



City of Grand Junction Survey Results: Full City

Satisfaction Survey 2023

Survey Participation and Format

- The survey was open for three weeks (3/20 through 4/7)
- Final survey participation reached 68% (508 responses)
- The survey consisted of 24 questions
 - 20 rated responses on 1-5 scale (Strongly Disagree – Strongly Agree)
 - 3 multiple selection
 - 1 open ended response

Survey Items Rank Ordered by Mean (n = 508)

1:Strongly Disagree 2:Disagree 3:Neutral 4:Agree 5:Strongly Agree

Item Text	Item Mean
13. I understand how my work meaningfully contributes to the City.	4.3
17. I have the support of my coworkers to get the job done.	4.1
14. I have the support of my supervisor to get the job done.	4.1
19. I provide meaningful appreciation to others.	4.1
15. My direct supervisor is responsive to my needs at work.	4.1

Survey Items Rank Ordered by Mean (n = 508)

1:Strongly Disagree 2:Disagree 3:Neutral 4:Agree 5:Strongly Agree

Item Text	Item Mean
11. I identify with the City's core values of continuous improvement, collaborative partnerships, and exemplary service.	4.0
3. I have flexibility to manage work and life responsibilities.	3.9
20. We communicate effectively within our workgroup.	3.9
1. I am satisfied in my current position.	3.8
5. I have the equipment and materials I need to do my job.	3.8

Survey Items Rank Ordered by Mean (n = 508)

