



Strictly Classified

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The Importance of Employee Satisfaction

Employees are one of the District's greatest assets. Your employees possess knowledge, talents, skills, and abilities that are vital to District operations. Having a satisfied and happy workforce strengthens the District by lowering employee turnover, increasing employee productivity, increasing customer satisfaction and promoting loyalty. Furthermore, happy employees who leave the District are more likely to help in transferring their knowledge and skills to others because they care about both the District's well being, as well as, the coworkers being left behind.



Factors of Employee Satisfaction

Keeping employees satisfied and engaged has become more complex as many employees are no longer motivated by just good pay and great benefits. While these are key factors, employees are also becoming more interested in a good work/life balance which includes:

- ◆ **A Healthy Environment** — A healthy work environment provides for adequate employee workspace and resources and fosters positive work group dynamics.
- ◆ **Rewards and Recognition** – Rewarding or recognizing an employee's contribution to the work environment can be as simple as a telling the employee directly that they are doing a good job. A more formal way to recognize an employee's contribution is by completing a Notice of Outstanding Work Performance which is recognized by the Personnel Commission and placed in the employee's personnel file.
- ◆ **Belief that supervisors listen** — A lot of employees don't think their supervisors listen to their ideas or concerns. By acknowledging an employee and possibly implementing some of the ideas your staff proposes, you are encouraging your staff to get involved and be more present in the work place which often leads employees to feel appreciated and more satisfied at work.
- ◆ **Feeling challenged**— With spending so much time at work, many employees want to feel challenged in the work they perform. When work is not challenging, an employee is more likely to be less productive or look for other job opportunities.

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- ◆ **Career Path**—Many employees want to keep advancing in their careers and feeling stuck in a job with limited career options can have a negative impact on an employee’s morale. As a supervisor, you should encourage your employees to identify the best career path and encourage them to follow that path through additional work assignments or training.

Benefits of Employee Satisfaction

Ensuring that your employees are satisfied has many positive effects on the workplace including:

- ◆ **Less turnover**— Employees usually stay in a job longer if they are satisfied with and enjoy the work they are performing.
- ◆ **Less absenteeism**— Employees who are happy at work look forward to coming in and are less likely to call in sick or arrive late to work.
- ◆ **More pride in work performed**—Workers who are satisfied in their job typically take more pride in the final outcome and it tends to be more accurate and complete.
- ◆ **Handle pressure situations and provide better customer service**— An employee who is satisfied at work tends to be able to adjust to any problems that arise and are more willing to make changes or attend trainings when needed. They typically interact with people in a more pleasant manner which provides a positive experience for customers which makes them want to return and utilize more services.

In closing, satisfied employees are typically more loyal and willing to take on additional work during challenging times. They help make the work environment more pleasant and ensure the District keeps running smoothly.

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