

Indiana Department of Health



Q1 2024 Results

The Pulse Survey uses the Gallup Q12® as a framework to gauge employee engagement. Research shows that increased employee engagement directly corresponds with increased business success and lower employee turnover. Organizations with high engagement had 81% lower absenteeism, 18% lower turnover, and 18% higher productivity. The Indiana State Personnel Department (INSPD) conducts the Pulse Survey twice a year statewide to enable agencies to measure their level of employee engagement and to create action plans that promote and implement an inclusive culture and welcoming workplace behaviors.



**Indiana State
Personnel Department**

Why is employee engagement important?

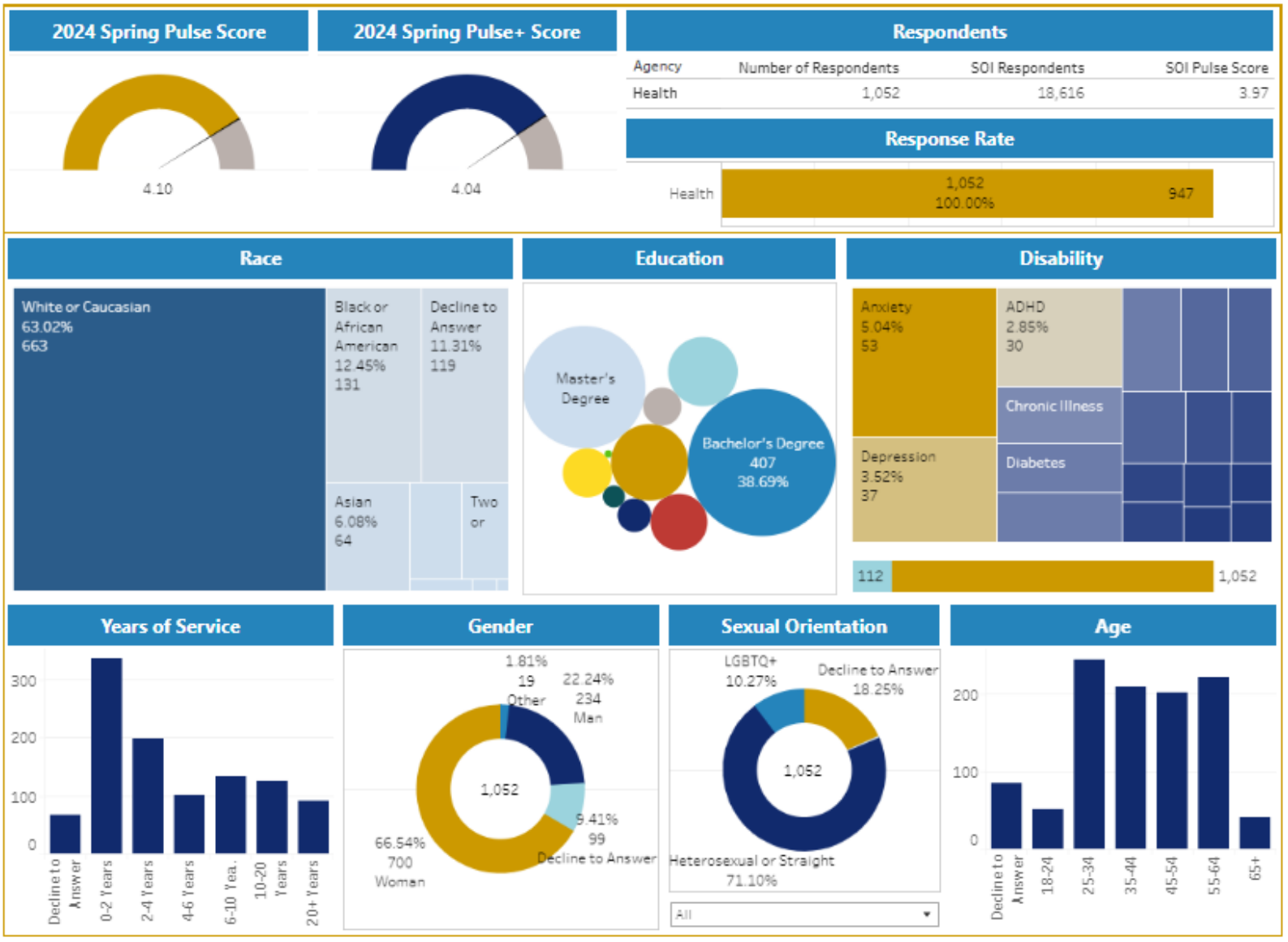
Employees make decisions and take actions every day that can affect your workforce and organization. The way your agency treats employees, and how employees treat one another, can positively affect their actions—or can place your organization at risk. Based on over 50 years of employee engagement research, Gallup knows that highly engaged employees give more effort, have higher productivity, work safer and more efficiently, and stay with the company longer—across industry, company size and nationality, and in good economic times and bad. But only 15% of employees worldwide and 35% in the U.S. fall in the “engaged” category.

