

## **Citizen Services**

June 2020 Employee Check-in

Summary Report

## June Employee Check-in

The June 2020 Employee Check-in is the City's third employee experience survey outside of the traditional biennial survey each September. This summary outlines what we heard from employees in the Citizen Services department.

The June 2020 Employee Check-in was focused on the City's response to COVID-19 and the conversations that employees have with their supervisor. Responses to these questions will be used to inform how we continue to respond to the COVID-19 pandemic and how we develop meaningful connections with our supervisors.

## Survey Questions

How are you doing?

I am satisfied with the City of Edmonton's response to COVID-19.

Has your work location changed as a result of COVID-19?

I have the resources I need to do my job.

The City of Edmonton takes a genuine interest in employees' well-being .

The City of Edmonton is doing a good job communicating COVID-19 related information to employees.

I am confident that my team is taking the right precautions to minimize the impact of COVID-19.

Open Ended: What are your thoughts on the City of Edmonton's response to COVID-19?

# Survey Questions

I have regular check-in conversations with my direct supervisor.

My direct supervisor provides me with clear expectations about my work.

I receive feedback on how I can improve from my direct supervisor.

My direct supervisor acknowledges my contributions at work.

My direct supervisor has meaningful discussions with me about my career development.

Open Ended: What do you appreciate most about your conversations with your direct supervisor?

Open Ended: What would you like to discuss more with your direct supervisor?

How happy are you working at the City of Edmonton?

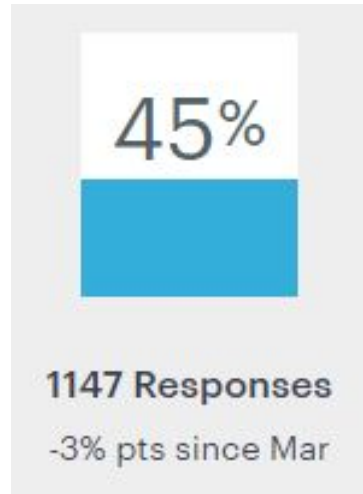
I would recommend the City of Edmonton as a great place to work.

Open Ended: What else is on your mind?

This is the “eSat”, which stands for the Glint Engagement & Satisfaction Score.

Edmonton

## Department Response Rate



# Glint Scoring

Glint recommends using the average score rather than the % favourable score, as % favourable does not take into account the full distribution of the response scale.



## Scores by Question

|   |           |
|---|-----------|
| How are you doing?  | <b>68</b> |
| I am satisfied with the City of Edmonton's response to COVID-19.                                  | <b>70</b> |
| I have the resources I need to do my job.   | <b>75</b> |
| The City of Edmonton takes a genuine interest in employees' well-being .                          | <b>68</b> |
| The City of Edmonton is doing a good job communicating COVID-19 related information to employees. | <b>82</b> |
| I am confident that my team is taking the right precautions to minimize the impact of COVID-19.   | <b>79</b> |

## Scores by Question

pts since Mar

|  |           |     |
|--|-----------|-----|
| My direct supervisor provides me with clear expectations about my work.              | <b>77</b> |     |
| I receive feedback on how I can improve from my direct supervisor.                   | <b>70</b> |     |
| My direct supervisor acknowledges my contributions at work.                          | <b>76</b> |     |
| My direct supervisor has meaningful discussions with me about my career development. | <b>61</b> |     |
| How happy are you working at the City of Edmonton?                                   | <b>76</b> | ▲ 2 |
| I would recommend the City of Edmonton as a great place to work.                     | <b>74</b> | ▼ 1 |



## Response to “Yes and No” Questions

|  |                   |                  |
|--|-------------------|------------------|
| Has your work location changed as a result of COVID-19?          | Yes<br><b>62%</b> | No<br><b>38%</b> |
| I have regular check-in conversations with my direct supervisor. | Yes<br><b>84%</b> | No<br><b>16%</b> |