

THE NESTM
The National Employee SurveyTM

Goodyear, AZ

2018

The NES is presented by NRC in collaboration with ICMA



Survey Background

- Independent research firm
- The National Employee Survey™ (The NES™)
 - Offered in partnership with International City/County Management Association (ICMA)
 - Measures 10 dimensions of the employee experience
 - Web-based survey of City employees

The NES™ Methods and Goals

Objectives

- Assess organizational strengths
- Identify organizational challenges
- Articulate the specific needs of employees

Methods

- Web survey of employees
- 547 completed surveys
- Response rate greater than 90%

Goals

- Increased job satisfaction
- Increased engagement
- Increased productivity and performance
- Improved quality of local services
- Improved community life

Survey Topics

Job Satisfaction

Work Group
Performance

Employee
Contribution
and Fit

Employee-
Supervisor
Relationship

Employee
Performance
Evaluation

Employee
Development

Wages and
Benefits

Communication
and Decision-
making

Respect
and Ethics

Physical Work
Environment

2018 Benchmark Comparisons



2018 Ratings Compared to 2016



Most Important to Employee Satisfaction

Legend

- Higher than benchmark
- Similar to benchmark
- Lower than benchmark
- Most important

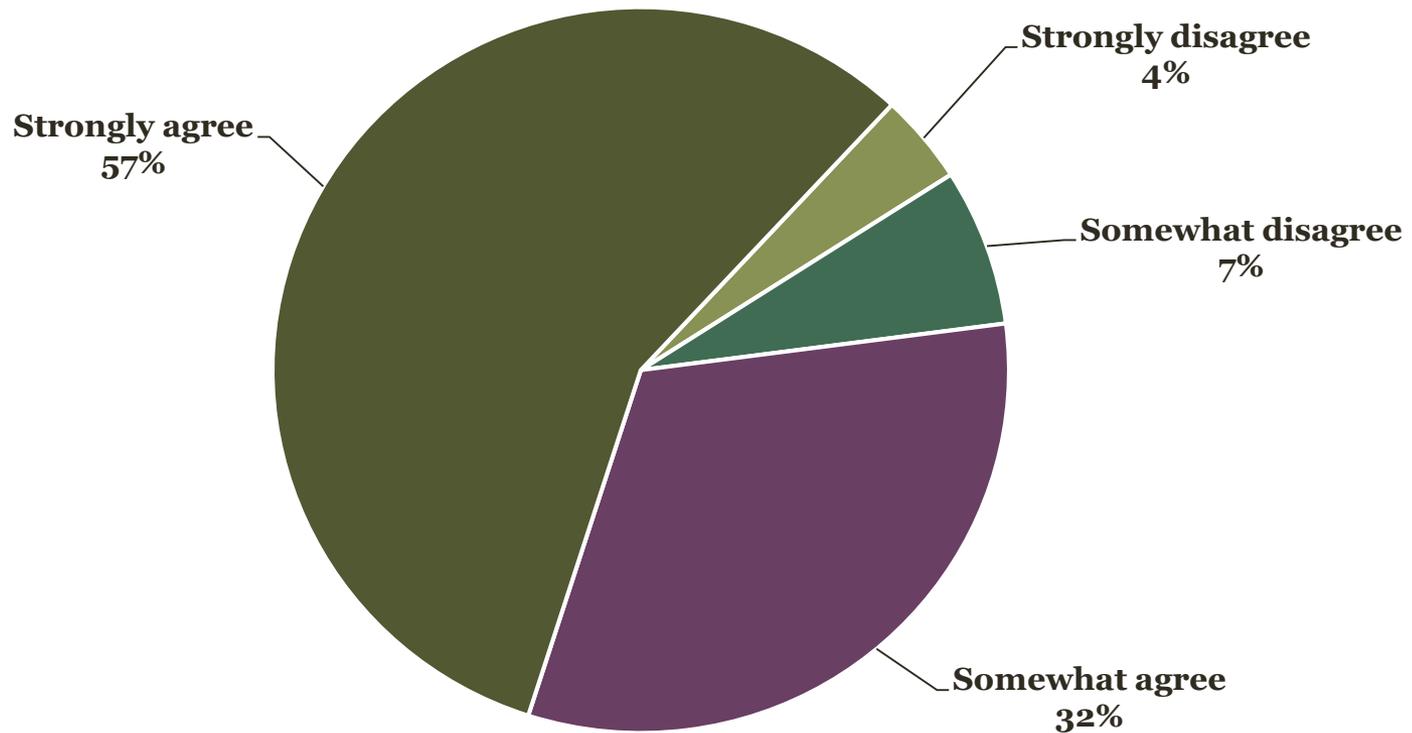


Key
Finding
#1

**Job Satisfaction is
strong and morale
is at an all-time
high.**

Overall Job Satisfaction

Satisfied with job



Aspects of Job Satisfaction

Plan to work for the City in a year

94%

City is a good employer

93%

Gain satisfaction from job

90%

Feel positive about working for City

89%

Comparison to benchmark

Higher Similar Lower Not available

Percent strongly or somewhat agree

**Confidence in
leadership is strong
from supervisor to
governance level**

Confidence in Leadership

7 in 10

employees gave high marks to each aspect of employee-supervisor relationship. ...

