

Citizen Services Department

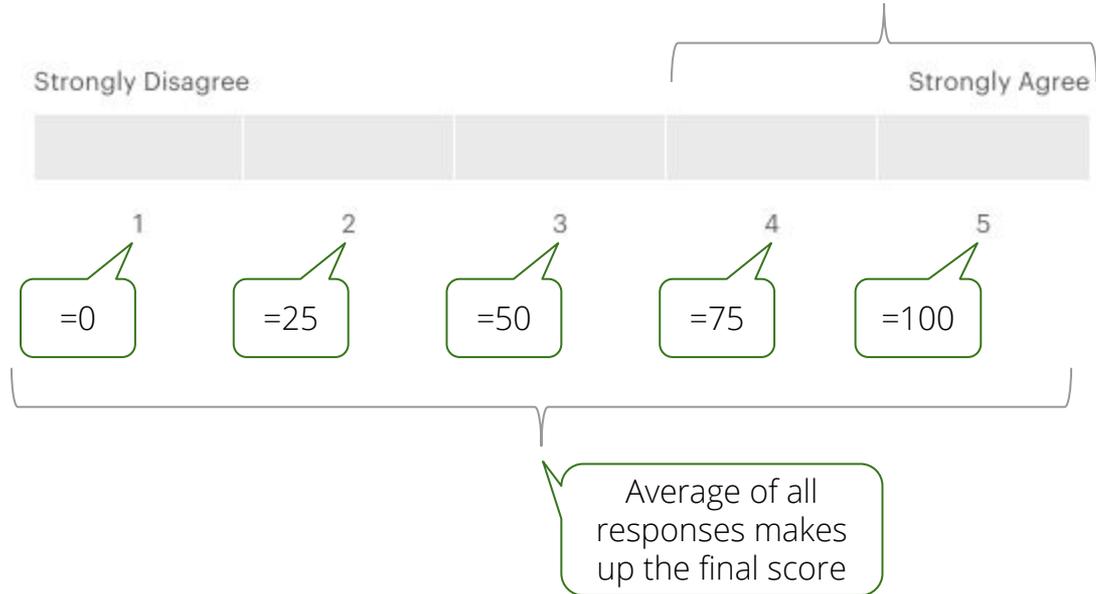
**2020 Employee Experience  
Results**

## August 2020 Employee Experience Survey

This report summarizes what we heard from employees in the **Citizen Services** department for the August 2020 Employee Experience Survey. This biennial survey provides employees with an opportunity to provide feedback related to inclusion, diversity, respect, and overall experience working at the City of Edmonton.

# Glint Survey Scoring

Scores in this report are reflective of the Glint average score rather than the % favourable score, as % favourable does not take into account the full distribution of the response scale.



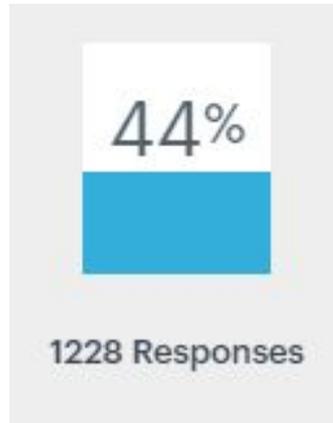
## Survey Question Categories

Employee Experience	COVID-19	Supportive Environment	Respectful Workplace	Diversity
4	3	12	15	7

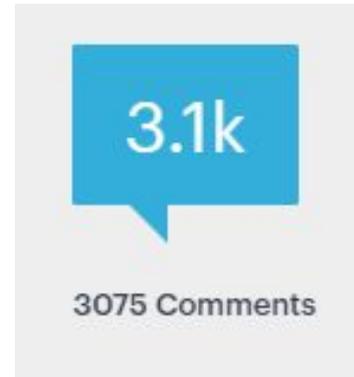
41

# Survey Response and Comments

Response



Comments



# Employee Experience

eSat

Question	August	June	March	Dec
How happy are you working at the City of Edmonton?	<b>71</b>	76	74	73
I would recommend the City of Edmonton as a great place to work.	<b>69</b>	74	75	73
How are you doing?	<b>66</b>	68	NA	NA

## What else is on your mind?



# Covid-19

Question	Dept	City
I am satisfied with the City of Edmonton's Response to Covid-19?	66	71
I am confident that my team is taking the right precautions to minimize the impact of Covid-19.	75	77

What's most important to you as you think about returning to the workplace?



