Council Staff Experience Results - 2023

APRIL 2024

Council Staff Experience

WHY IT MATTERS:

- Discover what's important and motivating to employees

- Supports enhancing employee engagement and retention
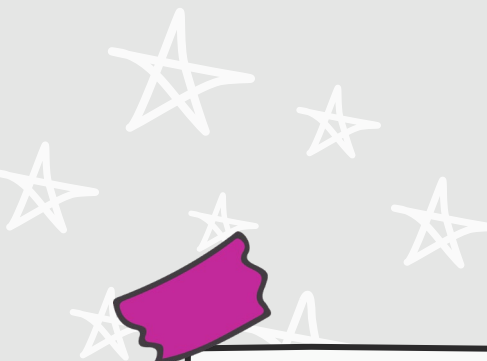
- Drives organizational success

Council Staff Experience

KEY TAKEAWAYS

* Participation was strong for the 1st year
* Overall scores are above goal
* Categories with greatest opportunity:
    * Individual needs
    * Connection
* Some differences noted with age, tenure, race, and performance management

Questions Groups

Communications and Resources

I have the information I need to do my job well.

Individual Needs

My job allows me to meet the needs of both my work and personal life.

Future Outlook

My outlook on the future potential of my council is optimistic.

Manager Effectiveness

My immediate manager helps me to be successful in my job.

Personal Engagement

I find my job interesting and inspiring.

Connection

I feel aligned with the values and feel connections to the organization.

Trust in Leadership

There is open and honest communications

between employees and managers.

Team Dynamics

The people I work with most closely are committed to producing top quality work.

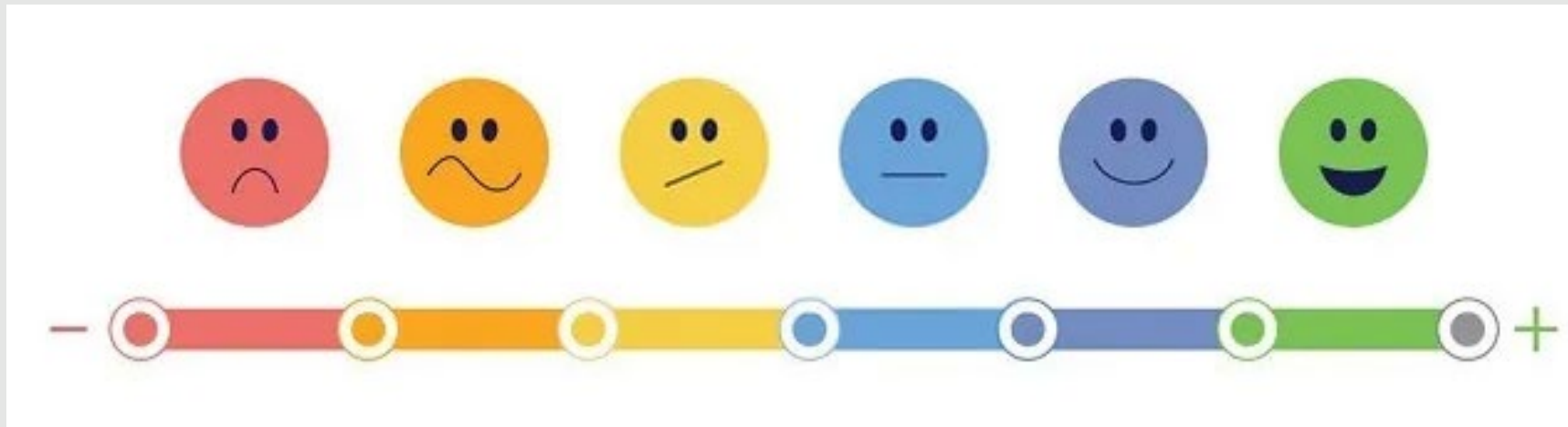# Likert Scale and Favorability

Unfavorable
- ♥ Disagree
- ♥ Strongly disagree

Uncertain
- ♥ Somewhat agree
- ♥ Somewhat disagree

Favorable
- ♥ Strongly agree
- ♥ Agree

Demographics

INDIVIDUAL

- ★ Position level
- ★ Primary function
- ★ Tenure
- ★ Employment status
- ★ Pay Type
- ★ Highest level of education
- ★ Work environment
- ★ Gender
- ★ Age
- ★ Race/ethnicity
- ★ Identify as marginalized group not mentioned above

COUNCIL

- ★ Council Tier
- ★ Council Age
- ★ Council Status
- ★ Region
- ★ Build back status
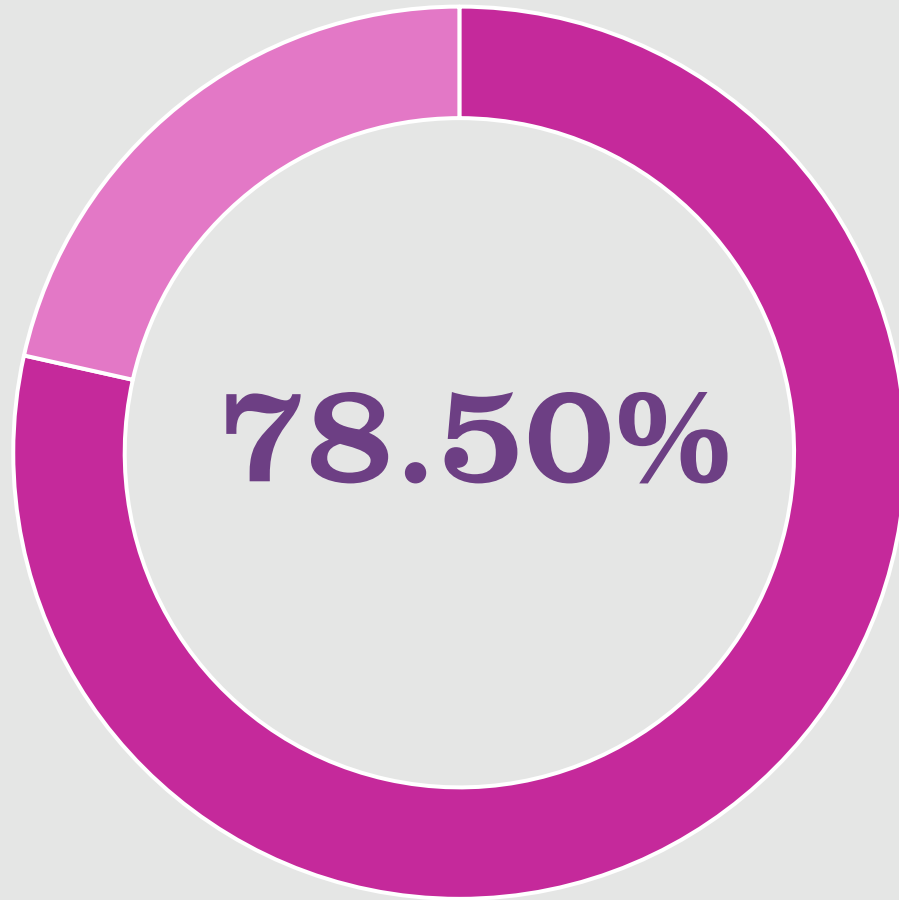- ★ Performance Management Process
- ★ Benefits Offered

Response Rates Strong!

52.5%
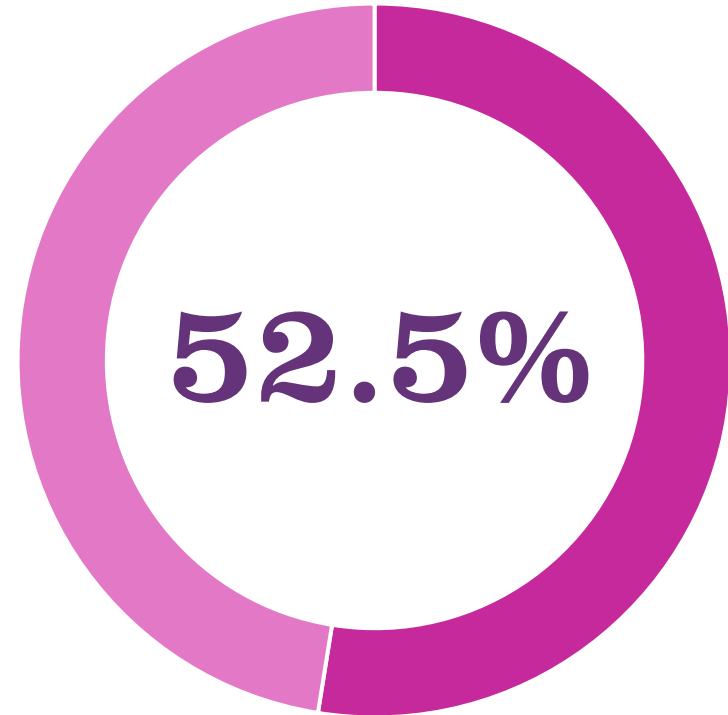
321 RESPONDED!

Overall Favorability

Favorability Across All Questions

78.50%

Overall Favorability >70 is healthy!

Engagement Profiles Across All Responses

Engagement Profiles
Average Score Per Respondent Grouped by Enagement Profile

| 67% | 28% | 5% | 1% |

■ Highly Engaged (5.0 - 6.0) ■ Moderately Engaged (4.0 - 4.9) ■ Barely Engaged (3.0 - 3.9) ■ Disengaged (1.0 - 2.9)

Highly engaged employees are strongly connected to their places of work. They are often advocates of the organization and make an extra effort to achieve great results.

Moderately engaged employees are favorable towards the overall workplace experience, but something is holding them back from being highly engaged.

Barely engaged employees have an indifferent attitude. These employees generally have decreased motivation to perform optimally and are at risk for retention.

Disengaged employees are mentally and emotionally disconnected from their places of work. These employees may be negative and even disruptive with their concerns.

