

Employee Survey 2019 Results



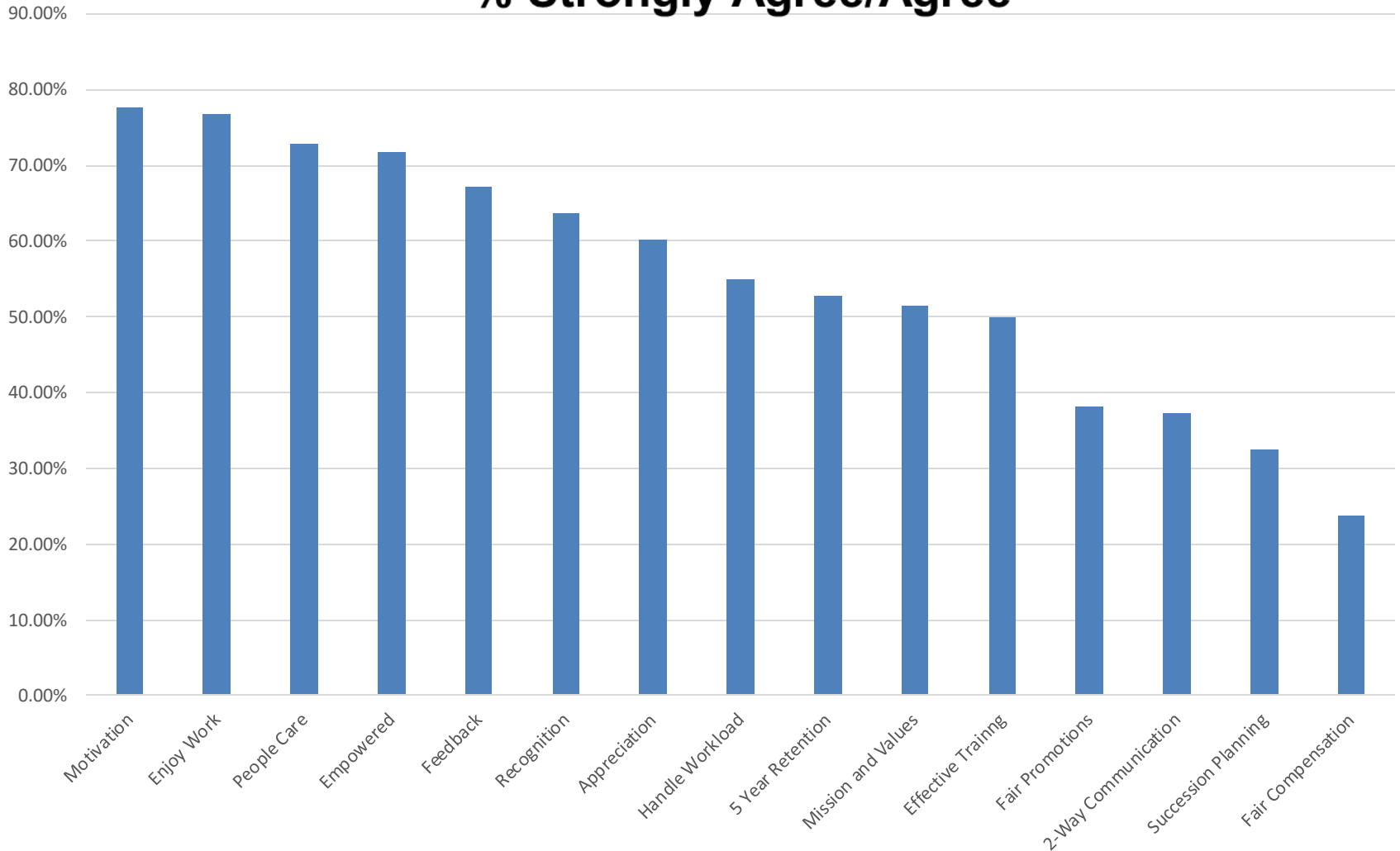
Champions of Team Flagstaff

2019 Employee Survey

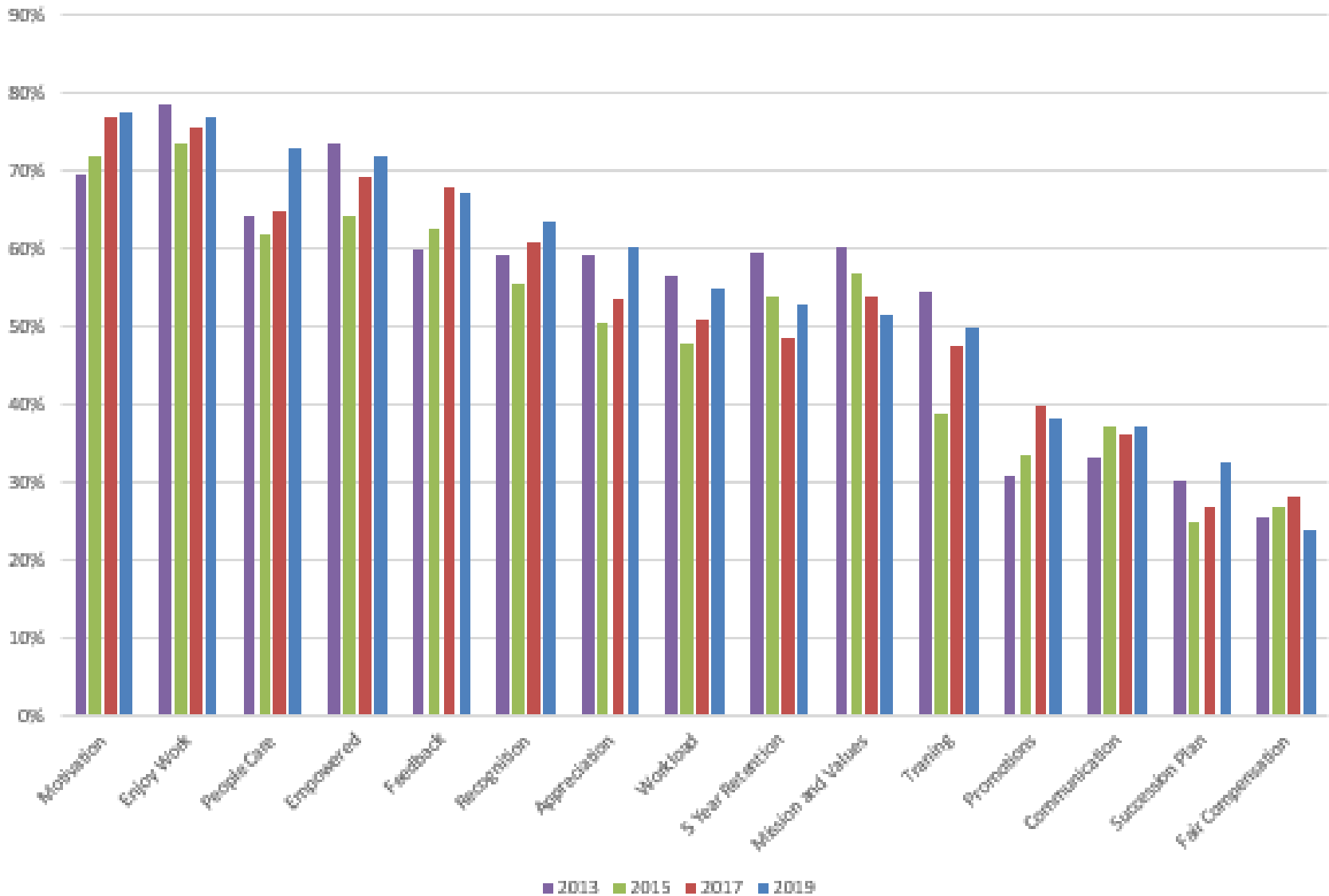
- 7/1-10/31 2019 (Pre-COVID)
- 16 questions
 - Baseline questions from previous three surveys
- Open to all City employees
- 461 Respondents (up from 434 in 2017)

