

# Town of Chapel Hill 2013 Employee Perspectives Survey

Results by Supervisory Status

Leisha DeHart-Davis, Associate Professor  
Megan Dale, MPA Candidate



UNC  
SCHOOL OF GOVERNMENT

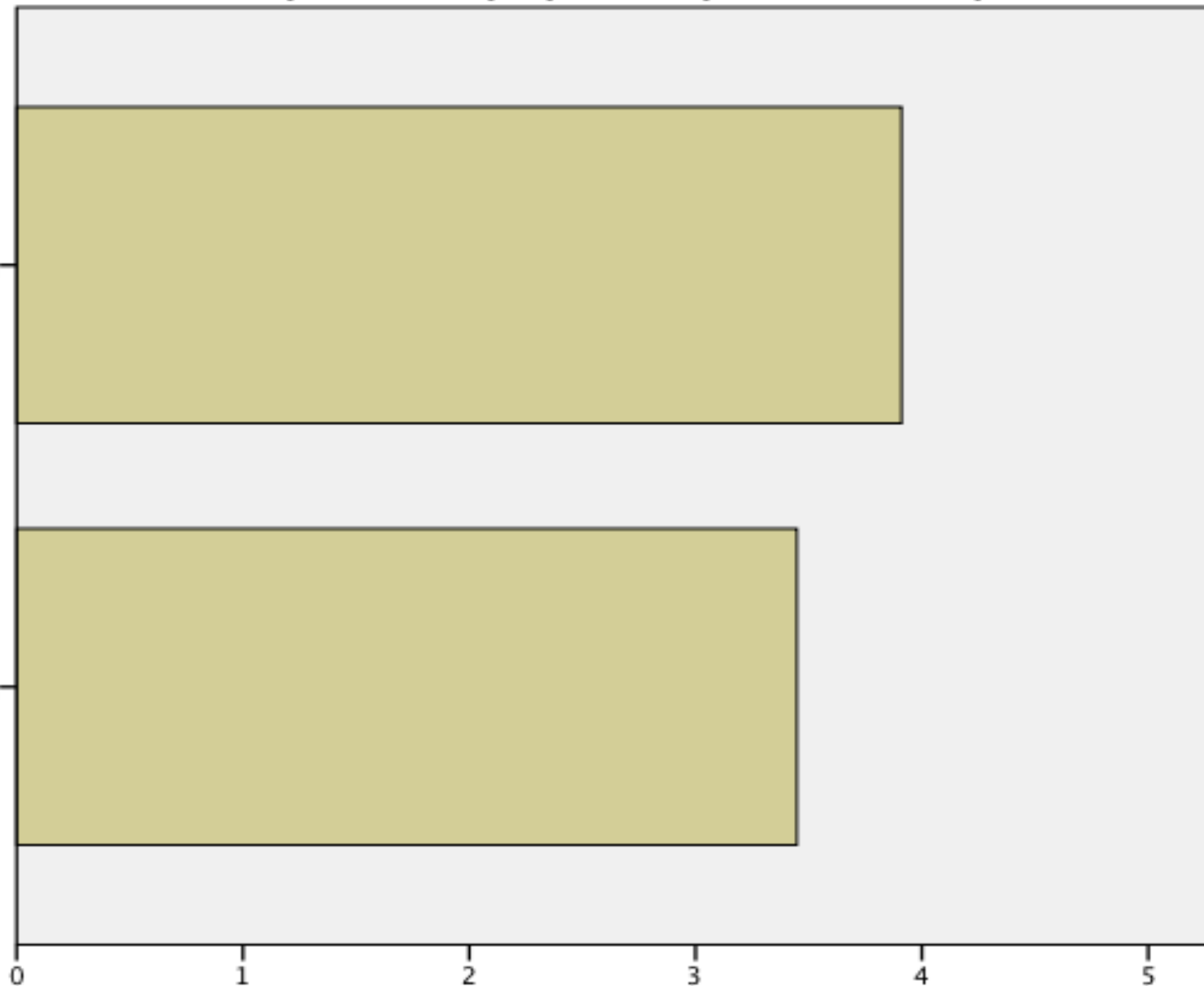
[www.sog.unc.edu](http://www.sog.unc.edu)

# 2013 Town of Chapel Hill Employee Perspectives Survey

**Supervisory Status**

Supervisors

Nonsupervisors



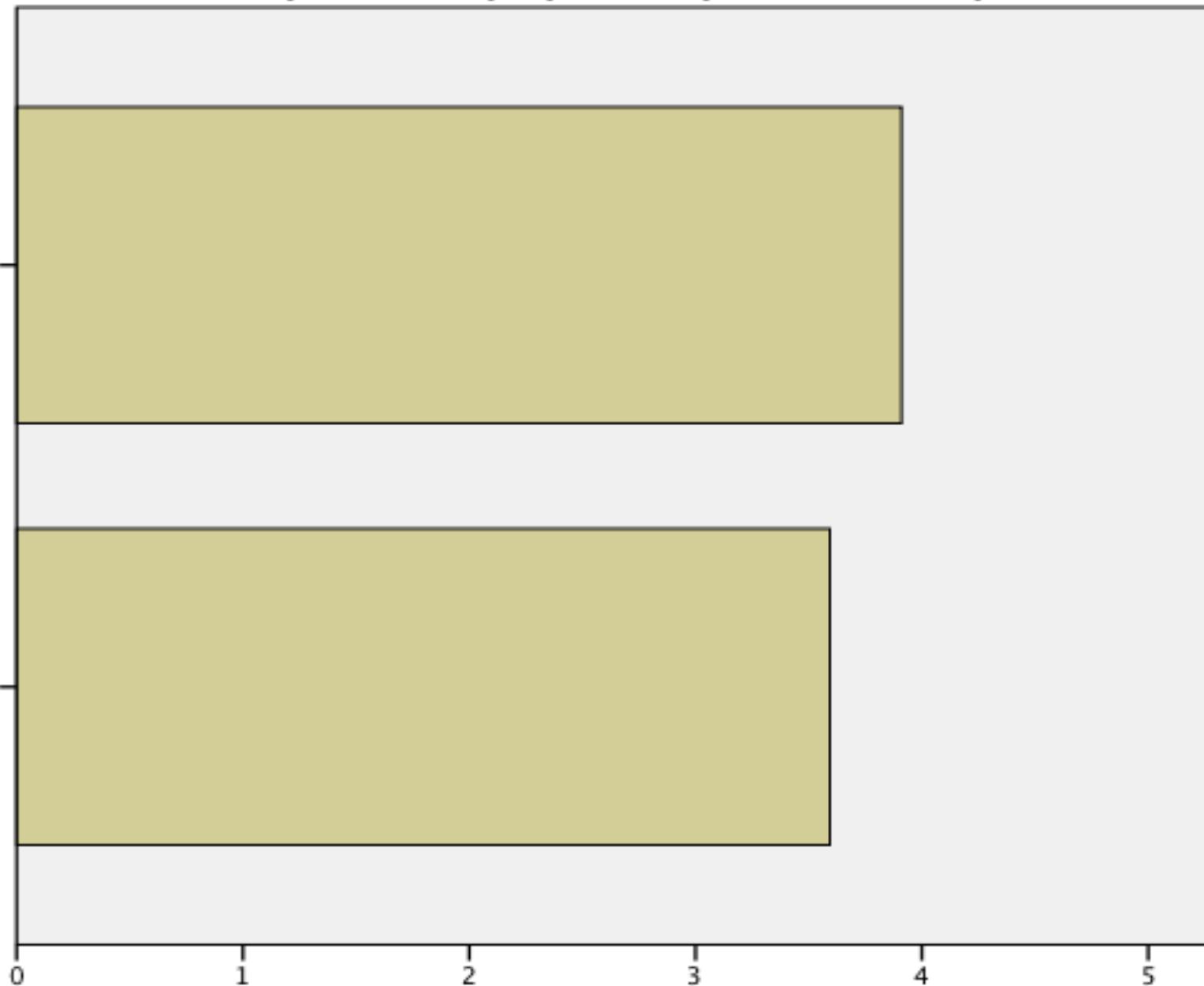
**Mean Job Characteristics: Relaxed (1) to Pressured (5)**

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Nonsupervisors



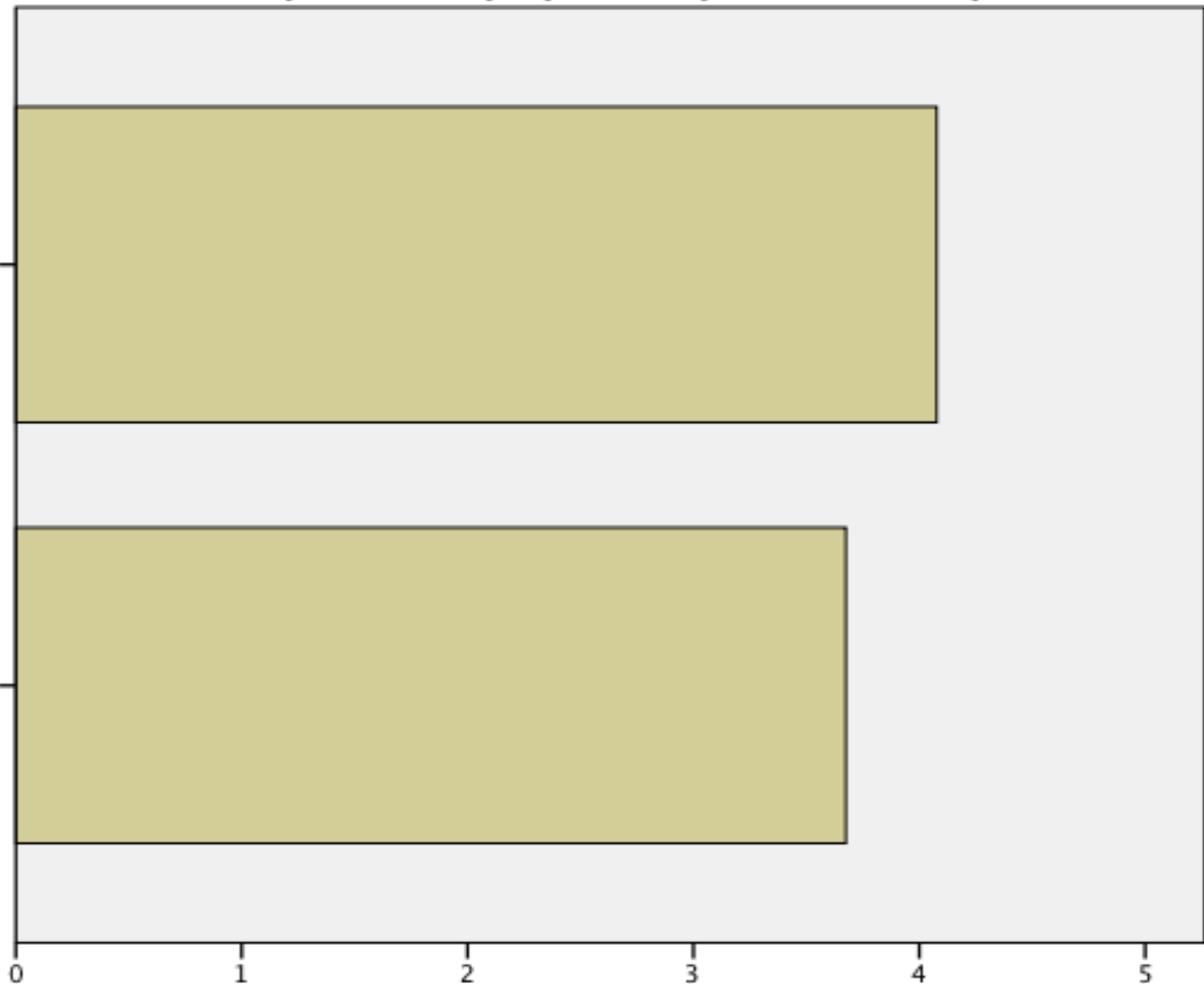
**Mean Job Characteristics: Slow-paced (1) to Fast-Paced (5)**

# 2013 Town of Chapel Hill Employee Perspectives Survey

**Supervisory Status**

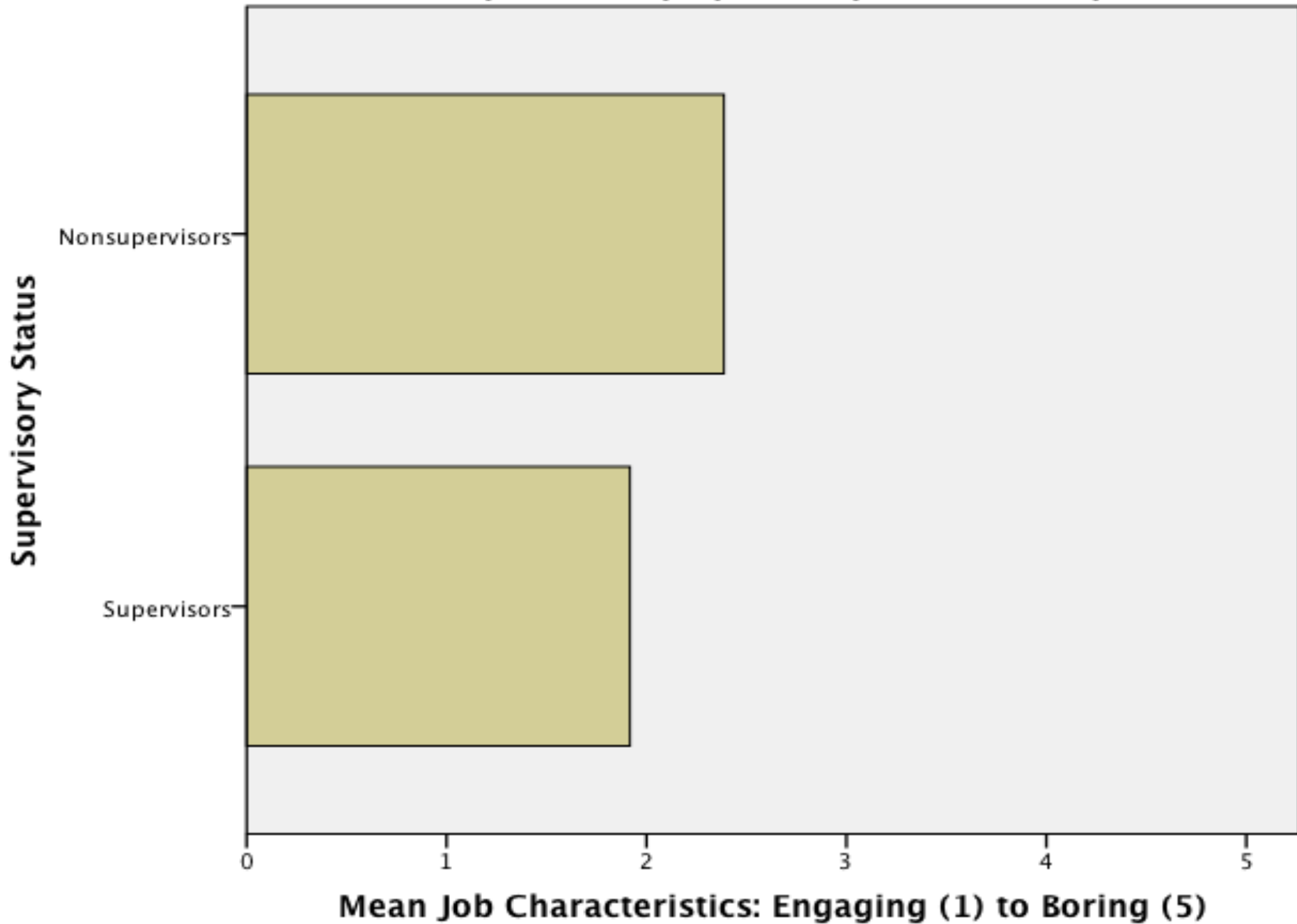
Supervisors

Nonsupervisors

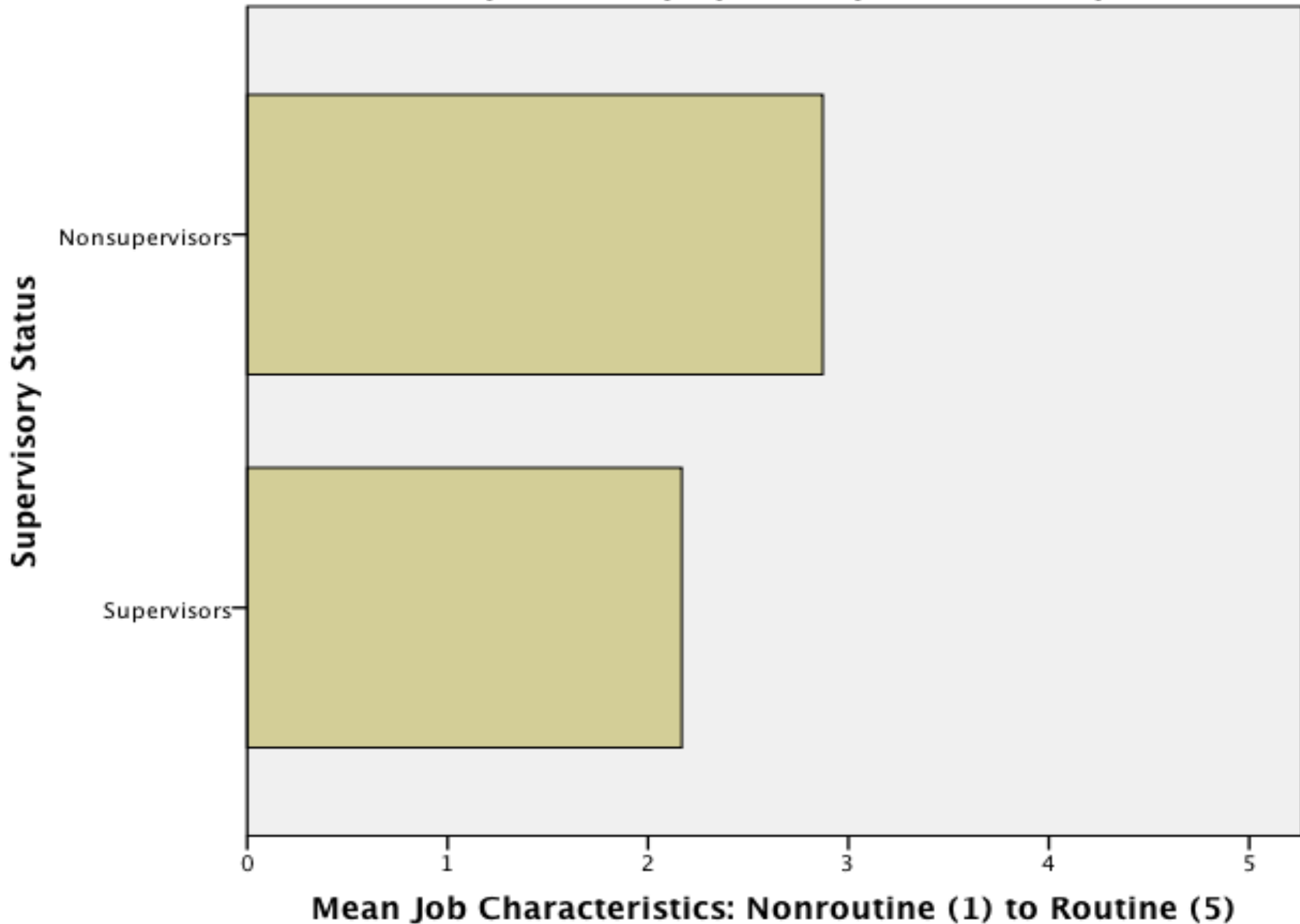


**Mean Job Characteristics: Stress Free (1) to Stressful (5)**

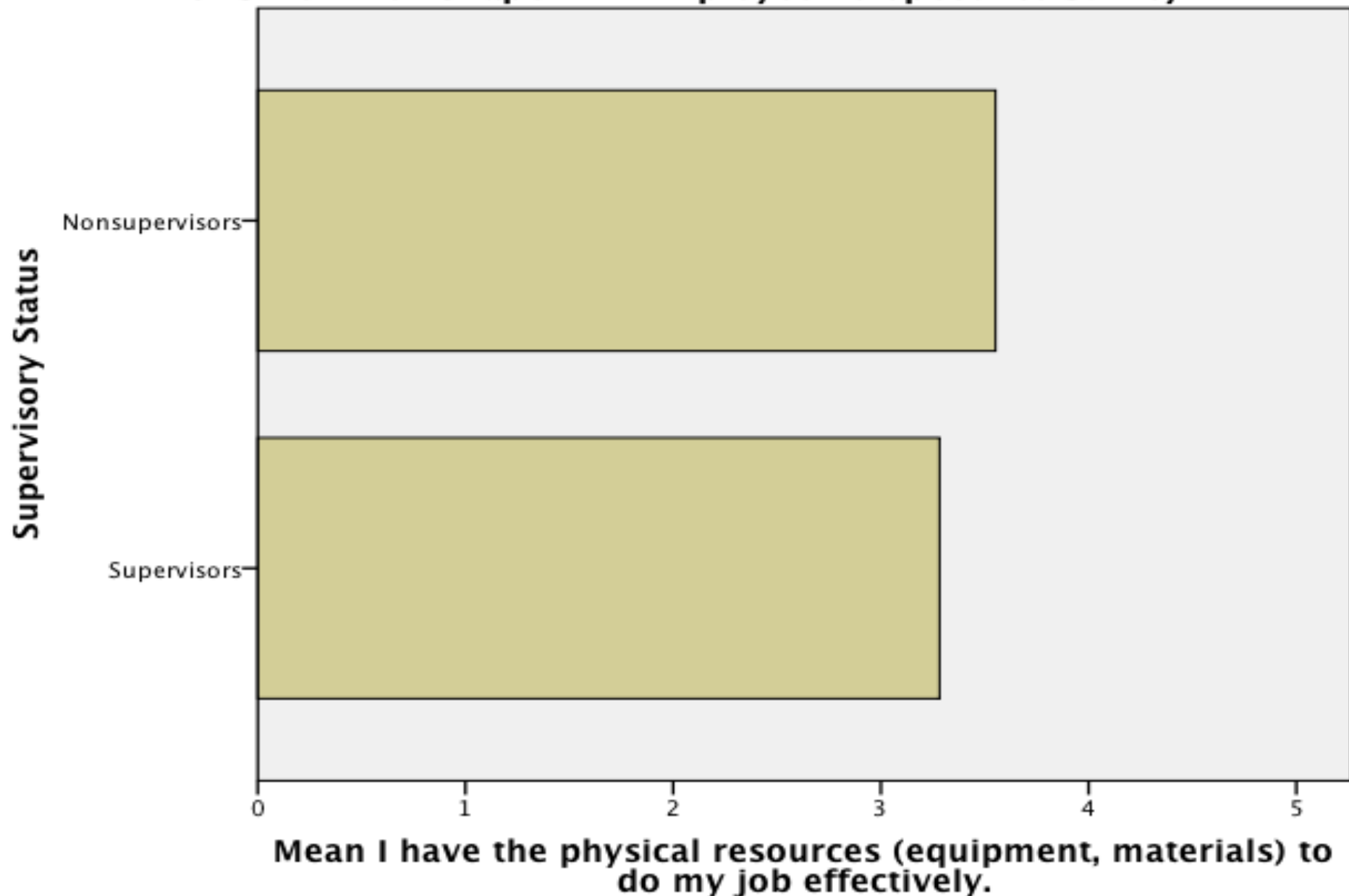
# 2013 Town of Chapel Hill Employee Perspectives Survey



# 2013 Town of Chapel Hill Employee Perspectives Survey



## 2013 Town of Chapel Hill Employee Perspectives Survey



1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Nonsupervisors

Supervisors

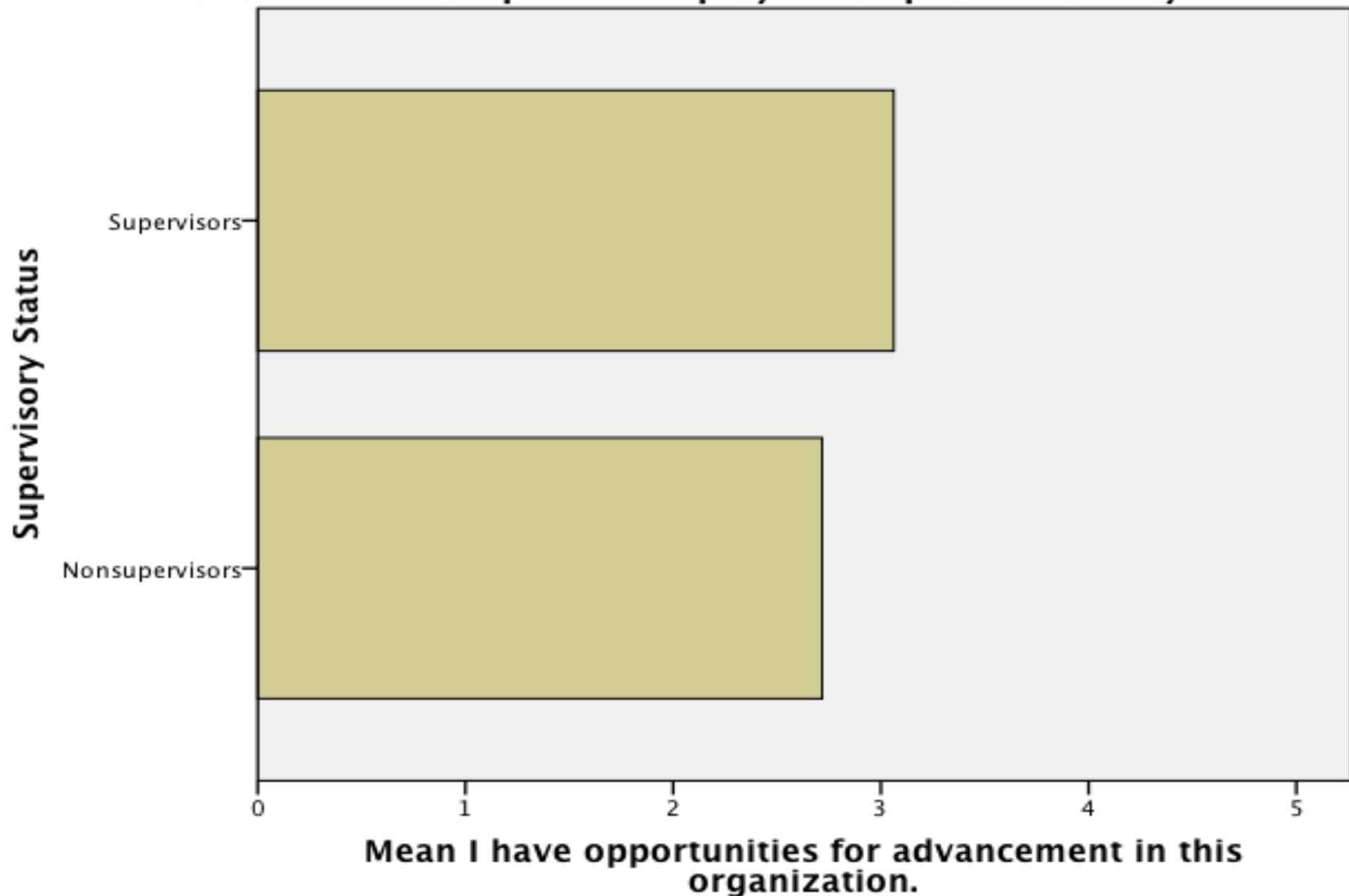


Mean I have the training to do my job effectively.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

