



2011 City of San Antonio Employee Survey

Appendix D: Overall Tabular Results

Submitted to
The City of San Antonio



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Equipment and Resources**(Excluding "Don't Know/NA")****Q1-8. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "Strongly Disagree," please rate your level of agreement with each of the following statements of "Equipment & Resources."**

(N=7852)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q1. I have the equipment I need to do my job well	17.5%	41.4%	18.4%	15.1%	7.6%
Q2. The equipment I use is well-maintained	15.4%	40.8%	23.5%	14.2%	6.2%
Q3. Repairs to the equipment are completed in a timely manner	11.3%	31.1%	26.3%	19.9%	11.4%
Q4. Facilities are well maintained in my work area	16.0%	40.4%	23.3%	12.9%	7.4%
Q5. Job vacancies are filled in a timely manner	5.9%	18.2%	24.7%	23.6%	27.5%
Q6. We have enough staff in my department to do our job	8.3%	20.4%	17.5%	25.0%	28.7%
Q7. Technology available in my department meets my needs	10.9%	34.2%	25.7%	18.3%	11.0%
Q8. I am satisfied with quality & availability of equipment & resources in my department	9.3%	34.9%	27.7%	19.0%	9.1%

Working Environment**(Excluding "Don't Know/NA")****Q9-18. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "Strongly Disagree," please rate your level of agreement with each of the following statements of "Working Environment."**

(N=7852)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q9. My co-workers treat me with respect	35.4%	46.2%	11.5%	4.1%	2.8%
Q10. My immediate supervisor treats me with respect	45.4%	35.8%	10.4%	4.3%	4.1%
Q11. I am comfortable expressing opinions about work related issues to my immediate supervisor	38.4%	35.7%	12.2%	7.5%	6.2%
Q12. Executive Team Staff/Command Staff in my department listens to employees	16.2%	30.4%	25.8%	15.4%	12.2%
Q13. Conflict between co-workers is resolved effectively	15.0%	37.5%	27.3%	12.0%	8.1%
Q14. Conflict between managers/supervisors & employees is resolved effectively	14.0%	34.5%	28.3%	13.6%	9.6%
Q15. Assignments in my department are distributed fairly	14.7%	35.4%	22.7%	15.2%	12.0%
Q16. Poor job performance is dealt with effectively by managers/supervisors	11.5%	28.9%	26.3%	19.0%	14.4%
Q17. Workplace safety is continually emphasized in my department	23.5%	40.1%	21.9%	8.8%	5.7%
Q18. I am satisfied with working environment in my department	18.2%	42.0%	23.5%	10.4%	5.9%

Employee Recognition**(Excluding "Don't Know/NA")****Q19-24. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "Strongly Disagree," please rate your level of agreement with each of the following statements of "Employee Recognition."**

(N=7852)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q19. My immediate supervisor tells me when I do a good job	29.0%	35.4%	17.9%	9.6%	8.1%
Q20. My work is appreciated by my immediate supervisor	29.8%	37.6%	17.7%	8.1%	6.8%
Q21. My work is appreciated by Executive Team Staff/Command Staff	16.4%	30.9%	28.0%	14.0%	10.8%
Q22. Employees who perform well receive adequate recognition	10.2%	23.9%	28.5%	20.8%	16.6%
Q23. Rewards & recognition are distributed fairly in my department	8.9%	22.3%	29.6%	20.8%	18.4%
Q24. I am satisfied with level of employee recognition in my department	10.6%	26.2%	30.1%	18.8%	14.4%

Professional Development**(Excluding "Don't Know/NA")****Q25-30. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "Strongly Disagree," please rate your level of agreement with each of the following statements of "Professional Development."**

(N=7852)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q25. I receive adequate training to do my job properly	16.5%	40.2%	23.1%	12.5%	7.6%
Q26. The work I perform is evaluated fairly	15.3%	43.2%	24.8%	10.0%	6.7%
Q27. I receive constructive feedback on my job performance from my immediate supervisor	19.6%	41.1%	21.8%	10.9%	6.7%
Q28. My immediate supervisor understands my career/job goals	22.9%	38.1%	21.8%	9.8%	7.5%
Q29. I have a mentor at work	10.8%	18.7%	29.2%	21.9%	19.3%
Q30. I am satisfied with professional development opportunities	13.1%	33.0%	29.3%	14.1%	10.5%

