

MyMinneapolis

Employee Engagement Survey

Human Resources

2014 My Minneapolis Employee Engagement Survey

Survey Administered: May/June 2014



Confidential - Prepared by IBM

2014 My Minneapolis Employee Engagement Survey

Human Resources

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I) Response Summary

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I) Response Summary

Report Grouping	Headcount	Surveys Completed	Response Rate
City of Minneapolis Overall	3,708	2,461	66%
Human Resources	44	50	114%
Administration (Includes HRTS)	10	11	110%
Employee Services	11	14	127%
Strategic Workforce Solutions	23	25	109%

II) Understanding Your Report

2014 My Minneapolis Employee Engagement Survey

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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.

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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.

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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.

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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.

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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

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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%		
Human Resources	24	33	20	12	12	56%	58%	79%	69%		
Administration (Includes HRTS)	30	32	11	23	5	61%	67%	79%	69%		
Employee Services	42	25	22	7		67%	77%	79%	69%	S	
Strategic Workforce Solutions	10	38	23	11	18	48%	45%	79%	69%		O

Survey Items Included

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

Priority Items

Items Determined by: Human Resources

Scores Displayed for: Human Resources

	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)	54%	58%	70%	65%	
53. There is a promising future for me at the City. (My Career)	38%	40%	65%	58%	O
52. My job makes good use of my talents, skills and abilities. (My Career)	58%	--	80%	74%	
11. Where I work, we are told of upcoming changes in time to prepare for them. (Communications)	50%	60%	73%	61%	O
5. I have confidence in the future of my department. (Department Leadership)	50%	53%	83%	68%	O
17. Where I work, customer feedback is used to improve our work processes. (Customer Service)	46%	66%	72%	65%	O
13. There is open and honest two-way communication at the City. (Communications)	30%	--	59%	59%	O
1. My Department Leadership has communicated a vision of the future that motivates me. (Department Leadership)	53%	69%	72%	59%	
49. I receive recognition that is meaningful to me. (Recognition)	45%	62%	63%	--	O
30. My ideas and suggestions count. (Employee Involvement)	52%	--	74%	64%	

IV) Performance Enablement Summary

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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%		
Human Resources	20	32	16	18	13	52%	64%	77%	72%		
Administration (Includes HRTS)	22	44	8	19	6	66%	77%	77%	72%		
Employee Services	52		24	13	9	75%	80%	77%	72%	S	
Strategic Workforce Solutions	31	21	23		22	34%	52%	77%	72%	O	

Scores Displayed for: Human Resources

	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.	54%	49%	78%	75%	
17. Where I work, customer feedback is used to improve our work processes.	46%	66%	72%	65%	O
18. Where I work, employees are getting the training and development needed to keep up with customer demands.	44%	69%	69%	63%	O
19. Customer problems get corrected quickly.	40%	75%	75%	74%	O
4. My Department Leadership is committed to providing high quality products and services to customers.	65%	69%	89%	77%	
29. City employees are encouraged to participate in making decisions that affect their work.	48%	49%	74%	67%	O
48. The people I work with cooperate to get the job done.	70%	73%	85%	82%	

V) Behavior Change Index

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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%		
Human Resources	28	38	21	7	6	66%	92%	74%	62%	S	
Administration (Includes HRTS)	37	43	13	7		80%	96%	74%	62%	S	
Employee Services	55	26	13			82%	91%	74%	62%	S	
Strategic Workforce Solutions	8	42	29	10	11	50%	91%	74%	62%	O	

Scores Displayed for: Human Resources

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
8. I was given an opportunity to see/hear about the 2011-2012 Employee Engagement Survey results.	82%	98%	86%	65%	S
9. I was given the opportunity to discuss my ideas about the results of the 2011-2012 Employee Engagement Survey.	67%	93%	69%	65%	S
10. My Department Leadership has taken action based on the feedback received from the 2011-2012 Employee Engagement Survey.	50%	86%	66%	55%	O

VI) Theme Summary

2014 My Minneapolis Employee Engagement Survey

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VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Engagement											
City of Minneapolis Overall	27	36	19	11	7		63%	56%	79%	69%	
Human Resources	24	33	20	12	12		56%	58%	79%	69%	
Administration (Includes HRTS)	30	32	11	23	5		61%	67%	79%	69%	
Employee Services	42	25	22		7		67%	77%	79%	69%	S
Strategic Workforce Solutions	10	38	23	11	18		48%	45%	79%	69%	O
Performance Enablement Index											
City of Minneapolis Overall	22	42	18	11	7		64%	57%	77%	72%	
Human Resources	20	32	16	18	13		52%	64%	77%	72%	
Administration (Includes HRTS)	22	44	8	19	6		66%	77%	77%	72%	
Employee Services	52	24	13	9			75%	80%	77%	72%	S
Strategic Workforce Solutions	31	21	23	22			34%	52%	77%	72%	O
Behavior Change Index											
City of Minneapolis Overall	18	37	24	12	8		56%	56%	74%	62%	
Human Resources	28	38	21	7	6		66%	92%	74%	62%	S
Administration (Includes HRTS)	37	43	13	7			80%	96%	74%	62%	S
Employee Services	55	26	13				82%	91%	74%	62%	S
Strategic Workforce Solutions	8	42	29	10	11		50%	91%	74%	62%	O
Communications											
City of Minneapolis Overall	15	39	19	16	11		54%	--	71%	--	
Human Resources	18	27	21	17	17		45%	--	71%	--	O
Administration (Includes HRTS)	22	25	19	22	13		47%	--	71%	--	O
Employee Services	38	36	17	5	5		74%	--	71%	--	S
Strategic Workforce Solutions	5	23	25	21	25		28%	--	71%	--	O

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VI) Theme Summary

	Percent Favorable					Percent Neutral					Percent Unfavorable					2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Customer Service																				
City of Minneapolis Overall	22	43	19	10	6	65%	56%	77%	--	S										
Human Resources	19	33	17	19	13	52%	62%	77%	--											
Administration (Includes HRTS)	17	48	9	20	6	65%	78%	77%	--											
Employee Services	54	23	13	10	76%	76%	77%	--	S											
Strategic Workforce Solutions	31	22	23	23	32%	49%	77%	--	O											
Department Leadership																				
City of Minneapolis Overall	24	37	17	12	10	61%	51%	81%	69%											
Human Resources	26	28	15	15	17	53%	61%	81%	69%											
Administration (Includes HRTS)	31	37	19	6	7	69%	73%	81%	69%	S										
Employee Services	51	30	10	6	81%	80%	81%	69%	S											
Strategic Workforce Solutions	10	22	15	25	28	31%	48%	81%	69%	O										
Employee Involvement																				
City of Minneapolis Overall	16	38	21	14	11	53%	--	75%	67%											
Human Resources	18	33	22	11	15	51%	--	75%	67%											
Administration (Includes HRTS)	27	45	15	9	73%	--	75%	67%												
Employee Services	38	24	24	7	7	62%	--	75%	67%											
Strategic Workforce Solutions	33	29	12	23	36%	--	75%	67%	O											
Equity																				
City of Minneapolis Overall	23	35	16	13	12	58%	54%	71%	--											
Human Resources	24	33	10	13	20	57%	58%	71%	--											
Administration (Includes HRTS)	24	43	10	17	7	67%	73%	71%	--											
Employee Services	45	29	13	11	73%	66%	71%	--	S											
Strategic Workforce Solutions	13	31	9	12	35	44%	48%	71%	--	O										

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VI) Theme Summary

	Percent Favorable					Percent Neutral					Percent Unfavorable					2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Ethics																				
City of Minneapolis Overall	22	45	17	9	7	67%	56%	82%	--	S										
Human Resources	25	33	8	13	21	58%	56%	82%	--	S										
Administration (Includes HRTS)	35	23	32	10	58%	70%	82%	--	S											
Employee Services	55	31	7	7	86%	61%	82%	--	S											
Strategic Workforce Solutions	38	11	12	34	42%	48%	82%	--	O											
Immediate Supervisor																				
City of Minneapolis Overall	31	40	14	9	7	71%	60%	80%	--	S										
Human Resources	31	37	12	7	12	69%	67%	80%	--	S										
Administration (Includes HRTS)	28	48	10	14	76%	80%	80%	--	S											
Employee Services	53	30	7	6	83%	71%	80%	--	S											
Strategic Workforce Solutions	20	37	15	7	20	58%	61%	80%	--	O										
Inclusion																				
City of Minneapolis Overall	27	40	16	10	8	67%	--	80%	76%	S										
Human Resources	28	31	14	11	16	59%	--	80%	76%	S										
Administration (Includes HRTS)	28	53	5	9	5	81%	--	80%	76%	S										
Employee Services	54	32	7	1	86%	--	80%	76%	S											
Strategic Workforce Solutions	14	20	22	16	28	34%	--	80%	76%	O										
My Career																				
City of Minneapolis Overall	16	41	21	13	9	58%	--	71%	--	S										
Human Resources	21	32	23	15	10	52%	--	71%	--	S										
Administration (Includes HRTS)	27	24	22	20	7	51%	--	71%	--	S										
Employee Services	41	29	20	7	70%	--	71%	--	S											
Strategic Workforce Solutions	6	37	24	16	16	44%	--	71%	--	O										

