

MyMinneapolis

Employee Engagement Survey

Civil Rights

2014 My Minneapolis Employee Engagement Survey

Survey Administered: May/June 2014



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2014 My Minneapolis Employee Engagement Survey

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I) Response Summary

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I) Response Summary

Report Grouping	Headcount	Surveys Completed	Response Rate
City of Minneapolis Overall	3,708	2,461	66%
Civil Rights	22	22	100%

II) Understanding Your Report

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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.

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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.

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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.

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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.

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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

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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%		
Civil Rights	9	47	10	18	15	56%	44%	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: City of Minneapolis Overall

Scores Displayed for: Civil Rights

	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)	41%	30%	65%	58%	O
50. I feel valued as an employee of the City. (Recognition)	45%	50%	70%	65%	O
55. I am satisfied with my opportunity for career development in the City. (My Career)	32%	15%	57%	60%	O
5. I have confidence in the future of my department. (Department Leadership)	59%	53%	83%	68%	
13. There is open and honest two-way communication at the City. (Communications)	33%	--	59%	59%	O
20. I feel that I am part of a team. (Inclusion)	77%	--	83%	77%	S
2. My Department Leadership demonstrates that employees are important to the success of the City. (Department Leadership)	45%	55%	81%	68%	O
23. Where I work, I am treated with dignity and respect. (Inclusion)	55%	55%	82%	80%	
30. My ideas and suggestions count. (Employee Involvement)	67%	--	74%	64%	S
3. My Department Leadership has the ability to deal with the challenges we face. (Department Leadership)	57%	50%	80%	73%	

IV) Performance Enablement Summary

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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%		
Civil Rights	21	43	13	17	5	64%	53%	77%	72%		

Scores Displayed for: Civil Rights

	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.	73%	65%	78%	75%	
17. Where I work, customer feedback is used to improve our work processes.	45%	42%	72%	65%	O
18. Where I work, employees are getting the training and development needed to keep up with customer demands.	50%	26%	69%	63%	O
19. Customer problems get corrected quickly.	67%	45%	75%	74%	S
4. My Department Leadership is committed to providing high quality products and services to customers.	77%	75%	89%	77%	
29. City employees are encouraged to participate in making decisions that affect their work.	55%	47%	74%	67%	
48. The people I work with cooperate to get the job done.	82%	70%	85%	82%	S

V) Behavior Change Index

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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%		
Civil Rights	36	19	17	19	10	55%	70%	74%	62%		

Scores Displayed for: Civil Rights

	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.	64%	85%	86%	65%	
9. I was given the opportunity to discuss my ideas about the results of the 2011-2012 Employee Engagement Survey.	50%	56%	69%	65%	O
10. My Department Leadership has taken action based on the feedback received from the 2011-2012 Employee Engagement Survey.	50%	67%	66%	55%	O

VI) Theme Summary

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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%	
Civil Rights	9					47					10					18					15					56%	44%	79%	69%	
Performance Enablement Index																														
City of Minneapolis Overall	22					42					18					11					7					64%	57%	77%	72%	
Civil Rights	21					43					13					17					5					64%	53%	77%	72%	
Behavior Change Index																														
City of Minneapolis Overall	18					37					24					12					8					56%	56%	74%	62%	
Civil Rights	36					19					17					19					10					55%	70%	74%	62%	
Communications																														
City of Minneapolis Overall	15					39					19					16					11					54%	--	71%	--	
Civil Rights	19					31					16					19					16					50%	--	71%	--	O
Customer Service																														
City of Minneapolis Overall	22					43					19					10					6					65%	56%	77%	--	S
Civil Rights	22					42					16					15					5					64%	51%	77%	--	
Department Leadership																														
City of Minneapolis Overall	24					37					17					12					10					61%	51%	81%	69%	
Civil Rights	28					31					9					21					10					59%	59%	81%	69%	
Employee Involvement																														
City of Minneapolis Overall	16					38					21					14					11					53%	--	75%	67%	
Civil Rights	20					41					18					18										61%	--	75%	67%	

