

# MARYLAND GENERAL ASSEMBLY WORKPLACE CLIMATE SURVEY



DEPARTMENT OF LEGISLATIVE SERVICES 2020

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# **Maryland General Assembly Workplace Climate Survey**

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**Department of Legislative Services  
Annapolis, Maryland**

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# Executive Summary

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As part of an overall initiative to address harassment and ensure that workplace culture supports a safe, respectful, and inclusive workplace for all employees, the President of the Senate and the Speaker of the House of Delegates requested the Department of Legislative Services (DLS) to conduct a workplace climate survey of employees, staff, members, and lobbyists working in the Maryland General Assembly (MGA) complex. The goal of the survey is to gauge the knowledge, perceptions, and experiences of individuals regarding harassment and discrimination in the legislative workplace as well as job satisfaction generally.

## Background

In an environment of heightened awareness of behaviors that impact the work environment, private and public organizations are reexamining existing policy regarding prevention, reporting, investigation, and resolution of harassment in the workplace. The President of the Senate and the Speaker of the House established the Workplace Harassment Commission in January 2018 to review State workplace harassment policies, including sexual harassment, in all three branches of State government with the goal of aligning existing anti-harassment policies and requirements with national best practices. The commission issued its final report in November 2018. Among its final recommendations was conducting regular workplace climate surveys to assess progress toward the ultimate goal of eliminating harassment in the workplace.

MGA has been proactive in the previous two legislative sessions in addressing the prevalence of sexual harassment and other forms of harassment in the workplace

through both statutory law and internal policy changes that include (1) defining workplace harassment in the official antidiscrimination policy; (2) specifying that the policy includes discrimination on the basis of gender and gender identity; (3) periodic, in-person, harassment prevention training for members and employees; (4) annual aggregate reporting of harassment reports; (5) requiring biannual review and update (as needed) of the anti-harassment policy; and (6) mandatory investigation of certain reports of harassment involving members of the General Assembly filed with the Joint Committee on Legislative Ethics.

After a number of emails were sent by the Speaker and the President announcing that the study would be conducted, an anonymous online survey of MGA/DLS employees, staff, members, and lobbyists was conducted from February 11, 2019, to March 5, 2019, during the legislative session. The survey was administered by a third-party vendor, which executed the survey according to a specific protocol for protecting the confidentiality of survey participants. A total of 1,619 individuals completed the survey during the three-week period.

## Summary of Findings

The initial survey results indicate high levels of job satisfaction, employee engagement, and awareness of antidiscrimination and harassment policy but less confidence in the investigation process and the fairness of complaint outcomes. It is anticipated that future surveys will positively reflect the recent policy and procedure changes being implemented presently and in the previous 18 months.

## Key Result Indexes

While a key purpose of conducting the climate survey was to gauge the workplace environment in the context of attitudes and experiences regarding discrimination and harassment, the survey also measured traditional aspects of employee satisfaction and engagement. The survey vendor defined “employee engagement” as an employees’ ability and willingness to contribute to organizational success, especially their “willingness to give ‘discretionary effort,’ going beyond what is typically required in their position to make the organization successful.”

The survey results are reported along four indices which measure traditional employee satisfaction or engagement and the workplace climate related to harassment and discrimination. The indices are described below.

- **Organizational Engagement:** a measure of the perceived level of positive support an employee receives from the organization.
- **Job and Career Satisfaction:** a measure of accountability, responsibility, and opportunities for career growth.
- **Co-worker Support:** degree to which supportive co-workers enhance workplace experiences through work relationships and interactions.
- **Workplace Climate Satisfaction:** perceptions of fairness, diversity, and inclusion within the organization.<sup>1</sup>

The appendix contains the survey results for DLS, the Senate (members and staff), the House of Delegates (members and staff), and lobbyists separately; however, the summary below includes a discussion of the combined

results for MGA (which includes Senate and House members and their staff) and DLS.

## Survey Participation Rates

Overall, 511 individuals (including lobbyists) completed the full survey; a participation rate of 32%. The overall participation rate for DLS and MGA employees, staff, and members was 44%, which compares to the participation rate for similar surveys of the California and Colorado legislatures (46% and 42%, respectively). MGA participation rates however, were considerably lower compared to DLS. There were several limitations on the administration of this survey that contributed to the disparity, including difficulties with MGA email accounts and the increased workload for staff during the legislative session.

With respect to lobbyists, an effort was made to include lobbyists in the survey due to their close working relationship with much of the staff and members of MGA. Administering the survey to individual lobbyists proved more difficult than expected despite significant cooperation from the State Ethics Commission (SEC). Many of the email addresses on file with the commission did not correspond to individual registered lobbyists and instead represented an entire lobbying organization. In addition, time restraints required the use of a mostly standard set of survey questions with only a minimal degree of customization. This made it difficult to tailor questions specifically for lobbyists. As a result, many of the questions were not relevant to their specific employment situations. The issue will be revisited for future surveys to determine whether a separate survey is needed for lobbyists and if so, whether it should be administered by DLS, which does not regulate lobbyists or SEC.

## Survey Completion Percentages

Group	Count	Completion Percentage
<b>MGA/DLS Overall</b>	<b>410</b>	<b>44%</b>
DLS	231	75%
House – Member	52	37%
House – Staff	67	24%
Senate – Member	15	32%
Senate – Staff	45	28%
Lobbyists	101	15%

### Performance against Benchmarks

The combined survey results for the three employment satisfaction and engagement indices compare favorably to government entities that have conducted similar workplace surveys with the vendor. Over 70% of combined MGA/DLS survey respondents:

- agree that the organization’s practices increase productivity and support a favorable work/life balance;
- agree that their job is challenging and interesting, and that they are able to utilize their skills accordingly; and
- indicate that they receive the support they need to be able to succeed from most co-workers, and most of their colleagues deliver quality work and put forth extra effort to help the organization succeed.

