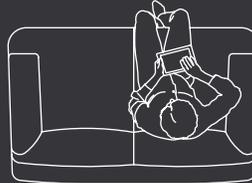
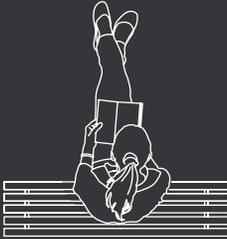
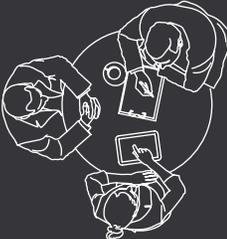
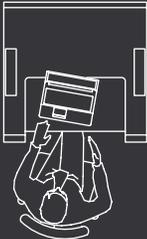




# Dakota County

Gensler WPI Hybrid Experience Survey  
October 2022



## Survey Information

### **SURVEY DATES:**

September 2 - September 12, 2022

### **TOTAL SURVEYED:**

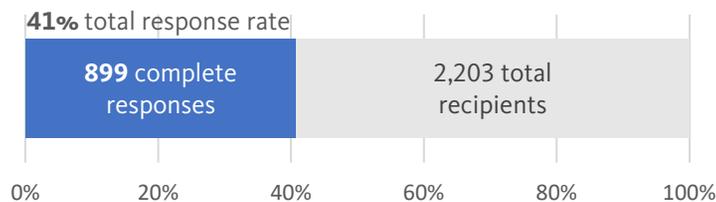
2,203 FTE

### **TOTAL RESPONSES:**

899 Complete

### **RESPONSE RATE:**

41% (total complete responses / total surveyed)



### **LOCATIONS SURVEYED:**

- ADC
- DCC
- Empire Maintenance Facility / Other Maintenance Shop
- JDC
- JSC
- LEC
- Library
- License Center
- NSC
- Parks Facility
- WSC
- Other

## Key Findings

### ***The Office Is Making a Comeback***

Respondents stated that **they are working from the office more often** than in 2021.

Respondents now **spend 2 days a week in the office**, on average (compared to 1 day a week in 2021).

Respondents feel that **they need to spend more time in the office to be effective** in their role compared to 2021.

Now that respondents are in the office more often, they **spend more of their time collaborating in person** than in 2021.

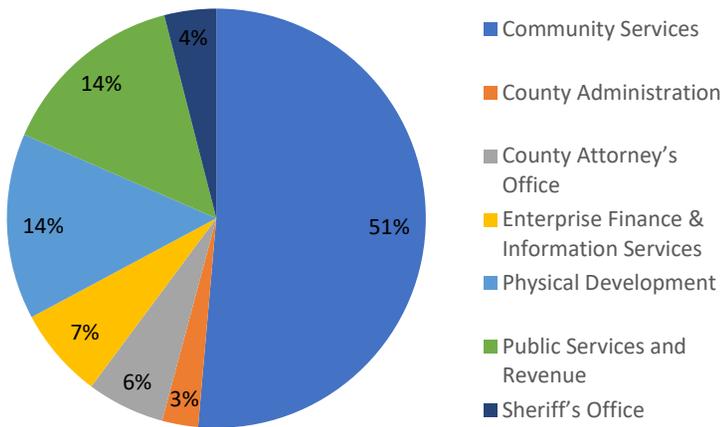
### ***Remote Work Is Here to Stay***

**The home environment is most conducive for independent focus work** and the office is most conducive for collaboration and socialization.

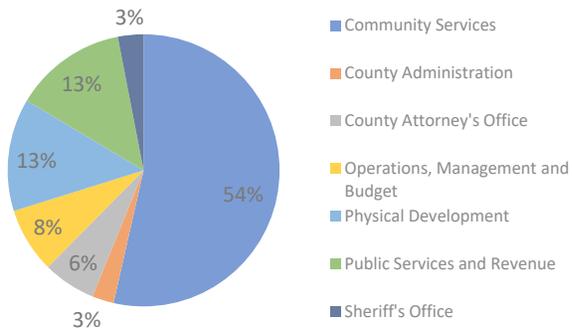
To support remote work, **technology within the office is critical to employee success**, particularly with virtual collaboration. It is the primary reason respondents require to come to the office.

# Survey Demographics

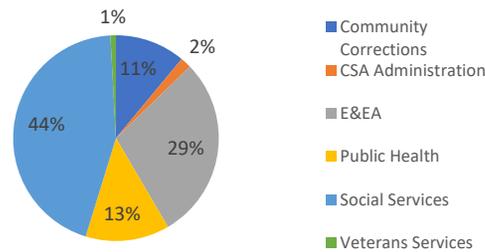
## Which is your Division?