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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%	--	
Civil Rights	20					30					18					13					20					50%	52%	71%	--	O
Ethics																														
City of Minneapolis Overall	22					45					17					9					7					67%	56%	82%	--	S
Civil Rights	14					34					20					10					22					47%	60%	82%	--	O
Immediate Supervisor																														
City of Minneapolis Overall	31					40					14					9					7					71%	60%	80%	--	S
Civil Rights	22					36					13					16					13					58%	57%	80%	--	
Inclusion																														
City of Minneapolis Overall	27					40					16					10					8					67%	--	80%	76%	S
Civil Rights	33					32					15					11					9					65%	--	80%	76%	
My Career																														
City of Minneapolis Overall	16					41					21					13					9					58%	--	71%	--	
Civil Rights	12					32					23					19					15					44%	--	71%	--	O
Performance Management																														
City of Minneapolis Overall	31					43					13					8					5					74%	67%	84%	77%	S
Civil Rights	35					41					5					14					6					76%	67%	84%	77%	
Recognition																														
City of Minneapolis Overall	13					37					23					15					11					50%	47%	66%	--	O
Civil Rights	11					41					18					17					14					52%	50%	66%	--	

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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%	--		
Civil Rights	17	47	15	14	7	64%	53%	76%	--		

VII) Item Summary

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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
Civil Rights	21	43	24	33	43%	30%	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	
Civil Rights	22	27	41	9	14	9	68%	55%	90%	79%	
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%	
Civil Rights	22	5	55	14	18	9	59%	45%	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%	
Civil Rights	22	5	50	18	18	9	55%	45%	81%	71%	
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	
Civil Rights	14	43	21	14	21	64%	85%	86%	65%		

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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							
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
Civil Rights	14	29	21	21	14	14	50%	56%	69%	65%	O
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
Civil Rights	14	36	14	14	21	14	50%	67%	66%	55%	O
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%	
Civil Rights	21	24	14	29	19	14	38%	45%	73%	61%	O
12. 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
Civil Rights	22	27	50	14	9		77%	60%	82%	--	
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
Civil Rights	21	5	29	19	24	24	33%	--	59%	59%	O

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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				
Civil Rights	22	23	50	5	18	5	73%	65%	78%	75%					
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					
Civil Rights	22	41	45	9	5	86%	68%	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				
Civil Rights	22	27	36	18	14	5	64%	60%	83%	76%					
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%					
Civil Rights	22	9	36	32	18	5	45%	42%	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%					
Civil Rights	22	18	32	14	23	14	50%	26%	69%	63%	O				
19. Customer problems get corrected quickly.															
City of Minneapolis Overall	2,308	21	45	22	7	5	66%	59%	75%	74%	S				
Civil Rights	21	14	52	19	10	5	67%	45%	75%	74%	S				

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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%				
Civil Rights	21	29	29	10	24	10		57%	60%	72%	59%				
2. <input type="checkbox"/> 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%				
Civil Rights	22	18	27	14	23	18		45%	55%	81%	68%			O	
3. <input type="checkbox"/> 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%				
Civil Rights	21	33	24	5	29	10		57%	50%	80%	73%				
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	
Civil Rights	22	27	50		18	5		77%	75%	89%	77%				
5. <input type="checkbox"/> I have confidence in the future of my department.															
City of Minneapolis Overall	2,418	25	35	16	12	11		60%	45%	83%	68%				
Civil Rights	22	32	27	18	14	9		59%	53%	83%	68%				
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%				
Civil Rights	20	20	40	20	20			60%	55%	76%	70%				

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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%					
Civil Rights	20	20	35	20	20	5	55%	47%	74%	67%					
30. <input type="checkbox"/> My ideas and suggestions count.															
City of Minneapolis Overall	2,394	16	35	21	14	14	51%	--	74%	64%					
Civil Rights	21	19	48	14	14	5	67%	--	74%	64%				S	
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				
Civil Rights	20	25	25	20	10	20	50%	58%	63%	--	O				
25. 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				
Civil Rights	18	6	33	22	11	28	39%	22%	56%	75%	O				
26. My immediate supervisor treats employees fairly.															
City of Minneapolis Overall	2,400	37	37	11	8	7	74%	69%	83%	75%	S				
Civil Rights	22	27	27	9	18	18	55%	60%	83%	75%					
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				
Civil Rights	20	20	35	20	10	15	55%	65%	83%	68%					

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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%					
Civil Rights	19	11	32	16	16	26	42%	50%	75%	69%	O				
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				
Civil Rights	20	10	45	20	10	15	55%	59%	85%	--					
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				
Civil Rights	20	20	25	25	5	25	45%	75%	86%	--	O				
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				
Civil Rights	22	23	32	18	9	18	55%	45%	79%	--					
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				
Civil Rights	22	23	27	14	18	18	50%	60%	77%	69%	O				
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				
Civil Rights	22	23	41	5	23	9	64%	70%	77%	--					

