



# Maine State Employee Wellbeing Survey



STATE OF MAINE  
DEPARTMENT OF ADMINISTRATIVE & FINANCIAL SERVICES  
BURTON M. CROSS BUILDING, 3<sup>RD</sup> FLOOR  
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AUGUSTA, MAINE 04333-0078

SERVING THE PUBLIC AND DELIVERING ESSENTIAL SERVICES TO STATE GOVERNMENT

JANET T. MILLS  
GOVERNOR

KIRSTEN LC FIGUEROA  
COMMISSIONER

March 1, 2021

Dear State Employee,

On behalf of the entire DAFS team within the Bureau of Human Resources, thank you for your participation in the recent wellbeing surveys of State employees.

The more than 11,500 public servants in the executive branch, yourself included, provide the services and programs integral to the fabric of our great state and so important to Maine people and Maine communities. We deeply appreciate the efforts of State employees during these particularly challenging times – and are proud to provide stable employment when employees in many sectors are experiencing extreme uncertainty.

As evidence of this Administration’s strong commitment to State employees, and our laser-sharp focus on protecting the health and safety of all Mainers amid the COVID-19 pandemic, including those in our employ, we have undertaken a number of employee-specific health and safety efforts in the continued fight against this deadly disease. This includes but is not limited to: deploying Personalized Protective Equipment (PPE) for all employees, instituting work rules and capacity limits founded in CDC-best practices, deploying the vast majority of State employees to telework as operationally feasible, retrofitting and rearranging office space, and paid leaves initiatives meant to ensure employees can and do take time off should they or their family members fall ill.

Over the past eleven months, the COVID-19 pandemic has altered the way we work, interact with others, and go about our daily lives, often in significant ways. While the State government workforce has adapted to this new way of working and collaborating, the Administration has conducted two employee surveys, the first in May 2020 and a second in November 2020. Integral to our efforts to protect and communicate with State employees, these “pulse of the workforce” surveys were designed to gauge employee wellbeing and inventory employee needs amid the pandemic.

And while there is always room for improvement, metrics from the second survey, which was completed by 6,810 executive branch employees, showed general satisfaction among State employees. In particular, we are proud of the resiliency of State employees during such unprecedented – and often scary – times.

Survey results indicate up to 68 percent of the workforce is telecommuting at least part of their work time each week, while 33 percent are teleworking 100 percent of the time (not going to office). Analysis of the metrics collected suggests that, overall, employees are satisfied working

from an alternate location (i.e. teleworking), and those teleworking feel their productivity is efficient and effective compared to working in the office.

As of November, 22 percent of the workforce is in the office 100 percent of the time in order to support operational needs. For both telecommuters and non, an overwhelming majority of employees are both aware of the work rules at their agency and follow said work rules 100 percent of the time. In addition, the results indicate employees are well informed of the resources available to support them, including the Living Resources program and DAFS' Covid-19 webpage for State employees.

In fact, as of November 2020, more than 6,800 executive branch respondents indicated:

- Seventy-seven percent agree or strongly agree that their colleagues are taking COVID-19 seriously;
- Ninety-one percent follow work rules 100 percent of the time, while an additional 7 percent follow work rules 75 percent of the time;
- Eighty-seven percent agree or strongly agree that their agency keeps them informed on changes to work rules during COVID-19, including responding to questions and addressing concerns; and,
- Seventy-two percent agree or strongly agree that they feel comfortable communicating concerns about COVID-19 to leadership, which includes reporting instances of non-compliance in the workplace.

Specifically, in regard to employees working in the office for at least a portion of the time amid the pandemic, November survey results indicate that:

- Ninety-eight percent agree or strongly agree that they are aware of the COVID-19 work rules their agency has put in place;
- Ninety percent follow COVID-19 work rules 100 percent of the time while an additional 8 percent indicate they follow COVID-19 work rules 75 percent of the time;
- Seventy-eight percent agree or strongly agree that their colleagues are taking COVID-19 seriously;
- Sixty-two percent agree or strongly agree that their manager has worked with their schedule to help ease challenges they may have with school aged children, though 12 percent disagree or strongly disagree to this same question;
- Eighty-four percent agree or strongly agree that their agency keeps them informed on changes to work rules during COVID-19, including responding to questions and addressing concerns;
- Seventy percent agree or strongly agree that they feel comfortable communicating concerns about COVID-19 to leadership, which includes reporting instances of non-compliance in the workplace; and

- Twenty-two percent of those who are currently working in the office 100 percent of the time would like to telecommute 0 days per week.

The data indicates that nearly one-third of survey participants have felt burned out from their work in the past few months, prompting the Bureau of Human Resources to publish a [Winter Wellness Toolkit](#), which supervisors and other leaders are encouraged to share frequently with their teams. And, while the data suggests most employees have found meaningful ways to connect and collaborate with their co-workers and managers during this time, the Bureau of Human Resources has recently developed a new training module within its Managing in State Government training series entitled “Managing and Leading Teams When Teleworking,” which provides resources and best practices for supervisors and managers on how to engage and lead teams when some (or all) are teleworking.

Future follow up surveys are being considered to evaluate the effectiveness of implemented initiatives and to provide further information on employee engagement and workforce wellbeing. As always, we encourage you to reach out to your Human Resources teams with questions, concerns, or ideas.

Despite the impacts of the pandemic, we are proud that this Administration has been able to avoid State worker layoffs, furloughs, and/or pay freezes. Similarly, our commitment to your wellbeing is sound, and we look forward to continued partnership and communication to that end.

Thank you again,



Kirsten LC Figueroa, Commissioner

# This survey report contains:

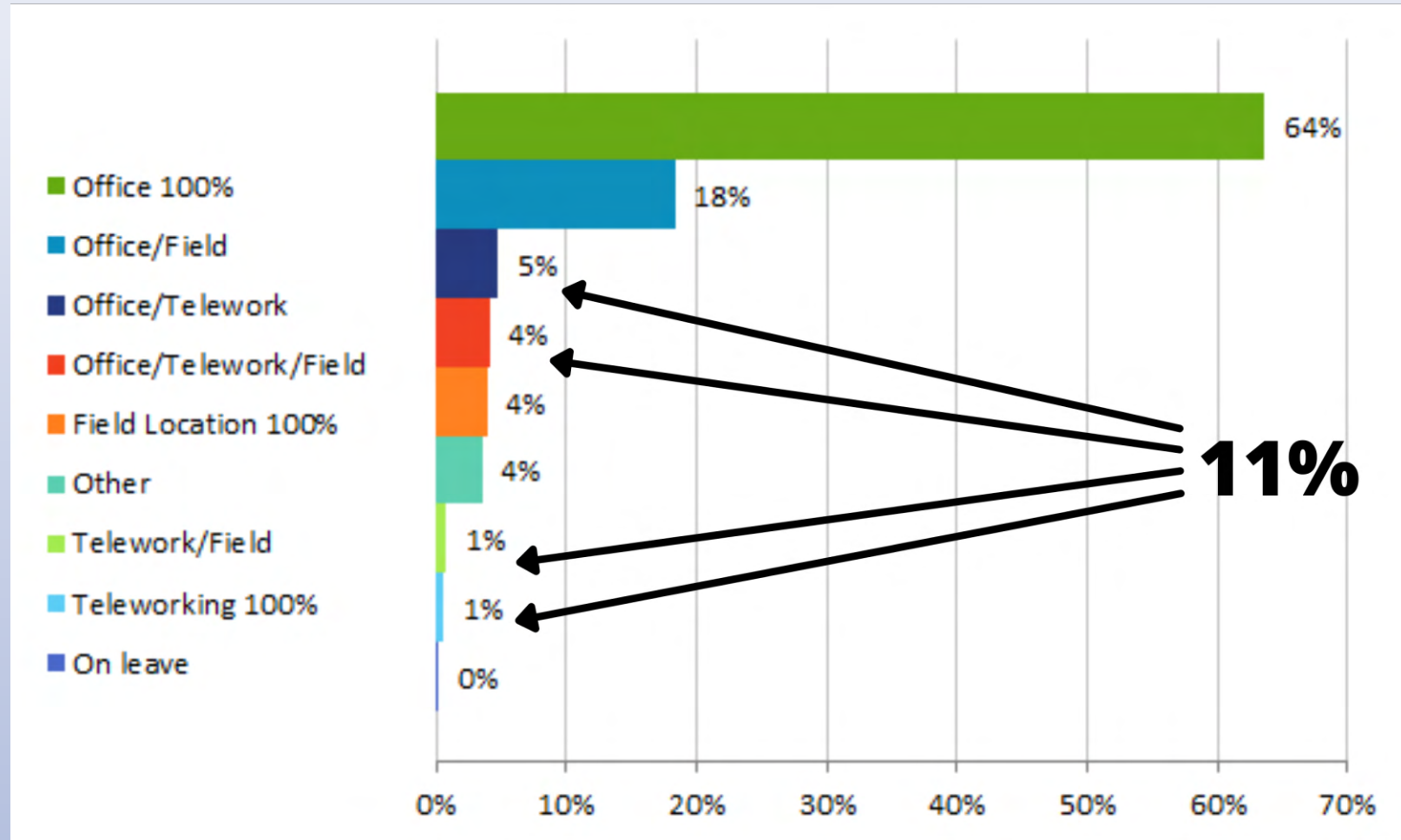
- [COVID-19 Work Situation](#)
  - Prior to
  - Current
- [Teleworking](#)
  - Productivity
  - Overall Health
  - Overall Morale
  - Life Balance
  - In the Future
- [Communication and Engagement](#)
- [Wellness and Resources](#)
- [Family and Educational Arrangements](#)
- [Concerns](#)
  - Safety
  - Health



# Prior to COVID-19 Work Situation

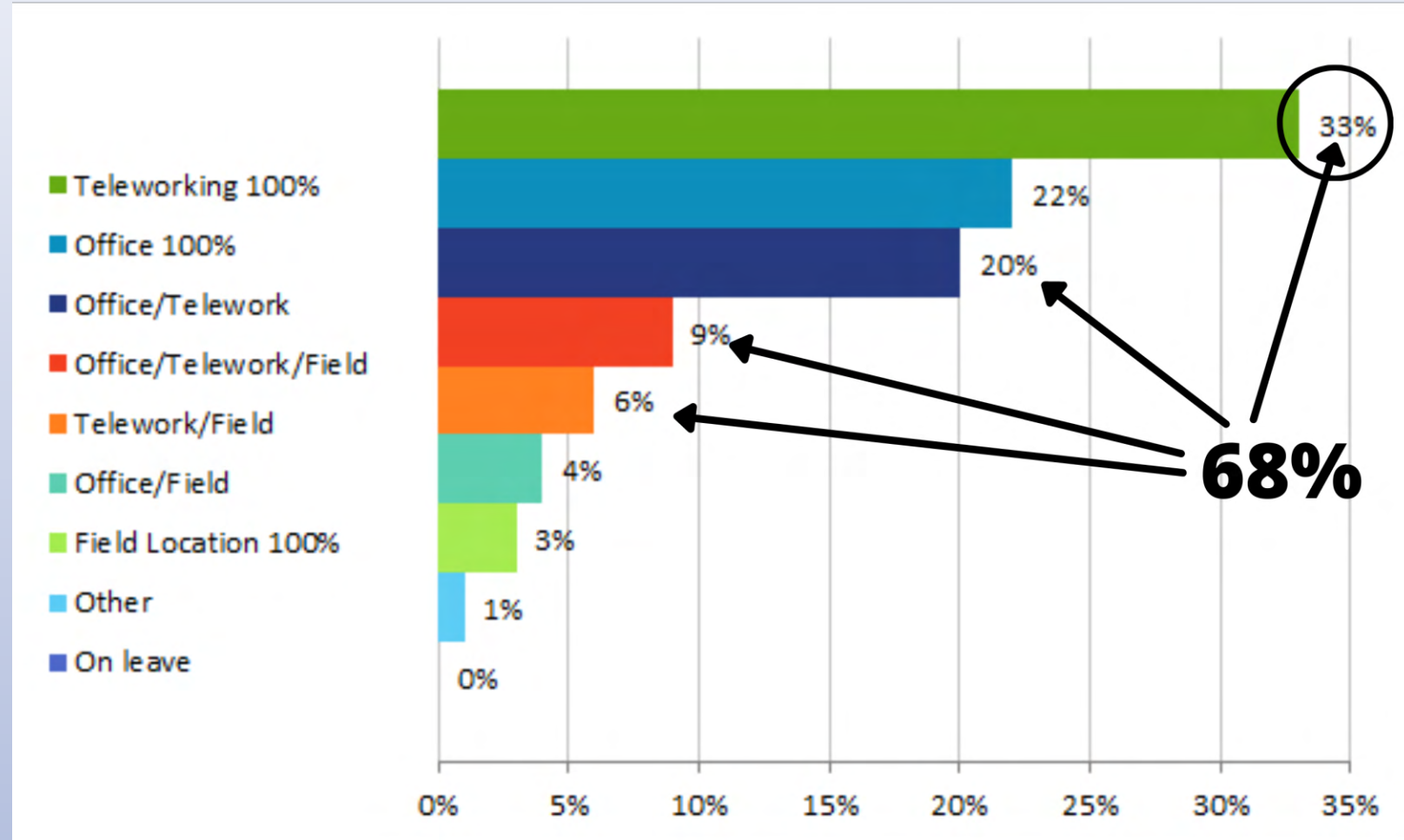
Prior to COVID-19, 91% of employees were in the office at some point in time during the week.

Prior to COVID-19, only 11% of employees were teleworking at some point in time during the week.



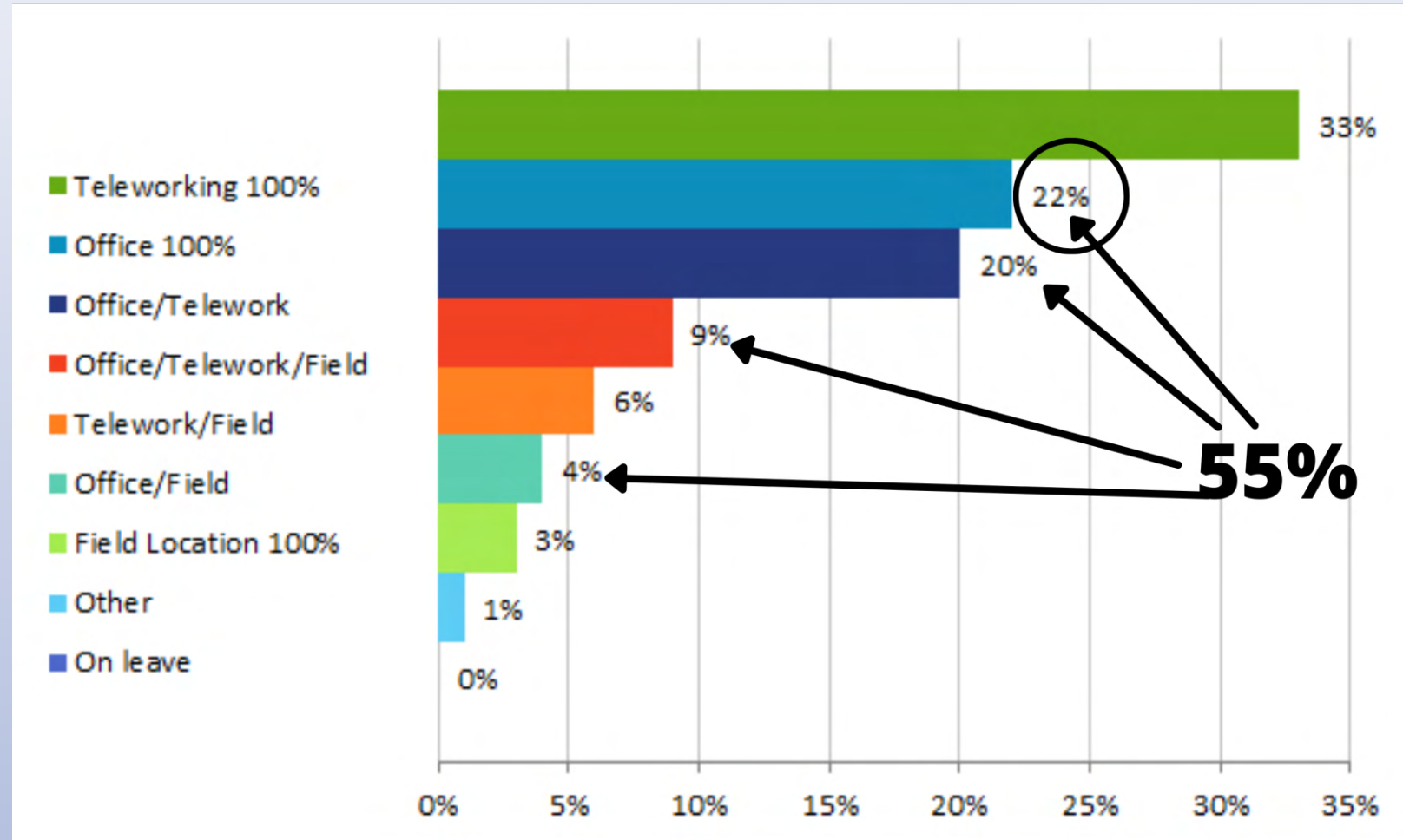
# Current COVID-19 Work Situation

Survey results indicate up to 68% of the workforce is telecommuting at least part of their work time each week, while 33% are teleworking 100% of the time (not going to office).



# Current COVID-19 Work Situation

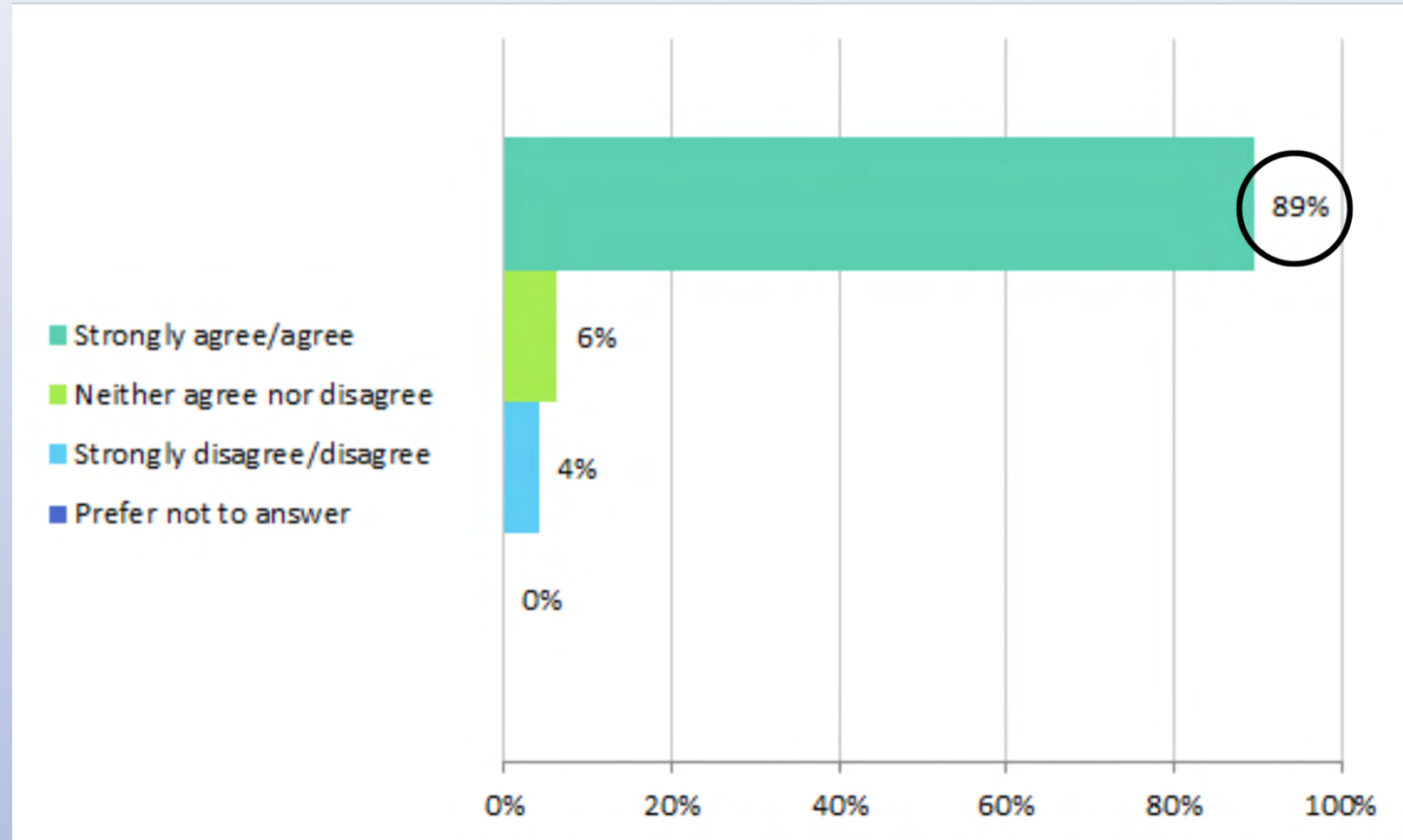
Up to 55% of the workforce is working in the office at least part of the time each week, while 22% are working in the office 100% of the time.





# Teleworking

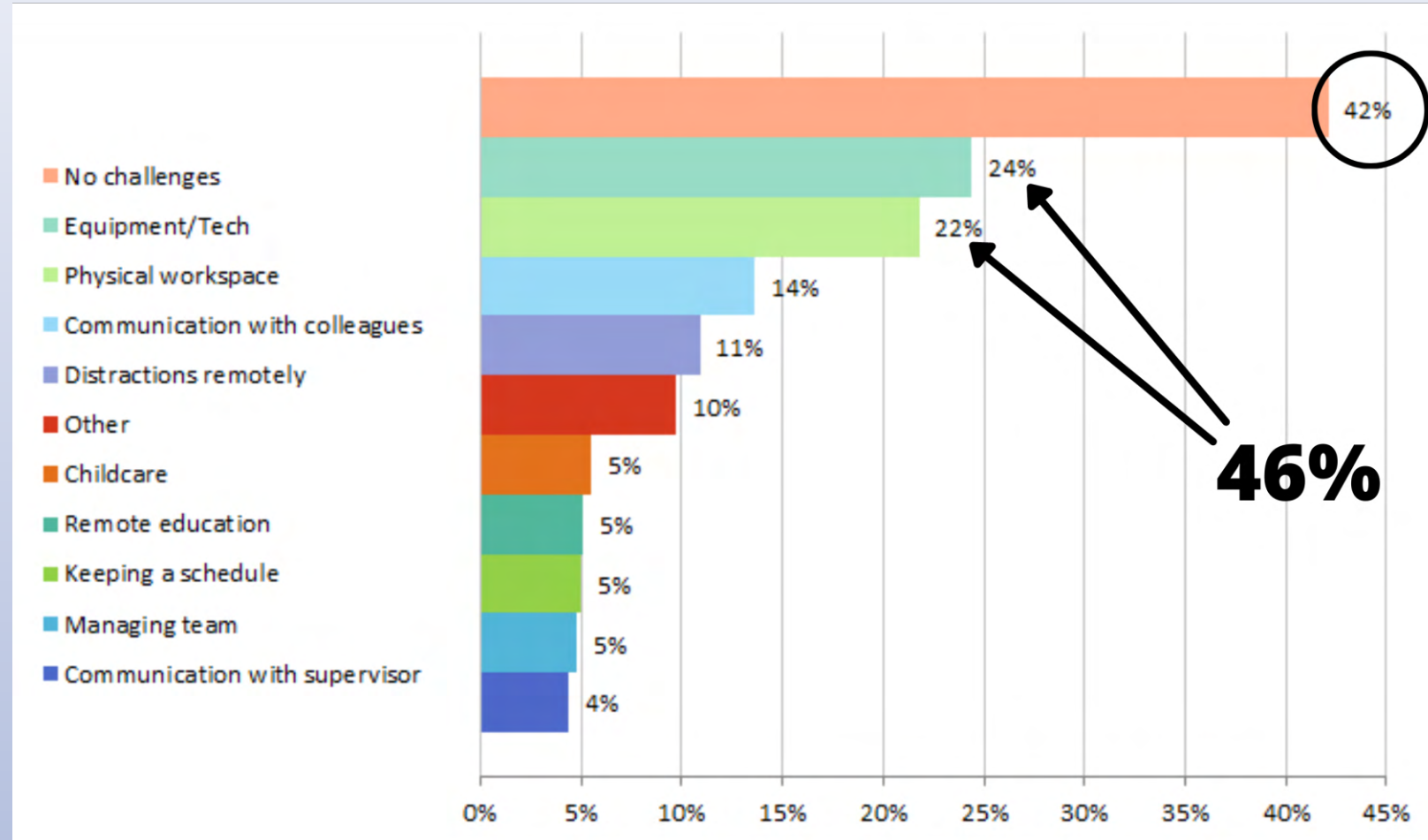
Overall, 89% of employees are satisfied with their alternate work location (i.e., teleworking).