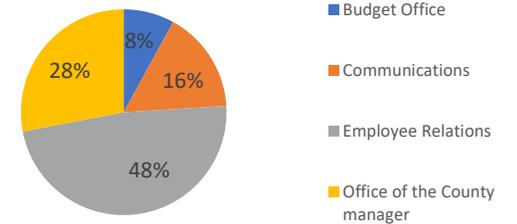
## 2021 Breakdown



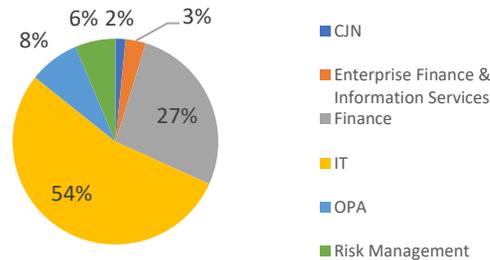
## Community Services



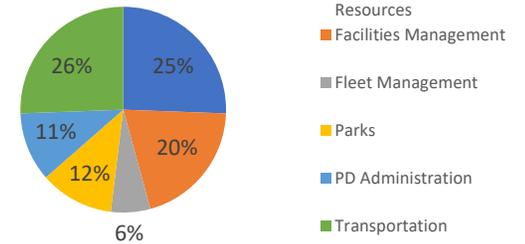
## County Administration



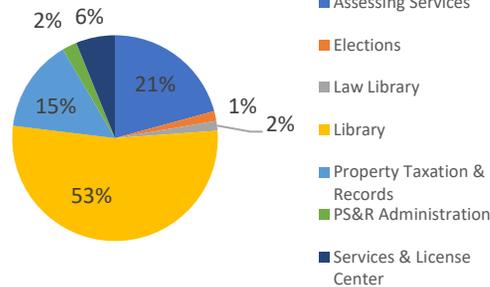
## Enterprise Finance & Info Services



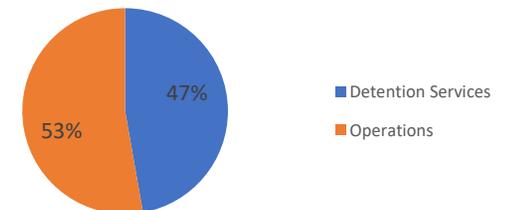
## Physical Development



## Public Services and Revenue

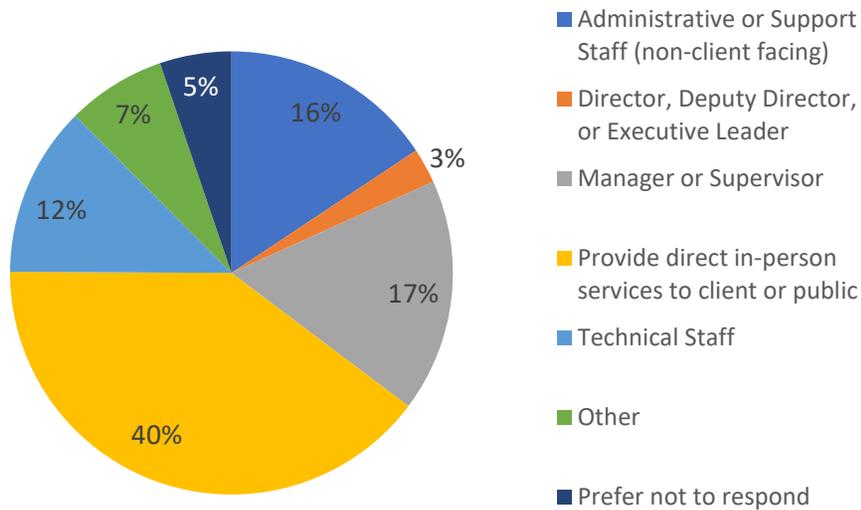


## Sheriff's Office

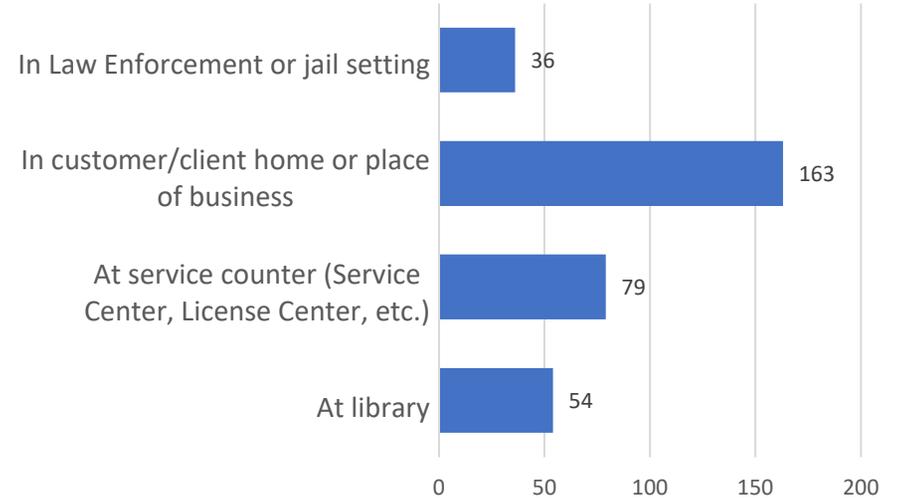


# Survey Demographics

**Which best describes your role?**

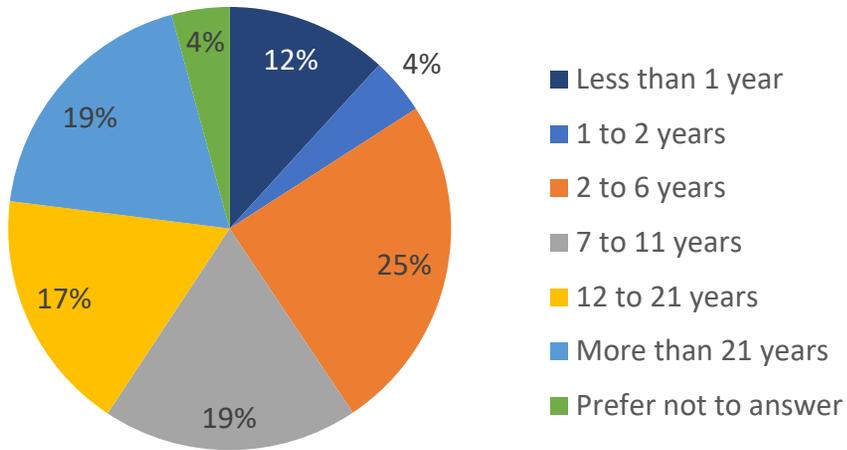


**If you provide direct in-person services to client or public, where do you provide direct in-person services?**



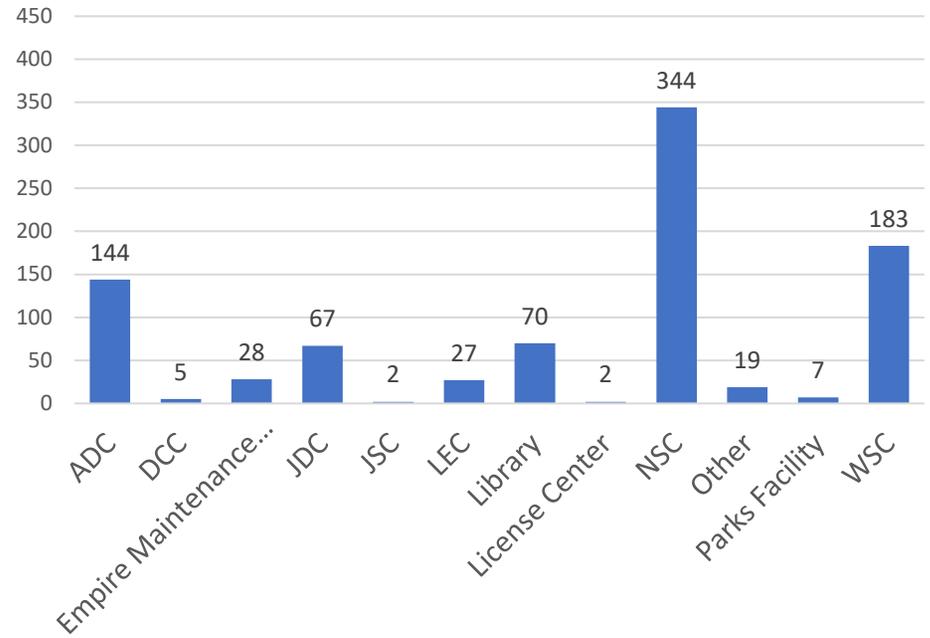
# Survey Demographics

**How long have you been with Dakota County?**



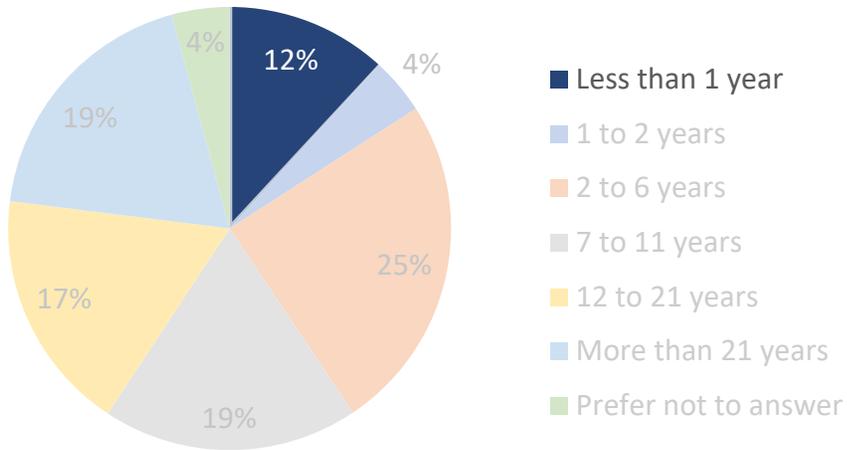
*The next page breaks down those who have been with Dakota County for less than a year*

**Which is (or was) your assigned Dakota County building or site?**

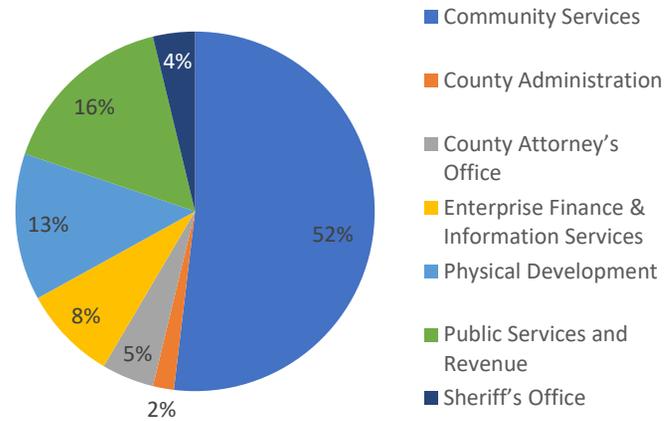


# Survey Demographics - Tenure

*How long have you been with Dakota County?*

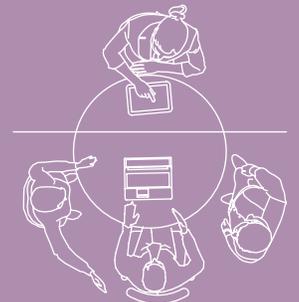
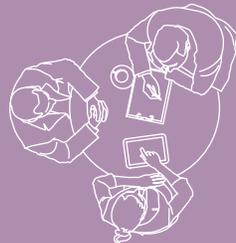


*Divisions for those who have been with Dakota County for less than a year:*



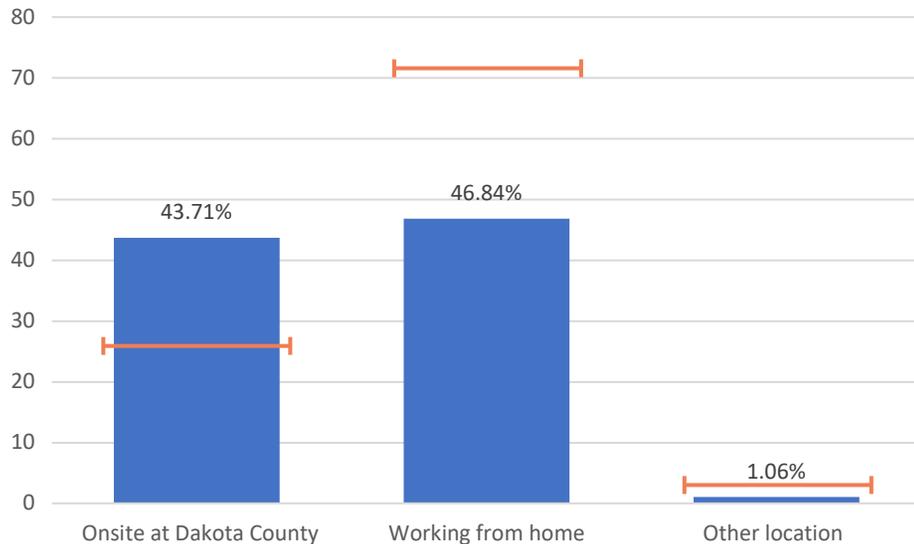
# Current Work Experience

*Measures where and how  
employees are currently  
working*



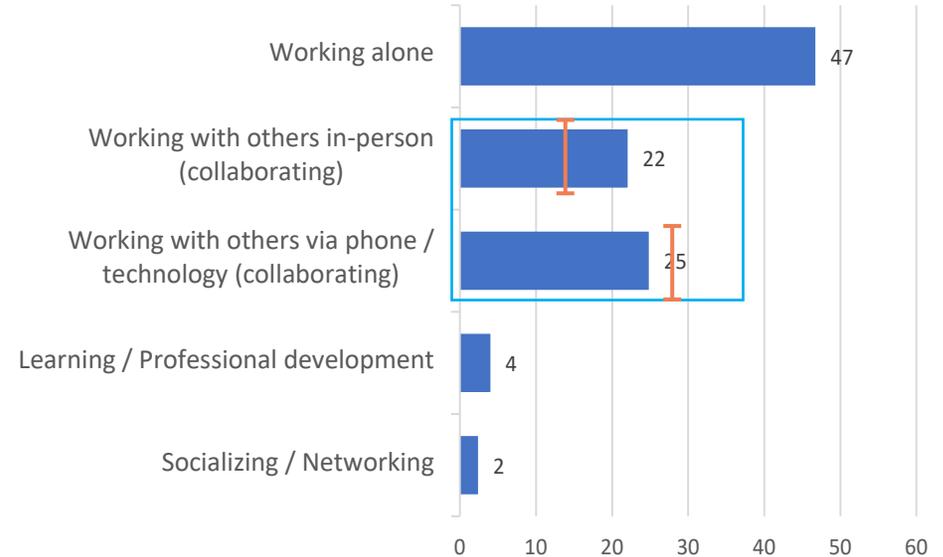
## Work Modes

**Currently, how much time do you spend working in each of these locations?**



Work is done equally at home and on-site. **47%** of respondents' work is done on-site at a Dakota County location. In April 2021, only 25% of respondents work was done on-site.

**Currently, how do you spend your time working? (Percentage of time spent by activity)**



Today, work at Dakota County is mostly **focused, individually oriented work** done alone. However, respondents spend 47% of time **collaborating** (whether in-person or virtually). As people have been working from the office more often, in-person collaboration has increased.

*Learning new skills and individual work are the most important components of respondents' job effectiveness.*

# Work Modes

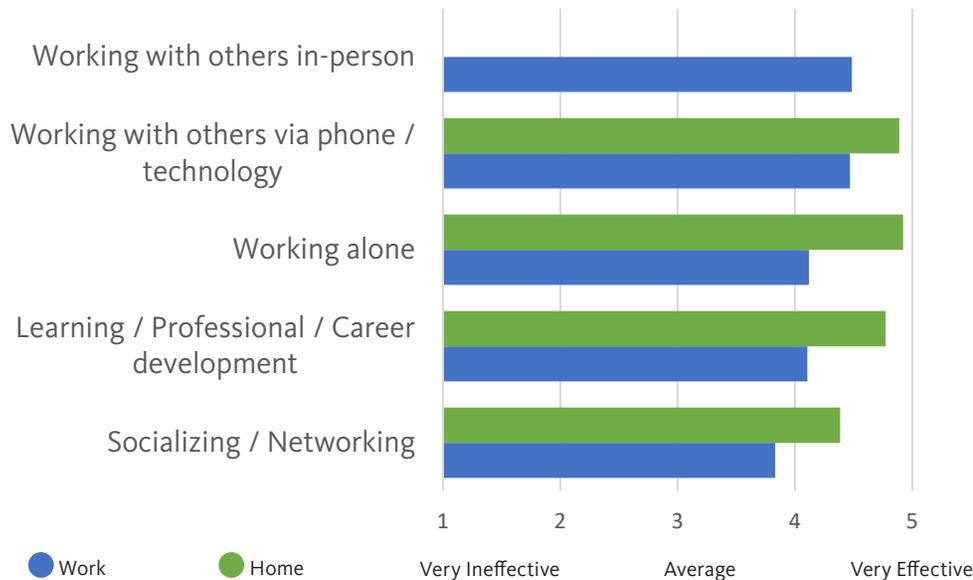
## *My job relies heavily on...*



Respondents rely less on specific spaces or impromptu collaboration. **Knowledge-sharing, focus, and virtual collaboration** are key components of the everyday work experience.

# Comparing Effectiveness

*How effective are your **home** and your **work** environments in supporting these activities?*



Respondents feel that their home work environments are **most effective at supporting working alone**, due to increased ability to support privacy and focus.

Home environments are **least effective at supporting socializing and networking**.

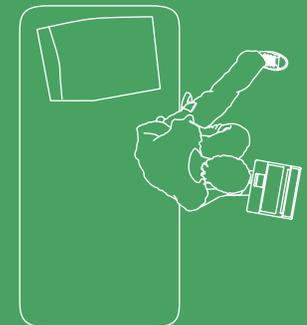
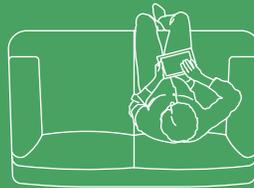
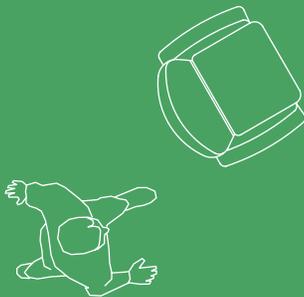
Respondents feel that the office environment is relatively effective in supporting all work activities. The **home environment is better than the office environment** at supporting all applicable work activities.

