Minneapolis
City of Lakes

Attorney

2009 City of Minneapolis Employee Engagement Survey

Survey Administered: September 2009

KeneXa

Confidential - Prepared by Kenexa

2009 City of Minneapolis Employee Engagement Survey

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Response Summary

Report Grouping	Headcount	Surveys Completed	Response Rate
City Overall	4,002	2,436	61%
Attorney	102	65	64%
Civil	38	22	58%
Criminal	51	36	71%

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Understanding Your Report

Overview

Survey Goals

The 2009 employee engagement survey has three simple goals:

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

We are pleased that we had such success in achieving our first goal; however, our work has just begun. Findings from this report and each of the department reports will pave the path for achieving goal number two. Finally, only through the work of all of us will we be able to achieve our third goal, which is lasting change.

Recognition

Thank you to everyone who completed the survey. The development and administration of the survey was done by the following employees multi-department team:

Mayor R.T. Rybak	Council President Barbara Johnson	Steven Bosacker, City Coordinator
Pamela French, HR Director	Chuck Bernardy, HR & 2009 Survey Co-Chair	Lea Bittner-Eddy, HR & 2009 Survey Co-Chair
Dana Beasley, Assessor's Office	Krista Bergert, CPED	Mike Bloom, City Attorney's Office
Katharine Bonneson, Convention Center	Lisa Cerney, Public Works	Ed Daley, CPED
Trina Chernos, City Attorney's Office	Linda Denson, Convention Center	Monica Diaz, Civil Rights
Tom Donohoe, 911	Lalonnie Ericson-Baker, Finance	Sergeant Jesse Garcia, Police
Robin Harris, Public Works	Janna Hottinger, Mayor's Office	Captain Jenny Kawaters, Fire
Dawn Misencik, 311	Gopal Narayan, Health & Family Support	Lori Olson, Regulatory Services
Mark Paulsen, BIS	Alisha Raglund, Health & Family Support	LaVae Robinson, 911
Lynn Schwartz, Communications	Jennifer Smith, Public Works	Jay Stroebel, City Coordinator's Office
Beth Toal, HR	Rachel Usher, HR Intern Extraordinaire	Maryam Williams, 911
Susan Young, Public Works	Doreen Caruth, Kenexa	Dr. Nancy Delay, Kenexa
Vanessa Ostlund, Kenexa		

What's Next

For the 2009 employee survey, the City used the survey research firm Kenexa to provide expertise in developing and administering the survey. In terms of next steps, Kenexa will also provide support to City leadership and departments as they interpret the results, identify key priorities and create action plans that engage employees and address the survey findings.

This report represents the first step in making lasting improvements to the City of Minneapolis as a workplace. In partnership with our Kenexa Consultant, Department Heads will identify one or two priorities across the City, based on the survey results. All departments are encouraged to develop employee survey response teams to address these Citywide priorities and any department opportunities for improvement identified in the department-specific reports.

The City Coordinator's Office and the Department of Human Resources will assist and monitor department efforts and help develop any necessary enterprise-wide actions to address the survey response priorities. Department "Survey Champions" will also have access to online tools (Kenexa Survey Scorecard) to assist them in action planning and tracking progress.

Thank you for your commitment to the next steps in this important work!

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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 Summary

Engagement is a combination of perceptions that have a positive impact on behavior. These perceptions include satisfaction, commitment, pride, loyalty, a strong sense of personal responsibility, and a willingness to be an advocate for the organization.

Engagement Priority Items

This section of the report displays the Engagement Index results and the top priorities for engagement. The Engagement Index is a subset of survey items specifically designed to measure the engagement of respondents. The engagement priority items, listed in rank order of importance, identify the issues that are most likely to influence engagement in your work population.

The engagement priority items have been determined using a Pearson correlation analysis technique. This analysis utilizes your survey data to determine how closely specific attitudes/opinions, measured by your survey items, are related to the engagement of your work population. These priorities can have a significant influence on engagement, and should be a focus for action planning. An improvement in the priority item scores will have the greatest impact on engagement.

A minimum of 30 valid responses is required to perform the analysis. If your workgroup had fewer than 30 valid responses, you will see the priority items for a higher level in the organization, which is noted above the priority items.

Performance Excellence Summary

Performance Excellence focuses on critical areas leading to an organization's success such as customer focus and an emphasis on quality. These are things that support employees' ability to get the work done.

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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Understanding Your Report

Theme Summary

To facilitate interpretation, your survey items are grouped into topic areas, or themes. These results are provided to give an overall representation for items with a similar focus.

Item Summary

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

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

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Understanding Your Report

Sample Results

Report Grouping	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
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						**--**	**--**	**--**	**--**	**--**

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)

2009 % Fav

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

2009 % Unfav

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

2006 % 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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Understanding Your Report

Gov't Work Trend

This column compares your results to WorkTrends™, which is a normative database of employee opinions collected regularly by Kenexa Research Institute (KRI) from a nationwide survey of 10,000 workers. This representative sample of the workforce is drawn to match the latest U.S. census statistics with regard to key demographics. The Government Work Trend Norm contains responses from individuals who report they work for a government agency.

S/O (Strengths / Opportunities)

An "S" or an "O" in this column identifies items that are possible Strengths or Opportunities for improvement scores. The guidelines below were used to determine which items represent strengths and which are opportunities for your organization. If your results don't meet either of the criteria, consider them "midrange" results.

	Percent Favorable	Percent Unfavorable
Strengths	65% or more	20% or less
Opportunities for Improvement	50% or less	20% or more

These guidelines should be used in interpreting all of the 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 theme being reported did not meet the minimum requirement of 10 responses for reporting, or when scores are not available for an item or them.