Descriptors for Council Culture

Category Results

Category	Favorable	Uncertain	Unfavorable
Team Dynamics	87.6%	11.6%	0.8%
Trust in Council Leadership	84.6%	12.8%	2.6%
Personal Engagement	79.6%	17.4%	3.0%
Manager Effectiveness	78.9%	17.6%	3.5%
Communication & Resources	78.7%	18.3%	3.0%
Future Outlook	74.1%	22.5%	3.4%
Connection	72.2%	25.9%	1.9%
Individual Needs	71.3%	21.4%	7.3%

■ Favorable   ■ Uncertain   ■ Unfavorable

Most Favorable Responses

Item	Category	Average Score (1-6)	Percentage Favorable Reponses
I am proud to work here.	Personal Engagement	5.60	95.31%
I am inspired by the work we do.	Personal Engagement	5.55	95.00%
My immediate coworkers are committed to our council's goals.	Team Dynamics	5.60	92.52%
I feel accepted by my coworkers.	Team Dynamics	5.50	91.97%
Everyone at my council is treated fairly, regardless of race, gender, age, ethnic background, disability, sexual orientation, or other differences.	Trust in Council Leadership	5.56	91.88%
I am empowered to decide how my work gets done.	Manager Effectiveness	5.42	91.88%

Least Favorable Responses

Item	Category	Average Score (1-6)	Percentage Favorable Reponses
The benefits offered here meet my and my family's needs.	Individual Needs	3.92	43.75%
I see professional growth and career development opportunities for myself at Girls on the Run.	Personal Engagement	4.41	50.63%
I am paid fairly for the work I do.	Individual Needs	4.28	51.88%
I play an important role in the advancement of our national movement.	Connection	4.54	52.44%
When the organization makes changes, I understand why.	Connection	4.64	52.50%

Favorability by Groups

- ★ Age

- ★ Race

- ★ Tenure

- ★ Performance review status

- ★ Work environment

Favorability by Age

Favorability ■   Overall Favorability ——

81.35% 75.10% 77.26% 82.87% 75.78% 59.78% 50.43%

78.50%

90%
85%
80%
75%
70%
65%
60%
55%
50%
45%
40%

25 and under	26 - 35	36 - 45	46 - 55	56 - 65	66 and over	Prefer not to say
n = 28	n = 60	n = 83	n = 114	n = 28	n = 2	n = 5

