

Calgary



PFC2017-1214

2017 Corporate Employee Survey Results

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ISC: Unrestricted
2017 December 5





- Original two-page survey started in 2005
- Redeveloped in 2015
 - Developed new questions
 - Validated by external consultant
 - New indices developed, Engagement, 5 factors influencing engagement, Safety Climate, 4 Cs
 - Started to gather self-report demographic data
- Added two new indices in 2016
 - Mental Health
 - Inclusion

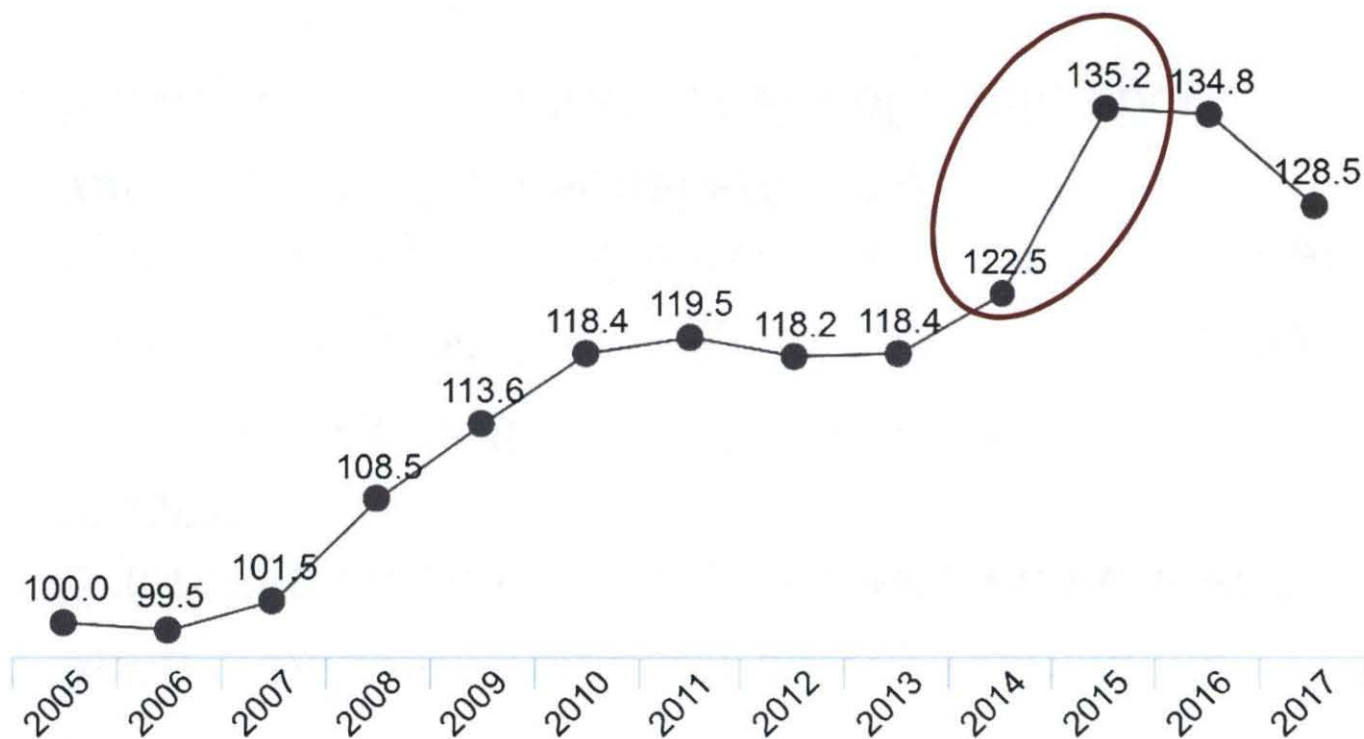


Background and Methodology

- Distribution to all employees
 - Anonymous and voluntary survey responses
 - External consultant used to collect, analyze and create reports
 - Email invites for those with City email
 - Paper survey packages to non-email employees
 - Approximately 15,000 surveys sent out to permanent, temporary and seasonal employees
 - Survey open first three weeks of September