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Engagement Summary

	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
Engagement								
City Overall	22	36	22	12	8	**57%**	**63%**	**73%**	**64%**	
Attorney	22	46	20	8		**69%**	**60%**	**73%**	**64%**	**S**
Civil	23	45	23	8		**68%**	**--**	**73%**	**64%**	**S**
Criminal	19	46	22	9		**65%**	**--**	**73%**	**64%**	**S**

Survey Items Included

29. I rarely think about looking for a new job with another organization. (If you are retiring within the next twelve months, or taking a leave of absence, please do not answer this question.)
30. I am proud to work for the City.
31. I would recommend the City as a great place to work.
32. Overall, I am extremely satisfied with the City as a place to work.

Priority Items

Items Determined by: Attorney

Scores Displayed for: Attorney

	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
51. I feel valued as an employee of the City. (Recognition)	**55%**	**--**	**66%**	**--**	
6. There is a promising future for me at the City. (City Overall)	**57%**	**42%**	**60%**	**54%**	
14. Where I work, we are continually improving the quality of our services. (Customer Service and Quality)	**68%**	**47%**	**79%**	**57%**	**S**
4. I have confidence in the future of my department. (City Overall)	**63%**	**49%**	**71%**	**66%**	
17. Where I work, day-to-day decisions demonstrate that providing quality service is a top priority. (Customer Service and Quality)	**65%**	**56%**	**77%**	**53%**	**S**
34. The people I work with comply with the City's Ethics in Government Code. (Ethics)	**85%**	**--**	**74%**	**--**	**S**
27. City employees are encouraged to participate in making decisions that affect their work. (Employee Involvement)	**52%**	**34%**	**58%**	**52%**	
2. My Department Leadership demonstrates that employees are important to the success of the City. (Department Leadership)	**62%**	**32%**	**73%**	**49%**	

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Priority Items

Items Determined by: Attorney

Scores Displayed for: Attorney

	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
11. My department has a positive relationship with the communities we serve. (Community Engagement)	**86%**	**--**	**73%**	**--**	**S**
7. Where I work, we are told of upcoming changes in time to prepare for them. (Communications)	**62%**	**37%**	**63%**	**--**	

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Performance Excellence Summary

	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
Performance Excellence Index								
City Overall	15	40	24	13	8	**55%**	**56%**	**69%**	**60%**	
Attorney	15	46	23	13		**60%**	**50%**	**69%**	**60%**	
Civil	16	51	21	12		**66%**	**--**	**69%**	**60%**	**S**
Criminal	11	42	27	15	5	**53%**	**--**	**69%**	**60%**	

Survey Items Included

15. Where I work, customer feedback is used to improve our work processes.
18. Where I work, employees are getting the training and development needed to keep up with customer demands.
19. Customer problems get corrected quickly.
27. City employees are encouraged to participate in making decisions that affect their work.
45. Where I work, we set clear performance standards for product/service quality.
46. City Leadership is committed to providing high quality products and services to external customers.
61. The people I work with cooperate to get the job done.

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Most Favorable/Most Unfavorable Summary

Most Favorable Items	2009 % Fav	2009 % Unfav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend
Attorney					
49. I had a performance appraisal in the past 12 months.	**95%**	**3%**	**--**	**72%**	**--**
44. I understand my total compensation (i.e. pay and benefits) package.	**91%**	**3%**	**--**	**88%**	**--**
37. I would report suspected violations of the City's Ethics Code.	**86%**	**3%**	**66%**	**73%**	**--**
11. My department has a positive relationship with the communities we serve.	**86%**	**0%**	**--**	**73%**	**--**
30. I am proud to work for the City.	**85%**	**0%**	**60%**	**84%**	**67%**
34. The people I work with comply with the City's Ethics in Government Code.	**85%**	**2%**	**--**	**74%**	**--**
28. I believe part of my job responsibility is to take the initiative to improve City services.	**85%**	**3%**	**79%**	**85%**	**--**
61. The people I work with cooperate to get the job done.	**85%**	**11%**	**71%**	**80%**	**67%**
12. My department is actively working to strengthen its relationship with the communities we serve.	**83%**	**0%**	**--**	**74%**	**--**
9. I understand how my work fits into the goals of the City.	**83%**	**5%**	**--**	**80%**	**85%**

Most Unfavorable Items	2009 % Fav	2009 % Unfav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend
Attorney					
62. Where I work, we have enough people to get the work done.	**46%**	**40%**	**36%**	**57%**	**49%**
43. My pay is competitive compared to people doing similar jobs in other organizations.	**42%**	**38%**	**41%**	**61%**	**--**
25. When employees have good ideas, management makes use of them.	**31%**	**37%**	**24%**	**51%**	**47%**
57. I am satisfied at the opportunity for career development that the City provides.	**38%**	**32%**	**37%**	**57%**	**48%**
27. City employees are encouraged to participate in making decisions that affect their work.	**52%**	**28%**	**34%**	**58%**	**52%**
29. I rarely think about looking for a new job with another organization. (If you are retiring within the next twelve months, or taking a leave of absence, please do not answer this question.)	**61%**	**28%**	**54%**	**62%**	**61%**
60. The process for selecting people for special assignments/projects is fair.	**40%**	**26%**	**--**	**53%**	**--**
52. I regularly receive appropriate recognition when I do a good job.	**48%**	**26%**	**--**	**58%**	**--**
5. City Leadership shows concern for the well-being and morale of employees.	**48%**	**26%**	**19%**	**56%**	**45%**
24. Sufficient effort is made to get the opinions and thinking of people who work at the City.	**42%**	**25%**	**37%**	**55%**	**47%**

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Theme Summary

	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
Department Leadership								
City Overall	15	35	20	17	13	50%	33%	73%	48%	O
Attorney	18	42	21	17		59%	36%	73%	48%	
Civil	17	61	12	11		77%	--	73%	48%	S
Criminal	11	32	30	21	6	44%	--	73%	48%	O
City Overall								
City Overall	12	30	25	17	16	42%	44%	62%	55%	O
Attorney	17	38	25	13	7	56%	37%	62%	55%	
Civil	20	48	18	9	5	68%	--	62%	55%	S
Criminal	11	33	30	17	9	44%	--	62%	55%	O
Communications								
City Overall	13	40	20	17	9	53%	56%	70%	--	
Attorney	15	55	17	10		70%	56%	70%	--	S
Civil	14	63	15	8		76%	--	70%	--	S
Criminal	13	49	22	12	5	62%	--	70%	--	
Community Engagement								
City Overall	19	45	25	7		64%	--	76%	--	
Attorney	25	58	17			83%	--	76%	--	S
Civil	20	55	26			74%	--	76%	--	S
Criminal	23	64	13			87%	--	76%	--	S

-- Insufficient Data to Report

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Theme Summary

	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
Customer Service and Quality								
City Overall	18	39	23	12	7	58%	59%	73%	60%	
Attorney	18	42	26	12		60%	52%	73%	60%	
Civil	22	49	19	8		71%	--	73%	60%	S
Criminal	13	37	33	13		50%	--	73%	60%	
Performance Excellence Index								
City Overall	15	40	24	13	8	55%	56%	69%	60%	
Attorney	15	46	23	13		60%	50%	69%	60%	
Civil	16	51	21	12		66%	--	69%	60%	S
Criminal	11	42	27	15	5	53%	--	69%	60%	
Diversity and Inclusion								
City Overall	21	44	24	6		65%	61%	74%	--	S
Attorney	28	47	22			75%	63%	74%	--	S
Civil	24	45	26	5		69%	--	74%	--	S
Criminal	31	45	20			76%	--	74%	--	S
Employee Involvement								
City Overall	11	35	24	18	13	46%	42%	62%	--	O
Attorney	12	41	24	18	5	53%	42%	62%	--	
Civil	9	48	27	15		57%	--	62%	--	
Criminal	11	34	25	22	8	45%	--	62%	--	O

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Theme Summary

	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
Engagement								
City Overall	22	36	22	57%	63%	73%	64%	
Attorney	22	46	20	69%	60%	73%	64%	S
Civil	23	45	23	68%	--	73%	64%	S
Criminal	19	46	22	65%	--	73%	64%	S
Ethics								
City Overall	18	39	24	56%	55%	68%	--	
Attorney	24	50	17	74%	56%	68%	--	S
Civil	30	49	13	79%	--	68%	--	S
Criminal	19	49	19	69%	--	68%	--	S
Immediate Supervisor								
City Overall	29	39	15	68%	64%	74%	--	S
Attorney	30	45	15	74%	46%	74%	--	S
Civil	43	40	10	83%	--	74%	--	S
Criminal	20	44	20	65%	--	74%	--	S
Pay and Benefits								
City Overall	17	49	16	65%	42%	74%	--	S
Attorney	19	50	12	69%	50%	74%	--	S
Civil	14	52	6	65%	--	74%	--	
Criminal	22	50	16	72%	--	74%	--	S

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Theme Summary

	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
Senior Management								
City Overall	13	42	29	10	7	54%	--	69%	64%	
Attorney	15	55	28			71%	--	69%	64%	S
Civil	14	55	32			68%	--	69%	64%	S
Criminal	14	56	28			69%	--	69%	64%	S
Performance Feedback								
City Overall	22	44	16	10	8	66%	59%	72%	--	S
Attorney	23	52	12	9	5	74%	40%	72%	--	S
Civil	21	61	5	12		82%	--	72%	--	S
Criminal	21	46	18	7	7	68%	--	72%	--	S
Recognition								
City Overall	12	35	24	17	12	47%	42%	63%	--	O
Attorney	12	45	22	16	6	57%	39%	63%	--	
Civil	19	51	15	11		70%	--	63%	--	S
Criminal	5	39	28	19	9	44%	--	63%	--	O
Work Environment								
City Overall	21	42	18	11	8	63%	53%	72%	68%	
Attorney	17	47	19	15		64%	62%	72%	68%	
Civil	14	43	23	18		57%	--	72%	68%	
Criminal	15	51	18	13		67%	--	72%	68%	S

-- Insufficient Data to Report

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Theme Summary

	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
Training and Development								
City Overall	13	39	24	13	11	52%	55%	65%	--	
Attorney	9	46	25	11	9	54%	45%	65%	--	
Civil	8	48	25	12	6	56%	--	65%	--	
Criminal	7	41	28	12	13	47%	--	65%	--	O
Work Support								
City Overall	16	43	16	16	9	59%	58%	71%	62%	
Attorney	12	55	11	17	5	67%	56%	71%	62%	
Civil	11	47	17	20	6	58%	--	71%	62%	
Criminal	10	60	8	18		70%	--	71%	62%	
Work-Life Balance								
City Overall	41	30	19	6		71%	--	75%	--	S
Attorney	46	29	15	9		75%	--	75%	--	S
Civil	41	32	18	9		73%	--	75%	--	S
Criminal	47	31	11	11		78%	--	75%	--	S
Elected Officials								
City Overall	33	38	15	7	7	72%	67%	78%	--	S
Attorney	23	57	8	9		80%	78%	78%	--	S
Civil	36	55	5	5		91%	--	78%	--	S
Criminal	17	56	11	11	6	72%	--	78%	--	S