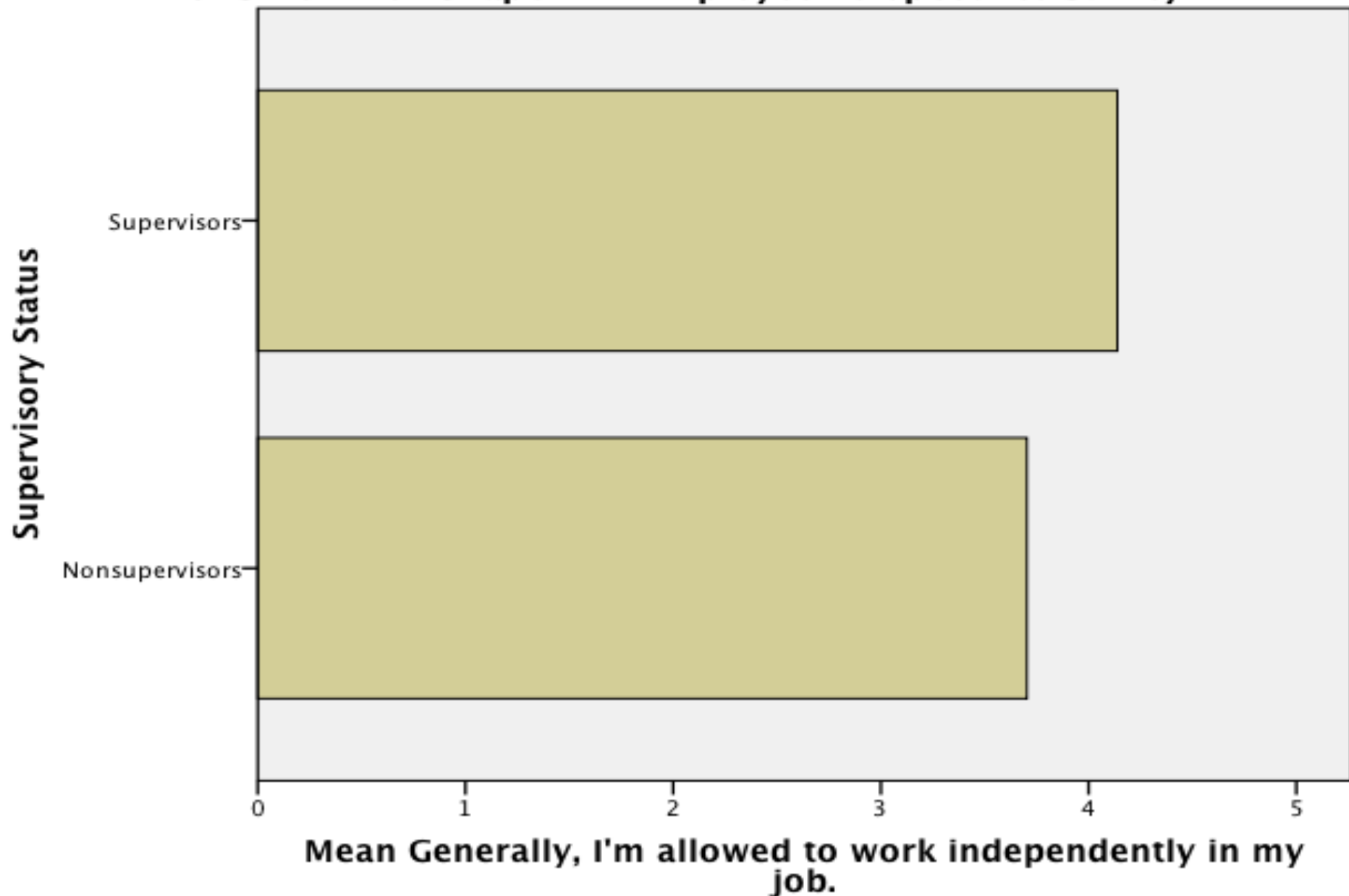


# 2013 Town of Chapel Hill Employee Perspectives Survey



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# 2013 Town of Chapel Hill Employee Perspectives Survey



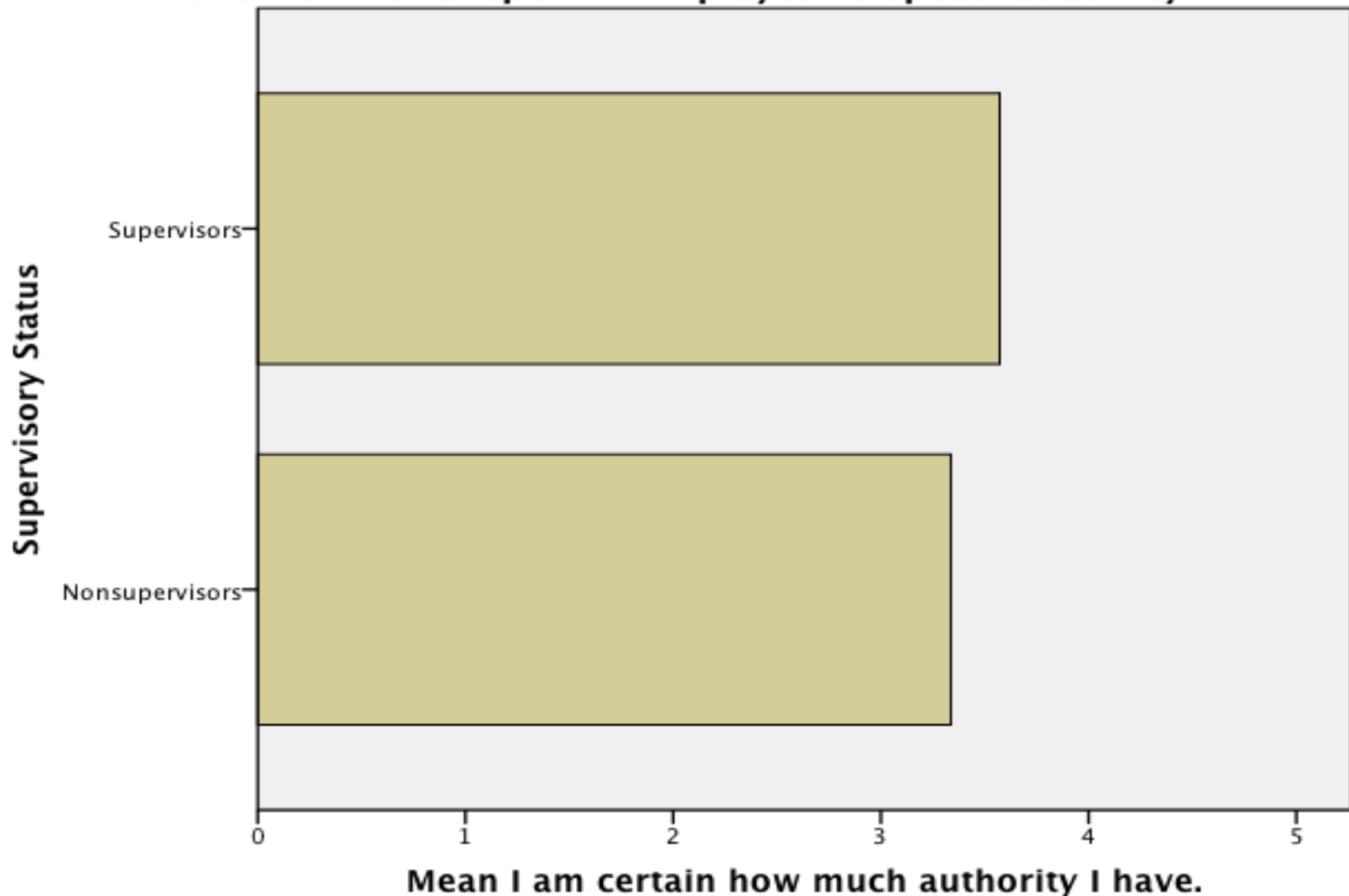
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## 2013 Town of Chapel Hill Employee Perspectives Survey



1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey



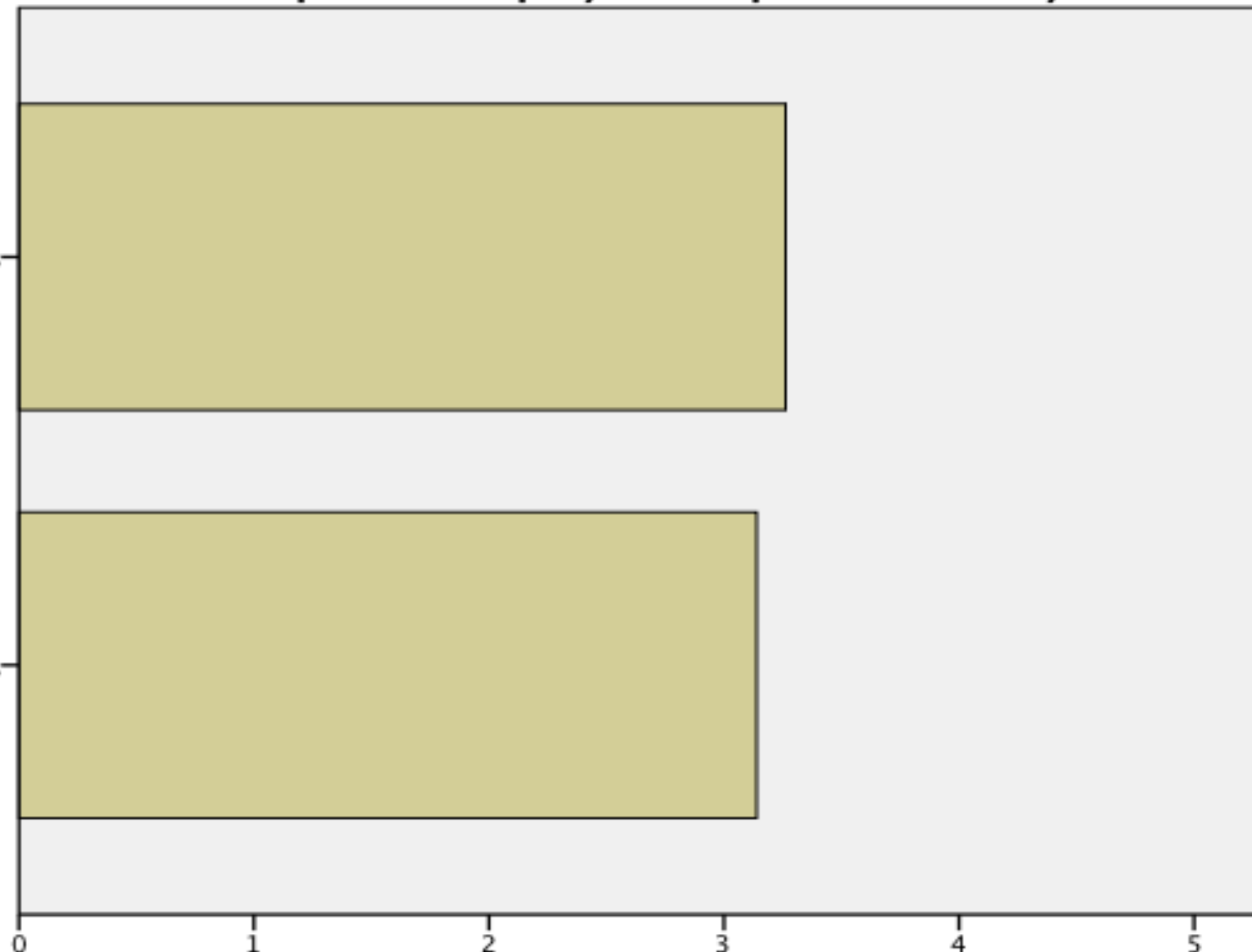
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Supervisory Status

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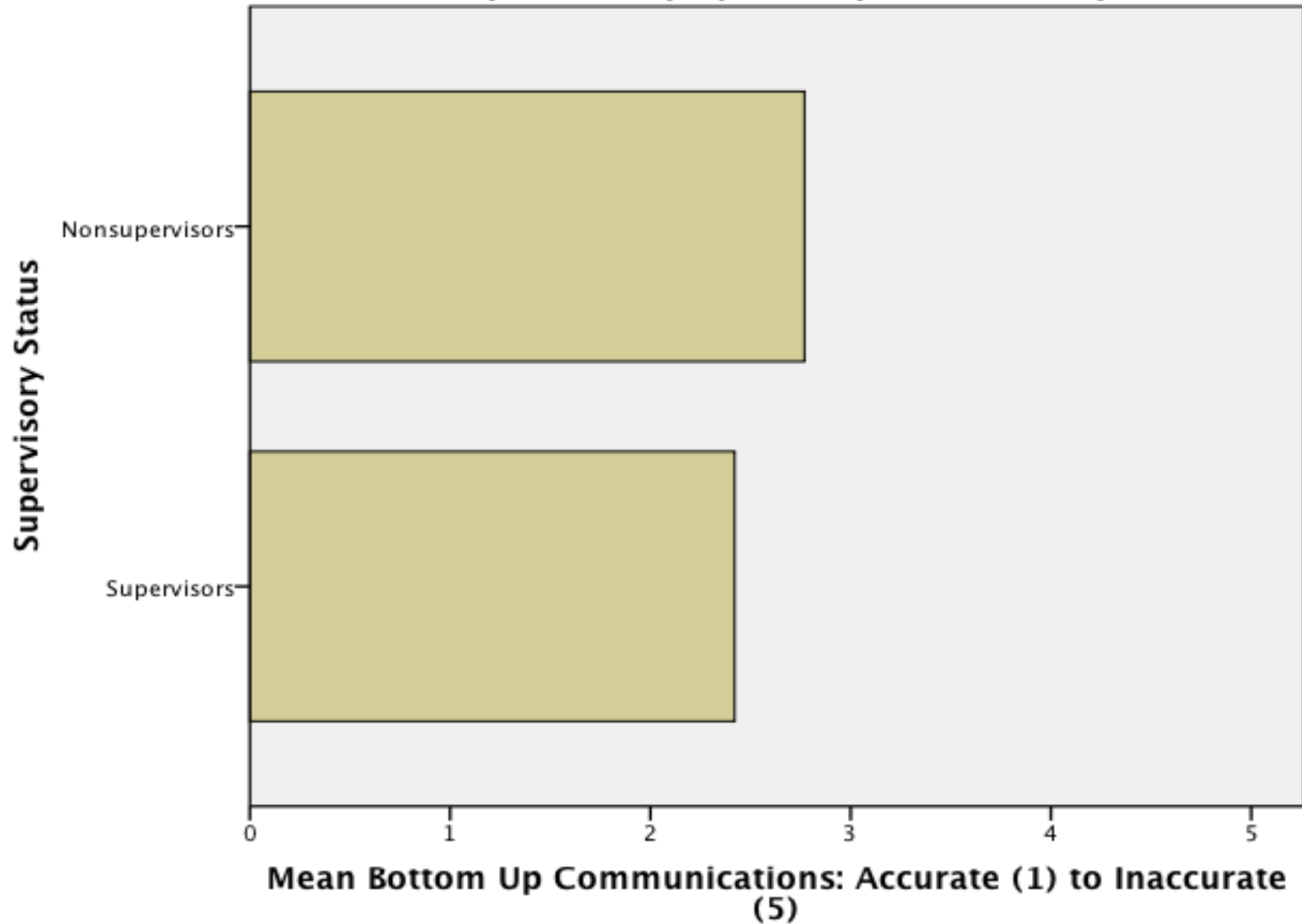
Nonsupervisors



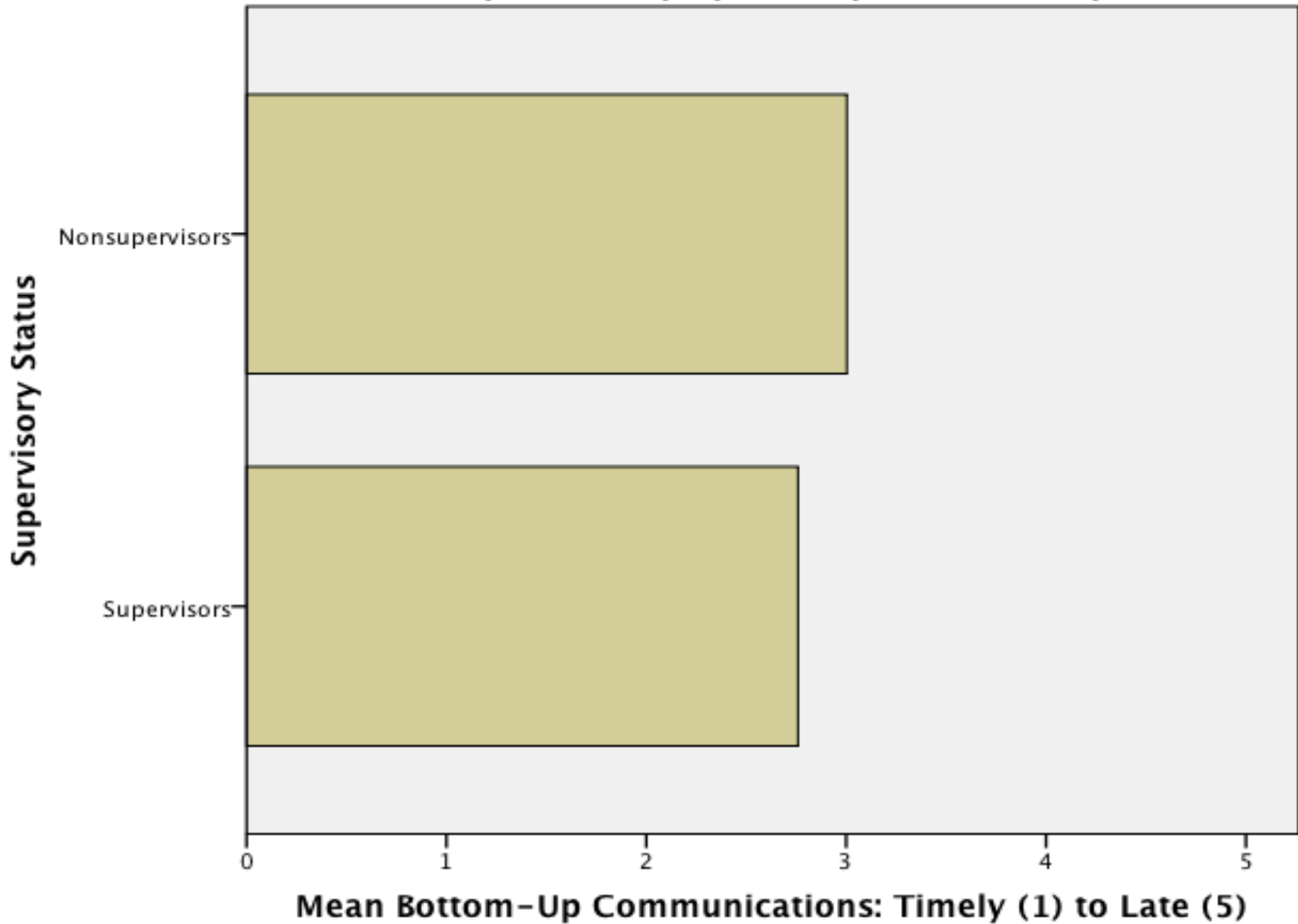
Mean I could do a better job if I had more authority.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

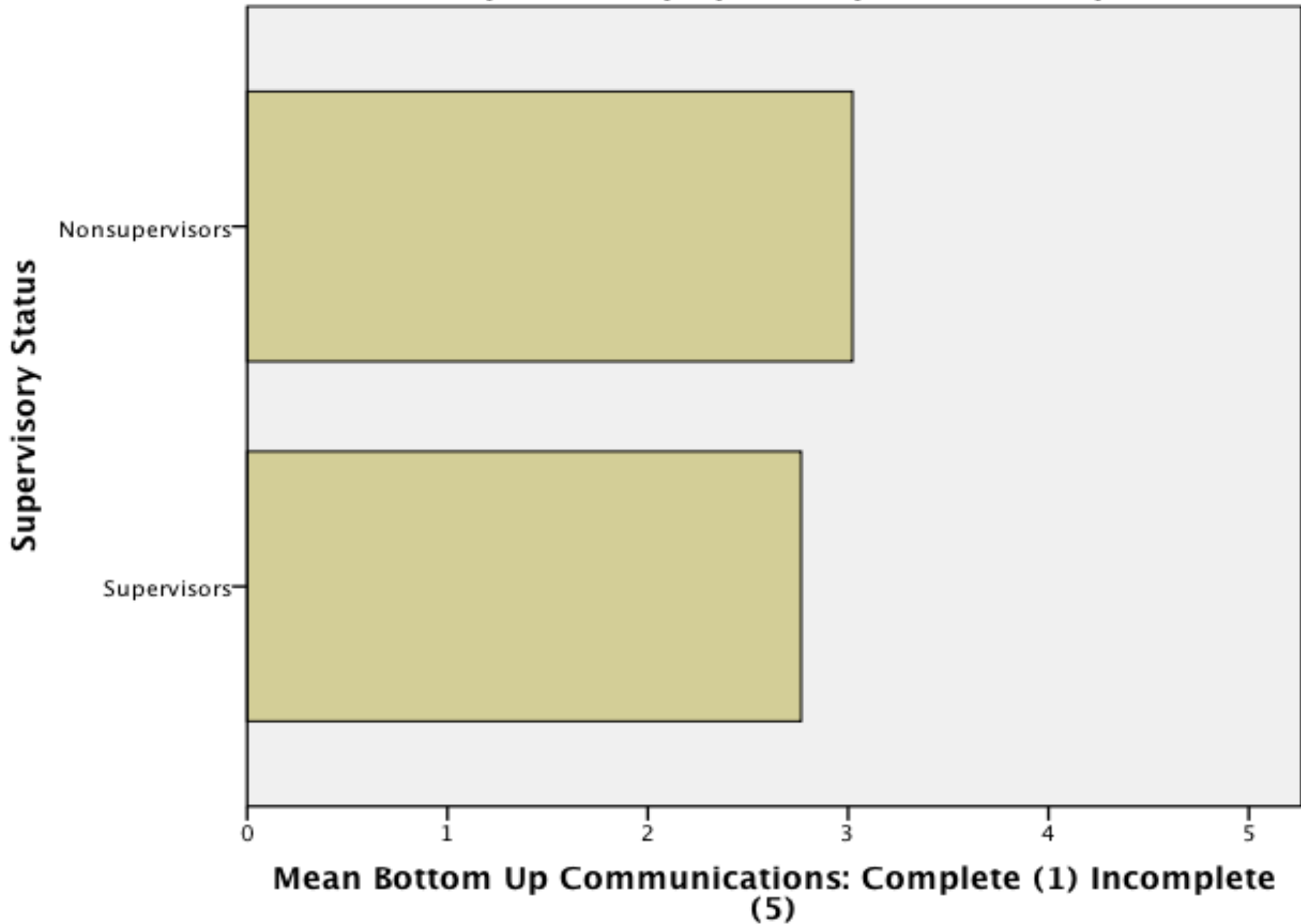
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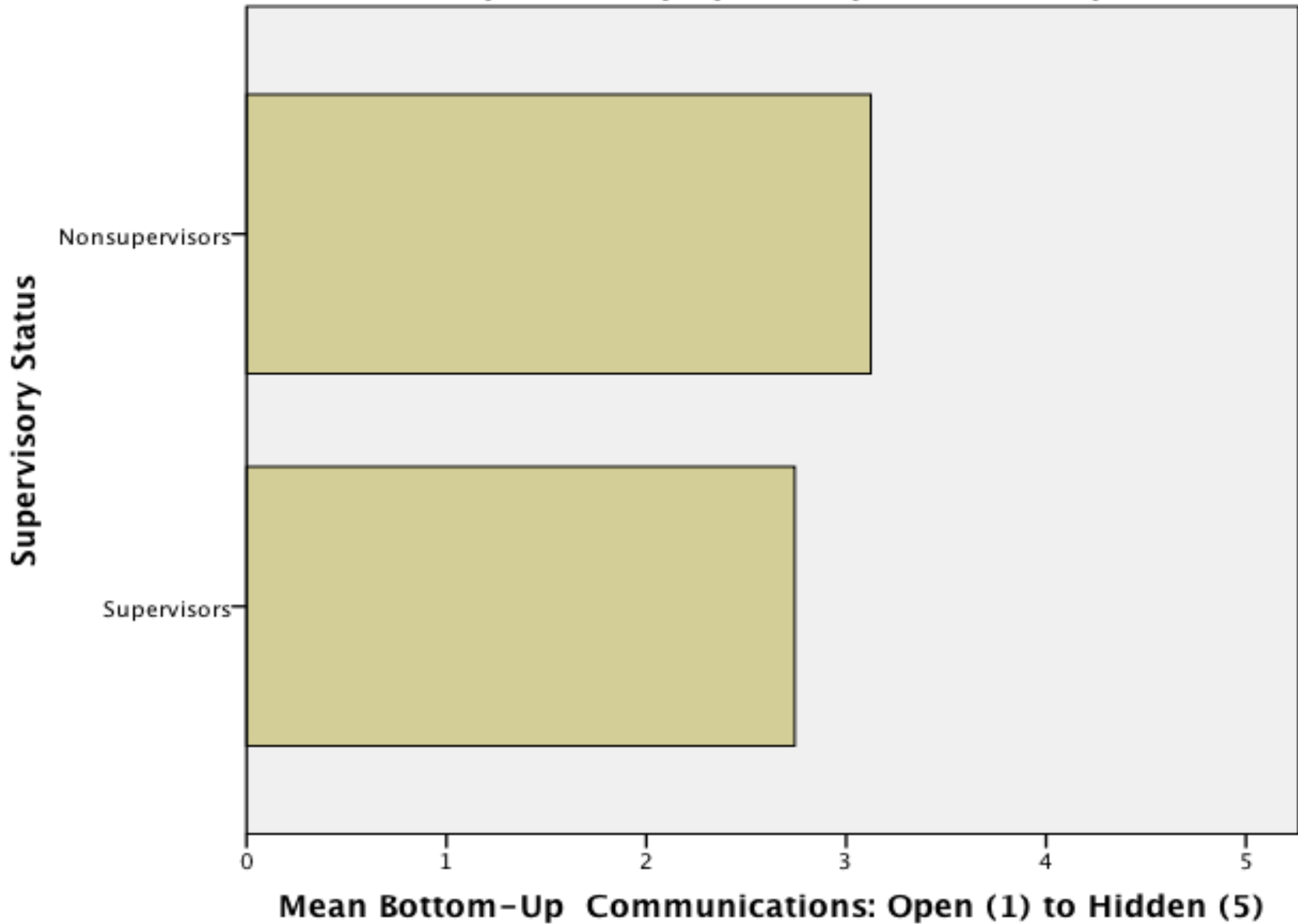


