

2022 Satisfaction Survey Results Summary

Overview of Open-ended Responses

The survey contained three questions (Q3, Q19, Q24) that allowed employees to provide open-ended responses. In total, 327 responses were received. A quantitative analysis was conducted on the responses and grouped in accordance with an overarching theme. They were further divided by subcategories relevant to each respective theme. For example, the “Compensation” theme is divided into subcategories depending on whether the comment was relevant to “Pay, “Pay Plan”, or “Benefits”.

Several individual comments touched on multiple themes. To ensure comments that discussed more than one topic were recorded appropriately, these comments were duplicated. For example, if an employee’s comment pertained to both “Compensation” and “Professional Development”, it was recorded under both themes.

This method was used to provide a framework for the data contained within the open-ended responses and improve our ability to identify and address key issues important to employees. Below, you will find definitions of each theme identified in the open-ended responses. A full summary of the subcategories is also listed. The number of comments relevant to each theme and subcategory is made available in the survey responses under each open-response question summary.

Theme Definitions

Compensation – Employee comments pertaining to pay, pay rate, the pay plan, or benefits

- *Pay* – comments that specifically identify pay rates as an issue
- *Pay Plan* – comments pertaining to step increases, or the employee pay plan in general
- *Benefits* – comments pertaining to benefits such as health, dental or vision insurance, holiday pay, etc.

Leadership – Employee comments pertaining to management/supervisor issues, communication between leadership and employees, organizational structure, appreciation from leadership, and culture

- *Management/Supervisor* – comments pertaining to issues with department management, or direct supervisors
- *Communication* – comments related to communication issues between the organization and employees, or communication within departments or other co-workers
- *Organizational Structure* – comments related to concerns about how departments, or the organization is structured
- *Acknowledgment/Appreciation* – comments related to appreciation or acknowledgement from organizational leadership, department directors or supervisors
- *Culture* – Comments pertaining to the work culture of the organization or department

Professional Development – Employee comments pertaining to job knowledge, skills development, and training to improve on an employee’s current position, or to advance in their careers

- *Career Advancement* – comments related to technical training or opportunities to advance to new positions within the organization

- *Training/Growth* – comments pertaining to opportunities that would help employees improve in their current positions

Work Environment – Employee comments pertaining to day-to-day work such as staffing, workload, morale, work/life balance and equipment/technology issues

- *Staffing* – comments related to sufficient staffing in the employee’s department
- *Workload* – comments related to excessive or increased employee workload. e.g., feelings of having too much to do, or not enough coverage to handle all tasks
- *Morale* – comments pertaining to a declining or low morale within workgroups or a department
- *Department Change and Accountability* – comments related to department-specific changes or current issues that have not been addressed and are contributing to a poor work environment
- *Work/Life Balance* – comments that identify work/life balance as an issue, or suggest including more flexibility in how and where employees perform their work
- *Equipment/Technology* – comments that identify non-existent or inadequate equipment to perform an employee’s job, including technology

Organizational Policy – Employee comments pertaining to organization-wide policies such as COVID-19 policies, seasonal employees, and onboarding processes

- *COVID-19 Policies* – employee identified issues that have resulted based on the organization’s current COVID-19 response policies
- *Seasonal Employees* – policy or structural issues identified by seasonal employees
- *Onboarding* – employee concerns with the onboarding process and the request for more initial training on processes or technology

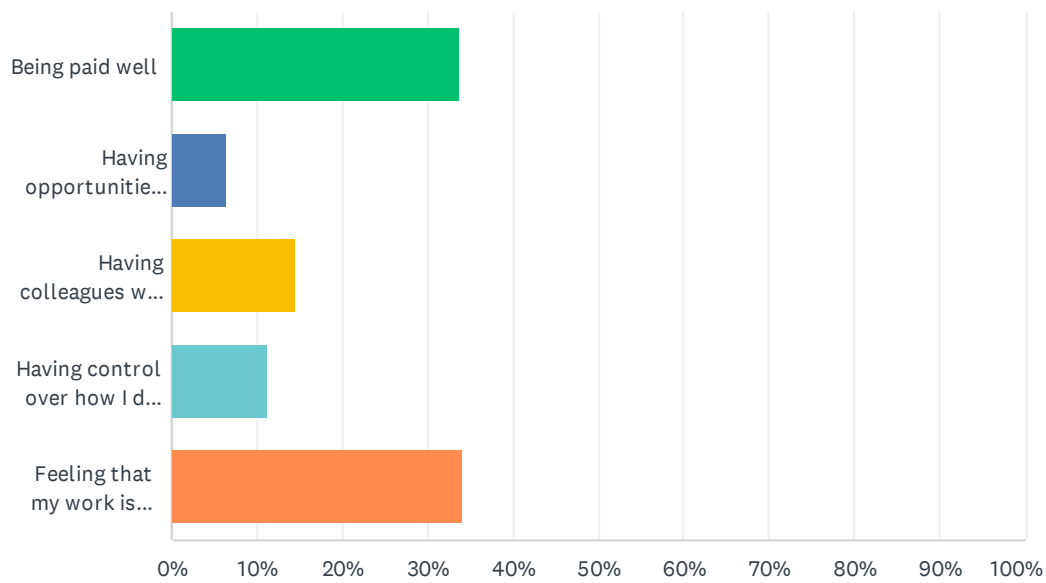
Positive Feedback – Employee comments that are generally considered something positive an employee likes about their position, the survey, or the organization

Miscellaneous – Any comment that does not pertain to a specific theme. A simple “thank you” or “N/A” response, for example, would fall under this category

Satisfaction Survey

Q1 The most important factor in my overall happiness in the workplace is:

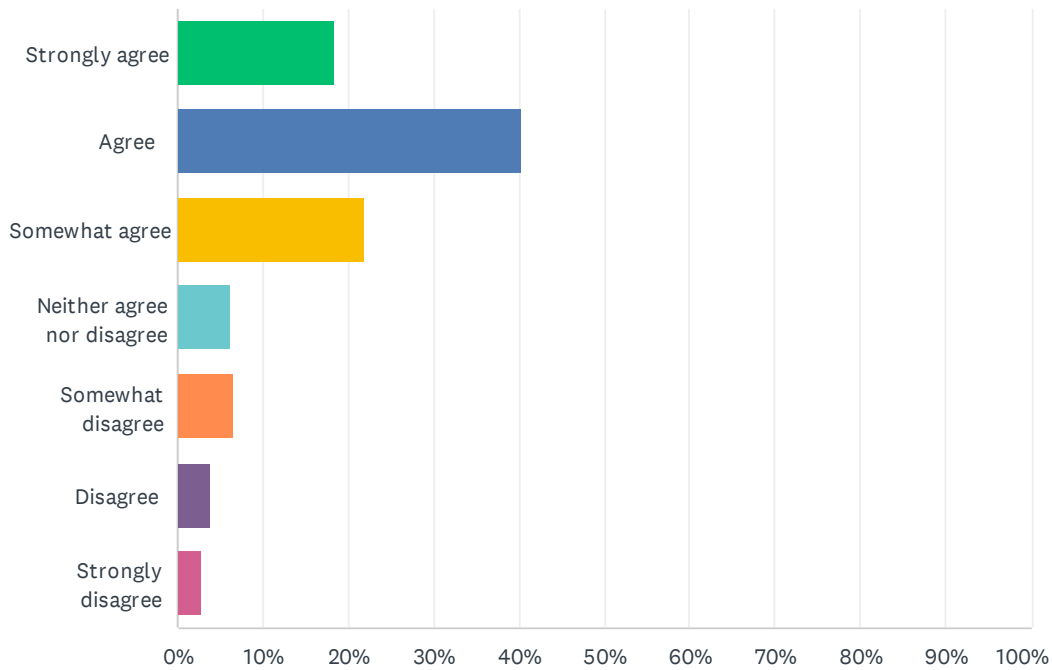
Answered: 387 Skipped: 2



ANSWER CHOICES	RESPONSES	
Being paid well	33.59%	130
Having opportunities to advance	6.46%	25
Having colleagues who value my work	14.47%	56
Having control over how I do my work	11.37%	44
Feeling that my work is meaningful	34.11%	132
TOTAL		387

Q2 I am satisfied in my current position.

