

MyMinneapolis

Employee Engagement Survey

Finance & Property Services

2014 My Minneapolis Employee Engagement Survey

Survey Administered: May/June 2014



Confidential - Prepared by IBM

2014 My Minneapolis Employee Engagement Survey
Finance & Property Services
Table Of Contents

I) Response Summary	3
II) Understanding Your Report	5
III) Engagement Summary	11
IV) Performance Enablement Summary	14
V) Behavior Change Index	17
VI) Theme Summary	19
VII) Item Summary	35
VIII) Most Favorable/Most Unfavorable Summary	93

I) Response Summary

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

I) Response Summary

Report Grouping	Headcount	Surveys Completed	Response Rate
City of Minneapolis Overall	3,708	2,461	66%
Finance & Property Services	228	190	83%
Budget/Executive	10	12	120%
Controller - Accounting	48	45	94%
Controller - Payroll	15	12	80%
Development Finance	12	12	100%
Procurement	23	18	78%
Property Services – Custodial Services	17	7	41%
Property Services – Management Services	13	12	92%
Property Services–Operations & Maintenance	19	13	68%
Property Services – Radio Services	8	6	75%
Risk Management	8	7	88%
Treasury – Non-Utility Billing	14	11	79%
Treasury – Utility Billing	41	35	85%

II) Understanding Your Report

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

II) Understanding Your Report

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

Finance & Property Services

II) Understanding Your Report

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.

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

II) Understanding Your Report

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

Finance & Property Services

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

Finance & Property Services

II) Understanding Your Report

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

Finance & Property Services

III) Engagement Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Engagement											
City of Minneapolis Overall	27	36	19	11	7	63%	56%	79%	69%		
Finance & Property Services	25	35	19	12	8	61%	59%	79%	69%		
Budget/Executive	6	33	13	21	27	40%	47%	79%	69%	O	
Controller - Accounting	19	40	16	15	10	60%	--	79%	69%		
Controller - Payroll	36	24	18	11	11	60%	--	79%	69%		
Development Finance	26	36	26	11		62%	69%	79%	69%		
Procurement	38	13	26	13	10	51%	56%	79%	69%		
Property Services – Custodial Services	32		39	14	14	32%	--	79%	69%	O	
Property Services – Management Services	9	32	26	28	6	40%	--	79%	69%	O	
Property Services–Operations & Maintenance	13	37	23	21	6	50%	--	79%	69%	O	
Property Services – Radio Services	21	46	29			67%	--	79%	69%	S	
Risk Management	33	48	19			81%	61%	79%	69%	S	
Treasury – Non-Utility Billing	23	70			5	93%	--	79%	69%	S	
Treasury – Utility Billing	46	30	14	5		76%	--	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.

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

Priority Items

Items Determined by: Finance & Property Services

Scores Displayed for: Finance & Property Services

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
50. I feel valued as an employee of the City. (Recognition)	57%	53%	70%	65%	
53. There is a promising future for me at the City. (My Career)	45%	42%	65%	58%	O
49. I receive recognition that is meaningful to me. (Recognition)	51%	46%	63%	--	
55. I am satisfied with my opportunity for career development in the City. (My Career)	44%	42%	57%	60%	O
51. I regularly receive appropriate recognition when I do a good job. (Recognition)	51%	44%	65%	59%	
37. My Department Leadership complies with the City's Ethics in Government Code. (Ethics)	77%	71%	86%	--	S
35. Where I work, ethical issues can be discussed without negative consequences. (Ethics)	65%	59%	75%	69%	S
13. There is open and honest two-way communication at the City. (Communications)	37%	--	59%	59%	O
25. In my department, all employees have equal opportunity for advancement. (Equity)	39%	38%	56%	75%	O
36. Where I work, people comply with the City's Ethics in Government Code. (Ethics)	73%	65%	85%	--	S

IV) Performance Enablement Summary

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

IV) Performance Enablement Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Performance Enablement Index											
City of Minneapolis Overall	22	42	18	11	7	64%	57%	77%	72%		
Finance & Property Services	19	50	15	11	5	69%	62%	77%	72%	S	
Budget/Executive	10	44	17	19	11	54%	71%	77%	72%		
Controller - Accounting	9	53	18	17		62%	--	77%	72%		
Controller - Payroll	38	35	19	6		73%	--	77%	72%	S	
Development Finance	20	61	8	9		81%	84%	77%	72%	S	
Procurement	23	47	10	10	10	69%	73%	77%	72%		
Property Services – Custodial Services		41	22	18	14	45%	--	77%	72%	O	
Property Services – Management Services	21	44	19	14		65%	--	77%	72%	S	
Property Services–Operations & Maintenance	16	46	22	11	6	61%	--	77%	72%		
Property Services – Radio Services	32	49	5	15		80%	--	77%	72%	S	
Risk Management	27	50	13	8		77%	71%	77%	72%	S	
Treasury – Non-Utility Billing	29	58	9			87%	--	77%	72%	S	
Treasury – Utility Billing	23	53	15			77%	--	77%	72%	S	

Scores Displayed for: Finance & Property Services

	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.	73%	56%	78%	75%	S
17. Where I work, customer feedback is used to improve our work processes.	60%	52%	72%	65%	
18. Where I work, employees are getting the training and development needed to keep up with customer demands.	59%	54%	69%	63%	
19. Customer problems get corrected quickly.	78%	61%	75%	74%	S
4. My Department Leadership is committed to providing high quality products and services to customers.	78%	72%	89%	77%	S
29. City employees are encouraged to participate in making decisions that affect their work.	53%	52%	74%	67%	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

Scores Displayed for: Finance & Property Services

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
48. The people I work with cooperate to get the job done.	79%	83%	85%	82%	S

V) Behavior Change Index

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

V) Behavior Change Index

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Behavior Change Index											
City of Minneapolis Overall	18	37	24	12	8	56%	56%	74%	62%		
Finance & Property Services	22	48	17	8	6	70%	69%	74%	62%	S	
Budget/Executive	21	53	9	18		74%	92%	74%	62%	S	
Controller - Accounting	16	56	14	10	5	71%	--	74%	62%	S	
Controller - Payroll	17	45	21	10	7	62%	--	74%	62%		
Development Finance	25	59	9			84%	77%	74%	62%	S	
Procurement	24	41	24	6	6	65%	65%	74%	62%	S	
Property Services – Custodial Services	24	10	19	19	29	33%	--	74%	62%	O	
Property Services – Management Services	23	43	17	7	10	67%	--	74%	62%	S	
Property Services–Operations & Maintenance	11	34	29	21	5	45%	--	74%	62%	O	
Property Services – Radio Services	25	56	19			81%	--	74%	62%	S	
Risk Management	29	33	24	14		62%	78%	74%	62%		
Treasury – Non-Utility Billing	36	55	9			91%	--	74%	62%	S	
Treasury – Utility Billing	28	52	16	5		79%	--	74%	62%	S	

Scores Displayed for: Finance & Property Services

	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.	84%	87%	86%	65%	S
9. I was given the opportunity to discuss my ideas about the results of the 2011-2012 Employee Engagement Survey.	65%	68%	69%	65%	S
10. My Department Leadership has taken action based on the feedback received from the 2011-2012 Employee Engagement Survey.	60%	52%	66%	55%	

VI) Theme Summary

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Engagement											
City of Minneapolis Overall	27	36	19	11	7	63%	56%	79%	69%		
Finance & Property Services	25	35	19	12	8	61%	59%	79%	69%		
Budget/Executive	6	33	13	21	27	40%	47%	79%	69%	O	
Controller - Accounting	19	40	16	15	10	60%	--	79%	69%		
Controller - Payroll	36	24	18	11	11	60%	--	79%	69%		
Development Finance	26	36	26	11		62%	69%	79%	69%		
Procurement	38	13	26	13	10	51%	56%	79%	69%		
Property Services – Custodial Services	32		39	14	14	32%	--	79%	69%	O	
Property Services – Management Services	9	32	26	28	6	40%	--	79%	69%	O	
Property Services–Operations & Maintenance	13	37	23	21	6	50%	--	79%	69%	O	
Property Services – Radio Services	21	46		29		67%	--	79%	69%	S	
Risk Management	33	48		19		81%	61%	79%	69%	S	
Treasury – Non-Utility Billing	23	70		5		93%	--	79%	69%	S	
Treasury – Utility Billing	46	30	14	5		76%	--	79%	69%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Performance Enablement Index											
City of Minneapolis Overall	22	42	18	11	7		64%	57%	77%	72%	
Finance & Property Services	19	50	15	11	5		69%	62%	77%	72%	S
Budget/Executive	10	44	17	19	11		54%	71%	77%	72%	
Controller - Accounting	9	53	18	17			62%	--	77%	72%	
Controller - Payroll	38	35	19	6			73%	--	77%	72%	S
Development Finance	20	61	8	9			81%	84%	77%	72%	S
Procurement	23	47	10	10	10		69%	73%	77%	72%	
Property Services – Custodial Services		41	22	18	14		45%	--	77%	72%	O
Property Services – Management Services	21	44	19	14			65%	--	77%	72%	S
Property Services–Operations & Maintenance	16	46	22	11	6		61%	--	77%	72%	
Property Services – Radio Services	32	49	5	15			80%	--	77%	72%	S
Risk Management	27	50	13	8			77%	71%	77%	72%	S
Treasury – Non-Utility Billing	29	58	9				87%	--	77%	72%	S
Treasury – Utility Billing	23	53	15				77%	--	77%	72%	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Behavior Change Index											
City of Minneapolis Overall	18	37	24	12	8		56%	56%	74%	62%	
Finance & Property Services	22	48	17	8	6		70%	69%	74%	62%	S
Budget/Executive	21	53	9	18			74%	92%	74%	62%	S
Controller - Accounting	16	56	14	10	5		71%	--	74%	62%	S
Controller - Payroll	17	45	21	10	7		62%	--	74%	62%	
Development Finance	25	59	9				84%	77%	74%	62%	S
Procurement	24	41	24	6	6		65%	65%	74%	62%	S
Property Services – Custodial Services	24	10	19	19	29		33%	--	74%	62%	O
Property Services – Management Services	23	43	17	7	10		67%	--	74%	62%	S
Property Services–Operations & Maintenance	11	34	29	21	5		45%	--	74%	62%	O
Property Services – Radio Services	25	56	19				81%	--	74%	62%	S
Risk Management	29	33	24	14			62%	78%	74%	62%	
Treasury – Non-Utility Billing	36	55	9				91%	--	74%	62%	S
Treasury – Utility Billing	28	52	16	5			79%	--	74%	62%	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Communications											
City of Minneapolis Overall	15	39	19	16	11	54%	--	71%	--		
Finance & Property Services	12	43	21	16	9	54%	--	71%	--		
Budget/Executive	11	44	17	8	19	56%	--	71%	--		
Controller - Accounting		41	24	21	10	45%	--	71%	--	O	
Controller - Payroll	29	47		15	6	76%	--	71%	--		
Development Finance	17	31	31	17	6	47%	--	71%	--	O	
Procurement	12	38	21	10	19	50%	--	71%	--	O	
Property Services – Custodial Services		24	29	43	5	24%	--	71%	--	O	
Property Services – Management Services	6	44	11	28	11	50%	--	71%	--	O	
Property Services–Operations & Maintenance	8	23	38	21	10	31%	--	71%	--	O	
Property Services – Radio Services		44	28	28		44%	--	71%	--	O	
Risk Management	24	62		5	10	86%	--	71%	--	S	
Treasury – Non-Utility Billing	21	58		21		79%	--	71%	--	S	
Treasury – Utility Billing	18	50	20	9		68%	--	71%	--	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Customer Service											
City of Minneapolis Overall	22	43	19	10	6	65%	56%	77%	--	S	
Finance & Property Services	16	49	20	10		66%	57%	77%	--	S	
Budget/Executive	10	39	22	19	10	49%	61%	77%	--	O	
Controller - Accounting	8	53	23	14		61%	--	77%	--		
Controller - Payroll	31	37	20	7		69%	--	77%	--	S	
Development Finance	13	67	10	7		80%	81%	77%	--	S	
Procurement	22	47	15	8	7	69%	73%	77%	--	S	
Property Services – Custodial Services	5	36	33	19	7	40%	--	77%	--	O	
Property Services – Management Services	25	34	24	15		59%	--	77%	--		
Property Services–Operations & Maintenance	14	47	24	9	5	62%	--	77%	--		
Property Services – Radio Services	24	55	6	15		79%	--	77%	--	S	
Risk Management	19	48	17	5	12	67%	60%	77%	--	S	
Treasury – Non-Utility Billing	29	54	14			83%	--	77%	--	S	
Treasury – Utility Billing	16	55	20	5		71%	--	77%	--	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Department Leadership											
City of Minneapolis Overall	24	37	17	12	10	61%	51%	81%	69%		
Finance & Property Services	20	44	16	13	8	64%	62%	81%	69%		
Budget/Executive	23	42	11	25	7	65%	78%	81%	69%		
Controller - Accounting	14	47	14	17	8	61%	--	81%	69%		
Controller - Payroll	29	44	14	7	7	73%	--	81%	69%	S	
Development Finance	5	61	22	12		66%	84%	81%	69%	S	
Procurement	24	30	20	10	16	54%	51%	81%	69%		
Property Services – Custodial Services	23	17	26	34		23%	--	81%	69%	O	
Property Services – Management Services	23	33	13	20	10	57%	--	81%	69%		
Property Services–Operations & Maintenance	14	28	18	26	14	42%	--	81%	69%	O	
Property Services – Radio Services	20	43	33			63%	--	81%	69%		
Risk Management	47	29	12	12		76%	77%	81%	69%	S	
Treasury – Non-Utility Billing	25	56	16			82%	--	81%	69%	S	
Treasury – Utility Billing	24	54	16	5		78%	--	81%	69%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Employee Involvement											
City of Minneapolis Overall	16	38	21	14	11	53%	--	75%	67%		
Finance & Property Services	14	43	21	12	11	56%	--	75%	67%		
Budget/Executive	14	36	19	11	19	50%	--	75%	67%	O	
Controller - Accounting		45	29	14	8	49%	--	75%	67%	O	
Controller - Payroll	13	38	31	6	13	50%	--	75%	67%	O	
Development Finance	8	53	28	11		61%	--	75%	67%		
Procurement	13	34	21	13	19	47%	--	75%	67%	O	
Property Services – Custodial Services	14	24	14	48		14%	--	75%	67%	O	
Property Services – Management Services	8	53	19	19		61%	--	75%	67%		
Property Services–Operations & Maintenance	5	41	22	27	5	46%	--	75%	67%	O	
Property Services – Radio Services	19	50	13	19		69%	--	75%	67%	S	
Risk Management	29	43	14	14		71%	--	75%	67%	S	
Treasury – Non-Utility Billing	24	58	15			82%	--	75%	67%	S	
Treasury – Utility Billing	27	44	10	6	13	72%	--	75%	67%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Equity											
City of Minneapolis Overall	23	35	16	13	12	58%	54%	71%	--		
Finance & Property Services	19	36	18	16	10	56%	55%	71%	--		
Budget/Executive	13	23	25	27	13	35%	79%	71%	--	O	
Controller - Accounting	17	36	16	19	11	53%	--	71%	--		
Controller - Payroll	23	39	16	7	16	61%	--	71%	--		
Development Finance	19	33	21	21	5	52%	73%	71%	--		
Procurement	18	35	17	14	17	53%	59%	71%	--		
Property Services – Custodial Services	7	21	29	18	25	29%	--	71%	--	O	
Property Services – Management Services	5	40	12	26	17	45%	--	71%	--	O	
Property Services–Operations & Maintenance	15	35	25	15	10	50%	--	71%	--	O	
Property Services – Radio Services	32	45	9	14		77%	--	71%	--	S	
Risk Management	39	25	18	14		64%	54%	71%	--		
Treasury – Non-Utility Billing	23	53	21			77%	--	71%	--	S	
Treasury – Utility Billing	26	40	15	15		65%	--	71%	--	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Ethics											
City of Minneapolis Overall	22	45	17	9	7	67%	56%	82%	--	S	
Finance & Property Services	25	47	14	8	6	72%	65%	82%	--	S	
Budget/Executive	17	40	9	23	11	57%	89%	82%	--		
Controller - Accounting	15	51	16	8	10	66%	--	82%	--	S	
Controller - Payroll	30	42	12	6	9	73%	--	82%	--	S	
Development Finance	23	66			11	89%	75%	82%	--	S	
Procurement	30	46	13	6	6	76%	53%	82%	--	S	
Property Services – Custodial Services	14	14	24	43	5	29%	--	82%	--	O	
Property Services – Management Services	29	31	23	14		60%	--	82%	--		
Property Services–Operations & Maintenance	15	51	15	8	10	67%	--	82%	--	S	
Property Services – Radio Services	29	59			12	88%	--	82%	--	S	
Risk Management	33	52			14	86%	69%	82%	--	S	
Treasury – Non-Utility Billing	36	64				100%	--	82%	--	S	
Treasury – Utility Billing	33	43	17			76%	--	82%	--	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Immediate Supervisor											
City of Minneapolis Overall	31	40	14	9	7	71%	60%	80%	--	S	
Finance & Property Services	23	47	14	10	7	70%	59%	80%	--	S	
Budget/Executive	27	35	22	13		62%	73%	80%	--		
Controller - Accounting	16	54	12	15		70%	--	80%	--	S	
Controller - Payroll	33	45	7	15		78%	--	80%	--	S	
Development Finance	22	52	14	9		74%	72%	80%	--	S	
Procurement	22	41	11	8	18	63%	72%	80%	--		
Property Services – Custodial Services		54	31	9		57%	--	80%	--		
Property Services – Management Services	18	30	13	22	17	48%	--	80%	--	O	
Property Services–Operations & Maintenance	14	48	17	15	6	62%	--	80%	--		
Property Services – Radio Services	20	63		13		83%	--	80%	--	S	
Risk Management	40	40	6	14		80%	57%	80%	--	S	
Treasury – Non-Utility Billing	30	61		9		91%	--	80%	--	S	
Treasury – Utility Billing	30	42	17	5	6	72%	--	80%	--	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Inclusion											
City of Minneapolis Overall	27	40	16	10	8	67%	--	80%	76%	S	
Finance & Property Services	24	46	14	10	6	70%	--	80%	76%	S	
Budget/Executive	23	32	13	26	6	55%	--	80%	76%		
Controller - Accounting	9	59	17	13		68%	--	80%	76%	S	
Controller - Payroll	43	28	15	11		70%	--	80%	76%	S	
Development Finance	20	59	7	13		78%	--	80%	76%	S	
Procurement	23	45	11	6	15	68%	--	80%	76%		
Property Services – Custodial Services	14	21	25	18	21	36%	--	80%	76%	O	
Property Services – Management Services	13	43	13	15	17	55%	--	80%	76%		
Property Services–Operations & Maintenance	8	38	25	19	10	46%	--	80%	76%	O	
Property Services – Radio Services	29	62			10	90%	--	80%	76%	S	
Risk Management	39	43	11	7		82%	--	80%	76%	S	
Treasury – Non-Utility Billing	45	41			14	86%	--	80%	76%	S	
Treasury – Utility Billing	38	46	9			84%	--	80%	76%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
My Career											
City of Minneapolis Overall	16	41	21	13	9	58%	--	71%	--		
Finance & Property Services	13	45	20	15	7	58%	--	71%	--		
Budget/Executive	12	37	20	18	13	48%	--	71%	--	O	
Controller - Accounting	9	42	22	18	9	51%	--	71%	--		
Controller - Payroll	19	39	30	9		57%	--	71%	--		
Development Finance	15	50	20	8	7	65%	--	71%	--	S	
Procurement	13	38	23	8	18	51%	--	71%	--		
Property Services – Custodial Services	9	9	32	26	24	18%	--	71%	--	O	
Property Services – Management Services	7	40	17	35		47%	--	71%	--	O	
Property Services–Operations & Maintenance	12	40	22	23		52%	--	71%	--		
Property Services – Radio Services	14	48	21	17		62%	--	71%	--		
Risk Management	24	50	12	12		74%	--	71%	--	S	
Treasury – Non-Utility Billing	7	74	15			81%	--	71%	--	S	
Treasury – Utility Billing	19	55	13	10		74%	--	71%	--	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Performance Management											
City of Minneapolis Overall	31	43	13	8	5		74%	67%	84%	77%	S
Finance & Property Services	24	50	13	8	5		75%	69%	84%	77%	S
Budget/Executive	14	50	19	17			64%	85%	84%	77%	
Controller - Accounting	17	54	16	10			71%	--	84%	77%	S
Controller - Payroll	44	42	6	8			86%	--	84%	77%	S
Development Finance	18	56	21	6			74%	87%	84%	77%	S
Procurement	33	41	7	7	11		74%	82%	84%	77%	S
Property Services – Custodial Services	10	48	19	24			57%	--	84%	77%	
Property Services – Management Services	17	50	8	17	8		67%	--	84%	77%	
Property Services–Operations & Maintenance	13	51	21	10	5		64%	--	84%	77%	
Property Services – Radio Services	22	72	6				94%	--	84%	77%	S
Risk Management	33	43	14	10			76%	71%	84%	77%	S
Treasury – Non-Utility Billing	30	61	9				91%	--	84%	77%	S
Treasury – Utility Billing	34	47	9	8			81%	--	84%	77%	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Recognition											
City of Minneapolis Overall	13	37	23	15	11	50%	47%	66%	--	O	
Finance & Property Services	13	41	21	13	12	53%	48%	66%	--		
Budget/Executive	8	22	33	17	19	31%	52%	66%	--	O	
Controller - Accounting	10	40	21	13	16	50%	--	66%	--	O	
Controller - Payroll	31	36	17	6	11	67%	--	66%	--	S	
Development Finance		50	33	11		53%	77%	66%	--		
Procurement	13	41	6	20	20	54%	56%	66%	--		
Property Services – Custodial Services	19	19	24	38		19%	--	66%	--	O	
Property Services – Management Services	20	31	31	14		23%	--	66%	--	O	
Property Services–Operations & Maintenance	5	29	34	13	18	34%	--	66%	--	O	
Property Services – Radio Services	17	61	11	11		78%	--	66%	--	S	
Risk Management	29	48	10	14		76%	52%	66%	--	S	
Treasury – Non-Utility Billing	12	76	12			88%	--	66%	--	S	
Treasury – Utility Billing	19	46	23	13		64%	--	66%	--		