“ *I get much more distracted in the office and I am less productive than I am at home when I’m alone and don’t have co-workers around to get distracted with.*

*Currently, I am able to generally work almost as effectively on site as remote, but the more people in office, the more frequently I am interrupted and need to book a conference room for sensitive calls or meetings.*

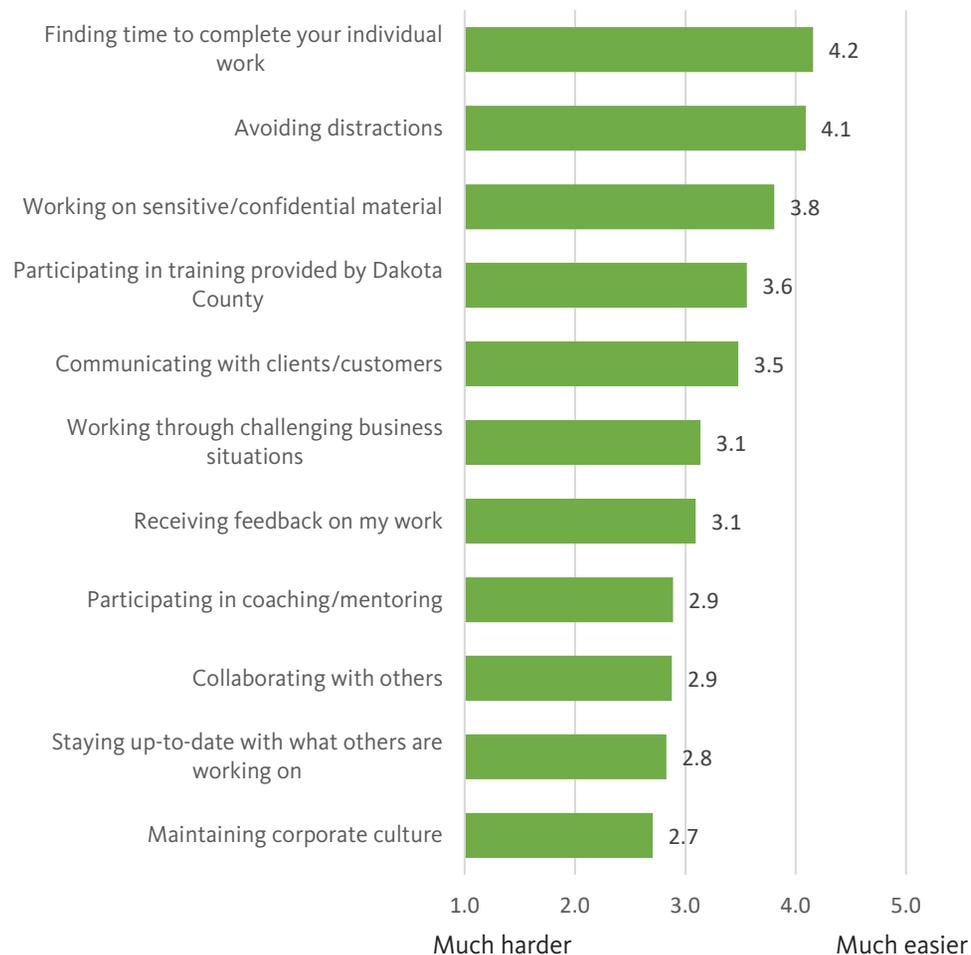
# Working From Home

*Measure how employees are currently working from home (behaviors, space effectiveness, and communication patterns)*



## Home | Effectiveness

***Compared to working in the office, are the following activities harder or easier to do at home?***

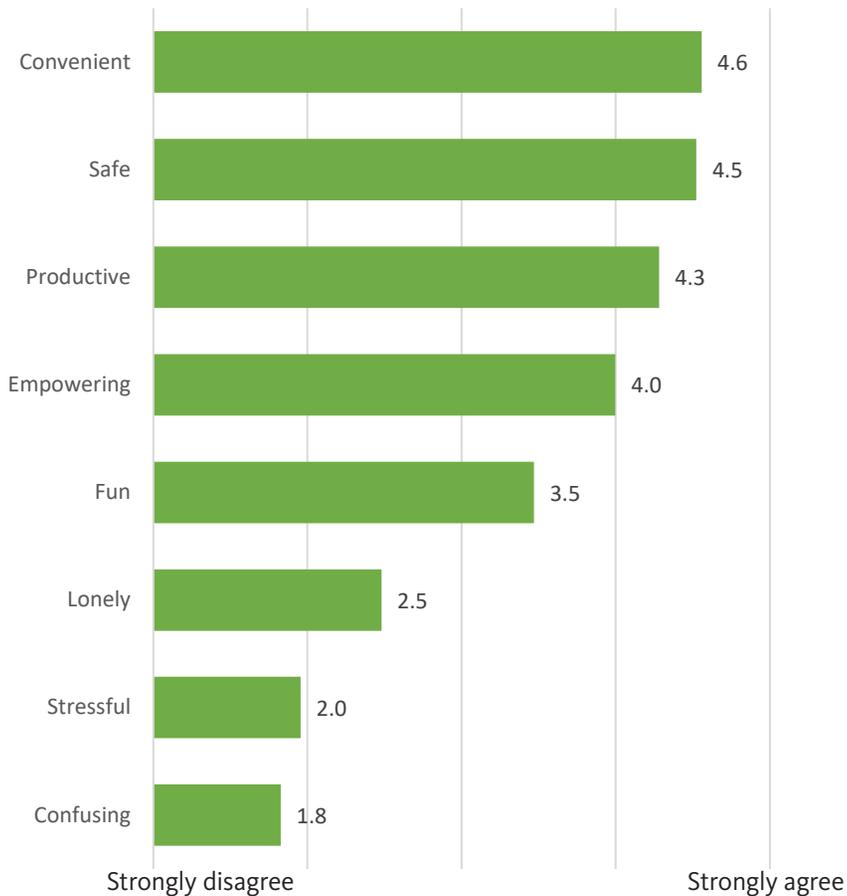


Respondents generally feel that the home environment is more conducive to **individual, private**, and/or focused work. Working from home is less suited for collaborative and social activities, participating in mentorship, or **working directly with clients**.

**Respondents reported positive experience with convenience, productivity, and safety while working from home.**

## Home | Effectiveness

**Based on your experience, working from home is...**



Respondents feel that working from home is **convenient**, saves time and money (due to lack of commute), **safe**, and **productive**.

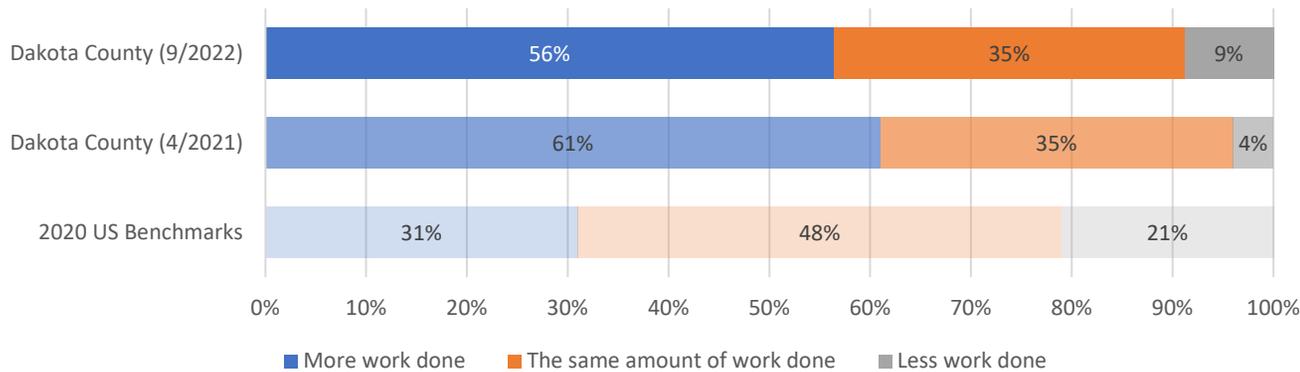
“

*I have a great set up at home - natural light, quiet work environment, really convenient access to all my project sites, and the ability to take my dog for lunch time walks. I feel like going back to a dimly lit office with a bunch of people around who are on the phone, on video calls, talking with each other, eating their lunch at their desk, etc. is really going to impact my ability to get work done. There's going to be so much distraction.*

**While working from home, respondents' productivity ranked higher than US benchmarks but slightly lower than Dakota County in 2021.**

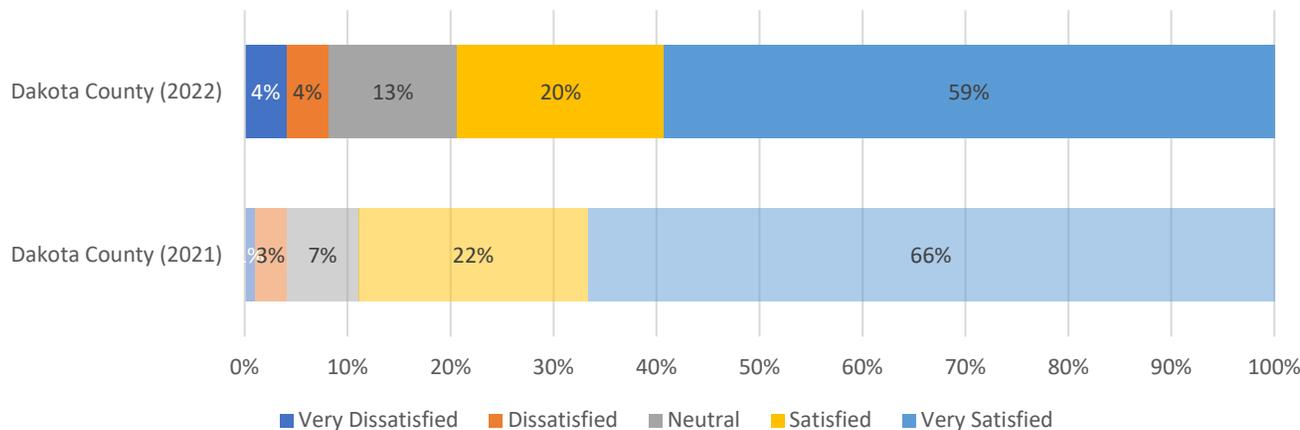
## Home | Effectiveness

### Compared to working in the office, I get...



**56%** of respondents feel they get more work done at home than they did while working in the office. Respondents feel that their home environments are generally **more suited for the types of work** they do most often.

### Overall, how satisfied are you with the work from home experience?



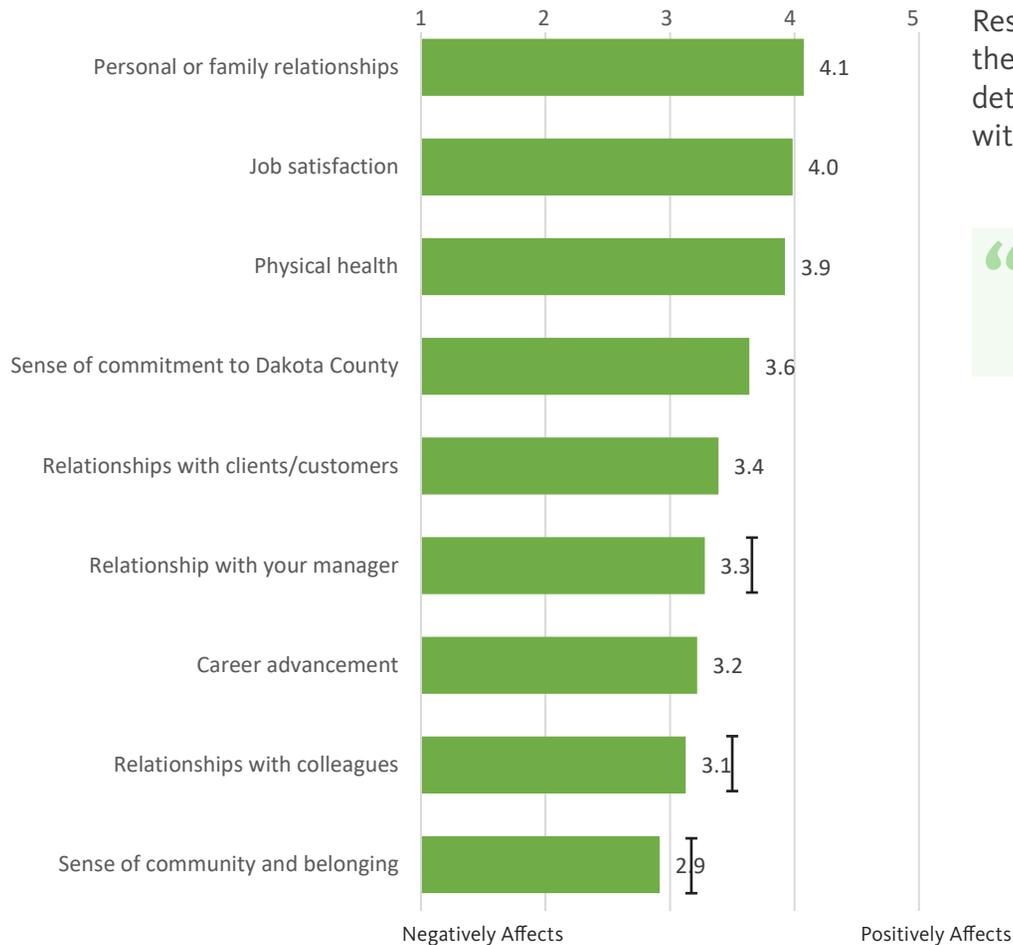
In general, respondents are very satisfied with the work from home experience but it has declined over the last year. Average satisfaction with working from home is rated at a **4.26** out of 5 in comparison to **4.49** out of 5.

