

# **RESULTS & Diversity: A 4 Year Follow-up**

Good Government Benchmark Analysis  
Multnomah County, Oregon



Department of Support Services

**OCTOBER 1998**

*[www.co.multnomah.or.us/budget/eru/index.html](http://www.co.multnomah.or.us/budget/eru/index.html)*



# Multnomah County

## RESULTS & Diversity: A 4 Year Follow-up

Analysis by Matt Nice, x22306

DSS Evaluation/ Research Unit

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## County-wide RESULTS & Diversity Initiatives

### 3 Studies Used the Same Questions

- 1992 Diversity Pre-Assessment
- 1994 Diversity Post-Assessment
- 1998 County-wide Employee Survey

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# Characteristics of the 3 Assessments

**Table 1. Characteristics of the Diversity Assessments**

Study Year	1992	1994	1998
Study Title	Diversity Pre-Assessment	Diversity Post-Assessment	County-wide Employee Survey
No. of Participants (Response Rate)	300 (61%)	440 (46%)	1492 (48%)
Design	Unknown	Stratified Random Sample	All employees*

\* Employees from the District Attorney's Office and the Sheriff's Office were not included in the 1998 study.

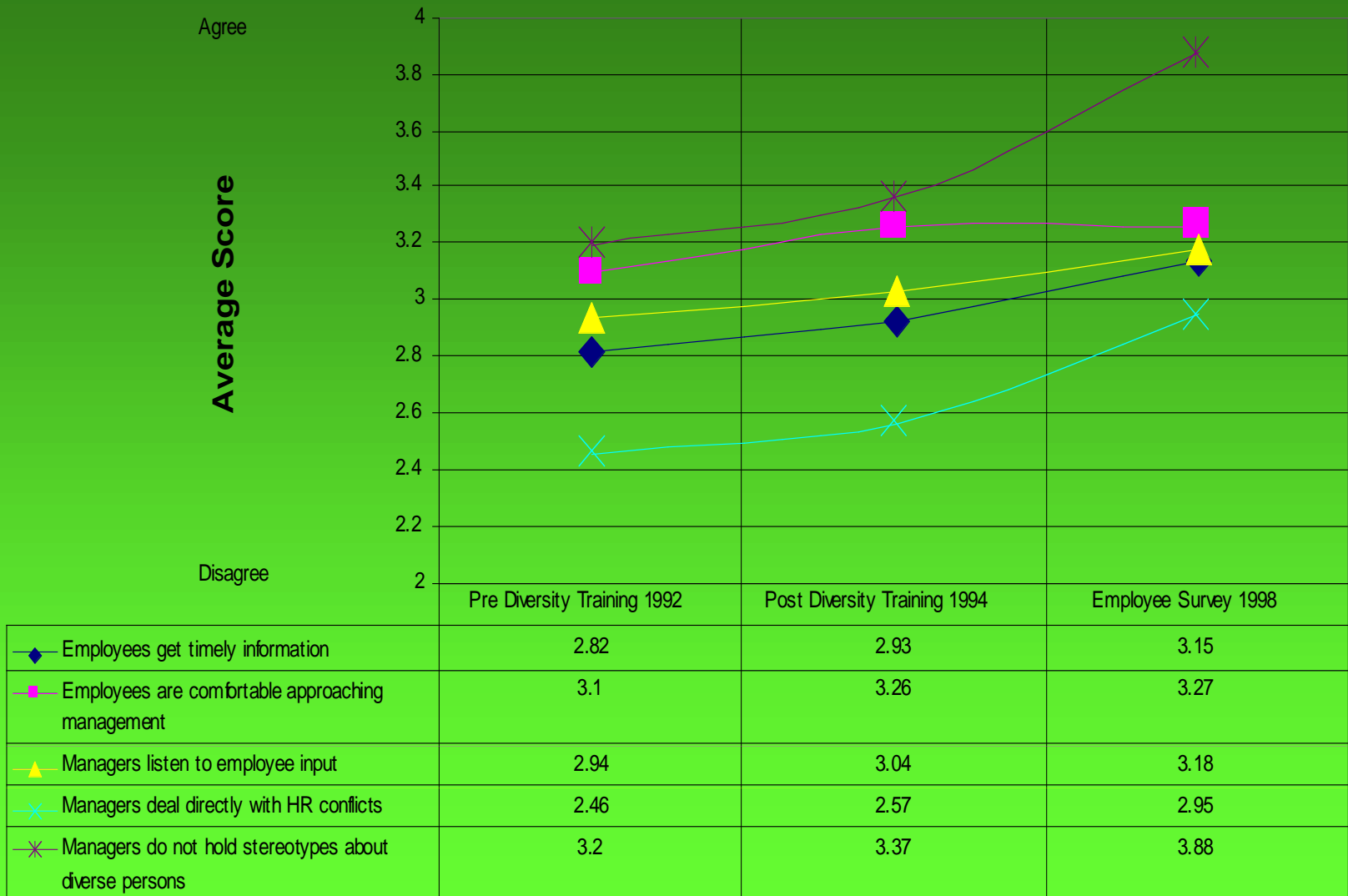
## The 5 Employee Attitude Questions

- Employees get timely information
- Employees feel comfortable approaching management
- Managers listen to employee input
- Managers deal directly with HR conflicts
- Managers do not hold negative stereotypes about diverse persons

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## Attitude Trends for All Employees