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Work Environment											
City of Minneapolis Overall	22	44	14	12	8	66%	63%	76%	--		
Finance & Property Services	21	49	14	11	5	70%	68%	76%	--	S	
Budget/Executive	18	54	21	6		72%	67%	76%	--	S	
Controller - Accounting	13	54	19	12		66%	--	76%	--	S	
Controller - Payroll	31	39	12	12	6	70%	--	76%	--	S	
Development Finance	27	54	9	6		81%	87%	76%	--	S	
Procurement	25	39	8	19	8	64%	62%	76%	--		
Property Services – Custodial Services	14	31	21	17	17	45%	--	76%	--	O	
Property Services – Management Services	26	43	15	13		69%	--	76%	--	S	
Property Services–Operations & Maintenance	19	39	18	10	14	58%	--	76%	--		
Property Services – Radio Services	19	44	14	22		64%	--	76%	--		
Risk Management	24	67	5			90%	86%	76%	--	S	
Treasury – Non-Utility Billing	27	65	5			92%	--	76%	--	S	
Treasury – Utility Billing	22	50	12	10	6	71%	--	76%	--	S	

VII) Item Summary

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Engagement														
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			
Finance & Property Services	178	16	30	17	21	17	46%	45%	63%	58%	O			
Budget/Executive	12	8	33	17	42	8%	22%	63%	58%	O				
Controller - Accounting	41	12	34	12	24	17	46%	--	63%	58%	O			
Controller - Payroll	10	20	10	20	30	20	30%	--	63%	58%	O			
Development Finance	11	18	18	18	36	9	36%	50%	63%	58%	O			
Procurement	15	27	13	13	20	27	40%	43%	63%	58%	O			
Property Services – Custodial Services	7	29	14	14	43	29%	--	63%	58%	O				
Property Services – Management Services	12	8	17	17	33	25	25%	--	63%	58%	O			
Property Services–Operations & Maintenance	13	8	23	31	31	8	31%	--	63%	58%	O			
Property Services – Radio Services	6	17	50	17	17	67%	--	63%	58%	S				
Risk Management	6	33	50	17	83%	43%	63%	58%	S					
Treasury – Non-Utility Billing	11	9	82	9	91%	--	63%	58%	S					
Treasury – Utility Billing	34	26	32	18	12	12	59%	--	63%	58%				

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Engagement									
32. I am proud to work for the City.									
City of Minneapolis Overall	2,407	36	40	16	75%	68%	90%	79%	S
Finance & Property Services	190	34	43	12	77%	72%	90%	79%	S
Budget/Executive	12	17	42	17	58%	78%	90%	79%	
Controller - Accounting	45	22	56	9	78%	--	90%	79%	S
Controller - Payroll	12	58	17	17	75%	--	90%	79%	S
Development Finance	12	33	67		100%	92%	90%	79%	S
Procurement	18	44	17	28	61%	60%	90%	79%	
Property Services – Custodial Services	7	43	57		43%	--	90%	79%	O
Property Services – Management Services	12	17	50	8	67%	--	90%	79%	
Property Services–Operations & Maintenance	13	31	38	23	69%	--	90%	79%	S
Property Services – Radio Services	6	33	33	33	67%	--	90%	79%	S
Risk Management	7	43	57		100%	86%	90%	79%	S
Treasury – Non-Utility Billing	11	27	73		100%	--	90%	79%	S
Treasury – Utility Billing	35	57	29	6	86%	--	90%	79%	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Engagement												
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%		
Finance & Property Services	188	27	32	24	11	6	59%	57%	82%	69%		
Budget/Executive	12	8	42	8	17	25	50%	56%	82%	69%	O	
Controller - Accounting	45	24	33	20	13	9	58%	--	82%	69%		
Controller - Payroll	11	36	18	27	9	9	55%	--	82%	69%		
Development Finance	12	25	25	50			50%	54%	82%	69%	O	
Procurement	18	33	17	28	17	6	50%	60%	82%	69%	O	
Property Services – Custodial Services	7	29	43		29		29%	--	82%	69%	O	
Property Services – Management Services	11	36	36		27		36%	--	82%	69%	O	
Property Services–Operations & Maintenance	13	8	38	15	23	15	46%	--	82%	69%	O	
Property Services – Radio Services	6	17	50		33		67%	--	82%	69%	S	
Risk Management	7	29	29	43			57%	57%	82%	69%		
Treasury – Non-Utility Billing	11	27	64		9		91%	--	82%	69%	S	
Treasury – Utility Billing	35	51	29	17			80%	--	82%	69%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
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%		
Finance & Property Services	190	25	36	23	11	5	61%	60%	81%	71%		
Budget/Executive	12	42	8	33	17		42%	33%	81%	71%	O	
Controller - Accounting	45	18	38	22	13	9	56%	--	81%	71%		
Controller - Payroll	12	25	50	8	8	8	75%	--	81%	71%	S	
Development Finance	12	25	33	33	8		58%	77%	81%	71%		
Procurement	18	44	6	33	11	6	50%	60%	81%	71%	O	
Property Services – Custodial Services	7	29	43	14	14		29%	--	81%	71%	O	
Property Services – Management Services	12	8	25	42	25		33%	--	81%	71%	O	
Property Services–Operations & Maintenance	13	8	46	23	23		54%	--	81%	71%		
Property Services – Radio Services	6	17	50	33			67%	--	81%	71%	S	
Risk Management	7	29	57	14			86%	57%	81%	71%	S	
Treasury – Non-Utility Billing	11	27	64	9			91%	--	81%	71%	S	
Treasury – Utility Billing	35	49	31	17			80%	--	81%	71%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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		
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	
Finance & Property Services	178	28	57	8		84%	87%	86%	65%	S	
Budget/Executive	11	36	55	9		91%	100%	86%	65%	S	
Controller - Accounting	45	18	67	7	9	84%	--	86%	65%	S	
Controller - Payroll	10	30	60	10		90%	--	86%	65%	S	
Development Finance	11	27	73			100%	91%	86%	65%	S	
Procurement	17	29	47	18	6	76%	86%	86%	65%	S	
Property Services – Custodial Services	7	29	14	29	14	14	43%	--	86%	65%	O
Property Services – Management Services	10	30	50	10	10	80%	--	86%	65%	S	
Property Services–Operations & Maintenance	13	23	46	15	15	69%	--	86%	65%	S	
Property Services – Radio Services	6	33	67			100%	--	86%	65%	S	
Risk Management	7	29	43	14	14	71%	100%	86%	65%	S	
Treasury – Non-Utility Billing	11	36	64			100%	--	86%	65%	S	
Treasury – Utility Billing	30	33	57	7		90%	--	86%	65%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Behavior Change Index															
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				
Finance & Property Services	171	19	46	19	8	8	65%	68%	69%	65%	S				
Budget/Executive	11	9	55	9	27		64%	88%	69%	65%					
Controller - Accounting	44	14	50	16	11	9	64%	--	69%	65%					
Controller - Payroll	9	11	44	33	11		56%	--	69%	65%					
Development Finance	11	18	73	9			91%	75%	69%	65%	S				
Procurement	17	24	35	29	6	6	59%	64%	69%	65%					
Property Services – Custodial Services	7	29	14	29	29		29%	--	69%	65%	O				
Property Services – Management Services	10	20	50	20	10		70%	--	69%	65%	S				
Property Services–Operations & Maintenance	12	8	25	42	17	8	33%	--	69%	65%	O				
Property Services – Radio Services	5	20	60	20			80%	--	69%	65%	S				
Risk Management	7	29	29	29	14		57%	83%	69%	65%					
Treasury – Non-Utility Billing	11	36	55	9			91%	--	69%	65%	S				
Treasury – Utility Billing	27	26	48	19	7		74%	--	69%	65%	S				

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
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				
Finance & Property Services	176	19	41	23	10	7	60%	52%	66%	55%					
Budget/Executive	12	17	50	8	25	67%	89%	66%	55%						
Controller - Accounting	44	16	50	20	9	5	66%	--	66%	55%	S				
Controller - Payroll	10	10	30	30	20	10	40%	--	66%	55%	O				
Development Finance	10	30	30	30	10	60%	67%	66%	55%						
Procurement	17	18	41	24	12	6	59%	47%	66%	55%					
Property Services – Custodial Services	7	14	14	14	14	43	29%	--	66%	55%	O				
Property Services – Management Services	10	20	30	20	20	10	50%	--	66%	55%	O				
Property Services–Operations & Maintenance	13	31	31	31	8	31%	--	66%	55%	O					
Property Services – Radio Services	5	20	40	40	60%	--	66%	55%							
Risk Management	7	29	29	29	14	57%	50%	66%	55%						
Treasury – Non-Utility Billing	11	36	45	18	82%	--	66%	55%	S						
Treasury – Utility Billing	30	23	50	23	73%	--	66%	55%	S						

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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		
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%	
Finance & Property Services	189	11	44	22	15	8	55%	49%	73%	61%	
Budget/Executive	12	17	50	8	25		67%	89%	73%	61%	
Controller - Accounting	45	42	22	18	13		47%	--	73%	61%	O
Controller - Payroll	12	25	50	17	8		75%	--	73%	61%	
Development Finance	12	17	33	33	17		50%	85%	73%	61%	O
Procurement	17	12	41	24	6	18	53%	60%	73%	61%	
Property Services – Custodial Services	7	14	43	43			14%	--	73%	61%	O
Property Services – Management Services	12	50	8	33	8		50%	--	73%	61%	O
Property Services–Operations & Maintenance	13	8	15	54	15	8	23%	--	73%	61%	O
Property Services – Radio Services	6	17	50	33			17%	--	73%	61%	O
Risk Management	7	29	57	14			86%	57%	73%	61%	S
Treasury – Non-Utility Billing	11	18	73	9			91%	--	73%	61%	S
Treasury – Utility Billing	35	11	57	20	11		69%	--	73%	61%	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Communications												
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		
Finance & Property Services	190	18	53	16	11	71%	60%	82%	--	S		
Budget/Executive	12	17	58	17	8	75%	78%	82%	--	S		
Controller - Accounting	45	7	53	24	13	60%	--	82%	--			
Controller - Payroll	12	50	50			100%	--	82%	--	S		
Development Finance	12	33	42	17	8	75%	69%	82%	--	S		
Procurement	18	11	56	17	11	67%	67%	82%	--	S		
Property Services – Custodial Services	7	43	29	29		43%	--	82%	--	O		
Property Services – Management Services	12	17	42	8	33	58%	--	82%	--			
Property Services–Operations & Maintenance	13	15	31	23	23	46%	--	82%	--	O		
Property Services – Radio Services	6	67	17	17		67%	--	82%	--	S		
Risk Management	7	29	71			100%	86%	82%	--	S		
Treasury – Non-Utility Billing	11	27	64	9		91%	--	82%	--	S		
Treasury – Utility Billing	35	26	57	11	6	83%	--	82%	--	S		