“ I get much more distracted in the office and am less productive than I am at home when I’m alone ”

*The work environment does not support a sense of community or belonging within the Dakota County organization.*

# Home | Experience

## How has working from home affected your...

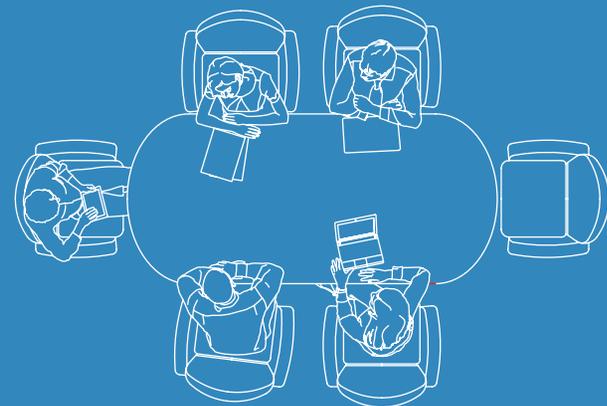
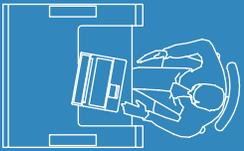


Respondents exhibit generally neutral feedback on the effects of the work from home experience. Working from home has been most detrimental to respondents' **sense of community and belonging** within the organization and career advancement.

“ I miss the community. Coworkers and all staff on our floor our friendly and engaging. It is a welcoming environment.

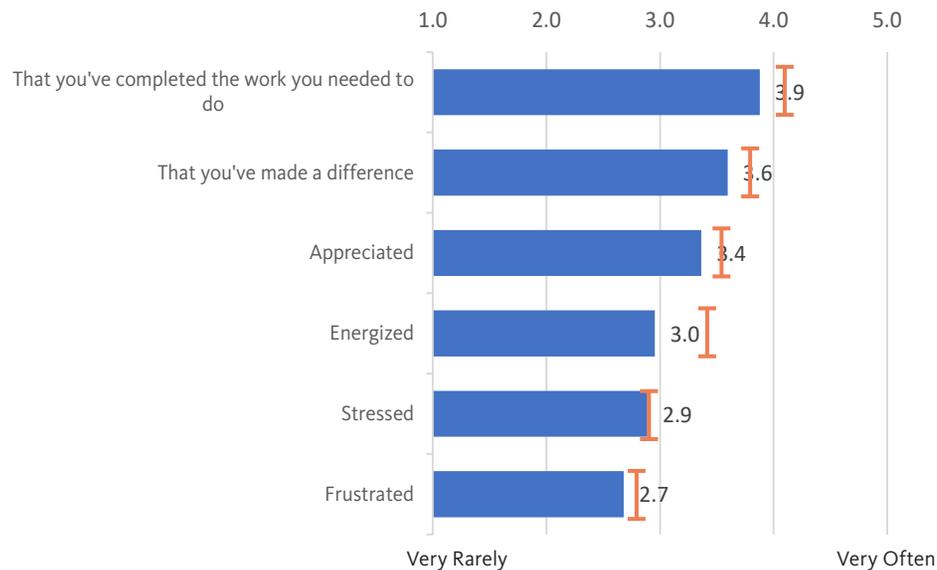
# Working in the Workplace

*Gather employee opinions on the return to the office (concerns, practices, policies or design interventions)*



## Office | Experience + Commute

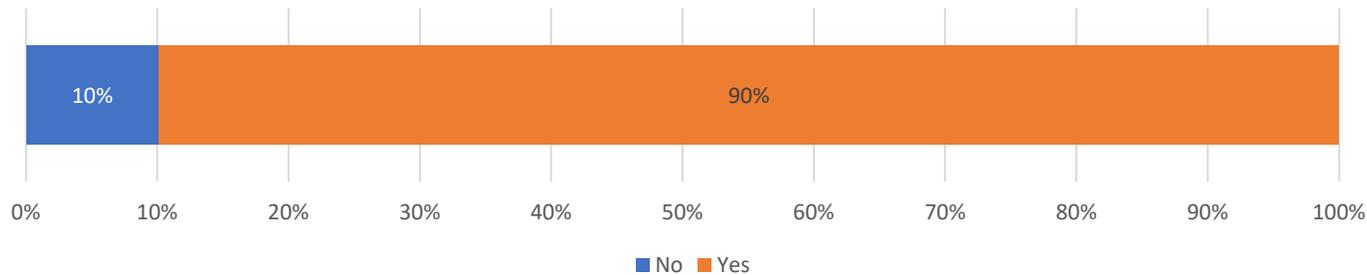
*At the end of a typical work day, how often do you feel...*



Respondents have mixed feedback on the current work experience: while many feel productive and capable of finishing work tasks, respondents also report **feeling stressed and frustrated** sometimes.

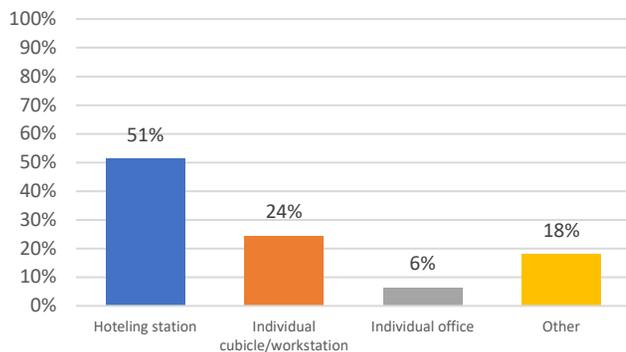
## Office | Individual Workspaces

### Are you currently assigned to a specific individual workspace?



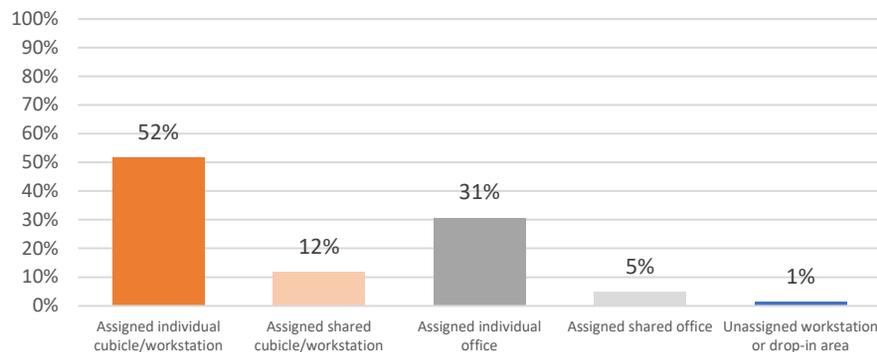
**90%** of respondents are currently assigned to a specific individual workspace. 10% of respondents are unassigned.

### If you are in an unassigned workspace, what type of space do you use most often?



Of the 10% of unassigned respondents, a **variety of spaces are used** while in the office. Other spaces mentioned include garage and shop areas.

### If you are in an assigned workspace, what type of space do you have?

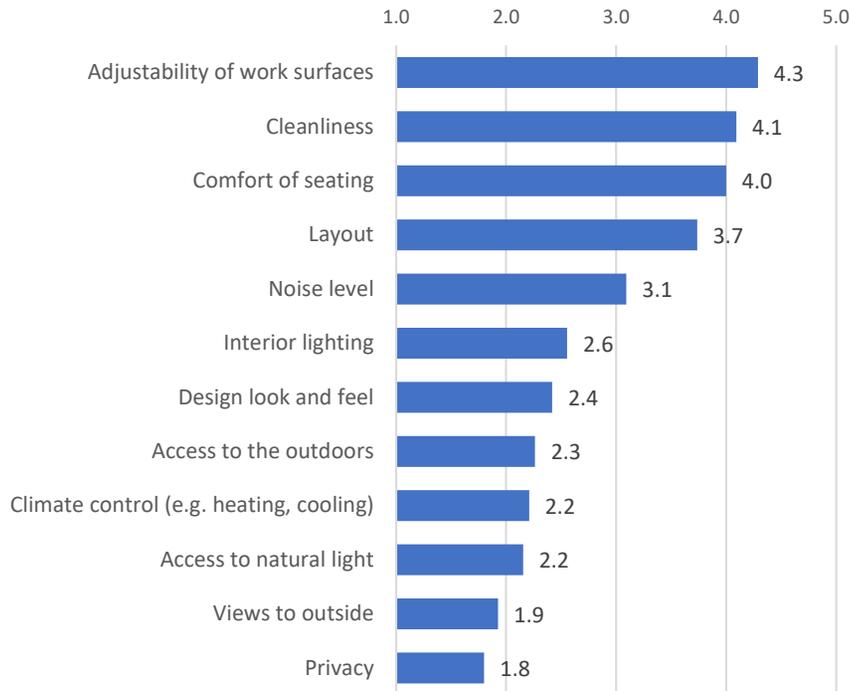


**36%** of assigned workspaces are enclosed (individual or shared office).

*The Dakota County office environment contributes to medium-to-high satisfaction among respondents.*

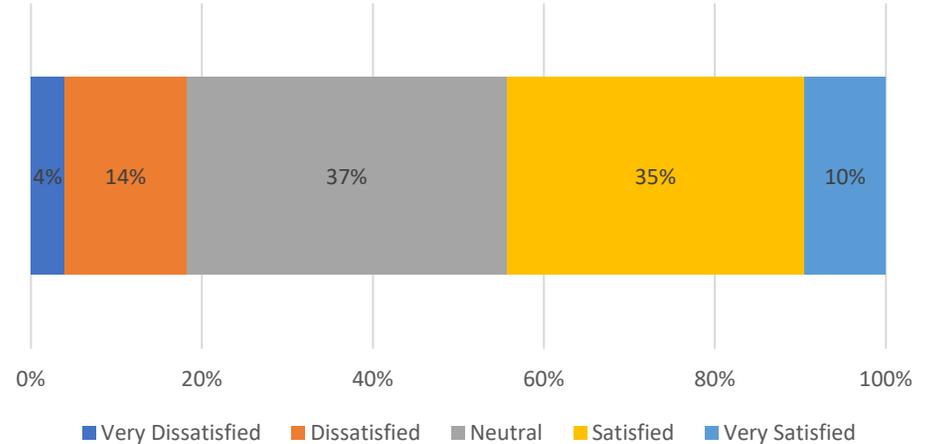
## Office | Design

**Please rate the design of the Dakota County office for:**



Respondents scored **adjustability, cleanliness, and comfort** very highly but privacy, views to outside, and individual control are lacking. Previously, respondents felt very neutral about these topics.