# Teleworking

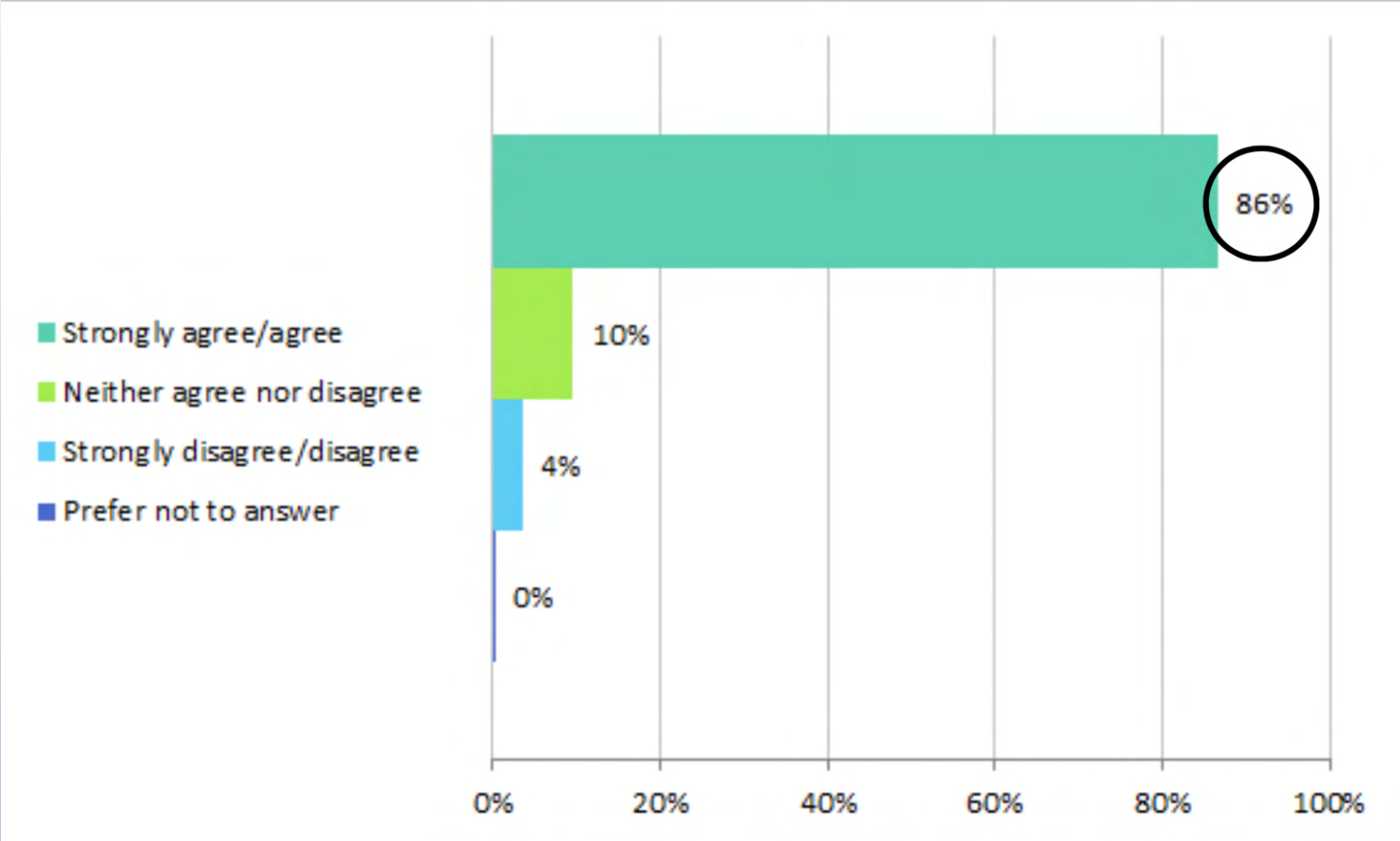
42% of employees reported not having any significant teleworking challenges.

46% of employees reported issues with the physical workspace and lack of equipment or technology as their most significant teleworking challenges during the past eight months.



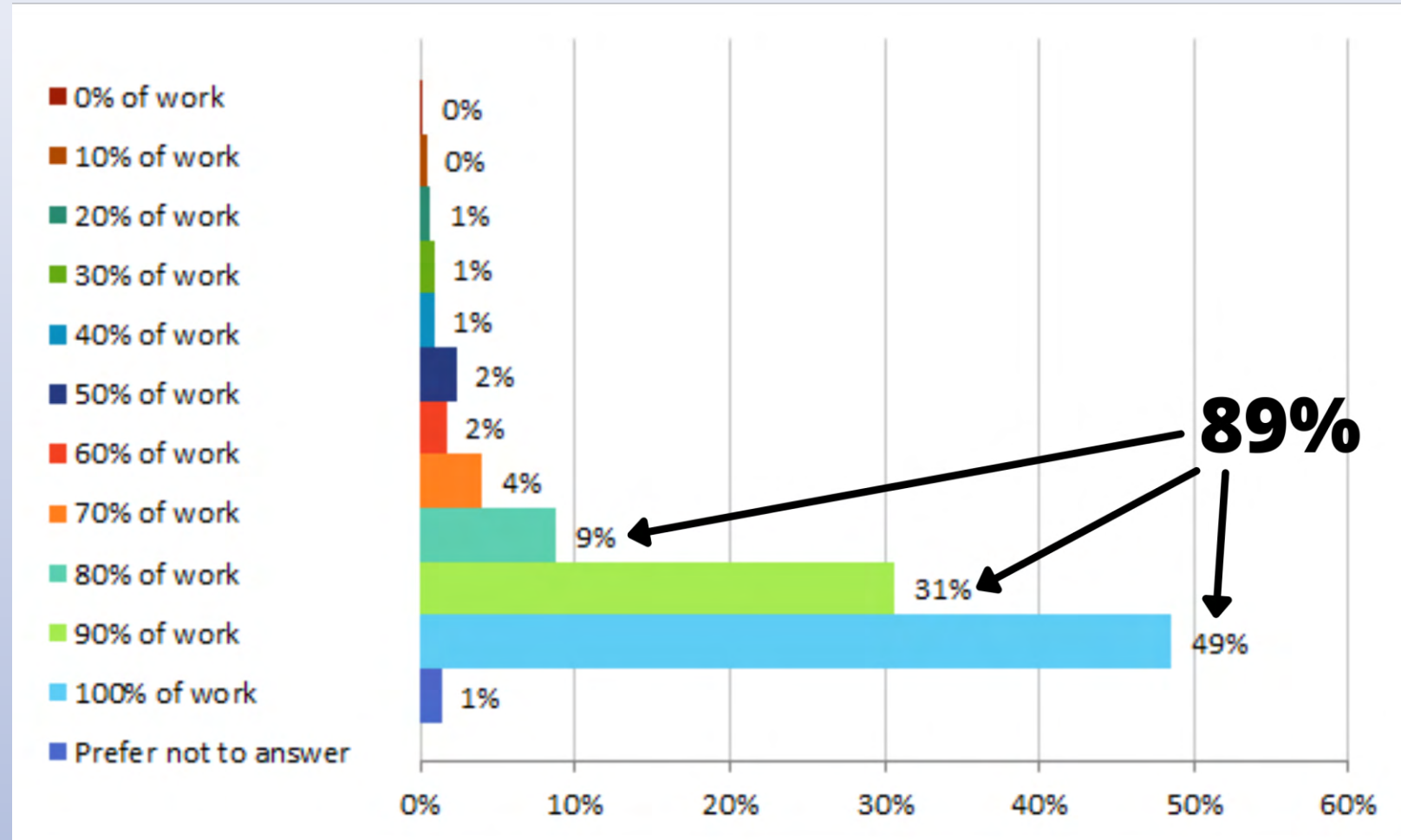
# Teleworking - Productivity

86% of employees feel their productivity while teleworking is efficient and effective compared to working in the office.



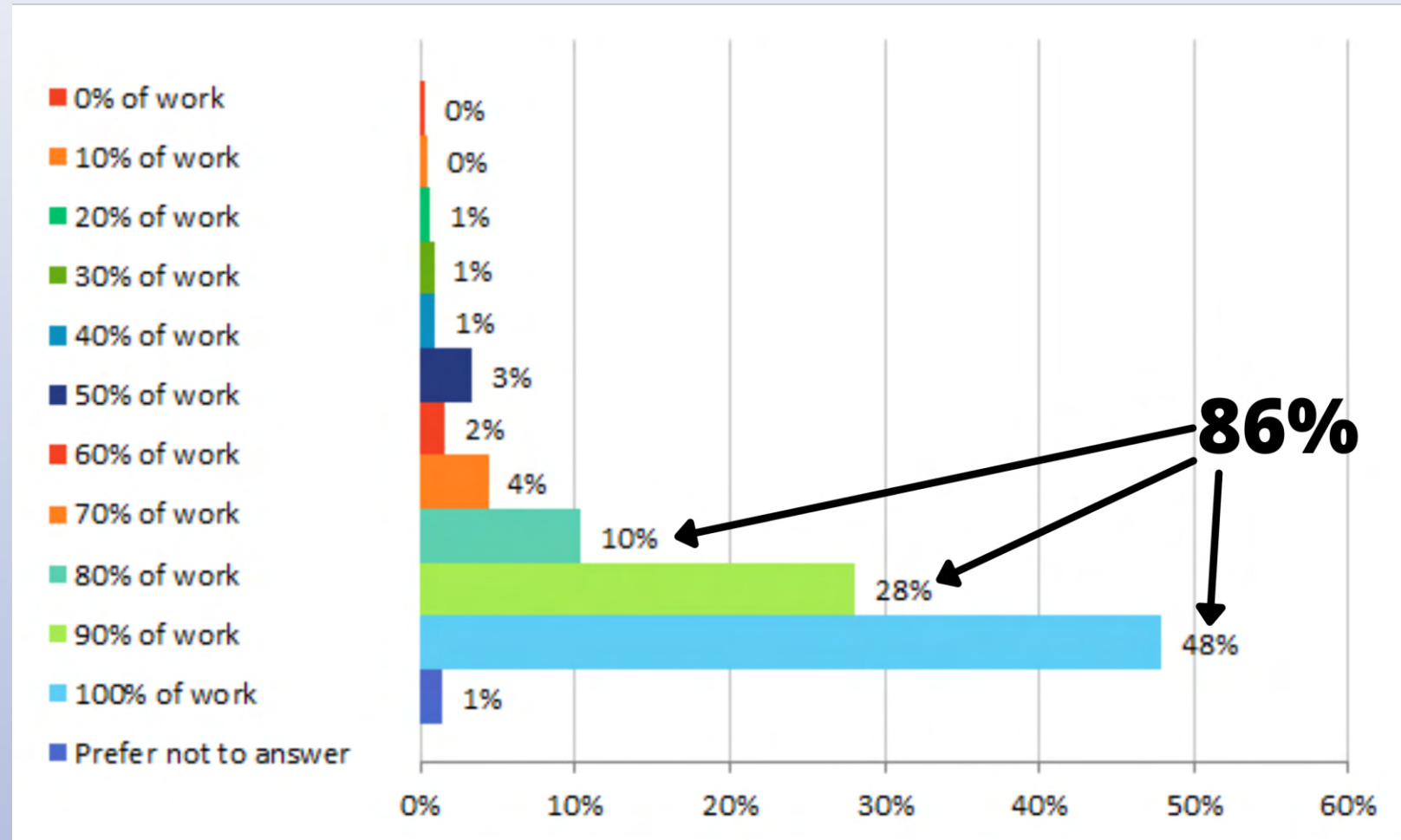
# Teleworking - Productivity

89% of employees feel 80 to 100% of their work can be completed while teleworking compared to working in the office.



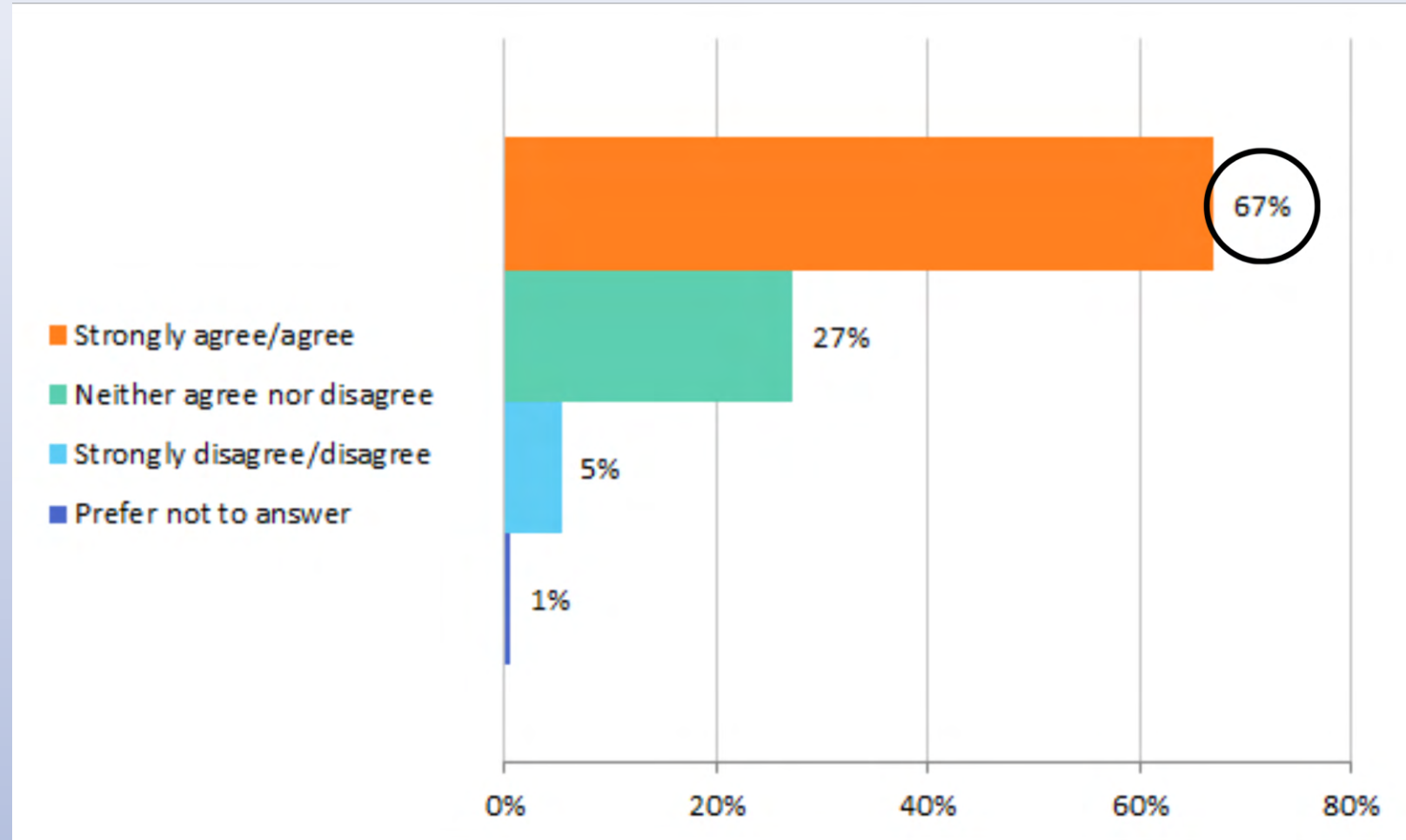
# Teleworking - Productivity

86% of employees feel they can do their work efficiently 80 to 100% of the time while teleworking compared to working in the office.



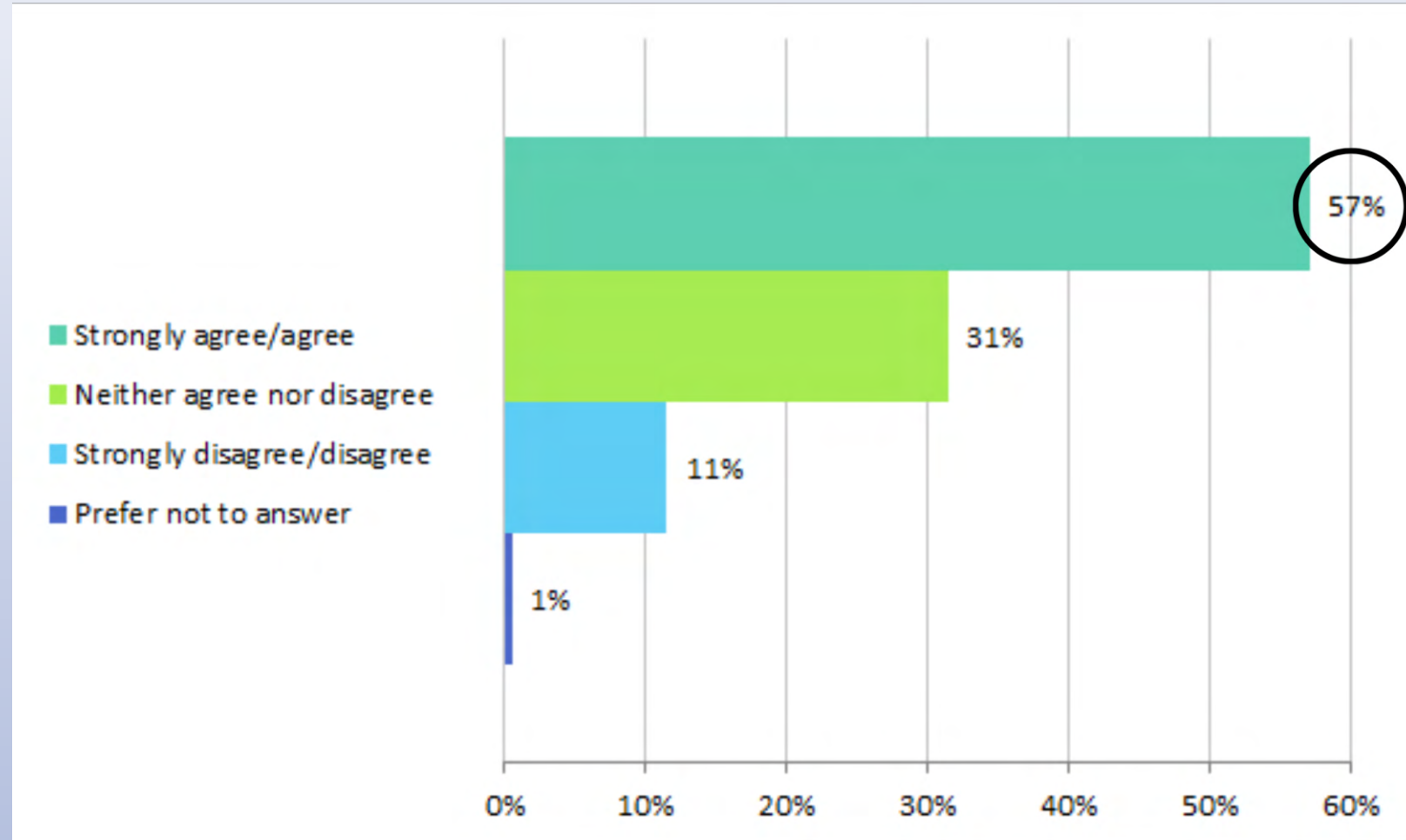
# Teleworking - Overall Health

67% of employees feel their overall health has been better while teleworking (compared to working in the office).



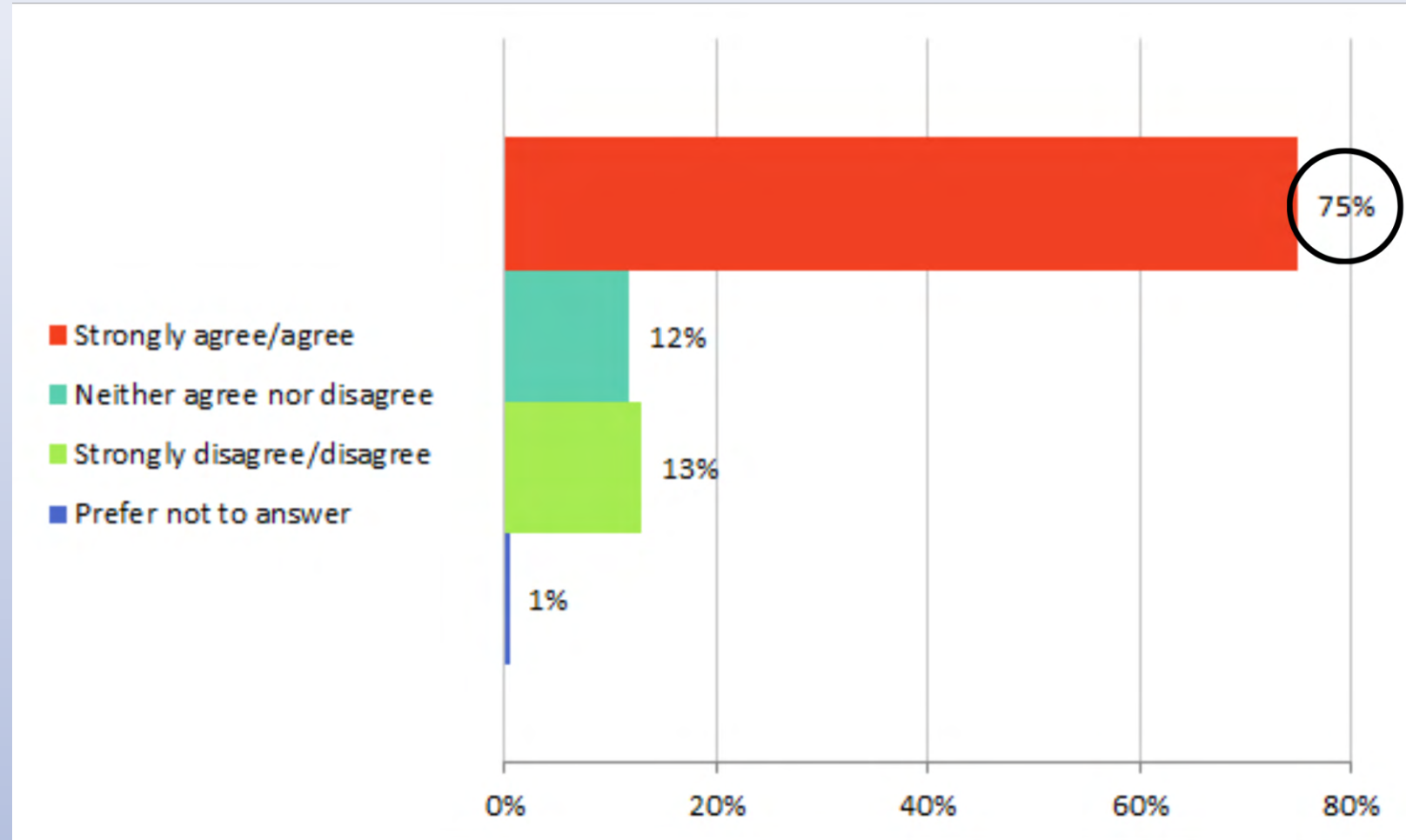
# Teleworking - Overall Morale

57% of employees feel their overall morale has been better while teleworking (compared to working in the office).



