

MyMinneapolis

Employee Engagement Survey

Attorney

2014 My Minneapolis Employee Engagement Survey

Survey Administered: May/June 2014



Confidential - Prepared by IBM

2014 My Minneapolis Employee Engagement Survey
Attorney
Table Of Contents

I) Response Summary	3
II) Understanding Your Report	5
III) Engagement Summary	11
IV) Performance Enablement Summary	13
V) Behavior Change Index	15
VI) Theme Summary	17
VII) Item Summary	22
VIII) Most Favorable/Most Unfavorable Summary	38

I) Response Summary

2014 My Minneapolis Employee Engagement Survey

Attorney

I) Response Summary

Report Grouping	Headcount	Surveys Completed	Response Rate
City of Minneapolis Overall	3,708	2,461	66%
Attorney	97	82	85%
Civil	41	37	90%
Criminal	56	45	80%

II) Understanding Your Report

2014 My Minneapolis Employee Engagement Survey

Attorney

II) Understanding Your Report

Survey Goals

The 2014 My Minneapolis Employee Engagement Survey has three goals:

1. Provide each employee an opportunity to share thoughts on what is working well and where there are opportunities for improvement in the City.
2. Develop effective action plans that respond to Citywide and department specific employee engagement issues.
3. Implement lasting change to our work environment that makes the City a great place to work, and supports the achievement of City goals.

In response to previous surveys, the City has successfully taken action and made changes designed to improve an employee's overall work experience. In response to the 2012 survey results, a team began work to improve employee recognition practices at both the enterprise and department levels. In May of 2014, the team announced a pilot Enterprise Employee Recognition Program.

Other examples of initiatives undertaken in response to previous surveys are:

1. Implementation of Business Process Improvement (BPI)
2. Total Compensation Statements
3. Minneapolis Matters Employee Newsletter
4. Alternative Work Arrangements Policy and procedures

In addition to City-wide efforts, departments have done significant work to take action in response to survey findings at the departmental level.

The concept of employee engagement is also incorporated into City goals and values which were approved by the City Council on March 28, 2014.

- Goal: "A City that works: City government runs well and connects to the community it serves. Engaged and talented employees reflect our community, have the resources they need to succeed and are empowered to improve our efficiency and effectiveness."
- Values: "We work by..."
 - o Showing employees they are valued - Employees are supported and take pride in public service.
 - o Innovating and being creative - New ideas drive continuous improvement.
 - o Driving toward results - Our efficient, effective work meets measurable goals for today and tomorrow.
 - o Engaging the community - All have a voice and are heard.
 - o Building public trust - All have access to services and information. We work in an open, ethical and transparent manner.
 - o Collaborating - We work better together as one team. We are a valued partner in the community."

Employee engagement was also integrated into other City processes including Results Minneapolis and Business Planning.

2014 My Minneapolis Employee Engagement Survey

Attorney

II) Understanding Your Report

Before you can share survey results with others in your organization, it is essential to understand the data yourself. This report presents results for your organization and is arranged into several key sections:

Sections within Your Report

Engagement Index and Engagement Priority Items Summary

This section displays the Engagement Index results and the top priorities for improving engagement. Engagement is a combination of perceptions that have a positive impact on behavior; including commitment, pride and a willingness to be an advocate for the organization.

The engagement priority items are listed in rank order of importance. They identify the survey items most likely to influence engagement for your group. A minimum of 30 responses is required to perform the analysis. If your workgroup had fewer than 30 responses, you will see the priority items identified for a higher level in the organization (i.e. City Overall or Department), and the results for your specific work unit. This is noted above the priority items.

Performance Enablement Summary

Performance Enablement focuses on those things that reflect how the organization supports and enables employees' ability to get the work done.

Behavior Change Index

The Behavior Change Index measures the employee perception of the amount of action taken in response to the previous survey. Experience has demonstrated that constructively acting upon survey results leads to higher response rates and higher scores in subsequent surveys and consequent improvements in performance.

Theme Summary

Survey items are grouped into topic areas, or themes. Theme results give an overall representation for items with a similar focus.

Special note about Theme 2011% Favorable Scores: The following themes have been affected by changes made to the 2014 My Minneapolis Survey: Customer Service, Department Leadership, Equity, Ethics, Immediate Supervisor, Performance Management, Recognition and Work Environment. While the report shows a percent favorable rating for 2011, the rating may not be identical to the ratings shown on the reports published in 2011, as the items/questions which now make up these themes were changed. So, although all items in these themes were on your 2011 survey, they were grouped differently. IBM/Kenexa has recalculated the 2011 scores given the new 2014 theme configuration.

Item Summary

This section uses a combination of bar charts and tables to display results and comparative data for all survey items. Survey items are grouped by theme.

2014 My Minneapolis Employee Engagement Survey

Attorney

II) Understanding Your Report

What to look for...

When comparing your results to those of other groups or to previous survey results, use the following guidelines to determine whether differences are meaningful.

If number of respondents in smallest unit compared is ...	Look for differences in Percent Favorable of...
100 or more	5% or more
50 to 99	10% or more
Less than 50	15% or more

Most Favorable / Most Unfavorable Summary

This section reflects your team's highest and lowest scoring items. Specifically, the Most Favorable items represent those with the highest Percent Favorable and the Most Unfavorable items represent those with the highest Percent Unfavorable scores.

