

Performance & Analytics

Item #200:

2017 Employee Satisfaction Survey
Citywide Results for October 9, 2017

Survey Categories



Methodology

- **Survey Description**
 - **Survey Length: 48 questions (including demographic and transportation)**
 - **Duration: Approximately 10 minutes to complete**
- **Administration Methods**
 - **Survey Mediums: Web form & Paper**
 - **February – March 2017**
 - **Available to all employees**
 - **Available in English & Spanish**
- **Sample Size**
 - **4,580 surveys completed (40% of workforce)**
- **Survey demographics are very similar to the workforce demographics with regard to gender and race.**
- **Confidence Level: 95%**
- **Margin of error: At least 1.45%**

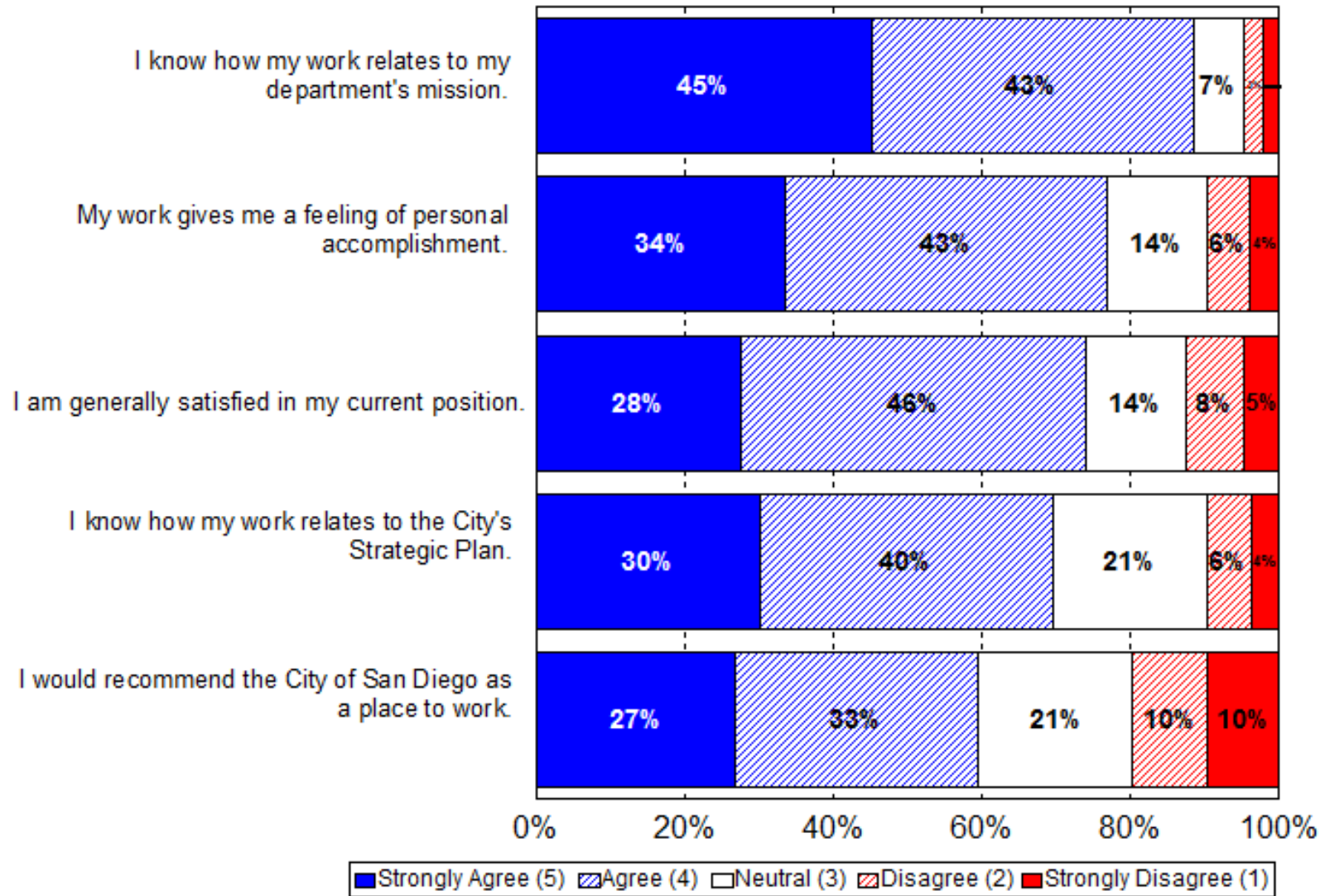
Survey Considerations

When reviewing survey results, please keep in mind the following:

- Responses may be based on both actual experience and/or perception
- The survey results do not reveal reasons for respondents' satisfaction levels
- Survey results can inform improvements in process, management, policy, communication, and employee engagement; all are important and may play a role in responses
- The survey may raise additional questions or generate further research by Performance & Analytics

Q1-5. Overall Satisfaction with Job Satisfaction

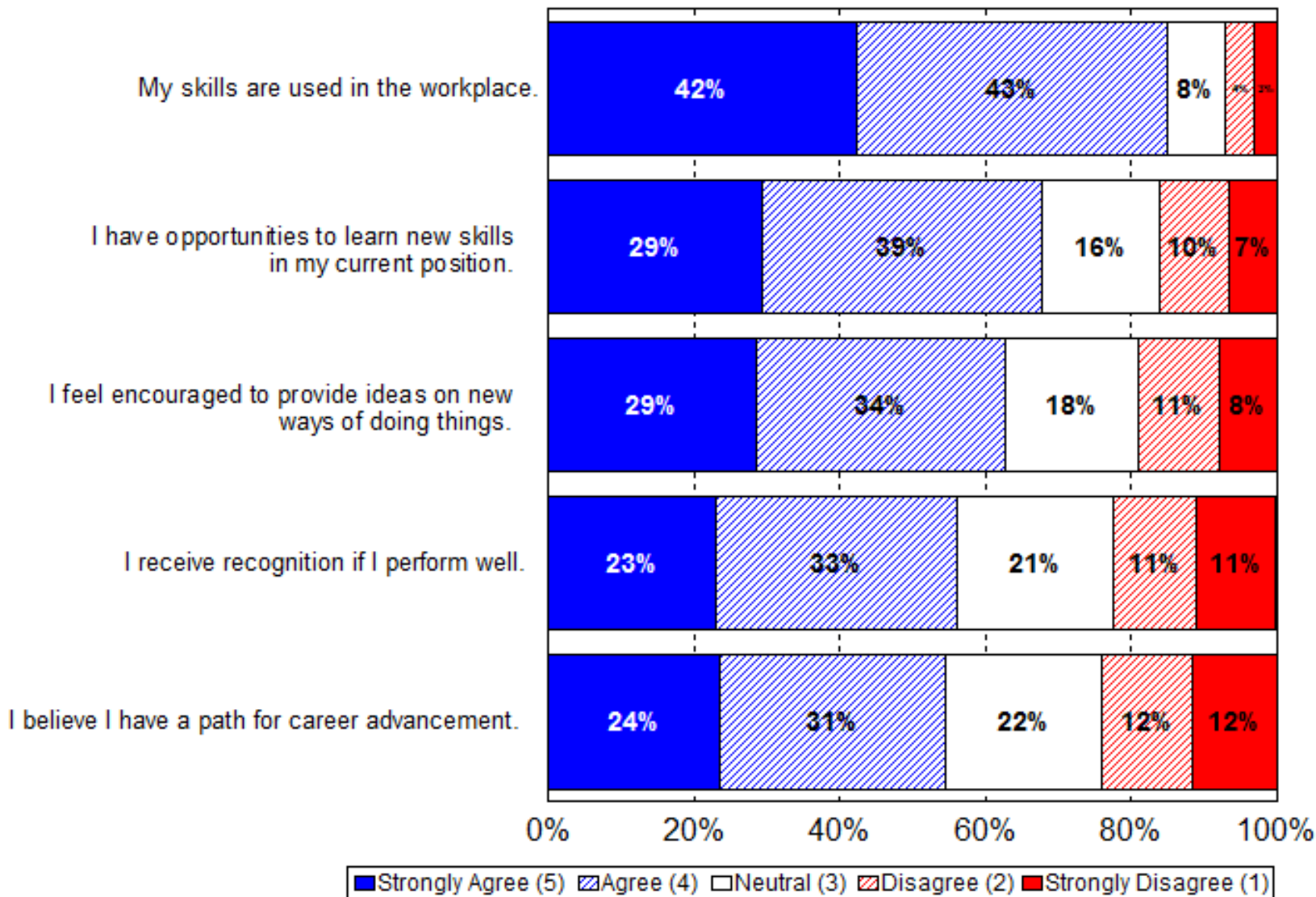
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2017)