# Teleworking - Life Balance

75% of teleworking employees can effectively switch off from work to make time for rest.

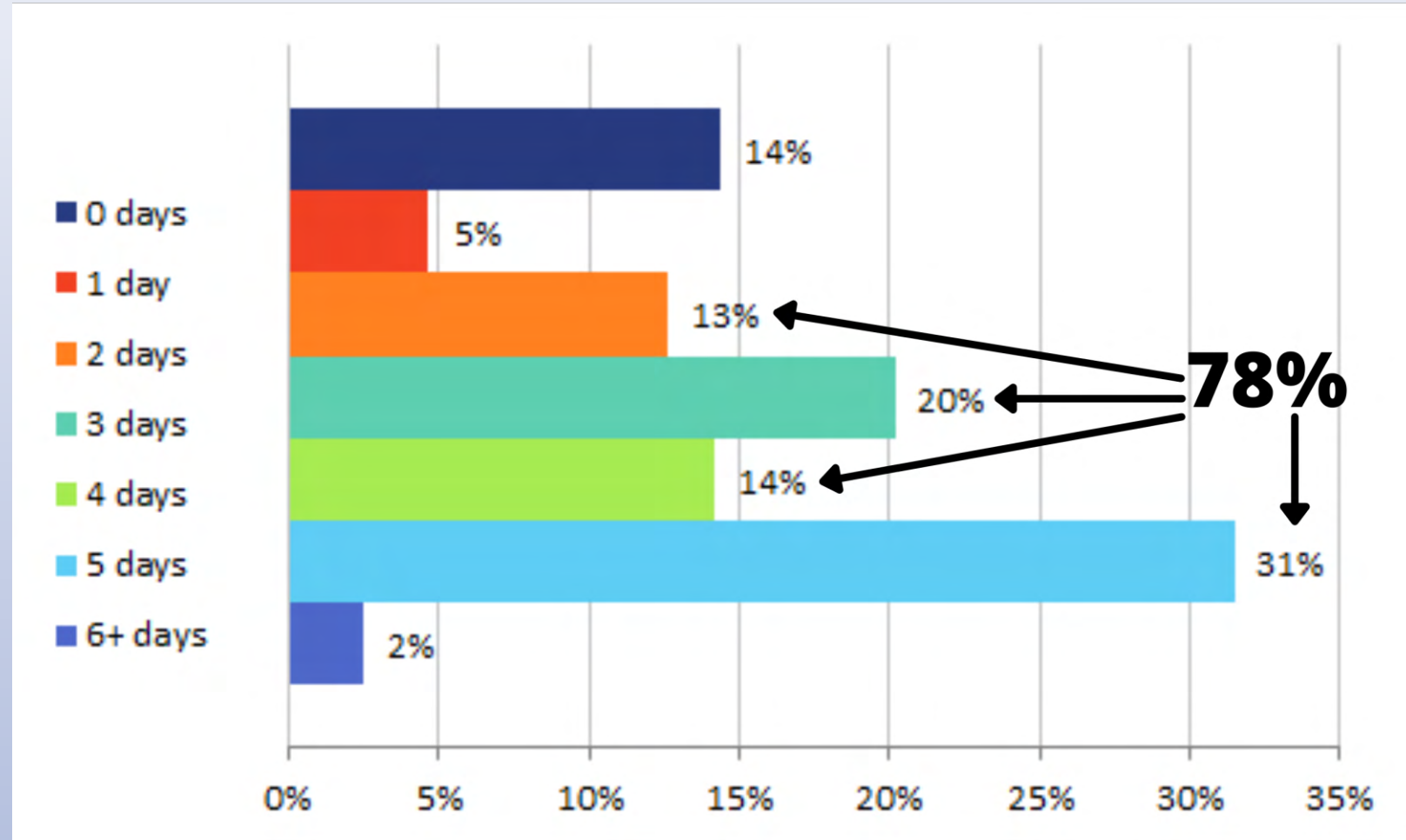




# Teleworking in the Future

Once the pandemic subsides and if approved by their supervisor, 78% of employees would like to telework at least 2 days per week.

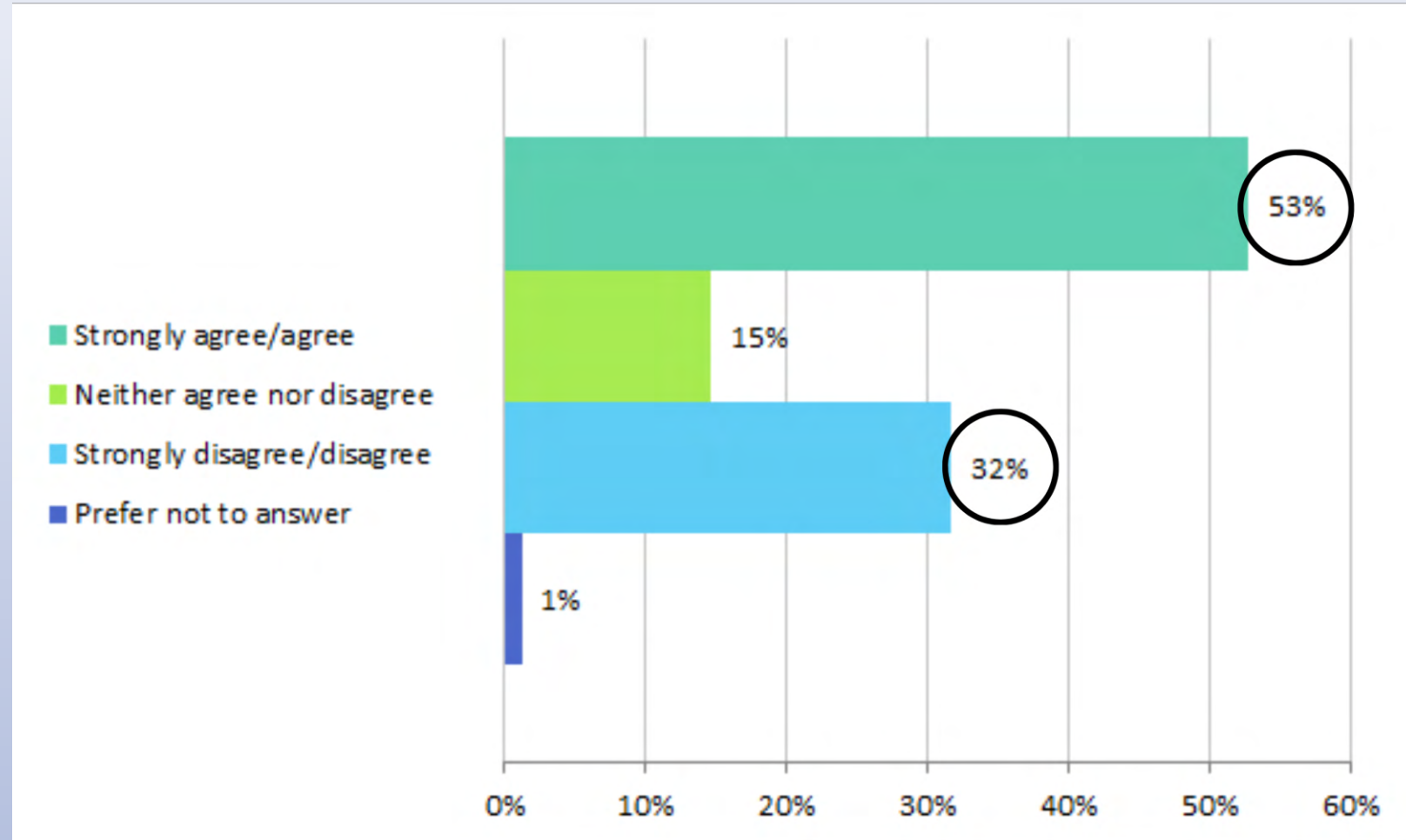
31% would like to telework 5 days per week.



# Teleworking in the Future

53% of employees would be comfortable giving up their designated office or cubicle space if they were to telework after the pandemic.

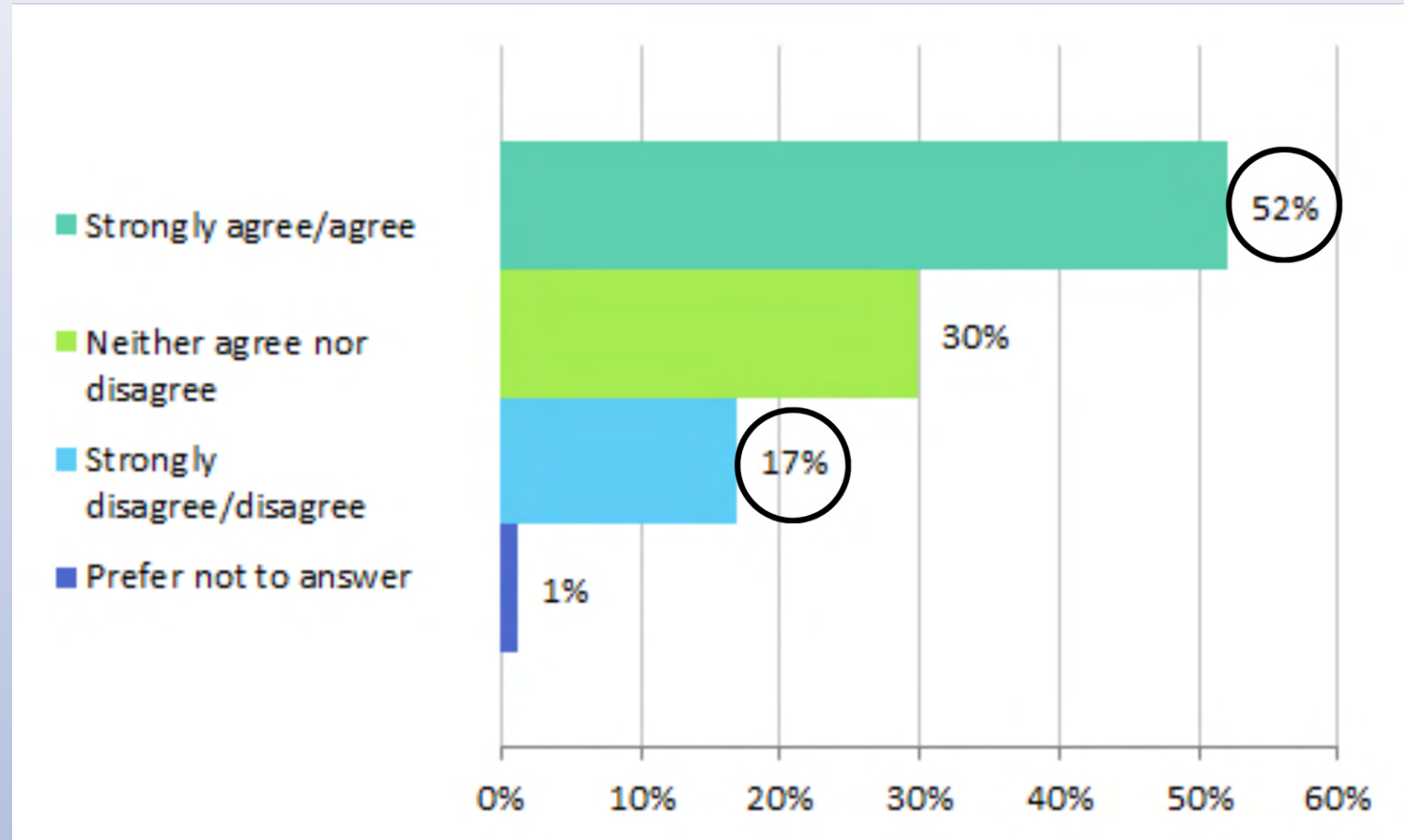
32% would not feel comfortable giving up their designated office or cubicle space.



# Teleworking in the Future

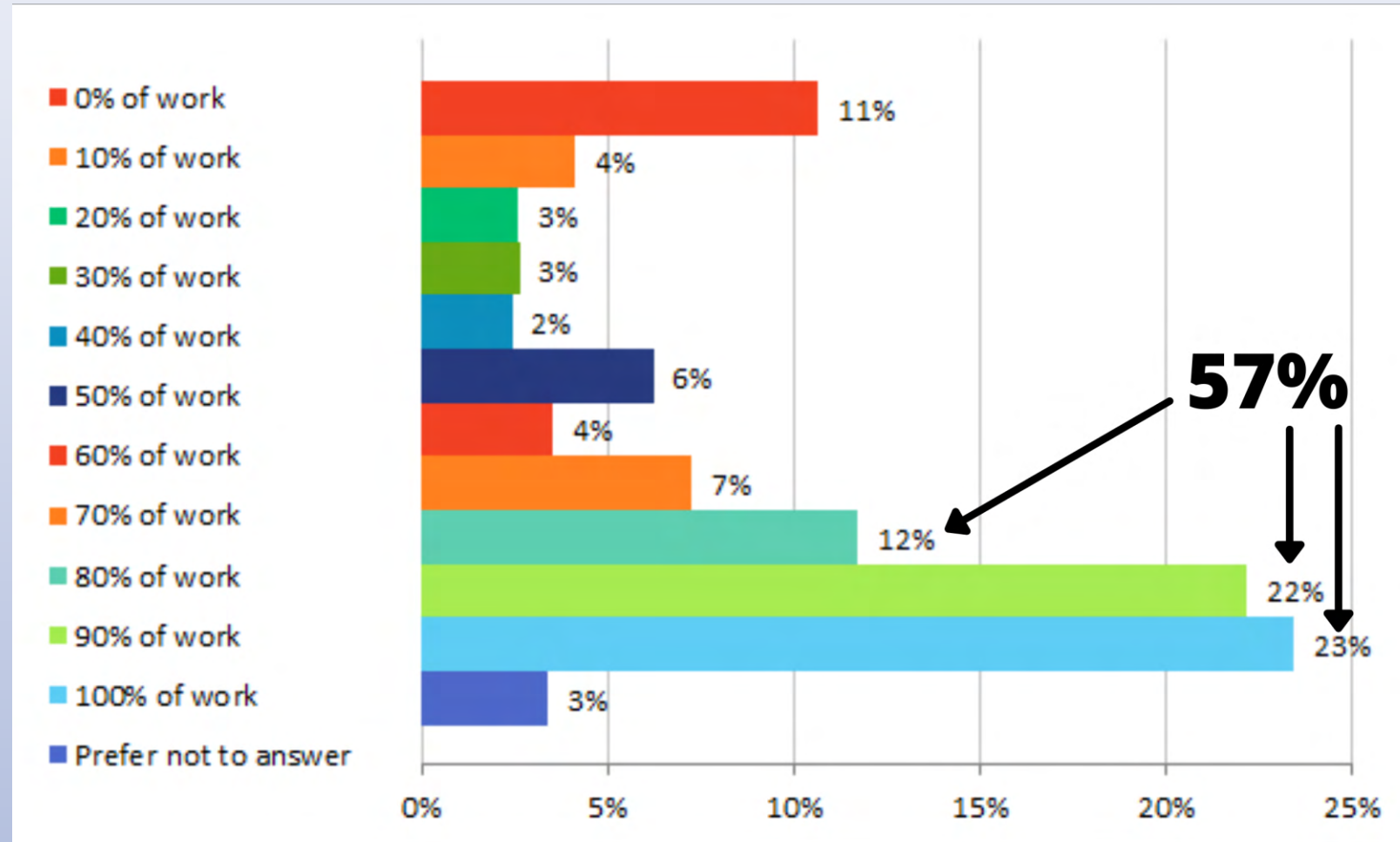
52% of employees responded that the opportunity to telework is an important part of their decision when considering where to work.

17% of employees indicated the opportunity to telework is not an important part of their decision when considering where to work.



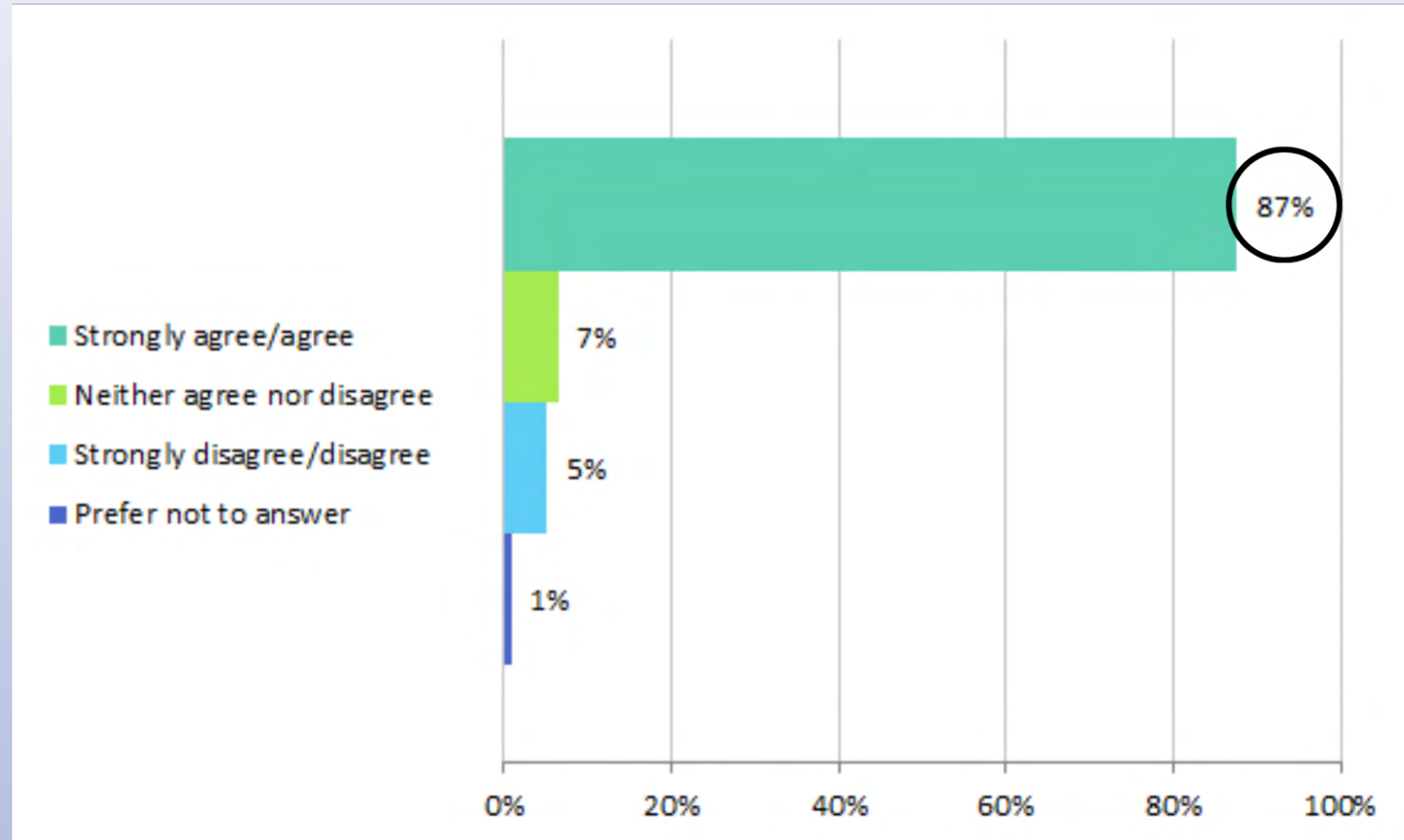
# Teleworking in the Future

57% of managers and supervisors report that between 80 to 100% of their team's work can be done efficiently while teleworking compared to working in the office.



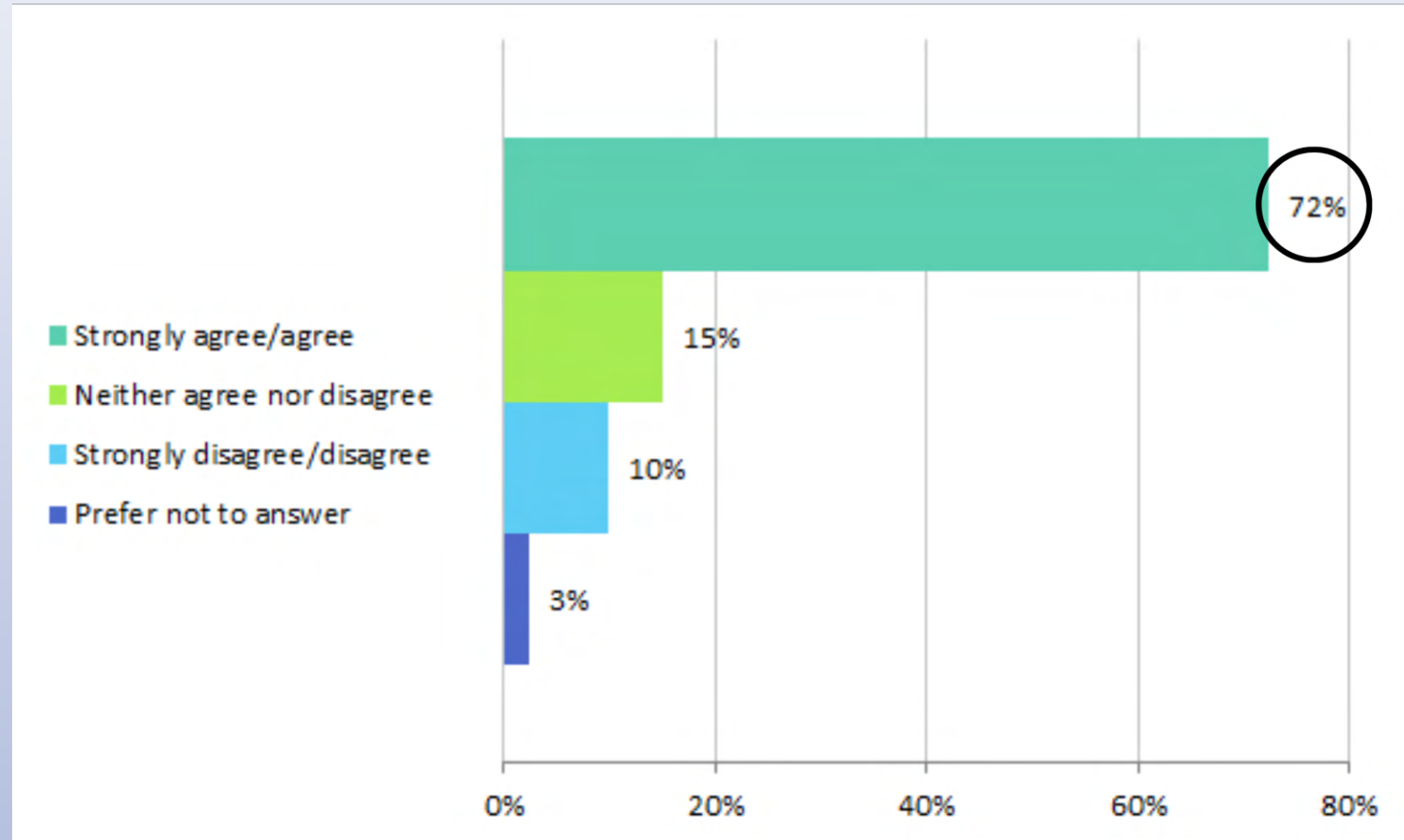
# Communication and Engagement

87% of employees feel their agency keeps them informed on changes to work rules during COVID-19, including responding to questions and addressing concerns.