2014 My Minneapolis Employee Engagement Survey

Attorney

II) Understanding Your Report

Sample Results

Report Grouping	Valid Returns	Percent Favorable					2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity		
		Percent Favorable		Percent Neutral		Percent Unfavorable							
City Overall	500	28		38		16	10	8	66%	64%	75%	89%	S
Department	100	8	15	30	27	20	23%	30%	75%	89%	O		
Division	3						--	--	--	--	--		

Valid Returns

This number indicates how many employees provided an answer for a specific item in the survey. An "Unable to Rate" response is not considered valid. Thus Unable to Rate responses are not included in the "Valid Returns" count.

Bar Chart

To facilitate the interpretation of results, responses are grouped into three categories:

Percent Favorable - Top two most favorable responses (i.e. Strongly Agree & Agree)

Percent Neutral - Neither favorable nor unfavorable response (i.e. Neither Agree nor Disagree)

Percent Unfavorable - Bottom two least favorable responses (i.e. Strongly Disagree & Disagree)

2014 % Fav

The percentage of respondents who selected the most positive responses, typically the top two.

2014 % Unfav

The percentage of respondents who selected the most negative responses, typically the bottom two.

2011 % Fav

The percentage of respondents who selected the most positive responses, typically the top two. These values, if present, are reported from the previous survey administration.

City's Most Engaged Units

In order to calculate the "Most Engaged Units" we rank the work units within the City by their Employee Engagement scores; then, we select the top 20%. These groups make up the "Most Engaged Units" and become your internal benchmark. Scores for each question on the survey are then calculated for this group and offered for comparison purpose.

2014 My Minneapolis Employee Engagement Survey

Attorney

II) Understanding Your Report

Kenexa US World Norm

The Kenexa US World Norm is a composite of employee responses for US based organizations. It provides comparative results that represent the average scores across multiple organizations. When a value is not displayed in this column, a norm is not available.

S/O (Strengths / Opportunities)

An “S” or an “O” in this column identifies items that are possible Strengths or Opportunities for improvement when compared to the City’s Most Engaged Unit scores. The guidelines below are used to determine which items represent strengths and which are opportunities for your organization. If your results do not meet either of the criteria, consider them “mid-range” results.

	Strengths	Opportunities for Improvement
Percent Favorable	65% or greater, and	50% or less, and
Percent Unfavorable	Less than 20%	either 20% or greater, or
Percent Neutral	--	30% or more

These guidelines should be used in interpreting all theme and item results contained in this report.

Insufficient Data to Report

Double dashes (--) are displayed for a report group when the number of responses for the item or dimension being reported did not meet the minimum required for reporting, or when scores are not available for an item or dimension.

III) Engagement Summary

2014 My Minneapolis Employee Engagement Survey

Attorney

III) Engagement Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Engagement											
City of Minneapolis Overall	27	36	19	11	7	63%	56%	79%	69%		
Attorney	39	46	9			84%	68%	79%	69%	S	
Civil	43	41	10			84%	81%	79%	69%	S	
Criminal	35	50	9	5		85%	58%	79%	69%	S	

Survey Items Included

31. I rarely think about looking for a new job with another organization (If retiring or going on leave within the next 12 months, please do not answer this question).
32. I am proud to work for the City.
33. I would recommend the City as a great place to work.
34. Overall, I am extremely satisfied with the City as a place to work.

Priority Items

Items Determined by: Attorney

Scores Displayed for: Attorney

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
23. Where I work, I am treated with dignity and respect. (Inclusion)	83%	70%	82%	80%	S
5. I have confidence in the future of my department. (Department Leadership)	89%	62%	83%	68%	S
53. There is a promising future for me at the City. (My Career)	65%	42%	65%	58%	S
20. I feel that I am part of a team. (Inclusion)	87%	--	83%	77%	S
3. My Department Leadership has the ability to deal with the challenges we face. (Department Leadership)	84%	65%	80%	73%	S
50. I feel valued as an employee of the City. (Recognition)	76%	57%	70%	65%	S
13. There is open and honest two-way communication at the City. (Communications)	49%	--	59%	59%	O
1. My Department Leadership has communicated a vision of the future that motivates me. (Department Leadership)	67%	61%	72%	59%	S
27. My performance on the job is evaluated fairly. (Equity)	82%	69%	83%	68%	S
55. I am satisfied with my opportunity for career development in the City. (My Career)	40%	44%	57%	60%	O

IV) Performance Enablement Summary

2014 My Minneapolis Employee Engagement Survey

Attorney

IV) Performance Enablement Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Performance Enablement Index											
City of Minneapolis Overall	22	42	18	11	7	64%	57%	77%	72%		
Attorney	29	49	14	6		78%	59%	77%	72%	S	
Civil	39	44	10	6		83%	70%	77%	72%	S	
Criminal	20	53	18	7		73%	50%	77%	72%	S	