### Workplace Climate in Regard to Harassment

The Workplace Climate portion of the survey<sup>2</sup> indicated that while there is a high level of awareness of the workplace harassment policy and how to report it, there is less confidence in how harassment complaints are resolved and whether they result in fair and equitable outcomes.

A large majority of survey participants indicated that they rarely observe discriminatory or harassing behavior. However, they did report less firm confidence in the procedure and processes surrounding harassment reporting and resolution, and whether harassment is a problem in the MGA environment.

Seventy percent or more of survey respondents:

- indicated they were aware of MGA and DLS’s sexual harassment prevention policy;
- reported being aware of the appropriate avenues for reporting harassment; and
- believe MGA/DLS is committed to supporting diversity and inclusion.

### Opportunities for Improvement

Most of the job satisfaction measures in this survey indicate that employees and staff are thriving although there are discreet areas of policy and process that need improvement. Survey results indicate that MGA and DLS is an attractive workplace, especially for those committed to public service, but more work can be done to assure employees and staff that the discrimination and harassment



reporting process is fair, transparent, and equitable. Some measures to achieve these goals – such as comprehensive training on updated harassment policies – were implemented just before or concurrently with the administration of the survey and will continue.

## **Transparency**

While there are practical limitations on the extent to which reporting and complaint outcomes can be shared with employees given confidentiality requirements, DLS has already begun annual reporting of aggregate statistics on discrimination complaint investigations and outcomes. As more employees and staff are made aware of the results in the aggregate report, we expect more confidence in the fact that complaints are taken seriously. Going forward, DLS will continue to work to make informative documents such as survey results, the antidiscrimination policy, aggregate reports, and training tools more widely available and easily accessible to employees and staff.

In addition, biannual antidiscrimination and anti-harassment training began in 2019 as mandated in statute. This will afford

employees and staff of all tenures a regular opportunity to continue to learn about the complaint process in detail as well as interact with training staff directly with questions and concerns. The knowledge gained from the training regarding reporting and investigation procedures can be expected to be reflected in future survey responses.

## **Fairness and Equity in Outcomes**

Ensuring fair and equitable outcomes is a chief objective for senior leadership in both MGA and DLS. Significant policy and statutory changes have been made regarding training and how complaints about both MGA members and staff will be handled. It will likely take a period of time to build trust and confidence in these new processes.

In conclusion, this self-assessment, despite the challenges that came with launching the inaugural survey, provides a benchmark from which the fairness, diversity, and equity goals that have been set may be measured. Going forward, it is anticipated that future surveys will provide a richer dataset to assist in identifying additional areas in need of improvement.

<sup>1</sup> Answers to individual questions in an index receive responses on a 5-point scale where “5” is the most favorable answer and “1” is the least. Individual questions below 3.65 indicate a need for remedial action according to the survey administrator.

<sup>2</sup> This portion of the survey consisted of 17 questions.

## **Appendix 1 – DLS Climate Survey Group Results**

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TalentWatch® Report  
Group Results  
Maryland Department of Legislative Services

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Report Prepared on: Monday, January 06, 2020  
OrganizationName: DLS  
General Survey Respondents: 231

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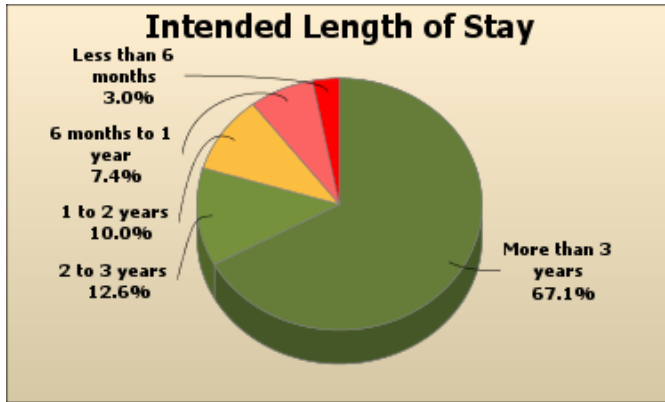
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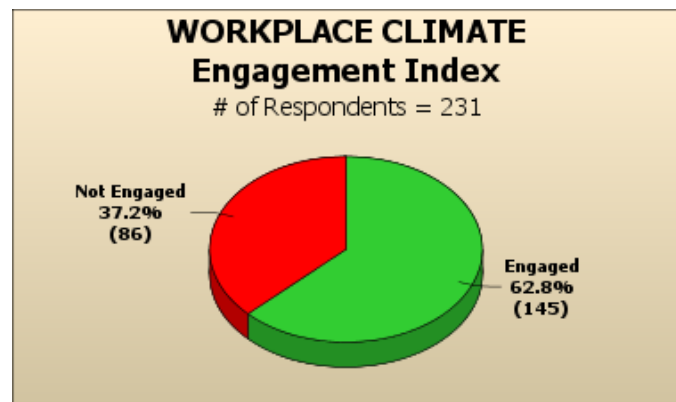
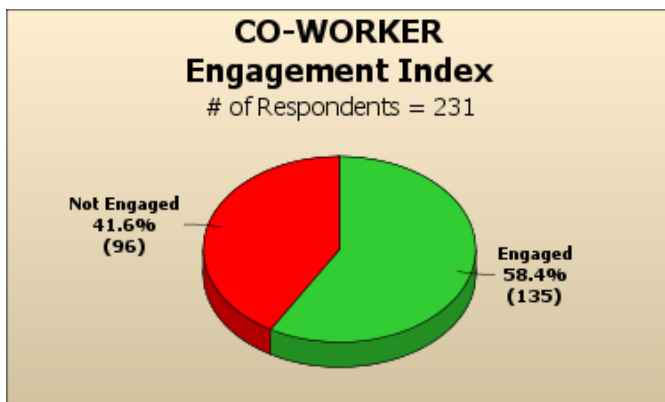
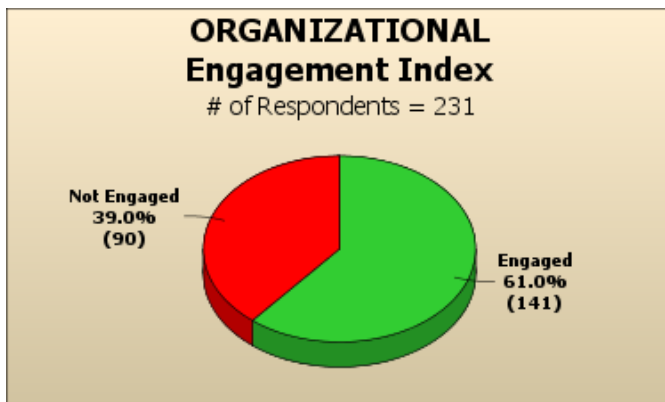
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## Summary of Key Metrics



## What is Employee Engagement?

Employee Engagement is your employees' ability and willingness to contribute to organizational success, especially their willingness to give "discretionary effort", going beyond what is typically required in their position to make the organization successful. Employee Engagement is an essential element of organizational health and is the goal of strategic initiatives designed to improve employee attitudes and retention. This can be accomplished through leadership, co-workers, job/career satisfaction, and a high performing organization. Higher levels of employee engagement are linked to employee commitment, a high performing workforce, satisfied and loyal customers, and a productive and profitable organization.



## HIGH PERFORMING ORGANIZATION

A high performing organization is related to how employees perceive their tangible rewards and the fairness of processes and outcomes. The way in which you as a leader define, explain, and implement these elements will influence these perceptions.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
My employer supports a balance between work and personal life.		67.97%	16.45%	15.58%
My employer's vision/mission/goals inspire me and help me be more productive.		63.64%	24.24%	12.12%
My employer shows respect for employees.		63.64%	20.35%	16.02%
MGA's policies and procedures help create an effective work environment.		61.04%	23.38%	15.58%

## JOB & CAREER SATISFACTION

Job and Career satisfaction are influenced by clarity of job roles, job responsibilities, accountability for goals, opportunities to utilize skills, and career growth. The way in which you as a leader define, explain, and enforce these elements will impact your employees' engagement.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
My job is challenging and interesting.		72.29%	18.61%	9.09%
At work, I have the opportunity to utilize my skills and do what I do best.		70.13%	19.91%	9.96%
This is a career that I love and believe in.		67.10%	24.68%	8.23%
I receive the training needed to perform my job effectively.		65.80%	22.08%	12.12%
I am satisfied with the tasks and responsibilities associated with my job.		61.47%	26.84%	11.69%
At work, I have sufficient opportunities for personal and professional growth.		49.78%	18.61%	31.60%



## SUPPORTIVE CO-WORKERS

Supportive co-workers play an important role in enhancing workplace experiences through work relationships and interactions. As a leader you influence these elements through the support of a positive environment.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
	Most of my colleagues deliver quality work and put forth extra effort to help our organization succeed.	71.86%	15.15%	12.99%
	I receive the support I need to be able to succeed from most of my colleagues.	65.80%	20.35%	13.85%
	Most of my colleagues demonstrate interest and concern for my personal well being.	65.37%	25.11%	9.52%
	Most of my colleagues communicate effectively with me.	64.07%	20.35%	15.58%
	Most of my colleagues value and support my work and career goals.	58.01%	28.57%	13.42%

## WORKPLACE CLIMATE

Workplace Climate satisfaction is influenced by the perceptions of fairness, diversity, and inclusion within the organization. The way in which you as a leader define, explain, and enforce these elements will impact your employees' engagement.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
I support efforts to create a positive workplace culture.		95.67%	3.46%	0.87%
I am aware of the Maryland General Assembly's sexual harassment prevention policy.		93.51%	5.19%	1.30%
I rarely hear others make jokes while working about individuals based on race, color, religion, gender, gender identity, sexual orientation, national origin, disability, citizenship or any other characteristic protected by law.		84.42%	9.52%	6.06%
I am aware of the appropriate avenues for reporting harassment in the Maryland General Assembly or the Department of Legislative Services.		83.98%	10.39%	5.63%
I enjoy my work with the Maryland General Assembly.		80.09%	14.72%	5.19%
I rarely hear language/communication at work that I consider offensive or discriminatory.		77.06%	12.55%	10.39%
The Maryland General Assembly (MGA) climate is one where I feel accepted and respected.		71.00%	20.78%	8.23%
I am comfortable reporting known or suspected harassment to the Human Resources Office, to a designated reporter, or to the Joint Committee on Legislative Ethics.		70.56%	16.02%	13.42%
I believe the MGA harassment policy is taken seriously by those who work in the Legislative workplace.		66.67%	24.24%	9.09%
The MGA is committed to supporting diversity and inclusion.		66.23%	27.71%	6.06%
I have the same opportunity to succeed as others with similar education and experience.		61.04%	18.18%	20.78%
I am confident that if I report harassment (witnessed or experienced) there is no risk for retaliation for myself or the victim.		55.41%	27.71%	16.88%
The harassment complaint processes used at the MGA are fair and equitable.		47.19%	48.48%	4.33%
Policies and practices in the MGA result in fair outcomes for employees of all racial, ethnic, gender and age groups.		45.02%	46.75%	8.23%
Individuals at the MGA are held accountable for their actions.		38.10%	37.66%	24.24%
I don't believe that harassment is a problem in the MGA.		31.17%	43.29%	25.54%
Workplace harassment issues are resolved fairly and quickly.		29.87%	61.04%	9.09%



