

MyMinneapolis

Employee Engagement Survey

Assessor

2014 My Minneapolis Employee Engagement Survey

Survey Administered: May/June 2014



Confidential - Prepared by IBM

2014 My Minneapolis Employee Engagement Survey

Assessor

Table Of Contents

I) Response Summary	3
II) Understanding Your Report	5
III) Engagement Summary	11
IV) Performance Enablement Summary	13
V) Behavior Change Index	15
VI) Theme Summary	17
VII) Item Summary	21
VIII) Most Favorable/Most Unfavorable Summary	32

I) Response Summary

2014 My Minneapolis Employee Engagement Survey

Assessor

I) Response Summary

Report Grouping	Headcount	Surveys Completed	Response Rate
City of Minneapolis Overall	3,708	2,461	66%
Assessor	33	36	109%

II) Understanding Your Report

2014 My Minneapolis Employee Engagement Survey

Assessor

II) Understanding Your Report

Survey Goals

The 2014 My Minneapolis Employee Engagement Survey has three goals:

1. Provide each employee an opportunity to share thoughts on what is working well and where there are opportunities for improvement in the City.
2. Develop effective action plans that respond to Citywide and department specific employee engagement issues.
3. Implement lasting change to our work environment that makes the City a great place to work, and supports the achievement of City goals.

In response to previous surveys, the City has successfully taken action and made changes designed to improve an employee's overall work experience. In response to the 2012 survey results, a team began work to improve employee recognition practices at both the enterprise and department levels. In May of 2014, the team announced a pilot Enterprise Employee Recognition Program.

Other examples of initiatives undertaken in response to previous surveys are:

1. Implementation of Business Process Improvement (BPI)
2. Total Compensation Statements
3. Minneapolis Matters Employee Newsletter
4. Alternative Work Arrangements Policy and procedures

In addition to City-wide efforts, departments have done significant work to take action in response to survey findings at the departmental level.

The concept of employee engagement is also incorporated into City goals and values which were approved by the City Council on March 28, 2014.

- Goal: "A City that works: City government runs well and connects to the community it serves. Engaged and talented employees reflect our community, have the resources they need to succeed and are empowered to improve our efficiency and effectiveness."
- Values: "We work by..."
 - o Showing employees they are valued - Employees are supported and take pride in public service.
 - o Innovating and being creative - New ideas drive continuous improvement.
 - o Driving toward results - Our efficient, effective work meets measurable goals for today and tomorrow.
 - o Engaging the community - All have a voice and are heard.
 - o Building public trust - All have access to services and information. We work in an open, ethical and transparent manner.
 - o Collaborating - We work better together as one team. We are a valued partner in the community."

Employee engagement was also integrated into other City processes including Results Minneapolis and Business Planning.

2014 My Minneapolis Employee Engagement Survey

Assessor

II) Understanding Your Report

Before you can share survey results with others in your organization, it is essential to understand the data yourself. This report presents results for your organization and is arranged into several key sections:

Sections within Your Report

Engagement Index and Engagement Priority Items Summary

This section displays the Engagement Index results and the top priorities for improving engagement. Engagement is a combination of perceptions that have a positive impact on behavior; including commitment, pride and a willingness to be an advocate for the organization.

The engagement priority items are listed in rank order of importance. They identify the survey items most likely to influence engagement for your group. A minimum of 30 responses is required to perform the analysis. If your workgroup had fewer than 30 responses, you will see the priority items identified for a higher level in the organization (i.e. City Overall or Department), and the results for your specific work unit. This is noted above the priority items.

Performance Enablement Summary

Performance Enablement focuses on those things that reflect how the organization supports and enables employees' ability to get the work done.

Behavior Change Index

The Behavior Change Index measures the employee perception of the amount of action taken in response to the previous survey. Experience has demonstrated that constructively acting upon survey results leads to higher response rates and higher scores in subsequent surveys and consequent improvements in performance.