Scores Displayed for: Attorney

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
14. Where I work, we set clear standards for product/service quality.	83%	47%	78%	75%	S
17. Where I work, customer feedback is used to improve our work processes.	69%	47%	72%	65%	S
18. Where I work, employees are getting the training and development needed to keep up with customer demands.	62%	55%	69%	63%	
19. Customer problems get corrected quickly.	68%	52%	75%	74%	S
4. My Department Leadership is committed to providing high quality products and services to customers.	94%	76%	89%	77%	S
29. City employees are encouraged to participate in making decisions that affect their work.	74%	54%	74%	67%	S
48. The people I work with cooperate to get the job done.	91%	77%	85%	82%	S

V) Behavior Change Index

2014 My Minneapolis Employee Engagement Survey

Attorney

V) Behavior Change Index

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Behavior Change Index											
City of Minneapolis Overall	18	37	24	12	8	56%	56%	74%	62%		
Attorney	36	45	11			81%	80%	74%	62%	S	
Civil	43	37	10	7		80%	90%	74%	62%	S	
Criminal	30	51	12	5		82%	74%	74%	62%	S	

Scores Displayed for: Attorney

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
8. I was given an opportunity to see/hear about the 2011-2012 Employee Engagement Survey results.	89%	95%	86%	65%	S
9. I was given the opportunity to discuss my ideas about the results of the 2011-2012 Employee Engagement Survey.	81%	84%	69%	65%	S
10. My Department Leadership has taken action based on the feedback received from the 2011-2012 Employee Engagement Survey.	72%	63%	66%	55%	S

VI) Theme Summary

2014 My Minneapolis Employee Engagement Survey

Attorney

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Engagement											
City of Minneapolis Overall	27	36	19	11	7		63%	56%	79%	69%	
Attorney	39	46	9				84%	68%	79%	69%	S
Civil	43	41	10				84%	81%	79%	69%	S
Criminal	35	50	9	5			85%	58%	79%	69%	S
Performance Enablement Index											
City of Minneapolis Overall	22	42	18	11	7		64%	57%	77%	72%	
Attorney	29	49	14	6			78%	59%	77%	72%	S
Civil	39	44	10	6			83%	70%	77%	72%	S
Criminal	20	53	18	7			73%	50%	77%	72%	S
Behavior Change Index											
City of Minneapolis Overall	18	37	24	12	8		56%	56%	74%	62%	
Attorney	36	45	11				81%	80%	74%	62%	S
Civil	43	37	10	7			80%	90%	74%	62%	S
Criminal	30	51	12	5			82%	74%	74%	62%	S
Communications											
City of Minneapolis Overall	15	39	19	16	11		54%	--	71%	--	
Attorney	20	48	16	13			69%	--	71%	--	S
Civil	27	43	13	14			70%	--	71%	--	S
Criminal	15	52	19	13			67%	--	71%	--	S

2014 My Minneapolis Employee Engagement Survey

Attorney

VI) Theme Summary

	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity		
Customer Service										
City of Minneapolis Overall	22	43	19	10	6	65%	56%	77%	--	S
Attorney	25	51	15	7	1	76%	55%	77%	--	S
Civil	36	45	9	8	1	81%	68%	77%	--	S
Criminal	15	56	20	6	1	71%	46%	77%	--	S
Department Leadership										
City of Minneapolis Overall	24	37	17	12	10	61%	51%	81%	69%	
Attorney	38	44	9	6	1	82%	65%	81%	69%	S
Civil	52	31	8	6	1	83%	85%	81%	69%	S
Criminal	26	56	10	5	1	82%	51%	81%	69%	S
Employee Involvement										
City of Minneapolis Overall	16	38	21	14	11	53%	--	75%	67%	
Attorney	23	52	15	8	1	75%	--	75%	67%	S
Civil	32	45	14	9	1	77%	--	75%	67%	S
Criminal	16	57	16	7	1	73%	--	75%	67%	S
Equity										
City of Minneapolis Overall	23	35	16	13	12	58%	54%	71%	--	
Attorney	34	34	13	11	8	68%	55%	71%	--	S
Civil	41	31	10	12	7	72%	70%	71%	--	S
Criminal	29	37	16	10	9	65%	45%	71%	--	S

2014 My Minneapolis Employee Engagement Survey

Attorney

VI) Theme Summary

	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Ethics								
City of Minneapolis Overall	22	45	17	67%	56%	82%	--	S
Attorney	45	45	6	90%	74%	82%	--	S
Civil	65	30		95%	87%	82%	--	S
Criminal	30	57	9	87%	64%	82%	--	S
Immediate Supervisor								
City of Minneapolis Overall	31	40	14	71%	60%	80%	--	S
Attorney	49	35	9	84%	68%	80%	--	S
Civil	57	26	11	83%	77%	80%	--	S
Criminal	42	43	8	85%	62%	80%	--	S
Inclusion								
City of Minneapolis Overall	27	40	16	67%	--	80%	76%	S
Attorney	41	41	12	81%	--	80%	76%	S
Civil	45	32	13	77%	--	80%	76%	S
Criminal	37	48	10	85%	--	80%	76%	S
My Career								
City of Minneapolis Overall	16	41	21	58%	--	71%	--	
Attorney	18	51	19	68%	--	71%	--	S
Civil	27	39	21	65%	--	71%	--	S
Criminal	10	60	16	71%	--	71%	--	S