## **Appendix 2 – Senate Climate Survey Results**

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TalentWatch® Report  
Group Results  
Maryland Department of Legislative Services

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Report Prepared on: Monday, January 06, 2020  
Custom Group 3: Senate  
General Survey Respondents: 60

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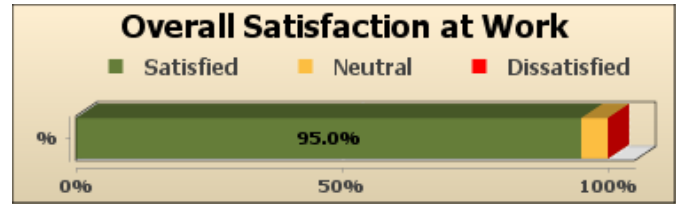
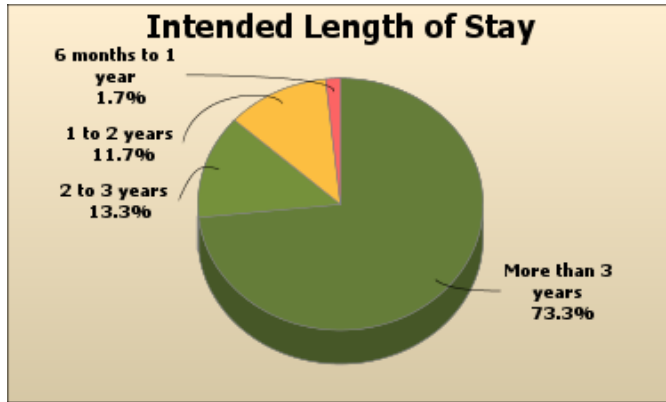
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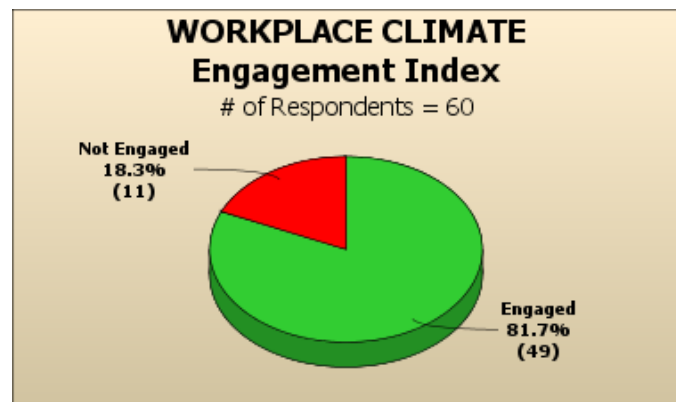
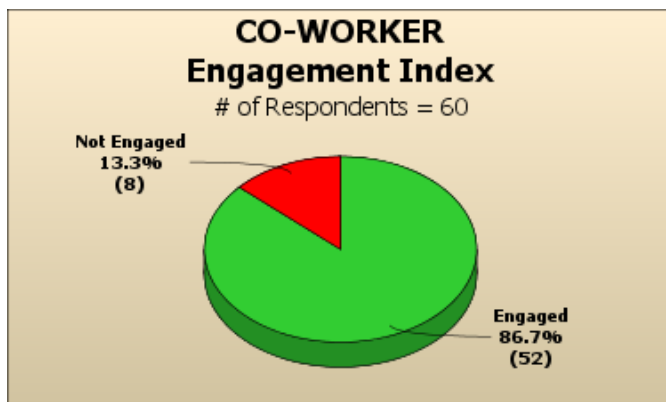
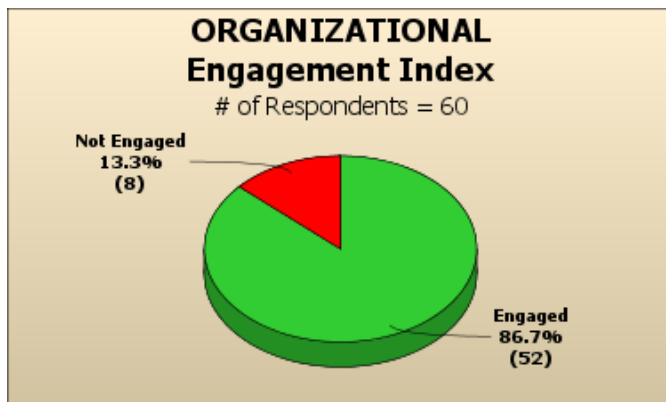
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## Summary of Key Metrics



## What is Employee Engagement?

Employee Engagement is your employees' ability and willingness to contribute to organizational success, especially their willingness to give "discretionary effort", going beyond what is typically required in their position to make the organization successful. Employee Engagement is an essential element of organizational health and is the goal of strategic initiatives designed to improve employee attitudes and retention. This can be accomplished through leadership, co-workers, job/career satisfaction, and a high performing organization. Higher levels of employee engagement are linked to employee commitment, a high performing workforce, satisfied and loyal customers, and a productive and profitable organization.





