



Goodyear, AZ

2020

The NES is presented by NRC in collaboration with ICMA

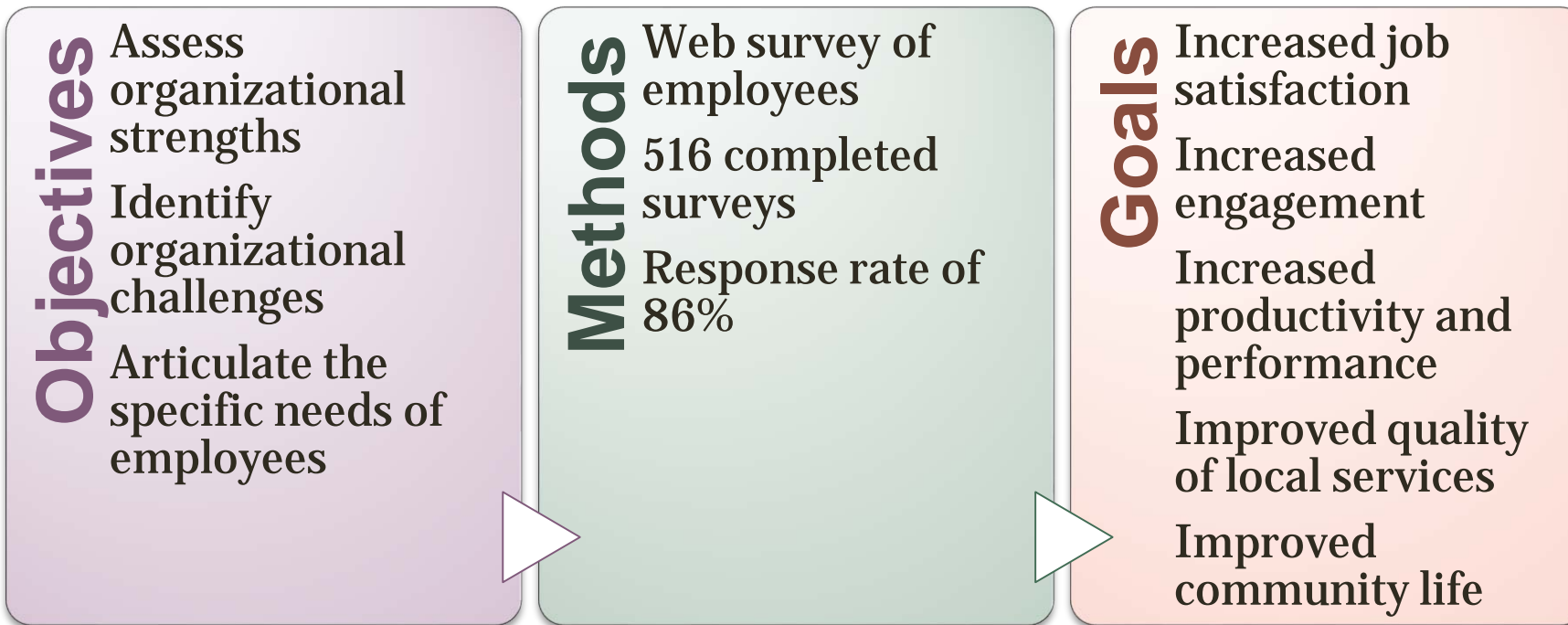


Leaders at the Core of Better Communities

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



