

# MyMinneapolis

## Employee Engagement Survey

City Council and Clerk Department

2014 My Minneapolis Employee Engagement Survey

Survey Administered: May/June 2014



Confidential - Prepared by IBM

**2014 My Minneapolis Employee Engagement Survey  
City Council and Clerk Department  
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# I) Response Summary

## 2014 My Minneapolis Employee Engagement Survey

### City Council and Clerk Department

#### I) Response Summary

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<b>Report Grouping</b>	<b>Headcount</b>	<b>Surveys Completed</b>	<b>Response Rate</b>
City of Minneapolis Overall	3,708	2,461	66%
City Council and Clerk Department	59	61	103%
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	33	35	106%
City Council (Council, Aides & Associates)	26	26	100%

## II) Understanding Your Report

# 2014 My Minneapolis Employee Engagement Survey

## City Council and Clerk Department

### II) Understanding Your Report

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#### Survey Goals

The 2014 My Minneapolis Employee Engagement Survey has three goals:

1. Provide each employee an opportunity to share thoughts on what is working well and where there are opportunities for improvement in the City.
2. Develop effective action plans that respond to Citywide and department specific employee engagement issues.
3. Implement lasting change to our work environment that makes the City a great place to work, and supports the achievement of City goals.

In response to previous surveys, the City has successfully taken action and made changes designed to improve an employee's overall work experience. In response to the 2012 survey results, a team began work to improve employee recognition practices at both the enterprise and department levels. In May of 2014, the team announced a pilot Enterprise Employee Recognition Program.

Other examples of initiatives undertaken in response to previous surveys are:

1. Implementation of Business Process Improvement (BPI)
2. Total Compensation Statements
3. Minneapolis Matters Employee Newsletter
4. Alternative Work Arrangements Policy and procedures

In addition to City-wide efforts, departments have done significant work to take action in response to survey findings at the departmental level.

The concept of employee engagement is also incorporated into City goals and values which were approved by the City Council on March 28, 2014.

- Goal: "A City that works: City government runs well and connects to the community it serves. Engaged and talented employees reflect our community, have the resources they need to succeed and are empowered to improve our efficiency and effectiveness."
- Values: "We work by..."
  - o Showing employees they are valued - Employees are supported and take pride in public service.
  - o Innovating and being creative - New ideas drive continuous improvement.
  - o Driving toward results - Our efficient, effective work meets measurable goals for today and tomorrow.
  - o Engaging the community - All have a voice and are heard.
  - o Building public trust - All have access to services and information. We work in an open, ethical and transparent manner.
  - o Collaborating - We work better together as one team. We are a valued partner in the community."

Employee engagement was also integrated into other City processes including Results Minneapolis and Business Planning.

# 2014 My Minneapolis Employee Engagement Survey

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### II) Understanding Your Report

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Before you can share survey results with others in your organization, it is essential to understand the data yourself. This report presents results for your organization and is arranged into several key sections:

#### Sections within Your Report

##### Engagement Index and Engagement Priority Items Summary

This section displays the Engagement Index results and the top priorities for improving engagement. Engagement is a combination of perceptions that have a positive impact on behavior; including commitment, pride and a willingness to be an advocate for the organization.

The engagement priority items are listed in rank order of importance. They identify the survey items most likely to influence engagement for your group. A minimum of 30 responses is required to perform the analysis. If your workgroup had fewer than 30 responses, you will see the priority items identified for a higher level in the organization (i.e. City Overall or Department), and the results for your specific work unit. This is noted above the priority items.

##### Performance Enablement Summary

Performance Enablement focuses on those things that reflect how the organization supports and enables employees' ability to get the work done.

##### Behavior Change Index

The Behavior Change Index measures the employee perception of the amount of action taken in response to the previous survey. Experience has demonstrated that constructively acting upon survey results leads to higher response rates and higher scores in subsequent surveys and consequent improvements in performance.

##### Theme Summary

Survey items are grouped into topic areas, or themes. Theme results give an overall representation for items with a similar focus.

Special note about Theme 2011% Favorable Scores: The following themes have been affected by changes made to the 2014 My Minneapolis Survey: Customer Service, Department Leadership, Equity, Ethics, Immediate Supervisor, Performance Management, Recognition and Work Environment. While the report shows a percent favorable rating for 2011, the rating may not be identical to the ratings shown on the reports published in 2011, as the items/questions which now make up these themes were changed. So, although all items in these themes were on your 2011 survey, they were grouped differently. IBM/Kenexa has recalculated the 2011 scores given the new 2014 theme configuration.

##### Item Summary

This section uses a combination of bar charts and tables to display results and comparative data for all survey items. Survey items are grouped by theme.

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#### II) Understanding Your Report

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##### What to look for...

When comparing your results to those of other groups or to previous survey results, use the following guidelines to determine whether differences are meaningful.

If number of respondents in smallest unit compared is ...	Look for differences in Percent Favorable of...
100 or more	5% or more
50 to 99	10% or more
Less than 50	15% or more

##### **Most Favorable / Most Unfavorable Summary**

This section reflects your team's highest and lowest scoring items. Specifically, the Most Favorable items represent those with the highest Percent Favorable and the Most Unfavorable items represent those with the highest Percent Unfavorable scores.

## 2014 My Minneapolis Employee Engagement Survey

### City Council and Clerk Department

#### II) Understanding Your Report

##### Sample Results

Report Grouping	Valid Returns	Percent Favorable					2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity		
		Percent Favorable		Percent Neutral		Percent Unfavorable							
City Overall	500	28		38		16	10	8	66%	64%	75%	89%	S
Department	100	8	15	30	27	20	23%	30%	75%	89%	O		
Division	3						--	--	--	--	--		

##### Valid Returns

This number indicates how many employees provided an answer for a specific item in the survey. An "Unable to Rate" response is not considered valid. Thus Unable to Rate responses are not included in the "Valid Returns" count.

