

STATE GOVERNMENT EFFICIENCIES AND EFFECTIVENESS SURVEY

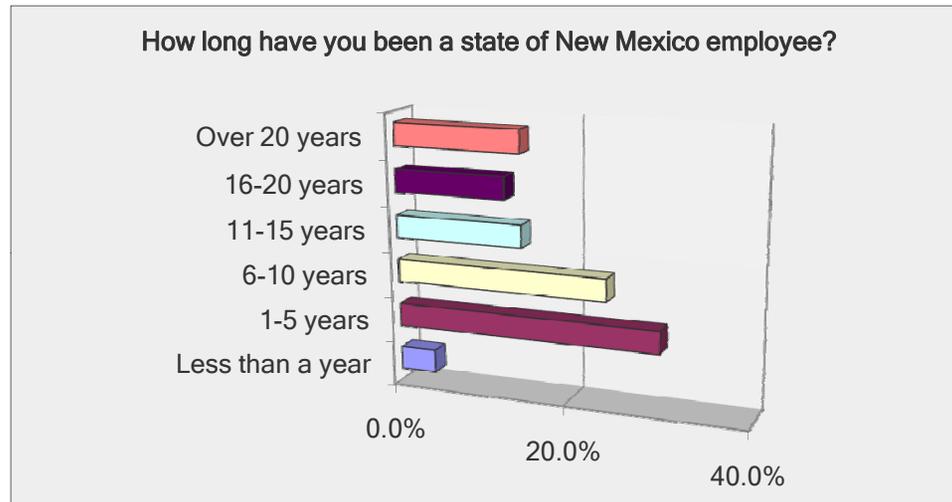
“Listen to what the worker bees have to say instead of the queen. Those of us who are doing the work know what we need and don't need. Administration has no idea what really goes on.”

- anonymous public employee



WHO RESPONDED?

968 state employees from more than 40 agencies



66% non-supervisory employees

23% management employees (classified)

11% management employees (appointed or exempt)



29%

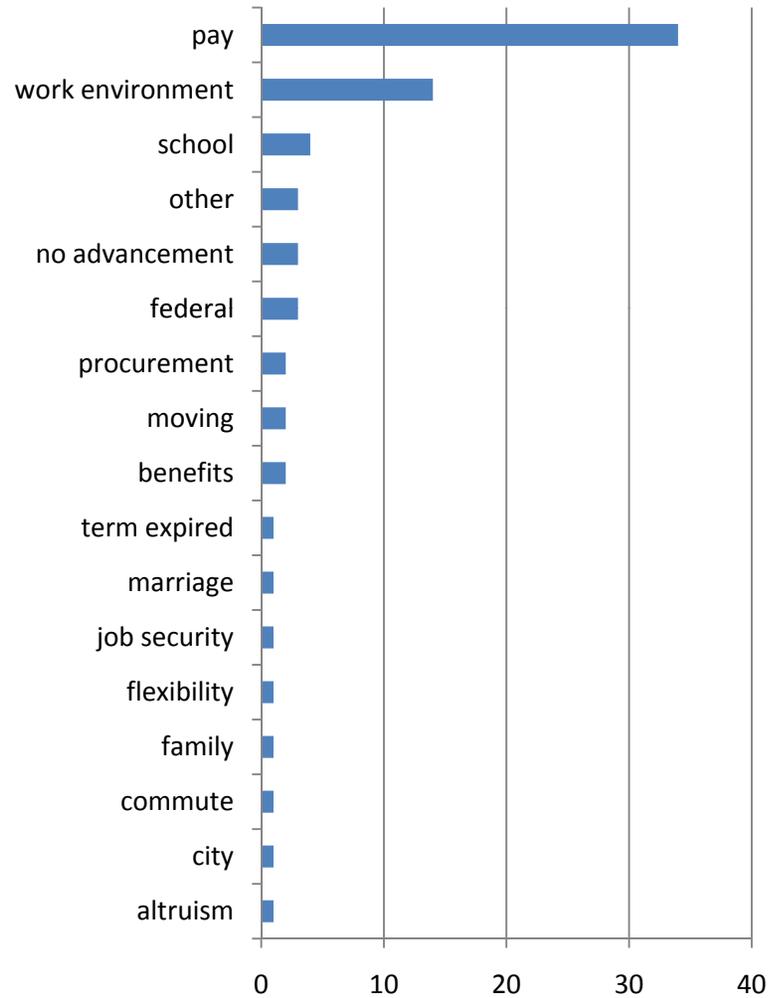
of the survey respondents plan to
leave state government in the next
three years.

Why?



QUESTION 6

Do you plan on leaving state government in the next three years?
If so, why?



Question 6 Samples

*PAY –

“Our insurance premiums are going up and our paychecks are getting smaller. How can we support our families when state employees aren't supported adequately?”

“I'm tired of barely making it as it is and being taken advantage of by doing more work (due to hiring freeze) and having more money taken out along with furloughs! How much more do we have to give the state?!?!? State employees have done their part! Quit taking more from us! PLEASE!”

*WORK ENVIRONMENT –

“State government places no real pride in having long-term employees.”