Atmosphere of mutual trust and confidence

Treating employees with respect

Promoting positive working relationship

Welcoming employee involvement in decision-making

Percent strongly/somewhat agree or excellent/good

Confidence in Leadership

3 in **4**
employees agree
City Executive
Leadership is...

Modeling a high
standard

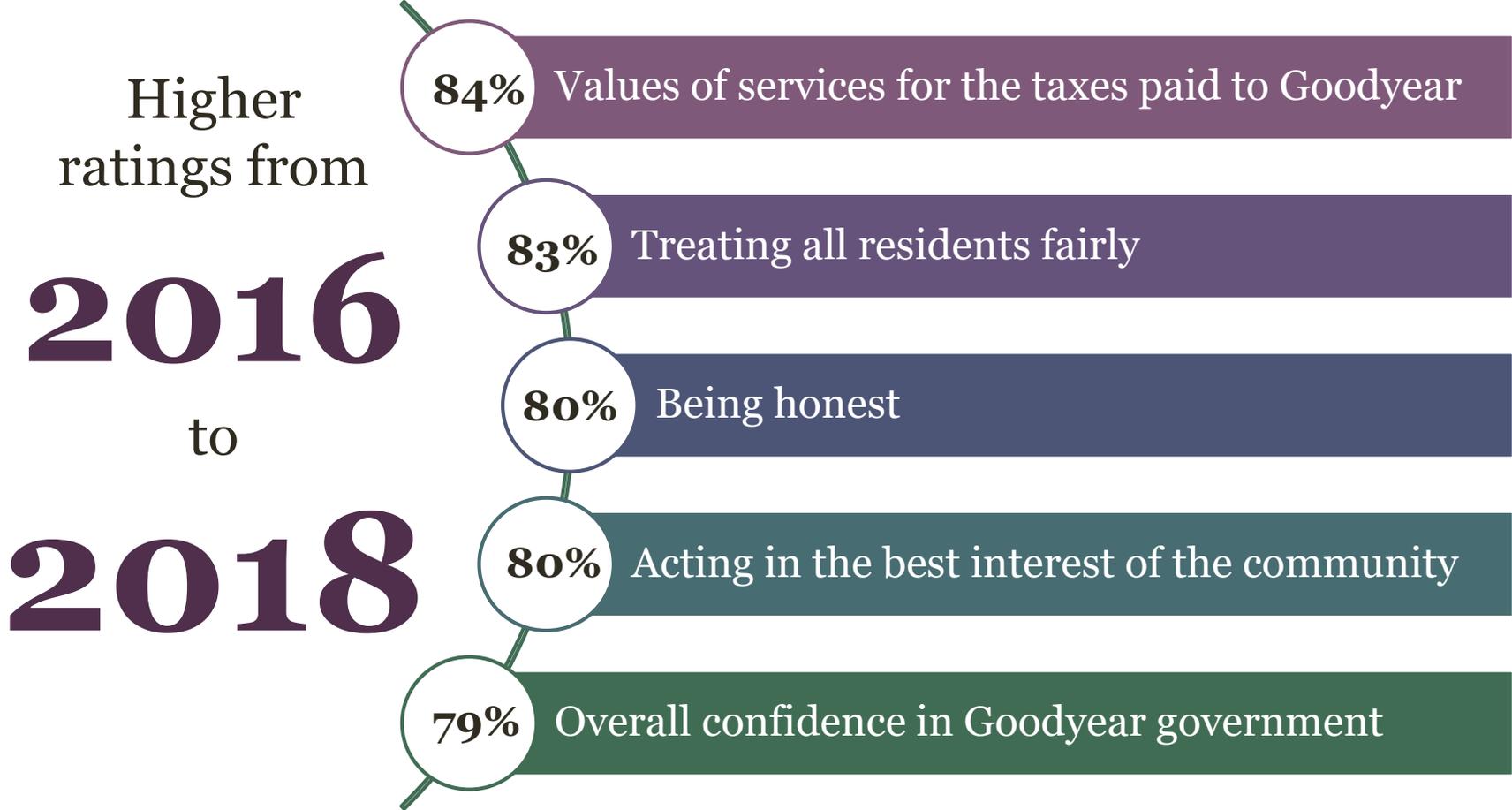
Managing costs
responsibly and
logically