##### Bar Chart

To facilitate the interpretation of results, responses are grouped into three categories:

- Percent Favorable - Top two most favorable responses (i.e. Strongly Agree & Agree)
- Percent Neutral - Neither favorable nor unfavorable response (i.e. Neither Agree nor Disagree)
- Percent Unfavorable - Bottom two least favorable responses (i.e. Strongly Disagree & Disagree)

##### 2014 % Fav

The percentage of respondents who selected the most positive responses, typically the top two.

##### 2014 % Unfav

The percentage of respondents who selected the most negative responses, typically the bottom two.

##### 2011 % Fav

The percentage of respondents who selected the most positive responses, typically the top two. These values, if present, are reported from the previous survey administration.

##### City's Most Engaged Units

In order to calculate the "Most Engaged Units" we rank the work units within the City by their Employee Engagement scores; then, we select the top 20%. These groups make up the "Most Engaged Units" and become your internal benchmark. Scores for each question on the survey are then calculated for this group and offered for comparison purpose.

# 2014 My Minneapolis Employee Engagement Survey

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### II) Understanding Your Report

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#### Kenexa US World Norm

The Kenexa US World Norm is a composite of employee responses for US based organizations. It provides comparative results that represent the average scores across multiple organizations. When a value is not displayed in this column, a norm is not available.

#### S/O (Strengths / Opportunities)

An “S” or an “O” in this column identifies items that are possible Strengths or Opportunities for improvement when compared to the City’s Most Engaged Unit scores. The guidelines below are used to determine which items represent strengths and which are opportunities for your organization. If your results do not meet either of the criteria, consider them “mid-range” results.

	Strengths	Opportunities for Improvement
Percent Favorable	65% or greater, and	50% or less, and
Percent Unfavorable	Less than 20%	either 20% or greater, or
Percent Neutral	--	30% or more

These guidelines should be used in interpreting all theme and item results contained in this report.

#### Insufficient Data to Report

Double dashes (--) are displayed for a report group when the number of responses for the item or dimension being reported did not meet the minimum required for reporting, or when scores are not available for an item or dimension.

## III) Engagement Summary

**2014 My Minneapolis Employee Engagement Survey**  
**City Council and Clerk Department**  
**III) Engagement Summary**

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Engagement</b>											
City of Minneapolis Overall	27	36	19	11	7	63%	56%	79%	69%		
City Council and Clerk Department	40	35	15	7		75%	75%	79%	69%	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	33	35	17	11	5	68%	70%	79%	69%	S	
City Council (Council, Aides & Associates)	49	36	14			84%	81%	79%	69%	S	

**Survey Items Included**

- 31. I rarely think about looking for a new job with another organization (If retiring or going on leave within the next 12 months, please do not answer this question).
- 32. I am proud to work for the City.
- 33. I would recommend the City as a great place to work.
- 34. Overall, I am extremely satisfied with the City as a place to work.

**Priority Items**

Items Determined by: **City Council and Clerk Department**

Scores Displayed for: **City Council and Clerk Department**

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
53. There is a promising future for me at the City. (My Career)	64%	43%	65%	58%	
5. I have confidence in the future of my department. (Department Leadership)	80%	68%	83%	68%	S
52. My job makes good use of my talents, skills and abilities. (My Career)	78%	--	80%	74%	S
23. Where I work, I am treated with dignity and respect. (Inclusion)	87%	79%	82%	80%	S
20. I feel that I am part of a team. (Inclusion)	85%	--	83%	77%	S
43. The City supports me via programs, resources, etc., in attaining my health and wellness goals. (Work Environment)	80%	91%	87%	--	S
30. My ideas and suggestions count. (Employee Involvement)	71%	--	74%	64%	S
27. My performance on the job is evaluated fairly. (Equity)	80%	68%	83%	68%	S
55. I am satisfied with my opportunity for career development in the City. (My Career)	62%	41%	57%	60%	
42. My immediate supervisor clearly communicates what I am expected to do. (Immediate Supervisor)	75%	76%	81%	78%	S

# IV) Performance Enablement Summary

**2014 My Minneapolis Employee Engagement Survey**  
**City Council and Clerk Department**  
**IV) Performance Enablement Summary**

		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
	Percent Favorable	Percent Neutral	Percent Unfavorable			
<b>Performance Enablement Index</b>						
City of Minneapolis Overall		64%	57%	77%	72%	
City Council and Clerk Department		81%	75%	77%	72%	<b>S</b>
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)		81%	75%	77%	72%	<b>S</b>
City Council (Council, Aides & Associates)		82%	73%	77%	72%	<b>S</b>

**Scores Displayed for: City Council and Clerk Department**

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
14. Where I work, we set clear standards for product/service quality.	85%	67%	78%	75%	<b>S</b>
17. Where I work, customer feedback is used to improve our work processes.	83%	76%	72%	65%	<b>S</b>
18. Where I work, employees are getting the training and development needed to keep up with customer demands.	79%	70%	69%	63%	<b>S</b>
19. Customer problems get corrected quickly.	80%	85%	75%	74%	<b>S</b>
4. My Department Leadership is committed to providing high quality products and services to customers.	88%	83%	89%	77%	<b>S</b>
29. City employees are encouraged to participate in making decisions that affect their work.	67%	64%	74%	67%	<b>S</b>
48. The people I work with cooperate to get the job done.	88%	83%	85%	82%	<b>S</b>

# V) Behavior Change Index

**2014 My Minneapolis Employee Engagement Survey**  
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**V) Behavior Change Index**