Strategic Direction/Mission Accomplishment**(Excluding "Don't Know/NA")****Q31-v38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "Strongly Disagree," please rate your level of agreement with each of the following statements of "Strategic Direction/Mission Accomplishment."**

(N=7852)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q31. I know my department's mission	31.9%	48.4%	12.4%	4.8%	2.5%
Q32. Staff members in my department are organized effectively	11.8%	36.8%	28.5%	15.4%	7.4%
Q33. Employees in my department are highly motivated about accomplishing our goals	12.5%	33.2%	29.7%	16.4%	8.2%
Q34. My immediate supervisor gives me clear expectations for work assignments	24.1%	44.1%	18.1%	8.7%	5.0%
Q35. My immediate supervisor makes good use of my time	25.3%	43.0%	18.9%	7.7%	5.0%
Q36. I am committed to my job	59.3%	32.4%	6.3%	1.1%	0.9%
Q37. I am proud to work for City of San Antonio	57.0%	29.2%	10.6%	1.8%	1.4%
Q38. I think City is moving in right direction	24.2%	35.7%	25.2%	9.0%	5.9%

Reliance on City Communication Tools

Q39-50. For each of "City Communication Tools" listed below, please indicate if you rely on them "a lot," "a little" or "not at all."

(N=7852)

	A Lot	A Little	Not At All
Q39. Employee newsletter - In the City	12.9%	45.5%	41.5%
Q40. Government access channel (TVSA) programs	4.2%	20.4%	75.4%
Q41. Department Website	38.2%	41.0%	20.8%
Q42. City website - www.sanantonio.gov	46.2%	40.6%	13.2%
Q43. COSA Web (City Intranet)	48.1%	35.7%	16.1%
Q44. All COSA emails	49.1%	32.7%	18.2%
Q45. Department bulletin boards	17.5%	43.2%	39.2%
Q46. City news releases	13.5%	47.0%	39.5%
Q47. City Annual Report	9.3%	36.2%	54.5%
Q48. Human Resources website	15.3%	38.4%	46.2%
Q49. Department newsletter	17.5%	42.5%	40.0%
Q50. Other communications tool	12.5%	23.0%	64.5%

**Ratings of City Communication Tools by Employees Who Rely on the Following Communication Tools
Either "A Lot" or "A Little"**

Q39-50. Then, please rate each source you rely on "a lot" or "a little" as "excellent," "good," "only fair" or "poor."

(N=7424)

	Excellent	Good	Only Fair	Poor
Q39. Employee newsletter - In the City	12.8%	55.2%	23.5%	8.6%
Q40. Government access channel (TVSA)programs	5.8%	40.3%	36.0%	17.9%
Q41. Department Website	20.1%	55.6%	18.1%	6.1%
Q42. City website - www.sanantonio.gov	24.5%	58.3%	14.2%	3.0%
Q43. COSA Web (City Intranet)	23.5%	56.4%	15.5%	4.6%
Q44. All COSA emails	25.9%	54.0%	15.1%	5.0%
Q45. Department bulletin boards	11.1%	47.2%	29.2%	12.5%
Q46. City news releases	10.2%	51.5%	29.2%	9.0%
Q47. City Annual Report	9.1%	48.9%	30.2%	11.8%
Q48. Human Resources website	11.6%	50.4%	27.4%	10.6%
Q49. Department newsletter	13.9%	49.9%	24.6%	11.6%
Q50. Other communications tool	11.2%	39.2%	30.2%	19.5%

Reliance on General City Sources

Q51-57. For each of "General City Sources" listed below, please indicate if you rely on them "a lot," "a little" or "not at all."