1:Strongly Disagree 2:Disagree 3:Neutral 4:Agree 5:Strongly Agree

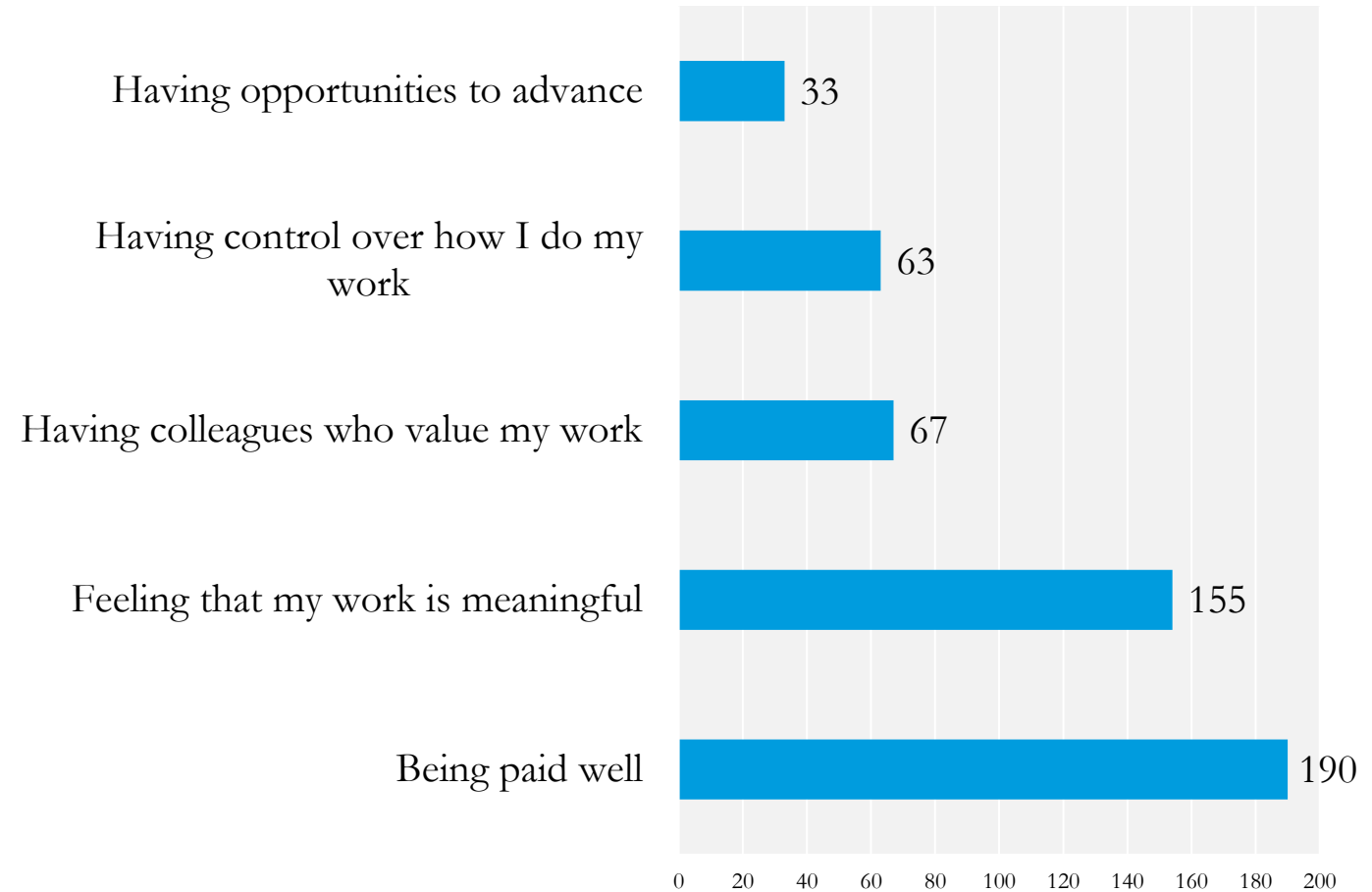
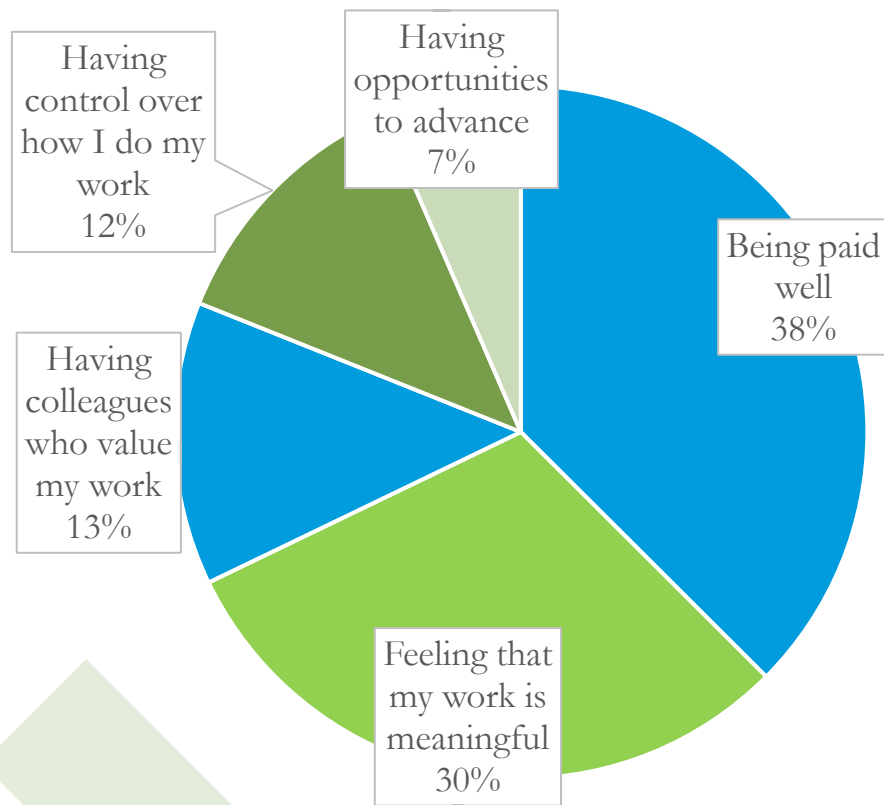
Item Text	Item Mean
18. I receive meaningful appreciation within my workgroup.	3.8
16. I receive regular feedback on my work performance from my direct supervisor.	3.8
2. I would recommend others to apply for a job with the City.	3.8
4. I am satisfied with my current benefit offerings.	3.7
7. I am aware of my opportunities for professional growth and training.	3.6