Theme Summary

Survey items are grouped into topic areas, or themes. Theme results give an overall representation for items with a similar focus.

Special note about Theme 2011% Favorable Scores: The following themes have been affected by changes made to the 2014 My Minneapolis Survey: Customer Service, Department Leadership, Equity, Ethics, Immediate Supervisor, Performance Management, Recognition and Work Environment. While the report shows a percent favorable rating for 2011, the rating may not be identical to the ratings shown on the reports published in 2011, as the items/questions which now make up these themes were changed. So, although all items in these themes were on your 2011 survey, they were grouped differently. IBM/Kenexa has recalculated the 2011 scores given the new 2014 theme configuration.

Item Summary

This section uses a combination of bar charts and tables to display results and comparative data for all survey items. Survey items are grouped by theme.

2014 My Minneapolis Employee Engagement Survey

Assessor

II) Understanding Your Report

What to look for...

When comparing your results to those of other groups or to previous survey results, use the following guidelines to determine whether differences are meaningful.

If number of respondents in smallest unit compared is ...	Look for differences in Percent Favorable of...
100 or more	5% or more
50 to 99	10% or more
Less than 50	15% or more

Most Favorable / Most Unfavorable Summary

This section reflects your team's highest and lowest scoring items. Specifically, the Most Favorable items represent those with the highest Percent Favorable and the Most Unfavorable items represent those with the highest Percent Unfavorable scores.

2014 My Minneapolis Employee Engagement Survey

Assessor

II) Understanding Your Report

Sample Results

Report Grouping	Valid Returns	Percent Favorable					2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity		
		Percent Favorable		Percent Neutral		Percent Unfavorable							
City Overall	500	28		38		16	10	8	66%	64%	75%	89%	S
Department	100	8	15	30	27	20	23%	30%	75%	89%	O		
Division	3						--	--	--	--	--		

Valid Returns

This number indicates how many employees provided an answer for a specific item in the survey. An "Unable to Rate" response is not considered valid. Thus Unable to Rate responses are not included in the "Valid Returns" count.

Bar Chart

To facilitate the interpretation of results, responses are grouped into three categories:

Percent Favorable - Top two most favorable responses (i.e. Strongly Agree & Agree)

Percent Neutral - Neither favorable nor unfavorable response (i.e. Neither Agree nor Disagree)

Percent Unfavorable - Bottom two least favorable responses (i.e. Strongly Disagree & Disagree)

2014 % Fav

The percentage of respondents who selected the most positive responses, typically the top two.

2014 % Unfav

The percentage of respondents who selected the most negative responses, typically the bottom two.

2011 % Fav

The percentage of respondents who selected the most positive responses, typically the top two. These values, if present, are reported from the previous survey administration.

City's Most Engaged Units

In order to calculate the "Most Engaged Units" we rank the work units within the City by their Employee Engagement scores; then, we select the top 20%. These groups make up the "Most Engaged Units" and become your internal benchmark. Scores for each question on the survey are then calculated for this group and offered for comparison purpose.

2014 My Minneapolis Employee Engagement Survey

Assessor

II) Understanding Your Report

Kenexa US World Norm

The Kenexa US World Norm is a composite of employee responses for US based organizations. It provides comparative results that represent the average scores across multiple organizations. When a value is not displayed in this column, a norm is not available.

S/O (Strengths / Opportunities)

An “S” or an “O” in this column identifies items that are possible Strengths or Opportunities for improvement when compared to the City’s Most Engaged Unit scores. The guidelines below are used to determine which items represent strengths and which are opportunities for your organization. If your results do not meet either of the criteria, consider them “mid-range” results.

	Strengths	Opportunities for Improvement
Percent Favorable	65% or greater, and	50% or less, and
Percent Unfavorable	Less than 20%	either 20% or greater, or
Percent Neutral	--	30% or more

These guidelines should be used in interpreting all theme and item results contained in this report.

Insufficient Data to Report

Double dashes (--) are displayed for a report group when the number of responses for the item or dimension being reported did not meet the minimum required for reporting, or when scores are not available for an item or dimension.

