

How Do We Measure Culture?

CULTURE IS A SYSTEM OF BEHAVIORS, VALUES, AND BELIEFS THAT HELPS US UNDERSTAND THE WAY WE WORK, BOTH INDEPENDENTLY AND ACROSS AGENCIES.

WHY CULTURE



As part of the SHARE upgrade, state agencies are undergoing **large scale system and process changes**. In order to mitigate potential adoption risks, we focus on the **people impact and cultural implications** that can help or hinder the upgrade's objectives.

ASSESSMENT METHOD



A survey, administered by a 3rd party provider, was released to a **random sampling** of 6,400 SHARE users across the state. **38.5%** of these users completed the survey over a **2 week period**.

HOW RESULTS ARE CALCULATED



Survey questions measured the state's culture across 8 indices: 4 differentiating indices and 4 core indices.

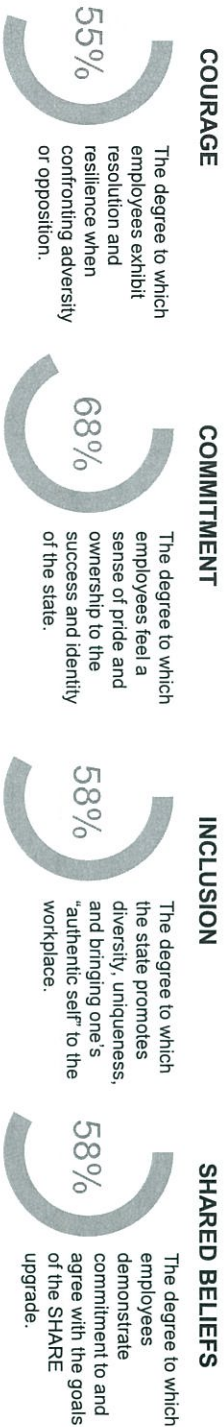
Differentiating indices are measured on a scale of 0% to 100% and represent cultural norms critical to any organization's success.

Core indices are measured on a spectrum and percentages represent a preference toward one end of the spectrum over another.

Culture Survey Summary of Results

The Culture Survey Assessment yielded results across the differentiating and core indices that are generally in line with state government agencies:

DIFFERENTIATING INDICES



CORE INDICES