		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity		
	Percent Favorable	Percent Neutral	Percent Unfavorable					
<b>Behavior Change Index</b>								
City of Minneapolis Overall		24	12	56%	56%	74%	62%	
City Council and Clerk Department		24	6	70%	85%	74%	62%	<b>S</b>
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)		23	8	69%	88%	74%	62%	<b>S</b>
City Council (Council, Aides & Associates)		26		72%	83%	74%	62%	<b>S</b>

**Scores Displayed for: City Council and Clerk Department**

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
8. I was given an opportunity to see/hear about the 2011-2012 Employee Engagement Survey results.	82%	97%	86%	65%	<b>S</b>
9. I was given the opportunity to discuss my ideas about the results of the 2011-2012 Employee Engagement Survey.	64%	86%	69%	65%	
10. My Department Leadership has taken action based on the feedback received from the 2011-2012 Employee Engagement Survey.	63%	72%	66%	55%	

## VI) Theme Summary

**2014 My Minneapolis Employee Engagement Survey**  
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**VI) Theme Summary**

						2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
	Percent Favorable	Percent Neutral	Percent Unfavorable							
<b>Engagement</b>										
City of Minneapolis Overall	27	36	19	11	7	63%	56%	79%	69%	
City Council and Clerk Department	40	35	15	7	1	75%	75%	79%	69%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	33	35	17	11	5	68%	70%	79%	69%	S
City Council (Council, Aides & Associates)	49	36	14			84%	81%	79%	69%	S
<b>Performance Enablement Index</b>										
City of Minneapolis Overall	22	42	18	11	7	64%	57%	77%	72%	
City Council and Clerk Department	35	46	12	5	1	81%	75%	77%	72%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	37	44	12	5	1	81%	75%	77%	72%	S
City Council (Council, Aides & Associates)	32	50	13			82%	73%	77%	72%	S
<b>Behavior Change Index</b>										
City of Minneapolis Overall	18	37	24	12	8	56%	56%	74%	62%	
City Council and Clerk Department	32	38	24	6		70%	85%	74%	62%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	23	46	23	8		69%	88%	74%	62%	S
City Council (Council, Aides & Associates)	49	23	26			72%	83%	74%	62%	S

**2014 My Minneapolis Employee Engagement Survey**  
**City Council and Clerk Department**  
**VI) Theme Summary**

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Communications</b>											
City of Minneapolis Overall	15	39	19	16	11	54%	--	71%	--		
City Council and Clerk Department	25	46	16	11		71%	--	71%	--	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	26	45	13	13		71%	--	71%	--	S	
City Council (Council, Aides & Associates)	24	47	20	8		72%	--	71%	--	S	
<b>Customer Service</b>											
City of Minneapolis Overall	22	43	19	10	6	65%	56%	77%	--	S	
City Council and Clerk Department	39	46	9	5		85%	77%	77%	--	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	41	42	10	5		83%	78%	77%	--	S	
City Council (Council, Aides & Associates)	36	52	8			88%	75%	77%	--	S	
<b>Department Leadership</b>											
City of Minneapolis Overall	24	37	17	12	10	61%	51%	81%	69%		
City Council and Clerk Department	44	36	15			80%	76%	81%	69%	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	43	31	17	6		74%	75%	81%	69%	S	
City Council (Council, Aides & Associates)	45	42	12			87%	74%	81%	69%	S	

## 2014 My Minneapolis Employee Engagement Survey

### City Council and Clerk Department

#### VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Employee Involvement</b>											
City of Minneapolis Overall	16	38	21	14	11		53%	--	75%	67%	
City Council and Clerk Department	26	42	19	6	7		68%	--	75%	67%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	21	49	18	5	7		70%	--	75%	67%	S
City Council (Council, Aides & Associates)	33	32	20	8	7		65%	--	75%	67%	S
<b>Equity</b>											
City of Minneapolis Overall	23	35	16	13	12		58%	54%	71%	--	
City Council and Clerk Department	33	39	17	8			72%	65%	71%	--	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	26	41	20	9	5		67%	57%	71%	--	S
City Council (Council, Aides & Associates)	43	36	14	7			80%	68%	71%	--	S
<b>Ethics</b>											
City of Minneapolis Overall	22	45	17	9	7		67%	56%	82%	--	S
City Council and Clerk Department	35	47	9	7			82%	81%	82%	--	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	31	48	12	7			79%	79%	82%	--	S
City Council (Council, Aides & Associates)	39	46	7	8			86%	81%	82%	--	S

**2014 My Minneapolis Employee Engagement Survey**  
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**VI) Theme Summary**

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Immediate Supervisor</b>											
City of Minneapolis Overall	31	40	14	9	7	71%	60%	80%	--	S	
City Council and Clerk Department	40	37	12	10		77%	64%	80%	--	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	30	41	13	13		71%	54%	80%	--	S	
City Council (Council, Aides & Associates)	56	30	9	5		86%	70%	80%	--	S	
<b>Inclusion</b>											
City of Minneapolis Overall	27	40	16	10	8	67%	--	80%	76%	S	
City Council and Clerk Department	39	35	14	10		74%	--	80%	76%	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	32	38	17	10		70%	--	80%	76%	S	
City Council (Council, Aides & Associates)	49	31	10	10		79%	--	80%	76%	S	
<b>My Career</b>											
City of Minneapolis Overall	16	41	21	13	9	58%	--	71%	--		
City Council and Clerk Department	25	46	19	7		71%	--	71%	--	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	24	46	18	6	5	70%	--	71%	--	S	
City Council (Council, Aides & Associates)	27	45	19	8		72%	--	71%	--	S	