## HIGH PERFORMING ORGANIZATION

A high performing organization is related to how employees perceive their tangible rewards and the fairness of processes and outcomes. The way in which you as a leader define, explain, and implement these elements will influence these perceptions.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
	My employer shows respect for employees.	85.00%	10.00%	5.00%
	My employer's vision/mission/goals inspire me and help me be more productive.	81.67%	13.33%	5.00%
	My employer supports a balance between work and personal life.	76.67%	16.67%	6.67%
	MGA's policies and procedures help create an effective work environment.	71.67%	21.67%	6.67%

## JOB & CAREER SATISFACTION

Job and Career satisfaction are influenced by clarity of job roles, job responsibilities, accountability for goals, opportunities to utilize skills, and career growth. The way in which you as a leader define, explain, and enforce these elements will impact your employees' engagement.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
My job is challenging and interesting.		95.00%	3.33%	1.67%
I am satisfied with the tasks and responsibilities associated with my job.		86.67%	11.67%	1.67%
At work, I have the opportunity to utilize my skills and do what I do best.		85.00%	10.00%	5.00%
This is a career that I love and believe in.		81.67%	15.00%	3.33%
At work, I have sufficient opportunities for personal and professional growth.		73.33%	15.00%	11.67%
I receive the training needed to perform my job effectively.		66.67%	18.33%	15.00%

## SUPPORTIVE CO-WORKERS

Supportive co-workers play an important role in enhancing workplace experiences through work relationships and interactions. As a leader you influence these elements through the support of a positive environment.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
	Most of my colleagues communicate effectively with me.	88.33%	8.33%	3.33%
	I receive the support I need to be able to succeed from most of my colleagues.	86.67%	8.33%	5.00%
	Most of my colleagues deliver quality work and put forth extra effort to help our organization succeed.	86.67%	8.33%	5.00%
	Most of my colleagues demonstrate interest and concern for my personal well being.	85.00%	10.00%	5.00%
	Most of my colleagues value and support my work and career goals.	83.33%	10.00%	6.67%

## WORKPLACE CLIMATE

Workplace Climate satisfaction is influenced by the perceptions of fairness, diversity, and inclusion within the organization. The way in which you as a leader define, explain, and enforce these elements will impact your employees' engagement.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
I am aware of the Maryland General Assembly's sexual harassment prevention policy.		100.00%	0.00%	0.00%
I support efforts to create a positive workplace culture.		96.67%	3.33%	0.00%
I am aware of the appropriate avenues for reporting harassment in the Maryland General Assembly or the Department of Legislative Services.		96.67%	3.33%	0.00%
I enjoy my work with the Maryland General Assembly.		91.67%	8.33%	0.00%
The Maryland General Assembly (MGA) climate is one where I feel accepted and respected.		91.67%	3.33%	5.00%
I rarely hear others make jokes while working about individuals based on race, color, religion, gender, gender identity, sexual orientation, national origin, disability, citizenship or any other characteristic protected by law.		90.00%	5.00%	5.00%
I am comfortable reporting known or suspected harassment to the Human Resources Office, to a designated reporter, or to the Joint Committee on Legislative Ethics.		88.33%	8.33%	3.33%
I rarely hear language/communication at work that I consider offensive or discriminatory.		86.67%	8.33%	5.00%
I have the same opportunity to succeed as others with similar education and experience.		83.33%	11.67%	5.00%
The MGA is committed to supporting diversity and inclusion.		83.33%	6.67%	10.00%
I believe the MGA harassment policy is taken seriously by those who work in the Legislative workplace.		78.33%	11.67%	10.00%
I am confident that if I report harassment (witnessed or experienced) there is no risk for retaliation for myself or the victim.		76.67%	13.33%	10.00%
The harassment complaint processes used at the MGA are fair and equitable.		70.00%	23.33%	6.67%
Policies and practices in the MGA result in fair outcomes for employees of all racial, ethnic, gender and age groups.		63.33%	30.00%	6.67%
Individuals at the MGA are held accountable for their actions.		53.33%	26.67%	20.00%
Workplace harassment issues are resolved fairly and quickly.		38.33%	53.33%	8.33%
I don't believe that harassment is a problem in the MGA.		36.67%	35.00%	28.33%



## **Appendix 3 – House of Delegates Climate Survey Results**

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TalentWatch® Report  
Group Results  
Maryland Department of Legislative Services

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Report Prepared on: Monday, January 06, 2020  
Custom Group 2: House  
General Survey Respondents: 119