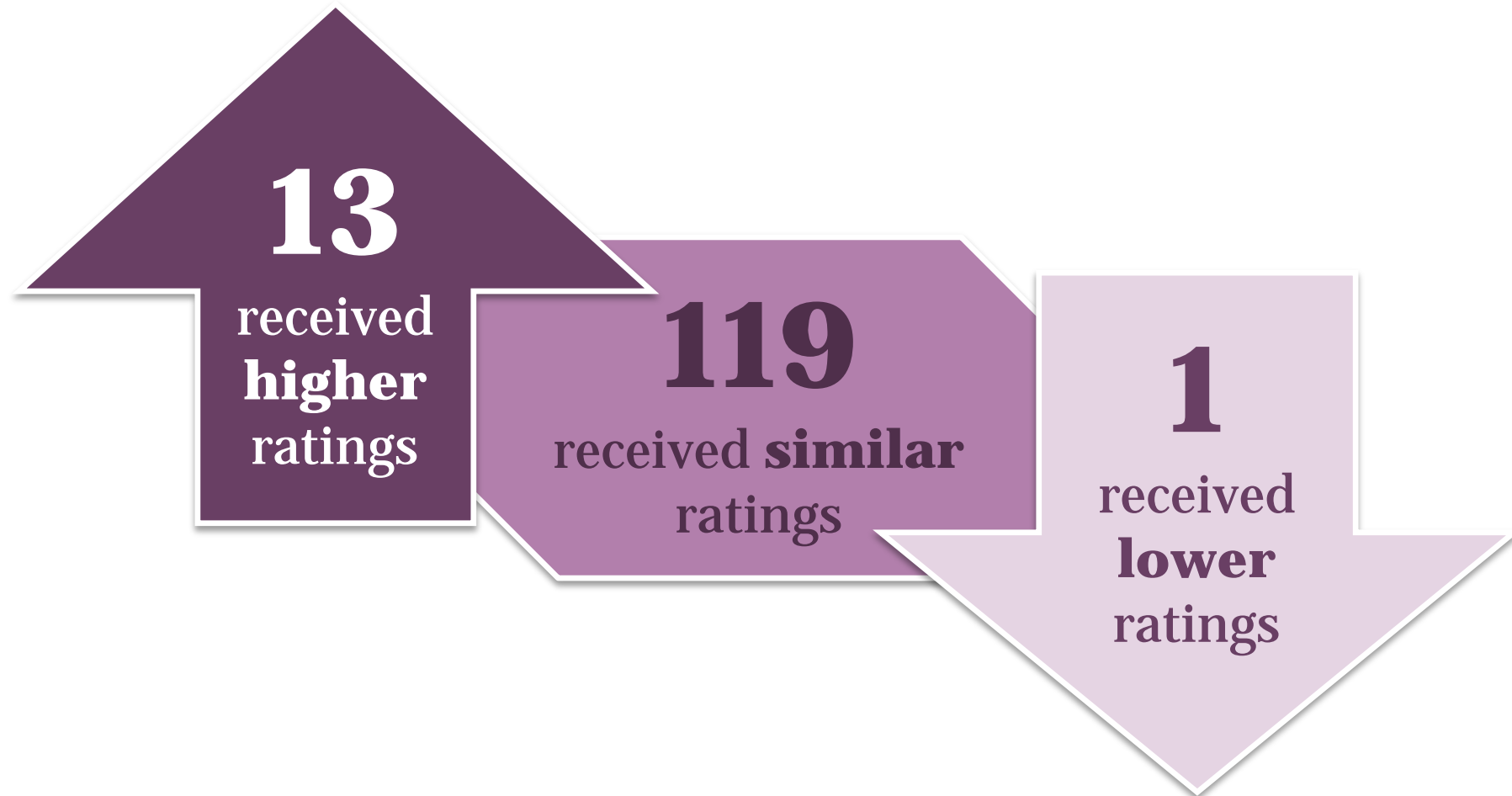
Survey Topics



2020 Benchmark Comparisons



2020 Ratings Compared to 2018



Most Important to Employee Satisfaction

Legend

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