Answered: 388 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	18.30%	71
Agree	40.21%	156
Somewhat agree	21.91%	85
Neither agree nor disagree	6.19%	24
Somewhat disagree	6.70%	26
Disagree	3.87%	15
Strongly disagree	2.84%	11
TOTAL		388

Q3 If you are not satisfied with your job, please explain below.

Answered: 123

Work Environment – 43 comments

Subcategory	# of Comments
Staffing	12
Workload	17
Department Change and Accountability	8
Work/Life Balance	6

Leadership – 52 comments

Subcategory	# of Comments
Management/Supervisor	25
Communication	8
Organizational Structure	4
Acknowledgment/Appreciation	15

Compensation – 32 comments

Subcategory	# of Comments
Pay	23
Pay Plan	5
Benefits	4

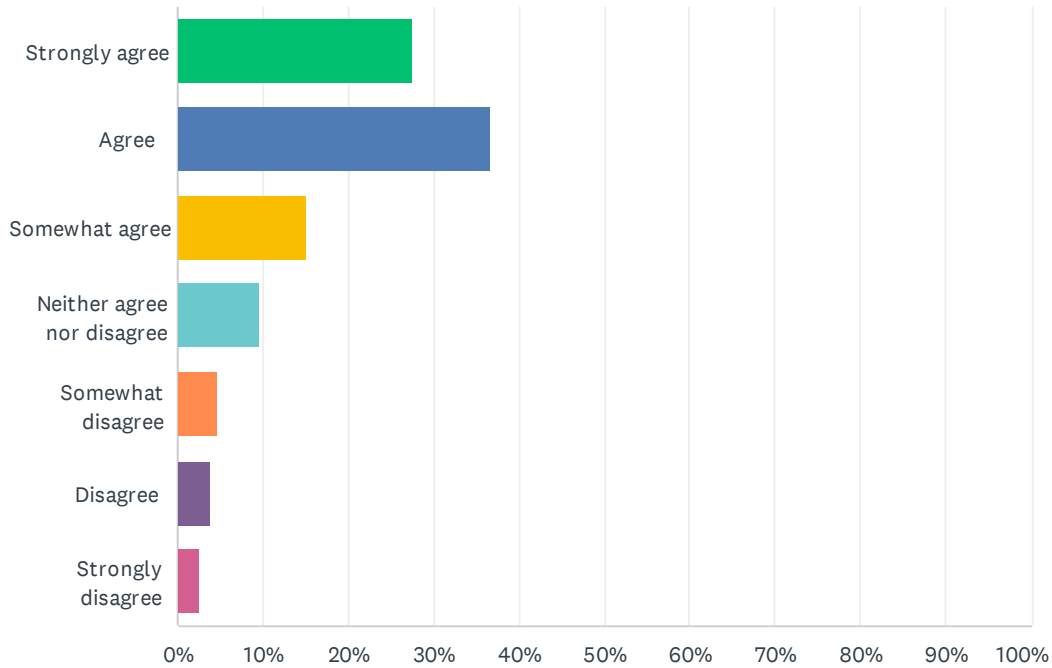
Professional Development – 13 comments

Subcategory	# of Comments
Career Advancement	9
Training/Growth	4

Miscellaneous – 11 comments

Q4 I would recommend others to apply for a job with the City.

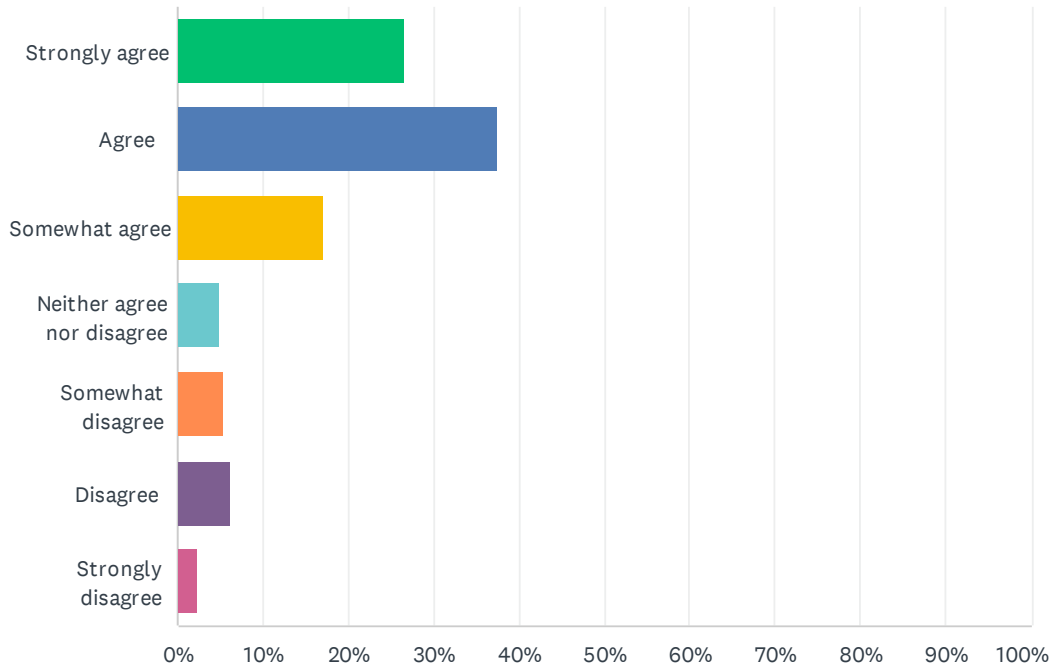
Answered: 389 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	27.51%	107
Agree	36.76%	143
Somewhat agree	15.17%	59
Neither agree nor disagree	9.51%	37
Somewhat disagree	4.63%	18
Disagree	3.86%	15
Strongly disagree	2.57%	10
TOTAL		389

Q5 I have flexibility to manage my work and life responsibilities.

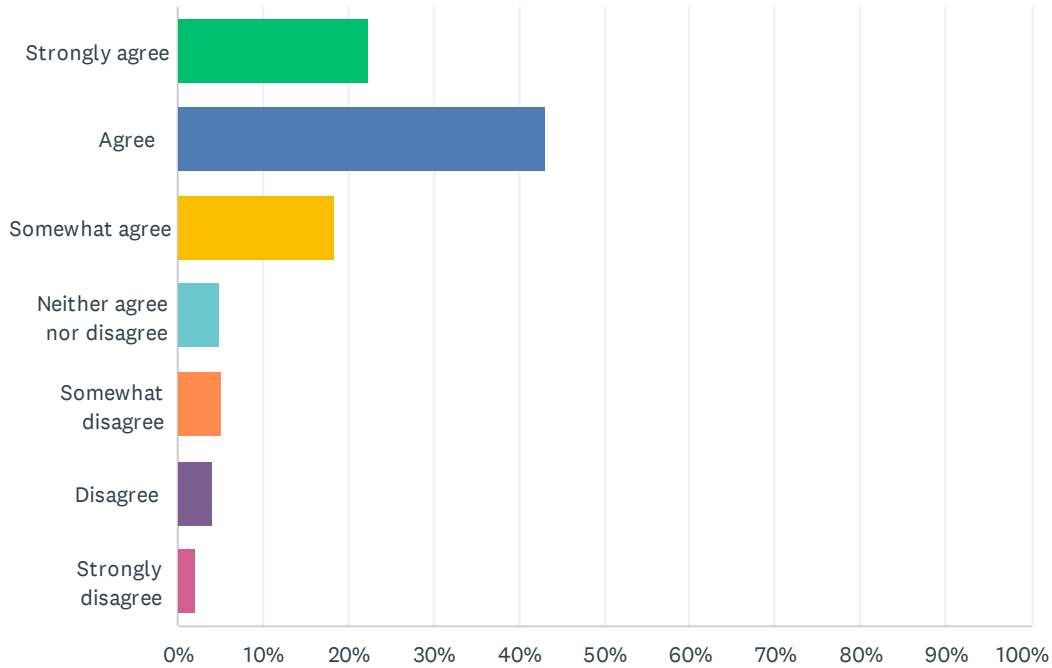
Answered: 388 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	26.55%	103
Agree	37.63%	146
Somewhat agree	17.01%	66
Neither agree nor disagree	4.90%	19
Somewhat disagree	5.41%	21
Disagree	6.19%	24
Strongly disagree	2.32%	9
TOTAL		388

Q6 I am satisfied with my current benefit offerings.

