Financial and Corporate Services Department

2020 Employee Experience Survey Results
August 2020 Employee Experience Survey

This report summarizes what we heard from employees in the Financial and Corporate Services department for the August 2020 Employee Experience Survey. This biennial survey provides employees with an opportunity to provide feedback related to inclusion, diversity, respect, and overall experience working at the City of Edmonton.
Glint Survey Scoring

Scores in this report are reflective of the Glint average score rather than the % favourable score, as % favourable does not take into account the full distribution of the response scale.

Average of all responses makes up the final score.
## Survey Question Categories

<table>
<thead>
<tr>
<th>Employee Experience</th>
<th>COVID-19</th>
<th>Supportive Environment</th>
<th>Respectful Workplace</th>
<th>Diversity</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>3</td>
<td>12</td>
<td>15</td>
<td>7</td>
</tr>
</tbody>
</table>

41
Survey Response and Comments

Response

79%
704 Responses

Comments

1.6k
1623 Comments
## Employee Experience

<table>
<thead>
<tr>
<th>Question</th>
<th>August</th>
<th>June</th>
<th>March</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>How happy are you working at the City of Edmonton?</td>
<td>73</td>
<td>75</td>
<td>68</td>
<td>66</td>
</tr>
<tr>
<td>I would recommend the City of Edmonton as a great place to work.</td>
<td>70</td>
<td>72</td>
<td>66</td>
<td>64</td>
</tr>
<tr>
<td>How are you doing?</td>
<td>71</td>
<td>71</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

### What else is on your mind?

- mandatory
- corporation
- uncertainty
- colleague
- thankful
- union
- employer
- winter
- temporary
- home office
- laptop
- long term
- mask
- tax
- daycare
- branch manager
- elevator
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- commute to work
- penalize
- difficulty
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Covid-19

<table>
<thead>
<tr>
<th>Question</th>
<th>Dept</th>
<th>City</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am satisfied with the City of Edmonton’s Response to Covid-19?</td>
<td>80</td>
<td>71</td>
</tr>
<tr>
<td>I am confident that my team is taking the right precautions to minimize the impact of Covid-19.</td>
<td>84</td>
<td>77</td>
</tr>
</tbody>
</table>

What's most important to you as you think about returning to the workplace?
<table>
<thead>
<tr>
<th>Question</th>
<th>Dept</th>
<th>City</th>
</tr>
</thead>
<tbody>
<tr>
<td>At work I feel cared about as a person.</td>
<td>70</td>
<td>65</td>
</tr>
<tr>
<td>I am treated with respect in my workplace.</td>
<td>74</td>
<td>71</td>
</tr>
<tr>
<td>I feel a sense of belonging at the City of Edmonton.</td>
<td>68</td>
<td>64</td>
</tr>
<tr>
<td>I feel comfortable being myself at work.</td>
<td>72</td>
<td>69</td>
</tr>
<tr>
<td>I can succeed when I am myself at work.</td>
<td>74</td>
<td>73</td>
</tr>
<tr>
<td>I feel valued for my unique perspective and skills.</td>
<td>69</td>
<td>64</td>
</tr>
<tr>
<td>I have opportunities for professional success that are similar to those of my colleagues.</td>
<td>65</td>
<td>60</td>
</tr>
<tr>
<td>I have to work harder than others to be valued equally here.</td>
<td>45</td>
<td>43</td>
</tr>
</tbody>
</table>
## Supportive Environment

<table>
<thead>
<tr>
<th>Question</th>
<th>Dept</th>
<th>City</th>
</tr>
</thead>
<tbody>
<tr>
<td>My direct supervisor demonstrates commitment to and support of diversity and inclusion.</td>
<td>79</td>
<td>75</td>
</tr>
<tr>
<td>I feel at ease with people who are different than me.</td>
<td>84</td>
<td>83</td>
</tr>
<tr>
<td>I believe that diverse perspectives add value to the work that we do.</td>
<td>87</td>
<td>84</td>
</tr>
<tr>
<td>My workplace is accepting of all backgrounds and identities.</td>
<td>81</td>
<td>78</td>
</tr>
</tbody>
</table>
Respectful Workplace: Concerning Behaviour

More Information on Behaviour Zones at the City of Edmonton

Employees Expressing Concerning Behaviour

- Micromanaging: 26%
- Interrupting: 26%
- Idle gossip: 25%
- Careless humour: 23%
- Sarcasm: 17%
- Unreasonable demands: 16%
- Angry outbursts: 15%
- Not permitting input: 12%
- Intimidation: 11%
- Isolating/excluding: 10%
- Putting down/insults: 10%
- Passing other's ideas: 9%
- False accusations: 9%
- Malicious rumours: 8%
- Harassment: 6%
- Gaslighting: 5%
- Cheating: 5%
- Acc�数sion: 4%
- Conspiring: 4%
- Retaliation: 2%
- Threats: 2%
- Sexual innuendo: 2%
- Jokes about identity: 2%
- Sexual harassment: 0%
- Assault: 0%
- Sexual assault: 0%

People not doing what they said they would do.
Respectful Workplace: Discrimination Results

Having carefully read the definition of discrimination, have you experienced discrimination on the job in the past 12 months?

<table>
<thead>
<tr>
<th></th>
<th>Dept</th>
<th>City</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>7%</td>
<td>11%</td>
</tr>
<tr>
<td>No</td>
<td>84%</td>
<td>79%</td>
</tr>
<tr>
<td>I prefer not to answer</td>
<td>9%</td>
<td>9%</td>
</tr>
</tbody>
</table>
## Respectful Workplace: Taking Action

<table>
<thead>
<tr>
<th>Question</th>
<th>Dept</th>
<th>City</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am satisfied with how matters related to discrimination are addressed at the City of Edmonton.</td>
<td>65</td>
<td>62</td>
</tr>
<tr>
<td>I am satisfied with how matters related to concerning behaviour are addressed at the City of Edmonton.</td>
<td>61</td>
<td>56</td>
</tr>
<tr>
<td>The City works hard to create a respectful workplace</td>
<td>74</td>
<td>70</td>
</tr>
</tbody>
</table>

What should the City consider changing (doing less of, more of, or differently) in support of equity, diversity, and inclusion?
## Diversity

<table>
<thead>
<tr>
<th>Category</th>
<th>Dept</th>
<th>City</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>48%</td>
<td>37%</td>
</tr>
<tr>
<td>Male</td>
<td>46%</td>
<td>55%</td>
</tr>
<tr>
<td>Indicated a sexual orientation of bisexual, gay, lesbian, queer, or other orientation.</td>
<td>6%</td>
<td>7%</td>
</tr>
<tr>
<td>Indigenous Person</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Member of a racialized group</td>
<td>33%</td>
<td>22%</td>
</tr>
<tr>
<td>Person with a disability</td>
<td>5%</td>
<td>8%</td>
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