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Communications												
13.	<input type="checkbox"/> 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	
Finance & Property Services	187	6	30	27	21	16	37%	--	59%	59%	O	
Budget/Executive	12	25	25	25	25	25	25%	--	59%	59%	O	
Controller - Accounting	45	29	27	31	13	13	29%	--	59%	59%	O	
Controller - Payroll	10	10	40	10	30	10	50%	--	59%	59%	O	
Development Finance	12	17	42	25	17	17	17%	--	59%	59%	O	
Procurement	17	12	18	24	12	35	29%	--	59%	59%	O	
Property Services – Custodial Services	7	14	14	57	14	14	14%	--	59%	59%	O	
Property Services – Management Services	12	42	17	17	25	25	42%	--	59%	59%	O	
Property Services–Operations & Maintenance	13	23	38	23	15	15	23%	--	59%	59%	O	
Property Services – Radio Services	6	50	17	33	33	33	50%	--	59%	59%	O	
Risk Management	7	14	57	14	14	14	71%	--	59%	59%	S	
Treasury – Non-Utility Billing	11	18	36	45	45	45	55%	--	59%	59%		
Treasury – Utility Billing	35	17	34	29	9	11	51%	--	59%	59%		

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Customer Service												
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	
Finance & Property Services	189	21	52	13	10	6	73%	56%	78%	75%	S	
Budget/Executive	12	8	33	25	17	17	42%	67%	78%	75%	O	
Controller - Accounting	45	9	60	13	13	6	69%	--	78%	75%	S	
Controller - Payroll	12	50	42	8			92%	--	78%	75%	S	
Development Finance	12	25	67	8			92%	83%	78%	75%	S	
Procurement	17	24	41	18	12	6	65%	67%	78%	75%	S	
Property Services – Custodial Services	7	29	43	14	14		29%	--	78%	75%	O	
Property Services – Management Services	12	8	42	25	17	8	50%	--	78%	75%	O	
Property Services–Operations & Maintenance	13	31	46	23			77%	--	78%	75%		
Property Services – Radio Services	6	33	50	17			83%	--	78%	75%	S	
Risk Management	7	14	57	14	14		71%	43%	78%	75%	S	
Treasury – Non-Utility Billing	11	27	64	9			91%	--	78%	75%	S	
Treasury – Utility Billing	35	29	60	11			89%	--	78%	75%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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						
Customer Service										
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
Finance & Property Services	178	13	40	35	7	53%	51%	84%	--	
Budget/Executive	12	8	33	42	8	42%	67%	84%	--	O
Controller - Accounting	41	10	51	29	10	61%	--	84%	--	
Controller - Payroll	11	9	27	55	9	36%	--	84%	--	O
Development Finance	12	8	67	17	8	75%	67%	84%	--	S
Procurement	18	17	44	33	6	61%	60%	84%	--	
Property Services – Custodial Services	7	71		29		0%	--	84%	--	O
Property Services – Management Services	11	45	9	27	18	55%	--	84%	--	
Property Services–Operations & Maintenance	11	9	18	55	9	27%	--	84%	--	O
Property Services – Radio Services	4					--	--	--	--	--
Risk Management	7	14	43	29	14	57%	71%	84%	--	
Treasury – Non-Utility Billing	11	27	36	36		64%	--	84%	--	
Treasury – Utility Billing	33	9	45	33	9	55%	--	84%	--	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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							
Customer Service											
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
Finance & Property Services	189	18	51	16	10	5	69%	63%	83%	76%	S
Budget/Executive	12	8	42	25	17	8	50%	67%	83%	76%	O
Controller - Accounting	45	7	56	24	11		62%	--	83%	76%	
Controller - Payroll	12	42	42	17			83%	--	83%	76%	S
Development Finance	12	17	67	8	8		83%	100%	83%	76%	S
Procurement	18	28	44	11	6	11	72%	73%	83%	76%	S
Property Services – Custodial Services	7	14	43	14	29		57%	--	83%	76%	
Property Services – Management Services	12	33	8	42	17		42%	--	83%	76%	O
Property Services–Operations & Maintenance	13	15	62	8	8	8	77%	--	83%	76%	S
Property Services – Radio Services	5	20	60	20			80%	--	83%	76%	
Risk Management	7	29	43	14	14		71%	71%	83%	76%	
Treasury – Non-Utility Billing	11	36	55	9			91%	--	83%	76%	S
Treasury – Utility Billing	35	11	63	17	6		74%	--	83%	76%	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Customer Service												
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%		
Finance & Property Services	183	13	48	21	15		60%	52%	72%	65%		
Budget/Executive	12	8	33	8	42	8	42%	67%	72%	65%	O	
Controller - Accounting	42	5	43	29	24		48%	--	72%	65%	O	
Controller - Payroll	11	18	18	45	9	9	36%	--	72%	65%	O	
Development Finance	11	9	64	18	9		73%	83%	72%	65%	S	
Procurement	18	17	50	11	11	11	67%	71%	72%	65%		
Property Services – Custodial Services	7	14	29	29	29		43%	--	72%	65%	O	
Property Services – Management Services	12	25	42	17	17		67%	--	72%	65%	S	
Property Services–Operations & Maintenance	13	8	62	23	8		69%	--	72%	65%	S	
Property Services – Radio Services	6	50	33	17			83%	--	72%	65%	S	
Risk Management	7	14	43	14	14	14	57%	57%	72%	65%		
Treasury – Non-Utility Billing	10	20	60	10	10		80%	--	72%	65%	S	
Treasury – Utility Billing	34	9	62	24			71%	--	72%	65%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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							
Customer Service											
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%	
Finance & Property Services	189	13	47	20	16	5	59%	54%	69%	63%	
Budget/Executive	12	8	42	25	17	8	50%	44%	69%	63% O	
Controller - Accounting	45	7	47	22	22		53%	--	69%	63%	
Controller - Payroll	12	17	50	17	17		67%	--	69%	63% S	
Development Finance	11		73		27		73%	77%	69%	63%	
Procurement	18	22	39	17	17	6	61%	80%	69%	63%	
Property Services – Custodial Services	7		29	29	43		29%	--	69%	63% O	
Property Services – Management Services	12	8	58	17	17		67%	--	69%	63% S	
Property Services–Operations & Maintenance	13	8	31	38	8	15	38%	--	69%	63% O	
Property Services – Radio Services	6	17	50	17	17		67%	--	69%	63% S	
Risk Management	7	29	43	14	14		71%	57%	69%	63% S	
Treasury – Non-Utility Billing	11	27	55	9	9		82%	--	69%	63% S	
Treasury – Utility Billing	35	17	46	20	9	9	63%	--	69%	63%	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Customer Service												
19. Customer problems get corrected quickly.												
City of Minneapolis Overall	2,308	21	45	22	7	5	66%	59%	75%	74%	S	
Finance & Property Services	187	20	58	14	5	5	78%	61%	75%	74%	S	
Budget/Executive	12	17	50	8	17	8	67%	56%	75%	74%		
Controller - Accounting	43	9	60	21	5	5	70%	--	75%	74%	S	
Controller - Payroll	12	50	42	8			92%	--	75%	74%	S	
Development Finance	11	18	64	9	9		82%	77%	75%	74%	S	
Procurement	18	28	61	6	6		89%	87%	75%	74%	S	
Property Services – Custodial Services	7		86	14			86%	--	75%	74%	S	
Property Services – Management Services	12	33	42	17	8		75%	--	75%	74%	S	
Property Services–Operations & Maintenance	13	15	62	23			77%	--	75%	74%	S	
Property Services – Radio Services	6		83	17			83%	--	75%	74%	S	
Risk Management	7	14	57	29			71%	57%	75%	74%	S	
Treasury – Non-Utility Billing	11	36	55	9			91%	--	75%	74%	S	
Treasury – Utility Billing	35	20	54	17	6		74%	--	75%	74%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
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%		
Finance & Property Services	187	12	35	27	19	7	47%	58%	72%	59%	O	
Budget/Executive	12	8	42	8	33	8	50%	67%	72%	59%	O	
Controller - Accounting	44	9	41	20	23	7	50%	--	72%	59%	O	
Controller - Payroll	11	9	45	18	18	9	55%	--	72%	59%		
Development Finance	11		45	36		18	45%	75%	72%	59%	O	
Procurement	18	17	11	39	22	11	28%	47%	72%	59%	O	
Property Services – Custodial Services	7		29	29	29	14	29%	--	72%	59%	O	
Property Services – Management Services	12	8	42	8	25	17	50%	--	72%	59%	O	
Property Services–Operations & Maintenance	13	8	15	23	38	15	23%	--	72%	59%	O	
Property Services – Radio Services	6		17	67		17	17%	--	72%	59%	O	
Risk Management	7		43	14	29	14	57%	71%	72%	59%		
Treasury – Non-Utility Billing	11		27	55		18	82%	--	72%	59%	S	
Treasury – Utility Billing	35	14	40	37		9	54%	--	72%	59%		

