

Proposed BaseLine Workforce Survey Items City of Hampton - Parks and Recreation

DCT TASK:

Review these sheets that resulted from the Nov 13, 2008 DCT Meeting and decide:

1. Which items CAN be omitted if the survey must be shortened.
2. If the proposed NEW wording does SIMPLIFY without loss of meaning.

Come ready to finalize the Instructions and Demographics, etc.

Survey Item Number

Item Pool Number

1st - Grade Reading Level

2nd - Grade Reading Level

Survey Items not highlighted is original text - Highlighted is revised text.

Item: 1 **Employees are rewarded for bringing in new project opportunities.**

ES0024

12.0

Employees that create new products and services are rewarded.

7.5

Item: 2 **My organization takes pride in the quality of its services.**

ES0008

8.3

My department is proud of what it does.

2.2

Item: 3 **My organization responds quickly to changes within its environment.**

ES0014

12.0

My department responds to change quickly.

6.4

Item: 4 **The employee recognition program is successful.**

ES0089

12.0

Employees that do a good job are recognized for it.

4.8

Why or Why not?

Item: 5 **We are obtaining increased funding based on superior results on previous projects.**

ES0021

11.7

7.3 Our past successes have increased future funding.

Item: 6 **Our organization has growth opportunities.**

ES0074
12.0

The department has growth potential.

7.6

Item: 7 **The resources of my organization are managed wisely.**

LM0017
9.6

The resources of my department are well managed.

5.2

Item: 8 **I am empowered to do my job.**

LM0054
2.3

Item: 9 **Regular meetings take place where employees are allowed to openly discuss issues affecting them.**

LM0037
11.7

Employees can speak their mind at regular meetings without fear.

7.1

Item: 10 **People are held accountable for the work they are expected to do.**

LM0060
6.7

Item: 11 **The leadership of my organization allows me to try new and innovative ideas for improvement.**

LM0002
12.0

The boss encourages me to try out new ideas to improve our service.

6.7

Item: 12 **Individuals are treated based on the merits of their ability.**

PE0001
9.5

Employees are fairly treated based on the results of their work.

5.8

Item: 13 **Promotions are earned.**

PE0003

5.2

Promotions are earned through hard work.

2.4

Item: 14 **There are enough people in the organization to perform the kinds of projects expected of the organization.**

PE0016

12.0

The department workload for assigned projects is fair.

6.7

Item: 15 **People get feedback readily that will let them know how they are doing on the job.**

PE0021

5.4

See also #36

Item: 16 **Open positions are filled in a timely manner.**

PE0084

6.7

Item: 17 **WAE employees are treated fairly.**

PE0901

7.6

Item: 18 **Employees understand what is expected of them.**

SK0024

9.0

Employees know what is expected of them.

5.6

Item: 19 **My work group conducts training sessions together.**

SK0015

7.3

Item: 20 **Each employee does know the skills they are expected to exhibit with relation to their current job.**

SK0041

9.0

Employees know the skills they must apply on their job.

3.6

Item: 21 **Staff is effectively trained to provide help in the absence of key personnel.**
SK0108
7.6

Item: 22 **Mandatory training subjects are effective in preparing me for essential tasks.**
SK0002
12.0

Required training effectively prepares me to do my job.

7.5

Item: 23 **Employees are free to participate in problem-solving sessions within groups other than their own work group.**
OR0021
10.5

I can freely help employees in groups other than my own solve problems.

5.8

Item: 24 **Employees outside of my immediate organization know what my work group does.**
OR0030
10.7

Employees outside my department know of the work that we do for the City.

6.7

Suggestion to DELETE.

Item: 25 **The performance appraisal system accurately evaluates my work performance.**
OR0114
12.0

The official evaluations of the work I do are fair.

6.0

Item: 26 **My organization has adequate programs in place to retain quality employees.**
AS0090
12.0

My department does a good job keeping the best employees.

6.0

Item: 27 **Everyone in the organization can participate in formulating specific goals and objectives.**
AS0028

12.0

Everyone in the department gets a chance to help establish goals.

6.9

Item: 28
AS0011
9.0

There is a clear shared organizational vision.

Our department vision is clear.

5.2

Item: 29
AS0018
12.0

Everyone in the organization understands our core beliefs.

Everyone in the department shares common beliefs about how we do our work.

7.6

Item: 30
AS0030
12.0

Decisions are consistent across the organization.

Decisions made in one part of the department are about the same as in other parts.

6.8

Item: 31
IN0051
12.0

Management understands job requirements and fairly represents these requirements to higher levels of management.

The work we do is fairly passed along to higher levels outside the department.

7.5

Item: 32
IN0009
7.6

I feel confident that I know the information needed to perform my job.

DELETE - See #33

Item: 33
IN0022
11.3

The leadership of my organization provides me with the information I need to accomplish my job.

I get the information I need to do my job well.

3.7

Item: 34
IN0002

Information management efforts are focused on high priority issues.

12.0

We do a good job managing records on important issues.