**2014 My Minneapolis Employee Engagement Survey**  
**City Council and Clerk Department**  
**VI) Theme Summary**

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Performance Management</b>											
City of Minneapolis Overall	31	43	13	8	5	74%	67%	84%	77%	S	
City Council and Clerk Department	44	38	9	8		82%	75%	84%	77%	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	33	40	13	12		73%	65%	84%	77%	S	
City Council (Council, Aides & Associates)	61	33				94%	82%	84%	77%	S	
<b>Recognition</b>											
City of Minneapolis Overall	13	37	23	15	11	50%	47%	66%	--	O	
City Council and Clerk Department	18	49	19	11		67%	66%	66%	--	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	13	53	18	12		66%	61%	66%	--	S	
City Council (Council, Aides & Associates)	23	44	21	10		68%	68%	66%	--	S	
<b>Work Environment</b>											
City of Minneapolis Overall	22	44	14	12	8	66%	63%	76%	--		
City Council and Clerk Department	27	46	14	8	5	72%	74%	76%	--	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	24	46	16	8	6	70%	74%	76%	--	S	
City Council (Council, Aides & Associates)	30	46	11	9		76%	76%	76%	--	S	

## VII) Item Summary

## 2014 My Minneapolis Employee Engagement Survey

### City Council and Clerk Department

#### VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Engagement</b>												
31. I rarely think about looking for a new job with another organization (If retiring or going on leave within the next 12 months, please do not answer this question).												
City of Minneapolis Overall	2,269	22	28	17	19	14		50%	49%	63%	58%	O
City Council and Clerk Department	55	31	25	24	13	7		56%	59%	63%	58%	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	30	23	23	23	17	13		47%	52%	63%	58%	O
City Council (Council, Aides & Associates)	25	40	28	24	8			68%	65%	63%	58%	S
32. I am proud to work for the City.												
City of Minneapolis Overall	2,407	36	40	16	6			75%	68%	90%	79%	S
City Council and Clerk Department	60	52	28	15				80%	87%	90%	79%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	47	24	21	6			71%	82%	90%	79%	S
City Council (Council, Aides & Associates)	26	58	35	8				92%	91%	90%	79%	S
33. I would recommend the City as a great place to work.												
City of Minneapolis Overall	2,400	27	37	21	10	6		63%	53%	82%	69%	
City Council and Clerk Department	60	40	40	13	5			80%	76%	82%	69%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	32	41	15	9			74%	71%	82%	69%	S
City Council (Council, Aides & Associates)	26	50	38	12				88%	82%	82%	69%	S

# 2014 My Minneapolis Employee Engagement Survey

## City Council and Clerk Department

### VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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#### Engagement

34. Overall, I am extremely satisfied with the City as a place to work.

City of Minneapolis Overall	2,413	25	38	20	11	6	62%	54%	81%	71%	
City Council and Clerk Department	60	37	47	10	7		83%	77%	81%	71%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	29	50	9	12		79%	73%	81%	71%	S
City Council (Council, Aides & Associates)	26	46	42		12		88%	82%	81%	71%	S

#### Behavior Change Index

8. I was given an opportunity to see/hear about the 2011-2012 Employee Engagement Survey results.

City of Minneapolis Overall	2,136	24	50	15	7		73%	77%	86%	65%	S
City Council and Clerk Department	45	36	47	13			82%	97%	86%	65%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	28	21	57	14	7		79%	100%	86%	65%	S
City Council (Council, Aides & Associates)	17	59	29		12		88%	95%	86%	65%	S

9. I was given the opportunity to discuss my ideas about the results of the 2011-2012 Employee Engagement Survey.

City of Minneapolis Overall	2,074	16	33	25	16	9	49%	50%	69%	65%	O
City Council and Clerk Department	42	31	33	26	10		64%	86%	69%	65%	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	27	22	41	22	15		63%	89%	69%	65%	
City Council (Council, Aides & Associates)	15	47	20		33		67%	84%	69%	65%	S

## 2014 My Minneapolis Employee Engagement Survey

### City Council and Clerk Department

#### VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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#### Behavior Change Index

10. My Department Leadership has taken action based on the feedback received from the 2011-2012 Employee Engagement Survey.

City of Minneapolis Overall	2,011	14	29	33	14	10	43%	40%	66%	55%	O
City Council and Clerk Department	43	30	33	33	5	63%	72%	66%	55%		
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	28	25	39	32		64%	74%	66%	55%		
City Council (Council, Aides & Associates)	15	40	20	33	7	60%	70%	66%	55%		

#### Communications

11. Where I work, we are told of upcoming changes in time to prepare for them.

City of Minneapolis Overall	2,402	14	39	19	18	11	53%	44%	73%	61%	
City Council and Clerk Department	58	26	43	17	14	69%	67%	73%	61%	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	31	40	11	17	71%	67%	73%	61%	S	
City Council (Council, Aides & Associates)	23	17	48	26	9	65%	67%	73%	61%	S	

12. I can easily access the information I need to do my job.

City of Minneapolis Overall	2,431	21	49	14	11	70%	67%	82%	--	S
City Council and Clerk Department	61	31	54	7	8	85%	85%	82%	--	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	34	57		6	91%	91%	82%	--	S
City Council (Council, Aides & Associates)	26	27	50	12	12	77%	82%	82%	--	S

# 2014 My Minneapolis Employee Engagement Survey

## City Council and Clerk Department

### VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable					Percent Neutral	Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Communications</b>														
13. There is open and honest two-way communication at the City.														
City of Minneapolis Overall	2,408	10	28	22	20	19	38%	--	59%	59%	O			
City Council and Clerk Department	59	19	41	25	10	5	59%	--	59%	59%				
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	12	38	26	15	9	50%	--	59%	59%	O			
City Council (Council, Aides & Associates)	25	28	44	24			72%	--	59%	59%	S			
<b>Customer Service</b>														
14. Where I work, we set clear standards for product/service quality.														
City of Minneapolis Overall	2,413	22	45	15	12	6	67%	56%	78%	75%	S			
City Council and Clerk Department	60	35	50	12			85%	67%	78%	75%	S			
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	34	49	11			83%	55%	78%	75%	S			
City Council (Council, Aides & Associates)	25	36	52	12			88%	76%	78%	75%	S			
15. My department is actively working to strengthen its relationship with the communities we serve.														
City of Minneapolis Overall	2,356	27	44	19	6		72%	63%	84%	--	S			
City Council and Clerk Department	61	48	44	5			92%	84%	84%	--	S			
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	43	43	9			86%	84%	84%	--	S			
City Council (Council, Aides & Associates)	26	54	46				100%	82%	84%	--	S			