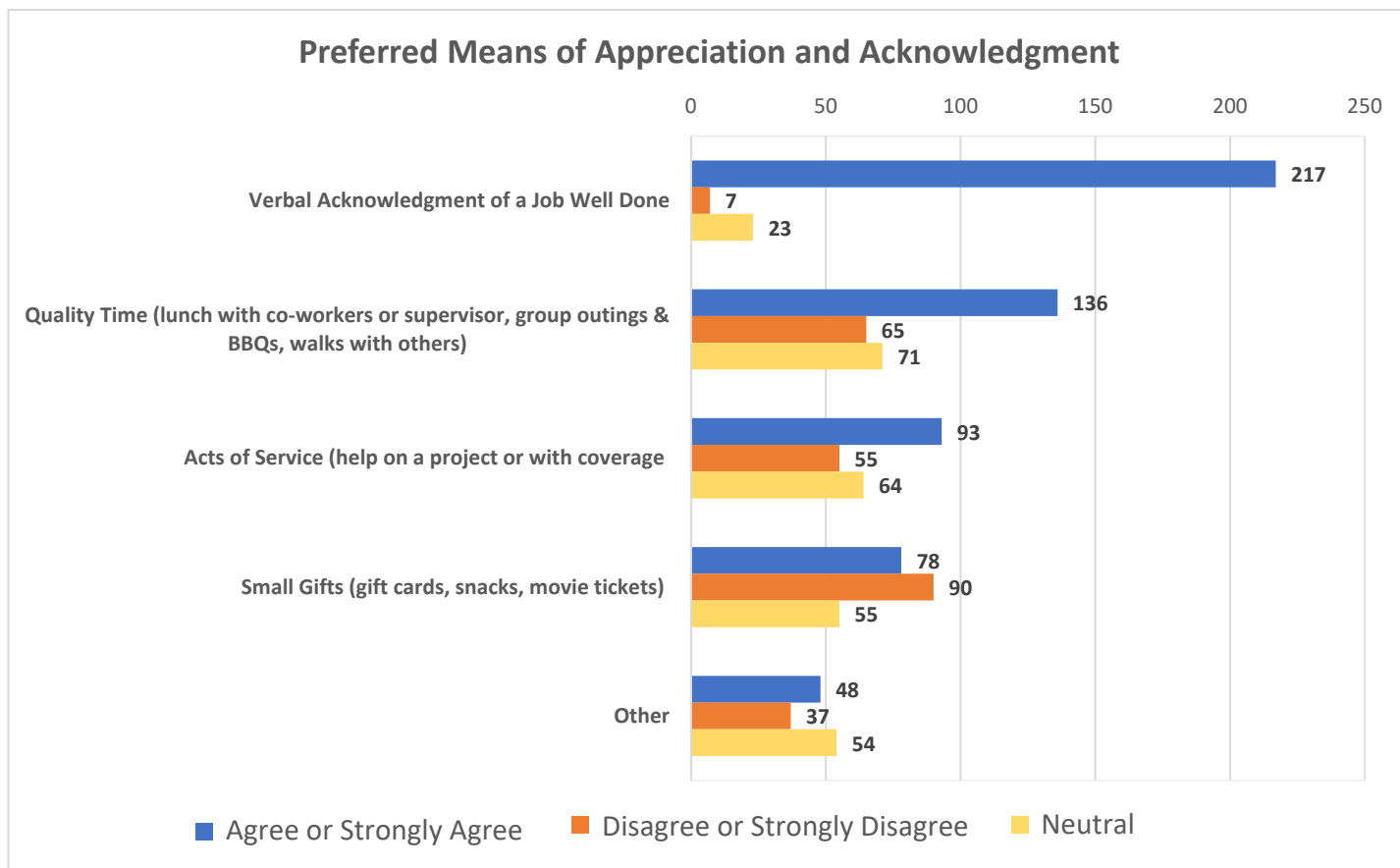
Answered: 388 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	22.42%	87
Agree	43.04%	167
Somewhat agree	18.30%	71
Neither agree nor disagree	4.90%	19
Somewhat disagree	5.15%	20
Disagree	4.12%	16
Strongly disagree	2.06%	8
TOTAL		388

Q7 I prefer to be appreciated by:

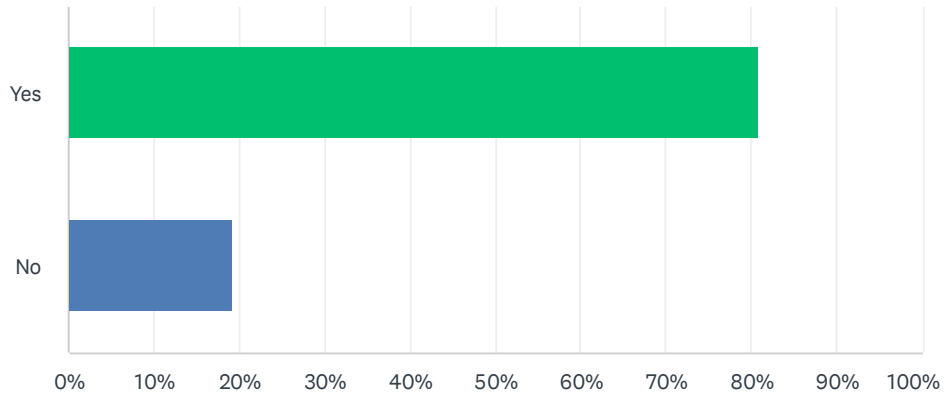
Answered: 387 Skipped: 2



	1 (STRONGLY AGREE)	2 (AGREE)	4 (NEITHER AGREE NOR DISAGREE)	6 (DISAGREE)	7 (STRONGLY DISAGREE)	TOTAL
Verbal acknowledgment of a job well done	46.96% 116	40.89% 101	9.31% 23	2.43% 6	0.40% 1	247
Small gifts (gift cards, snacks, movie tickets)	12.62% 27	23.83% 51	33.18% 71	19.16% 41	11.21% 24	214
Acts of service (help on a project or with coverage)	9.91% 21	33.96% 72	30.19% 64	17.92% 38	8.02% 17	212
Quality time (lunch with co-workers or supervisor, group outings & BBQ's, walks with others)	18.15% 51	30.25% 85	19.57% 55	20.64% 58	11.39% 32	281
Other	25.90% 36	8.63% 12	38.85% 54	6.47% 9	20.14% 28	139

Q8 My direct supervisor makes an effort to show me appreciation.

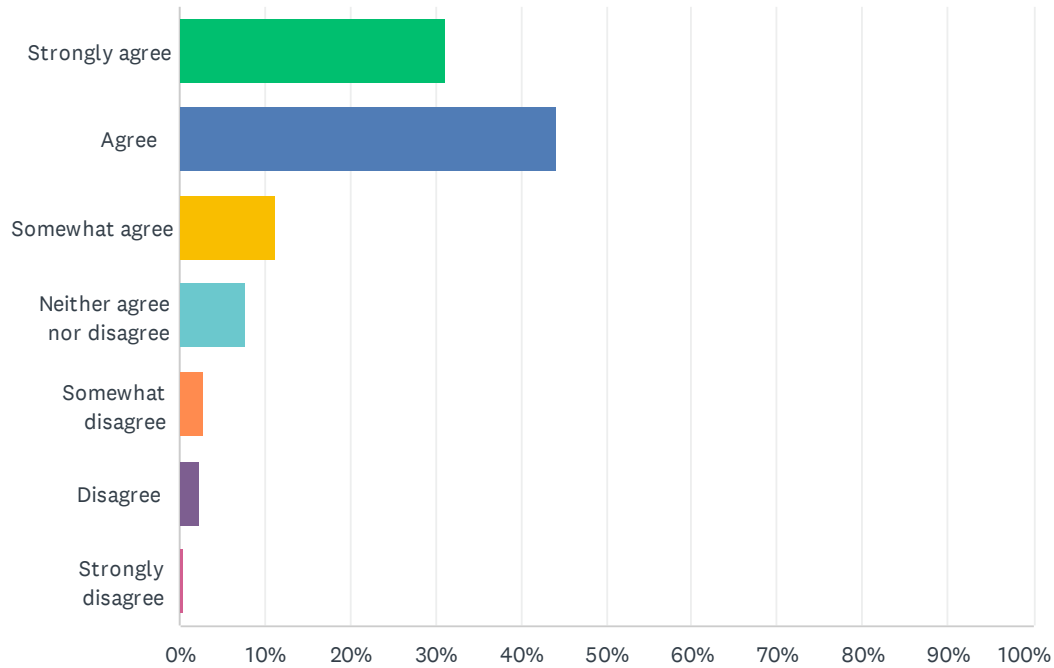
Answered: 380 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	80.79%	307
No	19.21%	73
TOTAL		380

Q9 I understand how my work impacts the City's strategic goals.

