

Relationships and Customer Access Branch

June 2021 Employee Check-in

Summary Report

June Employee Check-in

The June 2021 Employee check-in is the City's third employee experience survey for 2021 that is outside of the traditional biennial surveys. This summary outlines what we heard from employees in the Relationships and Customer Access Branch.

The June 2021 Employee Check-in was focused on the conversations that employees have with their supervisor. Responses to these questions will be used to inform how we develop meaningful conversations.

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.

How are you doing?

I have regular check-in conversations with my direct supervisor.

My direct supervisor provides me with clear expectations about my work.

I receive feedback on how I can improve from my direct supervisor.

My direct supervisor acknowledges my contributions at work.

What do you appreciate most about your conversations with your direct supervisor?

What would you like to discuss more with your direct supervisor?

What would help you feel more supported right now?

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

Open-ended Questions

Edmonton

I have heard about Enterprise Commons.

I know where to find more information about Enterprise Commons.

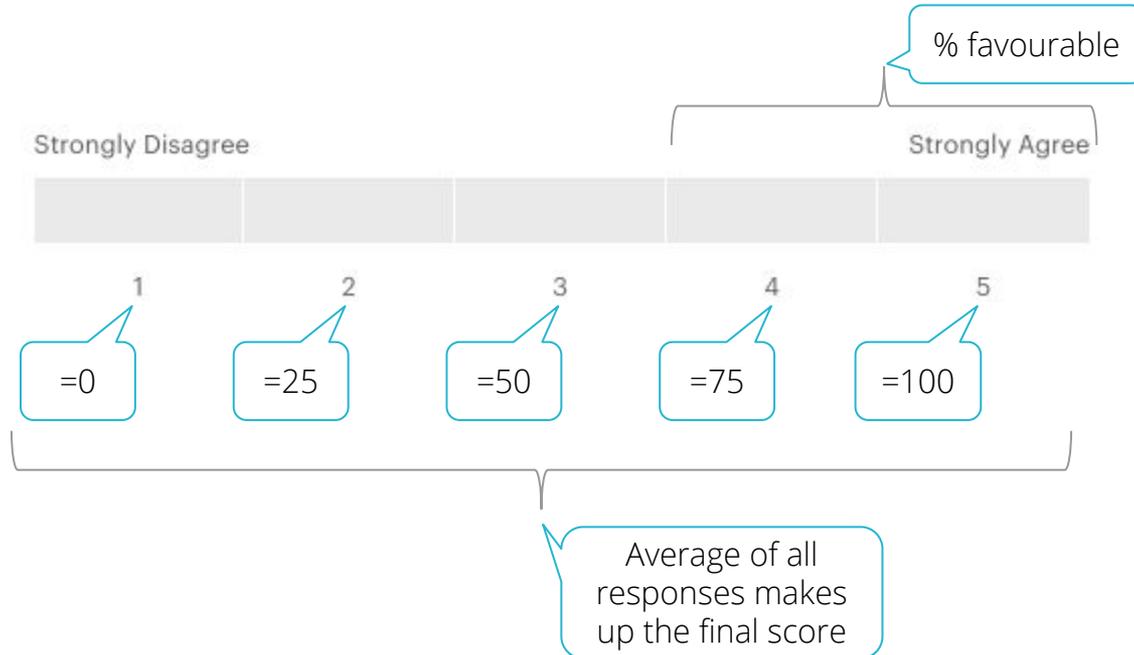
Questions to assist
with corporate
initiatives.

Branch 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

	Jun '20	Jun '21	vs. Mar '21
How happy are you working at the City of Edmonton?	70	77 ↑	62
How are you doing?	63	66 ↑	53
I would recommend the City of Edmonton as a great place to work.	70	77 ↑	60
My direct supervisor provides me with clear expectations about my work.	70	86 ↑	NA
I receive feedback on how I can improve from my direct supervisor.	64	83 ↑	NA
My direct supervisor acknowledges my contributions at work.	78	83 ↑	NA

Response to “Yes” and “No” Questions

Response to “Yes”

	Jun '20	Jun '21	Change
I have regular check-in conversations with my direct supervisor.	87%	91%	4% 

Response to “No”

	Jun '20	Jun '21	Change
I have regular check-in conversations with my direct supervisor.	13%	9%	4% 

	Yes	No
I have heard about Enterprise Commons.	34%	66%
I know where to find more information about Enterprise Commons.	35%	65%