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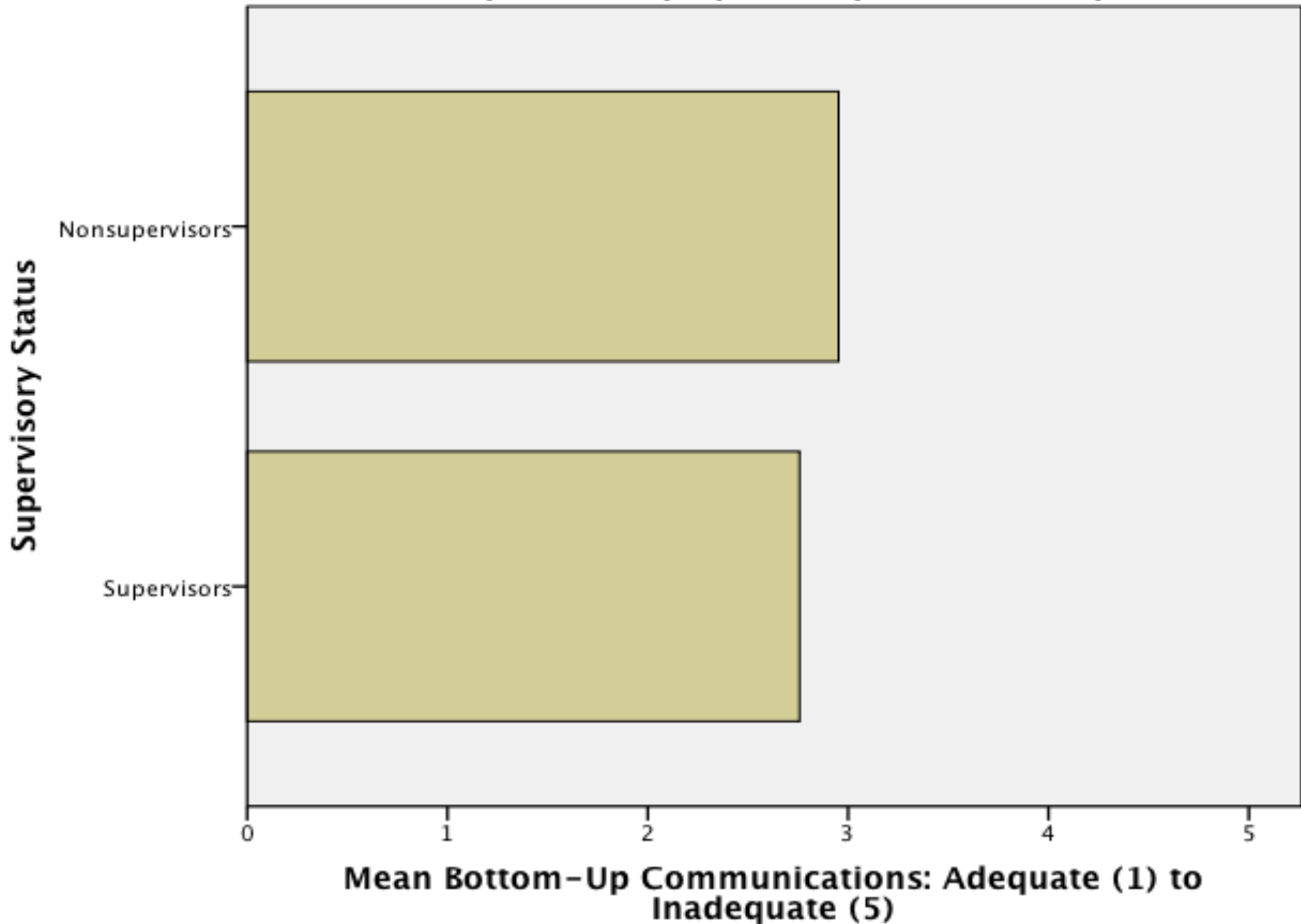




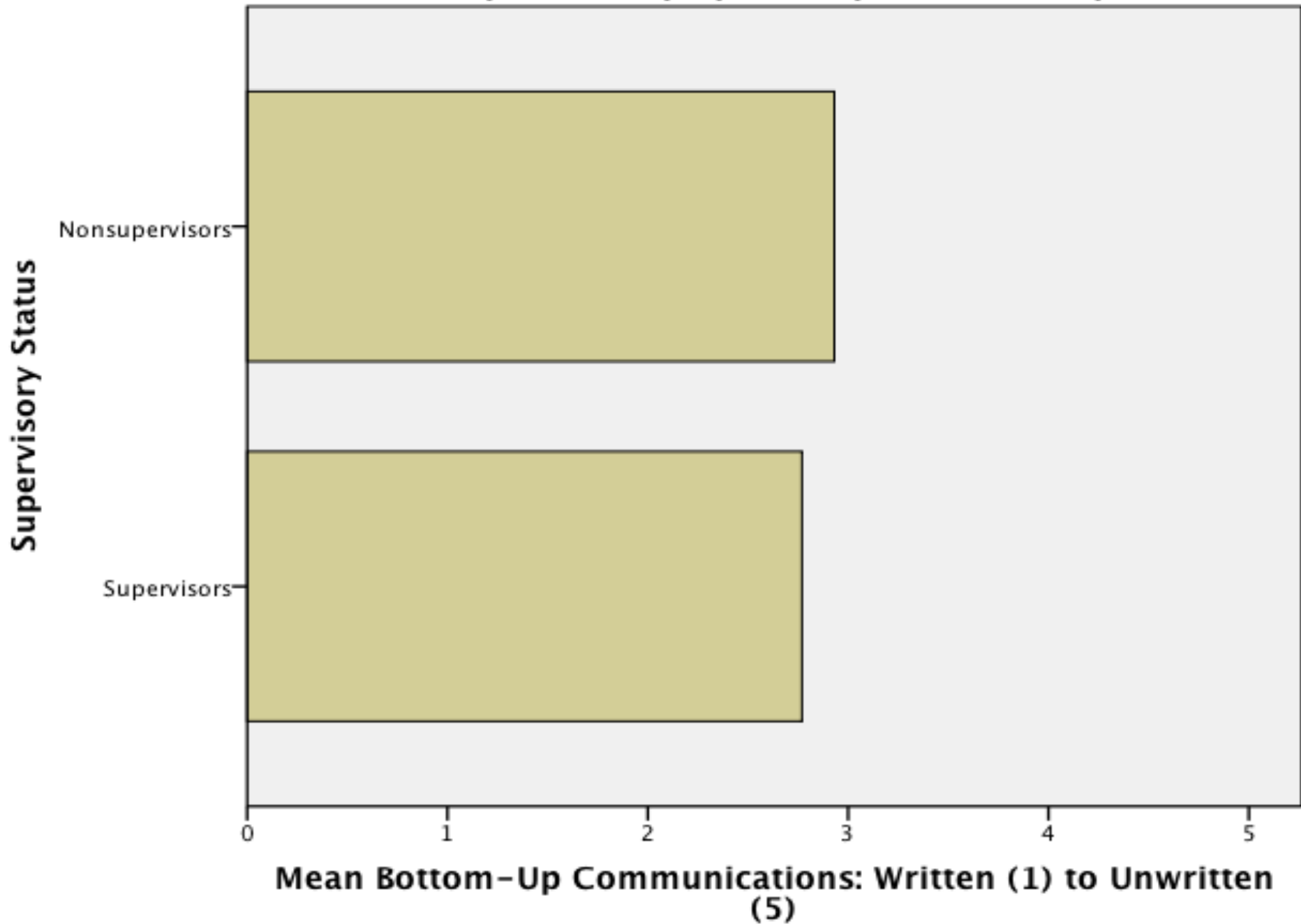
# 2013 Town of Chapel Hill Employee Perspectives Survey



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# 2013 Town of Chapel Hill Employee Perspectives Survey



# 2013 Town of Chapel Hill Employee Perspectives Survey

**Supervisory Status**

Supervisors

Nonsupervisors

0

1

2

3

4

5

**Mean Top-Down Communications: Accurate (1) to Inaccurate (5)**



# 2013 Town of Chapel Hill Employee Perspectives Survey

**Supervisory Status**

Supervisors

Nonsupervisors

0

1

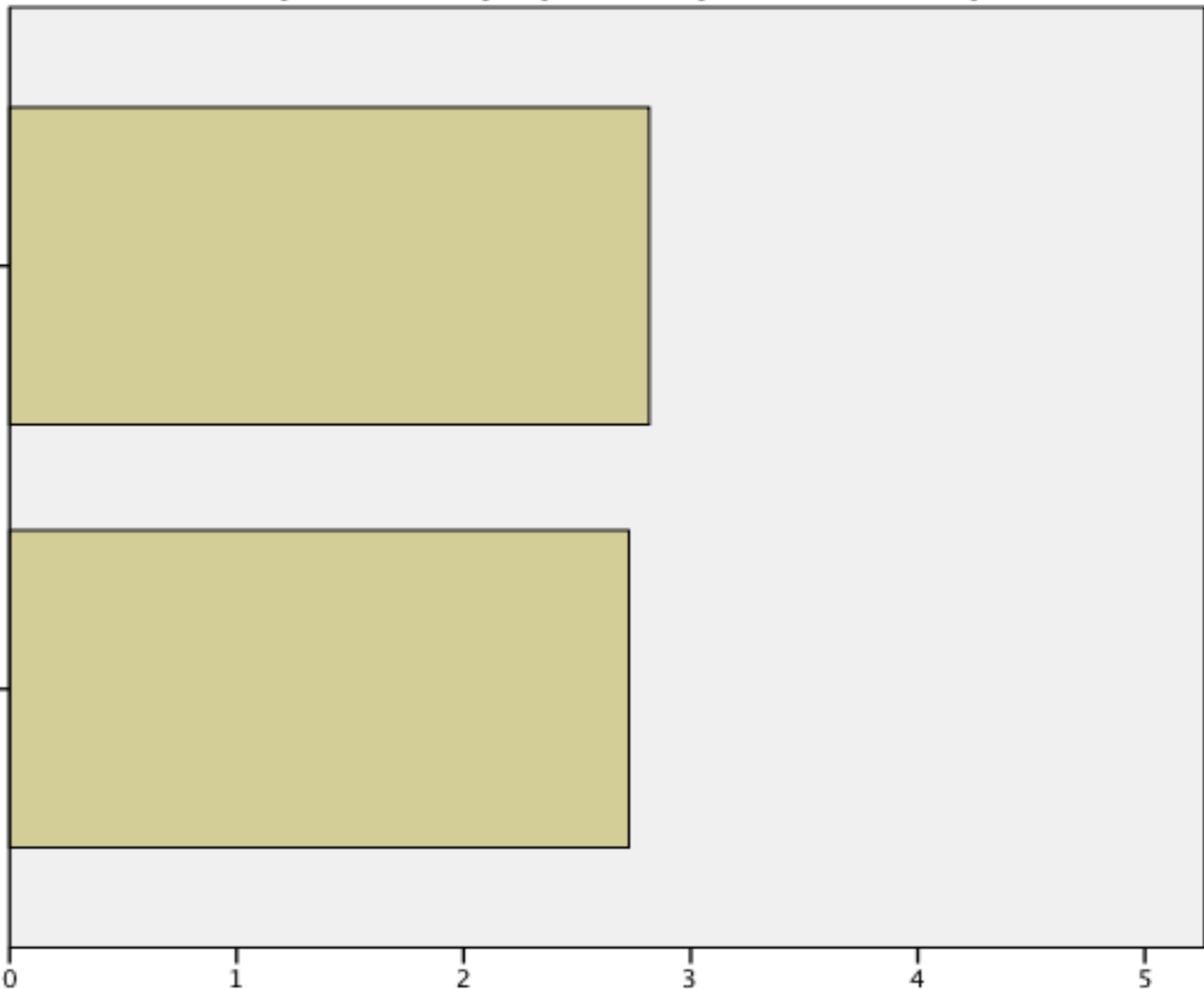
2

3

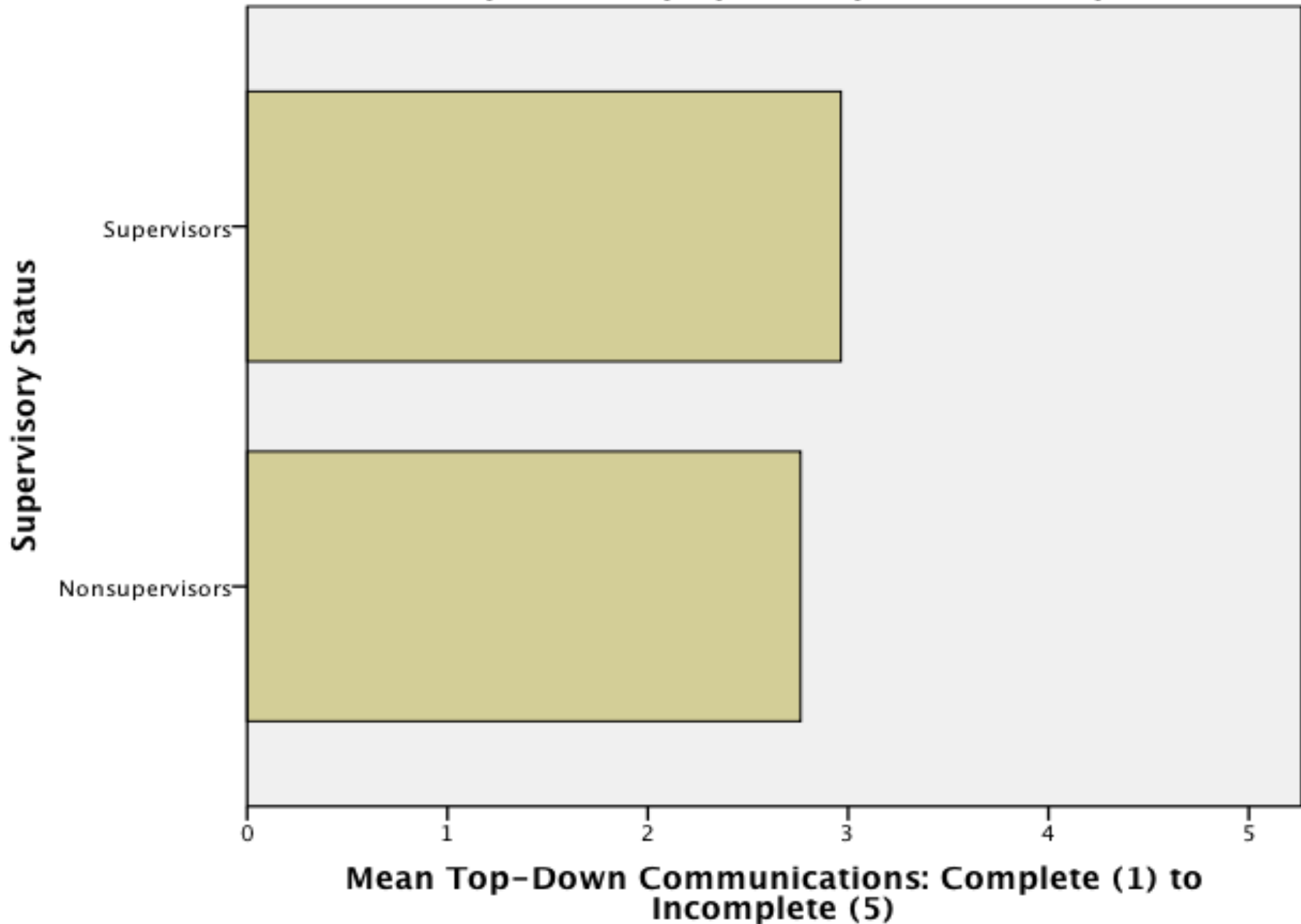
4

5

**Mean Top-Down Communications: Timely (1) to Late (5)**



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Nonsupervisors

0

1

2

3

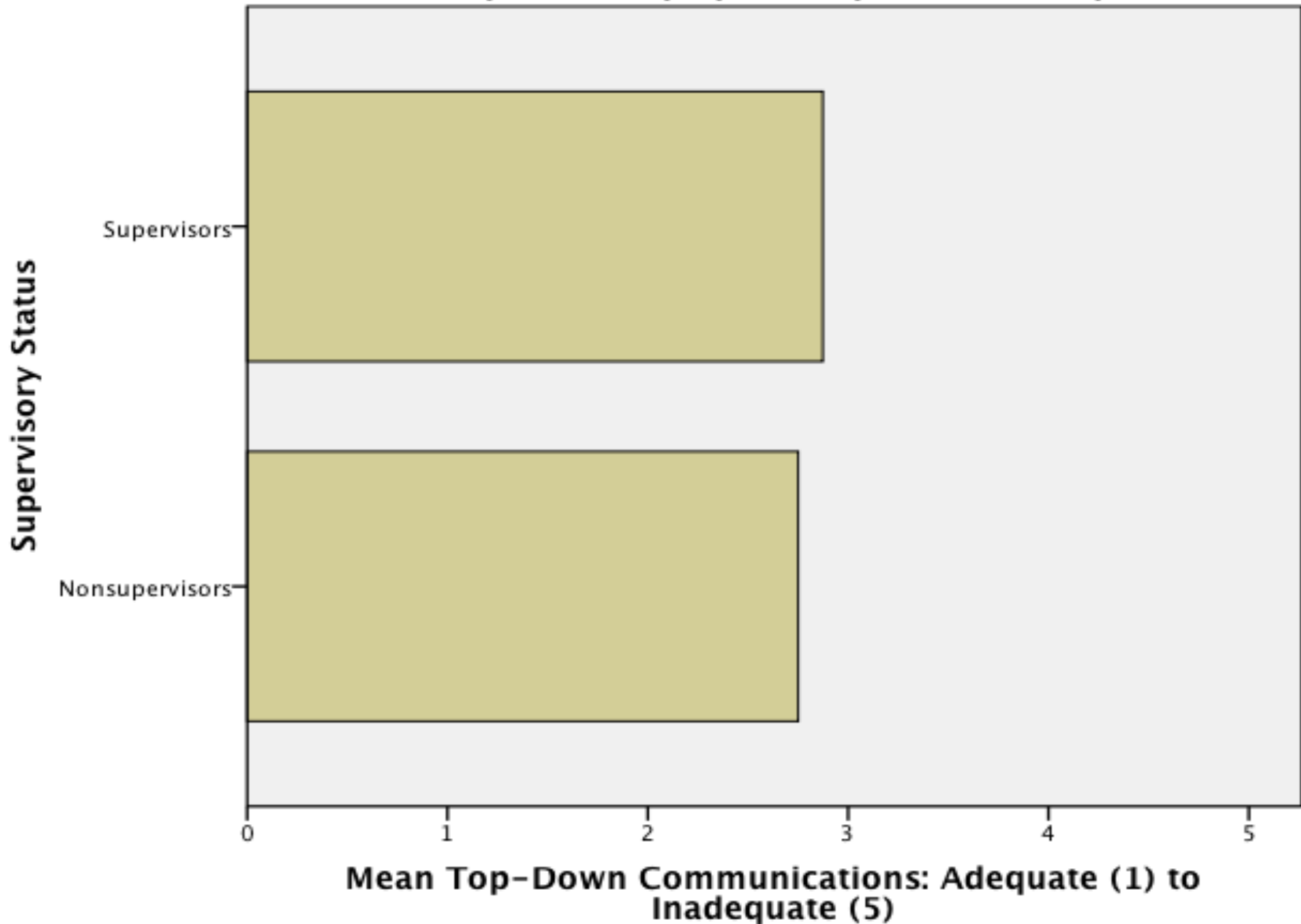
4

5

**Mean Top-Down Communications: Open (1) to Hidden (5)**

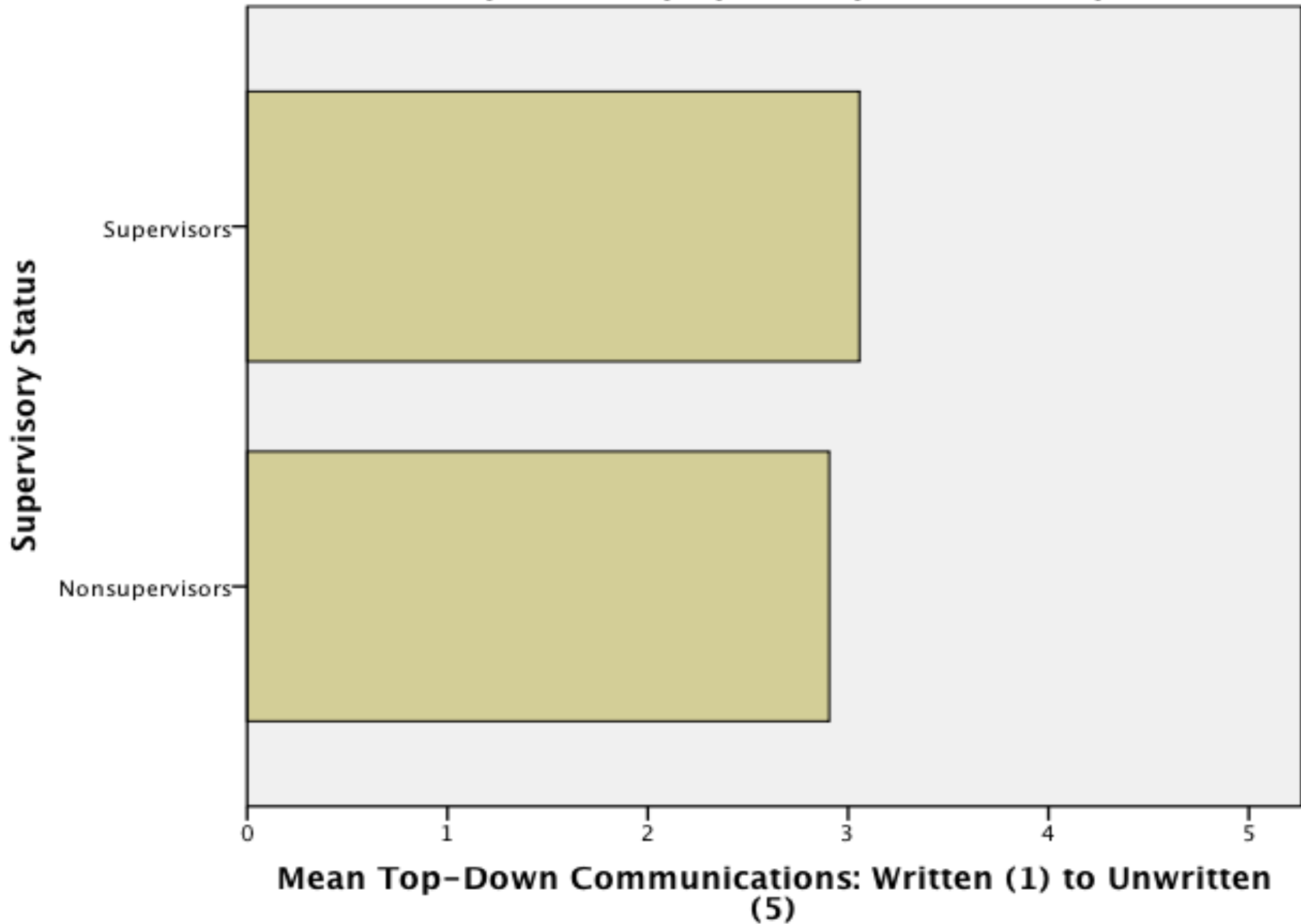


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# 2013 Town of Chapel Hill Employee Perspectives Survey



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Supervisory Status

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Nonsupervisors

0

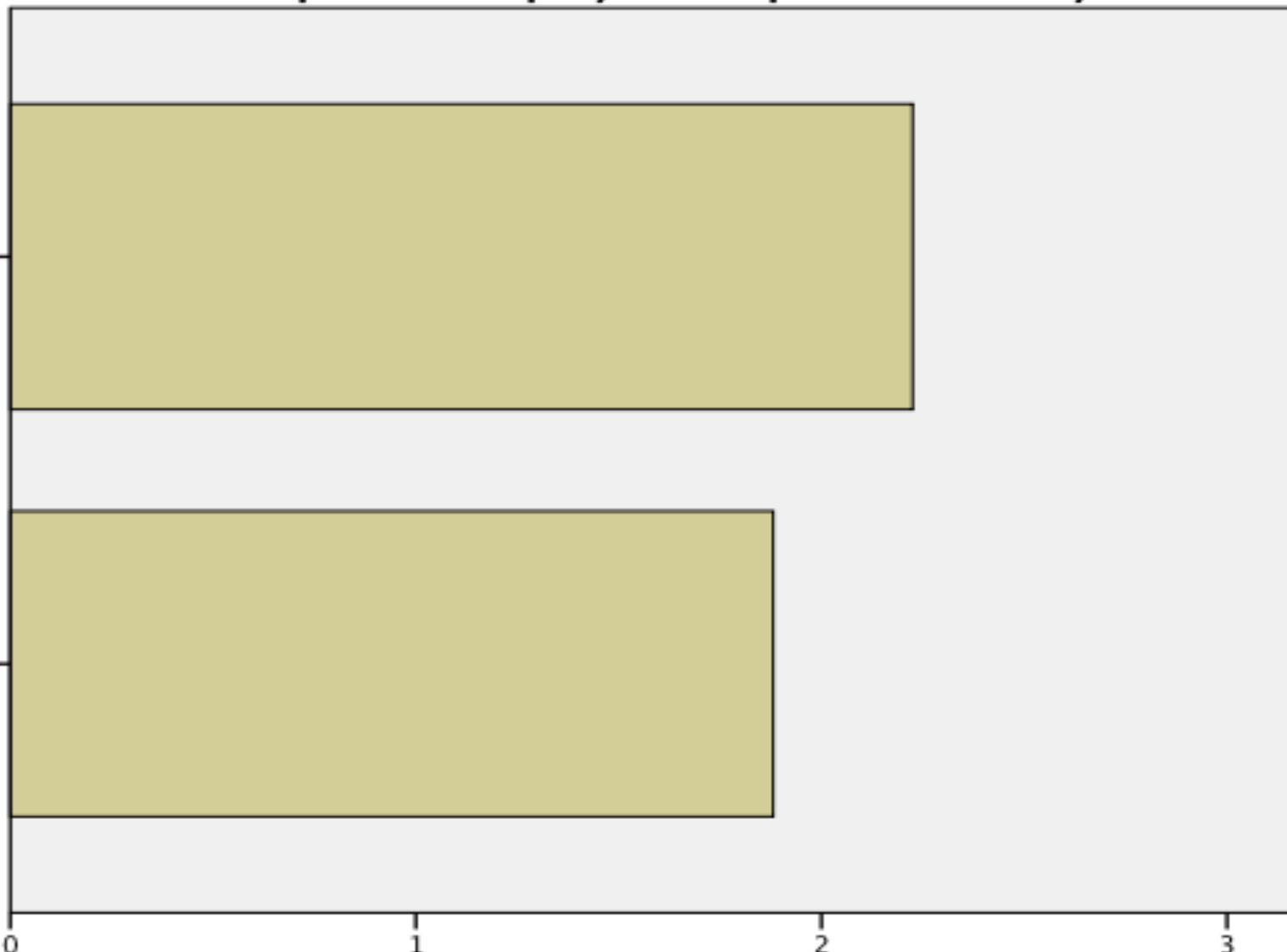
1

2

3

Mean How likely will change come from the Personnel Policies and Procedures Improvement Project

