

# 2019 LARIMER COUNTY EMPLOYEE SURVEY

## Perception Manager Report Overview

Here is a brief overview of what managers and supervisors will find in the Perception Manager Report. There are a few things to note about this report.

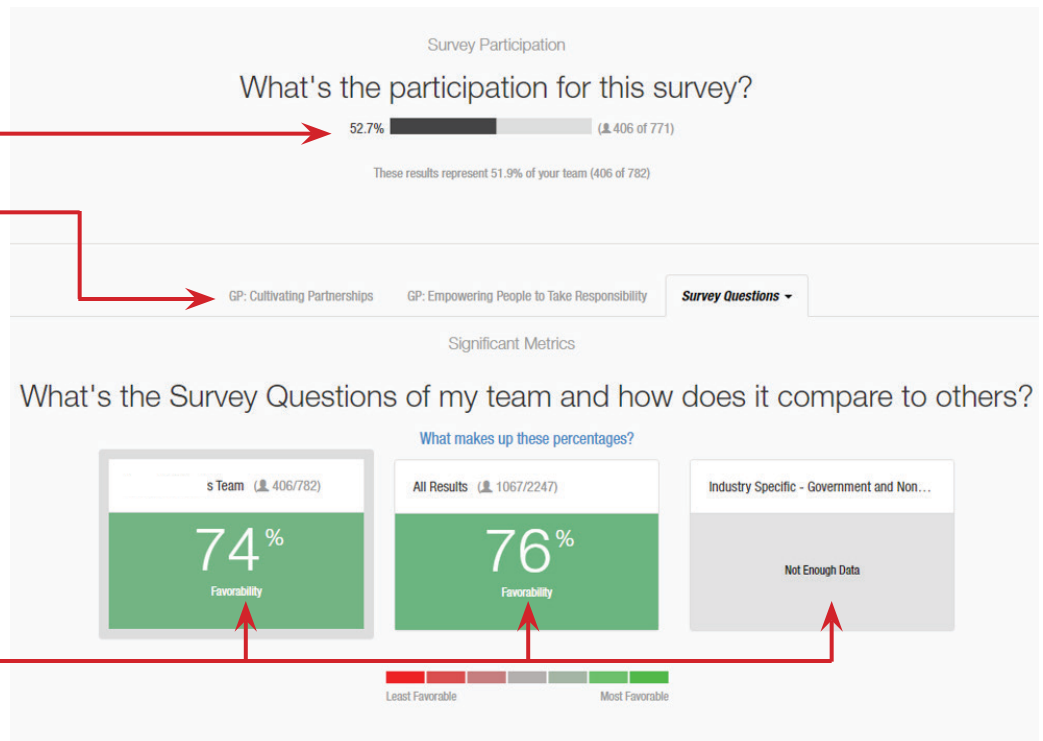
- To maintain confidentiality of the employees we have set an employee threshold to five employees. Essentially this means that supervisors/managers must have a team of more than five employees, and/or have had at least five employees complete the survey. Until you meet this criteria, you will not have an individual report.
- This is an overview of employees responses. If you feel you need further information or details, please contact your Human Resources Generalist for more information.

Otherwise, please enjoy the peek into your department's results. We encourage you to celebrate the successes outlined in the results, and note where there's room for improvement. Overall, we're excited about the preliminary results of this survey and look forward to sharing final results at a later point in time.

