



# Quarterly Pulse Survey

**Statewide results**

**Survey period: January 23 – February 3**

**FEBRUARY 2023**

## Recap: Why the Quarterly Pulse Survey matters

- We need to hear candid perspectives from all our teammates
- The Quarterly Pulse Survey (QPS) asks the workforce of the 17 executive departments of the State of Missouri to answer the same questions at the same time about:
  - How we are working together
  - How we are moving on major initiatives
  - Where we can improve
- The QPS is unique – it enables us to:
  - Track trends on critical measures
  - Compare outcomes across and within organizations, and
  - Identify specific areas of success from which we all can learn



## Recap: Confidentiality is built into the survey process

- All survey responses are anonymous (e.g., no names required; no IP addresses recorded)
  
- Select demographic questions are only asked to help analyze potential variations:
  - Among departments,
  - Across regions,
  - Working location, and
  - Between leadership and frontline teammates



## Recap: Clarification on Frequently Asked Questions

### Frequently Asked Questions

---

**Is my “organization” my office, my division, my department, or the state government?**



### Answers

---

- Answer the questions based what **best represents your overall personal experience** at work
- When a question asks about how often you see a behavior, consider your recent experience
- Most often, your perspective will be shaped by your experience in your team, your location or division, and also your department

**What if I have different experiences with my direct supervisor than I do with other managers and leaders in my organization?**



- 
- Answer the questions based what **best represents your overall experience** at work
  - Your direct supervisor and probably other managers and department leaders will influence your perspective
  - The questions are designed so that you do not reply based only upon your experience with your direct supervisor to help us understand the overall climate
  - We also do not want to ask about specific individuals because that affects participation



## Quarterly Pulse Survey 16 participation rates



**41,540**

Team members invited to participate  
in the survey\*



**47% or 19,401**

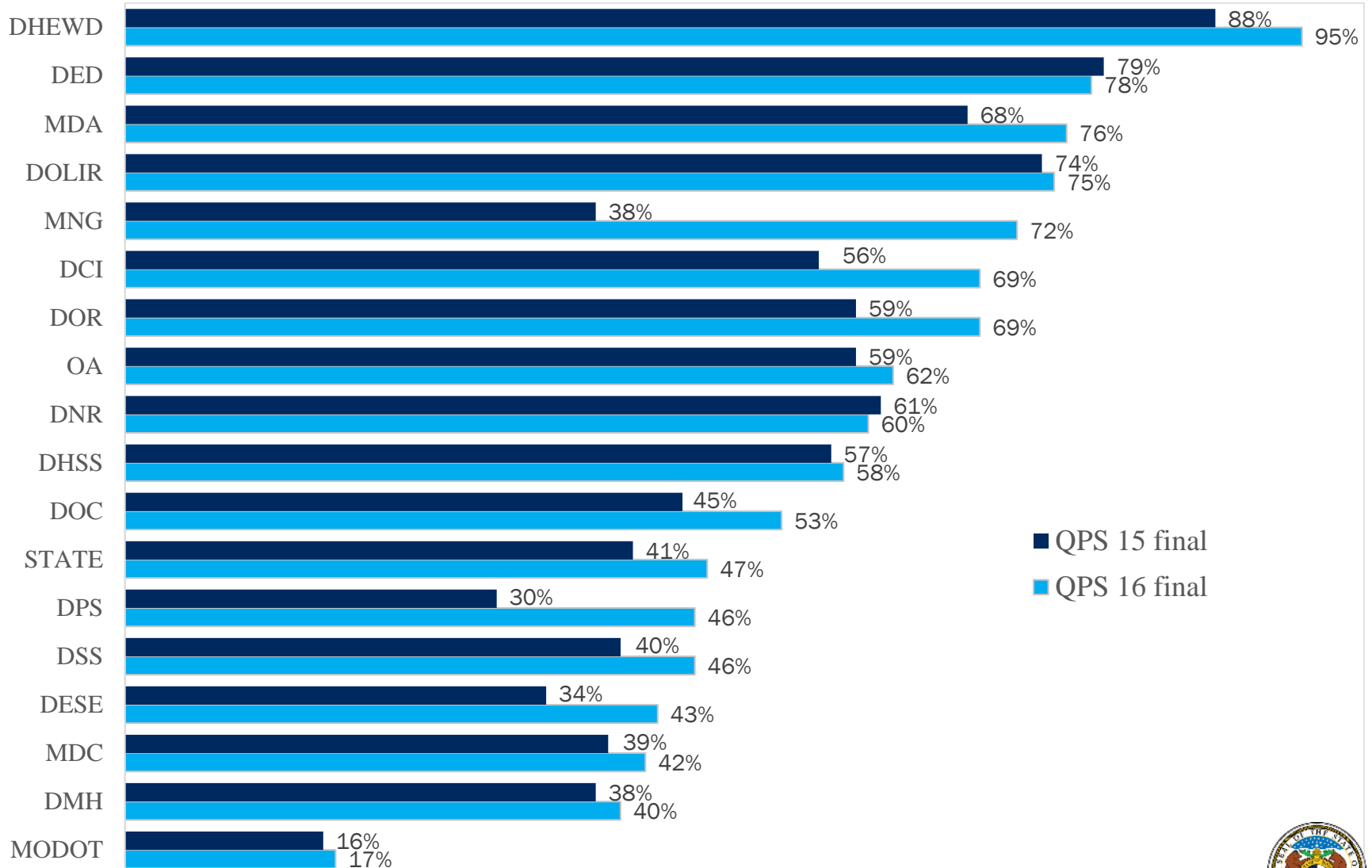
Team members participated in the  
survey