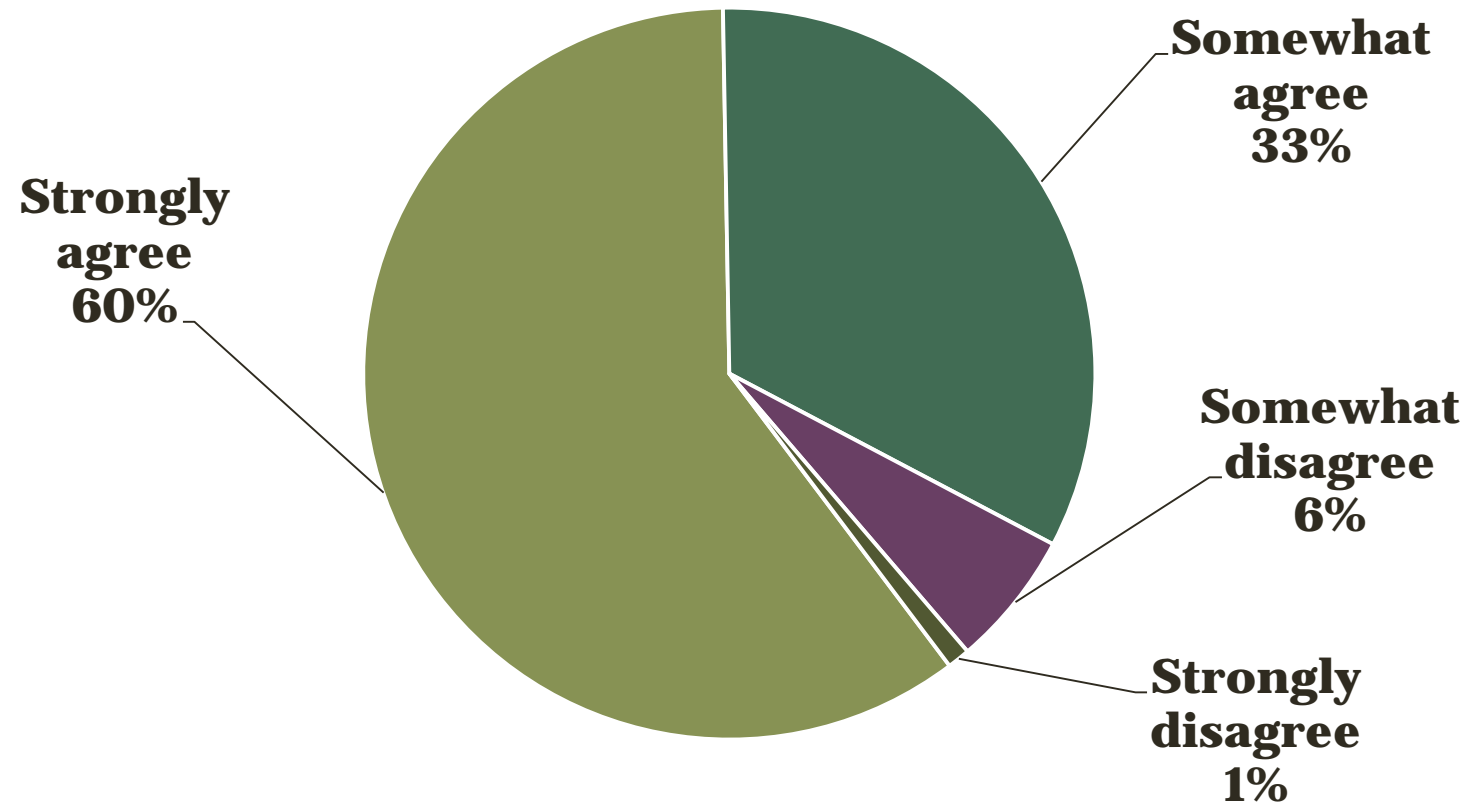


Key
Finding
#1

**Job Satisfaction
remains strong
and morale
continues to soar**

Overall Job Satisfaction

Satisfied with job



Aspects of Job Satisfaction