1=Not Likely, 2=Somewhat Likely, 3=Very Likely



# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

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Nonsupervisors

0

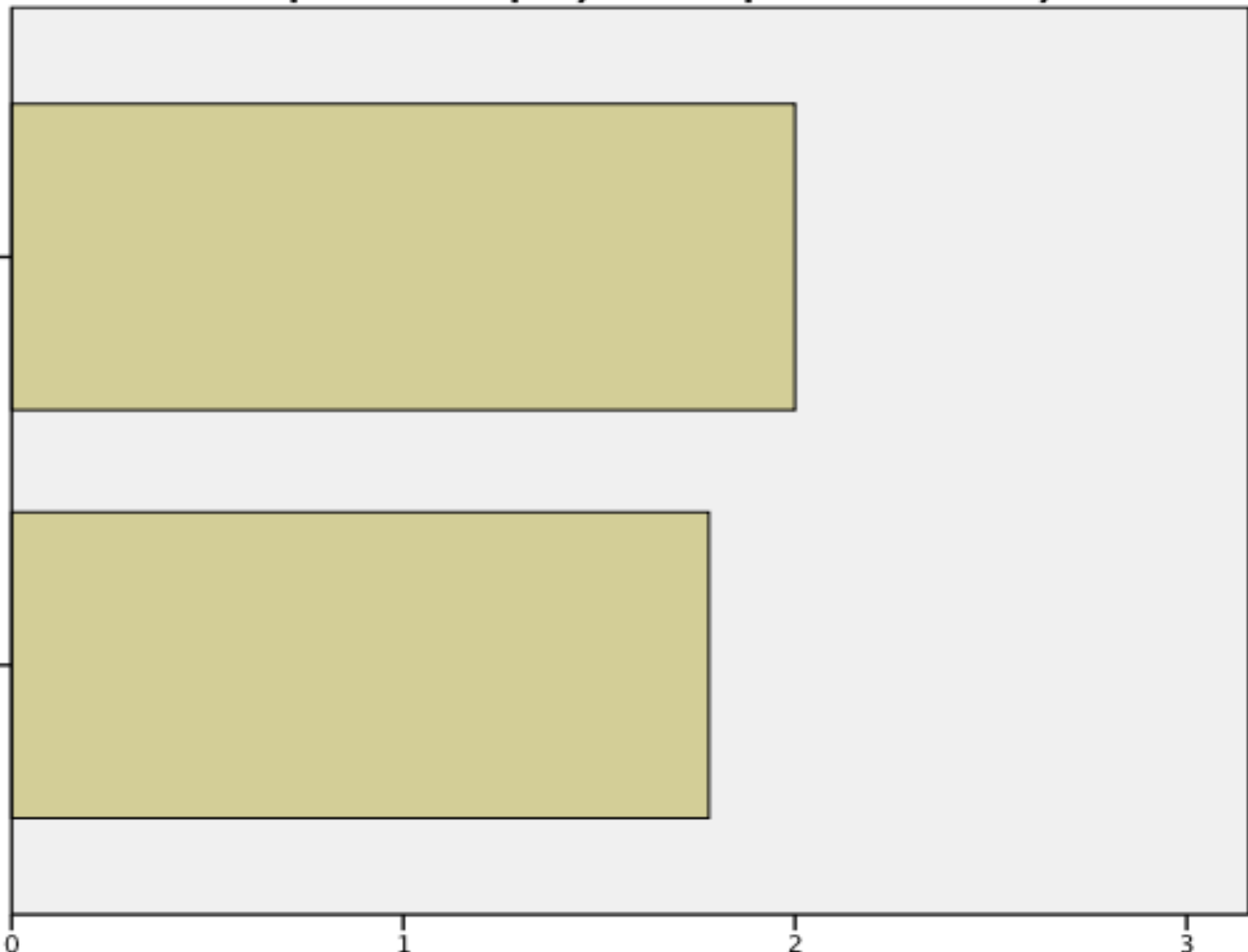
1

2

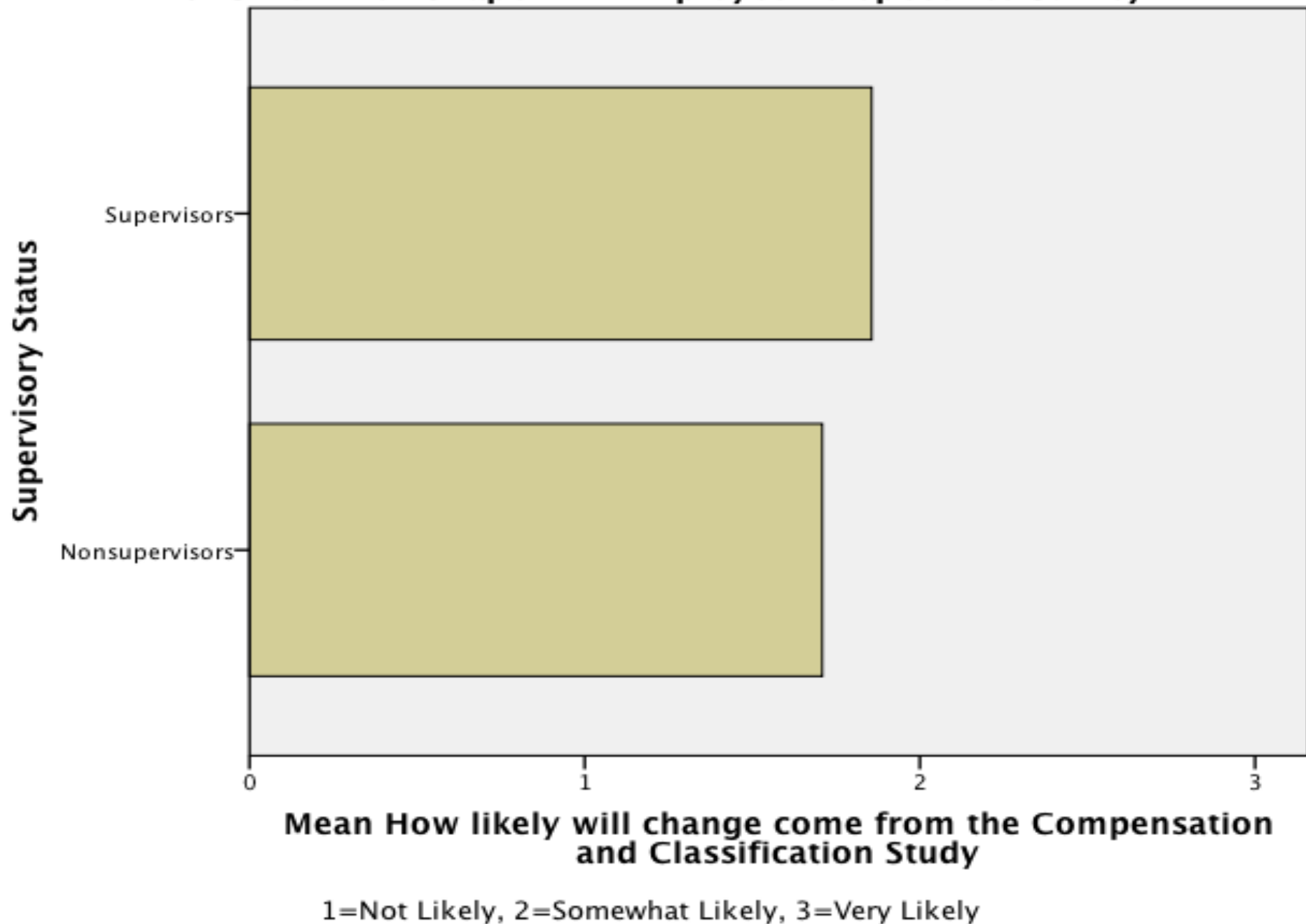
3

Mean How likely will change come from the Ombuds Office

1=Not Likely, 2=Somewhat Likely, 3=Very Likely



# 2013 Town of Chapel Hill Employee Perspectives Survey



# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

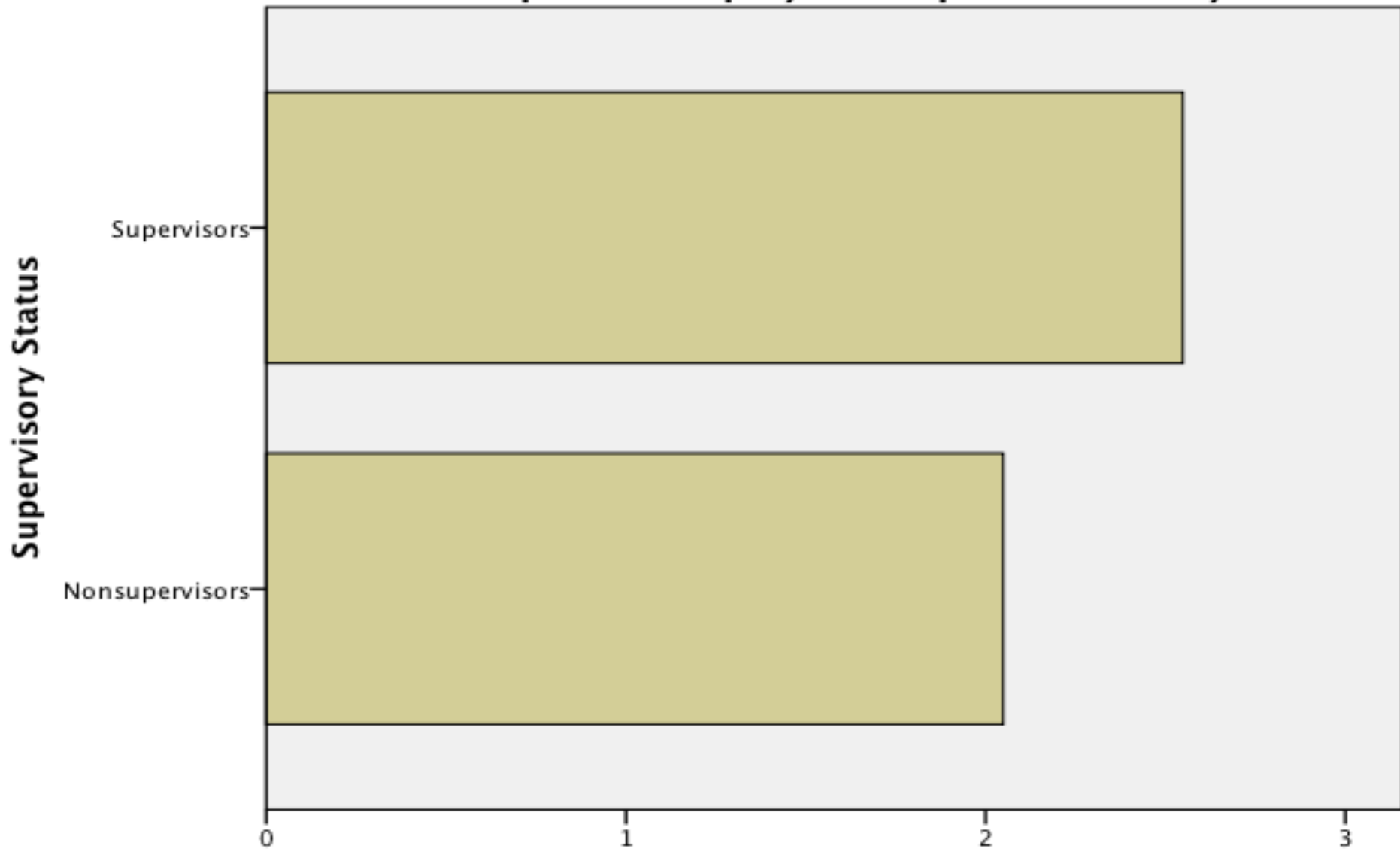
Nonsupervisors



Mean How likely will change come from the Employee Performance Management and Development System

1=Not Likely, 2=Somewhat Likely, 3=Very Likely

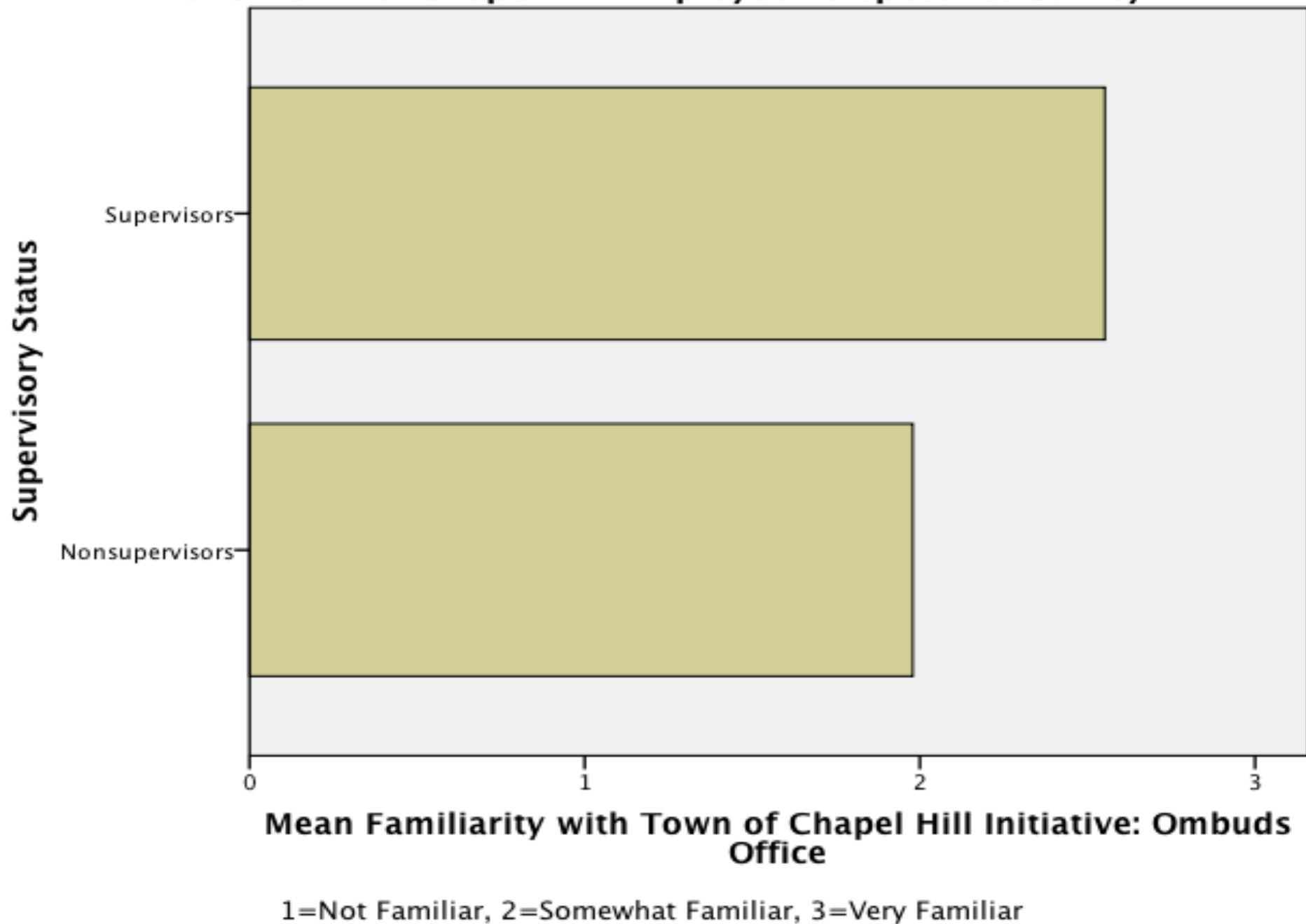
# 2013 Town of Chapel Hill Employee Perspectives Survey



**Mean Familiarity with Town of Chapel Hill Initiative:  
Personnel Policies and Procedures Improvement Project**

1=Not Familiar, 2=Somewhat Familiar, 3=Very Familiar

# 2013 Town of Chapel Hill Employee Perspectives Survey

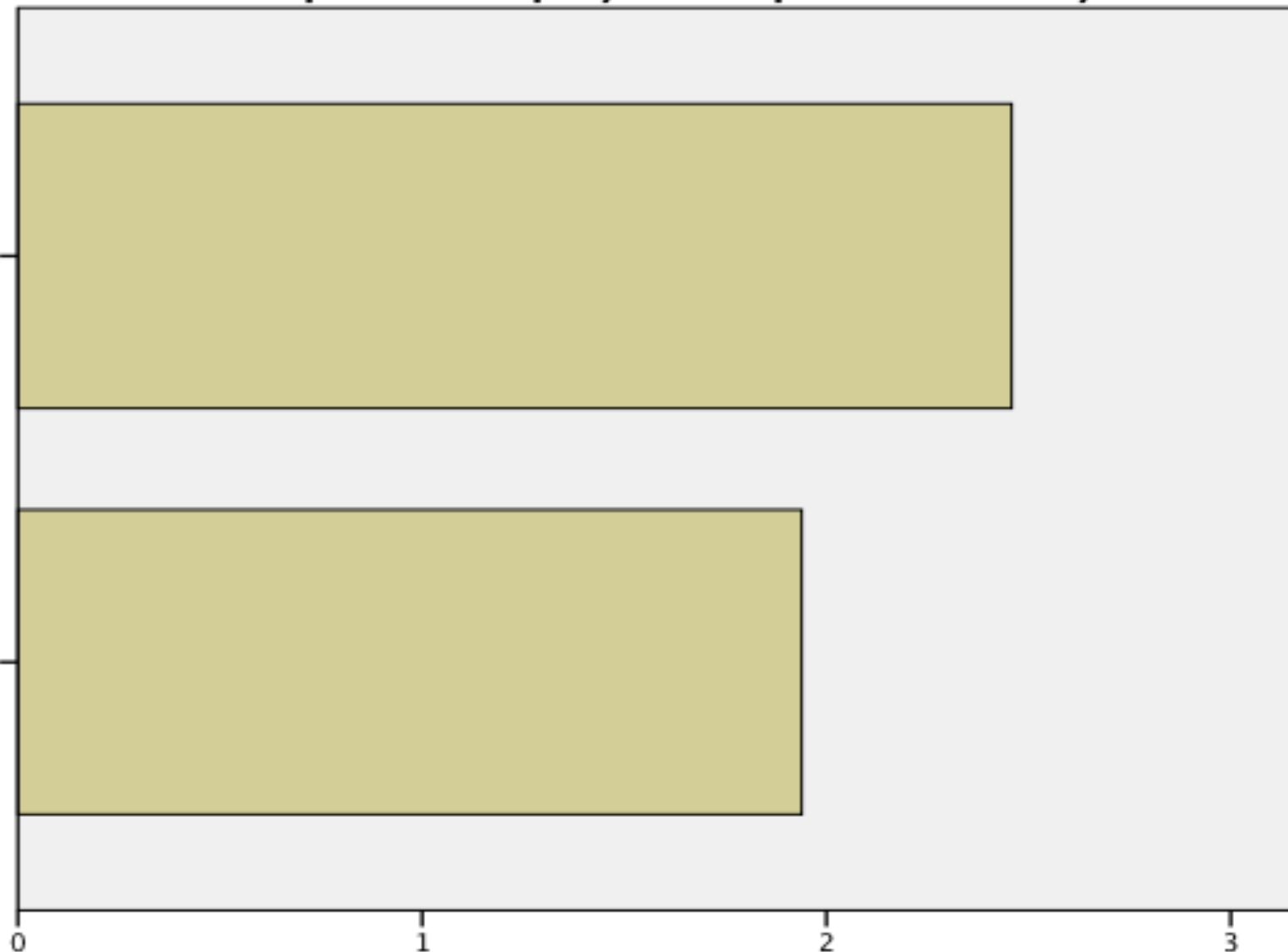


# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors



Mean Familiarity with Town of Chapel Hill Initiative:  
Compensation and Classification Study

1=Not Familiar, 2=Somewhat Familiar, 3=Very Familiar

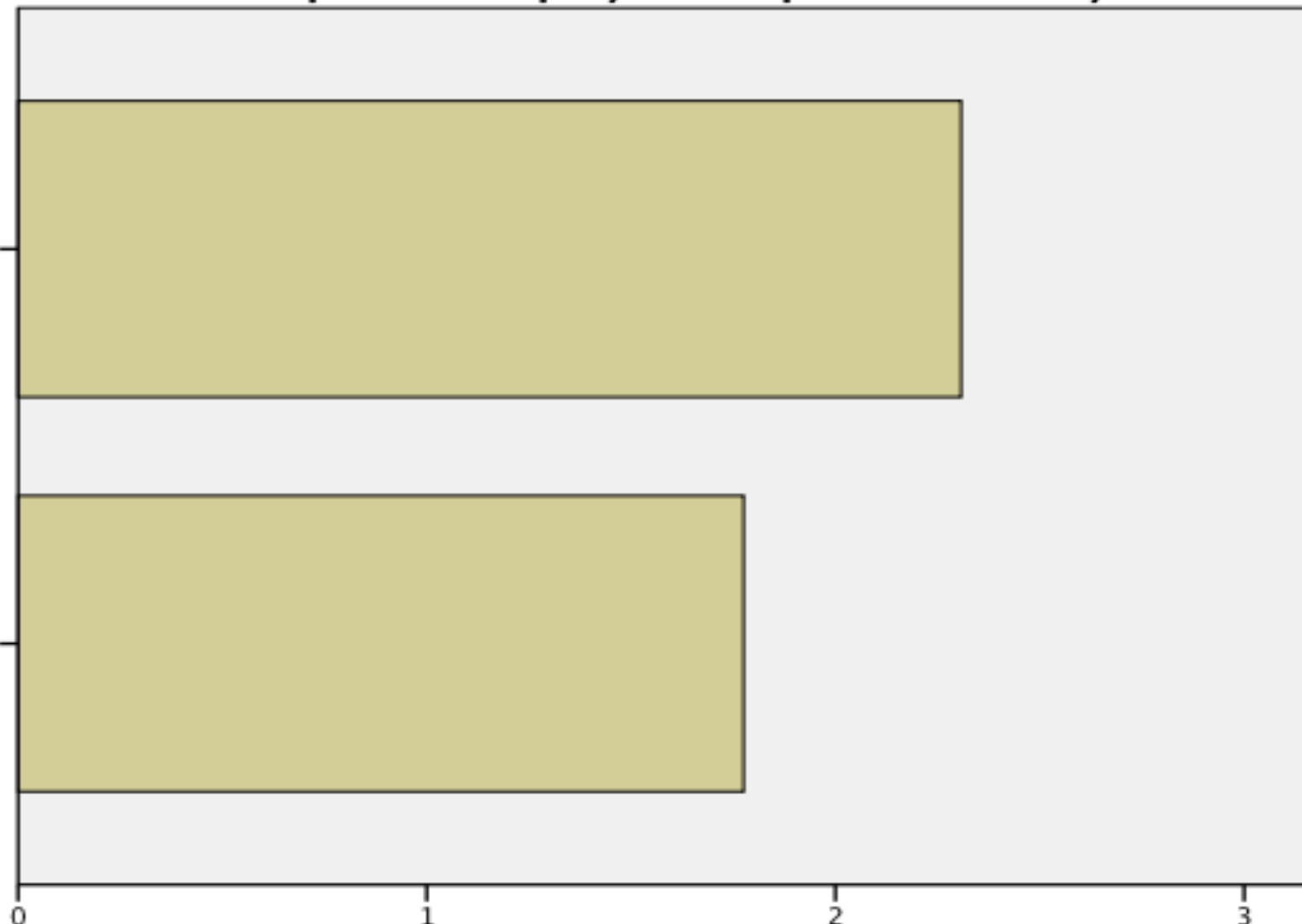


# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors



**Mean Familiarity with Town of Chapel Hill Initiative:  
Employee Performance Management and Development  
System**

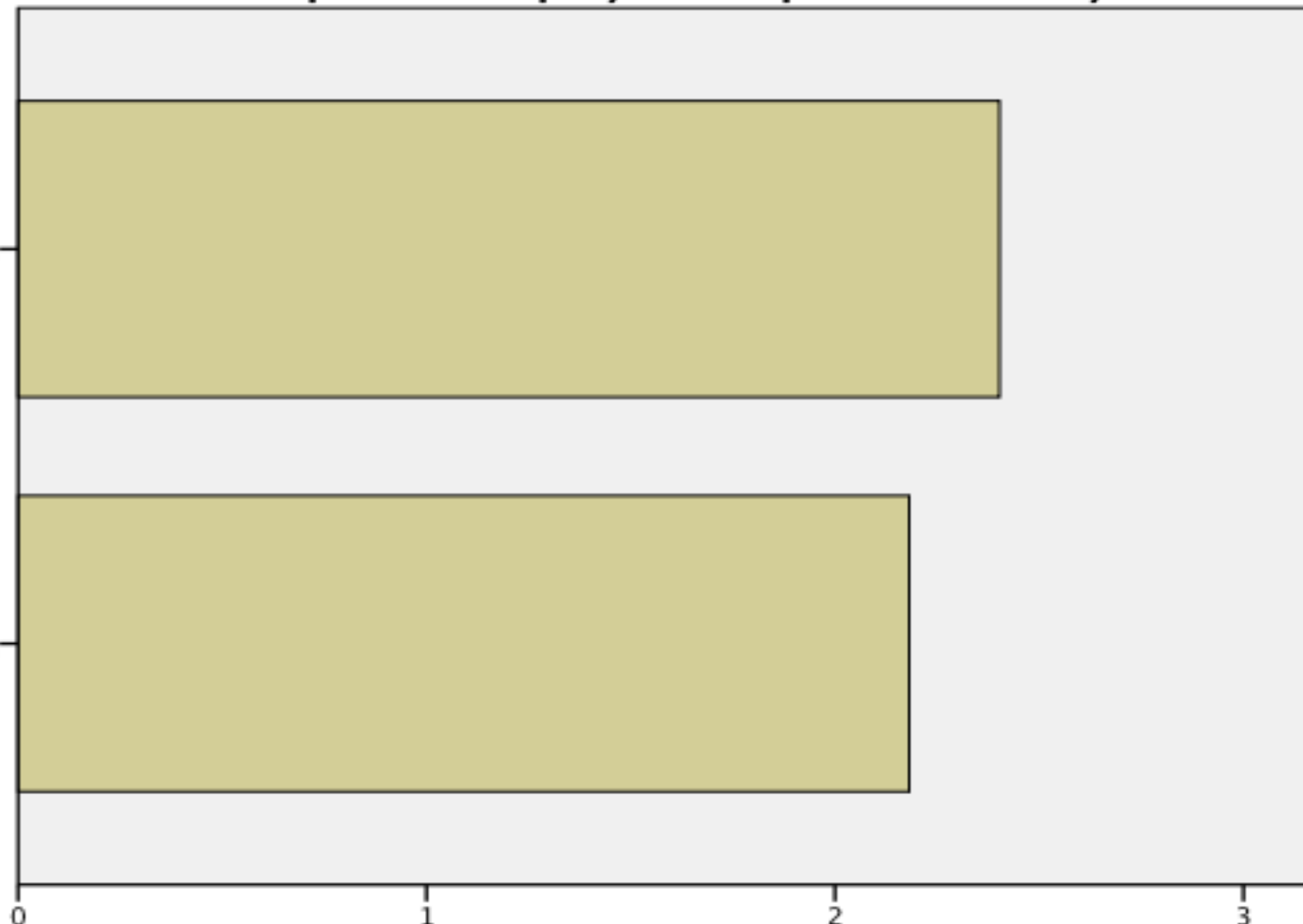
1=Not Familiar, 2=Somewhat Familiar, 3=Very Familiar

