City of Edmonton

2014 Employee Engagement and Diversity Survey

Snapshot Report

Section / (Sub) Sub-Section: n/a
Branch: Information Technology
Department: Corporate Services
Survey Start Date: September 9, 2014
Survey Close Date: September 30, 2014
HOW TO READ YOUR REPORT

This report is designed to summarize the opinions made by individuals regarding the job and work environment at the City of Edmonton. The information below describes how to read the results.

Your agreement percentages are graphically depicted as bar charts in % Favourable, % Neutral, and % Unfavourable formats. The box to the right displays how each percentage was calculated. A % Favourable score of 100% means that all employees indicated they “Strongly Agreed” or “Agreed.” While a % Neutral score is technically the middle value on the scale, the score can represent a response that is more unfavourable than it is favourable.

Each organization is different and your survey results should be used as a guide for further investigation. Generally, a % Favourable of 70 or above is considered good, a % Favourable in the 60s is acceptable, and a % Favourable lower than 60 would indicate the need to investigate further.

This interpreting “Neutral” scores: It is a common temptation to view the neutral scores as “mildly positive or “on the fence” and to combine neutral with positive scores. TalentMap’s experience, corroborated with academic and industry research, indicates that neutral scores should be interpreted as “mildly negative” given the positive bias of the survey instrument. Respondents who select “neither agree nor disagree” to a particular question are not in agreement and are therefore sending a mildly negative message.

This report displays the survey items by dimension.

Branch 2014: refers to your 2014 branch’s % Favourable score.
Group 2012: refers to your comparable 2012 group’s % Favourable score.
Group 2010: refers to your comparable 2010 group’s % Favourable score.
Dept 2014: refers to your department’s 2014 overall % Favourable score.
CoE 2014: refers to the 2014 overall score for the City of Edmonton.
### Key Dimension Overview

#### Overall Engagement
- Unfavourable: 17.8%
- Neutral: 21.5%
- Favourable: 60.8%

#### Overall Culture
- Unfavourable: 15.9%
- Neutral: 18.4%
- Favourable: 65.7%

#### Overall Workplace
- Unfavourable: 18.5%
- Neutral: 20.9%
- Favourable: 60.6%

### Table

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Overall Engagement</td>
<td>60.8</td>
<td>61.8</td>
<td>56.9</td>
<td>66.7</td>
<td>70.5</td>
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<tr>
<td>Overall Culture</td>
<td>65.7</td>
<td>64.9</td>
<td>61.7</td>
<td>67.9</td>
<td>69.2</td>
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<tr>
<td>Overall Workplace</td>
<td>60.6</td>
<td>60.5</td>
<td>54.9</td>
<td>66.8</td>
<td>69.3</td>
</tr>
</tbody>
</table>
TalentMap has recommended the creation of an index, or summary score, for the Immediate Supervisor questions beginning with the 2014 survey results. The index is an easy-to-understand single score representing the average percentage of favourable responses among those questions that measure employees’ opinions of their relationship with their immediate, or direct supervisor. TalentMap’s previous research with many other clients consistently shows that how employees feel about their relationship with their immediate supervisor is a very important driver of how engaged they are with the organization. Therefore, the index will serve as a useful score in order to develop and implement specific actions to improve the effectiveness of immediate supervisors, and to monitor progress as future surveys are implemented. The individual questions that make up the Immediate Supervisor key dimension also appear in the Culture and Workplace dimensions.
Snapshot Report

Information Technology

Engagement

Overall Engagement
- Unfavourable: 17.8%
- Neutral: 21.5%
- Favourable: 60.8%

Considering everything, please rate your level of satisfaction with your current job at the present time.
- Unfavourable: 18.8%
- Neutral: 20.1%
- Favourable: 61.1%

I am proud to tell others I work for the City.
- Unfavourable: 9.6%
- Neutral: 24.3%
- Favourable: 66.1%

The City inspires me to do my best work.
- Unfavourable: 19.5%
- Neutral: 23.8%
- Favourable: 56.8%

I would recommend the City to a friend as a great place to work.
- Unfavourable: 18.0%
- Neutral: 18.3%
- Favourable: 63.7%

My job provides me with a sense of personal accomplishment.
- Unfavourable: 16.3%
- Neutral: 17.0%
- Favourable: 66.7%

I can see a clear link between my work and the City’s long-term vision.
- Unfavourable: 24.3%
- Neutral: 25.3%
- Favourable: 50.3%

Overall Engagement by Group:
- Branch 2014: 60.8%
- Group 2012: 61.1%
- Group 2010: 66.1%
- Dept 2014: 66.7%
- CoE 2014: 70.5%

Considering everything, please rate your level of satisfaction with your current job at the present time.
- Branch 2012: 61.1%
- Group 2010: 58.0%
- Group 2010: 54.1%
- Dept 2014: 64.9%
- CoE 2014: 69.0%

I am proud to tell others I work for the City.
- Branch 2014: 66.1%
- Group 2012: 71.0%
- Group 2010: 71.0%
- Dept 2014: 75.2%
- CoE 2014: 79.9%

