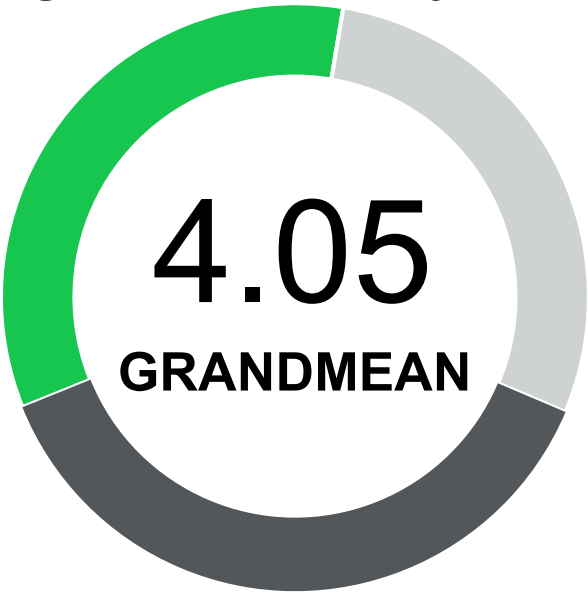


GALLUP®

New Braunfels Utilities

Employee Engagement Survey 2023

Employee Engagement Survey 2023 Engagement Summary



Engagement Index

Sample Size **296**

Participation Rate **84%**

Mean Percentile Rank ***46th** ****41st** *****40th**

Engagement Ratio **6.86:1** (7.43:1)

Previous Grand Mean **4.11**



■ Engaged ■ Not Engaged ■ Actively Disengaged

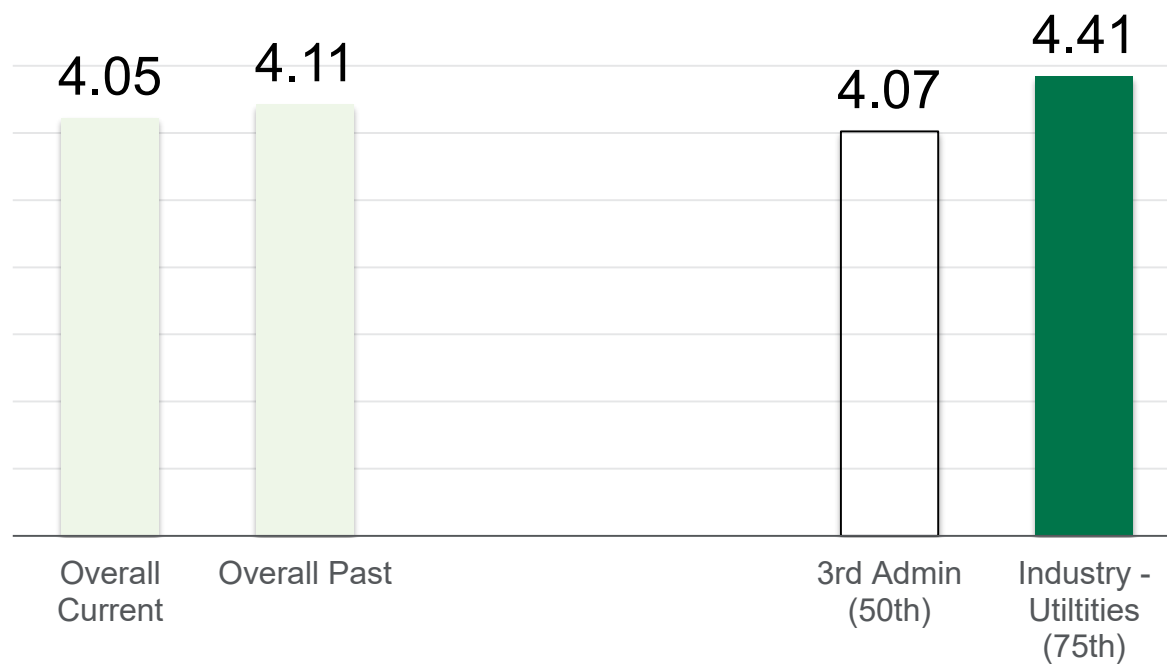
* Gallup Overall Workgroup Database
** Gallup Utilities Workgroup Database
*** Gallup 3rd and Greater Administration Workgroup Database