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

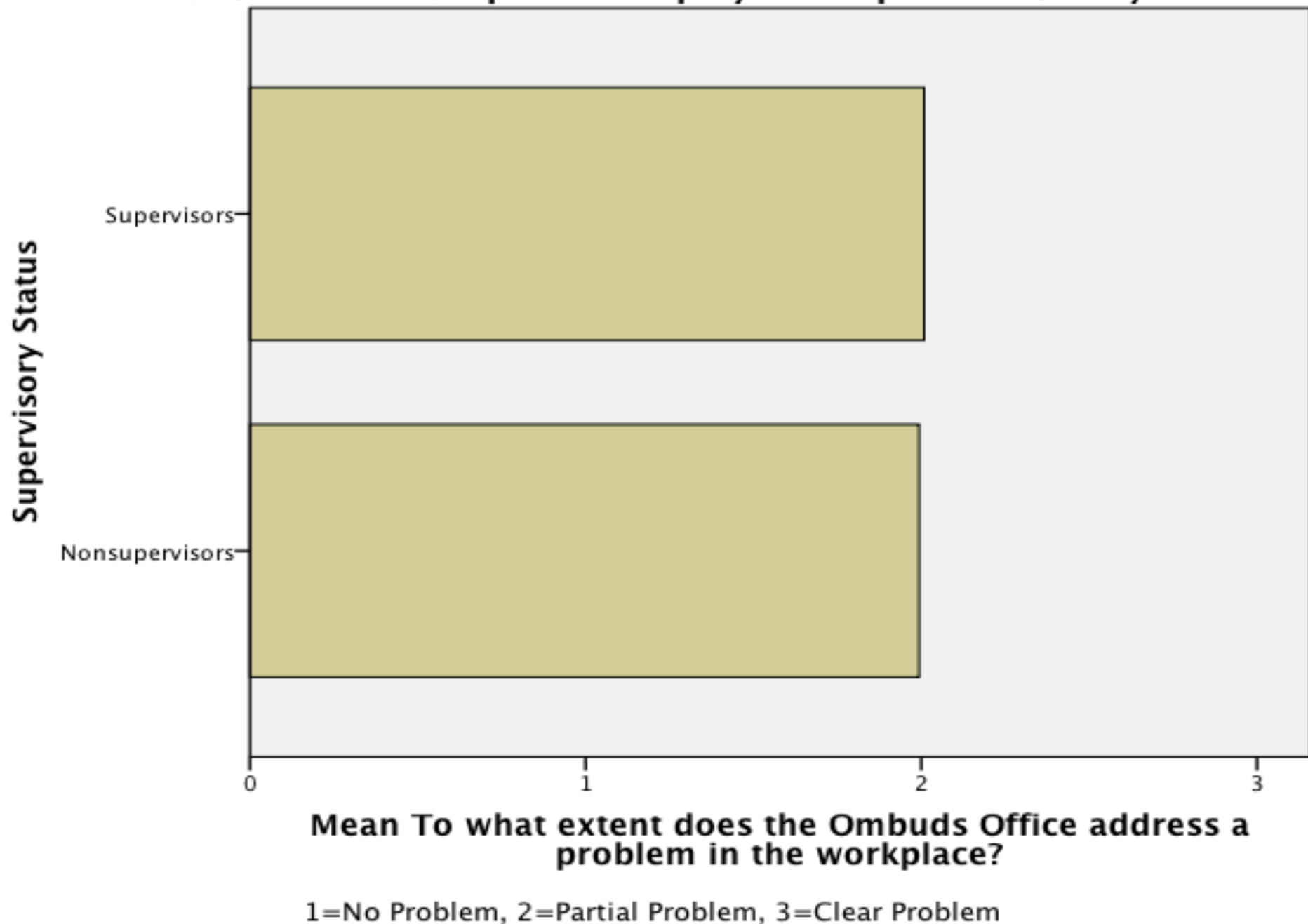
Nonsupervisors



**Mean To what extent does the Personnel Policies and Procedures Improvement Project address a problem in the workplace?**

1=No Problem, 2=Partial Problem, 3=Clear Problem

# 2013 Town of Chapel Hill Employee Perspectives Survey

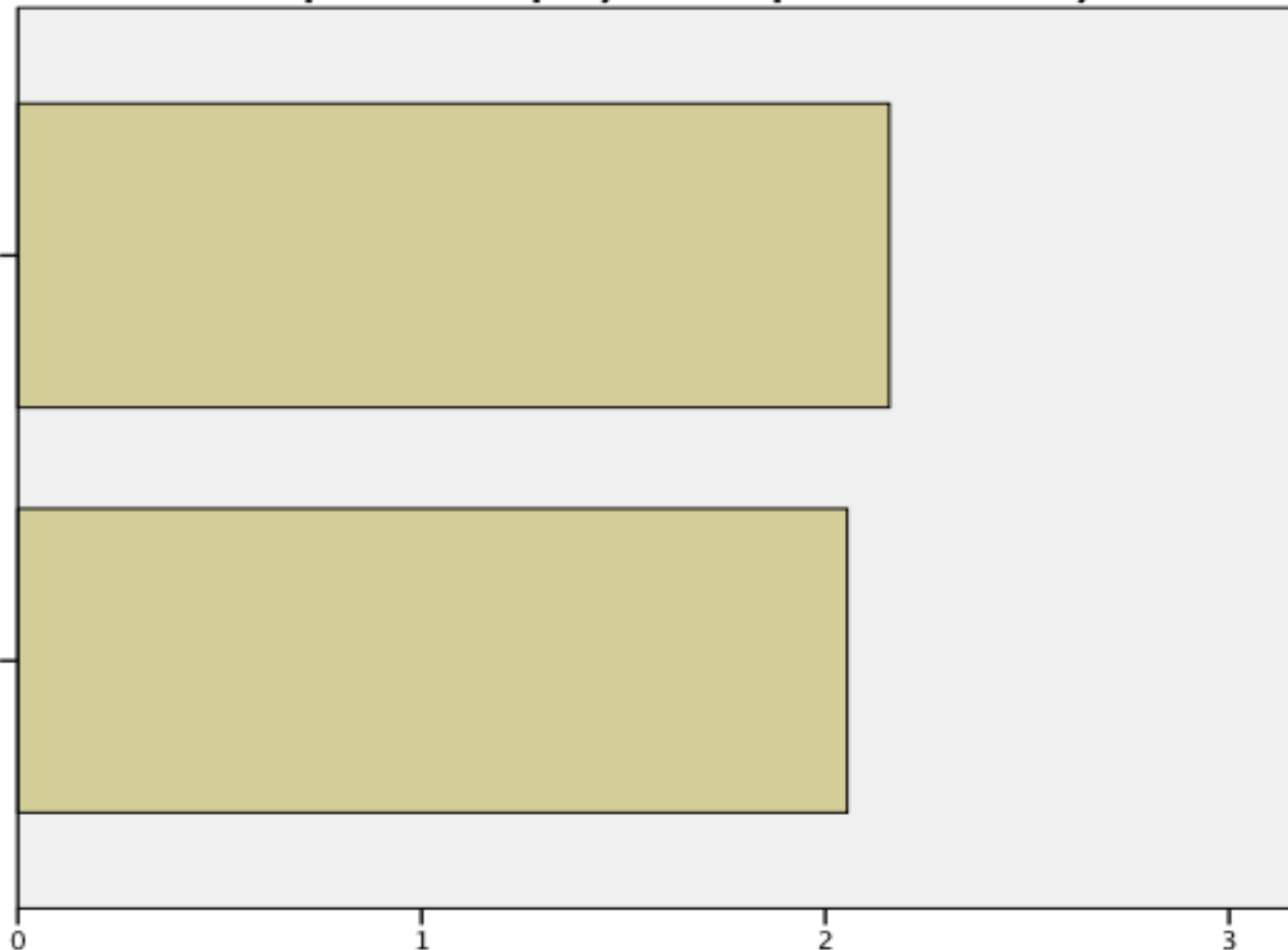


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Supervisory Status

Supervisors

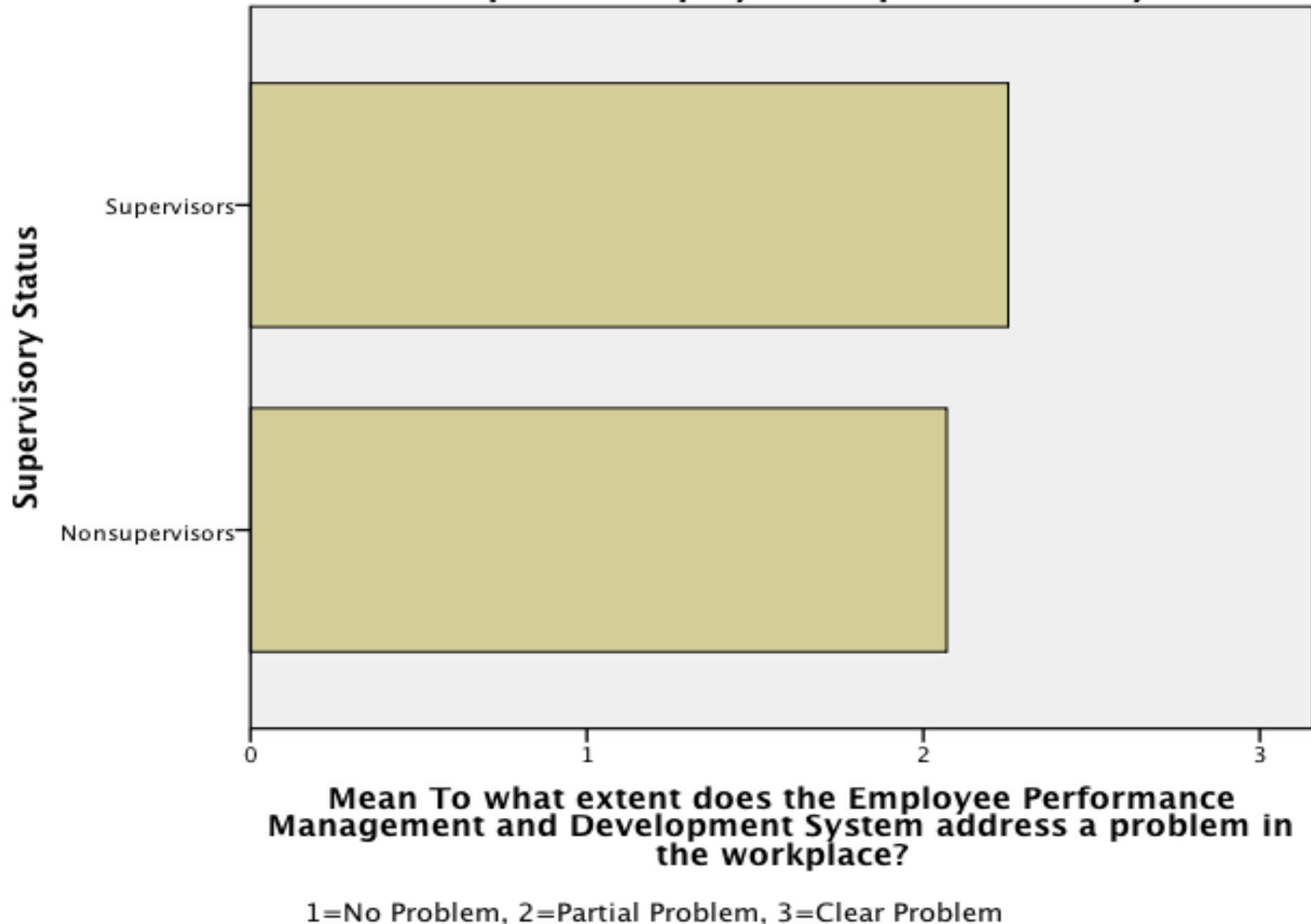
Nonsupervisors



Mean To what extent does the Compensation and Classification Study address a problem in the workplace?

1=No Problem, 2=Partial Problem, 3=Clear Problem

## 2013 Town of Chapel Hill Employee Perspectives Survey



# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors

0

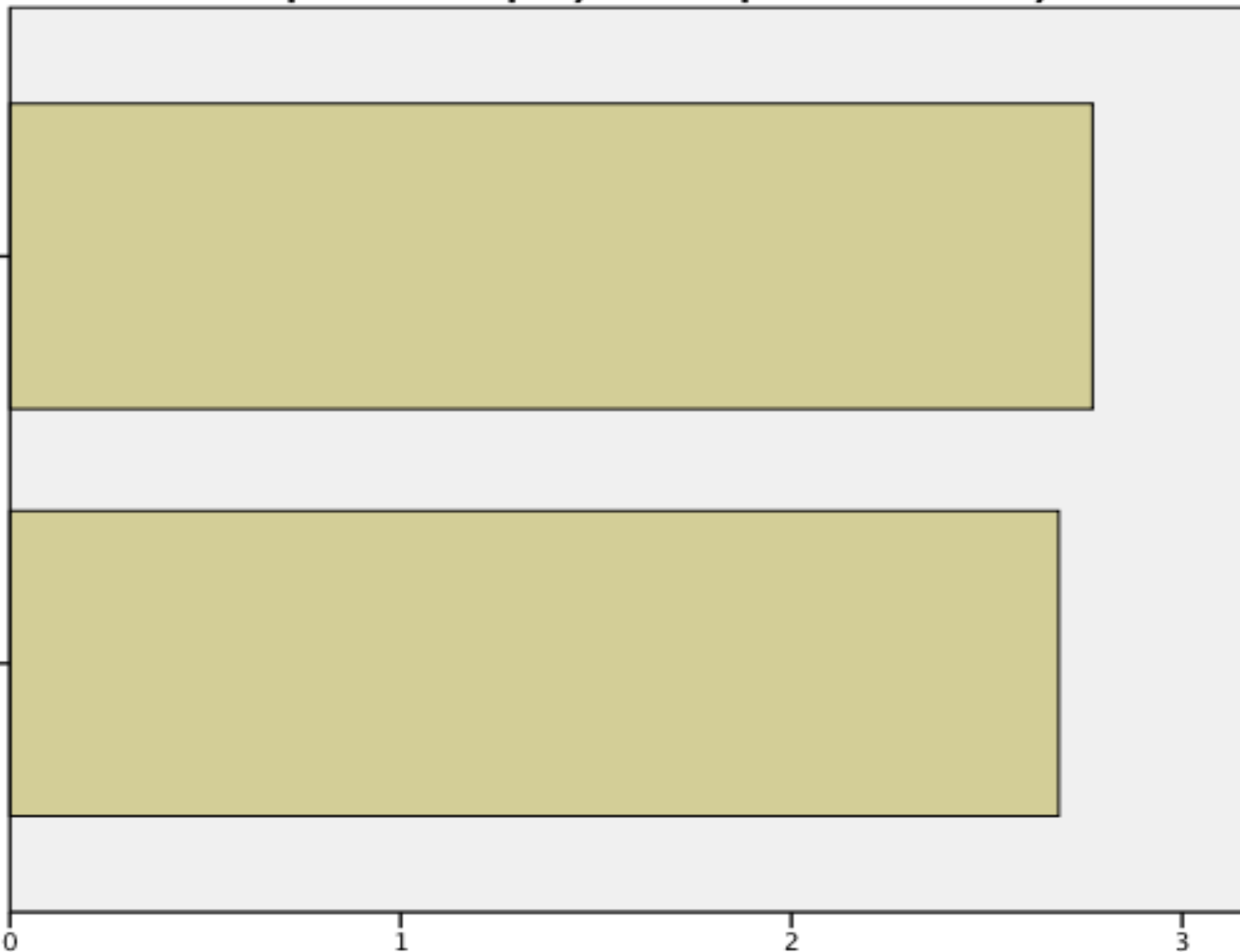
1

2

3

Mean How clear to you is the Town value of responsibility?

1=Unclear, 2=Somewhat Clear, 3=Very Clear

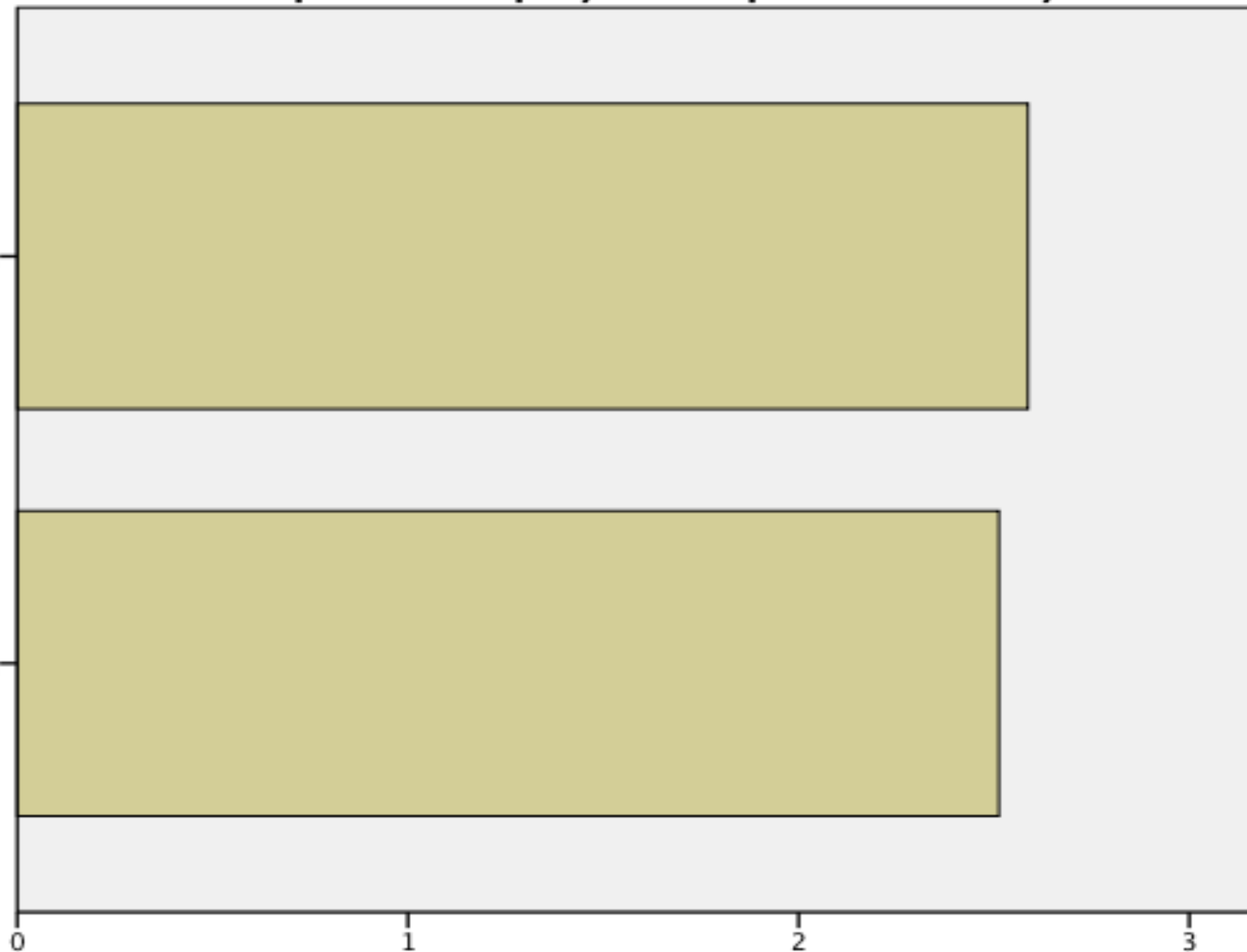


# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

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Mean How clear to you is the Town value of equity?

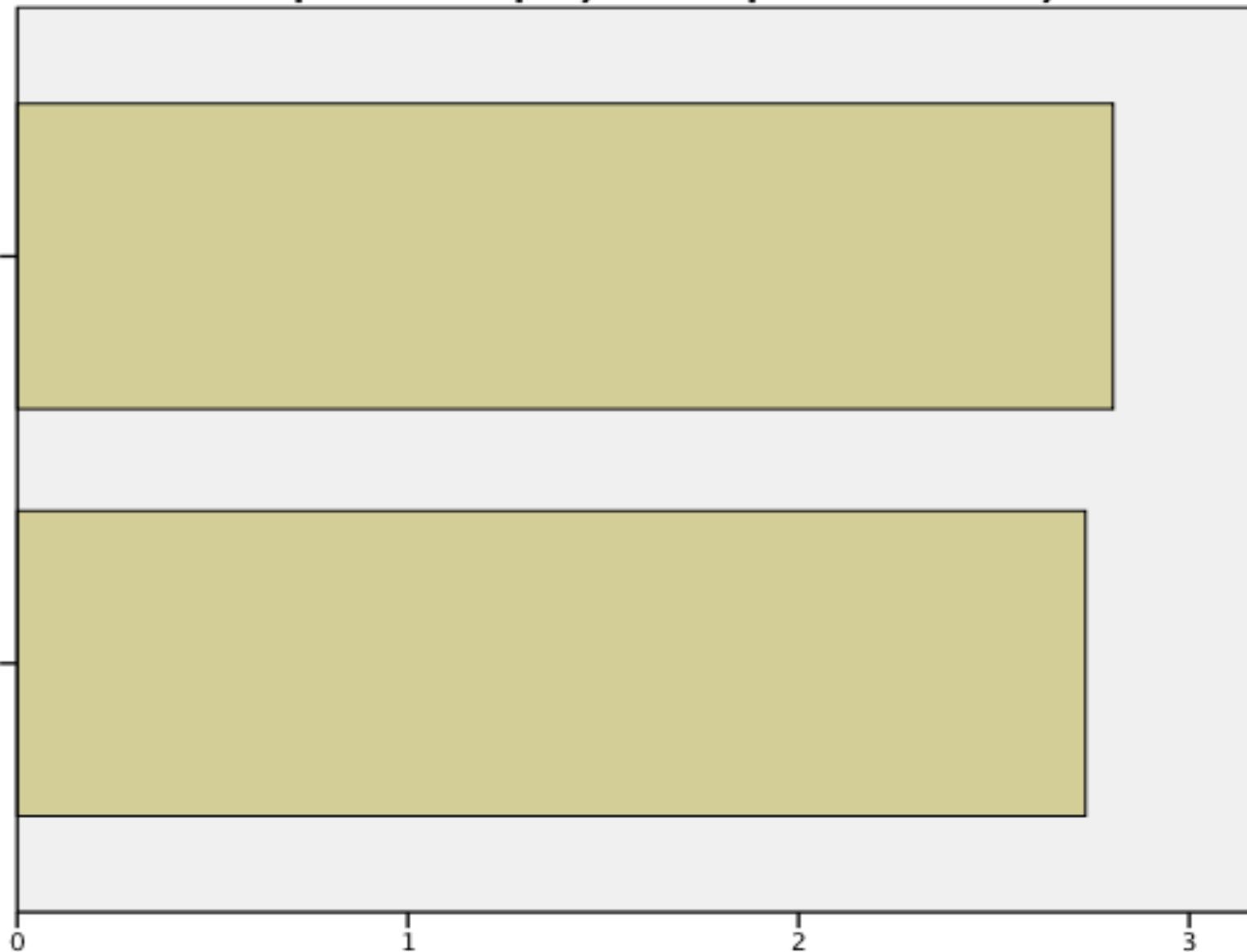
1=Unclear, 2=Somewhat Clear, 3=Very Clear

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors

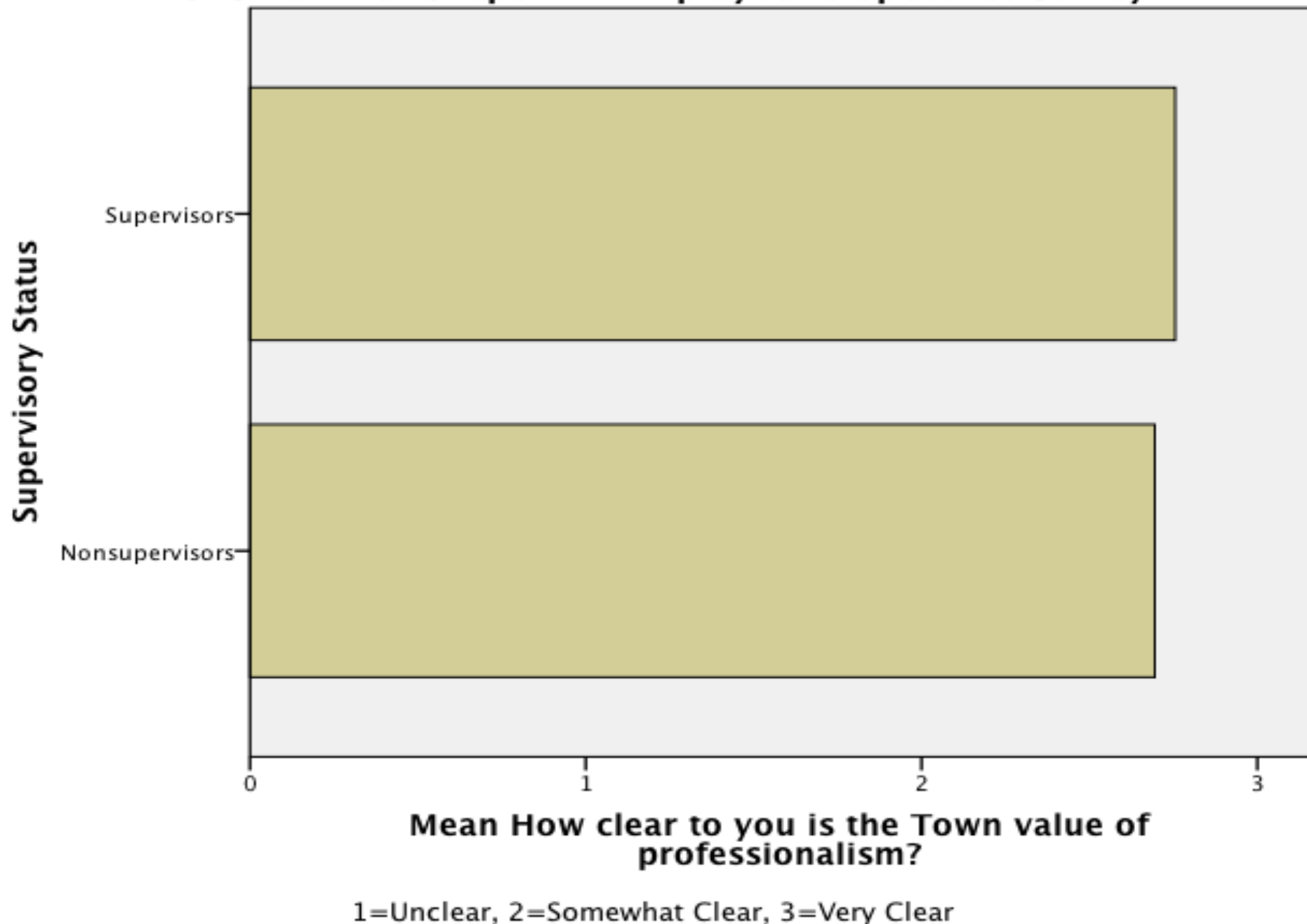


Mean How clear to you is the Town value of safety?

