

THE NESTM
The National Employee SurveyTM

Goodyear, AZ

2018

The NES is presented by NRC in collaboration with ICMA



ICMA

Leaders at the Core of Better Communities

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

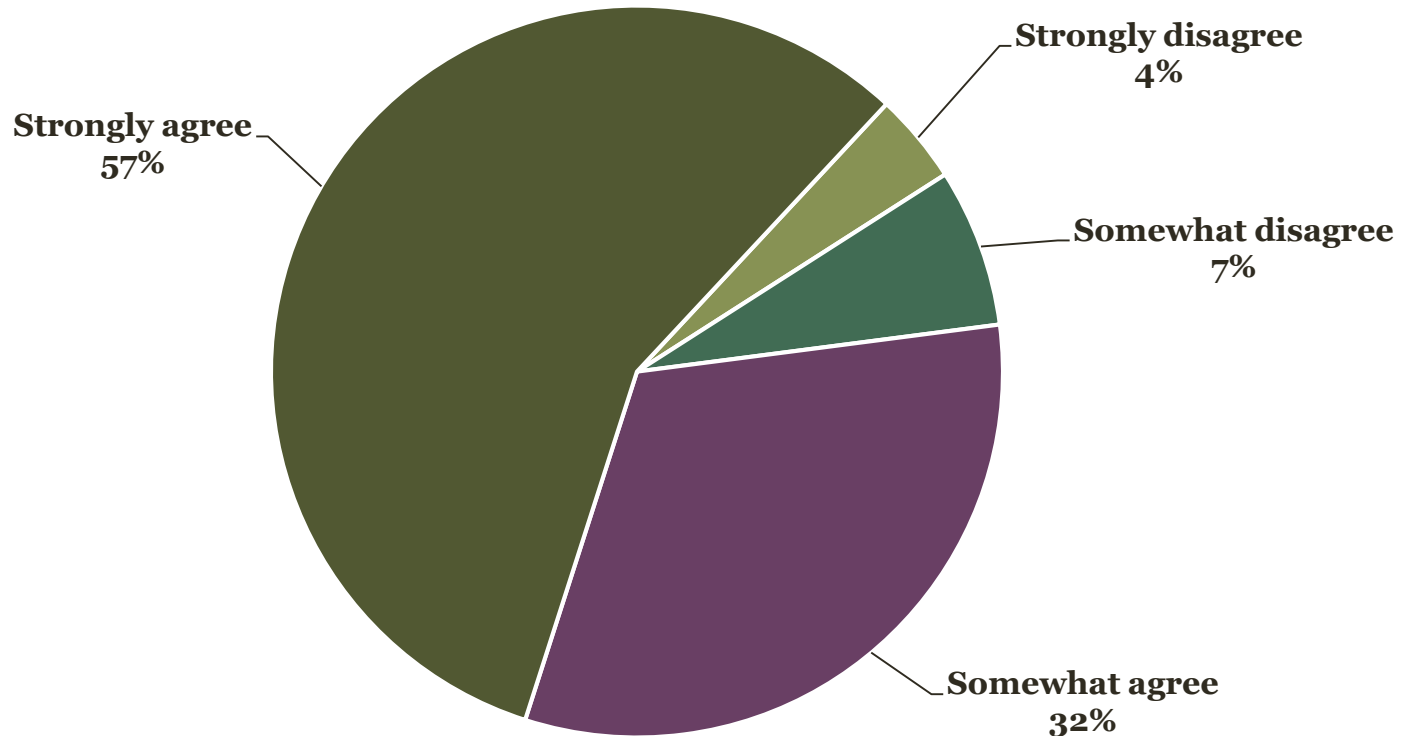
- Higher than benchmark
- Similar to benchmark
- Lower than benchmark
- Most important