2014 My Minneapolis Employee Engagement Survey

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VI) Theme Summary

	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Performance Management								
City of Minneapolis Overall	31	43	13 8 5	74%	67%	84%	77%	S
Human Resources	36	39	12 5 7	75%	77%	84%	77%	S
Administration (Includes HRTS)	38	47	9 6	84%	83%	84%	77%	S
Employee Services	57	26	10 5	83%	85%	84%	77%	S
Strategic Workforce Solutions	24	42	15 7 12	66%	71%	84%	77%	S
Recognition								
City of Minneapolis Overall	13	37	23 15 11	50%	47%	66%	--	O
Human Resources	14	35	23 11 17	49%	59%	66%	--	O
Administration (Includes HRTS)	18	39	21 12 9	58%	77%	66%	--	
Employee Services	36	26	26 5 7	62%	73%	66%	--	
Strategic Workforce Solutions	38	22	15 26	38%	44%	66%	--	O
Work Environment								
City of Minneapolis Overall	22	44	14 12 8	66%	63%	76%	--	
Human Resources	27	36	14 13 10	63%	65%	76%	--	
Administration (Includes HRTS)	29	40	14 13 5	68%	75%	76%	--	S
Employee Services	52	27	11 7	78%	76%	76%	--	S
Strategic Workforce Solutions	12	39	16 16 16	52%	57%	76%	--	

VII) Item Summary

2014 My Minneapolis Employee Engagement Survey

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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			
Human Resources	48	21	27	17	19	17		48%	45%	63%	58%	O			
Administration (Includes HRTS)	11	27	27	9	36			55%	44%	63%	58%				
Employee Services	13	31	31	23	8	8		62%	50%	63%	58%				
Strategic Workforce Solutions	24	13	25	17	17	29		38%	43%	63%	58%	O			
32. I am proud to work for the City.															
City of Minneapolis Overall	2,407	36	40	16	6			75%	68%	90%	79%	S			
Human Resources	49	35	41	12	6	6		76%	73%	90%	79%	S			
Administration (Includes HRTS)	11	36	45	18				82%	90%	90%	79%	S			
Employee Services	14	57	21	14	7			79%	100%	90%	79%	S			
Strategic Workforce Solutions	24	21	50	17	8			71%	54%	90%	79%	S			
33. I would recommend the City as a great place to work.															
City of Minneapolis Overall	2,400	27	37	21	10	6		63%	53%	82%	69%				
Human Resources	49	20	33	24	8	14		53%	51%	82%	69%				
Administration (Includes HRTS)	11	27	27	18	18	9		55%	60%	82%	69%				
Employee Services	14	43	21	29	7			64%	64%	82%	69%				
Strategic Workforce Solutions	24	42	25	8	21			46%	42%	82%	69%	O			

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VII) Item Summary

 Indicates Priority Item for Your Group

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

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

City of Minneapolis Overall	2,413	25	38	20	11	6	62%	54%	81%	71%	
Human Resources	49	18	31	27	14	10	49%	60%	81%	71%	O
Administration (Includes HRTS)	11	27	27	18	18	9	55%	70%	81%	71%	
Employee Services	14	36	29	21	7	7	64%	91%	81%	71%	
Strategic Workforce Solutions	24	33	33	17	13		38%	42%	81%	71%	O

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
Human Resources	44	36	45	11	5		82%	98%	86%	65%	S
Administration (Includes HRTS)	10	50	40	10			90%	100%	86%	65%	S
Employee Services	13	69	31				100%	91%	86%	65%	S
Strategic Workforce Solutions	21	10	57	19	5	10	67%	100%	86%	65%	S

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

City of Minneapolis Overall	2,074	16	33	25	16	9	49%	50%	69%	65%	O
Human Resources	42	29	38	21	5	7	67%	93%	69%	65%	S
Administration (Includes HRTS)	10	30	60	10			90%	100%	69%	65%	S
Employee Services	12	58	17	17	8		75%	91%	69%	65%	S
Strategic Workforce Solutions	20	10	40	30	10	10	50%	91%	69%	65%	O