(N=7852)

	A Lot	A Little	Not At All
Q51. Staff meetings	33.9%	38.2%	27.9%
Q52. Telephone	46.6%	34.6%	18.8%
Q53. Email	61.8%	22.7%	15.4%
Q54. Interdepartmental Memos	27.5%	45.9%	26.6%
Q55. Bin mail	19.9%	38.0%	42.1%
Q56. Paycheck	57.7%	26.2%	16.1%
Q57. City council meetings	9.8%	31.9%	58.3%

Ratings by Employees Who Rely on the Following General City Sources Either "A Lot" or "A Little"

Q51-57. Then, please rate each source you rely on "a lot" or "a little" as "excellent," "good," "only fair" or "poor."

(N=7441)

	Excellent	Good	Only Fair	Poor
Q51. Staff meetings	16.1%	47.7%	23.8%	12.4%
Q52. Telephone	25.6%	52.9%	15.3%	6.2%
Q53. Email	34.1%	49.4%	11.3%	5.1%
Q54. Interdepartmental Memos	15.3%	53.9%	22.2%	8.6%
Q55. Bin mail	13.2%	48.7%	25.8%	12.2%
Q56. Paycheck	31.3%	45.4%	16.8%	6.6%
Q57. City council meetings	8.8%	45.7%	29.8%	15.6%

Reliance on City Employee Sources

Q59-60. For each of "City Employees" listed below, please indicate if you rely on them "a lot," "a little" or "not at all."

(N=7852)

	A Lot	A Little	Not At All
Q59. Immediate supervisor	60.0%	32.2%	7.8%
Q60. Other City employees	39.0%	49.5%	11.6%

Ratings of City Employee Sources

(Excluding "No Response")

Q59-60. Then, please rate each source you rely on "a lot" or "a little" as "excellent," "good," "only fair" or "poor."

(N=7307)

	Excellent	Good	Only Fair	Poor
Q59. Immediate supervisor	40.3%	40.9%	13.0%	5.8%
Q60. Other City employees	22.5%	57.2%	16.7%	3.5%

Reliance on Non-City Sources

Q61-65. For each of "Non-City Sources" listed below, please indicate if you rely on them "a lot," "a little" or "not at all."

(N=7852)

	A Lot	A Little	Not At All
Q61. Television	28.5%	42.9%	28.6%
Q62. Radio	20.4%	41.8%	37.7%
Q63. Newspaper	20.8%	44.6%	34.6%
Q64. Internet	44.6%	36.5%	18.9%
Q65. Other-non City source	8.3%	26.5%	65.2%

Ratings of Non City Sources by Employees Who Rely on the Following Non-City Sources Either "A Lot" or "A Little"

(Excluding "No Response")

Q61-65. Then, please rate each source you rely on "a lot" or "a little" as "excellent," "good," "only fair" or "poor."

(N=6701)

	Excellent	Good	Only Fair	Poor
Q61. Television	17.8%	57.0%	20.2%	5.1%
Q62. Radio	14.7%	56.1%	21.9%	7.2%
Q63. Newspaper	14.6%	55.6%	22.9%	6.9%
Q64. Internet	28.0%	56.5%	12.7%	2.8%
Q65. Other-non City source	9.8%	44.7%	26.5%	19.0%

(Excluding "Don't Knows")**Q66. Based on your own experience, would you rate the following as excellent, good, only fair or poor?**

(N=7852)

	Excellent	Good	Only Fair	Poor
Q66a. Methods by which City communicates with employees	9.9%	50.6%	28.2%	11.3%
Q66b. Methods by which City communicates with employees in your Department	10.6%	46.4%	28.8%	14.1%
Q66c. Methods by which your Department communicates with you	14.5%	45.5%	24.7%	15.3%

(Excluding "Don't Knows")**Q67. Overall, how satisfied are you with your current job - very satisfied, satisfied, dissatisfied, very dissatisfied?**

Q67. How satisfied are you with your current job	Number	Percent
Very satisfied	2360	32.3 %
Satisfied	3840	52.5 %
Dissatisfied	837	11.4 %
Very dissatisfied	280	3.8 %
Total	7317	100.0 %

(Excluding "Don't Know")**Q68. Please indicate how important to you each of the following items are to your job satisfaction - very important, important, not very important, not at all important?**

