

# Communications and Engagement 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 Communications and Engagement 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?

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

How are you doing?

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.

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

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

What would help you feel more supported right now?

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

Open-ended Questions

Edmonton

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



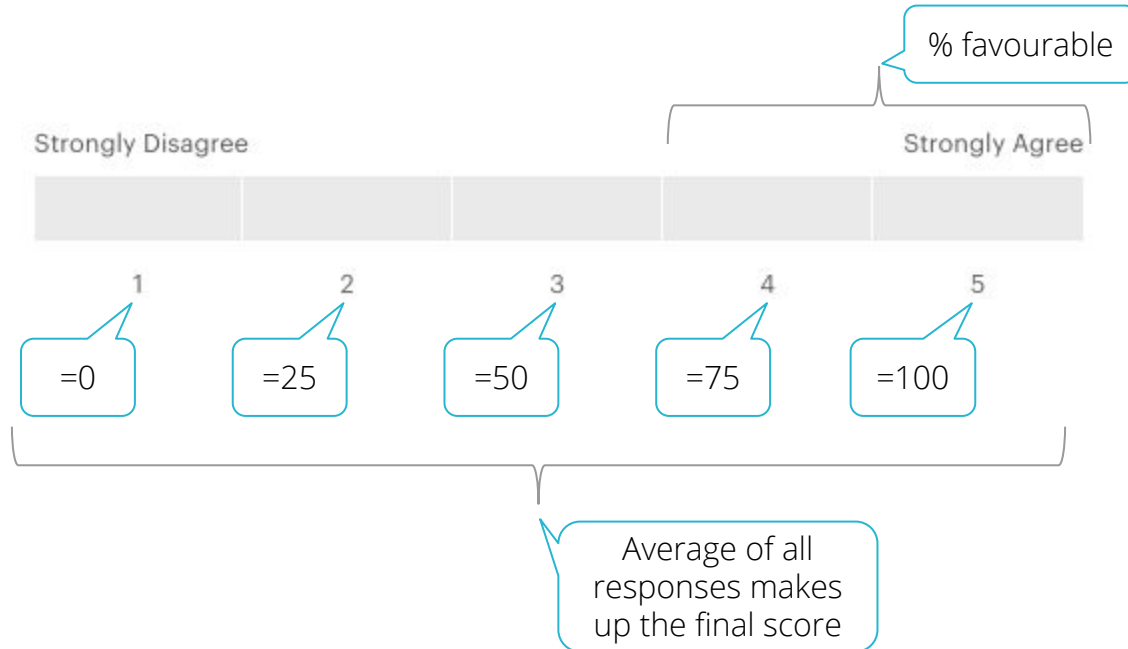
77%

280 Responses

-6% pts since Mar

# 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?	76	67 ↓	72
How are you doing?	65	58 ↓	62
I would recommend the City of Edmonton as a great place to work.	76	66 ↓	71
My direct supervisor provides me with clear expectations about my work.	77	78 ↑	NA
I receive feedback on how I can improve from my direct supervisor.	74	74	NA
My direct supervisor acknowledges my contributions at work.	80	81 ↑	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.	83%	<b>91%</b>	8% 

## Response to “No”

	Jun '20	Jun '21	Change
I have regular check-in conversations with my direct supervisor.	17%	<b>9%</b>	8% 

	Yes	No
I have heard about Enterprise Commons.	55%	45%
I know where to find more information about Enterprise Commons.	40%	60%