1=Unclear, 2=Somewhat Clear, 3=Very Clear



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Supervisory Status

Supervisors

Nonsupervisors

0

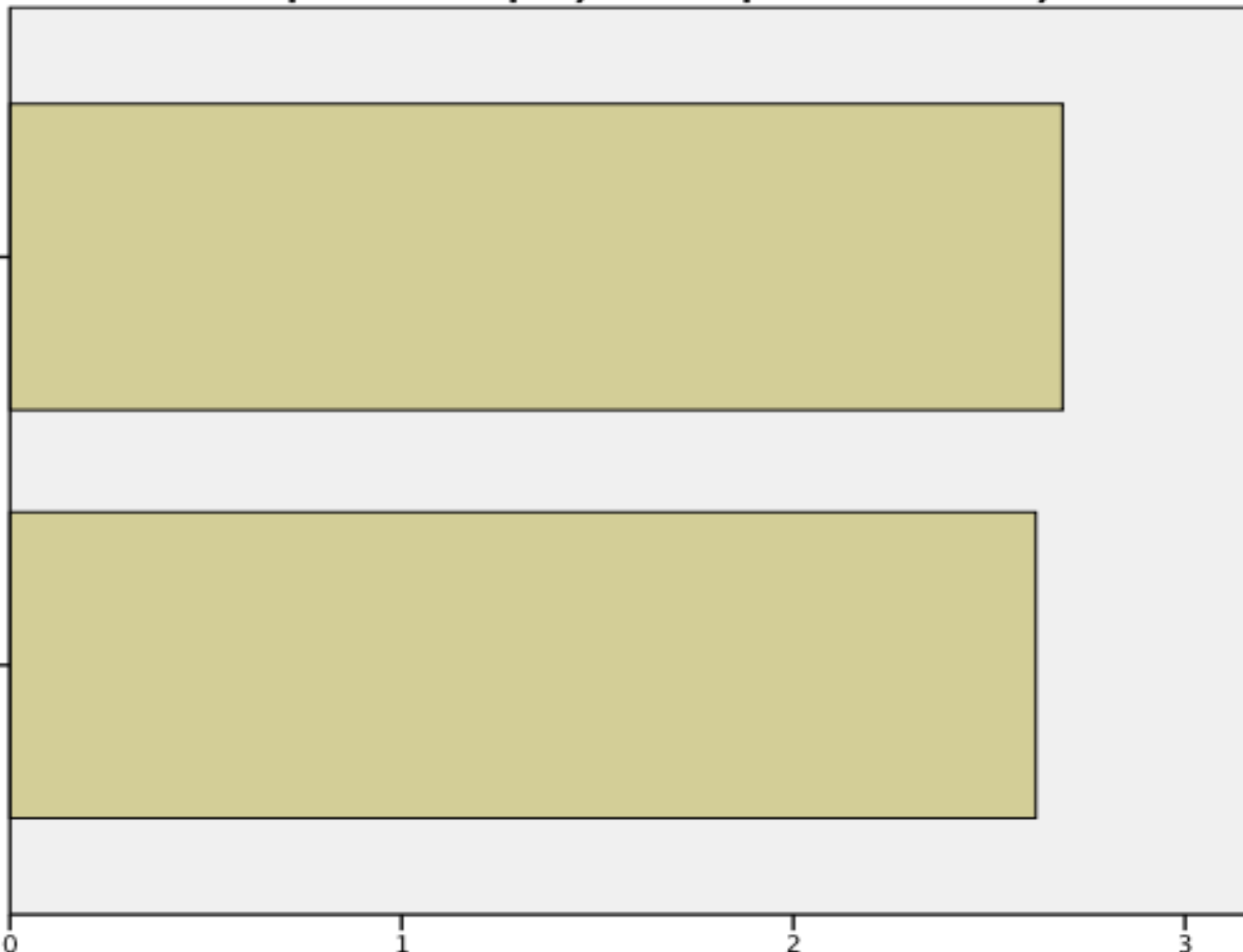
1

2

3

Mean How clear to you is the Town value of ethics?

1=Unclear, 2=Somewhat Clear, 3=Very Clear



# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors

0

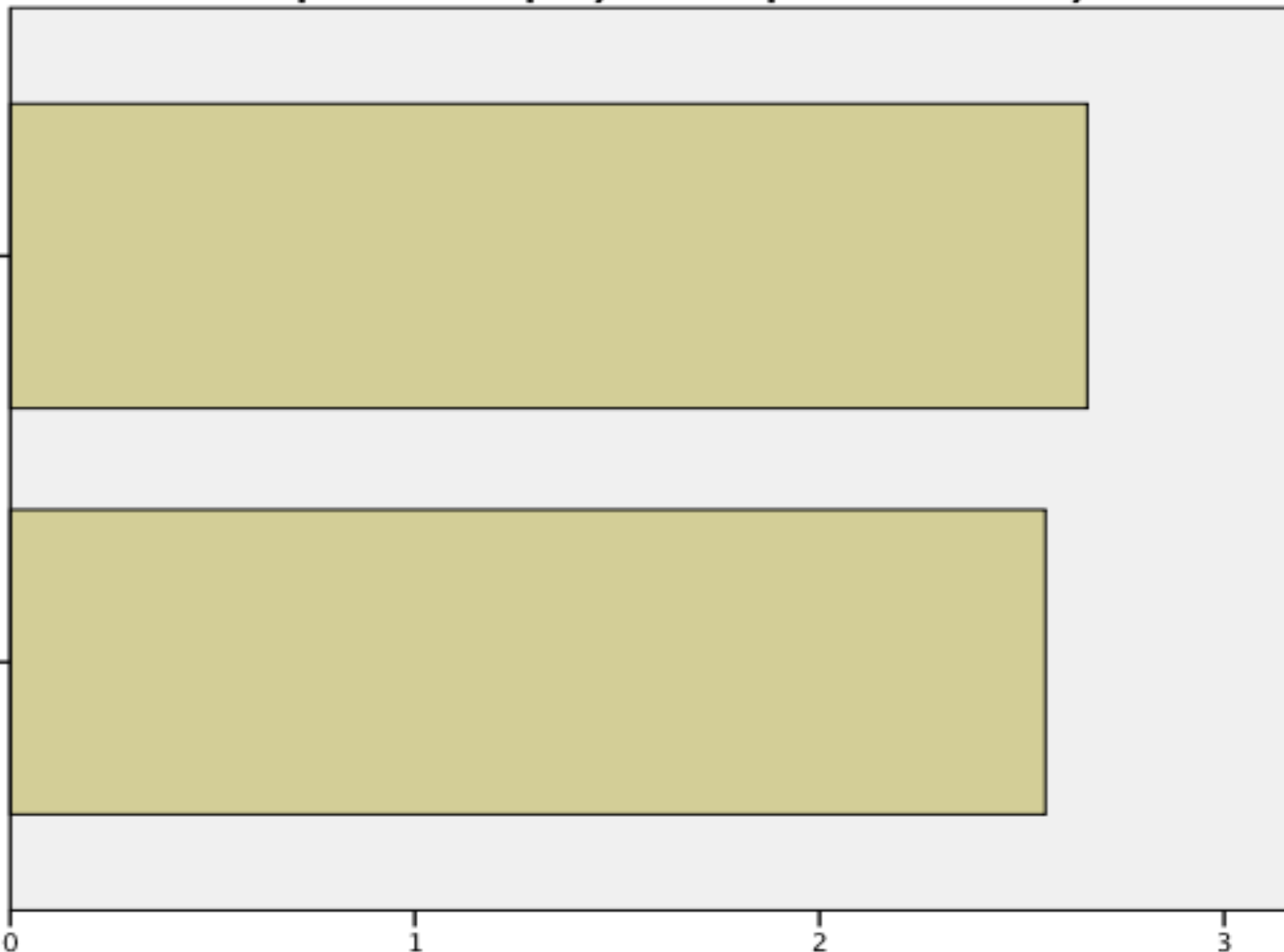
1

2

3

Mean How clear to you is the Town value of communications?

1=Unclear, 2=Somewhat Clear, 3=Very Clear



# 2013 Town of Chapel Hill Employee Perspectives Survey

**Supervisory Status**

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0

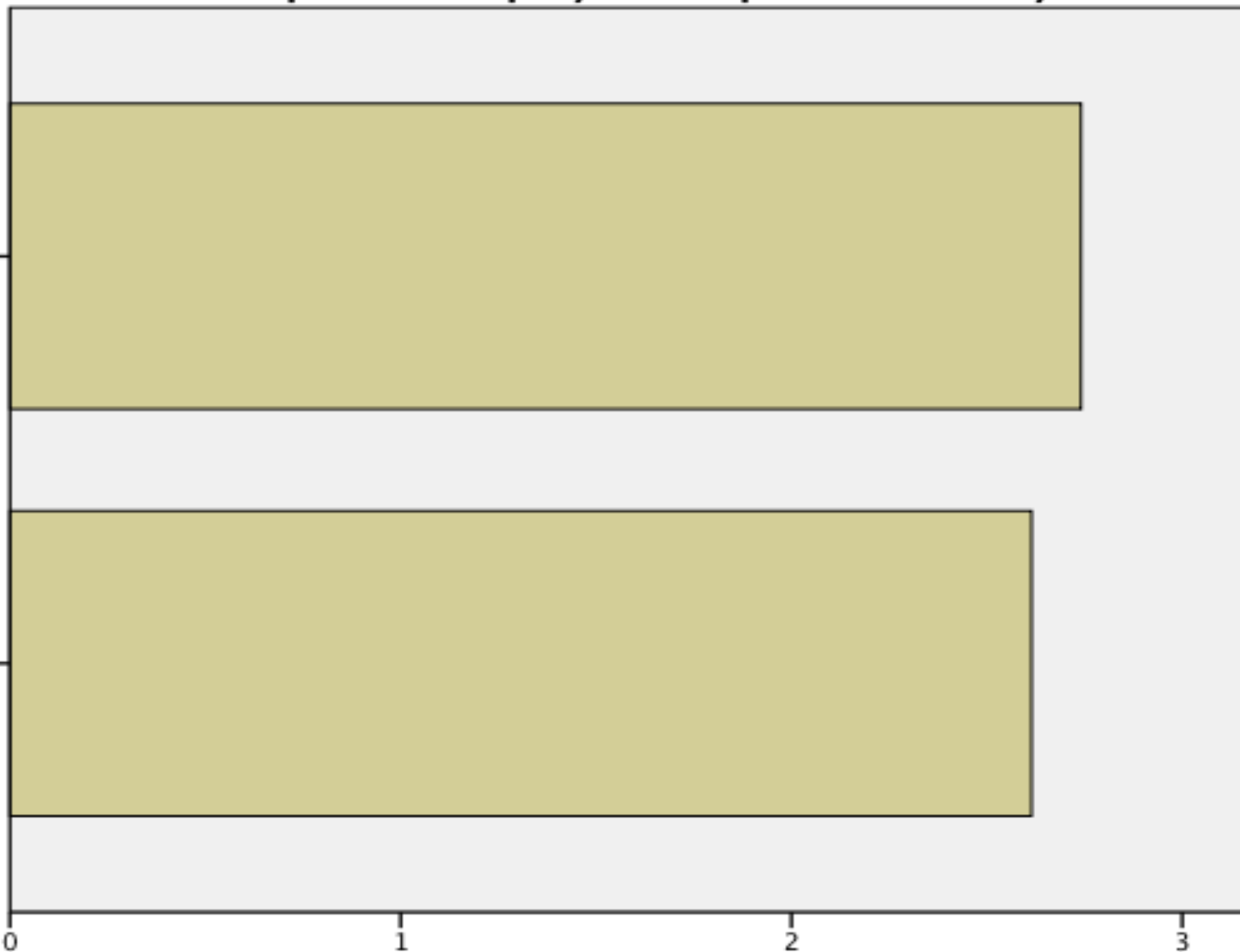
1

2

3

**Mean How clear to you is the Town value of teamwork?**

1=Unclear, 2=Somewhat Clear, 3=Very Clear

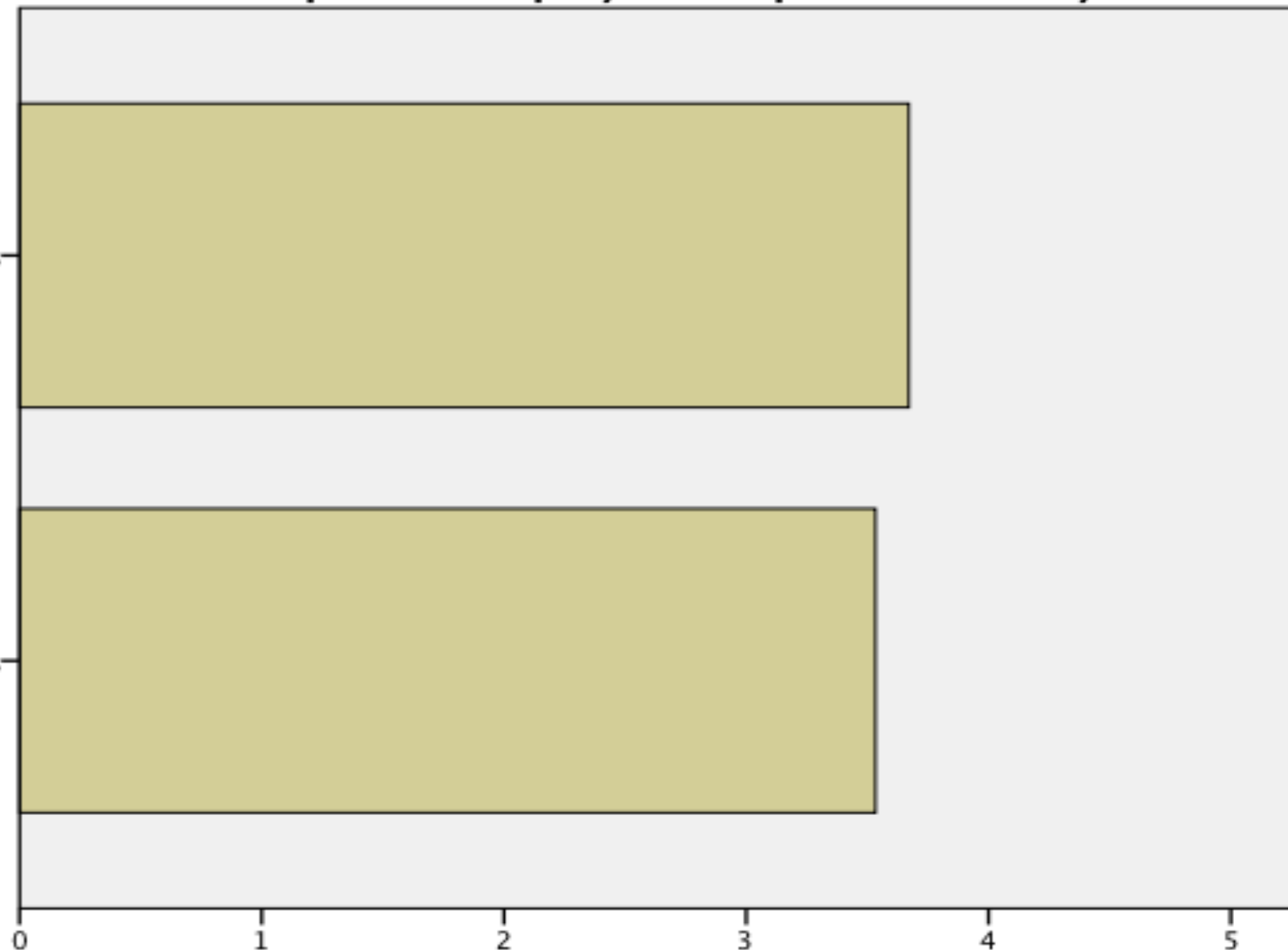


# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors



Mean How often in your workplace do you see the Town value of responsibility?

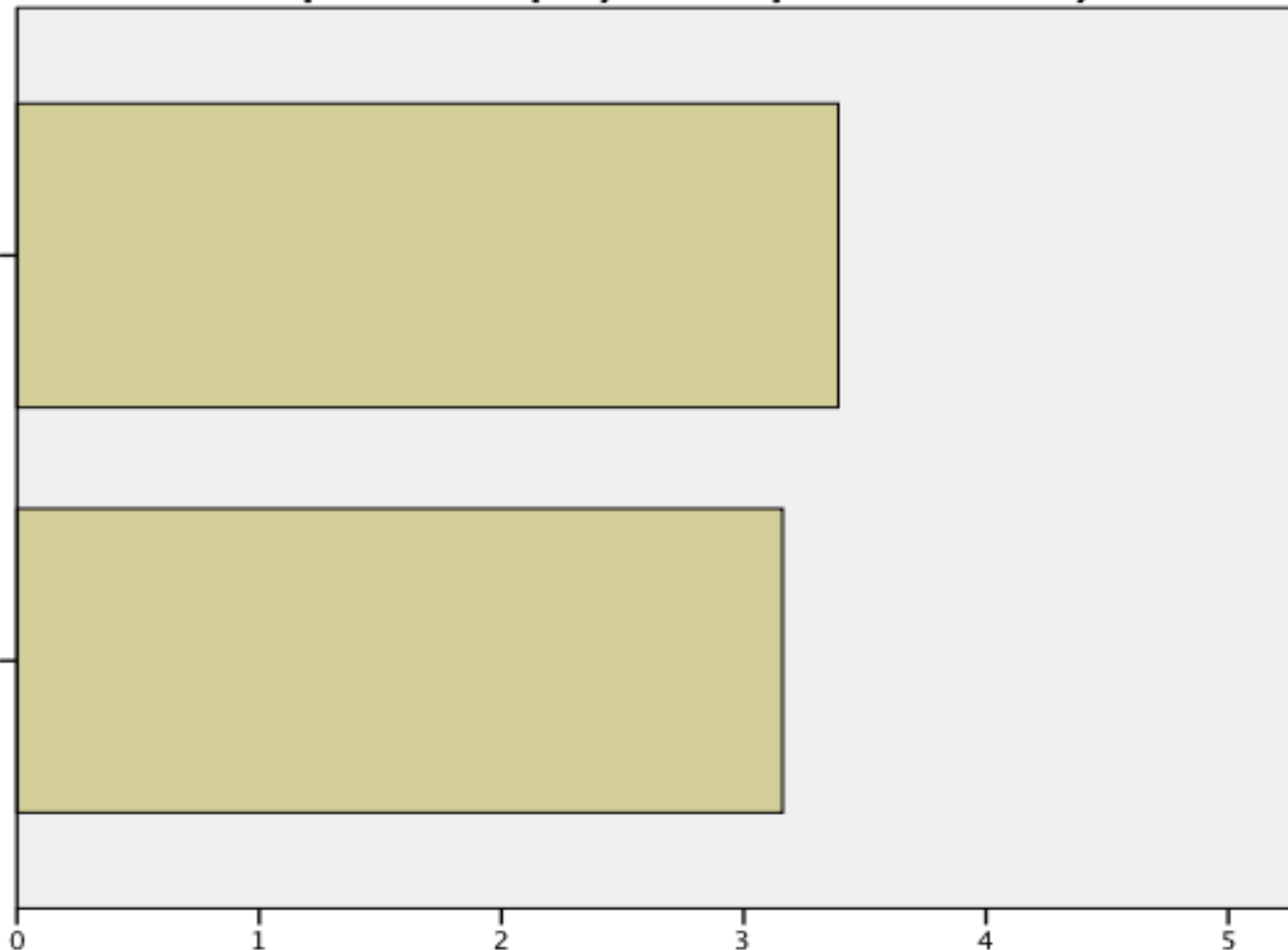
1=Never, 2=Rarely, 3=Sometimes, 4=Often, 5=Always

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors



Mean How often in your workplace do you see the Town value of equity?

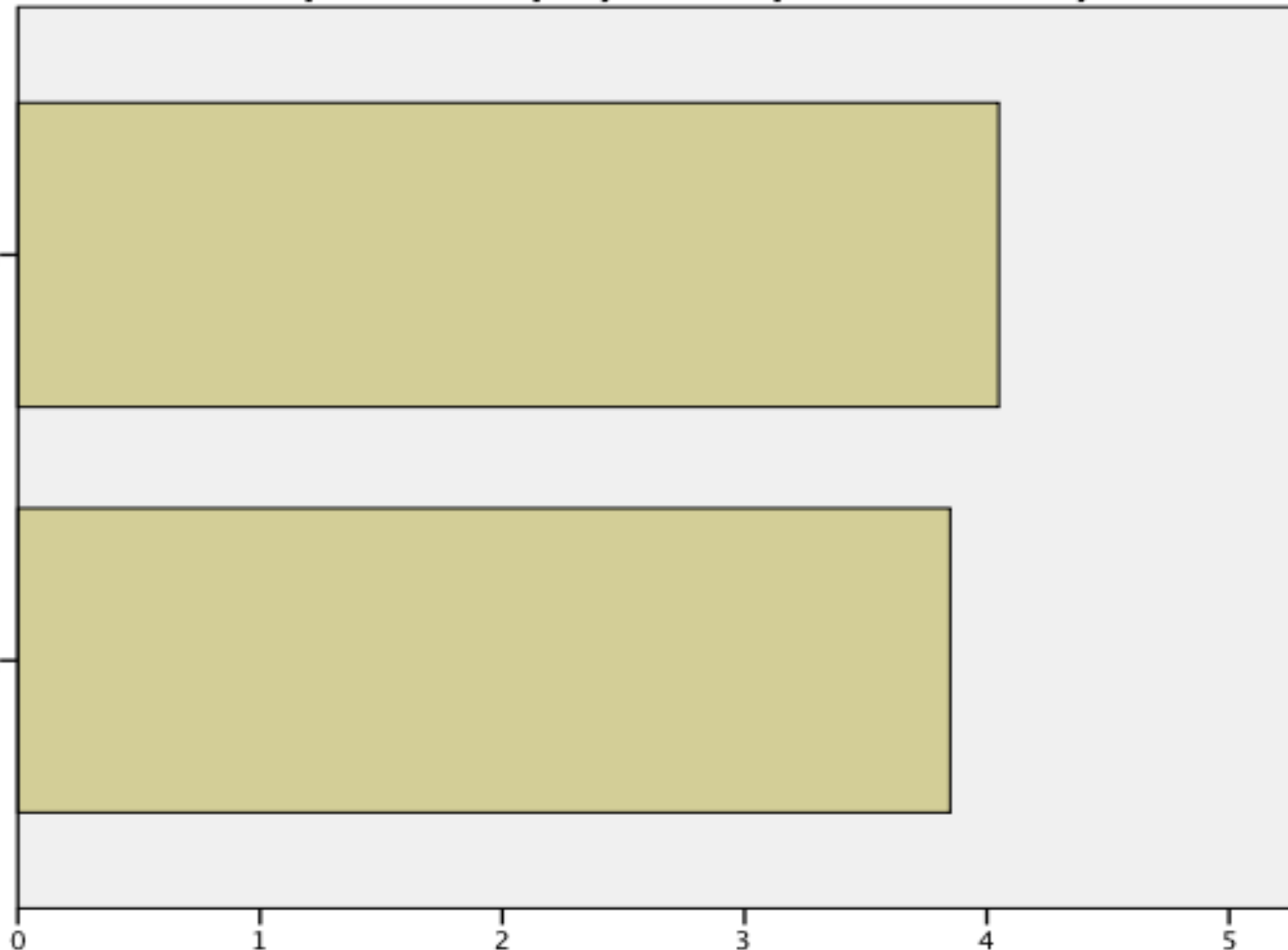
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# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

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Mean How often in your workplace do you see the Town value of safety?

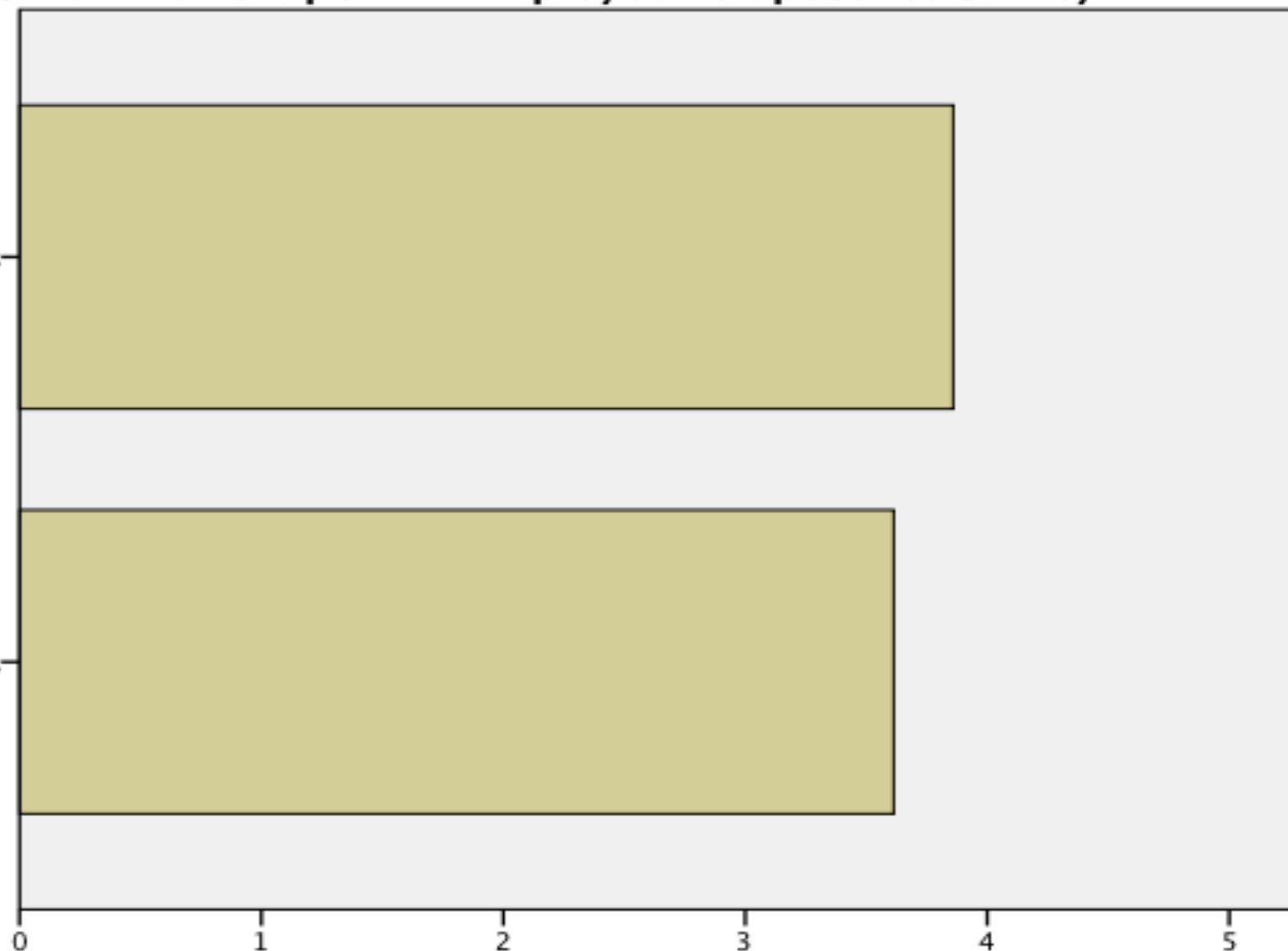
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# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors



Mean How often in your workplace do you see the Town value of professionalism?