-- Insufficient Data to Report

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Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
Department Leadership									
City Overall		15	35	20	17	13	50%	33%	73%	48%	O
Attorney		18	42	21	17		59%	36%	73%	48%	
Civil		17	61	12	11		77%	--	73%	48%	S
Criminal		11	32	30	21	6	44%	--	73%	48%	O
3. My Department Leadership has the ability to deal with the challenges we face.											
City Overall	2,428	16	35	21	14	14	51%	36%	76%	50%	
Attorney	65	18	46	15	15	5	65%	40%	76%	50%	S
Civil	22	18	64	9	9		82%	--	76%	50%	S
Criminal	36	11	36	22	22	8	47%	--	76%	50%	O
2. My Department Leadership demonstrates that employees are important to the success of the City.											
City Overall	2,430	15	35	17	17	15	51%	32%	73%	49%	
Attorney	65	20	42	17	18		62%	32%	73%	49%	
Civil	22	23	59	5	14		82%	--	73%	49%	S
Criminal	36	11	33	28	22	6	44%	--	73%	49%	O
1. My Department Leadership gives employees a clear picture of the direction that the City is headed.											
City Overall	2,426	13	35	21	19	12	48%	31%	70%	46%	O
Attorney	65	15	37	29	17		52%	37%	70%	46%	
Civil	22	9	59	23	9		68%	--	70%	46%	S
Criminal	36	11	28	39	19		39%	--	70%	46%	O

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Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
City Overall									
City Overall		12	30	25	17	16	42%	44%	62%	55%	O
Attorney		17	38	25	13	7	56%	37%	62%	55%	
Civil		20	48	18	9	5	68%	--	62%	55%	S
Criminal		11	33	30	17	9	44%	--	62%	55%	O
4. I have confidence in the future of my department.											
City Overall	2,430	16	30	22	16	16	46%	53%	71%	66%	O
Attorney	65	23	40	25	8	5	63%	49%	71%	66%	
Civil	22	32	50	9	9		82%	--	71%	66%	S
Criminal	36	11	36	36	8	8	47%	--	71%	66%	
6. There is a promising future for me at the City.											
City Overall	2,426	11	32	33	14	10	43%	47%	60%	54%	O
Attorney	65	14	43	23	12	8	57%	42%	60%	54%	
Civil	22	14	55	23	5	5	68%	--	60%	54%	S
Criminal	36	8	39	25	17	11	47%	--	60%	54%	O
5. City Leadership shows concern for the well-being and morale of employees.											
City Overall	2,423	9	27	21	21	22	36%	31%	56%	45%	O
Attorney	65	15	32	26	18	8	48%	19%	56%	45%	O
Civil	22	14	41	23	14	9	55%	--	56%	45%	
Criminal	36	14	25	28	25	8	39%	--	56%	45%	O

-- Insufficient Data to Report

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Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
Communications									
City Overall		13	40	20	17	9	53%	56%	70%	--	
Attorney		15	55	17	10		70%	56%	70%	--	S
Civil		14	63	15	8		76%	--	70%	--	S
Criminal		13	49	22	12	5	62%	--	70%	--	
9. I understand how my work fits into the goals of the City.											
City Overall	2,426	18	46	19	10	7	64%	--	80%	85%	
Attorney	65	23	60	12	5		83%	--	80%	85%	S
Civil	22	18	73	5	5		91%	--	80%	85%	S
Criminal	36	22	56	19			78%	--	80%	85%	S
10. I can easily access the information I need to do my job.											
City Overall	2,425	15	49	18	12	6	64%	67%	74%	66%	
Attorney	65	14	69	8	9		83%	76%	74%	66%	S
Civil	22	14	68	9	9		82%	--	74%	66%	S
Criminal	36	14	67	8	11		81%	--	74%	66%	S
7. Where I work, we are told of upcoming changes in time to prepare for them.											
City Overall	2,431	10	32	21	23	13	42%	45%	63%	--	O
Attorney	65	12	49	20	11	8	62%	37%	63%	--	
Civil	22	14	59	9	14	5	73%	--	63%	--	S
Criminal	36	8	42	28	11	11	50%	--	63%	--	O

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Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
Communications									
8. I am well informed about relevant departmental issues.									
City Overall	2,427	10	32	23	24	11	42%	--	62%	--	O
Attorney	65	12	40	29	14	5	52%	--	62%	--	
Civil	22	9	50	36	5		59%	--	62%	--	
Criminal	36	8	31	31	22	8	39%	--	62%	--	O
Community Engagement									
City Overall		19	45	25	7		64%	--	76%	--	
Attorney		25	58	17			83%	--	76%	--	S
Civil		20	55	26			74%	--	76%	--	S
Criminal		23	64	13			87%	--	76%	--	S
11. My department has a positive relationship with the communities we serve.									
City Overall	2,428	15	43	26	10	5	58%	--	73%	--	
Attorney	65	22	65	14			86%	--	73%	--	S
Civil	22	18	55	27			73%	--	73%	--	S
Criminal	36	19	72	8			92%	--	73%	--	S
12. My department is actively working to strengthen its relationship with the communities we serve.									
City Overall	2,428	17	42	28	8		59%	--	74%	--	
Attorney	65	25	58	17			83%	--	74%	--	S
Civil	22	14	50	36			64%	--	74%	--	
Criminal	36	28	67	6			94%	--	74%	--	S

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Community Engagement									
13. I have a positive relationship with the communities we serve.									
City Overall	2,427	25	50	21	75%	--	81%	--	S
Attorney	65	28	52	20	80%	--	81%	--	S
Civil	22	27	59	14	86%	--	81%	--	S
Criminal	36	22	53	25	75%	--	81%	--	S
Customer Service and Quality									
City Overall		18	39	23	12	7	58%	59%	73%	60%	
Attorney		18	42	26	12		60%	52%	73%	60%	
Civil		22	49	19	8		71%	--	73%	60%	S
Criminal		13	37	33	13		50%	--	73%	60%	
16. There is a strong emphasis on customer service in my department.									
City Overall	2,425	26	41	19	9	5	67%	68%	81%	68%	S
Attorney	65	25	46	23	6		71%	60%	81%	68%	S
Civil	22	36	55	5	5		91%	--	81%	68%	S
Criminal	36	17	42	36	6		58%	--	81%	68%	
14. Where I work, we are continually improving the quality of our services.									
City Overall	2,428	22	43	18	10	6	65%	53%	79%	57%	S
Attorney	65	20	48	22	8		68%	47%	79%	57%	S
Civil	22	18	59	18	5		77%	--	79%	57%	S
Criminal	36	17	42	28	8	6	58%	--	79%	57%	