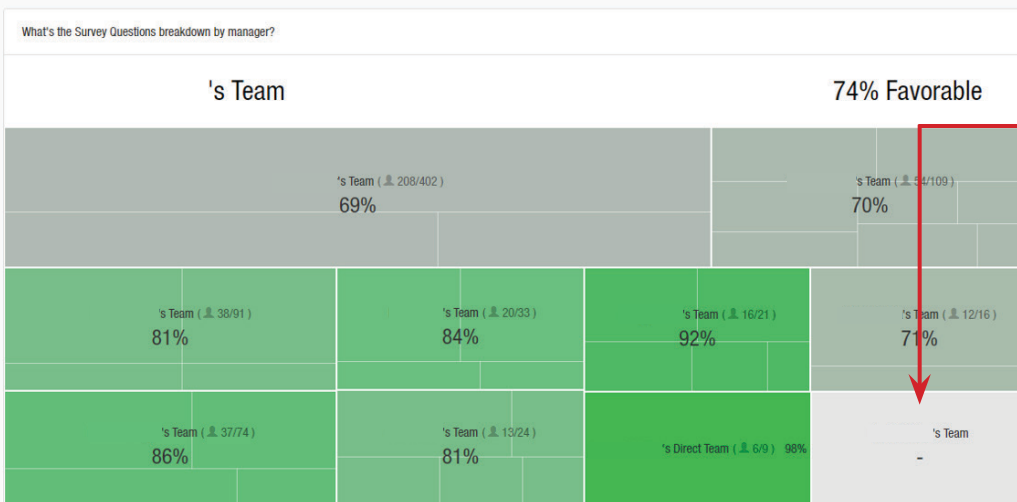
The participation for this survey calculates your team's response. In this example, 52.7% of the team has completed the survey.

Across the top of Significant Metrics, you'll notice that we've grouped the questions into Guiding Principles, Management, Sheriff, and All Survey Question. You can select which metric you want to view. Sheriff employees answered an additional set of questions.

You can see how your team compares to Larimer County's overall score, and if applicable, the Government and Non-Profit industry's answers to Mercer's nationwide question database.



How does Survey Questions break down by manager?



Also, under the summary section, you'll see how each manager scored on individual metrics.

Because this team either doesn't supervise five employees or five employees haven't completed the survey, her section remains blank to protect the anonymity of the employees.

Upper level managers/supervisors will be able to drill down further within their team by clicking on the manager's name.

Under the Highs and Lows section is where you'll see the top and lowest scoring statements within that metric. This is a great place to note your team's successes and areas to work on in the future.

Highs and Lows

Where are my team's highest and lowest scores?

\* statistically significant difference

Highest Scores Highest rated questions	Hooray!	Lowest Scores Lowest rated questions	Focus area
I clearly understand how my own job contributes to achieving the goals of Larimer County. Tagged: Strategic Direction, Performance & Accountability, Strategy, Performance, Illuminate Engagement, Pulse, Direction, GP-Empowering People	93%	We have enough employees where I work to do a quality job. Tagged: Performance, Illuminate Engagement, Tools & Resources, GP-Good Stewards	48%
Where I work, we are knowledgeable about our customers' needs. Tagged: Customer Focus, Illuminate Engagement, GP-Customer Service	90%	My immediate manager/supervisor deals effectively with poor performers. Tagged: Teamwork, Performance, Illuminate Engagement, Immediate Manager, LC-Management	49%
I am motivated to go beyond what is normally expected to help Larimer County be successful. Tagged: Illuminate Engagement, Engagement, GP-Customer Service	87%	* Where I work, there is little wasted time and effort (e.g., redundant work, unnecessary paperwork, poor quality work that has to be redone). Tagged: Efficiency, Teamwork, Performance, Illuminate Engagement, Effectiveness, Pulse, GP-Good Stewards	51%
Larimer County is a safe place to work. Tagged: Labor Union, Safety, Company, GP-Fulfilling and Enjoyable	87%	I believe I am compensated fairly for what I do. Tagged: Pay, Reward & Recognition, Illuminate Engagement, GP-Fulfilling and Enjoyable	53%
Larimer County delivers high quality products and services to its external customers. Tagged: Company, Illuminate Engagement, Customer Focus, GP-Customer Service	84%	I am appropriately involved in decisions that affect my work. Tagged: Communication, Labor Union, Illuminate Engagement, Treatment, GP-Empowering People	63%
<a href="#">+ See More</a>		<a href="#">+ See More</a>	

To move over to the Details section of the report, please click on Details link, listed next to Summary.

