



## **City of Edmonton**

# **2012 Employee Engagement and Diversity Survey**

**Snapshot Report**

**Section / Sub-Section: n/a**

**Branch: Customer Information Services**

**Department: Corporate Services**

Survey Start Date: September 10, 2012

Survey Close Date: September 28, 2012

# Snapshot Report

## Customer Information Services

### HOW TO READ YOUR REPORT

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

Your satisfaction/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 were "Very Satisfied" or "Satisfied". 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.

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 in the order they appear in the questionnaire. Throughout the report, you will notice a letter indicating that the item was used in one of the Key Dimension calculations presented on slide 3. This letter will appear beside the questionnaire item in the report. An (E) indicates that the item is part of the Engagement dimension; a (C) indicates that the item is part of the Culture dimension; and a (W) indicates that the item is part of the Workplace dimension.

**Branch 2012:** refers to your 2012 branch's % Favourable score.

**Group 2010:** refers to your 2010 group's % Favourable score.

**Dept 2012:** refers to your department's 2012 overall % Favourable score.

**CoE 2012:** refers to the overall score for the City of Edmonton.

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

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

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

**Invited: 195**

**Responded: 154**

**Response Rate 2012: 80%**

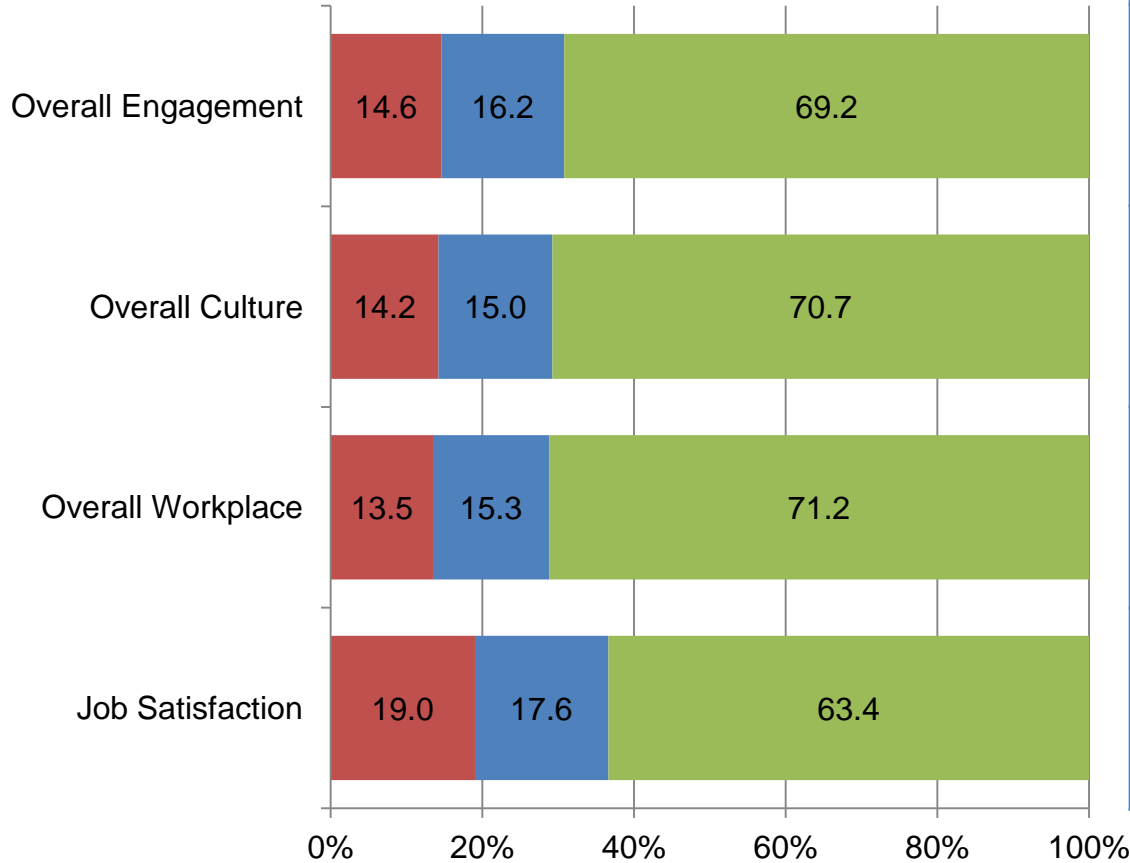
**Response Rate 2010: 76%**

# Snapshot Report

## Customer Information Services

### Key Dimension Overview

■ Unfavourable ■ Neutral ■ Favourable



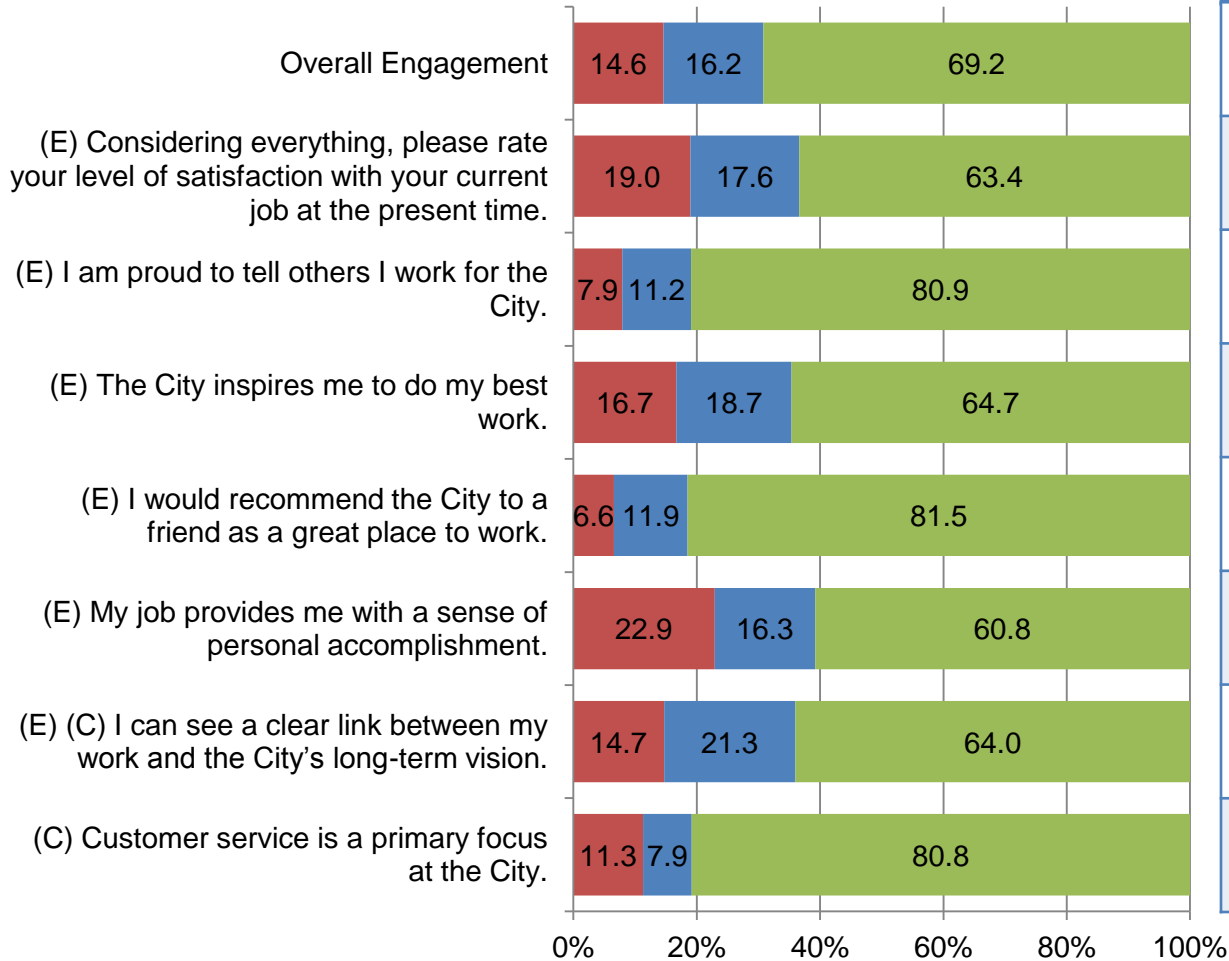
Branch 2012	Group 2010	Dept 2012	CoE 2012
69.2	65.5	67.0	68.4
70.7	66.2	66.7	67.3
71.2	61.6	66.5	67.7
63.4	69.1	65.2	67.5

