

# Overview of Survey Results

2020 Employee Survey - 2020 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!

## Response group

Todd Juergens' Team

## Participation rate

59.5%

47 of 79 participants have completed the survey

## As of

Oct 05, 2020, 09:35 PM MDT

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

## Benchmarks (1)

**Historical Trend:** 2019 Employee Survey












## Summary of Metric results

% favorable

|   |               |
|---|---------------|
| GP: Being a Fulfilling and Enjoyable Place to Work  | 60% favorable |
| GP: Being Good Stewards of Public Resources         | 54% favorable |
| GP: Cultivating Partnerships                        | 53% favorable |
| GP: Empowering People to Take Responsibility        | 58% favorable |
| GP: Promoting Innovation and Continuous Improvement | 51% favorable |
| GP: Providing Quality Customer Service              | 75% favorable |
| Management  | 64% favorable |





## Individual Metric Results: 1 of 7 Metrics

# GP: Being a Fulfilling and Enjoyable Place to Work<sup>60% favorable</sup>

| Questions that define GP: Being a Fulfilling and Enjoyable Place to Work (11)  | Responses  |
|--|--|
| I am treated with respect and dignity.*<br>Answered: 47 Skipped: 0 Scale: 1-5  |  55%   |
| Larimer County has created an environment where people of diverse backgrounds can succeed.*<br>Answered: 46 Skipped: 1 Scale: 1-5      |  57%   |
| I believe I am compensated fairly for what I do.*<br>Answered: 47 Skipped: 0 Scale: 1-5  |  53%   |
| I can maintain a reasonable balance between my personal life and work life.*<br>Answered: 47 Skipped: 0 Scale: 1-5                     |  66%   |
| I would recommend Larimer County as a good place to work.*<br>Answered: 47 Skipped: 0 Scale: 1-5                                       |  70% |
| I have the information I need to do my job effectively.*<br>Answered: 47 Skipped: 0 Scale: 1-5   |  55% |
| I would choose to stay with Larimer County even if offered the same pay and benefits elsewhere.*<br>Answered: 47 Skipped: 0 Scale: 1-5 |  45% |
| Considering everything, how would you rate your overall satisfaction at Larimer County at the present time?*                           |  62% |
| I look forward to coming to work at this company.*<br>Answered: 47 Skipped: 0 Scale: 1-5   |  60% |
| Larimer County is a safe place to work.*<br>Answered: 47 Skipped: 0 Scale: 1-5   |  70% |
| I have received the training I need to do a quality job.*<br>Answered: 47 Skipped: 0 Scale: 1-5  |  72% |

\*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 |
|--|-----------|
|--|-----------|

|  |  |     |
|--|--|-----|
| <b>Overall, Larimer County is a great place to work.</b><br>Answered: 47 Skipped: 0 Scale: 1-5                         |  | 66% |
| <b>Larimer County fosters a culture of innovation and encourages creativity.</b><br>Answered: 47 Skipped: 0 Scale: 1-5 |  | 43% |
| <b>I have a clear idea of what is expected of me in my job.</b><br>Answered: 46 Skipped: 1 Scale: 1-5                  |  | 76% |
| <b>The amount of work expected of me is reasonable.</b><br>Answered: 47 Skipped: 0 Scale: 1-5                          |  | 72% |





Individual Metric Results: 2 of 7 Metrics

## GP: Being Good Stewards of Public Resources

54% favorable

| Questions that define GP: Being Good Stewards of Public Resources (5)  | Responses   |
|--|---|
| <p>We have enough employees where I work to do a quality job.*</p> <p>Answered: 46 Skipped: 1 Scale: 1-5</p>   |  <p>59%</p>   |
| <p>Larimer County is ethical in its business dealings.*</p> <p>Answered: 46 Skipped: 1 Scale: 1-5</p>  |  <p>70%</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).*</p> <p>Answered: 46 Skipped: 1 Scale: 1-5</p> |  <p>39%</p>   |
| <p>My department encourages recycling and sustainable practices.*</p> <p>Answered: 46 Skipped: 1 Scale: 1-5</p>  |  <p>39%</p>   |
| <p>I feel I have the right tools and resources (equipment, parts, supplies, hardware, software, etc.) to do my job properly.*</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>                    |  <p>62%</p> |

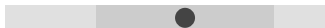

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| Questions that most drive GP: Being Good Stewards of Public Resources (4)  | Responses   |
|--|---|
| <p>The amount of work expected of me is reasonable.</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>                                  |  <p>72%</p> |
| <p>Overall, Larimer County is a great place to work.</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>                                 |  <p>66%</p> |
| <p>Larimer County is a safe place to work.</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>   |  <p>70%</p> |
| <p>Where I work, people are held accountable for delivering what they have promised.</p> <p>Answered: 46 Skipped: 1 Scale: 1-5</p> |  <p>39%</p> |

Individual Metric Results: 3 of 7 Metrics

## GP: Cultivating Partnerships

53% favorable

| Questions that define GP: Cultivating Partnerships (2)   | 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: 46 Skipped: 1 Scale: 1-5</p> |  <p>48%</p> |
| <p>Employees in my department do well at maintaining productive partnerships.*</p> <p>Answered: 46 Skipped: 1 Scale: 1-5</p>   |  <p>59%</p> |


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| Questions that most drive GP: Cultivating Partnerships (4)   | Responses   |
|--|---|
| <p>Larimer County fosters a culture of innovation and encourages creativity.</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>                     |  <p>43%</p> |
| <p>Larimer County delivers high quality products and services to its external customers.</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>         |  <p>77%</p> |
| <p>Overall, Larimer County is a great place to work.</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>   |  <p>66%</p> |
| <p>I feel informed about County decisions, changes, and services available to me as an employee.</p> <p>Answered: 43 Skipped: 4 Scale: 1-5</p> |  <p>49%</p> |