III) Engagement Summary

2014 My Minneapolis Employee Engagement Survey

Assessor

III) Engagement Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Engagement											
City of Minneapolis Overall	27	36	19	11	7	63%	56%	79%	69%		
Assessor	29	35	23	11		64%	60%	79%	69%		

Survey Items Included

31. I rarely think about looking for a new job with another organization (If retiring or going on leave within the next 12 months, please do not answer this question).
32. I am proud to work for the City.
33. I would recommend the City as a great place to work.
34. Overall, I am extremely satisfied with the City as a place to work.

Priority Items

Items Determined by: Assessor

Scores Displayed for: Assessor

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
53. There is a promising future for me at the City. (My Career)	74%	48%	65%	58%	S
55. I am satisfied with my opportunity for career development in the City. (My Career)	74%	45%	57%	60%	S
25. In my department, all employees have equal opportunity for advancement. (Equity)	81%	58%	56%	75%	S
12. I can easily access the information I need to do my job. (Communications)	78%	68%	82%	--	S
5. I have confidence in the future of my department. (Department Leadership)	66%	58%	83%	68%	S
20. I feel that I am part of a team. (Inclusion)	72%	--	83%	77%	S
37. My Department Leadership complies with the City's Ethics in Government Code. (Ethics)	83%	77%	86%	--	S
50. I feel valued as an employee of the City. (Recognition)	61%	45%	70%	65%	
22. The City has a work environment in which diverse perspectives are valued. (Inclusion)	75%	72%	74%	68%	S
2. My Department Leadership demonstrates that employees are important to the success of the City. (Department Leadership)	78%	55%	81%	68%	S

IV) Performance Enablement Summary

2014 My Minneapolis Employee Engagement Survey

Assessor

IV) Performance Enablement Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Performance Enablement Index											
City of Minneapolis Overall	22	42	18	11	7	64%	57%	77%	72%		
Assessor	17	53	20	9		70%	64%	77%	72%	S	

Scores Displayed for: Assessor

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
14. Where I work, we set clear standards for product/service quality.	69%	61%	78%	75%	S
17. Where I work, customer feedback is used to improve our work processes.	47%	41%	72%	65%	O
18. Where I work, employees are getting the training and development needed to keep up with customer demands.	72%	71%	69%	63%	S
19. Customer problems get corrected quickly.	86%	81%	75%	74%	S
4. My Department Leadership is committed to providing high quality products and services to customers.	78%	71%	89%	77%	S
29. City employees are encouraged to participate in making decisions that affect their work.	61%	50%	74%	67%	
48. The people I work with cooperate to get the job done.	78%	68%	85%	82%	S

V) Behavior Change Index

2014 My Minneapolis Employee Engagement Survey

Assessor

V) Behavior Change Index

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Behavior Change Index											
City of Minneapolis Overall	18	37	24	12	8	56%	56%	74%	62%		
Assessor	26	56	15			82%	77%	74%	62%	S	

Scores Displayed for: Assessor

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
8. I was given an opportunity to see/hear about the 2011-2012 Employee Engagement Survey results.	87%	94%	86%	65%	S
9. I was given the opportunity to discuss my ideas about the results of the 2011-2012 Employee Engagement Survey.	74%	81%	69%	65%	S
10. My Department Leadership has taken action based on the feedback received from the 2011-2012 Employee Engagement Survey.	84%	57%	66%	55%	S

