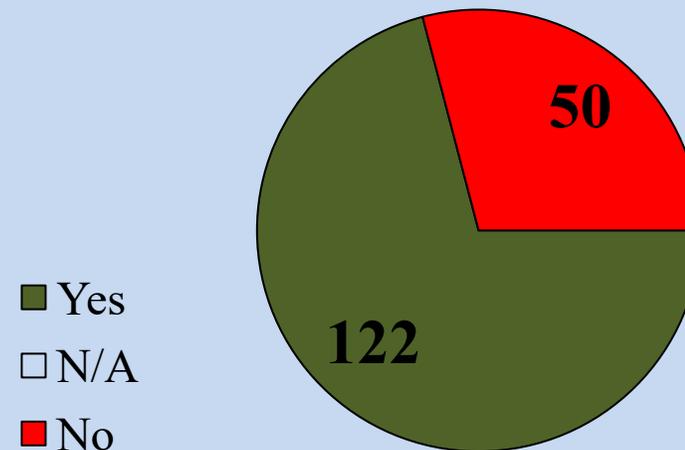
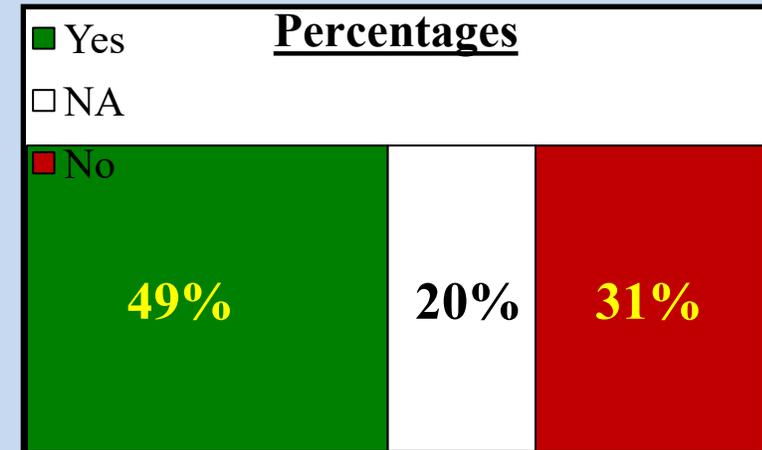
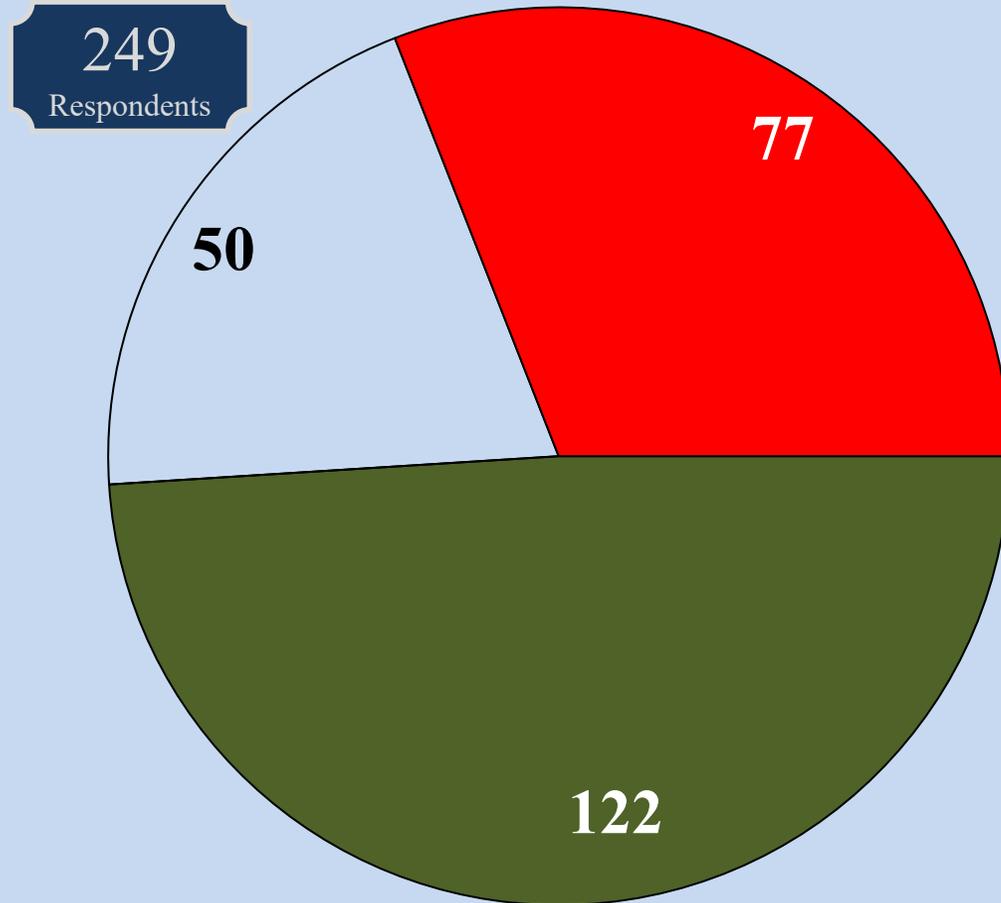
*How would you characterize your morale within your division?*



