

**CITY OF GOODYEAR
COUNCIL ACTION REPORT**

SUBJECT: 2018 Goodyear Employee
Engagement & Satisfaction Survey Results

STAFF PRESENTER: Julie Arendall, City
Manager

CASE NUMBER: None

OTHER PRESENTER: Dr. Tom Miller,
President, National Research Center, Inc.;
Lyman Locket, Human Resources Director

PROPOSED ACTION:

Staff will present results of the 2018 employee engagement and satisfaction survey.

BACKGROUND AND PREVIOUS ACTIONS:

The purpose of this work session is to provide an overview of the 2018 employee engagement and satisfaction survey results and answer any question council may have.

The city of Goodyear conducts an employee survey to maintain a pulse on engagement and satisfaction levels of our team members. The results of the survey provide the city with valuable data on our performance on key drivers of employee engagement and satisfaction, as well as insights into opportunities for improvement that result in improving our effectiveness to attract and retain a highly engaged workforce.

The National Research Center, Inc. (NRC) conducts the survey on the city's behalf, using The National Employee Survey (NES) which is specific to local governments, allowing Goodyear to benchmark results against other cities. The survey – a collaborative effort between NRC and the International City/County Management Association (ICMA) – provides the opinions of employees regarding their satisfaction on the job and other key characteristics of a quality work environment: communication, organizational ethics, employee fit, wages and benefits, the physical work space, supervisory relationships, the job feedback system, professional development and self-reported performance.

Past Goodyear employee surveys conducted by NRC were administered in:

- July/August of 2014
- July/August of 2016

The most recent survey was administered in October of 2018. The questions have remained the same as a means to continue to develop a trend analysis.

A copy of the 2018 survey results are attached.

STAFF ANALYSIS:

Areas of focus identified by the leadership team have consistently improved:

Survey Focus Area	2014	2016	2018
Providing recognition for doing good work	64%	71%	72%
Communicating information in a timely manner	63%	65%	73%
Dealing with low-performing employees	33%	36%	42%
Opportunities to develop a career path	54%	59%	62%
*Benefits overall		70%	80%
*Availability of necessary materials, resources and equipment to do the job effectively		65%	75%

*Added in 2016

FISCAL ANALYSIS:

There is no direct budget impact from this informational item.

RECOMMENDATION:

Results of the 2018 citizen satisfaction survey are being presented for the purpose of information for Council. Management will continue the process of developing an action plan to address areas of opportunities and plans to maintain and/or improve scores that exceed benchmark averages.

ATTACHMENTS:

2018 Workplace Report
Trends over Time Report