Whose job is employment engagement?

Employee engagement should be a manager’s primary responsibility. Managers are in charge of ensuring that employees know what work needs to be done, supporting and advocating for them when necessary, and explaining how their work connects to organizational success. To succeed in that responsibility, managers need to be equipped to have ongoing coaching conversations with employees. Unfortunately, most managers don’t know how to make frequent conversations meaningful, so their actions are more likely to be interpreted as micromanaging without providing the right tools and direction. So, it’s not enough for leaders to simply tell managers to own engagement and coach their teams.



IDOH Q1 2024 Overall Pulse Survey Results – TOTAL RESPONSES



PULSE SCORES

- > 4.0 = Highly Engaged
- 3.0 - 4.0 = Engaged
- < 3.0 = Disengaged

IDOH RESPONSE PROGRESSION

- 2019: 3.66 (count not available)
- 2021: 3.87 (457 responses)
- 2022 Q1: 3.99 (529 responses)
- 2022 Q3: 3.97 (677 responses)
- 2023 Q1: 4.07 (937 responses)
- 2023 Q3: 4.10 (998 responses)
- 2024 Q1: 4.10 (1,052 responses)

NOTEWORTHY

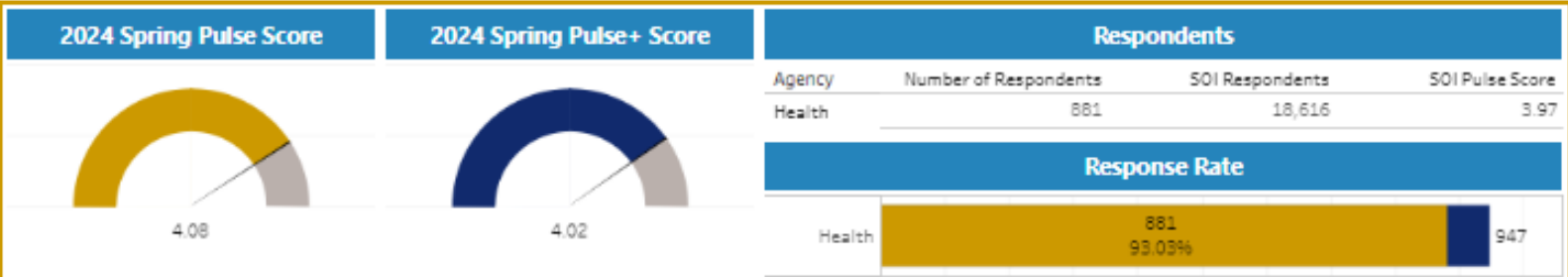
Our Pulse score stayed the same

Reminder: Pulse+ includes new Career Path Cluster questions.

The response rate listed says 100% because it's based on our state employee headcount only. Since we include contractors in our surveys, our state employee response rate was 90%.