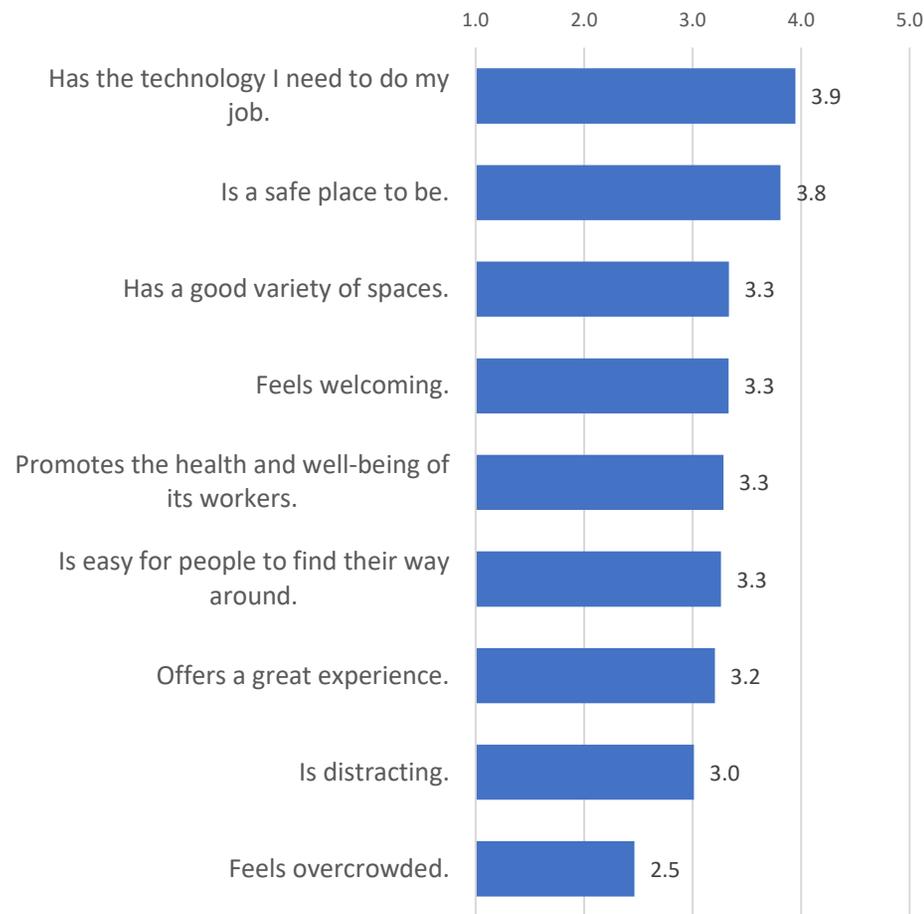
**Overall, how satisfied are you with the design of the Dakota County workplace (on a scale of 1 to 5)?**



In general, respondents are satisfied with the design of the workplace. Average satisfaction with the office environment was rated at a **3.32** out of 5.

# Office | Performance

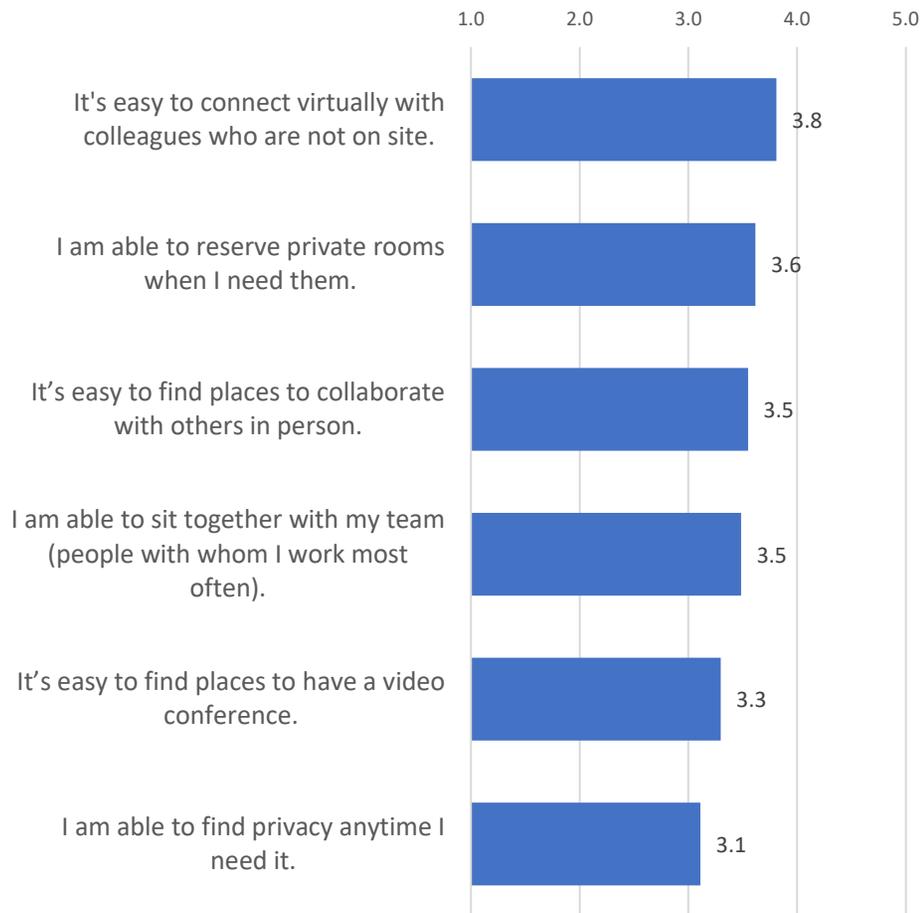
## *The office environment...*



Respondents feel that the office environment generally supports their work experience. Performance across all aspects was neutral to positive. **Technology, safety, and well-being** exhibited higher performance than focus in the office.

## Office | Performance

### *In the work environment, ...*

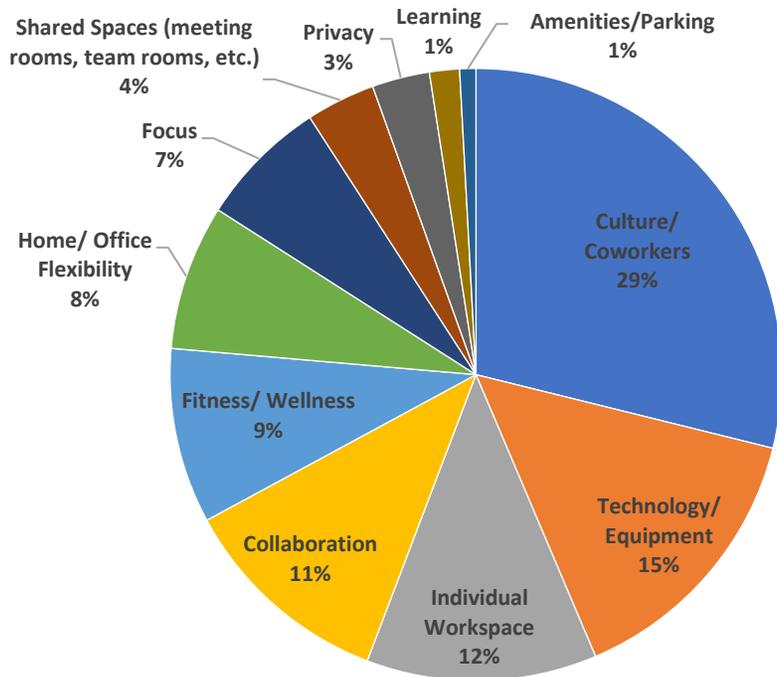


Respondents report a neutral to positive experience while in the office. **Virtual connectivity** scored highest among work environment aspects, while the ability to find **private, technologically enabled** space scored lowest.

## Office | Open-ended Comments

Cultural and collaborative aspects work best. Environmental aspects (including noise) need improvement.

### What do you like most about the Dakota County office environment?



“

The **technology and amenities**. I love that I can stop in anywhere and easily access the network and a printer

“

Being part of a **community**. Feeling physical presence of others and being able to physically leave work for the day.

“

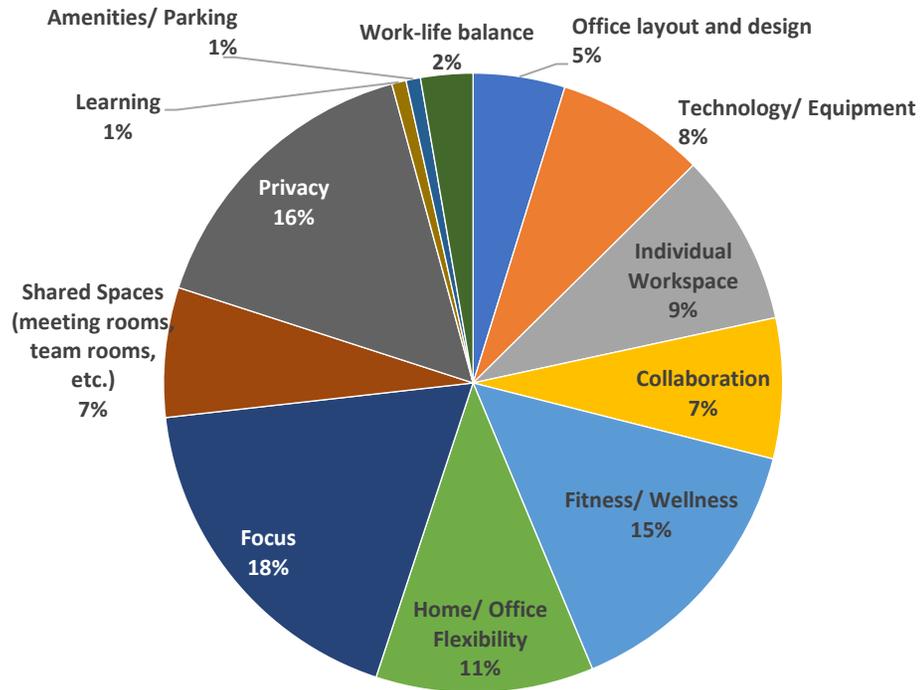
The **flexibility** to come into the office if I need to but not mandated to do so. I really like my department and my group. It's been a great move for me to join Dakota County.

“

“Working with coworkers on difficult scenarios/situations **Collaborating** with my team on solutions and projects”

## Office | Open-ended Comments

**What do you like least about the Dakota County office environment?**



“ The time and money lost associated with the **commute**.

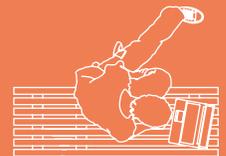
“ **Poor layout, lack of daylight, and office temperature** issues that go unaddressed

“ The **noise level** at my current work station has always been an issue.

“ **Distractions** and impromptu “drop-in” visits from coworkers.

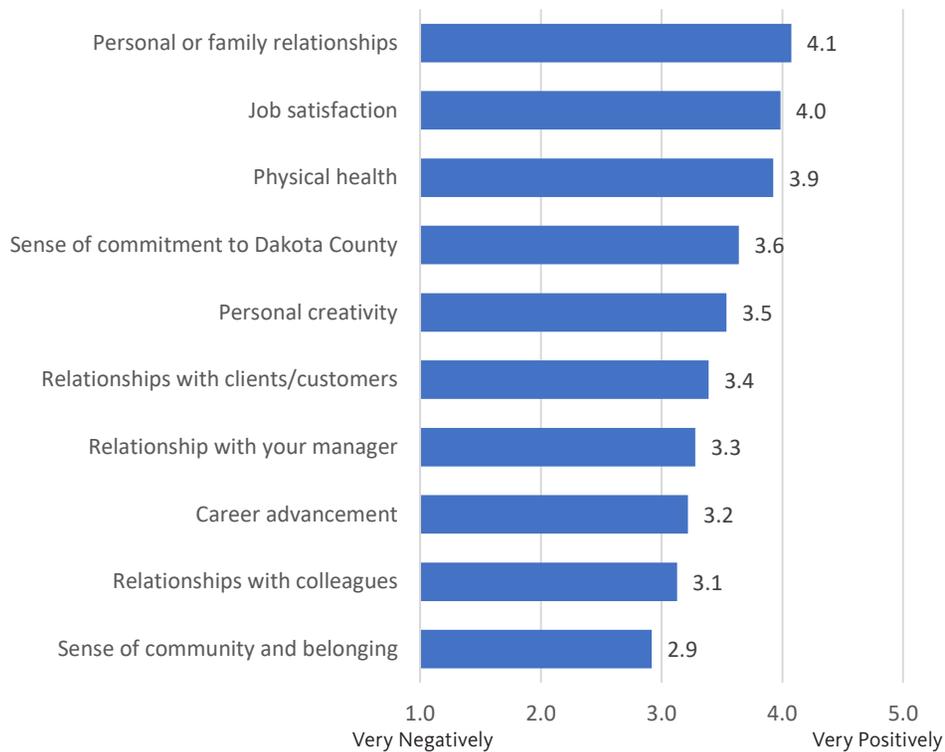
# Future Expectations

*Understand emerging workstyles,  
emerging workplace expectations,  
and what employees value most in  
the future*