Employee Relationship

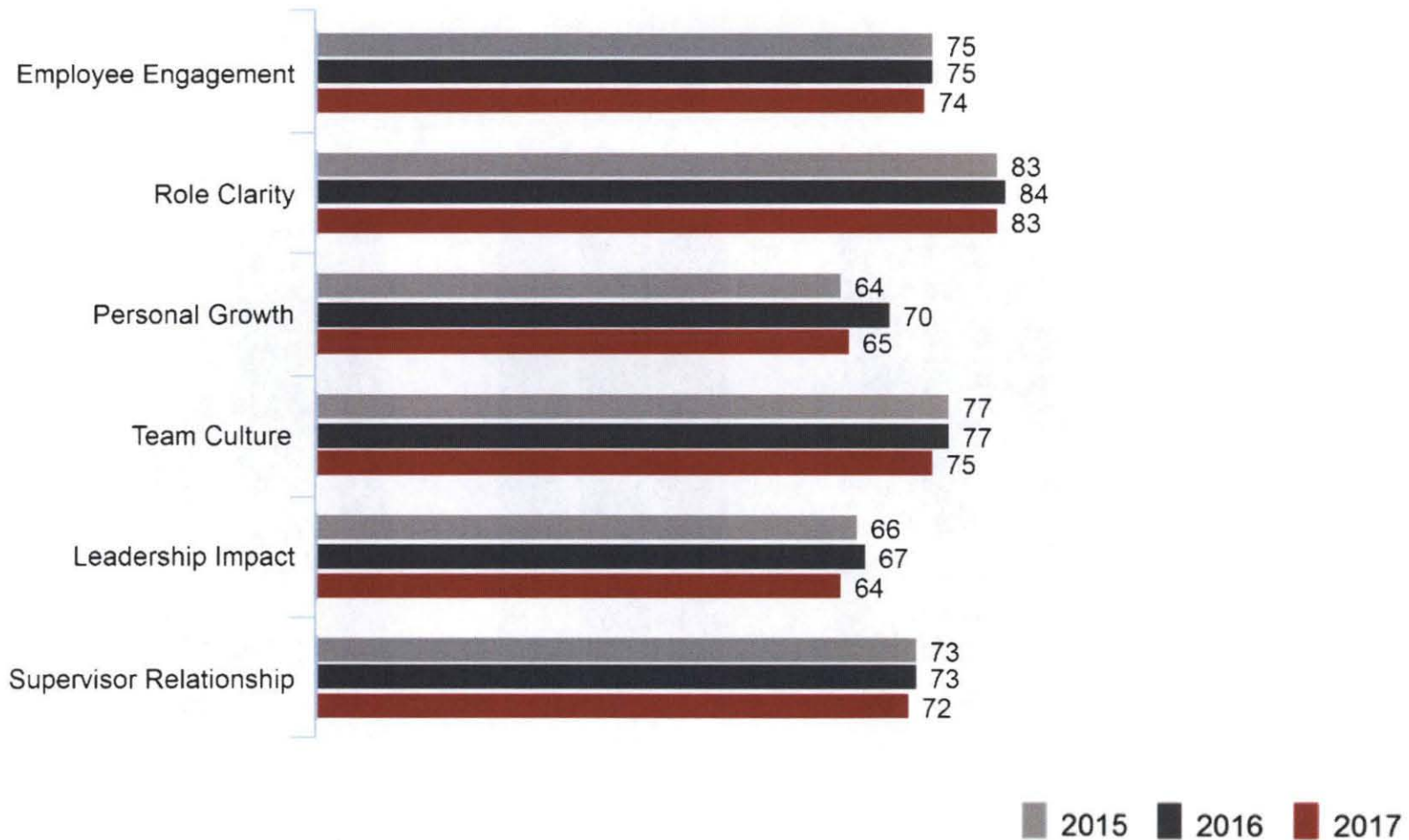
Corporate Employee Satisfaction Index



Note: The Satisfaction Index was given a baseline score of 100 in 2005, year-over-year differences are based on this baseline score.