## Wellness

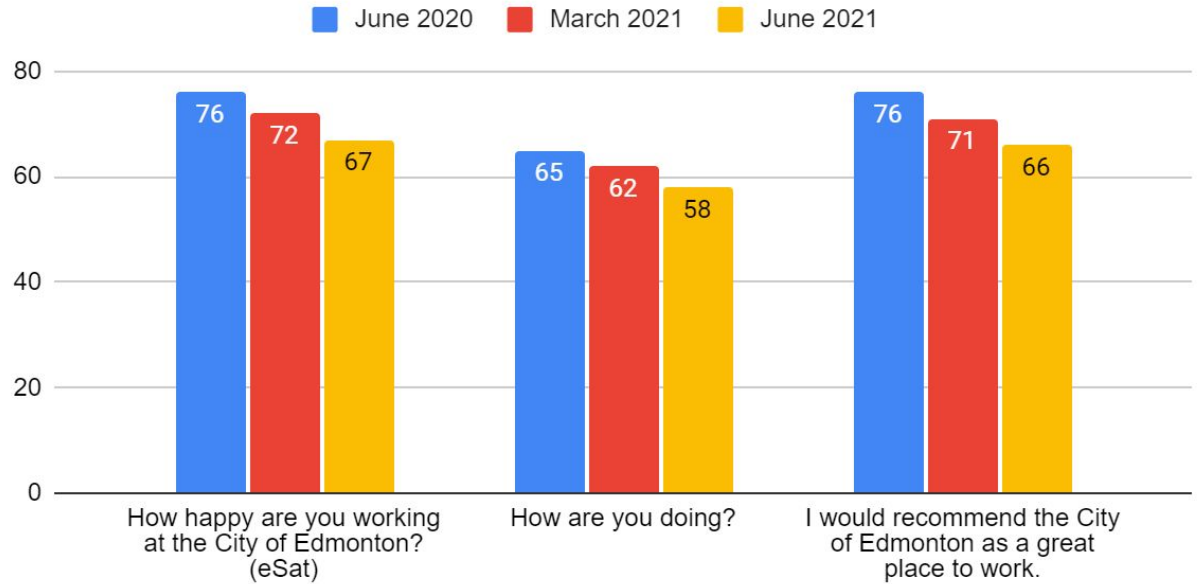
I feel safe and secure  
and am supported to  
achieve wellness

