

# Employee Diversity and Engagement Survey



**Snapshot Report**

**Client Financial Services**

**Survey Start Date: November 24, 2010**

**Survey Finish Date: December 17, 2010**



# Snapshot Report

## Client Financial Services

### 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.

**+/- Finance & Treasury:** 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.

**+/- Benchmark:** 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.

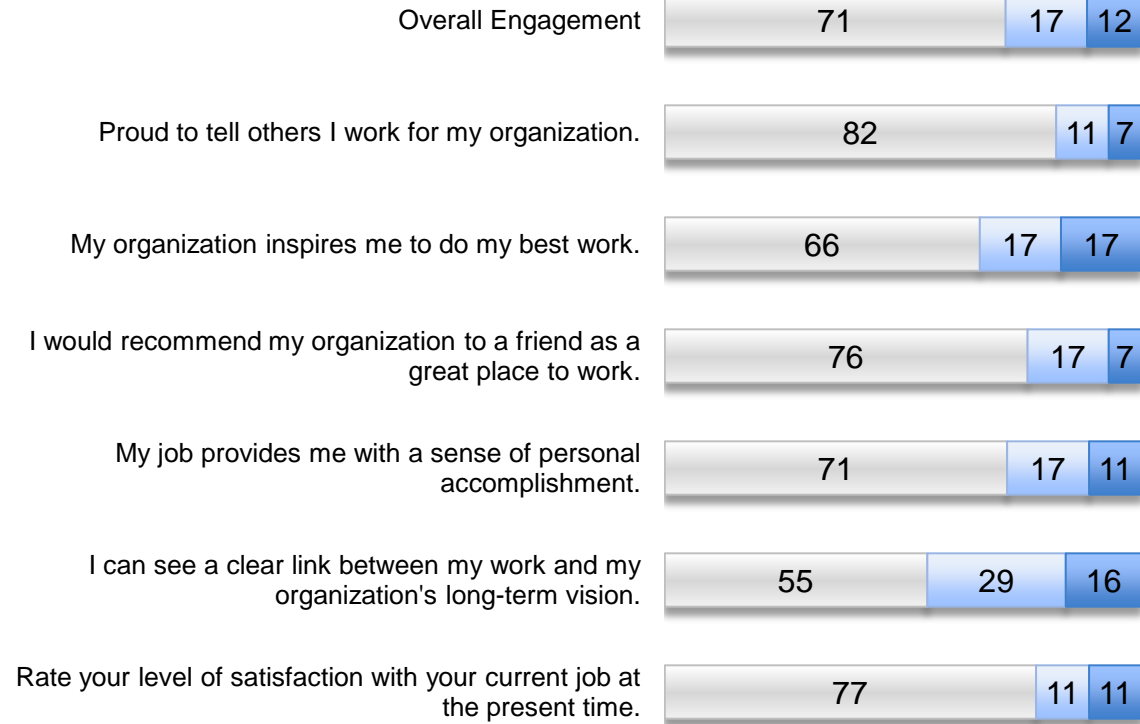
# Snapshot Report

## Client Financial Services

Sample size: 123

% Favourable   
  % Neutral   
  % Unfavourable

### Engagement Summary

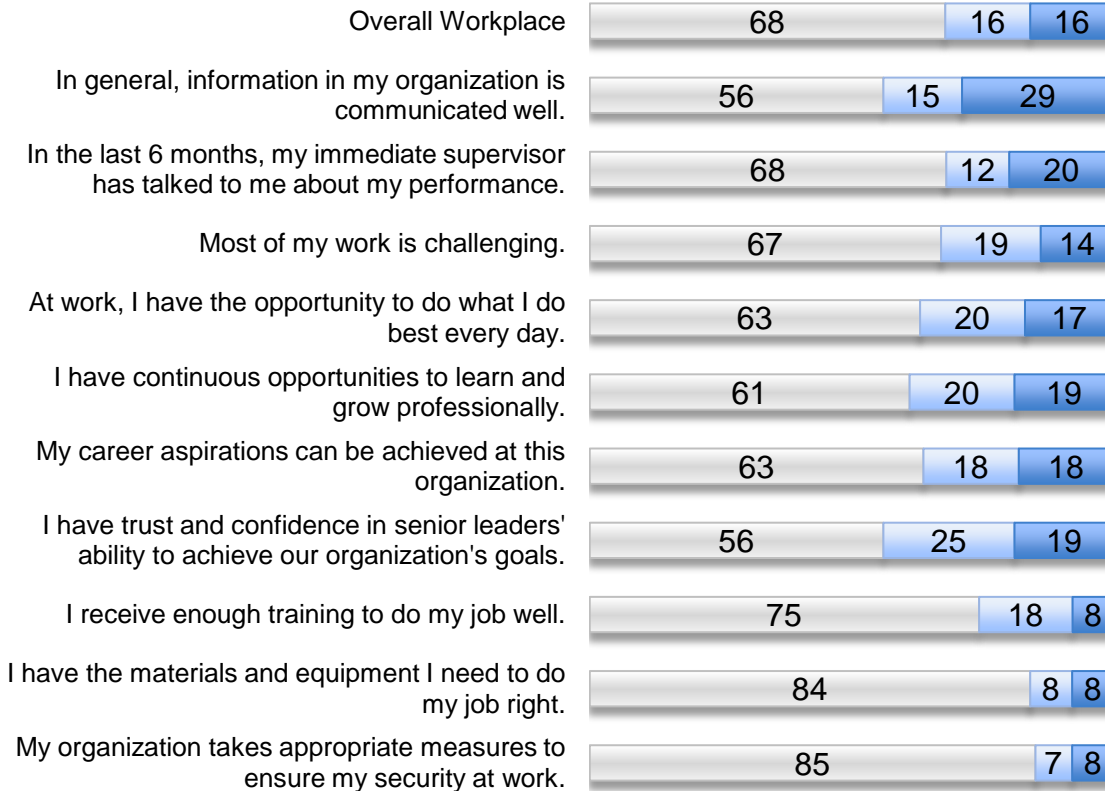


% Favourable		
+/- Finance & Treasury	+/- City of Edmonton	+/- Benchmark
0	+4	+8
-1	+5	+9
+1	+6	+9
0	+6	+11
0	0	+6
-1	-3	+1
+2	+10	+12