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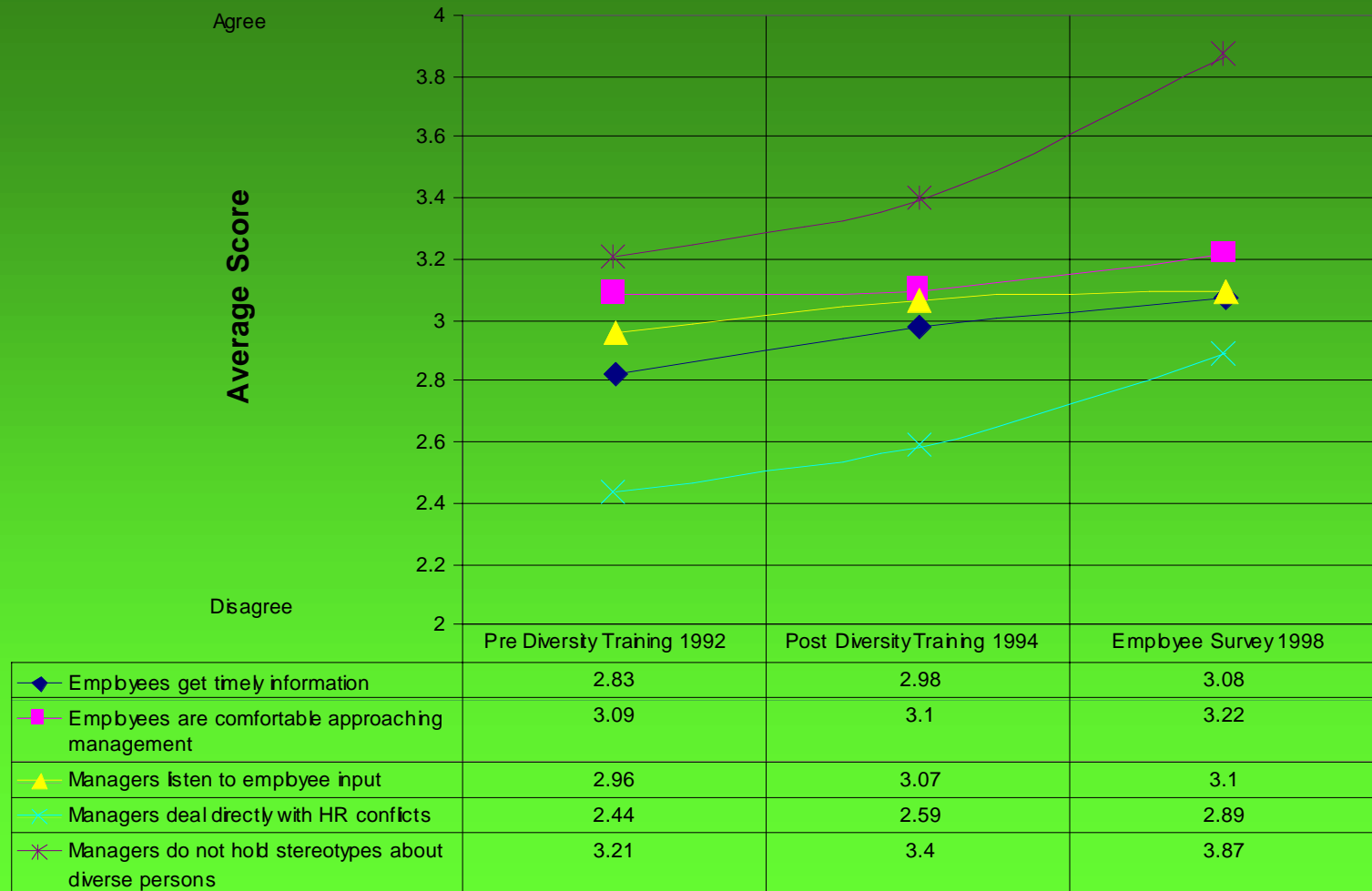
## Attitude Trends for All Employees

- All of the attitude measures showed positive increases from 1992-1998
- Greatest increases were seen in: “Managers do not hold negative stereotypes about diverse persons” and “Managers deal directly with HR conflicts”
- By 1998 employees were in agreement with all but one question: “Managers deal directly with HR conflicts”

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## Attitude Trends for Non-management Employees



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## Differences Between Management & Non-management Employees

- In 1998, 80% of respondents were Non-management (employee survey)
- All attitude measures showed positive increases from 1992-1998 for non-management employees, however
- In 1998, non-management employees rated all but 1 of the questions significantly lower than did management employees

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# Results from the 1998 Employee Survey

**Table 2. Results from the 1998 Employee Survey\*\***

	Management	Non-Management	All Employees
Employees get timely information	3.35*	3.08*	3.15
Employees are comfortable approaching management	3.51*	3.22*	3.27
Managers listen to employee input	3.56*	3.10*	3.18
Managers deal directly w/ HR conflicts	3.20*	2.89*	2.95
Managers do not hold stereotypes about diverse persons	3.94	3.87	3.88

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\* Indicates a significant difference (p < .001)



## Summary

- Employee attitudes on these 5 questions have made positive changes since 1992
- Four of the five employee attitude questions have agreement ratings, with only "Managers deal directly with HR conflicts" in disagreement
- Attitudes about RESULTS and Diversity have shown improvement since 1992

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## What's Next?

- Integration of multiple indicators
  - County-wide Employee Survey
  - Process Improvement Team Database
  - Oregon Quality Initiative
  - Key Results Measures
- into the 21st Century RESULTS Roadmap

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