

Employee Diversity and Engagement Survey



Snapshot Report

Office of the City Clerk Branch

Survey Start Date: November 24, 2010

Survey Finish Date: December 17, 2010



Snapshot Report

Office of the City Clerk Branch

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.

+/- Corporate Services: 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.

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% Favourable
 % Neutral
 % Unfavourable

Sample size: 46

Engagement Summary

Overall Engagement



Proud to tell others I work for my organization.



My organization inspires me to do my best work.



I would recommend my organization to a friend as a great place to work.



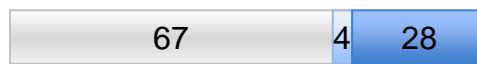
My job provides me with a sense of personal accomplishment.



I can see a clear link between my work and my organization's long-term vision.



Rate your level of satisfaction with your current job at the present time.



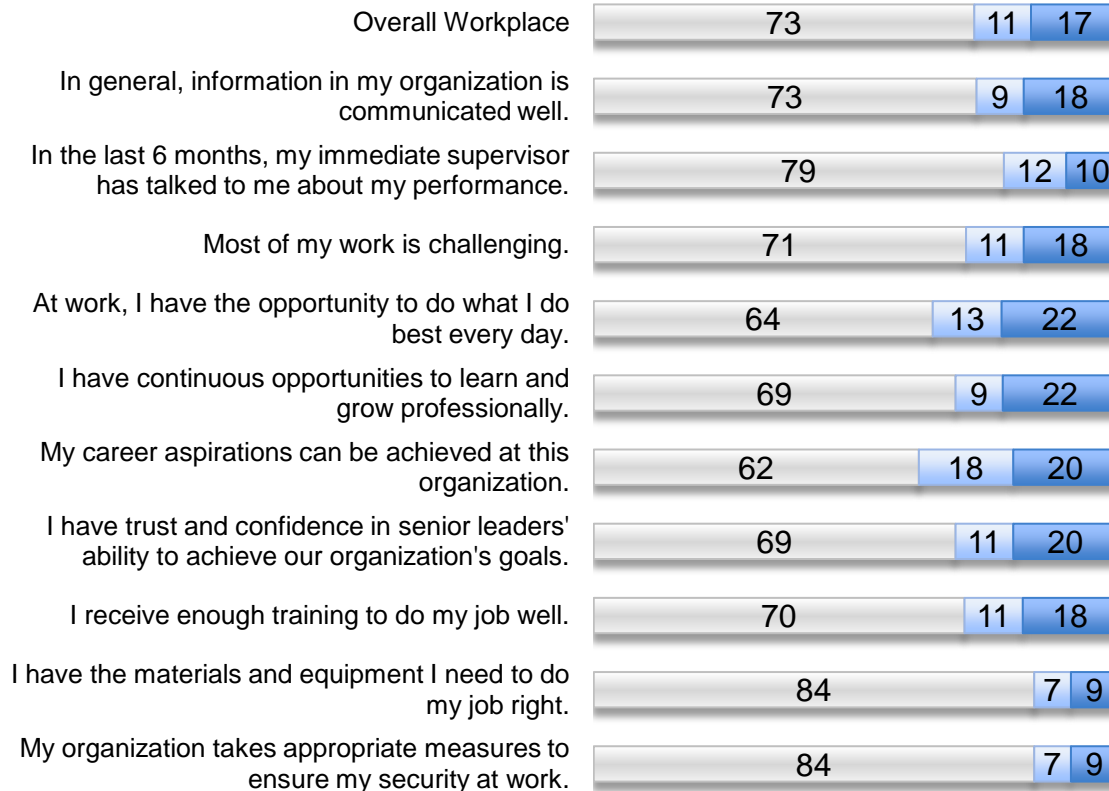
% Favourable		
+/- Corporate Services	+/- City of Edmonton	+/- Benchmark
+11	+9	+13
+16	+14	+18
+16	+16	+19
+9	+8	+13
+11	+7	+13
+8	+6	+10
+3	0	+2

Snapshot Report

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% Favourable
 % Neutral
 % Unfavourable