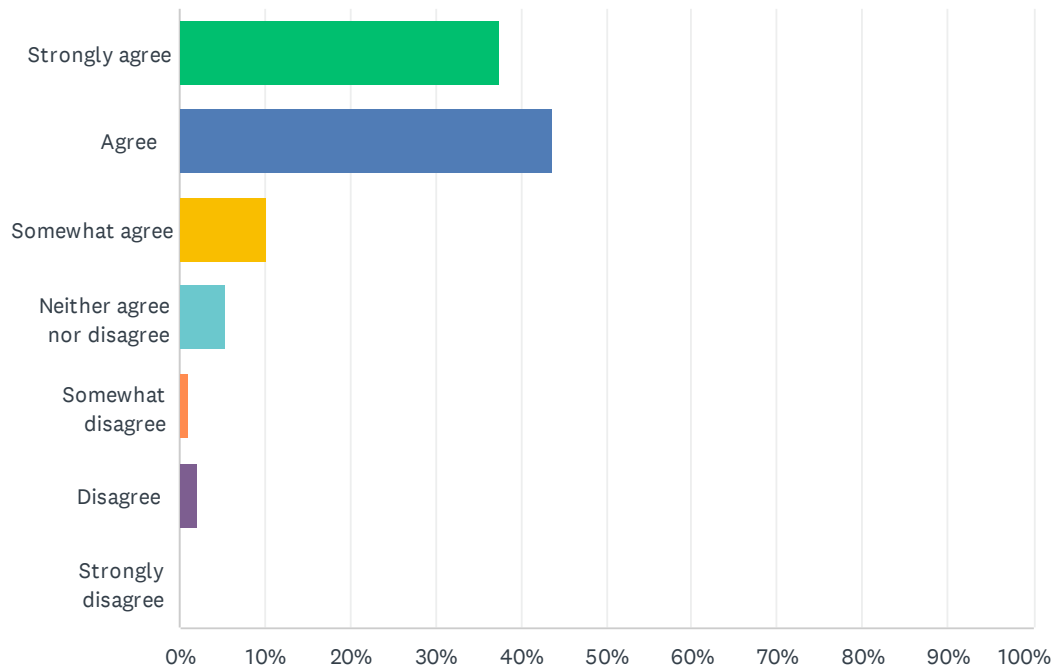
Answered: 389 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	31.11%	121
Agree	44.22%	172
Somewhat agree	11.31%	44
Neither agree nor disagree	7.71%	30
Somewhat disagree	2.83%	11
Disagree	2.31%	9
Strongly disagree	0.51%	2
TOTAL		389

Q10 I understand how my work impacts my department's goals.

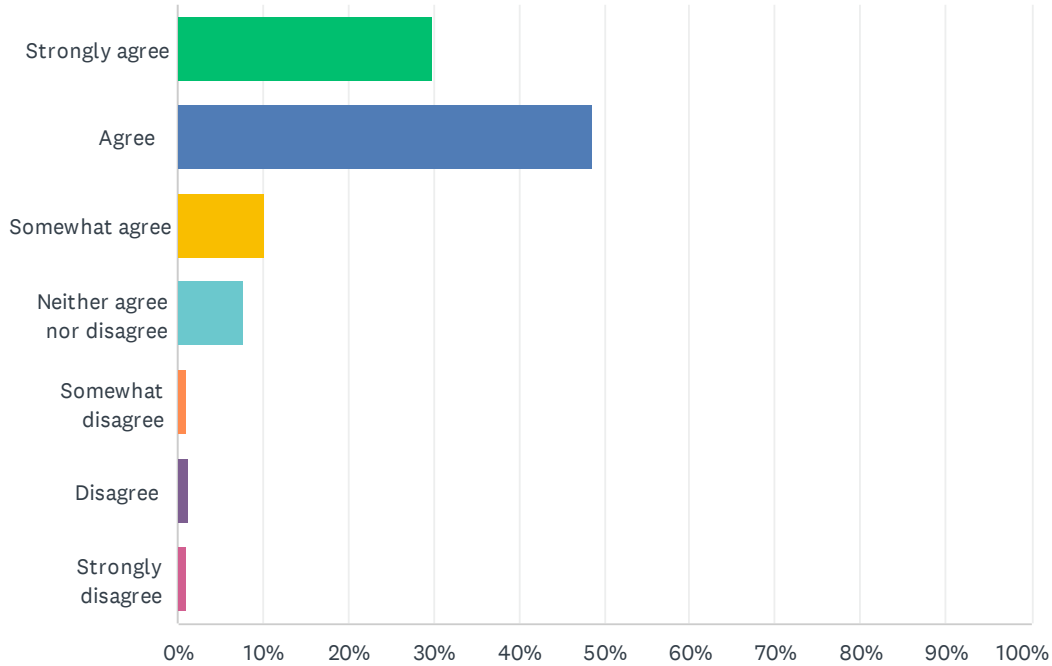
Answered: 389 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	37.53%	146
Agree	43.70%	170
Somewhat agree	10.28%	40
Neither agree nor disagree	5.40%	21
Somewhat disagree	1.03%	4
Disagree	2.06%	8
Strongly disagree	0.00%	0
TOTAL		389

Q11 I identify with the City's core values of continuous improvement, collaborative partnerships, and exemplary service.

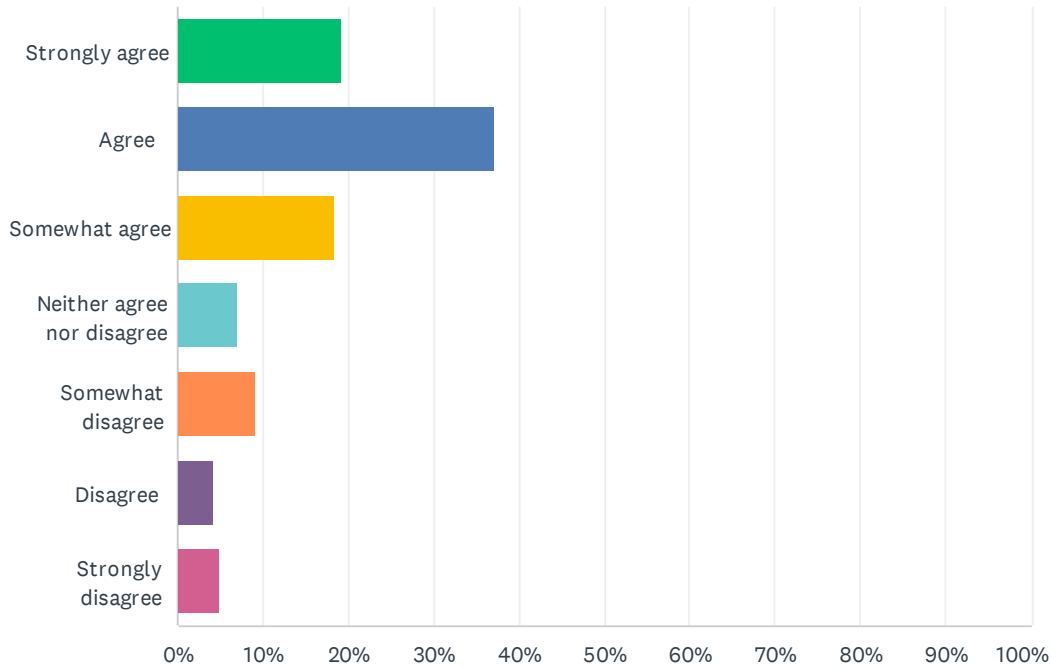
Answered: 388 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	29.90%	116
Agree	48.71%	189
Somewhat agree	10.31%	40
Neither agree nor disagree	7.73%	30
Somewhat disagree	1.03%	4
Disagree	1.29%	5
Strongly disagree	1.03%	4
TOTAL		388

Q12 I receive regular feedback on my work performance from my direct supervisor.

