



City of Minneapolis Exit Interview (Transfer Version) (Revised February 2017)

Introduction and Data Practices Advisory

The purpose of this survey is to gather information in an effort to identify issues and improve the City's employment practices and work environment that the City hopes will improve employee retention. The City is committed to providing a positive work environment for its employees.

Please complete each of the 21 questions contained in the survey, choosing the answer that best reflects your experiences and opinions. The survey should take approximately 10-15 minutes to complete.

While completing this survey, you will be asked to supply private or confidential information about yourself. The information you provide will help the City understand what factors led to your decision to transfer to another department. Your responses will be entered into a database and all of the information entered will be analyzed for trends so the City may determine what actions, if any, can be taken to improve employee retention and reduce turnover.

Your participation in this survey is voluntary. There will be no adverse consequences should you decline to participate.

The following personnel may have access to the information you supply as part of the exit interview:

A. Your Individual Responses

1. Staff from the City of Minneapolis Human Resources Department. (**Note:** Under certain policies and regulations, Human Resources staff may be required to share information with certain administrators from your department who have a need to know. Examples would include alleged policy violations, illegal activity, etc.)
2. Persons or entities authorized by state or federal law.

B. Summary Data Compiled from All or a Subset of Survey Respondents

1. Staff from the City of Minneapolis Human Resources Department.
2. Appropriate supervisors and administrators from City departments.
3. Policy Makers including Elected Officials.
4. Persons or entities authorized by state or federal law.

By proceeding, you acknowledge that you have read and understand the information outlined above and agree to supply some or all of the information requested in the questions contained within the Exit Interview.

Section I – Demographics - Please provide some personal information about yourself including job title, length of service with the City and the department you are leaving.

1. **Employee Name (Optional):**

2. **Job Title:**

3. **Last Date of Employment:**

4. **Most Recent Department:**

- 911 (If you select this response go to question 8)
- 311 (If you select this response go to question 8)
- Assessor (If you select this response go to question 8)
- Attorney (If you select this response go to question 8)
- City Clerk (If you select this response go to question 8)
- City Coordinator (If you select this response go to question 8)
- Civil Rights (If you select this response go to question 8)
- Communications (If you select this response go to question 8)
- Community Planning & Economic Development (If you select this response go to question 6)
- Convention Center (If you select this response go to question 8)
- Emergency Management (If you select this response go to question 8)
- Finance & Property Services (If you select this response go to question 8)
- Fire (If you select this response go to question 8)
- Health & Family Support (If you select this response go to question 8)
- Human Resources (If you select this response go to question 8)
- Information Technology (IT) (If you select this response go to question 8)
- Internal Audit (If you select this response go to question 8)
- Neighborhood & Community Relations (If you select this response go to question 8)
- Police (If you select this response go to question 8)
- Public Works (If you select this response go to question 5)
- Regulatory Services (If you select this response go to question 7)

5. **If you are leaving the Department of Public Works, what division did you work?**

- Administration
- Fleet Services
- Solid Waste and Recycling Services
- Surface Water and Sewers
- Traffic and Parking Services
- Transportation Maintenance and Repair
- Transportation, Planning and Engineering
- Water Treatment and Distribution Services

6. **If you are leaving the Department of Community Planning & Economic Development (CPED), what division/unit did you last work?**

- Administration and Operations
- Business Development
- Business Licensing
- Construction Code Services
- Development Review - Customer Service Center
- Employment and Training
- Land Use, Design and Preservation
- Long-Range Planning (Includes Community Planning, Art and Research)
- Residential Finance
- Residential Real Estate Development
- Zoning Administration

7. **If you are leaving the Department of Regulatory Services, what division/unit did you last work?**

- Administration and Community Engagement
- Animal Care and Control

- Code Compliance and Traffic Control
- Fire Inspection Services
- Housing Inspection Services
- Operations

8. **Gender (Optional):**

- Female
- Male

9. **Race/Ethnicity (If you are multi-racial, please select one race you most closely identify with (Optional)):**

- Asian or Pacific Islander
- American Indian or Alaskan Native
- Black
- Hispanic
- White

10. **Length of Service:**

- Under 2 years
- 2 but less than 5 years
- 5 but less than 9 years
- 10 but less than 15 years
- Over 16 years

11. **Would you work for the department you are leaving again in the future?**

- Yes
- No

12. **Would you recommend employment with the department you are leaving to a friend or relative?**

- Yes
- No

13. **Please indicate up to the top three the reason(s) you are leaving the department:**

- Different position
- Excessive workload
- Family circumstances
- Health reasons
- Lack of recognition
- Lack of training opportunities
- Promotional opportunities
- Relocation
- Retirement
- Salary/Wage
- Supervisor
- Work location
- Work schedule (shifts)
- Work/Life balance
- Workplace culture and values
- Other (please specify)

14. **What is your primary reason for leaving the department?**

Section II - Satisfaction - Please comment on how satisfied you were with various aspects of your job.

15. **On a scale of 1-4, how would you rate the following?**

❖ **Office/work space**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Staff facilities**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Work location**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Treatment from coworkers**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Sense of connection to department**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Clear definition of your job/responsibilities**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **The variety of work required in your job**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Opportunities for advancement**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Performance evaluations**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Ability to provide input into issues that affected your job**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

16. **On a scale of 1-4, how would you rate the department you are leaving on the following? Secondly, please indicate if the item was a factor in your decision to leave the department you are transferring.**

❖ **Work Schedule (Hours Worked)**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Communication of department goals and policies**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Cooperation/Teamwork**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Communication of decisions affecting you**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Level of cooperation with *other* departments**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **On-the-job training**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Support for Career Development**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Management commitment to diversity**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Policy Compliance – Management Adherence to the Ethics in Government Code**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

17. **On a scale of 1-4, how would you rate your last immediate supervisor from the department you are leaving? Secondly, please indicate if the item was a factor in your decision to leave the department you are transferring.**

❖ **Demonstrated fair and equal treatment**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Addressed complaints and/or concerns in a timely manner**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Welcomed suggestions**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Gave clear instructions**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Fostered a productive work environment**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Provided frequent feedback on job performance**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Consistently applied policies and procedures**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

❖ **Made good use of your skills/abilities**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure

Please provide the name of your supervisor:

Section III – Employee Retention Strategies - The next questions focus on employee retention and will help the City understand what strategies it may take to retain its most valuable resource; its employees.

- 18. What could have been done to keep you from leaving the department?
- 19. What does the new position offer you that your job at your last department did not?

Section IV - Final Comments – To complete the exit interview; please answer the final two questions.

- 20. If you could change anything about the department you are leaving, what would it be?
- 21. On a scale of 1-4, how would you rate your overall experience working for the department you are leaving?
 1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure
- 22. **Additional Comments/Recommendations:**

Conclusion - Thank you for your time and consideration. Your responses are important and will assist the City of Minneapolis in improving employment practices and the work environment.