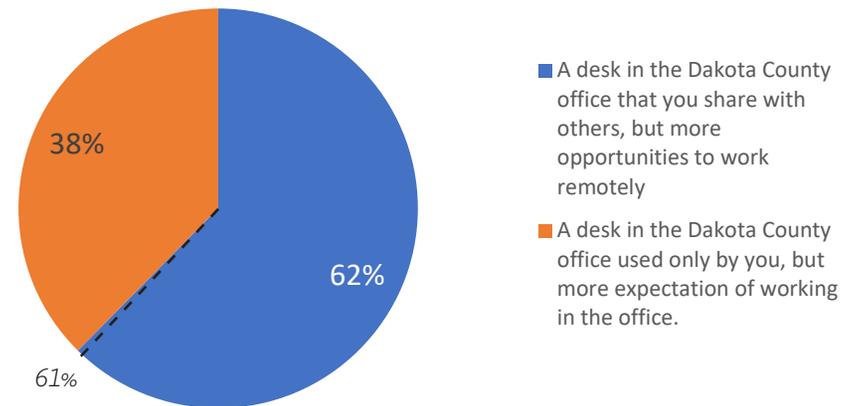
## Future | Hybrid Work

**How do you feel working remotely as part of your normal workweek has impacted the following:**



Respondents feel that remote work has had a positive effect on personal relationships and job satisfaction while having negative effects on community and relationships with colleagues

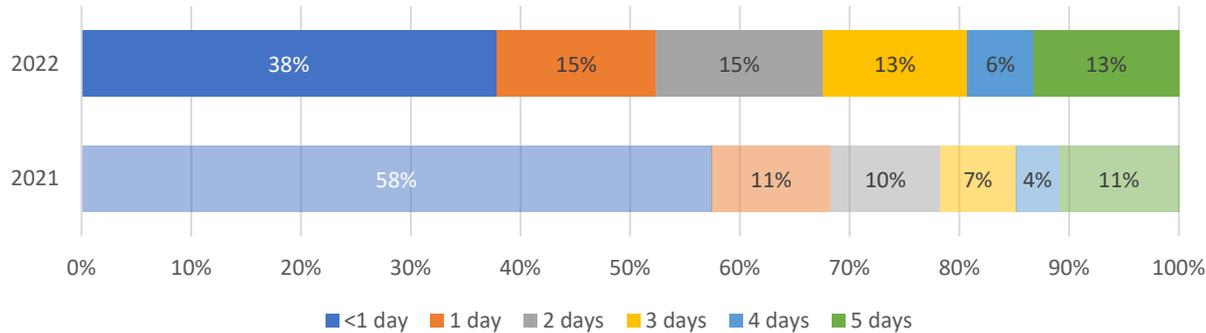
**Would you rather have...**



A majority of respondents (62%) would be open to a shared workspace in the office in exchange for more **remote work capability**.

## Future | Hybrid Work

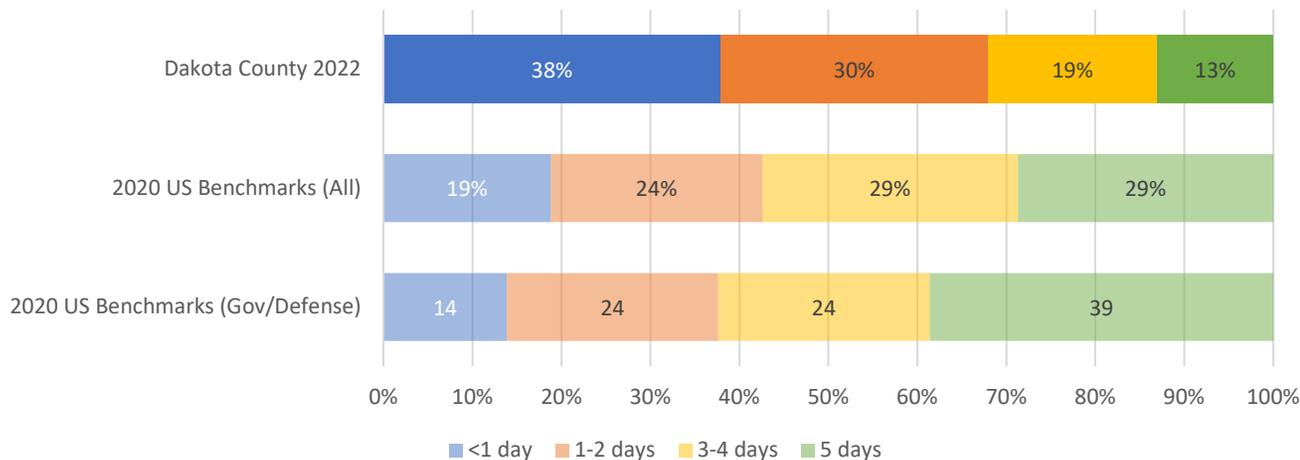
**How many days a week do you need to be in the office in order to be effective in your role?**



Individuals are now seeing themselves in the office more often than a year ago.

Looking to the future, individuals feel they will need to be **in the office more often** to be successful.

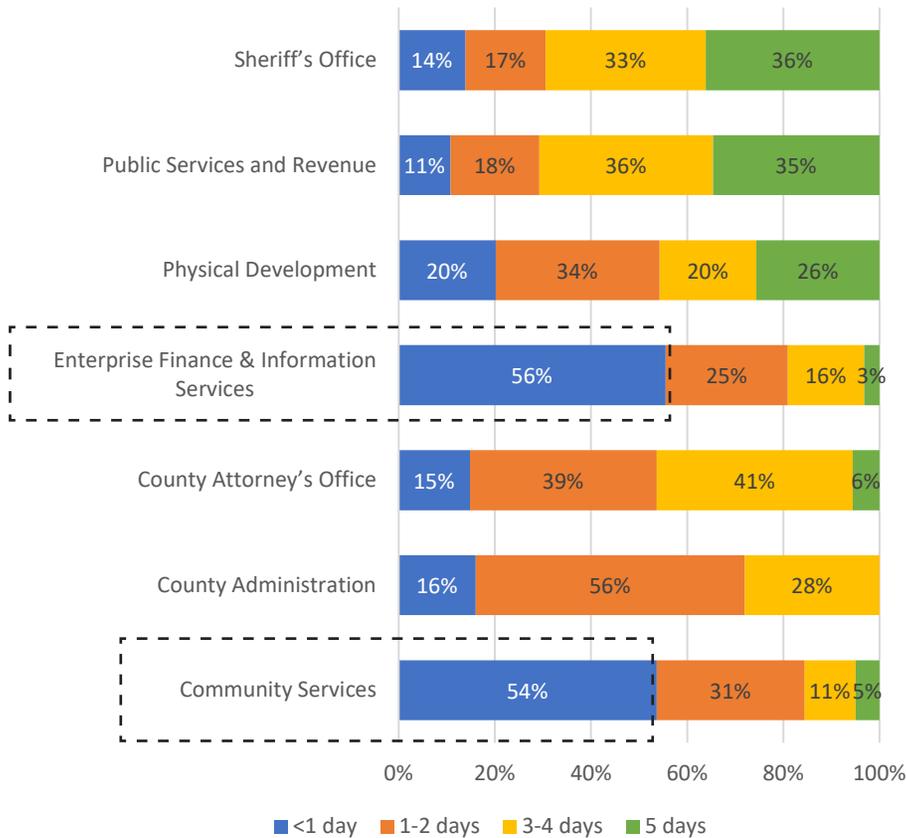
**How many days a week do you need to be in the office in order to be effective in your role?**



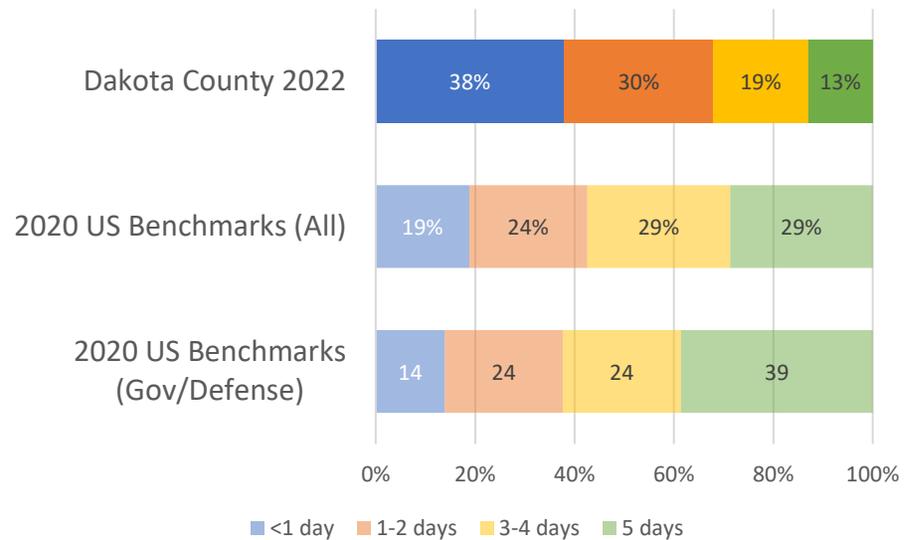
Respondents feel they will need to be in the office less than benchmarked counterparts.

# Future | Hybrid Work - Division Breakout

*How many days a week do you need to be in the office in order to be effective in your role?*

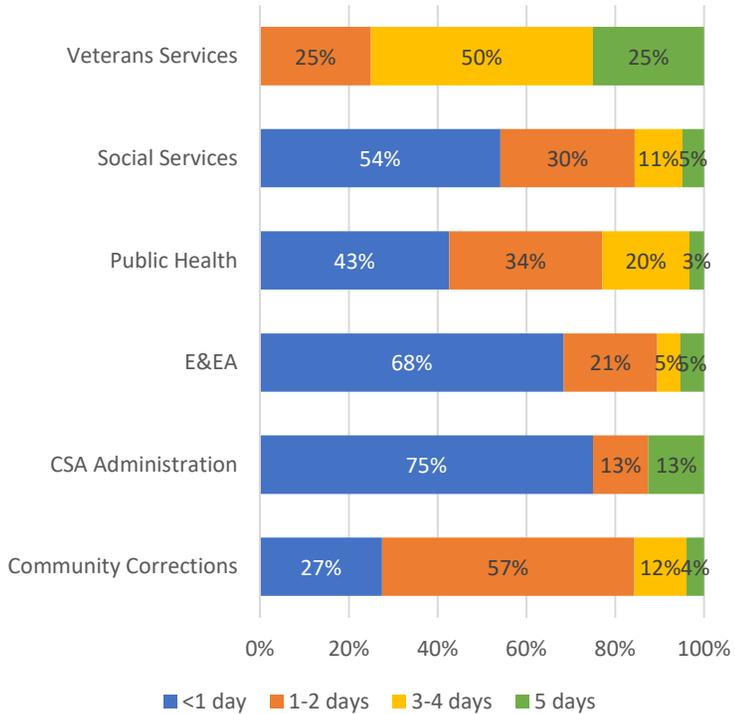


Public Services and Revenue & Sheriff's Office respondents express a desire or requirement to be in the office **most often**. Enterprise Finance & Information Services respondents feel the need to be in the office **least often**. Most divisions report a need to be in the office less frequently than expressed in the benchmarks.

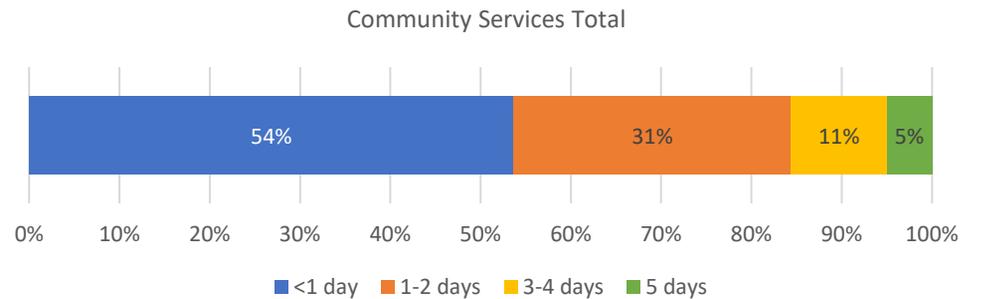


## Future | Hybrid Work - Community Services

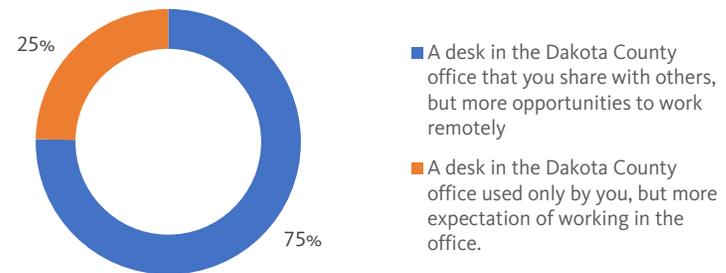
*How many days a week do you need to be in the office in order to be effective in your role?*



Of Community Services respondents, Veterans Services expresses a desire or requirement to be in the office **most often**. CSA Administration feels the need to be in the office **least often**.