**“Morale Issue”**

# 4. Executive Responsiveness

*Do you feel that the Executive Office listens to your input?*

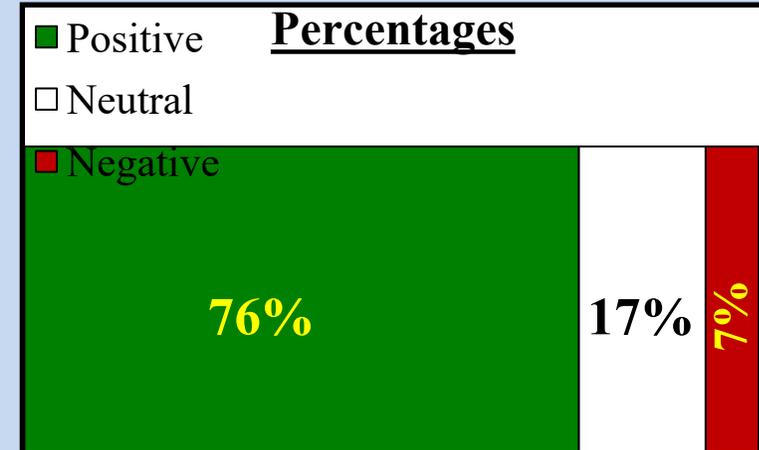
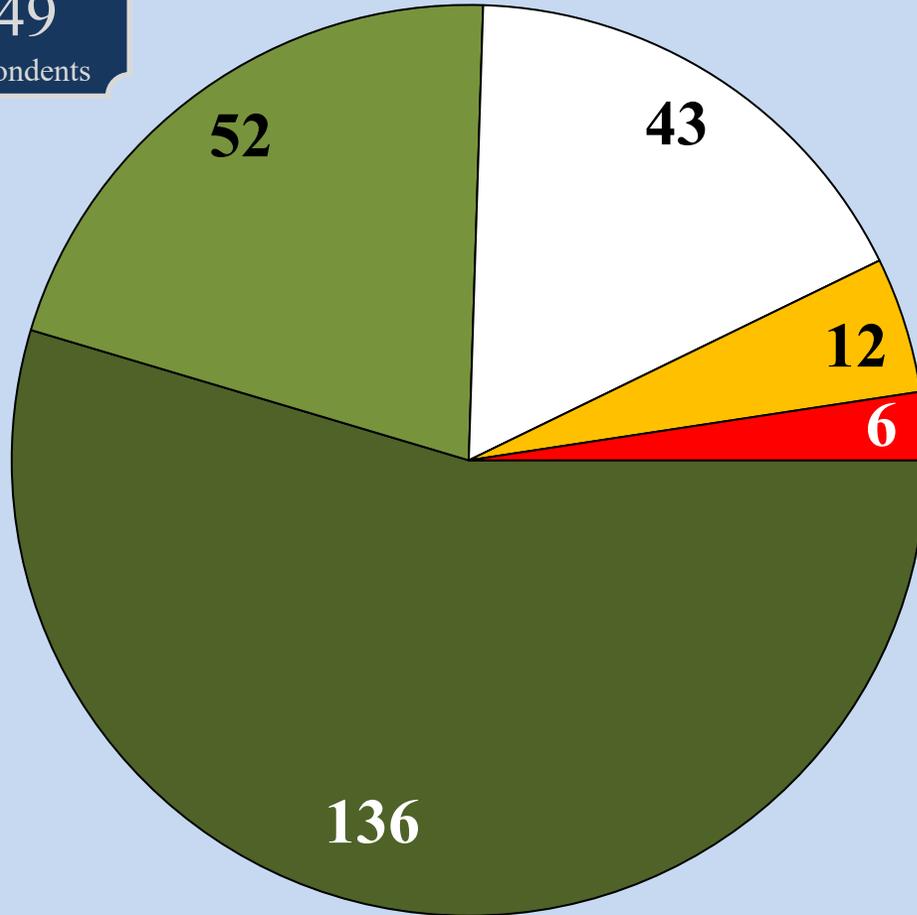


**“Internal Relations”**

# 5. Supervisor Responsiveness

*Do you feel that your immediate supervisor listens to your input and even  
If the issue raised cannot be changed that your supervisor values your input?*

