

AGENDA ITEM #: _____

DATE: November 9, 2020

CAR #: 2020-7108ws



CITY COUNCIL ACTION REPORT

SUBJECT: 2020 Goodyear Employee Engagement & Satisfaction Survey Results

STAFF PRESENTER(S): Lyman Locket, Human Resources Director

OTHER PRESENTER(S): None

Summary: Staff will present the results of the 2020 employee engagement and satisfaction survey.

Recommendation:

Results of the 2020 employee satisfaction survey are being presented for the purpose of information for Council. The action planning process to address areas of opportunities and plans to maintain or improve scores is now in progress.

Fiscal Impact: There is no direct budget impact from this informational item.

Background and Previous Actions

The purpose of this work session is to provide an overview of the 2020 employee engagement and satisfaction survey results and answer any questions council may have.

The city of Goodyear conducts an employee survey every two years to gauge the pulse of employee satisfaction and engagement levels. The results of the survey provide the city with valuable information on our employee's work experience, as well as insights into opportunities for improvement.

The National Research Center, Inc. (NRC) conducts the survey on the city's behalf, using The National Employee Survey (NES). The NES is specific to local governments allowing Goodyear to benchmark results against other cities. The survey collects 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
- July/August of 2018

The most recent survey was administered in September of 2020. The questions have remained the same to provide an ongoing trend analysis.

A copy of the 2020 survey results are attached.

Staff Analysis

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

Survey Focus Area	2014	2016	2018	2020
Providing recognition for doing good work	64%	71%	72%	73%
Communicating information in a timely manner	63%	65%	73%	80%
Dealing with low-performing employees	33%	36%	42%	48%
Opportunities to develop a career path	54%	59%	62%	69%
*Benefits overall		70%	80%	84%
*Availability of necessary materials, resources and equipment to do the job effectively		65%	75%	82%

*Added in 2016

Attachments

2020 Workplace Report
2020 Trends over Time Report