**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

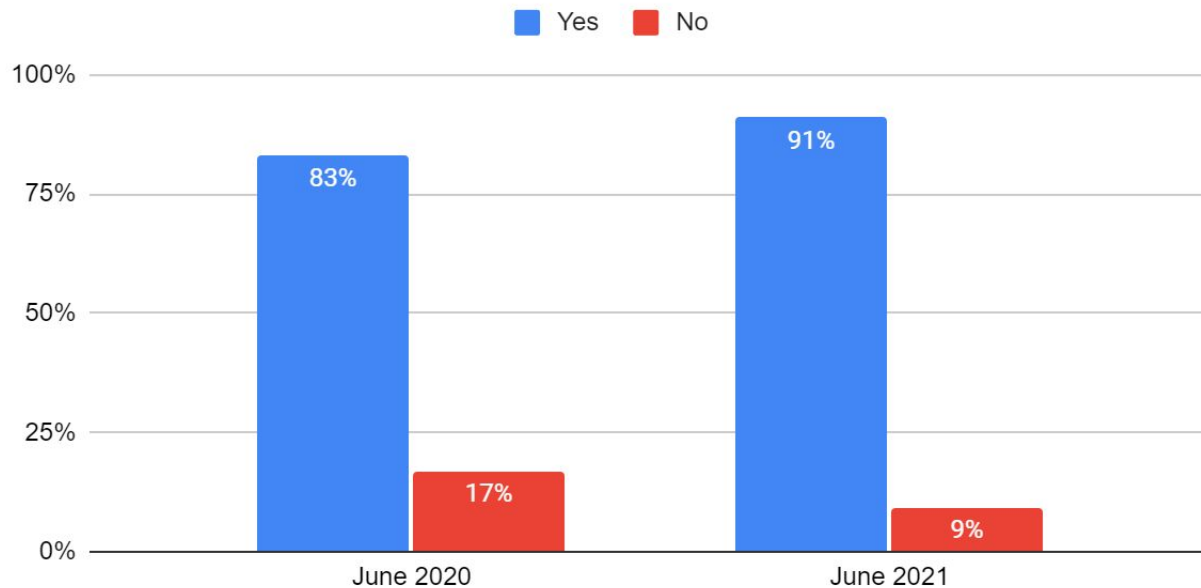


## Supportive Environment

I feel respected and recognized for my unique contributions

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

## June 2020 vs. June 2021



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



## Trust in Leadership

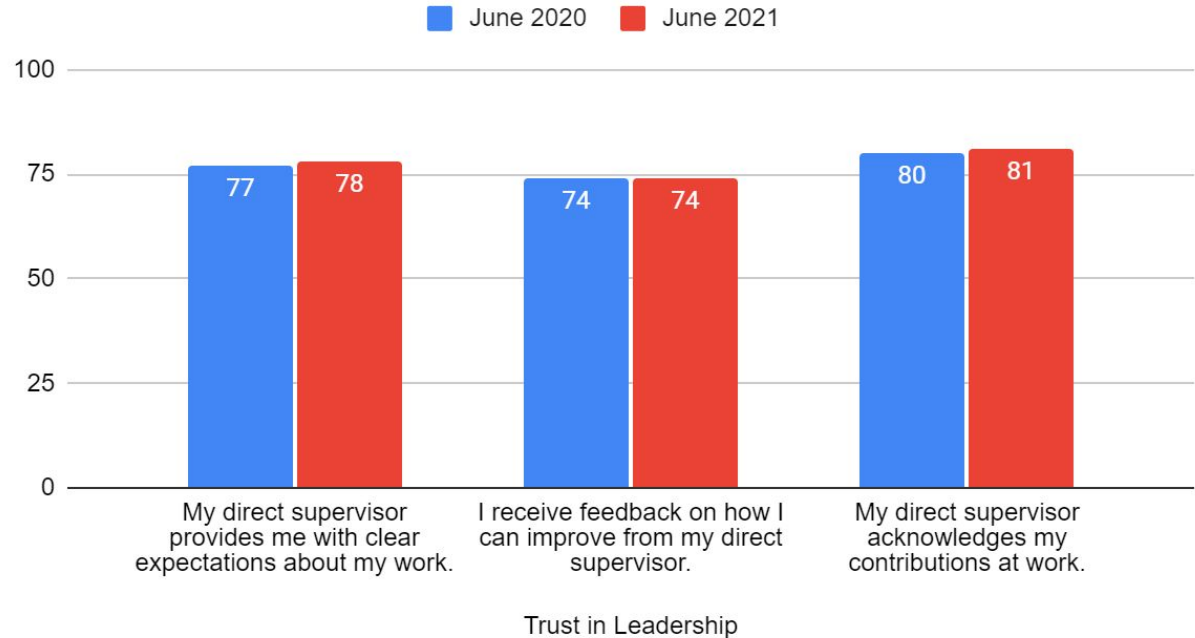
I observe leaders listening, communicating transparently, and inspiring

**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.**

## June 2020 vs. June 2021



# 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**
- **Customer Focus**
- **Feedback**
- **Remote Working**
- **Workload**

### Top Topics mentioned in June 2021

- **Communication**
- **Remote Working**
- **Workload**
- **Burnout**
- **Career Opportunities**

### Keywords March 2021

perspective honesty burnout career development  
team meeting oversight prioritize accountability  
spend brand prioritization citizen emotional grateful  
request google project manager day off waste deliver  
conversation feel supported more people messaging

### Keywords June 2021

flexible work schedule appreciate  
interest permanent parent branch manager clarity task  
engagement supportive money compassion check-in policy  
return to office update colleague accountable messaging rollout frustrated workplace  
deliver burnout include inclusion honesty

# Open ended



## Supportive Environment

I feel respected and recognized for my unique contributions



## Trust in Leadership

I observe leaders listening, communicating transparently, and inspiring

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

### Top Topics mentioned in June 2020

- **Communication**
- **Feedback**
- **Meetings**
- **Support**
- **Recognition**

### Top Topics mentioned in June 2021

- **Communication**
- **Feedback**
- **Support**
- **Meetings**
- **Recognition**

### Keywords June 2020



### Keywords June 2021



# Open ended



## Supportive Environment

I feel respected and recognized for my unique contributions



## Trust in Leadership

I observe leaders listening, communicating transparently, and inspiring

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

### Top Topics mentioned in June 2020

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

### Keywords June 2020



### Top Topics mentioned in June 2021

- Communication
- Career Opportunities
- Goals
- Performance Evaluation
- Burnout

### Keywords June 2021