\* Surveys were sent to all employees with mo.gov email accounts



# We saw a 6% increase in response rates Statewide!

## QPS Response Rates – Nov 2022 QPS 15 vs. Feb 2023 QPS 16



# QPS 16 focused on measuring two of our five priority outcomes

Focus of Jan/Feb  
2023 QPS

## Our five priority outcome dimensions

### Dimension

#### Direction

#### Leadership

#### Accountability

#### Motivation

#### External Orientation

### Description

Clear sense of where the organization is heading and how it will get there that is meaningful to all team members

Extent to which leaders inspire action by others

Extent to which individuals understand what is expected of them, have sufficient authority to carry it out, and take responsibility for delivering results

Presence of enthusiasm that drives team members to put in extraordinary effort to deliver results

Quality of engagement with customers, partners, and other external stakeholders to drive value

*Jan/Feb 2023 QPS*

Each QPS alternates between these two sets of outcomes



## In the past 12 months, QPS highlights continued strength in areas where we succeed

QPS 12, February 2022 and QPS 16, February 2023 share the same top 2 success areas

In QPS 16, 86% of team members indicated that they care about the fate of the organization

- an increase of 1% since QPS 12 (85%)

In QPS 16, 79% of team members agreed that they understand how they contribute to the organization's vision

- an increase of 7% since QPS 12 (72%)





## In the past 12 months, QPS highlights progress in areas where we can improve

QPS 12, February 2022 and QPS 16, February 2023 share the same 2 top areas of growth

In QPS 16, 46% of team members agree that their leaders and supervisors ask their opinions before making important decisions