2019 Overall Results

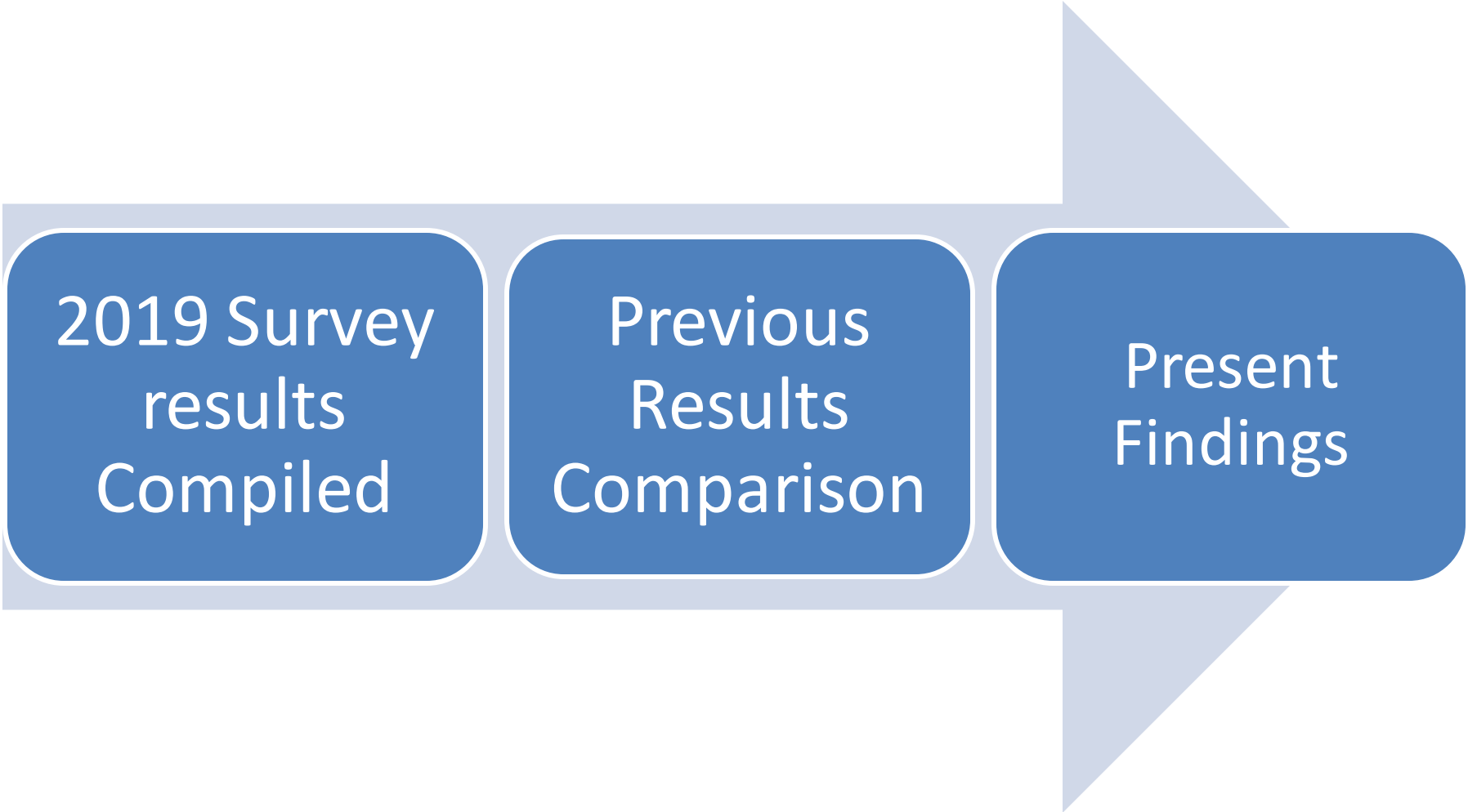
% Strongly Agree/Agree



Multi Year Results



Data Compilation - Quantitative



2019 Survey
results
Compiled

Previous
Results
Comparison

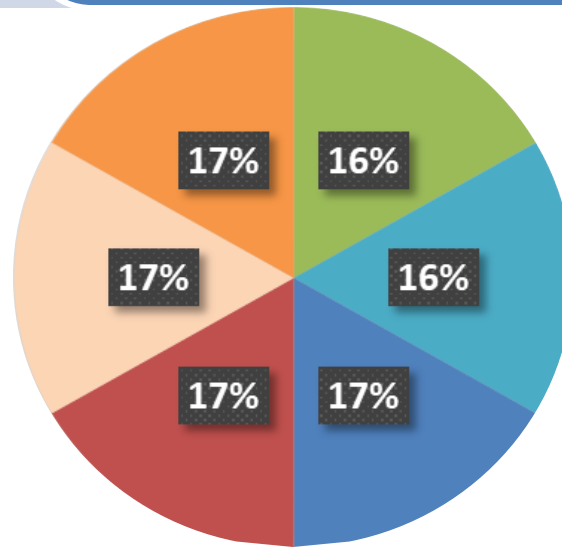
Present
Findings

Data Compilation – Qualitative

2019 Survey Comments
Analyzed by Champions
of Team Flagstaff

Positive and
Negative
themes
Extrapolated

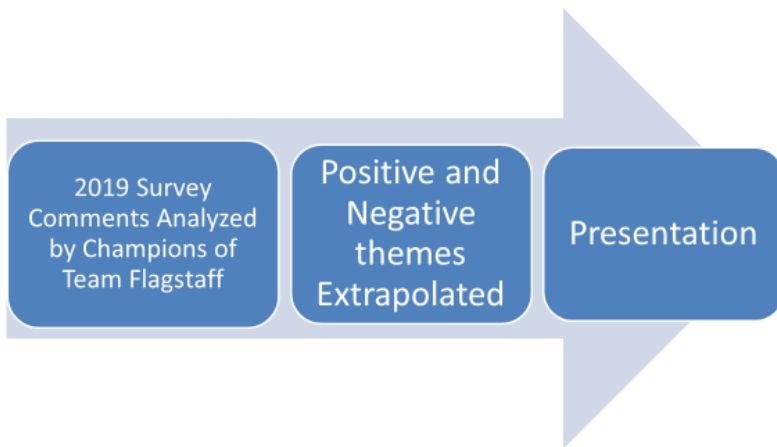
Present
Findings



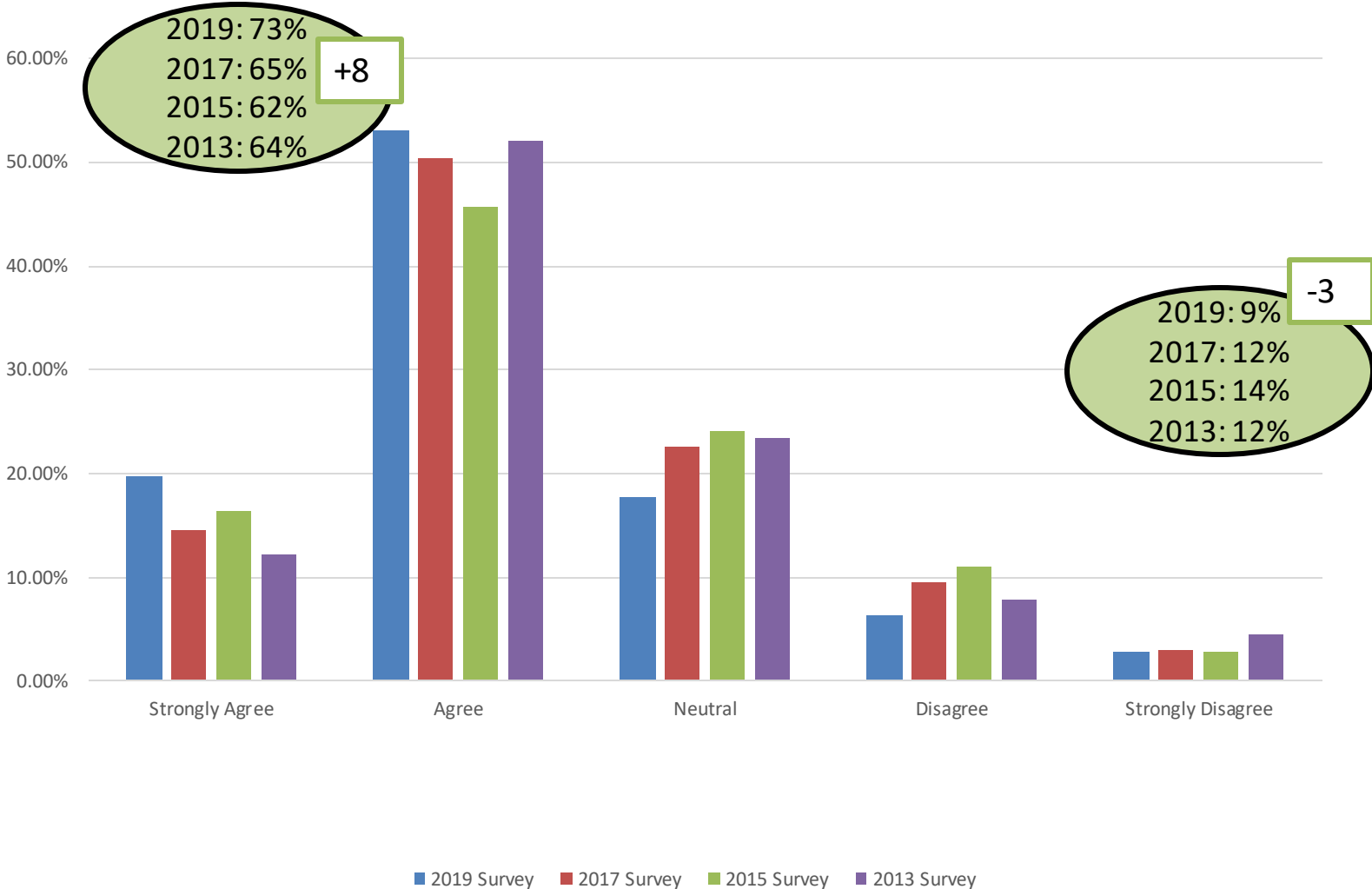
Data Compilation - Quantitative



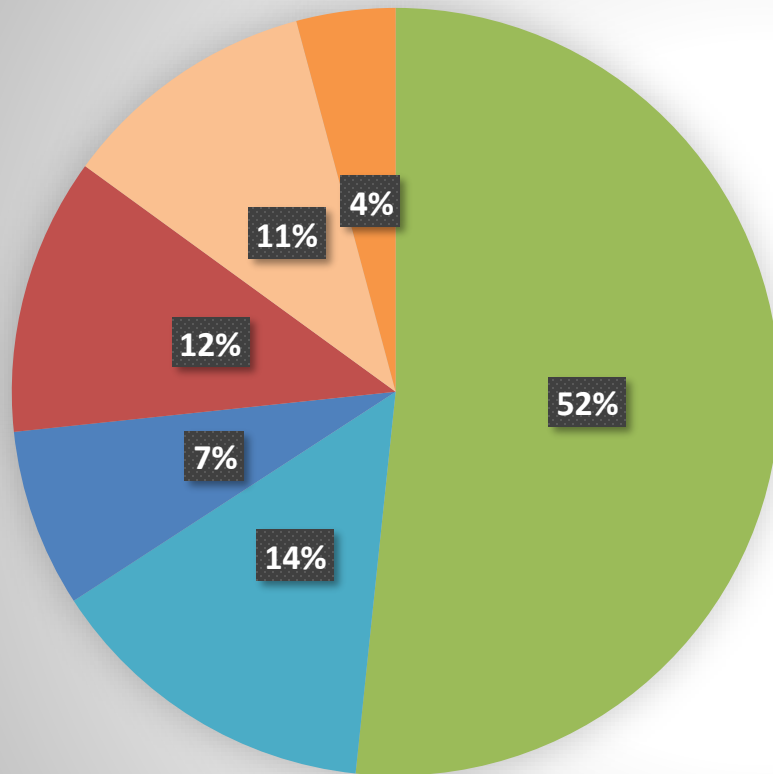
Data Compilation – Qualitative



People care about each other at the City of Flagstaff.



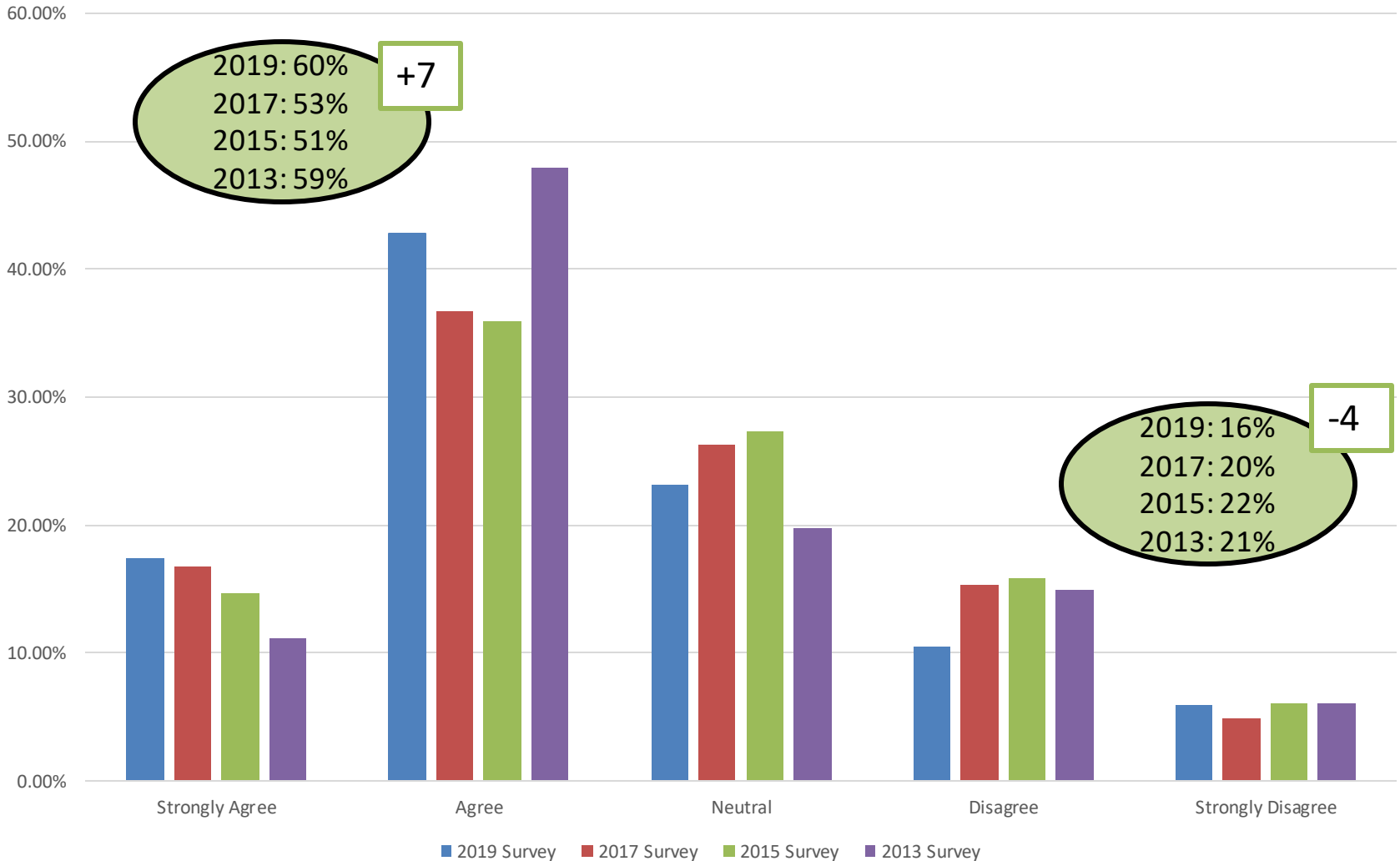
What have you experienced that shows employees care about each other?



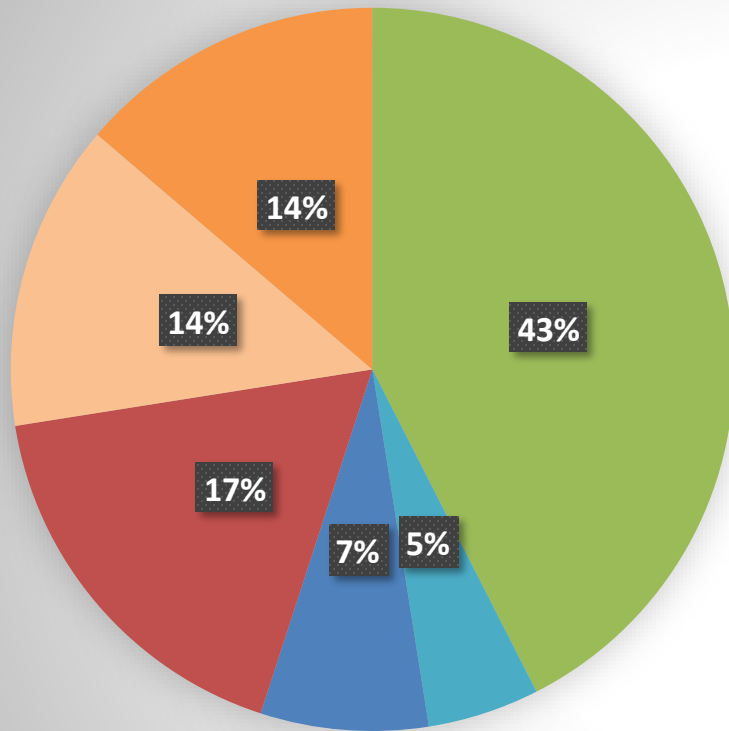
19% Response Rate

- The People
- The Interdepartmental Staff Support
- The Work Environment
- Feel Unsupported
- Interdepartmental Strain is present
- Car-to-work mindset

I am appreciated when I put in extra effort.