Q7-11. Overall Satisfaction with Growth and Recognition

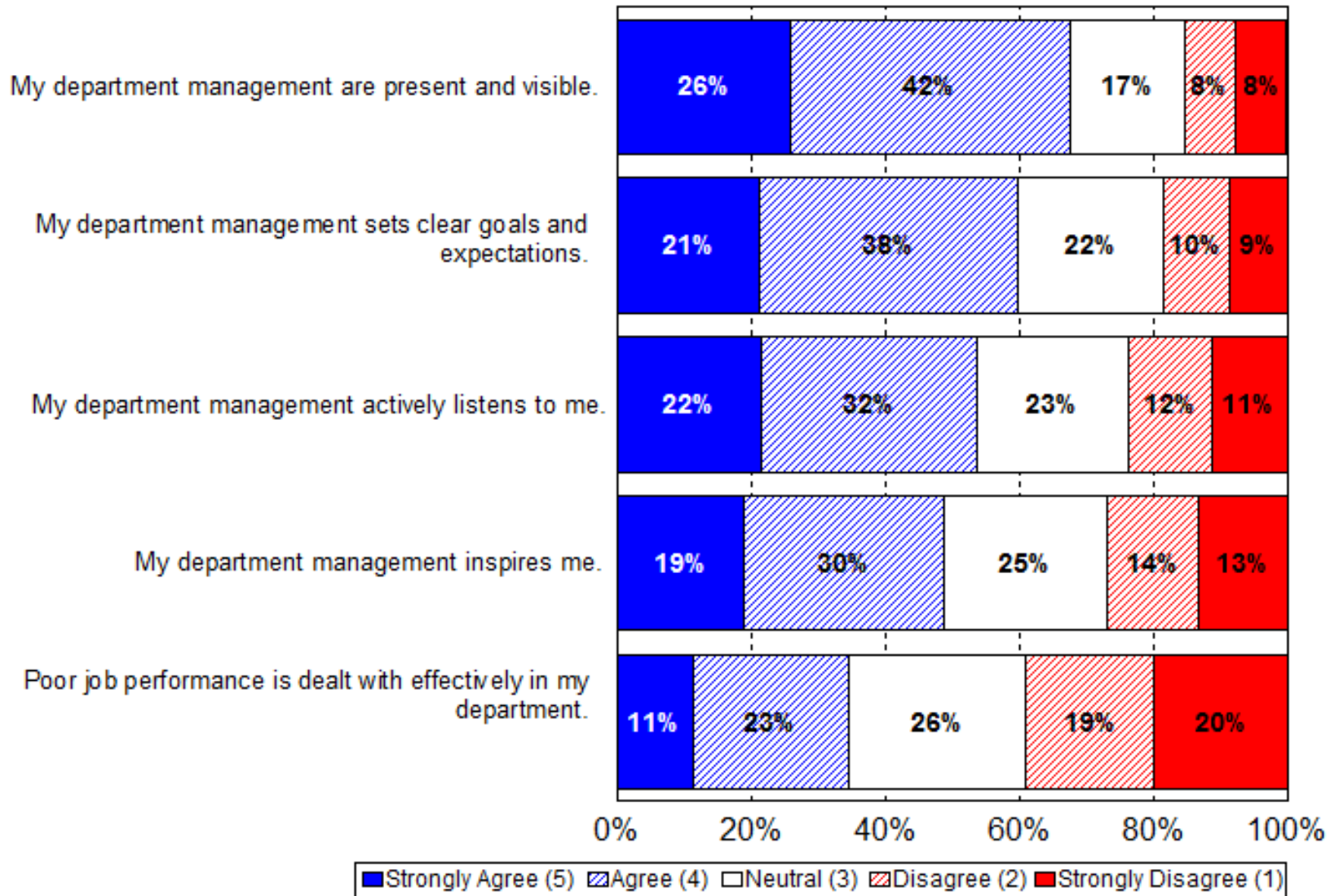
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2017)