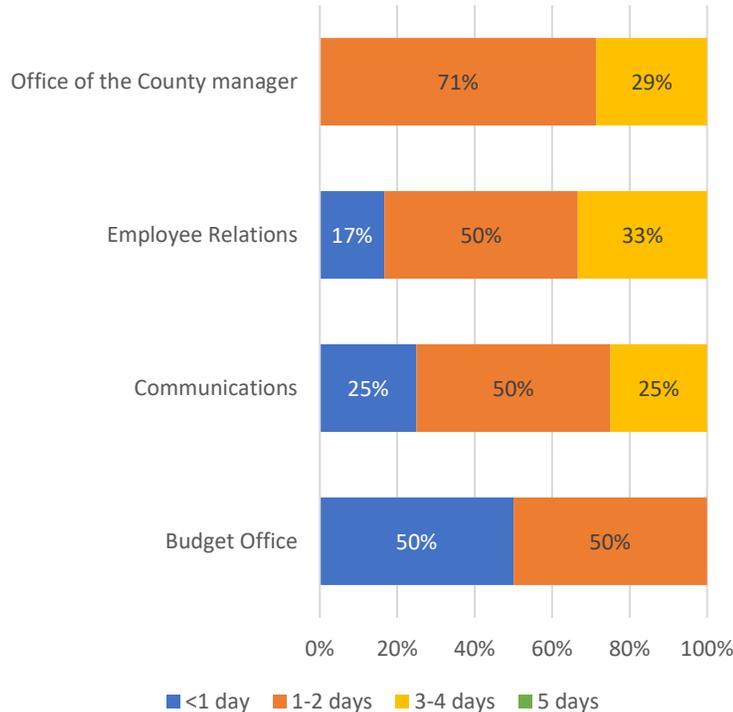


*Would you rather have...*

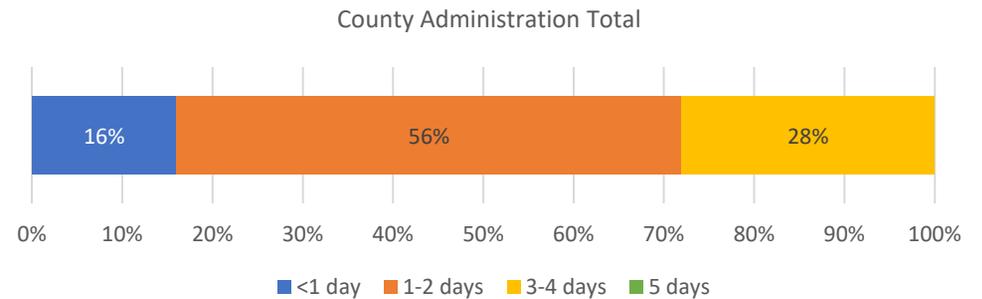


# Future | Hybrid Work - County Administration

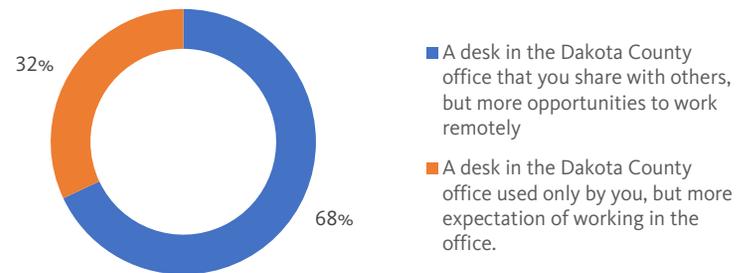
*How many days a week do you need to be in the office in order to be effective in your role?*



Of County Administration respondents, Office of the County Manager expresses a desire or requirement to be in the office **most often**. Budget Office feels the need to be in the office **least often**.

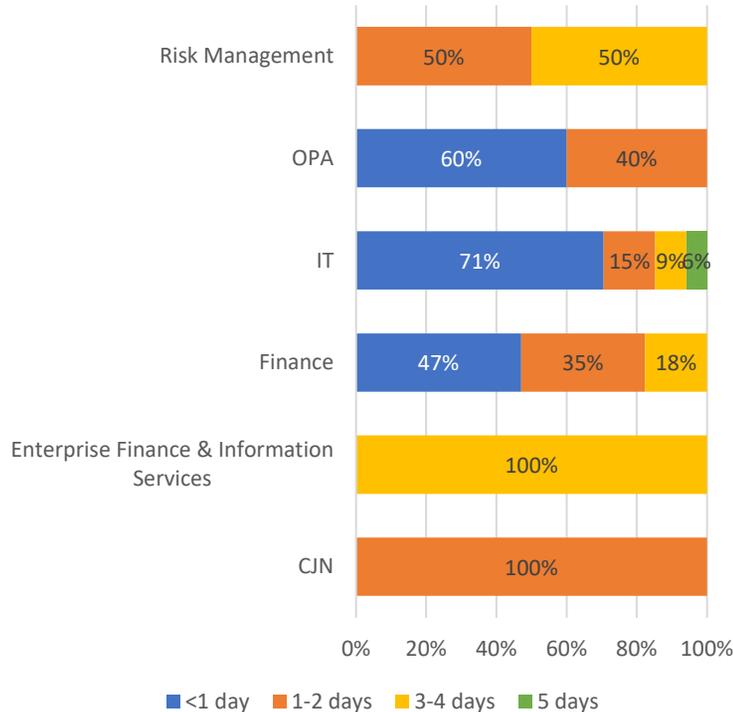


*Would you rather have...*

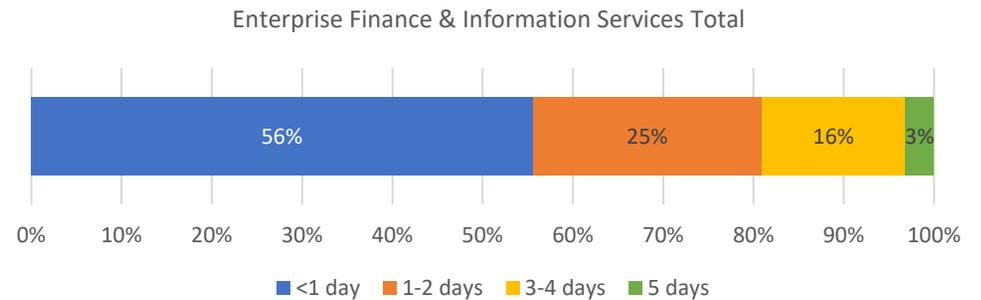


# Future | Hybrid Work - Enterprise Finance & Information Services

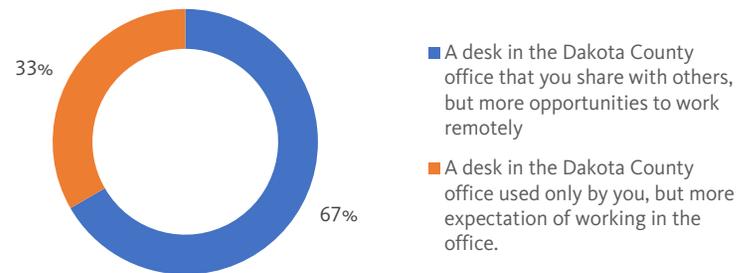
**How many days a week do you need to be in the office in order to be effective in your role?**



Of Enterprise Finance & Information Services respondents, Risk Management expresses a desire or requirement to be in the office **most often**. IT feels the need to be in the office **least often**.

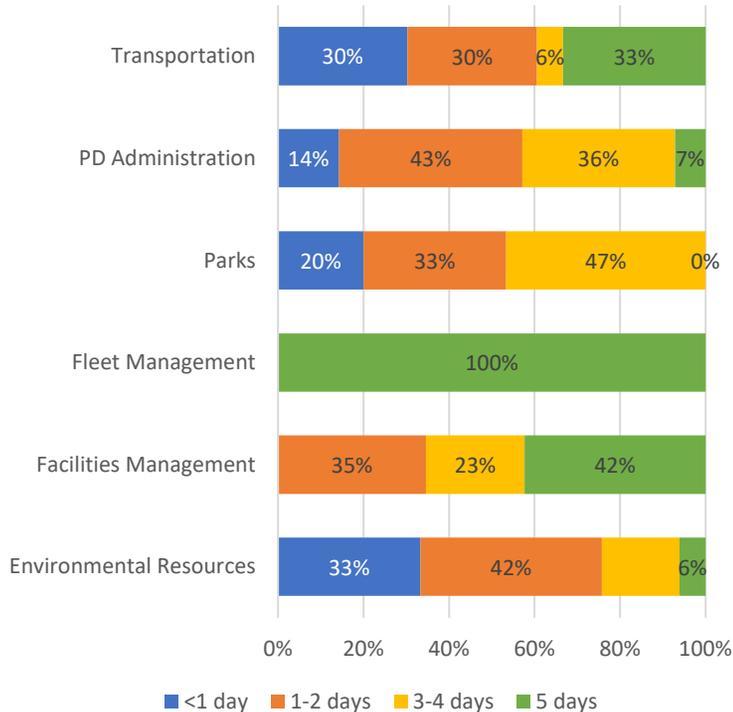


**Would you rather have...**

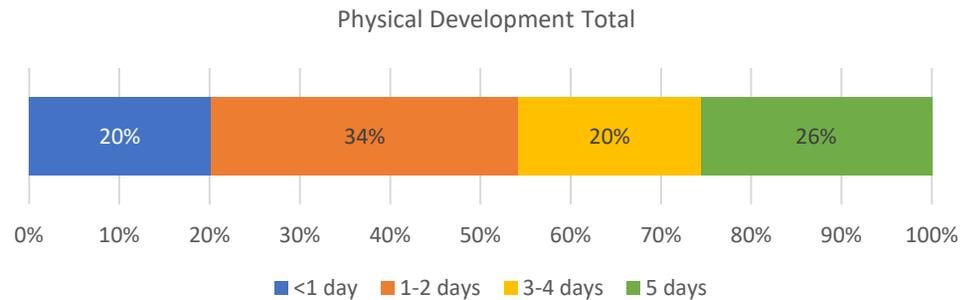


# Future | Hybrid Work - Physical Development

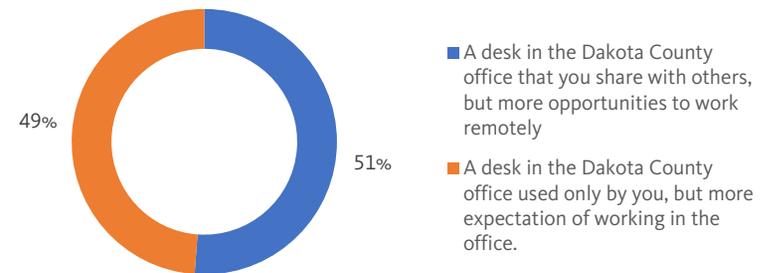
**How many days a week do you need to be in the office in order to be effective in your role?**



Of Physical Development respondents, Fleet Management expresses a desire or requirement to be in the office **most often**. Environmental Resources feels the need to be in the office **least often**.