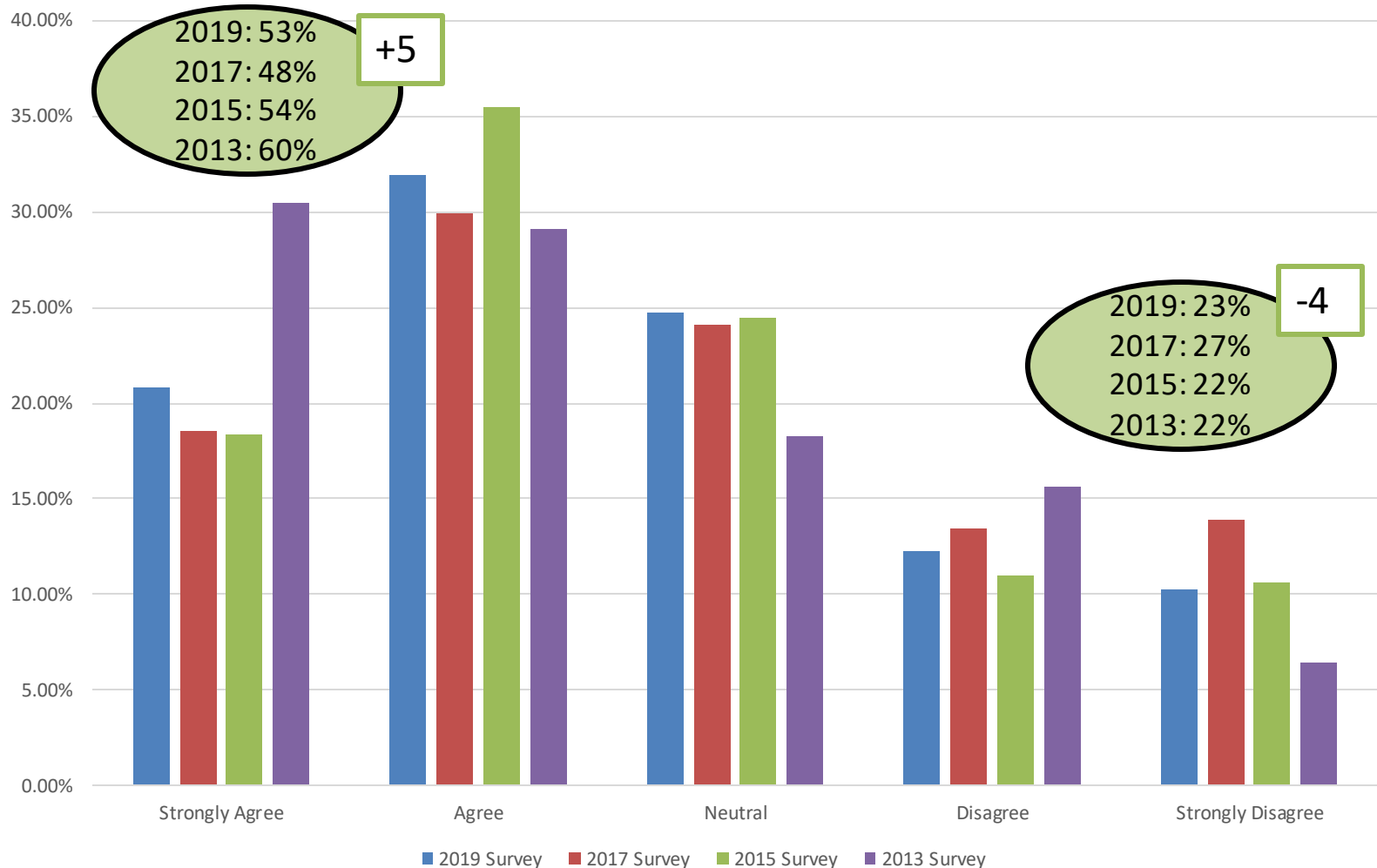
Describe a time you were appreciated by another co-worker and the type of recognition you received.



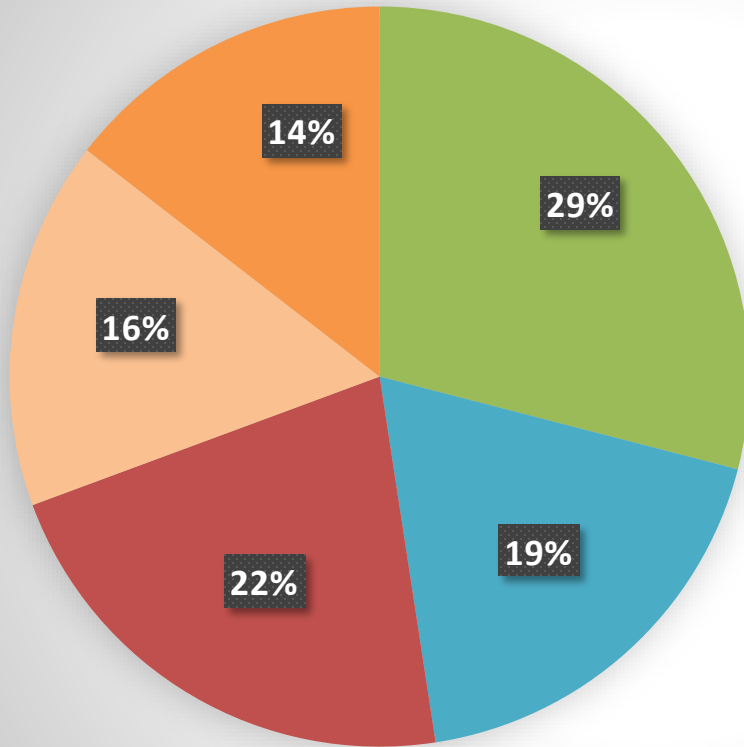
18% Response Rate

- Small tokens of appreciation
- City Manager Award / WOW Award
- On The Spot Recognition
- Only by a coworker
- Not acknowledged or recognized for efforts
- Hardwork backfires

I expect that I will still be working for the City of Flagstaff in 5 years.



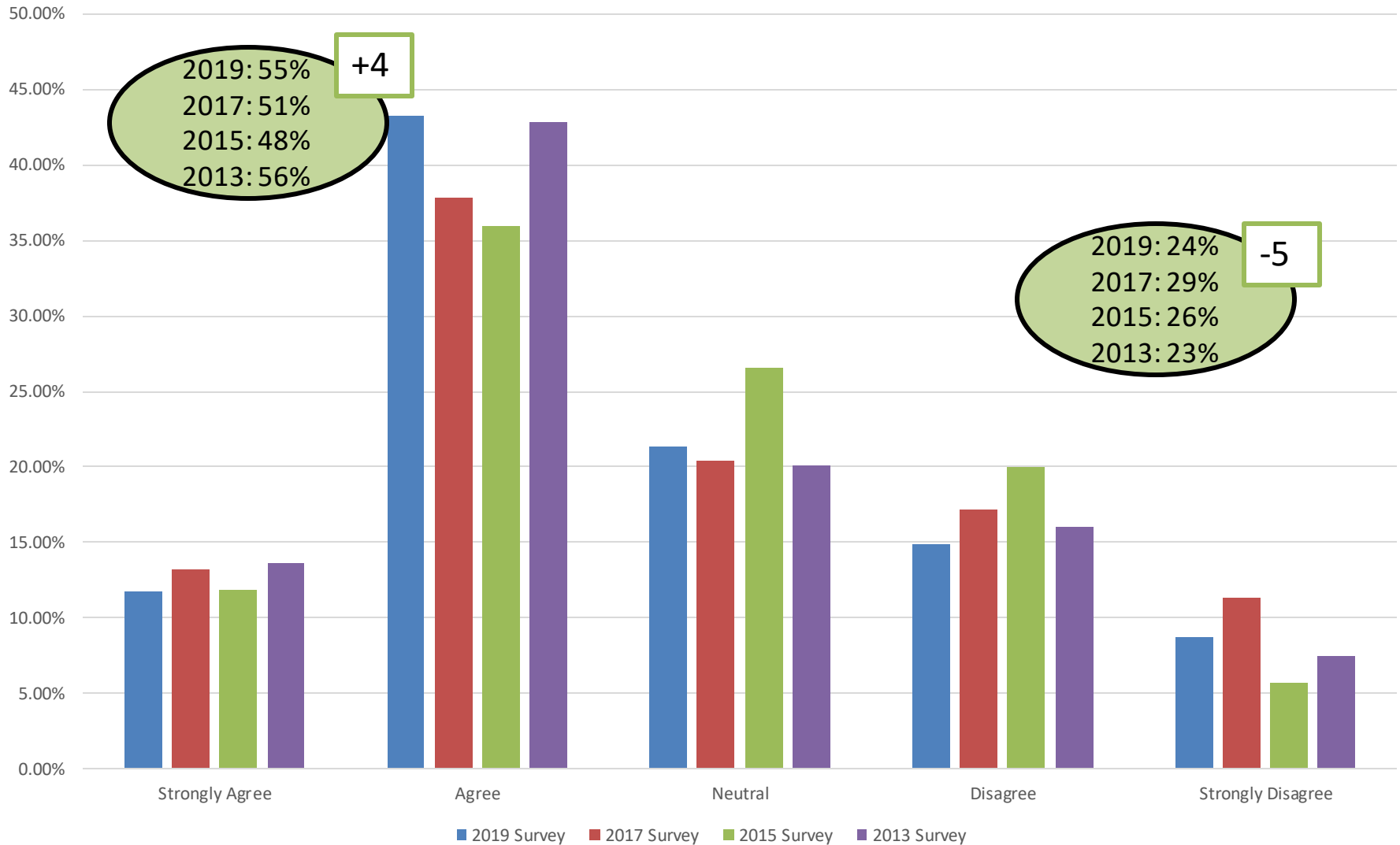
If you do not anticipate working for the City in 5 years, please state why (moving, retiring, seeking other employment, total compensation, cost of living, etc.)



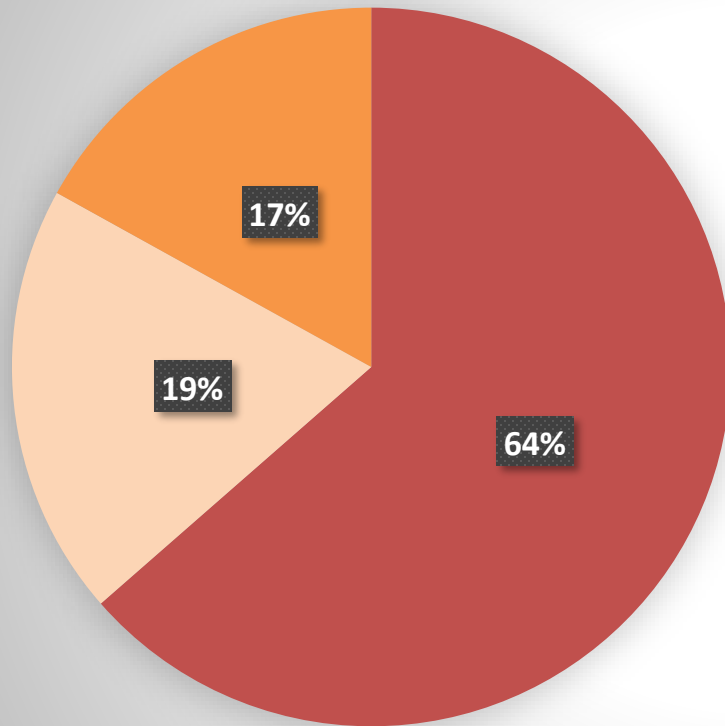
27% Response Rate

- Retirement
- I want to stay with the City
- Compensation
- Cost of Living
- Advancement Opportunity

I am able to handle my workload without burnout.



How can your workload be better managed to eliminate burnout?



■ More Staff

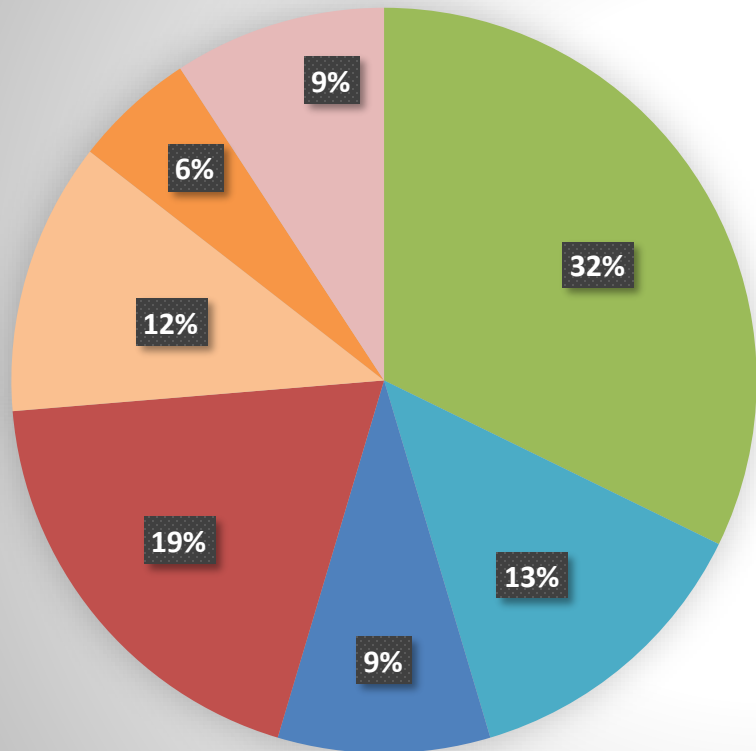
■ Instill retention

■ Emphasize supervisory support

I am empowered to engage in problem-solving without having to go through several levels of approval.



