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# 2018 Employee Engagement and Diversity Survey

Please write your unique PIN in the box below and go to the next page to continue to the survey.

*The PIN is used for data classification purposes only. The City of Edmonton provided Talentmap with information such as your Department, Branch, Section, Union, Tenure, etc. This will allow TalentMap to provide analysis on the survey data by these groups. To ensure confidentiality, **TalentMap WILL NOT divulge individual survey responses to anyone at the City**, only aggregate reports (combined summary) will be provided.*

*The information that you provide on this survey, including the survey PIN, your opinions and your answers, is being collected under the authority of Section 33c of the Freedom of Information and Protection of Privacy Act and supports the Corporate Workforce Plan and Corporate Culture Outcomes of Engaged Employees and Effective Leadership. The City may use the information corporately and in departments to develop programs, engage employees, improve workplace environments, and administer diversity and inclusion frameworks and initiatives. If you have any questions regarding the collection of this information, contact [coemployeesurvey@edmonton.ca](mailto:coemployeesurvey@edmonton.ca)*

**Please note: The City of Edmonton does not have access to any individual survey responses.**

## Welcome to the 2018 Employee Engagement and Diversity Survey

### Instructions

The survey is being delivered by TalentMap, a company that specializes in employee engagement measurement and benchmarking. This survey consists of four parts. It should take between **15-20 minutes to complete**. Please move through the survey **sequentially**.

Unless specified as "PLEASE SELECT ALL THAT APPLY", please make sure to fill the circles completely and fill in **ONLY ONE** circle per answer.

#### EXAMPLE

Read each statement and indicate your level of **agreement**.

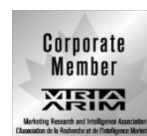
	Agreement				
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I am proud to tell others I work for the City.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

THE DEADLINE FOR SUBMITTING YOUR SURVEY IS **September 28, 2018**.

### Privacy

All information collected is confidential. To ensure confidentiality, TalentMap **WILL NOT divulge individual survey responses** to anyone at your organization; only aggregate reports (combined summary) will be provided. For more information please contact us at 1-888-641-1113 x 508.

TalentMap is a member of [Insights Association](#) (CASRO and MRA merger), and the Marketing Research and Intelligence Association ([MRIA](#)). TalentMap subscribes to [CASRO's Code of Standards](#) and [MRIA's Good Practice](#). You can be assured that your responses will be treated with the strictest confidence.



Part 1 of the survey explores engagement, workplace, culture, and immediate supervisor. Individual responses will NOT be provided to the City, but will be aggregated (combined summary) to a level that meets the minimum number of 10 or more respondents.

## Part 1

The first group of questions describes different aspects of the City’s culture and ways the City operates. For the first question, you will be asked to rate your level of satisfaction.

1. Considering everything, please rate your level of satisfaction with your current job at the present time.	
<input type="radio"/>	Very Dissatisfied
<input type="radio"/>	Dissatisfied
<input type="radio"/>	Neutral
<input type="radio"/>	Satisfied
<input type="radio"/>	Very satisfied

For the next group of questions, you will be asked to rate your level of agreement with each statement. Please note that the City means the City as a whole.

<i>Read each statement and indicate your level of <b>agreement</b>.</i>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree nor Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A, No Opinion</b>
2. I am proud to tell others I work for the City.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The City inspires me to do my best work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I would recommend the City to a friend as a great place to work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. My job provides me with a sense of personal accomplishment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I can see a clear link between my work and the City's long-term vision.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Customer service is a primary focus at the City.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The next five questions describe your understanding of the City as a whole.

<i>Read each statement and indicate your level of <b>agreement</b>.</i>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree nor Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A, No Opinion</b>
8. I feel that my work contributes to the success of the City.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Cooperation with different parts of the City is encouraged.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The City is committed to maintaining a healthy and safe working environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I have trust and confidence in the City Manager and Deputy City Managers' (ELT) ability to achieve the City's goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. My career aspirations can be achieved at the City.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The next nine questions describe your relationship with your immediate supervisor. Your immediate supervisor refers to the person to whom you directly report. We recognize that some employees have more than one person who supervises their work. Please think of the person whom you consider to be your primary supervisor.