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VII) Item Summary

Indicates Priority Item for Your Group

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

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

City of Minneapolis Overall	2,011	14	29	33	14	10	43%	40%	66%	55%	O
Human Resources	44	20	30	30	14	7	50%	86%	66%	55%	O
Administration (Includes HRTS)	10	30	30	20	20		60%	89%	66%	55%	
Employee Services	13	38	31	23	8		69%	91%	66%	55%	S
Strategic Workforce Solutions	21	5	29	38	14	14	33%	83%	66%	55%	O

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%	
Human Resources	50	16	34	16	16	18	50%	60%	73%	61%	O
Administration (Includes HRTS)	11	18	36	36	9		55%	90%	73%	61%	
Employee Services	14	43	43	7	7		86%	82%	73%	61%	S
Strategic Workforce Solutions	25	28	12	28	32		28%	38%	73%	61%	O

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
Human Resources	49	27	29	18	16	10	55%	87%	82%	--	
Administration (Includes HRTS)	10	30	20	30	20		50%	90%	82%	--	O
Employee Services	14	43	29	21	7		71%	100%	82%	--	S
Strategic Workforce Solutions	25	16	32	24	16	12	48%	79%	82%	--	O

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	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Communications												
13.	There is open and honest two-way communication at the City.											
City of Minneapolis Overall	2,408	10	28	22	20	19	38%	--	59%	59%	O	
Human Resources	50	12	18	30	18	22	30%	--	59%	59%	O	
Administration (Includes HRTS)	11	18	18	18	27	18	36%	--	59%	59%	O	
Employee Services	14	29	36	21	7	7	64%	--	59%	59%		
Strategic Workforce Solutions	25	8	40	20	32		8%	--	59%	59%	O	
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	
Human Resources	50	16	38	8	22	16	54%	49%	78%	75%		
Administration (Includes HRTS)	11	9	55	9	27		64%	60%	78%	75%		
Employee Services	14	50	36	7	7		86%	73%	78%	75%	S	
Strategic Workforce Solutions	25	32	8	28	32		32%	33%	78%	75%	O	
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	
Human Resources	50	20	44	16	10	10	64%	55%	84%	--		
Administration (Includes HRTS)	11	18	73	9			91%	90%	84%	--	S	
Employee Services	14	57	21	14	7		79%	40%	84%	--	S	
Strategic Workforce Solutions	25	44	20	16	20		44%	45%	84%	--	O	

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	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity		
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
Human Resources	50	22	40	8	18	12	62%	60%	83%	76%	
Administration (Includes HRTS)	11	18	55	9	18		73%	80%	83%	76%	S
Employee Services	14	64	29	7			93%	73%	83%	76%	S
Strategic Workforce Solutions	25	40	12	24	24		40%	46%	83%	76%	O
17. <input type="checkbox"/> 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%	
Human Resources	50	18	28	20	22	12	46%	66%	72%	65%	O
Administration (Includes HRTS)	11	18	45	9	27		64%	80%	72%	65%	
Employee Services	14	50	21	14	7	7	71%	90%	72%	65%	S
Strategic Workforce Solutions	25	24	28	28	20		24%	50%	72%	65%	O
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%	
Human Resources	50	20	24	20	22	14	44%	69%	69%	63%	O
Administration (Includes HRTS)	11	27	36	27	9		64%	80%	69%	63%	
Employee Services	14	50	14	29	7		64%	91%	69%	63%	
Strategic Workforce Solutions	25	24	24	28	24		24%	54%	69%	63%	O

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Customer Service

19. Customer problems get corrected quickly.

City of Minneapolis Overall	2,308	21	45	22	7	5	66%	59%	75%	74%	S
Human Resources	50	18	22	28	18	14	40%	75%	75%	74%	O
Administration (Includes HRTS)	11	9	27	18	18	27	36%	80%	75%	74%	O
Employee Services	14	50	14	14	21		64%	90%	75%	74%	
Strategic Workforce Solutions	25	24	40	16	16		28%	67%	75%	74%	O

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%	
Human Resources	49	24	29	14	16	16	53%	69%	72%	59%	
Administration (Includes HRTS)	11	27	45	18	9		73%	70%	72%	59%	S
Employee Services	14	43	29	21	7		71%	82%	72%	59%	S
Strategic Workforce Solutions	24	13	21	8	29	29	33%	63%	72%	59%	O