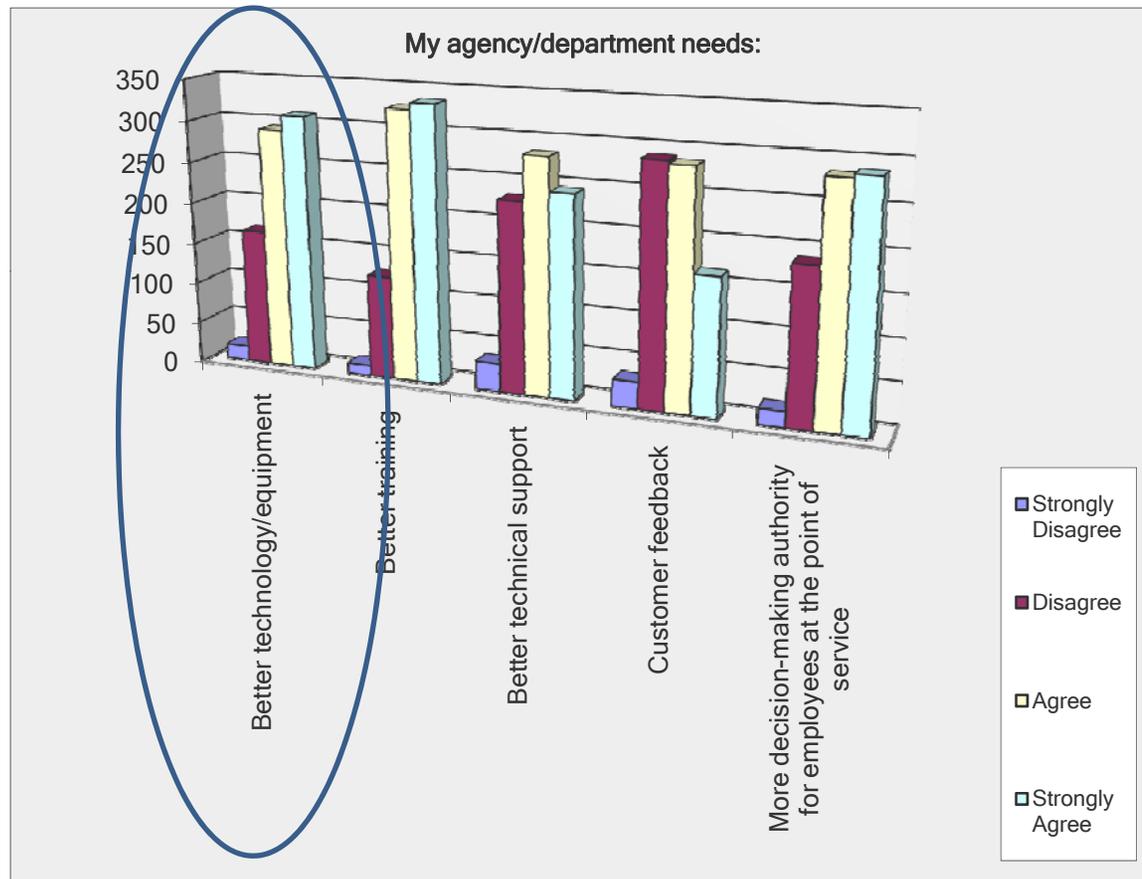
“Favoritism, nepotism, management and sexual harassment issues everyday.”

“Love my job, just tired of the inconsistencies and favoritism.”

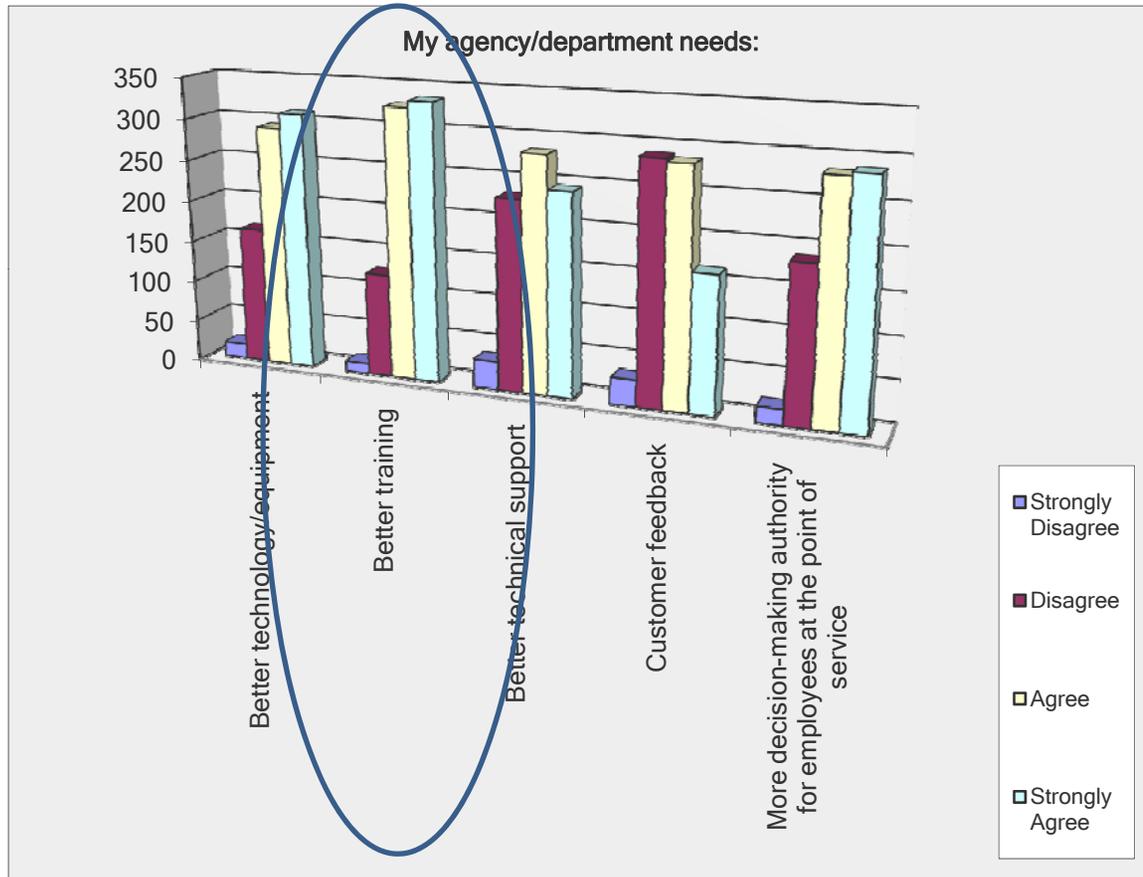


SURVEY RESPONDENTS IDENTIFIED THREE CRITICAL NEEDS IN THEIR AGENCIES:

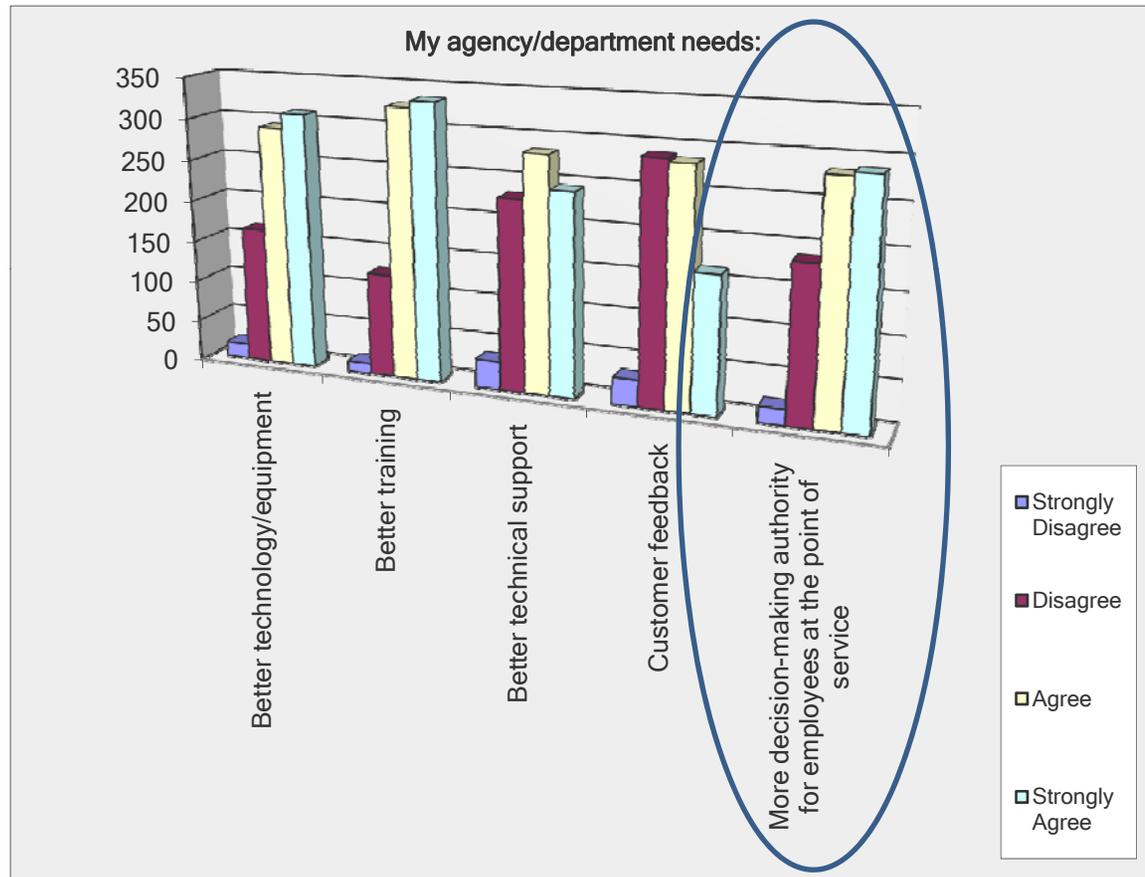
BETTER TECHNOLOGY AND EQUIPMENT



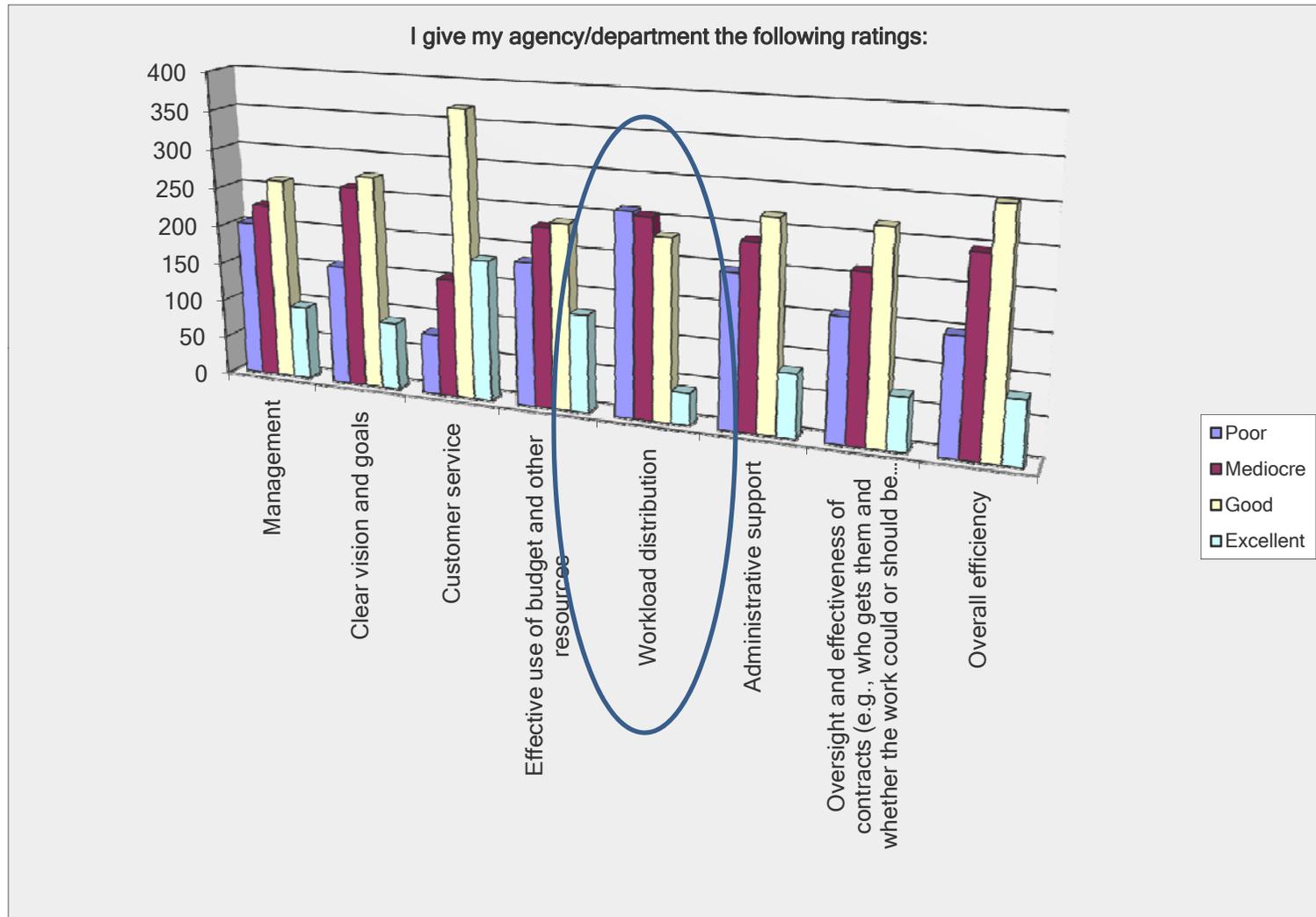
BETTER TRAINING



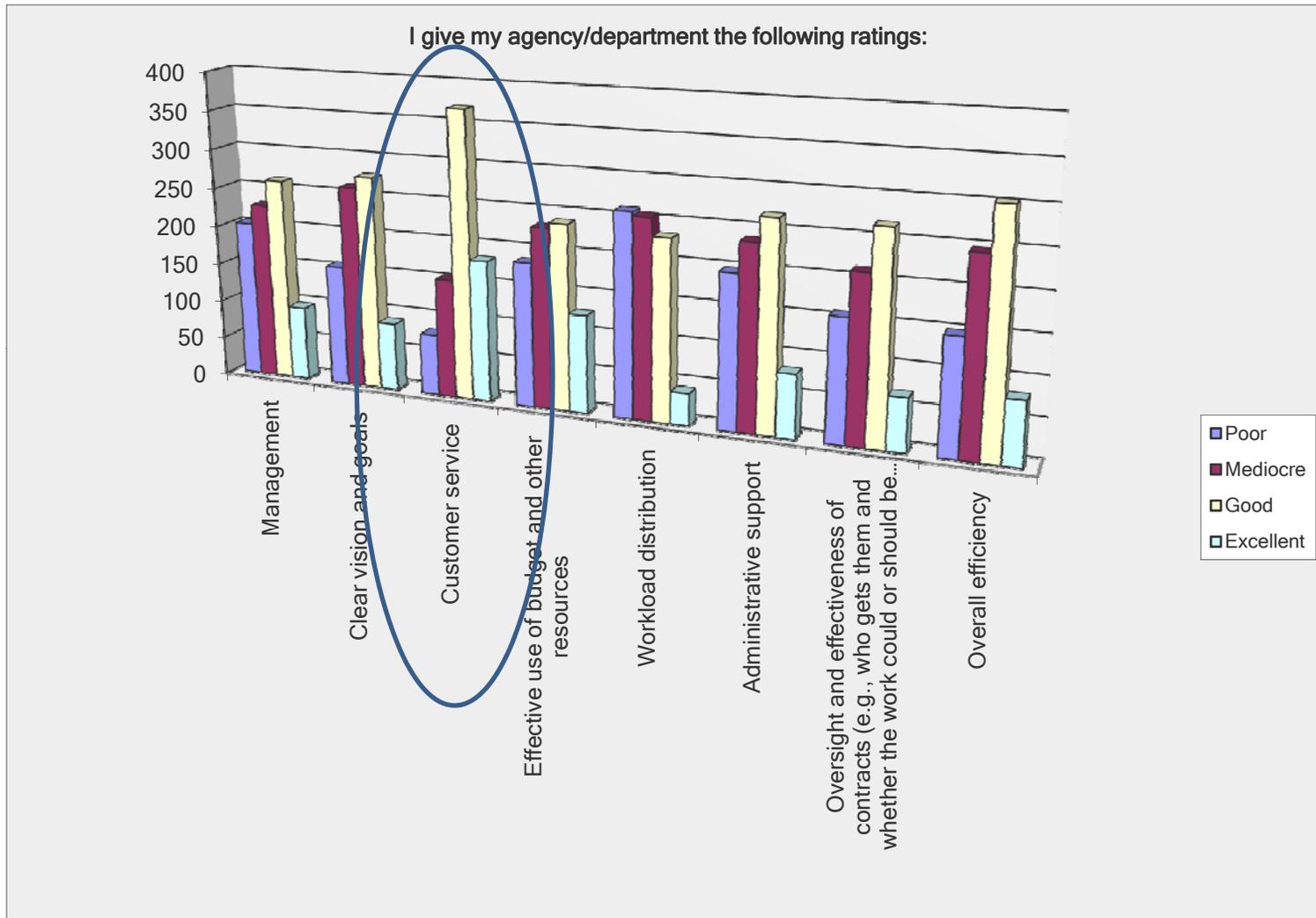
AND MORE DECISION-MAKING AUTHORITY ON THE FRONT LINES