Gen Z 12 – 27   Millennials 28 - 43   Gen X 44 – 59   Boomers 60 - 69

Favorability by Race

Legend: ■ Favorability — Overall Favorability

- I prefer not to say — 57.73% — n = 9
- BIPOC — 70.31% — n = 40
- White — 80.46% — n = 271
- Overall Favorability — 78.50%
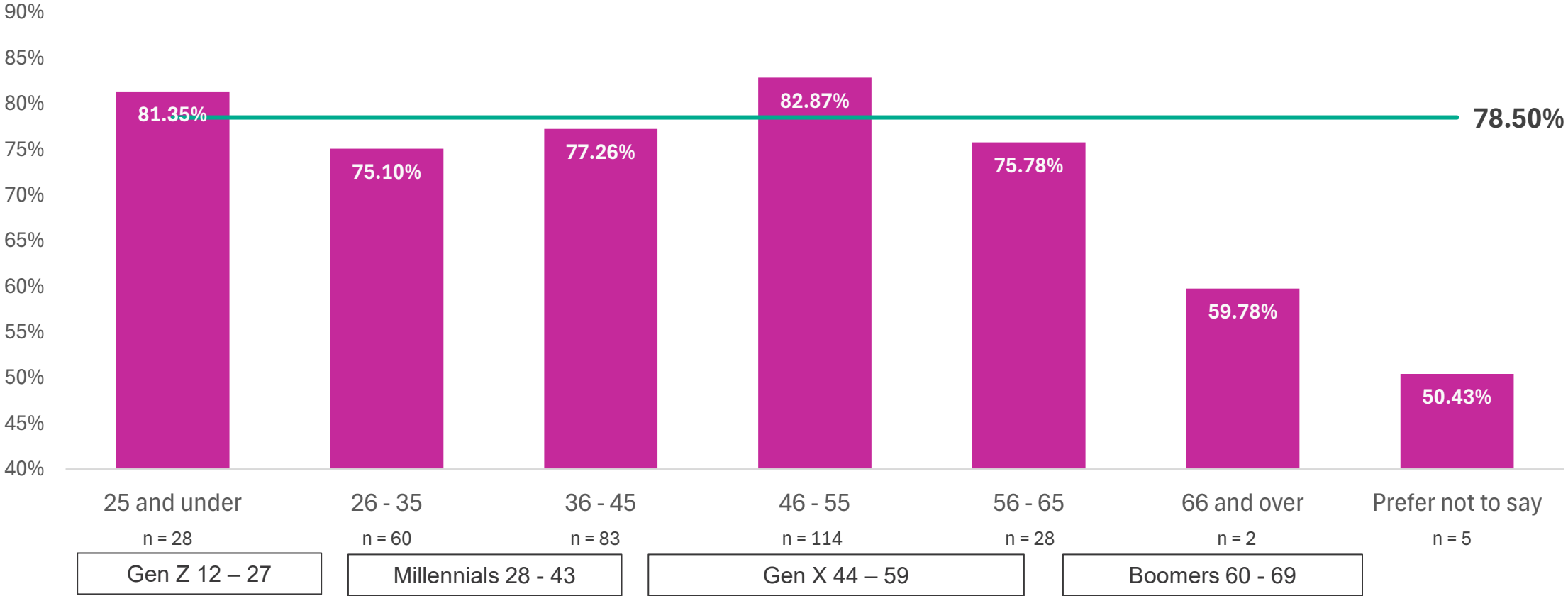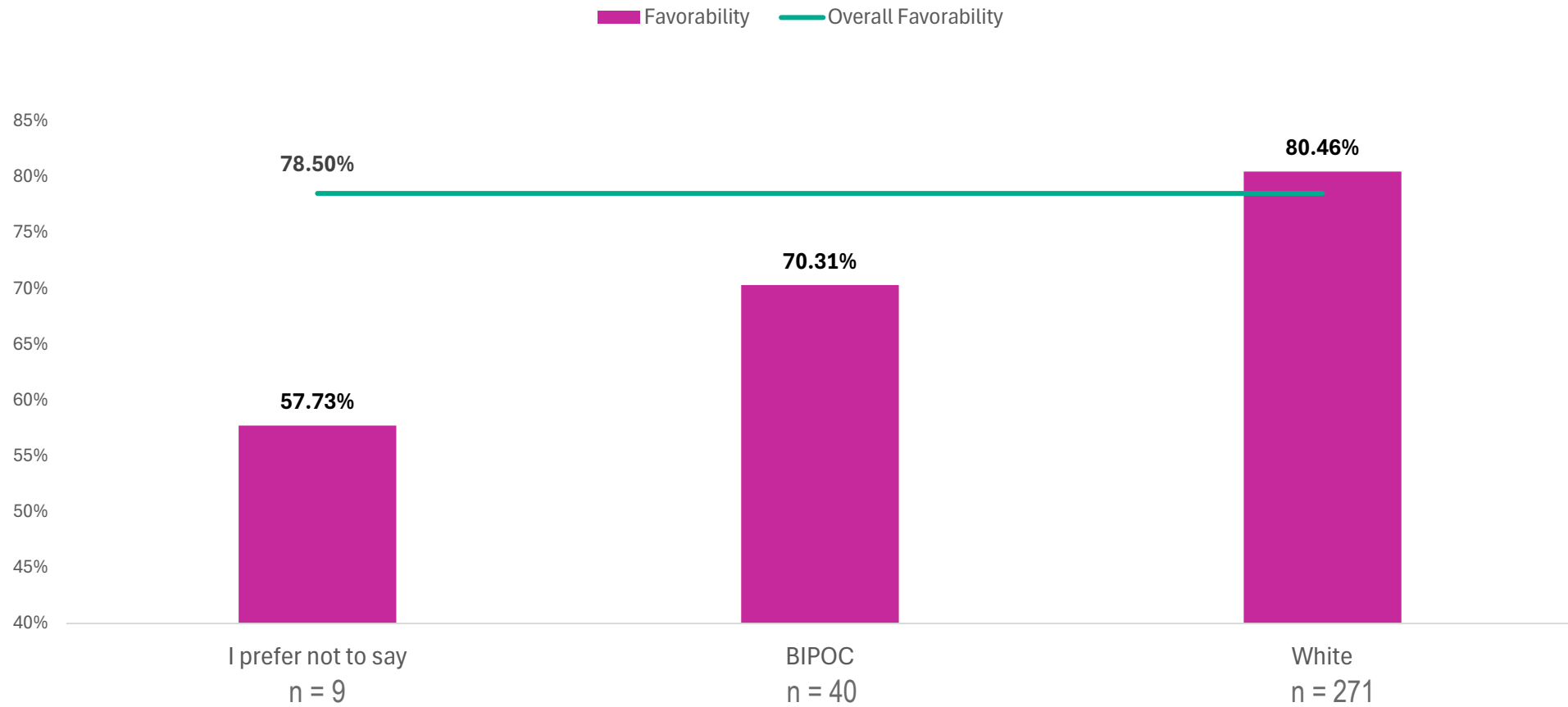
Favorability by Tenure

Favorability ▬ Overall Favorability

Less than 6 months	6 months - 18 months	19 months - 4 years	5 - 9 years	10 years or more
82.97%	75.75%	74.42%	79.76%	84.22%
n = 36	n = 72	n = 80	n = 84	n = 48