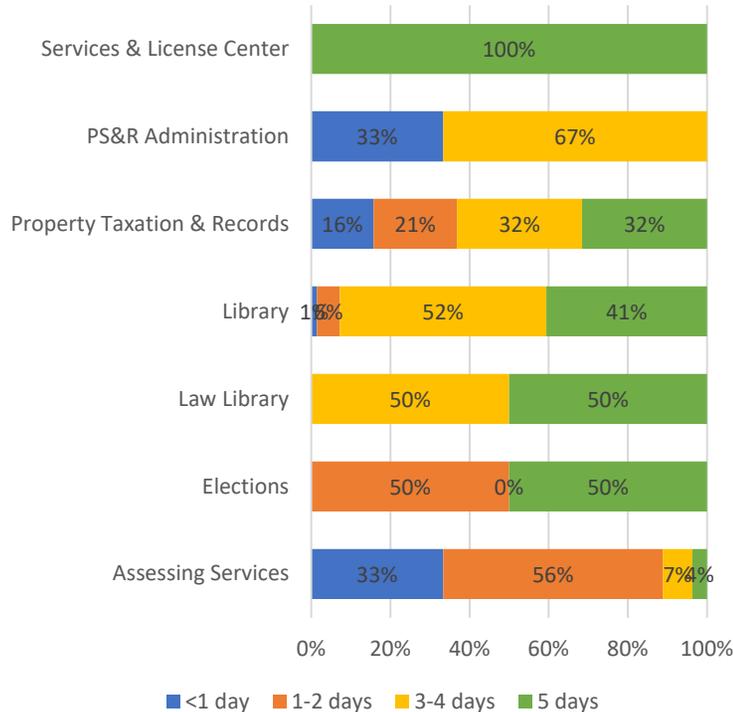


**Would you rather have...**

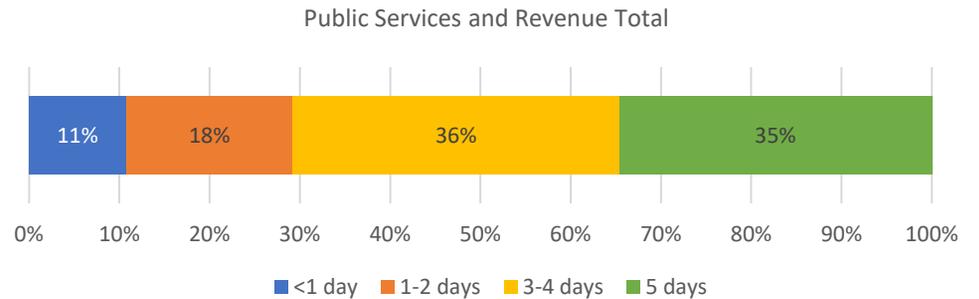


# Future | Hybrid Work - Public Services and Revenue

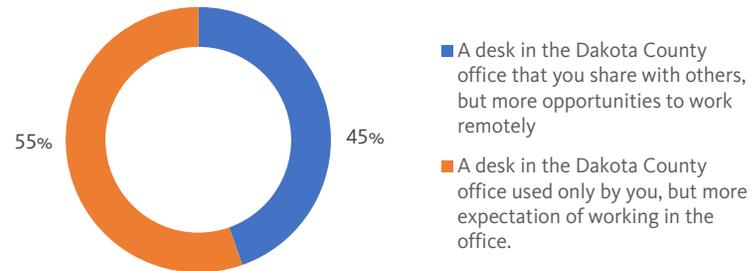
**How many days a week do you need to be in the office in order to be effective in your role?**



Of Public Services and Revenue respondents, Services & License Centers expresses a desire or requirement to be in the office **most often**. Assessing Services feels the need to be in the office **least often**.

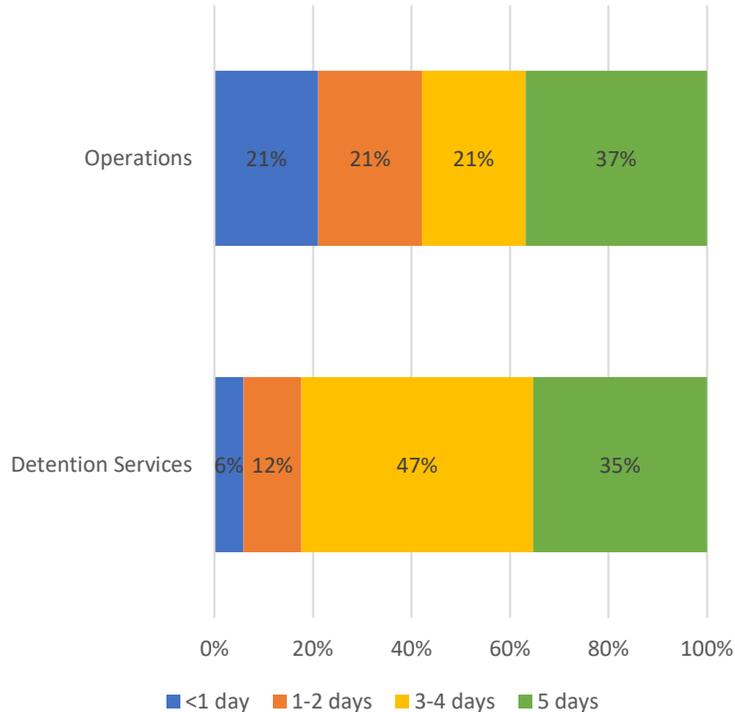


**Would you rather have...**

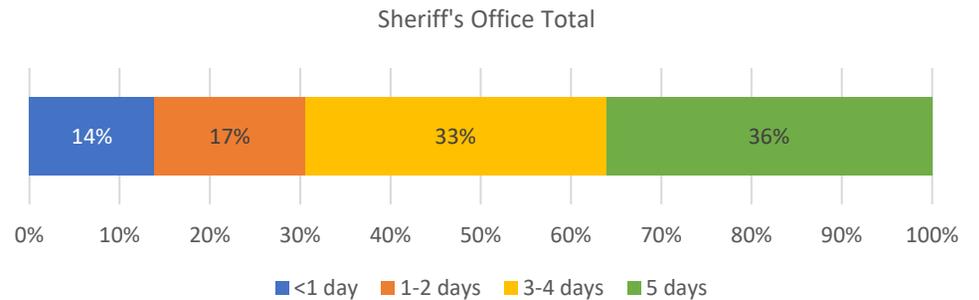


## Future | Hybrid Work - Sheriff's Office

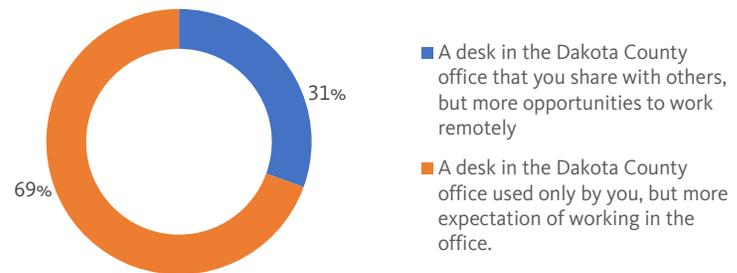
*How many days a week do you need to be in the office in order to be effective in your role?*



Of Sheriff's Office respondents, Detention Services expresses a desire or requirement to be in the office **most often**. Operations feels the need to be in the office **least often**.



*Would you rather have...*



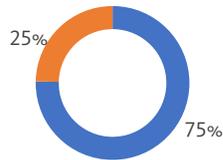
# Future | Hybrid Work

## Community Services

Average days/week

**1.04**

Would you rather have...



## Enterprise Finance & Information Services

Average days/week

**1.10**

Would you rather have...

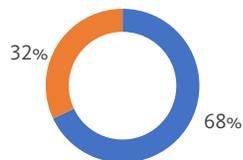


## County Administration

Average days/week

**1.72**

Would you rather have...

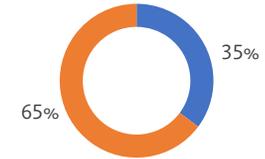


## County Attorney's Office

Average days/week

**2.11**

Would you rather have...



## Physical Development

Average days/week

**2.46**

Would you rather have...



## Public Services and Revenue

Average days/week

**3.28**

Would you rather have...

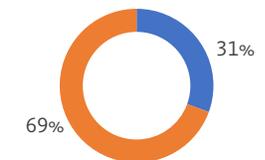


## Sheriff's Office

Average days/week

**3.33**

Would you rather have...



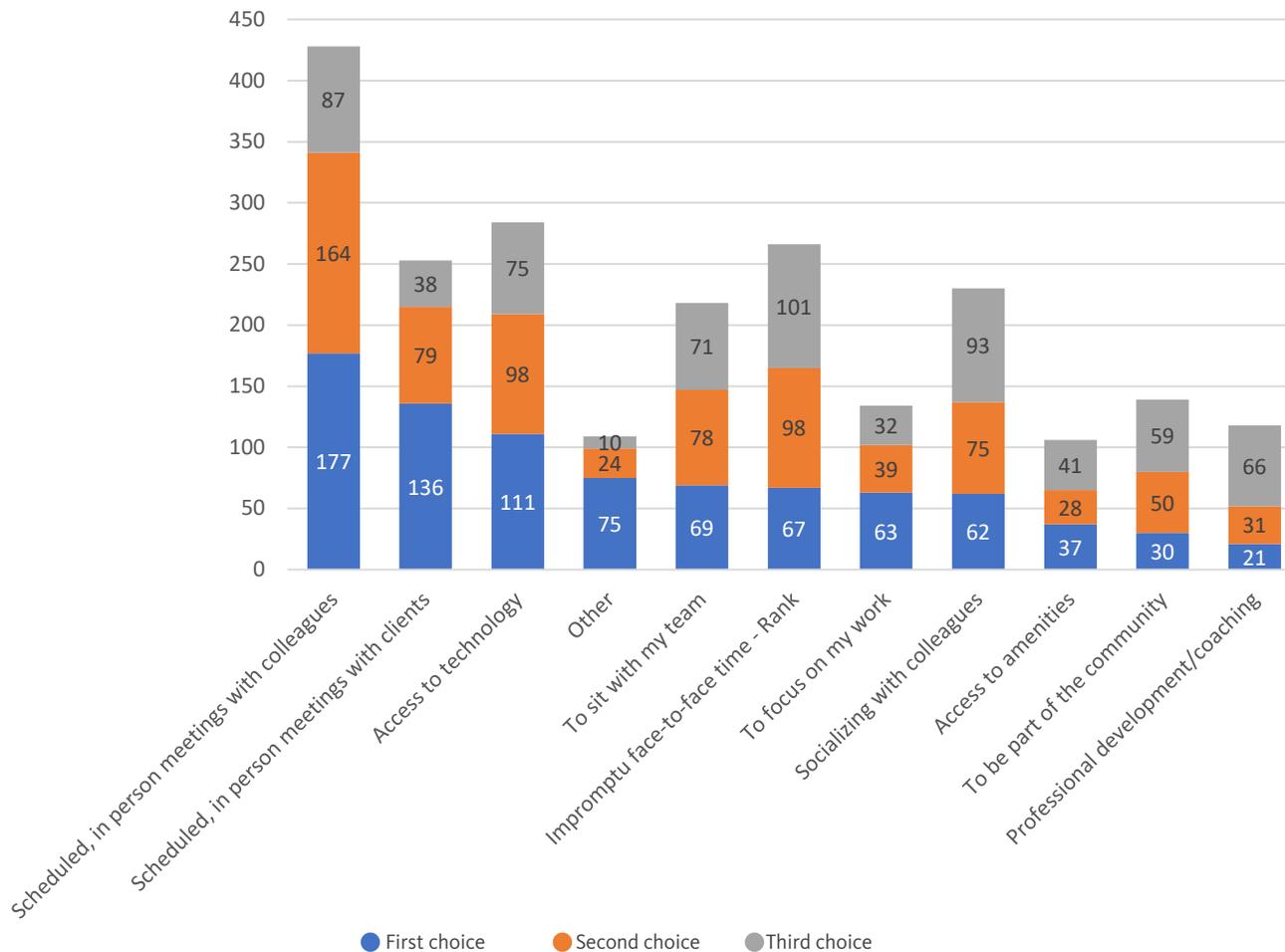
■ A desk in the Dakota County office that you share with others, but more opportunities to work remotely

■ A desk in the Dakota County office used only by you, but more expectation of working in the office.

*The office is a key place for interpersonal interaction, structured collaboration, and access to technology and tools.*

## Future | Role of the Workplace

**For which of the following reasons will it be most important to come to the office?**



The top three reasons respondents feel it is necessary to come into the office are **access to technology** and **scheduled meetings** with colleagues and clients.