Engagement

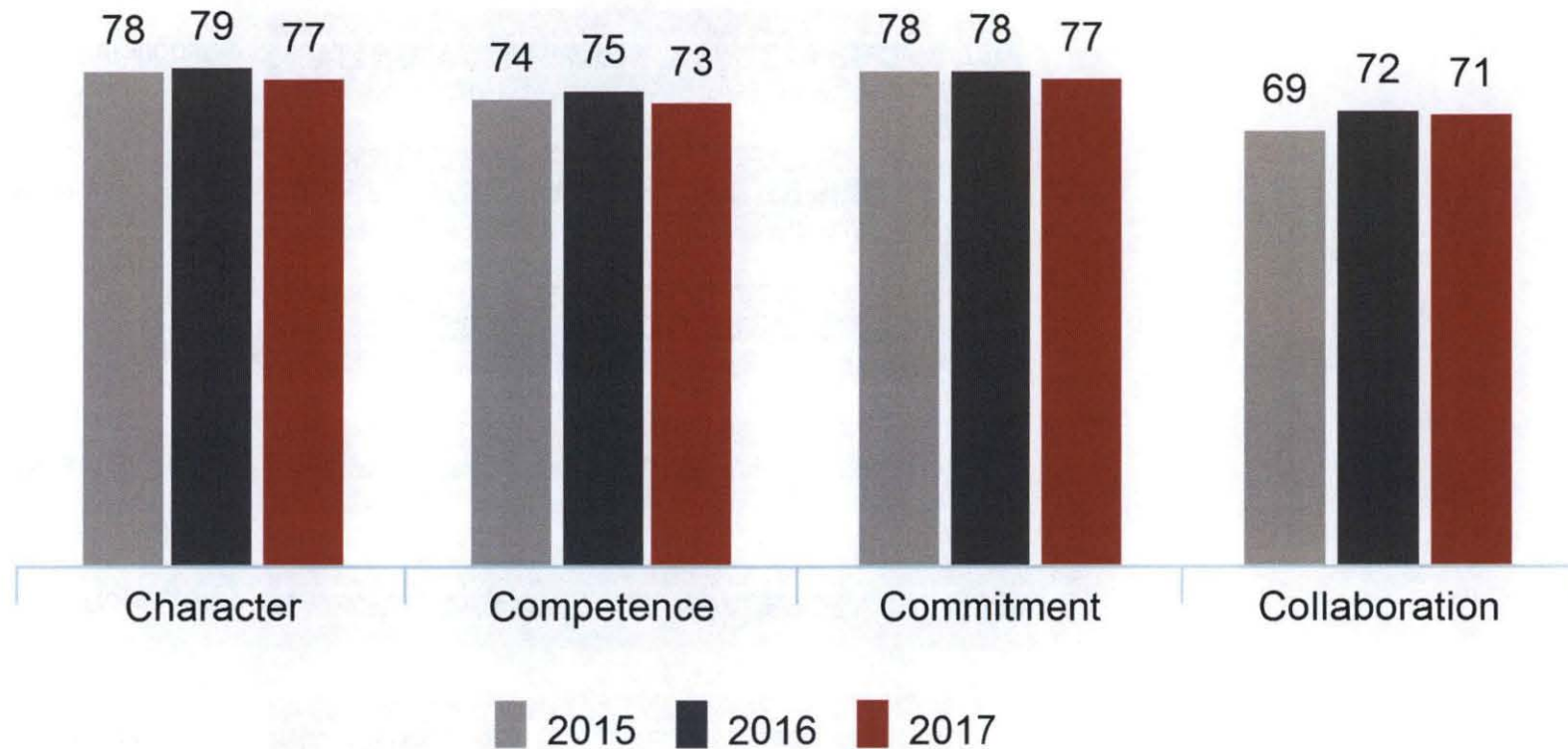
Employee Engagement Index & Key Drivers



Note: Indices are calculated out of 100 and do not represent percentage of employees.