78.50%
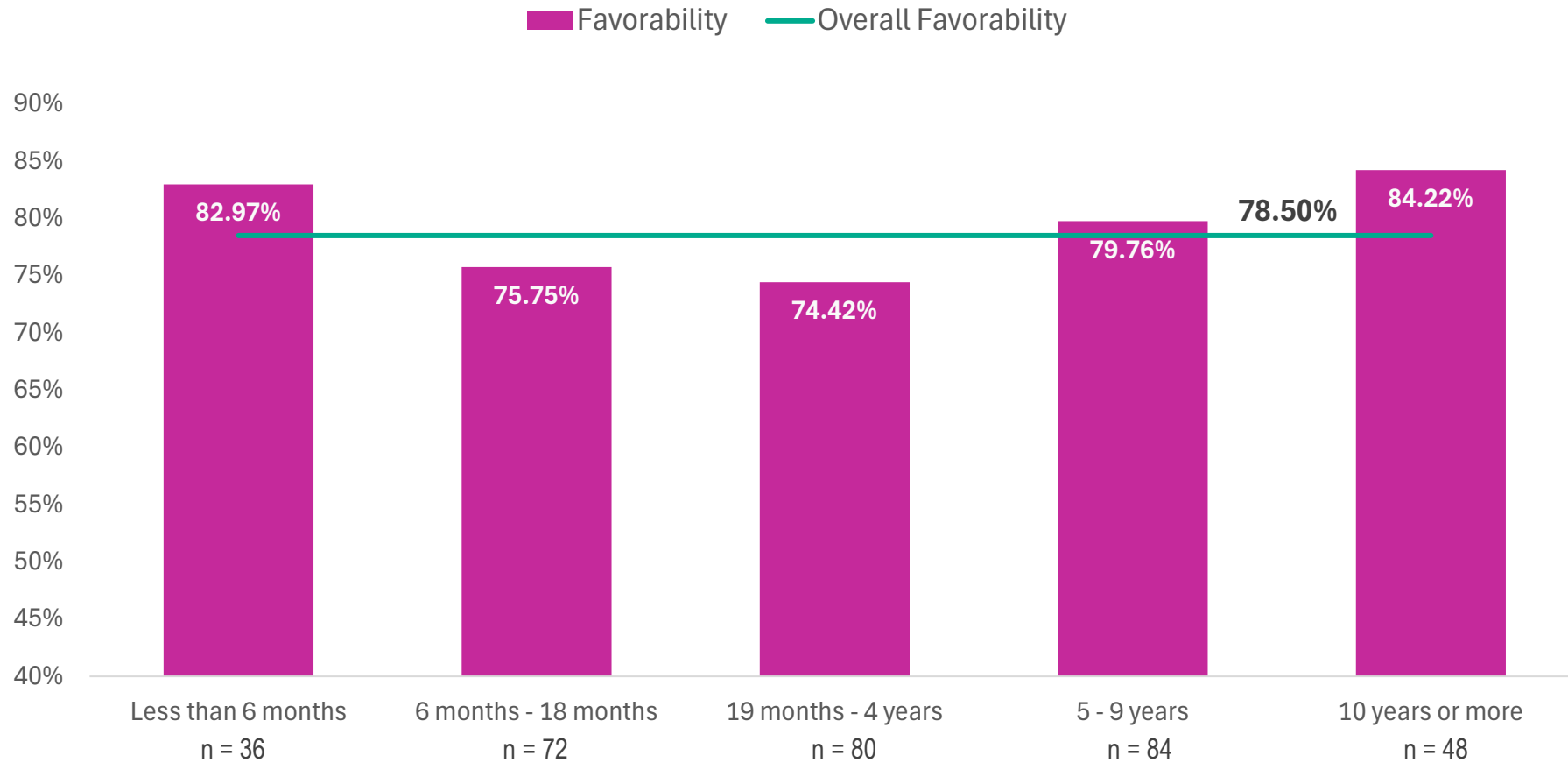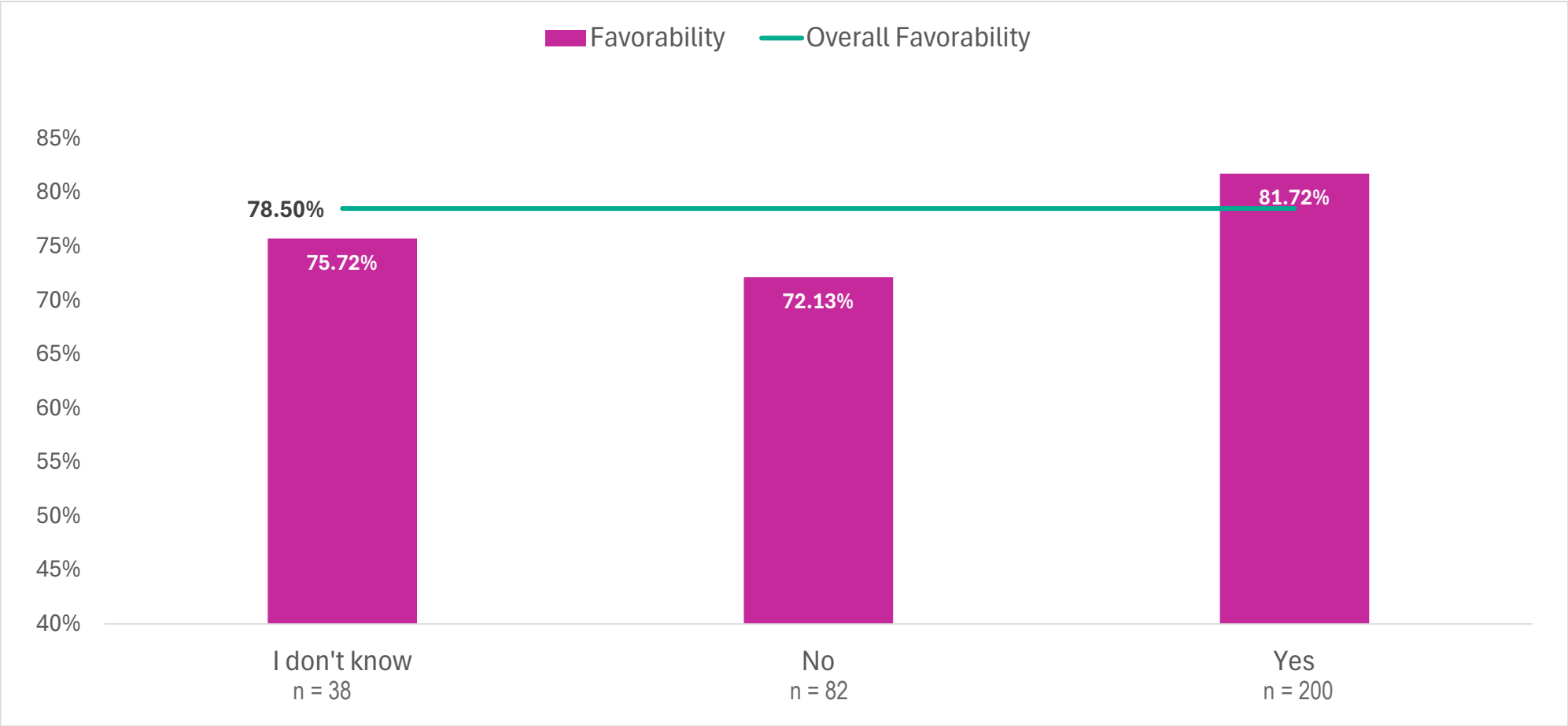
Favorability by Work Environment