Individual Metric Results: 4 of 7 Metrics

## GP: Empowering People to Take Responsibility

58% favorable

| Questions that define GP: Empowering People to Take Responsibility (6)   | Responses   |
|--|---|
| <p>Where I work, everyone takes personal responsibility for complying with safety rules and procedures.*</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p> |  <p>57%</p>   |
| <p>I am appropriately involved in decisions that affect my work.*</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>  |  <p>55%</p>   |
| <p>Where I work, people are willing to confront and solve problems.*</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>                                     |  <p>51%</p>   |
| <p>Where I work, people are held accountable for delivering what they have promised.*</p> <p>Answered: 46 Skipped: 1 Scale: 1-5</p>                    |  <p>39%</p>   |
| <p>I clearly understand how my own job contributes to achieving the goals of Larimer County.*</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>            |  <p>85%</p> |
| <p>Where I work, everyone takes personal responsibility for doing a quality job.*</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>                        |  <p>57%</p> |




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| Questions that most drive GP: Empowering People to Take Responsibility (4)   | Responses   |
|--|---|
| <p>Employees in my department do well at maintaining productive partnerships.</p> <p>Answered: 46 Skipped: 1 Scale: 1-5</p>            |  <p>59%</p> |
| <p>My immediate manager/supervisor deals effectively with poor performers.</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>               |  <p>51%</p> |
| <p>The work environment on my team supports the development of new and innovative ideas.</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p> |  <p>60%</p> |
| <p>I receive recognition from management when I do a good job.</p> <p>Answered: 46 Skipped: 1 Scale: 1-5</p>                           |  <p>61%</p> |



Individual Metric Results: 5 of 7 Metrics

## GP: Promoting Innovation and Continuous Improvement

51% favorable

| Questions that define GP: Promoting Innovation and Continuous Improvement (3)   | Responses   |
|---|---|
| <p>I am encouraged to be innovative in my job (trying new ways of doing things).*</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>         |  <p>51%</p> |
| <p>Larimer County fosters a culture of innovation and encourages creativity.*</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>             |  <p>43%</p> |
| <p>The work environment on my team supports the development of new and innovative ideas.*</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p> |  <p>60%</p> |

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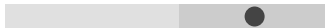


| Questions that most drive GP: Promoting Innovation and Continuous Improvement (2)  | Responses   |
|--|---|
| <p>I am appropriately involved in decisions that affect my work.</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p>                               |  <p>55%</p> |
| <p>I am motivated to go beyond what is normally expected to help Larimer County be successful.</p> <p>Answered: 47 Skipped: 0 Scale: 1-5</p> |  <p>70%</p> |







Individual Metric Results: 6 of 7 Metrics

## GP: Providing Quality Customer Service

75% favorable

| Questions that define GP: Providing Quality Customer Service (4)   | Responses  |
|--|--|
| I am motivated to go beyond what is normally expected to help Larimer County be successful.*<br>Answered: 47 Skipped: 0 Scale: 1-5 |  70% |
| Where I work, we are able to respond quickly to the needs of our customers.*<br>Answered: 46 Skipped: 1 Scale: 1-5                 |  80% |
| Where I work, we are knowledgeable about our customers' needs.*<br>Answered: 46 Skipped: 1 Scale: 1-5                              |  72% |
| Larimer County delivers high quality products and services to its external customers.*<br>Answered: 47 Skipped: 0 Scale: 1-5       |  77% |








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| Questions that most drive GP: Providing Quality Customer Service (4)  | Responses  |
|---|--|
| I clearly understand how my own job contributes to achieving the goals of Larimer County.<br>Answered: 47 Skipped: 0 Scale: 1-5 |  85% |
| Larimer County is a safe place to work.<br>Answered: 47 Skipped: 0 Scale: 1-5   |  70% |
| Overall, Larimer County is a great place to work.<br>Answered: 47 Skipped: 0 Scale: 1-5   |  66% |
| I have the information I need to do my job effectively.<br>Answered: 47 Skipped: 0 Scale: 1-5                                   |  55% |




## Individual Metric Results: 7 of 7 Metrics

# Management

64% favorable

| Questions that define Management (7)   | Responses  |
|--|--|
| I have a clear idea of what is expected of me in my job.*<br>Answered: 46 Skipped: 1 Scale: 1-5                                  |  76%   |
| The amount of work expected of me is reasonable.*<br>Answered: 47 Skipped: 0 Scale: 1-5  |  72%   |
| I receive recognition from management when I do a good job.*<br>Answered: 46 Skipped: 1 Scale: 1-5                               |  61%   |
| My immediate manager/supervisor works to remove obstacles that impede our work processes.*<br>Answered: 47 Skipped: 0 Scale: 1-5 |  60%   |
| My immediate manager/supervisor gives me feedback that helps me improve my performance.*<br>Answered: 47 Skipped: 0 Scale: 1-5   |  55% |
| My immediate manager/supervisor deals effectively with poor performers.*<br>Answered: 47 Skipped: 0 Scale: 1-5                   |  51% |
| My immediate manager/supervisor encourages two-way communication.*<br>Answered: 47 Skipped: 0 Scale: 1-5                         |  70% |

\*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 Management (4)  | Responses  |
|---|--|
| I am treated with respect and dignity.<br>Answered: 47 Skipped: 0 Scale: 1-5  |  55% |
| Where I work, people are held accountable for delivering what they have promised.<br>Answered: 46 Skipped: 1 Scale: 1-5     |  39% |
| The work environment on my team supports the development of new and innovative ideas.<br>Answered: 47 Skipped: 0 Scale: 1-5 |  60% |