249  
Respondents

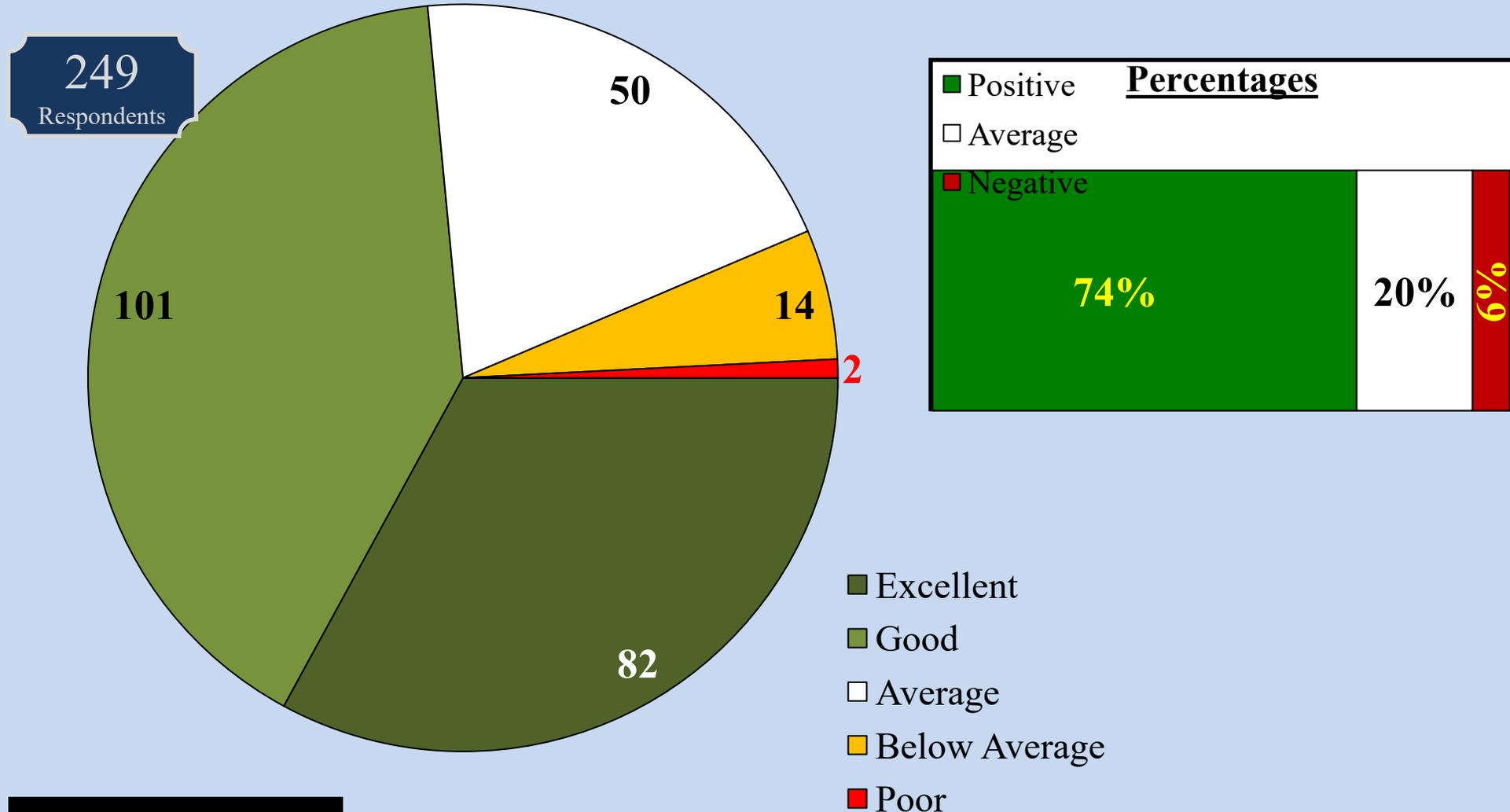


- Always
- Often
- Sometimes
- Rarely
- Never

“Internal Relations”

