

# Overview of Survey Results

2019 Employee Survey - 2019 Employee Survey - Manager Report

## Survey description

The annual Employee Survey allows you to share how you feel Larimer County is doing as an employer. However, before you get started, we have a couple things to note about this year's survey: 1. Survey responses are confidential. Managers, supervisors, department and division heads will not have access to individual responses. Before releasing text question summaries to departments, HR Generalists will do their best to eliminate any identifying information. 2. For this survey we were required to select pre-written questions, so their terms are not specific to County government. If you need clarification on any of the survey questions prior to responding, please contact Jennifer Glover or Marcy Hamilton. We greatly appreciate your participation and honest feedback!

## Participation rate

84.6%

165 of 195 participants have completed the survey

## As of

Dec 13, 2019, 09:38 PM MST

Results are grouped based on information in the Employee Directory as of this date

## Response group

Gary Darling's Team

## Summary of Metric results

% favorable

|   |               |
|---|---------------|
| GP: Being a Fulfilling and Enjoyable Place to Work  | 74% favorable |
| GP: Being Good Stewards of Public Resources         | 63% favorable |
| GP: Cultivating Partnerships                        | 80% favorable |
| GP: Empowering People to Take Responsibility        | 71% favorable |
| GP: Promoting Innovation and Continuous Improvement | 65% favorable |
| GP: Providing Quality Customer Service              | 85% favorable |
| Management  | 68% favorable |
| Survey Questions                                    | 72% favorable |





Individual Metric Results: 1 of 8 Metrics

**GP: Being a Fulfilling and Enjoyable Place to Work** <sup>74%</sup> favorable

| Questions that define GP: Being a Fulfilling and Enjoyable Place to Work (11)   | Responses |
|---|-----------|
| Considering everything, how would you rate your overall satisfaction at Larimer County at the present time?* <small>Answered: 164 Skipped: 1 Scale: 1-5</small> | 79%       |
| I have received the training I need to do a quality job.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>   | 85%       |
| I have the information I need to do my job effectively.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>  | 86%       |
| I would recommend Larimer County as a good place to work.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>  | 84%       |
| Larimer County has created an environment where people of diverse backgrounds can succeed.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>               | 78%       |
| I can maintain a reasonable balance between my personal life and work life.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>                              | 68%       |
| I believe I am compensated fairly for what I do.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>   | 53%       |
| I would choose to stay with Larimer County even if offered the same pay and benefits elsewhere.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>          | 58%       |
| I am treated with respect and dignity.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>   | 79%       |
| I look forward to coming to work at this company.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>  | 71%       |
| Larimer County is a safe place to work.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>  | 79%       |

\*These questions are used to calculate the metric score. We calculate the metric score by averaging the score of rating questions against a normalized scale.






| Questions that most drive GP: Being a Fulfilling and Enjoyable Place to Work (4) | Responses |
|--|-----------|
|--|-----------|

|   |   |
|---|---|
| <p><b>I am appropriately involved in decisions that affect my work.</b><br/>Answered: 164 Skipped: 1 Scale: 1-5</p>             |  <p>62%</p> |
| <p><b>Where I work, people are willing to confront and solve problems.</b><br/>Answered: 165 Skipped: 0 Scale: 1-5</p>          |  <p>65%</p> |
| <p><b>The amount of work expected of me is reasonable.</b><br/>Answered: 165 Skipped: 0 Scale: 1-5</p>                          |  <p>66%</p> |
| <p><b>Larimer County fosters a culture of innovation and encourages creativity.</b><br/>Answered: 164 Skipped: 1 Scale: 1-5</p> |  <p>65%</p> |