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## City Council and Clerk Department

### VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns						2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
		Percent Favorable	Percent Neutral	Percent Unfavorable							
<b>Customer Service</b>											
16. Where I work, day-to-day decisions demonstrate that providing quality service is a top priority.											
City of Minneapolis Overall	2,411	26	43	15	10	6	69%	58%	83%	76%	S
City Council and Clerk Department	60	52	40				92%	83%	83%	76%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	54	34	6			89%	86%	83%	76%	S
City Council (Council, Aides & Associates)	25	48	48				96%	77%	83%	76%	S
17. Where I work, customer feedback is used to improve our work processes.											
City of Minneapolis Overall	2,307	18	39	24	13	6	57%	50%	72%	65%	
City Council and Clerk Department	60	33	50	12	5		83%	76%	72%	65%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	35	50	9	6		85%	80%	72%	65%	S
City Council (Council, Aides & Associates)	26	31	50	15			81%	73%	72%	65%	S
18. Where I work, employees are getting the training and development needed to keep up with customer demands.											
City of Minneapolis Overall	2,384	16	40	20	14	10	57%	51%	69%	63%	
City Council and Clerk Department	61	26	52	13	8		79%	70%	69%	63%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	29	46	14	11		74%	71%	69%	63%	S
City Council (Council, Aides & Associates)	26	23	62	12			85%	64%	69%	63%	S

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## City Council and Clerk Department

### VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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#### Customer Service

19. Customer problems get corrected quickly.

City of Minneapolis Overall	2,308	21	45	22	7	5	66%	59%	75%	74%	S
City Council and Clerk Department	60	38	42	10	8		80%	85%	75%	74%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	50	32	9	6		82%	91%	75%	74%	S
City Council (Council, Aides & Associates)	26	23	54	12	12		77%	77%	75%	74%	S

#### Department Leadership

1. My Department Leadership has communicated a vision of the future that motivates me.

City of Minneapolis Overall	2,416	18	35	21	15	11	54%	47%	72%	59%	
City Council and Clerk Department	59	39	34	24			73%	78%	72%	59%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	37	26	31			63%	81%	72%	59%	
City Council (Council, Aides & Associates)	24	42	46	13			88%	71%	72%	59%	S

2. My Department Leadership demonstrates that employees are important to the success of the City.

City of Minneapolis Overall	2,425	24	36	14	14	12	60%	49%	81%	68%	
City Council and Clerk Department	60	43	40	7	8		83%	73%	81%	68%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	37	40	6	14		77%	76%	81%	68%	S
City Council (Council, Aides & Associates)	25	52	40	8			92%	67%	81%	68%	S

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## City Council and Clerk Department

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	Valid Returns						2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
		Percent Favorable	Percent Neutral	Percent Unfavorable							
<b>Department Leadership</b>											
3. My Department Leadership has the ability to deal with the challenges we face.											
City of Minneapolis Overall	2,406	23	38	17	12	10	60%	50%	80%	73%	
City Council and Clerk Department	60	33	40	20	7		73%	77%	80%	73%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	37	34	20	9		71%	80%	80%	73%	S
City Council (Council, Aides & Associates)	25	28	48	20			76%	76%	80%	73%	S
4. My Department Leadership is committed to providing high quality products and services to customers.											
City of Minneapolis Overall	2,405	32	40	14	8	6	71%	61%	89%	77%	S
City Council and Clerk Department	60	53	35	10			88%	83%	89%	77%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	57	31	9			89%	82%	89%	77%	S
City Council (Council, Aides & Associates)	25	48	40	12			88%	81%	89%	77%	S
5. <span style="border: 1px solid black; padding: 2px;">I have confidence in the future of my department.</span>											
City of Minneapolis Overall	2,418	25	35	16	12	11	60%	45%	83%	68%	
City Council and Clerk Department	61	49	31	13			80%	68%	83%	68%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	46	26	17	6	6	71%	59%	83%	68%	S
City Council (Council, Aides & Associates)	26	54	38	8			92%	73%	83%	68%	S

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### City Council and Clerk Department

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Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Employee Involvement</b>												
28. City employees are encouraged to develop new and better ways of doing things.												
City of Minneapolis Overall	2,384	17	39	21	13	9	56%	47%	76%	70%		
City Council and Clerk Department	60	25	42	18	5	10	67%	72%	76%	70%	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	20	51	17		9	71%	81%	76%	70%	S	
City Council (Council, Aides & Associates)	25	32	28	20	8	12	60%	64%	76%	70%		
29. City employees are encouraged to participate in making decisions that affect their work.												
City of Minneapolis Overall	2,381	15	38	20	15	11	53%	43%	74%	67%		
City Council and Clerk Department	60	23	43	22	5	7	67%	64%	74%	67%	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	20	49	20	6	6	69%	64%	74%	67%	S	
City Council (Council, Aides & Associates)	25	28	36	24		8	64%	59%	74%	67%		
30. <input type="checkbox"/> My ideas and suggestions count.												
City of Minneapolis Overall	2,394	16	35	21	14	14	51%	--	74%	64%		
City Council and Clerk Department	59	31	41	17	8		71%	--	74%	64%	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	24	47	18	6	6	71%	--	74%	64%	S	
City Council (Council, Aides & Associates)	25	40	32	16	12		72%	--	74%	64%	S	

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### City Council and Clerk Department