VI) Theme Summary

2014 My Minneapolis Employee Engagement Survey

Assessor

VI) Theme Summary

	Percent Favorable					Percent Neutral					Percent Unfavorable					2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity										
Engagement																														
City of Minneapolis Overall	27					36					19					11					7					63%	56%	79%	69%	
Assessor	29					35					23					11					64%	60%	79%	69%						
Performance Enablement Index																														
City of Minneapolis Overall	22					42					18					11					7					64%	57%	77%	72%	
Assessor	17					53					20					9					70%	64%	77%	72%	S					
Behavior Change Index																														
City of Minneapolis Overall	18					37					24					12					8					56%	56%	74%	62%	
Assessor	26					56					15										82%	77%	74%	62%	S					
Communications																														
City of Minneapolis Overall	15					39					19					16					11					54%	--	71%	--	
Assessor	12					51					21					13					63%	--	71%	--						
Customer Service																														
City of Minneapolis Overall	22					43					19					10					6					65%	56%	77%	--	S
Assessor	16					55					21					8					71%	64%	77%	--	S					
Department Leadership																														
City of Minneapolis Overall	24					37					17					12					10					61%	51%	81%	69%	
Assessor	24					45					20					10					69%	63%	81%	69%	S					
Employee Involvement																														
City of Minneapolis Overall	16					38					21					14					11					53%	--	75%	67%	
Assessor	13					47					20					15					5					60%	--	75%	67%	

2014 My Minneapolis Employee Engagement Survey

Assessor

VI) Theme Summary

	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity		
Equity										
City of Minneapolis Overall	23	35	16	13	12	58%	54%	71%	--	
Assessor	23	49	15	9		72%	65%	71%	--	S
Ethics										
City of Minneapolis Overall	22	45	17	9	7	67%	56%	82%	--	S
Assessor	24	59	14			83%	66%	82%	--	S
Immediate Supervisor										
City of Minneapolis Overall	31	40	14	9	7	71%	60%	80%	--	S
Assessor	28	49	14	8		77%	65%	80%	--	S
Inclusion										
City of Minneapolis Overall	27	40	16	10	8	67%	--	80%	76%	S
Assessor	31	47	11	10		77%	--	80%	76%	S
My Career										
City of Minneapolis Overall	16	41	21	13	9	58%	--	71%	--	
Assessor	19	58	15	6		77%	--	71%	--	S
Performance Management										
City of Minneapolis Overall	31	43	13	8	5	74%	67%	84%	77%	S
Assessor	25	56	9	9		81%	70%	84%	77%	S
Recognition										
City of Minneapolis Overall	13	37	23	15	11	50%	47%	66%	--	O
Assessor	12	46	26	15		58%	44%	66%	--	

2014 My Minneapolis Employee Engagement Survey

Assessor

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Work Environment											
City of Minneapolis Overall	22	44	14	12	8	66%	63%	76%	--		
Assessor	20	48	15	15		68%	61%	76%	--	S	

VII) Item Summary

2014 My Minneapolis Employee Engagement Survey

Assessor

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity		
Engagement											
31. I rarely think about looking for a new job with another organization (If retiring or going on leave within the next 12 months, please do not answer this question).											
City of Minneapolis Overall	2,269	22	28	17	19	14	50%	49%	63%	58%	O
Assessor	34	21	26	24	24	6	47%	48%	63%	58%	O
32. I am proud to work for the City.											
City of Minneapolis Overall	2,407	36	40	16	6	75%	68%	90%	79%	S	
Assessor	36	39	36	17	8	75%	65%	90%	79%	S	
33. I would recommend the City as a great place to work.											
City of Minneapolis Overall	2,400	27	37	21	10	6	63%	53%	82%	69%	
Assessor	35	26	37	31	6	63%	61%	82%	69%		
34. Overall, I am extremely satisfied with the City as a place to work.											
City of Minneapolis Overall	2,413	25	38	20	11	6	62%	54%	81%	71%	
Assessor	36	31	39	19	8	69%	63%	81%	71%	S	
Behavior Change Index											
8. I was given an opportunity to see/hear about the 2011-2012 Employee Engagement Survey results.											
City of Minneapolis Overall	2,136	24	50	15	7	73%	77%	86%	65%	S	
Assessor	31	26	61	13	87%	94%	86%	65%	S		

