



Employee Voice

Survey Response

Frequently Asked Questions

Why are we doing a citywide Employee Voice Survey?

We want to embody our [vision and mission](#), and one of the most important ways to do so is making sure the City of Madison is a great place to work. The Employee Voice Survey will provide a starting point for us to put strategies in place to grow and improve. This survey is not intended to be a performance evaluation or report card. Rather, it will allow us to compare the City of Madison as an employer to other cities across the country and make sure our employees have the best possible work place.

Who completed the survey?

60% of City of Madison employees participated in the survey, either completing an electronic or paper survey.

When was the survey available and who conducted it?

The Employee Voice Survey was conducted between November 5, 2018 and November 25, 2018.

Will the survey results be anonymous?

Yes. To ensure anonymity, the Employee Voice Survey was conducted by an external company. The City of Madison did not receive individual survey results and it did not collect any surveys directly.

What company conducted the survey?

The City of Madison is contracting with the National Research Center to use the [National Employee Survey \(NES\)](#). This company has data and information from local cities across the country. Not only will we be able to look at how we are doing as an organization based on our results, we will be able to compare ourselves to other cities.

What type of questions were asked?

The survey was multiple choice. There were three main sections of the survey:

1. Workplace culture of your department and the City.
2. Feedback about City of Madison services that you have used as an employee from the following departments:
 - Attorney's Office
 - Civil Rights
 - Employee Assistance Program
 - Fleet Services
 - Finance

- Human Resources
 - Information Technology
 - Mayor's Office
3. Demographic information

Did the survey ask for demographic information?

Yes. We asked every survey participant to provide some demographic information including:

- Department
- Whether or not you are a manager
- Full time or part time status
- What shift you work
- Whether or not you live in the city
- Race
- Gender
- Age
- Length of time working for the City

This was very important so that we can make sure that every employee – no matter where they work or what their job or background is – has a great workplace. **NES did not give us individual responses connected to demographic information**, but they did show trends in employee experiences as long as the trend did not reveal identifying information about any employee.

How does this survey compare to employee engagement surveys that have been done by departments in the past?

Much like an employee engagement survey, this survey will help employees share the issues that are most relevant to them and it will help managers and leaders identify what the City of Madison can do to make sure we are the best place to work.

What will happen with the results?

All of the results were de-identified, compiled by NES and given back to the Performance Excellence Leadership Team in early 2019. The Performance Excellence Leadership Team will identify the issues that we need to address citywide and those will be communicated to everyone by **February 27, 2019**.

Departments will also get results specific to their own department on **March 18, 2019**. (Departments will not receive any information that will allow them to identify the individual responding to the survey.)

Each department will be responsible to put together an Action Plan to address citywide issues and to maintain high-scoring areas and improve low-scoring areas within their own department. These Action Plans are expected to be completed by **May 1, 2019**.

What areas the City will address?

Broadly speaking, the Performance Excellence Leadership Team agreed with the NES analysis. The City will build upon existing strengths in Employee Engagement and improve in areas of Employee Development and Communications. To see the specific recommendations from the Employee Voice Survey analysis, please see: ([link to Recommendations](#))

What areas will my department address?

Each Department will receive its own results on **March 18, 2019**. These reports were compiled by Human Resources Organizational Development Unit. Department/Division Heads are being asked to develop a departmental Action Plan that aligns with the Citywide priorities (i.e, Employee Engagement, Employee Development, Communications). These Action Plans will be submitted to the Mayor's Office and Human Resources on or before **May 1, 2019**.

How will the Employee Voice Survey data affect me?

We expect that all employees will be impacted by positive response through Citywide and Departmental initiatives to build upon our strengths and improve in areas of opportunity. Every department will differ in how it chooses to address its team's strengths and needs, but Human Resources/Organizational Development is supporting leadership in analyzing the data, assessing the team's needs, and developing an Action Plan that makes an impact on City employees. For more information on how your department is responding to the Employee Voice Survey results, please see your Department/Division Head or immediate supervisor.

Timeline

- 2/27 Citywide Results and Recommendations to all City Employees
- 3/4 Employee Voice Survey – What's Next? Session (in place of Dept/Div Head Meeting)
- 3/18 Dept/Div Heads receive Department/Division Reports
Performance Excellence Series courses begin
- 4/1 Employee Voice Survey Action Plan Consultations begin
- 5/1 Employee Voice Survey Action Plans Due

Any further questions about the survey should be sent to the Performance Excellence Specialist at pe@cityofmadison.com.