2014 My Minneapolis Employee Engagement Survey

Attorney

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Performance Management											
City of Minneapolis Overall	31	43	13	8	5		74%	67%	84%	77%	S
Attorney	44	45	6				89%	74%	84%	77%	S
Civil	55	35	8				90%	83%	84%	77%	S
Criminal	36	53			5		89%	66%	84%	77%	S
Recognition											
City of Minneapolis Overall	13	37	23	15	11		50%	47%	66%	--	O
Attorney	22	48	17	10			70%	54%	66%	--	S
Civil	28	41	17	10			70%	67%	66%	--	S
Criminal	16	53	17	10			69%	45%	66%	--	S
Work Environment											
City of Minneapolis Overall	22	44	14	12	8		66%	63%	76%	--	
Attorney	21	53	12	12			73%	64%	76%	--	S
Civil	29	50	7	12			78%	68%	76%	--	S
Criminal	15	55	15	12			69%	61%	76%	--	S

VII) Item Summary

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Engagement												
31. I rarely think about looking for a new job with another organization (If retiring or going on leave within the next 12 months, please do not answer this question).												
City of Minneapolis Overall	2,269	22	28	17	19	14		50%	49%	63%	58%	O
Attorney	77	29	42	13	10	6		70%	55%	63%	58%	S
Civil	34	32	41	9	12	6		74%	68%	63%	58%	S
Criminal	43	26	42	16	9	7		67%	45%	63%	58%	S
32. I am proud to work for the City.												
City of Minneapolis Overall	2,407	36	40	16	6			75%	68%	90%	79%	S
Attorney	81	49	43	6				93%	80%	90%	79%	S
Civil	37	54	38	8				92%	90%	90%	79%	S
Criminal	44	45	48	5				93%	72%	90%	79%	S
33. I would recommend the City as a great place to work.												
City of Minneapolis Overall	2,400	27	37	21	10	6		63%	53%	82%	69%	
Attorney	82	37	49	12				85%	68%	82%	69%	S
Civil	37	41	43	14				84%	80%	82%	69%	S
Criminal	45	33	53	11				87%	58%	82%	69%	S
34. Overall, I am extremely satisfied with the City as a place to work.												
City of Minneapolis Overall	2,413	25	38	20	11	6		62%	54%	81%	71%	
Attorney	82	40	49	6				89%	67%	81%	71%	S
Civil	37	46	41	8				86%	83%	81%	71%	S
Criminal	45	36	56					91%	56%	81%	71%	S

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
--	---------------	-------------------	-----------------	---------------------	------------	------------	---------------------------	----------------------	-----------------------

Behavior Change Index

8. I was given an opportunity to see/hear about the 2011-2012 Employee Engagement Survey results.

City of Minneapolis Overall	2,136	24	50	15	7	73%	77%	86%	65%	S
Attorney	72	40	49	7		89%	95%	86%	65%	S
Civil	31	42	45	6		87%	98%	86%	65%	S
Criminal	41	39	51	7		90%	93%	86%	65%	S

9. I was given the opportunity to discuss my ideas about the results of the 2011-2012 Employee Engagement Survey.

City of Minneapolis Overall	2,074	16	33	25	16	9	49%	50%	69%	65%	O
Attorney	70	36	46	9	6		81%	84%	69%	65%	S
Civil	31	45	39	6	10		84%	87%	69%	65%	S
Criminal	39	28	51	10	8		79%	81%	69%	65%	S

10. My Department Leadership has taken action based on the feedback received from the 2011-2012 Employee Engagement Survey.

City of Minneapolis Overall	2,011	14	29	33	14	10	43%	40%	66%	55%	O
Attorney	68	31	41	18	6		72%	63%	66%	55%	S
Civil	29	41	28	17	7	7	69%	84%	66%	55%	S
Criminal	39	23	51	18	5		74%	48%	66%	55%	S

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
--	---------------	-------------------	-----------------	---------------------	------------	------------	---------------------------	----------------------	-----------------------

Communications

11. Where I work, we are told of upcoming changes in time to prepare for them.

City of Minneapolis Overall	2,402	14	39	19	18	11	53%	44%	73%	61%	
Attorney	81	21	53	10	15		74%	48%	73%	61%	S
Civil	37	27	54	8	8		81%	73%	73%	61%	S
Criminal	44	16	52	11	20		68%	31%	73%	61%	

12. I can easily access the information I need to do my job.

City of Minneapolis Overall	2,431	21	49	14	11		70%	67%	82%	--	S
Attorney	82	27	56	9	7		83%	78%	82%	--	S
Civil	37	35	46	8	11		81%	73%	82%	--	S
Criminal	45	20	64	9			84%	82%	82%	--	S

13. There is open and honest two-way communication at the City.

City of Minneapolis Overall	2,408	10	28	22	20	19	38%	--	59%	59%	O
Attorney	82	13	35	29	17	5	49%	--	59%	59%	O
Civil	37	19	30	22	22	8	49%	--	59%	59%	O
Criminal	45	9	40	36	13		49%	--	59%	59%	O