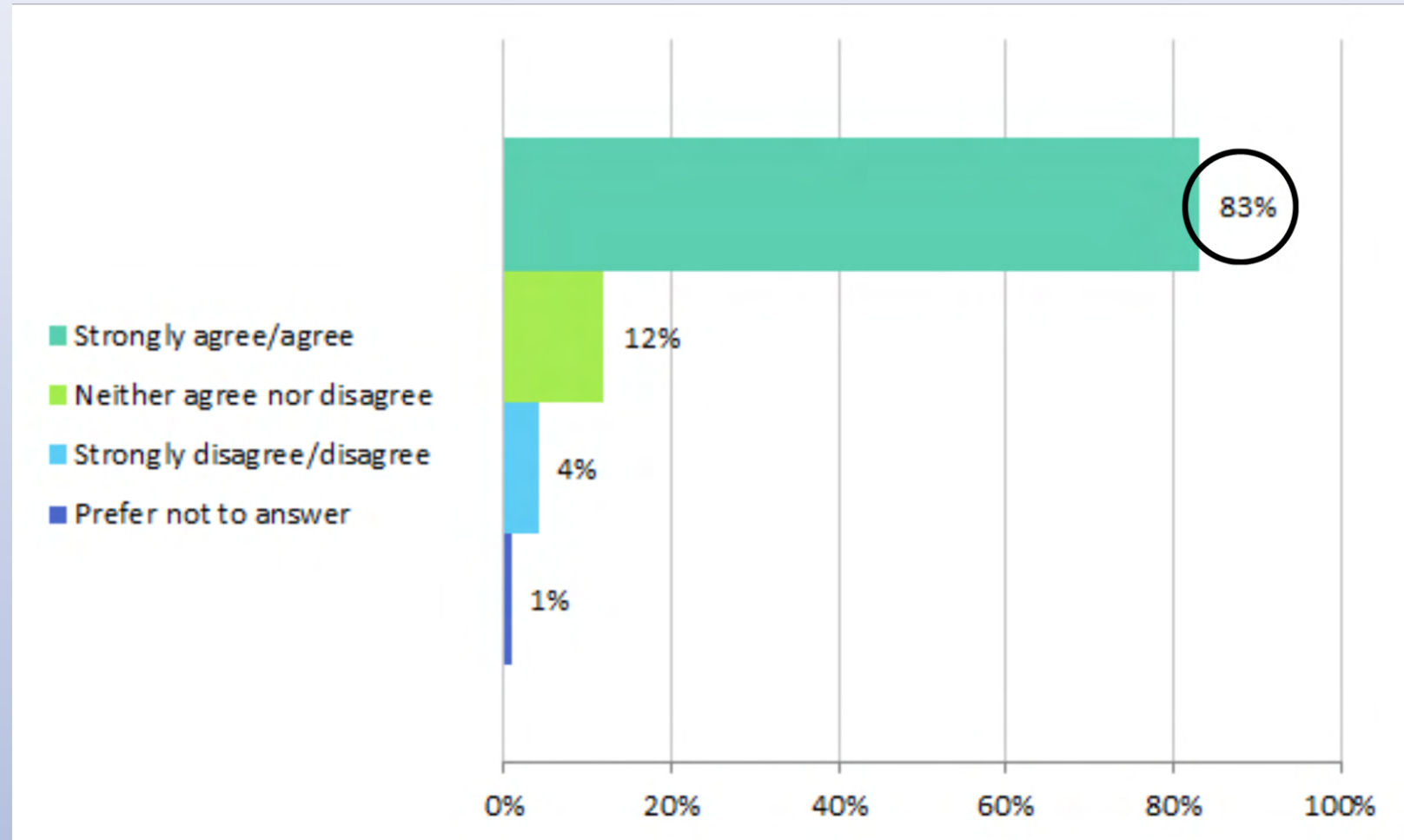
# Communication and Engagement

72% of employees feel comfortable communicating concerns or making suggestions about COVID-19 to leadership, including instances of work rule non-compliance at the workplace.



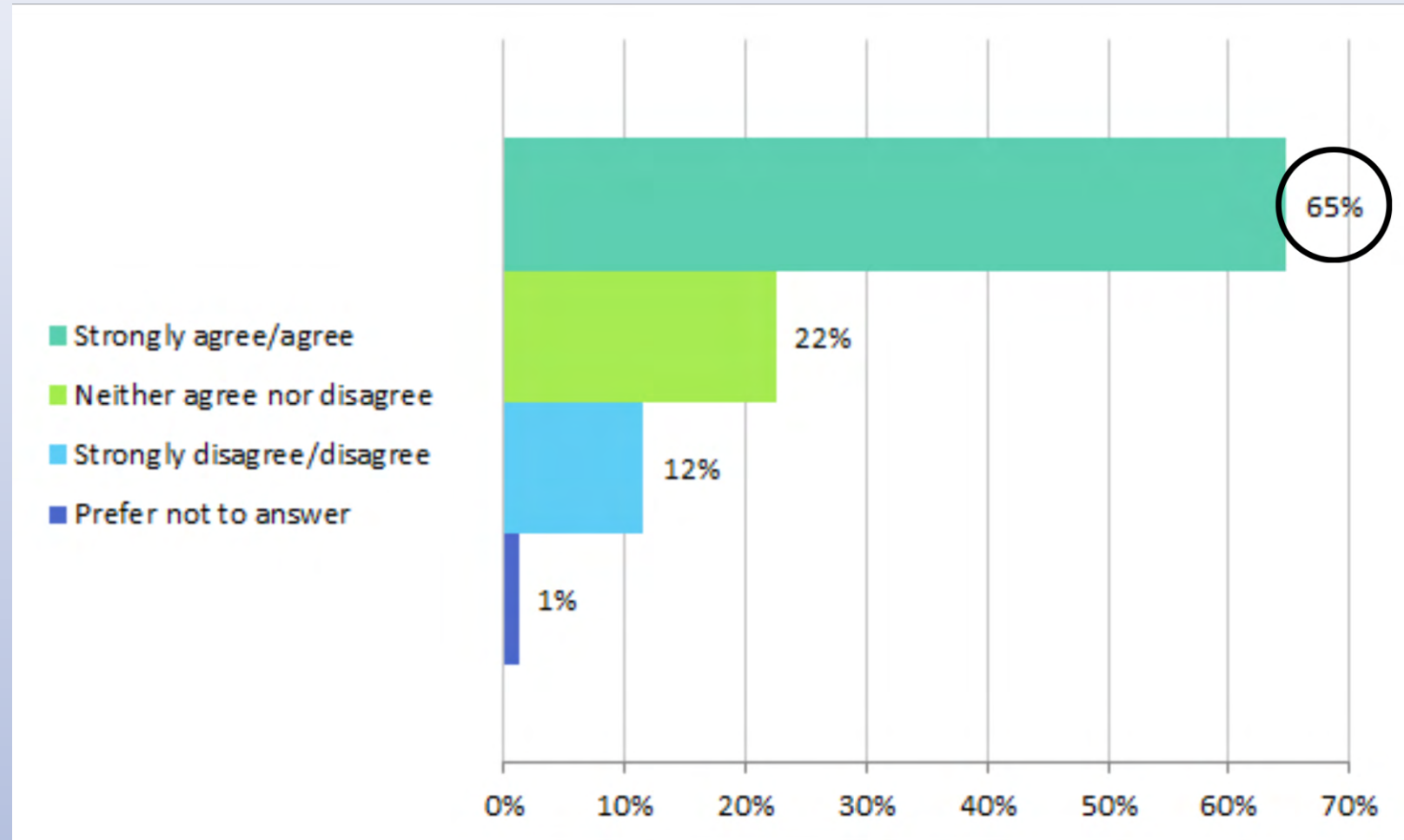
# Communication and Engagement

83% of employees have found meaningful ways to collaborate professionally with coworkers during the COVID-19 pandemic.



# Communication and Engagement

65% of employees have found meaningful ways to maintain personal relationships with coworkers during the COVID-19 pandemic.

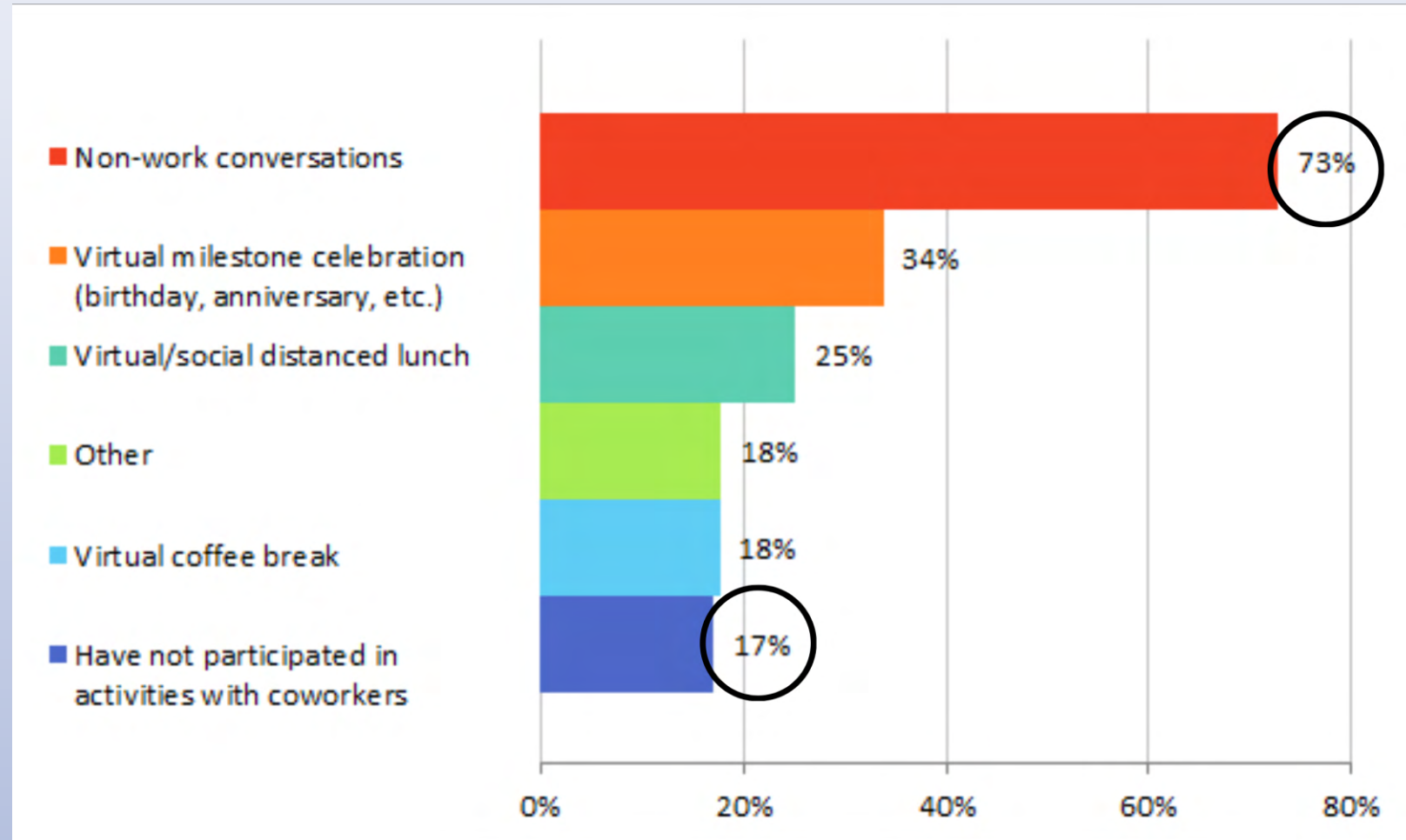




# Communication and Engagement

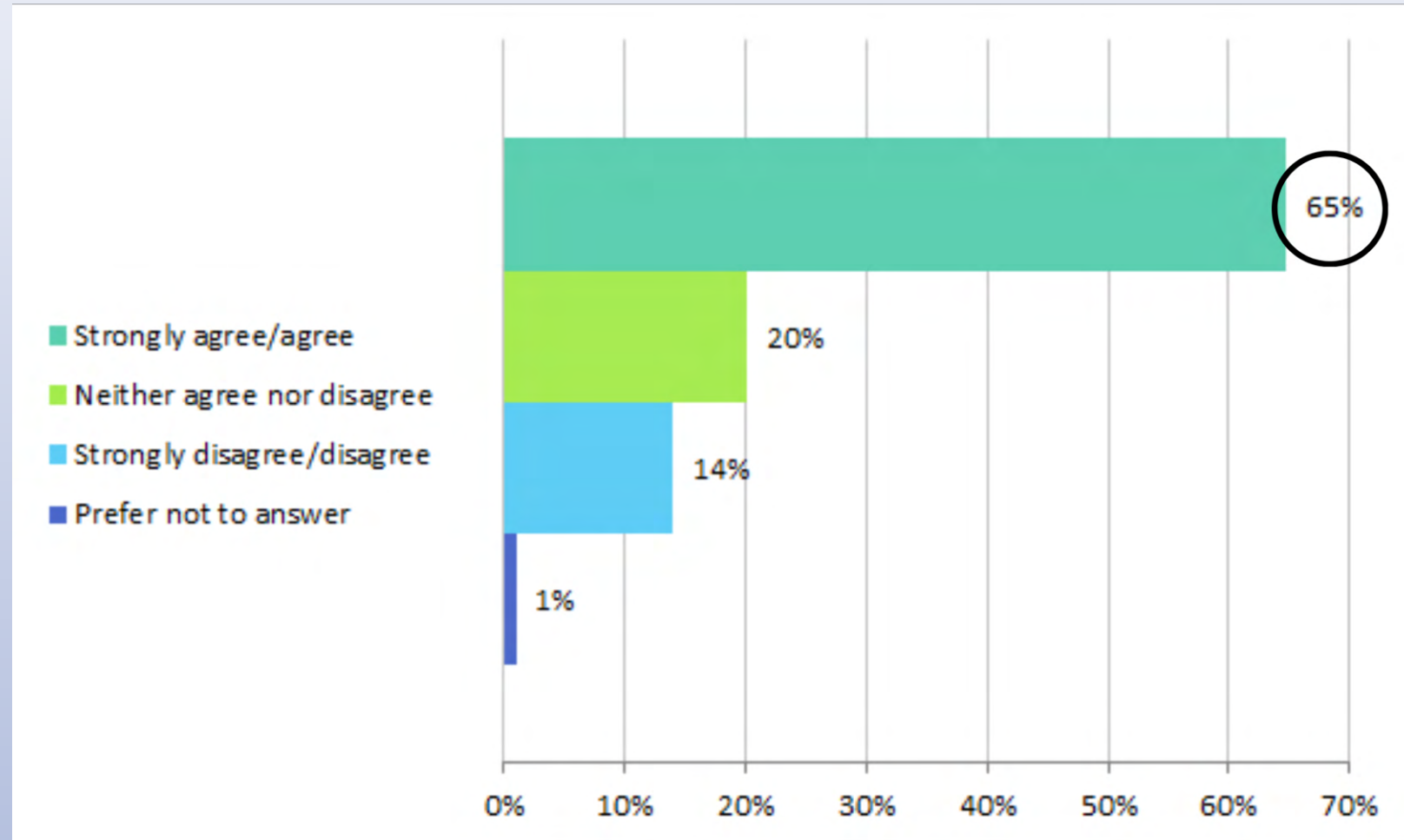
Having a conversation with a coworker about non-work-related topics is the most common activity reported by employees (73%) to maintain meaningful connections during the COVID-19 pandemic.

17% of employees have not participated in non-work-related activities with coworkers.



# Communication and Engagement

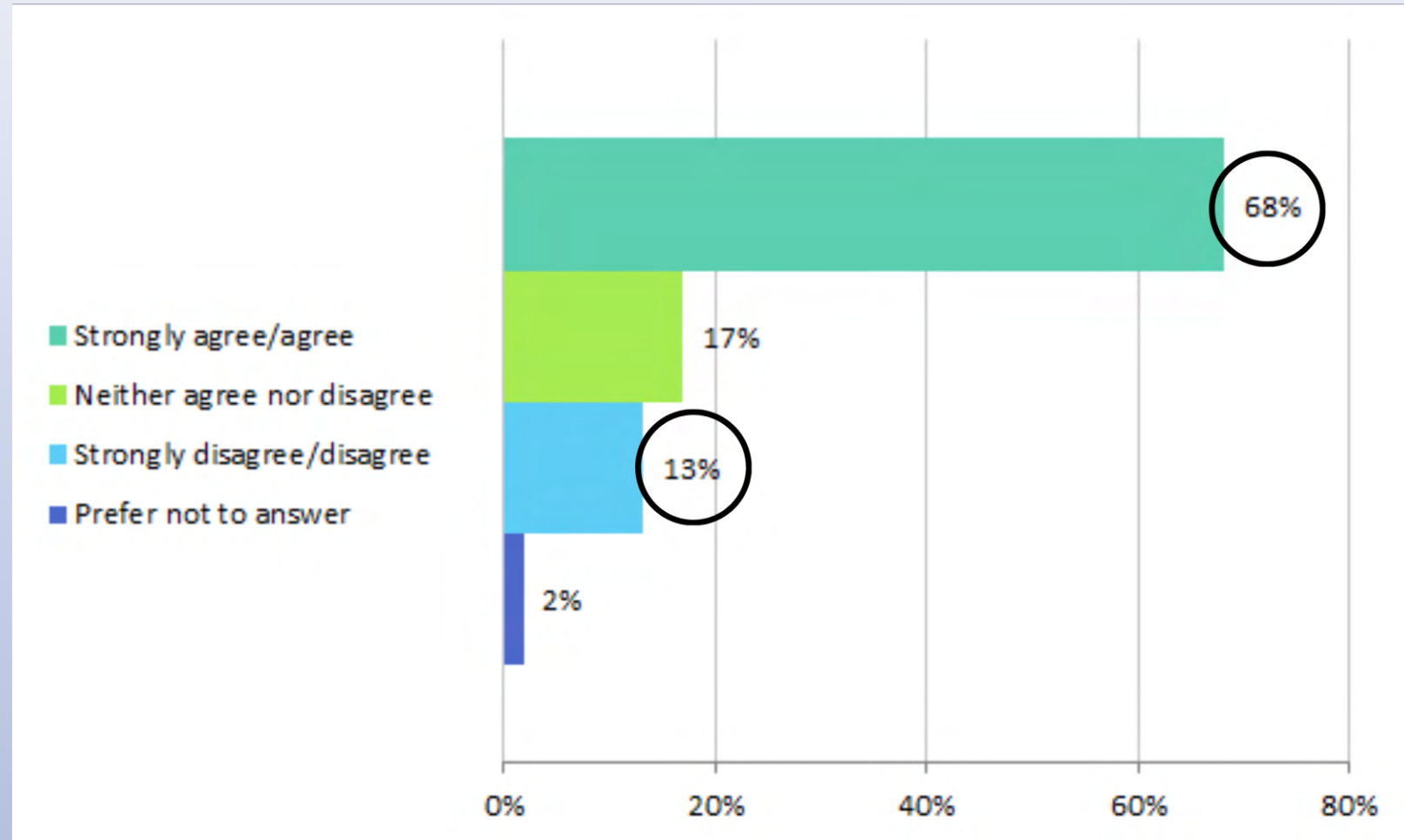
65% of employees feel that they are spending enough quality time interacting with others during the workday (while following workplace guidance).



# Communication and Engagement

68% of employees feel their manager is checking in with them regularly on how they are doing (not just work-related).

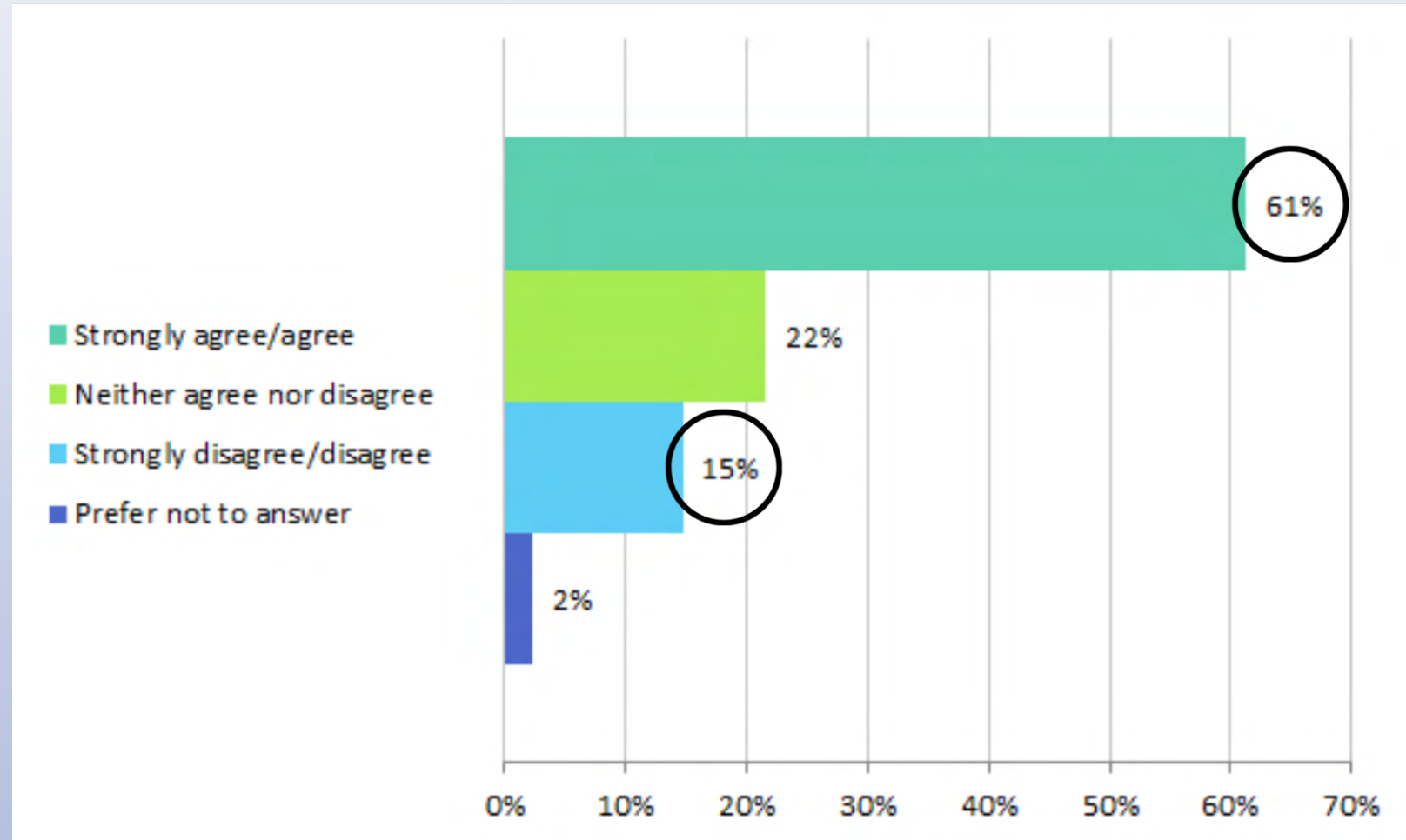
13% of employees feel their manager is not checking in with them regularly.



