



# **City Operations Department**

June 2021 Employee Check-in

**Summary Report** 

# **June Employee Check-in**

The June 2021 Employee check-in is the City's third employee experience survey for 2021 that is outside of the traditional biennial surveys. This summary outlines what we heard from employees in the City Operations Department.

The June 2021 Employee Check-in was focused on the conversations that employees have with their supervisor. Responses to these questions will be used to inform how we develop meaningful conversations.

# **Survey Questions**

How happy are you working at the City of Edmonton?	This is the	· · ·
I would recommend the City of Edmonton as a great place to work.	which stands for the Glint Engagement & Satisfaction Score.	
How are you doing?	Satistactic	in score.
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.		-ended
My direct supervisor acknowledges my contributions at work.	Que	stions
What do you appreciate most about your conversations with your direct supervisor?		
What would you like to discuss more with your direct supervisor?		Edmonton
What would help you feel more supported right now?	J	

I have heard about Enterprise Commons.

I know where to find more information about Enterprise Commons.

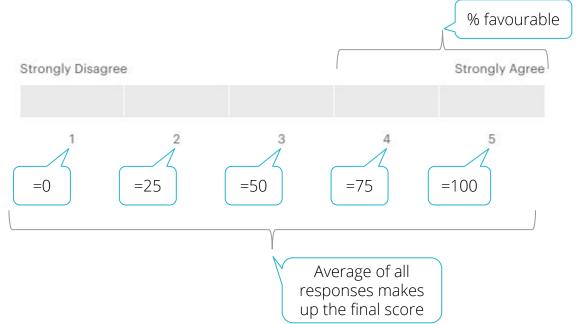
Questions to assist with corporate initiatives.

# **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**

	Jun '20	Jun '21	vs. Mar '21
How happy are you working at the City of Edmonton?	70	68 🕇	67
How are you doing?	67	64	64
I would recommend the City of Edmonton as a great place to work.	68	65 🔒	64
My direct supervisor provides me with clear expectations about my work.	66	66	NA
I receive feedback on how I can improve from my direct supervisor.	58	59 🕇	NA
My direct supervisor acknowledges my contributions at work.	63	66 🕇	NA

# **Response to "Yes" and "No" Questions**

### **Response to "Yes"**

	Jun '20	Jun '21	Change
I have regular check-in conversations with my direct supervisor.	64%	67%	+3%1

### **Response to "No"**

	Jun '20	Jun '21	Change
I have regular check-in conversations with my direct supervisor.	36%	33%	-3% 🖊

	Yes	Νο
I have heard about Enterprise Commons.	33%	67%
I know where to find more information about Enterprise Commons.	27%	73%

## Wellness Score



How are you doing?

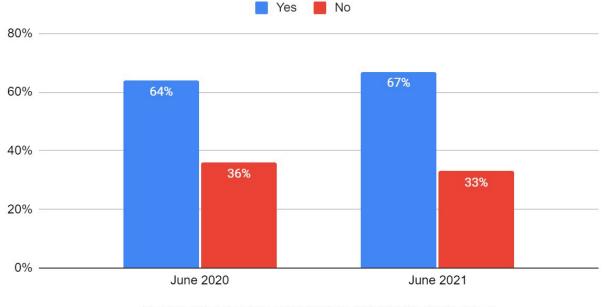
## June 2020 vs. June 2021



## Supportive Environment

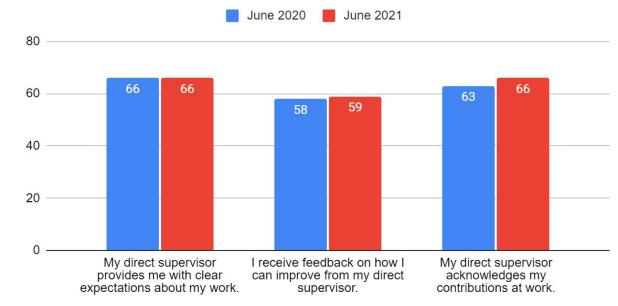
I feel respected and recognized for my unique contributions

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



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

### June 2020 vs. June 2021



Trust in Leadership

Trust in Leadership

\*

listening, communicating transparently, and inspiring

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.

# **Open ended**



### Supportive Environment

I feel respected and recognized for my unique contributions

What would help you feel more supported right now?

#### Top Topics mentioned in March 2021

- Communication
- Covid
- Well-being
- Recognition
- Pay

#### Top Topics mentioned in June 2021

- Communication
- Feedback
- Recognition
- Well-being
- Career Opportunities

### **Keywords March 2021**



#### **Keywords June 2021**

supportive covid work from home discussion service training expectation email future ability helpful hire feedback task care happiness respect plan positivity understanding information workload

# **Open ended**



### Supportive Environment

I feel respected and recognized for my unique contributions



Trust in Leadership

I observe leaders listening, communicating transparently, and inspiring

#### Top Topics mentioned in June 2020

- Communication
- Feedback
- Meetings
- Recognition
- Support

#### **Keywords June 2020**

knowledge recognition respect information learn advocate share challenge decision respectful discuss bositivity open and honest direction encourage interest suggestion understanding helpful experience

#### Top Topics mentioned in June 2021

- Communication
- Feedback
- Recognition
- Meetings
- Well-being

### **Keywords June 2021**

discuss trust learn solution share open and honest Support opinion city advice recognition transparency expectation ability suggestion supportive task Care kind check-in respect positivity respectful situation

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

# **Open ended**



### Supportive Environment

I feel respected and recognized for my unique contributions



#### Trust in Leadership

I observe leaders listening, communicating transparently, and inspiring

#### Top Topics mentioned in June 2020

- Communication
- Career Opportunities
- Learning & Development
- Feedback
- Prospects

#### Top Topics mentioned in June 2021

- Communication
- Career Opportunities
- Feedback
- Prospects
- Training

### **Keywords June 2020**

learn workplace expectation pe performance listen open feedback plan COVIC department grow leadership job role goal satety conversation improvement task developmen staffing management branch shift recognition professional development

### **Keywords June 2021**

workplace leadership improvement task feedback workload expectation city plan department meeting advancement discussion conversation grow appreciate process team discussion conversation grow performance communication branch

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