Plan to work for the City in a year

96%

City is a good employer

96%

Feel positive about working for City

94%

Gain satisfaction from job

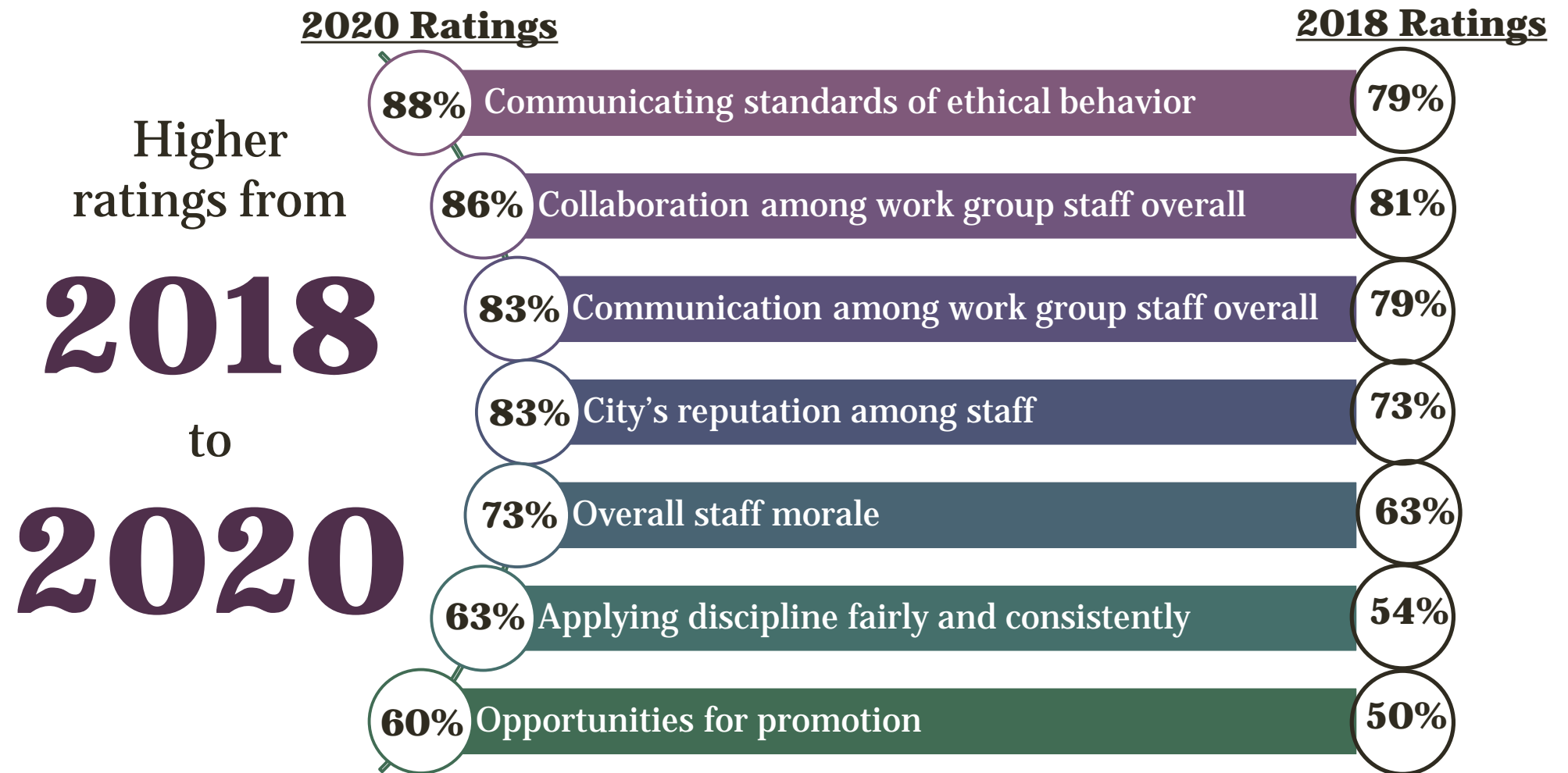
93%

Comparison to benchmark