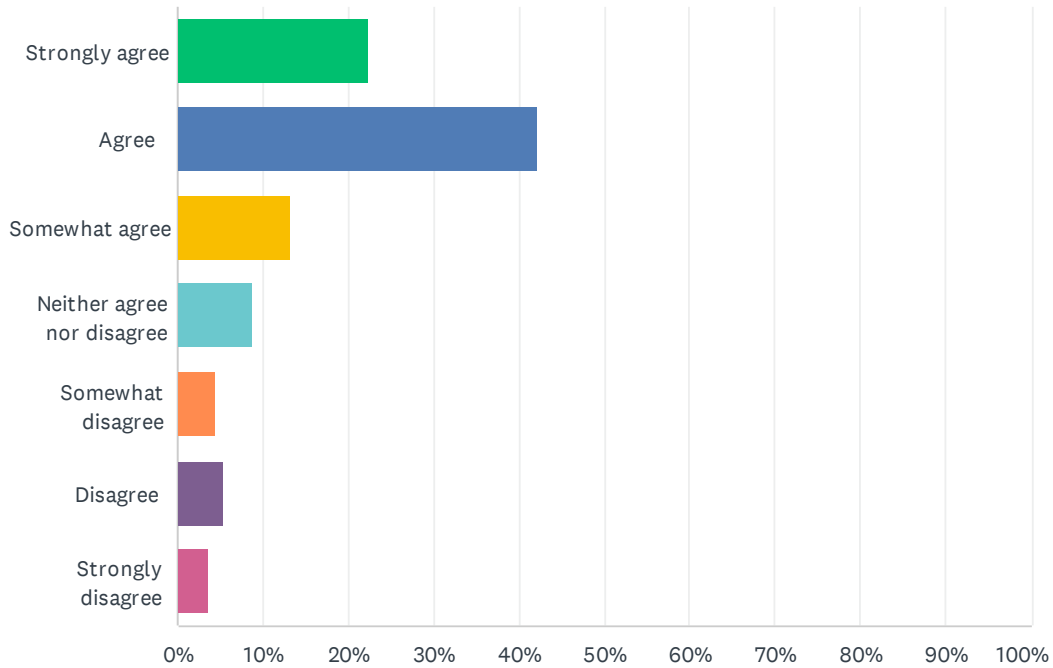
Answered: 389 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	19.28%	75
Agree	37.02%	144
Somewhat agree	18.25%	71
Neither agree nor disagree	6.94%	27
Somewhat disagree	9.25%	36
Disagree	4.37%	17
Strongly disagree	4.88%	19
TOTAL		389

Q13 I understand the vision of my Department.

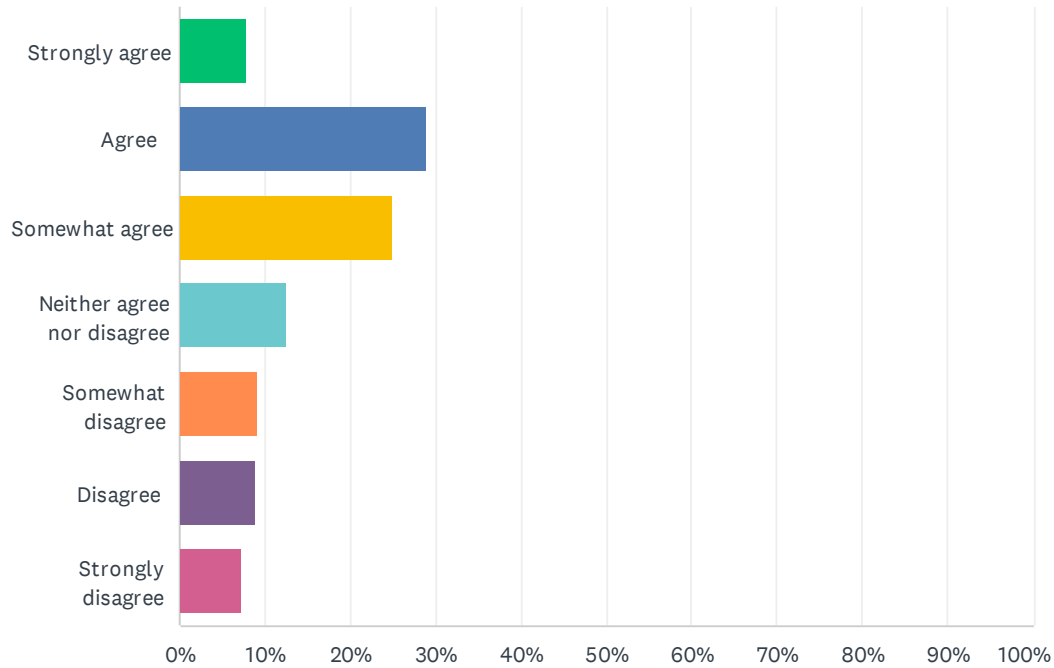
Answered: 388 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	22.42%	87
Agree	42.27%	164
Somewhat agree	13.14%	51
Neither agree nor disagree	8.76%	34
Somewhat disagree	4.38%	17
Disagree	5.41%	21
Strongly disagree	3.61%	14
TOTAL		388

Q14 When the organization makes changes that affect my job, I understand why.

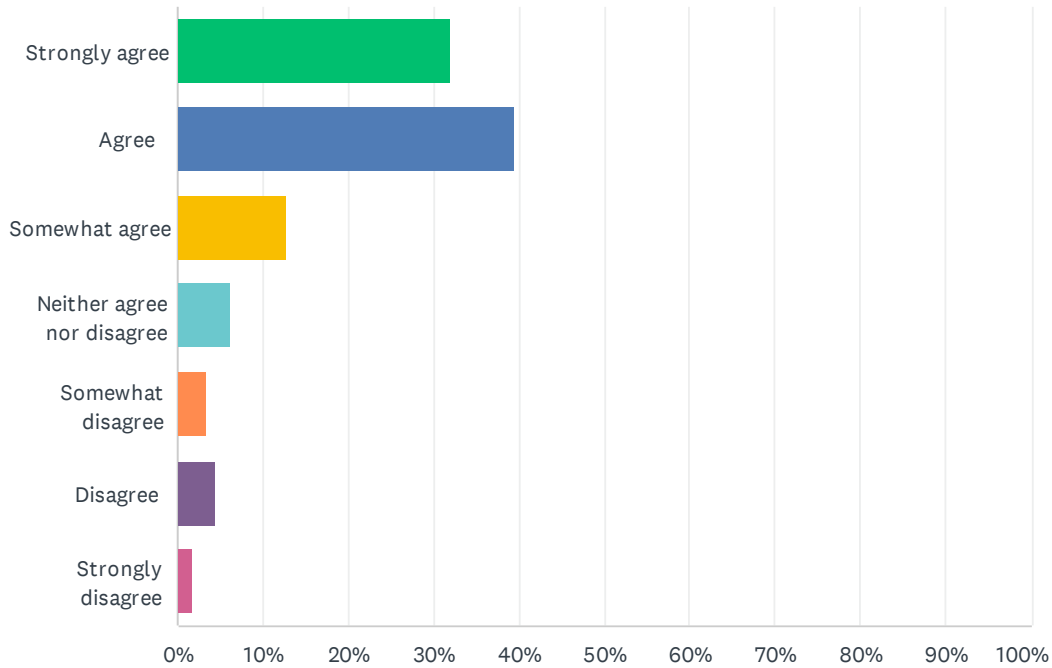
Answered: 389 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	7.97%	31
Agree	29.05%	113
Somewhat agree	24.94%	97
Neither agree nor disagree	12.60%	49
Somewhat disagree	9.25%	36
Disagree	9.00%	35
Strongly disagree	7.20%	28
TOTAL		389

Q15 My direct supervisor is responsive to my needs at work.