Q13-17. Overall Satisfaction with Management

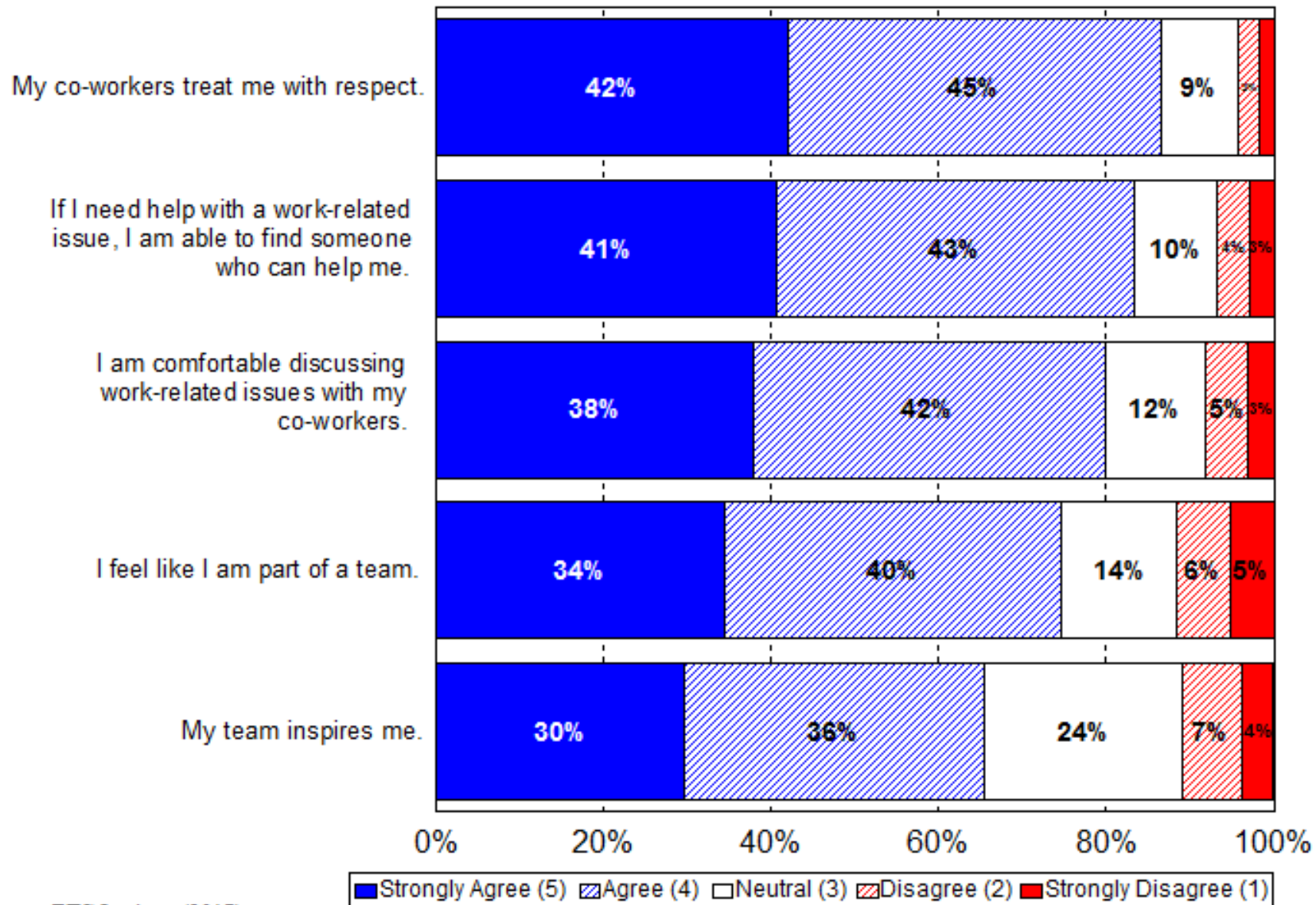
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2017)

Q19-23. Overall Satisfaction with Teamwork

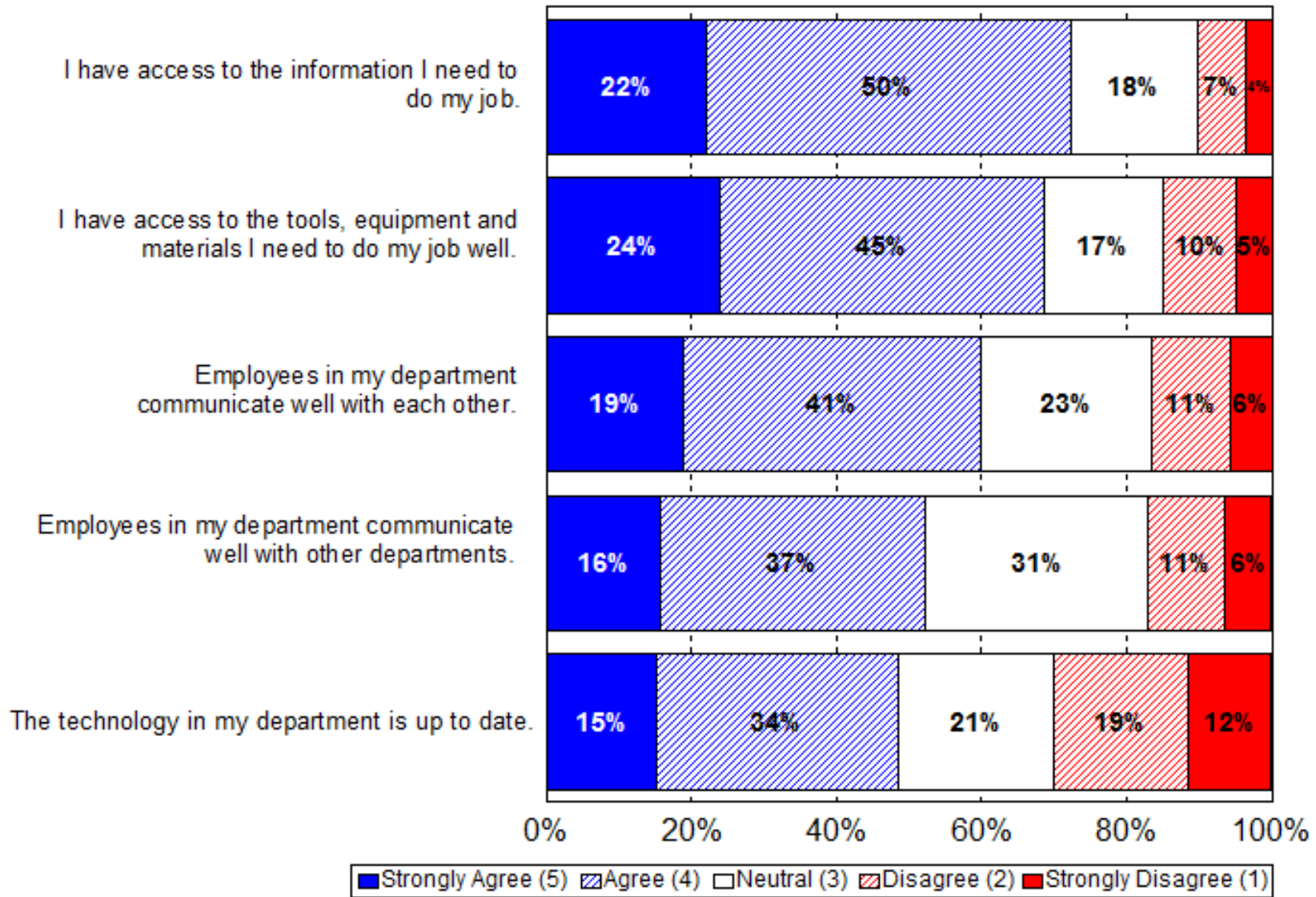
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2017)