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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							
Department Leadership											
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%	
Finance & Property Services	189	20	42	17	11	10	62%	61%	81%	68%	
Budget/Executive	12	25	50	8	17		75%	89%	81%	68%	
Controller - Accounting	44	11	39	25	14	11	50%	--	81%	68%	O
Controller - Payroll	12	25	58	8	8		83%	--	81%	68%	S
Development Finance	12	8	67	17	8		75%	83%	81%	68%	S
Procurement	18	22	22	28	11	17	44%	53%	81%	68%	O
Property Services – Custodial Services	7	14	14	14	57		14%	--	81%	68%	O
Property Services – Management Services	12	25	25	17	25	8	50%	--	81%	68%	O
Property Services–Operations & Maintenance	13	8	38	15	31	8	46%	--	81%	68%	O
Property Services – Radio Services	6	17	50	33			67%	--	81%	68%	S
Risk Management	7	57	29	14			86%	86%	81%	68%	S
Treasury – Non-Utility Billing	11	36	36	18	9		73%	--	81%	68%	S
Treasury – Utility Billing	35	26	54	11	6		80%	--	81%	68%	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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							
Department Leadership											
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%	
Finance & Property Services	190	17	49	16	10	7	66%	61%	80%	73% S	
Budget/Executive	12	25	42	33			67%	78%	80%	73%	
Controller - Accounting	45	13	53	13	13	7	67%	--	80%	73%	
Controller - Payroll	12	17	50	25	8		67%	--	80%	73% S	
Development Finance	12	67		25	8		67%	67%	80%	73% S	
Procurement	18	28	22	33	17		50%	53%	80%	73% O	
Property Services – Custodial Services	7	14	29	29	29		14%	--	80%	73% O	
Property Services – Management Services	12	8	58	17	8	8	67%	--	80%	73% S	
Property Services–Operations & Maintenance	13	15	31	15	23	15	46%	--	80%	73% O	
Property Services – Radio Services	6	17	50	33			67%	--	80%	73% S	
Risk Management	7	43	29	14	14		71%	71%	80%	73% S	
Treasury – Non-Utility Billing	11	27	55	18			82%	--	80%	73% S	
Treasury – Utility Billing	35	20	66	6	6		86%	--	80%	73% S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Department Leadership									
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
Finance & Property Services	189	29	50	8 8 5	78%	72%	89%	77%	S
Budget/Executive	12	8	58	8 25	67%	78%	89%	77%	
Controller - Accounting	45	24	56	16	80%	--	89%	77%	
Controller - Payroll	12	67	25	8	92%	--	89%	77%	S
Development Finance	12	17	67	8 8	83%	100%	89%	77%	S
Procurement	18	28	56	17	83%	60%	89%	77%	S
Property Services – Custodial Services	7	43	14	14 29	43%	--	89%	77%	O
Property Services – Management Services	12	33	25	25 17	58%	--	89%	77%	
Property Services–Operations & Maintenance	13	23	23	31 8 15	46%	--	89%	77%	O
Property Services – Radio Services	6	50	33	17	83%	--	89%	77%	S
Risk Management	6	50	50		100%	86%	89%	77%	S
Treasury – Non-Utility Billing	11	18	73	9	91%	--	89%	77%	S
Treasury – Utility Billing	35	34	54	9	89%	--	89%	77%	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Department Leadership															
5. I have confidence in the future of my department.															
City of Minneapolis Overall	2,418	25	35	16	12	11		60%	45%	83%	68%				
Finance & Property Services	190	22	42	11	16	9		64%	58%	83%	68%				
Budget/Executive	12	50	17	25	8		67%	78%	83%	68%					
Controller - Accounting	45	13	44	13	20	9		58%	--	83%	68%				
Controller - Payroll	12	25	42	8	17	8		67%	--	83%	68%				
Development Finance	12	58	25	17			58%	92%	83%	68%					
Procurement	18	28	39	17	17		67%	40%	83%	68%					
Property Services – Custodial Services	7	14	43	43			14%	--	83%	68%	O				
Property Services – Management Services	12	42	17	25	17		58%	--	83%	68%					
Property Services–Operations & Maintenance	13	15	31	8	31	15	46%	--	83%	68%	O				
Property Services – Radio Services	6	17	67	17			83%	--	83%	68%	S				
Risk Management	7	43	29	14	14		71%	71%	83%	68%	S				
Treasury – Non-Utility Billing	11	18	64	18			82%	--	83%	68%	S				
Treasury – Utility Billing	35	26	54	17			80%	--	83%	68%	S				

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Employee Involvement															
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%				
Finance & Property Services	187	16	49	18	11	6		65%	59%	76%	70%	S			
Budget/Executive	12	17	50	25	8			67%	78%	76%	70%				
Controller - Accounting	45	7	51	27	11			58%	--	76%	70%				
Controller - Payroll	11	18	55	9	9	9		73%	--	76%	70%	S			
Development Finance	12	8	58	25	8			67%	77%	76%	70%	S			
Procurement	18	17	39	17	11	17		56%	67%	76%	70%				
Property Services – Custodial Services	7	14	57			29		14%	--	76%	70%	O			
Property Services – Management Services	12	8	58	17	17			67%	--	76%	70%	S			
Property Services–Operations & Maintenance	13	8	54	15	23			62%	--	76%	70%				
Property Services – Radio Services	5	20	40	20	20			60%	--	76%	70%				
Risk Management	7	29	43	14	14			71%	86%	76%	70%	S			
Treasury – Non-Utility Billing	11	27	55	18				82%	--	76%	70%	S			
Treasury – Utility Billing	34	29	50	6	9	6		79%	--	76%	70%	S			

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Employee Involvement														
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%		
Finance & Property Services	186	11	42	20	14	12			53%	52%	74%	67%		
Budget/Executive	12	8	33	25	8	25			42%	89%	74%	67%	O	
Controller - Accounting	45		42	29	18	11			42%	--	74%	67%	O	
Controller - Payroll	10		30	60		10			30%	--	74%	67%	O	
Development Finance	12	8	58	8	25				67%	69%	74%	67%		
Procurement	17	12	35	18	18	18			47%	60%	74%	67%	O	
Property Services – Custodial Services	7	14	14	14		57			14%	--	74%	67%	O	
Property Services – Management Services	12	8	58	17	17				67%	--	74%	67%	S	
Property Services–Operations & Maintenance	13		46	15	31	8			46%	--	74%	67%	O	
Property Services – Radio Services	5	20	60	20					80%	--	74%	67%		
Risk Management	7	29	43	14	14				71%	100%	74%	67%	S	
Treasury – Non-Utility Billing	11	18	55	18	9				73%	--	74%	67%	S	
Treasury – Utility Billing	35	26	43	11	6	14			69%	--	74%	67%		

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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							
Employee Involvement											
30. My ideas and suggestions count.											
City of Minneapolis Overall	2,394	16	35	21	14	14	51%	--	74%	64%	
Finance & Property Services	183	15	37	25	10	14	51%	--	74%	64%	
Budget/Executive	12	17	25	33		25	42%	--	74%	64%	O
Controller - Accounting	43	5	42	30	14	9	47%	--	74%	64%	O
Controller - Payroll	11	18	27	27	9	18	45%	--	74%	64%	O
Development Finance	12	8	42	50			50%	--	74%	64%	O
Procurement	18	11	28	28	11	22	39%	--	74%	64%	O
Property Services – Custodial Services	7	14	29	57			14%	--	74%	64%	O
Property Services – Management Services	12	8	42	25	25		50%	--	74%	64%	O
Property Services–Operations & Maintenance	11	9	18	36	27	9	27%	--	74%	64%	O
Property Services – Radio Services	6	17	50	17	17		67%	--	74%	64%	S
Risk Management	7	29	43	14	14		71%	--	74%	64%	S
Treasury – Non-Utility Billing	11	27	64			9	91%	--	74%	64%	S
Treasury – Utility Billing	33	27	39	12	18		67%	--	74%	64%	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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								
Equity												
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	
Finance & Property Services	180	8	36	24	22	10	44%	44%	63%	--	O	
Budget/Executive	12	8	17	17	50		8	25%	89%	63%	--	O
Controller - Accounting	43	35		26	23	14	37%	--	63%	--	O	
Controller - Payroll	10	10	40	20	10	20	50%	--	63%	--	O	
Development Finance	10	10	10	40	40		20%	58%	63%	--	O	
Procurement	18	11	39	22	11	17	50%	50%	63%	--	O	
Property Services – Custodial Services	7	14	43		14	29	14%	--	63%	--	O	
Property Services – Management Services	10	40		20	40		40%	--	63%	--	O	
Property Services–Operations & Maintenance	13	8	31	23	31	8	38%	--	63%	--	O	
Property Services – Radio Services	6	17	67			17	83%	--	63%	--	S	
Risk Management	7	29	29	29	14		57%	29%	63%	--		
Treasury – Non-Utility Billing	10	10	60		30		70%	--	63%	--	S	
Treasury – Utility Billing	34	12	44	21	18	6	56%	--	63%	--		

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Equity												
25. <input type="checkbox"/> 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	
Finance & Property Services	180	9	31	21	23	17	39%	38%	56%	75%	O	
Budget/Executive	12	8	8	42	17	25	17%	44%	56%	75%	O	
Controller - Accounting	45	7	24	20	31	18	31%	--	56%	75%	O	
Controller - Payroll	10		40	30	10	20	40%	--	56%	75%	O	
Development Finance	10		30	20	40	10	30%	36%	56%	75%	O	
Procurement	18	11	22	17	28	22	33%	40%	56%	75%	O	
Property Services – Custodial Services	7	14	14	14	14	43	29%	--	56%	75%	O	
Property Services – Management Services	10		40	10	20	30	40%	--	56%	75%	O	
Property Services–Operations & Maintenance	13	8	23	23	23	23	31%	--	56%	75%	O	
Property Services – Radio Services	4						--	--	--	--	--	
Risk Management	7		43	29	14	14	71%	71%	56%	75%		
Treasury – Non-Utility Billing	11	18	45	36			64%	--	56%	75%		
Treasury – Utility Billing	33	6	48	18	21	6	55%	--	56%	75%		

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Equity															
26. My immediate supervisor treats employees fairly.															
City of Minneapolis Overall	2,400	37	37	11	8	7	74%	69%	83%	75%	S				
Finance & Property Services	188	32	35	15	10	9	66%	68%	83%	75%	S				
Budget/Executive	12	17	42	17	25		58%	88%	83%	75%					
Controller - Accounting	45	29	44	9	9	9	73%	--	83%	75%	S				
Controller - Payroll	12	42	25	8	8	17	67%	--	83%	75%					
Development Finance	11	36	36	18	9		73%	92%	83%	75%	S				
Procurement	18	28	33	11	6	22	61%	67%	83%	75%					
Property Services – Custodial Services	7	43	43	14			43%	--	83%	75%	O				
Property Services – Management Services	11	9	27	18	27	18	36%	--	83%	75%	O				
Property Services–Operations & Maintenance	13	23	31	38	8		54%	--	83%	75%					
Property Services – Radio Services	6	50	33	17			83%	--	83%	75%	S				
Risk Management	7	43	14	29	14		57%	57%	83%	75%					
Treasury – Non-Utility Billing	11	36	45	9	9		82%	--	83%	75%	S				
Treasury – Utility Billing	35	49	26	14	9		74%	--	83%	75%	S				

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Equity													
27. My performance on the job is evaluated fairly.													
City of Minneapolis Overall	2,342	30	41	15	8	6	71%	65%	83%	68%	S		
Finance & Property Services	187	28	43	12	11	6	71%	68%	83%	68%	S		
Budget/Executive	12	17	25	25	17	17	42%	100%	83%	68%	O		
Controller - Accounting	45	31	40	11	13		71%	--	83%	68%	S		
Controller - Payroll	12	33	50	8	8		83%	--	83%	68%	S		
Development Finance	11	27	55	9	9		82%	100%	83%	68%	S		
Procurement	18	22	44	17	11	6	67%	80%	83%	68%	S		
Property Services – Custodial Services	7	14	14	14	29	29	29%	--	83%	68%	O		
Property Services – Management Services	11	9	55	18	18		64%	--	83%	68%			
Property Services–Operations & Maintenance	13	23	54	15	8		77%	--	83%	68%	S		
Property Services – Radio Services	6	33	50	17			83%	--	83%	68%	S		
Risk Management	7	43	29	14	14		71%	57%	83%	68%	S		
Treasury – Non-Utility Billing	11	27	64	9			91%	--	83%	68%	S		
Treasury – Utility Billing	34	35	41	9	12		76%	--	83%	68%	S		

