City of Clinton Employee Satisfaction Survey

In Depth Analysis

2/22/2016
Survey Respondent Demographics

Q12 Which department do you work in?

Answered: 117  Skipped: 12

- Administration
- Airport
- Building & Neighborhood
- Engineering
- Finance
- Fire
- Grounds & Facilities
- Library
- Police
- Recreation
- Streets & Solid Waste
- Transit & Fleet
- Wastewater
- I would prefer not to indicate
Survey Respondent Demographics

Q11 Do you live in Clinton?

Answered: 109  Skipped: 15

- Yes
- No
**Survey Respondent Demographics**

**Q9** I have worked for the City of Clinton for

- **Answered:** 108
- **Skipped:** 16

- **Less than one year**
- **1-5 years**
- **6-10 years**
- **11-15 years**
- **16-20 years**
- **21-25 years**
- **More than 26 years**

![Bar chart showing the distribution of years worked for the City of Clinton.](chart.png)
Q10 What is your age?

Answered: 107  Skipped: 17

- Less than 18
- 18-25
- 25-35
- 36-45
- 46-55
- 56-65
- More than 65

0 10 20 30 40 50
Overall, I am happy with my job.
I find my job challenging.
I want to come to work every day.
I am proud to work for the City of Clinton.
I would encourage my friends and family to work for the City of Clinton.

Satisfaction

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree
Those who disagreed with these satisfaction questions reported the following reasons:

- City Council
- Understaffing
- Poor communication
- Spending priorities
- Lack of empowerment
- Software/Technology
- Undervaluing employees
Wellness

Employee wellness of Clinton employees needs to be a concentration for the future.

I would be willing to make my personal wellness a main concentration on a daily basis.

I would purchase an exercise tracking device to improve my well-being.

I would consider participating in a wellness program if the City of Clinton were to pursue.

I would actively participate in a program with my coworkers to promote wellness.
Culture

I am treated with respect by other employees.  
The City of Clinton promotes a healthy balance between work and family life.  
I feel comfortable approaching my supervisor and/or department head with questions, comments, or concerns.  
If the opportunity provided itself, I would be willing to take on more responsibilities.  
If the opportunity provided itself, I would be willing to take on a leadership position.
Where do you see yourself in ten years?

- Retired
- Leadership position/promoted
- Still working for Clinton
- Not working for Clinton
In what ways is your supervisor investing in your growth?

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational opportunities</td>
<td>30%</td>
</tr>
<tr>
<td>Not adequately investing in my growth</td>
<td>25%</td>
</tr>
<tr>
<td>Mentoring</td>
<td>15%</td>
</tr>
<tr>
<td>Good leadership</td>
<td>10%</td>
</tr>
<tr>
<td>Empowerment</td>
<td>10%</td>
</tr>
<tr>
<td>Experience opportunities</td>
<td>5%</td>
</tr>
<tr>
<td>Good communication</td>
<td>0%</td>
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</tbody>
</table>
Employee Recognition

The City of Clinton finds value in my work. I have been rewarded properly for my work for the City of Clinton. If I left my position, the City of Clinton would miss my contributions.
Safety

I feel safe on my job. The City of Clinton is working diligently to improve the safety of employees' work environment. The safety committee does a good job of providing a safe work environment for me. A new employee would be unsafe without proper guidance from a current employee.

Strongly Agree
Somewhat Agree
Neutral
Somewhat Disagree
Strongly Disagree
Compensation and Benefits

I am satisfied with my benefits package.

I am compensated fairly for the work that I perform.
When employees answered negatively to the compensation and benefits questions, they provided the following comments:

- Make less than other cities: 23%
- Pay not adequate for work requirements: 20%
- Part-time, no benefits: 15%
- Need better benefits: 10%
- Better raise policy: 8%
- Better wellness program: 5%
- Unfair pay between union and non-union: 0%
- No incentive to pursue management position: 0%
Finance Department

Insufficient responses to ensure anonymity.
I am well equipped to do my job. Not only referring to wrenches and equipment but also with knowledge, support and safety training.

The locker and break rooms are adequate to meet my needs.

I feel valued as a team member.
Wastewater Department

What are 2-3 things you would improve within your department?

“Better communications more input in plant operations.”

“Employee morale.”

“Morale, facilities.”

“More hands on more involved let people do their job, not mgmt.”

“Respect. Both ways. Expand the knowledge base of the labor force. Let us prove ourselves.”

“A bigger garage.”

“1. Improve efficiency. 2. Always improve safety. 3. Encourage participation of the team.”
Wastewater Department

How can lines of communication be improved between management and labor?

