



# Bolstering the Finance Team

2019 Municipal Finance Institute

December 11, 2019



# Employee engagement matters



17%

Greater  
productivity



41%

Less  
absenteeism



10%

Higher customer  
satisfaction



40%

Fewer defects in  
work products

Source: Gallup, "State of the American Workplace," 2017

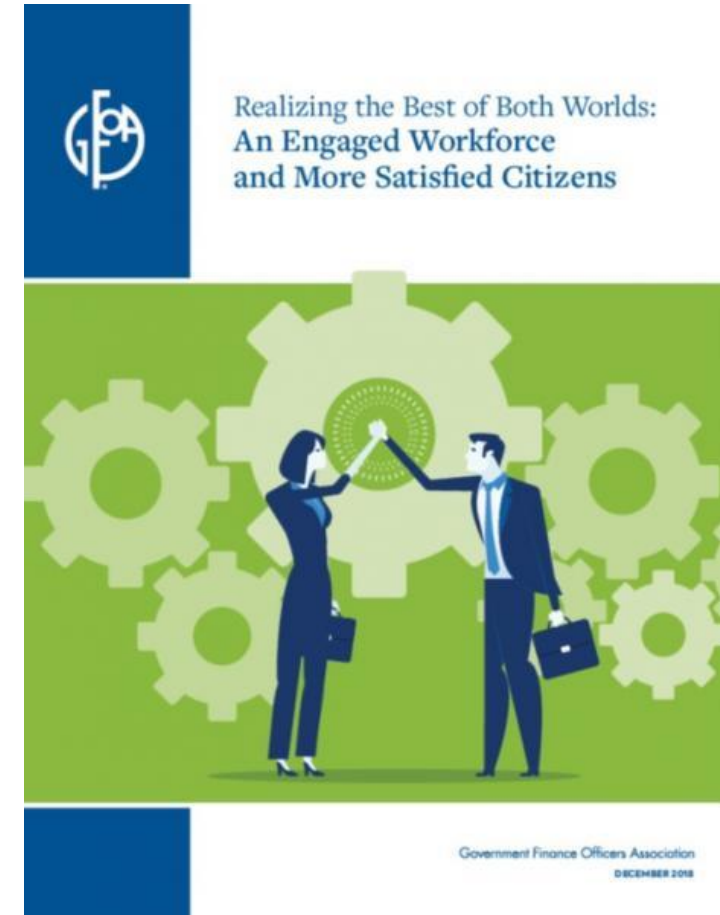
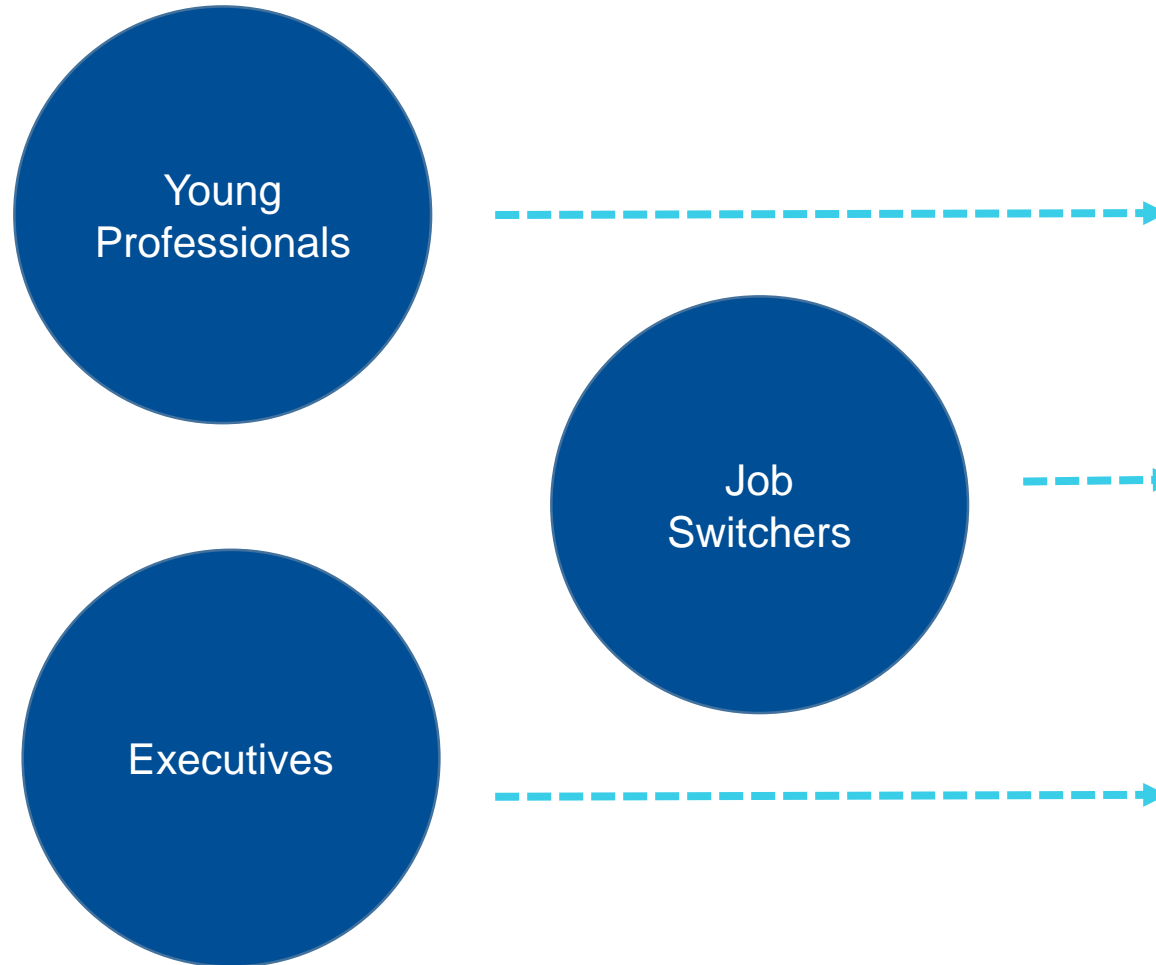
**33%**