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Ethics												
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%		
Finance & Property Services	184	18	47	16	11	7	65%	59%	75%	69%	S	
Budget/Executive	11	9	27	27	27	9	36%	89%	75%	69%	O	
Controller - Accounting	44	11	48	16	11	14	59%	--	75%	69%		
Controller - Payroll	11	27	27	27	9	9	55%	--	75%	69%		
Development Finance	11	9	73			18	82%	75%	75%	69%	S	
Procurement	18	22	44	17	11	6	67%	67%	75%	69%	S	
Property Services – Custodial Services	7	14	14	29	43		29%	--	75%	69%	O	
Property Services – Management Services	11	18	36	18	18	9	55%	--	75%	69%		
Property Services–Operations & Maintenance	13	8	54	15	23		62%	--	75%	69%		
Property Services – Radio Services	5	20	80				100%	--	75%	69%	S	
Risk Management	7	29	57		14		86%	83%	75%	69%	S	
Treasury – Non-Utility Billing	11	36		64			100%	--	75%	69%	S	
Treasury – Utility Billing	35	26	46	17	6	6	71%	--	75%	69%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Ethics												
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	
Finance & Property Services	188	26	48	12	9	6	73%	65%	85%	--	S	
Budget/Executive	12	8	50	33	8		58%	78%	85%	--		
Controller - Accounting	44	14	55	16	9	7	68%	--	85%	--	S	
Controller - Payroll	11	36	45	9	9		82%	--	85%	--	S	
Development Finance	12	33	58			8	92%	58%	85%	--	S	
Procurement	18	33	44	11	6	6	78%	43%	85%	--	S	
Property Services – Custodial Services	7	14	14	29	29	14	29%	--	85%	--	O	
Property Services – Management Services	12	33	25	17	25		58%	--	85%	--		
Property Services–Operations & Maintenance	13	15	54	15	15		69%	--	85%	--	S	
Property Services – Radio Services	6	17	67			17	83%	--	85%	--	S	
Risk Management	7	29	57			14	86%	40%	85%	--	S	
Treasury – Non-Utility Billing	11	36	64				100%	--	85%	--	S	
Treasury – Utility Billing	35	37	40	17			77%	--	85%	--	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Ethics													
37.	<input type="checkbox"/> 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		
Finance & Property Services	183	30	47	14	6	6	77%	71%	86%	--	S		
Budget/Executive	12	33	42	8	17	17	75%	100%	86%	--	S		
Controller - Accounting	41	20	51	17	10	10	71%	--	86%	--	S		
Controller - Payroll	11	27	55	9	9	9	82%	--	86%	--	S		
Development Finance	12	25	67	8	8	8	92%	92%	86%	--	S		
Procurement	18	33	50	11	6	6	83%	50%	86%	--	S		
Property Services – Custodial Services	7	14	14	14	57	57	29%	--	86%	--	O		
Property Services – Management Services	12	33	33	33	33	33	67%	--	86%	--	S		
Property Services–Operations & Maintenance	13	23	46	15	15	15	69%	--	86%	--	S		
Property Services – Radio Services	6	50	33	17	17	17	83%	--	86%	--	S		
Risk Management	7	43	43	14	14	14	86%	80%	86%	--	S		
Treasury – Non-Utility Billing	11	36	64	18	18	18	100%	--	86%	--	S		
Treasury – Utility Billing	33	36	42	18	18	18	79%	--	86%	--	S		

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
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				
Finance & Property Services	188	26	44	16	7	6	70%	35%	79%	--	S				
Budget/Executive	12	17	50	17	8	8	67%	33%	79%	--	S				
Controller - Accounting	44	18	55	11	14		73%	--	79%	--	S				
Controller - Payroll	12	33	33	17	17		67%	--	79%	--	S				
Development Finance	12	42	33	17	8		75%	46%	79%	--	S				
Procurement	18	28	33	17	6	17	61%	40%	79%	--					
Property Services – Custodial Services	7	14	29	57			43%	--	79%	--	O				
Property Services – Management Services	12	33	17	17	17	17	50%	--	79%	--	O				
Property Services–Operations & Maintenance	13	15	46	8	15	15	62%	--	79%	--					
Property Services – Radio Services	6	17	67	17			83%	--	79%	--	S				
Risk Management	7	43	43	14			86%	57%	79%	--	S				
Treasury – Non-Utility Billing	11	27	45	27			73%	--	79%	--	S				
Treasury – Utility Billing	34	32	47	18			79%	--	79%	--	S				

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Immediate Supervisor									
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
Finance & Property Services	188	19	49	13 11 9	68%	62%	77%	69%	S
Budget/Executive	12	33	33	17 17	67%	78%	77%	69%	S
Controller - Accounting	44	11	50	16 16 7	61%	--	77%	69%	
Controller - Payroll	12	25	50	8 17	75%	--	77%	69%	S
Development Finance	12	17	58	8 8 8	75%	67%	77%	69%	S
Procurement	18	17	44	11 11 17	61%	80%	77%	69%	
Property Services – Custodial Services	7		71	14 14	71%	--	77%	69%	S
Property Services – Management Services	12	8	33	17 17 25	42%	--	77%	69%	O
Property Services–Operations & Maintenance	13	15	62	8 15	77%	--	77%	69%	S
Property Services – Radio Services	6	17	67	17	83%	--	77%	69%	S
Risk Management	7	43	29	14 14	71%	57%	77%	69%	S
Treasury – Non-Utility Billing	10	30	70		100%	--	77%	69%	S
Treasury – Utility Billing	35	26	43	17 6 9	69%	--	77%	69%	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Immediate Supervisor															
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				
Finance & Property Services	189	19	48	11	12	11	66%	61%	77%	--					
Budget/Executive	12	8	42	25	17	8	50%	78%	77%	--	O				
Controller - Accounting	44	14	57	9	14	7	70%	--	77%	--					
Controller - Payroll	12	25	58			17	83%	--	77%	--	S				
Development Finance	12	17	50	17	8	8	67%	77%	77%	--	S				
Procurement	18	22	28	11	11	28	50%	60%	77%	--	O				
Property Services – Custodial Services	7		57	29		14	57%	--	77%	--					
Property Services – Management Services	12	8	33	8	17	33	42%	--	77%	--	O				
Property Services–Operations & Maintenance	13	15	38	23		23	54%	--	77%	--					
Property Services – Radio Services	6	17	67			17	83%	--	77%	--	S				
Risk Management	7	29	43	14		14	71%	57%	77%	--	S				
Treasury – Non-Utility Billing	11	27	73				100%	--	77%	--	S				
Treasury – Utility Billing	35	29	40	9	14	9	69%	--	77%	--					

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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		
Immediate Supervisor											
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
Finance & Property Services	188	32	44	13	8	1	76%	67%	86%	--	S
Budget/Executive	12	67	8	17	8		75%	100%	86%	--	S
Controller - Accounting	44	27	55	16			82%	--	86%	--	S
Controller - Payroll	12	50	33	8	8		83%	--	86%	--	S
Development Finance	11	18	55	9	18		73%	85%	86%	--	S
Procurement	18	22	56	6	17		78%	93%	86%	--	S
Property Services – Custodial Services	7	57	29	14			57%	--	86%	--	
Property Services – Management Services	12	33	25	17	25		58%	--	86%	--	
Property Services–Operations & Maintenance	13	15	38	31	8	8	54%	--	86%	--	
Property Services – Radio Services	6	33	50	17			83%	--	86%	--	S
Risk Management	7	43	43	14			86%	57%	86%	--	S
Treasury – Non-Utility Billing	11	36	55	9			91%	--	86%	--	S
Treasury – Utility Billing	35	37	37	26			74%	--	86%	--	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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							
Immediate Supervisor											
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
Finance & Property Services	188	18	50	15	10	6	68%	68%	81%	78%	S
Budget/Executive	12	8	42	33	17		50%	78%	81%	78%	O
Controller - Accounting	44	9	52	23	14		61%	--	81%	78%	
Controller - Payroll	12	33	50	17			83%	--	81%	78%	S
Development Finance	11	18	64	18			82%	85%	81%	78%	S
Procurement	18	22	44	11	11	11	67%	87%	81%	78%	
Property Services – Custodial Services	7	57	29	14			57%	--	81%	78%	
Property Services – Management Services	12	8	42	8	33	8	50%	--	81%	78%	O
Property Services–Operations & Maintenance	13	8	54	15	15	8	62%	--	81%	78%	
Property Services – Radio Services	6	17	67	17			83%	--	81%	78%	S
Risk Management	7	43	43	14			86%	57%	81%	78%	S
Treasury – Non-Utility Billing	11	27	64	9			91%	--	81%	78%	S
Treasury – Utility Billing	35	29	43	14	11		71%	--	81%	78%	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Inclusion															
20. I feel that I am part of a team.															
City of Minneapolis Overall	2,428	29	39	12	10	9	69%	--	83%	77%	S				
Finance & Property Services	188	27	43	11	12	9	69%	--	83%	77%					
Budget/Executive	12	17	33	8	17	25	50%	--	83%	77%	O				
Controller - Accounting	44	9	50	14	18	9	59%	--	83%	77%					
Controller - Payroll	12	58	8	17	17		67%	--	83%	77%	S				
Development Finance	12	42	42	17			83%	--	83%	77%	S				
Procurement	17	24	35	18	6	18	59%	--	83%	77%					
Property Services – Custodial Services	7	14	14	43	29		29%	--	83%	77%	O				
Property Services – Management Services	12	33	25	8	17	17	58%	--	83%	77%					
Property Services–Operations & Maintenance	13	62	8	23	8		62%	--	83%	77%					
Property Services – Radio Services	6	33	67				100%	--	83%	77%	S				
Risk Management	7	43	43	14			86%	--	83%	77%	S				
Treasury – Non-Utility Billing	11	73	27				100%	--	83%	77%	S				
Treasury – Utility Billing	35	29	57	11			86%	--	83%	77%	S				

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Inclusion												
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	
Finance & Property Services	180	28	45	14	8	5	73%	66%	78%	79%	S	
Budget/Executive	11	45	27	9	18		73%	78%	78%	79%	S	
Controller - Accounting	42	10	67	17	7		76%	--	78%	79%	S	
Controller - Payroll	11	45	18	18	9	9	64%	--	78%	79%		
Development Finance	10	70	20	10			70%	45%	78%	79%		
Procurement	18	28	44	11	6	11	72%	60%	78%	79%	S	
Property Services – Custodial Services	7	29	29	29	14		57%	--	78%	79%		
Property Services – Management Services	11	9	36	18	18	18	45%	--	78%	79%	O	
Property Services–Operations & Maintenance	13	15	31	23	23	8	46%	--	78%	79%	O	
Property Services – Radio Services	4						--	--	--	--	--	
Risk Management	7	43	43	14			86%	100%	78%	79%	S	
Treasury – Non-Utility Billing	11	36	45	18			82%	--	78%	79%	S	
Treasury – Utility Billing	35	51	40	6			91%	--	78%	79%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Inclusion															
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%				
Finance & Property Services	186	18	51	16	10	7		69%	69%	74%	68%	S			
Budget/Executive	12	17	42	8	33			58%	56%	74%	68%				
Controller - Accounting	42	7	60	21	12			67%	--	74%	68%	S			
Controller - Payroll	12	25	58	8	8			83%	--	74%	68%	S			
Development Finance	12		67		33			67%	73%	74%	68%				
Procurement	18	22	56	6	17			78%	60%	74%	68%	S			
Property Services – Custodial Services	7	14	29	43	14			43%	--	74%	68%	O			
Property Services – Management Services	12		75	8	8	8		75%	--	74%	68%	S			
Property Services–Operations & Maintenance	13	8	15	54	15	8		23%	--	74%	68%	O			
Property Services – Radio Services	5	20	80					100%	--	74%	68%	S			
Risk Management	7	29	43	29				71%	83%	74%	68%	S			
Treasury – Non-Utility Billing	11	36	36	27				73%	--	74%	68%	S			
Treasury – Utility Billing	35	37	46	6	9			83%	--	74%	68%	S			