Customer Service

14. Where I work, we set clear standards for product/service quality.

City of Minneapolis Overall	2,413	22	45	15	12	6	67%	56%	78%	75%	S
Attorney	82	24	59	6	9		83%	47%	78%	75%	S
Civil	37	35	49	5	8		84%	58%	78%	75%	S
Criminal	45	16	67	7	9		82%	40%	78%	75%	S

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns					2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity	
Customer Service											
15. My department is actively working to strengthen its relationship with the communities we serve.											
City of Minneapolis Overall	2,356	27	44	19	6	72%	63%	84%	--	S	
Attorney	80	35	54	9	6	89%	75%	84%	--	S	
Civil	35	43	40	14	6	83%	86%	84%	--	S	
Criminal	45	29	64	6	6	93%	67%	84%	--	S	
16. Where I work, day-to-day decisions demonstrate that providing quality service is a top priority.											
City of Minneapolis Overall	2,411	26	43	15	10	6	69%	58%	83%	76%	S
Attorney	82	38	45	9	6	6	83%	56%	83%	76%	S
Civil	37	54	35	8	6	89%	85%	83%	76%	S	
Criminal	45	24	53	16	6	78%	35%	83%	76%	S	
17. Where I work, customer feedback is used to improve our work processes.											
City of Minneapolis Overall	2,307	18	39	24	13	6	57%	50%	72%	65%	
Attorney	77	17	52	22	6	6	69%	47%	72%	65%	S
Civil	36	36	53	6	6	89%	60%	72%	65%	S	
Criminal	41	51	39	7	6	51%	38%	72%	65%		
18. Where I work, employees are getting the training and development needed to keep up with customer demands.											
City of Minneapolis Overall	2,384	16	40	20	14	10	57%	51%	69%	63%	
Attorney	78	15	46	22	14	6	62%	55%	69%	63%	
Civil	35	20	40	20	17	6	60%	61%	69%	63%	
Criminal	43	12	51	23	12	6	63%	51%	69%	63%	

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
--	---------------	-------------------	--	-----------------	--	---------------------	--	------------	------------	---------------------------	----------------------	-----------------------

Customer Service

19. Customer problems get corrected quickly.

City of Minneapolis Overall	2,308	21	45	22	7	5	66%	59%	75%	74%	S
Attorney	75	17	51	25	5	5	68%	52%	75%	74%	S
Civil	32	28	53	16			81%	58%	75%	74%	S
Criminal	43	9	49	33	7	1	58%	48%	75%	74%	

Department Leadership

1. My Department Leadership has communicated a vision of the future that motivates me.

City of Minneapolis Overall	2,416	18	35	21	15	11	54%	47%	72%	59%	
Attorney	82	23	44	20	9	5	67%	61%	72%	59%	S
Civil	37	27	38	22	8	5	65%	68%	72%	59%	S
Criminal	45	20	49	18	9	1	69%	57%	72%	59%	S

2. My Department Leadership demonstrates that employees are important to the success of the City.

City of Minneapolis Overall	2,425	24	36	14	14	12	60%	49%	81%	68%	
Attorney	82	35	43	10	10	1	78%	63%	81%	68%	S
Civil	37	46	32	5	14	1	78%	88%	81%	68%	S
Criminal	45	27	51	13	7	1	78%	45%	81%	68%	S

3. My Department Leadership has the ability to deal with the challenges we face.

City of Minneapolis Overall	2,406	23	38	17	12	10	60%	50%	80%	73%	
Attorney	82	35	49	10	5	5	84%	65%	80%	73%	S
Civil	37	54	35	8			89%	95%	80%	73%	S
Criminal	45	20	60	11	7	1	80%	43%	80%	73%	S

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
--	---------------	-------------------	-----------------	---------------------	------------	------------	---------------------------	----------------------	-----------------------

Department Leadership

4. My Department Leadership is committed to providing high quality products and services to customers.

City of Minneapolis Overall	2,405	32	40	14	8	6	71%	61%	89%	77%	S
Attorney	80	56	38				94%	76%	89%	77%	S
Civil	37	76	19				95%	95%	89%	77%	S
Criminal	43	40	53	5			93%	61%	89%	77%	S

5. I have confidence in the future of my department.

City of Minneapolis Overall	2,418	25	35	16	12	11	60%	45%	83%	68%	
Attorney	82	40	49				89%	62%	83%	68%	S
Civil	37	59	30			5	89%	83%	83%	68%	S
Criminal	45	24	64				89%	47%	83%	68%	S

Employee Involvement

28. City employees are encouraged to develop new and better ways of doing things.

City of Minneapolis Overall	2,384	17	39	21	13	9	56%	47%	76%	70%	
Attorney	82	26	51	12		10	77%	56%	76%	70%	S
Civil	37	32	41	14		14	73%	64%	76%	70%	S
Criminal	45	20	60	11		7	80%	51%	76%	70%	S