■ Higher ■ Similar ■ Lower

Percent strongly/somewhat agree

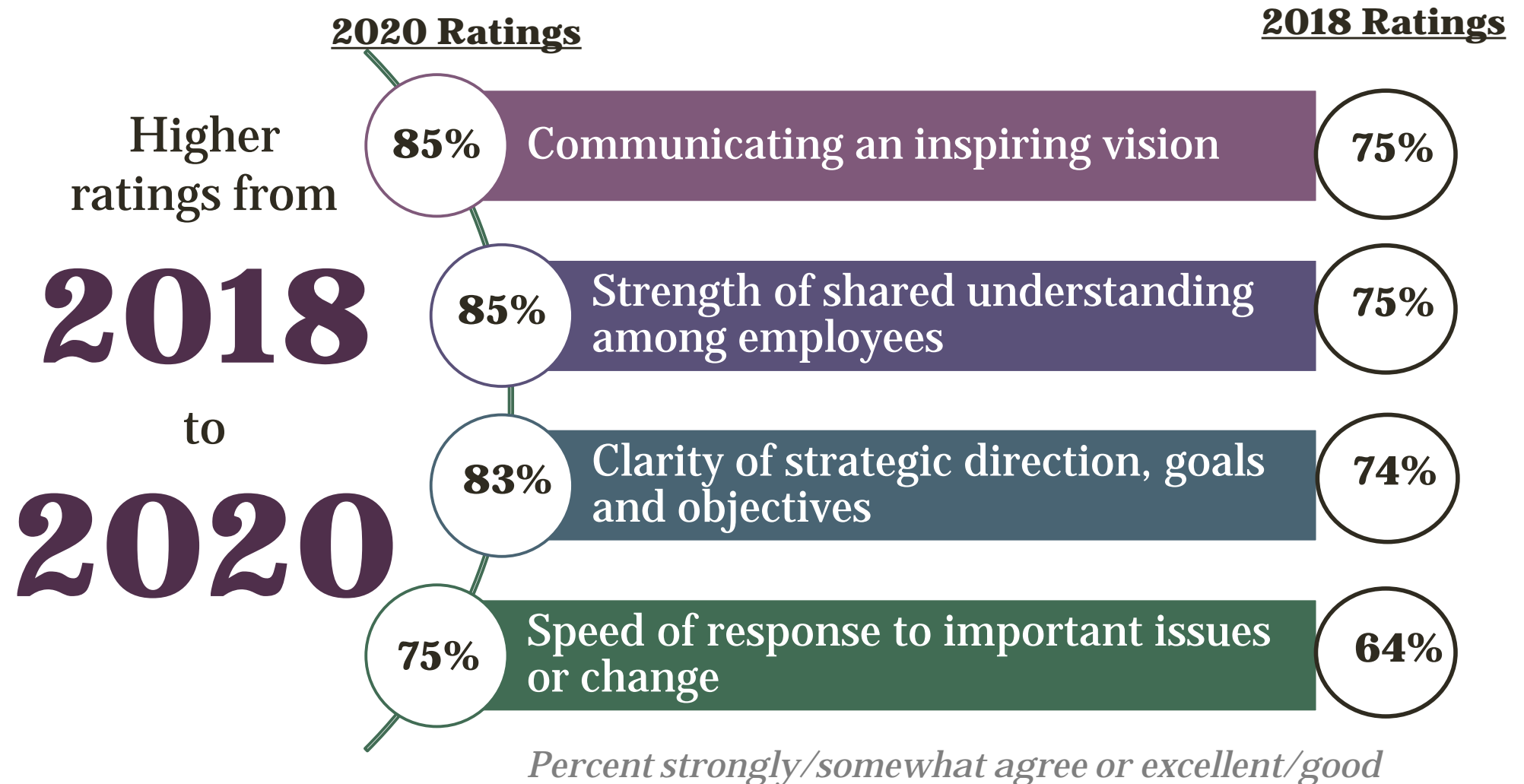
Aspects of City Workplace



Percent strongly/somewhat agree or excellent/good