In this section, managers and supervisors can view their team's responses to individual questions. Again, you can compare your team's response to Larimer County's overall response, and if available, to Government and Non-Profit industry responses across the nation.

The screenshot shows the '2019 Employee Survey - Manager Report' interface. A red arrow points to the 'Details' link in the navigation menu. The main content area displays a list of survey questions with a comparison table. A pop-up window provides detailed statistics for the first question.

Question	Team Score	Overall Average	Government & Non-Profit
Average Favorability	67%	74%	76%
Average Emotional Promoter Score	16 EPS	19 EPS	Not available
The different parts of Larimer County cooperate with each other in the interest of high quality performance of the company as a whole.	67%	72%	60%
Employees in my department do well at maintaining productive partnerships.	85%	84%	Not enough data
Where I work, people are held accountable for delivering what they have promised.	75%	74%	72%
I am appropriately involved in decisions that affect my work.	62%	67%	Not enough data
I clearly understand how my own job contributes to achieving the goals of Larimer County.	95%	93%	91%
Where I work, everyone takes personal responsibility for doing a quality job.	70%	74%	Not enough data

**Pop-up Statistics for 'Average Favorability':**

- Overall favorability: 67%
- Percent Favorable: 87%
- Percent Neutral: 21%
- Percent Unfavorable: 12%
- 41 answered / 5 skipped
- 3.6 average score

Managers and supervisors can also hover over each response rate to get more detailed information such as: Overall Favorability, percentages of Favorable, Neutral, and Unfavorable responses, participation rate, and average score.

To view the survey's open-ended questions, scroll to the top of the page. Under the 2019 Employee Survey title, click on the down arrow next to the All option and select Open Ended Questions. The questions requiring a text response will be listed here.

2019 Employee Survey		406	1064	25
Average Emotional Promoter Score		74%	76%	
The different parts of Larimer County cooperate with each other in the interest of high quality performance of the company as a whole.		16 EPS	19 EPS	-
The different parts of Larimer County cooperate with each other in the interest of high quality performance of the company as a whole.		67%	72%	60%
Employees in my department do well at maintaining productive partnerships.		83%	84%	-
Employees in my department do well at maintaining productive partnerships.		83%	84%	Not enough data
Where I work, people are held accountable for delivering what they have promised.		75%	74%	72%
Where I work, people are held accountable for delivering what they have promised.		75%	74%	72%
I am appropriately involved in decisions that affect my work.		63%	67%	-
I am appropriately involved in decisions that affect my work.		63%	67%	Not enough data

Managers and supervisors are not able to view actual text responses in this report. To receive a more detailed report on the open-ended questions, please contact your Human Resources Generalist.

Instead, managers and supervisors can view the Emotional Promoter Score (EPS) here. This is an overall score based on Perception's interpretation of the text response. A higher EPS score equals more positive/promoter statements. A lower EPS score indicates more negative/detractor statements. The scale runs from +100 to -100, with 0 being neutral.

Please note that the question: "What do you think your department could improve on?" will have a lower EPS score because we're asking employees how departments can improve. We expect for there to be more detractors on this question. If you're a supervisor in the Sheriff's Office, the same will be true of question regarding feeling safe on the job.

2019 Employee Survey		305	715	N/A
Average Emotional Promoter Score		16 EPS	19 EPS	-
What do you think your department is doing well?		62 EPS	67 EPS	-
What do you think your department is doing well?		62 EPS	67 EPS	Not available
What do you think your department could improve on?		-53 EPS	-56 EPS	-
What do you think your department could improve on?		-53 EPS	-56 EPS	Not available
Overall, do you have any general comments about your department?		13 EPS	20 EPS	-
Overall, do you have any general comments about your department?		13 EPS	20 EPS	Not available
Overall, do you have any general comments about Larimer County as an employee?		42 EPS	43 EPS	-
Overall, do you have any general comments about Larimer County as an employee?		42 EPS	43 EPS	Not available

**-53**  
EPS score

51 Promoters 167 Detractors  
266 answered / 140 skipped