

Employee Engagement Survey

Board of Governors Meeting
December 13, 2017



Overall Engagement Results

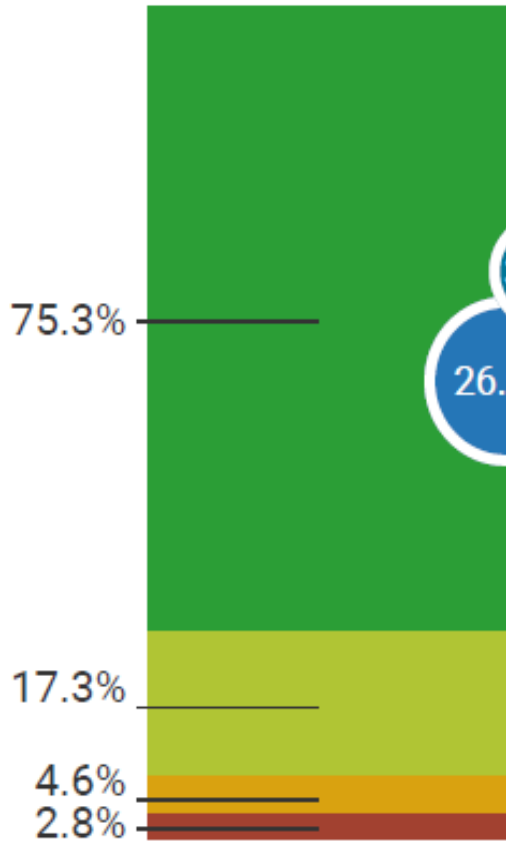
Citizens Property Insurance Corporation
 Open Date: Jun 14, 2017
 Close Date: Jun 29, 2017

of Employees
 # of Responses
 Response Rate

1132
 930
 82%

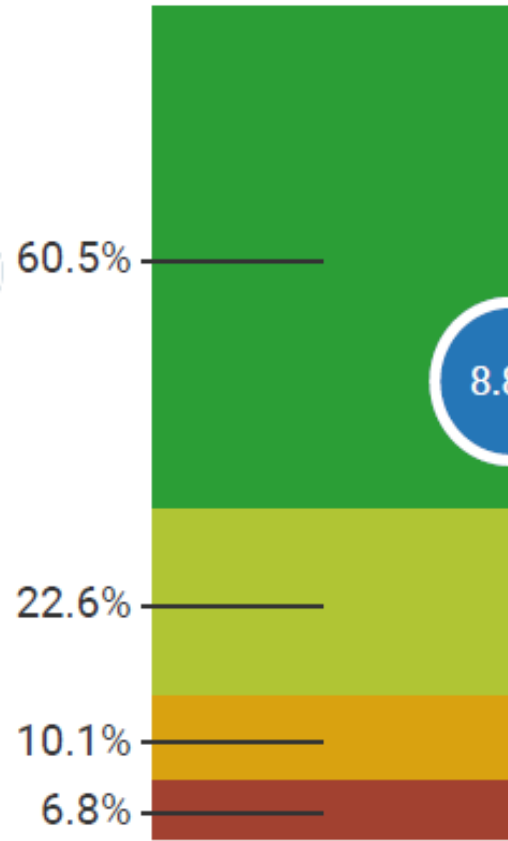


Current Year



3.8:1
 26.9:1

2014 Survey



8.8:1

ENGAGED

Engaged employees consistently exceed expectations. They are energized and passionate about their work, leading them to exert discretionary effort to drive organizational performance.

ALMOST ENGAGED

Almost engaged employees sometimes exceed expectations and are generally passionate about their work. At times they exert discretionary effort to help achieve organizational goals.

INDIFFERENT

Indifferent employees are satisfied, comfortable, and generally able to meet minimum expectations. They see their work as "just a job", prioritizing their needs before organizational goals.

DISENGAGED

Disengaged employees usually fail to meet minimum expectations, putting in time rather than effort. They have little interest in their job and the organization and often display negative attitudes.