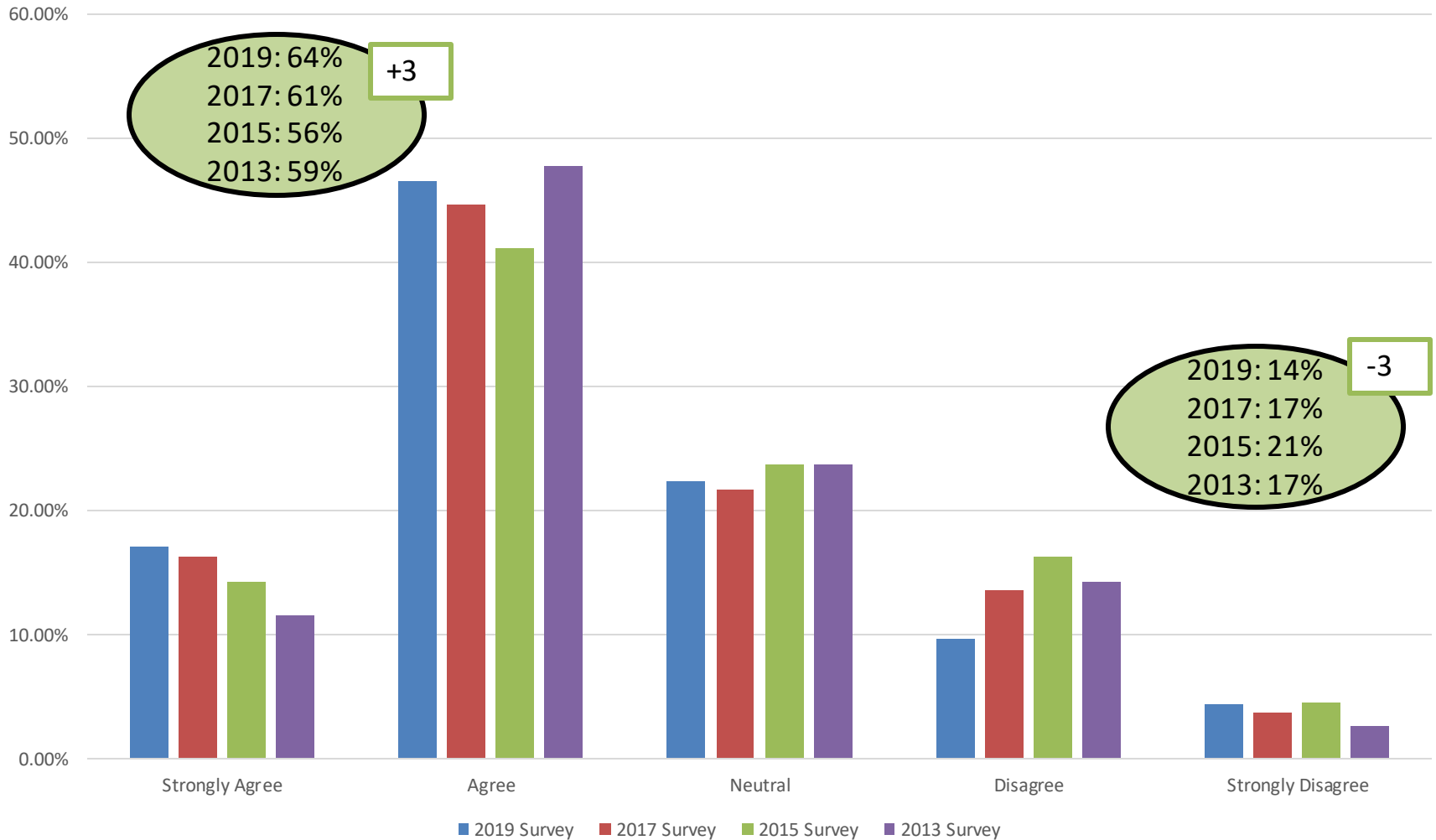
How does (or could) your supervisor empower you?



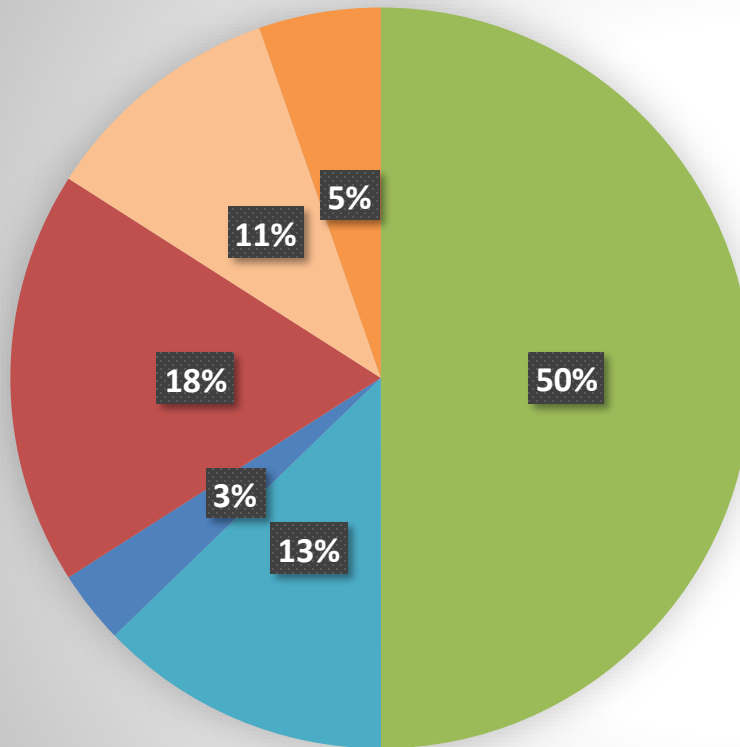
33% Response Rate

- Trust
- Empower/Encourage
- Communication
- Beauracracy
- Trust
- Resistant to Change
- Beauracracy/ Communication

I am recognized when I do good work.



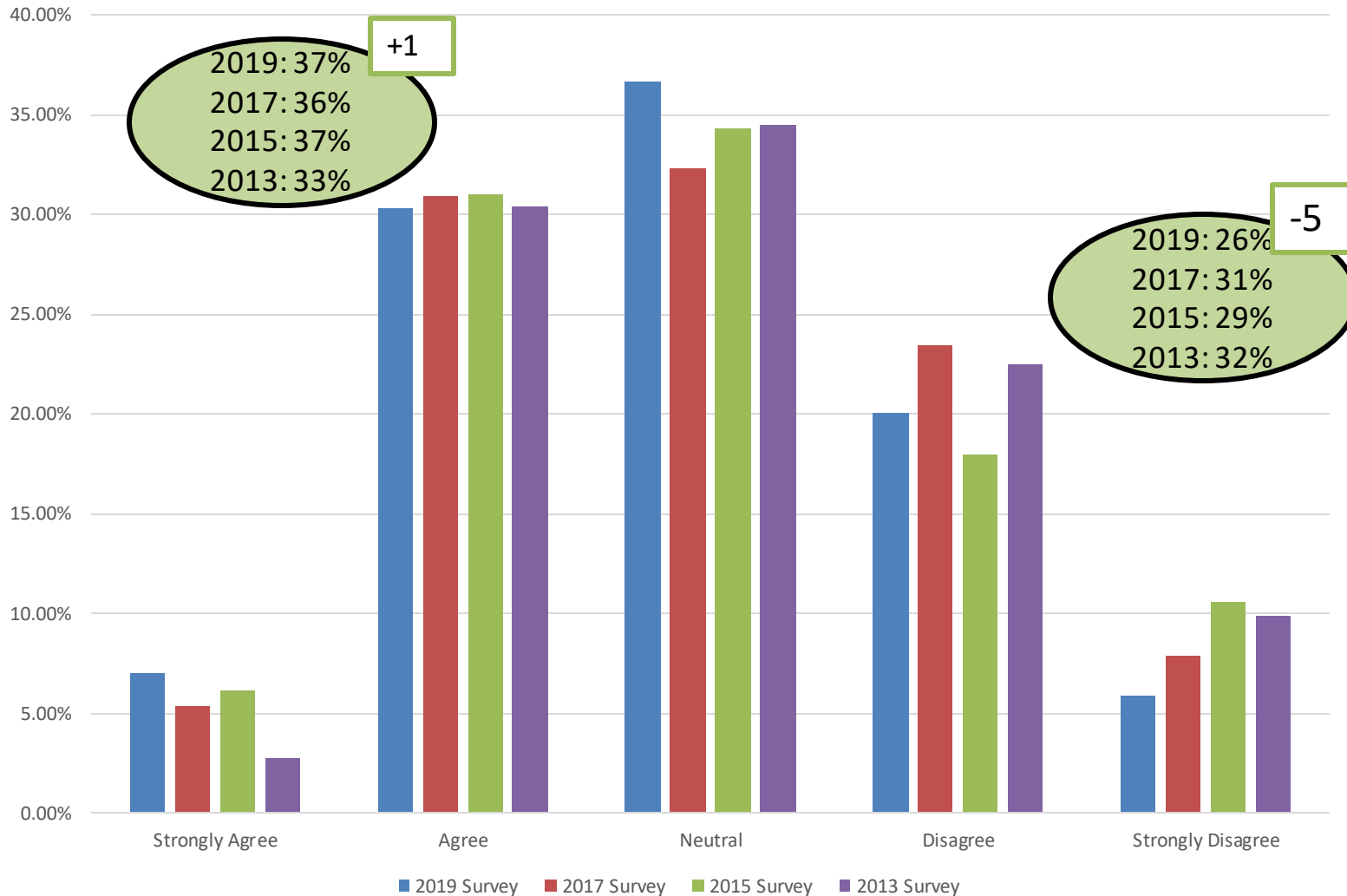
Give an example of effective recognition you have received.



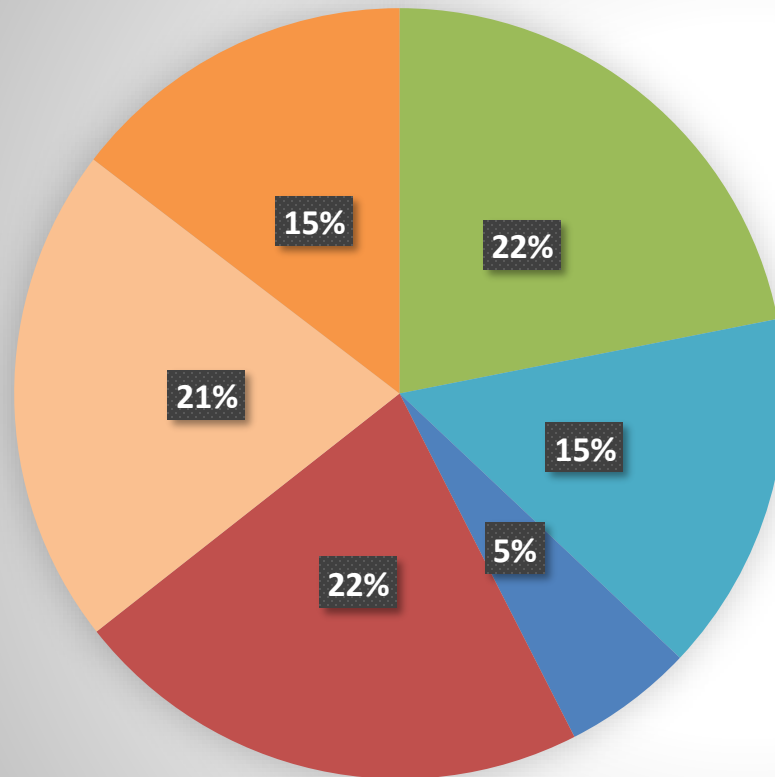
21% Response Rate

- Words of appreciation & acknowledgement
- Nomination for or recipient of award
- Recognition from other departments and/or the public
- Do not receive recognition
- No consistent system for recognition
- Extra effort backfires

There is open, two-way Communication City wide.



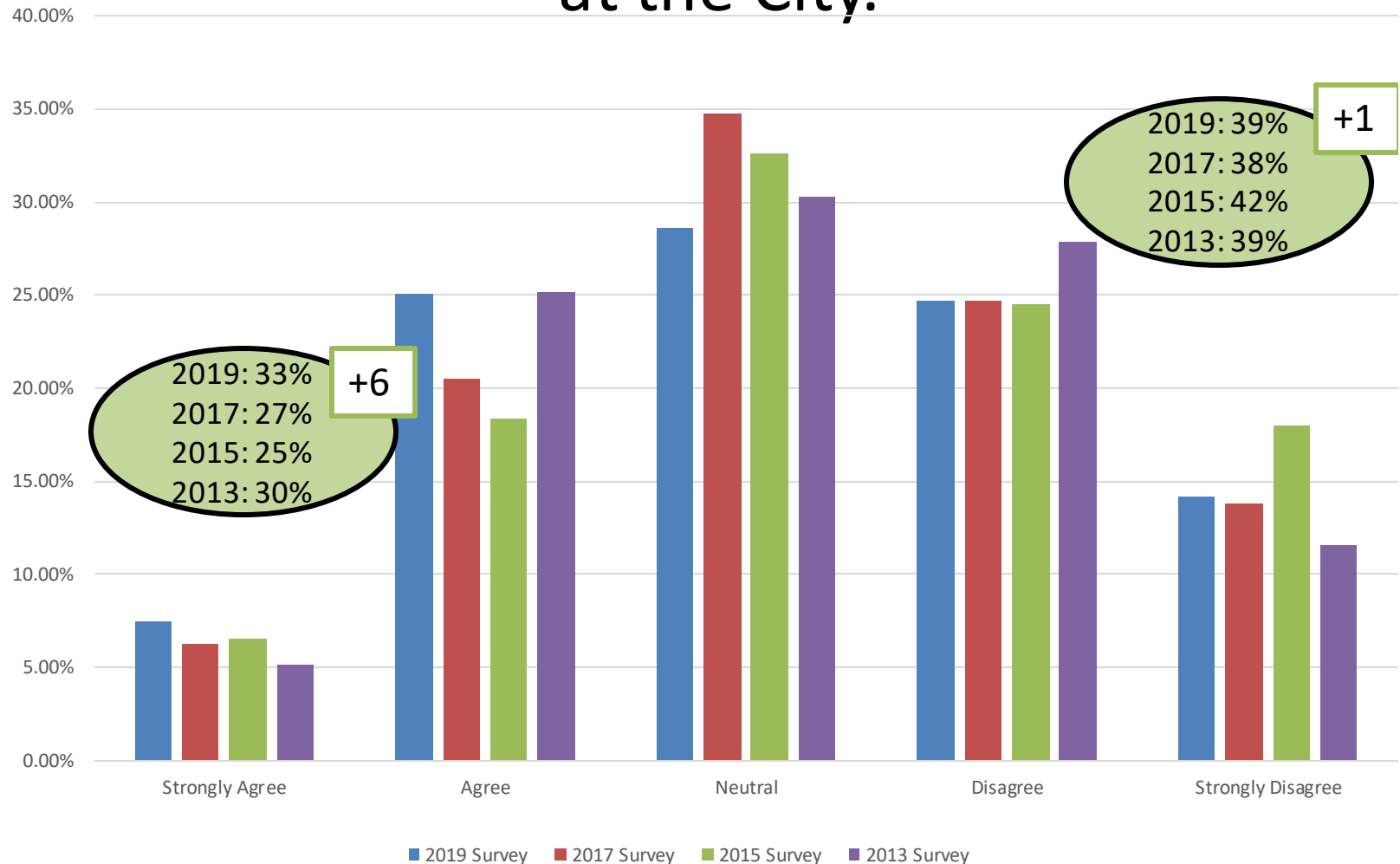
What have you experienced that shows you there is open, two-way communication?