America

**29%**

State & local government

# How do public finance offices compare?



# Getting people engaged and keeping them engaged

Percent who Agree or Strongly Agree

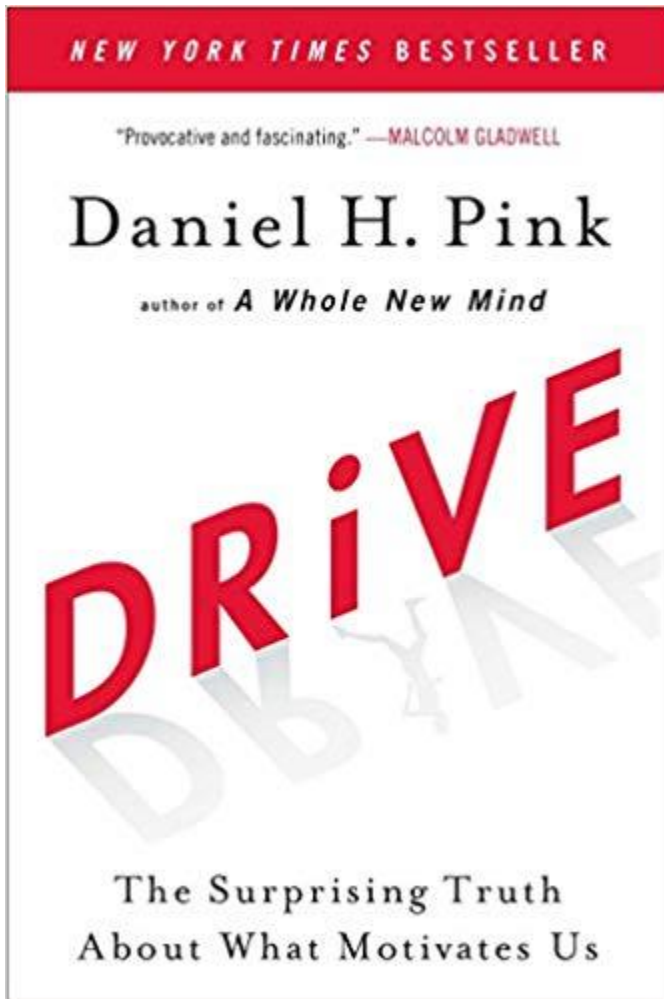
Diagnostic Question	GFOA Young Professionals	King County's 3-Year Average
I would recommend my organization as a great place to work.	85%	80%
I am proud to work at my organization.	90%	80%
If another organization offered me a similar job with the same pay and benefits, I would stay at my current organization.	82%	62%
I feel committed to my organization's goals.	93%	79%
When needed, I am willing to put in the extra effort to get the job done.	99%	99%
Working for my organization makes me want to do the best work I can.	85%	79%