Confidence in the City's Executive Leadership is at an all-time high

Aspects of Executive Leadership



Top Ratings for Executive Leadership

85%

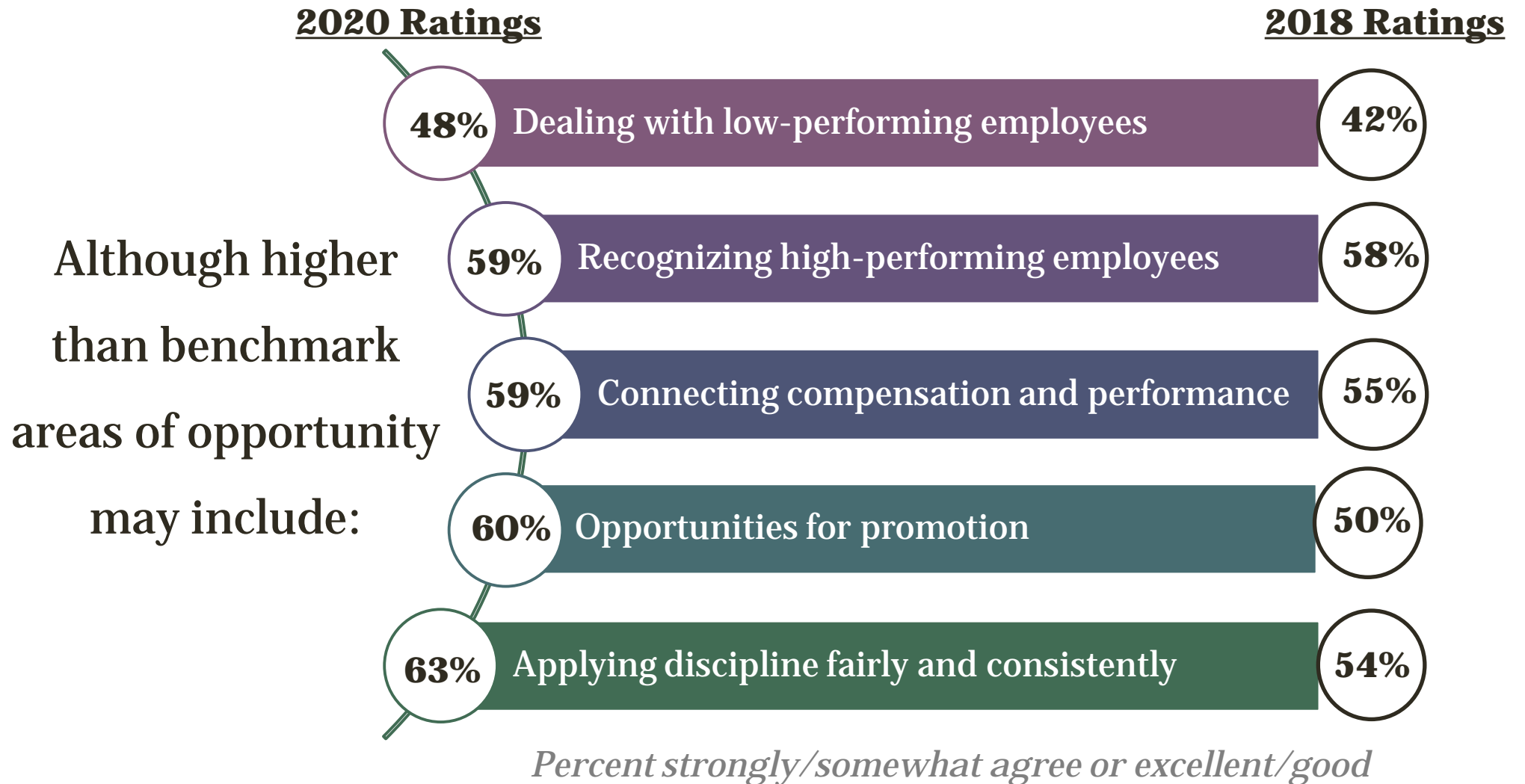
of employees
agree City
Executive
Leadership...