Engagement Benchmarks

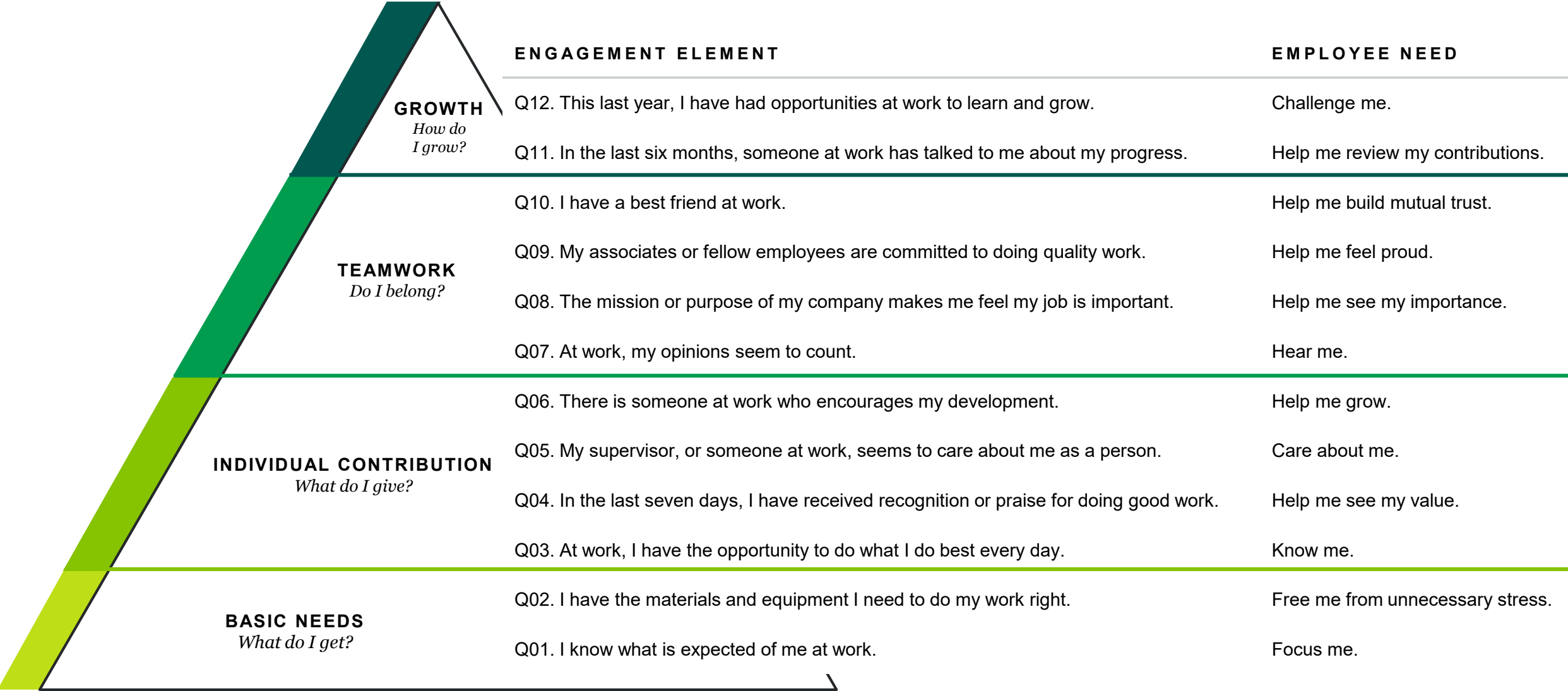
Comparing your engagement results with the results in Gallup's Q¹² Client Database will help you understand where you are starting and what your goals should be for the future.

GRANDMEAN

The average, on a 5-point scale, across the 12 engagement items that Gallup has consistently found measure the aspects of employee engagement that link to business outcomes.