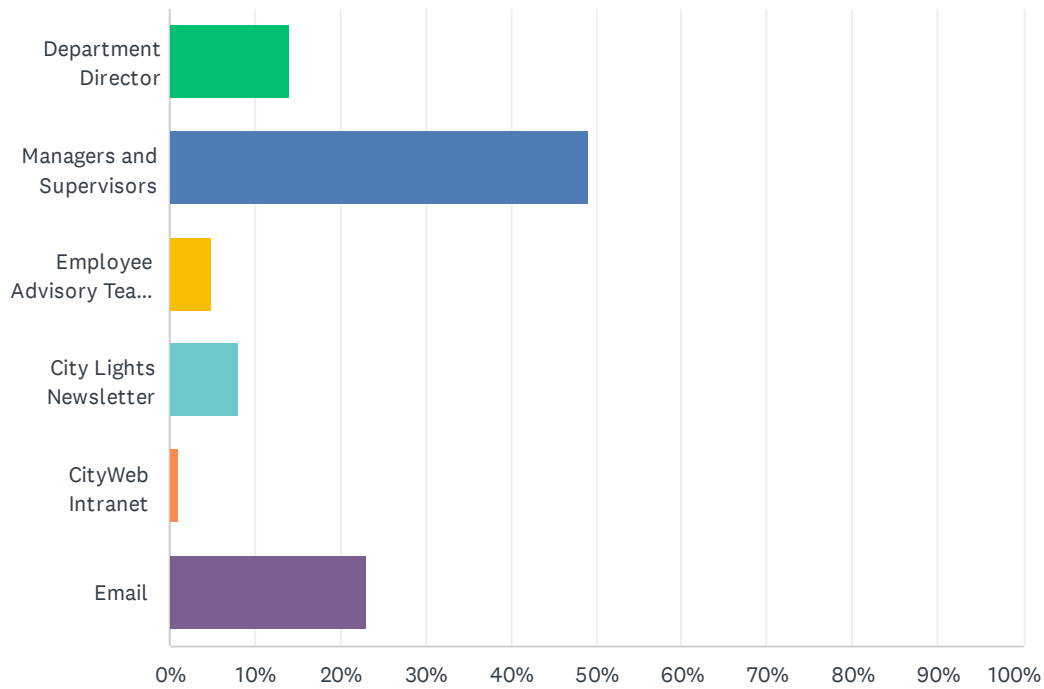
Answered: 388 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	31.96%	124
Agree	39.43%	153
Somewhat agree	12.89%	50
Neither agree nor disagree	6.19%	24
Somewhat disagree	3.35%	13
Disagree	4.38%	17
Strongly disagree	1.80%	7
TOTAL		388

Q16 I primarily receive information about the organization through:

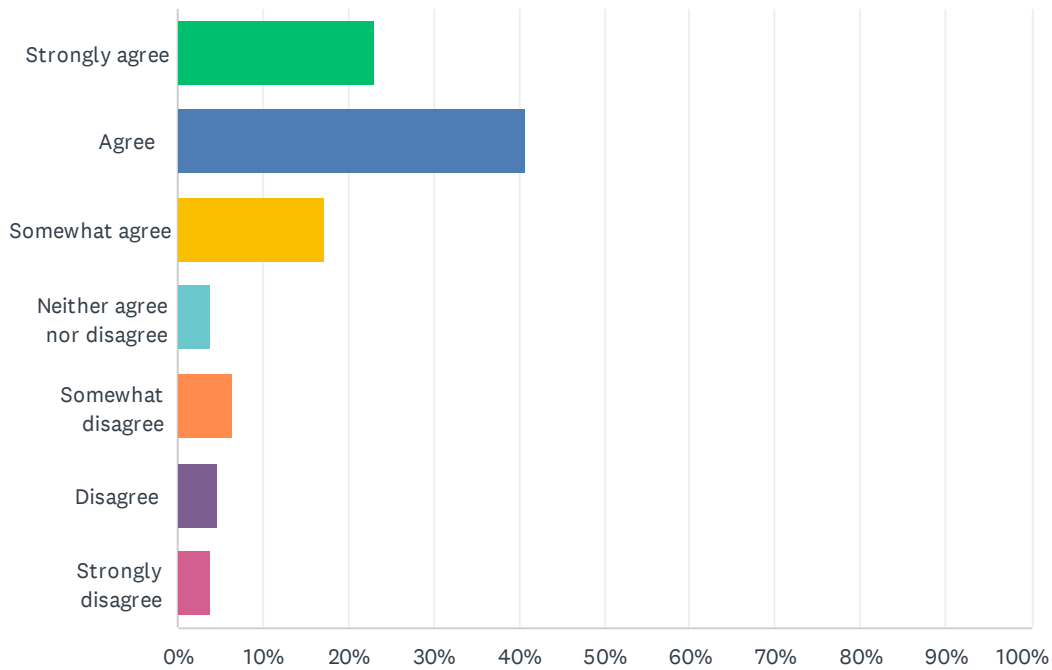
Answered: 386 Skipped: 3



ANSWER CHOICES	RESPONSES	
Department Director	13.99%	54
Managers and Supervisors	48.96%	189
Employee Advisory Team (EAT Committee)	4.92%	19
City Lights Newsletter	8.03%	31
CityWeb Intranet	1.04%	4
Email	23.06%	89
TOTAL		386

Q17 I have the equipment and materials I need to do my job.

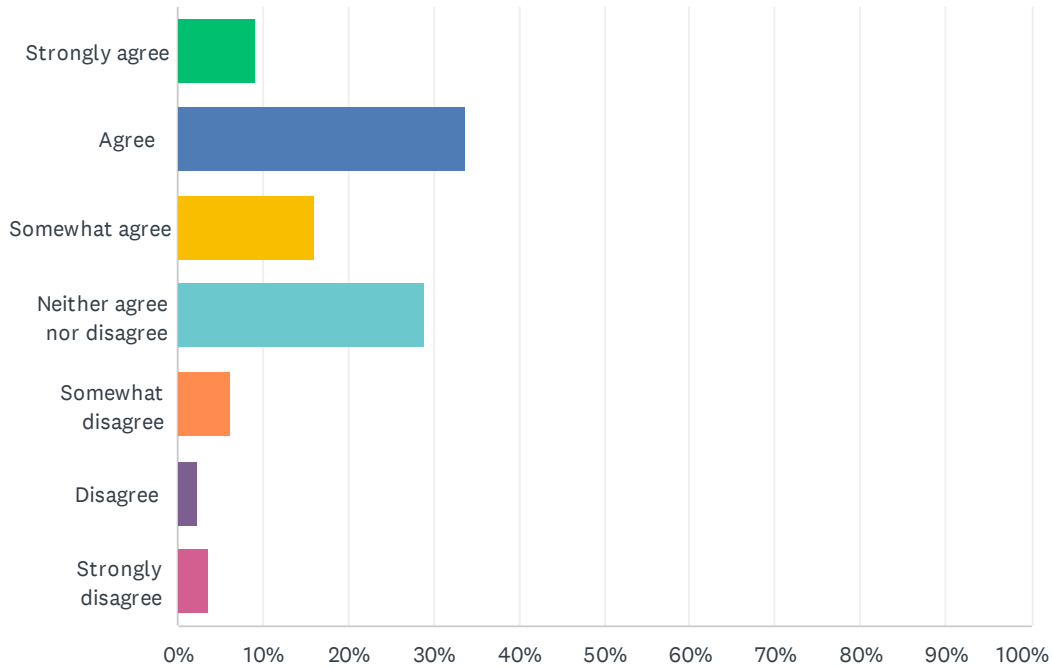
Answered: 387 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly agree	23.00%	89
Agree	40.83%	158
Somewhat agree	17.31%	67
Neither agree nor disagree	3.88%	15
Somewhat disagree	6.46%	25
Disagree	4.65%	18
Strongly disagree	3.88%	15
TOTAL		387

Q18 The City invests time and energy into building diverse teams.