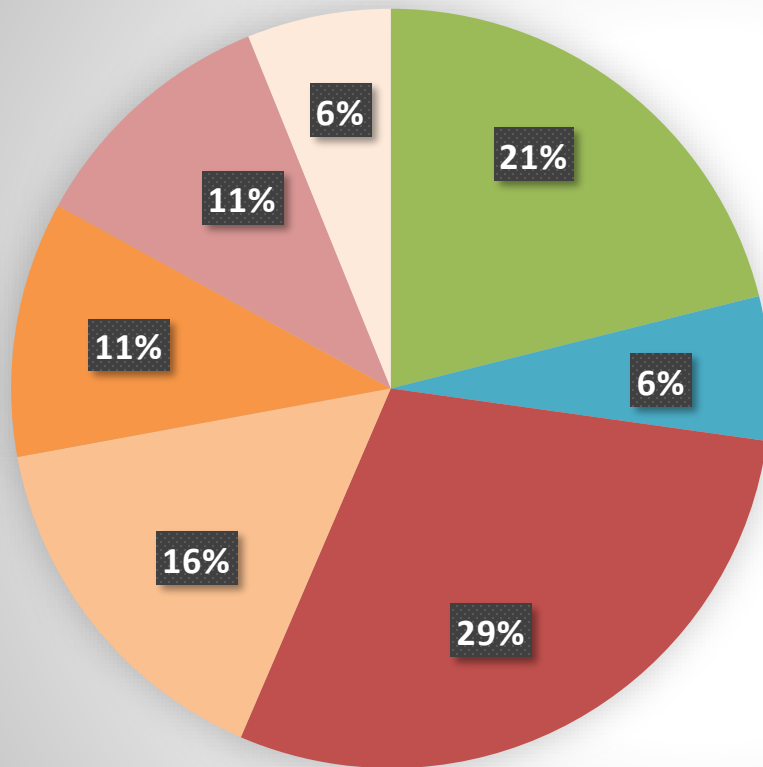
21% Response Rate

- Department communicates effectively
- Interdepartmental communication
- I can discuss ideas/feedback
- Interdepartmental communication is weak
- Weak top-down communication
- Feedback, if received, is not addressed

I believe there is a succession plan in place and I will be able to advance during my employment at the City.



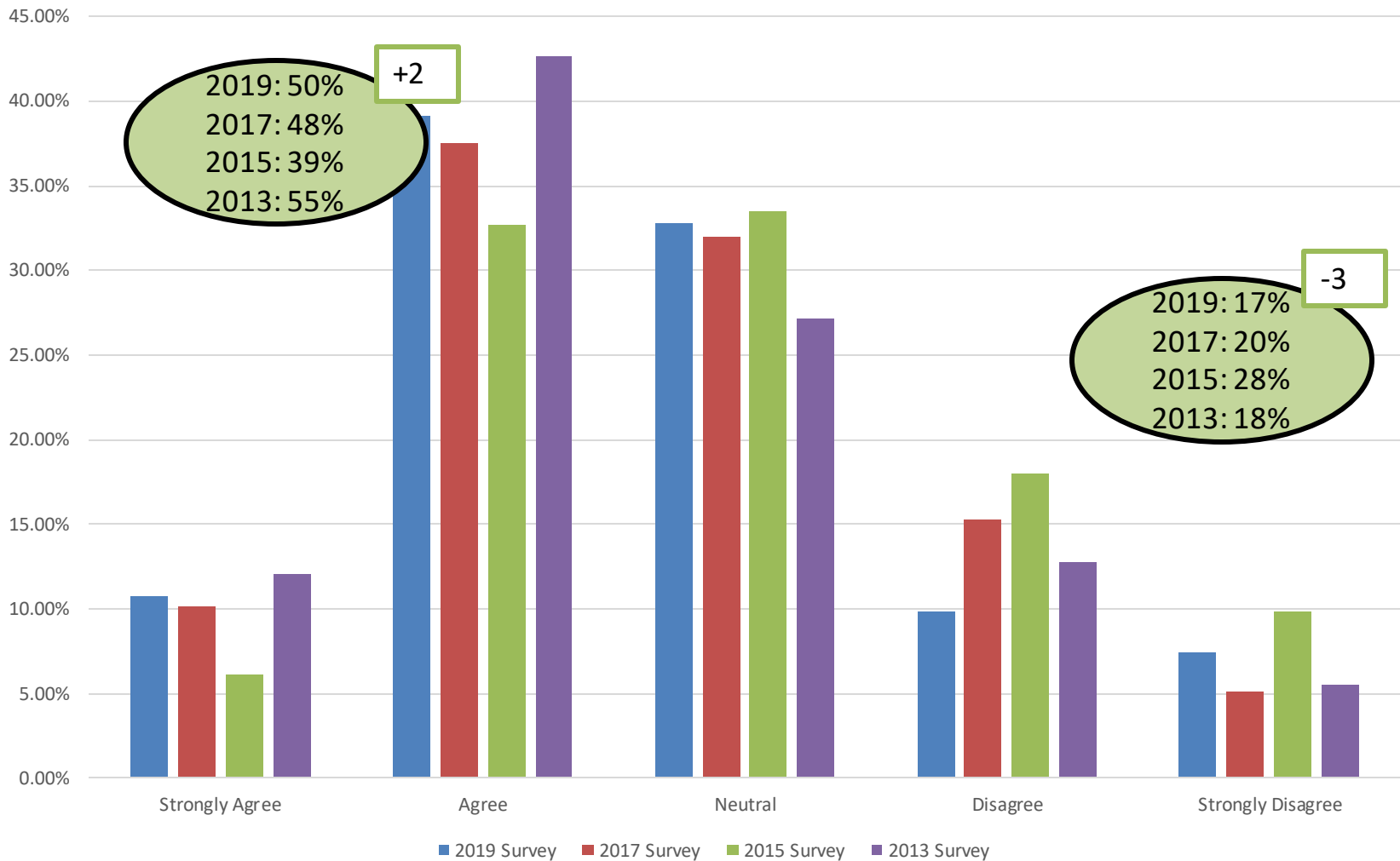
What are the indicators there is a succession plan in place in your workgroup?



32% Response Rate

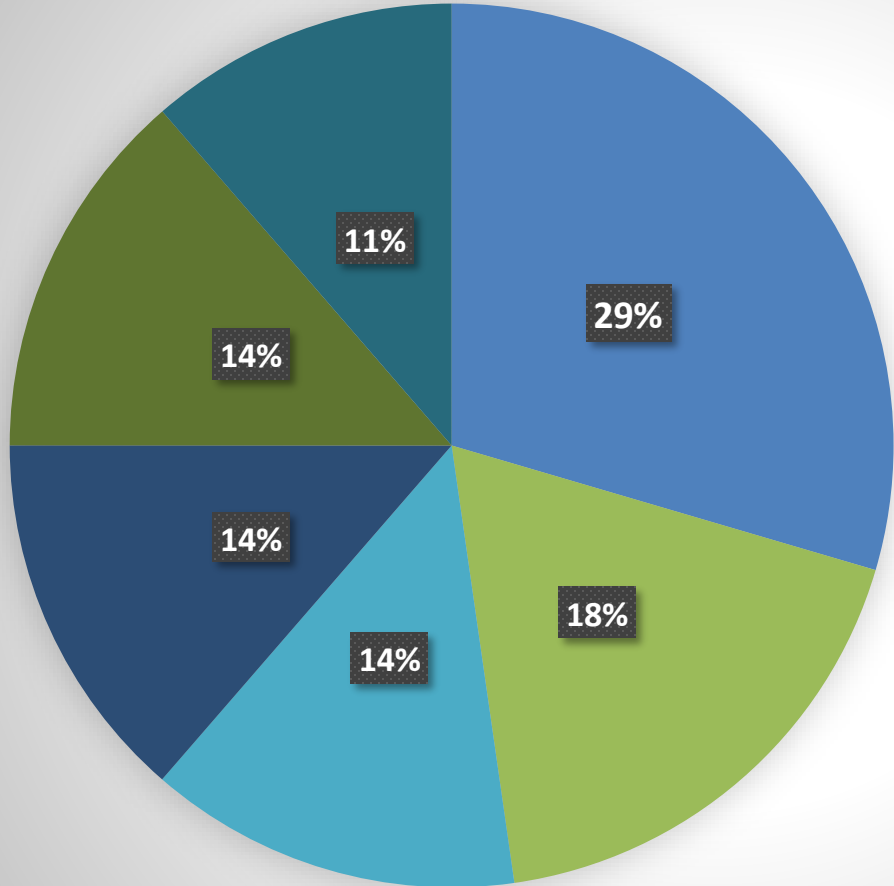
- Advancement opportunity
- Training or mentoring
- Advancement opportunity
- Knowledge of plan
- Compensation/Promotions
- Training or mentoring
- Don't know of plan, or how to advance

The City of Flagstaff provides effective training in areas of need.



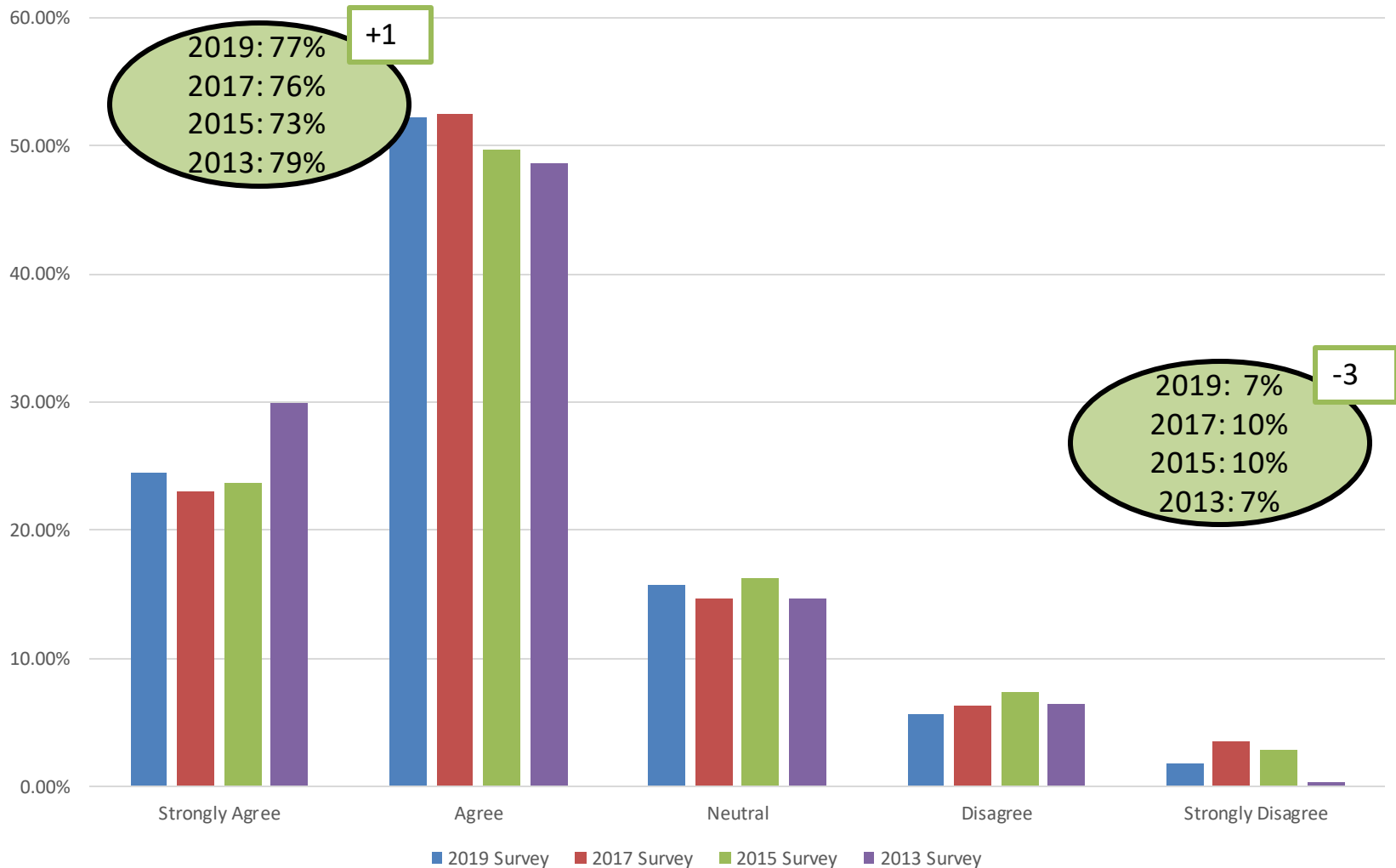
What City-sponsored trainings would you like to see offered in the future?