# Organizational culture matters

“Identify the main reason(s) for why you left your previous organization”

**45%:** I wanted a change in organization / department culture

**39%:** I wanted a change in management and / or leadership





Autonomy  
+ Mastery  
+ Purpose

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 **Performance & Satisfaction**

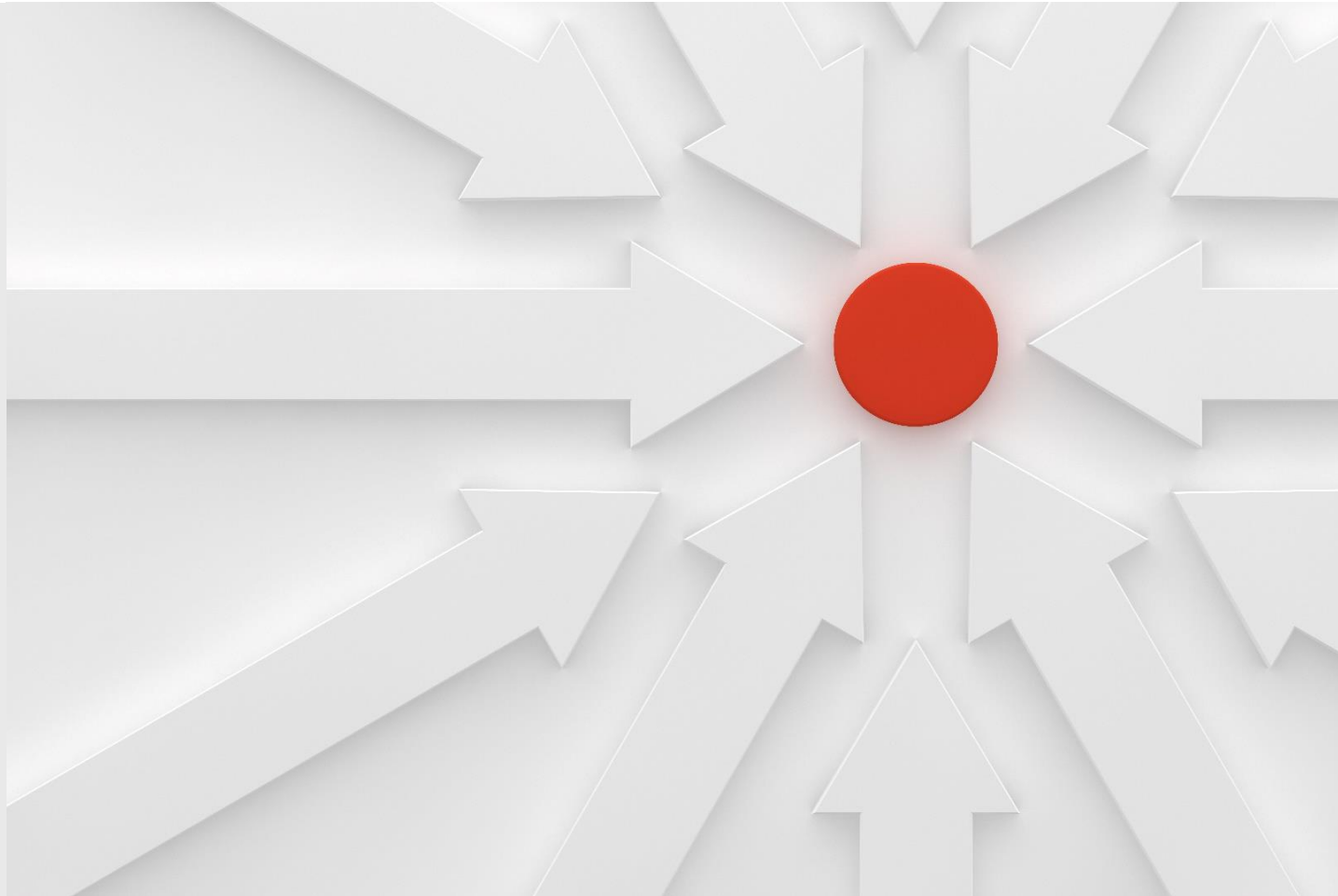
# Setting aside creative time



# Different portfolio? Assignments?



# Seeing the program



# Takeaways

1. Employee engagement matters.
2. Finance officers have public service motivation.
3. Adopt intrinsic motivation strategies to engage employees.