4 Cs Framework

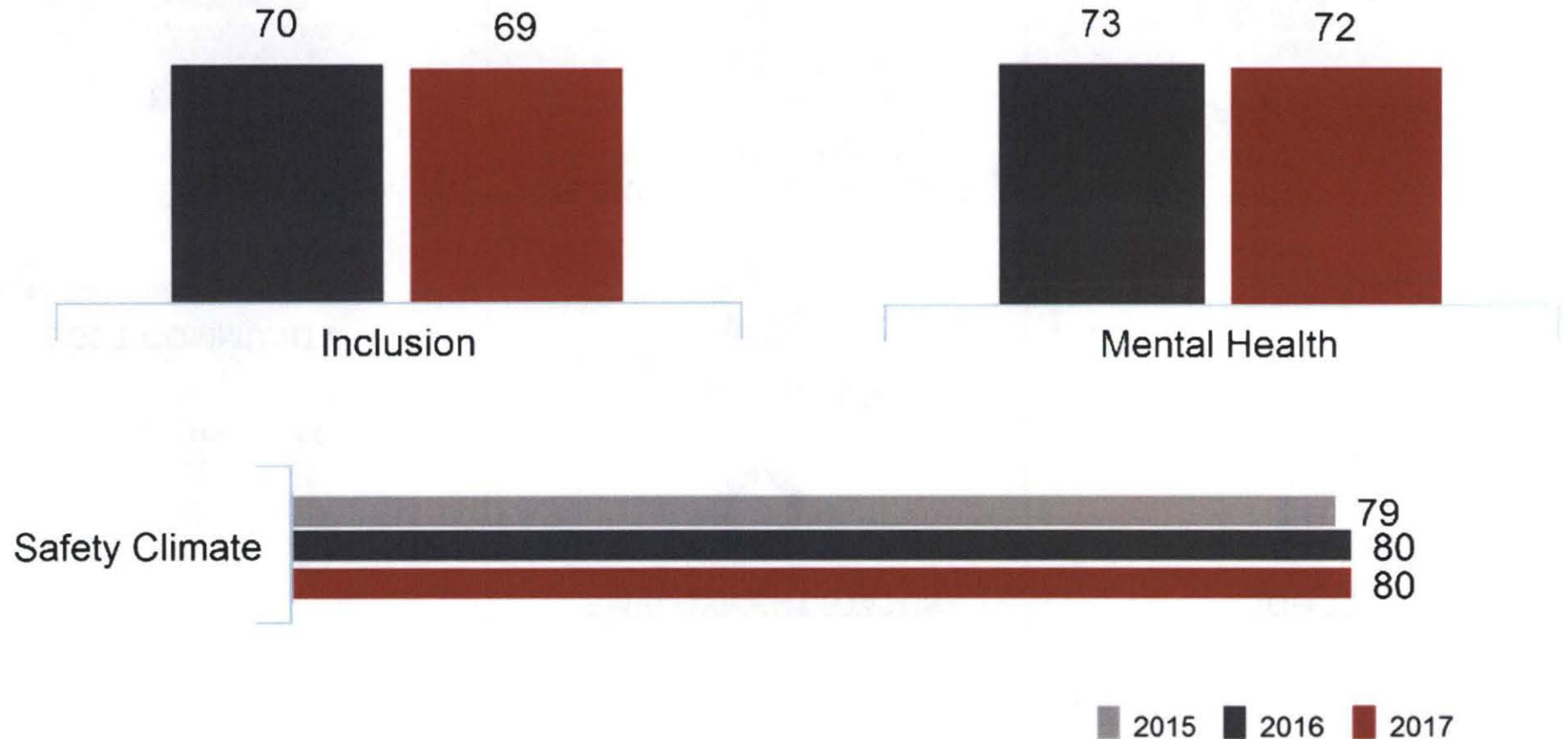
Essential behaviours for The City



Note: Indices are calculated out of 100 and do not represent percentage of employees.