WHILE MANY RESPONDENTS ARE EXPERIENCING WORKLOAD OVERLOAD

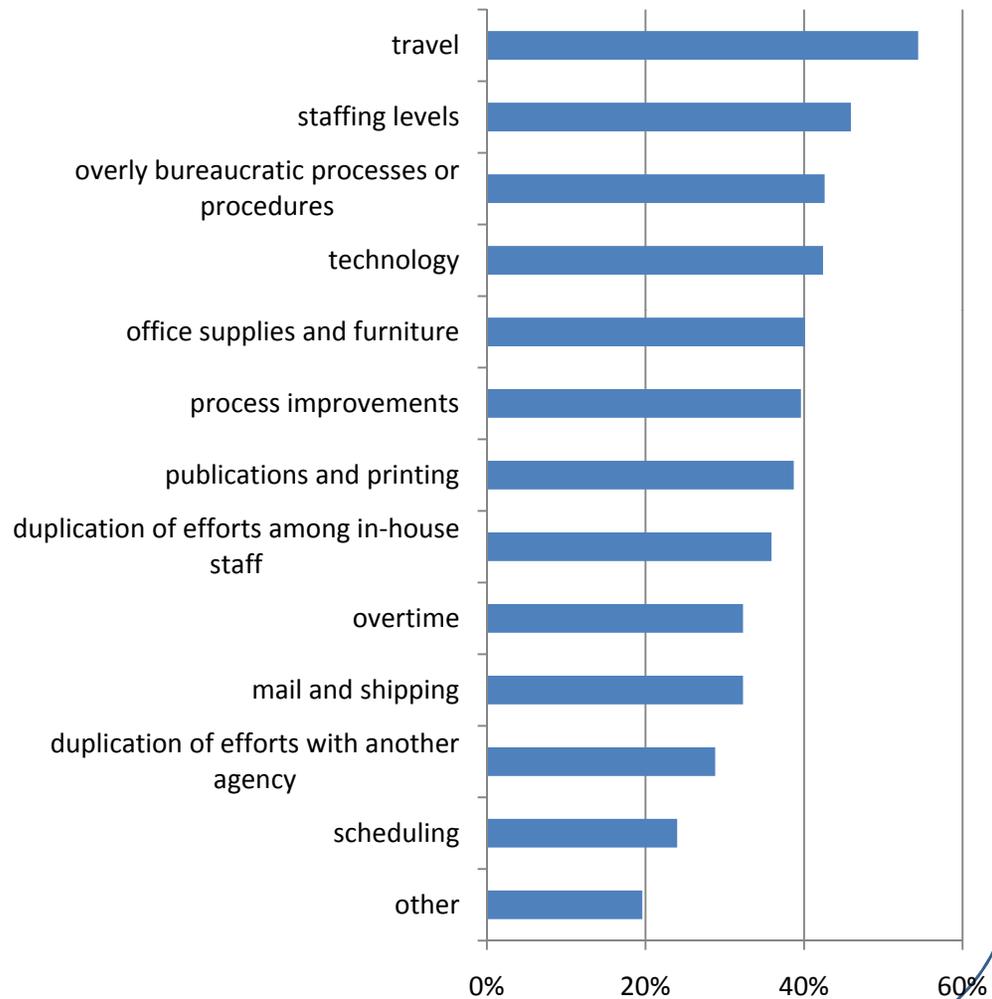


THEY STILL FEEL THEIR AGENCIES SERVE THE PUBLIC WELL



QUESTION 12

Examples of how my agency/department could save money:



Question 12 Samples

*TRAVEL –

“More meetings should be held in-house or online.” **(many comments on teleconferencing , video conferencing and telecommuting)**

“Limit use of company cars, no personal use of vehicles.” **(many comments on state vehicle use)**

“We pay for so many victims to fly here for court and half of the time, the court gets cancelled and we just spent a lot of money on the flights, back and forth, motel, food. It's ridiculous.”

*STAFFING LEVELS TOO LOW TO CUT FURTHER OR TOO TOP-HEAVY –

“Severely understaffed. Exempt staff working many hours of unpaid overtime.” **(many comments on understaffing)**

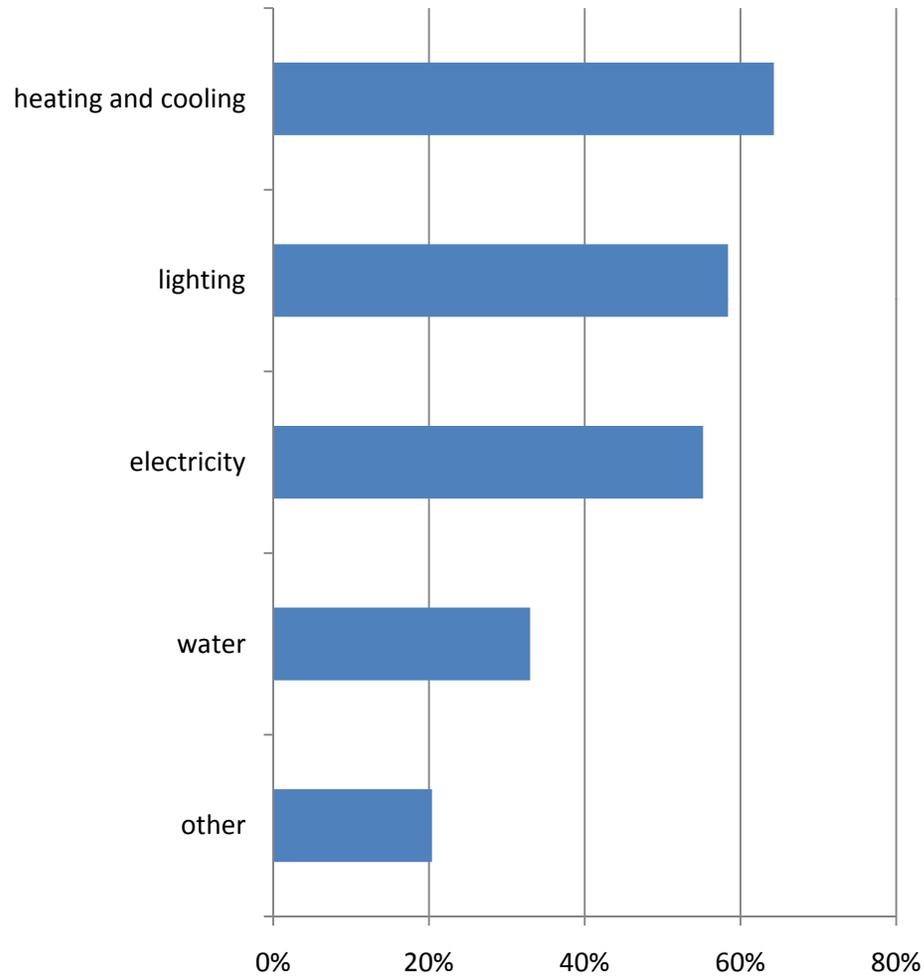
“Always need more, never been fully staffed.”

“Too much management – not enough workers.” **(many comments on top-heavy staffing)**



QUESTION 14

Examples of how my agency/department facility could be more efficient with the use of:



Question 14 Samples

*ENERGY-WASTING FACILITIES –

“If HVAC system worked more correctly we wouldn't need so many fans and space heaters.”

“Having operable windows instead of using the HVAC system, particularly in spring and fall.”

“Light switches affect multiple areas, which would be better served by having their own light switches so that unnecessary lights could be off.”

*ENERGY-USE MONITORING –

“Make energy usage reduction a requirement (e.g., lights, computer monitors left on) and inform management when not met.”

*RENEWABLE ENERGY AND WATER CONSERVATION –

“Put solar panels on the roof to run the interior lighting.”