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%	
Human Resources	50	28	28	14	10	20	56%	63%	81%	68%	
Administration (Includes HRTS)	11	36	27	18	18		64%	67%	81%	68%	
Employee Services	14	50	36	7	7		86%	91%	81%	68%	S
Strategic Workforce Solutions	25	12	24	16	20	28	36%	48%	81%	68%	O

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	Valid Returns	Percent Favorable					Percent Neutral	Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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%					
Human Resources	49	24	18	20	16	20	43%	53%	80%	73%	O				
Administration (Includes HRTS)	10	30	30	30	10		60%	80%	80%	73%					
Employee Services	14	50	21	14	7	7	71%	73%	80%	73%	S				
Strategic Workforce Solutions	25	8	12	20	24	36	20%	33%	80%	73%	O				
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				
Human Resources	49	31	35	6	16	12	65%	69%	89%	77%					
Administration (Includes HRTS)	11	36	55	9			91%	80%	89%	77%	S				
Employee Services	13	69	23	8			92%	82%	89%	77%	S				
Strategic Workforce Solutions	25	8	32	12	24	24	40%	58%	89%	77%	O				
5. <input type="checkbox"/> I have confidence in the future of my department.															
City of Minneapolis Overall	2,418	25	35	16	12	11	60%	45%	83%	68%					
Human Resources	50	22	28	18	14	18	50%	53%	83%	68%	O				
Administration (Includes HRTS)	11	27	27	27	18		55%	70%	83%	68%					
Employee Services	14	43	43	7	7		86%	73%	83%	68%	S				
Strategic Workforce Solutions	25	8	20	20	28	24	28%	38%	83%	68%	O				

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	Valid Returns	Percent Favorable					Percent Neutral	Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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%				
Human Resources	50	16	38	26	6	14		54%	56%	76%	70%				
Administration (Includes HRTS)	11	27	55	9	9			82%	40%	76%	70%			S	
Employee Services	14	36	29	14	14	7		64%	82%	76%	70%				
Strategic Workforce Solutions	25	36	40			20		36%	50%	76%	70%			O	
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%				
Human Resources	50	16	32	20	16	16		48%	49%	74%	67%			O	
Administration (Includes HRTS)	11	27	36	27	9			64%	70%	74%	67%				
Employee Services	14	36	21	29	7	7		57%	55%	74%	67%				
Strategic Workforce Solutions	25	36	24	16		24		36%	38%	74%	67%			O	
30. My ideas and suggestions count.															
City of Minneapolis Overall	2,394	16	35	21	14	14		51%	--	74%	64%				
Human Resources	50	22	30	20	12	16		52%	--	74%	64%				
Administration (Includes HRTS)	11	27	45	18	9			73%	--	74%	64%				
Employee Services	14	43	21	29	7			64%	--	74%	64%				
Strategic Workforce Solutions	25	8	28	24	16	24		36%	--	74%	64%			O	

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	Valid Returns	Percent Favorable					Percent Neutral	Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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			
Human Resources	48	17	27	19	15	23		44%	49%	63%	--	O			
Administration (Includes HRTS)	10	20	30	20	20	10		50%	70%	63%	--	O			
Employee Services	14	36	36	14	14			71%	55%	63%	--	S			
Strategic Workforce Solutions	24	21	21	13	42			25%	38%	63%	--	O			
25. In my department, all employees have equal opportunity for advancement.															
City of Minneapolis Overall	2,323	13	31	17	19	19		44%	41%	56%	75%	O			
Human Resources	49	18	27	6	20	29		45%	51%	56%	75%	O			
Administration (Includes HRTS)	11	18	36	9	27	9		55%	50%	56%	75%				
Employee Services	14	29	43	7	14	7		71%	64%	56%	75%				
Strategic Workforce Solutions	24	13	13	21	50			25%	46%	56%	75%	O			
26. My immediate supervisor treats employees fairly.															
City of Minneapolis Overall	2,400	37	37	11	8	7		74%	69%	83%	75%	S			
Human Resources	50	34	36	8	6	16		70%	71%	83%	75%				
Administration (Includes HRTS)	11	27	55	9	9			82%	90%	83%	75%	S			
Employee Services	14	57	21	14	7			79%	91%	83%	75%	S			
Strategic Workforce Solutions	25	24	36	8	8	24		60%	54%	83%	75%				

