AMS & Employee Engagement

As an Arizona state employee, how engaged are you in achieving your agency’s mission? It’s an important question to ask ourselves as we are deploying the Arizona Management System, and it’s also timely because the annual statewide Employee Engagement Survey is coming soon.

Because every state agency has a vital mission, it’s our responsibility as state employees to continuously improve our ability to deliver mission outcomes for the citizens we serve. We maximize this long-term mission benefit for Arizona by delivering value to customers, and by engaging employees who do the work to reflect daily on how they did, find where the waste occurred, and figure out how they can do better going forward. The Arizona Management System (AMS) provides us the methods and tools to accomplish both of these objectives.

The tools of the management system help us see and visually manage for continuously improving performance. As we become more efficient and effective in our work, with freed capacity to do more good, we also should naturally feel more engaged in our mission roles as we assume greater autonomy, mastery and sense of purpose in fulfilling our responsibilities.

The annual Employee Engagement Survey is one way to measure the State’s success in deploying the management system throughout Arizona government. The survey instrument itself is deeply rooted in social science research driven by Gallup and others, and is used worldwide to gather and analyze millions of employee responses.

There is a compelling business case for measuring employee engagement, including in the public sector. According to research, highly engaged government employees achieve better results, leading to a higher levels of citizen/customer satisfaction, and greater outcomes of citizen trust and confidence in public institutions.

The survey is a tool which provides important insight and data that we can use to make the State a better place to work. Every employee who wants a voice in making their work life better should feel obliged to complete it with candid and sincere feedback.

Of course, completing the survey alone does not create positive change. While it provides a valuable snapshot into our progress toward becoming a continuously improving statewide enterprise, the real gains occur year-round as leaders, managers and staff actively use data from the survey together with the AMS tools to exhibit behaviors indicative of the culture we strive to create.