2014 My Minneapolis Employee Engagement Survey

Assessor

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable					Percent Neutral	Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Behavior Change Index														
9. I was given the opportunity to discuss my ideas about the results of the 2011-2012 Employee Engagement Survey.														
City of Minneapolis Overall	2,074	16	33	25	16	9	49%	50%	69%	65%	O			
Assessor	31	23	52	19	6	74%	81%	69%	65%	S				
10. My Department Leadership has taken action based on the feedback received from the 2011-2012 Employee Engagement Survey.														
City of Minneapolis Overall	2,011	14	29	33	14	10	43%	40%	66%	55%	O			
Assessor	31	29	55	13		84%	57%	66%	55%	S				
Communications														
11. Where I work, we are told of upcoming changes in time to prepare for them.														
City of Minneapolis Overall	2,402	14	39	19	18	11	53%	44%	73%	61%				
Assessor	36	8	47	28	11	6	56%	45%	73%	61%				
12. <input type="checkbox"/> I can easily access the information I need to do my job.														
City of Minneapolis Overall	2,431	21	49	14	11		70%	67%	82%	--	S			
Assessor	36	17	61	11	11		78%	68%	82%	--	S			
13. There is open and honest two-way communication at the City.														
City of Minneapolis Overall	2,408	10	28	22	20	19	38%	--	59%	59%	O			
Assessor	36	11	44	25	17		56%	--	59%	59%				

2014 My Minneapolis Employee Engagement Survey

Assessor

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable			Percent Neutral	Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Customer Service													
14. Where I work, we set clear standards for product/service quality.													
City of Minneapolis Overall	2,413	22	45	15	12	6	67%	56%	78%	75%	S		
Assessor	36	17	53	19	11	69%	61%	78%	75%	S			
15. My department is actively working to strengthen its relationship with the communities we serve.													
City of Minneapolis Overall	2,356	27	44	19	6	72%	63%	84%	--	S			
Assessor	36	22	56	22	78%	65%	84%	--	S				
16. Where I work, day-to-day decisions demonstrate that providing quality service is a top priority.													
City of Minneapolis Overall	2,411	26	43	15	10	6	69%	58%	83%	76%	S		
Assessor	36	17	56	22	6	72%	65%	83%	76%	S			
17. Where I work, customer feedback is used to improve our work processes.													
City of Minneapolis Overall	2,307	18	39	24	13	6	57%	50%	72%	65%			
Assessor	32	6	41	38	16	47%	41%	72%	65%	O			
18. Where I work, employees are getting the training and development needed to keep up with customer demands.													
City of Minneapolis Overall	2,384	16	40	20	14	10	57%	51%	69%	63%			
Assessor	36	17	56	17	11	72%	71%	69%	63%	S			
19. Customer problems get corrected quickly.													
City of Minneapolis Overall	2,308	21	45	22	7	5	66%	59%	75%	74%	S		
Assessor	35	14	71	11	86%	81%	75%	74%	S				

2014 My Minneapolis Employee Engagement Survey

Assessor

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Department Leadership												
1. My Department Leadership has communicated a vision of the future that motivates me.												
City of Minneapolis Overall	2,416	18	35	21	15	11	54%	47%	72%	59%		
Assessor	36	14	39	33	11	6	53%	61%	72%	59%		
2. My Department Leadership demonstrates that employees are important to the success of the City.												
City of Minneapolis Overall	2,425	24	36	14	14	12	60%	49%	81%	68%		
Assessor	36	19	58	14	6	6	78%	55%	81%	68%	S	
3. My Department Leadership has the ability to deal with the challenges we face.												
City of Minneapolis Overall	2,406	23	38	17	12	10	60%	50%	80%	73%		
Assessor	35	29	40	14	17	6	69%	71%	80%	73%	S	
4. My Department Leadership is committed to providing high quality products and services to customers.												
City of Minneapolis Overall	2,405	32	40	14	8	6	71%	61%	89%	77%	S	
Assessor	36	28	50	17	6	6	78%	71%	89%	77%	S	
5. I have confidence in the future of my department.												
City of Minneapolis Overall	2,418	25	35	16	12	11	60%	45%	83%	68%		
Assessor	35	29	37	23	11	6	66%	58%	83%	68%	S	
Employee Involvement												
28. City employees are encouraged to develop new and better ways of doing things.												
City of Minneapolis Overall	2,384	17	39	21	13	9	56%	47%	76%	70%		
Assessor	35	14	46	26	11	6	60%	55%	76%	70%		