“Actually listen to employees. When we recommend doing a job a different way than has been done in the past, or the way management thinks it should be done, find out the reasons why we want to do it differently. We may have first hand knowledge that management doesn't. Particularly if its jobs that management has never personally done. Things we do often, or a few times per year, we try to find efficiencies. We try to adapt to the job to get it done safely and quickly. Sometimes though, its just a long slow job, we will get it done. There is no magic elixir here. But some respect of ideas and actions of the workers goes a long way to lessening the animosity around the city.”

“Inform EVERYONE when starting new procedures. Such as sewer shut-offs. Whether by email or teleconference or paper or face-to-face. This would have included City Hall, Public Works, Street Dept, Wastewater. Have official procedures in place BEFORE we begin new policies.”

“Have management treat us like adults not 3rd graders!!!”

“Weekly or monthly meetings.”

“Weekly or monthly meetings with informative information and employee input.”

“Communication meetings one on one talks.”

“We work pretty close. lines of communication are good.”

“Weekly or monthly meetings with informative information and employee input.”

“Weekly or monthly meetings.”

“Weekly or monthly meetings with informative information and employee input.”
Fire Department

- Lines of communication be improved between management and labor.
- My department provides adequate opportunities for advancement.
- There is effective communication in our organization: from the top down.
- There is effective communication in our organization: from the bottom up.
- There is effective communication in our organization: from shift to shift.
What are 2-3 things you would improve within your department?

“We need a well rounded, hands on training officer. We need to replace the Firehouse reporting software with a product that is more reliable and user friendly.”

“More staff or boundary changes to equalize call volumes and work loads, new hire training”

“Communications, making sure management is held accountable for their actions.”

“The main thing is all three shifts need to communicate more with information shared back and forth. It seems that one shift in particular looks to hold information for their own gain in trying to make the others inferior. All three shifts need a strong Battalion Chief to show a unified front eventually making everyone accountable for their actions or lack thereof. A unified approach to training with instructing by one individual to show the unified approach. Our job is very dangerous with one person slipping up which can result in an injury or even death to that person or his partner which makes a case for both training and communication.”

“Communication meetings one on one talks.”

Consistency in training on all shifts More meetings to keep things up to date with progress.”

“Hire more people Run all 3 shifts the same way, some of our BCs and officers have to big of EGOS to do things the same way.”

“1. The major thing that is dangerous to our department is the serious lack of personnel to do our job safely. One example is the position of one of our battalion chiefs that is attempting to fulfill the position of Fire Marshall, Head of the building department, overseeing the cities OSHA program, and in charge of liquor and Sprinkler installation inspections. Because of the loss of rank of captain and reduction of personnel, we have to rely on another city to take care of our shortfalls. With the number of calls we have, our resources are quickly exhausted. We routinely are without personnel to operate an ambulance parked in one of our three districts. 2. Funding or bringing in an outside voice for training 3. Take advantage of technology to help with the redundant paperwork. Networks within and between departments that aren't compatible doesn't work.”

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Fire Department

What are 2-3 things you would improve within your department?

“Communication. Training distribution of work load.”

“Reestablish daytime training/EMS and Fire Marshal staff lost with assisting BNS and a failure of the budget being adjusted to compensate for the loss of personnel to BNS. Move forward on enhancing the services provided to our citizens through out of town transfers and possible community para-medicine.”

“Certain people having specialized training for to bring back to everyone. Not people taking all training and not bring anything back. Make ALL the employees feel like there opinions or ideas matter.”

“There is a lot of inconsistency throughout the department. There is a battalion chief that has consistently made everyone he works with miserable. If it weren't for that person the dept would be very good. Many complaints have been made with no results in past couple years. The communication from the top is lacking and it is very hard to get training with lack of a training officer. It makes our job much harder to try to absorb such an important job and I think it leaves our dept lacking greatly in proficiency and makes it more dangerous for us to complete task at hand.”

“Holding people accountable for their actions.”

“Technology- Everything we do is redundant. For example we need computers in the rigs. For starters we are averaging 14 calls a day. The was technology is now we write it on paper, come back and do a report on the computer, print that paper and then file it. We are way behind the times with technology in the fire service along with dispatching. Positions - We need to fill the positions that we need to make this city better or restructure. Need a full time law enforcement certified fire marshal. The PD is to busy to assist with our investigations, and therefore a lot of cases are going unfounded.”