# Communication and Engagement

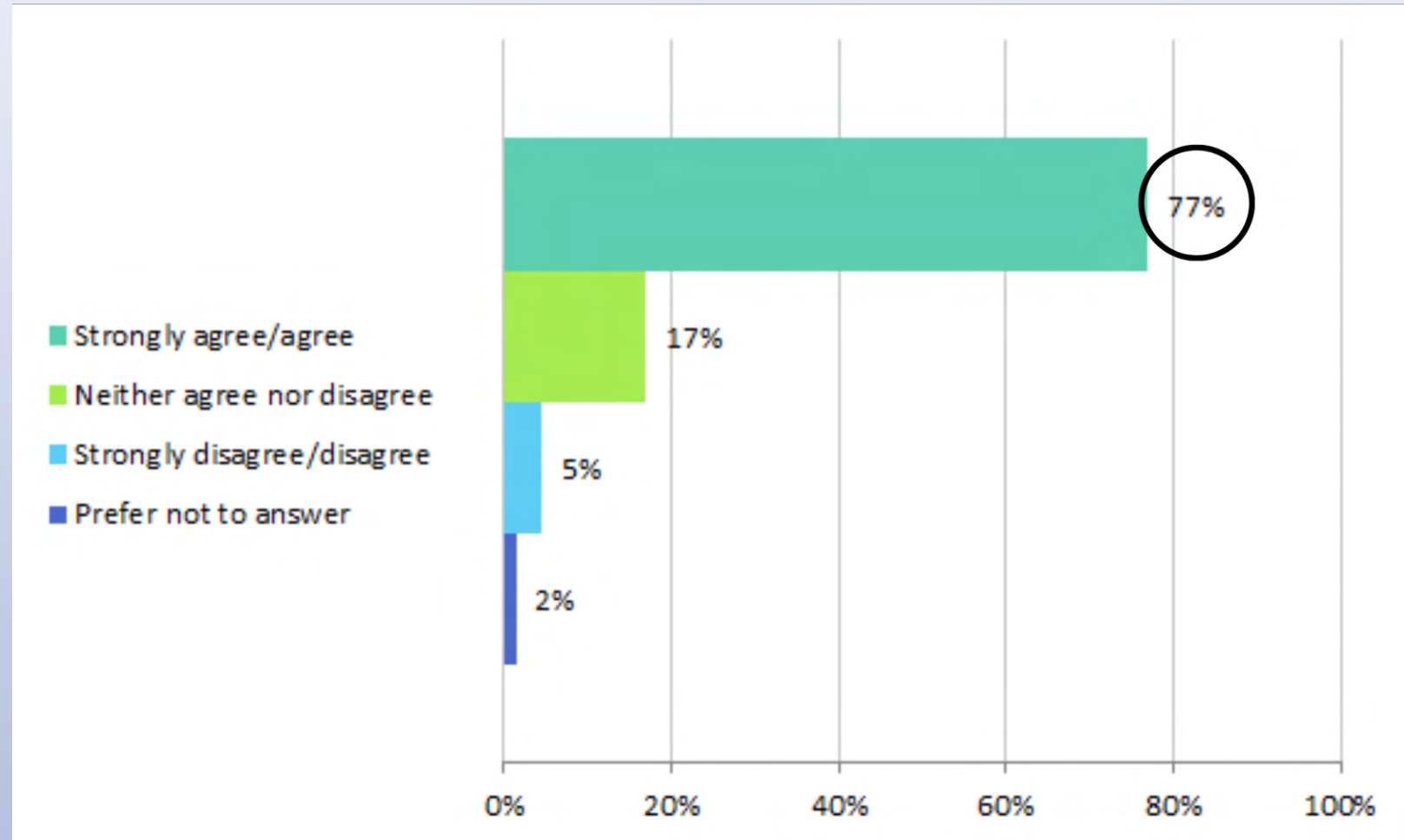
61% of employees feel they are being adequately recognized for their work.

15% of employees do not feel they are being adequately recognized for their work by their agency's leadership (such as manager, director, and/or commissioner/agency head) during the COVID-19 pandemic.



# Communication and Engagement

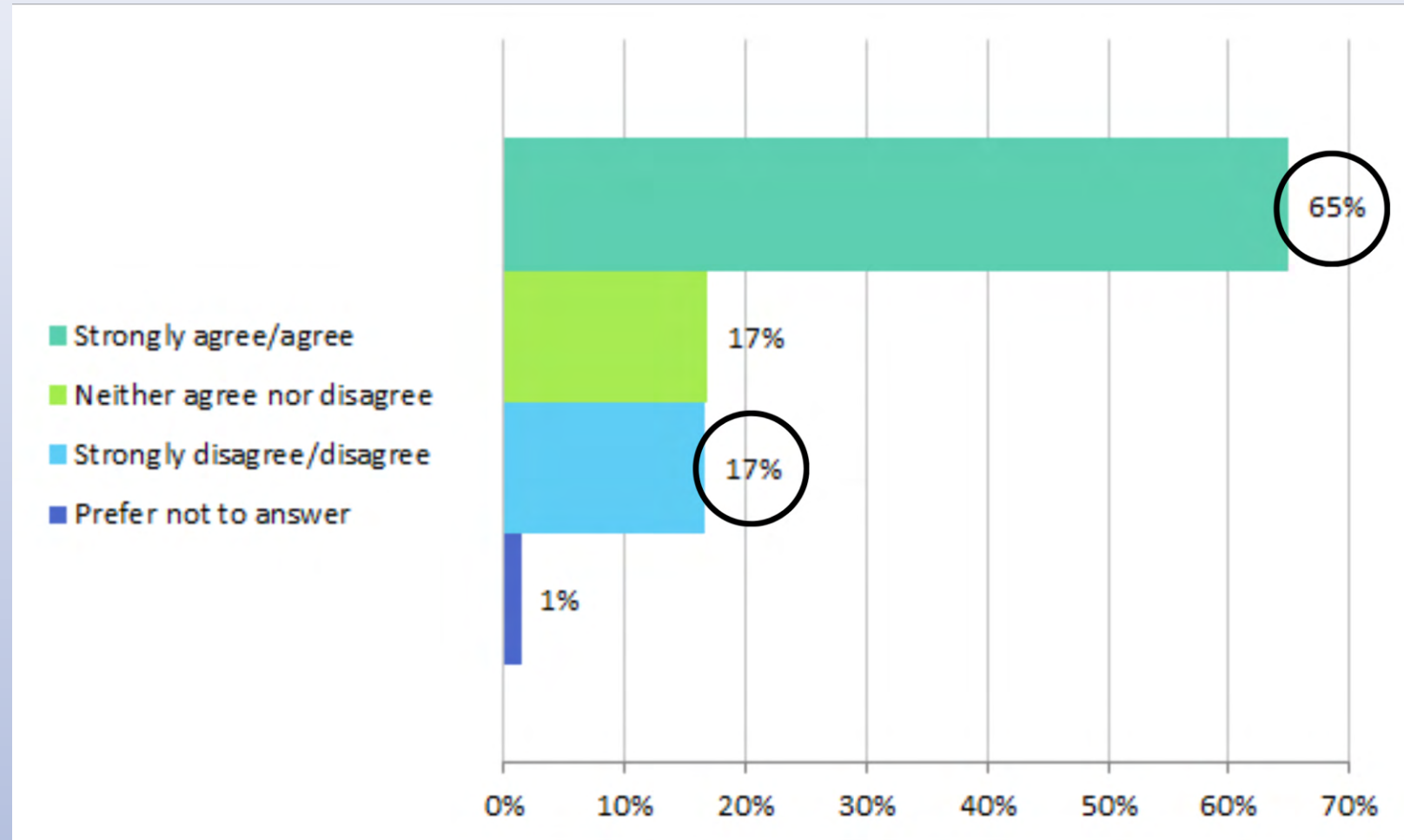
77% of employees can see how the work they are doing is making a positive difference at their agency.



# Wellness and Resources

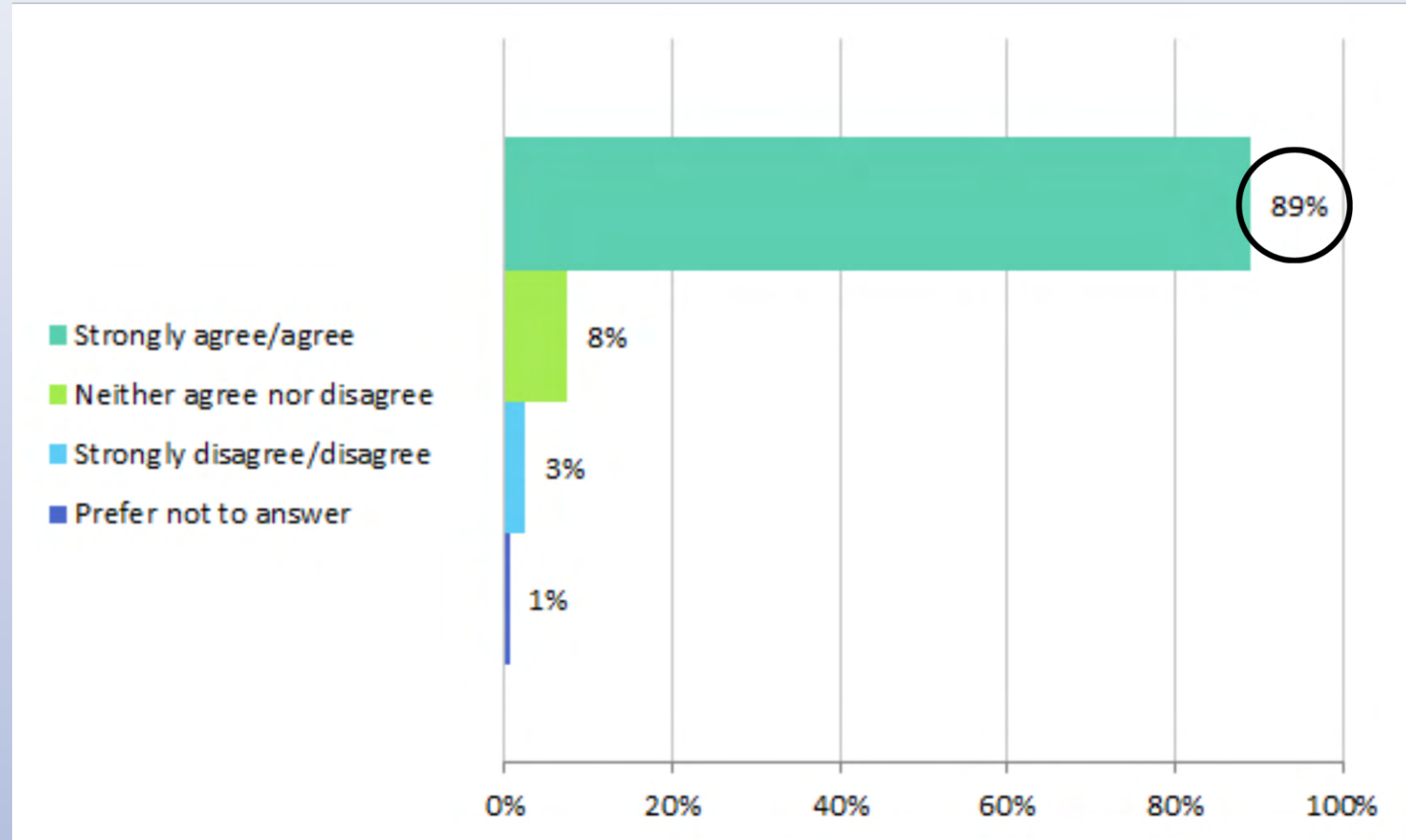
65% of employees feel their levels of stress have been manageable in the past few months.

17% of employees do not feel their levels of stress have been manageable.



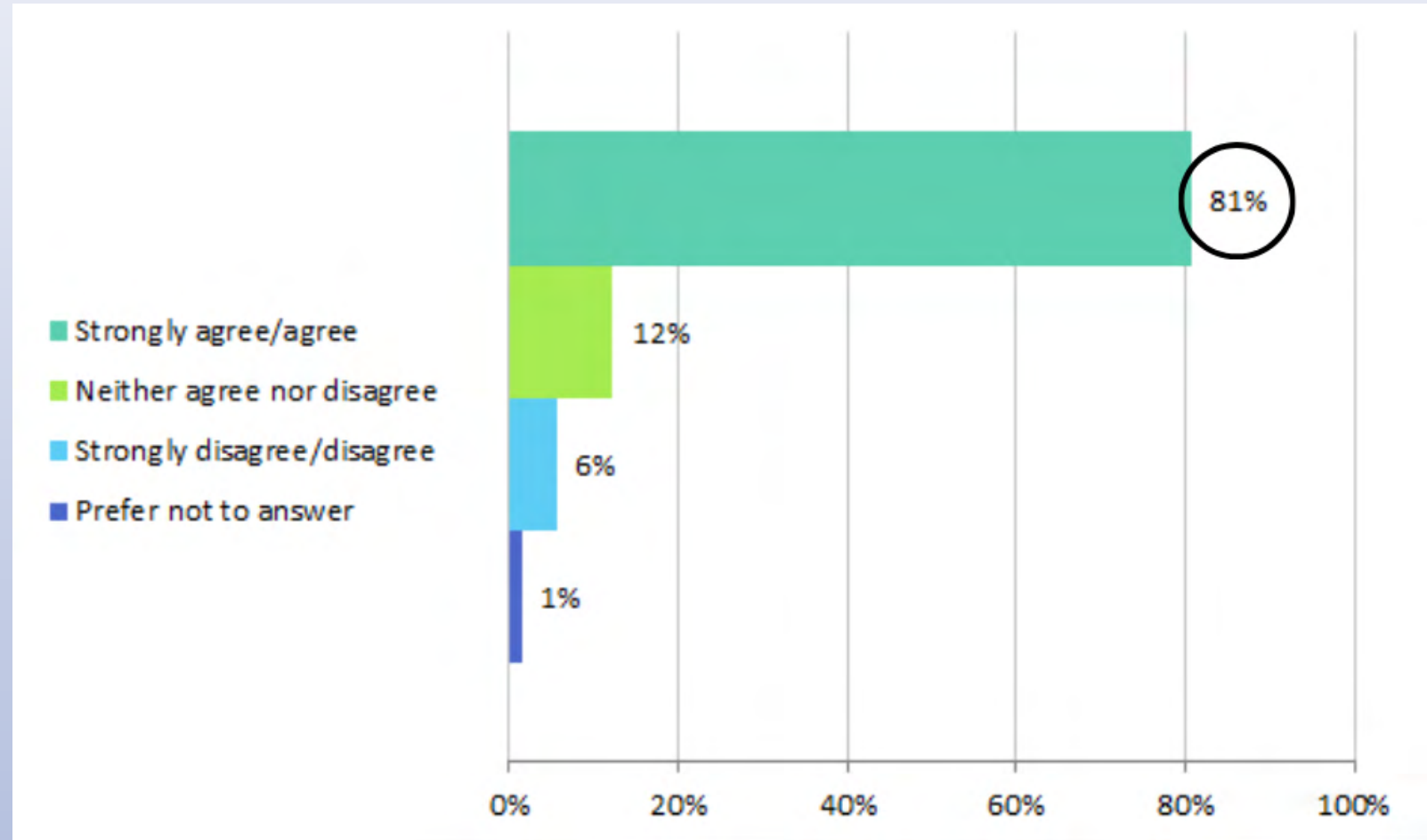
# Wellness and Resources

89% of employees feel they have been able to adapt to changing circumstances in the past few months.



# Wellness and Resources

81% of employees know where to raise concerns in relation to their own or a colleague's wellbeing during this time.

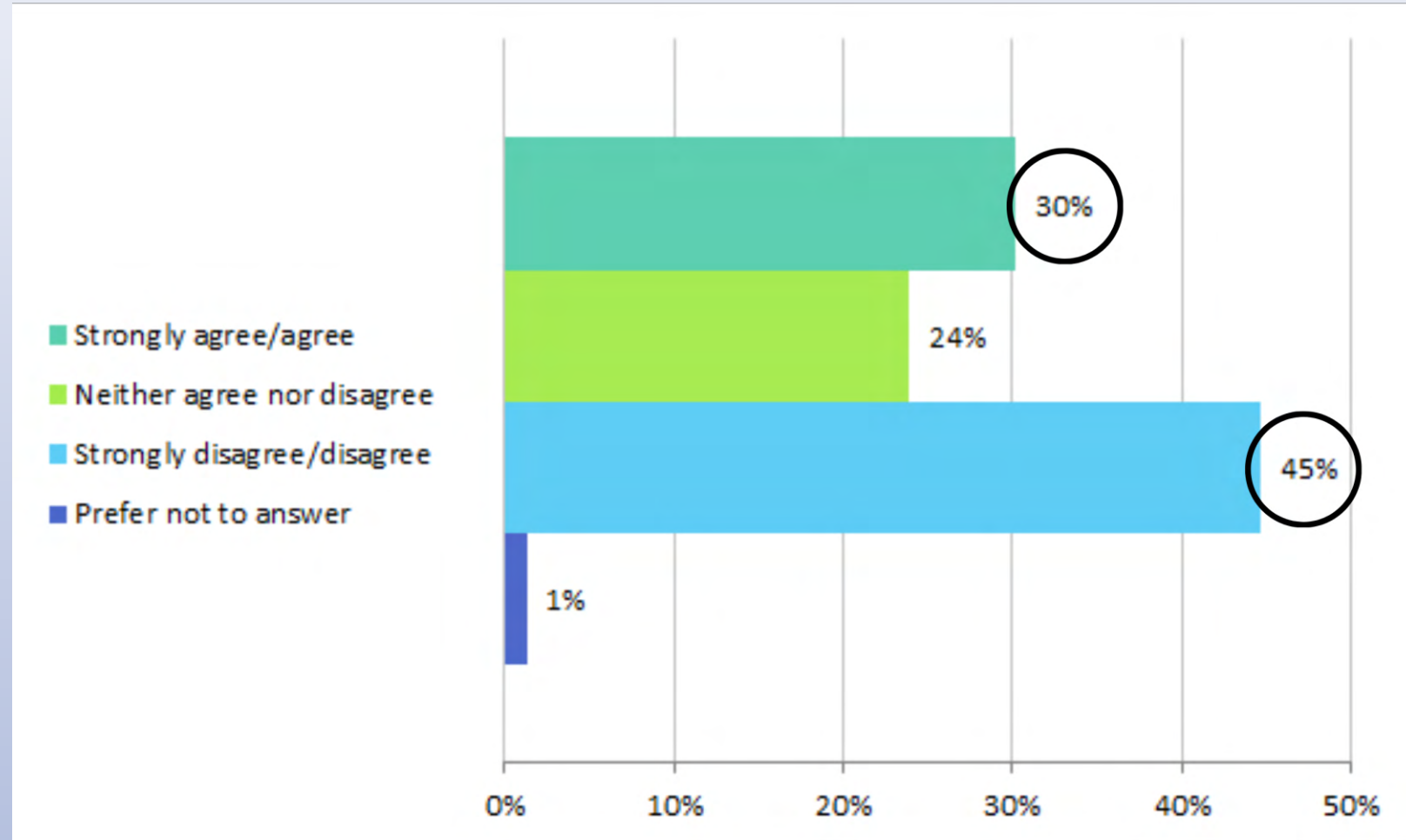




# Wellness and Resources

30% of employees have felt burned out from their work in the past few months.

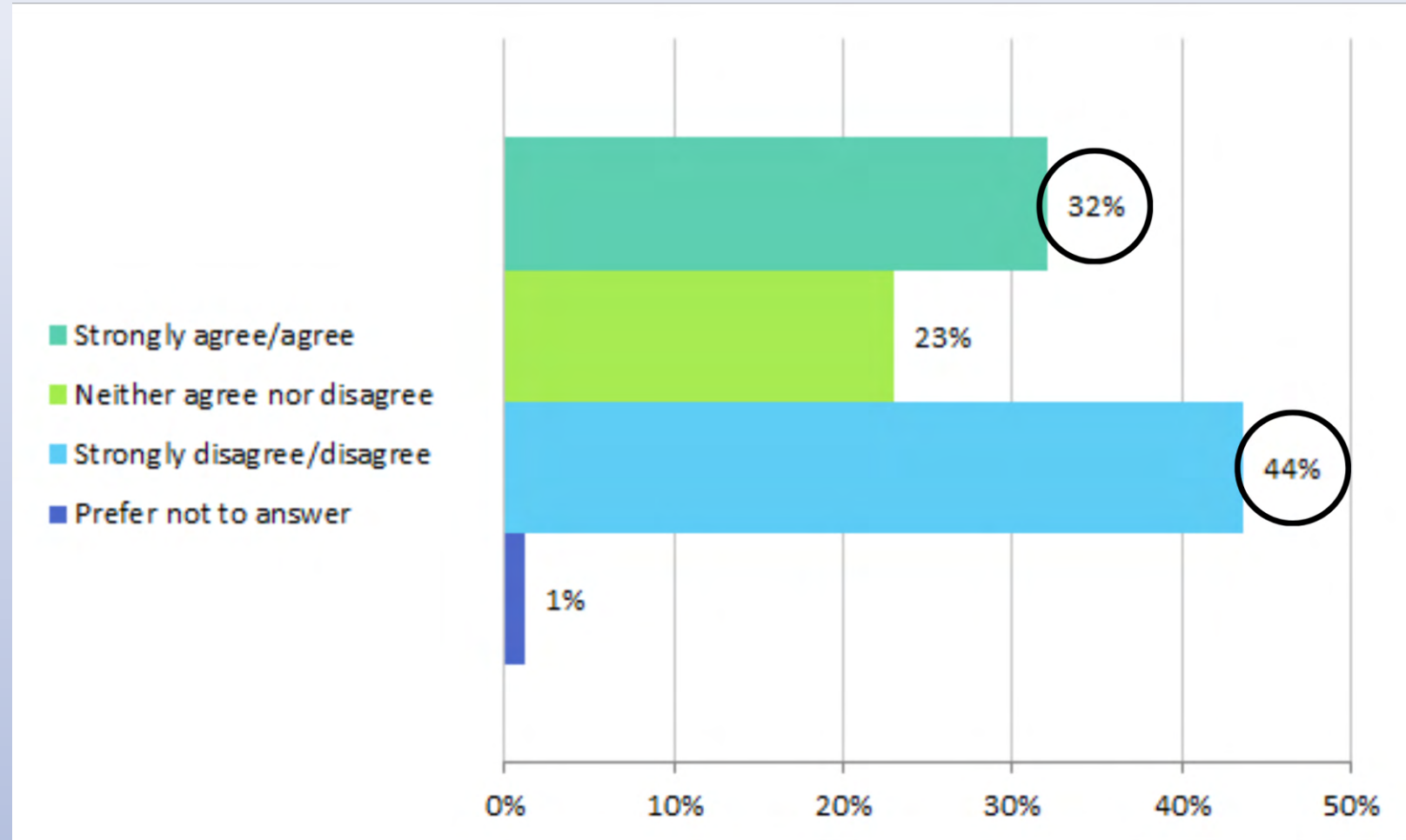
45% of employees have not felt burned out from their work.