Individual Metric Results: 2 of 8 Metrics

# GP: Being Good Stewards of Public Resources

63% favorable



| Questions that define GP: Being Good Stewards of Public Resources (5)   | Responses   |
|---|---|
| <p>Larimer County is ethical in its business dealings.*<br/>                     Answered: 162 Skipped: 3 Scale: 1-5</p>  |  <p>77%</p>   |
| <p>I feel I have the right tools and resources (equipment, parts, supplies, hardware, software, etc.) to do my job properly.*<br/>                     Answered: 165 Skipped: 0 Scale: 1-5</p>                    |  <p>78%</p>   |
| <p>We have enough employees where I work to do a quality job.*<br/>                     Answered: 165 Skipped: 0 Scale: 1-5</p>   |  <p>50%</p>   |
| <p>Where I work, there is little wasted time and effort (e.g., redundant work, unnecessary paperwork, poor quality work that has to be redone).*<br/>                     Answered: 164 Skipped: 1 Scale: 1-5</p> |  <p>51%</p>   |
| <p>My department encourages recycling and sustainable practices.*<br/>                     Answered: 164 Skipped: 1 Scale: 1-5</p>  |  <p>58%</p> |

\*These questions are used to calculate the metric score. We calculate the metric score by averaging the score of rating questions against a normalized scale.

| Questions that most drive GP: Being Good Stewards of Public Resources (4)  | Responses   |
|--|---|
| <p>The amount of work expected of me is reasonable.<br/>                     Answered: 165 Skipped: 0 Scale: 1-5</p>   |  <p>66%</p> |
| <p>Larimer County is a safe place to work.<br/>                     Answered: 165 Skipped: 0 Scale: 1-5</p>  |  <p>79%</p> |
| <p>Where I work, we are able to respond quickly to the needs of our customers.<br/>                     Answered: 163 Skipped: 2 Scale: 1-5</p>                |  <p>83%</p> |
| <p>Larimer County has created an environment where people of diverse backgrounds can succeed.<br/>                     Answered: 165 Skipped: 0 Scale: 1-5</p> |  <p>78%</p> |

## Individual Metric Results: 3 of 8 Metrics GP: Cultivating Partnerships

80% favorable

| Questions that define GP: Cultivating Partnerships (2)  | Responses  |
|---|--|
| The different parts of Larimer County cooperate with each other in the interest of high quality performance of the company as a whole.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small> |  78% |
| Employees in my department do well at maintaining productive partnerships.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>   |  82% |

\*These questions are used to calculate the metric score. We calculate the metric score by averaging the score of rating questions against a normalized scale.

| Questions that most drive GP: Cultivating Partnerships (4)  | Responses  |
|---|--|
| Where I work, everyone takes personal responsibility for doing a quality job.<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>         |  59% |
| Where I work, people are held accountable for delivering what they have promised.<br><small>Answered: 164 Skipped: 1 Scale: 1-5</small>     |  62% |
| The work environment on my team supports the development of new and innovative ideas.<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small> |  67% |
| Larimer County is ethical in its business dealings.<br><small>Answered: 162 Skipped: 3 Scale: 1-5</small>                                   |  77% |

Individual Metric Results: 4 of 8 Metrics

# GP: Empowering People to Take Responsibility

71% favorable

| Questions that define GP: Empowering People to Take Responsibility (6)  | Responses |     |
|---|-----------|-----|
| Where I work, people are held accountable for delivering what they have promised.*<br><small>Answered: 164 Skipped: 1 Scale: 1-5</small>                    |           | 62% |
| I am appropriately involved in decisions that affect my work.*<br><small>Answered: 164 Skipped: 1 Scale: 1-5</small>  |           | 62% |
| I clearly understand how my own job contributes to achieving the goals of Larimer County.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>            |           | 93% |
| Where I work, everyone takes personal responsibility for doing a quality job.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>                        |           | 59% |
| Where I work, everyone takes personal responsibility for complying with safety rules and procedures.*<br><small>Answered: 164 Skipped: 1 Scale: 1-5</small> |           | 82% |
| Where I work, people are willing to confront and solve problems.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>                                     |           | 65% |