# Snapshot Report

## Customer Information Services

### Engagement

■ Unfavourable ■ Neutral ■ Favourable



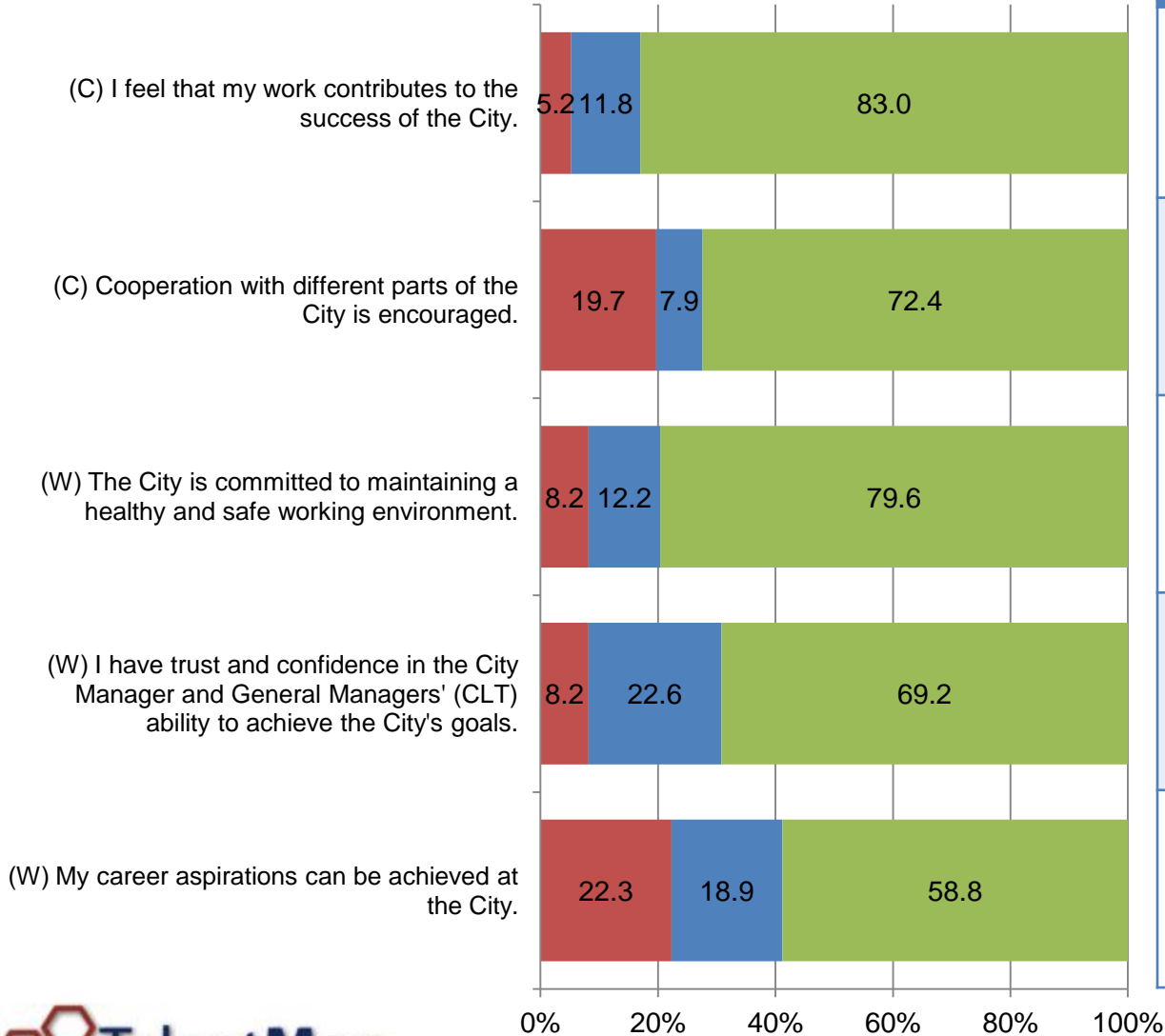
	Branch 2012	Group 2010	Dept 2012	CoE 2012
Overall Engagement	69.2	65.5	67.0	68.4
(E) Considering everything, please rate your level of satisfaction with your current job at the present time.	63.4	69.1	65.2	67.5
(E) I am proud to tell others I work for the City.	80.9	72.3	76.4	77.5
(E) The City inspires me to do my best work.	64.7	61.6	60.3	59.5
(E) I would recommend the City to a friend as a great place to work.	81.5	68.8	72.5	75.4
(E) My job provides me with a sense of personal accomplishment.	60.8	63.5	69.4	71.1
(E) (C) I can see a clear link between my work and the City's long-term vision.	64.0	57.8	58.3	59.2
(C) Customer service is a primary focus at the City.	80.8	84.8	72.4	75.2