# Wellness and Resources

32% of employees have felt emotionally drained from their work in the past few months.

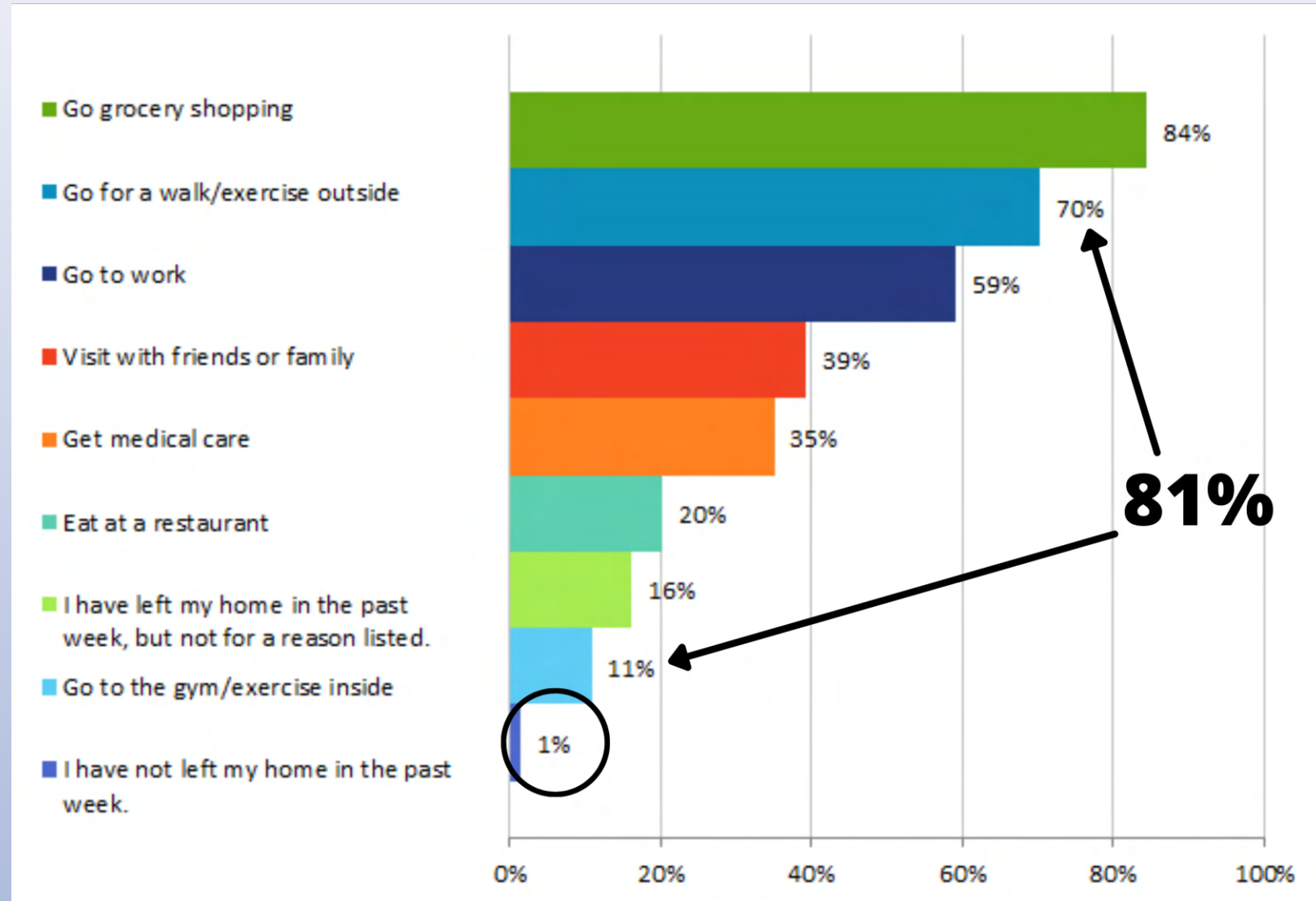
44% of employees have not felt emotionally drained from their work.



# Wellness and Resources

81% of employees have left their house to walk/exercise outside or inside a gym in the past week.

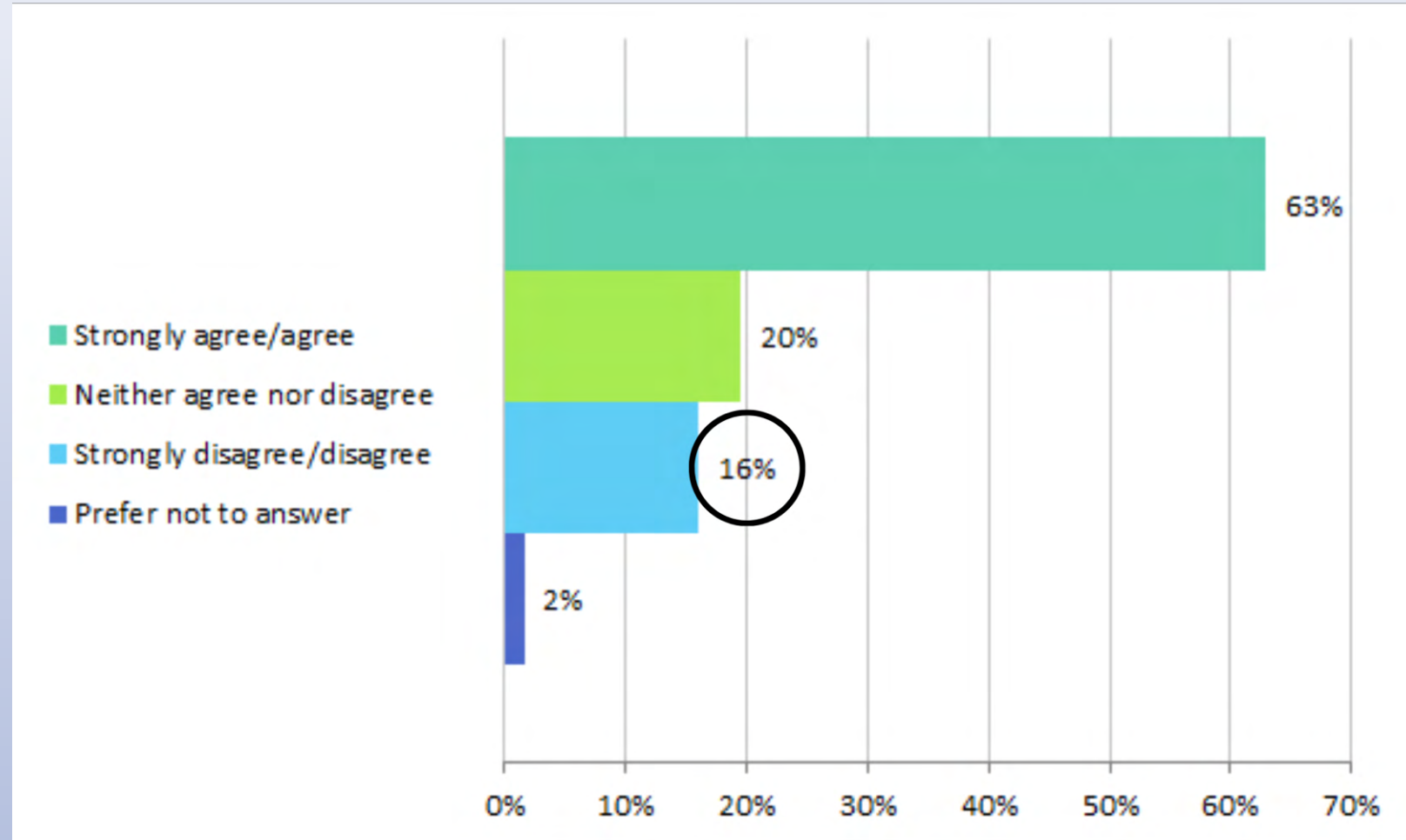
1% (82 employees) have not left their home in the past week.



# Wellness and Resources

16% of employees are not participating in regular exercise to help relieve stress and stay healthy during the pandemic (i.e., meditation, exercise, yoga, etc.).

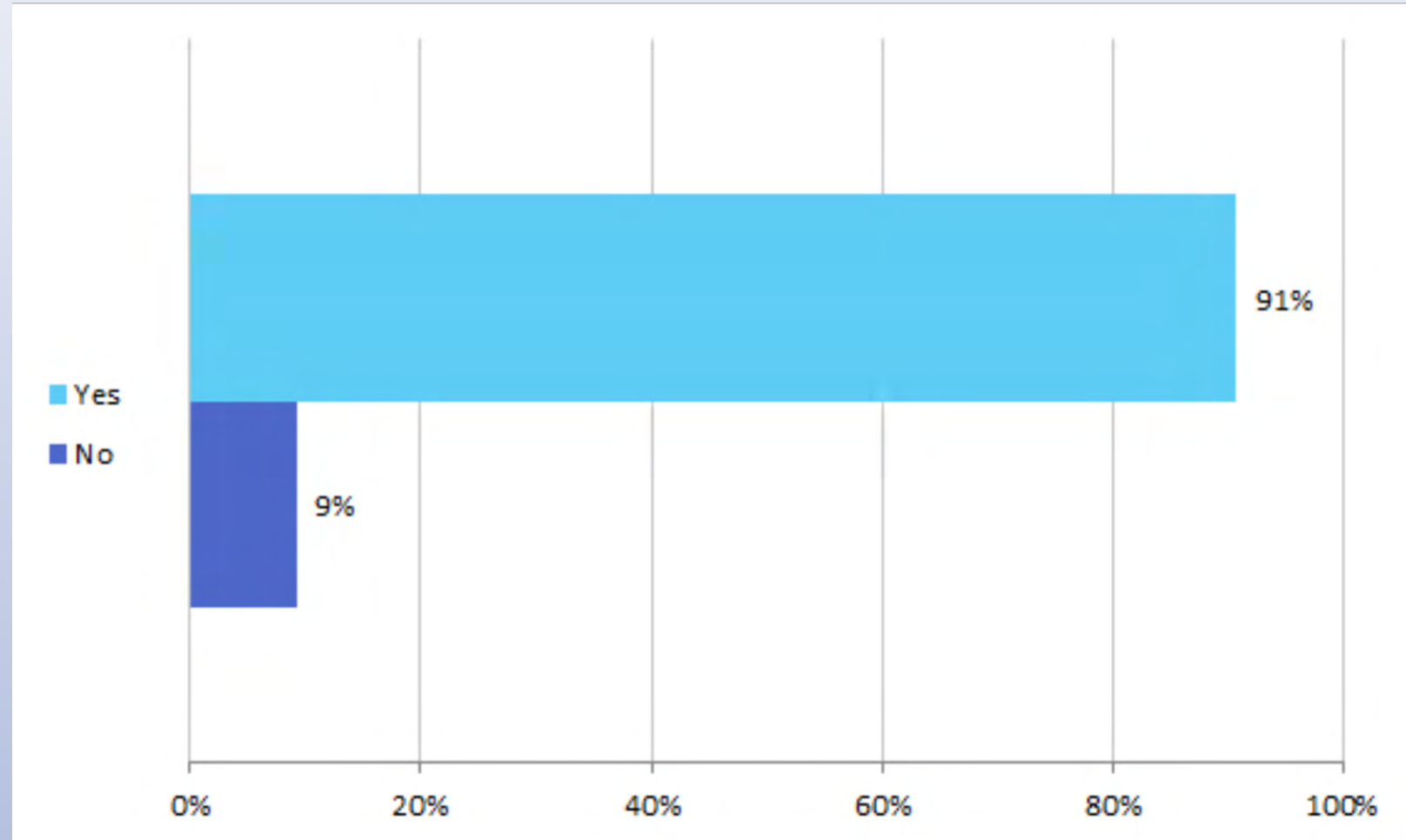
63% are participating in regular exercise to help relieve stress and stay healthy.



# Wellness and Resources

91% of employees are aware that they have access to physical health, mental health, and financial and legal wellness resources through the Living Resources program.

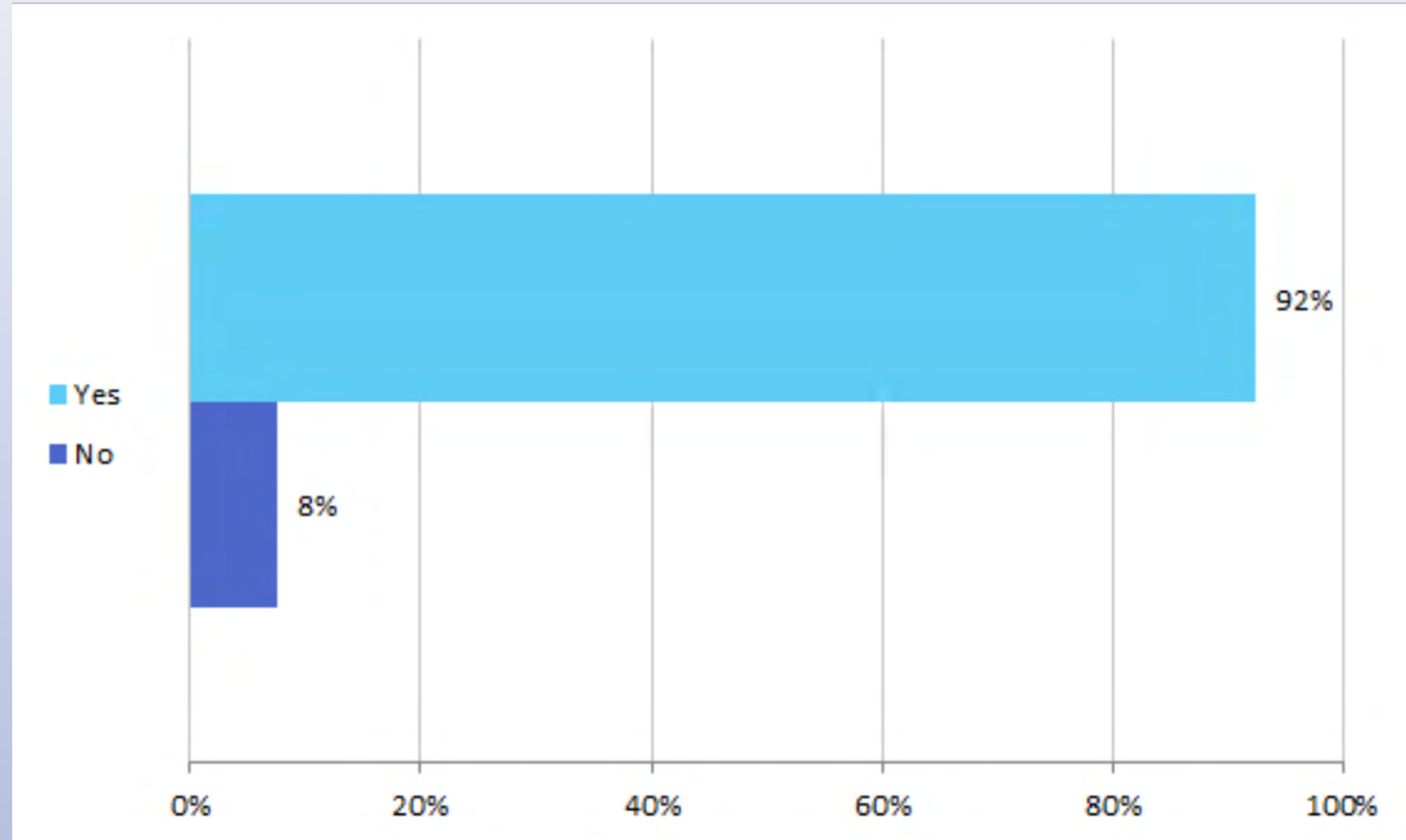
9% (602 employees) are not aware that they have access to these resources.



# Wellness and Resources

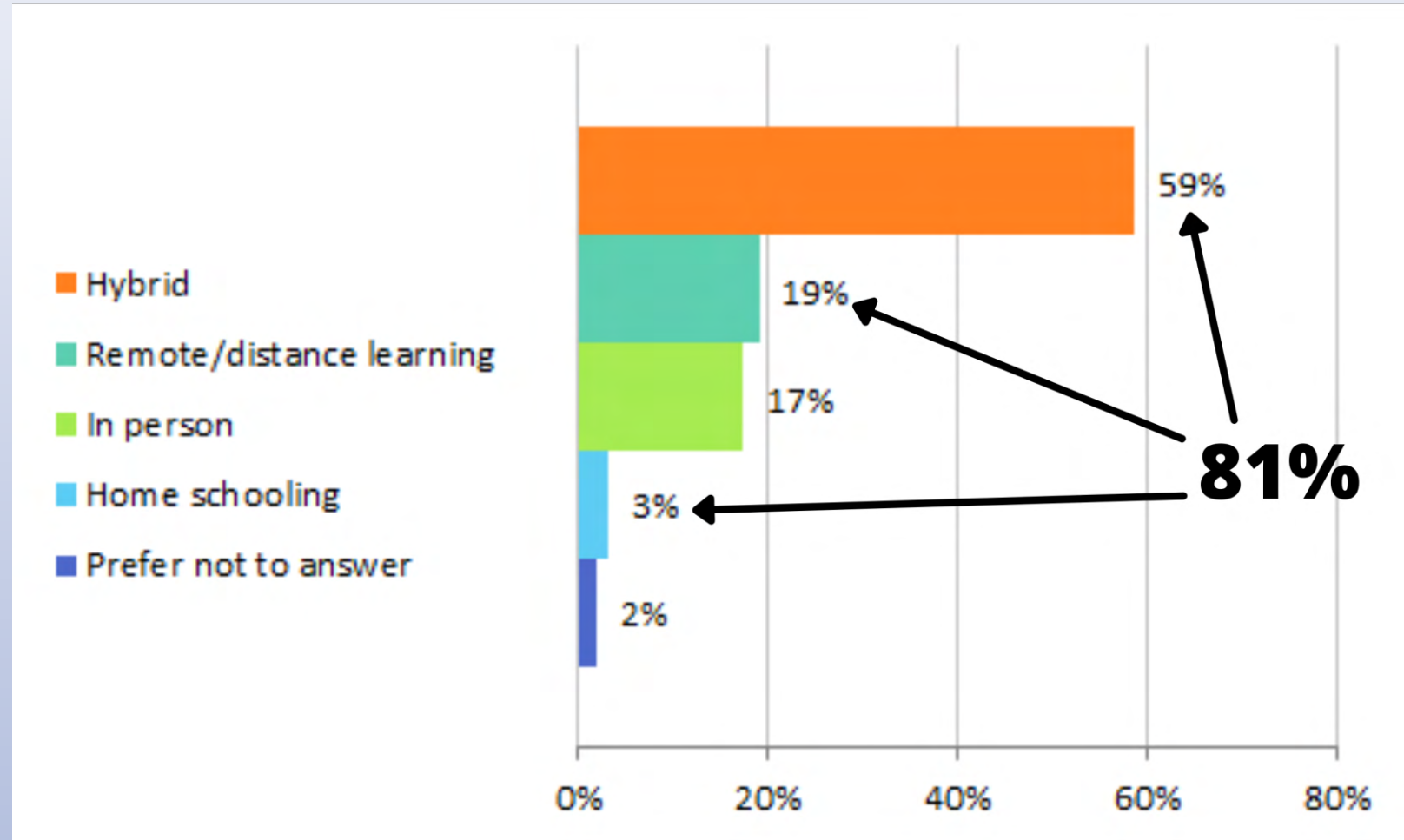
92% of employees know where to find information and resources for State employees during the COVID-19 pandemic (including the following websites: the DAFS COVID-19, Employee Health and Wellness, Bureau of Human Resources, and Maine CDC's website).

8% (500 employees) are not aware where to find these resources.



# Family and Educational Arrangements

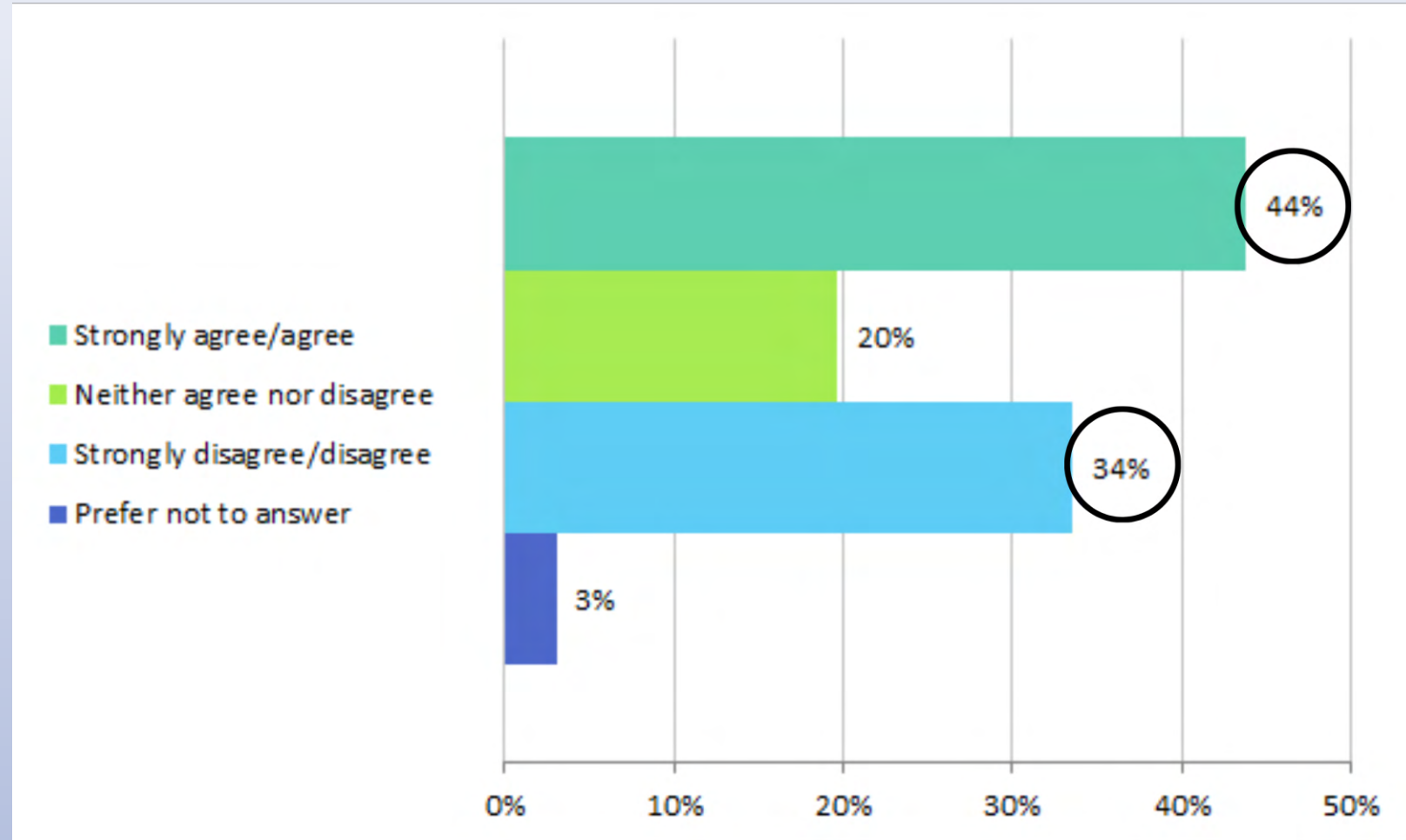
Of the employees with school-age children, 81% report their children) are learning in the household at some point during the week.