Q25-29. Overall Satisfaction with Resources and Communication

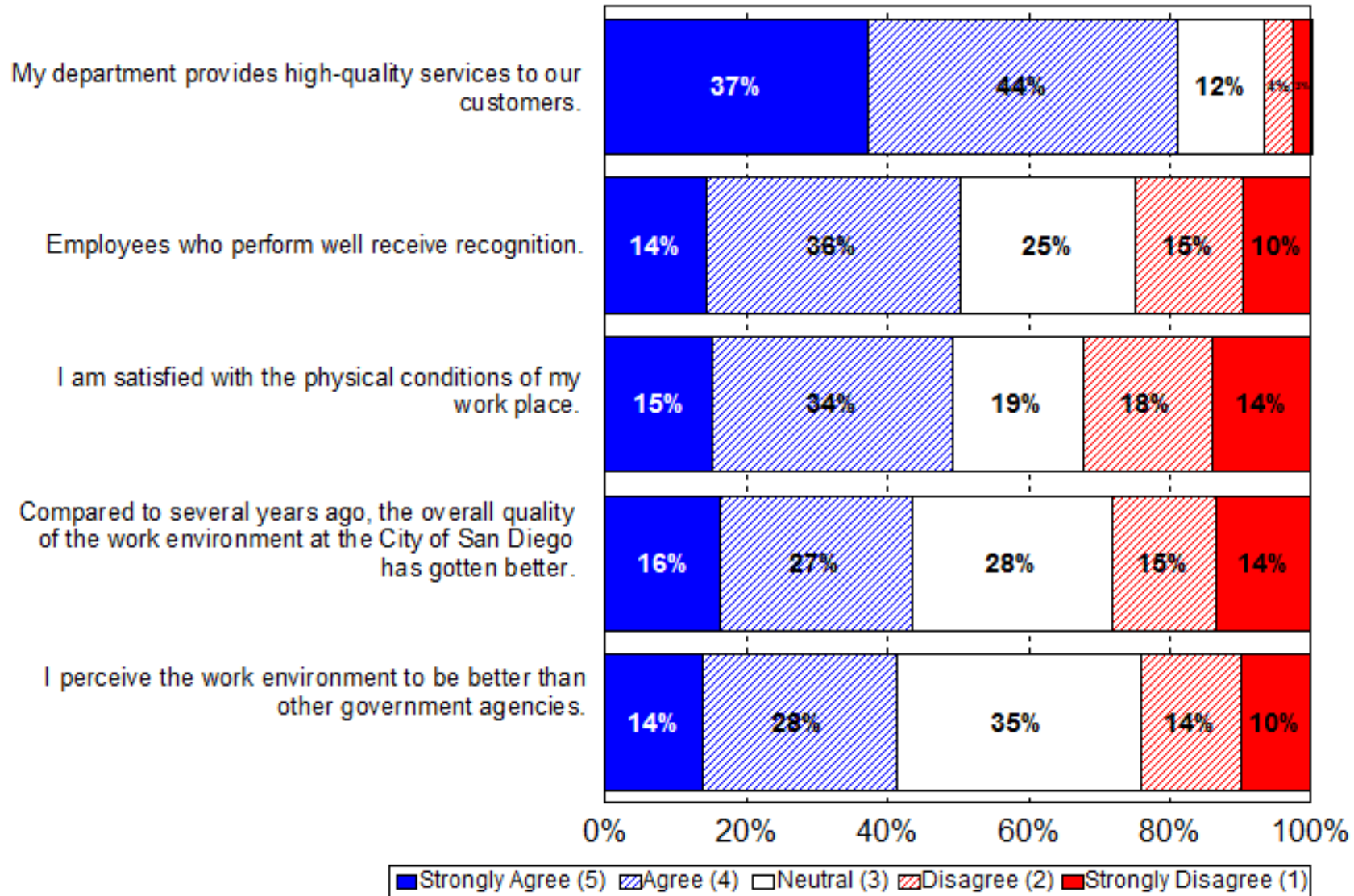
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2017)