# 6. Staff Relationship in Division

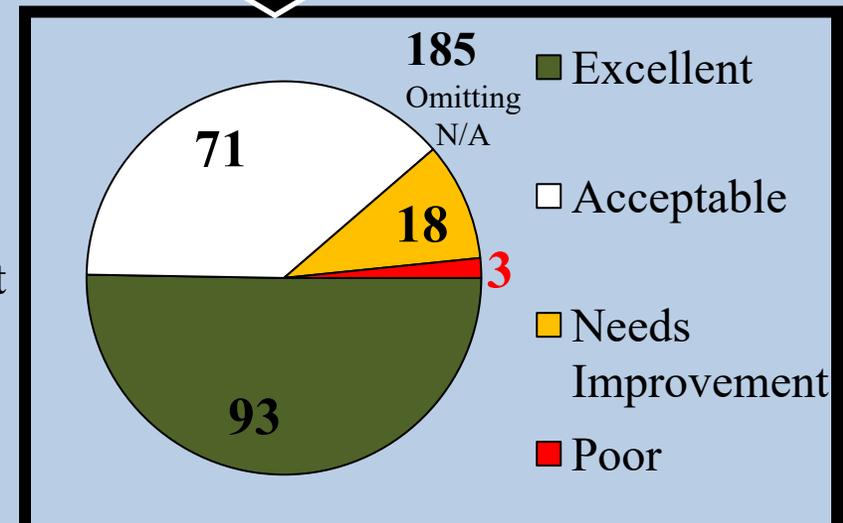
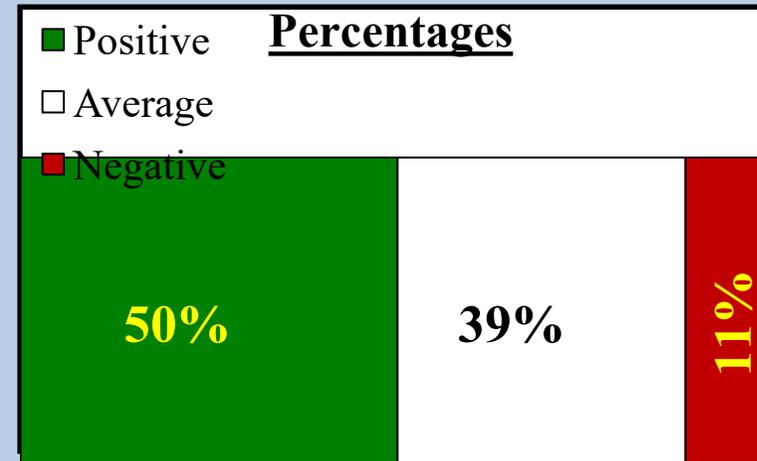
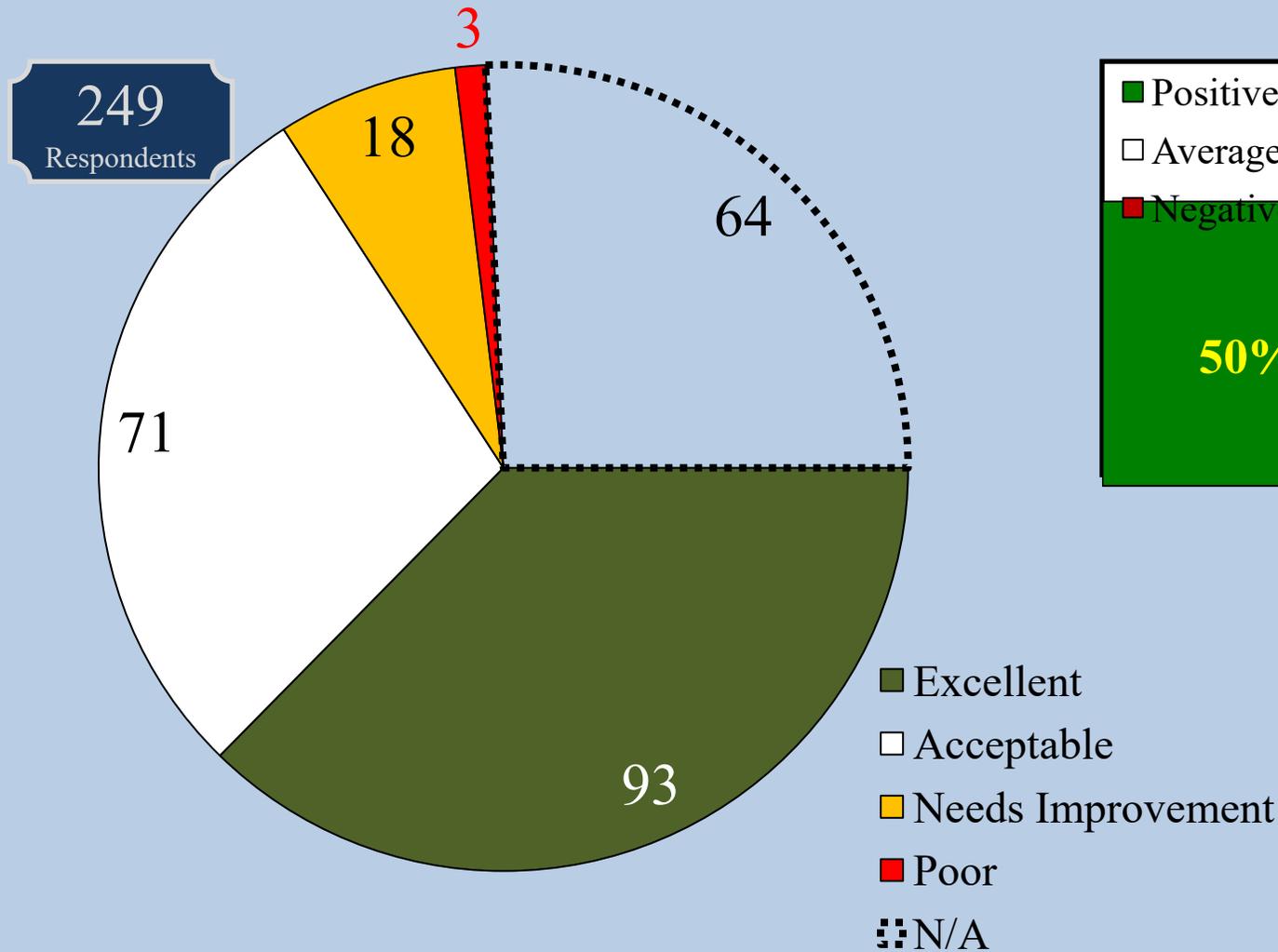
*How would you generally characterize the working relationships among staff in your division?*