Read each statement and indicate your level of <b>agreement</b> .	Strongly Disagree	Disagree	Neither Agree nor	Agree	Strongly Agree	N/A, No Opinion
13. My immediate supervisor seems to care about me as a person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. My immediate supervisor encourages me to offer my opinions and ideas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. My immediate supervisor involves me in decisions that affect my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. My immediate supervisor recognizes me when I do a good job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. In the last 6 months, my immediate supervisor has talked to me formally about my performance. (a specific conversation about my job performance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. My immediate supervisor gives me useful feedback on the work I do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. My immediate supervisor demonstrates a commitment to safety.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. My immediate supervisor is open to receiving my input on how to improve work processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. My immediate supervisor allows me to try out new ideas to improve my work processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The next questions ask you about your workplace and your branch. We recognize that some employees have more than one workplace. Think about the area in which you work most of the time to answer these questions.

<i>Read each statement and indicate your level of <b>agreement</b>.</i>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree nor</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A, No Opinion</b>
22. Employees in my branch work as though they are part of a team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. I have trust and confidence in my Department's leadership team's ability to achieve the City's goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I have trust and confidence in my Branch's leadership team's ability to achieve the City's goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I have the materials and equipment I need to do my job effectively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. I receive enough training to do my job effectively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. In my workplace, we regularly communicate about the importance of customer service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Most of my work is rewarding.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. At work, I have the opportunity to do what I do best every day.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. In my job, I make a difference every day.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. I feel respected by co-workers in my workplace.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The next set of questions asks you about communication within the City.

<i>Read each statement and indicate your level of <b>agreement</b>.</i>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree nor</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A, No Opinion</b>
32. In general, information in the City is communicated well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. In my branch, information is widely shared so that everyone can get the required information when it's needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Part 2

The following questions refer to harassment and discrimination. The information will NOT be used to identify individuals. In instances where an organizational division or group has fewer than 50 respondents, the results from this section will not be provided, but will be aggregated (combined summary) to a level that meets the minimum number of respondents.

The following question refers to harassment.

**34.** Harassment is any improper conduct by an individual, that is directed at and offensive to another person or persons in the workplace, and that the individual knew or ought reasonably to have known it would cause offence or harm. It comprises any objectionable act, comment or display that bullies, demeans, belittles, or causes personal humiliation or embarrassment, and any act of intimidation or threat.

Have you personally experienced workplace harassment in the last 12 months at the City?

- |                       |   |
|-----------------------|---|
| <input type="radio"/> | No ( <i>please skip to question #37</i> ) |
| <input type="radio"/> | Yes                                       |

**35.** If you answered yes to question 34, please indicate the type of harassment you experienced as a City employee.

PLEASE SELECT ALL THAT APPLY.

- |                       |   |
|-----------------------|---|
| <input type="radio"/> | <u>Personal harassment</u> : disrupts the employee's workplace with repeated, hostile or unwelcome comments, bullying, actions or gestures. It affects an employee's dignity and psychological or physical well-being. Harassment can involve written material, spoken communication, and physical behaviour.   |
| <input type="radio"/> | <u>Sexual harassment</u> : speech or behaviours that includes unwelcome sexual advances, jokes and innuendos, requests, physical contact, or gestures. With these words or behaviours may be an implied or expressed threat of punishment and refusing to comply, or inducement of reward for agreeing to comply.   |
| <input type="radio"/> | <u>Abuse of authority</u> : improperly taking advantage of a position of authority to endanger an employee's job, undermine an employee's job performance, threaten an employee's livelihood or interfere with or influence his/her career. It may include but is not limited to behaviour such as yelling, belittling, bullying, reprimanding in front of other staff or withholding information that an employee needs to perform duties. |
| <input type="radio"/> | Other. Please specify: _____  |

**36.** If you answered yes to question 34, please indicate who was harassing you.  
PLEASE SELECT ALL THAT APPLY.

<input type="radio"/>	Subordinate(s) in your work unit
<input type="radio"/>	Co-worker(s) in your work unit
<input type="radio"/>	Immediate supervisor(s)
<input type="radio"/>	The person your immediate supervisor reports to or above in your work unit
<input type="radio"/>	Co-worker(s) from other areas
<input type="radio"/>	Employee(s) in another department
<input type="radio"/>	Member of the public (e.g., citizens, customers, contractor, service provider)
<input type="radio"/>	Don't feel comfortable sharing
<input type="radio"/>	Other. Please specify: _____



The following question refers to discrimination.

**37.** Discrimination means treating people negatively, adversely or not fairly based on the categories in question 38. This treatment can be public or done quietly through actions, words, pictures or written material.

Have you personally experienced discrimination in the workplace during the last 12 months at the City?