(N=7852)

	Very Important	Important	Not Very Important	Not At All Important
Q68a. Salary	78.2%	19.9%	1.3%	0.6%
Q68b. Benefits	82.7%	14.5%	1.8%	1.0%
Q68c. Workload	45.3%	45.1%	8.2%	1.4%
Q68d. Office environment	45.8%	40.3%	11.1%	2.8%
Q68e. Job security	79.9%	17.0%	2.5%	0.7%
Q68f. Management support	61.0%	32.5%	5.0%	1.5%
Q68g. Recognition	40.3%	34.9%	20.0%	4.8%

(Excluding "Don't Knows")**Q69. How has the quality of the work environment in your department changed during the last 2 years?**

Q69. How has quality of work environment in your department changed

	Number	Percent
Much better	1033	14.6 %
Somewhat better	2008	28.5 %
Stayed the same	1860	26.4 %
Somewhat worse	1375	19.5 %
Much worse	776	11.0 %
Total	7052	100.0 %

Q70. What is your gender?

Q70. Your gender	Number	Percent
Male	5136	65.4 %
Female	2362	30.1 %
Not Provided	354	4.5 %
Total	7852	100.0 %

Q71. What is your ethnicity/national origin?

<u>Q71. Your ethnicity/national origin</u>	<u>Number</u>	<u>Percent</u>
White/Anglo	2200	28.0 %
Asian/Pacific Islander	103	1.3 %
Hispanic/Latino	4337	55.2 %
Black/African	398	5.1 %
Native American	102	1.3 %
Other	105	1.3 %
Nor Provided	746	9.5 %
Total	7991	

Q72. In which department do you work?

<u>Q72. Name of your department</u>	<u>Number</u>	<u>Percent</u>
Animal Care Services	55	0.7 %
Aviation	306	3.9 %
Capital Improvement Management Services	182	2.3 %
Center City Development Office	2	0.0 %
Communications & Public Affairs	15	0.2 %
Code Enforcement	128	1.6 %
Community Initiatives	291	3.7 %
Conv. & Visitors Bureau	101	1.3 %
Convention Sports & Entertainment Facilities	266	3.4 %
Customer Service/311	57	0.7 %
Development Services	140	1.8 %
Downtown Operations	159	2.0 %
Finance	68	0.9 %
Fire	1120	14.3 %
Human Resources	92	1.2 %
Information Technology Services	175	2.2 %
Intergovernmental Relations	3	0.0 %
International Relations Office	3	0.0 %
International & Economic Development	18	0.2 %
Library	353	4.5 %
Metropolitan Health District	301	3.8 %
Municipal Court	67	0.9 %
Office of the City Attorney	74	0.9 %
Office of the City Auditor	19	0.3 %
Office of the City Clerk	10	0.1 %
Office of the City Council	8	0.1 %
Office of the City Manager	22	0.3 %
Office of Cultural Affairs	13	0.2 %
Office of Environmental Policy	16	0.2 %
Office of Historic Preservation	7	0.1 %
Office of Management & Budget	33	0.4 %
Office of the Mayor	2	0.0 %
Office of Military Affairs	2	0.0 %
Parks & Recreation	499	6.4 %
Planning & Community Development	62	0.8 %
Police	1392	17.7 %
Public Works	613	7.8 %
Purchasing & General Services	119	1.5 %
Solid Waste Management	384	4.9 %
Other	92	1.2 %
<u>None chosen</u>	<u>564</u>	<u>7.2 %</u>
Total	7833	

Q73. Which Job Type best describes your position?

<u>Q73. Job type</u>	<u>Number</u>	<u>Percent</u>
Officials/Administrators	418	5.3 %
Protective Services	1094	13.9 %
Skilled Craft	649	8.3 %
Professionals	2501	31.9 %
Para-Professionals	646	8.2 %
Service/Maintenance	690	8.8 %
Technicians	302	3.8 %
Clerical	591	7.5 %
Other	270	3.4 %
<u>Not provided</u>	<u>691</u>	<u>8.8 %</u>
Total	7852	100.0 %