

**Relationships and Customer
Access**

Edmonton

October 2021 Employee Check-in

Summary Report

The City of Edmonton checks in with employees three times a year.

In October, 2021, 9 questions were asked to all City of Edmonton employees.

170 of **213** Relationships and Customer Access employees responded (**80%**).

Survey results are always available online at edmonton.ca.

Curious about how Glint surveys are scored? Click [here](#).



Survey Questions

1. How happy are you working at the City of Edmonton?
2. I would recommend the City of Edmonton as a great place to work.
3. How are you doing?
4. I have the resources I need to do my job.
5. I am treated with respect in my workplace.
6. My direct supervisor demonstrates commitment to and support of diversity and inclusion.
7. I believe that diverse perspectives add value to the work we do.
8. My workplace is accepting of all backgrounds and identities.
9. What would help you feel more supported right now?



Scores by Question



Topic/Question	Score	Trend
1. How happy are you working at the City of Edmonton?	75	 Decrease of 2 points since June, 2021
2. I would recommend the City of Edmonton as a great place to work.	77	No change since June, 2021
3. How are you doing?	63	 Decrease of 3 points since June, 2021




Wellness

I feel safe and secure and am supported to achieve wellness

Scores by Question



Topic/Question	Score	Trend
4. I have the resources I need to do my job.	75	 Decrease of 2 points since June, 2020*

*Previous organization of teams was considered when drawing comparison scores.



Empowered Employees





I share my thoughts on how to improve and support improvement

Note: This is the second time this question has been asked on the survey. Trend data is compared to responses received in June, 2020.

Scores by Question



Note: Trend data is compared to August, 2020, when these questions were asked last.

Topic/Question	Score	Trend
5. I am treated with respect in my workplace	80	 Increase of 3 points since August, 2020*
6. My supervisor demonstrates commitment to and support of diversity and inclusion	88	 Increase of 8 points since August, 2020*
7. I believe that diverse perspectives add value to the work we do	91	 Increase of 1 point since August, 2020*
8. My workplace is accepting of all backgrounds and identities	89	 Increase of 3 points since August, 2020*



Supportive Environment
I feel respected and recognized for my unique contributions



*Previous organization of teams was considered when drawing comparison scores.

Scores by Question



Topic/Question	Score	Top Themes
9. What would help you feel more supported right now?	N/A	Communication, Remote Working, Health, Support, Covid

Note: This question is open-ended and therefore cannot be scored. All comments are aggregated.



Supportive Environment
I feel respected and recognized for my unique contributions