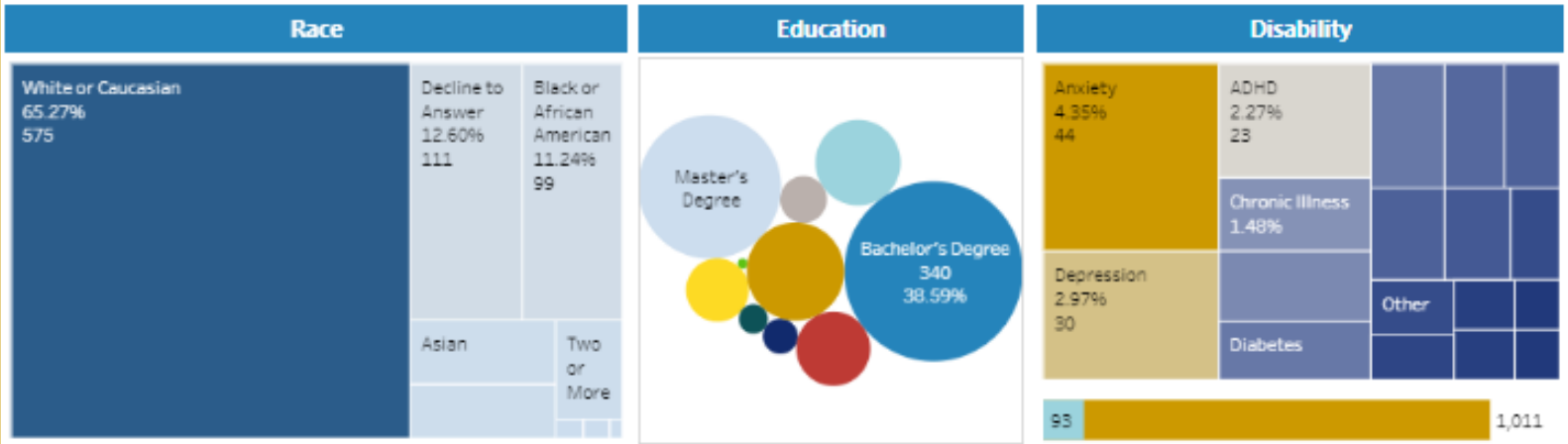


IDOH Q1 2024 Overall Pulse Survey Results – STATE EMPLOYEE RESPONSE



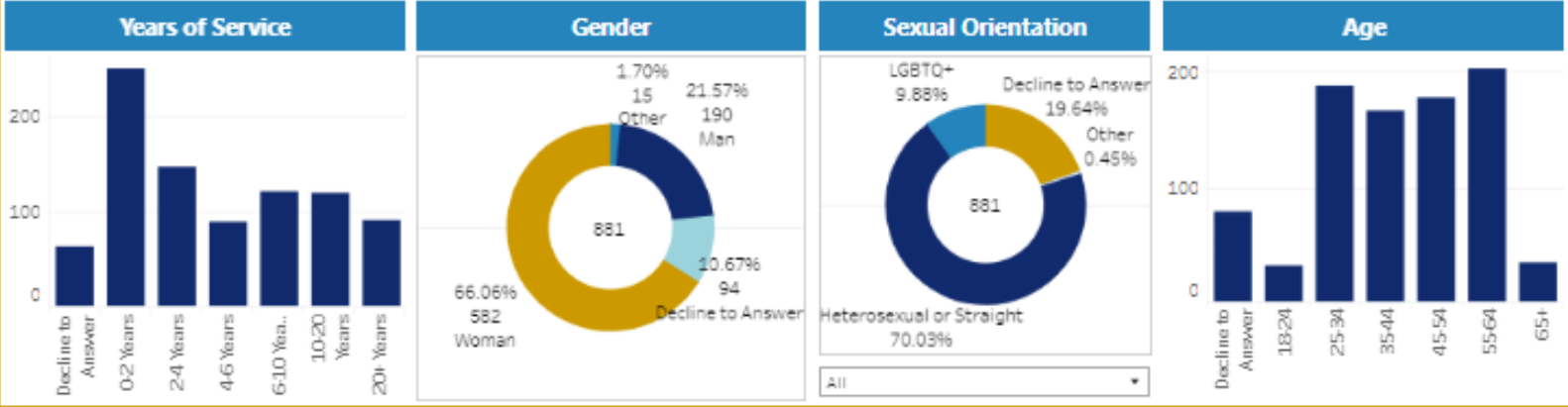
PULSE SCORES

- > 4.0 = Highly Engaged
- 3.0 - 4.0 = Engaged
- < 3.0 = Disengaged



Q1 2024 IDOH RESPONSES

2024 Q1 Total Responses: 4.10 (1,052 responses)
 2024 Q1 State Employee Responses: 4.08 (881 responses)
 2024 Q1 Contractor Responses: 4.23 (171 responses)



NOTEWORTHY

Reminder: Pulse+ includes new Career Path Cluster questions.



IDOH Q1 2024 Overall Pulse Survey Results – CONTRACTOR RESPONSES



PULSE SCORES

- > 4.0 = Highly Engaged
- 3.0 - 4.0 = Engaged
- < 3.0 = Disengaged

Q1 2024 IDOH RESPONSES

2024 Q1 Total Responses: 4.10 (1,052 responses)
 2024 Q1 State Employee Responses: 4.08 (881 responses)
 2024 Q1 Contractor Responses: 4.23 (171 responses)

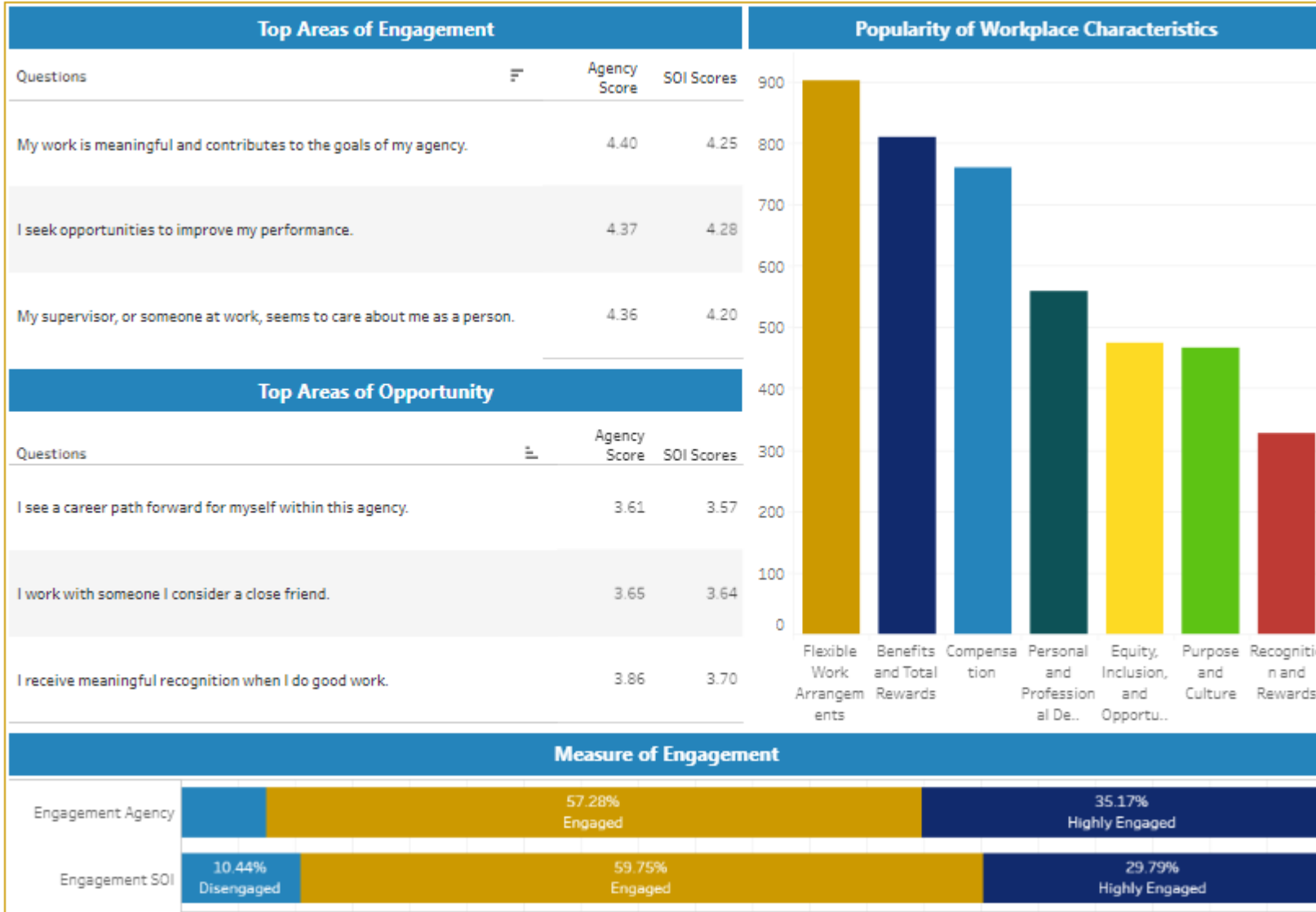
NOTEWORTHY

Reminder: Pulse+ includes new Career Path Cluster questions.