2014 My Minneapolis Employee Engagement Survey

Civil Rights

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
Civil Rights	22	23	41	14	9	14	64%	50%	86%	--	
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
Civil Rights	22	18	41	14	23	5	59%	60%	81%	78%	
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
Civil Rights	22	36	41	5	5	14	77%	--	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
Civil Rights	21	48	33	14	5		81%	80%	78%	79%	S
22. 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%	
Civil Rights	20	20	25	35	20		45%	55%	74%	68%	O
23. <input type="checkbox"/> 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
Civil Rights	22	27	27	9	18	18	55%	55%	82%	80%	

2014 My Minneapolis Employee Engagement Survey

Civil Rights

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
Civil Rights	22	14	45	14	14	14	59%	--	80%	74%	
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
Civil Rights	22	5	36	32	9	18	41%	30%	65%	58%	O
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
Civil Rights	22	9	32	14	32	14	41%	45%	81%	76%	O
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
Civil Rights	22	9	23	27	23	18	32%	15%	57%	60%	O
56. I am satisfied with my access to training.											
City of Minneapolis Overall	2,409	15	43	21	13	8	58%	54%	73%	--	
Civil Rights	22	23	23	27	18	9	45%	60%	73%	--	O
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
Civil Rights	22	18	41	14	23	5	59%	60%	81%	78%	

2014 My Minneapolis Employee Engagement Survey

Civil Rights

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		
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	
Civil Rights	22	55	45			100%	75%	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
Civil Rights	22	32	36	18	14	68%	65%	79%	70%		
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
Civil Rights	22	9	41	18	23	9	50%	50%	63%	--	O
50. <input type="checkbox"/> I feel valued as an employee of the City.											
City of Minneapolis Overall	2,420	14	38	22	14	12	52%	46%	70%	65%	
Civil Rights	22	9	36	27	9	18	45%	50%	70%	65%	O
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
Civil Rights	22	14	45	9	18	14	59%	50%	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	
Civil Rights	20	10	60	20	5	5	70%	60%	87%	--	S

2014 My Minneapolis Employee Engagement Survey

Civil Rights

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
Civil Rights	21	14	48	29	10		62%	75%	85%	88%	
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%	
Civil Rights	22	23	55	5	14	5	77%	60%	66%	71%	S
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
Civil Rights	22	5	27	14	32	23	32%	5%	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%	
Civil Rights	22	14	50	18	9	9	64%	50%	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
Civil Rights	22	36	45	5	14		82%	70%	85%	82%	S

VIII) Most Favorable/Most Unfavorable Summary

2014 My Minneapolis Employee Engagement Survey

Civil Rights

VIII) Most Favorable/Most Unfavorable Summary

Most Favorable Items	2014 % Fav	2014 % Unfav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm
Civil Rights					
6. I understand how my work links to the goals of the City.	100%	0%	75%	93%	84%
15. My department is actively working to strengthen its relationship with the communities we serve.	86%	5%	68%	84%	--
48. The people I work with cooperate to get the job done.	82%	14%	70%	85%	82%
21. My department has a strong track record of hiring people from diverse backgrounds.	81%	5%	80%	78%	79%
20. I feel that I am part of a team.	77%	18%	--	83%	77%
4. My Department Leadership is committed to providing high quality products and services to customers.	77%	23%	75%	89%	77%
45. I am satisfied with my overall physical work environment (e.g. ventilation, noise, lighting, space).	77%	18%	60%	66%	71%
12. I can easily access the information I need to do my job.	77%	23%	60%	82%	--
14. Where I work, we set clear standards for product/service quality.	73%	23%	65%	78%	75%
43. The City supports me via programs, resources, etc., in attaining my health and wellness goals.	70%	10%	60%	87%	--
Most Unfavorable Items	2014 % Fav	2014 % Unfav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm
Civil Rights					
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).	43%	57%	30%	63%	58%
46. Where I work, we have enough people to get the work done.	32%	55%	5%	52%	52%
13. There is open and honest two-way communication at the City.	33%	48%	--	59%	59%
54. I receive the training I need to perform my current job effectively.	41%	45%	45%	81%	76%
35. Where I work, ethical issues can be discussed without negative consequences.	42%	42%	50%	75%	69%
55. I am satisfied with my opportunity for career development in the City.	32%	41%	15%	57%	60%
2. My Department Leadership demonstrates that employees are important to the success of the City.	45%	41%	55%	81%	68%
25. In my department, all employees have equal opportunity for advancement.	39%	39%	22%	56%	75%
3. My Department Leadership has the ability to deal with the challenges we face.	57%	38%	50%	80%	73%
18. Where I work, employees are getting the training and development needed to keep up with customer demands.	50%	36%	26%	69%	63%