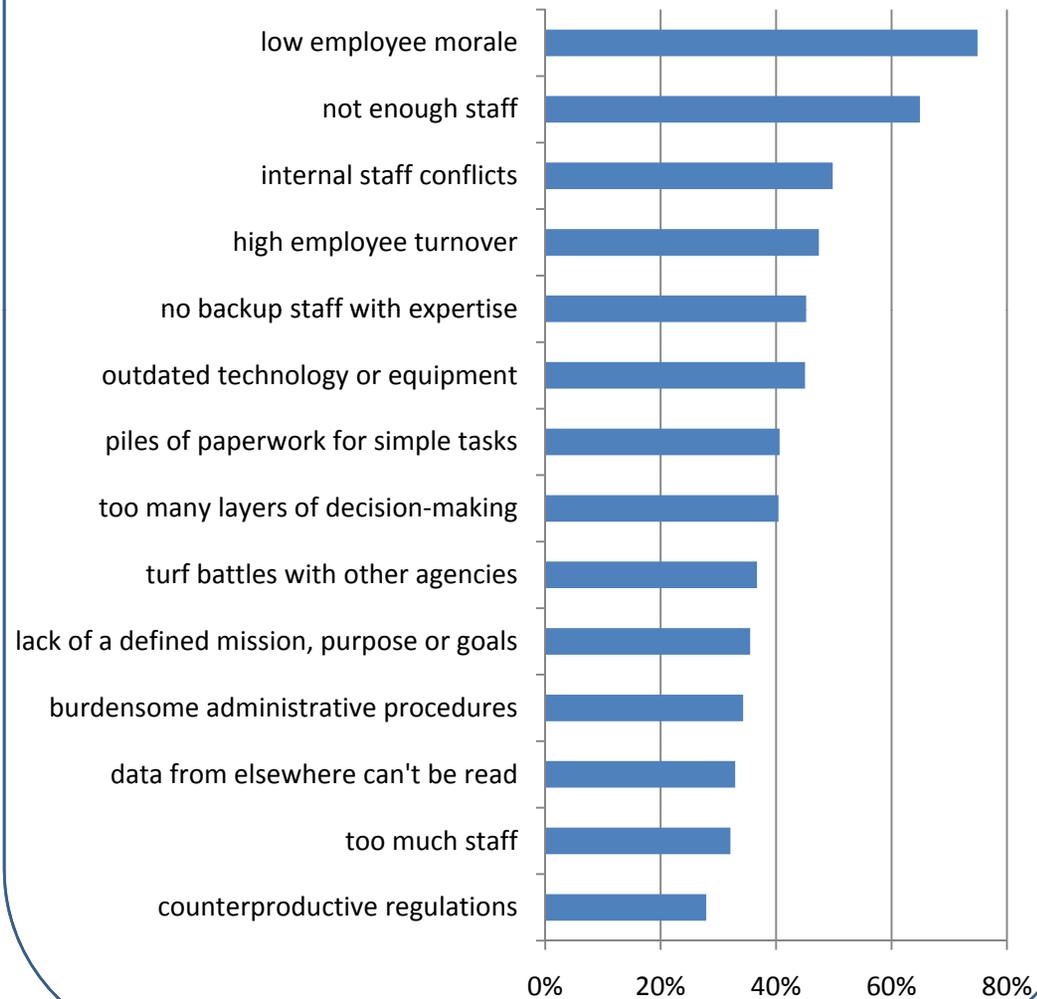
“Put in a water collection system for watering the grounds.”

“Waterless urinals.”



QUESTION 15

The following are examples of problems that make my agency/department limp along when it should be flying:



Question 15 Samples

*LOW EMPLOYEE MORALE –

“Low pay and not enough people to do the work so everyone is working extra hard...yeah, morale is low.”

“Too much work. Don't feel like time off can be taken.”

“Comes from upper management creating positions and filling them with their friends from outside.”

“Only when things go to hell does the administration ever comment on work of employees.”

*STAFFING/WORK LOAD –

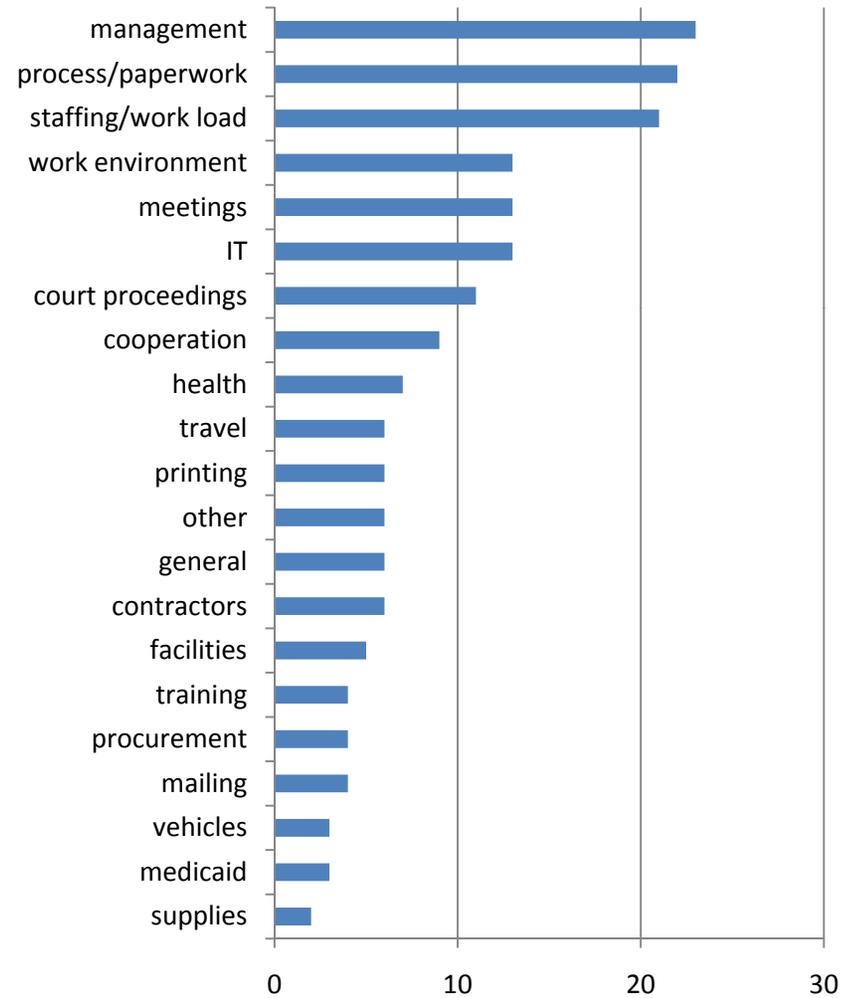
“We have fooled the legislature for years by not letting them know how understaffed we are.”

“Way less staff than is really needed for the amount of work.”



QUESTION 16

I can't figure out why my agency does the following - it seems like a waste of time and resources:



Question 16 Samples

*MANAGEMENT –

“Why are incompetent top administrators appointed who have NO leadership skills and basically do nothing to keep the agency running smoothly?” **(many comments on management competence and qualifications)**

“I really can’t figure out why the management team does anything they do because they do illogical things without telling the staff about it.”

“So many levels of management; so many levels of purchase approvals.”

*PROCESS/PAPERWORK –

“Federal time reports - what a complete waste of staff time!”

“Almost every single document that needs approval needs at least 7 signatures.”

