

# ETC Institute

## 2016 City of Tempe Employee Survey

Please take a few minutes to complete this important survey. Your input will be used to help identify ways to improve the City's work environment for city employees.

**Your responses will remain completely confidential.** No personal identifying information will be shared with any City staff. The raw survey database will **not** be available to the City of Tempe or anyone other than the project management team from ETC Institute. ETC Institute will not release any data tabulations or databases in any format which could reveal the identity of individual respondents.

<b>Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "Strongly DISAGREE," please rate your level of agreement with each of the following statements.</b>		Strongly AGREE	Agree	Neutral	Disagree	Strongly DISAGREE	Don't Know/NA

### Professional Development/Career Mobility

1	I receive training to do my job effectively	5	4	3	2	1	9
2	There is someone at work who encourages my development	5	4	3	2	1	9
3	I have been mentored at work	5	4	3	2	1	9
4	I have received fair consideration for advancement and promotion, when available, within the City of Tempe	5	4	3	2	1	9
5	I am aware of the City's educational partnerships, Tempe Professional Development Network, The Mentoring Program, and other programs related to professional development and career mobility	5	4	3	2	1	9
6	The City's programs related to professional development and career mobility, such as educational partnerships, Tempe Professional Development Network, etc., are useful to me	5	4	3	2	1	9
7	Overall, I am satisfied with the professional development opportunities that are available to me at the City	5	4	3	2	1	9

8. [Optional] **How could the City improve professional development and/or career mobility for employees?**

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### Organizational Support

9	The following adequately support my work-related needs:						
9a	City Manager's Office	5	4	3	2	1	9
9b	Strategic Management & Diversity	5	4	3	2	1	9
9c	Human Resources	5	4	3	2	1	9
9d	Information Technology	5	4	3	2	1	9
9e	Risk Management/Worker's Compensation	5	4	3	2	1	9
10	The following programs/services adequately support my needs:						
10a	The wellness program	5	4	3	2	1	9
10b	City mediation services	5	4	3	2	1	9
10c	The Safe Haven process	5	4	3	2	1	9
11	Senior leadership in my department is demonstrating and communicating the same values that are expected of me	5	4	3	2	1	9
13	Overall, I am satisfied with the support that is provided to employees by the City of Tempe	5	4	3	2	1	9
12	My physical work environment (building) is safe, clean and maintained in good operating order	5	4	3	2	1	9

14. [Optional] **How could the City improve organizational support for employees?**

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Using a scale of 1 to 5 where 5 means “strongly AGREE” and 1 means “Strongly DISAGREE,” please rate your level of agreement with each of the following statements.

Strongly AGREE	Agree	Neutral	Disagree	Strongly DISAGREE	Don't Know/NA
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**Supervision/Working Environment**

23	My immediate supervisor treats me with respect	5	4	3	2	1	9
24	I know what is expected of me at work	5	4	3	2	1	9
25	I have the materials and equipment I need to do my job effectively	5	4	3	2	1	9
26	I am comfortable expressing my opinions about work related issues to my immediate supervisor	5	4	3	2	1	9
27	I believe my opinions matter at work	5	4	3	2	1	9
28	My work is appreciated by my immediate supervisor	5	4	3	2	1	9
29	My immediate supervisor gives me clear expectations for work assignments	5	4	3	2	1	9
30	My immediate supervisor makes good use of my time	5	4	3	2	1	9
31	I receive constructive feedback on my job performance from my immediate supervisor	5	4	3	2	1	9
32	The work I perform is evaluated fairly	5	4	3	2	1	9
33	My immediate supervisor knows my career/job goals	5	4	3	2	1	9
34	My immediate supervisor supports me in achieving my career/job goals	5	4	3	2	1	9
35	Within the last 30 days I have received feedback on my job performance from my supervisor	5	4	3	2	1	9
36	When I request training, my supervisor is open to working with me to ensure I can attend	5	4	3	2	1	9
37	Senior managers in my department listen to me	5	4	3	2	1	9
38	I believe senior managers in my department support decisions made by my supervisor	5	4	3	2	1	9
40	As a supervisor, I am supported when addressing staff issues (If applicable)	5	4	3	2	1	9
41	Conflict in my work area is resolved effectively	5	4	3	2	1	9
42	I believe assignments in my department are distributed fairly	5	4	3	2	1	9
43	I believe exceptional job performance is recognized appropriately by managers/supervisors in my work unit	5	4	3	2	1	9
44	I believe poor job performance is dealt with effectively by managers/supervisors in my work unit	5	4	3	2	1	9
45	As a supervisor, I have been given the training, tools, and resources to lead my work unit	5	4	3	2	1	9
46	I feel safe and comfortable in my work unit	5	4	3	2	1	9
47	My immediate supervisor has the tools to deal with conflict	5	4	3	2	1	9
48	Overall, I am satisfied with the working environment in my department	5	4	3	2	1	9

49. [Optional] How could the City improve supervision and/or the work environment for employees?

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**Compensation and Benefits**

50	The City's health care plan meets my needs	5	4	3	2	1	9
51	The amount that I pay for health care benefits is reasonable.	5	4	3	2	1	9
52	The City does a good job of informing me about my benefits	5	4	3	2	1	9
53	The amount of leave that I receive each year meets my needs	5	4	3	2	1	9
54	The amount I am paid is fair for the work I do	5	4	3	2	1	9
55	I am satisfied with the City's deferred compensation benefits	5	4	3	2	1	9
56	Overall, I am reasonably compensated in pay and benefits for the work I do	5	4	3	2	1	9

57. [Optional] How could the City improve compensation and benefits for employees?

