



Employee Engagement

A Quality Improvement Initiative

“Returning from work feeling inspired, safe, fulfilled and grateful is a natural human right to which we are all entitled and not a modern luxury that only a few lucky ones are able to find.”

Simon Sinek, *Leaders Eat Last: Why Some Teams Pull Together and Others Don't*

Anago's commitment to providing quality services is well-established. Our 2017-20 Strategic Plan identifies developing our quality improvement programme as a strategy for achieving our goal of service excellence.

Increasing employee engagement is one of our new quality improvement initiatives and is linked to our goal of service excellence through the strategy of strengthening Anago's "values in action" organizational culture.

Initiative: Employee engagement

Objective	Measure	Current	Target	Change idea	Comments
Improve ee* retention	Annual ee turnover rate	32.93%	25%	Implement exit interviews	Determine key reasons for ee departure; use results to inform action plan
	% survey respondents s/sa "ee's treat each other with respect"	58.83%	75% (BM for like organizations)	Implement ee recognition programme Staff development in team work	Both a formal recognition programme and day to day coaching To include work in boundaries, communication, etc.
Improve recruitment & orientation strategies	% new hires retained > one year	TBD	TBD	Evaluate recruitment posting and strategies. Implement staff mentoring programme.	
Build leadership capacity of senior management team (Directors & Managers)	% survey respondents s/sa "senior management and ee's trust each other"	39.71%	55% (BM for like organizations)	RSI at Work workshops	

*ee=employee