21% Response Rate



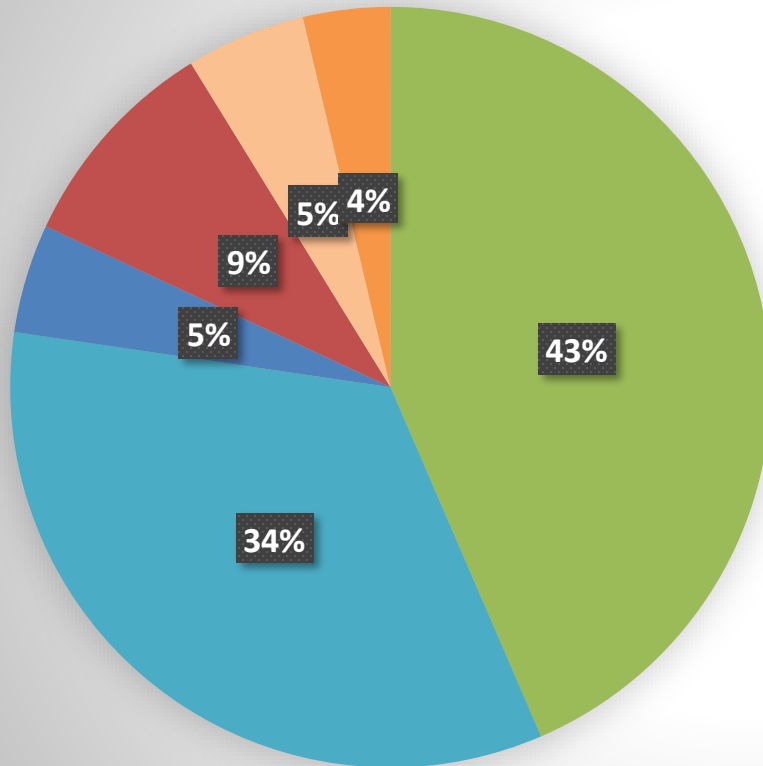
- Job Specific
- Diversity and Inclusion
- Microsoft
- Supervisor & Leadership
- Other
- Customer Service

Overall, I enjoy coming to work every day.



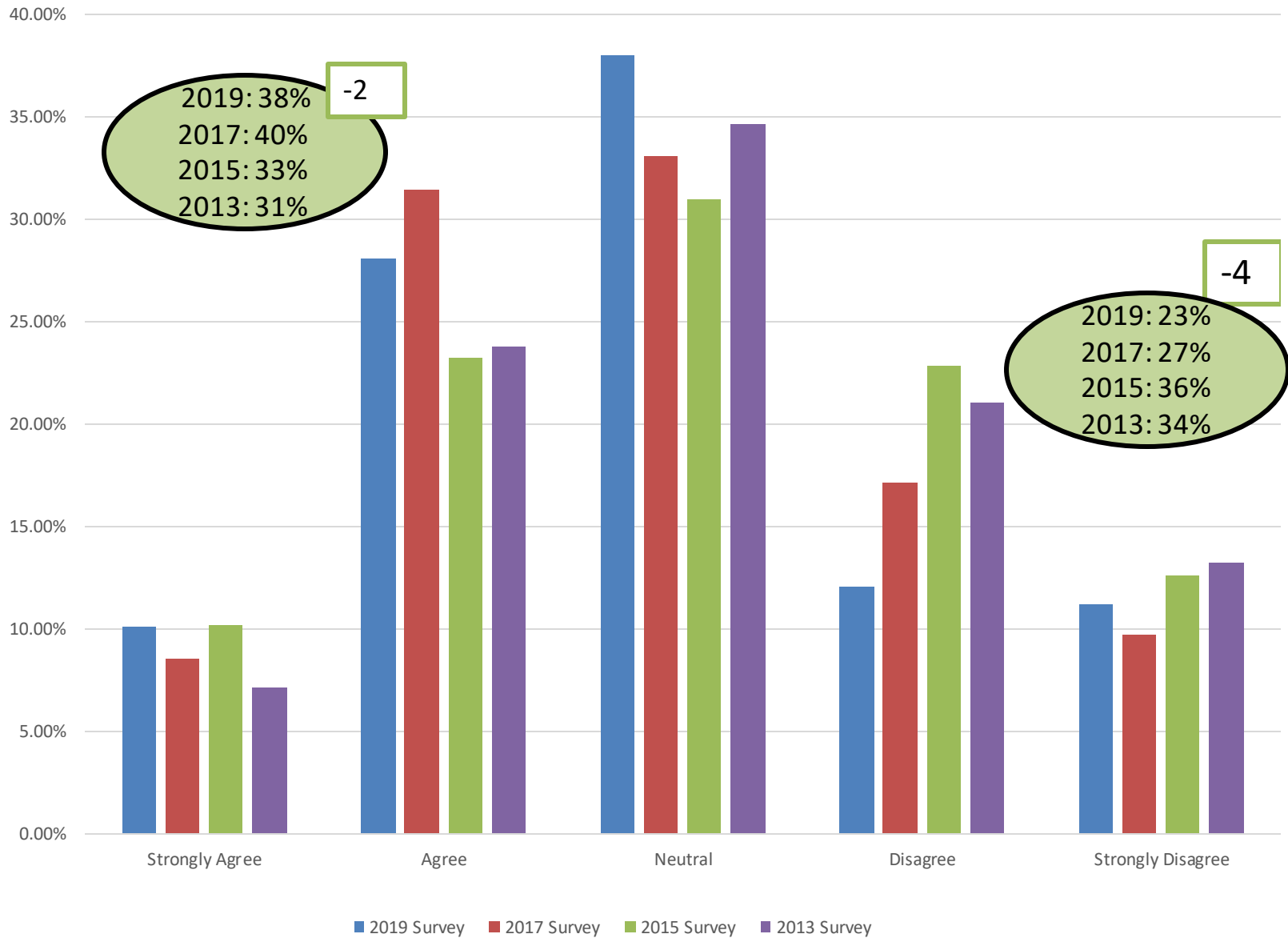
Explain what you enjoy about coming to work every day (i.e. you enjoy the work you do, your team is fun to work with, the work you do is fulfilling, etc.)

30% Response Rate

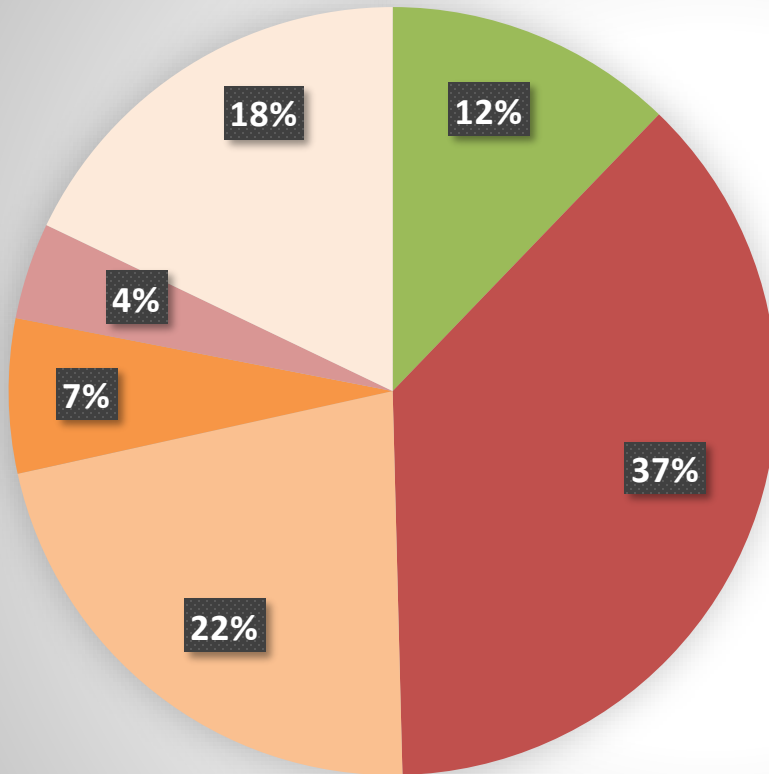


- Coworkers/environment
- The Work itself/job fulfillment
- The job challenge
- Lack of upper-management support and/or recognition
- Workload/understaffed/stressed
- Compensation

Promotions are awarded fairly.