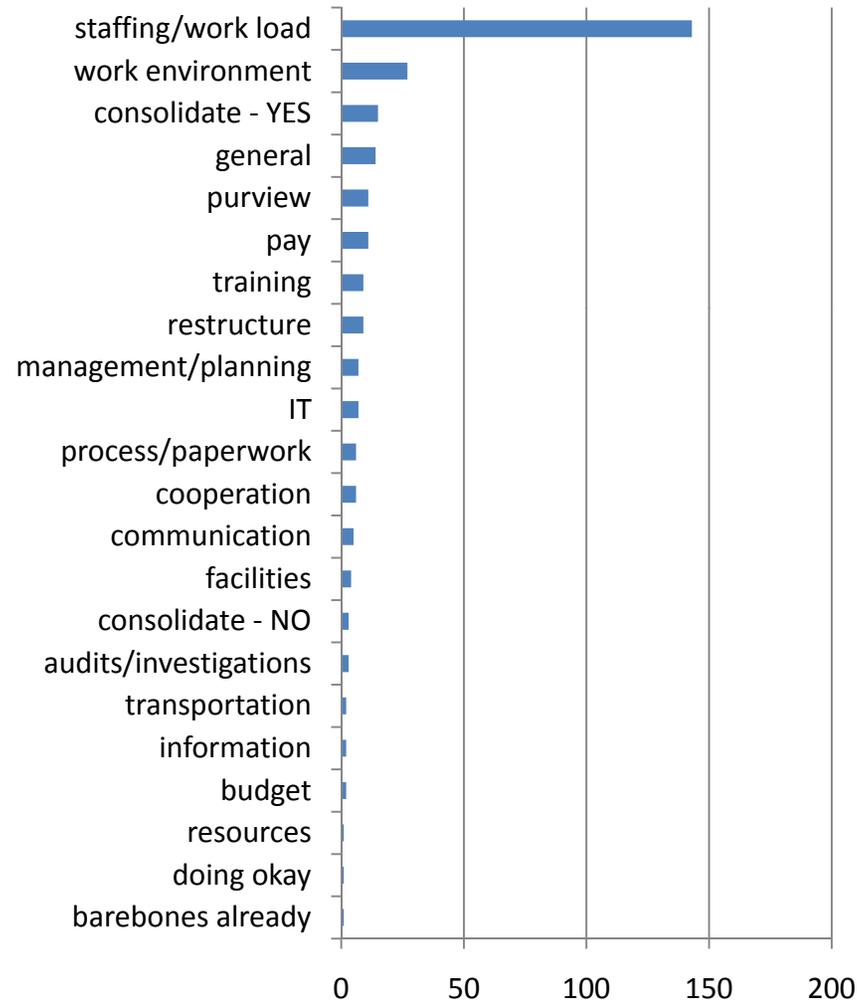
*STAFFING/WORK LOAD –

“Continuously hiring and training new people.”



QUESTION 19

If I were in charge of restructuring my agency/department, the most important thing I would do is:



Question 19 Themes

*RETAIN EMPLOYEES –

“Our training costs would put a private sector business out of business.”

“In times like these, we have seen cutbacks, but it appears it is the employees who knew what they were doing were cut in some agencies and that has slowed things down considerably. Less experienced, lesser paid employees and fewer of them are trying to keep up with an ever-growing caseload and eventually, the system itself will implode.”

*ADJUST STAFFING –

“more support staff, fewer managers” “not enough front line workers”

*ENCOURAGE TRANSPARENCY WITHOUT FEAR –

“I take the 5th for my own protection. In other words, we are paranoid about repercussions, and for good reason.” **(several comments on fear of reprisals for participating in the survey)**

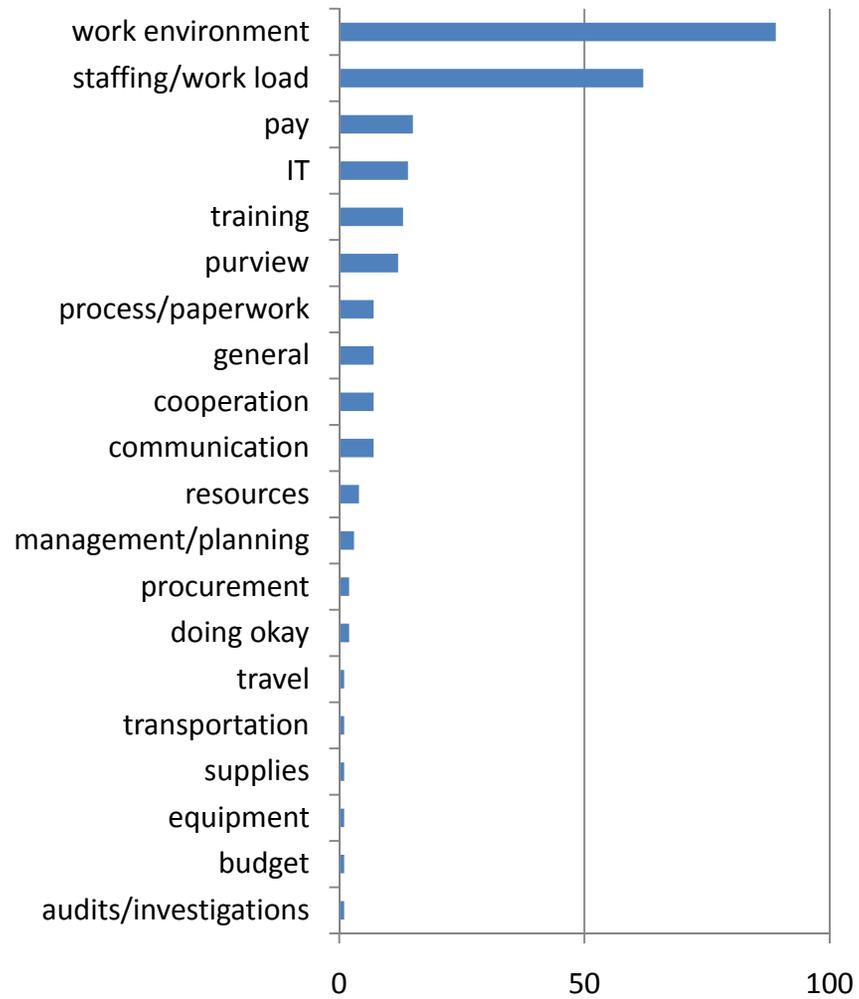
*CONSOLIDATE –

“Consolidate bureaus based on similar objectives.”



QUESTION 20

I would be more effective in my job as a state employee if:



Question 20 Themes

*LOW MORALE –

“If I wasn't so worried I was going to be laid off or furloughed every time I turned around.”

“If there wasn't so much corruption in state government and then no one wanting to take responsibility for their actions.”

“I would like to see an advocate that had power to make changes, because when we complain of management abuse no one hears who has any power - so people who do all the work and show up every day with a desire to do good are not abused by an apathetic institution that gives lip service to us.”

