



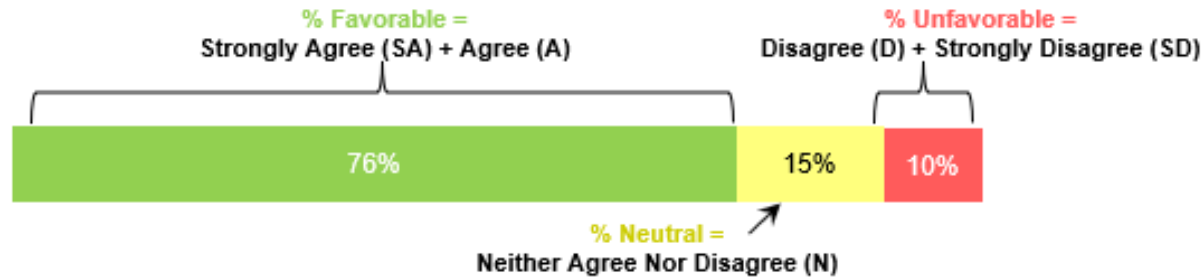
2024 Employee Satisfaction Survey

MyTPU.org/TPUStrategy



Reading and Interpreting the Report

% Favorable % Neutral % Unfavorable: Combinations of the original response categories (SA, A, N, D, and SD) are made for ease of interpretation.



Guidelines for interpreting your results:

	<u>%Favorable</u>
Strength	65% or more
Moderate	64% - 56%
Area for Improvement	55% or less

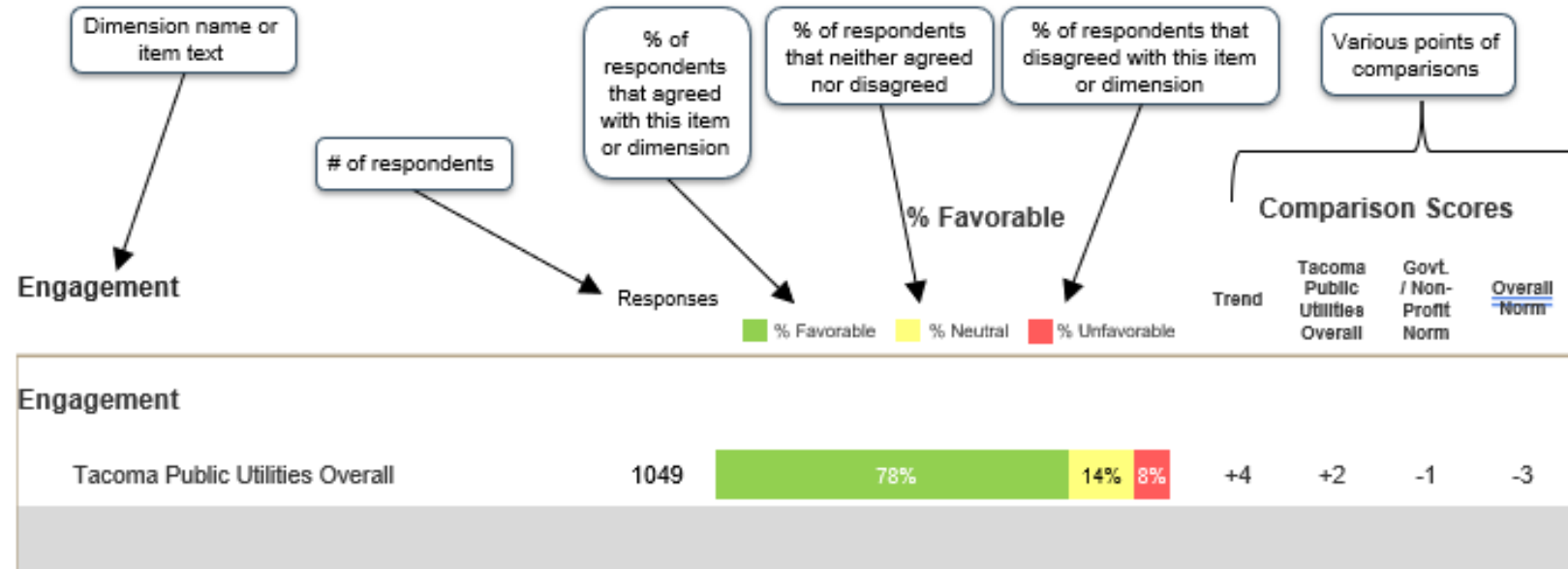
Guidelines for interpreting difference scores:

Group Size	Less than 50	50 to 100	More than 100
Notable Difference	▲ +/- ▼ 15%	▲ +/- ▼ 10%	▲ +/- ▼ 5%

Notable Differences

Based on Mercer Sirota's research (significance testing across survey administrations, and the effect of group size differences) we created following guidelines for determining notable differences between groups or trend administrations.