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Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "Strongly DISAGREE," please rate your level of agreement with each of the following statements.

**Employee Engagement**

		Strongly AGREE	Agree	Neutral	Disagree	Strongly DISAGREE	Don't Know/NA
58	I receive information that affects my work in a timely manner from my immediate supervisor	5	4	3	2	1	9
59	I can express my opinions about work related issues to my department management team	5	4	3	2	1	9
60	Generally, communication between work units/divisions <u>INSIDE</u> my department is good	5	4	3	2	1	9
61	Generally, communication between my work unit/division and work units/divisions <u>OUTSIDE</u> my department is good	5	4	3	2	1	9
62	With respect to my job, communication between departments is good	5	4	3	2	1	9
63	I have adequate input on decisions affecting my work	5	4	3	2	1	9
64	Senior managers in my department use input from employees to make decisions	5	4	3	2	1	9
65	I am encouraged to be innovative and come up with better ways to do things at work	5	4	3	2	1	9
66	Employees in my department are highly motivated about accomplishing our goals	5	4	3	2	1	9
67	Overall, I am satisfied with the level of employee engagement in my Department	5	4	3	2	1	9

68. [Optional] How could the City improve employee engagement for employees?

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**Peer Relationships**

		5	4	3	2	1	9
69	My co-workers treat me with respect	5	4	3	2	1	9
70	Conflict between co-workers is resolved effectively	5	4	3	2	1	9
71	Overall, I am very satisfied with the quality of peer relationships among City employees	5	4	3	2	1	9

72. [Optional] How could the City improve peer relationships among employees?

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**Overall Ratings**

73. Are you aware of the Council priorities and the City's Strategic Plan (Planning Process)?

\_\_\_ (1) Yes \_\_\_ (2) No \_\_\_ (9) Don't know

74. Are you proud to work for the City of Tempe?

\_\_\_ (1) Yes \_\_\_ (2) No \_\_\_ (9) Don't know

75. Overall, how satisfied are you with your current job?

\_\_\_ (1) Very satisfied \_\_\_ (4) Very dissatisfied  
 \_\_\_ (2) Satisfied \_\_\_ (9) Don't know  
 \_\_\_ (3) Dissatisfied

76. How has the quality of the environment in your work area changed since you started working for the City of Tempe?

\_\_\_ (1) Much better \_\_\_ (4) Somewhat worse  
 \_\_\_ (2) Somewhat better \_\_\_ (5) Much worse  
 \_\_\_ (3) Stayed the same \_\_\_ (9) Don't know

77. Would you recommend the City of Tempe as a place to work, to a friend or relative?

\_\_\_ (1) Yes \_\_\_ (2) No \_\_\_ (9) Don't know

**78. Does the City's working environment and leadership encourage you to go above and beyond the minimum effort that is required for your job?**

\_\_\_ (1) Yes \_\_\_ (2) No \_\_\_ (9) Don't know

**79. I would like to finish my public service career with the City of Tempe?**

\_\_\_ (1) Yes \_\_\_ (2) No \_\_\_ (9) Don't know

**80. I have applied for a new position within the City of Tempe in the past two years?**

\_\_\_ (1) Yes \_\_\_ (2) No

**Demographics:** The following information will help the City better understand the results for different employee groups within the City. ETC Institute will not report results at a level at which individuals can be identified.

**81. What gender do you identify with?** \_\_\_ (1) Male \_\_\_ (2) Female

**82. What do you feel best describes your race? (Check all that apply)**

\_\_\_ (1) White/Anglo \_\_\_ (3) Asian/Pacific Islander \_\_\_ (5) Hispanic/Latino  
\_\_\_ (2) Black/African \_\_\_ (4) Native American/Alaskan Native \_\_\_ (6) Other: \_\_\_\_\_

**83. In which department do you work?**

\_\_\_ (01) Municipal Budget Office \_\_\_ (06) Community Development \_\_\_ (11) Human Services  
\_\_\_ (02) City Attorney's Office \_\_\_ (08) Community Services \_\_\_ (12) Internal Audit  
\_\_\_ (03) City Clerk's Office \_\_\_ (09) Office of Strategic \_\_\_ (13) Internal Services  
\_\_\_ (04) City Court Management and Diversity \_\_\_ (14) Police  
\_\_\_ (05) City Manager's Office \_\_\_ (10) Fire Medical Rescue Department \_\_\_ (15) Public Works

**84. Which job type BEST describes your position?**

\_\_\_ (1) Director \_\_\_ (4) Supervisor  
\_\_\_ (2) Deputy Director \_\_\_ (5) Non-supervisor  
\_\_\_ (3) Manager

**85. How many years have you worked with the City?**

\_\_\_ (1) 1-10yrs \_\_\_ (5) 21-30yrs  
\_\_\_ (2) 11-20yrs \_\_\_ (6) 31+yrs

**86. What is your employment status?**

\_\_\_ (1) Full-time permanent  
\_\_\_ (2) Part-time permanent  
\_\_\_ (3) Full-time temporary  
\_\_\_ (4) Part-time temporary  
\_\_\_ (5) Contract employee  
\_\_\_ (6) Volunteer

**If you have any other comments that you would like to make, please write them in the space below.**

**THANK YOU FOR COMPLETING THE SURVEY**