#### VII) Item Summary

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	Valid Returns						2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
		Percent Favorable	Percent Neutral	Percent Unfavorable							
<b>Equity</b>											
24. The process for selecting people for special assignments/projects is fair.											
City of Minneapolis Overall	2,290	12	32	21	18	17	44%	40%	63%	--	O
City Council and Clerk Department	52	23	37	27	10	7	60%	56%	63%	--	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	30	20	37	27	10	7	57%	44%	63%	--	
City Council (Council, Aides & Associates)	22	27	36	27	9		64%	61%	63%	--	
25. In my department, all employees have equal opportunity for advancement.											
City of Minneapolis Overall	2,323	13	31	17	19	19	44%	41%	56%	75%	O
City Council and Clerk Department	56	16	45	21	14	7	61%	51%	56%	75%	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	9	50	24	12	6	59%	50%	56%	75%	
City Council (Council, Aides & Associates)	22	27	36	18	18		64%	44%	56%	75%	
26. My immediate supervisor treats employees fairly.											
City of Minneapolis Overall	2,400	37	37	11	8	7	74%	69%	83%	75%	S
City Council and Clerk Department	57	46	40	7	5		86%	83%	83%	75%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	37	40	11	9		77%	70%	83%	75%	S
City Council (Council, Aides & Associates)	22	59	41				100%	95%	83%	75%	S

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	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Equity</b>												
27. <input type="checkbox"/> My performance on the job is evaluated fairly.												
City of Minneapolis Overall	2,342	30	41	15	8	6	71%	65%	83%	68%	S	
City Council and Clerk Department	55	45	35	15			80%	68%	83%	68%	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	33	36	36	18	6		73%	63%	83%	68%	S	
City Council (Council, Aides & Associates)	22	59	32			9	91%	68%	83%	68%	S	
<b>Ethics</b>												
35. Where I work, ethical issues can be discussed without negative consequences.												
City of Minneapolis Overall	2,341	18	41	20	12	9	59%	52%	75%	69%		
City Council and Clerk Department	61	30	43	15	11		72%	74%	75%	69%	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	23	49	17	9		71%	71%	75%	69%	S	
City Council (Council, Aides & Associates)	26	38	35	12	15		73%	73%	75%	69%	S	
36. Where I work, people comply with the City's Ethics in Government Code.												
City of Minneapolis Overall	2,343	23	48	16	8	5	71%	56%	85%	--	S	
City Council and Clerk Department	59	32	54	7	5		86%	81%	85%	--	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	35	47	9	6		82%	80%	85%	--	S	
City Council (Council, Aides & Associates)	25	28	64				92%	80%	85%	--	S	

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### City Council and Clerk Department

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Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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#### Ethics

37. My Department Leadership complies with the City's Ethics in Government Code.

City of Minneapolis Overall	2,275	26	45	16	7	7	71%	62%	86%	--	S
City Council and Clerk Department	59	42	44	7	5	1	86%	89%	86%	--	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	35	47	9	6	1	82%	86%	86%	--	S
City Council (Council, Aides & Associates)	25	52	40				92%	90%	86%	--	S

#### Immediate Supervisor

38. My immediate supervisor has my best interests at heart.

City of Minneapolis Overall	2,396	31	37	16	9	7	68%	34%	79%	--	S
City Council and Clerk Department	57	46	35	12		1	81%	61%	79%	--	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	37	31	20	6	6	69%	50%	79%	--	S
City Council (Council, Aides & Associates)	22	59	41				100%	67%	79%	--	S

39. My immediate supervisor does a good job of "managing the work," that is, making appropriate work assignments, setting priorities, scheduling, etc.

City of Minneapolis Overall	2,380	29	40	14	10	7	69%	66%	77%	69%	S
City Council and Clerk Department	56	30	41	13	16		71%	55%	77%	69%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	23	49	9	20		71%	50%	77%	69%	
City Council (Council, Aides & Associates)	21	43	29	19	10		71%	58%	77%	69%	S

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	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Immediate Supervisor</b>									
40. My immediate supervisor does a good job of managing the people who work for him/her.									
City of Minneapolis Overall	2,397	30	40	13 9 8	70%	64%	77%	--	S
City Council and Clerk Department	57	35	36	19 11	70%	60%	77%	--	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	26	40	17 17	66%	50%	77%	--	S
City Council (Council, Aides & Associates)	22	50	27	23	77%	63%	77%	--	S
41. My immediate supervisor supports my ongoing training and development.									
City of Minneapolis Overall	2,385	35	40	14 7 5	75%	67%	86%	--	S
City Council and Clerk Department	57	56	32	7 1	88%	69%	86%	--	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	43	43	9 1	86%	60%	86%	--	S
City Council (Council, Aides & Associates)	22	77	14	5 5	91%	74%	86%	--	S
42. <input type="checkbox"/> My immediate supervisor clearly communicates what I am expected to do.									
City of Minneapolis Overall	2,408	30	42	14 9 6	72%	69%	81%	78%	S
City Council and Clerk Department	56	34	41	7 16	75%	76%	81%	78%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	24	41	12 21	65%	60%	81%	78%	
City Council (Council, Aides & Associates)	22	50	41	9	91%	89%	81%	78%	S

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### City Council and Clerk Department