...is communicating an inspiring
vision

...has strength of shared
understanding

*Percent strongly/somewhat agree
or excellent/good*

Lowest Rated Scores



Citywide Focus Areas

Survey Year	2020	2018	2016	2014
Communicating information in a timely manner	80%	73%	65%	63%
Providing recognition for doing good work	73%	72%	71%	64%
Opportunities to develop a career path	69%	62%	59%	54%
Dealing with low-performing employees	48%	42%	36%	33%

Stretch goal for each Focus Area

75%

Most Significant Improvement

Survey Year	2020	2018	Inc.
Speed of response to important issues or change	75%	64%	+11%
Communicating an inspiring vision	85%	75%	+10%
Strength of shared understanding among employees of what the organization is supposed to do	85%	75%	+10%
The City of Goodyear's reputation among staff	83%	73%	+10%
Overall staff morale	73%	63%	+10%
Opportunities for promotion	60%	50%	+10%

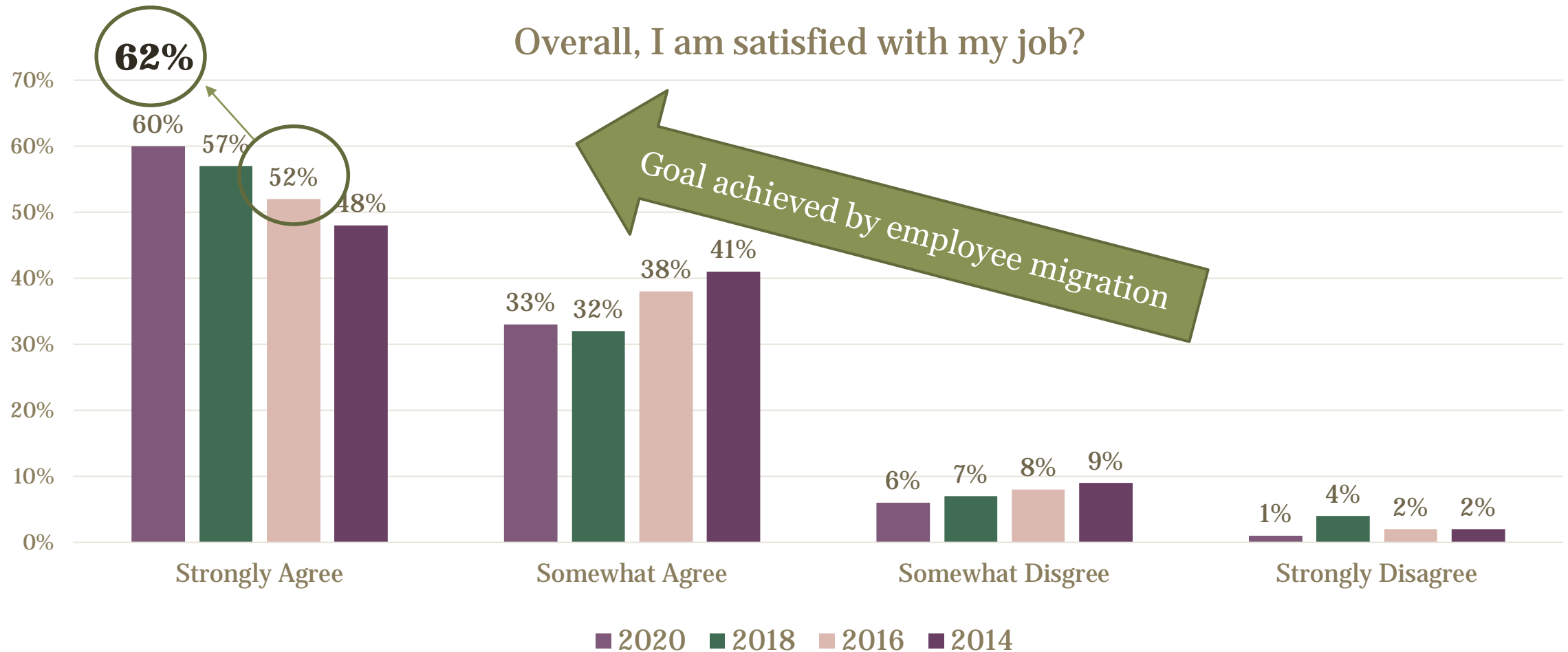
Areas Decreasing from 2018 to 2020

Survey Year	2020	2018	Inc.
In the last six months, someone at work has talked to me about my progress	71%	79%	-8%
Defining performance objectives	74%	75%	-1%
I have good friends at work	89%	90%	-1%