\*These questions are used to calculate the metric score. We calculate the metric score by averaging the score of rating questions against a normalized scale.

| Questions that most drive GP: Empowering People to Take Responsibility (2)   | Responses |     |
|--|-----------|-----|
| Employees in my department do well at maintaining productive partnerships.<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small> |           | 82% |
| I receive recognition from management when I do a good job.<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>                |           | 53% |


Individual Metric Results: 5 of 8 Metrics

# GP: Promoting Innovation and Continuous Improvement

65% favorable

| Questions that define GP: Promoting Innovation and Continuous Improvement (3)  | Responses  |
|--|--|
| I am encouraged to be innovative in my job (trying new ways of doing things).*<br><small>Answered: 164 Skipped: 1 Scale: 1-5</small>         |  63% |
| Larimer County fosters a culture of innovation and encourages creativity.*<br><small>Answered: 164 Skipped: 1 Scale: 1-5</small>             |  65% |
| The work environment on my team supports the development of new and innovative ideas.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small> |  67% |

\*These questions are used to calculate the metric score. We calculate the metric score by averaging the score of rating questions against a normalized scale.





| Questions that most drive GP: Promoting Innovation and Continuous Improvement (1)                                      | Responses  |
|--|--|
| Where I work, people are willing to confront and solve problems.<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small> |  65% |







Individual Metric Results: 6 of 8 Metrics

## GP: Providing Quality Customer Service

85% favorable








| Questions that define GP: Providing Quality Customer Service (4)   | Responses  |     |
|--|--|-----|
| Larimer County delivers high quality products and services to its external customers.*<br><small>Answered: 155 Skipped: 10 Scale: 1-5</small>      |  | 85% |
| Where I work, we are able to respond quickly to the needs of our customers.*<br><small>Answered: 163 Skipped: 2 Scale: 1-5</small>                 |  | 83% |
| Where I work, we are knowledgeable about our customers' needs.*<br><small>Answered: 162 Skipped: 3 Scale: 1-5</small>                              |  | 91% |
| I am motivated to go beyond what is normally expected to help Larimer County be successful.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small> |  | 81% |

\*These questions are used to calculate the metric score. We calculate the metric score by averaging the score of rating questions against a normalized scale.




| Questions that most drive GP: Providing Quality Customer Service (4)   | Responses  |     |
|--|--|-----|
| Larimer County fosters a culture of innovation and encourages creativity.<br><small>Answered: 164 Skipped: 1 Scale: 1-5</small>  |  | 65% |
| Where I work, there is little wasted time and effort (e.g., redundant work, unnecessary paperwork, poor quality work that has to be redone).<br><small>Answered: 164 Skipped: 1 Scale: 1-5</small> |  | 51% |
| Larimer County is ethical in its business dealings.<br><small>Answered: 162 Skipped: 3 Scale: 1-5</small>  |  | 77% |
| I clearly understand how my own job contributes to achieving the goals of Larimer County.<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>  |  | 93% |

## Individual Metric Results: 7 of 8 Metrics Management

68% favorable

| Questions that define Management (7)   | Responses  |
|--|--|
| I receive recognition from management when I do a good job.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>                               |  53%   |
| I have a clear idea of what is expected of me in my job.*<br><small>Answered: 164 Skipped: 1 Scale: 1-5</small>                                  |  91%   |
| My immediate manager/supervisor gives me feedback that helps me improve my performance.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>   |  74%   |
| The amount of work expected of me is reasonable.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>  |  66%   |
| My immediate manager/supervisor deals effectively with poor performers.*<br><small>Answered: 164 Skipped: 1 Scale: 1-5</small>                   |  44% |
| My immediate manager/supervisor encourages two-way communication.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>                         |  77% |
| My immediate manager/supervisor works to remove obstacles that impede our work processes.*<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small> |  72% |

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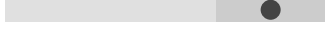