*WORKLOAD OVERLOAD AND UNDERSTAFFING –

“If I could just do the job I was hired to do, rather than the work of 2 other vacant positions.” **(many comments on staff filling in for vacancies)**

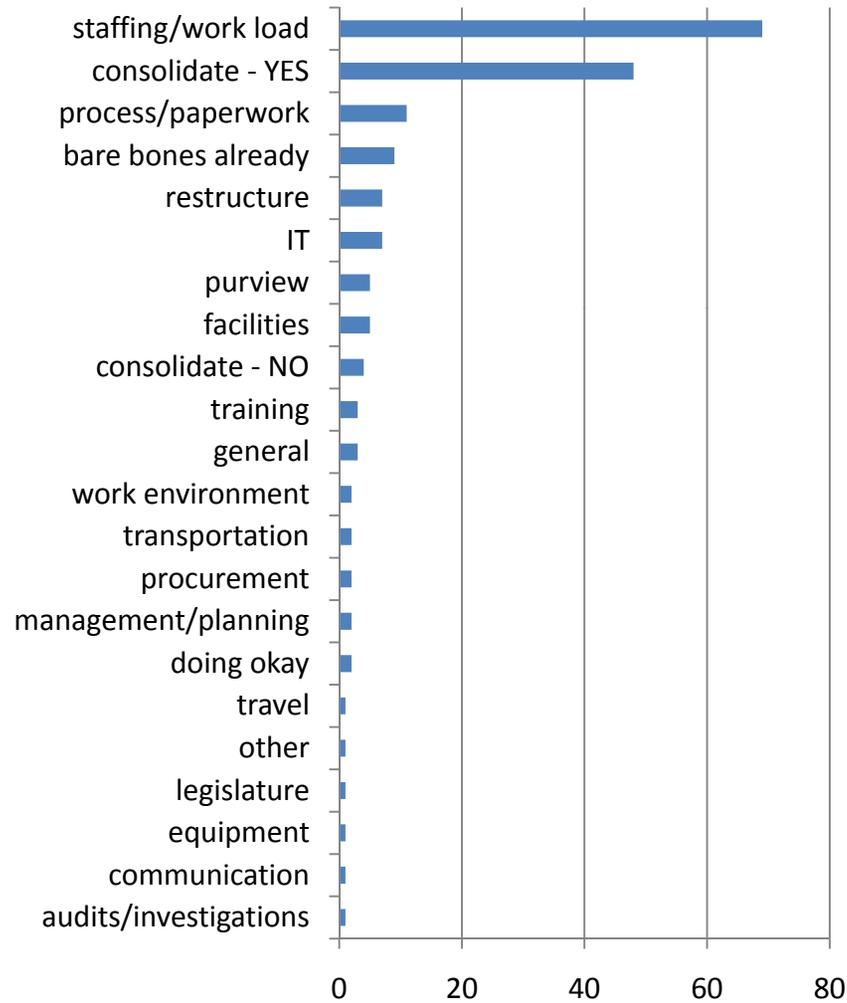
“If there were more of me! Instead of one person trying to cover 3 large counties.”

“If I didn't have to wear so many hats.”



QUESTION 21

If I were in charge, my agency/department could consolidate or eliminate units, offices, bureaus, divisions, programs, projects, positions or other activities as follows:



Question 21 Themes

*POLITICAL APPOINTEES –

“Get rid of political hires and ‘made for’ positions.” **(many comments on political appointees and governor exempts)**

*TOP-HEAVY STAFFING –

“I would reduce the number of supervisors so they wouldn't be stumbling over one another.”

*PROCESS IMPROVEMENTS –

“The pilot program for processing assistance cases is a monster. Clients hate it, caseworkers hate it and the wait time in lobbies is horrible.”

*FACILITIES CONSOLIDATION –

“Eliminate all the duplicate offices that many employees have - two of everything - this would help to reduce the excessive floor space that is being leased and reduce the agency rent budget.” **(several comments on duplicate office space)**



Final Comments and Suggestions

“Hire staff rather than contractors - especially out-of-state contractors. Let's give some of this work to NM residents.”

“Require employees to evaluate their managers and supervisors annually with effective removal for poor performers, just like employees are evaluated.”

“Rather than hiring from the top down, hire from the bottom up. This would not burden the budget as much as in the recent past and would create opportunities for new energy to join the State Government workforce - which is desperately needed.”

“Stop the stereotype that all state employees are lazy - most I know are underpaid and hardworking.”

“Any government that wishes to impress its citizens with how well government is run needs to start with the Motor Vehicle Department and the Schools - the entities that touch more lives than any other.”

“Require that all state employees who drive state cars between Albuquerque and Santa Fe on state time use the Rail Runner instead.”



Limit the governor to “four appointees total.”

“Establish an anonymous 800 complaint line. The staff know all. The current economic climate prevents anyone from disclosing incredible indiscretions and nepotism.”

“Move state agencies that are paying rent into GSD-owned buildings since there are a lot of vacancies which cannot be filled, thus, a lot of empty spaces.”

“Do financial audits - question everything.” **(many responses calling for audits)**

“I believe there are too many higher education institutions and branch campuses. As a result, scarce resources are spread too thin and we do not achieve excellence in any field.”

“Stop wasting money on stupid things like spaceships!” **(Rail Runner appears in several similar comments)**



***CENTRALIZE SERVICES –**

House all department/agency general counsel staff at the Attorney General's Office rather than at the agency.

Have Workforce Solutions Department handle all agency job listings.

***DECENTRALIZE SERVICES –**

Eliminate the Department of Information Technology and return all IT functions to the agency level. **(many comments to eliminate DoIT)**

“Our IT person should answer to us, not to a centralized IT department. Ask any state that has tried having a separate IT department, they'll tell you that it is an inefficient way to handle IT. One example: we have spent MONTHS trying to get IT ‘leadership’ to respond to our need for access to online training materials, such as webinars, meetings, etc, this is particularly important since we're not allowed to travel. It is the only way for us to keep our skills up to date. We still don't have permission.”

***REFOCUS SERVICES –**

Expand prevention programs to save expense of treatment programs in Department of Health.



“I am concerned about restructuring in a time of financial crisis and at the change of an administration. I realize that study has been done on this issue and appreciate the opportunity to comment through this survey. But I feel that more employee involvement and buy-in with regard to this process is crucial and that there has not been enough.”

- anonymous public employee



“Part of the problem is that the government restructuring task force was given an impossible task, in terms both of scope and time. The danger of such a situation is that superficial discussions may lead to hastily conceived legislation with a high potential of unintended consequences.”

- anonymous public employee