Only three survey areas decreased from 2018 to 2020

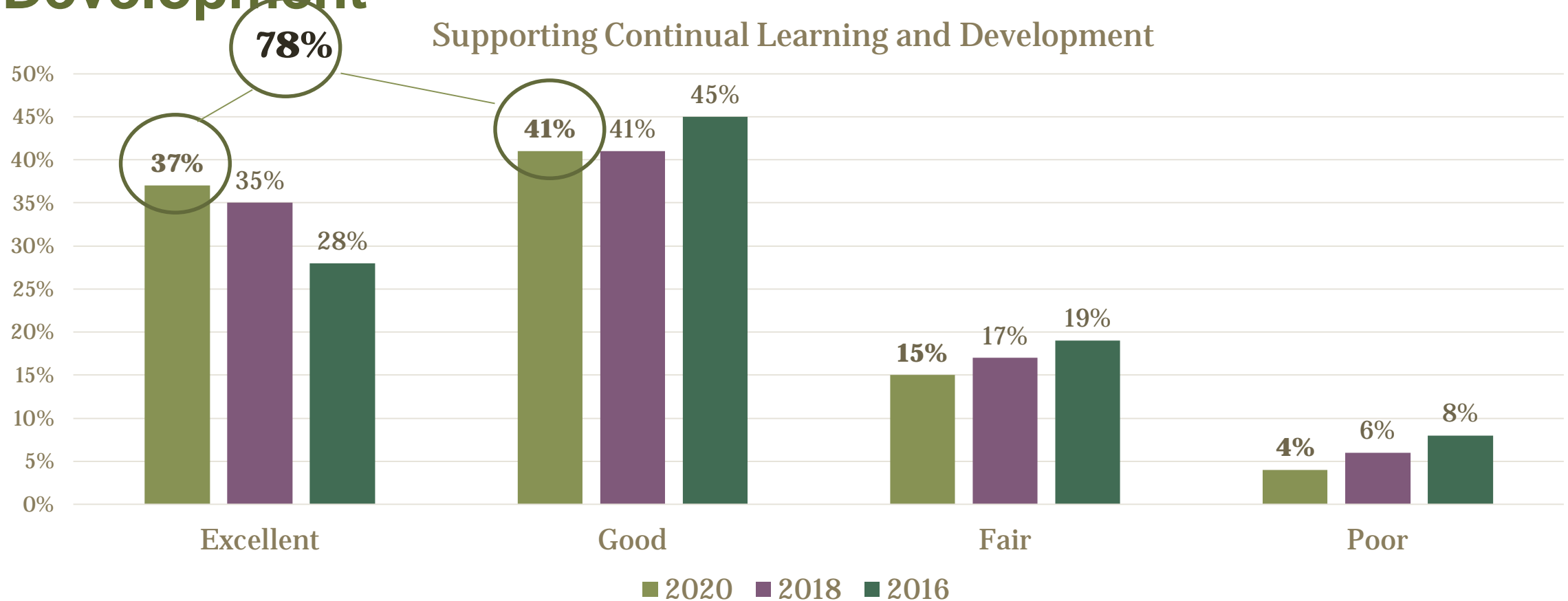
Council Goal 1.1

Improve EE Satisfaction by 10%



Council Goal 1.2

Achieve a 75% positive employee rating of the “Organization’s Support of Continual Learning and Development”



**Support Services
maintain or exceed
improvements
made in past years**

Aspects of City's Support Services

At least
7 in 10
rated ALL aspects
of quality and
timeliness
positively



Highest ratings to both
quality and **timeliness**

Maintenance and repair services

Facilities management services overall

Percent excellent/good

Conclusions

Job Satisfaction
remains strong
and morale
continues to
soar

Confidence in
the City's
Executive
Leadership is at
an all-time high

Support
Services
maintain or
exceed
improvements
made in past
years

Next Steps

- Department level data to Directors – Week of November 2nd
- Communication to organization – Week of November 16th
- Action planning process begins – PMP Committee November 16th



Thank you!

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