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## **Citizen Services**

December 2019 Employee Check-in

Summary Report

## December Employee Check-in

The City of Edmonton has partnered with Glint to hear from employees on a more regular basis. Glint's philosophy is that higher quality, more frequent, and better-informed conversations about engagement lead to happiness and success for people at work.

The December 2019 Employee Check-in was the City's first employee experience survey outside of the traditional biennial survey each September. This summary outlines what we heard from employees in the Citizen Services department.

## Survey Questions

How happy are you working at the City of Edmonton?

I would recommend the City of Edmonton as a great place to work.

The work that I do at the City of Edmonton is meaningful to me.

I feel safe at my workplace.

At work, I feel cared about as a person.

I have good opportunities to learn and grow at the City of Edmonton.

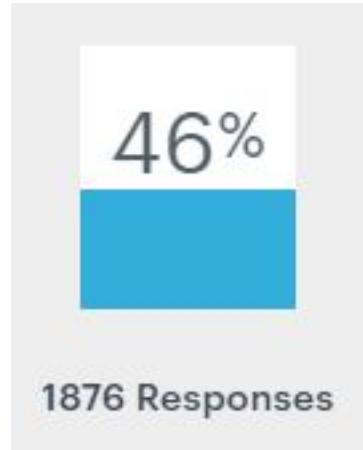
I feel satisfied with the recognition or praise I receive for my work.

I have confidence in the executive leadership team.

I feel free to speak my mind without fear of negative consequences.

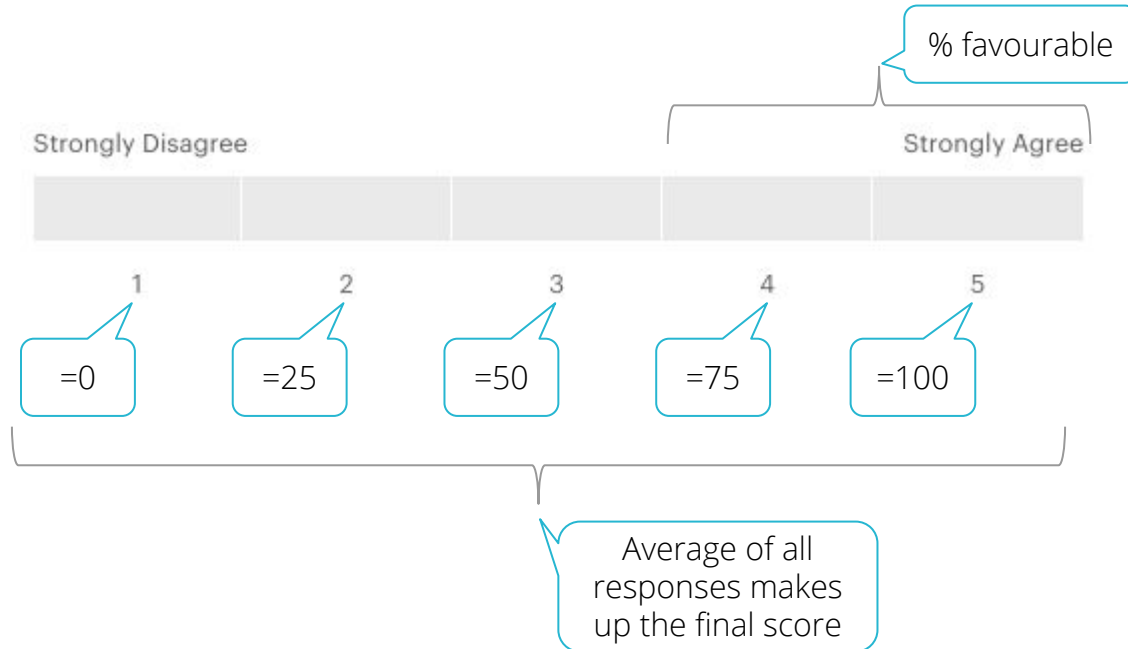
This is the “eSat”,  
which stands for the  
Glint Engagement &  
Satisfaction Score.

## Department Response Rate



# Glint Scoring

Glint recommends using the average score rather than the % favourable score, as % favourable does not take into account the full distribution of the response scale.



## Scores by Question

The work that I do at the City of Edmonton is meaningful to me.	<b>79</b>
I feel safe at my workplace.	<b>77</b>
How happy are you working at the City of Edmonton?	<b>73</b>
I would recommend the City of Edmonton as a great place to work.	<b>73</b>
At work, I feel cared about as a person.	<b>68</b>
I have good opportunities to learn and grow at the City of Edmonton.	<b>65</b>
I feel satisfied with the recognition or praise I receive for my work.	<b>61</b>
I have confidence in the executive leadership team.	<b>57</b>
I feel free to speak my mind without fear of negative consequences.	<b>55</b>