**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

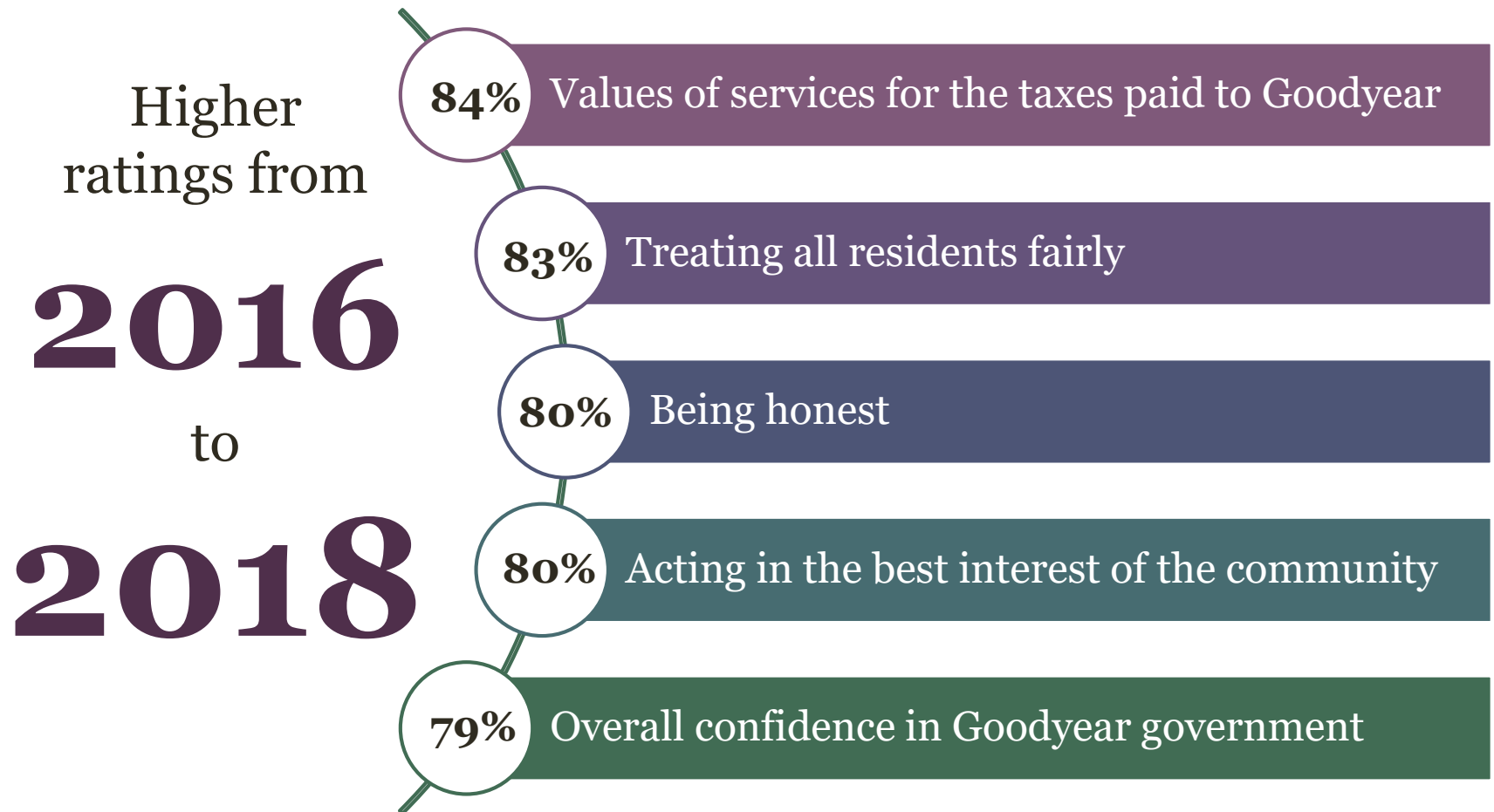
Managing costs
responsibly and
logically