1=Never, 2=Rarely, 3=Sometimes, 4=Often, 5=Always

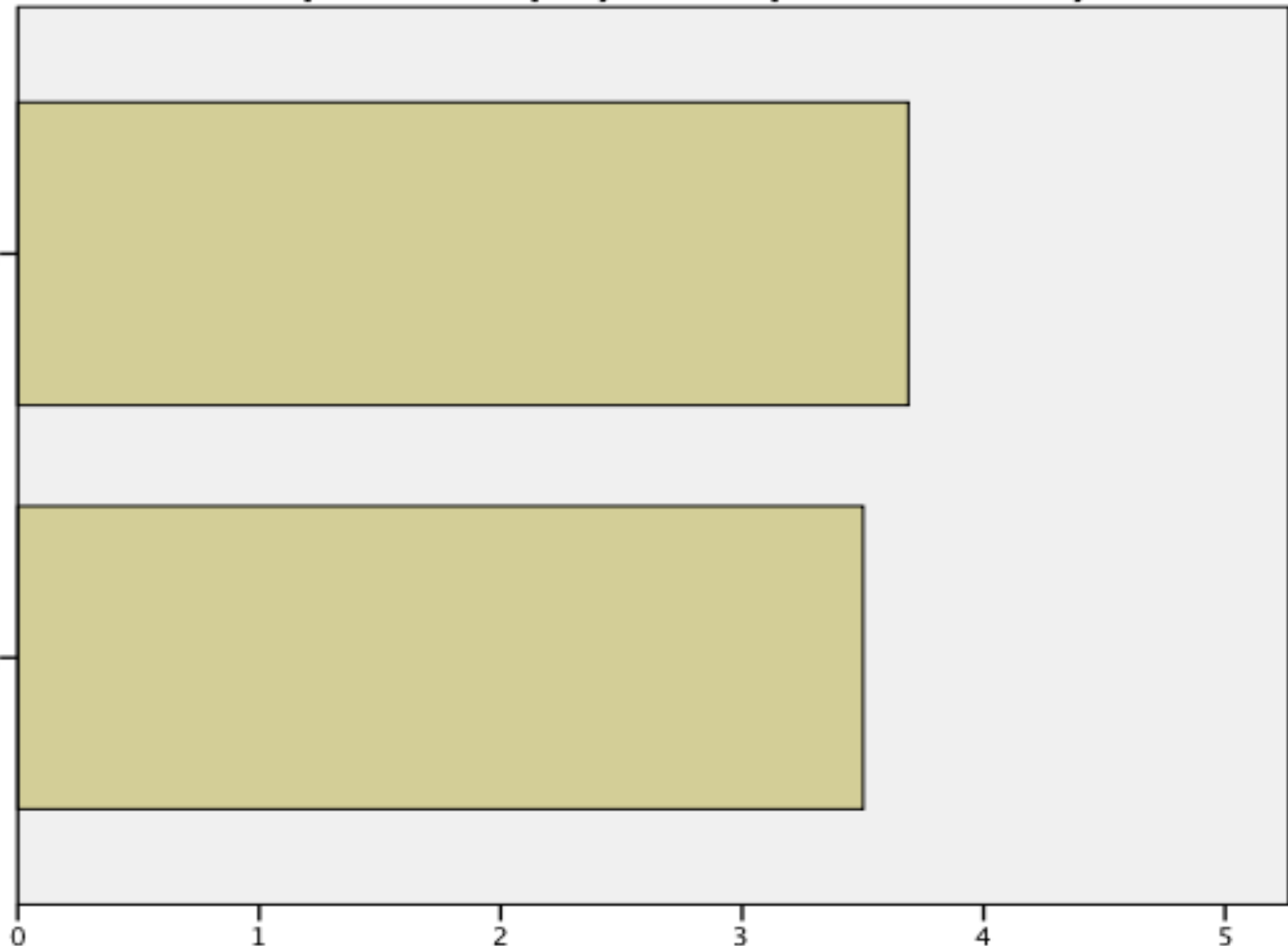


# 2013 Town of Chapel Hill Employee Perspectives Survey

**Supervisory Status**

Supervisors

Nonsupervisors



**Mean How often in your workplace do you see the Town value of ethics?**

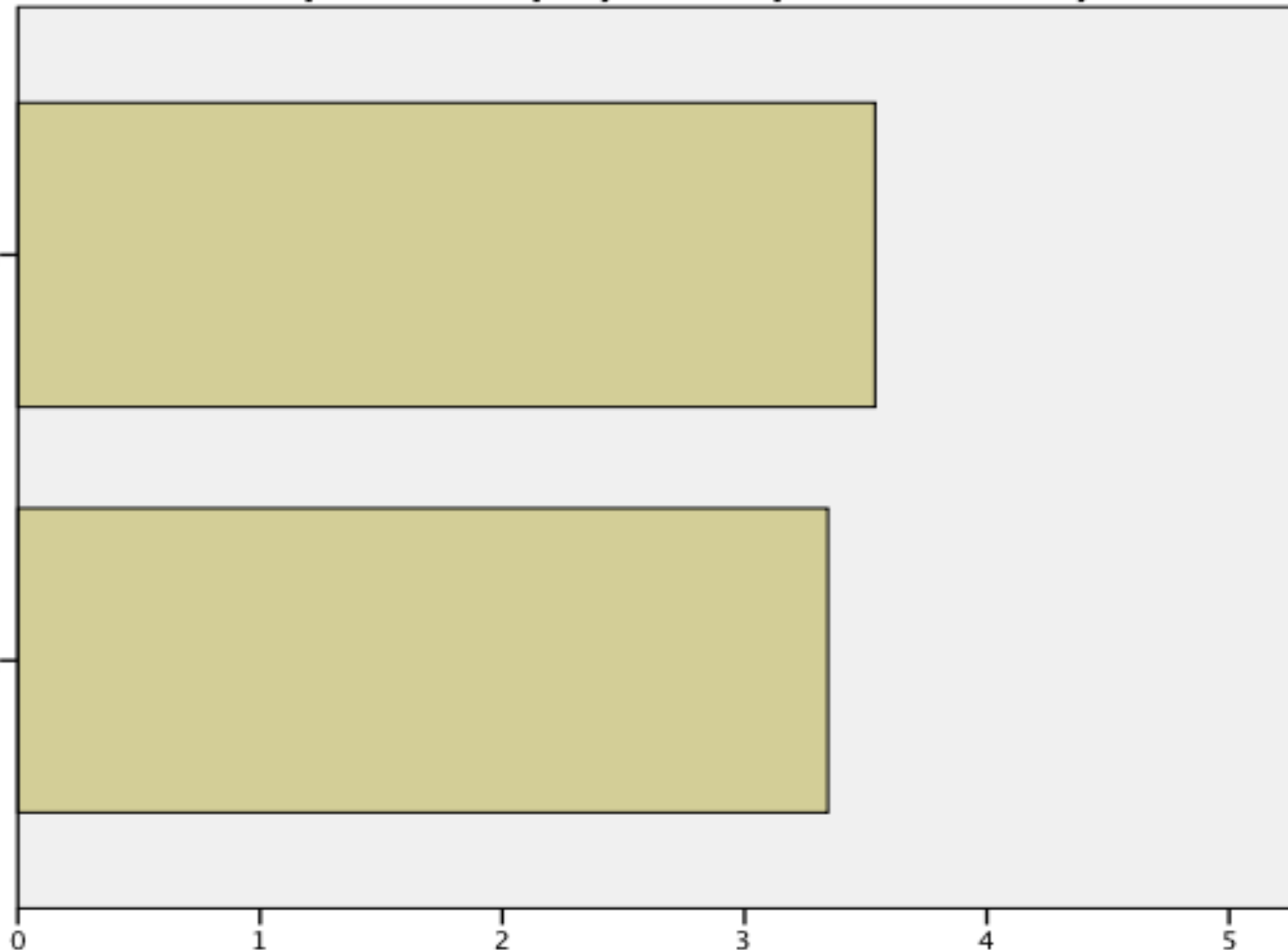
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# 2013 Town of Chapel Hill Employee Perspectives Survey

**Supervisory Status**

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**Mean How often in your workplace do you see the Town value of communications?**

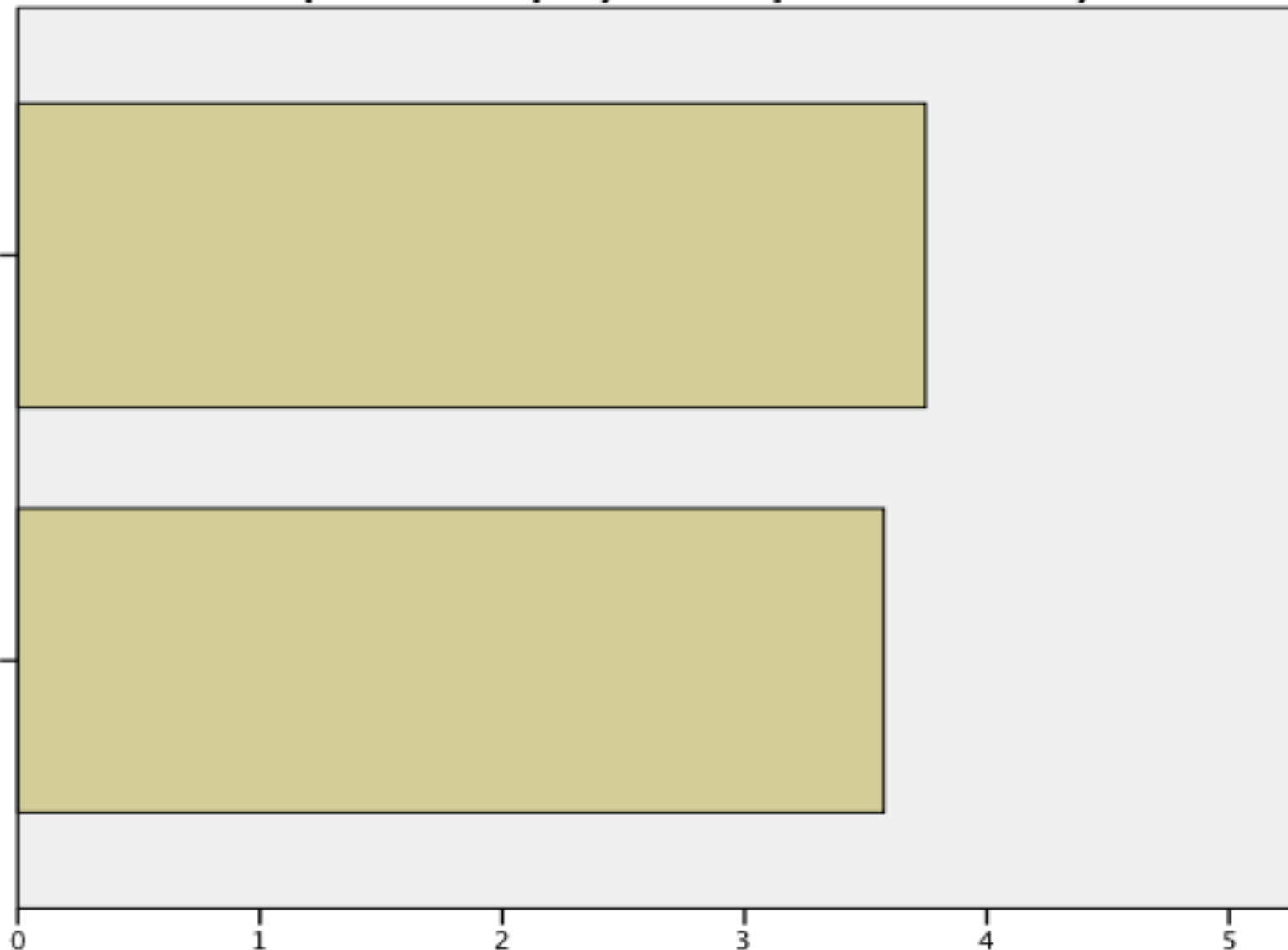
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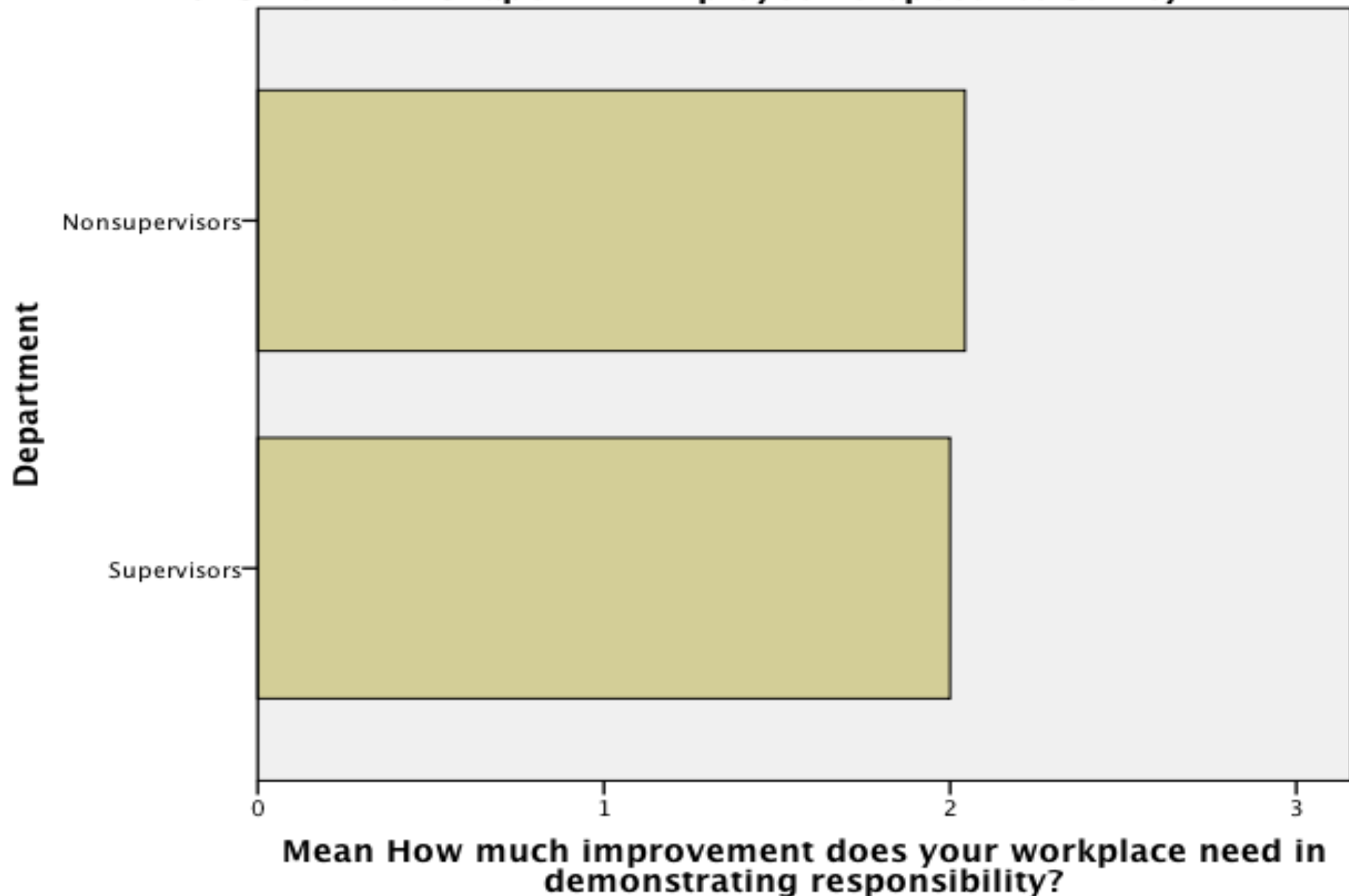
Nonsupervisors



Mean How often in your workplace do you see the Town value of teamwork?

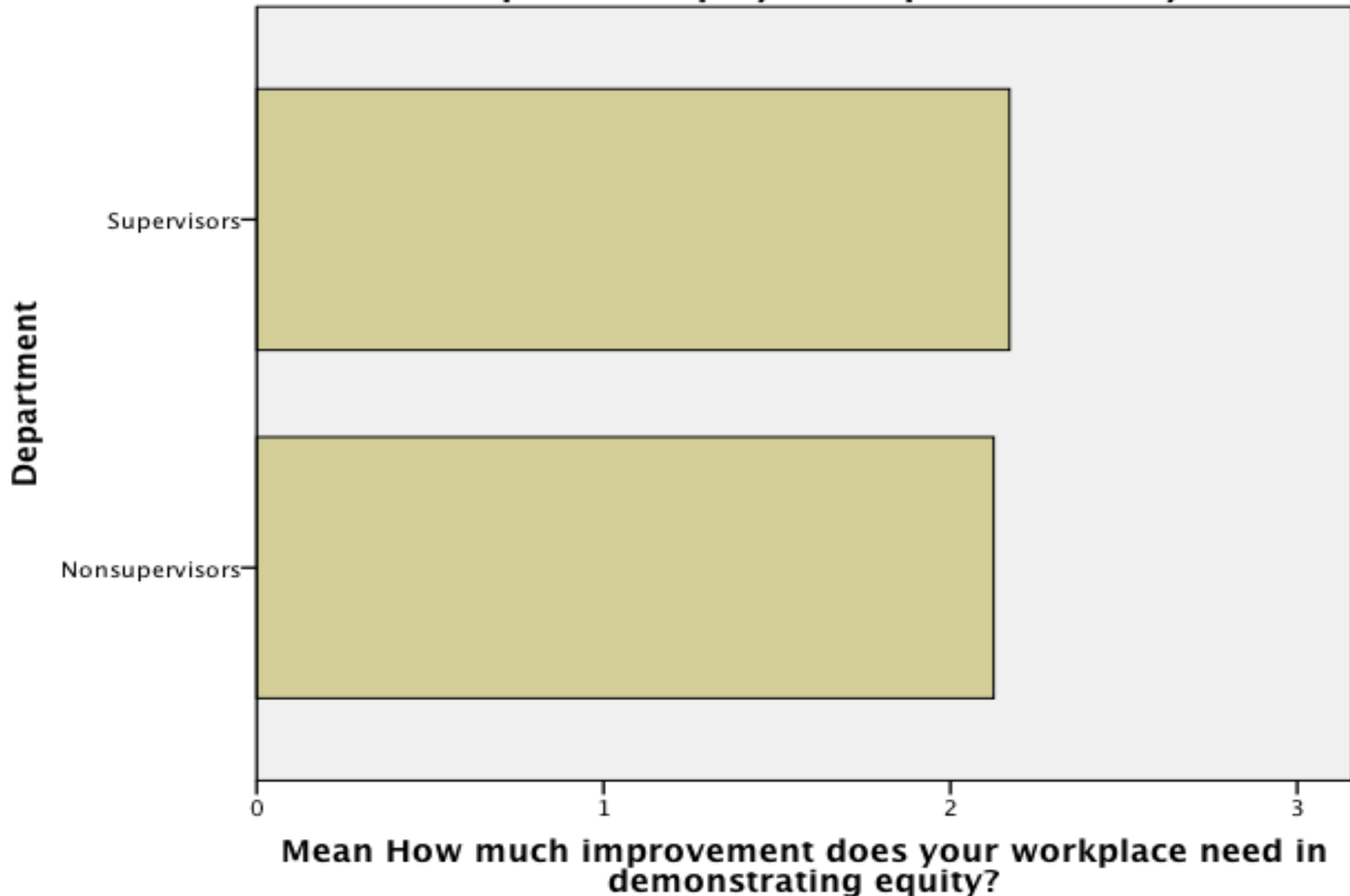
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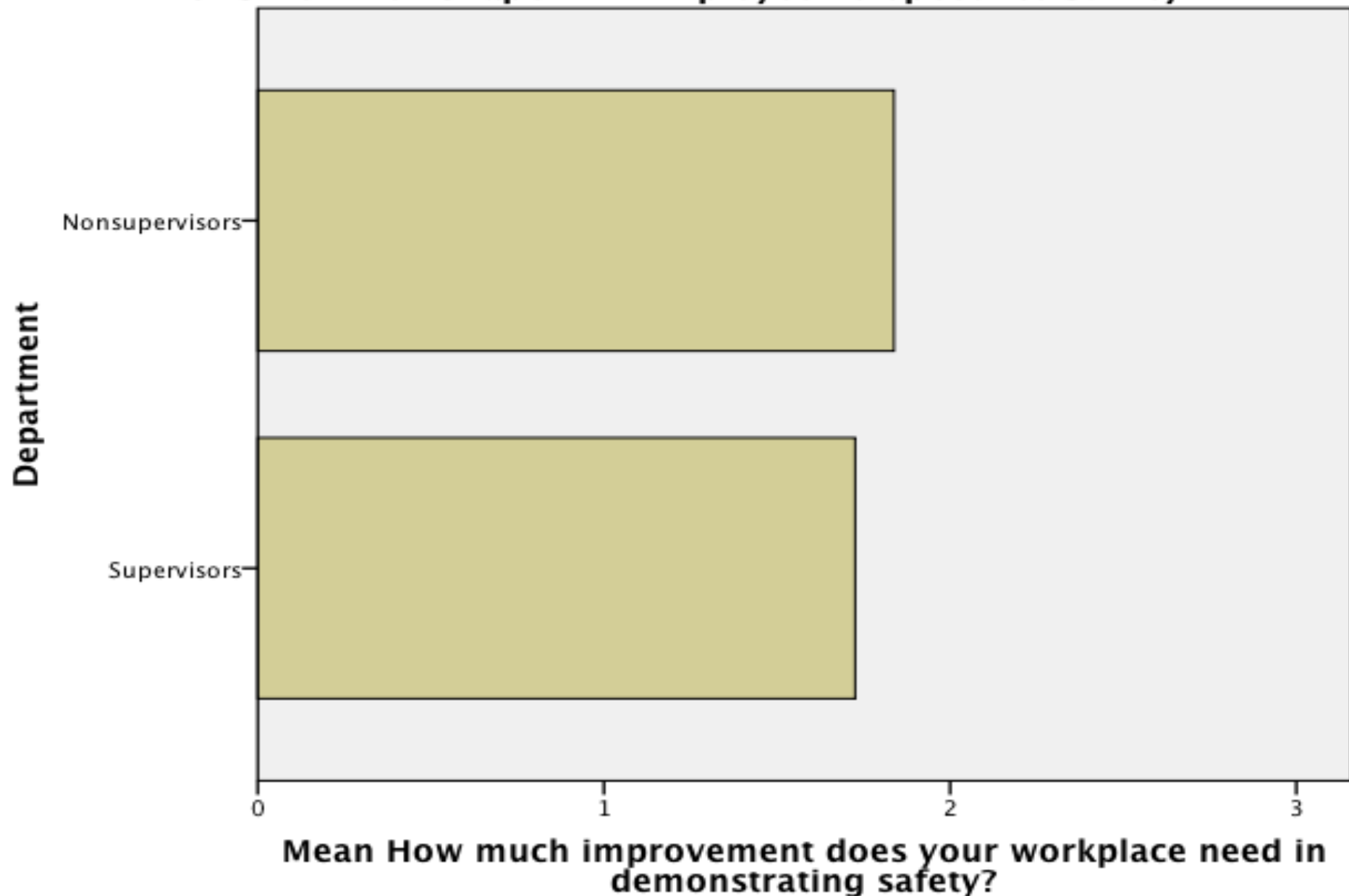
1=No Improvement, 2=Some Improvement, 3=Major Improvement