The Four Levels and 12 Items That Matter for Engagement — Gallup’s Q¹²®



Employee Engagement Item-Level Results

					P'TILE	CURRENT MEAN	MEAN Δ	PAST MEAN
GRANDMEAN					46 th	4.05	-0.06	4.11
GROWTH How do I grow?	Q00 Overall Satisfaction	<div><div></div><div></div><div>14%</div><div>46%</div><div>37%</div></div>			52 nd	4.16	-0.08	4.24
	Q12 Learn & Grow	<div><div></div><div></div><div>10%</div><div>34%</div><div>47%</div></div>			47 th	4.15	-0.09	4.24
	Q11 Progress	<div><div></div><div></div><div>6%</div><div>8%</div><div>14%</div><div>25%</div><div>47%</div></div>			48 th	4.00	-0.06	4.06
TEAMWORK Do I belong?	Q10 Best Friend	<div><div></div><div></div><div>10%</div><div>10%</div><div>17%</div><div>26%</div><div>37%</div></div>			49 th	3.70	+0.34 ▲	3.36
	Q09 Quality	<div><div></div><div></div><div>13%</div><div>41%</div><div>41%</div></div>			44 th	4.17	-0.08	4.25
	Q08 Mission	<div><div></div><div></div><div>15%</div><div>34%</div><div>46%</div></div>			48 th	4.19	-0.16	4.35
	Q07 Opinions	<div><div></div><div></div><div>5%</div><div>8%</div><div>23%</div><div>35%</div><div>29%</div></div>			37 th	3.76	-0.11	3.87
INDIVIDUAL What do I give?	Q06 Development	<div><div></div><div></div><div>7%</div><div>17%</div><div>31%</div><div>41%</div></div>			45 th	4.00	-0.13	4.13
	Q05 Cares	<div><div></div><div></div><div>11%</div><div>30%</div><div>53%</div></div>			42 nd	4.24	-0.16	4.40
	Q04 Recognition	<div><div></div><div></div><div>9%</div><div>10%</div><div>18%</div><div>22%</div><div>42%</div></div>			49 th	3.78	+0.01	3.77
	Q03 Do Best	<div><div></div><div></div><div>6%</div><div>13%</div><div>37%</div><div>42%</div></div>			43 rd	4.11	-0.13	4.24
BASICS What do I get?	Q02 Materials	<div><div></div><div></div><div>5%</div><div>10%</div><div>42%</div><div>42%</div></div>			45 th	4.19	-0.01	4.20
	Q01 Expectations	<div><div></div><div></div><div>9%</div><div>37%</div><div>50%</div></div>			34 th	4.32	-0.12	4.44

Note: Percentiles based on Workgroup Level_Overall Q12 Database - Workgroup Level; Due to rounding, percentages may sum to 100% +/-1%; Numerical values shown when 5% or higher; ▲/▼ indicates meaningful change bolded and defined as +/- 0.10 or greater for n>=1000 and +/-0.20 or greater for n<1000.