# Family and Educational Arrangements

44% of employees with Pre-K or school-age children still have concerns about adequate access to childcare.

34% do not have concerns about adequate access to childcare.

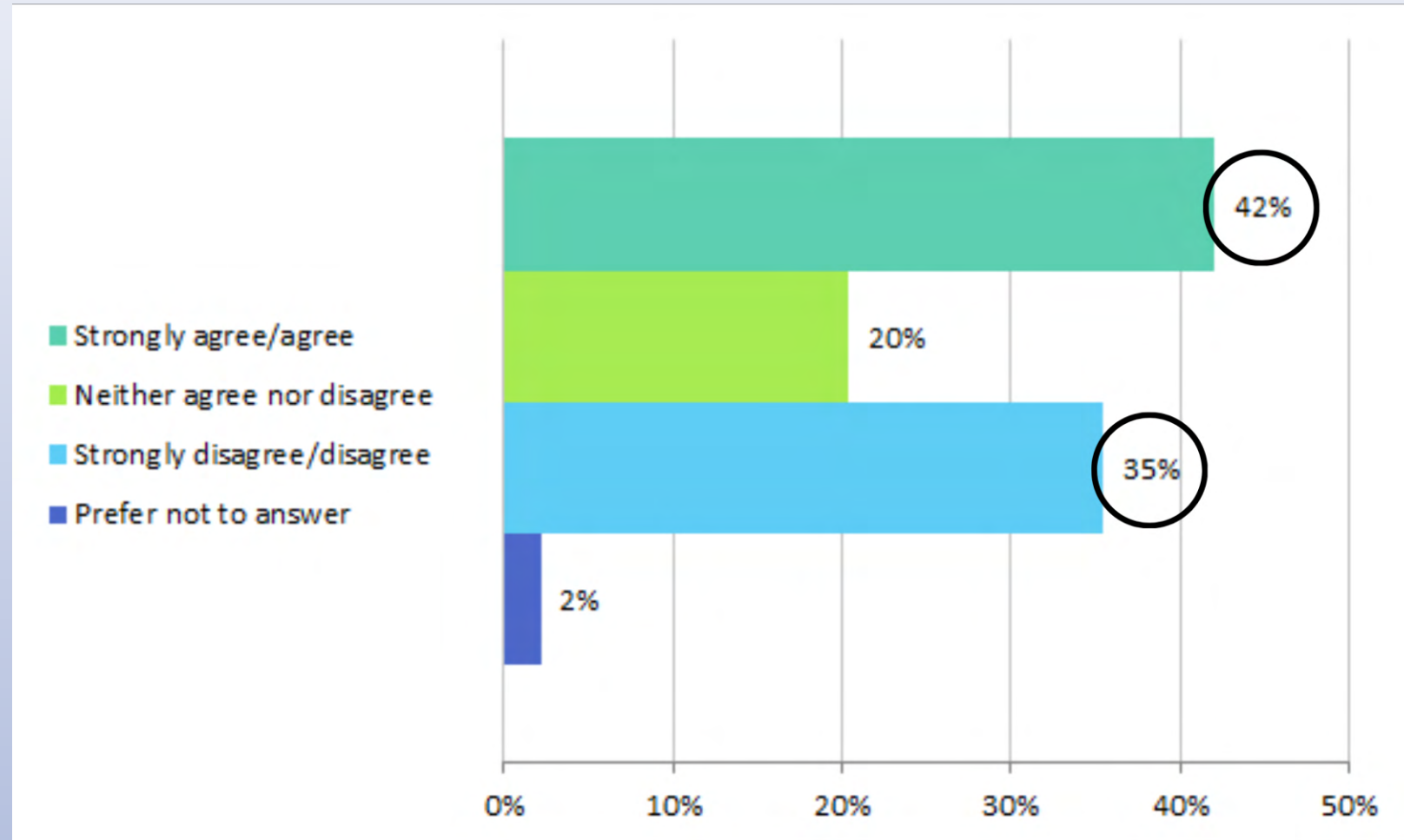




# Family and Educational Arrangements

42% of employees still have concerns about balancing remote/distance learning for their school age children while meeting the expectations of their job.

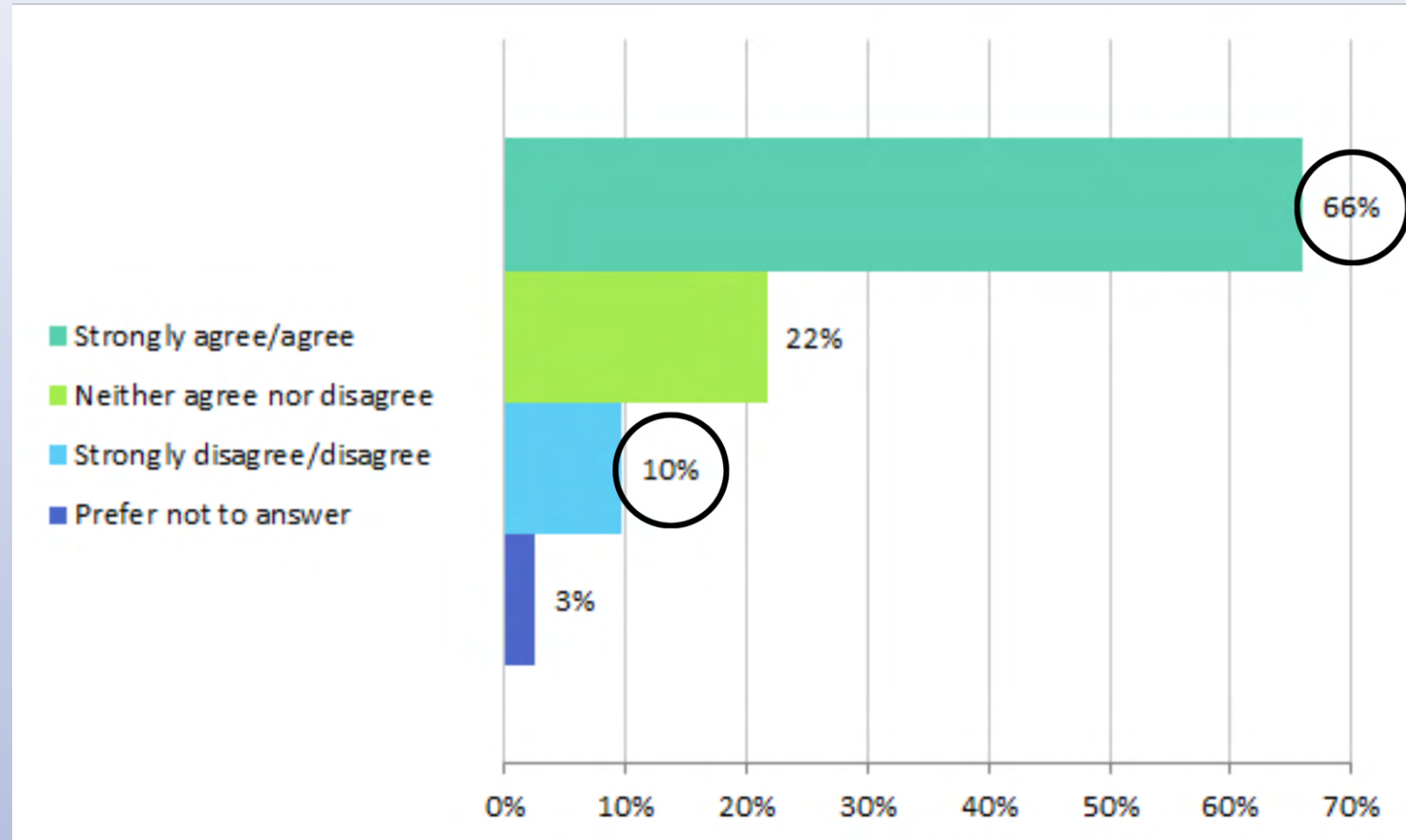
35% do not have those concerns.



# Family and Educational Arrangements

66% of employees feel their supervisor has worked with their schedule to help ease remote learning challenges for their school age children that they have had since the 2020-2021 school year has begun.

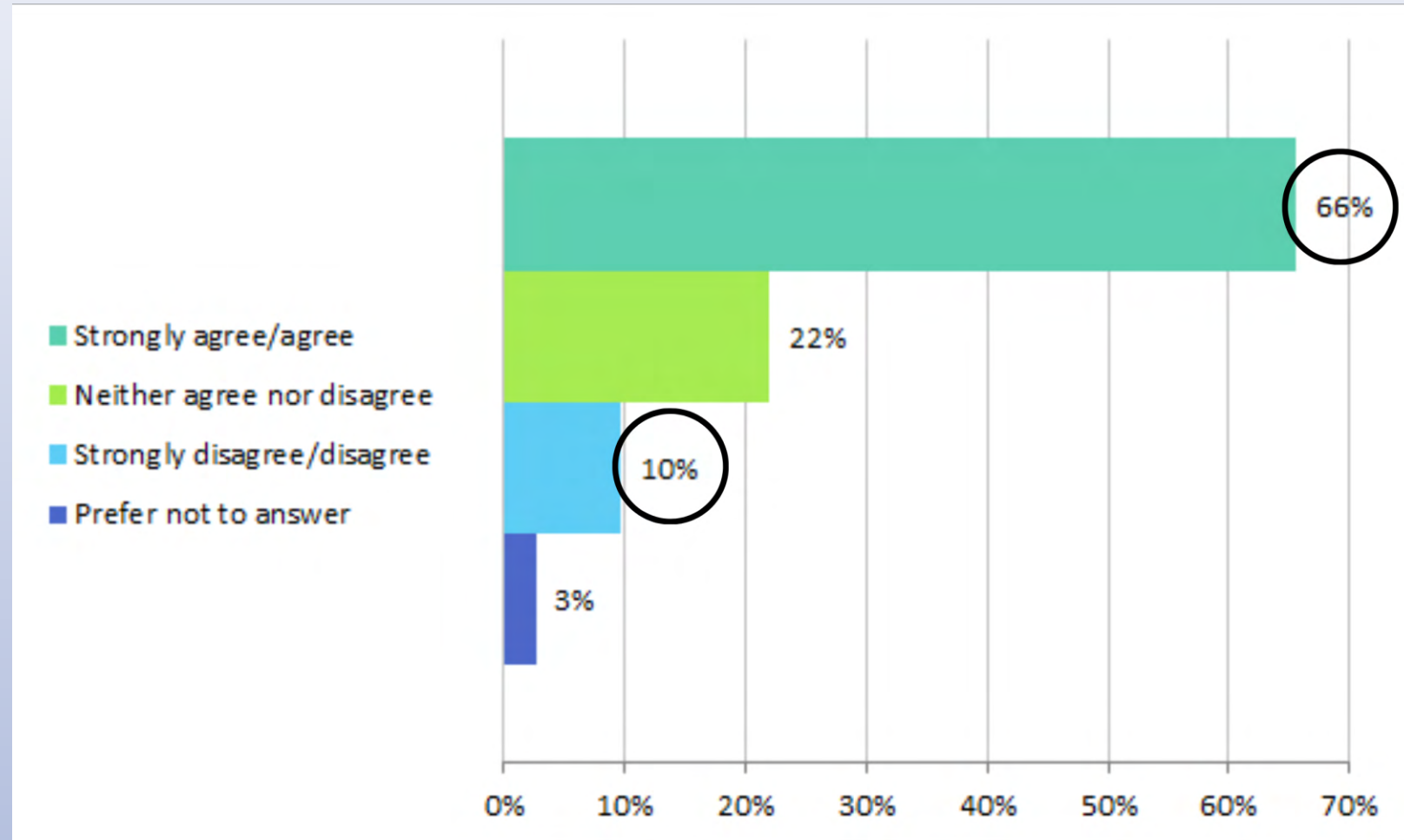
10% do not feel this way.



# Family and Educational Arrangements

In the past few months, 66% of employees feel their supervisor has worked with their schedule to help ease childcare challenges.

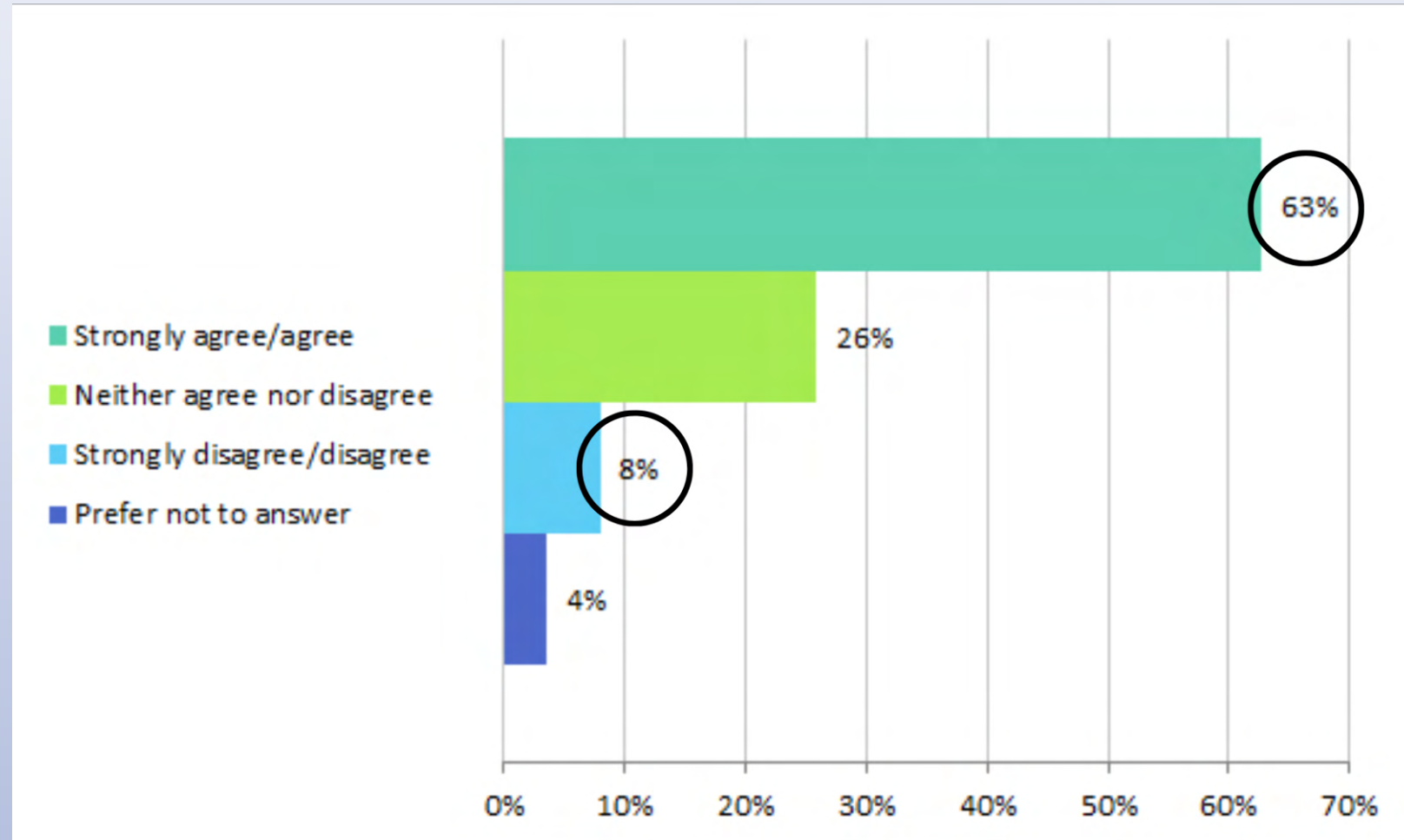
10% do not feel that way.



# Family and Educational Arrangements

63% of employees feel their supervisor has worked with their schedule to help ease challenges for the care of elderly members of their family in the past few months.

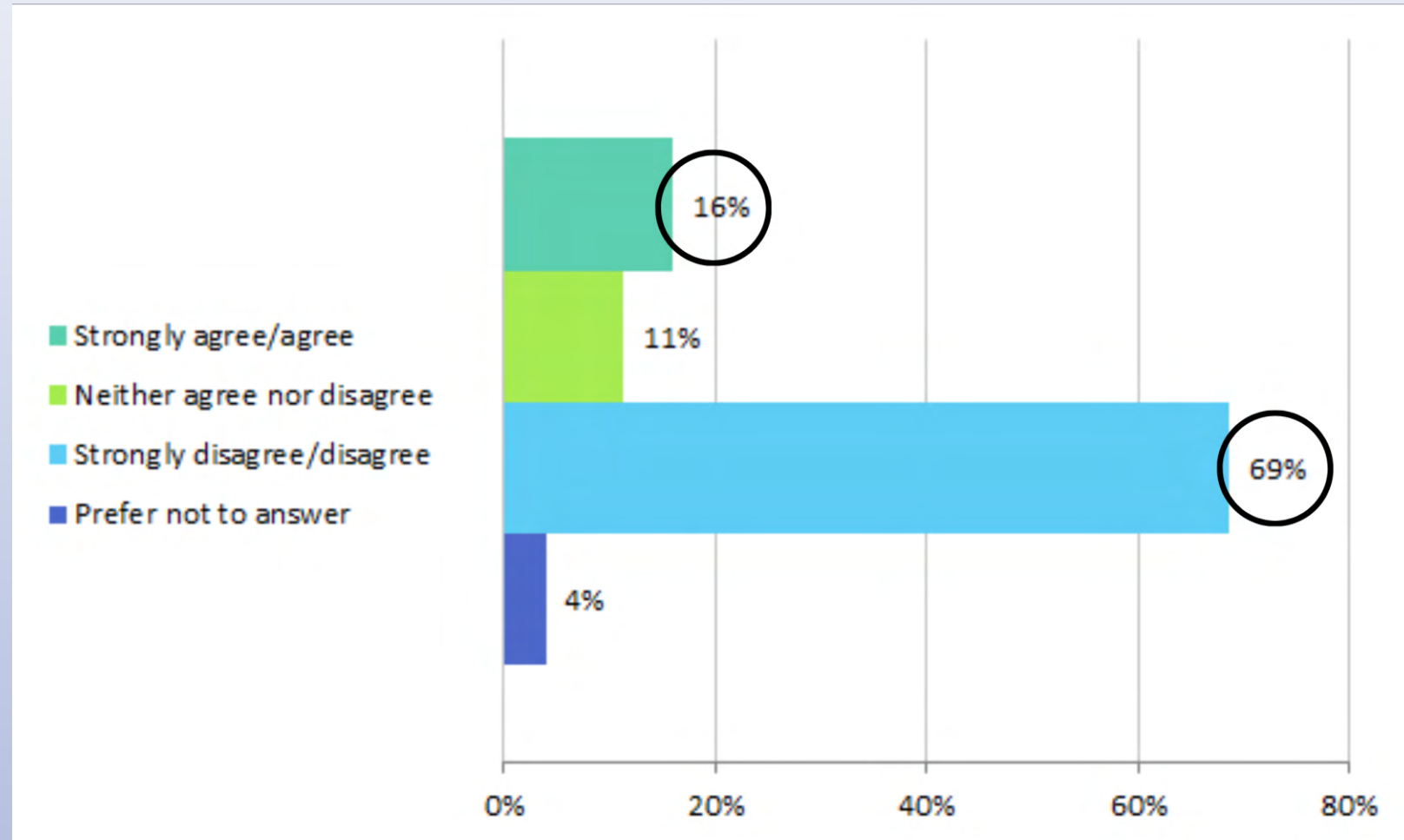
8% do not feel that way.



# Family and Educational Arrangements

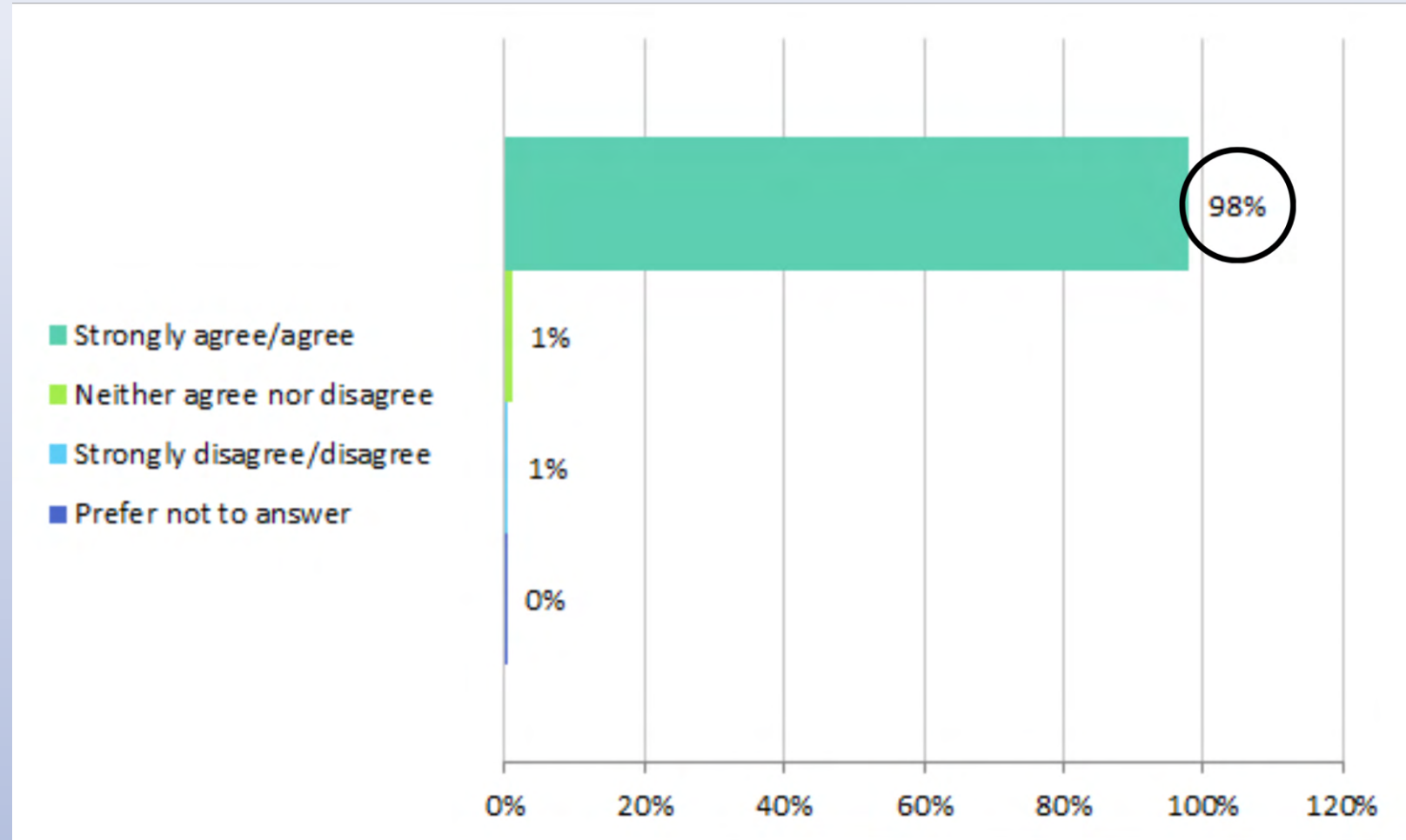
In the past few months, 16% of employees have considered leaving their job in order to take care of their family and/or to meet their educational needs.