# Snapshot Report Client Financial Services

% Favourable   
  % Neutral   
  % Unfavourable

## Workplace Summary



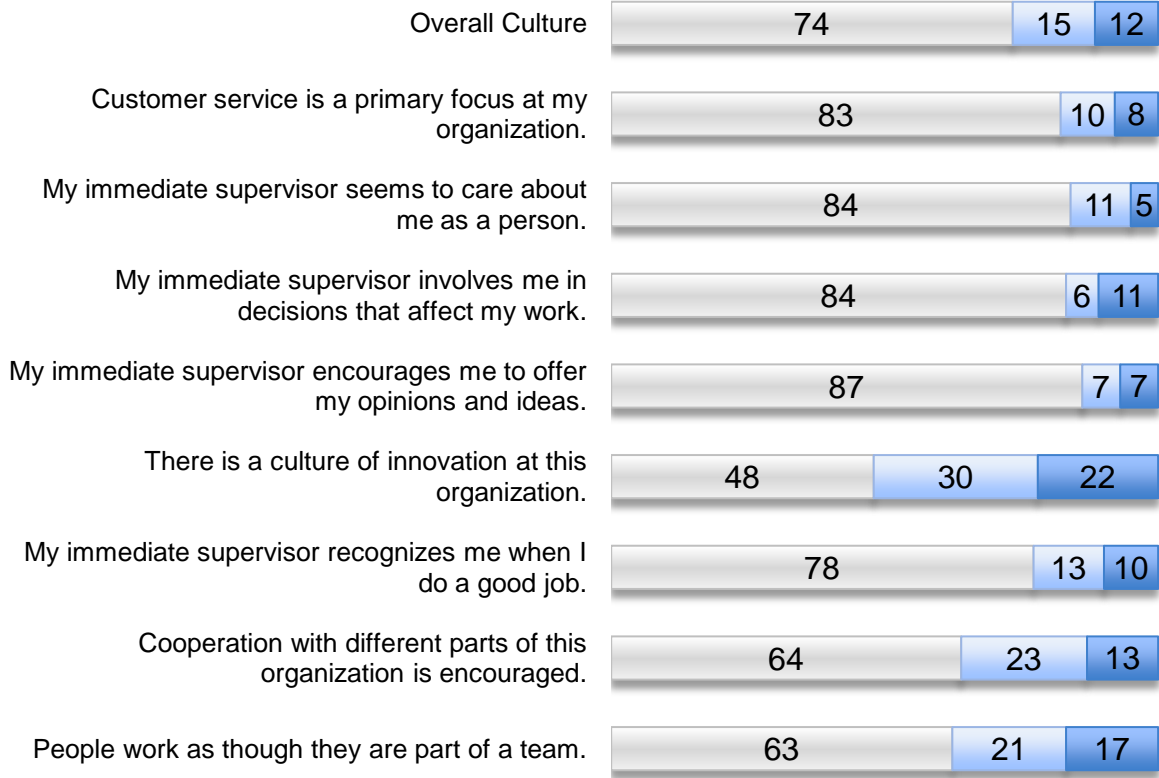
% Favourable		
+/- Finance & Treasury	+/- City of Edmonton	+/- Benchmark
+1	+6	+7
+1	+8	+3
+1	+7	+3
-2	-2	-10
+2	0	+2
-2	+4	+2
0	+10	+9
0	+6	-9
+4	+10	+19
+3	+10	+21
0	+10	n/a

# Snapshot Report

## Client Financial Services

% Favourable   
  % Neutral   
  % Unfavourable

### Culture Summary



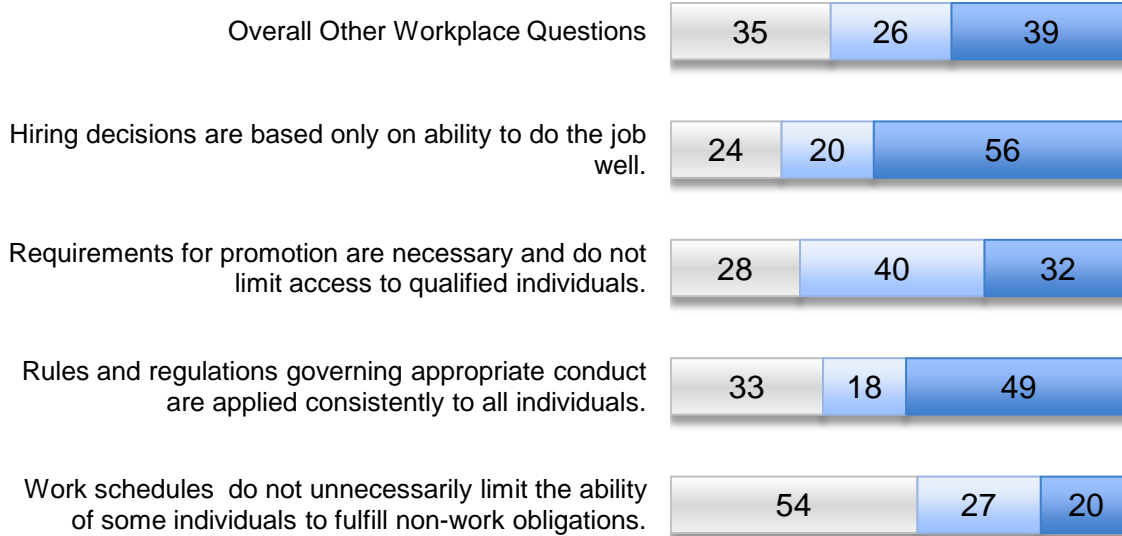
% Favourable		
+/- Finance & Treasury	+/- City of Edmonton	+/- Benchmark
+2	+9	+9
+6	+7	+9
+2	+10	+9
+3	+17	+17
+1	+16	+12
+4	+3	+21
+3	+11	n/a
-5	+4	-1
0	+7	-6