Survey Items Rank Ordered by Mean (n = 508)

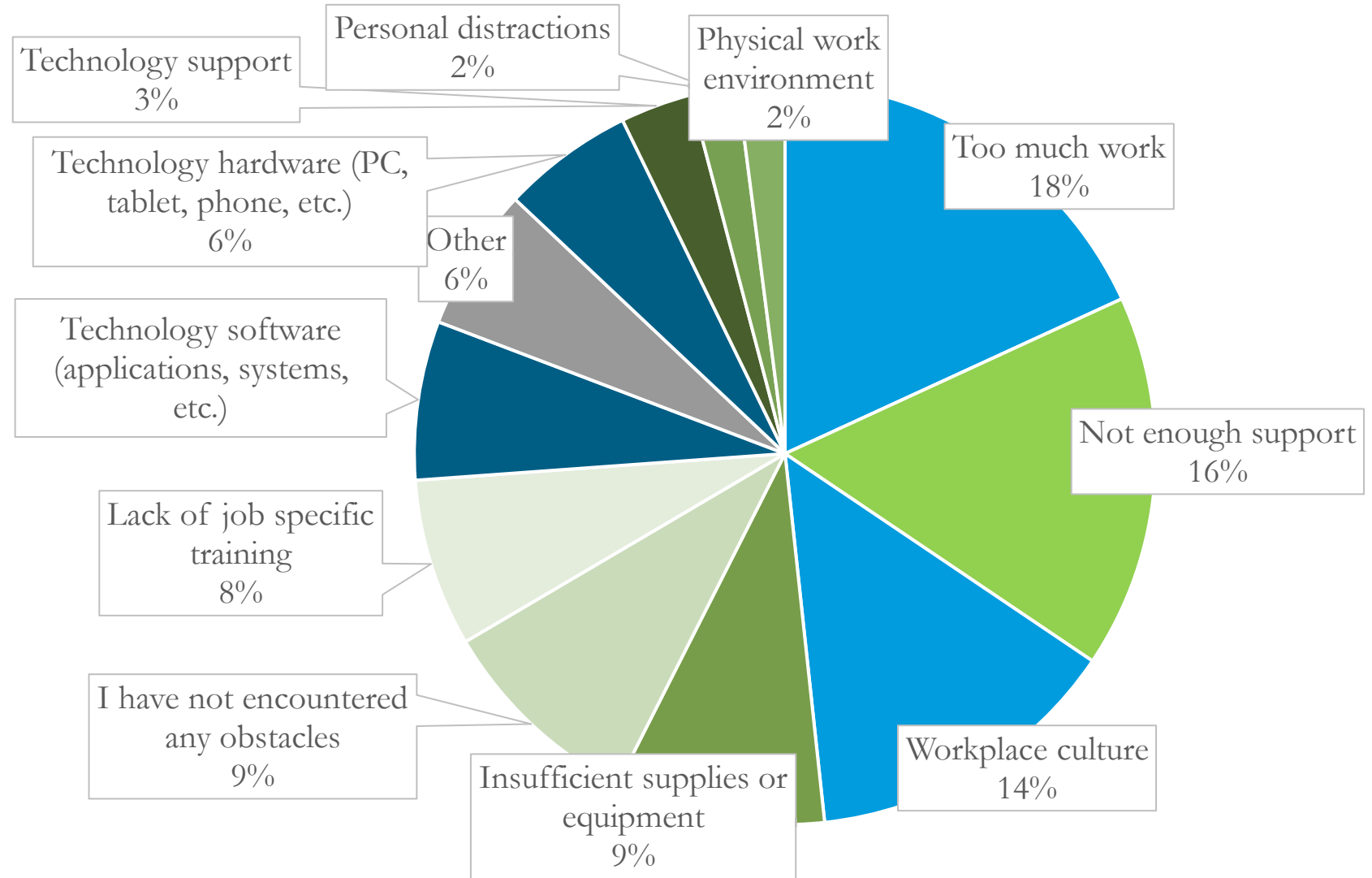
1:Strongly Disagree 2:Disagree 3:Neutral 4:Agree 5:Strongly Agree

