

A WORKPLACE SATISFACTION SURVEY

Recommendation

Commissioner of Legal & Administrative Services recommends:

That this report be received for information purposes only.

Purpose

To provide the Operational & Strategic Planning Committee with an update on the Progress of the Employee Satisfaction Survey.

Background - Analysis and Options

The purpose of a Workplace Satisfaction Survey is to determine how employees perceive their work experience at the City of Vaughan and subsequently identify areas where the City management can improve the working environment. It provides an enormously positive opportunity to communicate with employees on matters that directly concern them (as opposed to continually pushing out what management want them to hear). Initial objectives could be to:

- Clearly identify the organization's greatest areas of strength - and opportunities for improvement
- Identify a contrast between the 'current' and the 'desired'
- Focus attention and resources on what needs to be done first
- Encourage creative solutions through strategic decision making and action planning
- Track the effectiveness of actions
- Achieve higher levels of employee satisfaction and productivity

The survey would be administered primarily online through the City Manager's Office (directly supported by H.R.). Each employee would receive a letter containing a unique identification number and password, which allows the employee access to a secured website and complete the questionnaire one time. Employees without web access will complete a paper version of the questionnaire. All regular, part-time and full-time employees would be included in this survey.

The survey could encompass:

- Organizational Satisfaction
- Job Satisfaction
- Satisfaction with Supervisor
- Pay Satisfaction
- Benefits Satisfaction
- Satisfaction with Physical Work Environment
- Workplace Stress - Workload, Personal, Job Control, Job Clarity, Employee Involvement
- Communication
- Co-worker Cohesion
- Training Satisfaction
- Recognition and Reward of Quality - Team Level and Individual Level

- Intentions to Remain
- Organizational Commitment - Personal Involvement and Loyalty

Relationship to Vaughan Vision 2007

This report is consistent with strategic objective C-2: "Attract, Retain, Promote Skilled Staff"

Conclusion

The Commissioner of Legal & Administrative Services and the Director of Human Resources in partnership with the City Manager, are taking appropriate action to implement an employee satisfaction survey in the 4th quarter, 2004.

Attachments

None

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Respectfully submitted,

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