7.1

Item: 35 **People can get the information needed accomplish their job.**

IN0020

8.3 **I get the information I need to do my job.**

3.6 See also #33

Item: 36 **Employees get both positive and negative feedback from supervisors.**

IN0095

12.0 Feedback from supervisors helps improve job performance.

10.7 **Feedback from the boss helps me improve.**

2.3

Item: 37 **There is a "united" rather than a "we/they" sharing of information on important issues.**

IN0048

9.9 **People share what they know to help everyone improve.**

4.9

Item: 38 **Information requirements are coordinated to ensure minimum duplication of effort.**

IN0001

12.0 **The official information we receive is well thought out.**

7.5

Item: 39 **This Office/Department operates with clear guidelines.**

TE0130

10.7 **Guidance needed to do my job is clear.**

2.2

Item: 40 **Written guidance is readily available to assist me in understanding how to do my job.**

TE0011

10.7 **I can get written guidance to do my job.**

2.3

Item: 41
TE0092
12.0

Changes are quickly made in the formal procedures of the organization when appropriate.

When a better way to do something is found, guidance is quick to change.

5.0

Item: 42
TE0025
7.1

Policies are clearly written so that they can be understood.

Item: 43
TE0015
8.4

There is a specific known place to look up answers to common job-related questions.

There is a place to go to find answers to questions about my job.

4.1

Item: 44
TE0027
12.0

New employees are quickly indoctrinated into how the organization runs using formal means.

New employees go through a program to find out how to do things required of them.

5.4

Item: 45
LA0001
11.1

Current facilities are adequate for my co-workers' needs.

Buildings and the space available within them meet our work needs.

5.8

See #48

Item: 46
LA0013
7.5

The layout of my work facility is conducive to the work required of me.

The layout of my workspace is helpful for the work required of me.

4.9

Item: 47
LA0044
5.9

My work space is conducive to the type of work I am expected to perform.

See also #46

Item: 48 **Employee work areas are adequate.**
LA0034
9.9

Employee work areas are up to par.

3.9

See #45

Item: 49 **Plans are openly discussed that would improve our facility.**
LA0003
8.8

Plans are shared that might improve our workspace.

2.2

Item: 50 **My workspace is used as it was designed to be used.**
LA0016
2.6

Item: 51 **There is an accumulation of equipment requiring disposal.**
AC0025
12.0

We have surplus equipment that needs to be disposed of.

4.8

Item: 52 **My thoughts are asked on the acquisition of new items of equipment.**
AC0013
6.7

My thoughts are asked for on the purchase of new equipment.

3.7

Additional Items Proposed by the DCT at Nov 13, 2008 Meeting

LM

Those in leadership - management - supervisory positions attend special training to prepare them for these roles.

12.0

Those in authority attend training to prepare them for their role.

6.9

PE

There is an unjustified difference in the professional treatment of full-time versus WAE workers.

11.7

Treatment of full-time versus WAE employees is the same.

6.2

SK

Problem-solving Teams will benefit the department.

12.0

Decisions made by teams closest to the work will benefit the department.

7.7

Opportunities to join professional organizations or attend workshops are welcomed and funded.

12.0

Unable to reduce Reading Grade Level at this time.

Trainers are consistent in the skills they develop among employees.

9.5

Skills developed by trainers are the same.

3.9

Managers are consistent in providing training for their employees.

11.5

Managers use the same standards for training all employees.

7.5

OR

Employee appraisals are completed on time.

10.3

Employee appraisals are done on time.

6.4

AS

Department vision, strategies, goals, and program priorities are known by everyone.

12.0

Department vision and goals are well known by everyone.

6.2

IN

Middle managers understands my job requirements and accurately conveys these requirements to City Hall.

12.0

Those who supervise me know my job and convey my concerns to their managers.

6.7

TE

Current policies and procedures are available to everyone.

12.0

Unable to simplify at this time.

LA

All public buildings are ADA (handicap) compliant.

10.7

Handicap access is installed at all public buildings.

8.1

AC

The necessary equipment (tools, etc.) is available for those who need them to do their job.

8.3

Needed equipment (tools, etc.) is available to get the job done.

6.9

Safety equipment (shoes, vests, glasses, etc.) is sufficient to meet established standards.
10.7

Safety equipment meets our needs.
7.6

ES
Contractors are held to a lower standard of performance than City employees.
9.7

Contract workers are held to the same standard as City employees.
6.9

Suggested END Items:

Please, comment on any topic that you believe will improve overall workforce quality of work life.

ALSO (for consideration are the following items (no more than 3)...

1998 - 1999 Assessment Items

Circle the item numbers of the six most important items to be added to the 2008 Survey.

Numbers at the end of each item represent the number of VOTES registered at the meeting on November 13, 2008. The items highlighted are suggested for inclusion in the Workforce Baseline Survey.

- 8. Communication between managers and employees is clear. - 8
- 11. **With respect to my pay, I am satisfied.** - 10
- 13. Managers understand the problems faced by their employees. - 6
- 15. Unity between parks and recreation teams is strong. - 4
- 17. **Compared to other cities, our pay is comparable.** - 15
- 23. Communication downward between supervisors and staff works well. - 6
- 24. Implementation of employee recommendations always occurs. - 2
- 39. Employees are appropriately included in decision-making that affects their work. - 3
- 47. There are incentives, rewards, compensatory time or recognition for assisting other teams. - 8
- 50. Employee discipline is consistent and fair. - 5
- 52. Funds for tools, parts and new equipment are readily available. - 3
- 53. Employee ideas and suggestions are welcomed. - 2
- 58. Employees help support each other. - 5
- 65. The departmental climate encourages employees to do their best work. - 7
- 69. **Rumors and gossip are problems within the department.** - 9