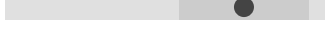
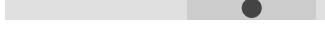

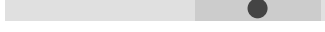
| Questions that most drive Management (4)  | Responses  |
|---|--|
| I am treated with respect and dignity.<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>  |  79% |
| The work environment on my team supports the development of new and innovative ideas.<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small> |  67% |
| Where I work, people are willing to confront and solve problems.<br><small>Answered: 165 Skipped: 0 Scale: 1-5</small>                      |  65% |



## Individual Metric Results: 8 of 8 Metrics

# Survey Questions

72% favorable

| Questions that define Survey Questions (38)   | Responses   |
|---|---|
| <p>The different parts of Larimer County cooperate with each other in the interest of high quality performance of the company as a whole.*</p> <p>Answered: 165 Skipped: 0 Scale: 1-5</p> |  <p>78%</p>   |
| <p>Employees in my department do well at maintaining productive partnerships.*</p> <p>Answered: 165 Skipped: 0 Scale: 1-5</p>   |  <p>82%</p>   |
| <p>Where I work, people are held accountable for delivering what they have promised.*</p> <p>Answered: 164 Skipped: 1 Scale: 1-5</p>  |  <p>62%</p>   |
| <p>I am appropriately involved in decisions that affect my work.*</p> <p>Answered: 164 Skipped: 1 Scale: 1-5</p>  |  <p>62%</p>   |
| <p>I clearly understand how my own job contributes to achieving the goals of Larimer County.*</p> <p>Answered: 165 Skipped: 0 Scale: 1-5</p>  |  <p>93%</p> |
| <p>Where I work, everyone takes personal responsibility for doing a quality job.*</p> <p>Answered: 165 Skipped: 0 Scale: 1-5</p>  |  <p>59%</p> |
| <p>Where I work, everyone takes personal responsibility for complying with safety rules and procedures.*</p> <p>Answered: 164 Skipped: 1 Scale: 1-5</p>                                   |  <p>82%</p> |
| <p>Considering everything, how would you rate your overall satisfaction at Larimer County at the present time?*</p> <p>Answered: 164 Skipped: 1 Scale: 1-5</p>                            |  <p>79%</p> |
| <p>I have received the training I need to do a quality job.*</p> <p>Answered: 165 Skipped: 0 Scale: 1-5</p>   |  <p>85%</p> |
| <p>I have the information I need to do my job effectively.*</p> <p>Answered: 165 Skipped: 0 Scale: 1-5</p>  |  <p>86%</p> |
| <p>I would recommend Larimer County as a good place to work.*</p> <p>Answered: 165 Skipped: 0 Scale: 1-5</p>  |  <p>84%</p> |