Item Text	Item Mean
9. The City makes an effort to recognize employees throughout the year.	3.6
12. I believe the City's policies are fair and apply equally to everyone.	3.5
8. I am satisfied with my opportunities for professional growth and training.	3.4
6. My level of stress is reasonable in my work environment.	3.3
10. When the organization makes changes that affect my job, I understand why.	3.1

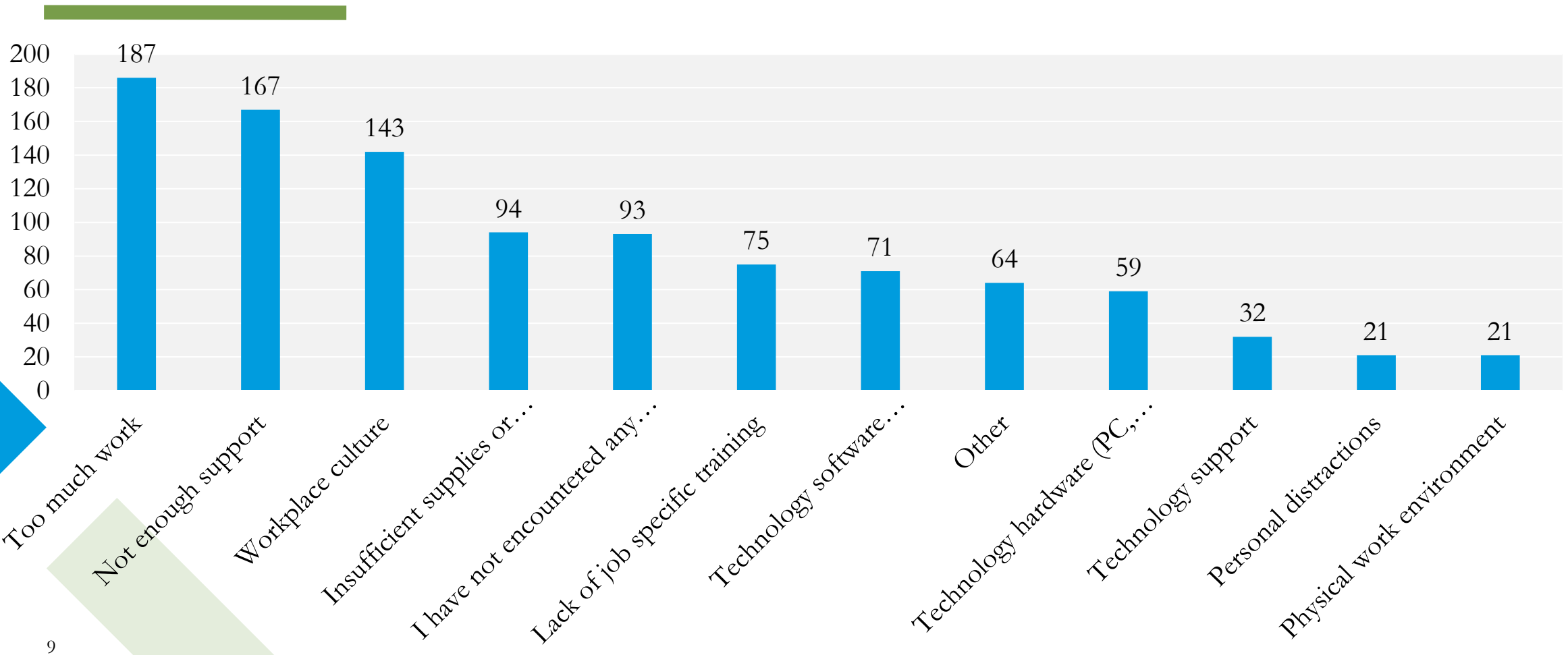
The most important factor in my overall happiness in the workplace is:



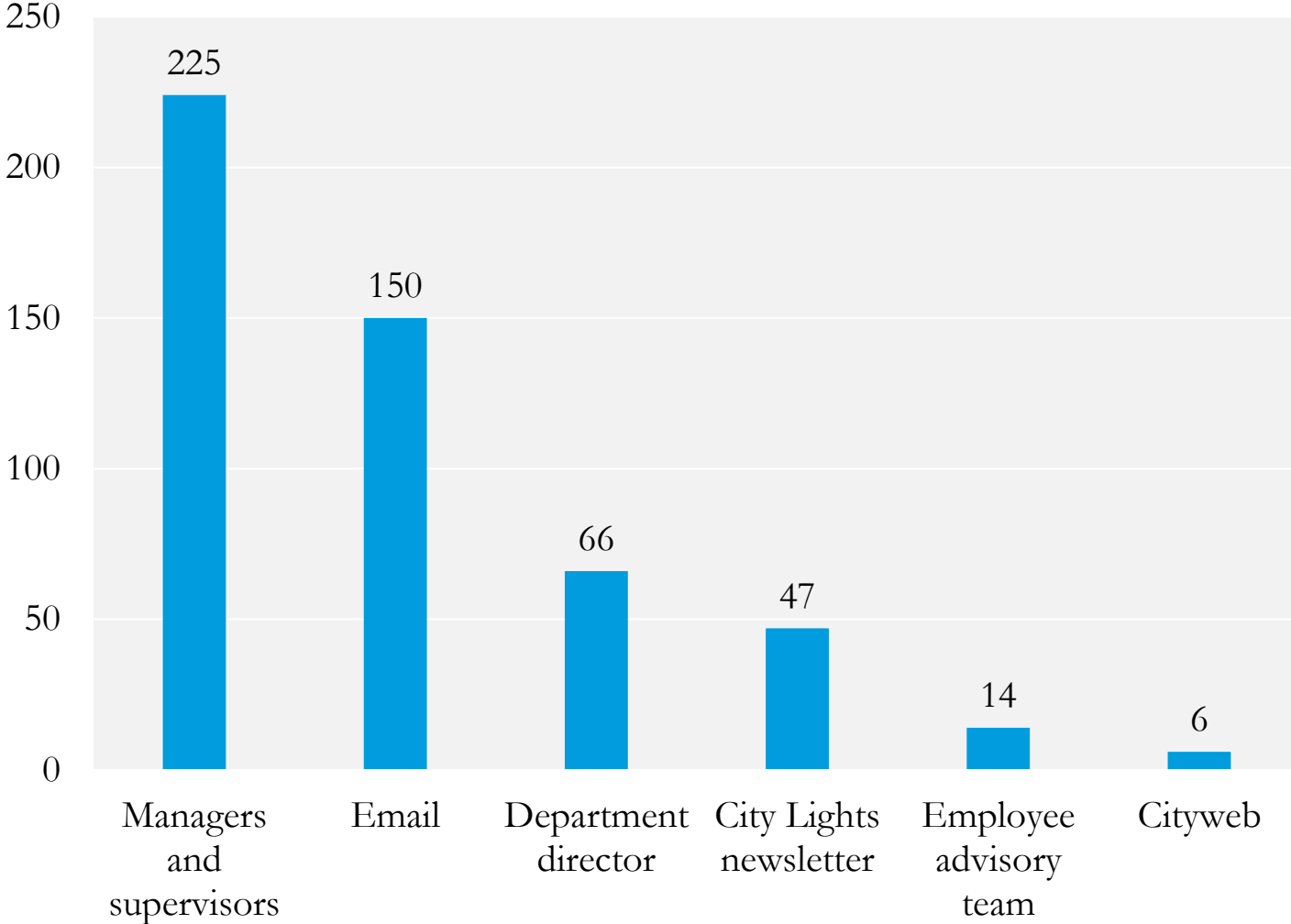
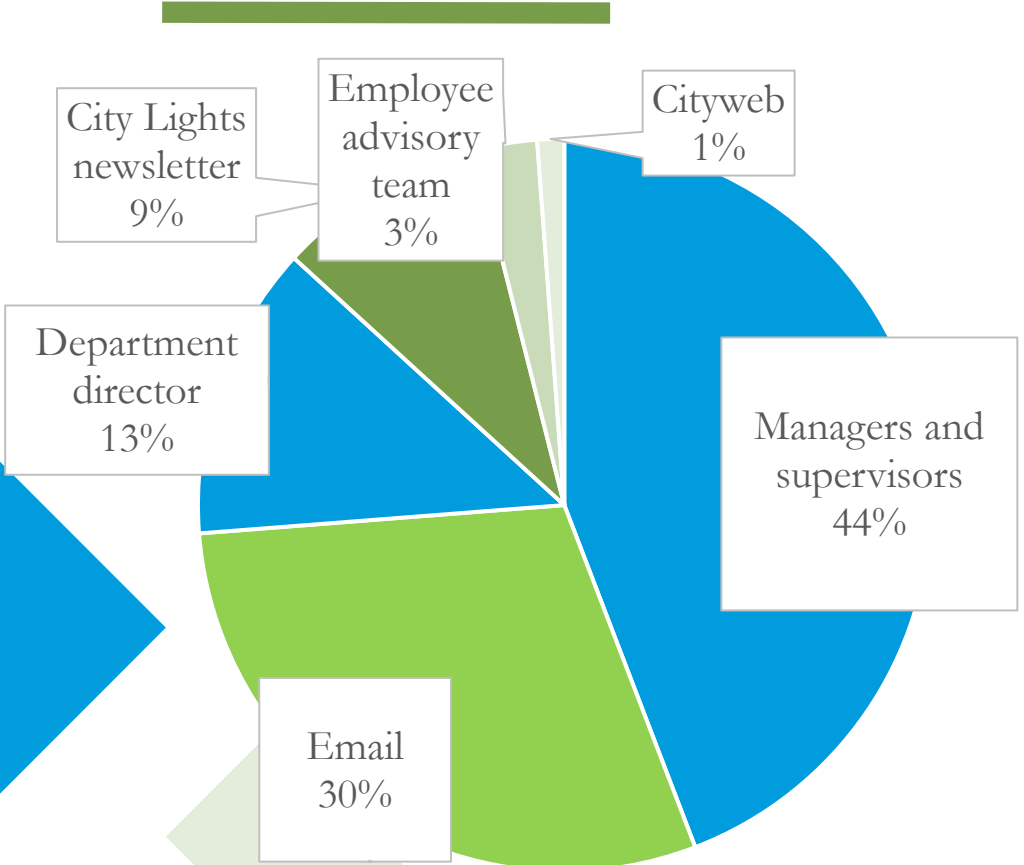
What obstacles, if any, have you encountered when trying to be successful in your job?



What obstacles, if any, have you encountered when trying to be successful in your job?



I primarily receive information about the organization through:



Open Ended Responses

- Of the 508 survey participants, 161 chose to include an open ended response (32%)
- To protect anonymity, open ended responses will not be shared publicly. All open ended comments are read and taken into consideration.

The majority of open ended responses concern the following themes:

- General positive comments
- Pay Scale
- Other topics related to pay
- Workload
- Staffing
- Onboarding
- Top-down communication
- Recognition/Appreciation
- PTO policy
- Scheduling