- an increase of 4% since QPS 12

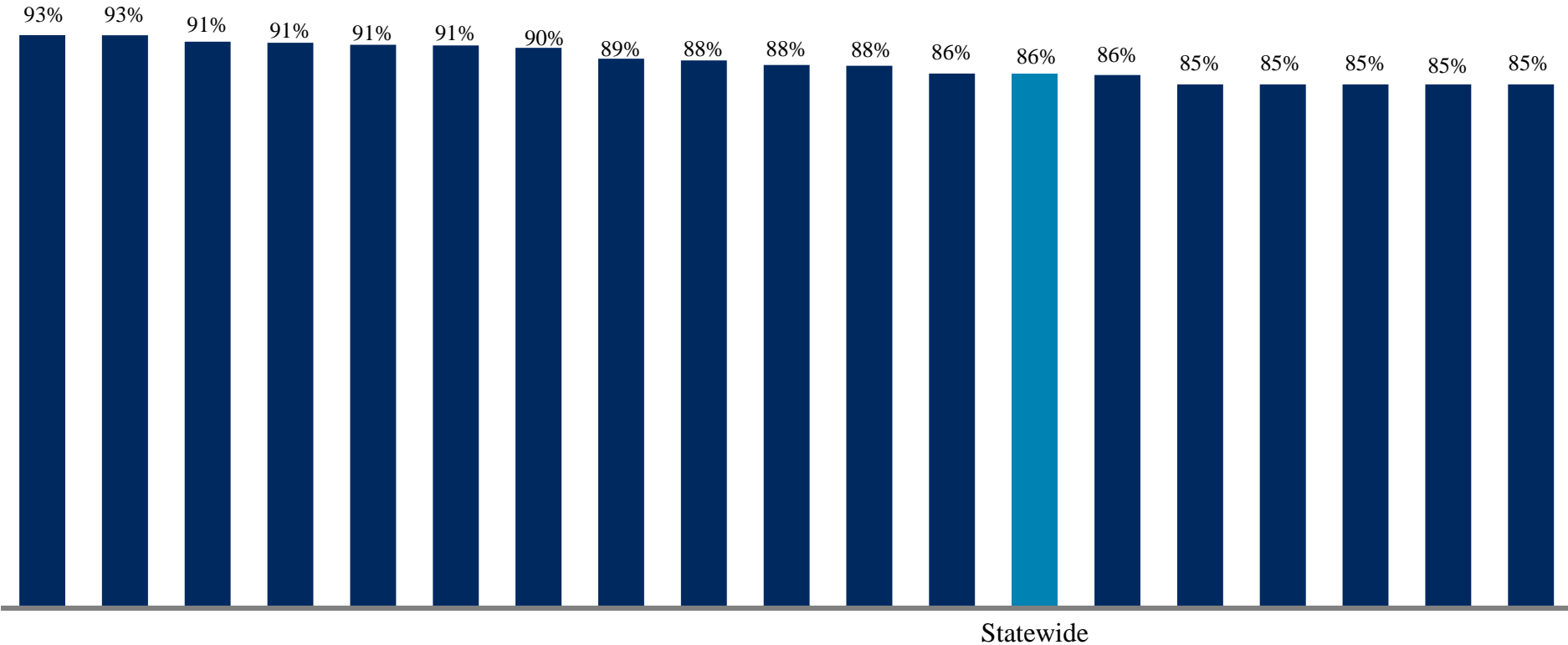
In QPS 16, 47% of team members agree they are involved in setting the organization's vision

- an increase of 4% since QPS 12



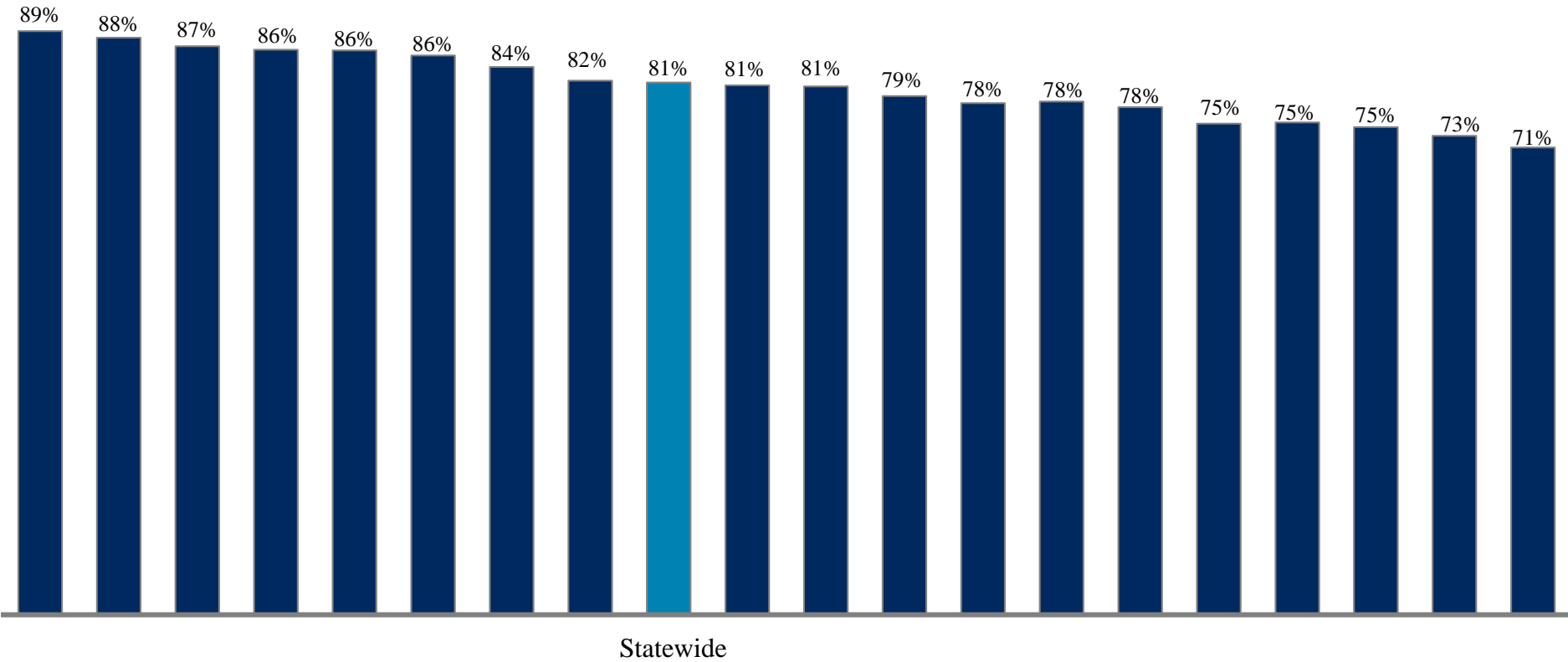
# Missouri State team members' top strength is their level of care for the work.