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Customer Service and Quality									
17. Where I work, day-to-day decisions demonstrate that providing quality service is a top priority.									
City Overall	2,424	21	38	21	12	7	60%	58%	77%	53%	
Attorney	65	25	40	26	9		65%	56%	77%	53%	S
Civil	22	32	45	18	5		77%	--	77%	53%	S
Criminal	36	17	39	33	11		56%	--	77%	53%	
45. Where I work, we set clear performance standards for product/service quality.									
City Overall	2,424	14	43	23	13	7	56%	--	69%	69%	
Attorney	65	11	48	17	18	6	58%	--	69%	69%	
Civil	22	9	55	27	5	5	64%	--	69%	69%	
Criminal	36	8	44	11	28	8	53%	--	69%	69%	
18. Where I work, employees are getting the training and development needed to keep up with customer demands.									
City Overall	2,425	12	35	25	17	10	48%	--	63%	61%	O
Attorney	65	15	42	20	20		57%	--	63%	61%	
Civil	22	23	36	18	18	5	59%	--	63%	61%	
Criminal	36	11	42	25	19		53%	--	63%	61%	
15. Where I work, customer feedback is used to improve our work processes.									
City Overall	2,427	16	35	26	14	8	51%	--	70%	53%	
Attorney	65	14	37	32	14		51%	--	70%	53%	
Civil	22	9	64	14	14		73%	--	70%	53%	S
Criminal	36	14	22	44	14	6	36%	--	70%	53%	

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	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
Customer Service and Quality									
19. Customer problems get corrected quickly.									
City Overall	2,422	16	41	28	57%	56%	74%	58%	
Attorney	65	17	32	42	49%	45%	74%	58%	
Civil	22	27	32	32	59%	--	74%	58%	
Criminal	36	8	31	50	39%	--	74%	58%	
Diversity and Inclusion									
City Overall		21	44	24	65%	61%	74%	--	S
Attorney		28	47	22	75%	63%	74%	--	S
Civil		24	45	26	69%	--	74%	--	S
Criminal		31	45	20	76%	--	74%	--	S
20. My department has a strong track record of hiring people from diverse backgrounds.									
City Overall	2,422	24	39	25	63%	62%	73%	75%	
Attorney	65	32	48	17	80%	65%	73%	75%	S
Civil	22	36	41	23	77%	--	73%	75%	S
Criminal	36	31	47	17	78%	--	73%	75%	S
22. City Leadership demonstrates commitment to diversity.									
City Overall	2,425	22	47	23	68%	61%	77%	68%	S
Attorney	65	31	46	20	77%	69%	77%	68%	S
Civil	22	23	45	27	68%	--	77%	68%	S
Criminal	36	36	44	17	81%	--	77%	68%	S

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Diversity and Inclusion									
23. The City values diversity in gender, race, disability, and thought.									
City Overall	2,425	20	45	23	65%	--	75%	--	S
Attorney	65	26	51	18	77%	--	75%	--	S
Civil	22	18	50	27	68%	--	75%	--	S
Criminal	36	31	47	17	78%	--	75%	--	S
21. The City makes it easy for people from diverse backgrounds to fit in and be accepted.									
City Overall	2,426	19	44	27	63%	60%	69%	74%	
Attorney	65	25	42	31	66%	56%	69%	74%	S
Civil	22	18	45	27	64%	--	69%	74%	
Criminal	36	28	42	31	69%	--	69%	74%	S
Employee Involvement									
City Overall		11	35	24	46%	42%	62%	--	O
Attorney		12	41	24	53%	42%	62%	--	
Civil		9	48	27	57%	--	62%	--	
Criminal		11	34	25	45%	--	62%	--	O
28. I believe part of my job responsibility is to take the initiative to improve City services.									
City Overall	2,428	25	48	16	74%	76%	85%	--	S
Attorney	65	25	60	12	85%	79%	85%	--	S
Civil	22	23	68	9	91%	--	85%	--	S
Criminal	36	19	61	14	81%	--	85%	--	S

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Employee Involvement									
26. City employees are encouraged to be innovative, that is, to develop new and better ways of doing things.									
City Overall	2,427	9	36	24	19	12	45%	36%	61%	51%	O
Attorney	65	11	45	23	17	5	55%	38%	61%	51%	
Civil	22	5	55	23	18		59%	--	61%	51%	
Criminal	36	11	39	25	17	8	50%	--	61%	51%	O
27. City employees are encouraged to participate in making decisions that affect their work.									
City Overall	2,428	8	33	25	21	13	41%	36%	58%	52%	O
Attorney	65	8	45	20	23	5	52%	34%	58%	52%	
Civil	22	5	55	18	23		59%	--	58%	52%	
Criminal	36	6	33	25	28	8	39%	--	58%	52%	O
24. Sufficient effort is made to get the opinions and thinking of people who work at the City.									
City Overall	2,421	7	31	25	21	15	38%	32%	55%	47%	O
Attorney	65	11	31	34	22		42%	37%	55%	47%	O
Civil	22	9	32	45	14		41%	--	55%	47%	
Criminal	36	11	25	31	28	6	36%	--	55%	47%	O
25. When employees have good ideas, management makes use of them.									
City Overall	2,426	6	26	28	22	18	32%	31%	51%	47%	O
Attorney	65	6	25	32	29	8	31%	24%	51%	47%	O
Civil	22	5	32	41	23		36%	--	51%	47%	O
Criminal	36	6	14	31	36	14	19%	--	51%	47%	O