The City inspires me to do my best work.
- Branch 2014: 56.8%
- Group 2012: 56.7%
- Group 2010: 49.7%
- Dept 2014: 62.2%
- CoE 2014: 62.5%

I would recommend the City to a friend as a great place to work.
- Branch 2014: 63.7%
- Group 2012: 65.4%
- Group 2010: 56.5%
- Dept 2014: 72.3%
- CoE 2014: 77.5%

My job provides me with a sense of personal accomplishment.
- Branch 2014: 66.7%
- Group 2012: 65.5%
- Group 2010: 59.2%
- Dept 2014: 68.2%
- CoE 2014: 72.9%

I can see a clear link between my work and the City’s long-term vision.
- Branch 2014: 50.3%
- Group 2012: 54.3%
- Group 2010: 50.8%
- Dept 2014: 57.3%
- CoE 2014: 60.9%
Overall Culture
Cooperation with different parts of the City is encouraged.
Customer service is a primary focus at the City.
Employees in my branch work as though they are part of a team.
I feel that my work contributes to the success of the City.
In general, information in the City is communicated well.
In my branch, info. is widely shared so that everyone can get the info. when it's needed.
In my job, I make a difference every day.
In my workplace, we regularly communicate about the importance of customer service.
My immediate supervisor encourages me to offer my opinions and ideas.
My immediate supervisor involves me in decisions that affect my work.
My immediate supervisor is open to receiving my input on how to improve work processes.
My immediate supervisor recognizes me when I do a good job.
I can see a clear link between my work and the City's long-term vision.
## Workplace

**Overall Workplace**
- Unfavourable: 18.5%
- Neutral: 20.9%
- Favourable: 60.6%

**At work, I have the opportunity to do what I do best every day.**
- Unfavourable: 16.9%
- Neutral: 21.6%
- Favourable: 61.5%

**I feel respected by co-workers in my workplace.**
- Unfavourable: 7.4%
- Neutral: 14.1%
- Favourable: 78.5%

**I have the materials and equipment I need to do my job effectively.**
- Unfavourable: 15.3%
- Neutral: 9.3%
- Favourable: 75.4%

**I have trust and confidence in my Branch’s leadership team’s ability to achieve the City’s goals.**
- Unfavourable: 31.3%
- Neutral: 26.5%
- Favourable: 42.2%

**I have trust and confidence in my Dept.'s leadership team’s ability to achieve the City’s goals.**
- Unfavourable: 21.6%
- Neutral: 29.1%
- Favourable: 49.3%

**I have trust and confidence in the City/General Managers’ (CLT) ability to achieve the City’s goals.**
- Unfavourable: 19.0%
- Neutral: 28.9%
- Favourable: 52.0%

**I receive enough training to do my job effectively.**
- Unfavourable: 27.8%
- Neutral: 26.4%
- Favourable: 45.8%

**In the last 6 months, my immediate supervisor has talked to me formally about my performance.**
- Unfavourable: 43.8%
- Neutral: 19.4%
- Favourable: 36.7%

**Most of my work is rewarding.**
- Unfavourable: 15.5%
- Neutral: 21.9%
- Favourable: 62.6%

**My career aspirations can be achieved at the City.**
- Unfavourable: 22.6%
- Neutral: 25.6%
- Favourable: 51.9%

**My immediate supervisor demonstrates a commitment to safety.**
- Unfavourable: 4.0%
- Neutral: 23.7%
- Favourable: 72.3%

**My immediate supervisor gives me useful feedback on the work I do.**
- Unfavourable: 19.5%
- Neutral: 22.3%
- Favourable: 58.2%

**My immediate supervisor seems to care about me as a person.**
- Unfavourable: 8.5%
- Neutral: 11.6%
- Favourable: 79.9%

**The City is committed to maintaining a healthy and safe working environment.**
- Unfavourable: 6.3%
- Neutral: 12.3%
- Favourable: 81.4%

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### Snapshot Report

**Information Technology**

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<tr>
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<tbody>
<tr>
<td>60.6</td>
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<td>68.0</td>
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<td>63.6</td>
<td>68.1</td>
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<td>57.8</td>
<td>60.5</td>
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<td>80.1</td>
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<td>64.3</td>
<td>64.7</td>
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<td>79.9</td>
<td>81.4</td>
<td>71.4</td>
<td>78.3</td>
<td>78.2</td>
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<td>81.4</td>
<td>80.7</td>
<td>n/a</td>
<td>81.7</td>
<td>82.6</td>
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</table>
**Immediate Supervisor**

- **Overall Immediate Supervisor**
  - Unfavourable: 15.0
  - Neutral: 15.9
  - Favourable: 69.0

- **My immediate supervisor seems to care about me as a person.**
  - Unfavourable: 8.5
  - Neutral: 11.6
  - Favourable: 79.9

- **My immediate supervisor encourages me to offer my opinions and ideas.**
  - Unfavourable: 9.9
  - Neutral: 9.9
  - Favourable: 80.2

- **My immediate supervisor involves me in decisions that affect my work.**
  - Unfavourable: 13.2
  - Neutral: 9.5
  - Favourable: 77.3