IDOH Pulse Survey Q1 2024 – TOTAL RESPONSES

Target Areas & Opportunity Trend

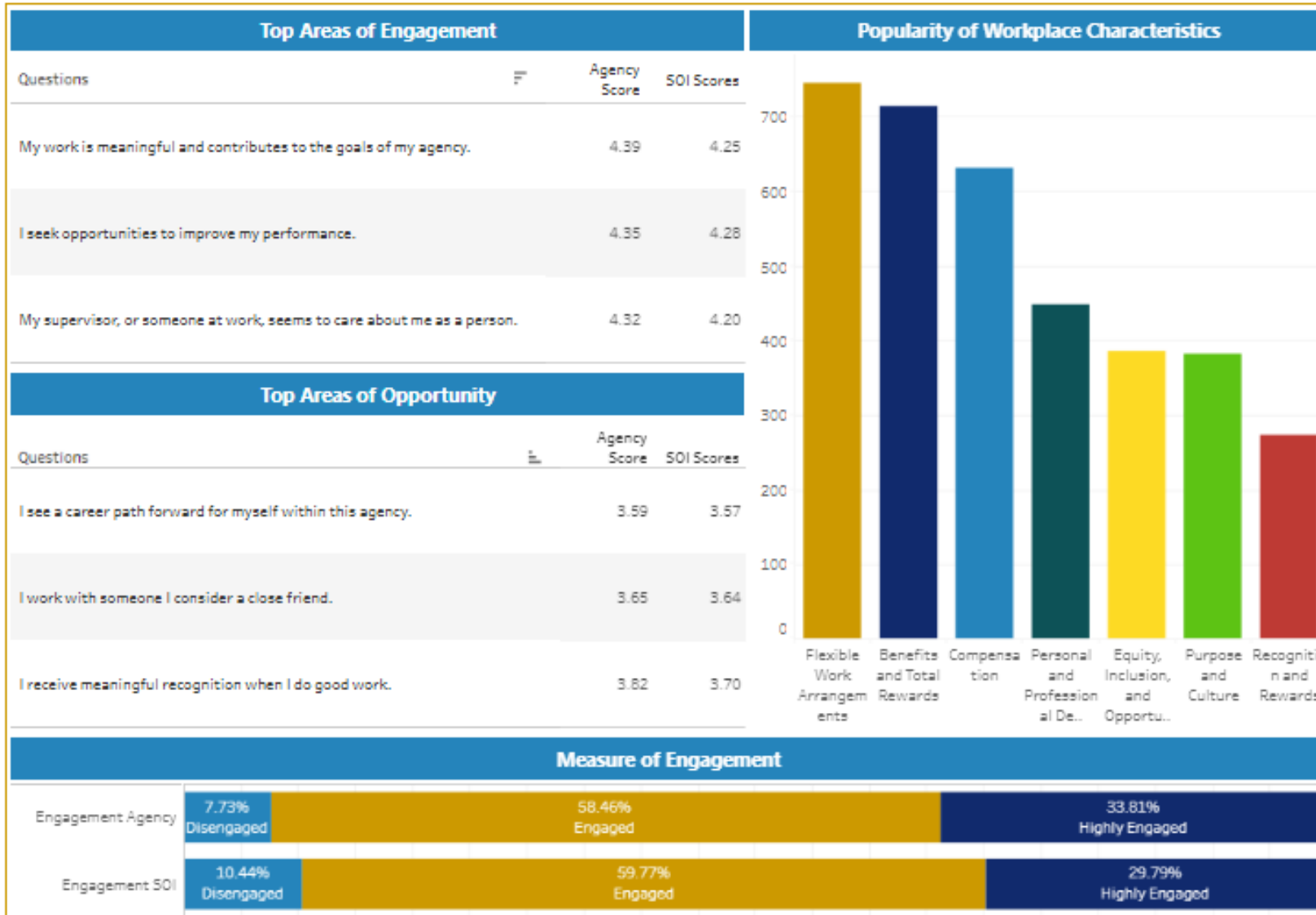


Opportunities	Score
Work Relationships ("close friend")	
Q1 2024	3.65
Q3 2023	3.61
Q12023	3.55
Q3 2022	3.46
Q1 2022	3.53
Meaningful Recognition	
Q1 2024	3.86
Q3 2023	3.86
Q12023	3.86
Q3 2022	3.73
Q1 2022	3.73
Access to Development Opportunities	
Q1 2024	4.00
Q3 2023	3.99
Q12023	3.93
Q3 2022	3.74
Q1 2022	3.73
Career Path w/in IDOH (new question)	
Q1 2024	3.61
Q3 2023	3.61
Q12023	N/A
Q3 2022	N/A
Q1 2022	N/A



IDOH Pulse Survey Q1 2024 – STATE EMPLOYEE RESPONSES

Target Areas & Opportunity Trend

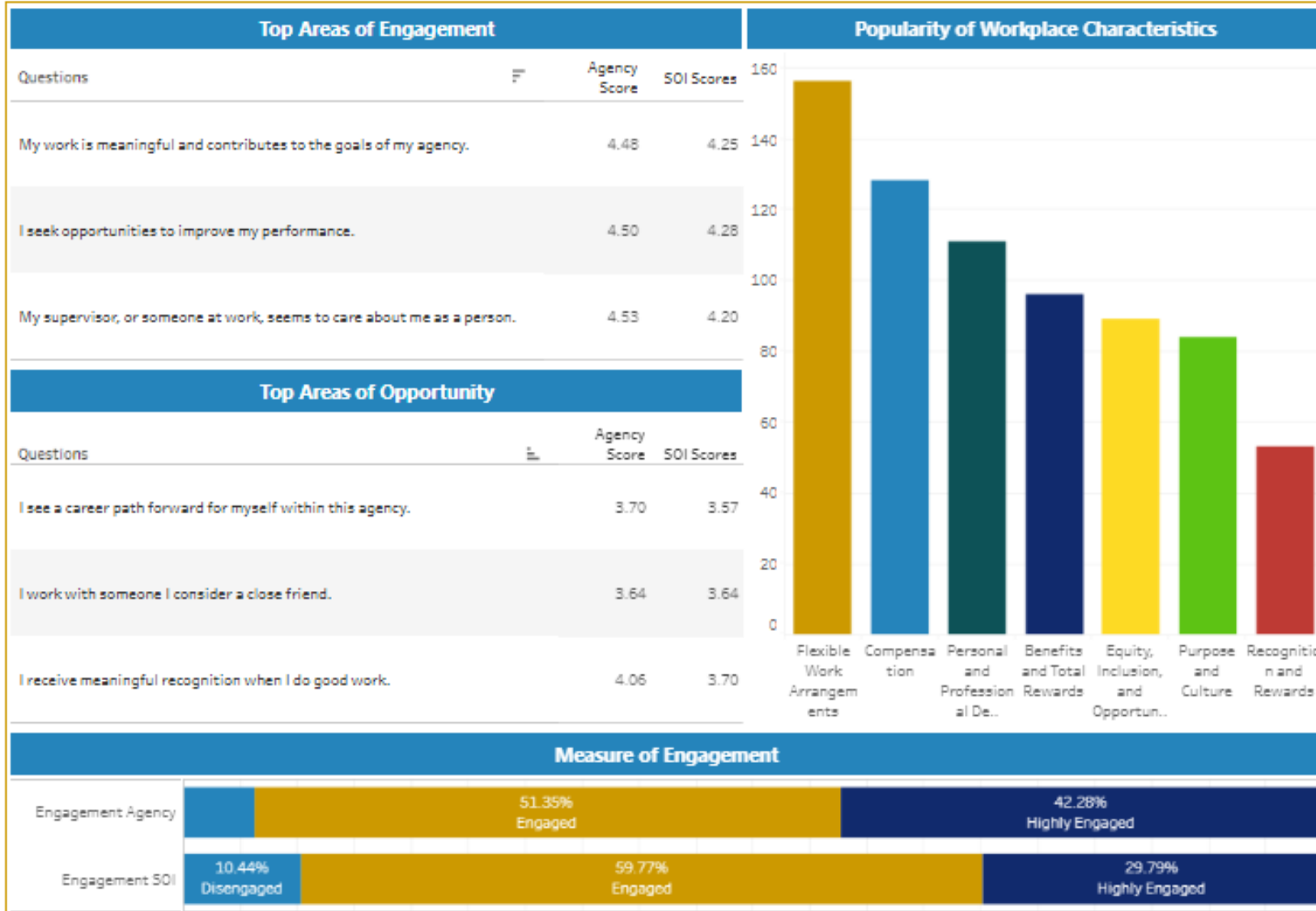


Opportunities	Score
Work Relationships ("close friend")	
Q1 2024 - Total Responses	3.65
Q1 2024 - State Employee Responses	3.65
Q1 2024 - Contractor Responses	3.64
Meaningful Recognition	
Q1 2024 - Total Responses	3.86
Q1 2024 - State Employee Responses	3.82
Q1 2024 - Contractor Responses	4.06
Access to Development Opportunities	
Q1 2024 - Total Responses	4.00
Q1 2024 - State Employee Responses	3.99
Q1 2024 - Contractor Responses	4.06
Career Path w/in IDOH (new question)	
Q1 2024 - Total Responses	3.61
Q1 2024 - State Employee Responses	3.59
Q1 2024 - Contractor Responses	3.70