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	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
Engagement									
City Overall		22	36	22	12	8	57%	63%	73%	64%	
Attorney		22	46	20	8		69%	60%	73%	64%	S
Civil		23	45	23	8		68%	--	73%	64%	S
Criminal		19	46	22	9		65%	--	73%	64%	S
30. I am proud to work for the City.											
City Overall	2,428	31	39	19	6	5	70%	63%	84%	67%	S
Attorney	65	31	54	15			85%	60%	84%	67%	S
Civil	22	32	59	9			91%	--	84%	67%	S
Criminal	36	25	53	22			78%	--	84%	67%	S
31. I would recommend the City as a great place to work.											
City Overall	2,430	18	37	26	11	7	55%	--	72%	65%	
Attorney	65	17	48	31	5		65%	--	72%	65%	S
Civil	22	14	45	36	5		59%	--	72%	65%	
Criminal	36	17	44	33	6		61%	--	72%	65%	
32. Overall, I am extremely satisfied with the City as a place to work.											
City Overall	2,428	18	37	25	13	7	55%	68%	73%	64%	
Attorney	65	18	46	25	11		65%	68%	73%	64%	S
Civil	22	18	41	27	14		59%	--	73%	64%	
Criminal	36	17	47	25	11		64%	--	73%	64%	

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Engagement									
29. I rarely think about looking for a new job with another organization. (If you are retiring within the next twelve months, or taking a leave of absence, please do not answer this question.)									
City Overall	2,357	19	31	19	18	13	49%	60%	62%	61%	O
Attorney	64	23	38	11	17	11	61%	54%	62%	61%	
Civil	22	27	36	18	14	5	64%	--	62%	61%	
Criminal	35	17	40	9	20	14	57%	--	62%	61%	
Ethics									
City Overall		18	39	24	10	9	56%	55%	68%	--	
Attorney		24	50	17	6		74%	56%	68%	--	S
Civil		30	49	13	6		79%	--	68%	--	S
Criminal		19	49	19	7		69%	--	68%	--	S
37. I would report suspected violations of the City's Ethics Code.									
City Overall	2,421	22	44	24	6		66%	67%	73%	--	S
Attorney	65	31	55	11			86%	66%	73%	--	S
Civil	22	36	50	9	5		86%	--	73%	--	S
Criminal	36	28	58	11			86%	--	73%	--	S
34. The people I work with comply with the City's Ethics in Government Code.									
City Overall	2,425	21	45	21	7	6	66%	--	74%	--	S
Attorney	65	23	62	14			85%	--	74%	--	S
Civil	22	32	59	9			91%	--	74%	--	S
Criminal	36	14	64	19			78%	--	74%	--	S

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Ethics									
36. My Department Leadership practices high standards of ethical conduct.									
City Overall	2,422	20	36	23	11	10	56%	65%	74%	70%	
Attorney	65	29	46	15	6		75%	68%	74%	70%	S
Civil	22	41	50	5	5		91%	--	74%	70%	S
Criminal	36	22	42	22	8	6	64%	--	74%	70%	
33. Where I work, ethical issues can be discussed without negative consequences.									
City Overall	2,426	13	36	24	15	13	48%	48%	60%	60%	O
Attorney	65	18	48	18	9	6	66%	46%	60%	60%	S
Civil	22	23	59	14	5		82%	--	60%	60%	S
Criminal	36	14	39	22	14	11	53%	--	60%	60%	
35. City Leadership practices high standards of ethical conduct.									
City Overall	2,425	13	32	30	13	13	45%	39%	60%	62%	O
Attorney	65	20	38	25	11	6	58%	44%	60%	62%	
Civil	22	18	27	27	18	9	45%	--	60%	62%	O
Criminal	36	19	44	22	8	6	64%	--	60%	62%	
Immediate Supervisor									
City Overall		29	39	15	9	8	68%	64%	74%	--	S
Attorney		30	45	15	6	5	74%	46%	74%	--	S
Civil		43	40	10	5		83%	--	74%	--	S
Criminal		20	44	20	8	8	65%	--	74%	--	S

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Immediate Supervisor									
41. My immediate supervisor clearly communicates what I am expected to do.									
City Overall	2,426	28	42	16	8	7	70%	66%	77%	--	S
Attorney	65	28	54	11	5		82%	51%	77%	--	S
Civil	22	45	45	5	5		91%	--	77%	--	S
Criminal	36	17	58	17	6		75%	--	77%	--	S
40. My immediate supervisor treats employees fairly.									
City Overall	2,426	33	37	14	7	8	70%	69%	75%	68%	S
Attorney	65	35	42	12	6	5	77%	46%	75%	68%	S
Civil	22	50	36	9	5		86%	--	75%	68%	S
Criminal	36	25	42	17	8	8	67%	--	75%	68%	S
38. My immediate supervisor does a good job at "managing the work," that is, making appropriate work assignments, setting priorities, scheduling, etc.									
City Overall	2,425	27	39	15	10	8	67%	60%	72%	60%	S
Attorney	65	28	45	23	5		72%	46%	72%	60%	S
Civil	22	36	45	14	5		82%	--	72%	60%	S
Criminal	36	19	42	33	6		61%	--	72%	60%	
39. My immediate supervisor does a good job at "people management," that is, dealing with the people who work for him/her.									
City Overall	2,425	28	37	13	11	10	65%	60%	71%	56%	
Attorney	65	28	38	12	14	8	66%	43%	71%	56%	
Civil	22	41	32	14	14		73%	--	71%	56%	S
Criminal	36	19	36	14	17	14	56%	--	71%	56%	