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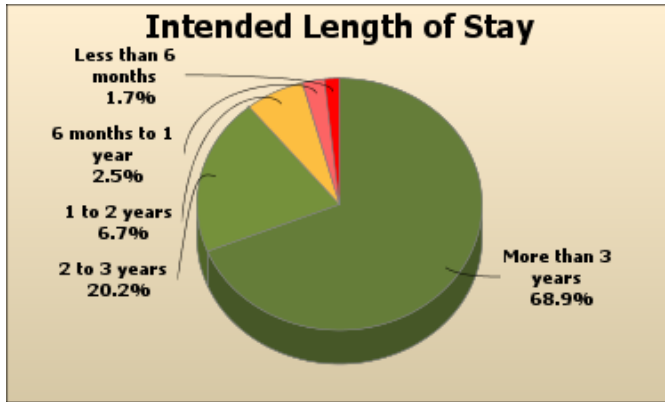
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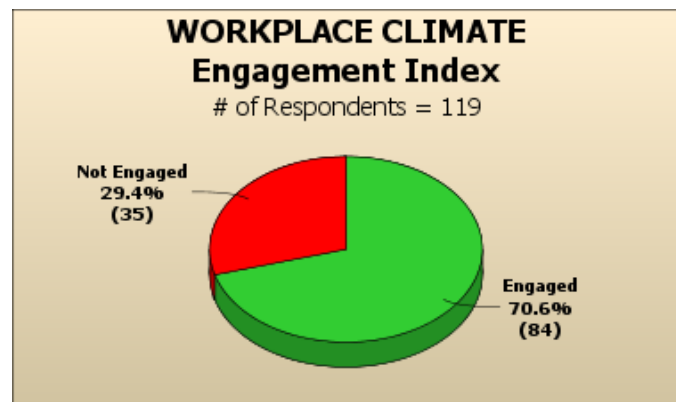
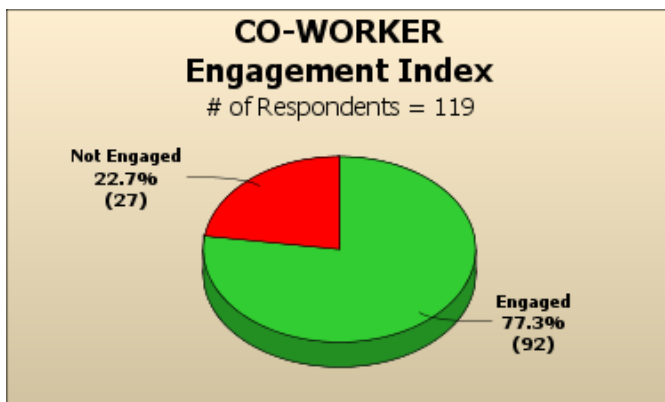
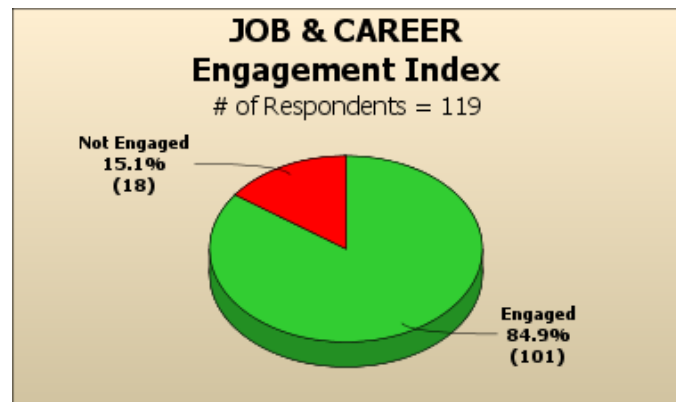
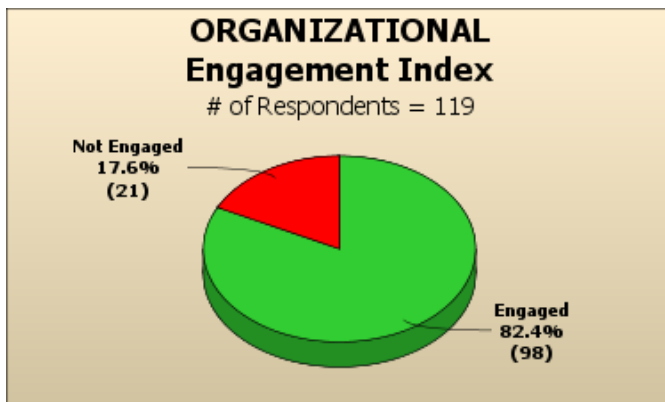
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## Summary of Key Metrics



## What is Employee Engagement?

Employee Engagement is your employees' ability and willingness to contribute to organizational success, especially their willingness to give "discretionary effort", going beyond what is typically required in their position to make the organization successful. Employee Engagement is an essential element of organizational health and is the goal of strategic initiatives designed to improve employee attitudes and retention. This can be accomplished through leadership, co-workers, job/career satisfaction, and a high performing organization. Higher levels of employee engagement are linked to employee commitment, a high performing workforce, satisfied and loyal customers, and a productive and profitable organization.



## HIGH PERFORMING ORGANIZATION

A high performing organization is related to how employees perceive their tangible rewards and the fairness of processes and outcomes. The way in which you as a leader define, explain, and implement these elements will influence these perceptions.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
	My employer shows respect for employees.	88.24%	9.24%	2.52%
	My employer's vision/mission/goals inspire me and help me be more productive.	85.71%	13.45%	0.84%
	My employer supports a balance between work and personal life.	77.31%	15.97%	6.72%
	MGA's policies and procedures help create an effective work environment.	68.07%	26.89%	5.04%

## JOB & CAREER SATISFACTION

Job and Career satisfaction are influenced by clarity of job roles, job responsibilities, accountability for goals, opportunities to utilize skills, and career growth. The way in which you as a leader define, explain, and enforce these elements will impact your employees' engagement.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
My job is challenging and interesting.		92.44%	5.04%	2.52%
This is a career that I love and believe in.		88.24%	10.08%	1.68%
I am satisfied with the tasks and responsibilities associated with my job.		87.39%	6.72%	5.88%
At work, I have the opportunity to utilize my skills and do what I do best.		86.55%	7.56%	5.88%
At work, I have sufficient opportunities for personal and professional growth.		73.95%	14.29%	11.76%
I receive the training needed to perform my job effectively.		61.34%	17.65%	21.01%

## SUPPORTIVE CO-WORKERS

Supportive co-workers play an important role in enhancing workplace experiences through work relationships and interactions. As a leader you influence these elements through the support of a positive environment.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
	Most of my colleagues demonstrate interest and concern for my personal well being.	84.87%	11.76%	3.36%
	I receive the support I need to be able to succeed from most of my colleagues.	84.03%	13.45%	2.52%
	Most of my colleagues communicate effectively with me.	84.03%	13.45%	2.52%
	Most of my colleagues deliver quality work and put forth extra effort to help our organization succeed.	83.19%	13.45%	3.36%
	Most of my colleagues value and support my work and career goals.	74.79%	19.33%	5.88%