<input type="radio"/>	No (please skip to question #40)
<input type="radio"/>	Yes

**38.** If you answered yes to question 37, please indicate the type of discrimination you experienced as a City employee: (to view the description of the protected grounds visit <http://www.albertahumanrights.ab.ca/employment.asp>)

PLEASE SELECT ALL THAT APPLY.

<input type="radio"/>	Race
<input type="radio"/>	Place of origin
<input type="radio"/>	Ancestry
<input type="radio"/>	Colour
<input type="radio"/>	Religion
<input type="radio"/>	Age
<input type="radio"/>	Gender being male, female or transgender.
<input type="radio"/>	Gender Identity (A person's internal, individual experience of gender, which may not coincide with the sex assigned to them at birth. A person may have a sense of being a woman, a man, both, or neither. Gender identity is not the same as sexual orientation.)
<input type="radio"/>	Gender Expression (The varied ways in which a person expresses their gender, which can include a combination of dress, grooming, demeanour, social behaviour and other factors.)
<input type="radio"/>	Marital status
<input type="radio"/>	Family status
<input type="radio"/>	Physical disability
<input type="radio"/>	Mental disability
<input type="radio"/>	Sexual orientation
<input type="radio"/>	Source of Income (Includes any income that attracts a social stigma to its recipients, for example, social assistance, disability pension, and income supplements for seniors.)
<input type="radio"/>	Other. Please specify: _____

**39.** If you answered yes to question 37, please indicate who discriminated against you.  
PLEASE SELECT ALL THAT APPLY.

<input type="radio"/>	Subordinate(s) in your work unit
<input type="radio"/>	Co-worker(s) in your work unit
<input type="radio"/>	Immediate supervisor(s)
<input type="radio"/>	The person your immediate supervisor reports to or above in your work unit
<input type="radio"/>	Co-worker(s) from other areas
<input type="radio"/>	Employee(s) in another department
<input type="radio"/>	Member of the public (e.g., citizens, customers, contractor, service provider)
<input type="radio"/>	Other. Please specify: _____

**40.** Have you witnessed workplace harassment or discrimination against another person at work in the City during the last 12 months?

<input type="radio"/>	No
<input type="radio"/>	Yes

**41.** If you answered YES to **either** experiencing harassment or discrimination, **or** witnessing harassment or discrimination (questions 34, 37, and 40), did you tell someone who could do something about the situation(s)?

<input type="radio"/>	No ( <i>please skip to question #43</i> )
<input type="radio"/>	Yes
<input type="radio"/>	Answered 'No' to questions 34, 37, and 40 ( <i>please skip to question #43</i> )

**42.** If you answered YES to telling someone, did you witness a response or change to address the situation(s)?

<input type="radio"/>	No
<input type="radio"/>	Yes

<i>Read each statement and indicate your level of <b>agreement</b>.</i>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree nor</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A, No Opinion</b>
<b>43.</b> The City has an effective way of addressing inappropriate behaviour of staff, customers or clients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>44.</b> I feel I can make a report on harassment/discrimination without fear of retaliation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Part 3

The following information is requested so that we can understand and celebrate the diversity within our organization and to provide a description of the sample of respondents to this survey. The information will NOT be used to identify individuals. In instances where an organizational division or group has fewer than 50 respondents, the results from this section will not be provided, but will be aggregated (combined summary) to a level that meets the minimum number of respondents.

**45.** According to Statistics Canada, Indigenous People are Inuit, Métis or First Nations (Status or Non-Status). Do you consider yourself to be Indigenous?

<input type="radio"/>	No
<input type="radio"/>	Yes, First Nations (Status)
<input type="radio"/>	Yes, First Nations (Non-Status)
<input type="radio"/>	Yes, Inuit
<input type="radio"/>	Yes, Métis
<input type="radio"/>	Yes, Other. Please specify: _____

**46.** According to Statistics Canada, visible minorities are persons non-white in colour/race, regardless of place of birth (other than Indigenous persons, as previously defined). Do you consider yourself to be a visible minority person?

<input type="radio"/>	No ( <i>please skip to question #48</i> )
<input type="radio"/>	Yes

**47.** If you indicated “yes” in the last question, please indicate your group(s) according to the following **Statistics Canada** categories.  
PLEASE SELECT ALL THAT APPLY.