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Pay and Benefits									
City Overall		17	49	16	12	7	65%	42%	74%	--	S
Attorney		19	50	12	12	7	69%	50%	74%	--	S
Civil		14	52	6	17	12	65%	--	74%	--	
Criminal		22	50	16	7	5	72%	--	74%	--	S
44. I understand my total compensation (i.e. pay and benefits) package.									
City Overall	2,425	24	57	11	5		82%	--	88%	--	S
Attorney	65	31	60	6			91%	--	88%	--	S
Civil	22	23	68	5	5		91%	--	88%	--	S
Criminal	36	36	56	8			92%	--	88%	--	S
42. The employee benefit plans offered by the City meet my needs.									
City Overall	2,426	15	49	19	11	6	64%	48%	74%	--	
Attorney	65	18	57	11	9	5	75%	60%	74%	--	S
Civil	22	14	59	9	9	9	73%	--	74%	--	S
Criminal	36	19	58	11	8		78%	--	74%	--	S
43. My pay is competitive compared to people doing similar jobs in other organizations.									
City Overall	2,422	10	40	19	19	12	50%	35%	61%	--	O
Attorney	65	9	32	20	23	15	42%	41%	61%	--	O
Civil	22	5	27	5	36	27	32%	--	61%	--	O
Criminal	36	11	36	28	14	11	47%	--	61%	--	O

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Senior Management									
City Overall		13	42	29	10	7	54%	--	69%	64%	
Attorney		15	55	28			71%	--	69%	64%	S
Civil		14	55	32			68%	--	69%	64%	S
Criminal		14	56	28			69%	--	69%	64%	S
46. City Leadership is committed to providing high quality products and services to external customers.									
City Overall	2,418	13	42	29	10	7	54%	--	69%	64%	
Attorney	65	15	55	28			71%	--	69%	64%	S
Civil	22	14	55	32			68%	--	69%	64%	S
Criminal	36	14	56	28			69%	--	69%	64%	S
Performance Feedback									
City Overall		22	44	16	10	8	66%	59%	72%	--	S
Attorney		23	52	12	9	5	74%	40%	72%	--	S
Civil		21	61	5	12		82%	--	72%	--	S
Criminal		21	46	18	7	7	68%	--	72%	--	S
49. I had a performance appraisal in the past 12 months.									
City Overall	2,412	27	42	10	12	9	69%	--	72%	--	
Attorney	65	35	60				95%	--	72%	--	S
Civil	22	23	73		5		95%	--	72%	--	S
Criminal	36	42	56				97%	--	72%	--	S

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Performance Feedback									
48. My immediate supervisor gives me useful feedback on how well I'm doing my job.									
City Overall	2,421	21	42	19	63%	60%	70%	59%	
Attorney	65	18	46	17	65%	40%	70%	59%	S
Civil	22	23	55	5	77%	--	70%	59%	S
Criminal	36	14	39	28	53%	--	70%	59%	
47. My performance on the job is evaluated fairly.									
City Overall	2,420	17	48	20	65%	57%	74%	66%	S
Attorney	65	14	49	18	63%	41%	74%	66%	
Civil	22	18	55	9	73%	--	74%	66%	S
Criminal	36	8	44	25	53%	--	74%	66%	
Recognition									
City Overall		12	35	24	47%	42%	63%	--	O
Attorney		12	45	22	57%	39%	63%	--	
Civil		19	51	15	70%	--	63%	--	S
Criminal		5	39	28	44%	--	63%	--	O
53. Where I work, employees are recognized for delivering outstanding customer service.									
City Overall	2,422	11	36	25	47%	--	62%	52%	O
Attorney	65	12	49	22	62%	--	62%	52%	
Civil	22	23	45	23	68%	--	62%	52%	S
Criminal	36		53	22	56%	--	62%	52%	

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	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2009 % Fav	2006 % Fav	City's Most Engaged Units	Gov't Work Trend	Strength/ Opportunity
Recognition									
50. I am satisfied with the recognition I get for the work I do.									
City Overall	2,423	14	39	20	14	11	54%	42%	64%	48%	
Attorney	65	14	48	15	15	8	62%	39%	64%	48%	
Civil	22	23	50	9	9	9	73%	--	64%	48%	S
Criminal	36	6	42	22	22	8	47%	--	64%	48%	O
51. I feel valued as an employee of the City.									
City Overall	2,427	11	34	24	17	14	45%	--	66%	--	O
Attorney	65	12	43	23	17	5	55%	--	66%	--	
Civil	22	14	64	9	14		77%	--	66%	--	S
Criminal	36	11	28	33	19	8	39%	--	66%	--	O
52. I regularly receive appropriate recognition when I do a good job.									
City Overall	2,426	11	33	26	19	12	43%	--	58%	--	O
Attorney	65	9	38	26	18	8	48%	--	58%	--	O
Civil	22	18	45	18	14	5	64%	--	58%	--	
Criminal	36	33	33	22	11		33%	--	58%	--	O
Work Environment									
City Overall		21	42	18	11	8	63%	53%	72%	68%	
Attorney		17	47	19	15		64%	62%	72%	68%	
Civil		14	43	23	18		57%	--	72%	68%	
Criminal		15	51	18	13		67%	--	72%	68%	S

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Work Environment									
55. I am satisfied with my overall physical work environment (e.g., ventilation, noise, lighting, space).									
City Overall	2,426	15	42	16	16	11	57%	49%	69%	66%	
Attorney	65	14	60	8	15		74%	62%	69%	66%	S
Civil	22	9	59	9	23		68%	--	69%	66%	
Criminal	36	14	61	8	11	6	75%	--	69%	66%	S
54. Safety in the workplace is a high priority.									
City Overall	2,426	28	41	19	6	6	69%	71%	76%	70%	S
Attorney	65	20	34	31	14		54%	--	76%	70%	
Civil	22	18	27	36	14	5	45%	--	76%	70%	
Criminal	36	17	42	28	14		58%	--	76%	70%	
Training and Development									
City Overall		13	39	24	13	11	52%	55%	65%	--	
Attorney		9	46	25	11	9	54%	45%	65%	--	
Civil		8	48	25	12	6	56%	--	65%	--	
Criminal		7	41	28	12	13	47%	--	65%	--	O
59. My immediate supervisor supports my ongoing learning and development.									
City Overall	2,423	23	43	22	6	6	66%	68%	75%	--	S
Attorney	65	22	49	22	5		71%	55%	75%	--	S
Civil	22	18	50	27	5		68%	--	75%	--	S
Criminal	36	14	53	22	6	6	67%	--	75%	--	S

