# Employee Diversity and Engagement Survey



**Snapshot Report** 

**Assessment and Taxation** 

Survey Start Date: November 24, 2010 Survey Finish Date: December 17, 2010



#### **HOW TO READ YOUR REPORT**

This report is designed to summarize the opinions made by the individuals who chose to answer the 2010 Employee Diversity and Engagement Survey. This report captures their opinions regarding the job and work environment in your branch or section. The information below describes how to read the results.

The opinions are represented as percentages and 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 were Very Satisfied or Satisfied.

As a guideline, it is recommended to focus in on the positive results first so as not to overlook some key strengths. It is also important to remember that sometimes the issues identified can be symptoms of more fundamental "root cause" issues so clarification of the results by reading the department reports and having further discussions with employees is very important.

**% Favourable**: represents the respondents who chose "Very Satisfied/Satisfied" or "Strongly Agree/Agree".

**% Neutral**: represents the respondents who chose "Neither Agree nor Disagree" or "Neutral".

**% Unfavourable:** represents the respondents who chose "Very Dissatisfied/Dissatisfied" or "Strongly Disagree/Disagree".

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.

The sample size for the report is found at the top of the next page as "Sample size" and refers to the number of people who chose to respond to the survey.

**Note:** Each organization is different and your survey results should be reviewed in the context of both your department and corporate results. Your results are presented in this snapshot report relative to both your department, the City of Edmonton overall and the benchmark using +/- scores explained below.

+/- Planning & Development: refers to your group's % Favourable score that is above or below your department's % Favourable for that question or attribute.

- +/- City of Edmonton: refers to your group's % Favourable score that is above or below your organization's % Favourable for that question or attribute.
- <u>+/- Benchmark:</u> refers to your group's % Favourable score that is above or below the benchmark % Favourable for that question or attribute. For more information on the TalentMap benchmark please view the department reports. The City of Edmonton results are not included in this benchmark.





☐ % Favourable ☐ % Neutral ☐ % Unfavourable

Sample size: 167

#### **Engagement Summary**

Overall Engagement	57	22	22
Proud to tell others I work for my organization.	65		23 13
My organization inspires me to do my best work.	44	24	32
I would recommend my organization to a friend as a great place to work.	59	19	22
My job provides me with a sense of personal accomplishment.	64		19 17
I can see a clear link between my work and my organization's long-term vision.	47	26	27
Rate your level of satisfaction with your current job at the present time.	62	2	20 18
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% Favourable			
+/- Planning & Development	+/- City of Edmonton	+/- Benchmark	
-4	-10	-6	
-6	-12	-8	
-7	-16	-13	
-5	-11	-6	
-2	-7	-1	
-4	-11	-7	
-2	-5	-3	





☐ % Favourable

% Neutral

% Unfavourable

### **Workplace Summary**

Overall Workplace	55	19	26
In general, information in my organization is communicated well.	37	20	43
In the last 6 months, my immediate supervisor has talked to me about my performance.	60	9	31
Most of my work is challenging.	57	2	5 18
At work, I have the opportunity to do what I do best every day.	55	20	25
I have continuous opportunities to learn and grow professionally.	52	19	29
My career aspirations can be achieved at this organization.	45	24	30
I have trust and confidence in senior leaders' ability to achieve our organization's goals.	35	25	40
I receive enough training to do my job well.	58	17	26
I have the materials and equipment I need to do my job right.	77		16 7
My organization takes appropriate measures to ensure my security at work.	78		14 8

% Favourable			
+/- Planning & Development	+/- City of Edmonton	+/- Benchmark	
-1	-7	-6	
-1	-11	-16	
+6	-1	-5	
-6	-12	-20	
-5	-8	-6	
-1	-5	-7	
-5	-8	-9	
-4	-15	-30	
+2	-7	+2	
+7	+3	+14	
+2	+3	n/a	





☐ % Favourable ☐ % Neutral ☐ % Unfavourable

### **Culture Summary**

Overall Culture	60		9 22	
Customer service is a primary focus at my organization.	73		18 9	
My immediate supervisor seems to care about me as a person.	72		16 13	
My immediate supervisor involves me in decisions that affect my work.	70		12 18	
My immediate supervisor encourages me to offer my opinions and ideas.	74		12 15	
There is a culture of innovation at this organization.	31	34	35	
My immediate supervisor recognizes me when I do a good job.	70		11 19	
Cooperation with different parts of this organization is encouraged.	43	25	32	
People work as though they are part of a team.	49	20	31	

	% Favourable			
+/- Planning & Development	+/- City of Edmonton	+/- Benchmark		
+1	-5	-5		
+1	-3	-1		
+2	-2	-3		
+5	+3	+3		
+7	+3	-1		
-2	-14	+4		
+8	+3	n/a		
-9	-17	-22		
-1	-7	-20		





☐ % Favourable ☐ % Neutral ☐ % Unfavourable

#### **Other Workplace Questions Summary**

Overall Other Workplace Questions

Hiring decisions are based only on ability to do the job well.	18 14	68
Requirements for promotion are necessary and do not limit access to qualified individuals.	15 33	52

Rules and regulations governing appropriate conduct are applied consistently to all individuals.	16	16	68	
Work schedules do not unnecessarily limit the ability of some individuals to fulfill non-work obligations.		50	31	19

% Favourable			
+/- Planning & Development		+/- Benchmark	
-4	-6	-19	
-3	-4	-22	
-6	-10	-27	
-7	-14	-21	
+2	+2	-8	





% Yes

■ % No

### **Diversity Summary**

Do you consider yourself to be of Aboriginal ancestry?	97	3
Do you consider yourself to be a visible minority?	82	18
Do you consider yourself to be a person with a disability?	93	7
Are you bisexual, gay, lesbian, questioning, transgender, two-spirit, or another sexual minority?	94	6
,		

organization?

81	19
84	16
59	41

	% No	
+/- Planning & Development	+/- City of Edmonton	+/- Benchmark
+1	+1	+2
-3	-1	-1
0	-1	+4
-2	-2	-5
-2	-3	+8
-1	0	+12
-11	-16	0



Have you personally experienced discrimination in the workplace during the last year in this

Have you personally experienced workplace harassment in the last year in this organization?

organization during the last year?

Have you witnessed workplace discrimination or harassment against another person in this