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	Valid Returns	Percent Favorable			Percent Neutral			Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Inclusion</b>															
20. <input type="checkbox"/> I feel that I am part of a team.															
City of Minneapolis Overall	2,428	29	39	12	10	9	69%	--	83%	77%	S				
City Council and Clerk Department	60	50	35	8	7	85%	--	83%	77%	S					
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	41	38	9	12	79%	--	83%	77%	S					
City Council (Council, Aides & Associates)	26	62	31	8		92%	--	83%	77%	S					
21. My department has a strong track record of hiring people from diverse backgrounds.															
City of Minneapolis Overall	2,294	29	39	19	8	5	68%	67%	78%	79%	S				
City Council and Clerk Department	57	28	28	23	18		56%	57%	78%	79%					
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	33	21	33	30	12		55%	60%	78%	79%					
City Council (Council, Aides & Associates)	24	38	21	13	25		58%	52%	78%	79%					
22. The City has a work environment in which diverse perspectives are valued.															
City of Minneapolis Overall	2,349	22	41	21	10	7	63%	65%	74%	68%					
City Council and Clerk Department	60	32	35	18	12		67%	69%	74%	68%	S				
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	20	46	20	9	6	66%	71%	74%	68%	S				
City Council (Council, Aides & Associates)	25	48	20	16	16		68%	65%	74%	68%	S				

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**VII) Item Summary**

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	Valid Returns	Percent Favorable			Percent Neutral			Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Inclusion</b>															
23. <input type="checkbox"/> Where I work, I am treated with dignity and respect.															
City of Minneapolis Overall	2,418	26	41	14	10	9	67%	65%	82%	80%	S				
City Council and Clerk Department	60	45	42	7			87%	79%	82%	80%	S				
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	44	35	9	6	6	79%	77%	82%	80%	S				
City Council (Council, Aides & Associates)	26	46	50				96%	77%	82%	80%	S				
<b>My Career</b>															
52. <input type="checkbox"/> My job makes good use of my talents, skills and abilities.															
City of Minneapolis Overall	2,418	20	46	15	11	8	66%	--	80%	74%	S				
City Council and Clerk Department	60	37	42	13	5		78%	--	80%	74%	S				
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	32	44	15	6		76%	--	80%	74%	S				
City Council (Council, Aides & Associates)	26	42	38	12	8		81%	--	80%	74%	S				
53. <input type="checkbox"/> There is a promising future for me at the City.															
City of Minneapolis Overall	2,364	16	35	28	11	10	50%	39%	65%	58%	O				
City Council and Clerk Department	58	22	41	28	7		64%	43%	65%	58%					
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	33	18	42	24	12		61%	41%	65%	58%					
City Council (Council, Aides & Associates)	25	28	40	32			68%	43%	65%	58%	S				

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	Valid Returns	Percent Favorable					Percent Neutral	Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>My Career</b>															
54. I receive the training I need to perform my current job effectively.															
City of Minneapolis Overall	2,423	17	48	18	12	5	65%	62%	81%	76%	S				
City Council and Clerk Department	60	23	58	12	5	82%	78%	81%	76%	S					
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	26	53	15		79%	73%	81%	76%	S					
City Council (Council, Aides & Associates)	26	19	65	8	8	85%	81%	81%	76%	S					
55. <input type="checkbox"/> I am satisfied with my opportunity for career development in the City.															
City of Minneapolis Overall	2,389	14	35	24	16	12	48%	42%	57%	60%	O				
City Council and Clerk Department	58	21	41	22	7	9	62%	41%	57%	60%					
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	33	18	42	21	6	12	61%	33%	57%	60%					
City Council (Council, Aides & Associates)	25	24	40	24	8	64%	45%	57%	60%						
56. I am satisfied with my access to training.															
City of Minneapolis Overall	2,409	15	43	21	13	8	58%	54%	73%	--					
City Council and Clerk Department	60	23	45	18	10	68%	67%	73%	--	S					
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	24	50	18	6	74%	59%	73%	--	S					
City Council (Council, Aides & Associates)	26	23	38	19	15	62%	71%	73%	--						

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<b>Performance Management</b>										
42. My immediate supervisor clearly communicates what I am expected to do.										
City of Minneapolis Overall	2,408	30	42	14 9 6	72%	69%	81%	78%	S	
City Council and Clerk Department	56	34	41	7 16	75%	76%	81%	78%	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	24	41	12 21	65%	60%	81%	78%		
City Council (Council, Aides & Associates)	22	50	41	9	91%	89%	81%	78%	S	
6. I understand how my work links to the goals of the City.										
City of Minneapolis Overall	2,422	31	48	12 5	80%	66%	93%	84%	S	
City Council and Clerk Department	60	52	37	10	88%	85%	93%	84%	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	40	40	17	80%	82%	93%	84%	S	
City Council (Council, Aides & Associates)	25	68	32		100%	86%	93%	84%	S	
7. My immediate supervisor gives me useful feedback on how well I'm doing my job.										
City of Minneapolis Overall	2,389	33	37	12 10 7	70%	64%	79%	70%	S	
City Council and Clerk Department	57	46	35	11 9	81%	63%	79%	70%	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	34	40	11 14	74%	50%	79%	70%	S	
City Council (Council, Aides & Associates)	22	64	27	9	91%	70%	79%	70%	S	

# 2014 My Minneapolis Employee Engagement Survey

## City Council and Clerk Department

### VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns						2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
		Percent Favorable	Percent Neutral	Percent Unfavorable							
<b>Recognition</b>											
49. I receive recognition that is meaningful to me.											
City of Minneapolis Overall	2,390	12	37	25	16	11	49%	50%	63%	--	O
City Council and Clerk Department	61	21	48	15	13		69%	69%	63%	--	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	17	49	17	14		66%	64%	63%	--	S
City Council (Council, Aides & Associates)	26	27	46	12	12		73%	70%	63%	--	S
50. I feel valued as an employee of the City.											
City of Minneapolis Overall	2,420	14	38	22	14	12	52%	46%	70%	65%	
City Council and Clerk Department	60	13	50	25	8		63%	67%	70%	65%	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	9	56	21	9	6	65%	59%	70%	65%	S
City Council (Council, Aides & Associates)	26	19	42	31	8		62%	75%	70%	65%	
51. I regularly receive appropriate recognition when I do a good job.											
City of Minneapolis Overall	2,402	13	37	23	17	11	49%	44%	65%	59%	O
City Council and Clerk Department	60	18	50	18	12		68%	62%	65%	59%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	14	54	17	11		69%	59%	65%	59%	S
City Council (Council, Aides & Associates)	25	24	44	20	12		68%	60%	65%	59%	S