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Training and Development									
56. I receive the training I need to perform my current job effectively.									
City Overall	2,426	14	48	19	12	8	62%	62%	74%	68%	
Attorney	65	6	65	12	11	6	71%	43%	74%	68%	S
Civil	22	9	55	18	14	5	64%	--	74%	68%	
Criminal	36	6	64	11	11	8	69%	--	74%	68%	S
58. I am satisfied with the learning and development offerings provided by the City.									
City Overall	2,425	10	42	26	13	9	52%	--	67%	--	
Attorney	65	6	46	28	12	8	52%	--	67%	--	
Civil	22	5	45	27	14	9	50%	--	67%	--	O
Criminal	36	8	42	33	8	8	50%	--	67%	--	
60. The process for selecting people for special assignments/projects is fair.									
City Overall	2,425	9	29	27	17	18	38%	35%	53%	--	O
Attorney	65	6	34	34	14	12	40%	--	53%	--	O
Civil	22	5	50	27	14	5	55%	--	53%	--	
Criminal	36		22	39	17	19	25%	--	53%	--	O
57. I am satisfied at the opportunity for career development that the City provides.									
City Overall	2,423	9	34	27	17	13	43%	40%	57%	48%	O
Attorney	65		35	29	15	17	38%	37%	57%	48%	O
Civil	22	5	41	27	14	14	45%	--	57%	48%	O
Criminal	36		22	33	19	22	25%	--	57%	48%	O

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Work Support									
City Overall		16	43	16	16	9	59%	58%	71%	62%	
Attorney		12	55	11	17	5	67%	56%	71%	62%	
Civil		11	47	17	20	6	58%	--	71%	62%	
Criminal		10	60	8	18		70%	--	71%	62%	
61. The people I work with cooperate to get the job done.											
City Overall	2,428	27	50	13	7		77%	74%	80%	67%	S
Attorney	65	22	63	5	9		85%	71%	80%	67%	S
Civil	22	23	59	5	14		82%	--	80%	67%	S
Criminal	36	17	67	6	8		83%	--	80%	67%	S
63. I have access to the resources (e.g. materials, equipment, technology) I need to do my job effectively.											
City Overall	2,428	13	47	18	14	8	60%	67%	74%	70%	
Attorney	65	11	60	14	9	6	71%	60%	74%	70%	S
Civil	22	9	45	23	14	9	55%	--	74%	70%	
Criminal	36	8	69	8	8	6	78%	--	74%	70%	S
62. Where I work, we have enough people to get the work done.											
City Overall	2,426	9	31	17	26	17	40%	32%	57%	49%	O
Attorney	65	5	42	14	34	6	46%	36%	57%	49%	O
Civil	22		36	23	32	9	36%	--	57%	49%	O
Criminal	36	6	44	11	36		50%	--	57%	49%	O

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Work-Life Balance									
City Overall		41	30	19	71%	--	75%	--	S
Attorney		46	29	15	75%	--	75%	--	S
Civil		41	32	18	73%	--	75%	--	S
Criminal		47	31	11	78%	--	75%	--	S
64. It is important to me to have alternative work arrangements available (i.e. flexible work hours, working remotely or from home, working 4 x 10 hour days instead of 5 x 8 hours, etc.).									
City Overall	2,419	41	30	19	71%	--	75%	--	S
Attorney	65	46	29	15	75%	--	75%	--	S
Civil	22	41	32	18	73%	--	75%	--	S
Criminal	36	47	31	11	78%	--	75%	--	S
Elected Officials									
City Overall		33	38	15	72%	67%	78%	--	S
Attorney		23	57	8	80%	78%	78%	--	S
Civil		36	55	5	91%	--	78%	--	S
Criminal		17	56	11	72%	--	78%	--	S
65. As a City employee, it matters very much to me what Elected Officials think about the work that we do.									
City Overall	2,424	33	38	15	72%	67%	78%	--	S
Attorney	65	23	57	8	80%	78%	78%	--	S
Civil	22	36	55	5	91%	--	78%	--	S
Criminal	36	17	56	11	72%	--	78%	--	S

About Kenexa

The employee survey research division of Kenexa was founded in 1994 and has experienced unprecedented growth and success over the last decade. Kenexa is now one of the world's largest providers of employee survey services. The company prides itself in combining the best that behavioral sciences and cutting edge technology bring to employee research.

Kenexa conducts employee survey projects designed to gather anonymous feedback that managers and leaders can use to earn trust, facilitate communication, monitor and respond to employee needs and create a work environment where employees can flourish and companies can prosper. Kenexa's Employee Engagement model has been utilized by some of the largest and most successful companies worldwide to monitor employee attitudes and improve the quality of the workplace.

Kenexa surveys millions of employees across hundreds of organizations of all sizes, representing virtually every industry. The company's base of operations is in the U. S. but research is conducted worldwide. Kenexa's client base includes nearly a third of the Fortune 500 and half of the Global 30. Individual clients range from small and mid-size organizations to companies employing hundreds of thousands living in up to 50 different countries and speaking up to 40 different languages.

The employees of Kenexa pride themselves in the commitment and professionalism they bring to the business of conducting employee research. This has resulted in unmatched reporting accuracy and leading edge analysis and consulting. Throughout Kenexa's history there has not been a single breach of confidentiality or the anonymity of an employee survey respondent.

To learn more about Kenexa, please visit http://www.kenexa.com