2023 NASPEs AWARD
Eva N. Santos Communication Awards

Nominations from dues-paying states are considered for eligibility. Nominated leaders and programs should have a positive effect on the administration of state human resource programs. A state's central human resource department or line agency human resource operations may administer nominated programs.

Programs and projects must have been operational for at least six months and must be transferable to other states. Selection criteria are based on the questions asked on the award application. Included in this packet are the specific criteria for each award and their categories. Nominations are encouraged in all areas of human resource management administration.

NOMINATION INFORMATION

Title of Nomination: State of Missouri Quarterly Pulse Survey Website   State: MO

Contact Person: Nancy Abbott

Contact's Title: Special Assistant Professional

Agency: Office of Administration

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NOMINATOR INFORMATION

Nominator: **Alyssa L. Bish, Ph.D., MPA**   Title: Director

State: MO   Agency: Office of Administration, Division of Personnel

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ALL SUBMISSIONS MUST:
• Meet all eligibility requirements • Meet deadline requirements
• Include a complete nomination packet • Conform to all copyright laws

DETAILS

Feel free to include links to websites and snapshots as part of your nomination.

1. Please provide a brief description of the submission.

The Quarterly Pulse Survey (QPS) website https://qps.mo.gov/ is the key resource to learn all about the State of Missouri's organizational health survey called the Quarterly Pulse Survey (QPS). This survey anonymously asks team members the same questions at the same time to get their candid perspectives on how we are working together and moving on major initiatives. The website is an effective tool to provide answers to frequently asked questions, view results, and discover how the data is being put into action.
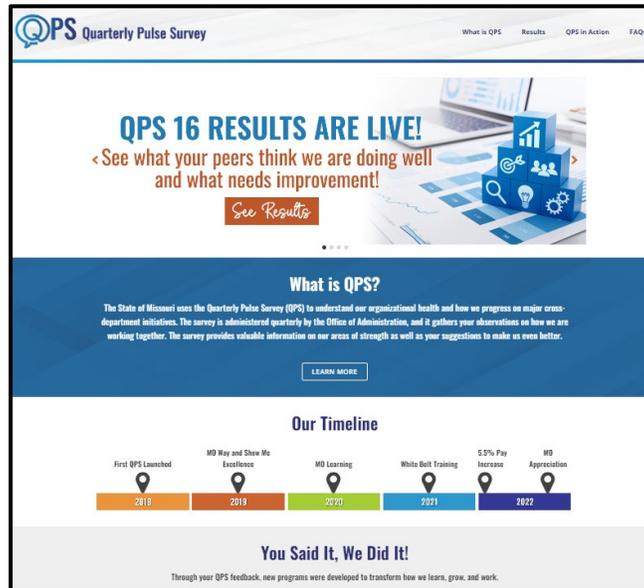
2. How long has the submission been inexistence?

Our first iteration of the QPS website started several years ago with our internal website and has evolved into our current public website which was launched in December 2022. Our goal is to share information with not only State of Missouri team members but Missouri citizens as well.

3. Why was this submission created?

The QPS website was created to inspire our team members to share their voice quarterly during submission periods and show how that feedback helps shape our Governor's and our department leader's priorities.   It also provides transparency by sharing the latest survey results and how we are using those results to learn, grow and work.

4. How does this submission support the goals and objectives of your agenda/department?

Transparently sharing the data with all team members is a key feature of the QPS website. The website contains informational graphics to illustrate the data, particularly what we are doing well and where we can improve.
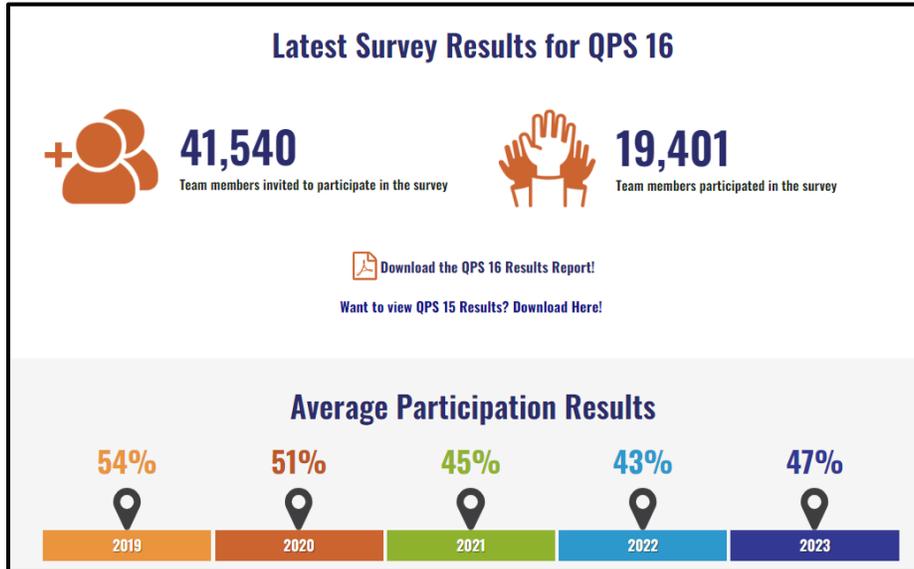

We Heard Your Voice (QPS 16, Winter 2023)
As a State....