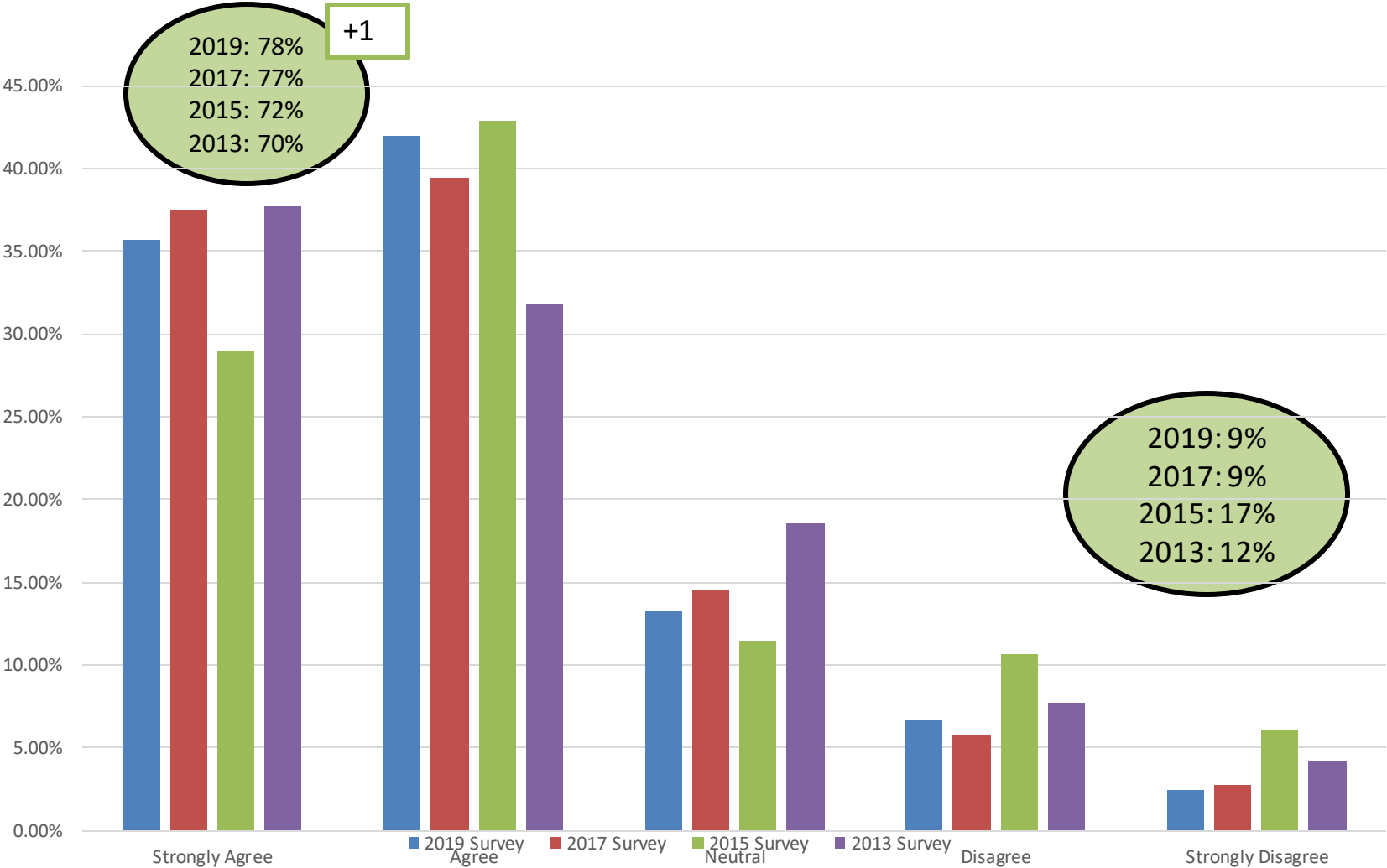
Promotions Awarded Fairly Comments



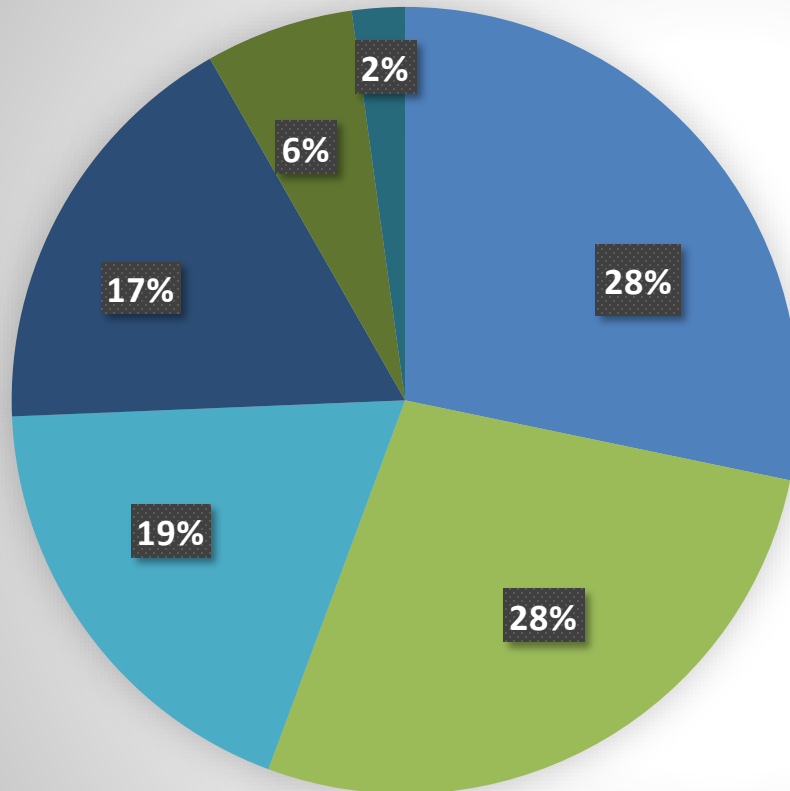
27% Response Rate

- Promotion Opportunity
- Pay & Promotions not Equitable
- Promotion Opportunity
- Process too Cumbersome
- Transfers only Advancement Opportunity
- Don't know

My direct supervisor motivates me to perform my best.



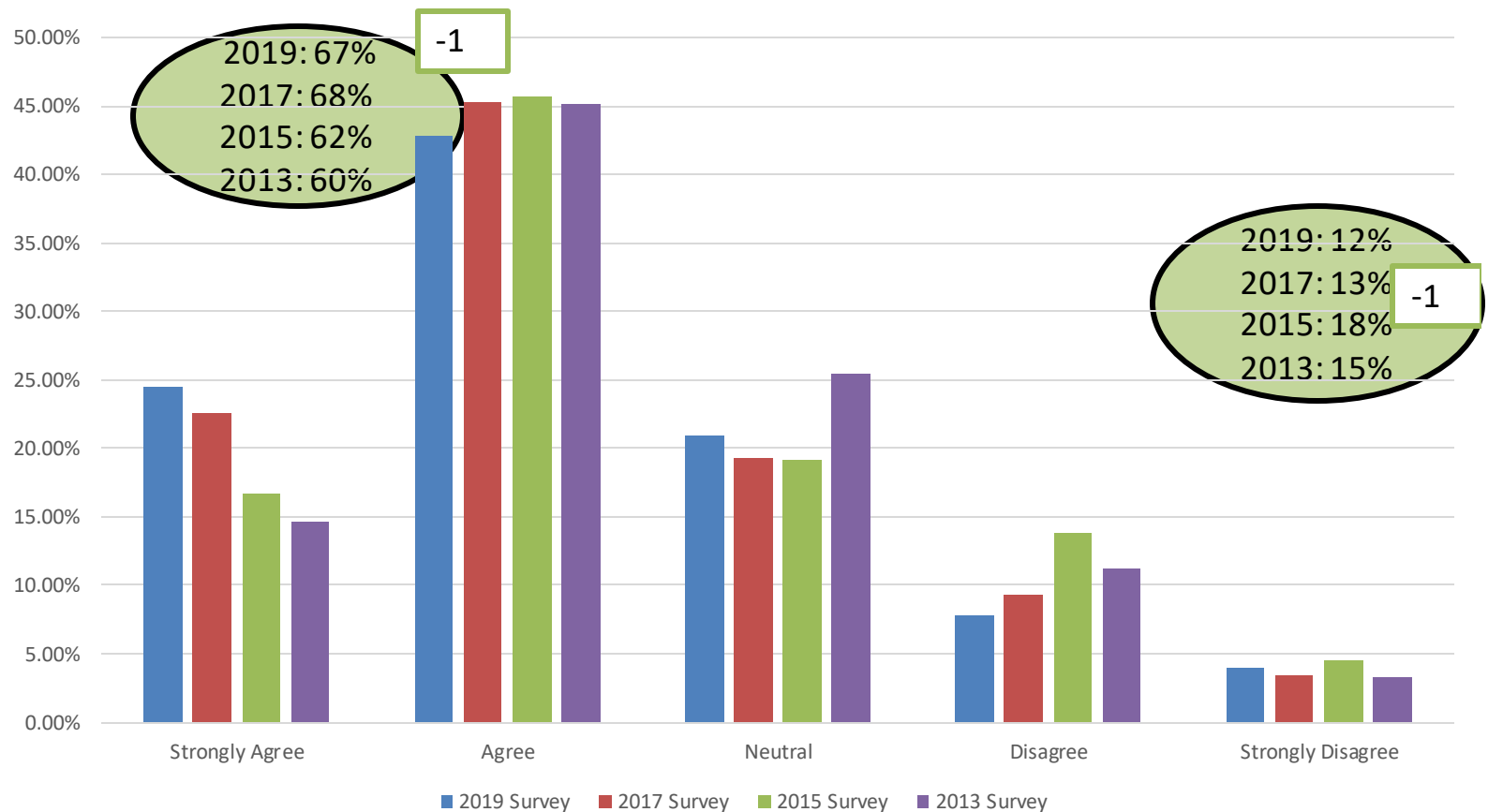
What type of motivation inspires you to do your best work?



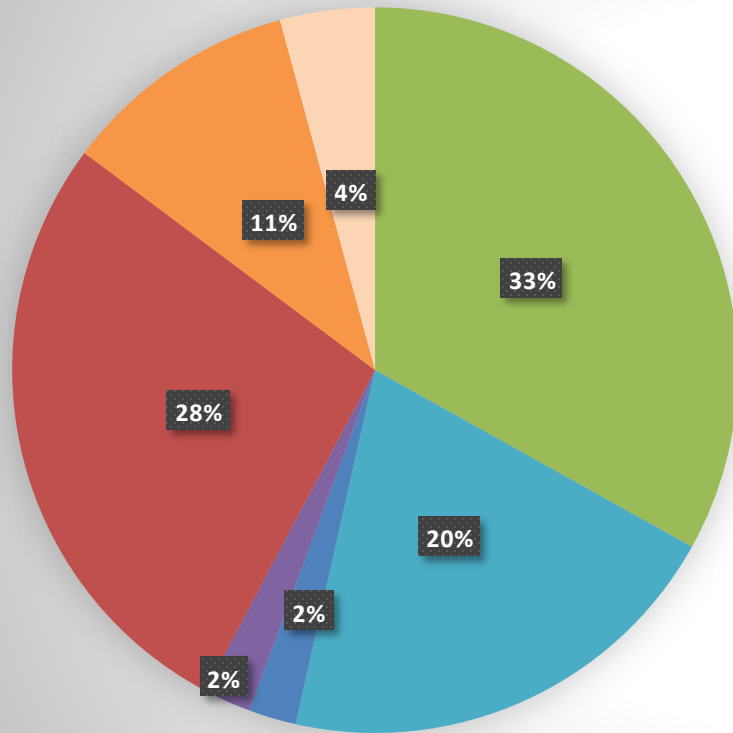
49% Response Rate

- Acknowledgement
- Leadership
- Transcendence - Greater good
- Empowerment
- Money
- Rewards other than Money

The feedback I receive regarding my performance helps me to improve the quality of my work.



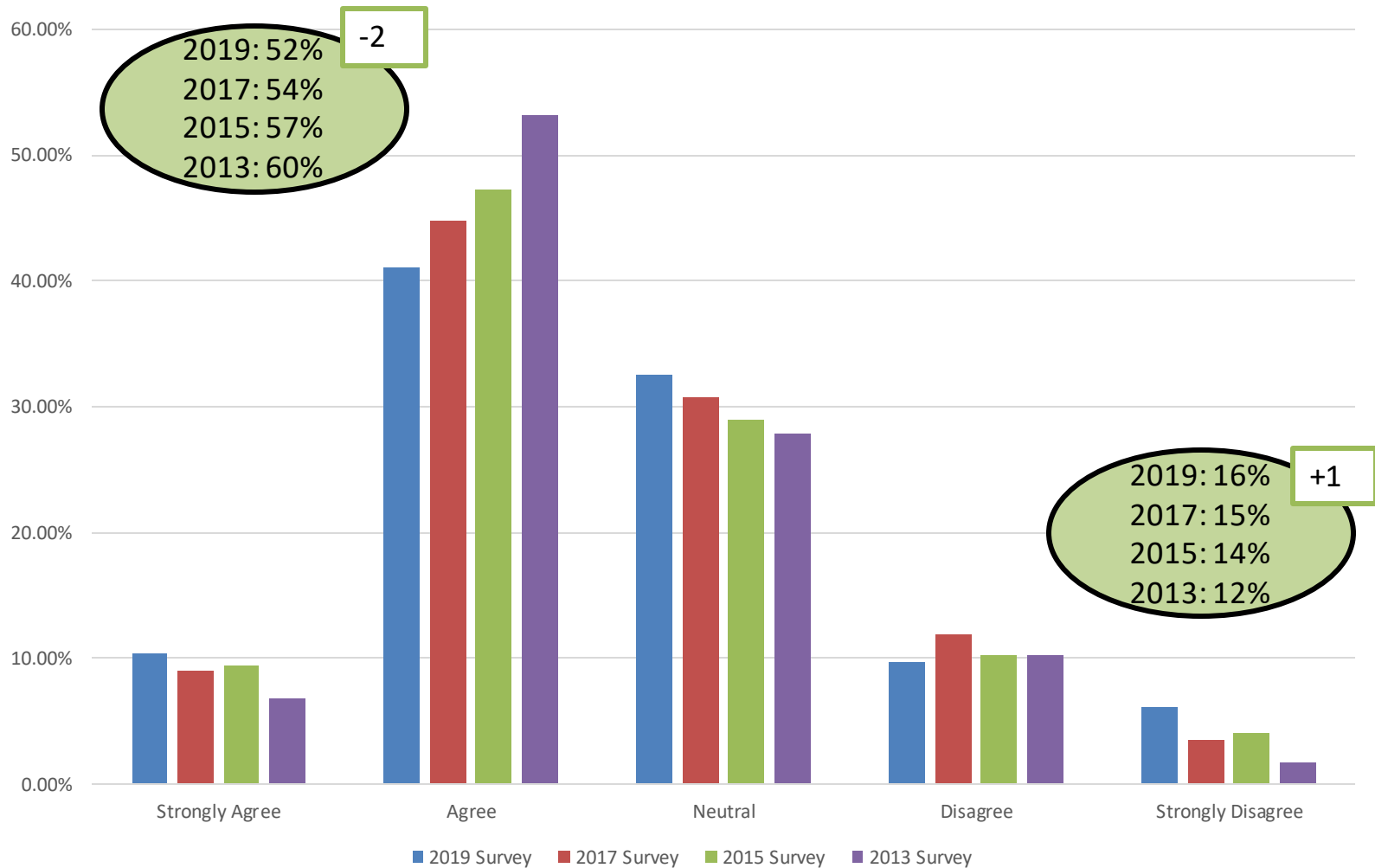
What types of feedback have you received in order to improve the quality of your work?



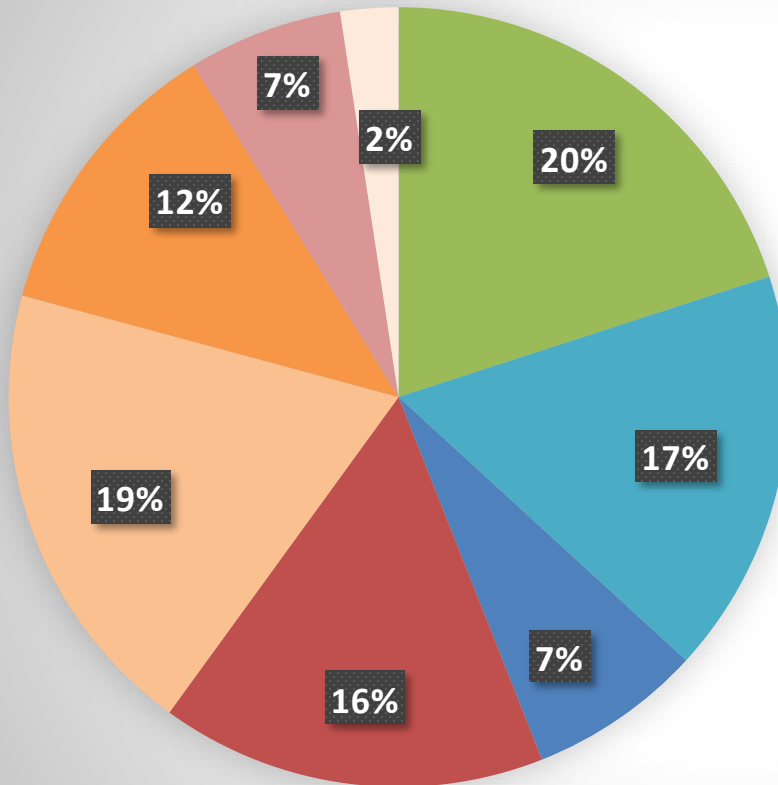
31% Response Rate

- Constructive criticism
- Positive feedback
- Communication
- Other-data based, outside or public input
- Little or no support
- Review System inconsistent, ineffective
- Self-feedback

Citywide we are accomplishing our mission and upholding our values.



