

HUMAN RESOURCES MEMORANDUM 22-011		DATE ISSUED: 07/08/2022
SUBJECT: DGS EMPLOYEE EXIT SURVEY		REFERENCE: None
TO: All Department of General Services (DGS) Employees		SUPERCEDES: None

PLEASE ENSURE THAT THIS INFORMATION IS SHARED WITH EMPLOYEES

Purpose

The purpose of this memorandum is to advise employees of updates to the Department of General Services (DGS) employee exit survey.

Background

When an employee leaves the department, whether leaving state employment or moving to another state agency, the department requests that the employee completes an Exit Survey. The purpose of the survey is to evaluate the level of satisfaction employees experience while working for DGS, and to provide internal stakeholders findings related to manager performance, workforce development, and succession planning.

Survey

While past survey questions provided insight into the DGS culture and work environment, and identified unit, office, division, or departmental trends, the new survey adds questions to help programs understand the needs and expectations of employees, streamline gaps between supervisors and employees and cross functional working groups, and gather information to improve employee retention.

Participation

All exiting employees are encouraged to participate in the survey as a high level of participation will increase the validity of data findings.

Process

Supervisors will inform employees of the Exit Survey when resignation notices are given and ask the employee if they prefer to take the survey electronically or via hard copy.

- If electronic survey is preferred, the supervisor will explain that the employee will receive a system-generated email with a hyperlink to the survey after exit information is entered into the Activity Based Management System (ABMS).
- If a hardcopy is requested, the supervisor will do the following:
 - Download the survey from the Useful Resources section of the [Strategic Planning SharePoint site](https://cadgs.sharepoint.com/sites/DGS-Strategic-Planning/) located at <https://cadgs.sharepoint.com/sites/DGS-Strategic-Planning/>

- Provide the survey to the employee along with an envelope addressed to the Strategic Plan Team (SPT) for confidential submission.
 - Interagency Mail: Strategic Planning Team MS100, Z01
 - USPS: 707 3rd St., 8th Floor, W. Sacramento, CA 95605
- The Attendance Clerk (AC) will enter exit information into ABMS within 2 business days of resignation notice or date when the employee's last day is confirmed (ex: transferring to another state agency could take time to discuss with new department).
 - Employee will complete the survey prior to leaving their current position. (The online survey will take approximately ten minutes to complete, and employee identity is not linked to survey responses.)

Exit Interview

At the end of the survey, the employee is asked if they would like an exit interview, which will allow staff to expand on feedback they were unable to share using the survey.

- The Strategic Planning Team will contact the employee to schedule the exit interview.
- The Strategic Planning Team will conduct the exit interview as a neutral third party.

Findings

The Strategic Planning Team will review and analyze exit survey and exit interview data and provide aggregated findings to the following groups on a quarterly basis:

- Deputy Directors, Office Chief, and second-in-command for awareness and action planning
- Office of Human Resources for workforce development and succession planning
- Equal Employment Opportunity Office for awareness and action planning.

Annual Report

The Strategic Planning Team will provide the Director an annual Exit Survey Report.

Conclusion

Employee feedback is important to organizational health. As the department's greatest asset, staff can help make DGS an employer of choice. Thank you for supporting this effort.