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable					Percent Neutral	Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Employee Involvement														
29. City employees are encouraged to participate in making decisions that affect their work.														
City of Minneapolis Overall	2,381	15	38	20	15	11		53%	43%	74%	67%			
Attorney	82	23	51	17	6		74%	54%	74%	67%	S			
Civil	37	32	49	16			81%	70%	74%	67%	S			
Criminal	45	16	53	18	9		69%	44%	74%	67%	S			
30. My ideas and suggestions count.														
City of Minneapolis Overall	2,394	16	35	21	14	14		51%	--	74%	64%			
Attorney	81	20	53	16	9		73%	--	74%	64%	S			
Civil	37	30	46	14	11		76%	--	74%	64%	S			
Criminal	44	11	59	18	7	5	70%	--	74%	64%	S			
Equity														
24. The process for selecting people for special assignments/projects is fair.														
City of Minneapolis Overall	2,290	12	32	21	18	17		44%	40%	63%	--	O		
Attorney	72	19	42	18	11	10		61%	41%	63%	--			
Civil	30	33	40	10	13		73%	68%	63%	--				
Criminal	42	10	43	29	12	7		52%	25%	63%	--			
25. In my department, all employees have equal opportunity for advancement.														
City of Minneapolis Overall	2,323	13	31	17	19	19		44%	41%	56%	75%	O		
Attorney	73	15	26	19	23	16		41%	35%	56%	75%	O		
Civil	34	24	21	21	21	15		44%	46%	56%	75%	O		
Criminal	39	8	31	18	26	18		38%	28%	56%	75%	O		

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Equity									
26. My immediate supervisor treats employees fairly.									
City of Minneapolis Overall	2,400	37	37	11 8 7	74%	69%	83%	75%	S
Attorney	81	54	31	7 7	85%	73%	83%	75%	S
Civil	36	58	31	8	89%	85%	83%	75%	S
Criminal	45	51	31	11 7	82%	65%	83%	75%	S
27. My performance on the job is evaluated fairly.									
City of Minneapolis Overall	2,342	30	41	15 8 6	71%	65%	83%	68%	S
Attorney	79	44	38	9 6	82%	69%	83%	68%	S
Civil	34	47	32	12 9	79%	79%	83%	68%	S
Criminal	45	42	42	7 7	84%	62%	83%	68%	S
Ethics									
35. Where I work, ethical issues can be discussed without negative consequences.									
City of Minneapolis Overall	2,341	18	41	20 12 9	59%	52%	75%	69%	
Attorney	76	36	45	12 7	80%	67%	75%	69%	S
Civil	34	50	35	6 9	85%	79%	75%	69%	S
Criminal	42	24	52	17 5	76%	57%	75%	69%	S
36. Where I work, people comply with the City's Ethics in Government Code.									
City of Minneapolis Overall	2,343	23	48	16 8 5	71%	56%	85%	--	S
Attorney	76	49	46		95%	76%	85%	--	S
Civil	32	72	28		100%	85%	85%	--	S
Criminal	44	32	59	7	91%	69%	85%	--	S

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
--	---------------	-------------------	-----------------	---------------------	------------	------------	---------------------------	----------------------	-----------------------

Ethics

37. My Department Leadership complies with the City's Ethics in Government Code.

City of Minneapolis Overall	2,275	26	45	16	7	7	71%	62%	86%	--	S
Attorney	77	51	45				96%	80%	86%	--	S
Civil	32	75	25				100%	97%	86%	--	S
Criminal	45	33	60				93%	67%	86%	--	S

Immediate Supervisor

38. My immediate supervisor has my best interests at heart.

City of Minneapolis Overall	2,396	31	37	16	9	7	68%	34%	79%	--	S
Attorney	82	50	27	16	6		77%	54%	79%	--	S
Civil	37	59	14	19	8		73%	63%	79%	--	S
Criminal	45	42	38	13			80%	47%	79%	--	S

39. My immediate supervisor does a good job of "managing the work," that is, making appropriate work assignments, setting priorities, scheduling, etc.

City of Minneapolis Overall	2,380	29	40	14	10	7	69%	66%	77%	69%	S
Attorney	82	49	35	9	6		84%	73%	77%	69%	S
Civil	37	57	30	5	8		86%	83%	77%	69%	S
Criminal	45	42	40	11			82%	67%	77%	69%	S

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity		
Immediate Supervisor											
40. My immediate supervisor does a good job of managing the people who work for him/her.											
City of Minneapolis Overall	2,397	30	40	13	9	8	70%	64%	77%	--	S
Attorney	82	48	38	9			85%	67%	77%	--	S
Civil	37	54	35	8			89%	74%	77%	--	S
Criminal	45	42	40	9			82%	62%	77%	--	S
41. My immediate supervisor supports my ongoing training and development.											
City of Minneapolis Overall	2,385	35	40	14	7	5	75%	67%	86%	--	S
Attorney	80	49	39	9			88%	74%	86%	--	S
Civil	36	58	25	14			83%	84%	86%	--	S
Criminal	44	41	50	5			91%	67%	86%	--	S
42. My immediate supervisor clearly communicates what I am expected to do.											
City of Minneapolis Overall	2,408	30	42	14	9	6	72%	69%	81%	78%	S
Attorney	82	48	38	10			85%	73%	81%	78%	S
Civil	37	54	27	16			81%	80%	81%	78%	S
Criminal	45	42	47				89%	67%	81%	78%	S
Inclusion											
20. I feel that I am part of a team.											
City of Minneapolis Overall	2,428	29	39	12	10	9	69%	--	83%	77%	S
Attorney	82	48	39	7	5		87%	--	83%	77%	S
Civil	37	43	43	8	5		86%	--	83%	77%	S
Criminal	45	51	36	7			87%	--	83%	77%	S