**“Internal Relations”**

# 7. Attorneys and Staff Relations

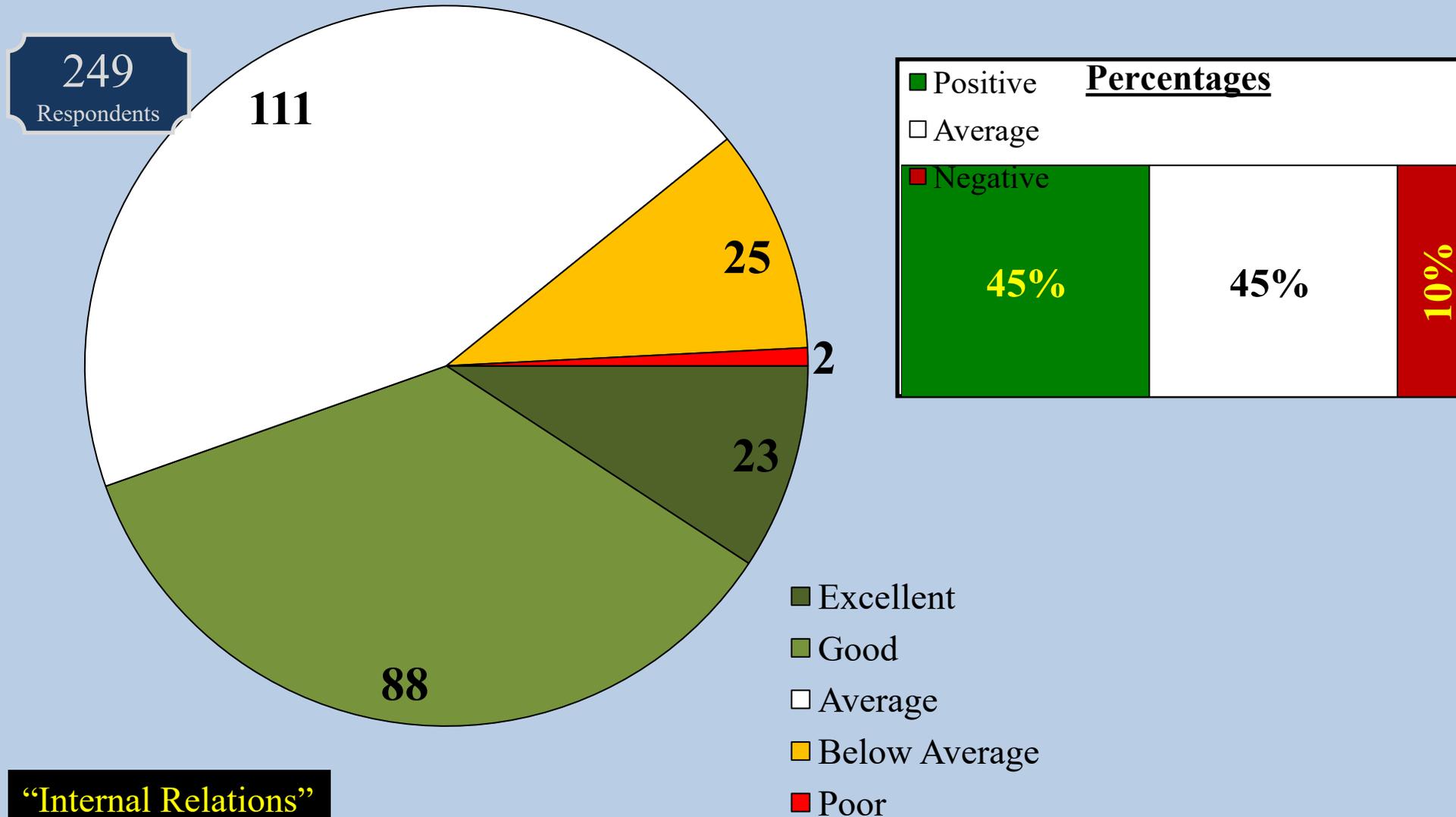
*If there are attorneys in your division, how would you characterize working relationships between attorneys and non-attorney staff in the division?*



**“Internal Relations”**

# 8. Interaction Among Divisions

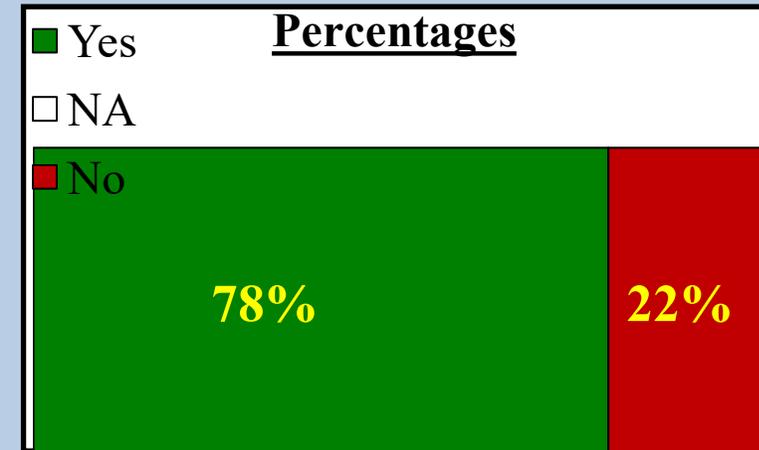
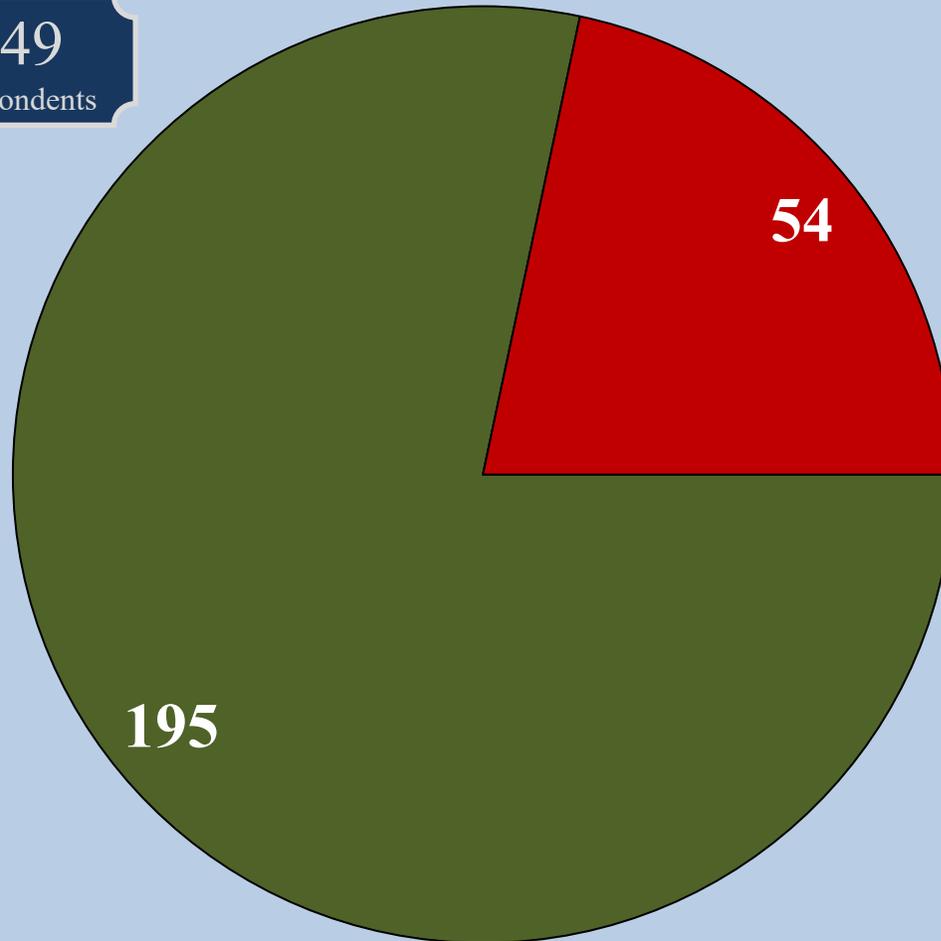
*How would you characterize the working relationships and interactions among divisions within the Attorneys General's office?*



