

# PORT AUTHORITY OF GUAM

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## NEWS RELEASE

### Port Employee Survey: Gains in Satisfaction, Emerging Challenges

**Piti, Guam, January 2, 2024:** The Port Authority of Guam recently conducted its fourth annual employee survey, revealing an increase in overall work experience among its staff. Last month's anonymous survey, with an 84% participation rate (313 out of 372 employees), allowed for comprehensive input on various aspects of working at the Port.

The survey assessed the work environment, morale, and job satisfaction. Notably, 98% of the employees reported positive work experiences, marking a 1% increase from the previous year. However, there was a decrease in employee morale, dropping from 98% in 2022 to 91% in 2023.

Port General Manager Rory J. Respicio commented on the findings, "Although overall morale at the Port still hovers at 91%, this 7% dip in morale demands our attention and action. It's essential to understand that such shifts in sentiment are part of the dynamic work environment and may arise from multiple factors. Our focus now is on identifying and addressing these factors to enhance employee morale."

In response to the survey, Respicio immediately initiated employee focus groups led by division heads. These groups are responsible for collecting feedback and conducting regular pulse surveys to better understand employee sentiment, thus gaining deeper insight into their concerns and expectations.

Respicio added, "We introduced a new question in the survey for employees to rate their work-life balance, which is crucial for their well-being and job satisfaction. The positive response rate of 88% indicates that most employees are satisfied with their balance, aligning with the directives from Governor Lou Leon Guerrero, Lt. Governor Josh Tenorio, and our board to prioritize employee well-being, even more so during recovery periods."

In light of the Port's recovery efforts following Typhoon MAWAR, 93% of the employees felt their work environment was safe, and a similar percentage felt well-informed throughout the recovery process. Furthermore, 91% reported having the necessary resources to perform their jobs safely, and 90% felt that management was concerned about their safety and well-being during these efforts.

Respicio concluded, "While we have made positive strides in overall work experience, the decrease in morale reminds us that our success is deeply connected to our employee's well-being and job satisfaction. Our commitment to addressing the factors affecting morale demonstrates our dedication to continuous improvement and fostering a workplace that not only excels in productivity, but also promotes a positive and supportive organizational culture suitable for all Port Strong employees!"