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Inclusion												
21. My department has a strong track record of hiring people from diverse backgrounds.												
City of Minneapolis Overall	2,294	29	39	19	8	5	68%	67%	78%	79%	S	
Attorney	76	38	42	13			80%	63%	78%	79%	S	
Civil	33	42	36	12	9		79%	74%	78%	79%	S	
Criminal	43	35	47	14	5		81%	55%	78%	79%	S	
22. The City has a work environment in which diverse perspectives are valued.												
City of Minneapolis Overall	2,349	22	41	21	10	7	63%	65%	74%	68%		
Attorney	79	33	43	14	9		76%	63%	74%	68%	S	
Civil	35	40	26	20	14		66%	78%	74%	68%	S	
Criminal	44	27	57	9	5		84%	52%	74%	68%	S	
23. Where I work, I am treated with dignity and respect.												
City of Minneapolis Overall	2,418	26	41	14	10	9	67%	65%	82%	80%	S	
Attorney	81	43	40	12			83%	70%	82%	80%	S	
Civil	36	56	22	14	6		78%	83%	82%	80%	S	
Criminal	45	33	53	11			87%	60%	82%	80%	S	
My Career												
52. My job makes good use of my talents, skills and abilities.												
City of Minneapolis Overall	2,418	20	46	15	11	8	66%	--	80%	74%	S	
Attorney	82	28	60	9			88%	--	80%	74%	S	
Civil	37	41	46	11			86%	--	80%	74%	S	
Criminal	45	18	71	7			89%	--	80%	74%	S	

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
My Career												
53. There is a promising future for me at the City.												
City of Minneapolis Overall	2,364	16	35	28	11	10	50%	39%	65%	58%	O	
Attorney	79	16	48	28	6	6	65%	42%	65%	58%	S	
Civil	35	23	37	31	6	6	60%	54%	65%	58%		
Criminal	44	11	57	25	7	7	68%	34%	65%	58%	S	
54. I receive the training I need to perform my current job effectively.												
City of Minneapolis Overall	2,423	17	48	18	12	5	65%	62%	81%	76%	S	
Attorney	79	15	62	9	14	14	77%	62%	81%	76%	S	
Civil	35	23	57	6	14	14	80%	63%	81%	76%	S	
Criminal	44	9	66	11	14	14	75%	61%	81%	76%	S	
55. I am satisfied with my opportunity for career development in the City.												
City of Minneapolis Overall	2,389	14	35	24	16	12	48%	42%	57%	60%	O	
Attorney	78	12	28	33	19	8	40%	44%	57%	60%	O	
Civil	35	20	14	43	17	6	34%	54%	57%	60%	O	
Criminal	43	5	40	26	21	9	44%	36%	57%	60%	O	
56. I am satisfied with my access to training.												
City of Minneapolis Overall	2,409	15	43	21	13	8	58%	54%	73%	--		
Attorney	82	17	54	15	12	12	71%	61%	73%	--	S	
Civil	37	27	38	16	19	19	65%	68%	73%	--	S	
Criminal	45	9	67	13	7	7	76%	56%	73%	--	S	

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable			Percent Neutral	Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Performance Management													
42. My immediate supervisor clearly communicates what I am expected to do.													
City of Minneapolis Overall	2,408	30	42	14	9	6	72%	69%	81%	78%	S		
Attorney	82	48	38	10			85%	73%	81%	78%	S		
Civil	37	54	27	16			81%	80%	81%	78%	S		
Criminal	45	42	47				89%	67%	81%	78%	S		
6. I understand how my work links to the goals of the City.													
City of Minneapolis Overall	2,422	31	48	12	5		80%	66%	93%	84%	S		
Attorney	81	38	58				96%	79%	93%	84%	S		
Civil	37	51	46				97%	95%	93%	84%	S		
Criminal	44	27	68		5		95%	67%	93%	84%	S		
7. My immediate supervisor gives me useful feedback on how well I'm doing my job.													
City of Minneapolis Overall	2,389	33	37	12	10	7	70%	64%	79%	70%	S		
Attorney	82	48	39		9		87%	69%	79%	70%	S		
Civil	37	59	32		5		92%	76%	79%	70%	S		
Criminal	45	38	44		13		82%	64%	79%	70%	S		
Recognition													
49. I receive recognition that is meaningful to me.													
City of Minneapolis Overall	2,390	12	37	25	16	11	49%	50%	63%	--	O		
Attorney	81	20	46	21	10		65%	53%	63%	--	S		
Civil	36	25	42	22	8		67%	65%	63%	--	S		
Criminal	45	16	49	20	11		64%	44%	63%	--			