2014 My Minneapolis Employee Engagement Survey

Assessor

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable					Percent Neutral	Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Employee Involvement														
29. City employees are encouraged to participate in making decisions that affect their work.														
City of Minneapolis Overall	2,381	15	38	20	15	11	53%	43%	74%	67%				
Assessor	36	14	47	22	11	6	61%	50%	74%	67%				
30. My ideas and suggestions count.														
City of Minneapolis Overall	2,394	16	35	21	14	14	51%	--	74%	64%				
Assessor	35	11	49	11	23	6	60%	--	74%	64%				
Equity														
24. The process for selecting people for special assignments/projects is fair.														
City of Minneapolis Overall	2,290	12	32	21	18	17	44%	40%	63%	--	O			
Assessor	32	13	31	31	19	6	44%	67%	63%	--	O			
25. <input type="checkbox"/> In my department, all employees have equal opportunity for advancement.														
City of Minneapolis Overall	2,323	13	31	17	19	19	44%	41%	56%	75%	O			
Assessor	36	25	56	8	8		81%	58%	56%	75%	S			
26. My immediate supervisor treats employees fairly.														
City of Minneapolis Overall	2,400	37	37	11	8	7	74%	69%	83%	75%	S			
Assessor	36	31	53	8	6		83%	71%	83%	75%	S			
27. My performance on the job is evaluated fairly.														
City of Minneapolis Overall	2,342	30	41	15	8	6	71%	65%	83%	68%	S			
Assessor	33	24	55	15	6		79%	65%	83%	68%	S			

2014 My Minneapolis Employee Engagement Survey

Assessor

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable			Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Ethics													
35. Where I work, ethical issues can be discussed without negative consequences.													
City of Minneapolis Overall	2,341	18	41	20	12	9	59%	52%	75%	69%			
Assessor	35	17	63	14	6		80%	52%	75%	69%			S
36. Where I work, people comply with the City's Ethics in Government Code.													
City of Minneapolis Overall	2,343	23	48	16	8	5	71%	56%	85%	--			S
Assessor	36	25	61	14			86%	71%	85%	--			S
37. My Department Leadership complies with the City's Ethics in Government Code.													
City of Minneapolis Overall	2,275	26	45	16	7	7	71%	62%	86%	--			S
Assessor	35	29	54	14			83%	77%	86%	--			S
Immediate Supervisor													
38. My immediate supervisor has my best interests at heart.													
City of Minneapolis Overall	2,396	31	37	16	9	7	68%	34%	79%	--			S
Assessor	36	31	47	11	11		78%	45%	79%	--			S
39. My immediate supervisor does a good job of "managing the work," that is, making appropriate work assignments, setting priorities, scheduling, etc.													
City of Minneapolis Overall	2,380	29	40	14	10	7	69%	66%	77%	69%			S
Assessor	36	22	53	17	8		75%	65%	77%	69%			S
40. My immediate supervisor does a good job of managing the people who work for him/her.													
City of Minneapolis Overall	2,397	30	40	13	9	8	70%	64%	77%	--			S
Assessor	36	25	47	19	6		72%	71%	77%	--			S