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Inclusion														
23. 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			
Finance & Property Services	190	22	46	14	11	7	67%	68%	82%	80%	S			
Budget/Executive	12	17	25	25	33		42%	100%	82%	80%	O			
Controller - Accounting	45	9	60	16	13		69%	--	82%	80%	S			
Controller - Payroll	12	42	25	17	8	8	67%	--	82%	80%	S			
Development Finance	12	33	58			8	92%	92%	82%	80%	S			
Procurement	18	17	44	11	11	17	61%	64%	82%	80%				
Property Services – Custodial Services	7	14	29	14		43	14%	--	82%	80%	O			
Property Services – Management Services	12	8	33	17	17	25	42%	--	82%	80%	O			
Property Services–Operations & Maintenance	13	8	46	15	15	15	54%	--	82%	80%				
Property Services – Radio Services	6	33	67				100%	--	82%	80%	S			
Risk Management	7	43	43			14	86%	86%	82%	80%	S			
Treasury – Non-Utility Billing	11	36	55			9	91%	--	82%	80%	S			
Treasury – Utility Billing	35	34	43	14		9	77%	--	82%	80%	S			

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
My Career															
52. 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				
Finance & Property Services	189	13	51	12	16	7	65%	--	80%	74%					
Budget/Executive	12	17	33	8	33	8	50%	--	80%	74%	O				
Controller - Accounting	44	11	52	14	14	9	64%	--	80%	74%					
Controller - Payroll	12	25	33	25	17		58%	--	80%	74%					
Development Finance	12	25	50	17	8		75%	--	80%	74%	S				
Procurement	18	17	39	11	11	22	56%	--	80%	74%					
Property Services – Custodial Services	7	14	14	43	14	14	29%	--	80%	74%	O				
Property Services – Management Services	12	8	42	17	33		50%	--	80%	74%	O				
Property Services–Operations & Maintenance	13	15	77	8			92%	--	80%	74%	S				
Property Services – Radio Services	6		67	17	17		67%	--	80%	74%	S				
Risk Management	7	14	57	29			71%	--	80%	74%					
Treasury – Non-Utility Billing	11	9	91				100%	--	80%	74%	S				
Treasury – Utility Billing	35	9	54	9	17	11	63%	--	80%	74%					

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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		
My Career											
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
Finance & Property Services	185	13	32	30	13	12	45%	42%	65%	58%	O
Budget/Executive	12	8	25	33	8	25	33%	33%	65%	58%	O
Controller - Accounting	45	9	27	36	13	16	36%	--	65%	58%	O
Controller - Payroll	10	10	20	50	10	10	30%	--	65%	58%	O
Development Finance	12	8	33	42	17		42%	77%	65%	58%	O
Procurement	18	17	28	28	6	22	44%	27%	65%	58%	O
Property Services – Custodial Services	6	17	33	50			17%	--	65%	58%	O
Property Services – Management Services	12	25	17	50	8		25%	--	65%	58%	O
Property Services–Operations & Maintenance	13	8	23	46	15	8	31%	--	65%	58%	O
Property Services – Radio Services	6	17	33	33	17		50%	--	65%	58%	O
Risk Management	6	33	33	17	17		67%	57%	65%	58%	
Treasury – Non-Utility Billing	11	73	18	9			73%	--	65%	58%	S
Treasury – Utility Billing	34	26	44	18	12		71%	--	65%	58%	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
My Career												
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	
Finance & Property Services	190	13	56	16	13	8	69%	57%	81%	76%	S	
Budget/Executive	12	17	50	17	8	8	67%	78%	81%	76%	S	
Controller - Accounting	45	9	53	16	22		62%	--	81%	76%		
Controller - Payroll	12	17	58	25			75%	--	81%	76%	S	
Development Finance	12	17	67	8	8		83%	100%	81%	76%	S	
Procurement	18	11	50	22	6	11	61%	71%	81%	76%		
Property Services – Custodial Services	7	14	43	14	29		14%	--	81%	76%	O	
Property Services – Management Services	12	17	42	17	25		58%	--	81%	76%		
Property Services–Operations & Maintenance	13	15	31	31	23		46%	--	81%	76%	O	
Property Services – Radio Services	6		67	17	17		67%	--	81%	76%	S	
Risk Management	7	29	57	14			86%	71%	81%	76%	S	
Treasury – Non-Utility Billing	11	18	73	9			91%	--	81%	76%	S	
Treasury – Utility Billing	35	14	74	9			89%	--	81%	76%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
My Career												
55. 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	
Finance & Property Services	186	11	33	26	17	13	44%	42%	57%	60%	O	
Budget/Executive	12	8	17	25	25	25	25%	25%	57%	60%	O	
Controller - Accounting	45	7	31	29	13	20	38%	--	57%	60%	O	
Controller - Payroll	10	10	30	40	10	10	40%	--	57%	60%	O	
Development Finance	12	8	33	25	17	17	42%	54%	57%	60%	O	
Procurement	18	11	28	28	11	22	39%	43%	57%	60%	O	
Property Services – Custodial Services	7	14	43	14	29		14%	--	57%	60%	O	
Property Services – Management Services	12	25	17	58			25%	--	57%	60%	O	
Property Services–Operations & Maintenance	13	8	38	15	31	8	46%	--	57%	60%	O	
Property Services – Radio Services	5	40	20	20	20		60%	--	57%	60%		
Risk Management	7	14	43	29	14		57%	43%	57%	60%		
Treasury – Non-Utility Billing	10	60	30	10			60%	--	57%	60%		
Treasury – Utility Billing	35	23	43	20	9	6	66%	--	57%	60%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
My Career												
56. I am satisfied with my access to training.												
City of Minneapolis Overall	2,409	15	43	21	13	8	58%	54%	73%	--		
Finance & Property Services	188	15	51	16	16		66%	60%	73%	--	S	
Budget/Executive	12	8	58	17	17		67%	67%	73%	--	S	
Controller - Accounting	45	11	44	18	27		56%	--	73%	--		
Controller - Payroll	10	30	50	10	10		80%	--	73%	--	S	
Development Finance	12	17	67	8	8		83%	92%	73%	--	S	
Procurement	18	11	44	28	6	11	56%	64%	73%	--		
Property Services – Custodial Services	7	14	86				14%	--	73%	--	O	
Property Services – Management Services	12	8	67	17	8		75%	--	73%	--	S	
Property Services–Operations & Maintenance	13	15	31	15	38		46%	--	73%	--	O	
Property Services – Radio Services	6	17	50	17	17		67%	--	73%	--	S	
Risk Management	7	29	57	14			86%	86%	73%	--	S	
Treasury – Non-Utility Billing	11	9	73	18			82%	--	73%	--	S	
Treasury – Utility Billing	35	23	57	17			80%	--	73%	--	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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							
Performance Management											
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
Finance & Property Services	188	18	50	15	10	6	68%	68%	81%	78%	S
Budget/Executive	12	8	42	33	17		50%	78%	81%	78%	O
Controller - Accounting	44	9	52	23	14		61%	--	81%	78%	
Controller - Payroll	12	33	50	17			83%	--	81%	78%	S
Development Finance	11	18	64	18			82%	85%	81%	78%	S
Procurement	18	22	44	11	11	11	67%	87%	81%	78%	
Property Services – Custodial Services	7		57	29	14		57%	--	81%	78%	
Property Services – Management Services	12	8	42	8	33	8	50%	--	81%	78%	O
Property Services–Operations & Maintenance	13	8	54	15	15	8	62%	--	81%	78%	
Property Services – Radio Services	6	17	67	17			83%	--	81%	78%	S
Risk Management	7	43	43	14			86%	57%	81%	78%	S
Treasury – Non-Utility Billing	11	27	64	9			91%	--	81%	78%	S
Treasury – Utility Billing	35	29	43	14	11		71%	--	81%	78%	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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	
Performance Management										
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
Finance & Property Services	190	26	57	12	1	84%	77%	93%	84%	S
Budget/Executive	12	17	67	8	8	83%	100%	93%	84%	S
Controller - Accounting	45	22	56	18		78%	--	93%	84%	S
Controller - Payroll	12	58	33	8		92%	--	93%	84%	S
Development Finance	12	17	67	17		83%	100%	93%	84%	S
Procurement	18	44	39	6	11	83%	73%	93%	84%	S
Property Services – Custodial Services	7	14	43	43		57%	--	93%	84%	
Property Services – Management Services	12	25	67	8		92%	--	93%	84%	S
Property Services–Operations & Maintenance	13	15	54	23	8	69%	--	93%	84%	S
Property Services – Radio Services	6		100			100%	--	93%	84%	S
Risk Management	7	14	57	29		71%	100%	93%	84%	S
Treasury – Non-Utility Billing	11	27	64	9		91%	--	93%	84%	S
Treasury – Utility Billing	35	31	63	6		94%	--	93%	84%	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Performance Management															
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				
Finance & Property Services	189	29	43	11	11	7	72%	61%	79%	70%	S				
Budget/Executive	12	17	42	17	25		58%	78%	79%	70%					
Controller - Accounting	45	20	53	7	13	7	73%	--	79%	70%					
Controller - Payroll	12	42	42	8	8		83%	--	79%	70%	S				
Development Finance	11	18	36	27	18		55%	77%	79%	70%					
Procurement	18	33	39	6	11	11	72%	87%	79%	70%					
Property Services – Custodial Services	7	14	43	29	14		57%	--	79%	70%					
Property Services – Management Services	12	17	42	8	17	17	58%	--	79%	70%					
Property Services–Operations & Maintenance	13	15	46	23	15		62%	--	79%	70%					
Property Services – Radio Services	6	50	50				100%	--	79%	70%	S				
Risk Management	7	43	29	14	14		71%	57%	79%	70%	S				
Treasury – Non-Utility Billing	11	36	55	9			91%	--	79%	70%	S				
Treasury – Utility Billing	35	43	34	6	6	11	77%	--	79%	70%	S				