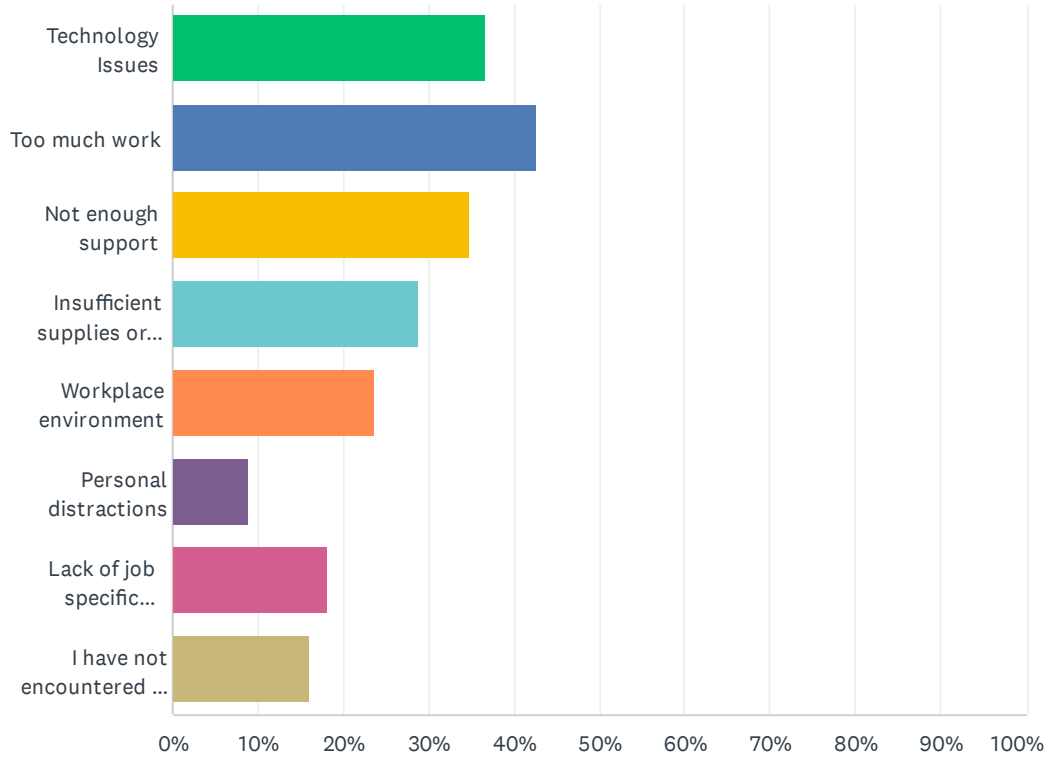
Answered: 389 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	9.25%	36
Agree	33.68%	131
Somewhat agree	15.94%	62
Neither agree nor disagree	29.05%	113
Somewhat disagree	6.17%	24
Disagree	2.31%	9
Strongly disagree	3.60%	14
TOTAL		389

Q19 What obstacles, if any, have you encountered when trying to be successful in your job? (Select all that apply.)

Answered: 365 Skipped: 24



ANSWER CHOICES	RESPONSES	
Technology Issues	36.71%	134
Too much work	42.74%	156
Not enough support	34.79%	127
Insufficient supplies or equipment	28.77%	105
Workplace environment	23.56%	86
Personal distractions	9.04%	33
Lack of job specific training	18.08%	66
I have not encountered any obstacles	15.89%	58
Total Respondents: 365		

Work Environment – 45 comments

Subcategory	# of Comments
Staffing	22
Workload	14
Morale	2
Department Change and Accountability	6
Work/Life Balance	1

Leadership – 34 comments

Subcategory	# of Comments
Management/Supervisor	13
Communication	5
Organizational Structure	5
Culture	11

Compensation – 3 comments

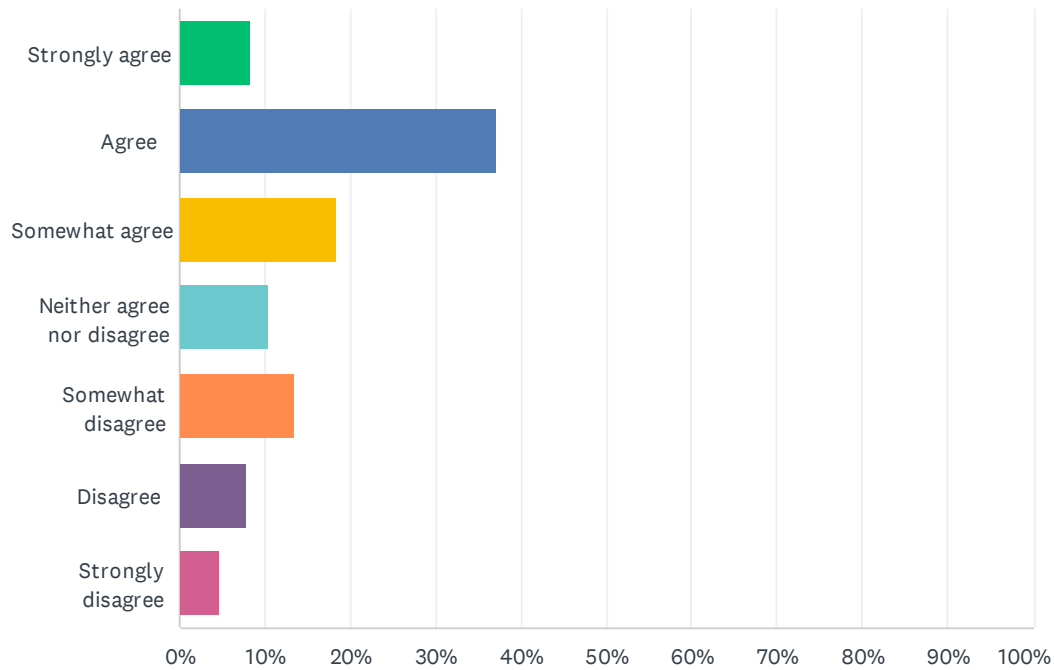
Subcategory	# of Comments
Pay	3
Pay Plan	0
Benefits	0

Professional Development – 11 comments

Subcategory	# of Comments
Career Advancement	3
Training/Growth	8

Q20 My level of stress is reasonable in my work environment.

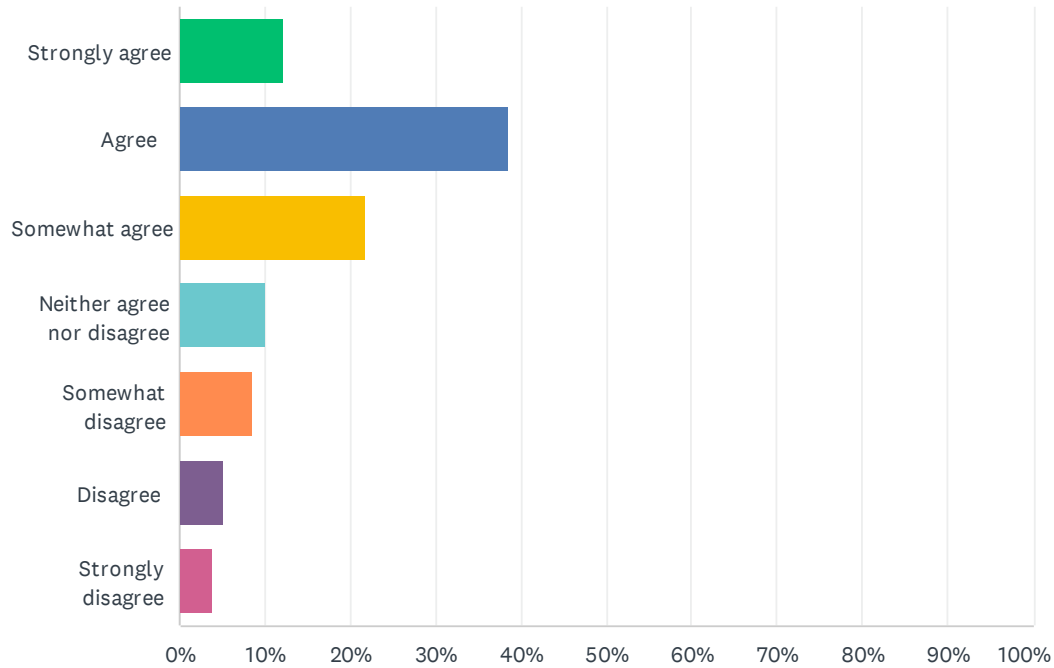
Answered: 389 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	8.23%	32
Agree	37.02%	144
Somewhat agree	18.25%	71
Neither agree nor disagree	10.54%	41
Somewhat disagree	13.37%	52
Disagree	7.97%	31
Strongly disagree	4.63%	18
TOTAL		389

Q21 I am satisfied with my opportunities for professional growth and training.