2014 My Minneapolis Employee Engagement Survey

Assessor

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity		
Immediate Supervisor											
41. My immediate supervisor supports my ongoing training and development.											
City of Minneapolis Overall	2,385	35	40	14	7	5	75%	67%	86%	--	S
Assessor	36	36	50	8	6		86%	77%	86%	--	S
42. My immediate supervisor clearly communicates what I am expected to do.											
City of Minneapolis Overall	2,408	30	42	14	9	6	72%	69%	81%	78%	S
Assessor	36	25	50	14	11		75%	68%	81%	78%	S
Inclusion											
20. <input type="checkbox"/> I feel that I am part of a team.											
City of Minneapolis Overall	2,428	29	39	12	10	9	69%	--	83%	77%	S
Assessor	36	22	50	14	14		72%	--	83%	77%	S
21. My department has a strong track record of hiring people from diverse backgrounds.											
City of Minneapolis Overall	2,294	29	39	19	8	5	68%	67%	78%	79%	S
Assessor	36	42	47	6	6		89%	58%	78%	79%	S
22. <input type="checkbox"/> The City has a work environment in which diverse perspectives are valued.											
City of Minneapolis Overall	2,349	22	41	21	10	7	63%	65%	74%	68%	
Assessor	36	31	44	17	6		75%	72%	74%	68%	S
23. Where I work, I am treated with dignity and respect.											
City of Minneapolis Overall	2,418	26	41	14	10	9	67%	65%	82%	80%	S
Assessor	36	28	44	8	17		72%	58%	82%	80%	S

2014 My Minneapolis Employee Engagement Survey

Assessor

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity		
My Career											
52. My job makes good use of my talents, skills and abilities.											
City of Minneapolis Overall	2,418	20	46	15	11	8	66%	--	80%	74%	S
Assessor	36	19	61	11	8	81%	--	80%	74%	S	
53. <input type="checkbox"/> There is a promising future for me at the City.											
City of Minneapolis Overall	2,364	16	35	28	11	10	50%	39%	65%	58%	O
Assessor	34	18	56	21	6	74%	48%	65%	58%	S	
54. I receive the training I need to perform my current job effectively.											
City of Minneapolis Overall	2,423	17	48	18	12	5	65%	62%	81%	76%	S
Assessor	36	22	53	17	6	75%	71%	81%	76%	S	
55. <input type="checkbox"/> I am satisfied with my opportunity for career development in the City.											
City of Minneapolis Overall	2,389	14	35	24	16	12	48%	42%	57%	60%	O
Assessor	35	14	60	14	6	74%	45%	57%	60%	S	
56. I am satisfied with my access to training.											
City of Minneapolis Overall	2,409	15	43	21	13	8	58%	54%	73%	--	
Assessor	36	19	61	11	6	81%	68%	73%	--	S	
Performance Management											
42. My immediate supervisor clearly communicates what I am expected to do.											
City of Minneapolis Overall	2,408	30	42	14	9	6	72%	69%	81%	78%	S
Assessor	36	25	50	14	11	75%	68%	81%	78%	S	

2014 My Minneapolis Employee Engagement Survey

Assessor

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns					2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity	
		Percent Favorable	Percent Neutral	Percent Unfavorable							
Performance Management											
6. I understand how my work links to the goals of the City.											
City of Minneapolis Overall	2,422	31	48	12	5	80%	66%	93%	84%	S	
Assessor	36	17	83			100%	77%	93%	84%	S	
7. My immediate supervisor gives me useful feedback on how well I'm doing my job.											
City of Minneapolis Overall	2,389	33	37	12	10	7	70%	64%	79%	70%	S
Assessor	35	34	34	14	17	69%	65%	79%	70%	S	
Recognition											
49. I receive recognition that is meaningful to me.											
City of Minneapolis Overall	2,390	12	37	25	16	11	49%	50%	63%	--	O
Assessor	34	15	41	26	18	56%	45%	63%	--		
50. I feel valued as an employee of the City.											
City of Minneapolis Overall	2,420	14	38	22	14	12	52%	46%	70%	65%	
Assessor	36	8	53	25	11	61%	45%	70%	65%		
51. I regularly receive appropriate recognition when I do a good job.											
City of Minneapolis Overall	2,402	13	37	23	17	11	49%	44%	65%	59%	O
Assessor	34	12	44	26	18	56%	42%	65%	59%		
Work Environment											
43. The City supports me via programs, resources, etc., in attaining my health and wellness goals.											
City of Minneapolis Overall	2,370	25	51	15	6	75%	74%	87%	--	S	
Assessor	36	28	56	11		83%	71%	87%	--	S	