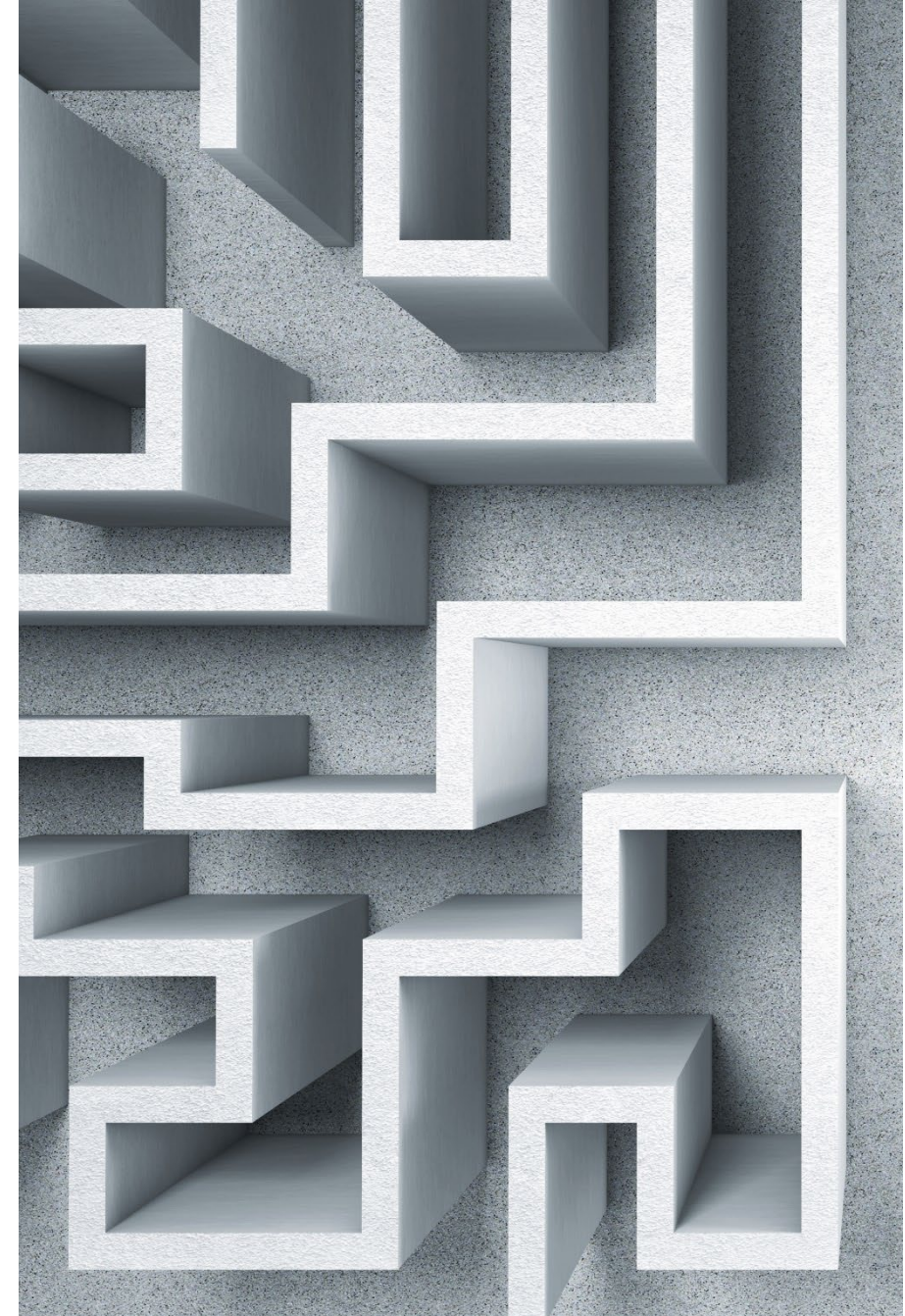
Employee Engagement Additional Item-Level Results

	■ 1 (Strongly Disagree)	■ 2	■ 3	■ 4	■ 5 (Strongly Agree)	P'TILE	CURRENT MEAN	MEAN Δ	PAST MEAN
I have confidence in the leadership of the company to successfully manage emerging challenges.		9%	18%	40%	28%	32 nd	3.80	-0.20 ▼	4.00
I plan to be working at my company three years from now.			11%	24%	58%	48 th	4.29	-0.19	4.48
I feel free to express my thoughts, feelings, and disagreements to my manager.	5%	6%	14%	29%	45%	42 nd	4.02	-0.18	4.20
I am able to maintain a healthy balance between work and personal commitments.			15%	40%	38%	47 th	4.06	-0.03	4.09
I feel safe in my work environment.			13%	30%	53%	48 th	4.33	-0.17	4.50
The people I work with help each other when there is a need.			10%	28%	58%	58 th	4.40	-0.01	4.41
My company creates an environment where people can try, fail, and learn from mistakes.	5%		22%	38%	33%	40 th	3.96	+0.06	3.90

Note: Percentiles based on Workgroup Level_Overall Q12 Database - Workgroup Level; Due to rounding, percentages may sum to 100% +/-1%; Numerical values shown when 5% or higher; ▲/▼ indicates meaningful change bolded and defined as +/- 0.10 or greater for n>=1000 and +/-0.20 or greater for n<1000.

Recommendations

- Team leaders should continue to develop into coaches rather than bosses.
- Each team should hold a State of the Team Conversation and create an action plan that will be reviewed monthly for impact.
- Improve and align communication across the organization. Employees feel isolated and disconnected from the mission and from each other. Frequent, consistent, and aligned communication will help address the issue.
- During times of change, employees need four things from their leaders: Trust, Compassion, Stability, and Hope
- Managers and leaders should use the Q¹² as a tool to manage change.



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