Slide 1: FTB Employee Engagement Survey
2019 Survey Results
Presenter(s) Name(s): Jessica Clayton, Filing Division and Thi Luong, Administrative Services Division
March 19, 2020

Slide 2: Today's Presentation
• A Look Back at 2016 Survey
• Marketing Strategies/Staff Videos
• 2019 Survey Results
• Next Steps

Slide 3: FTB Employee Engagement Survey
History
• 2016 Survey
• Implemented from 2016 survey
  – The Analyst Development Program
  – The Career Awareness and Resource Event
  – The New Employee Orientation

Slide 4: FTB Employee Engagement Survey
Staff Video
A video plays regarding FTB staff who were impacted by the programs we implemented after the 2016 survey

Slide 5: FTB Employee Engagement Survey
Overall Engagement Levels
A stacked bar chart displays the engagement levels across four columns: Private Sector, Government, State Government, and Franchise Tax Board

Slide 6: FTB Employee Engagement Survey
Intent to Stay
A bar chart displays the intent to stay percentages across five columns: Stay, Leave to pursue a different position within FTB, Leave FTB, Leave to retire, and Prefer not to say
Slide 7: FTB Employee Engagement Survey
Workplace Factor Scores

<table>
<thead>
<tr>
<th>Workplace Factor</th>
<th>How FTB Scored</th>
<th>Relative Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Organization’s Mission</td>
<td>84</td>
<td>17</td>
</tr>
<tr>
<td>My Supervisor</td>
<td>83</td>
<td>9</td>
</tr>
<tr>
<td>My Team</td>
<td>81</td>
<td>10</td>
</tr>
<tr>
<td>My Work</td>
<td>78</td>
<td>16</td>
</tr>
<tr>
<td>Resources and Workload</td>
<td>77</td>
<td>13</td>
</tr>
<tr>
<td>Training and Development</td>
<td>70</td>
<td>15</td>
</tr>
<tr>
<td>Leadership and Managing Change</td>
<td>65</td>
<td>20</td>
</tr>
</tbody>
</table>

Slide 8: FTB Employee Engagement Survey
Strong Connection to Mission

- 84% — FTB’s mission is important to me
- 84% — My work makes a difference in the lives of Californians
- 80% — FTB is successful at accomplishing its mission

Slide 9: FTB Employee Engagement Survey
Next Steps

- Update Strong Organization Strategic Goal
- Continue to refine Leadership programs
- Host 3rd annual Career Awareness & Resource Event
- Conduct focus groups for deeper understanding
  - A video plays thanking FTB employees for their survey participation

Slide 10
Questions?