# 9. Employee Recognition

*Do you believe that the office has adequate employee recognition programs, such as Quarterly Star Employee, annual Award of Excellence?*

249  
Respondents

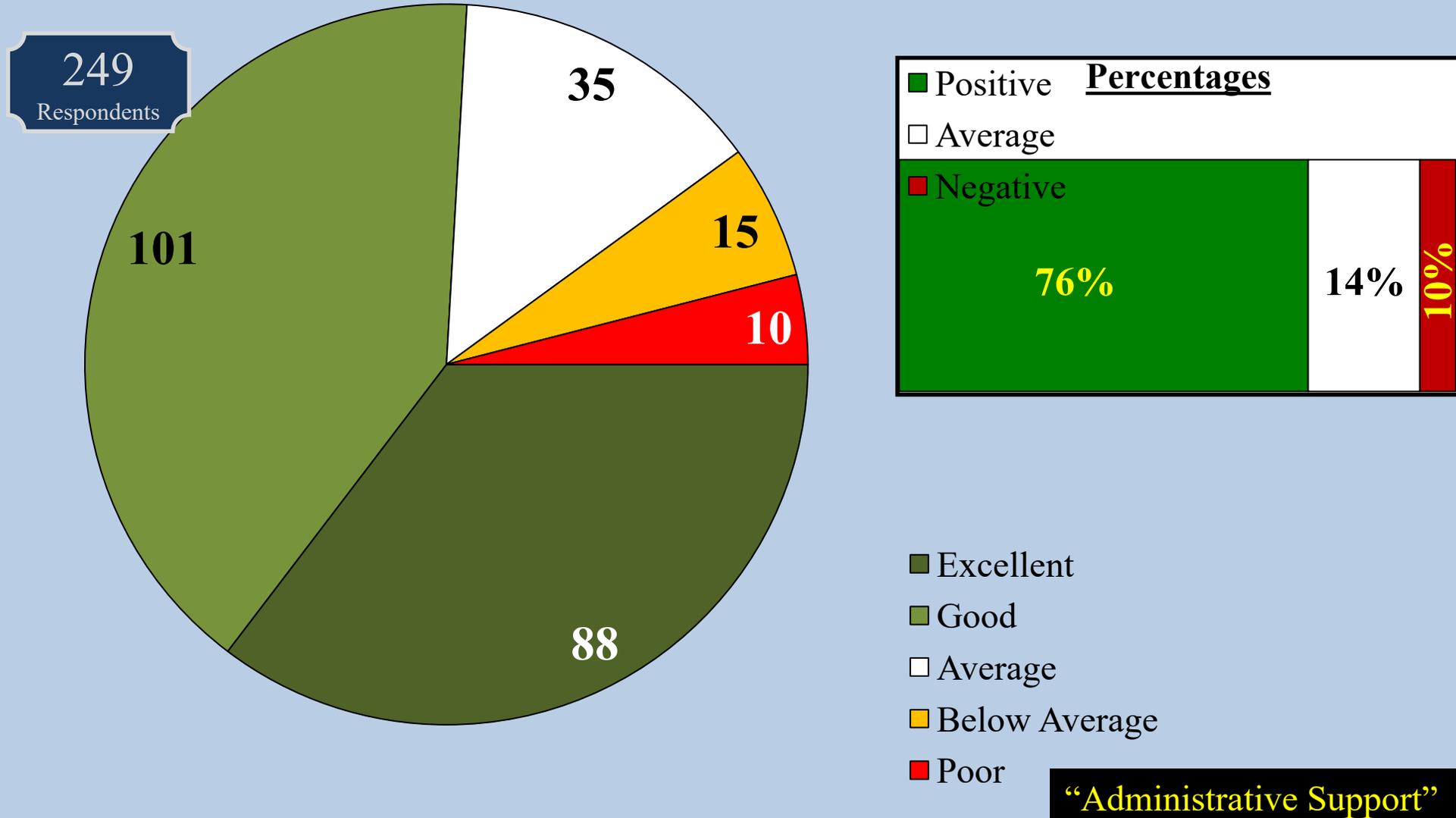


■ Yes  
■ No

“Administrative Support”

