



Community Standards and Neighbourhoods Branch

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 Community Standards and Neighbourhoods Branch.

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.

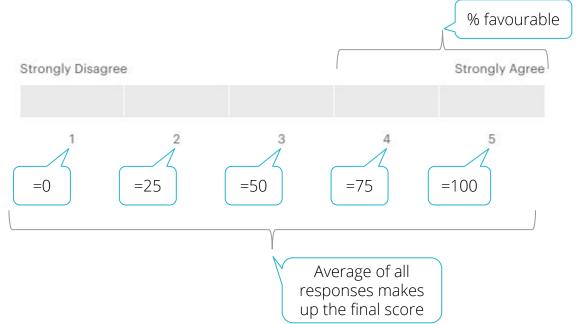
Questions to assist with corporate initiatives.

Branch 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?	67	59	59
How are you doing?	59	53 🕇	52
I would recommend the City of Edmonton as a great place to work.	66	58 🕇	56
My direct supervisor provides me with clear expectations about my work.	71	64 🖡	NA
I receive feedback on how I can improve from my direct supervisor.	64	60 🖡	NA
My direct supervisor acknowledges my contributions at work.	74	68 🖡	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%	80%	-3% 🖡

Response to "No"

	Jun '20	Jun '21	Change
I have regular check-in conversations with my direct supervisor.	17%	20%	+3%

	Yes	Νο
I have heard about Enterprise Commons.	53%	47%
I know where to find more information about Enterprise Commons.	40%	60%

Wellness Score



I feel safe and secure and am supported to achieve wellness

Wellness

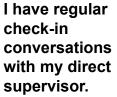
How happy are you working at the City of Edmonton? (eSat)

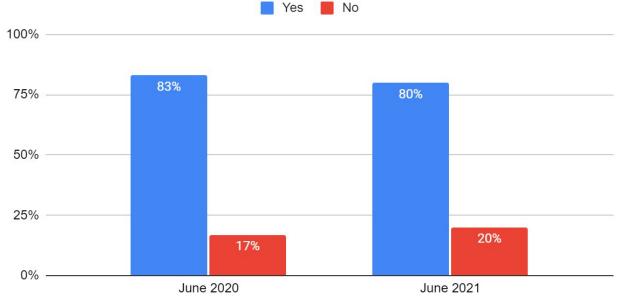
I would recommend the City of Edmonton as a great place to work.

How are you doing?

June 2020 vs. June 2021







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

June 2020 vs. June 2021

June 2021 June 2020 80 74 71 68 60 64 64 60 40 20 My direct supervisor I receive feedback on how I My direct supervisor provides me with clear can improve from my direct acknowledges my contributions at work. expectations about my work. supervisor.

Trust in Leadership

Trust in Leadership

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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.

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
- Health
- Feedback
- Safety
- Recognition

Top Topics mentioned in June 2021

- Communication
- Culture
- Staffing
- Burnout
- Remote Working

Keywords March 2021

confidence budget pandemic skill expectation service pressure burnout animal corporation stress valued knowledge incompetent frontline staff injury medical action open uncertainty vulnerable population behavior goal appreciate vacation community review scheduling

Keywords June 2021

trust feel valued community conditionation feel supported ability messaging raise work and life balance clarity solution phone impact reduction task ability coordinator responsibility messaging raise

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

in June 2021

- Trust
- Recognition

Top Topics mentioned

Communication

Feedback

Well-being

Support

Trust

Keywords June 2020

expectation micromanagement guidance ability trusted fair stressful approachable genuine support injut opinion challenge respect city open and honest open conversation interest transparency development

Keywords June 2021

expectation trusted consistent workload chat discuss recognition collaborative situation guidance transparency genuine listen challenge open and honest success

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
- Feedback
- Culture
- Goals

Keywords June 2020

focusing appreciate career project staffing layoff feedback decision share ability expectation city team ISCUSS advocate impact job role career development discussion conversation opportunity branch management recognition problem

Keywords June 2021



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

employee conversation expectation guidance meeting career development direction leadership learn perspective training workplace comfortable

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