

# **Councillor Request Inquiry**

## **# 34-2019**

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**2019**

**Please provide the Work Tango summary of themed employee comments from the 2019 Employee Engagement Survey to all of Council.**

Good morning Council,

The information below is for the Information Request regarding the Work Tango Summary of Employee Comments as requested at the November 19, 2019 Council Meeting.

Please find attached the summary of themed comments as prepared by Work Tango. The 2019 employee engagement survey saw an increase in participation of 6% with 1332 of the 1996 eligible employees participating. As indicated in the October 22, 2019 presentation to Priorities Committee, the six theme arising from the survey (reinforced by the verbatims) are: leadership, career growth, recognition, staff and resources, communication and, diversity and inclusion.

***Debra Smith***  
***Director, Human Resources***

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# Highlights from Open-Ended Questions

# Open-Ended Questions

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- Employees were asked the following optional open-ended questions at the end of the survey:
  - To improve your department, what one suggestion would you offer to your department's management team?
  - If you could change one thing to make Strathcona County a better place to work, what would it be?
  - Do you have any other feedback you would like to share?
- This was an opportunity for employees to add anything that they believe did not get communicated through answering the other questions
- WorkTango has defined each comment using a positive, neutral or negative sentiment for each category; the following pages highlight key comments by theme and sentiment
- The information may be of use in helping to further understand what employees believe is working well and what could be improved

# Open Ended Comments

*"To improve your department, what one suggestion would you offer to your department's management team?"*

WorkTango Category	Sentiment	WorkTango Category	Sentiment
Autonomy & Empowerment	Positive 2 Neutral 17 Negative 18	Recognition & Rewards	Positive 1 Neutral 26 Negative 17
Career Growth	Positive 1 Neutral 14 Negative 8	Work/Life Balance	Positive 1 Neutral 7 Negative 9
Change Management	Positive 3 Neutral 16 Negative 6	Nature of the Job	Positive 1 Neutral 7 Negative 3
Diversity & Inclusion	Positive 0 Neutral 18 Negative 20	Physical Surroundings	Positive 0 Neutral 6 Negative 3
Goals & Alignment	Positive 1 Neutral 27 Negative 22	Innovation	Positive 1 Neutral 5 Negative 2
Direct Manager/Leader/Supervisor	Positive 0 Neutral 10 Negative 18	Relationship with Co-workers	Positive 1 Neutral 23 Negative 6
Learning & Development	Positive 1 Neutral 29 Negative 6	Wellness	Positive 0 Neutral 3 Negative 2
Mission & Purpose	Positive 0 Neutral 5 Negative 2	Staffing & Resources	Positive 0 Neutral 37 Negative 38
Communication	Positive 0 Neutral 94 Negative 41	Intraorganization Coordination	Positive 0 Neutral 11 Negative 7

# Open Ended Comments

*"If you could change one thing to make Strathcona County a better place to work, what would it be?"*

WorkTango Category	Sentiment	WorkTango Category	Sentiment
Autonomy & Empowerment	Positive 0	Recognition & Rewards	Positive 1
	Neutral 6		Neutral 55
	Negative 21		Negative 33
Career Growth	Positive 1	Work/Life Balance	Positive 0
	Neutral 20		Neutral 27
	Negative 12		Negative 15
Change Management	Positive 0	Nature of the Job	Positive 0
	Neutral 2		Neutral 7
	Negative 10		Negative 10
Diversity & Inclusion	Positive 0	Physical Surroundings	Positive 0
	Neutral 13		Neutral 11
	Negative 21		Negative 8
Goals & Alignment	Positive 0	Innovation	Positive 0
	Neutral 5		Neutral 1
	Negative 22		Negative 2
Direct Manager/Leader/Supervisor	Positive 1	Relationship with Co-workers	Positive 0
	Neutral 6		Neutral 14
	Negative 30		Negative 11
Learning & Development	Positive 0	Wellness	Positive 0
	Neutral 8		Neutral 22
	Negative 3		Negative 6
Mission & Purpose	Positive 0	Staffing & Resources	Positive 0
	Neutral 2		Neutral 32
	Negative 2		Negative 34
Communication	Positive 0	Intraorganization Coordination	Positive 0
	Neutral 35		Neutral 24
	Negative 36		Negative 20

# Open Ended Comments

*"Do you have any other feedback you would like to share?"*

WorkTango Category	Sentiment	WorkTango Category	Sentiment
Autonomy & Empowerment	Positive 2 Neutral 0 Negative 10	Recognition & Rewards	Positive 1 Neutral 9 Negative 18
Career Growth	Positive 2 Neutral 1 Negative 2	Work/Life Balance	Positive 1 Neutral 3 Negative 7
Change Management	Positive 2 Neutral 2 Negative 9	Nature of the Job	Positive 1 Neutral 0 Negative 1
Diversity & Inclusion	Positive 0 Neutral 4 Negative 18	Physical Surroundings	Positive 0 Neutral 2 Negative 3
Goals & Alignment	Positive 0 Neutral 0 Negative 7	Innovation	Positive 1 Neutral 0 Negative 1
Direct Manager/Leader/Supervisor	Positive 5 Neutral 2 Negative 31	Relationship with Co-workers	Positive 1 Neutral 3 Negative 3
Learning & Development	Positive 0 Neutral 4 Negative 6	Wellness	Positive 0 Neutral 3 Negative 3
Mission & Purpose	Positive 0 Neutral 0 Negative 0	Staffing & Resources	Positive 3 Neutral 6 Negative 27
Communication	Positive 3 Neutral 6 Negative 8	Intraorganization Coordination	Positive 1 Neutral 2 Negative 4