Legend: **Favorability** (magenta bar), **Overall Favorability** (teal line)

Work Environment	Favorability	n
Fully office-based	82.35%	n = 36
Fully remote	75.09%	n = 66
Hybrid/ combination of remote and in the office	78.97%	n = 218

Overall Favorability: 78.50%
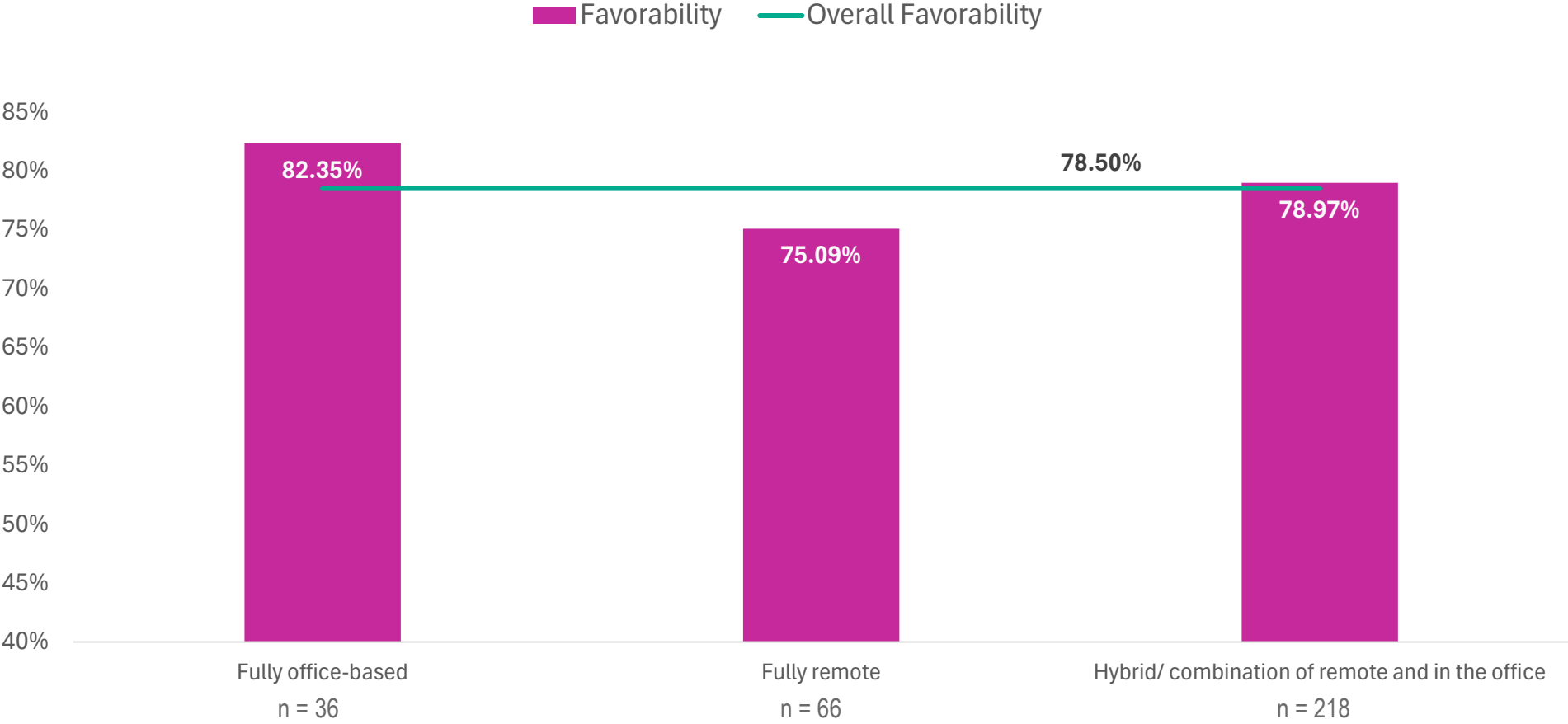
Likelihood of Recommending GOTR