<input type="radio"/>	Arab
<input type="radio"/>	Black
<input type="radio"/>	Chinese
<input type="radio"/>	Filipino
<input type="radio"/>	Japanese
<input type="radio"/>	Korean
<input type="radio"/>	Latin American
<input type="radio"/>	Multiple Visible Minorities
<input type="radio"/>	South Asian origins ( <i>e.g., East Indian, Pakistani, Sri Lankan, etc.</i> )
<input type="radio"/>	Southeast Asian origins ( <i>e.g., Cambodian, Malaysian, Laotian, Vietnamese, etc.</i> )
<input type="radio"/>	West Asian origins ( <i>e.g., Afghan, Iranian, etc.</i> )
<input type="radio"/>	Other. Please specify: _____

The follow question relates to disability.

**48.** A person with a disability has a long term or recurring physical, mental, sensory, developmental, or learning impairment that may impact daily functioning. This definition also includes persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace.

Do you consider yourself to be a person with a disability?

<input type="radio"/>	No (please skip to question #50)
<input type="radio"/>	Yes

**49.** If you are a person with a disability, what is the nature of your disability?  
PLEASE SELECT ALL THAT APPLY.

<input type="radio"/>	Hearing
<input type="radio"/>	Mobility
<input type="radio"/>	Chronic illness
<input type="radio"/>	Developmental
<input type="radio"/>	Seeing
<input type="radio"/>	Agility
<input type="radio"/>	Learning
<input type="radio"/>	Psychological (Mental Health such as Anxiety, Depression etc.)
<input type="radio"/>	Speech
<input type="radio"/>	Pain
<input type="radio"/>	Memory
<input type="radio"/>	Don't feel comfortable sharing
<input type="radio"/>	Other. Please specify: _____

**50.** Please indicate your religious or spiritual affiliation.  
PLEASE SELECT ALL THAT APPLY.

<input type="radio"/>	Buddhist
<input type="radio"/>	Catholic
<input type="radio"/>	Christian Orthodox
<input type="radio"/>	Other Christian denominations
<input type="radio"/>	Eastern Religions
<input type="radio"/>	Hindu
<input type="radio"/>	Jewish
<input type="radio"/>	Muslim
<input type="radio"/>	Protestant
<input type="radio"/>	Sikh
<input type="radio"/>	Wiccan
<input type="radio"/>	I do not have a religious or spiritual affiliation (including Agnostic, Atheist)
<input type="radio"/>	Other. Please specify: _____

**51.** Do you identify as bisexual, gay, lesbian, queer, transgender, two-spirit, or questioning?

<input type="radio"/>	No
<input type="radio"/>	Yes

## Part 4

This is the final section of the survey.

This section asks questions regarding initiatives currently being explored at the City plus an opportunity for you to provide a comment.

The first set of questions asks about employees' child care provisions. The child care results will be aggregated at Department level.

**52.** Do you currently use some type of child care in order to attend work?

- ☐ No (please skip to #55)
- ☐ Yes

**53.** If yes; which of the following do you use most often? (choose one)

- ☐ Yes, Child Daycare Centre
- ☐ Yes, Private Day Home
- ☐ Yes, Family
- ☐ Yes, Private, in-home care giver

**54.** Is your preference to have child care near your home or work?

- ☐ Home
- ☐ Work

The next question asks about whether you would know where to go for help for a mental health issue. This will be aggregated at Department level.

**55.** If you had a mental health issue would you know where to get help?

- ☐ No
- ☐ Yes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



**57.** Please select the theme(s) that **best describe(s)** the comment you previously made.  
PLEASE SELECT ALL THAT APPLY.

<input type="radio"/>	Satisfied with my job and the workplace
<input type="radio"/>	Very happy to be a city employee
<input type="radio"/>	Improved physical work environment
<input type="radio"/>	Make my workplace less stressful
<input type="radio"/>	I have more work than I can handle
<input type="radio"/>	Work pressures are very stressful
<input type="radio"/>	Need to effectively address difficult situations at work
<input type="radio"/>	More appreciation and recognition for my contributions
<input type="radio"/>	Changes at the city cause workplace stress
<input type="radio"/>	Clearer performance expectations
<input type="radio"/>	More day-to-day coaching and feedback on my performance
<input type="radio"/>	More career development opportunities
<input type="radio"/>	More teamwork
<input type="radio"/>	More equitable treatment of employees
<input type="radio"/>	More involvement in decisions
<input type="radio"/>	Better 2-way communication between management and staff
<input type="radio"/>	Better access to information
<input type="radio"/>	More respectful workplace
<input type="radio"/>	Stop colleagues from harassing each other
<input type="radio"/>	Clearer long-term direction
<input type="radio"/>	Less discrimination
<input type="radio"/>	Other. Please specify: _____



**You have reached the end of the 2018 Employee Engagement and Diversity Survey.  
Thank you for participating!**