Communicating
an inspiring
vision

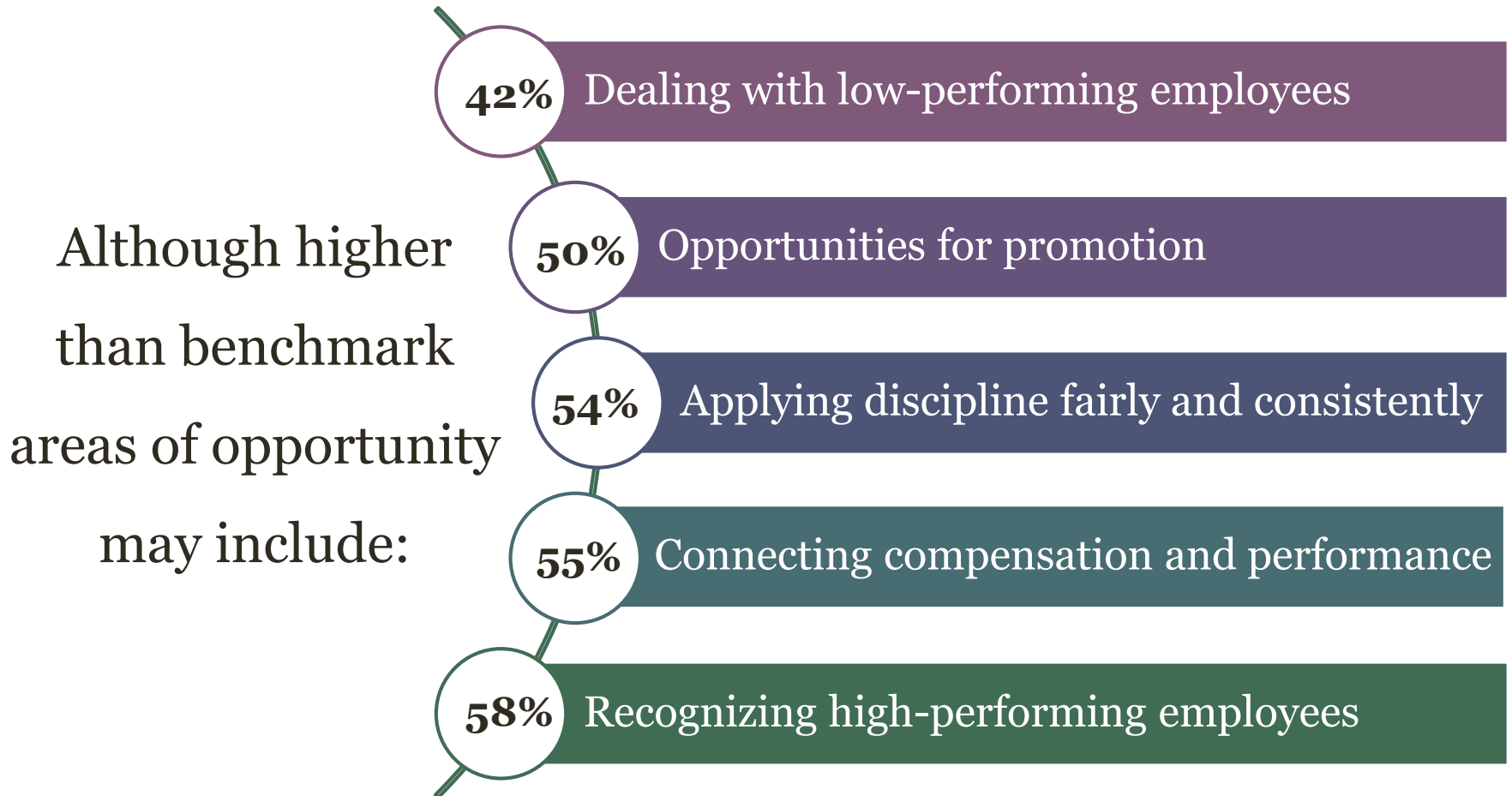
Strength of
shared
understanding

*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



Thank you!

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