# Snapshot Report

## Customer Information Services

### Understanding of the City

■ Unfavourable ■ Neutral ■ Favourable



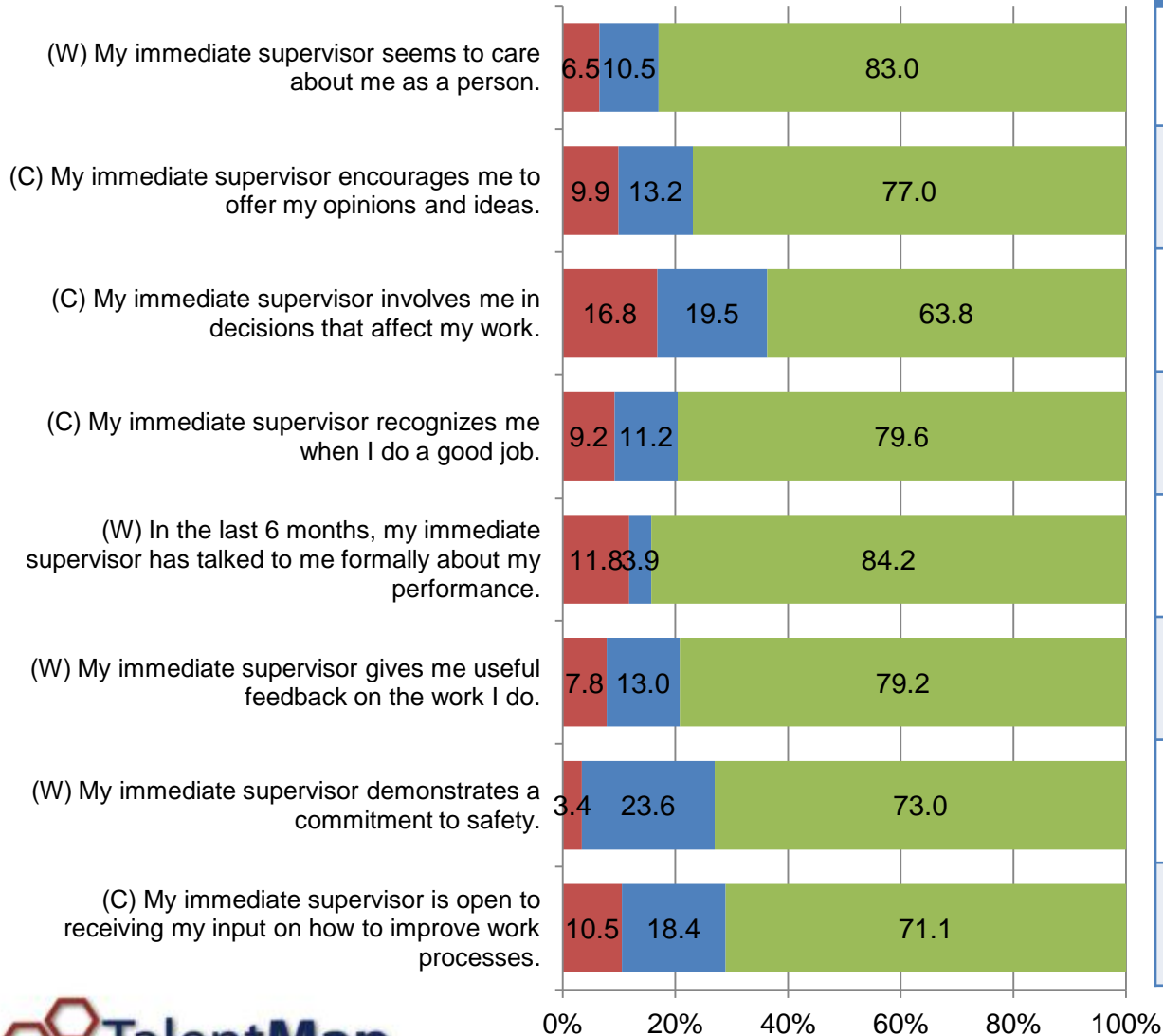
Branch 2012	Group 2010	Dept 2012	CoE 2012
83.0	n/a	85.3	85.0
72.4	59.9	71.7	67.6
79.6	n/a	82.9	81.9
69.2	55.3	59.7	58.8
58.8	53.0	60.7	59.5