## WORKPLACE CLIMATE

Workplace Climate satisfaction is influenced by the perceptions of fairness, diversity, and inclusion within the organization. The way in which you as a leader define, explain, and enforce these elements will impact your employees' engagement.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
I am aware of the Maryland General Assembly's sexual harassment prevention policy.		96.64%	2.52%	0.84%
I support efforts to create a positive workplace culture.		95.80%	3.36%	0.84%
I enjoy my work with the Maryland General Assembly.		93.28%	5.88%	0.84%
I am aware of the appropriate avenues for reporting harassment in the Maryland General Assembly or the Department of Legislative Services.		86.55%	7.56%	5.88%
I am comfortable reporting known or suspected harassment to the Human Resources Office, to a designated reporter, or to the Joint Committee on Legislative Ethics.		81.51%	7.56%	10.92%
The Maryland General Assembly (MGA) climate is one where I feel accepted and respected.		80.67%	11.76%	7.56%
The MGA is committed to supporting diversity and inclusion.		78.99%	13.45%	7.56%
I rarely hear others make jokes while working about individuals based on race, color, religion, gender, gender identity, sexual orientation, national origin, disability, citizenship or any other characteristic protected by law.		74.79%	10.08%	15.13%
I rarely hear language/communication at work that I consider offensive or discriminatory.		73.95%	10.08%	15.97%
I have the same opportunity to succeed as others with similar education and experience.		68.07%	23.53%	8.40%
I believe the MGA harassment policy is taken seriously by those who work in the Legislative workplace.		62.18%	23.53%	14.29%
I am confident that if I report harassment (witnessed or experienced) there is no risk for retaliation for myself or the victim.		62.18%	23.53%	14.29%
The harassment complaint processes used at the MGA are fair and equitable.		55.46%	35.29%	9.24%
Policies and practices in the MGA result in fair outcomes for employees of all racial, ethnic, gender and age groups.		48.74%	36.97%	14.29%
Individuals at the MGA are held accountable for their actions.		42.02%	35.29%	22.69%
I don't believe that harassment is a problem in the MGA.		33.61%	35.29%	31.09%
Workplace harassment issues are resolved fairly and quickly.		28.57%	59.66%	11.76%



# **Appendix 4 – Registered Lobbyist Climate Survey Results**

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TalentWatch® Report  
Group Results  
Maryland Department of Legislative Services

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Report Prepared on: Monday, January 06, 2020  
OrganizationName: Lobbyist  
General Survey Respondents: 101

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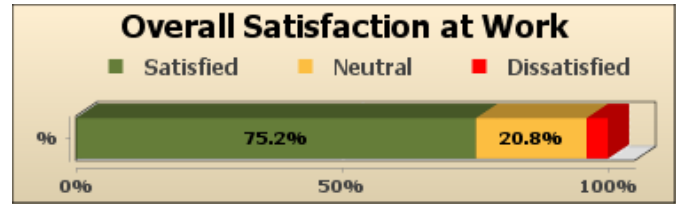
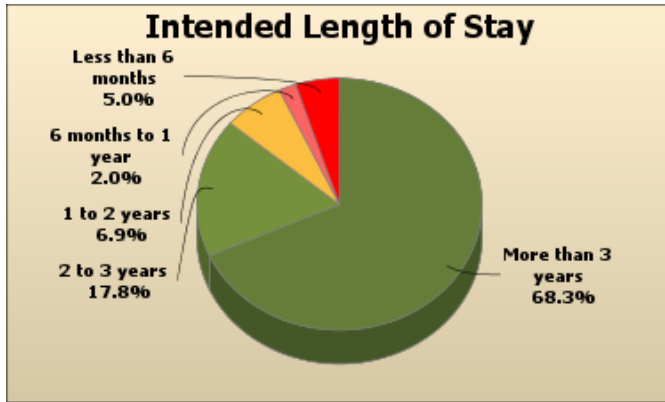
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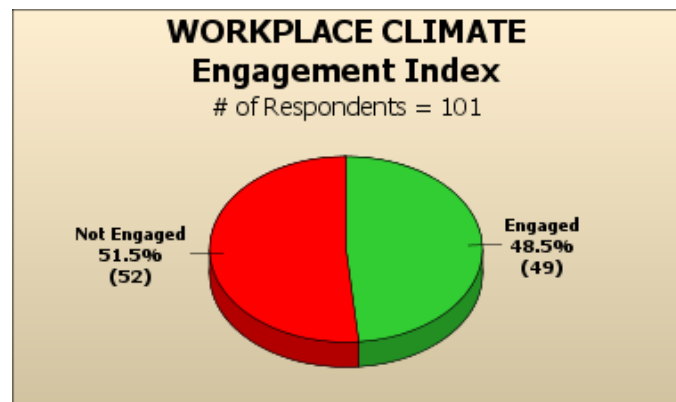
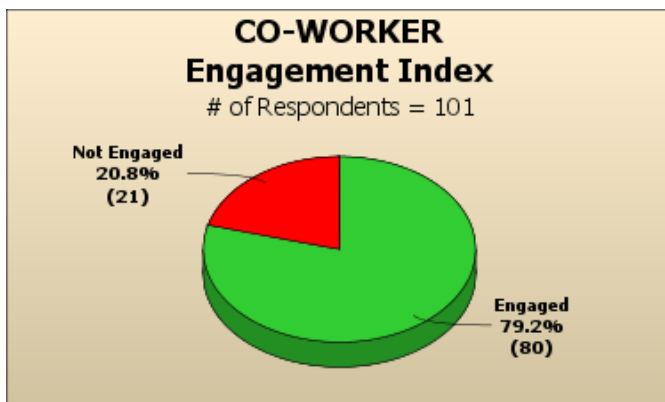
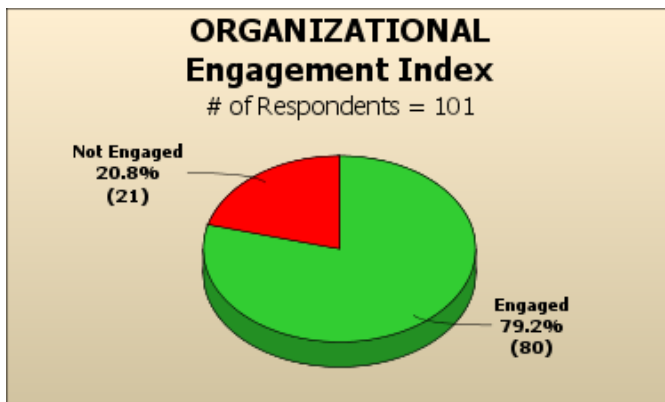
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## Summary of Key Metrics