## I really care about the fate of the organization by department



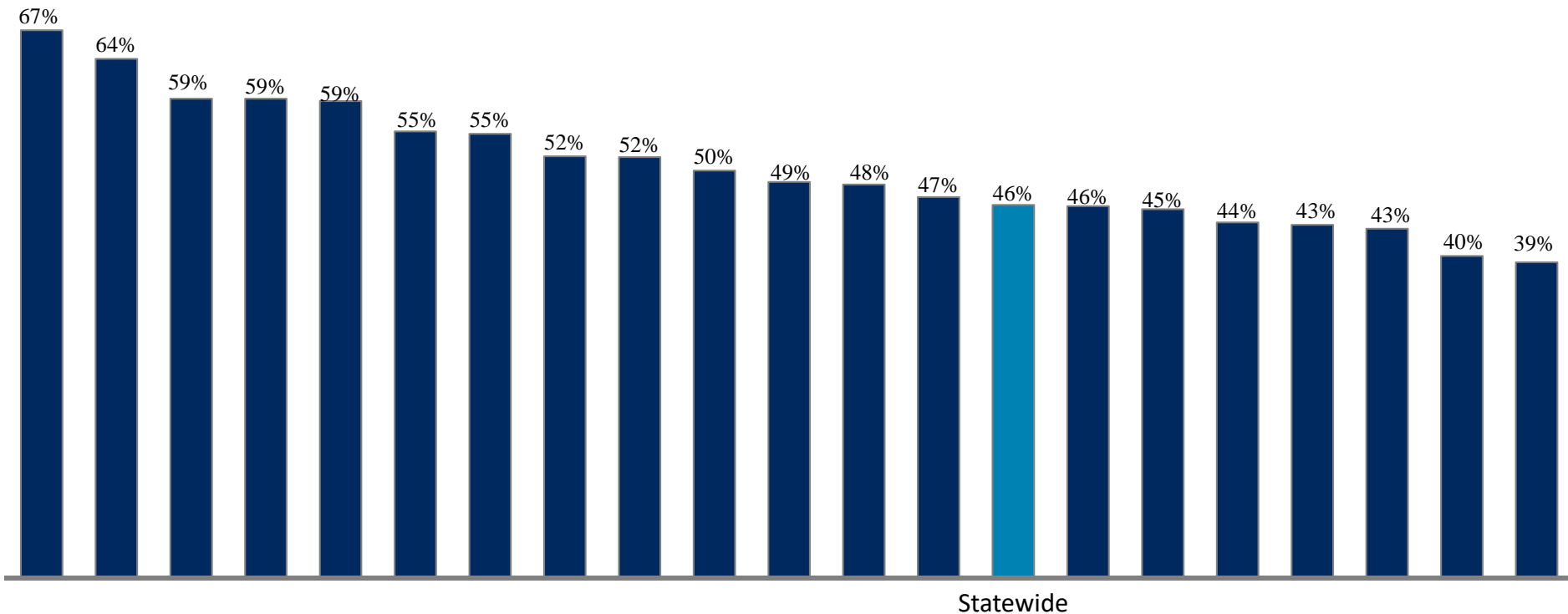
# State team members see themselves in the organization's vision.

