

Citizen Services Department

June 2021 Employee Check-in

Summary Report

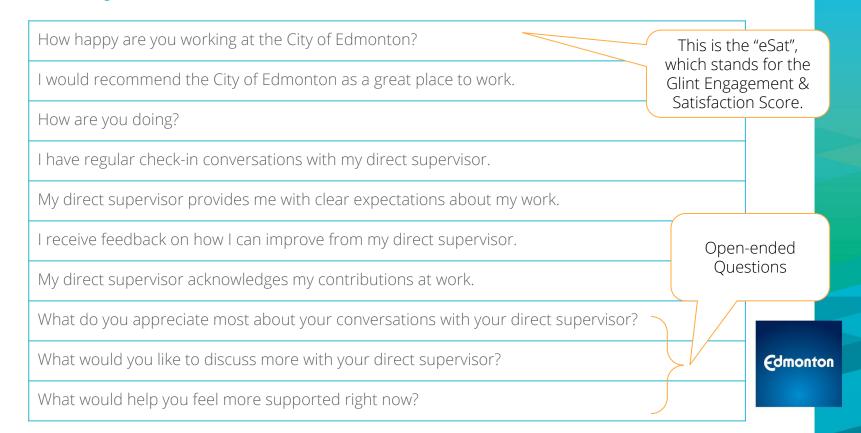
June Employee Check-in

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 Citizen Services 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



I have heard about Enterprise Commons.

I know where to find more information about Enterprise Commons.

Questions to assist with corporate initiatives.



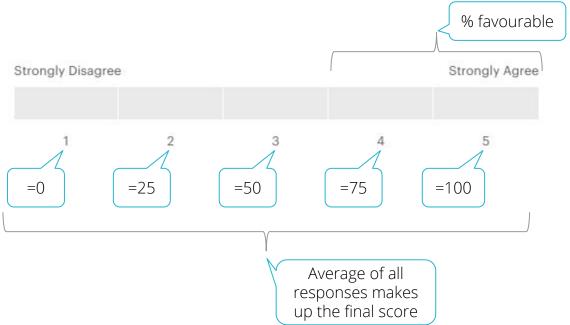
Department Response Rate





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.



Edmonton

Scores by Question

	Jun '20	Jun '21	vs. Mar '21
How happy are you working at the City of Edmonton?	76	65 🖡	67
How are you doing?	68	60 🖡	61
I would recommend the City of Edmonton as a great place to work.	74	65	65
My direct supervisor provides me with clear expectations about my work.	77	69 🖡	NA
I receive feedback on how I can improve from my direct supervisor.	70	64 🗜	NA
My direct supervisor acknowledges my contributions at work.	76	72 🖡	NA



Response to "Yes" and "No" Questions

Response to "Yes"

- Tap to the table to t	Jun '20	Jun '21	Change
I have regular check-in conversations with my direct supervisor.	84%	79%	-5% ♣

Response to "No"

	Jun '20	Jun '21	Change
I have regular check-in conversations with my direct supervisor.	16%	21%	+5% 🛊

	Yes	No
I have heard about Enterprise Commons.	44%	56%
I know where to find more information about Enterprise Commons.	35%	65%

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Wellness

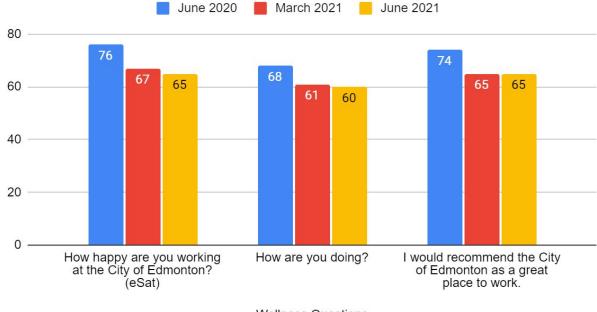
I feel safe and secure and am supported to achieve wellness

How happy are you working at the City of Edmonton? (eSat)

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

How are you doing?

Wellness Score



Wellness Questions



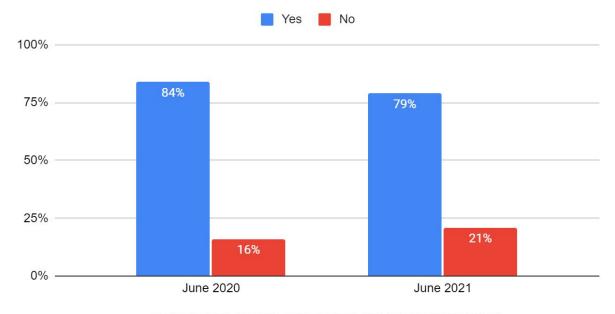
June 2020 vs. June 2021



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

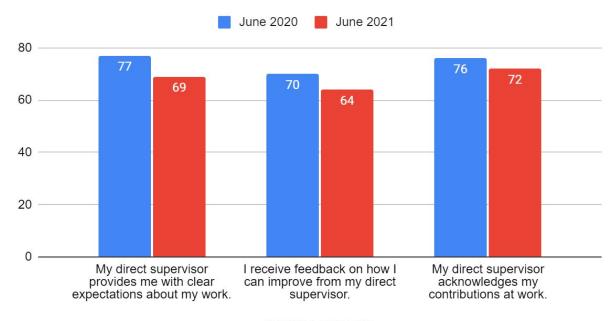


I observe leaders listening, communicating transparently, and inspiring

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.



Trust in Leadership



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
- Health
- Decision Making
- Culture

Keywords March 2021

administration behavior force coordinator behavior frontline employee supportive facility accountability elt citizen bully uncertainty code police uncertainty branch manager budget Conversation understanding compassion middle management conduct feel supported peace fire department respectful respectful

Top Topics mentioned in June 2021

- Communication
- Feedback
- Covid
- Meetings
- Culture

Keywords June 2021

trusted workload workplace branch union supportive update pandemic check-in training director stress respect discussion share understanding transparency impact task



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
- Support
- Well-being
- Information

Keywords June 2020

open communication task covid opinion understanding understanding open conversation trust ability city share expectation trust crew check-in trusted discussion helpful micromanagement discuss approachable compassionate suggestion

Top Topics mentioned in June 2021

- Communication
- Feedback
- Support
- Meetings
- Recognition

Keywords June 2021

constructive feedback helpful chat personable personable trust city professional land personable open and honest perspective approachable open and honest perspective genuine frustrated ability suggestion connect empathetic personable opinion feeling challenge encourage consistent

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**
- Covid
- **Learning & Development**
- **Prospects**

advancement branch information management experience plan career opportunity appreciate strategy direction goal job role training workload pandemic recognition workplace impact reliationship reliationship

Keywords June 2020

Top Topics mentioned in June 2021

- Communication
- **Career Opportunities**
- Goals
- **Feedback**
- **Learning & Development**

Keywords June 2021

development covid impact improvement guidance learn plan branch feedback performance support task advancement open strategy responsibility leadership workload workplace career development co-worker comfortable career growth appreciate advance

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