

Human Capital Indicator 6

HC 6: Proportion of health department employees who rate their overall level of job satisfaction as “very satisfied” or “satisfied”

Why measure this?

The way employees feel about their work environment is important and can impact performance in many ways, from overall productivity, to customer satisfaction, to the ability to recruit and retain a well-qualified workforce. Benefits of improving employee satisfaction include: ¹

- Increased employee productivity;
- Increased quality of products & services;
- Increased customer satisfaction;
- Decreased employee turnover (staff leaving voluntarily);
- Decreased costs;
- Decreased inefficiencies/redundancies; and
- Decreased customer complaints.

The implementation of an employee satisfaction process also demonstrates that leadership collects these data because it values employees and their opinions. ²

Measurement specifications: Number of health department staff who rated their overall level of job satisfaction as “very satisfied” or “satisfied” divided by the total number of health department employees.

Reporting Period: Annually

PHAB Alignment

8.2.4 A: Work environment that is supportive to the workforce

11.1.5: A human resource function

This indicator contributes to the PHAB measures as a well-defined and structured human resources system is important for any organization, providing the processes to hire, manage, evaluate, and improve performance of personnel.

Operational Definitions

Overall level of satisfaction as “very satisfied” or “satisfied”: Employees indicate on the employee satisfaction survey that they are “very satisfied” or “satisfied” in response to a question asking them to rate their overall level of job satisfaction. Employee satisfaction or job satisfaction the extent to which employees feel passionate about their jobs, are committed to the organization, and put discretionary effort into their work.

¹ Florida State Department of Health. Available at <http://www.doh.state.fl.us/hpi/C-EService.html>

² Florida Department of Health (2013). CHD PS Fact Sheet

Employee satisfaction survey: A method of obtaining candid opinion of employees by giving them an opportunity to anonymously answer queries raised in a questionnaire. These surveys address topics such as compensation, workload, perceptions of management, flexibility, teamwork, resources, etc.

Annually: This indicator should be reported during a health department's 12-month cycle (i.e., calendar year, fiscal year, etc.).

Possible data sources: Employee satisfaction survey.