- **My immediate supervisor recognizes me when I do a good job.**
  - Unfavourable: 11.9
  - Neutral: 16.7
  - Favourable: 71.3

- **In the last 6 months, my immediate supervisor has talked to me formally about my performance.**
  - Unfavourable: 43.8
  - Neutral: 19.4
  - Favourable: 36.7

- **My immediate supervisor gives me useful feedback on the work I do.**
  - Unfavourable: 19.5
  - Neutral: 22.3
  - Favourable: 58.2

- **My immediate supervisor demonstrates a commitment to safety.**
  - Unfavourable: 4.0
  - Neutral: 23.7
  - Favourable: 72.3

- **My immediate supervisor is open to receiving my input on how to improve work processes.**
  - Unfavourable: 9.5
  - Neutral: 14.3
  - Favourable: 76.2

**Snapshot Report**

- **Information Technology Branch**
  - **2014 Group**
    - **Group 2010**
      - **Dept 2014**
        - **CoE 2014**
          - 69.0 71.5 64.4 71.2 71.5
          - 79.9 81.4 71.4 78.3 78.2
          - 80.2 83.5 78.2 76.7 75.6
          - 77.3 77.5 68.3 70.0 69.6
          - 71.3 75.6 56.9 69.8 71.1
          - 36.7 45.6 47.3 58.3 60.2
          - 58.2 60.9 n/a 64.3 64.7
          - 72.3 71.2 n/a 79.2 80.1
          - 76.2 75.9 n/a 72.6 72.2

**THE CITY OF EDMONTON**
If your management team could make only one or two improvements to your job or the workplace, what would they be?

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Branch 2014</th>
<th>Dept 2014</th>
<th>CoE 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better 2-way communication between management and staff</td>
<td>38.8%</td>
<td>36.4%</td>
<td>34.3%</td>
</tr>
<tr>
<td>Less workplace stress</td>
<td>36.4%</td>
<td>35.3%</td>
<td>31.3%</td>
</tr>
<tr>
<td>More career development opportunities</td>
<td>35.2%</td>
<td>29.2%</td>
<td>26.6%</td>
</tr>
<tr>
<td>Satisfied with my job and the workplace</td>
<td>34.8%</td>
<td>33.4%</td>
<td>36.8%</td>
</tr>
<tr>
<td>Clearer long-term direction</td>
<td>34.8%</td>
<td>23.5%</td>
<td>21.6%</td>
</tr>
<tr>
<td>More involvement in decisions</td>
<td>30.0%</td>
<td>23.1%</td>
<td>22.1%</td>
</tr>
<tr>
<td>More equitable treatment of employees</td>
<td>30.0%</td>
<td>28.5%</td>
<td>25.1%</td>
</tr>
<tr>
<td>More appreciation and recognition for my contributions</td>
<td>26.8%</td>
<td>27.7%</td>
<td>27.4%</td>
</tr>
<tr>
<td>More teamwork</td>
<td>24.8%</td>
<td>27.7%</td>
<td>26.1%</td>
</tr>
<tr>
<td>Clearer performance expectations</td>
<td>23.6%</td>
<td>18.6%</td>
<td>18.1%</td>
</tr>
<tr>
<td>More respectful workplace</td>
<td>21.6%</td>
<td>24.4%</td>
<td>22.9%</td>
</tr>
<tr>
<td>Better access to information</td>
<td>21.2%</td>
<td>22.0%</td>
<td>20.2%</td>
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<tr>
<td>Improved physical work environment</td>
<td>13.6%</td>
<td>13.0%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Other</td>
<td>10.8%</td>
<td>11.6%</td>
<td>11.0%</td>
</tr>
<tr>
<td>More day-to-day coaching and feedback on my performance</td>
<td>9.6%</td>
<td>11.2%</td>
<td>10.7%</td>
</tr>
<tr>
<td>Less discrimination</td>
<td>4.0%</td>
<td>10.7%</td>
<td>9.7%</td>
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</table>
DISCRIMINATION / HARASSMENT

Have you personally experienced discrimination in the workplace during the last 12 months at the City?
- No: 92.3%
- Yes: 7.7%

Have you personally experienced workplace harassment in the last 12 months at the City?
- No: 88.3%
- Yes: 11.7%

Have you witnessed workplace discrimination or harassment against another person at work in the City during the past 12 months?
- No: 85.3%
- Yes: 14.7%

If yes to experiencing/witnessing discrim'n/harass't, did you tell someone who could do something?
- No: 70.5%
- Yes: 29.5%

If yes to telling someone, did you witness a response or change to address the situation(s)?
- No: 85.7%
- Yes: 14.3%

For the Discrimination / Harassment section, % No represents a favourable score.

DIVERSITY

Do you consider yourself to be Aboriginal?
- No: 98.6%
- Yes: 1.4%

Do you consider yourself to be a visible minority person?
- No: 64.8%
- Yes: 35.2%

Do you consider yourself to be a person with a disability?
- No: 94.0%
- Yes: 6.0%

Are you bisexual, gay, lesbian, questioning, transgender, two-spirit, or another sexual minority?
- No: 93.8%
- Yes: 6.2%