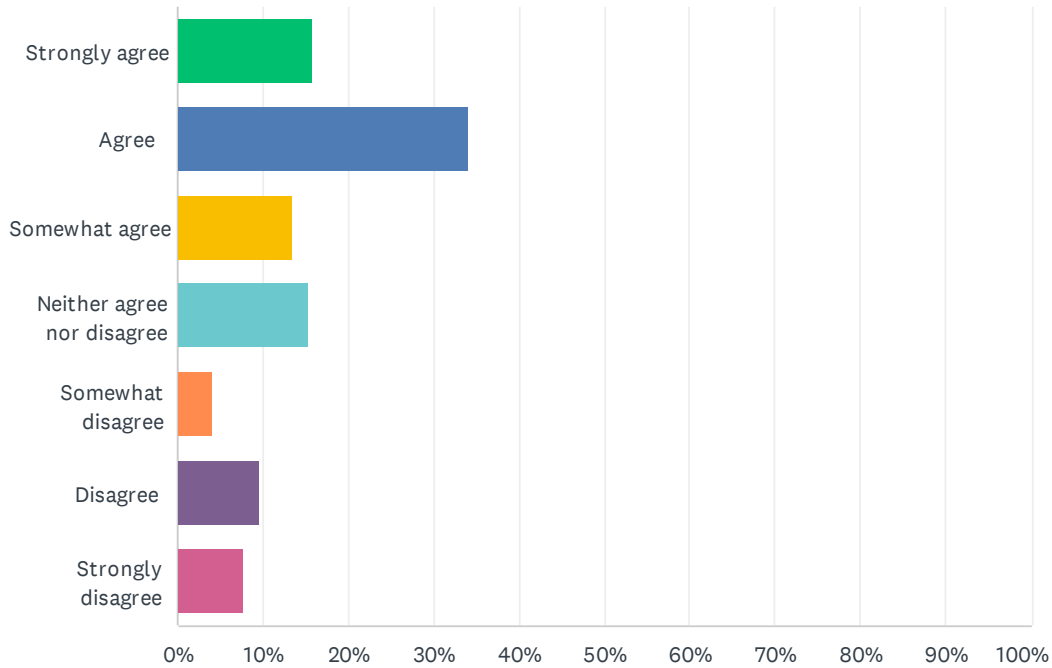
Answered: 388 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	12.11%	47
Agree	38.66%	150
Somewhat agree	21.65%	84
Neither agree nor disagree	10.05%	39
Somewhat disagree	8.51%	33
Disagree	5.15%	20
Strongly disagree	3.87%	15
TOTAL		388

Q22 My direct supervisor has spoken to me about opportunities to grow, learn, or promote within my department.

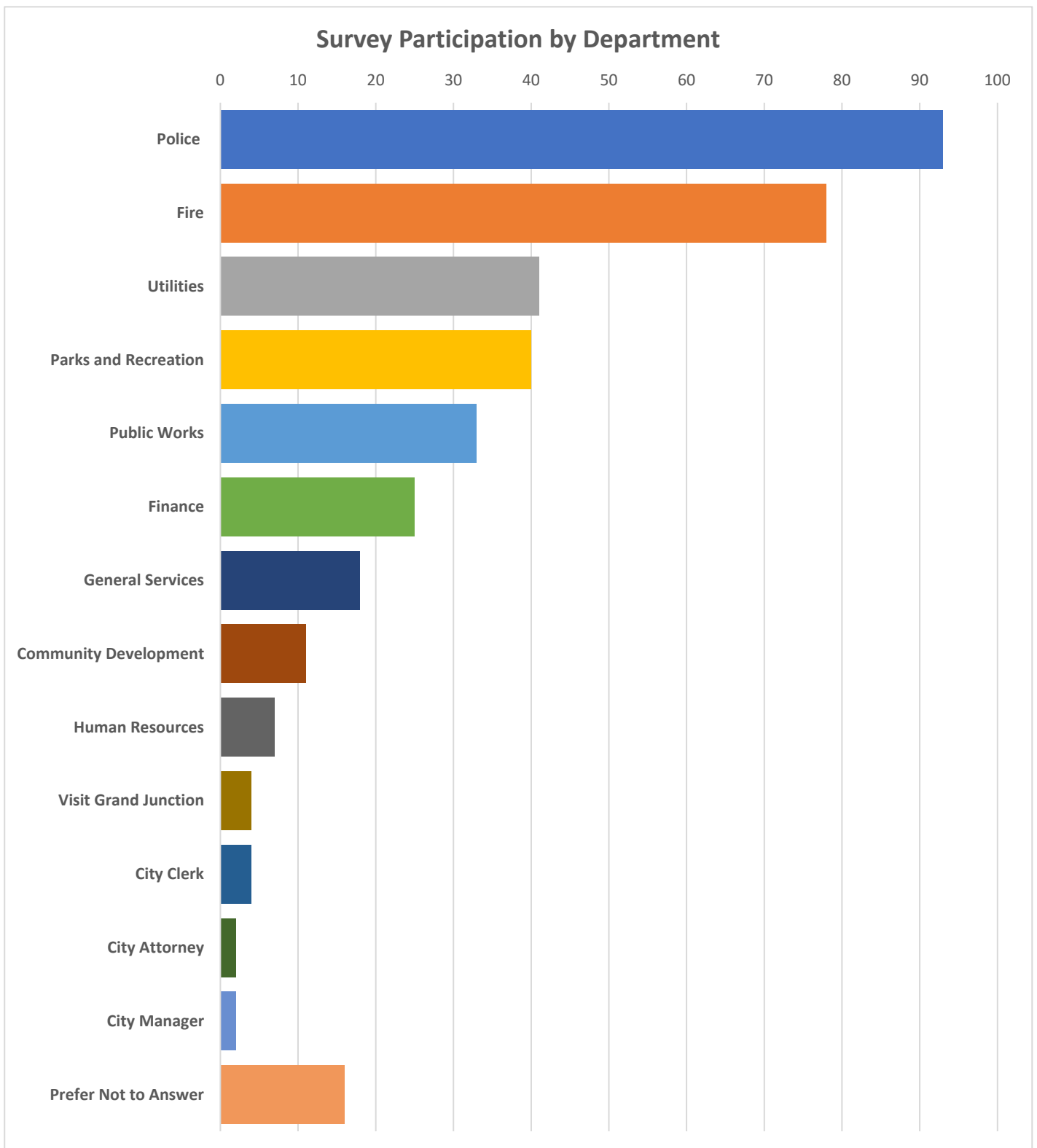
Answered: 387 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly agree	15.76%	61
Agree	34.11%	132
Somewhat agree	13.44%	52
Neither agree nor disagree	15.25%	59
Somewhat disagree	4.13%	16
Disagree	9.56%	37
Strongly disagree	7.75%	30
TOTAL		387

Q23 In which department do you work?

Answered: 374 Skipped: 15



Satisfaction Survey

ANSWER CHOICES	RESPONSES	
City Attorney	0.53%	2
City Clerk	1.07%	4
City Manager	0.53%	2
Community Development	2.94%	11
Finance	6.68%	25
Fire	20.86%	78
General Services	4.81%	18
Human Resources	1.87%	7
Parks and Recreation	10.70%	40
Police	24.87%	93
Public Works	8.82%	33
Utilities	10.96%	41
Visit Grand Junction	1.07%	4
Prefer not to answer	4.28%	16
TOTAL		374

Q24 Is there anything else you would like to add?

Answered: 127

Work Environment – 47 comments

Subcategory	# of Comments
Staffing	11
Workload	7
Morale	8
Department Change and Accountability	16
Work/Life Balance	3
Equipment/Technology	2

Leadership – 31 comments

Subcategory	# of Comments
Management/Supervisor	18
Communication	6
Organizational Structure	4
Culture	3

Compensation – 33 comments

Subcategory	# of Comments
Pay	13
Pay Plan	10
Benefits	10

Professional Development – 7 comments

Subcategory	# of Comments
Career Advancement	2
Training/Growth	5

Organizational Policy – 9 comments

Subcategory	# of Comments
COVID Policy	7
Seasonal Employees	1
Onboarding	1

Positive Feedback – 18 comments