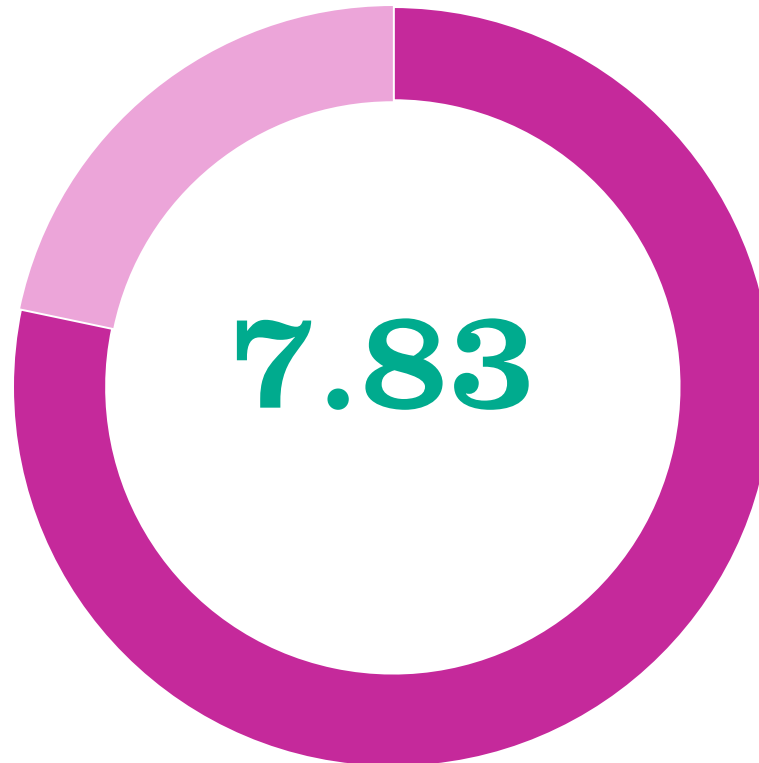How likely are you to recommend your council to others as a place to work on a scale of 1-10?
Average Score

7.83

Mission Advancement Marker

I enjoy working at Girls on the Run.

5.49

6-pt scale

Employee Net Promoter Score

eNPS = 23.2

POOR   FAIR   GOOD   EXCELLENT
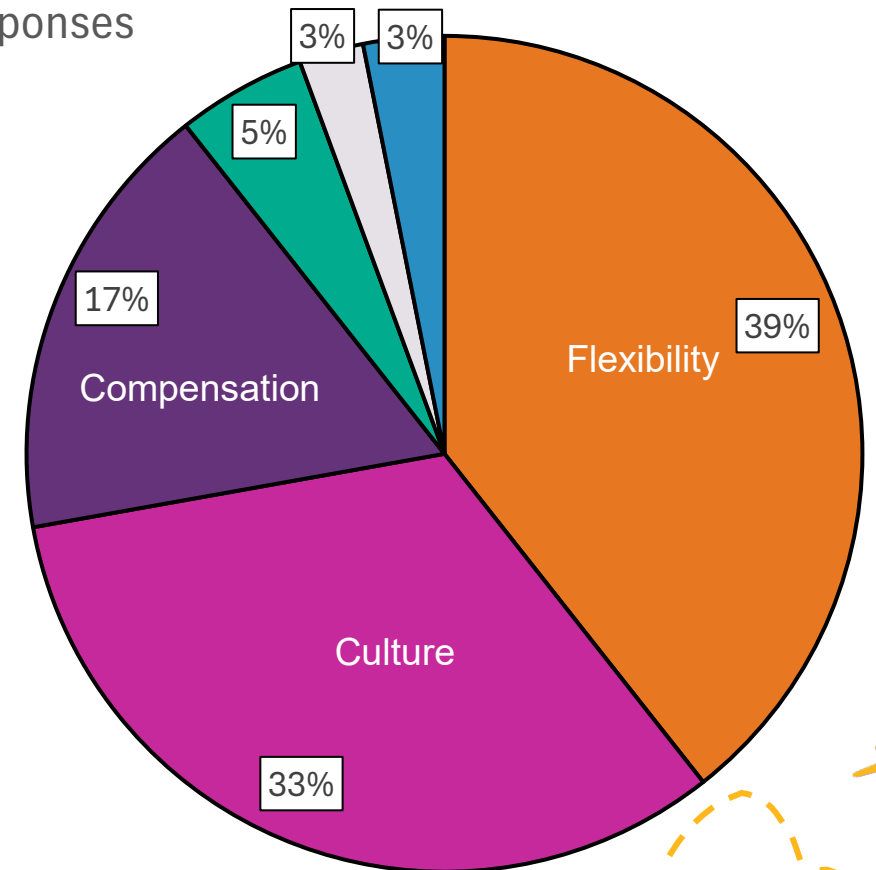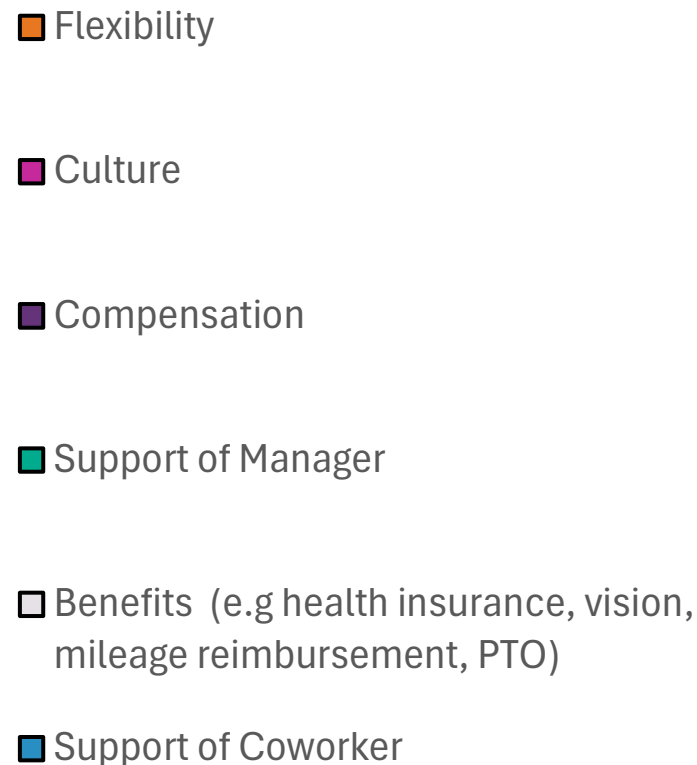
-100   0   +10   +30   +100