## I understand how I contribute to my organization's vision by department



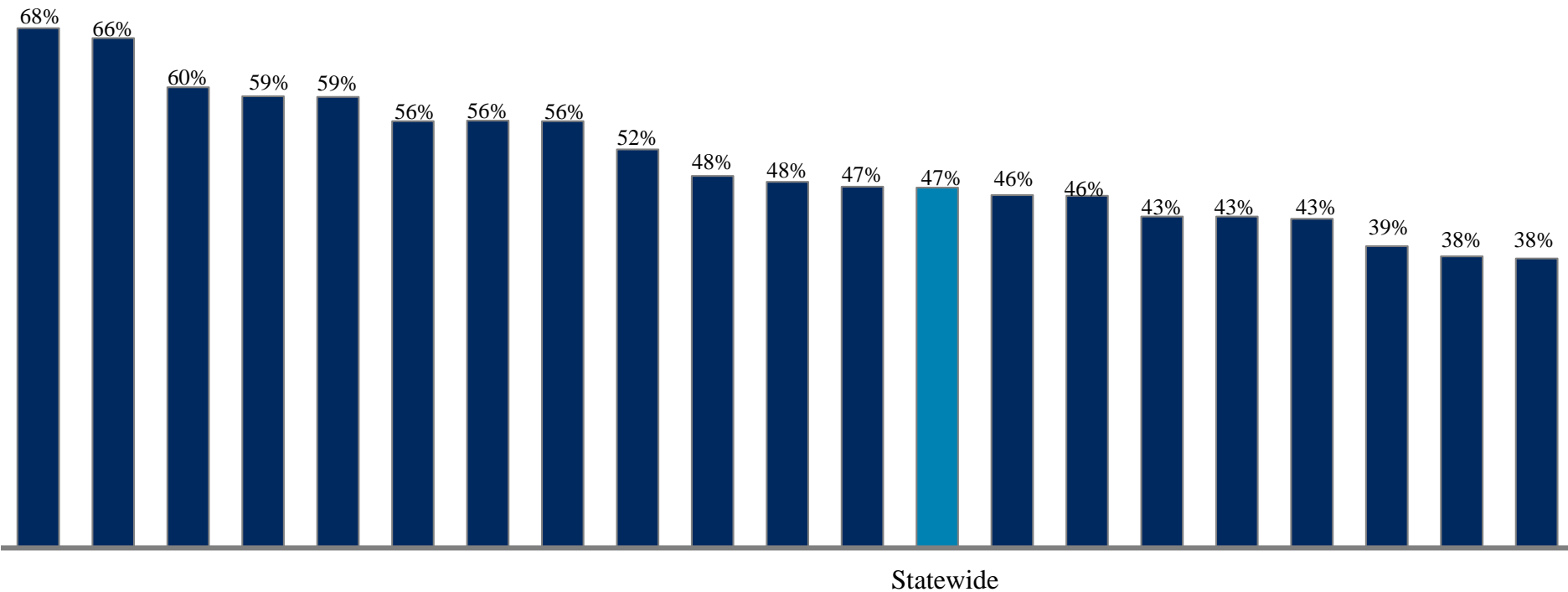
# Team members want to be included when leaders make important decisions.

## Team members' perception of leaders soliciting their opinions before making important decisions by department



# Team members want to be part of setting direction for their department.

## Level of agreement with managers actively soliciting employee involvement in setting the organizations direction by department



Statewide



## Key takeaways from QPS 16

The QPS 16 results indicate our team members:

### **Care about our organization**

Demonstrate that you care about your colleagues by showing your gratitude and appreciation. Celebrate wins and offer praise.

### **Understand how they contribute to our success**

Continue to create clear goals that moves our organization in a positive direction. Provide a sense of purpose and value.

### **Want to share their opinions about important decision making**

Be open and encouraging to hearing others opinions, ideas and solutions

### **Seek to be involved in setting the organizations future direction**

Foster a culture of collaboration and team work



# How can YOU contribute to the vision of our organization and include all team member voices?

## Are you a Missouri Team Member?

- Share your feedback with your supervisor!
- Check out the [Upward Feedback Click Step Guide](#) and the [Upward Feedback Quick Reference Guide](#)
- Read the [Upward Feedback FAQ](#)

## Are you a Manager?

- Be intentional during [ENGAGE](#) conversations to check in on your team members and offer support.
- Learn more about how to use QPS to improve organizational health by visiting the [QPS website](#)

## Are you a Senior Leader?

- Ask your team members for feedback on your placemat initiatives.
- Do Learn Do by asking for feedback regularly from all levels and show how you care.
- Encourage your team members to complete QPS 17 in April so we can hear their voice on how we are doing.



**The next Quarterly Pulse Survey will occur  
from**

**April 17 – April 28, 2023**

**questions will cover Accountability,  
Motivation, and External Orientation**