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	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity		
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
Human Resources	49	29	41	8	10	12	69%	60%	83%	68%	
Administration (Includes HRTS)	10	30	50	10	10		80%	80%	83%	68%	S
Employee Services	14	57	14	14	14		71%	55%	83%	68%	S
Strategic Workforce Solutions	25	12	52	8	24		64%	54%	83%	68%	
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%	
Human Resources	50	24	32	10	10	24	56%	49%	75%	69%	
Administration (Includes HRTS)	11	45	9	36	9		55%	70%	75%	69%	
Employee Services	14	43	36	14	7		79%	36%	75%	69%	S
Strategic Workforce Solutions	25	40	12	40			44%	46%	75%	69%	O
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
Human Resources	49	24	33	6	16	20	57%	52%	85%	--	
Administration (Includes HRTS)	10	30	30	30	10		60%	70%	85%	--	
Employee Services	14	57	36	7			93%	60%	85%	--	S
Strategic Workforce Solutions	25	32	12	20	32		36%	41%	85%	--	O

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	Valid Returns	Percent Favorable					Percent Neutral	Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Ethics															
37. My Department Leadership complies with the City's Ethics in Government Code.															
City of Minneapolis Overall	2,275	26	45	16	7	7	71%	62%	86%	--	S				
Human Resources	47	28	34	6	13	19	62%	67%	86%	--					
Administration (Includes HRTS)	10	30	30	30	10		60%	70%	86%	--					
Employee Services	14	64	21	7	7		86%	90%	86%	--	S				
Strategic Workforce Solutions	23	43	9	13	30		48%	57%	86%	--	O				
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				
Human Resources	48	35	31	15	8	10	67%	49%	79%	--	S				
Administration (Includes HRTS)	10	40	30	30			70%	60%	79%	--	S				
Employee Services	14	57	21	14	7		79%	55%	79%	--	S				
Strategic Workforce Solutions	24	21	38	8	17	17	58%	42%	79%	--					
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				
Human Resources	49	29	39	10	10	12	67%	66%	77%	69%					
Administration (Includes HRTS)	10	30	40	10	20		70%	80%	77%	69%					
Employee Services	14	50	36	14			86%	73%	77%	69%	S				
Strategic Workforce Solutions	25	16	40	16	24		56%	57%	77%	69%					

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	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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
Human Resources	48	25	38	15 8 15	63%	64%	77%	--	
Administration (Includes HRTS)	10	20	50	10 20	70%	80%	77%	--	
Employee Services	14	43	43	7 7	86%	64%	77%	--	S
Strategic Workforce Solutions	24	17	29	21 8 25	46%	58%	77%	--	O
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
Human Resources	49	41	37	8 12	78%	82%	86%	--	S
Administration (Includes HRTS)	10	30	60	10	90%	100%	86%	--	S
Employee Services	14	71	14	7 7	86%	82%	86%	--	S
Strategic Workforce Solutions	25	28	40	12 20	68%	75%	86%	--	
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
Human Resources	49	27	43	12 8 10	69%	76%	81%	78%	S
Administration (Includes HRTS)	10	20	60	20	80%	80%	81%	78%	
Employee Services	14	43	36	7 7 7	79%	82%	81%	78%	S
Strategic Workforce Solutions	25	20	40	20 16	60%	71%	81%	78%	

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	Valid Returns	Percent Favorable			Percent Neutral			Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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				
Human Resources	49	35	22	14	12	16	57%	--	83%	77%					
Administration (Includes HRTS)	10	30	60	10			90%	--	83%	77%	S				
Employee Services	14	71	21	7			93%	--	83%	77%	S				
Strategic Workforce Solutions	25	16	8	28	20	28	24%	--	83%	77%	O				
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				
Human Resources	48	31	27	17	10	15	58%	78%	78%	79%					
Administration (Includes HRTS)	11	27	45	18	9		73%	70%	78%	79%	S				
Employee Services	14	57	29	7	7		86%	100%	78%	79%	S				
Strategic Workforce Solutions	23	17	17	22	17	26	35%	71%	78%	79%	O				
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%					
Human Resources	48	19	42	17	8	15	60%	57%	74%	68%					
Administration (Includes HRTS)	11	27	55	18			82%	70%	74%	68%	S				
Employee Services	14	36	43	14	7		79%	80%	74%	68%	S				
Strategic Workforce Solutions	23	35	26	9	26		39%	42%	74%	68%	O				