What Is Most Important to Staff

Percentage of Employees that Ranked Each Category First

Staff were asked to rank the following six items in terms of what was most important to them.

- Compensation
- Benefits
- Flexibility
- Culture
- Support of Manager
- Support of Coworker(s)

Top Priorities (ranked 1st)
All Responses

- Flexibility
- Culture
- Compensation
- Support of Manager
- Benefits (e.g health insurance, vision, mileage reimbursement, PTO)
- Support of Coworker

3%

3%

5%

17%

Compensation

39%

Flexibility

33%

Culture

Differences Emerged by Race/Ethnicity

BIPOC Responses (n = 40)

Aspect	% that Ranked Aspect in Top 3
Compensation	68%
Flexibility	63%
Culture	60%
Benefits	45%
Support of Manager	40%
Support of Coworker	25%

White Responses (n = 271)

Aspect	% that Ranked Aspect in Top 3
Flexibility	77%
Culture	73%
Compensation	56%
Support of Manager	43%
Support of Coworker	29%
Benefits	21%

Items marked in yellow had statistically significant differences in mean rankings between the two groups

Select Statistically Significant Findings by Group

While still strong compared to external benchmarks, there are some statistical differences within the different groups of Girls on the Run employees:

♥ Affiliate council employees responded less favorably re: having the information to do their job well

♥ Managers responded more favorably in terms of being supported by co-workers and building meaningful relationships across the organization versus non-managers.

♥ BIPOC employees responded less favorably on:

- Finding my work engaging

- Council culture supports my health and well-being

- My job allows me to utilize my strengths

- My job provides flexibility in meeting my work and personal needs

- It would take a lot to get me to leave GOTR

- Likelihood of recommending the councils as a place to work

Select Statistically Significant Findings by Group

- ♥ Employees working at councils without a performance management process responded less favorably:
  - Depend on other members of council
  - Leadership values people
  - Leadership embodies GOTR values
  - Leadership can lead the council to success
  - Immediate manager cares about my development

- ♥ Solo council directors expressed less support, voice, resources and clarity in their role and job performance. Possible reasons include:
  - Less formalized and structured processes
  - Limited resources
  - More job responsibilities or demands

- ♥ Solo council directors agreed they were able to build meaningful relationships across the organization

What's Next?

- ♥ Discussion guide for Council Directors to use with their teams
- ♥ May Regional Meeting Discussions
- ♥ Share results in the BoardRoom newsletter for Council Boards
- ♥ Focus on key areas for FY24 - FY25
- ♥ Measure annually in January going forward

WOW

♥ ANNUAL SURVEY

BENEFITS

Offering Benefits Webinar Series – *recording available*

PERFORMANCE MANAGEMENT

Performance Management Summit Session
Performance Management Toolkit (FY25)

CONNECTION

Summit
CD & program staff networking cohorts
Pilot regional gatherings
Assess new connection opportunities

Girls on the run

THANK YOU!