Workplace Summary



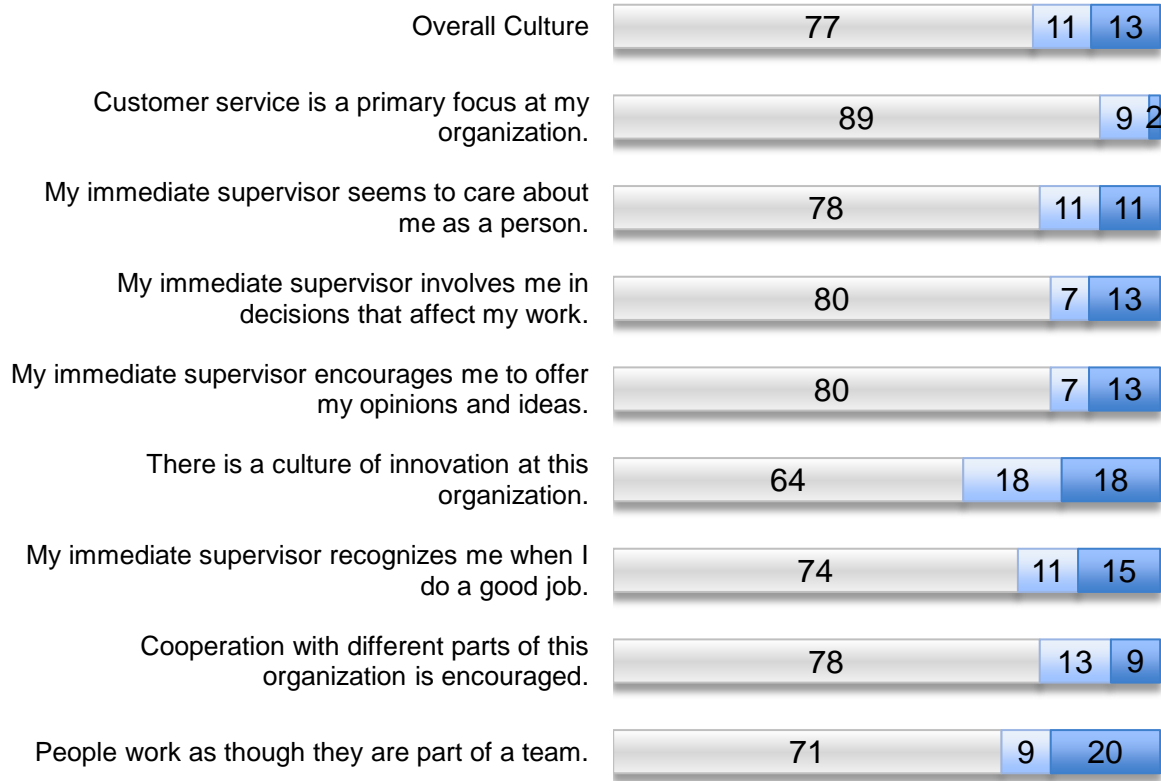
% Favourable		
+/- Corporate Services	+/- City of Edmonton	+/- Benchmark
+12	+11	+12
+27	+25	+20
+13	+18	+14
+3	+2	-6
+4	+1	+3
+9	+12	+10
+7	+9	+8
+21	+19	+4
+11	+5	+14
+15	+10	+21
+6	+9	n/a

Snapshot Report

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% Favourable
 % Neutral
 % Unfavourable

Culture Summary



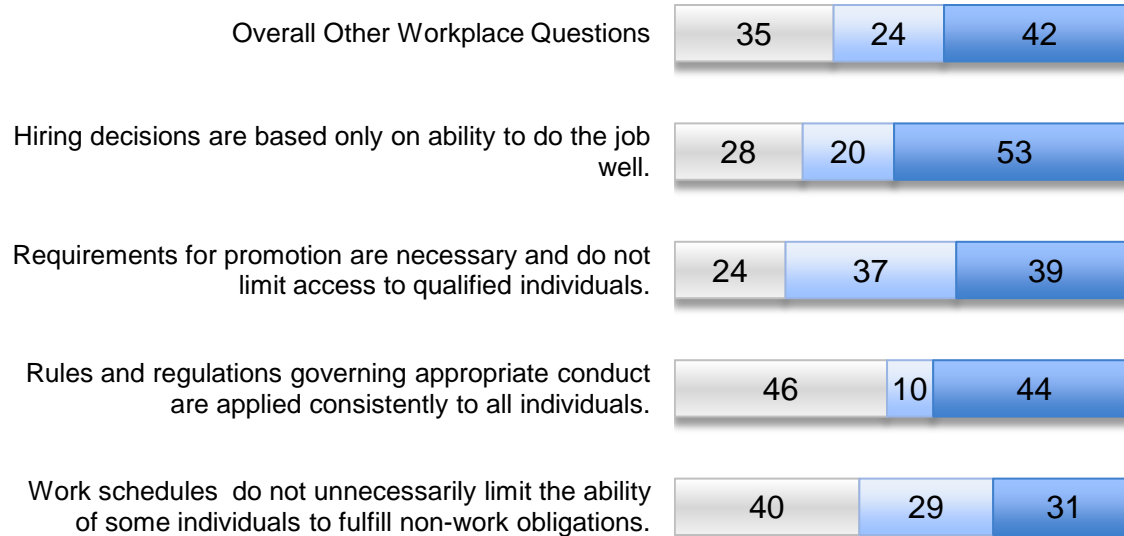
% Favourable		
+/- Corporate Services	+/- City of Edmonton	+/- Benchmark
+12	+12	+12
+14	+13	+15
+4	+4	+3
+13	+13	+13
+7	+9	+5
+16	+19	+37
+8	+7	n/a
+14	+18	+13
+18	+15	+2

Snapshot Report

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% Favourable
 % Neutral
 % Unfavourable

Other Workplace Questions Summary



% Favourable		
+/- Corporate Services	+/- City of Edmonton	+/- Benchmark
+5	+4	-9
+7	+6	-12
+1	-1	-18
+16	+16	+9
-5	-8	-18