“1. I would personal like to improve my fire suppression skills as I am a brand new Firefighter. 2. I would like to be instrumental in the advancement of our services if given the opportunity 3. I would like to see a more public relations aspect when we are not busy. I would like to see more community Presence.”
Fire Department

The thing that I most enjoy about working for the fire department is...

“The people I work with and the satisfaction of helping people in need.”

“I enjoy being a firefighter and the different aspects of the job that come with that.”

“The advancement for learning and knowing what I do matters to the people in need.”

“I enjoy working for the fire department as each day is different with either something you see or something you get to do. I love working with my co-workers and enjoy the challenge of working within a group or "company" to perform a rescue or whatever the days activities bring. Getting to work with the guys/gal everyday is just like a second family and that in itself is challenging.”

“The job itself. Helping people in their time of crisis. Either EMS, Fire, missing person, etc. Seems that we are called for almost all emergencies.”

“The ability to assist citizens in our community by working with a well trained professional group of employees.”

“I get great sanctification from helping the community. I enjoy my co-workers.”

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“The shift. It makes the day go by faster, making it more tolerable”

“I enjoy coming to work, doing what is needed, helping the citizens, going home safe knowing I did a good days work.”

“The schedule and my peers.”

“I enjoy coming to work, doing what is needed, helping the citizens, going home safe knowing I did a good days work.”

“I like the job can be different everyday, you never know what to expect.”

“Dealing with the public and providing compassionate professional service.”

“Dealing directly with the public. While we are busy dealing with emergent calls, the staff remains up beat. As stated above when we waste time with paperwork taking away valuable time, moral goes down.”

“Helping the citizens everyday. Teaching fellow employees the job and making a difference every single day in the city. Using skills I've learned to save a life is very rewarding.”

“I love my career choice and enjoy working for the supervisor that I do. The guys are great. Even when times are tough and we are on the chopping block, our guys stay together and continue to fight through it to keep the citizens safe.”

“The people.”

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“The other staff. This department has some, if not the most dedicated 45 Members that I have ever worked with. I absolutely enjoy the ability to communicate with my leadership with knowing that I am more then 1689, but that I am Andre Ruby, a valued member of the Dept.”

“Helping the citizens everyday. Teaching fellow employees the job and making a difference every single day in the city. Using skills I've learned to save a life is very rewarding.”

“The people.”

“The work that I do and the people that I work with. Job satisfaction.”

“The schedule and my peers.”

“The job can be different everyday, you never know what to expect.”

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Police Department

This department is characterized by its sense of unity.

The duties I need to perform are effectively communicated to me.

The amount of work I am expected to do makes it difficult for me to do my job well.

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree
“1. COMMUNICATION. 2. Promote and support different ideas/ways of doing things - this has greatly improved with the new department head, but still needs written from the others.”

“Training budget, vehicle replacement, increase staffing, building maintenance (Interior paint, furniture, carpet, etc. It's all 20+ years old).”

“Increase the number of sworn officers on staff at the department (options to accomplish this are currently being examined by the City Administrator, Finance Director and even the City Council).”

“We need a few more officers, not twenty four but at least bring the shifts to 7. Things are greatly improved with our new Chief, we are heading in the right direction. I would give the Chief more power to do what he needed to do to make a difference. I would change the promotional process. I would attempt to change the we against them attitude that was forced on us due to our former Chief. We should have one goal and achieve that goal by working together. We're coming out of an era where we were all lost and had no support from the former Chief and what I believed to be the city fathers.”

“More officers, comp time, wellness program.”

“Equipment, leadership, efficiency.”

“Communication Communication Communication The office staff is what runs the department. We have no communication from our supervisors as to what is going on in. The department heads are in meetings all day nearly every day, but rarely with the office staff. I would install new equipment as it changes with the times. I would hire a full-time IT person specifically for our department”
Police Department

If I were the supervisor, I would do ________ differently.

“I would be more transparent with the employees I work with instead of giving them false hope or promises.”

“several things”

“Manage performance.”

“The department is currently undergoing massive changes. I would describe the department as "coming to life" again and I am honestly excited to be part of the what I see developing. The Chief of Police is forcing all members of the department, including the management staff, to re-evaluate the current practices and procedures. The changes being made are to numerous to list on this report, but for the most part all changes are beneficial to the overall operations of the department...”

“Lead by example”

“Give more responsibility to people and help move change forward.”

“Nothing different, now we have a new chief.”

“I would be a supervisor and a leader. I would gain the respect of my employees by being a team leader by working with them and supervising them in a way to improve morale and a willingness to work together as a team instead of an only for me attitude. I would give incentives and recognition. I would make work a place where my employees enjoyed coming to for their shift and put in an honest working day”