Benchmark Ratio of Engaged to Disengaged
 Organization's Ratio of Engaged to Disengaged

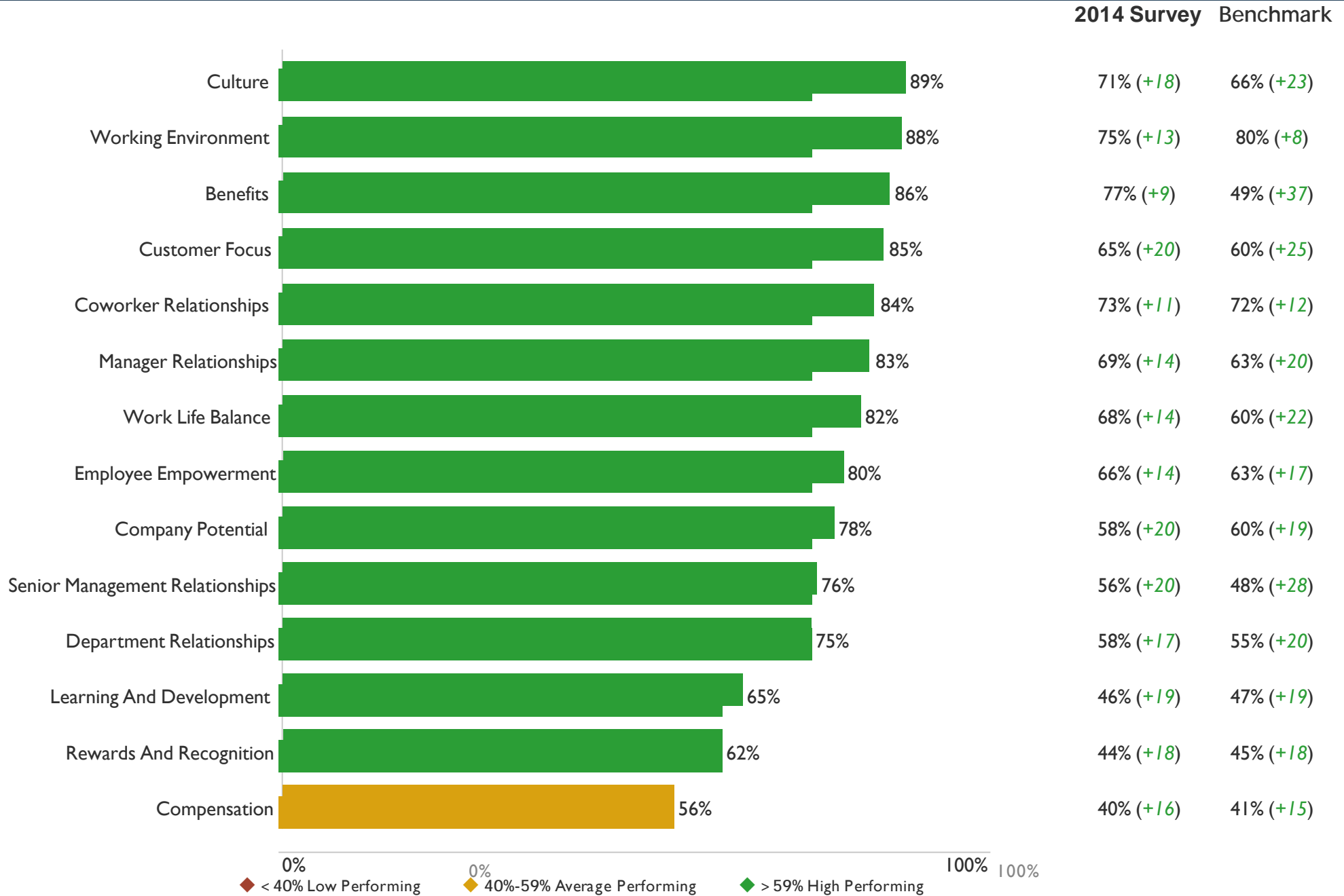
	ENGAGED	ALMOST ENGAGED	INDIFFERENT	DISENGAGED
Current Year	75.3%	17.3%	4.6%	2.8%
2014 Year	60.5%	22.6%	10.1%	6.8%
Benchmark	52.3%	22.8%	11.1%	13.8%

Driver Results

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Overall Improvements – Action Plan Engagement Driver Focus Areas