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Recognition									
49. <input type="checkbox"/> I receive recognition that is meaningful to me.									
City of Minneapolis Overall	2,390	12 37	25	16 11	49%	50%	63%	--	O
Finance & Property Services	186	12 39	22	13 13	51%	46%	63%	--	
Budget/Executive	12	8 17	33	8 33	25%	44%	63%	--	O
Controller - Accounting	45	9 40	18	16 18	49%	--	63%	--	O
Controller - Payroll	12	33	25	25 8 8	58%	--	63%	--	
Development Finance	12	50	33	8 8	50%	69%	63%	--	O
Procurement	18	11 39	6	22 22	50%	60%	63%	--	O
Property Services – Custodial Services	7	29	29	14 29	29%	--	63%	--	O
Property Services – Management Services	11	27	27	27 18	27%	--	63%	--	O
Property Services–Operations & Maintenance	13	8 15	46	15 15	23%	--	63%	--	O
Property Services – Radio Services	6	17	67	17	83%	--	63%	--	S
Risk Management	7	29	43	14 14	71%	57%	63%	--	S
Treasury – Non-Utility Billing	11	9	64	27	73%	--	63%	--	S
Treasury – Utility Billing	32	19	50	19 13	69%	--	63%	--	S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Recognition												
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%		
Finance & Property Services	190	14	43	19	12	11	57%	53%	70%	65%		
Budget/Executive	12	8	25	33	17	17	33%	67%	70%	65%	O	
Controller - Accounting	45	13	47	16	7	18	60%	--	70%	65%		
Controller - Payroll	12	25	50	8	8	8	75%	--	70%	65%	S	
Development Finance	12	8	33	50	8	8	42%	85%	70%	65%	O	
Procurement	18	17	44	17	22	22	61%	53%	70%	65%		
Property Services – Custodial Services	7	14	14	43	29	29	14%	--	70%	65%	O	
Property Services – Management Services	12	8	8	42	33	8	17%	--	70%	65%	O	
Property Services–Operations & Maintenance	13	8	38	23	15	15	46%	--	70%	65%	O	
Property Services – Radio Services	6	17	67	17	17	17	83%	--	70%	65%	S	
Risk Management	7	29	57	14	14	14	86%	57%	70%	65%	S	
Treasury – Non-Utility Billing	11	9	82	9	9	9	91%	--	70%	65%	S	
Treasury – Utility Billing	35	20	46	23	11	11	66%	--	70%	65%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Recognition											
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
Finance & Property Services	188	12	39	22	15	12	51%	44%	65%	59%	
Budget/Executive	12	8	25	33	25	8	33%	44%	65%	59%	O
Controller - Accounting	45	9	33	29	16	13	42%	--	65%	59%	O
Controller - Payroll	12	33	33	17	17		67%	--	65%	59%	S
Development Finance	12	67		17	17		67%	77%	65%	59%	S
Procurement	18	11	39	11	22	17	50%	53%	65%	59%	O
Property Services – Custodial Services	7	14	14	14	57		14%	--	65%	59%	O
Property Services – Management Services	12	25	25	33	17		25%	--	65%	59%	O
Property Services–Operations & Maintenance	12	33	33	8	25		33%	--	65%	59%	O
Property Services – Radio Services	6	17	50	17	17		67%	--	65%	59%	S
Risk Management	7	29	43	14	14		71%	43%	65%	59%	S
Treasury – Non-Utility Billing	11	18	82				100%	--	65%	59%	S
Treasury – Utility Billing	34	18	41	26	15		59%	--	65%	59%	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Work Environment									
43. 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
Finance & Property Services	186	27	54	12	1	81%	76%	87%	-- S
Budget/Executive	12	33	58	8		92%	78%	87%	-- S
Controller - Accounting	45	20	60	16	1	80%	--	87%	-- S
Controller - Payroll	10	30	60	10		90%	--	87%	-- S
Development Finance	12	33	50	8	8	83%	92%	87%	-- S
Procurement	17	24	53	12	6	76%	67%	87%	-- S
Property Services – Custodial Services	7	29	43	14	14	29%	--	87%	-- O
Property Services – Management Services	12	25	58	17		83%	--	87%	-- S
Property Services–Operations & Maintenance	12	25	33	25	8	58%	--	87%	--
Property Services – Radio Services	6	17	67	17		83%	--	87%	-- S
Risk Management	7	43	57			100%	100%	87%	-- S
Treasury – Non-Utility Billing	11	27	73			100%	--	87%	-- S
Treasury – Utility Billing	35	31	54	6	6	86%	--	87%	-- S

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Work Environment												
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	
Finance & Property Services	185	26	51	18	1	1	77%	75%	85%	88%	S	
Budget/Executive	12	17	42	33	8		58%	57%	85%	88%		
Controller - Accounting	43	21	51	26			72%	--	85%	88%	S	
Controller - Payroll	11	27	36	36			64%	--	85%	88%		
Development Finance	11	27	55	18			82%	67%	85%	88%	S	
Procurement	18	39	44	6	11		83%	79%	85%	88%	S	
Property Services – Custodial Services	7	14	43	14	14	14	57%	--	85%	88%		
Property Services – Management Services	12	42	42	17			83%	--	85%	88%	S	
Property Services–Operations & Maintenance	12	33	42	8	17		75%	--	85%	88%	S	
Property Services – Radio Services	6	17	67	17			83%	--	85%	88%	S	
Risk Management	7	29	71				100%	86%	85%	88%	S	
Treasury – Non-Utility Billing	11	27	64	9			91%	--	85%	88%	S	
Treasury – Utility Billing	35	26	57	17			83%	--	85%	88%	S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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							
Work Environment											
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%	
Finance & Property Services	189	16	49	13	17	6	65%	70%	66%	71%	
Budget/Executive	12	8	58	25	8		67%	89%	66%	71% S	
Controller - Accounting	45	9	42	22	20	7	51%	--	66%	71%	
Controller - Payroll	12	33	25	33	8		58%	--	66%	71%	
Development Finance	12	25	50	8	17		75%	83%	66%	71% S	
Procurement	18	17	39	6	33	6	56%	57%	66%	71%	
Property Services – Custodial Services	7	14	43	29	14		57%	--	66%	71%	
Property Services – Management Services	12	25	50	8	8	8	75%	--	66%	71% S	
Property Services–Operations & Maintenance	12	17	50	17	8	8	67%	--	66%	71% S	
Property Services – Radio Services	6	17	50	17	17		67%	--	66%	71% S	
Risk Management	7	14	86				100%	100%	66%	71% S	
Treasury – Non-Utility Billing	11	18	73			9	91%	--	66%	71% S	
Treasury – Utility Billing	35	14	51	6	20	9	66%	--	66%	71%	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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
Work Environment															
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			
Finance & Property Services	188	10	36	18	23	14		45%	37%	52%	52%	O			
Budget/Executive	12	25	50	25				75%	22%	52%	52%	S			
Controller - Accounting	45	11	42	24	18			53%	--	52%	52%				
Controller - Payroll	11	36	9	27	27			36%	--	52%	52%	O			
Development Finance	12	75	8	8	8			75%	85%	52%	52%	S			
Procurement	18	22	28	11	28	11		50%	33%	52%	52%	O			
Property Services – Custodial Services	7	14	29	57				14%	--	52%	52%	O			
Property Services – Management Services	12	8	8	25	50	8		17%	--	52%	52%	O			
Property Services–Operations & Maintenance	12	17	25	33	25			17%	--	52%	52%	O			
Property Services – Radio Services	6	17	83					0%	--	52%	52%	O			
Risk Management	7	57	29	14				57%	57%	52%	52%				
Treasury – Non-Utility Billing	11	18	64	9	9			82%	--	52%	52%	S			
Treasury – Utility Billing	35	6	29	17	23	26		34%	--	52%	52%	O			

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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							
Work Environment											
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%	
Finance & Property Services	188	18	55	12	12	8	72%	67%	80%	75% S	
Budget/Executive	12	17	58	17	8		75%	56%	80%	75% S	
Controller - Accounting	45	7	67	16	9		73%	--	80%	75% S	
Controller - Payroll	11	36	45	18			82%	--	80%	75% S	
Development Finance	12	17	58	8	17		75%	92%	80%	75% S	
Procurement	18	22	28	6	39	6	50%	53%	80%	75% O	
Property Services – Custodial Services	7	14	29	57			43%	--	80%	75% O	
Property Services – Management Services	12	25	58	8	8		83%	--	80%	75% S	
Property Services–Operations & Maintenance	12	17	42	8	8	25	58%	--	80%	75%	
Property Services – Radio Services	6	17	50	17	17		67%	--	80%	75% S	
Risk Management	7	14	71	14			86%	71%	80%	75% S	
Treasury – Non-Utility Billing	11	18	73	9			91%	--	80%	75% S	
Treasury – Utility Billing	35	23	54	14	9		77%	--	80%	75% S	

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

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		
Work Environment											
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	
Finance & Property Services	187	28	51	11	9	79%	83%	85%	82%	S	
Budget/Executive	12	8	58	17	8	67%	100%	85%	82%	S	
Controller - Accounting	45	9	60	11	20	69%	--	85%	82%		
Controller - Payroll	12	58	33	8		92%	--	85%	82%	S	
Development Finance	11	64	36			100%	100%	85%	82%	S	
Procurement	18	28	44	11	6	11	72%	86%	85%	82%	S
Property Services – Custodial Services	7	71	14	14		71%	--	85%	82%	S	
Property Services – Management Services	12	33	42	17	8	75%	--	85%	82%	S	
Property Services–Operations & Maintenance	12	25	50	25		75%	--	85%	82%	S	
Property Services – Radio Services	6	50	33	17		83%	--	85%	82%	S	
Risk Management	7	43	57			100%	100%	85%	82%	S	
Treasury – Non-Utility Billing	11	55	45			100%	--	85%	82%	S	
Treasury – Utility Billing	34	29	53	15		82%	--	85%	82%	S	

VIII) Most Favorable/Most Unfavorable Summary

2014 My Minneapolis Employee Engagement Survey

Finance & Property Services

VIII) Most Favorable/Most Unfavorable Summary

	2014 % Fav	2014 % Unfav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm
Most Favorable Items					
Finance & Property Services					
6. I understand how my work links to the goals of the City.	84%	5%	77%	93%	84%
8. I was given an opportunity to see/hear about the 2011-2012 Employee Engagement Survey results.	84%	7%	87%	86%	65%
43. The City supports me via programs, resources, etc., in attaining my health and wellness goals.	81%	6%	76%	87%	--
48. The people I work with cooperate to get the job done.	79%	10%	83%	85%	82%
4. My Department Leadership is committed to providing high quality products and services to customers.	78%	13%	72%	89%	77%
19. Customer problems get corrected quickly.	78%	8%	61%	75%	74%
44. Safety in the workplace is a high priority.	77%	4%	75%	85%	88%
32. I am proud to work for the City.	77%	11%	72%	90%	79%
37. My Department Leadership complies with the City's Ethics in Government Code.	77%	10%	71%	86%	--
41. My immediate supervisor supports my ongoing training and development.	76%	12%	67%	86%	--
Most Unfavorable Items					
Finance & Property Services					
25. In my department, all employees have equal opportunity for advancement.	39%	39%	38%	56%	75%
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).	46%	38%	45%	63%	58%
46. Where I work, we have enough people to get the work done.	45%	37%	37%	52%	52%
13. There is open and honest two-way communication at the City.	37%	36%	--	59%	59%
24. The process for selecting people for special assignments/projects is fair.	44%	32%	44%	63%	--
55. I am satisfied with my opportunity for career development in the City.	44%	30%	42%	57%	60%
49. I receive recognition that is meaningful to me.	51%	27%	46%	63%	--
51. I regularly receive appropriate recognition when I do a good job.	51%	27%	44%	65%	59%
29. City employees are encouraged to participate in making decisions that affect their work.	53%	26%	52%	74%	67%
1. My Department Leadership has communicated a vision of the future that motivates me.	47%	26%	58%	72%	59%