Q31-35. Overall Satisfaction with Work Environment

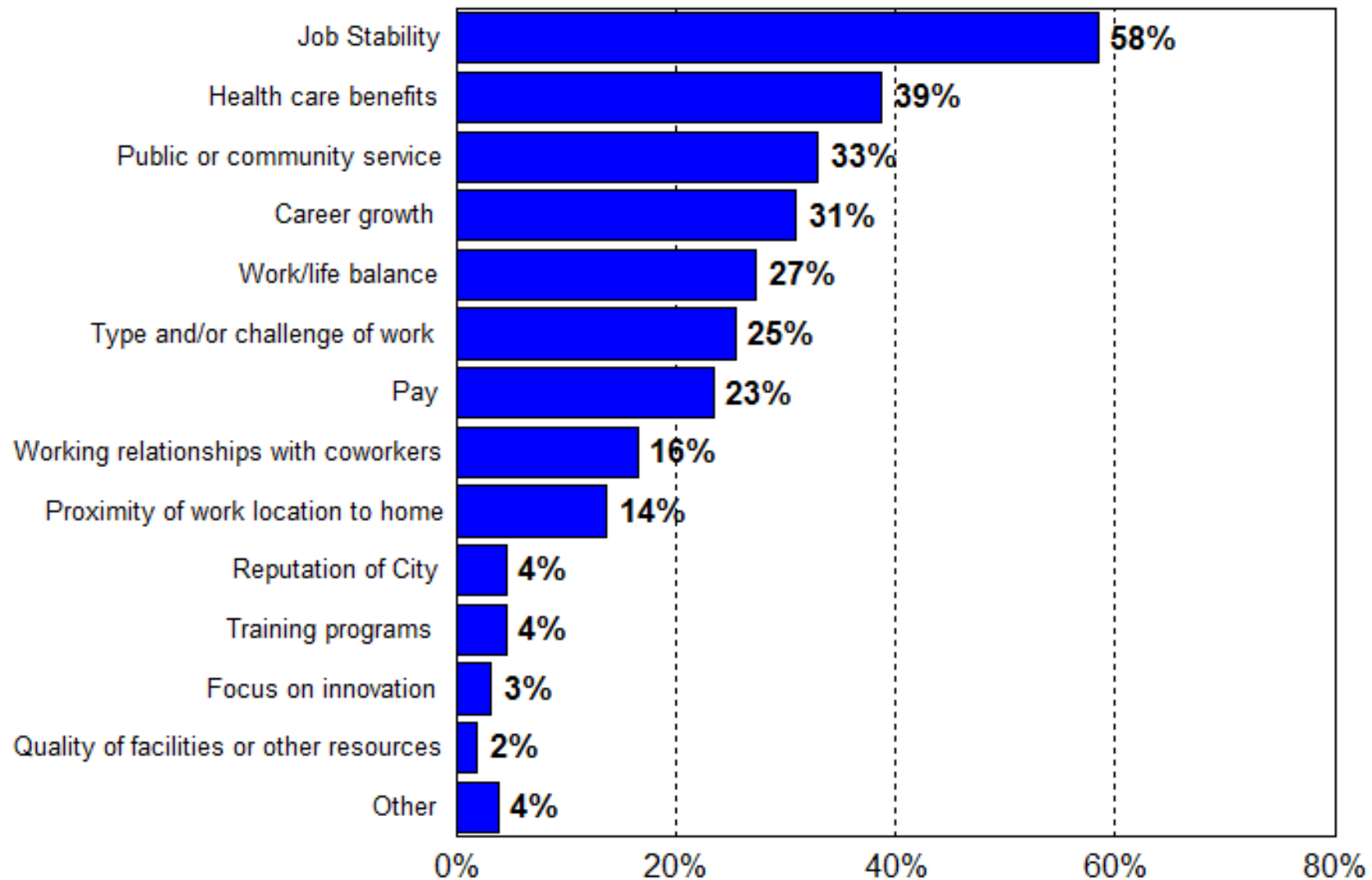
by percentage of respondents (Excluding "Don't Know")



Source: ETC Institute (2017)

Q37. Which THREE of the following criteria are motivators for you to work for the City of San Diego?