# Snapshot Report

## Client Financial Services

% Favourable   
  % Neutral   
  % Unfavourable

### Other Workplace Questions Summary



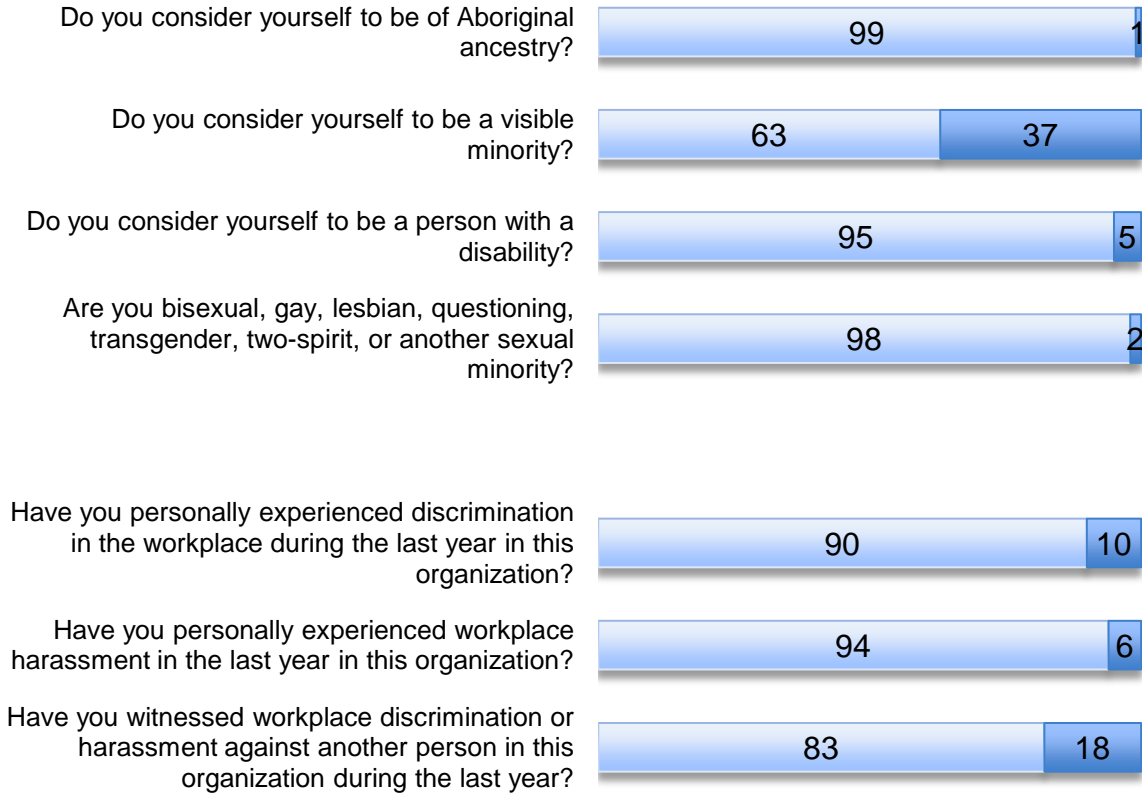
% Favourable		
+/- Finance & Treasury	+/- City of Edmonton	+/- Benchmark
+1	+4	-9
+2	+2	-16
+2	+3	-14
-1	+3	-4
0	+6	-4

# Snapshot Report

## Client Financial Services

■ % No
 ■ % Yes

### Diversity Summary



% No		
+/- Finance & Treasury	+/- City of Edmonton	+/- Benchmark
0	+3	+4
-2	-20	-20
0	+1	+6
-1	+2	-1
-1	+6	+17
0	+10	+22
0	+8	+24