2014 My Minneapolis Employee Engagement Survey

Assessor

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable					Percent Neutral	Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Work Environment															
44. Safety in the workplace is a high priority.															
City of Minneapolis Overall	2,378	32	45	14	5	5	76%	73%	85%	88%	S				
Assessor	36	28	56	14			83%	65%	85%	88%	S				
45. I am satisfied with my overall physical work environment (e.g. ventilation, noise, lighting, space).															
City of Minneapolis Overall	2,411	19	42	14	16	9	61%	62%	66%	71%					
Assessor	36	17	47	14	22		64%	58%	66%	71%					
46. Where I work, we have enough people to get the work done.															
City of Minneapolis Overall	2,408	10	30	15	24	20	41%	33%	52%	52%	O				
Assessor	35	6	29	20	40	6	34%	29%	52%	52%	O				
47. I have access to the resources (e.g. equipment, information, materials, technology) I need to do my job effectively.															
City of Minneapolis Overall	2,423	16	49	15	13	7	66%	61%	80%	75%					
Assessor	36	14	50	14	19		64%	77%	80%	75%					
48. The people I work with cooperate to get the job done.															
City of Minneapolis Overall	2,423	31	48	12	6		79%	76%	85%	82%	S				
Assessor	36	25	53	19			78%	68%	85%	82%	S				

VIII) Most Favorable/Most Unfavorable Summary

2014 My Minneapolis Employee Engagement Survey

Assessor

VIII) Most Favorable/Most Unfavorable Summary

Most Favorable Items	2014 % Fav	2014 % Unfav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm
Assessor					
6. I understand how my work links to the goals of the City.	100%	0%	77%	93%	84%
21. My department has a strong track record of hiring people from diverse backgrounds.	89%	6%	58%	78%	79%
8. I was given an opportunity to see/hear about the 2011-2012 Employee Engagement Survey results.	87%	0%	94%	86%	65%
41. My immediate supervisor supports my ongoing training and development.	86%	6%	77%	86%	--
36. Where I work, people comply with the City's Ethics in Government Code.	86%	0%	71%	85%	--
19. Customer problems get corrected quickly.	86%	3%	81%	75%	74%
10. My Department Leadership has taken action based on the feedback received from the 2011-2012 Employee Engagement Survey.	84%	3%	57%	66%	55%
37. My Department Leadership complies with the City's Ethics in Government Code.	83%	3%	77%	86%	--
44. Safety in the workplace is a high priority.	83%	3%	65%	85%	88%
26. My immediate supervisor treats employees fairly.	83%	8%	71%	83%	75%
Most Unfavorable Items					
	2014 % Fav	2014 % Unfav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm
Assessor					
46. Where I work, we have enough people to get the work done.	34%	46%	29%	52%	52%
31. I rarely think about looking for a new job with another organization (If retiring or going on leave within the next 12 months, please do not answer this question).	47%	29%	48%	63%	58%
30. My ideas and suggestions count.	60%	29%	--	74%	64%
24. The process for selecting people for special assignments/projects is fair.	44%	25%	67%	63%	--
47. I have access to the resources (e.g. equipment, information, materials, technology) I need to do my job effectively.	64%	22%	77%	80%	75%
45. I am satisfied with my overall physical work environment (e.g. ventilation, noise, lighting, space).	64%	22%	58%	66%	71%
13. There is open and honest two-way communication at the City.	56%	19%	--	59%	59%
23. Where I work, I am treated with dignity and respect.	72%	19%	58%	82%	80%
51. I regularly receive appropriate recognition when I do a good job.	56%	18%	42%	65%	59%
49. I receive recognition that is meaningful to me.	56%	18%	45%	63%	--