Wellness

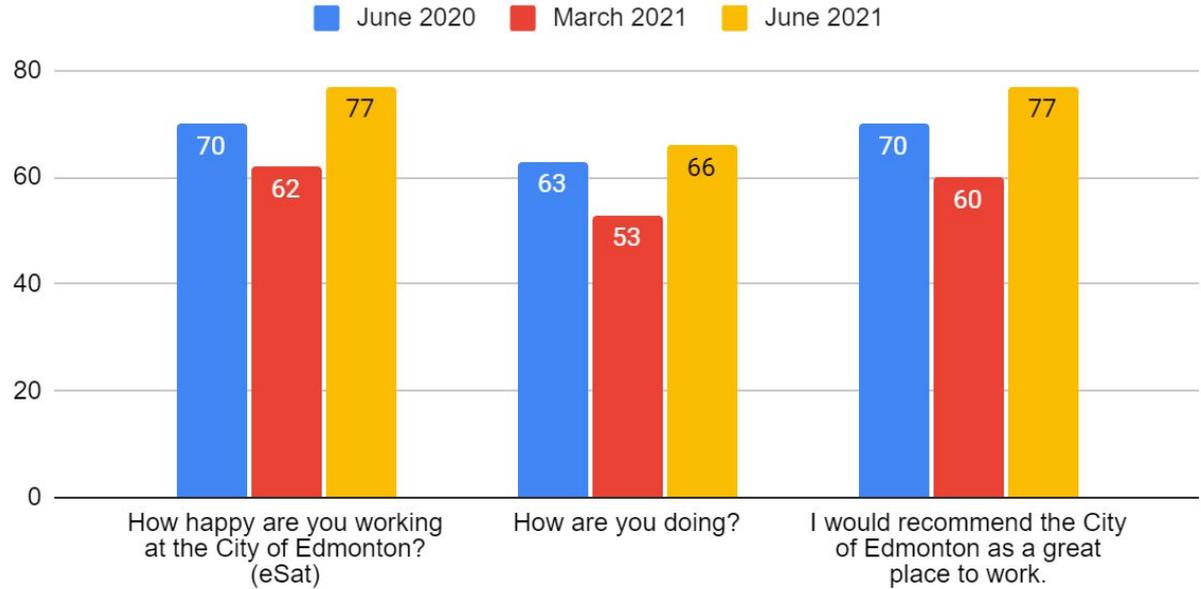
I feel safe and secure
and am supported to
achieve wellness

**How happy are you
working at the City of
Edmonton? (eSat)**

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

How are you doing?

Wellness Score



Wellness Questions

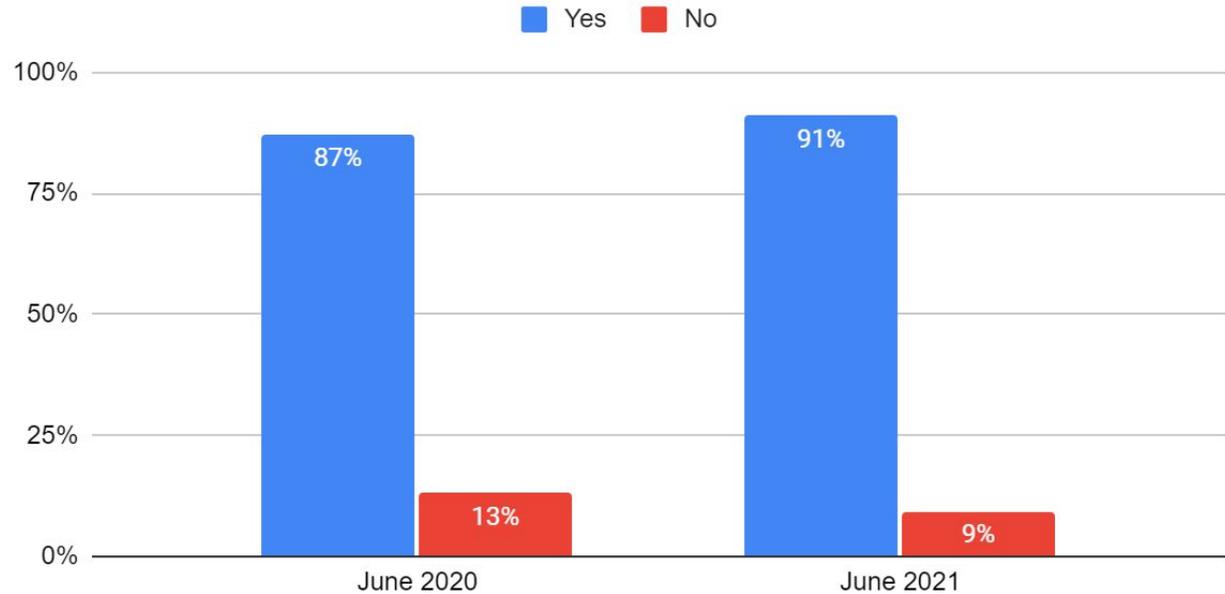


Supportive Environment

I feel respected and recognized for my unique contributions

I have regular check-in conversations with my direct supervisor.