IDOH Pulse Survey Q1 2024 – CONTRACTOR RESPONSES

Target Areas & Opportunity Trend



Opportunities	Score
Work Relationships ("close friend")	
Q1 2024 - Total Responses	3.65
Q1 2024 - State Employee Responses	3.65
Q1 2024 - Contractor Responses	3.64
Meaningful Recognition	
Q1 2024 - Total Responses	3.86
Q1 2024 - State Employee Responses	3.82
Q1 2024 - Contractor Responses	4.06
Access to Development Opportunities	
Q1 2024 - Total Responses	4.00
Q1 2024 - State Employee Responses	3.99
Q1 2024 - Contractor Responses	4.06
Career Path w/in IDOH (new question)	
Q1 2024 - Total Responses	3.61
Q1 2024 - State Employee Responses	3.59
Q1 2024 - Contractor Responses	3.70



IDOH Pulse Survey Q1 2024

Scores by Commission - 2024 Q1 and 2023 Q3 comparison

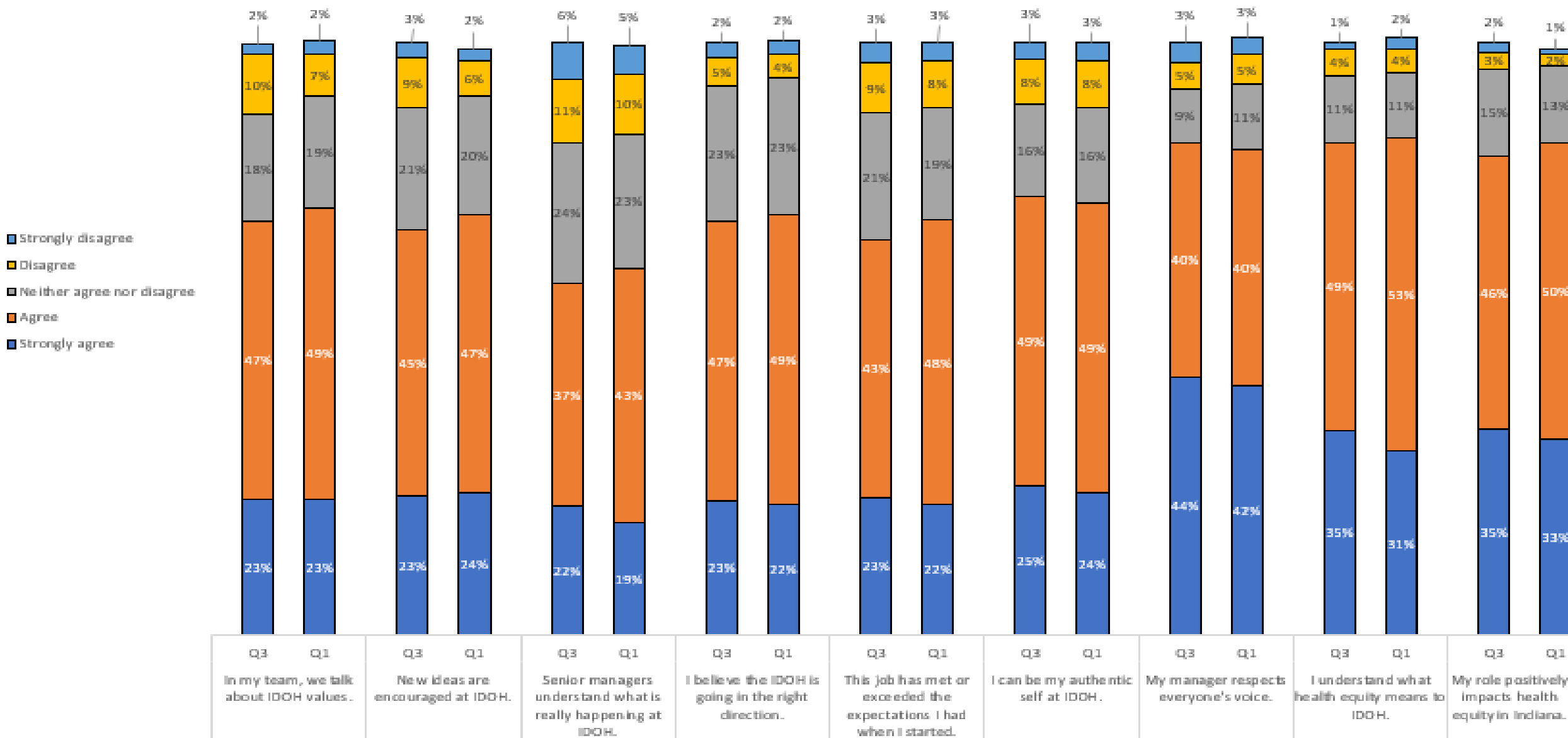
All Commissions	Respondent Count		Pulse Score		Pulse+ Score	
	2024 Q1	2023 Q3	2024 Q1	2023 Q3	2024 Q1	2023 Q3
Consumer Services & Healthcare Regulatory Commission (led by Stover)	190	181	4.02	4.03	4.00	3.98
Health & Human Services Commission (led by Whetstone)	121	192	4.03	4.18	3.96	4.08
Infectious Disease Epidemiology & Prevention (led by Hawkins)	76	91	4.14	4.12	4.04	4.04
Laboratory Services Commission (led by Liu)	86	65	4.14	4.05	4.07	4.00
Local Health Services Commission (led by Pontones)	46	63	4.17	4.02	4.14	4.00
Office of Commissioner & Chief Strategy Officer (led by Weaver/ Kent/ Ferguson)	168	165	4.07	4.06	4.01	3.99
Public Health Protection Commission (led by Lytle)	185	208	4.09	4.15	4.03	4.06
Women, Children & Families Commission (led by Bezy)	155	N/A	4.29	N/A	4.18	N/A
Declined to Answer	25	33	4.01	4.06	3.97	4.04
Total Respondents	1052	998	4.10	4.10	4.04	4.03