Understanding the Report



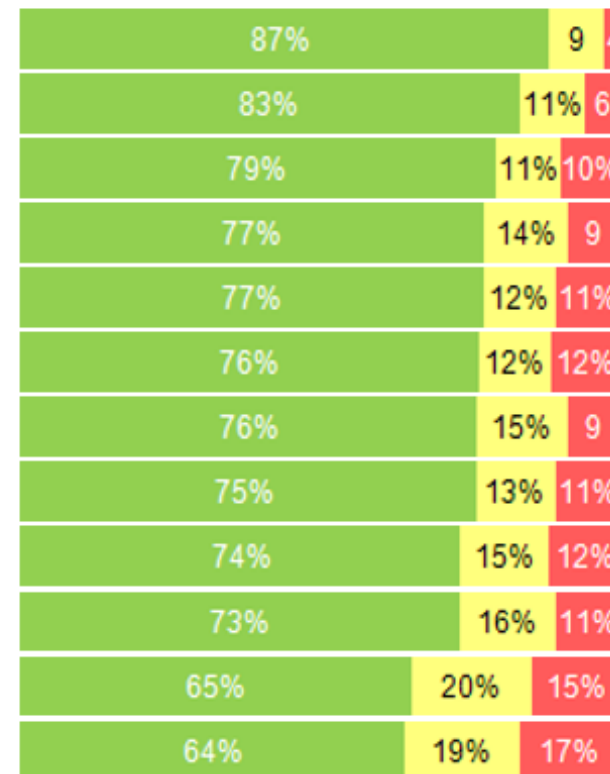
Additional Information:

- To protect confidentiality, data is reported for groups of 5 or more employees who responded to the survey. If there are fewer than 5 people who responded to a question, you will see the phrase "Insufficient Number of Responses".
- **Govt. / Non-Profit Norm** consists of local and country-wide governmental and non-for-profit organizations, such as City of Rochester, US Patent and Trademark Office, Saline Water Conversion Corporation, and The Nature Conservancy.

Response Count (%)	Response Rate (%)	Engagement (% Fav)
-----	Your Team	-----
1080	74	73

Dimension Level Results

- Community Focus
- Safety
- Career & Development
- Work Environment
- Considerate Treatment
- Rewards & Recognition
- Diversity & Inclusion
- Feedback & Accountability
- Workload
- Engagement
- Communication
- Operational Effectiveness



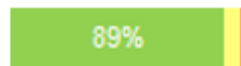
TPU
87
83
79
77
77
76
76
75
74
73
65
64

Notable Improved/Declined Items

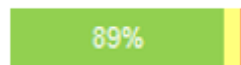
	# Of Questions Improved	12
	# Of Questions Declined	---

Top 3 Most Favorable

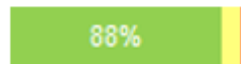
38. I have received the information and training I need to perform my job safely.



26. My supervisor treats me with respect and dignity.

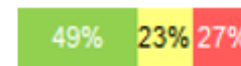


19. Safety is a high priority where I work.

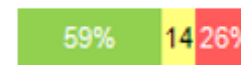


Bottom 3 Least Favorable

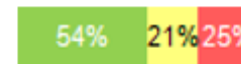
17. Where I work, decisions get made without undue delay.



42. I believe I am compensated equitably / fairly for what I do.



53. I rarely think about looking for a new job with another company.








Top 5 Items

Top 5 Items

	Responses		vs. 2022	TPU	vs. Govt. / Non-Profit Norm	vs. Mercer Global Norm
38. I have received the information and training I need to perform my job safely.	1058	89%	+1	0	+5 ↑	+2
26. My supervisor treats me with respect and dignity.	1070	89%	+2	0	+1	+1
19. Safety is a high priority where I work.	1051	88%	0	0	---	0
2. TPU takes a genuine interest in the communities we serve.	1055	88%	+5 ↑	0	+12 ↑	+8 ↑
43. The benefits provided by TPU meet my needs.	1069	88%	+4	0	+7 ↑	+17 ↑

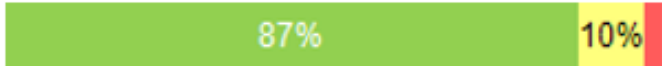




Bottom 5 Items

	Responses		vs. 2022	TPU	vs. Govt. / Non-Profit Norm	vs. Mercer Global Norm
17. Where I work, decisions get made without undue delay.	1064		+4	0	-8 ↓	-14 ↓
42. I believe I am compensated equitably / fairly for what I do.	1061		+7 ↑	0	+2	+4
53. I rarely think about looking for a new job with another company.	1066		—	0	-16 ↓	-19 ↓
16. Where I work, the work is well organized (smooth <u>work flow</u> , good methods and procedures, etc.).	1072		+3	0	-6 ↓	-9 ↓
15. Where I work, people are held accountable for delivering what they have promised.	1064		+1	0	-10 ↓	-13 ↓

Most Improved Items

	Responses		vs. 2022	TPU	vs. Govt. / Non-Profit Norm	vs. Mercer Global Norm
4. Executive Leadership Team gives employees a clear picture of the direction TPU is headed.	1057		+12 ↑	0	+3	-3
41. I feel that my career goals can be met at TPU.	1055		+10 ↑	0	+12 ↑	+8 ↑
7. Senior Leaders encourage reporting important information up-the-line, even if it's bad news.	1055		+10 ↑	0	+3	-2
5. Executive Leadership Team encourages reporting important information up-the-line, even if it's bad news.	1038		+9 ↑	0	0	-5 ↓

Key Drivers of Engagement

	Responses		vs. 2022	TPU	vs. Govt. / Non-Profit Norm	vs. Mercer Global Norm
1. I feel good about the ways TPU contributes to the communities.	1054		+4	0	+11 ↑	+7 ↑
44. My work gives me a feeling of personal accomplishment.	1069		+4	0	+1	+1
48. I work in an environment that is free from harassment and discrimination.	1049		---	0	-4	-7 ↓
41. I feel that my career goals can be met at TPU.	1055		+10 ↑	0	+12 ↑	+8 ↑
32. I experience manageable levels of stress and tension in my job.	1067		+2	0	-1	-7 ↓

Timeline