## 2014 My Minneapolis Employee Engagement Survey

### City Council and Clerk Department

#### VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns					2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity	
		Percent Favorable	Percent Neutral	Percent Unfavorable							
<b>Work Environment</b>											
43. <input type="checkbox"/> The City supports me via programs, resources, etc., in attaining my health and wellness goals.											
City of Minneapolis Overall	2,370	25	51	15	6	75%	74%	87%	--	S	
City Council and Clerk Department	54	33	46	9	9	80%	91%	87%	--	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	29	28	48	10	10	76%	90%	87%	--	S	
City Council (Council, Aides & Associates)	25	40	44	8	8	84%	91%	87%	--	S	
44. Safety in the workplace is a high priority.											
City of Minneapolis Overall	2,378	32	45	14	5	5	76%	73%	85%	88%	S
City Council and Clerk Department	60	28	52	18		80%	78%	85%	88%	S	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	29	47	21		76%	86%	85%	88%	S	
City Council (Council, Aides & Associates)	26	27	58	15		85%	67%	85%	88%	S	
45. I am satisfied with my overall physical work environment (e.g. ventilation, noise, lighting, space).											
City of Minneapolis Overall	2,411	19	42	14	16	9	61%	62%	66%	71%	
City Council and Clerk Department	61	26	38	18	11	7	64%	74%	66%	71%	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	23	37	23	11	6	60%	76%	66%	71%	
City Council (Council, Aides & Associates)	26	31	38	12	12	8	69%	73%	66%	71%	S

# 2014 My Minneapolis Employee Engagement Survey

## City Council and Clerk Department

### VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns						2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
		Percent Favorable	Percent Neutral	Percent Unfavorable							
<b>Work Environment</b>											
46. Where I work, we have enough people to get the work done.											
City of Minneapolis Overall	2,408	10	30	15	24	20	41%	33%	52%	52%	O
City Council and Clerk Department	60	15	38	15	18	13	53%	51%	52%	52%	
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	12	38	18	18	15	50%	50%	52%	52%	O
City Council (Council, Aides & Associates)	26	19	38	12	19	12	58%	59%	52%	52%	
47. I have access to the resources (e.g. equipment, information, materials, technology) I need to do my job effectively.											
City of Minneapolis Overall	2,423	16	49	15	13	7	66%	61%	80%	75%	
City Council and Clerk Department	61	21	49	16	8	5	70%	70%	80%	75%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	35	17	54	17	6	6	71%	59%	80%	75%	S
City Council (Council, Aides & Associates)	26	27	42	15	12		69%	82%	80%	75%	S
48. The people I work with cooperate to get the job done.											
City of Minneapolis Overall	2,423	31	48	12	6		79%	76%	85%	82%	S
City Council and Clerk Department	60	37	52	7			88%	83%	85%	82%	S
City Clerk (Legislative Support, Records Management, Elections, Document Solutions Center)	34	35	50	9			85%	82%	85%	82%	S
City Council (Council, Aides & Associates)	26	38	54				92%	82%	85%	82%	S

# VIII) Most Favorable/Most Unfavorable Summary

**2014 My Minneapolis Employee Engagement Survey**  
**City Council and Clerk Department**  
**VIII) Most Favorable/Most Unfavorable Summary**

<b>Most Favorable Items</b>	2014 % Fav	2014 % Unfav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm
<b>City Council and Clerk Department</b>					
16. Where I work, day-to-day decisions demonstrate that providing quality service is a top priority.	92%	5%	83%	83%	76%
15. My department is actively working to strengthen its relationship with the communities we serve.	92%	3%	84%	84%	--
4. My Department Leadership is committed to providing high quality products and services to customers.	88%	2%	83%	89%	77%
41. My immediate supervisor supports my ongoing training and development.	88%	5%	69%	86%	--
6. I understand how my work links to the goals of the City.	88%	2%	85%	93%	84%
48. The people I work with cooperate to get the job done.	88%	5%	83%	85%	82%
23. Where I work, I am treated with dignity and respect.	87%	7%	79%	82%	80%
26. My immediate supervisor treats employees fairly.	86%	7%	83%	83%	75%
37. My Department Leadership complies with the City's Ethics in Government Code.	86%	7%	89%	86%	--
36. Where I work, people comply with the City's Ethics in Government Code.	86%	7%	81%	85%	--

<b>Most Unfavorable Items</b>	2014 % Fav	2014 % Unfav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm
<b>City Council and Clerk Department</b>					
46. Where I work, we have enough people to get the work done.	53%	32%	51%	52%	52%
21. My department has a strong track record of hiring people from diverse backgrounds.	56%	21%	57%	78%	79%
31. I rarely think about looking for a new job with another organization (If retiring or going on leave within the next 12 months, please do not answer this question).	56%	20%	59%	63%	58%
25. In my department, all employees have equal opportunity for advancement.	61%	18%	51%	56%	75%
45. I am satisfied with my overall physical work environment (e.g. ventilation, noise, lighting, space).	64%	18%	74%	66%	71%
42. My immediate supervisor clearly communicates what I am expected to do.	75%	18%	76%	81%	78%
55. I am satisfied with my opportunity for career development in the City.	62%	16%	41%	57%	60%
49. I receive recognition that is meaningful to me.	69%	16%	69%	63%	--
39. My immediate supervisor does a good job of "managing the work," that is, making appropriate work assignments, setting priorities, scheduling, etc.	71%	16%	55%	77%	69%
13. There is open and honest two-way communication at the City.	59%	15%	--	59%	59%