## Supportive Environment

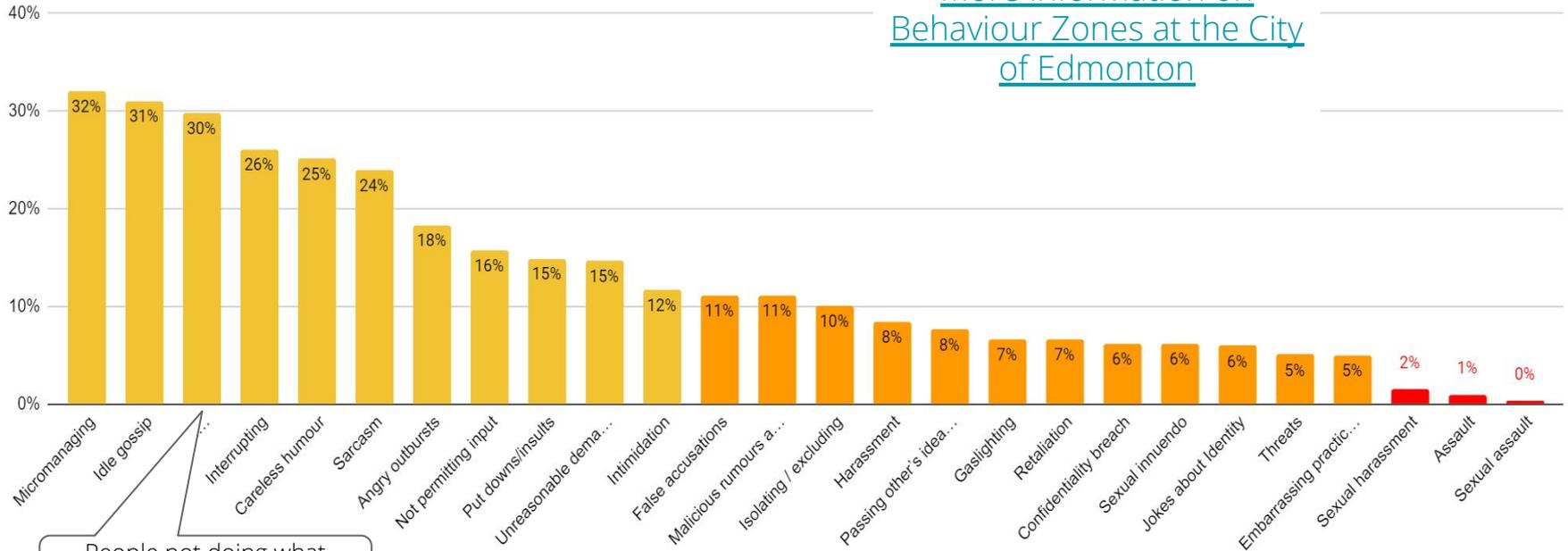
Question	Dept	City
At work I feel cared about as a person.	<b>66</b>	65
I am treated with respect in my workplace.	<b>74</b>	71
I feel a sense of belonging at the City of Edmonton.	<b>65</b>	64
I feel comfortable being myself at work.	<b>70</b>	69
I can succeed when I am myself at work.	<b>74</b>	73
I feel valued for my unique perspective and skills.	<b>65</b>	64
I have opportunities for professional success that are similar to those of my colleagues.	<b>65</b>	60
I have to work harder than others to be valued equally here.	<b>38</b>	43

## Supportive Environment

Question	Dept	City
My direct supervisor demonstrates commitment to and support of diversity and inclusion.	<b>78</b>	75
I feel at ease with people who are different than me.	<b>86</b>	83
I believe that diverse perspectives add value to the work that we do.	<b>85</b>	84
My workplace is accepting of all backgrounds and identities.	<b>78</b>	78

# Respectful Workplace: Concerning Behaviour

Employees Expressing Concerning Behaviour



[More Information on Behaviour Zones at the City of Edmonton](#)

People not doing what they said they would do.

## Respectful Workplace: Discrimination Results

Having carefully read the definition of discrimination, have you experienced discrimination on the job in the past 12 months?

	Dept	City
Yes	<b>12%</b>	11%
No	<b>82%</b>	79%
I prefer not to answer	<b>7%</b>	9%



## Diversity

	Dept	City
Female	<b>37%</b>	37%
Male	<b>52%</b>	55%
Indicated a sexual orientation of bisexual, gay, lesbian, queer, or other orientation.	<b>9%</b>	7%
Indigenous Person	<b>7%</b>	4%
Member of a racialized group	<b>14%</b>	22%
Person with a disability	<b>8%</b>	8%