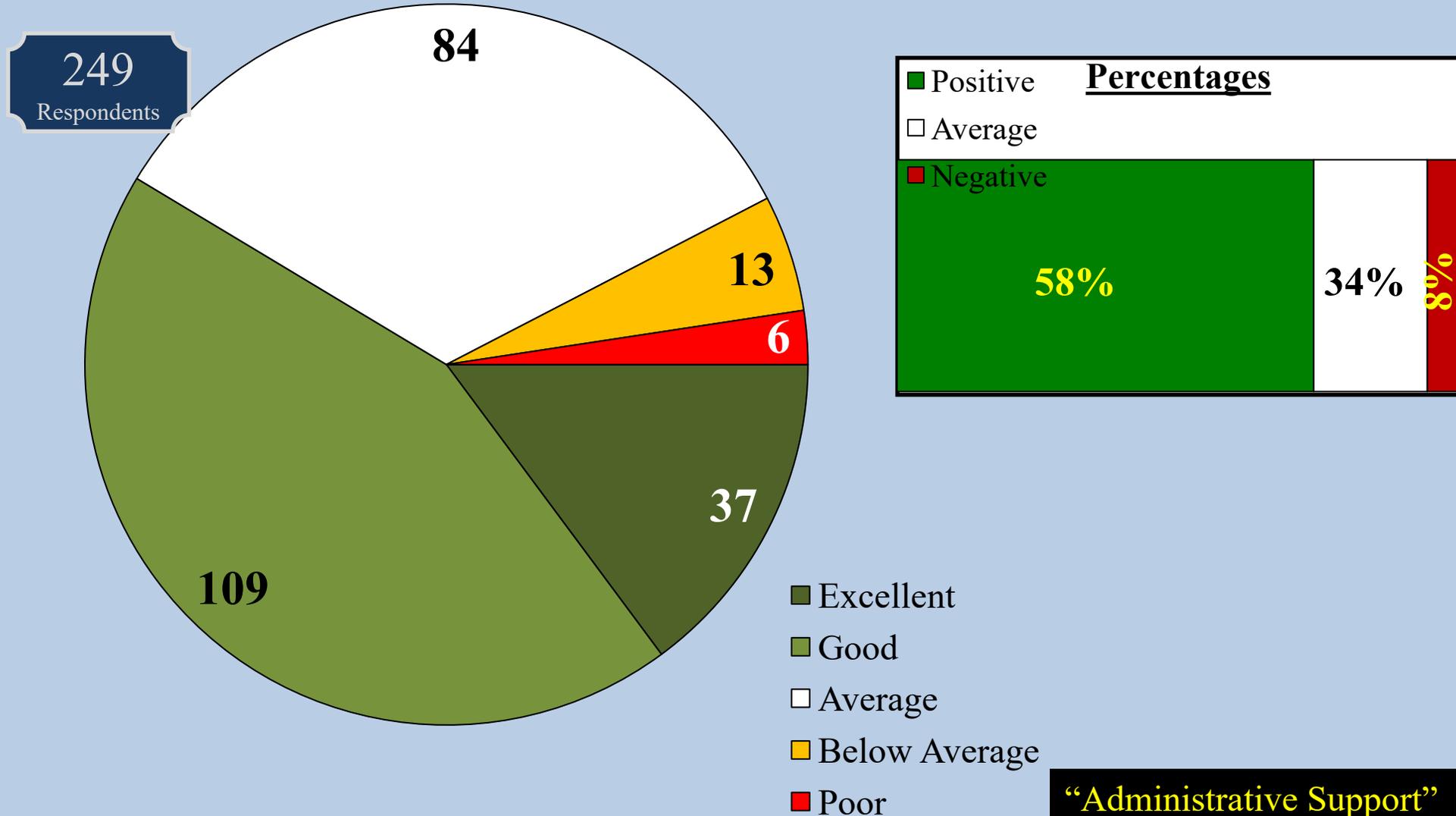
# 10. IT Satisfaction

*Please rate your level of satisfaction with how well IT Support is able to resolve problems in a timely manner?*



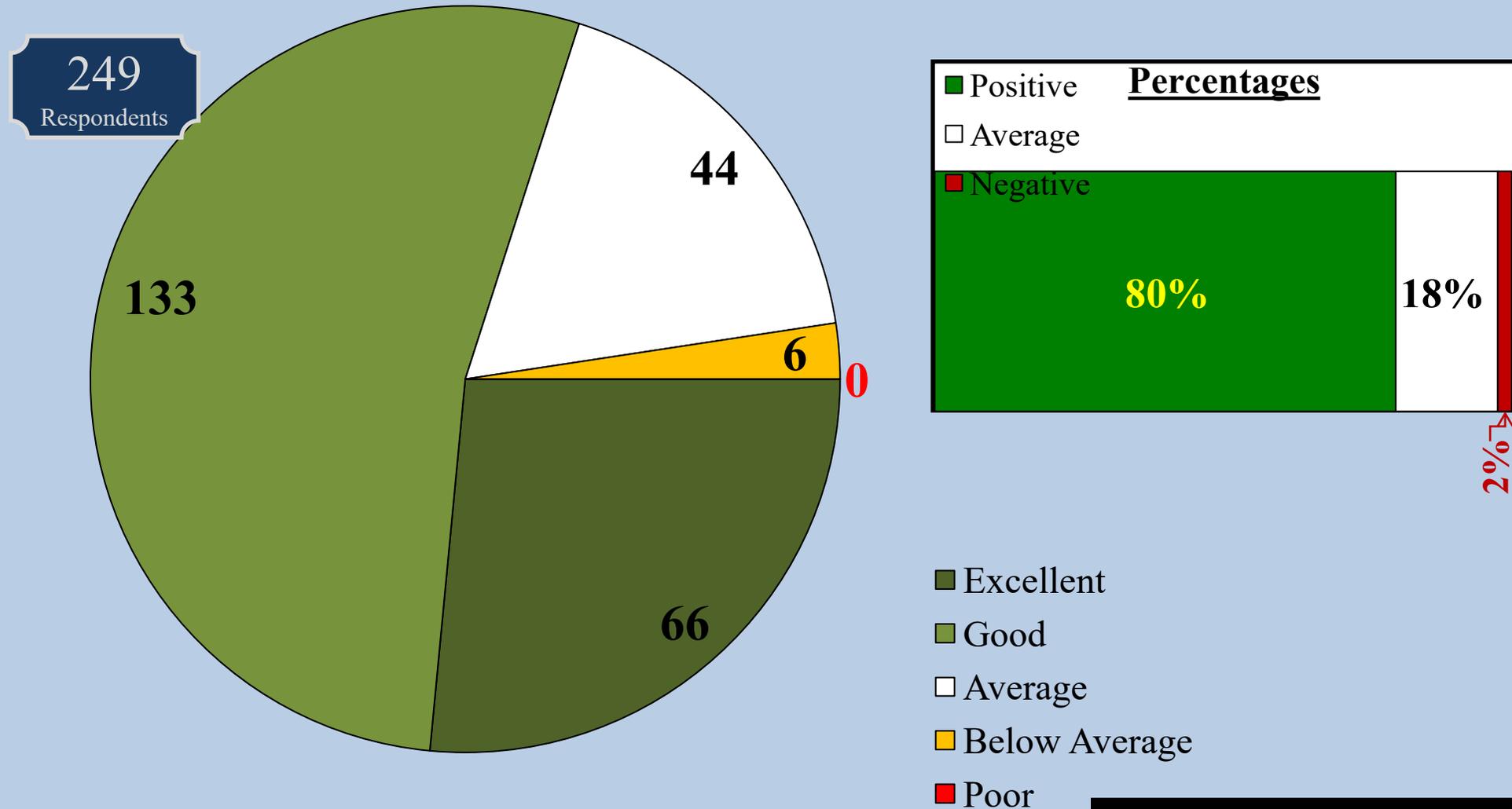
# 11. Training on Office Systems

*How would you rate the training that has been provided on the use of the AG Office Systems?*



# 12. Administration Services

*Please rate the overall services offered by and received from the Administration Division: IT, HR, Finance, Support Services and purchasing.*



**“Administrative Support”**

# Internal Communication

*Communicating decisions within the office can be more effective.*

- **Pay Raise Decisions:**
  - *Issue: Feedback as to process followed.*
    - *Response: Explained initially, but inadequate followed up.*
- **“Transparency” of Decisions:**
  - *Issue: Not changing decisions, but explaining process*
    - *Response: Provide feedback of decisions process.*
    - *Response: Complete “transparency” violate privacy issues*
- **“Career Path” on Intranet**
  - *Issue: While we established 2 years ago, not publicized*
    - *Response: Post information on intranets*

# For Further Review

- **Office hours (Attorneys - 5:30 close)**
  - *Issue since Condon administration (1995)*
  - *Millennial issues (“flex-time”, “make-up time”, and “telecommute”)*
  - *Competition with other state agencies*
  - *Previous NAAG review, did not act upon*
    - *Create managers working group to make recommendations*
- **Sustaining initiatives**
  - *“Leadership” training (differs from “management” training)*
    - *Work with NAAG for additional opportunities, Local program*
  - *Higher expectations than prior administrations*
    - *Focus on sustaining initiatives*
- **Specific Office Sections**
  - *Two sections identified potential issues*
    - *Being reviewed & addressed within management avenues*
    - **NOTE: Specific comments identified sections, anonymity secure**

# Outside Resources

- **“Cost of Living” salary increases**
  - *Legislature dependent*
    - *Continue annual attempts*
- **Parking**
  - *9 month wait for deck, 1 year+ for underground*
    - Construction temporary impact (not long term)
    - New USC apartments impact Assembly St. Parking
    - *Reviewing interim relief options*
- **Elevators**
  - *New contractor may improve; not expected*
- **Inefficient but tenured employees**
  - EPMS change has improved since 2013; still limitations
- **Multiple locations**
  - *Dennis, Brown and 1201 Main*
    - *Long term planning (TBD) to Dennis Building*