

EMPLOYEE SATISFACTION SURVEY

We need your help! The following Employee Satisfaction Survey is being conducted to gauge employee satisfaction within the City. The City Manager's Office will use the results to maintain a good work environment for the employees or raise the level of satisfaction for the employees. **THE INFORMATION YOU PROVIDE WILL BE COMPLETELY ANONYMOUS!!!** Please answer all the questions openly and honestly to provide the best feedback possible. Thank you!

General Questions:

- 1) What do you like most about working for the City? _____

- 2) What do you like least about working for the City? _____

- 3) What do you think is the City's biggest strength? _____
- 4) What do you think is one process that the City can improve upon? _____

Please answer the following questions by circling one of the following: Strongly Agree, Agree, Neither Agree or Disagree, Disagree, or Strongly Disagree

Communication:

- 5) The City Manager's Office communicates well with the organization.
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
- 6) Information is shared openly within the City to its employees.
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
- 7) I am satisfied with the information shared to me by my supervisor(s).
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
- 8) I feel comfortable voicing my opinion to my supervisor(s).
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
- 9) I believe my supervisor(s) listens to my opinions or suggestions.
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

10) I receive feedback from my supervisor(s) that helps me improve my job performance.
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

11) What are some ways the City can improve its communication with employees? _____

Compensation & Fairness:

12) I am paid fairly for the work I do.
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

13) My benefits are comparable to those offered by other organizations.
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

14) I am satisfied with my benefit package.
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

15) My supervisor(s) treats all his/her employees fairly.
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

16) I am always treated fairly by my supervisor(s).
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

Quality and Customer Focus & Purpose and Direction:

17) The quality of the work product and services are very important to the City.
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

18) The City constantly looks for ways to improve its products & services.
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

19) I understand how my work directly contributes to the overall success of the City.
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

20) My job is important in accomplishing the mission of the organization.
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

Respect by Management:

21) I believe City Management respects me as an employee.
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

22) City Management leads by example.
Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

23) City Management demonstrates strong leadership skills.

Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

24) The one thing I would ask City Management to do differently, is _____

Please circle your answer to the following on a scale of 1 to 10, with 1 being the worst and 10 being the best.

25) How happy are you at work?

1 2 3 4 5 6 7 8 9 10

26) How would you rate your work-life balance?

1 2 3 4 5 6 7 8 9 10

27) Do you feel valued at work?

1 2 3 4 5 6 7 8 9 10

28) Do you have fun at work?

1 2 3 4 5 6 7 8 9 10

29) Do you believe you will be able to reach your full potential here?

1 2 3 4 5 6 7 8 9 10

30) How comfortable do you feel giving feedback, positive or negative, to your supervisor(s)?

1 2 3 4 5 6 7 8 9 10

City Culture / Environment:

31) What three (3) words would you use to describe the culture of the City? _____

32) City Management creates and supports a positive work culture / environment?

Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

33) Do you feel that co-workers give each other respect?

Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

34) Do you feel the City maintains a safe work environment?

Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

Please add any other details not covered in the questions above that you would like to mention:
