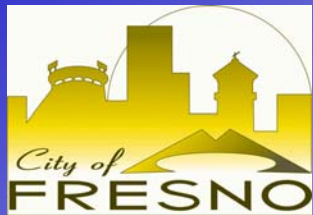


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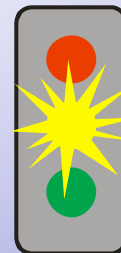
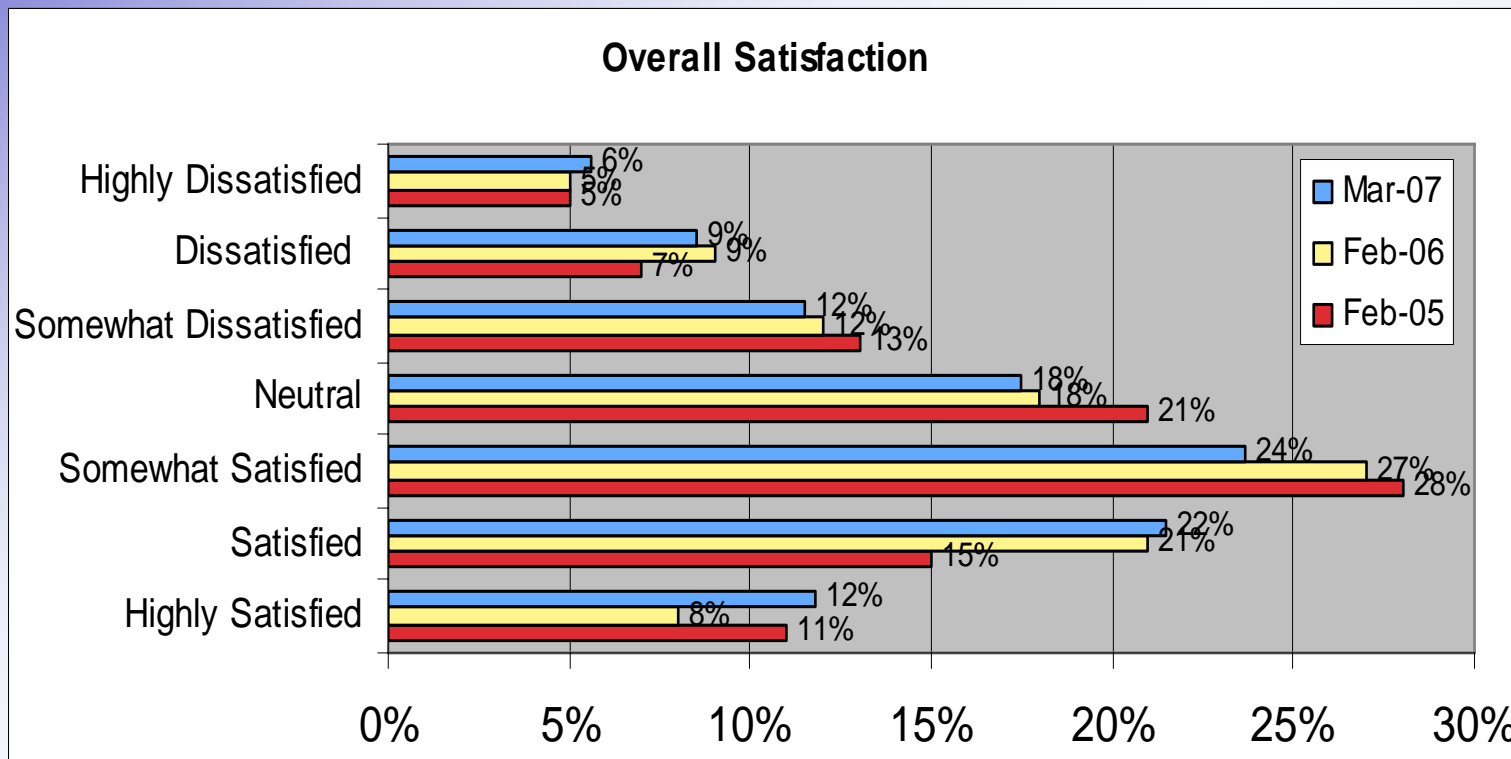
2007 Employee Satisfaction Survey

- 1,407 Surveys Completed
 - 35% response rate
 - 99.5% reliability/repeatability
 - Norms = Averages and are based on 300 prior organizations' surveys
- 5 Categories Measured (except Overall Satisfaction is 7 categories)
- Categories Scaled From 5 to 1
 - (e.g., Agree Strongly = 5 to Disagree Strongly = 1)
- Green Light = 4.5 to 5.0
- Yellow Light = 3.0 to 4.4
- Red Light = 0 to 2.9



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Overall Satisfaction Measures



2007 - 4.57
2006 - 4.50
2005 - 4.50

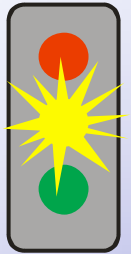
Note: This item is based on a 7 point scale

Green Light = 7.0 – 6.30
Yellow Light = 6.29 – 4.20
Red Light = 4.19 - 0

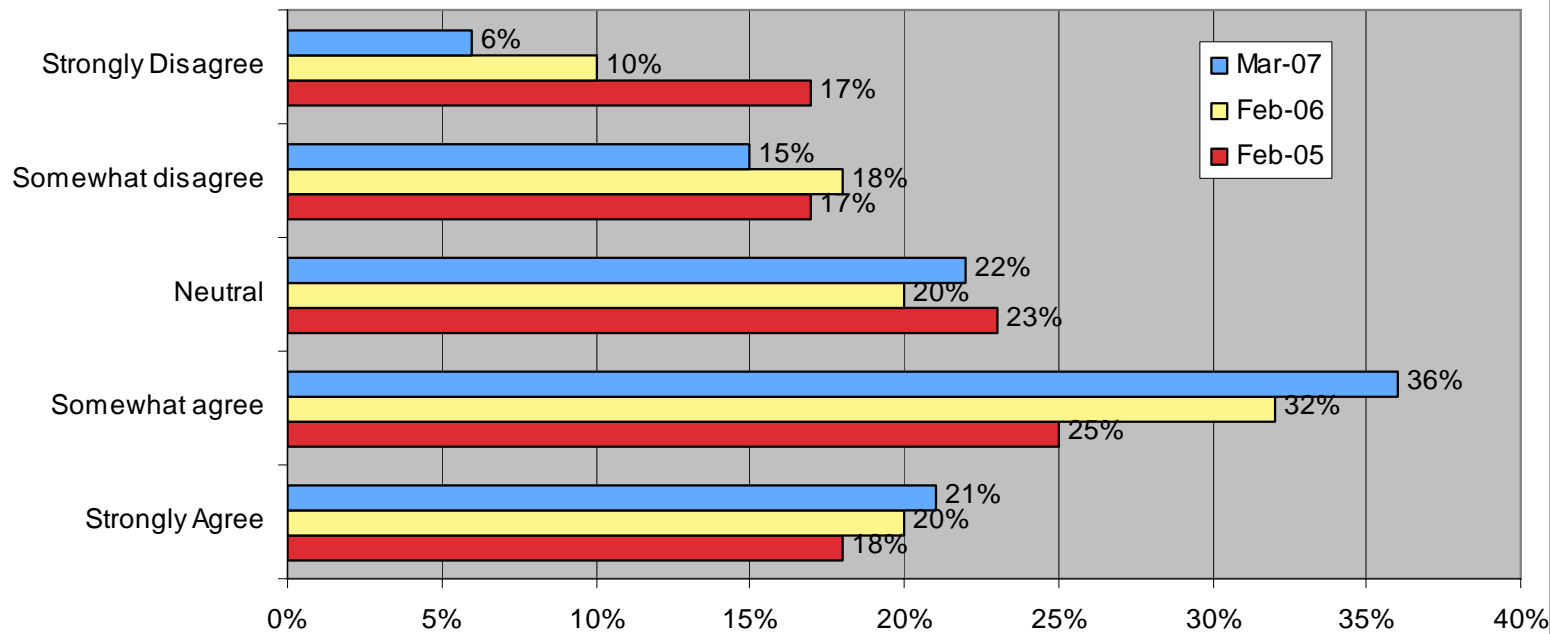


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Division Communications



Communications

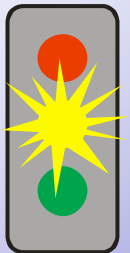
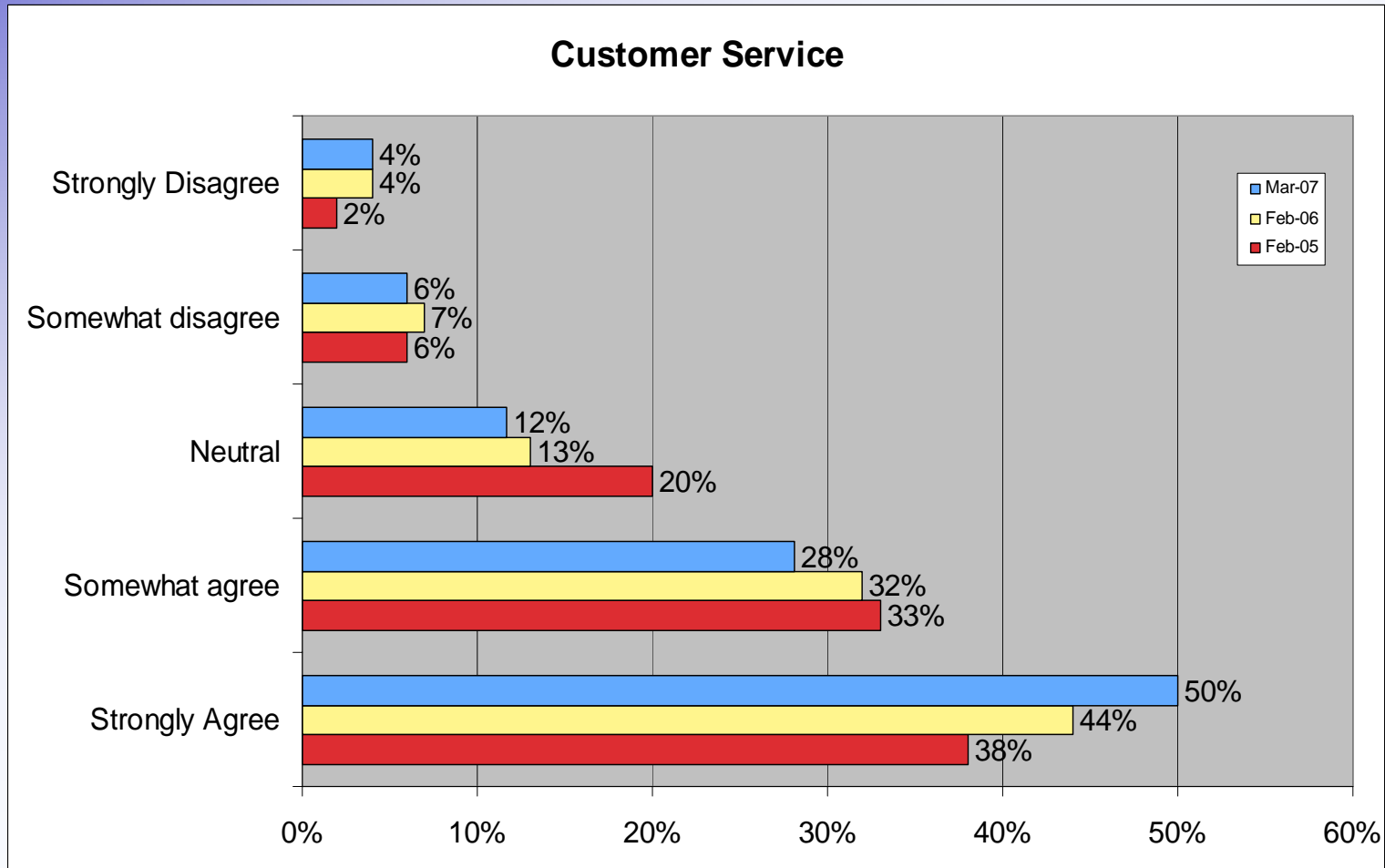


2007 - 3.51
2006 - 3.35
2005 - 3.10



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Customer Service is Top Priority

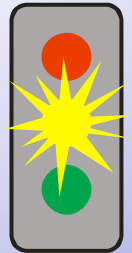
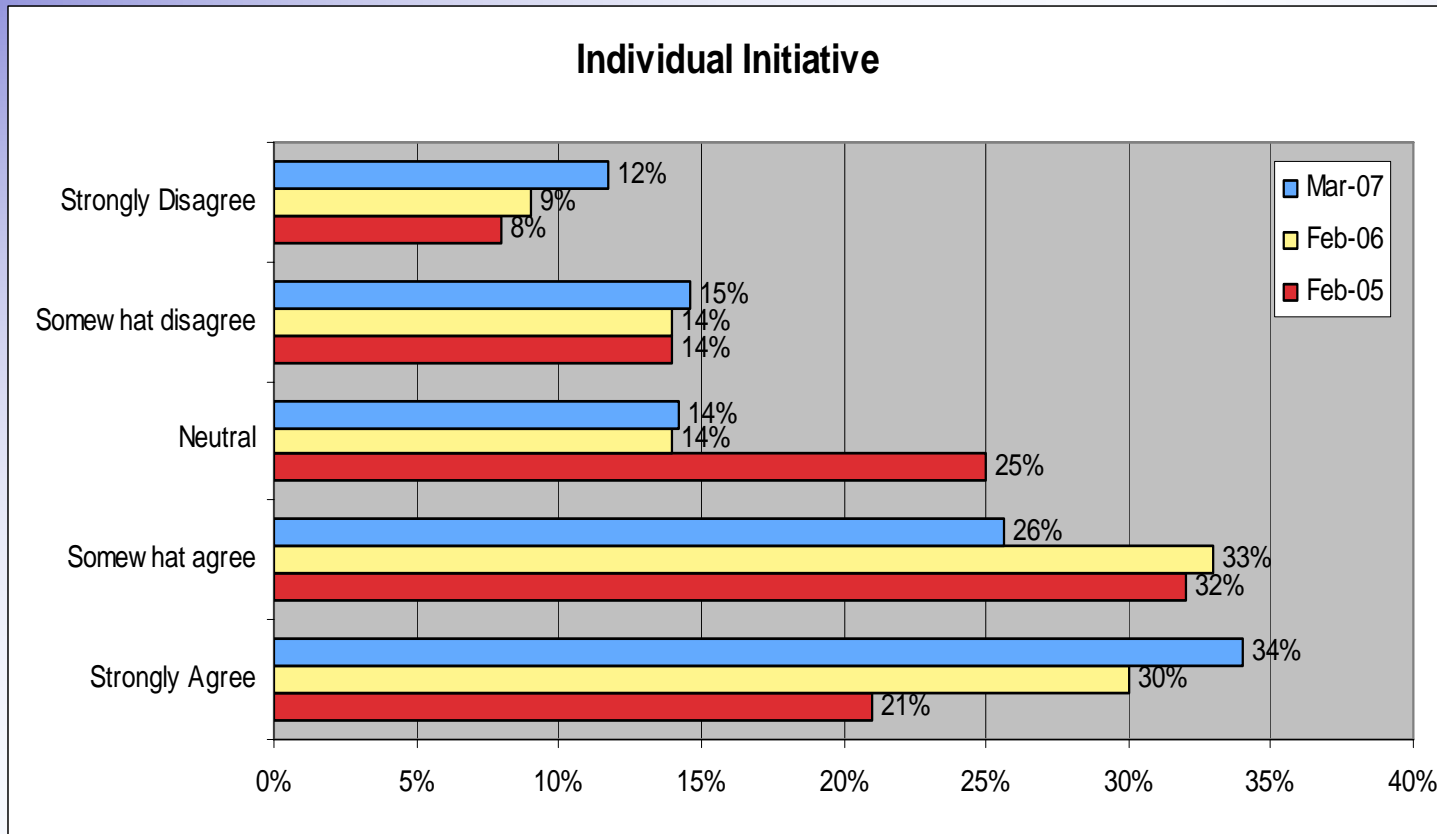


2007 - 4.14
2006 - 4.03
2005 - 4.00



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Individual Initiative is Encouraged

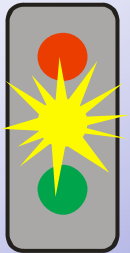
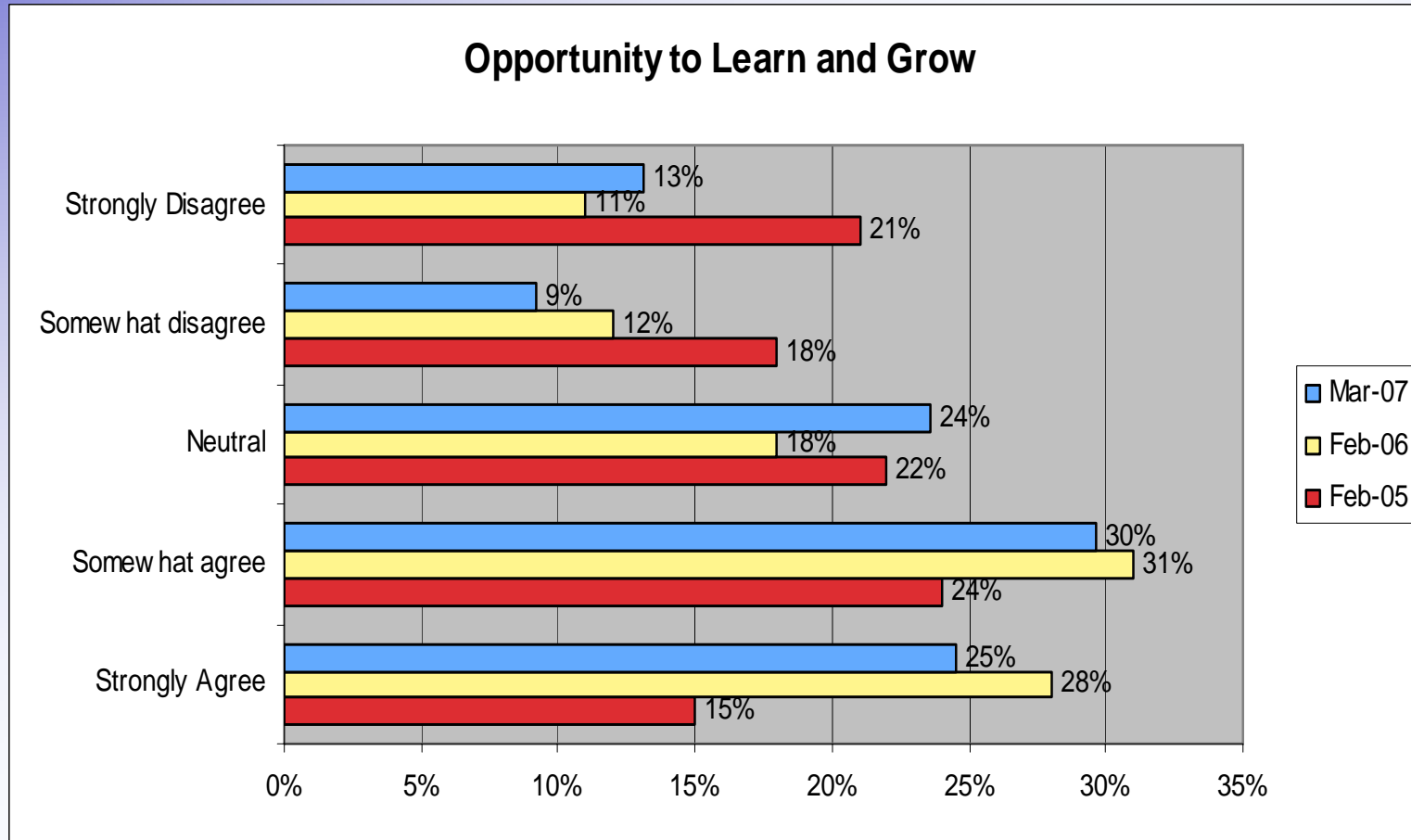


2007 - 3.57
2006 - 3.58
2005 - 3.40

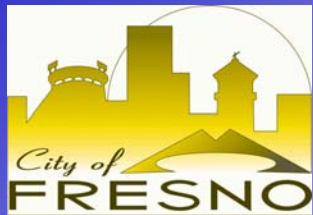


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Career Path – Have Opportunities to Learn and Grow

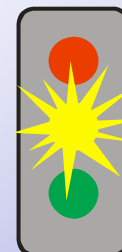
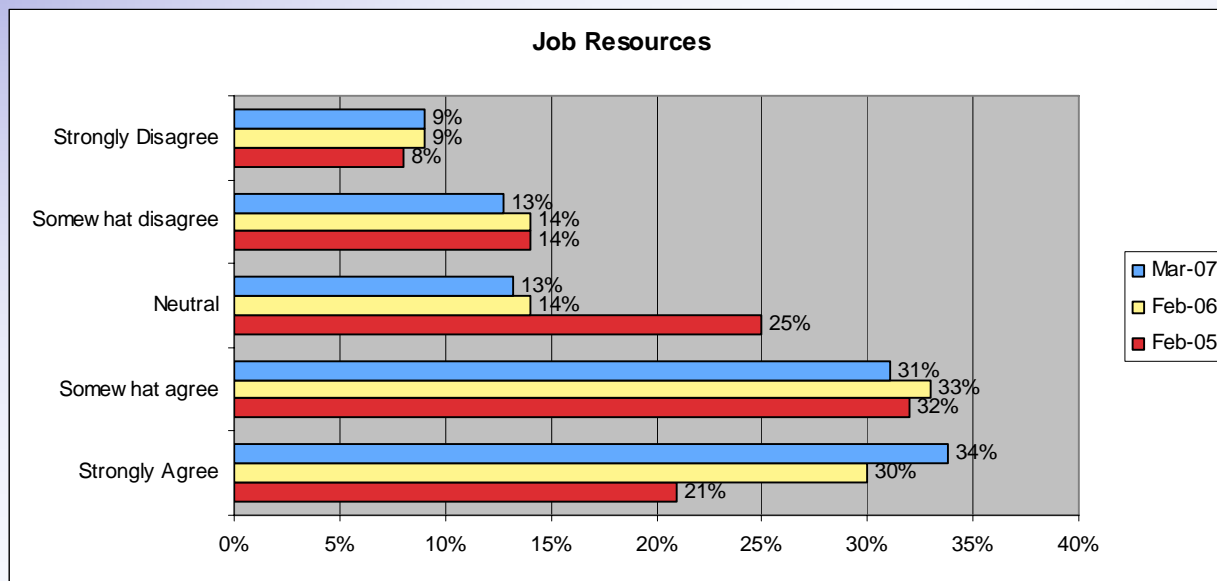


2007 – 3.43
2006 – 3.52
2005 – 2.9



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Have Resources Needed to do Job Well

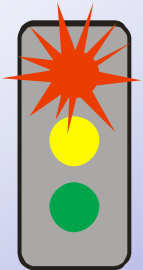
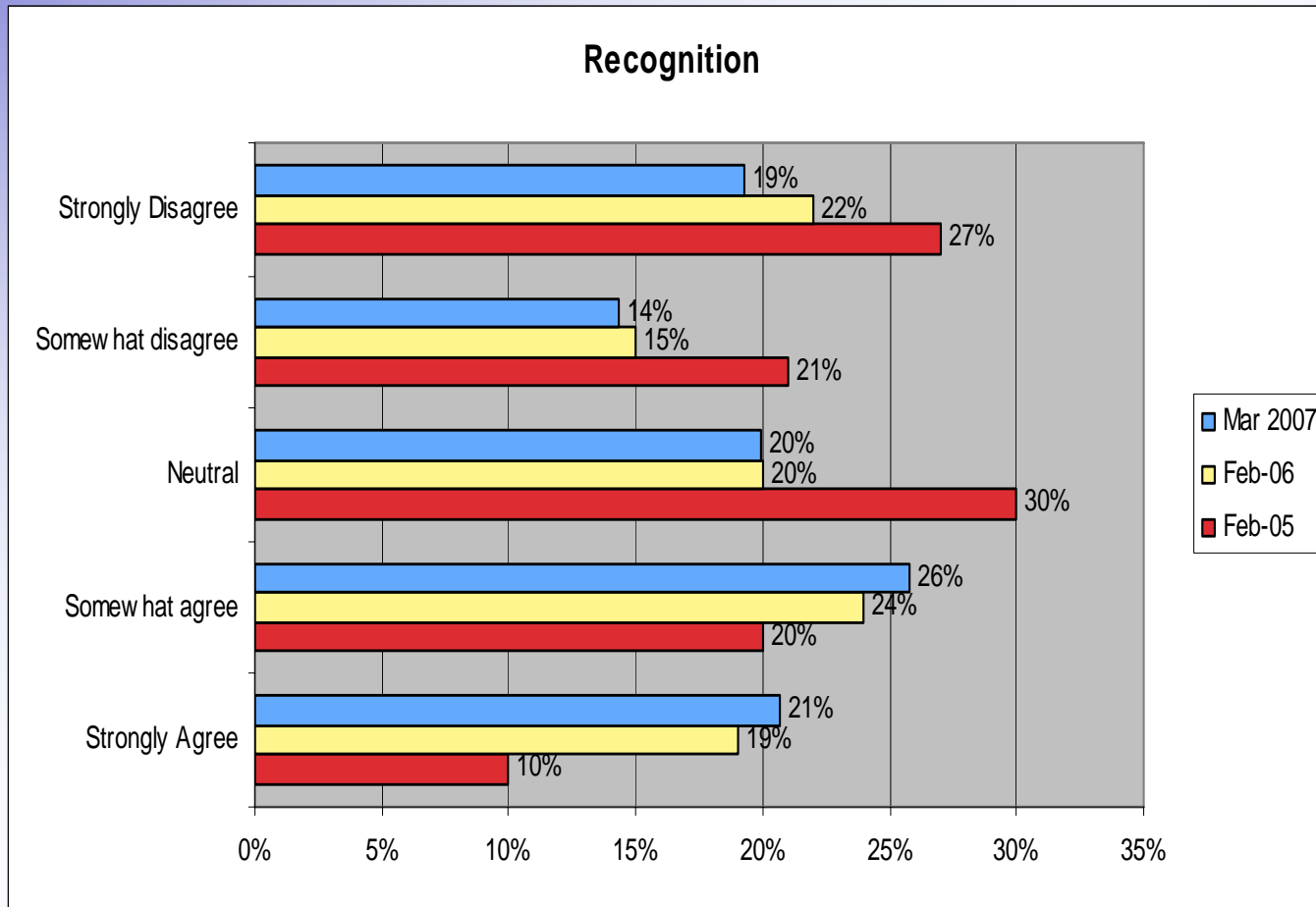


2007 – 3.68
2006 – 3.61
2005 – 3.41



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Recognition Given for Job Well Done



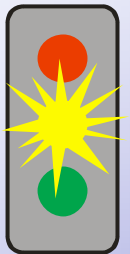
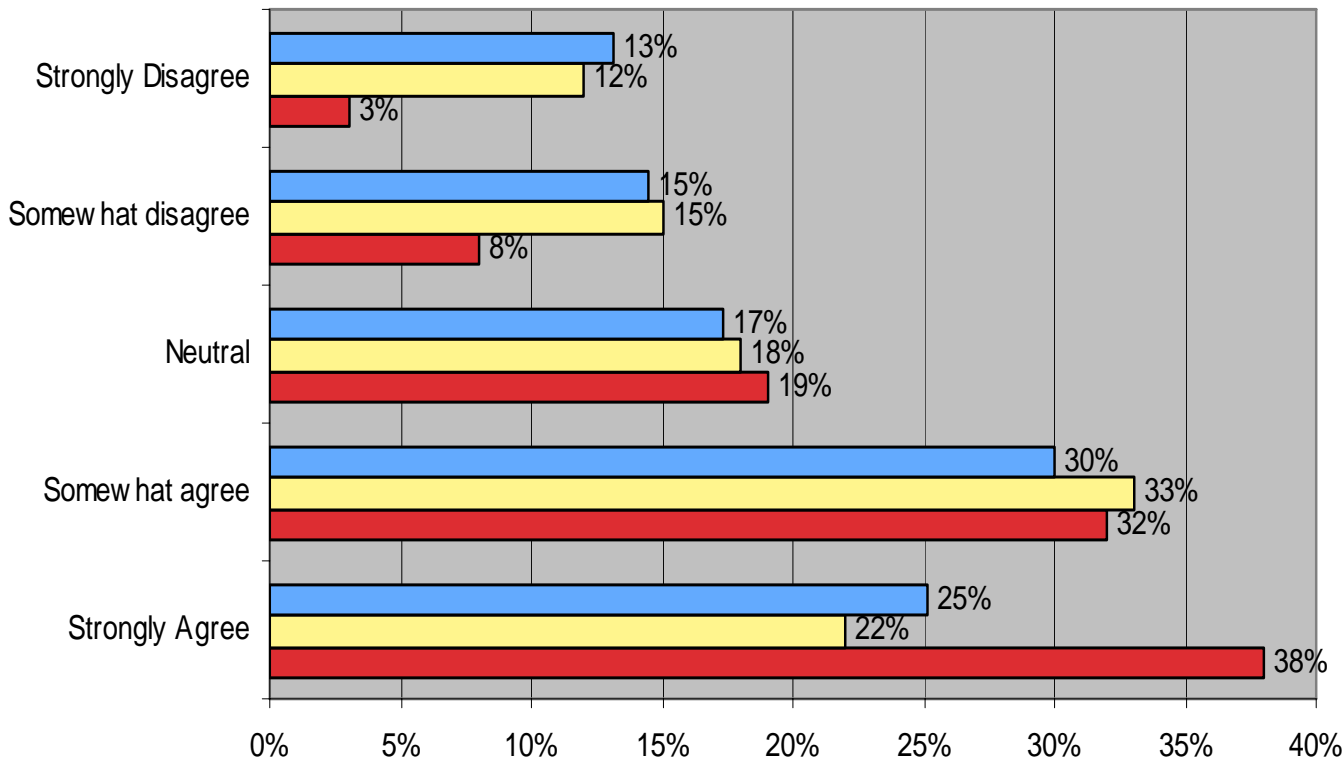
2007 – 3.14
2006 – 3.03
2005 - 2.90



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Cooperation in the Division

Cooperation

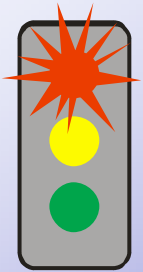
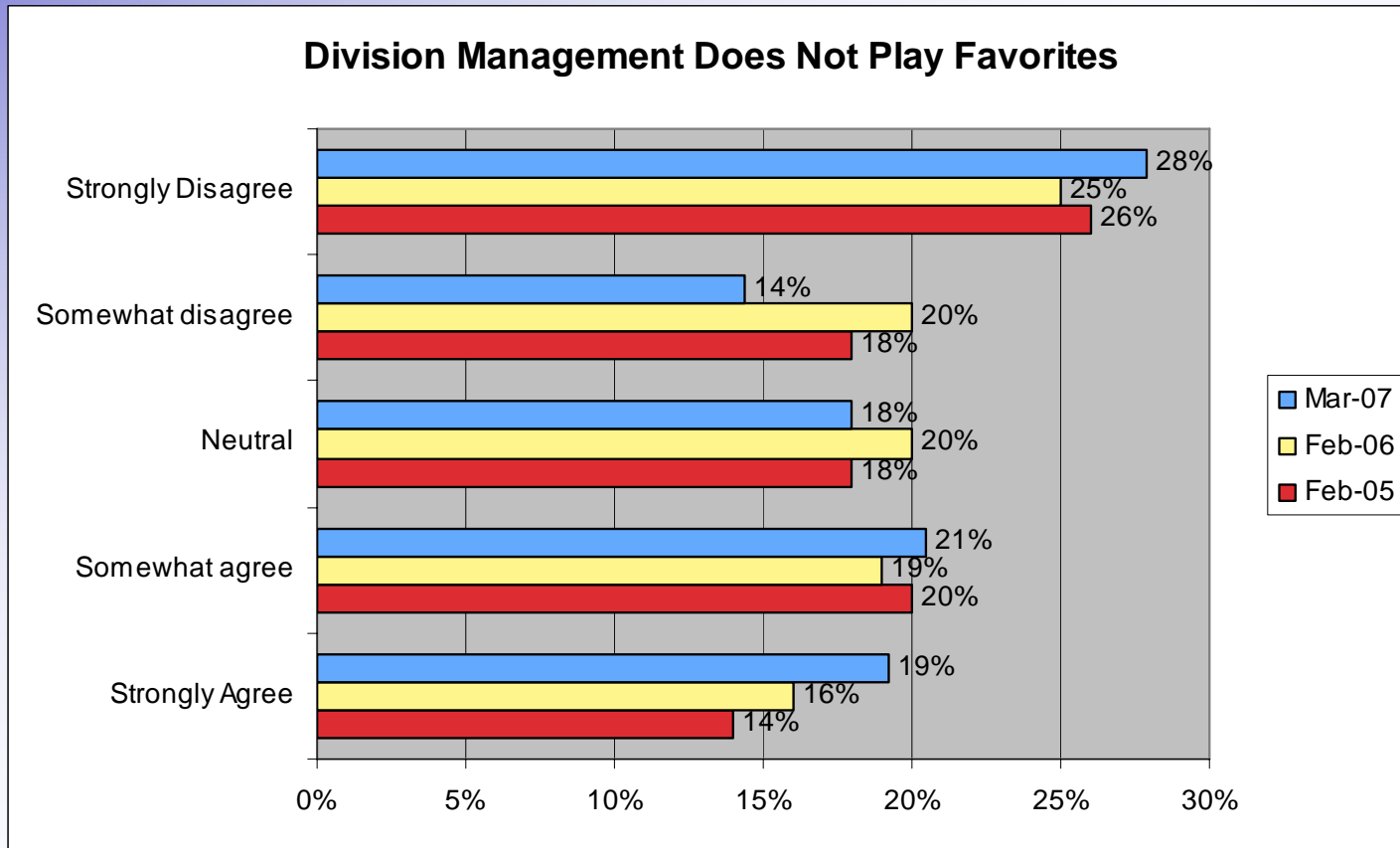


2007 – 3.40
2006 – 3.36
2005 – 3.90



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Div Mgt. Does Not Play Favorites

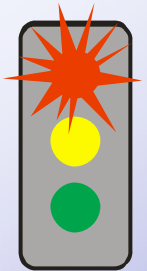
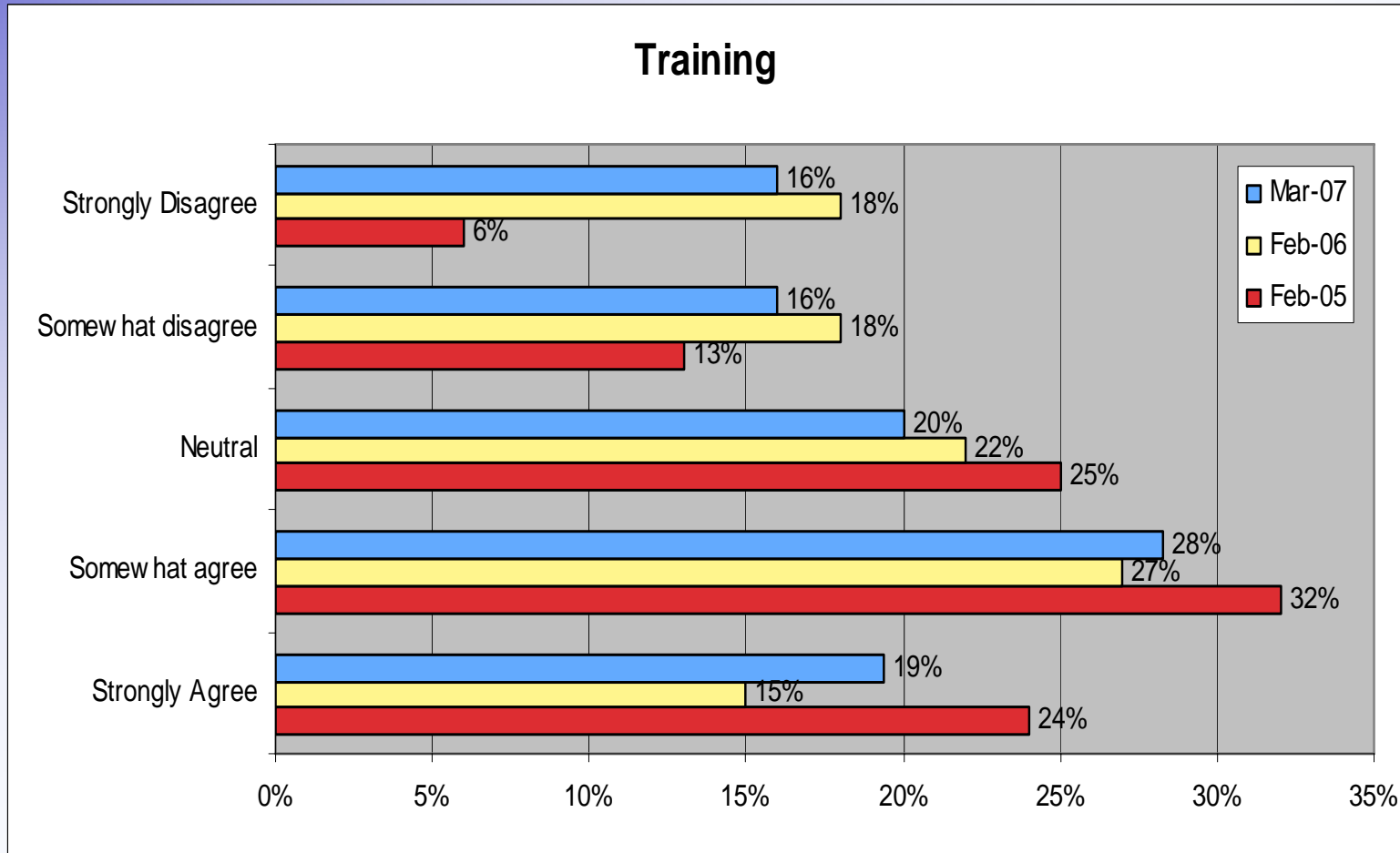


2007 – 2.89
2006 – 2.82
2005 – 2.66

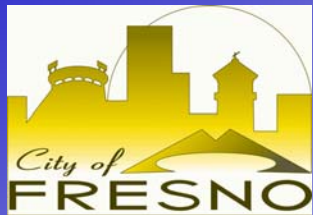


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Sufficient Training Provided



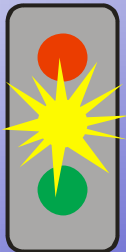
2007 - 3.18
2006 - 3.02
2005 - 3.60

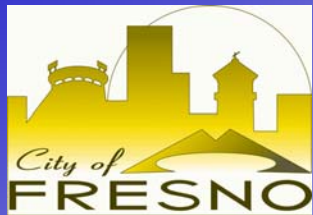


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Highest Ratings for the City

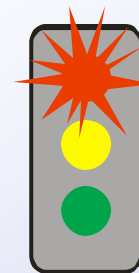
- Knowing what's expected of them - **4.25**
- Feeling of contribution to the division's mission - **4.25**
- Pride in working for my division - **4.14**
- Customer Service is a top priority in division - **4.03**
- Pride in working for the City - **3.91**
- Can keep balance between work/personal life - **3.90**
- Feeling empowered to make needed decisions - **3.87**
- Good physical working conditions - **3.79**



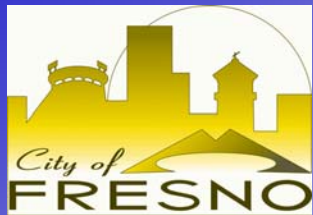


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Lowest Ratings for the City



- City Management does not play favorites – **2.23**
- Management does not say one thing and do another – **2.37**
- There is adequate communication between depts. – **2.45**
- I can trust what the City's management tells me - **2.57**
- Usually hear information through channels, not rumors– **2.57**
- If I do good work, I can count on being promoted – **2.58**
- Politics at division are kept to a minimum – **2.75**

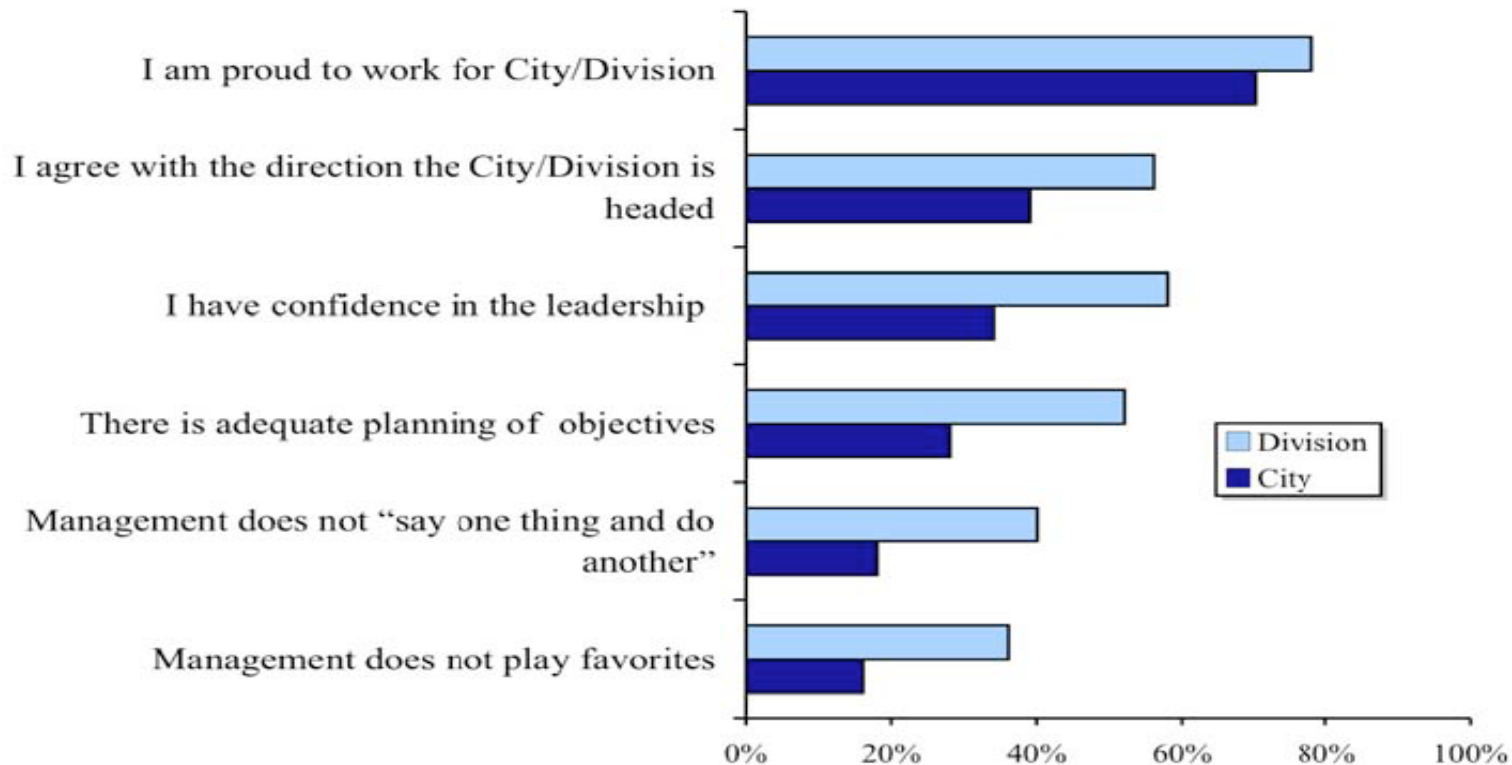


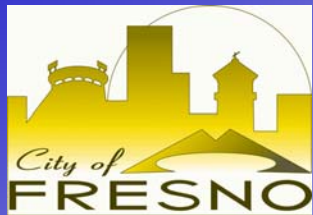
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City & Division Leadership & Planning

"Agree" Percentages

Employee Perceptions of City and Division Management



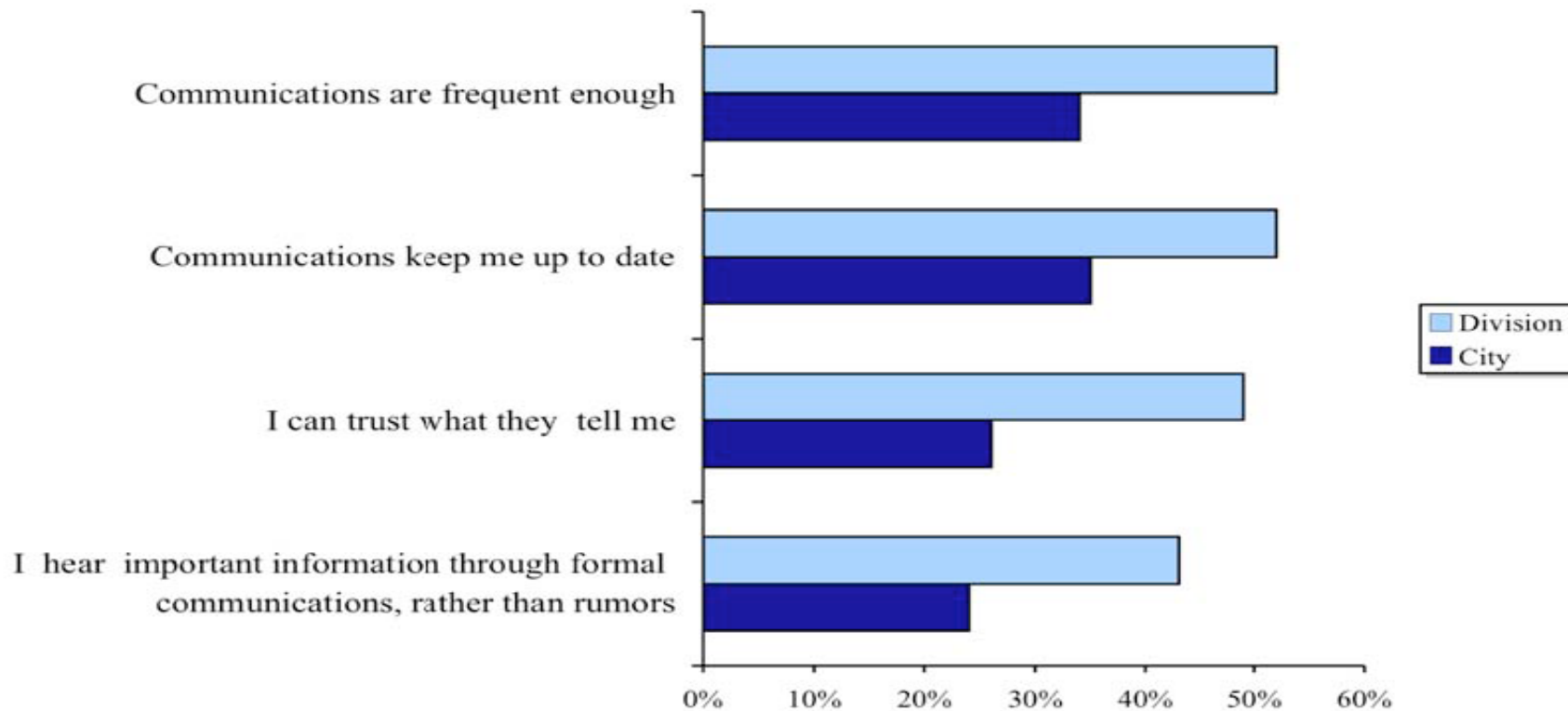


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City & Division Communications

"Agree" Percentages

City and Division Communications





**High Importance
and Low
Rating Areas**

- #3 I feel I can trust what City of Fresno's management tells me
- #1 I have confidence in the leadership of the City of Fresno
- #13 If I do good work I can count on being promoted
- #14 Management at the City of Fresno does not "say one thing and do another"
- #16 Management at the City of Fresno does not play favorites

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Importance Leverage vs. Performance

City of Fresno February 2006