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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		
Human Resources	49	29	33	8	12	18	61%	71%	82%	80%			
Administration (Includes HRTS)	11	27	55	9	9	82%	80%	82%	80%	S			
Employee Services	14	50	36	7	7	86%	100%	82%	80%	S			
Strategic Workforce Solutions	24	17	21	13	17	33	38%	54%	82%	80%	O		
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		
Human Resources	50	26	32	18	16	8	58%	--	80%	74%			
Administration (Includes HRTS)	11	27	27	18	18	9	55%	--	80%	74%			
Employee Services	14	43	29	14	14	71%	--	80%	74%	S			
Strategic Workforce Solutions	25	16	36	20	16	12	52%	--	80%	74%			
53. 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		
Human Resources	48	17	21	35	15	13	38%	40%	65%	58%	O		
Administration (Includes HRTS)	11	27	9	45	18	36%	44%	65%	58%	O			
Employee Services	13	31	31	23	8	8	62%	55%	65%	58%			
Strategic Workforce Solutions	24	21	38	17	21	25%	30%	65%	58%	O			

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	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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	
Human Resources	50	20	42	16	14	8	62%	64%	81%	76%		
Administration (Includes HRTS)	11	27	27	18	27		55%	80%	81%	76%		
Employee Services	14	50	29	14	7		79%	73%	81%	76%	S	
Strategic Workforce Solutions	25	56	16	12	16		56%	54%	81%	76%		
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	
Human Resources	50	18	26	22	20	14	44%	48%	57%	60%	O	
Administration (Includes HRTS)	11	27	9	27	27	9	36%	44%	57%	60%	O	
Employee Services	14	43	29	14	7	7	71%	64%	57%	60%	S	
Strategic Workforce Solutions	25	32	24	24	20		32%	42%	57%	60%	O	
56. I am satisfied with my access to training.												
City of Minneapolis Overall	2,409	15	43	21	13	8	58%	54%	73%	--		
Human Resources	50	22	38	22	8	10	60%	64%	73%	--		
Administration (Includes HRTS)	11	27	45	9	18		73%	80%	73%	--		
Employee Services	14	36	29	36			64%	91%	73%	--		
Strategic Workforce Solutions	25	12	40	24	12	12	52%	46%	73%	--		

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	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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
Human Resources	49	27	43	12 8 10	69%	76%	81%	78%	S
Administration (Includes HRTS)	10	20	60	20	80%	80%	81%	78%	
Employee Services	14	43	36	7 7 7	79%	82%	81%	78%	S
Strategic Workforce Solutions	25	20	40	20 16	60%	71%	81%	78%	
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
Human Resources	50	50	38	6 1	88%	89%	93%	84%	S
Administration (Includes HRTS)	11	55	45		100%	89%	93%	84%	S
Employee Services	14	79	14	7	93%	100%	93%	84%	S
Strategic Workforce Solutions	25	32	48	8 8	80%	83%	93%	84%	S
7. My immediate supervisor gives me useful feedback on how well I'm doing my job.									
City of Minneapolis Overall	2,389	33	37	12 10 7	70%	64%	79%	70%	S
Human Resources	49	33	35	18 10	67%	67%	79%	70%	S
Administration (Includes HRTS)	11	36	36	27	73%	80%	79%	70%	S
Employee Services	14	50	29	14 7	79%	73%	79%	70%	S
Strategic Workforce Solutions	24	21	38	17 8 17	58%	58%	79%	70%	

2014 My Minneapolis Employee Engagement Survey

Human Resources

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
Human Resources	49	14	31	27	14	14	45%	62%	63%	--	O
Administration (Includes HRTS)	11	18	27	36	9	9	45%	80%	63%	--	O
Employee Services	14	36	21	29	7	7	57%	73%	63%	--	
Strategic Workforce Solutions	24	38	21	21	21		38%	50%	63%	--	O
50. <input type="checkbox"/> I feel valued as an employee of the City.											
City of Minneapolis Overall	2,420	14	38	22	14	12	52%	46%	70%	65%	
Human Resources	50	14	40	20	6	20	54%	58%	70%	65%	
Administration (Includes HRTS)	11	18	45	18	9	9	64%	80%	70%	65%	
Employee Services	14	36	36	21	7		71%	91%	70%	65%	S
Strategic Workforce Solutions	25	40	20	8	32		40%	33%	70%	65%	O
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
Human Resources	50	14	34	22	14	16	48%	56%	65%	59%	O
Administration (Includes HRTS)	11	18	45	9	18	9	64%	70%	65%	59%	
Employee Services	14	36	21	29	7	7	57%	55%	65%	59%	
Strategic Workforce Solutions	25	36	24	16	24		36%	50%	65%	59%	O