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Recognition												
50. I feel valued as an employee of the City.												
City of Minneapolis Overall	2,420	14	38	22	14	12		52%	46%	70%	65%	
Attorney	82	22	54	15	6			76%	57%	70%	65%	S
Civil	37	32	43	14	8			76%	78%	70%	65%	S
Criminal	45	13	62	16				76%	42%	70%	65%	S
51. I regularly receive appropriate recognition when I do a good job.												
City of Minneapolis Overall	2,402	13	37	23	17	11		49%	44%	65%	59%	O
Attorney	80	24	44	15	14			68%	53%	65%	59%	S
Civil	36	28	39	14	14	6		67%	58%	65%	59%	S
Criminal	44	20	48	16	14			68%	49%	65%	59%	S
Work Environment												
43. The City supports me via programs, resources, etc., in attaining my health and wellness goals.												
City of Minneapolis Overall	2,370	25	51	15	6			75%	74%	87%	--	S
Attorney	79	25	57	11	6			82%	73%	87%	--	S
Civil	35	37	46	6	11			83%	76%	87%	--	S
Criminal	44	16	66	16				82%	72%	87%	--	S
44. Safety in the workplace is a high priority.												
City of Minneapolis Overall	2,378	32	45	14	5	5		76%	73%	85%	88%	S
Attorney	79	18	59	18				77%	68%	85%	88%	S
Civil	34	29	56	9				85%	74%	85%	88%	S
Criminal	45	9	62	24				71%	63%	85%	88%	S

2014 My Minneapolis Employee Engagement Survey

Attorney

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable					Percent Neutral	Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Work Environment															
45. I am satisfied with my overall physical work environment (e.g. ventilation, noise, lighting, space).															
City of Minneapolis Overall	2,411	19	42	14	16	9	61%	62%	66%	71%					
Attorney	82	12	49	12	20	7	61%	59%	66%	71%					
Civil	37	19	51	8	16	5	70%	61%	66%	71%					
Criminal	45	7	47	16	22	9	53%	58%	66%	71%					
46. Where I work, we have enough people to get the work done.															
City of Minneapolis Overall	2,408	10	30	15	24	20	41%	33%	52%	52%			O		
Attorney	82	10	40	16	28	6	50%	35%	52%	52%			O		
Civil	37	19	41	14	24		59%	41%	52%	52%					
Criminal	45		40	18	31	9	42%	30%	52%	52%			O		
47. I have access to the resources (e.g. equipment, information, materials, technology) I need to do my job effectively.															
City of Minneapolis Overall	2,423	16	49	15	13	7	66%	61%	80%	75%					
Attorney	81	15	64	9	12		79%	73%	80%	75%			S		
Civil	37	22	59		16		81%	68%	80%	75%			S		
Criminal	44	9	68	14	9		77%	76%	80%	75%			S		
48. The people I work with cooperate to get the job done.															
City of Minneapolis Overall	2,423	31	48	12	6		79%	76%	85%	82%			S		
Attorney	82	45	46	5			91%	77%	85%	82%			S		
Civil	37	46	46	5			92%	88%	85%	82%			S		
Criminal	45	44	47				91%	69%	85%	82%			S		

VIII) Most Favorable/Most Unfavorable Summary

2014 My Minneapolis Employee Engagement Survey

Attorney

VIII) Most Favorable/Most Unfavorable Summary

Most Favorable Items	2014 % Fav	2014 % Unfav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm
Attorney					
37. My Department Leadership complies with the City's Ethics in Government Code.	96%	1%	80%	86%	--
6. I understand how my work links to the goals of the City.	96%	0%	79%	93%	84%
36. Where I work, people comply with the City's Ethics in Government Code.	95%	1%	76%	85%	--
4. My Department Leadership is committed to providing high quality products and services to customers.	94%	3%	76%	89%	77%
32. I am proud to work for the City.	93%	1%	80%	90%	79%
48. The people I work with cooperate to get the job done.	91%	4%	77%	85%	82%
8. I was given an opportunity to see/hear about the 2011-2012 Employee Engagement Survey results.	89%	4%	95%	86%	65%
34. Overall, I am extremely satisfied with the City as a place to work.	89%	5%	67%	81%	71%
15. My department is actively working to strengthen its relationship with the communities we serve.	89%	3%	75%	84%	--
5. I have confidence in the future of my department.	89%	7%	62%	83%	68%
Most Unfavorable Items					
Attorney					
25. In my department, all employees have equal opportunity for advancement.	41%	40%	35%	56%	75%
46. Where I work, we have enough people to get the work done.	50%	34%	35%	52%	52%
55. I am satisfied with my opportunity for career development in the City.	40%	27%	44%	57%	60%
45. I am satisfied with my overall physical work environment (e.g. ventilation, noise, lighting, space).	61%	27%	59%	66%	71%
13. There is open and honest two-way communication at the City.	49%	22%	--	59%	59%
24. The process for selecting people for special assignments/projects is fair.	61%	21%	41%	63%	--
51. I regularly receive appropriate recognition when I do a good job.	68%	18%	53%	65%	59%
18. Where I work, employees are getting the training and development needed to keep up with customer demands.	62%	17%	55%	69%	63%
31. I rarely think about looking for a new job with another organization (If retiring or going on leave within the next 12 months, please do not answer this question).	70%	17%	55%	63%	58%
11. Where I work, we are told of upcoming changes in time to prepare for them.	74%	16%	48%	73%	61%