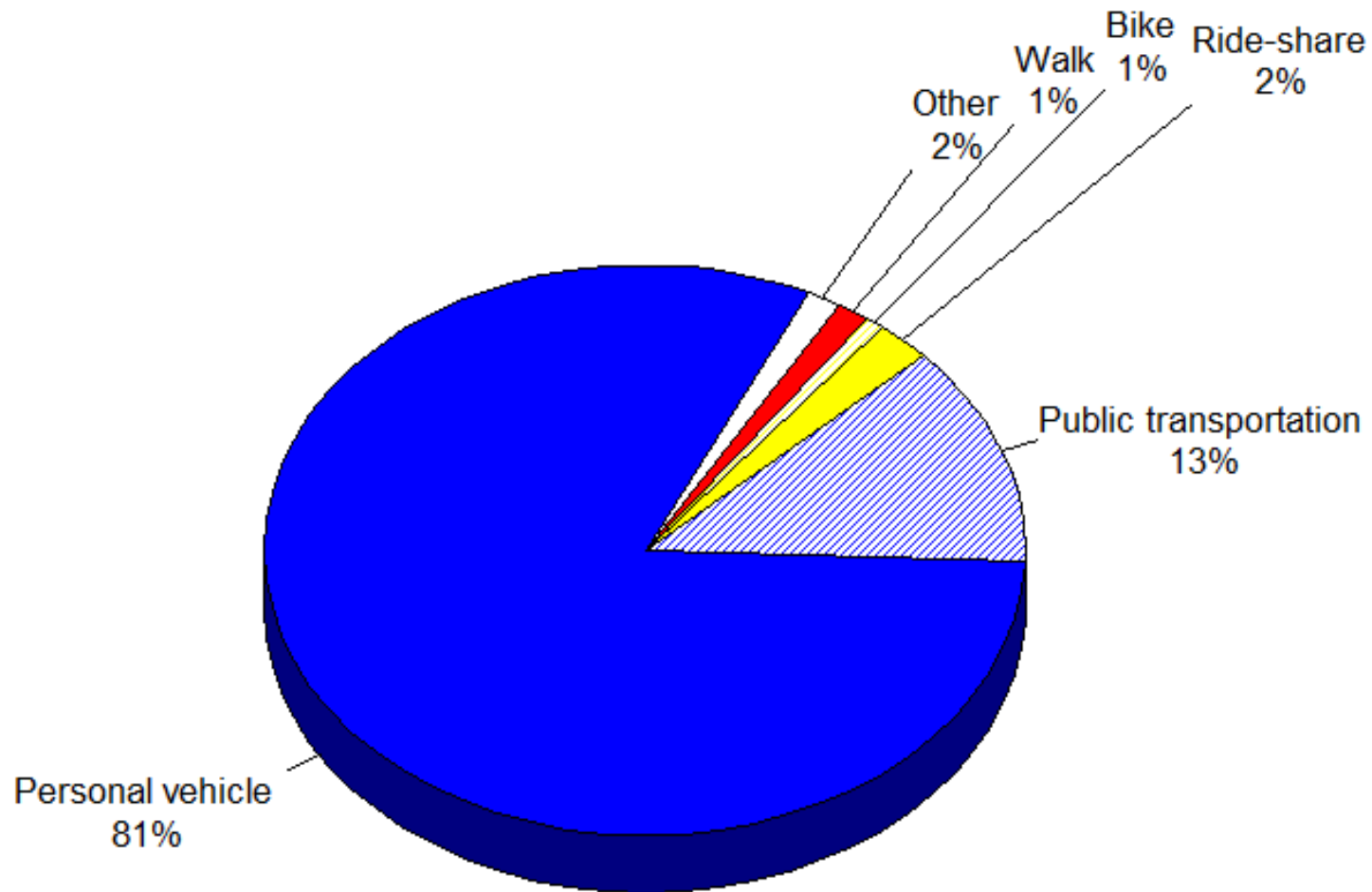
by percentage of respondents top three choices



Source: ETC Institute (2017)

Q38. How do you usually get to work?