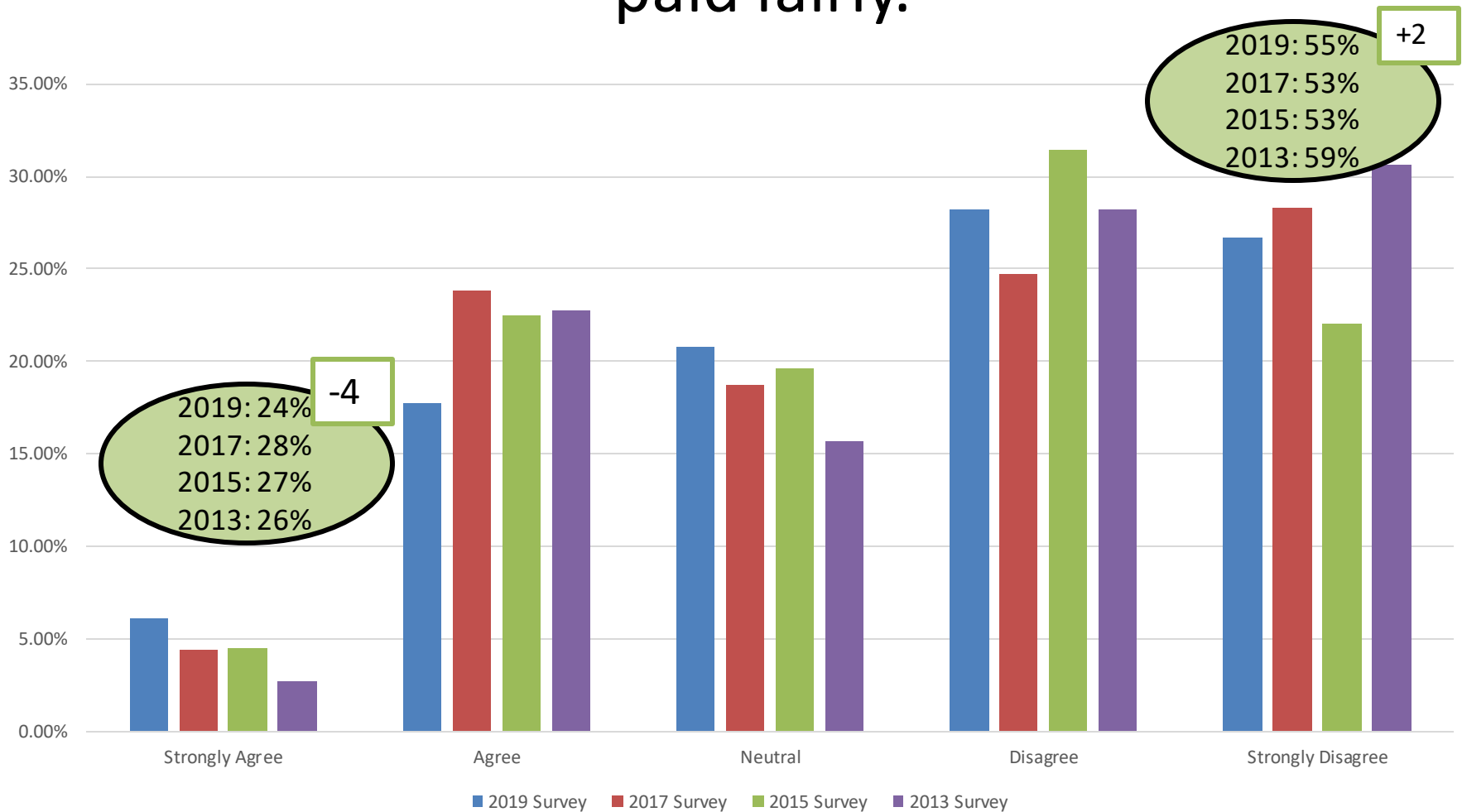
What demonstrates that we are accomplishing our mission and values?



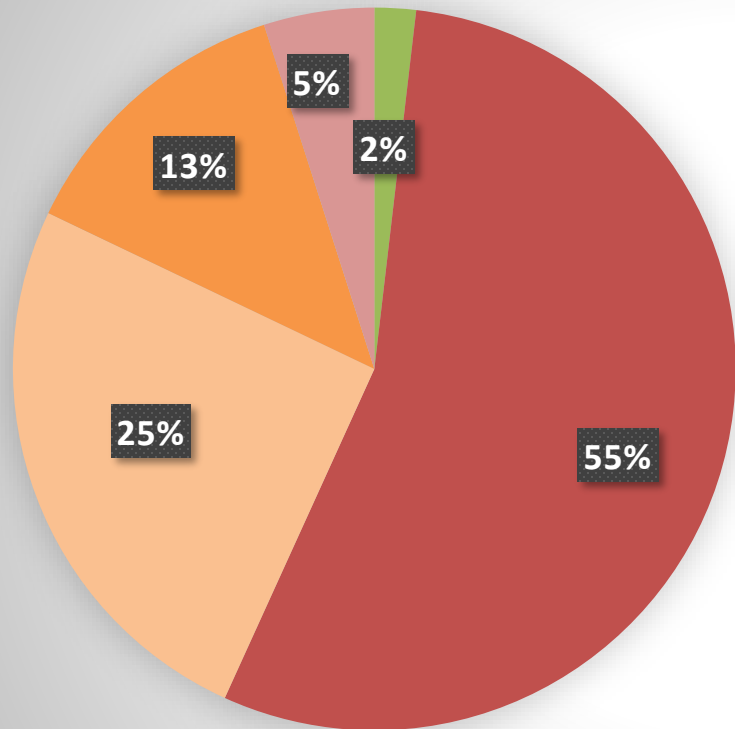
23% Response Rate

- Service Levels
- Employee Engagement
- Leadership/Alignment to Mission
- Leadership
- Alignment to Mission/goals
- Service Levels
- Employee Engagement
- Compensation- Pay Equity

Compared to others in my line of work, I am paid fairly.



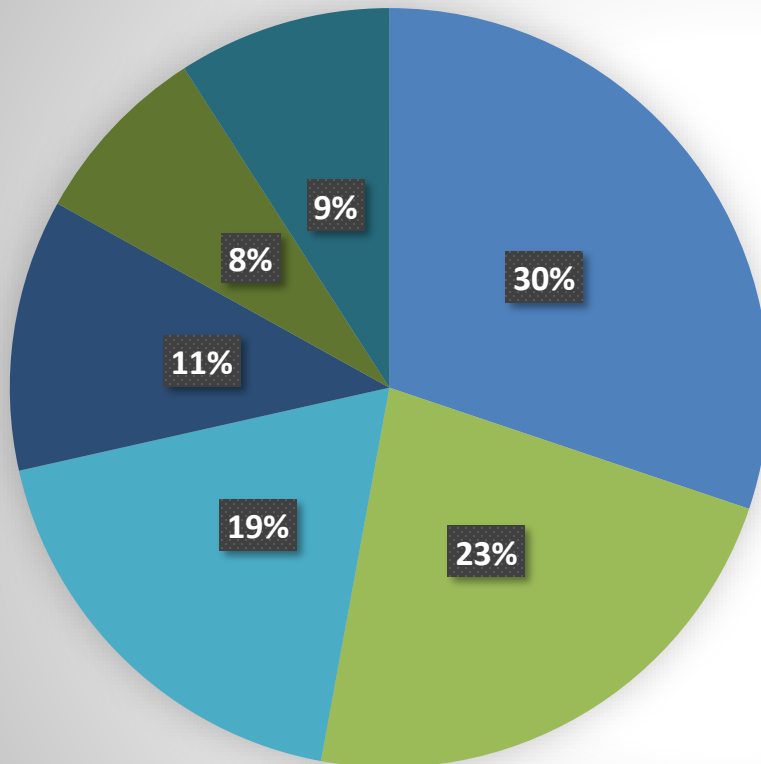
Paid Fairly Comments:



36% Response Rate

- Paid Fairly
- Pay too low, under market
- Pay not aligned to responsibility or experience
- Pay scales not equitable; Advancement not clearly defined
- Don't know

Aside from compensation, what would improve your experience as an employee of the City of Flagstaff?



56% Response Rate

- Communication
- Benefits (medical, amenities, vacation)
- Appropriate workload & staffing
- Clear succession plan, training/advancement opportunities
- Work Environment (cleanliness, amenities, safety)
- Recognition

Top Strengths and Improvement Areas

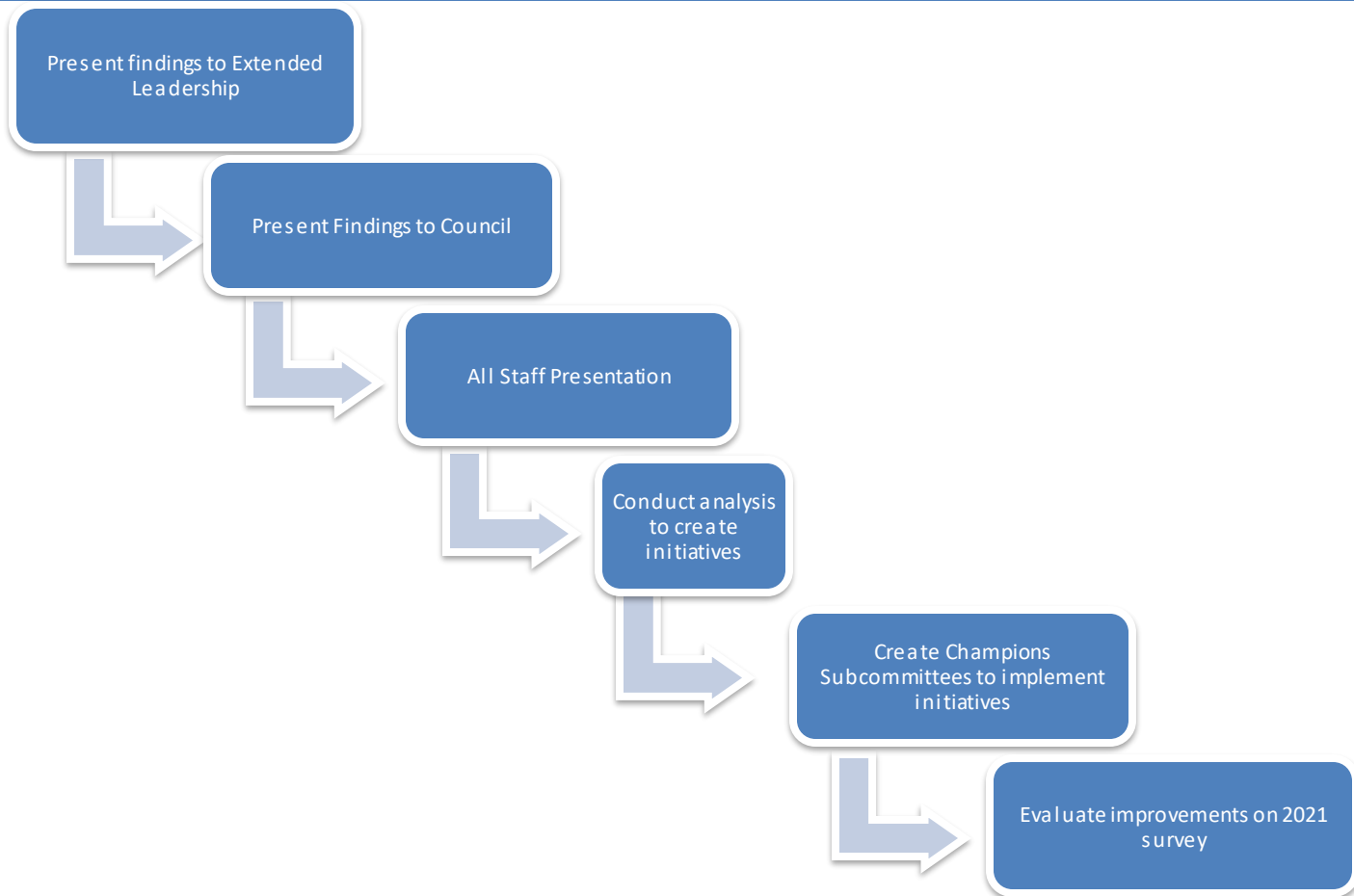
Strengths:

- Team Flagstaff
- Recognition

Improvements:

- Compensation
- Communication
- Recognition

Next Steps:



Questions?

Suggestions? Send them to ChampionsOfTeamFlagstaff@flagstaffaz.gov