

Executive Summary

Problem:

How can the State of Missouri improve the culture of recognition for state team members?

50%

Of state team members say they are thanked or praised

21%

Say they get **meaningful** non-financial recognition

NOTE: Data from October 2021 QPS results

Why rewards & recognition matters:

Allows state team members to provide uninterrupted service to Missourians by:

- ✓ Becoming a competitive & desirable employer
- ✓ Increasing productivity
- ✓ Improving team member morale
- ✓ Reducing turnover & onboarding costs

Recommendations:



Centralize existing resources on single website



Promote recognition culture through branding & advertising



Name appreciation ambassadors to help drive change



Maintain website & continue to promote recognition culture

Key Takeaway:

Rewards and recognition have long been a part of the State of Missouri's workforce and will continue to play an important role in maintaining marketplace competitiveness, improving operational resiliency, and reducing costly turnovers.