What we do well?

- 86% Agree — I really care about the fate of the organization
- 79% Agree — I understand how I contribute to my organization's vision
- 69% Agree — Leaders in the organization (including my supervisor) steer the organization toward success
- 69% Agree — Leaders in the organization (including my supervisor) role model the values of the organization
- 67% Agree — The organization has a vision for the future that is both easy to understand and meaningful to employees

Where can we improve?

- 46% Agree — Leaders in the organization (including my supervisor) use authority to get things done
- 46% Agree — Leaders in the organization (including my supervisor) ask the opinions of others before making important decisions
- 47% Agree — Managers actively solicit employee involvement in setting the organization's direction
- 50% Agree — Managers align the organization's goals with the personal goals of employees
- 54% Agree — Leaders in the organization (including my supervisor) provide continual pressure and influence

Statewide reports are available after each cycle of the survey to provide the results, highlight key takeaways and serve as a reminder of the next opportunity to share feedback and provides the topics the questions will cover.

Latest Survey Results for QPS 16

41,540 Team members invited to participate in the survey

19,401 Team members participated in the survey

Download the QPS 16 Results Report!

Want to view QPS 15 Results? Download Here!

Average Participation Results

54%	51%	45%	43%	47%
2019	2020	2021	2022	2023

The QPS in Action resource illustrates why QPS matters and real action taking place based on 5 outcomes: Direction, Leadership, Accountability, Motivation and External Orientation.   Survey questions are structured around these categories and contain links to learn more.

QPS in Action

Why Does QPS Matter?

We want and need to hear candid perspectives from all our team members about your lived experience. Your honest feedback is essential to measure our progress and helps us improve in each of our 5 outcome categories for QPS:

DIRECTION

Direction is all about where we are heading together in state government and where your department is heading. You can find the governor's top priorities and your Department's top priorities on their strategic placemat.

LEADERSHIP

Leadership measures how well our leaders are communicating and inspiring action by others. Everyone is a leader regardless of title and you can be a part of driving change for your team with our statewide learning frameworks.

ACCOUNTABILITY

Accountability is a measure of how well individuals understand what is expected of them, if they have sufficient authority to carry out their expectations, and if they take responsibility for delivering results. One way to coach up and receive meaningful feedback is through ENGAGE to ensure expectations are being met.

MOTIVATION

Motivation measures the enthusiasm that drives each team member to put in extraordinary effort to deliver results. In Missouri we strive for all team members to be appreciated, recognized, and celebrated for their great work! Check out what your department is doing for MO Appreciation.

EXTERNAL ORIENTATION

External Orientation is all about the quality of our engagement with our customers, partners, and external stakeholders. The Operational Excellence community has great tools for helping you understand your customers and being more efficient in your daily processes. Be sure to check out to the White Belt and the Missouri Way for ideas.

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You Said It, We Did It! shows leaders are listening to feedback and developing new programs. All initiatives contain website links to resources to learn more.

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The FAQ page answers many concerns team members have reported in an effort to bolster participation.

FAQs

QPS Myths Revealed

MY VOICE ISN'T HEARD

Every response shapes our data and drives change into Results. Results are a powerful tool to change State government in that they help justify spending, staffing, and policy changes.

THE SAME QUESTIONS ARE ASKED EVERY 3 MONTHS

QPS occurs quarterly, but the same questions are asked only twice a year. Spring/Fall we focus on accountability, motivation, and customer service. Summer/Winter we focus on direction, leadership, and professional development.

WE KNOW WHO PROVIDED SPECIFIC FEEDBACK

Data is 100% anonymous. We do not track emails, names or IP addresses.

Frequently Asked Questions

Why should I participate?   +

What if I have different experiences with my direct supervisor than I do with other managers and leaders in my organization?   +

Is my "organization" my office, my division, my department, or the state government?   +

QPS Communications   +

Is there a Learning Path in LinkedIn Learning?   +

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5. Have you been able to measure the effectiveness of this submission? If so, how?

    As this is a new resource, we have not completed a measurement of effectiveness, however, we did notice a 7% increase in our response rates since our launch of the website. Since December 15, 2022 we have 8289 page views and as we add more content we expect the number of views to increase. After each cycle of QPS, results are shared with team members in an array of communications and contain links to our website for more information and to learn about what is next!

Thank you very much for your consideration! ☺