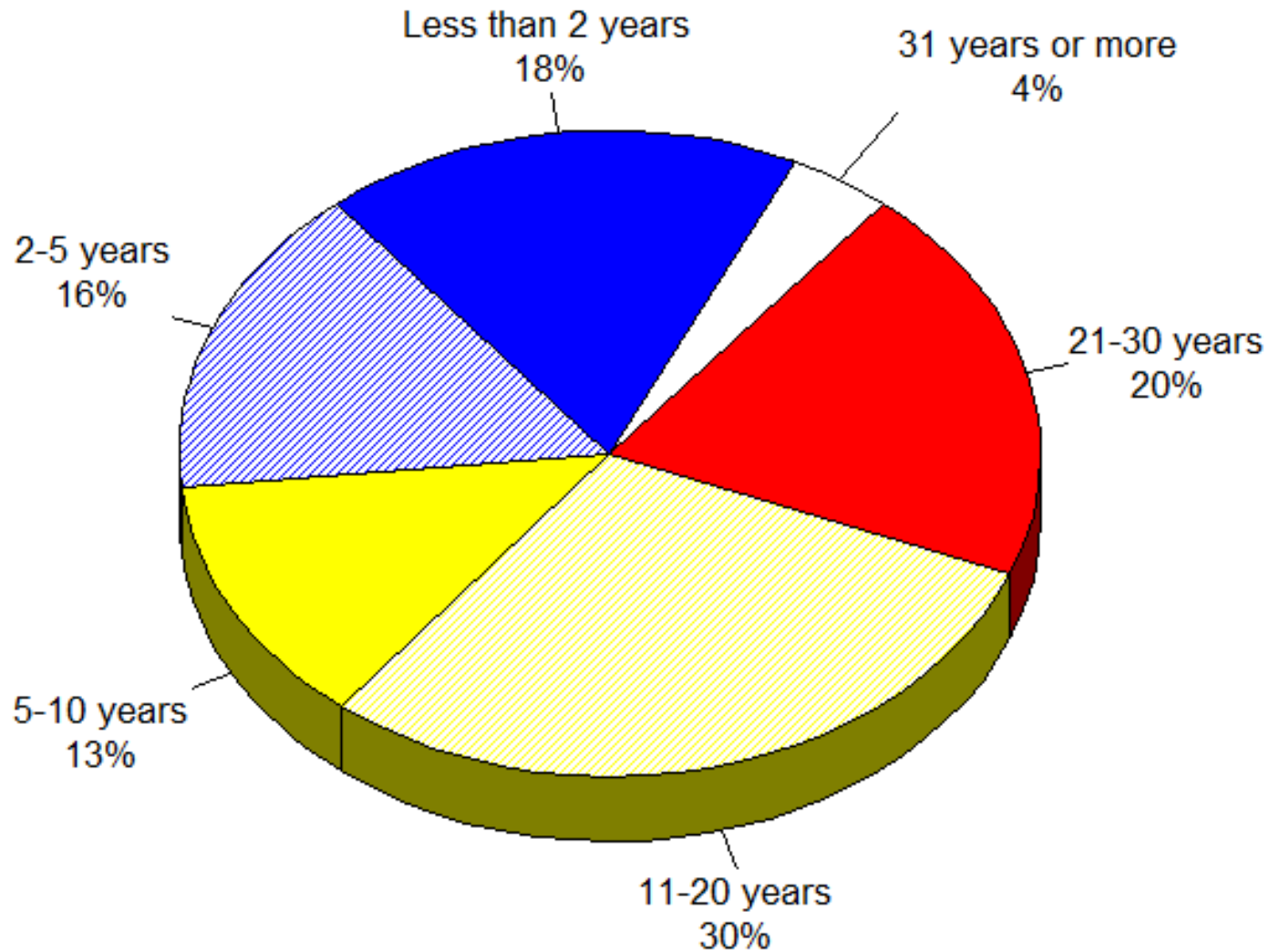
by percentage of respondents (Without "Not Provided")



Source: ETC Institute (2017)

Q43. How many years have you been employed by the City of San Diego?

by percentage of respondents (Without "Not Provided")



Source: ETC Institute (2017)

Summary

- **The survey response rate was high for initial effort, and provides a good benchmark for future surveys.**
- **Areas receiving the HIGHEST satisfaction ratings:**
 - Knowing how work relates to department's mission
 - Work gives employees a feeling of personal accomplishment & skills are used in the workplace
 - Coworkers treat each other with respect & communicate well
- **Areas receiving the LOWEST satisfaction ratings:**
 - Quality of work environment / physical conditions
 - Poor performance being dealt with effectively
 - Technology being up-to-date
- **Employees are motivated by:**
 - Job stability
 - Health care benefits
 - Public/community service (making a difference)



Questions?