# Snapshot Report

## Customer Information Services

### Immediate Supervisor

■ Unfavourable ■ Neutral ■ Favourable



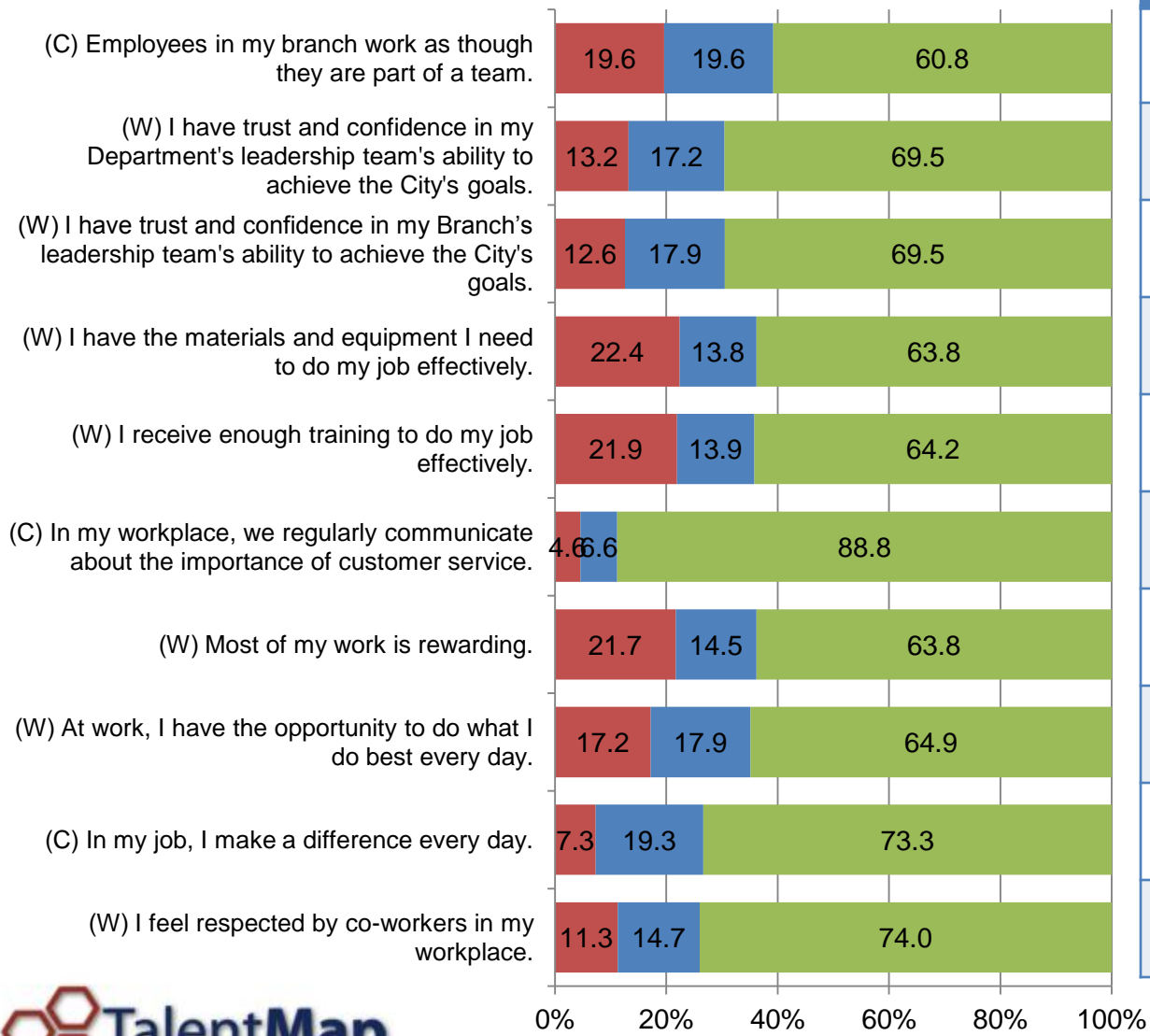
Branch 2012	Group 2010	Dept 2012	CoE 2012
83.0	76.6	77.8	78.0
77.0	70.8	76.7	75.1
63.8	62.5	68.1	68.4
79.6	76.6	70.4	70.6
84.2	85.3	59.8	55.2
79.2	n/a	64.0	63.3
73.0	n/a	75.6	78.2
71.1	n/a	71.3	71.6