|  |  |     |
|--|--|-----|
| <p>Larimer County has created an environment where people of diverse backgrounds can succeed.*<br/> <small>Answered: 165 Skipped: 0 Scale: 1-5</small></p>   |  | 78% |
| <p>I can maintain a reasonable balance between my personal life and work life.*<br/> <small>Answered: 165 Skipped: 0 Scale: 1-5</small></p>  |  | 68% |
| <p>I believe I am compensated fairly for what I do.*<br/> <small>Answered: 165 Skipped: 0 Scale: 1-5</small></p>   |  | 53% |
| <p>I would choose to stay with Larimer County even if offered the same pay and benefits elsewhere.*<br/> <small>Answered: 165 Skipped: 0 Scale: 1-5</small></p>  |  | 58% |
| <p>I am treated with respect and dignity.*<br/> <small>Answered: 165 Skipped: 0 Scale: 1-5</small></p>   |  | 79% |
| <p>I look forward to coming to work at this company.*<br/> <small>Answered: 165 Skipped: 0 Scale: 1-5</small></p>  |  | 71% |
| <p>Larimer County is a safe place to work.*<br/> <small>Answered: 165 Skipped: 0 Scale: 1-5</small></p>  |  | 79% |
| <p>Larimer County is ethical in its business dealings.*<br/> <small>Answered: 162 Skipped: 3 Scale: 1-5</small></p>  |  | 77% |
| <p>I feel I have the right tools and resources (equipment, parts, supplies, hardware, software, etc.) to do my job properly.*<br/> <small>Answered: 165 Skipped: 0 Scale: 1-5</small></p>                    |  | 78% |
| <p>We have enough employees where I work to do a quality job.*<br/> <small>Answered: 165 Skipped: 0 Scale: 1-5</small></p>   |  | 50% |
| <p>Where I work, there is little wasted time and effort (e.g., redundant work, unnecessary paperwork, poor quality work that has to be redone).*<br/> <small>Answered: 164 Skipped: 1 Scale: 1-5</small></p> |  | 51% |
| <p>My department encourages recycling and sustainable practices.*<br/> <small>Answered: 164 Skipped: 1 Scale: 1-5</small></p>  |  | 58% |
| <p>I am encouraged to be innovative in my job (trying new ways of doing things).*<br/> <small>Answered: 164 Skipped: 1 Scale: 1-5</small></p>  |  | 63% |
| <p>Larimer County fosters a culture of innovation and encourages creativity.*<br/> <small>Answered: 164 Skipped: 1 Scale: 1-5</small></p>  |  | 65% |
| <p>The work environment on my team supports the development of new and innovative ideas.*<br/> <small>Answered: 165 Skipped: 0 Scale: 1-5</small></p>  |  | 67% |

|  |  |     |
|--|--|-----|
| <p>I receive recognition from management when I do a good job.*<br/>                     Answered: 165 Skipped: 0 Scale: 1-5</p>                                 |  | 53% |
| <p>I have a clear idea of what is expected of me in my job.*<br/>                     Answered: 164 Skipped: 1 Scale: 1-5</p>                                    |  | 91% |
| <p>My immediate manager/supervisor gives me feedback that helps me improve my performance.*<br/>                     Answered: 165 Skipped: 0 Scale: 1-5</p>     |  | 74% |
| <p>The amount of work expected of me is reasonable.*<br/>                     Answered: 165 Skipped: 0 Scale: 1-5</p>  |  | 66% |
| <p>My immediate manager/supervisor deals effectively with poor performers.*<br/>                     Answered: 164 Skipped: 1 Scale: 1-5</p>                     |  | 44% |
| <p>My immediate manager/supervisor encourages two-way communication.*<br/>                     Answered: 165 Skipped: 0 Scale: 1-5</p>                           |  | 77% |
| <p>My immediate manager/supervisor works to remove obstacles that impede our work processes.*<br/>                     Answered: 165 Skipped: 0 Scale: 1-5</p>   |  | 72% |
| <p>Where I work, people are willing to confront and solve problems.*<br/>                     Answered: 165 Skipped: 0 Scale: 1-5</p>                            |  | 65% |
| <p>Larimer County delivers high quality products and services to its external customers.*<br/>                     Answered: 155 Skipped: 10 Scale: 1-5</p>      |  | 85% |
| <p>Where I work, we are able to respond quickly to the needs of our customers.*<br/>                     Answered: 163 Skipped: 2 Scale: 1-5</p>                 |  | 83% |
| <p>Where I work, we are knowledgeable about our customers' needs.*<br/>                     Answered: 162 Skipped: 3 Scale: 1-5</p>                              |  | 91% |
| <p>I am motivated to go beyond what is normally expected to help Larimer County be successful.*<br/>                     Answered: 165 Skipped: 0 Scale: 1-5</p> |  | 81% |

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**Questions that most drive Survey Questions (1) Responses**

|  |                 |
|--|-----------------|
| My supervisor communicates adequately with me. | not enough data |
|--|-----------------|