69% have not considered this.



# Safety Concerns

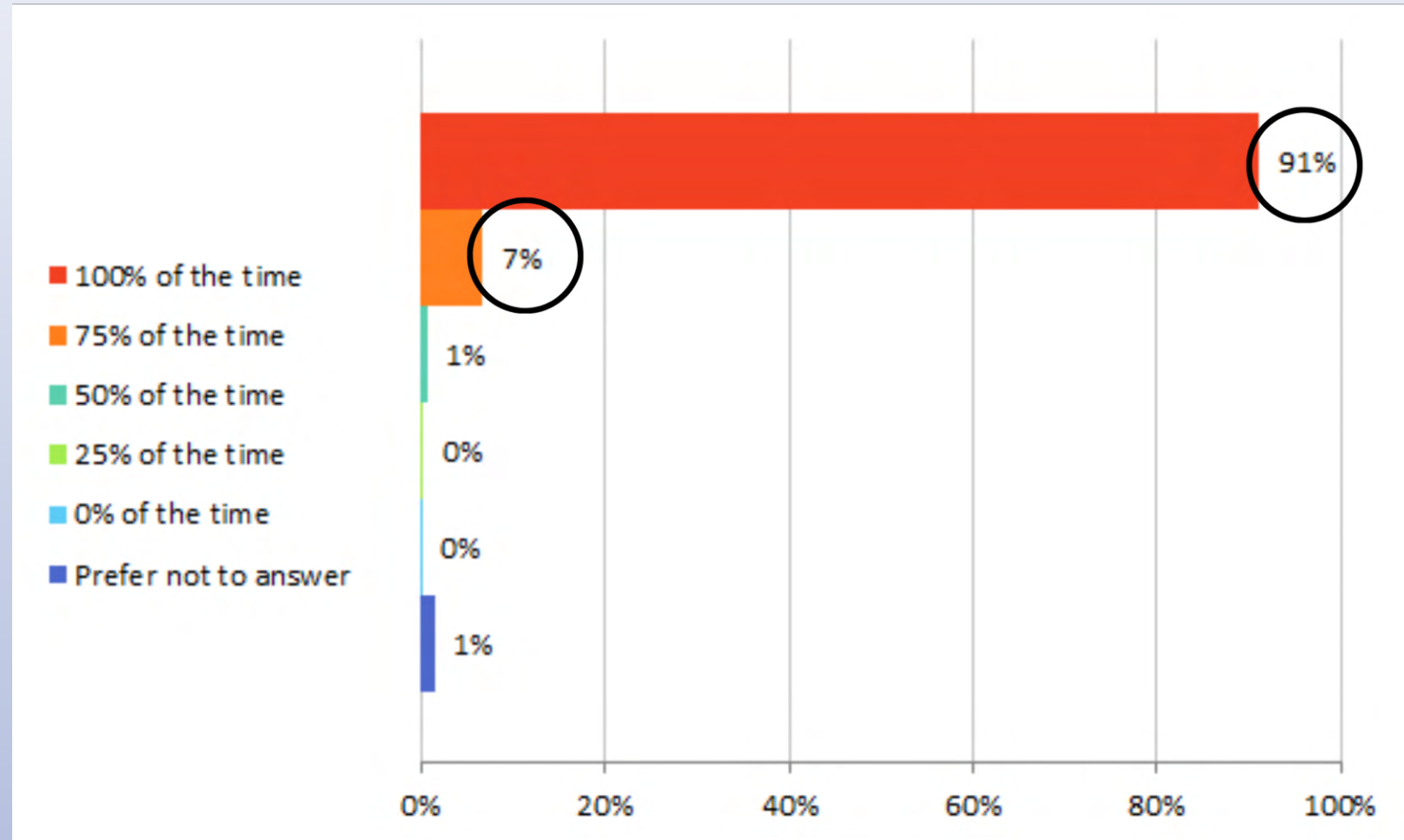
98% of employees are aware of work rules their agency has put in place, including mask wearing requirements and self-monitoring for symptoms.



# Safety Concerns

91% of employees have followed COVID-19 rules at their agency 100% of the time over the past week.

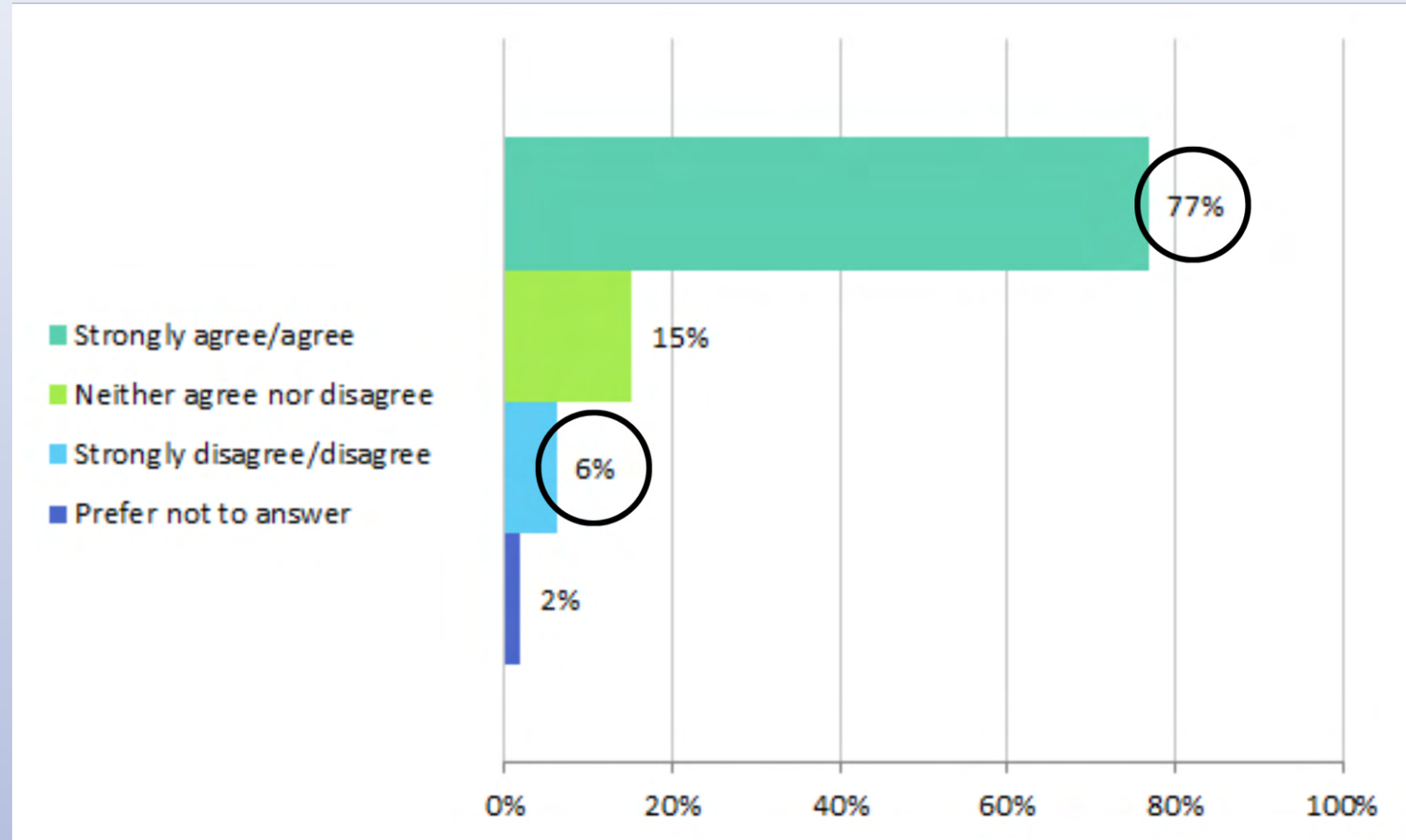
7% of employees have followed the COVID-19 rules 75% of the time.



# Safety Concerns

77% of employees believe that their colleagues are taking the COVID-19 virus seriously.

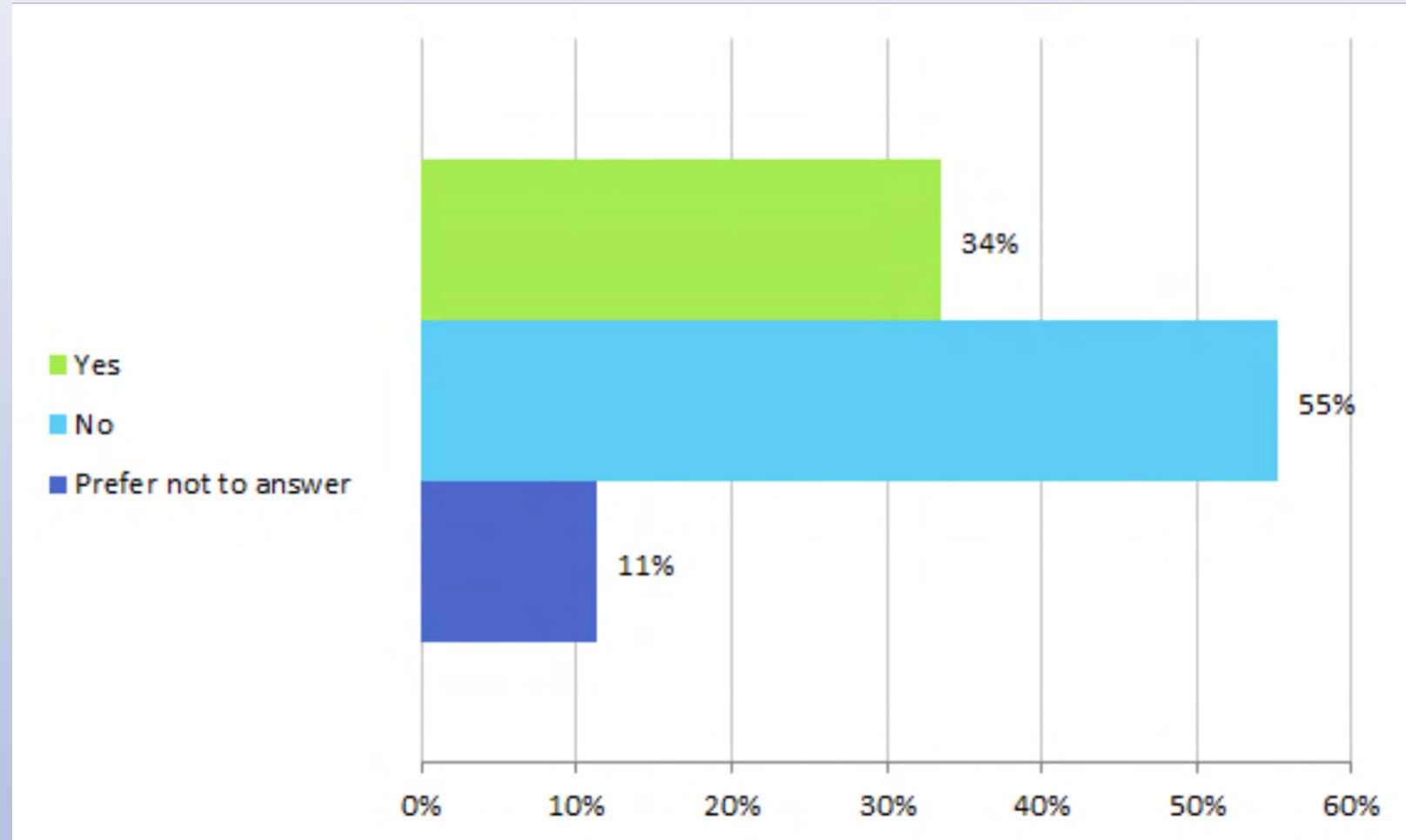
6% (403 employees) responded they Strongly disagree/Disagree that their colleagues are taking the COVID-19 virus seriously.





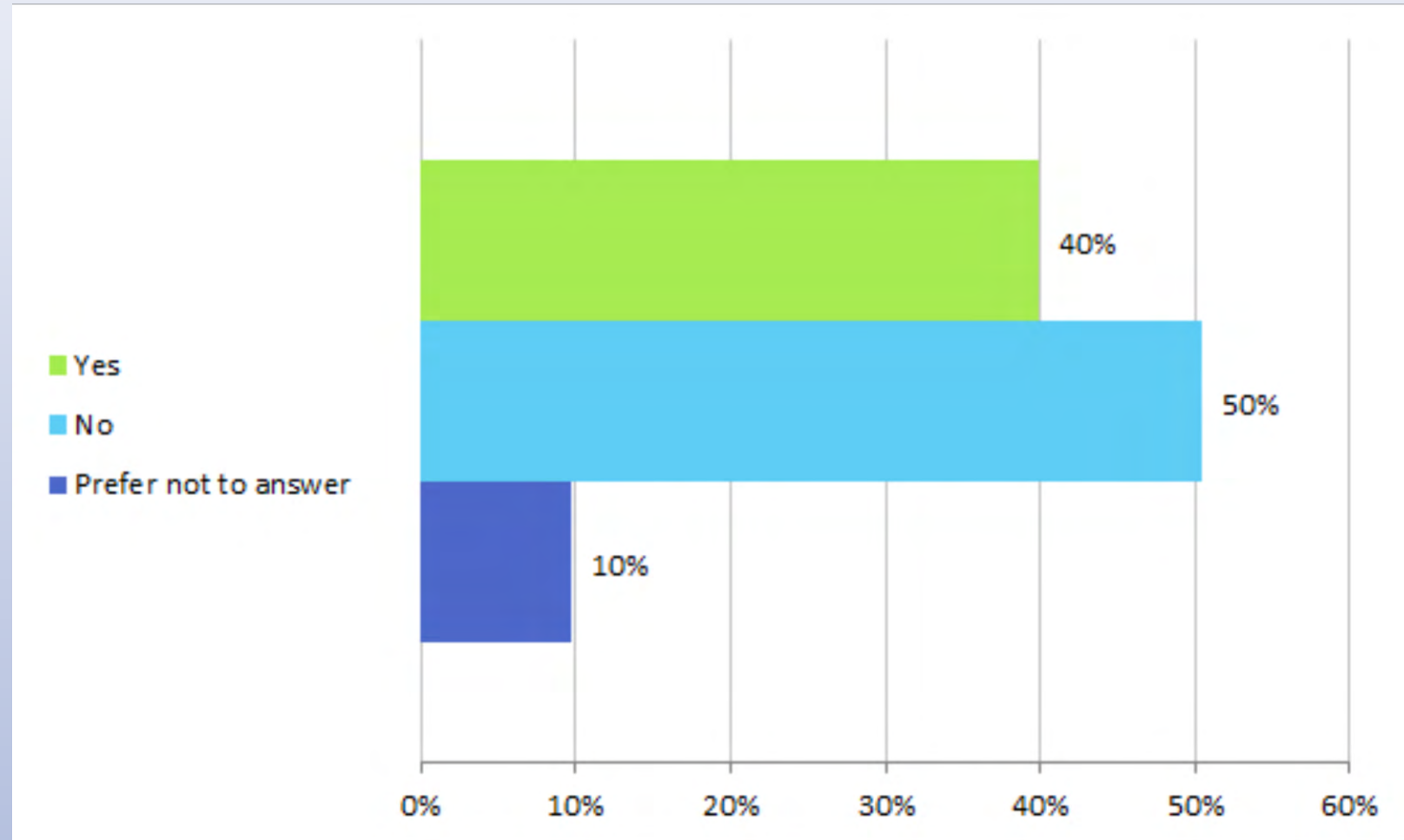
# Health Concerns

34% of employees are concerned about contracting the virus because they have an underlying health condition.



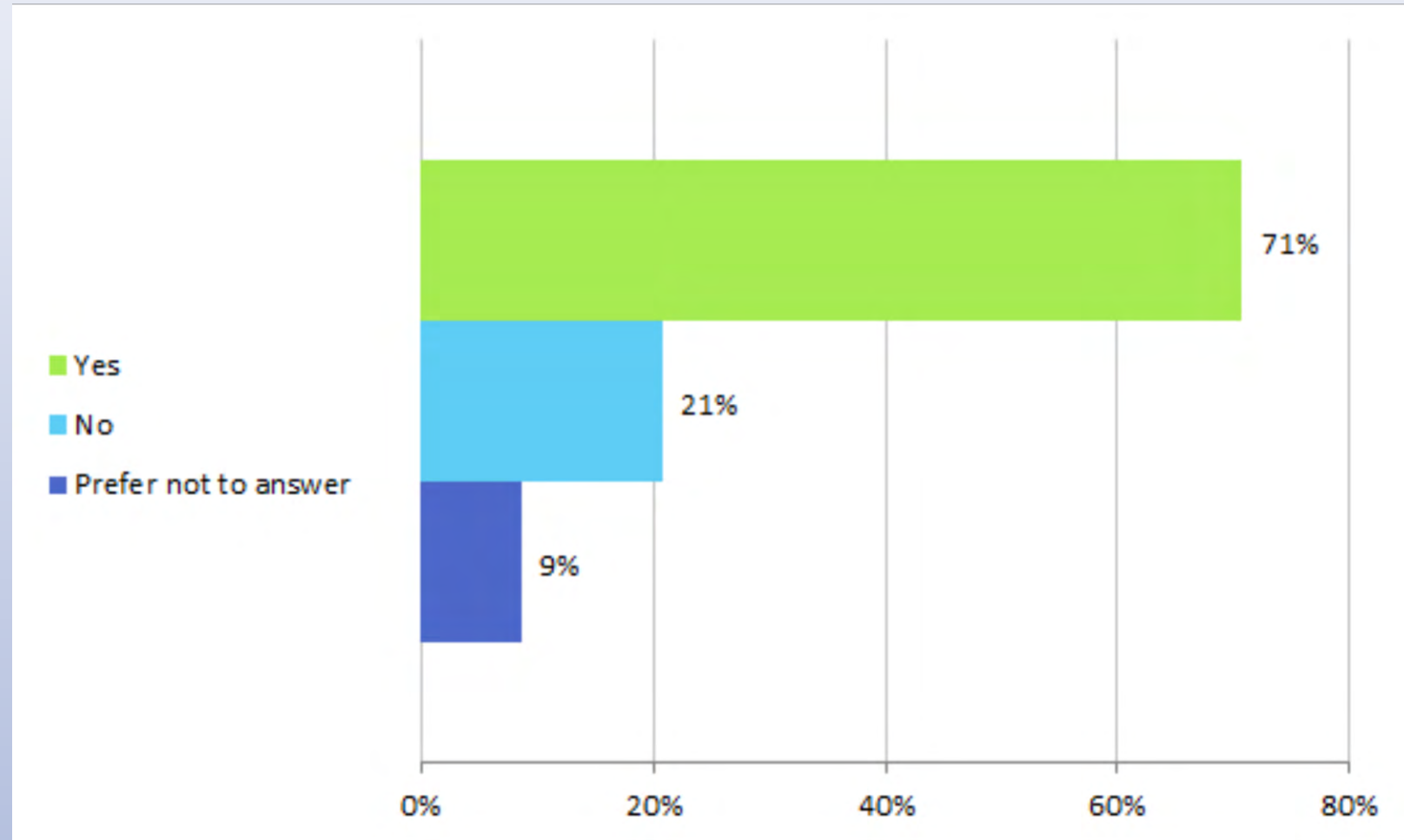
# Health Concerns

40% of employees responded that they, or someone in their household, have been identified by a doctor as being high risk for serious health complications should they contract COVID-19.



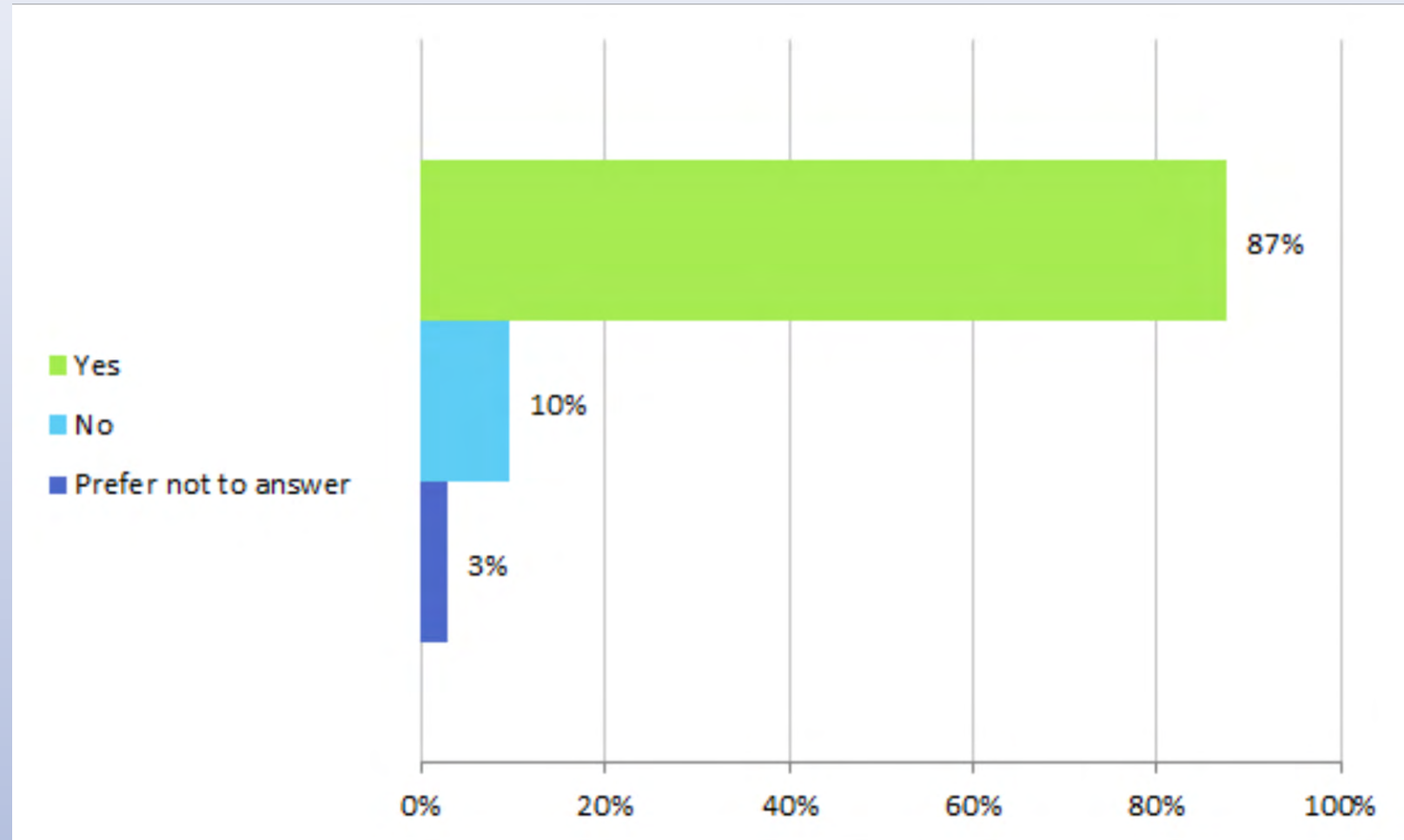
# Health Concerns

71% of employees have had or plan to have a flu shot during the 2020-2021 flu season.



# Health Concerns

87% of employees are aware a flu shot is one of their “My Health” options for the 2021 Health Credit Premium program.



# Health Concerns

55% of employees are likely to get the COVID-19 vaccine (once developed and available).

16% of employees are not likely to get the COVID-19 vaccine (once developed and available).