All Commissions	Basic Needs		Individual Needs & Contributions		Teamwork & Belonging		Growth & Potential		Career Longevity	
	2024 Q1	2023 Q3	2024 Q1	2023 Q3	2024 Q1	2023 Q3	2024 Q1	2023 Q3	2024 Q1	2023 Q3
Consumer Services & Healthcare Regulatory Commission (led by Stover)	4.14	4.16	4.04	4.02	3.96	3.95	4.00	4.08	3.92	3.87
Health & Human Services Commission (led by Whetstone)	4.25	4.23	4.03	4.16	3.88	4.16	4.10	4.24	3.78	3.83
Infectious Disease Epidemiology & Prevention (led by Hawkins)	4.18	4.15	4.14	4.13	4.06	4.04	4.24	4.19	3.81	3.84
Laboratory Services Commission (led by Liu)	4.20	4.10	4.19	4.11	4.01	3.94	4.19	4.06	3.91	3.86
Local Health Services Commission (led by Pontones)	4.17	4.16	4.25	4.08	4.00	3.85	4.30	4.08	4.06	3.95
Office of Commissioner & Chief Strategy Officer (led by Weaver/ Kent/ Ferguson)	4.17	4.21	4.08	4.08	3.94	3.93	4.17	4.16	3.87	3.79
Public Health Protection Commission (led by Lytle)	4.16	4.19	4.03	4.12	4.03	4.11	4.27	4.25	3.88	3.84
Women, Children & Families Commission (led by Bezy)	4.32	N/A	4.27	N/A	4.26	N/A	4.36	N/A	3.89	N/A
Declined to Answer	4.20	4.32	3.90	3.99	3.98	3.98	4.14	4.12	3.86	3.98



IDOH Pulse Survey Q1 2024

Agency Specific Question Responses - 2023 Q3 and 2024 Q1 comparison



What's Next?

- ❑ Senior leadership has been provided commission-specific data for action planning purposes.
- ❑ The next Pulse Survey will role out in the 3rd quarter of 2024. Stay tuned for more information.
- ❑ Questions should be directed to Danielle Diaz at Ddiaz@SPD.IN.gov



Indiana State
Personnel Department