## What is Employee Engagement?

Employee Engagement is your employees' ability and willingness to contribute to organizational success, especially their willingness to give "discretionary effort", going beyond what is typically required in their position to make the organization successful. Employee Engagement is an essential element of organizational health and is the goal of strategic initiatives designed to improve employee attitudes and retention. This can be accomplished through leadership, co-workers, job/career satisfaction, and a high performing organization. Higher levels of employee engagement are linked to employee commitment, a high performing workforce, satisfied and loyal customers, and a productive and profitable organization.



## HIGH PERFORMING ORGANIZATION

A high performing organization is related to how employees perceive their tangible rewards and the fairness of processes and outcomes. The way in which you as a leader define, explain, and implement these elements will influence these perceptions.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
	My employer's vision/mission/goals inspire me and help me be more productive.	83.17%	13.86%	2.97%
	My employer shows respect for employees.	81.19%	14.85%	3.96%
	My employer supports a balance between work and personal life.	73.27%	15.84%	10.89%
	MGA's policies and procedures help create an effective work environment.	55.45%	30.69%	13.86%

## JOB & CAREER SATISFACTION

Job and Career satisfaction are influenced by clarity of job roles, job responsibilities, accountability for goals, opportunities to utilize skills, and career growth. The way in which you as a leader define, explain, and enforce these elements will impact your employees' engagement.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
My job is challenging and interesting.		94.06%	4.95%	0.99%
This is a career that I love and believe in.		89.11%	7.92%	2.97%
At work, I have the opportunity to utilize my skills and do what I do best.		89.11%	7.92%	2.97%
I am satisfied with the tasks and responsibilities associated with my job.		86.14%	10.89%	2.97%
At work, I have sufficient opportunities for personal and professional growth.		78.22%	19.80%	1.98%
I receive the training needed to perform my job effectively.		73.27%	23.76%	2.97%

## SUPPORTIVE CO-WORKERS

Supportive co-workers play an important role in enhancing workplace experiences through work relationships and interactions. As a leader you influence these elements through the support of a positive environment.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
	I receive the support I need to be able to succeed from most of my colleagues.	82.18%	12.87%	4.95%
	Most of my colleagues value and support my work and career goals.	80.20%	16.83%	2.97%
	Most of my colleagues demonstrate interest and concern for my personal well being.	80.20%	15.84%	3.96%
	Most of my colleagues deliver quality work and put forth extra effort to help our organization succeed.	80.20%	13.86%	5.94%
	Most of my colleagues communicate effectively with me.	79.21%	15.84%	4.95%

## WORKPLACE CLIMATE

Workplace Climate satisfaction is influenced by the perceptions of fairness, diversity, and inclusion within the organization. The way in which you as a leader define, explain, and enforce these elements will impact your employees' engagement.

		% of team members who rated (F)avorable, (N)eutral, or (U)nfavorable		
I support efforts to create a positive workplace culture.		97.03%	2.97%	0.00%
I enjoy my work with the Maryland General Assembly.		84.16%	13.86%	1.98%
I am aware of the Maryland General Assembly's sexual harassment prevention policy.		77.23%	15.84%	6.93%
I have the same opportunity to succeed as others with similar education and experience.		69.31%	20.79%	9.90%
I rarely hear others make jokes while working about individuals based on race, color, religion, gender, gender identity, sexual orientation, national origin, disability, citizenship or any other characteristic protected by law.		68.32%	19.80%	11.88%
I rarely hear language/communication at work that I consider offensive or discriminatory.		65.35%	16.83%	17.82%
The Maryland General Assembly (MGA) climate is one where I feel accepted and respected.		63.37%	27.72%	8.91%
The MGA is committed to supporting diversity and inclusion.		60.40%	26.73%	12.87%
I am comfortable reporting known or suspected harassment to the Human Resources Office, to a designated reporter, or to the Joint Committee on Legislative Ethics.		57.43%	23.76%	18.81%
I am aware of the appropriate avenues for reporting harassment in the Maryland General Assembly or the Department of Legislative Services.		54.46%	27.72%	17.82%
I believe the MGA harassment policy is taken seriously by those who work in the Legislative workplace.		49.50%	35.64%	14.85%
I am confident that if I report harassment (witnessed or experienced) there is no risk for retaliation for myself or the victim.		42.57%	26.73%	30.69%
Individuals at the MGA are held accountable for their actions.		36.63%	32.67%	30.69%
Policies and practices in the MGA result in fair outcomes for employees of all racial, ethnic, gender and age groups.		31.68%	51.49%	16.83%
The harassment complaint processes used at the MGA are fair and equitable.		27.72%	62.38%	9.90%
Workplace harassment issues are resolved fairly and quickly.		24.75%	55.45%	19.80%
I don't believe that harassment is a problem in the MGA.		17.82%	35.64%	46.53%