Communicating
an inspiring
vision

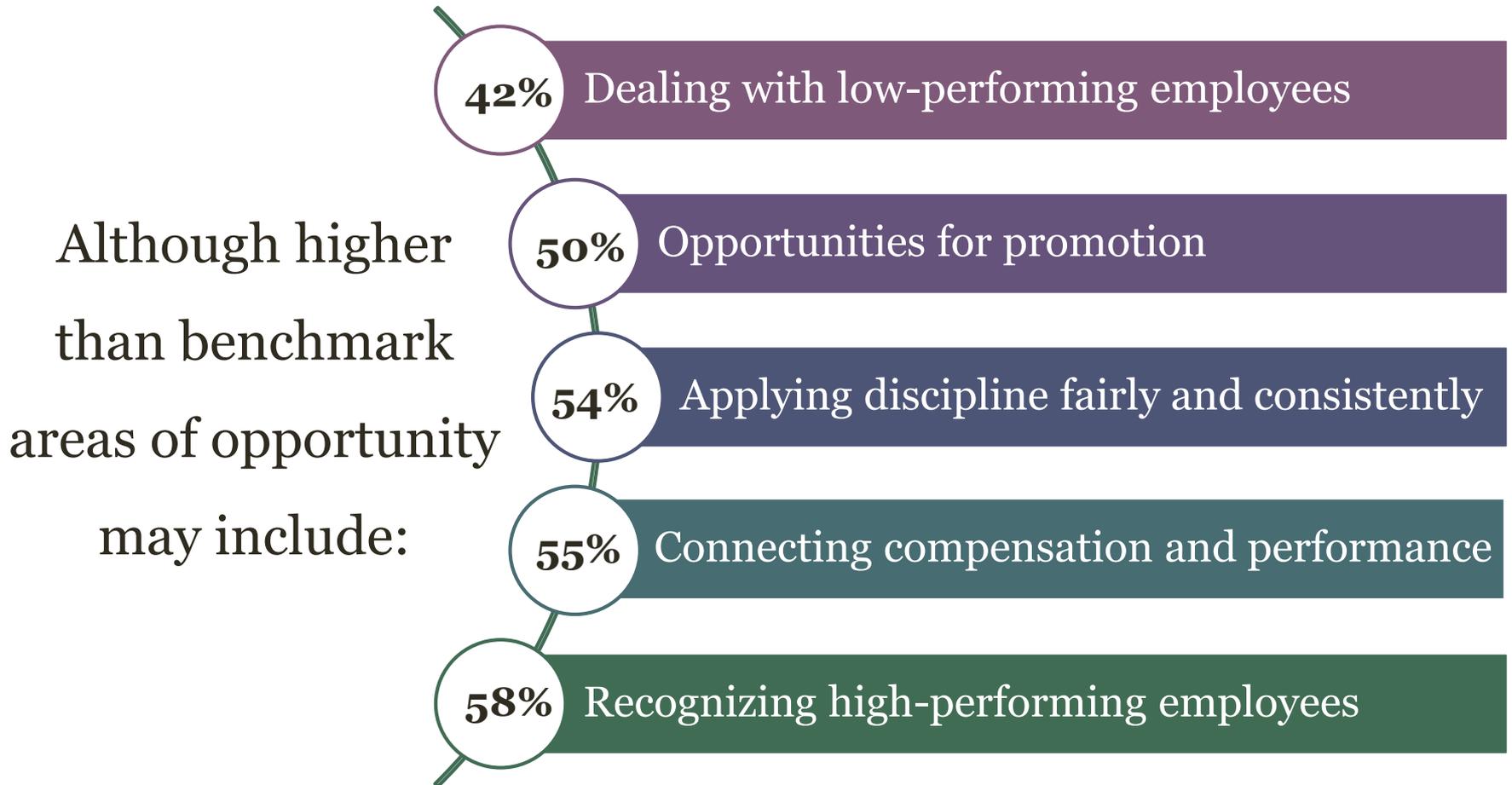
Strength of
shared
understanding

*Percent strongly/somewhat agree
or excellent/good*

Aspects of Government Quality



Lowest Rated Scores



Conclusions

Employees are satisfied with their jobs and have high morale

Employees are confident in the City's Leadership and Government

Employee-supervisor relationship ratings are strong and remained stable over time

Next Steps

THE NESTM
The National Employee SurveyTM

Thank you!

National Research Center, Inc.

2955 Valmont Road Suite 300

Boulder, CO 80301

303-444-7863 • nrc@n-r-c.com

www.n-r-c.com



NRC
National Research Center Inc