# Snapshot Report

## Customer Information Services

### Workplace and Branch

■ Unfavourable ■ Neutral ■ Favourable

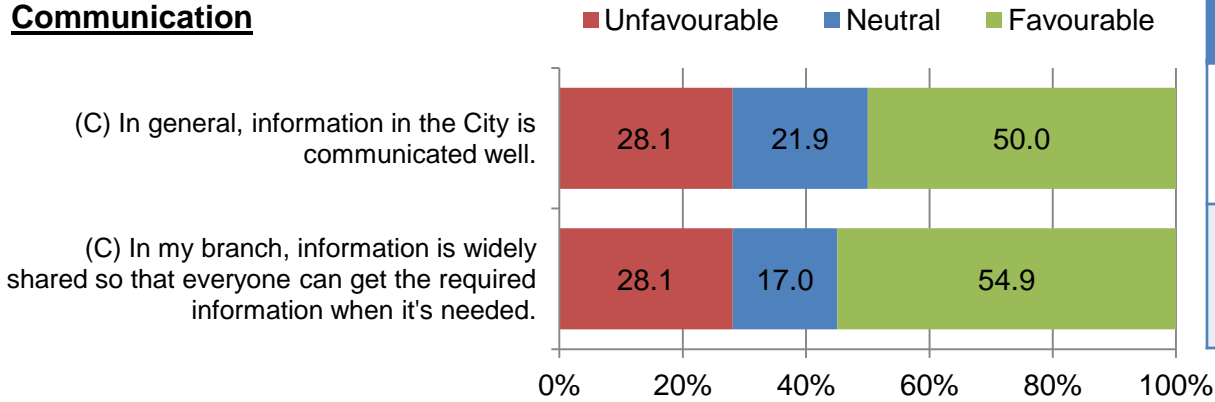


Branch 2012	Group 2010	Dept 2012	CoE 2012
60.8	52.9	57.3	62.3
69.5	n/a	55.9	59.4
69.5	n/a	56.4	60.5
63.8	64.0	70.5	74.0
64.2	58.1	61.1	69.3
88.8	n/a	62.4	62.6
63.8	65.7	65.9	66.9
64.9	61.3	64.4	66.1
73.3	n/a	68.4	69.0
74.0	n/a	76.4	76.5

# Snapshot Report

## Customer Information Services

### Communication



Branch 2012	Group 2010	Dept 2012	CoE 2012
50.0	48.5	53.9	54.2
54.9	n/a	50.8	53.8



# Snapshot Report

## Customer Information Services

### DISCRIMINATION / HARASSMENT



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

### DIVERSITY



0% 20% 40% 60% 80% 100%

All table numbers represent % Yes.