June 2020 vs. June 2021



I have regular check-in conversations with my direct supervisor.



Trust in Leadership

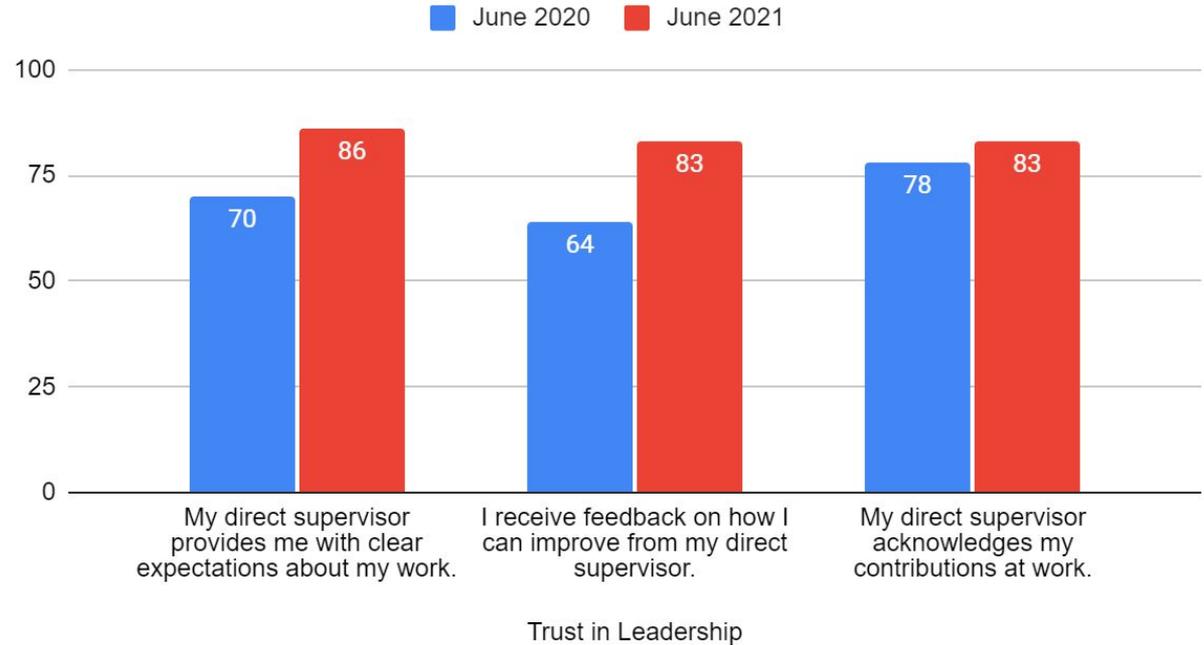
I observe leaders listening, communicating transparently, and inspiring

My direct supervisor provides me with clear expectations about my work.

I receive feedback on how I can improve from my direct supervisor.

My direct supervisor acknowledges my contributions at work.

June 2020 vs. June 2021



Open ended



Supportive Environment

I feel respected and recognized for my unique contributions

What would help you feel more supported right now?

Top Topics mentioned in March 2021

- **Communication**
- **Customer Focus**
- **Strategy**
- **Values**
- **Processes**

Top Topics mentioned in June 2021

- **Communications**
- **Remote Working**
- **Information**
- **Burnout**
- **Well-being**

Keywords March 2021



Keywords June 2021



Open ended



Supportive Environment

I feel respected and recognized for my unique contributions



Trust in Leadership

I observe leaders listening, communicating transparently, and inspiring

What do you appreciate most about your conversations with your direct supervisor?

Top Topics mentioned in June 2020

- **Communication**
- **Feedback**
- **Support**
- **Meetings**
- **Recognition**

Top Topics mentioned in June 2021

- **Communication**
- **Feedback**
- **Support**
- **Meetings**
- **Information**

Keywords June 2020



Keywords June 2021



Open ended



Supportive Environment

I feel respected and recognized for my unique contributions



Trust in Leadership

I observe leaders listening, communicating transparently, and inspiring

What would you like to discuss more with your direct supervisor?

Top Topics mentioned in June 2020

- **Career Opportunities**
- **Communication**
- **Learning & Development**
- **Goals**
- **Feedback**

Top Topics mentioned in June 2021

- **Communication**
- **Career Opportunities**
- **Performance Evaluation**
- **Burnout**
- **Coaching**

Keywords June 2020



Keywords June 2021