2014 My Minneapolis Employee Engagement Survey

Human Resources

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	
Human Resources	48	48	38	8	1	85%	82%	87%	--	S	
Administration (Includes HRTS)	9	56	44			100%	89%	87%	--	S	
Employee Services	14	71	21	7		93%	82%	87%	--	S	
Strategic Workforce Solutions	25	32	44	12	8	76%	79%	87%	--	S	
44. Safety in the workplace is a high priority.											
City of Minneapolis Overall	2,378	32	45	14	5	5	76%	73%	85%	88%	S
Human Resources	48	27	31	31	6	1	58%	57%	85%	88%	
Administration (Includes HRTS)	11	27	36	27	9		64%	70%	85%	88%	
Employee Services	13	62	8	31			69%	73%	85%	88%	S
Strategic Workforce Solutions	24	8	42	33	8	8	50%	43%	85%	88%	O
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%	
Human Resources	49	24	31	8	24	12	55%	73%	66%	71%	
Administration (Includes HRTS)	11	18	45	18	18		64%	70%	66%	71%	
Employee Services	14	43	14	29	14		57%	91%	66%	71%	
Strategic Workforce Solutions	24	17	33	8	25	17	50%	67%	66%	71%	O

2014 My Minneapolis Employee Engagement Survey

Human Resources

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			
Human Resources	49	16	29	12	22	20	45%	31%	52%	52%	O			
Administration (Includes HRTS)	11	18	36	27	18	55%	40%	52%	52%					
Employee Services	14	43	29	21	7	71%	36%	52%	52%	S				
Strategic Workforce Solutions	24	25	13	29	33	25%	25%	52%	52%	O				
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%				
Human Resources	49	22	41	14	10	12	63%	76%	80%	75%				
Administration (Includes HRTS)	10	30	20	20	20	10	50%	90%	80%	75%	O			
Employee Services	14	36	50	7	7	86%	91%	80%	75%	S				
Strategic Workforce Solutions	25	12	44	16	12	16	56%	63%	80%	75%				
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				
Human Resources	50	24	46	10	12	8	70%	73%	85%	82%				
Administration (Includes HRTS)	11	27	55	18	82%	90%	85%	82%	S					
Employee Services	14	57	36	7	93%	82%	85%	82%	S					
Strategic Workforce Solutions	25	48	12	20	16	52%	63%	85%	82%					

VIII) Most Favorable/Most Unfavorable Summary

2014 My Minneapolis Employee Engagement Survey

Human Resources

VIII) Most Favorable/Most Unfavorable Summary

	2014 % Fav	2014 % Unfav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm
Most Favorable Items					
Human Resources					
6. I understand how my work links to the goals of the City.	88%	6%	89%	93%	84%
43. The City supports me via programs, resources, etc., in attaining my health and wellness goals.	85%	6%	82%	87%	--
8. I was given an opportunity to see/hear about the 2011-2012 Employee Engagement Survey results.	82%	7%	98%	86%	65%
41. My immediate supervisor supports my ongoing training and development.	78%	14%	82%	86%	--
32. I am proud to work for the City.	76%	12%	73%	90%	79%
26. My immediate supervisor treats employees fairly.	70%	22%	71%	83%	75%
48. The people I work with cooperate to get the job done.	70%	20%	73%	85%	82%
42. My immediate supervisor clearly communicates what I am expected to do.	69%	18%	76%	81%	78%
27. My performance on the job is evaluated fairly.	69%	22%	60%	83%	68%
9. I was given the opportunity to discuss my ideas about the results of the 2011-2012 Employee Engagement Survey.	67%	12%	93%	69%	65%
Most Unfavorable Items					
Human Resources					
25. In my department, all employees have equal opportunity for advancement.	45%	49%	51%	56%	75%
46. Where I work, we have enough people to get the work done.	45%	43%	31%	52%	52%
13. There is open and honest two-way communication at the City.	30%	40%	--	59%	59%
24. The process for selecting people for special assignments/projects is fair.	44%	38%	49%	63%	--
14. Where I work, we set clear standards for product/service quality.	54%	38%	49%	78%	75%
3. My Department Leadership has the ability to deal with the challenges we face.	43%	37%	53%	80%	73%
36. Where I work, people comply with the City's Ethics in Government Code.	57%	37%	52%	85%	--
45. I am satisfied with my overall physical work environment (e.g. ventilation, noise, lighting, space).	55%	37%	73%	66%	71%
18. Where I work, employees are getting the training and development needed to keep up with customer demands.	44%	36%	69%	69%	63%
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).	48%	35%	45%	63%	58%