Inclusion & Mental Health

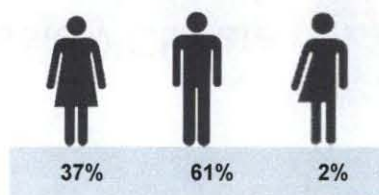
An inclusive and psychologically safe workplace



Note: Indices are calculated out of 100 and do not represent percentage of employees.

Demographics

GENDER



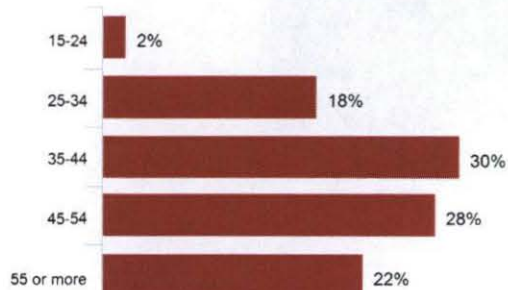
Base 7,542

LGBT COMMUNITY



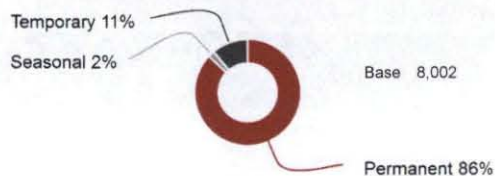
Base 7,334

AGE



Base 7,439

EMPLOYMENT STATUS



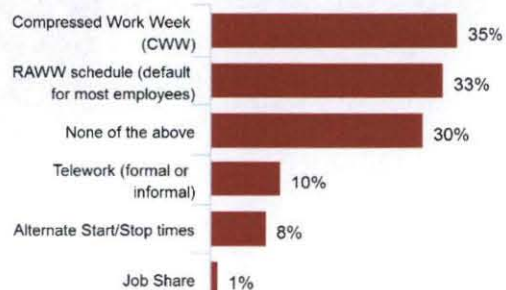
Base 8,002

UNION STATUS



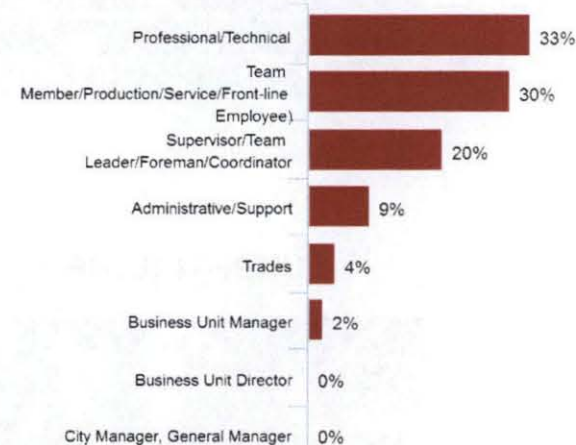
Base 7,612

FLEXIBLE WORK OPTIONS



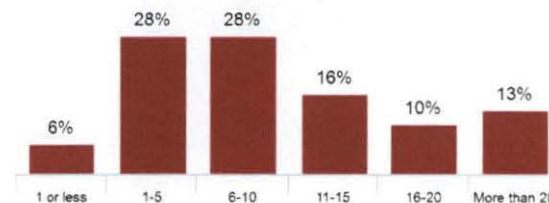
Base 6,497

JOB TYPE



Base 6,541

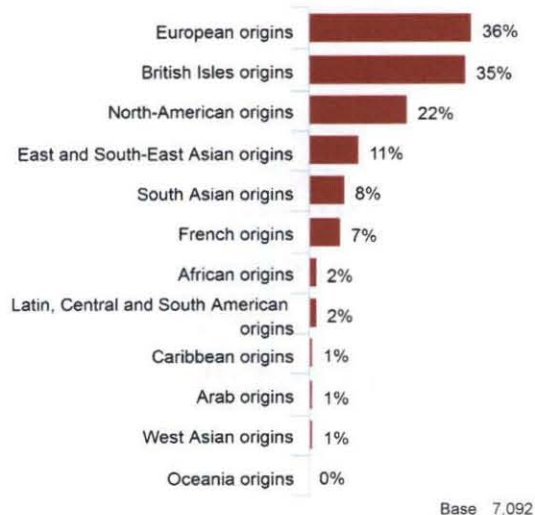
YEARS OF SERVICE



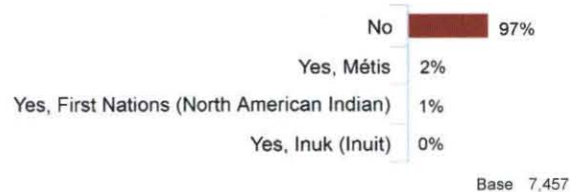
Base 7,303

Demographics

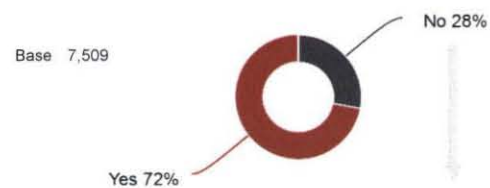
ETHNIC/CULTURAL GROUPS



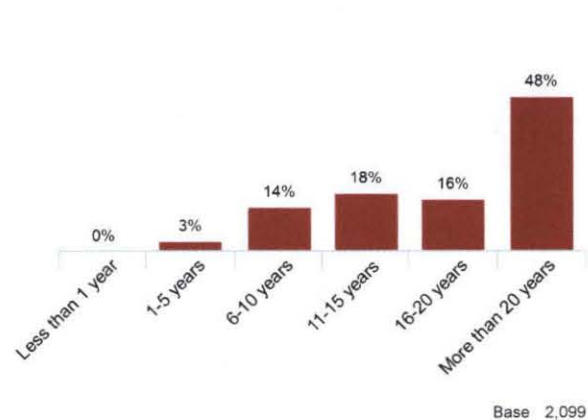
INDIGENOUS STATUS



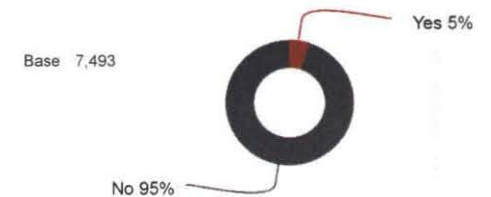
BORN IN CANADA



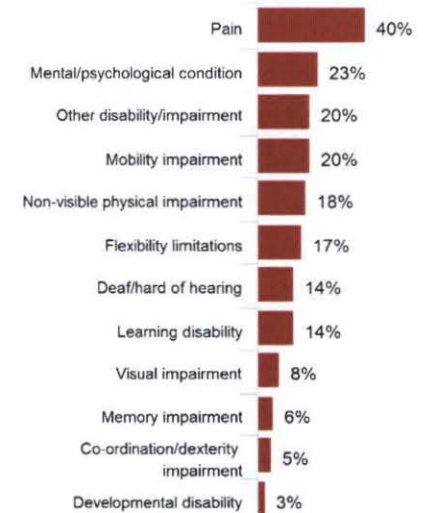
YEARS IN CANADA



WORKING WITH A DISABILITY



TYPE OF DISABILITY



Base 405

Administration Recommendation:

1. That the Priorities and Finance Committee receive this presentation for information.