# 2013 Town of Chapel Hill Employee Perspectives Survey



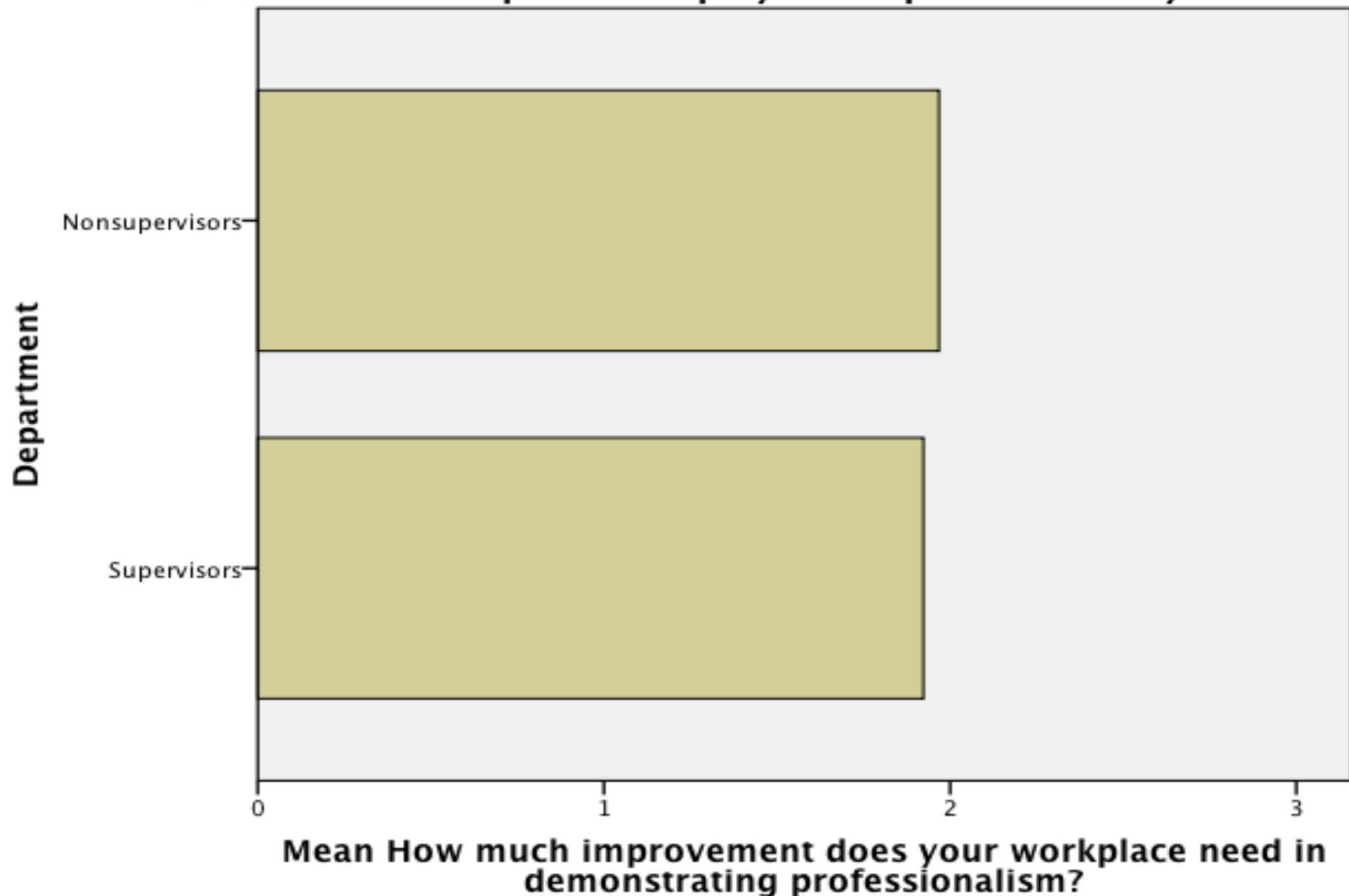
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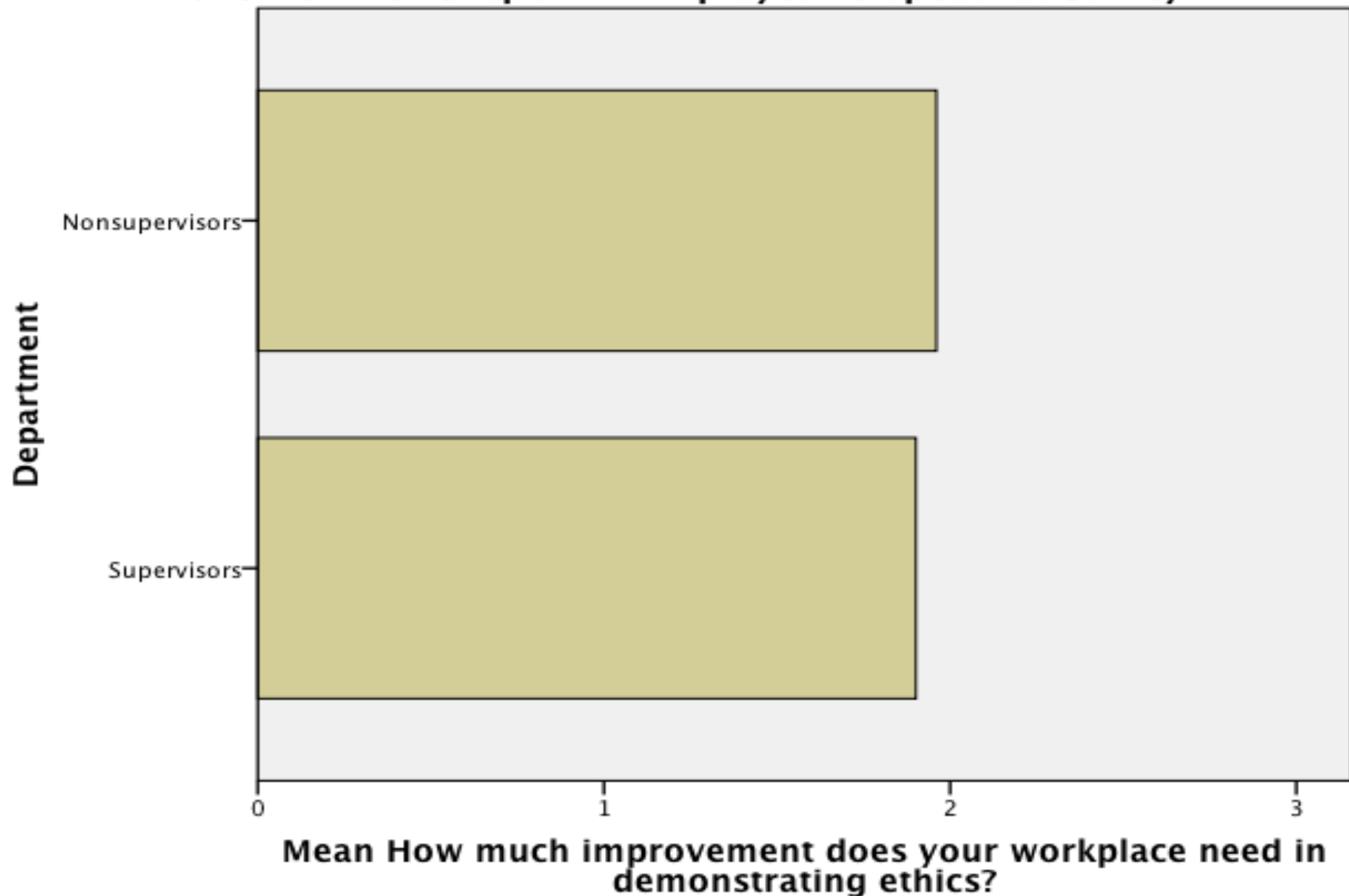
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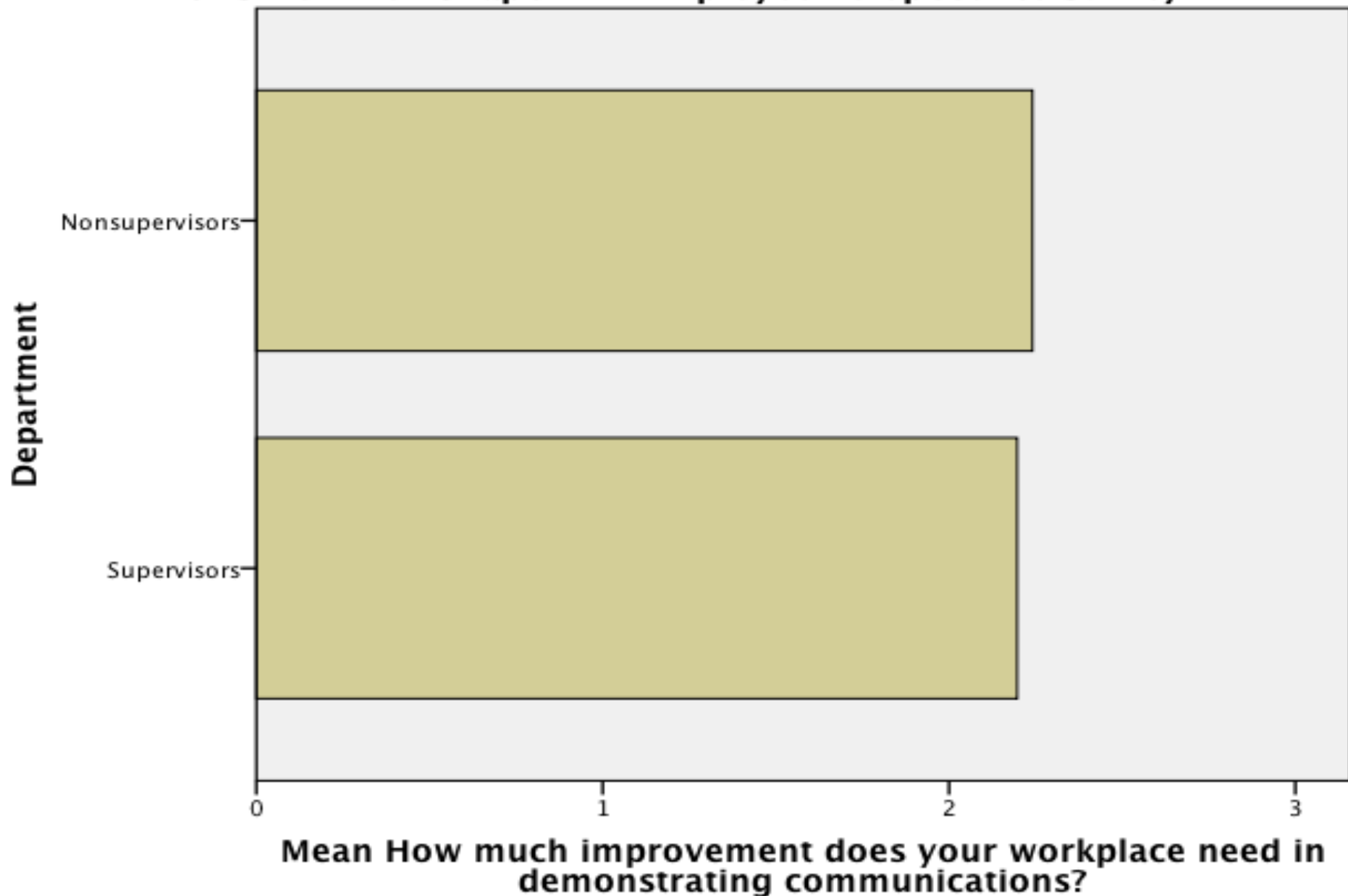
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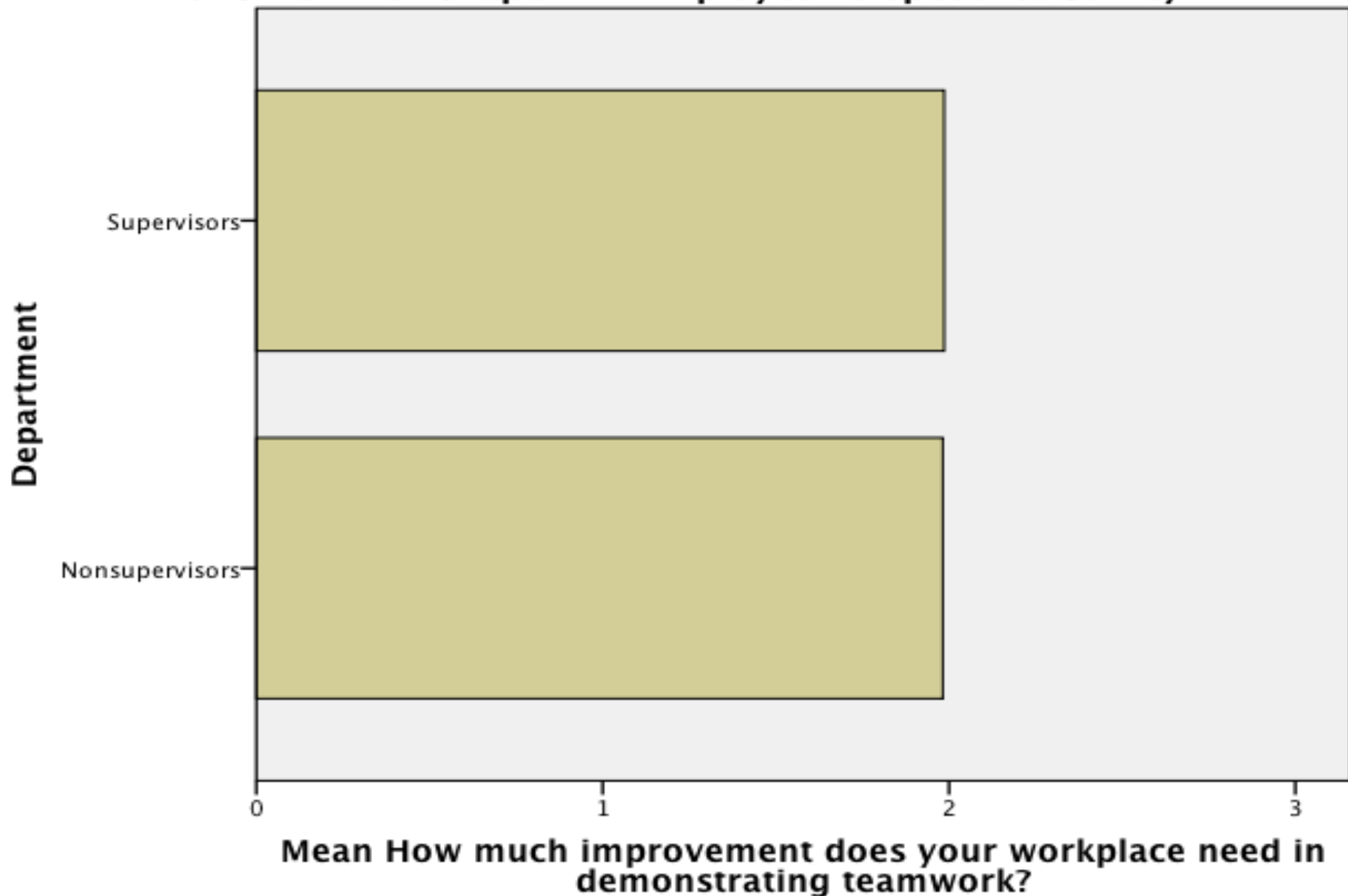


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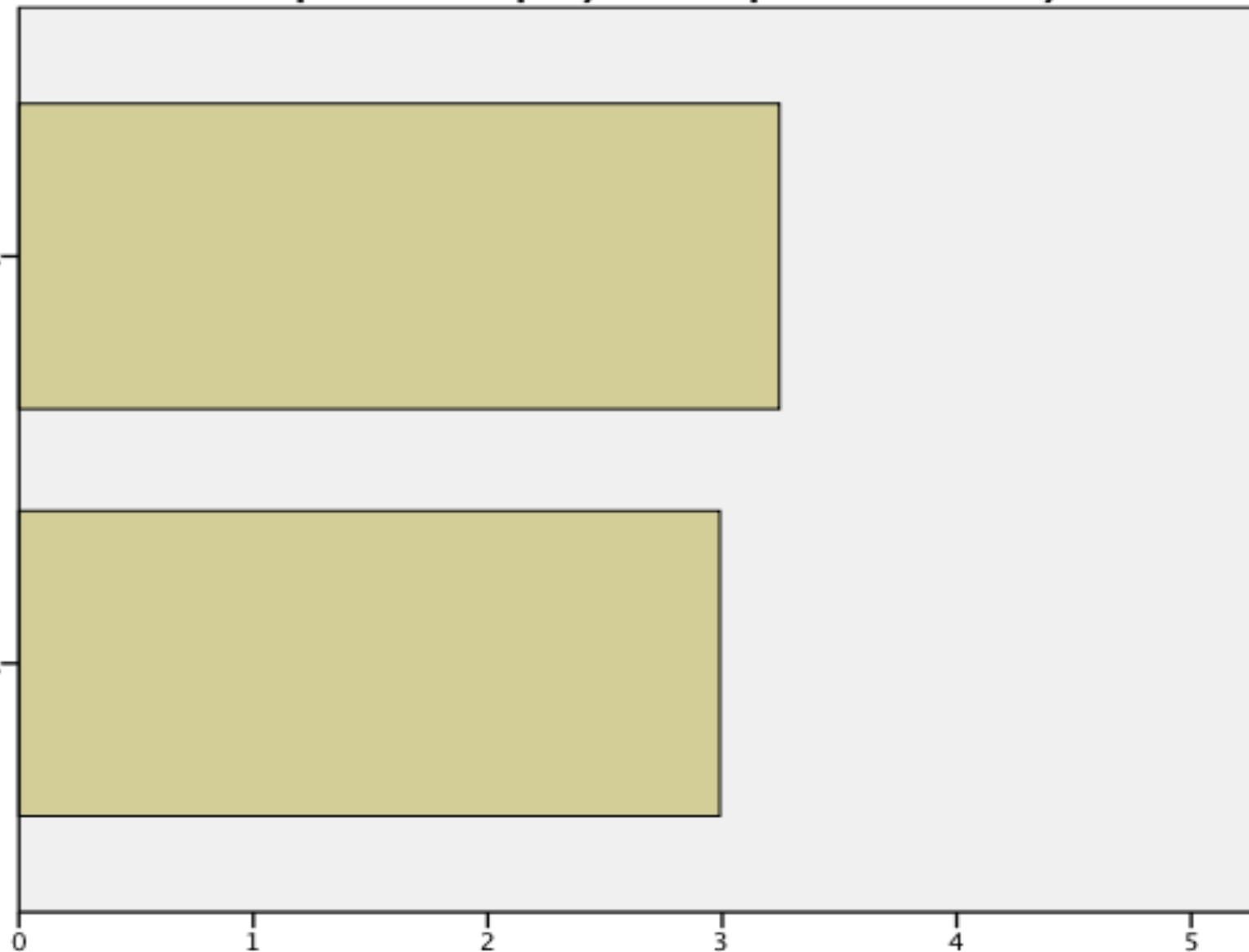
1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors



Mean The Town's values make me excited to do my job.

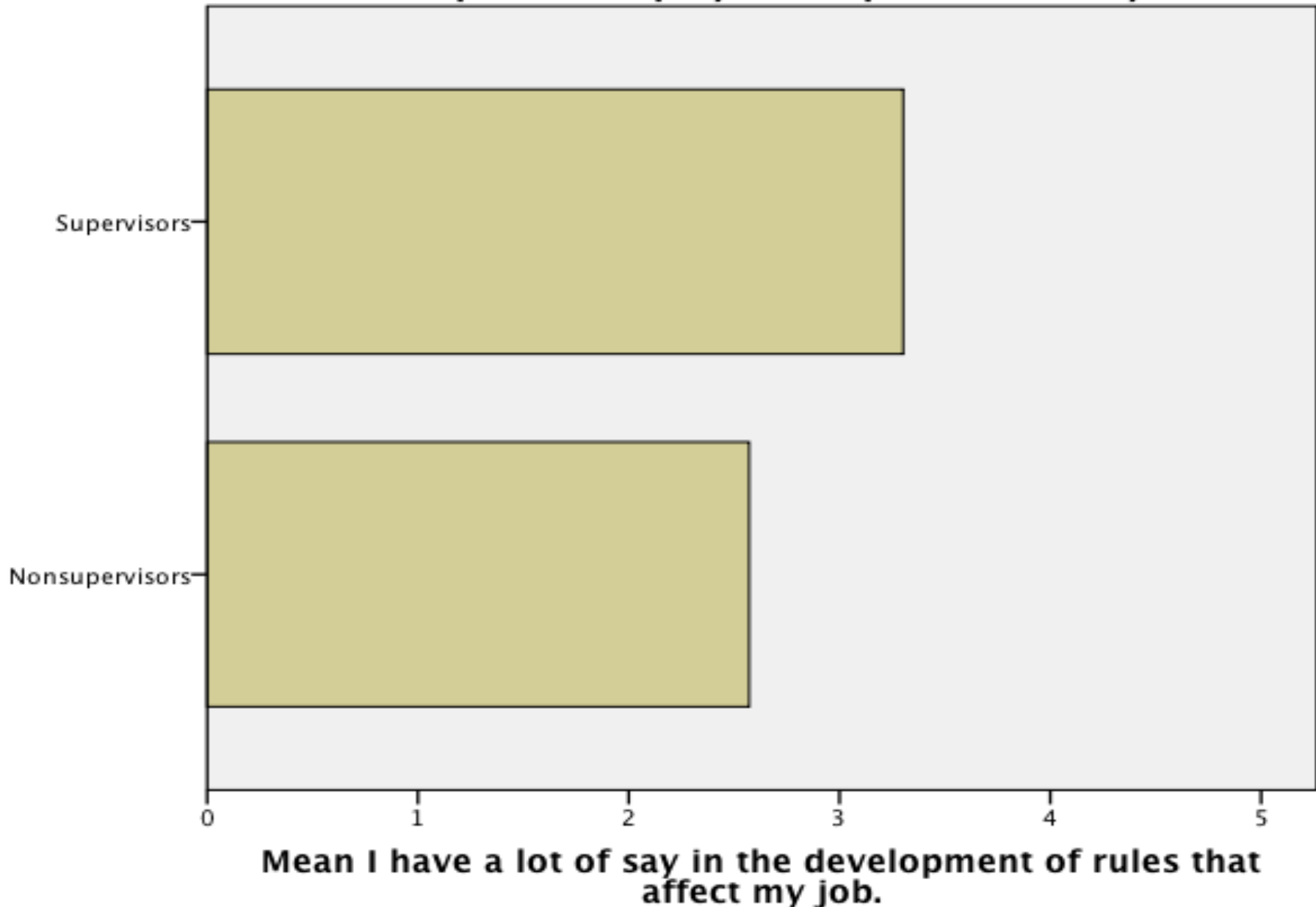
1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey



# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status



1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

## 2013 Town of Chapel Hill Employee Perspectives Survey



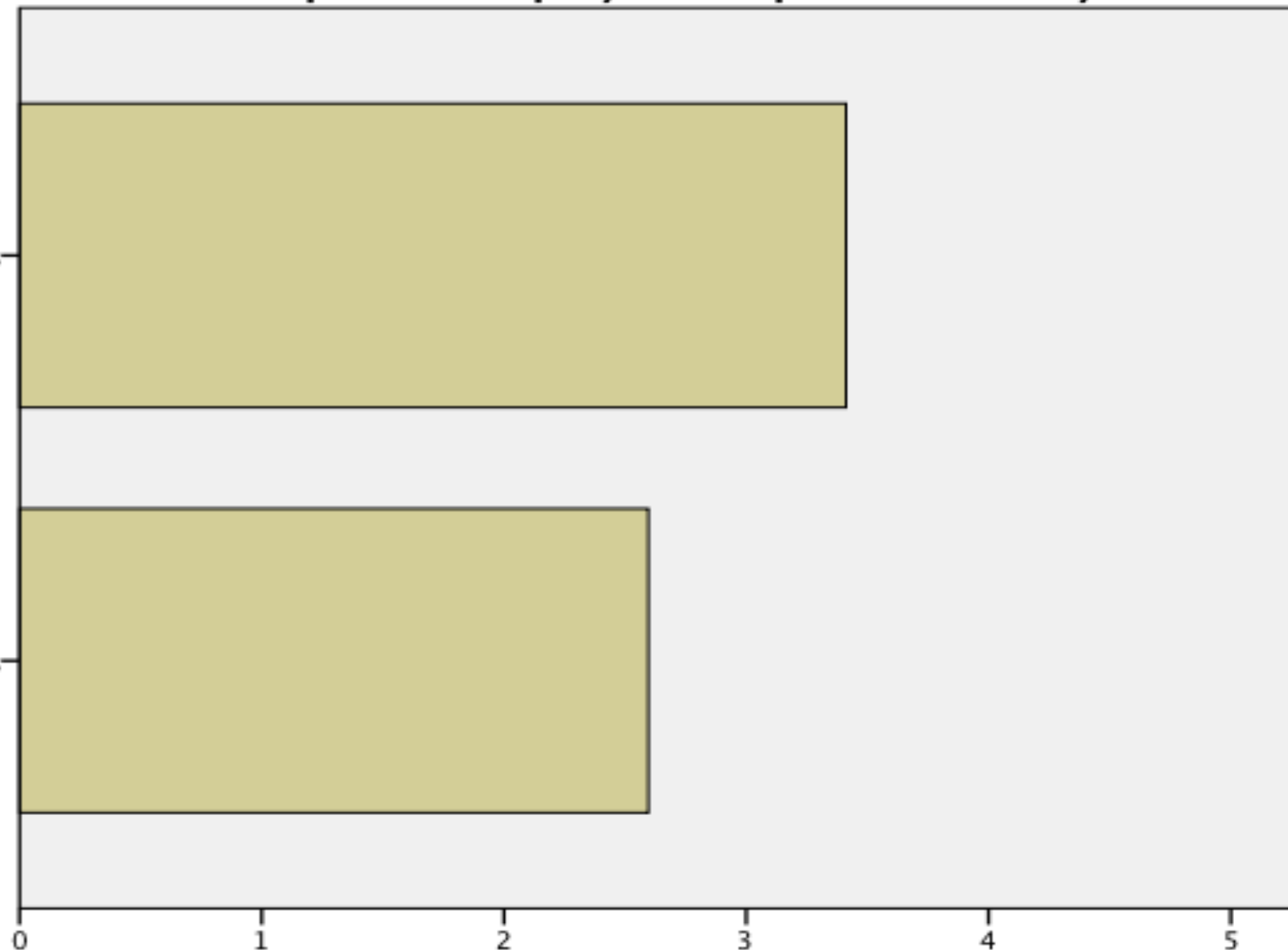
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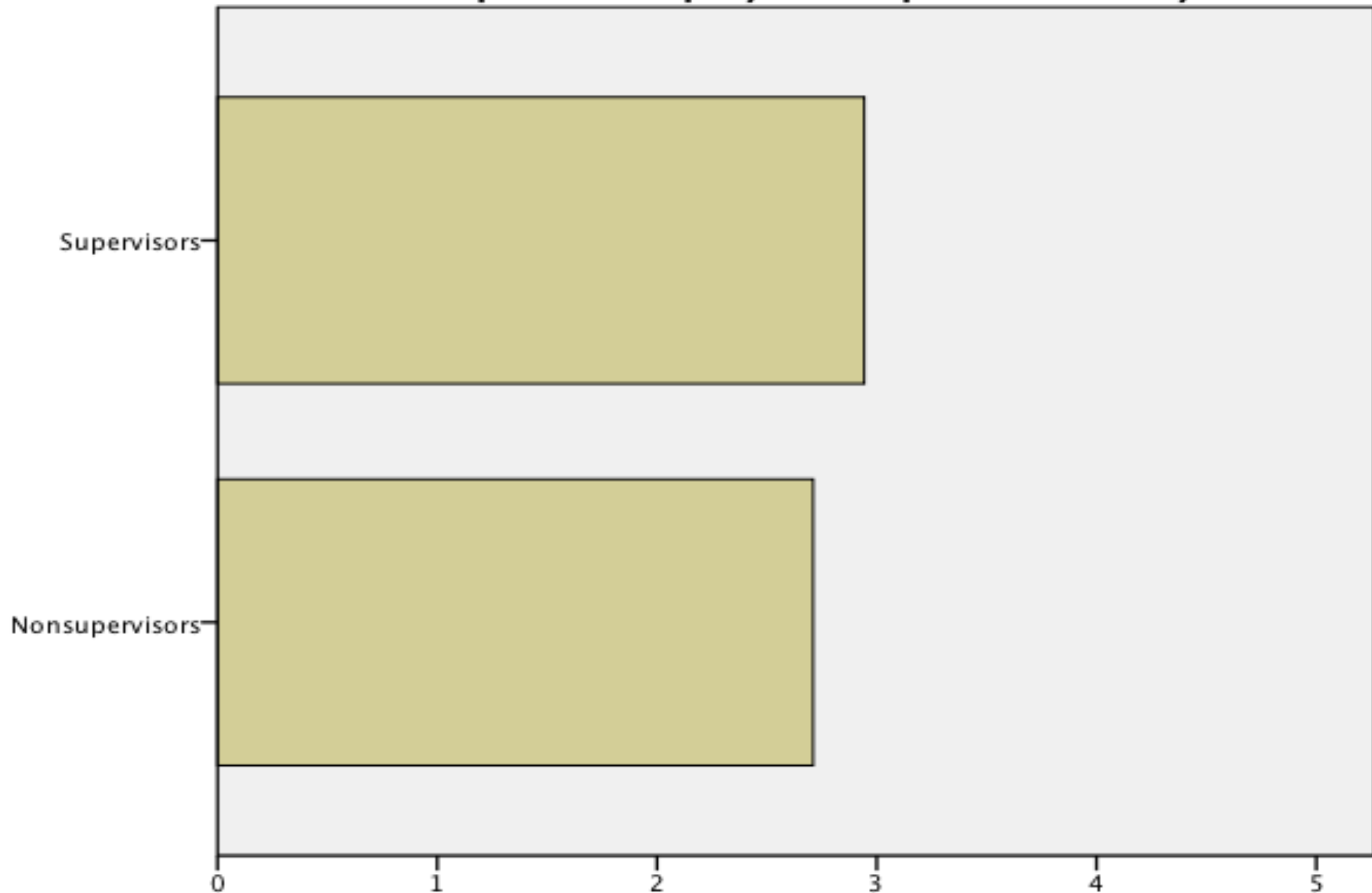
Mean I am given the chance to contribute to important decisions made about my workplace.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree



# 2013 Town of Chapel Hill Employee Perspectives Survey

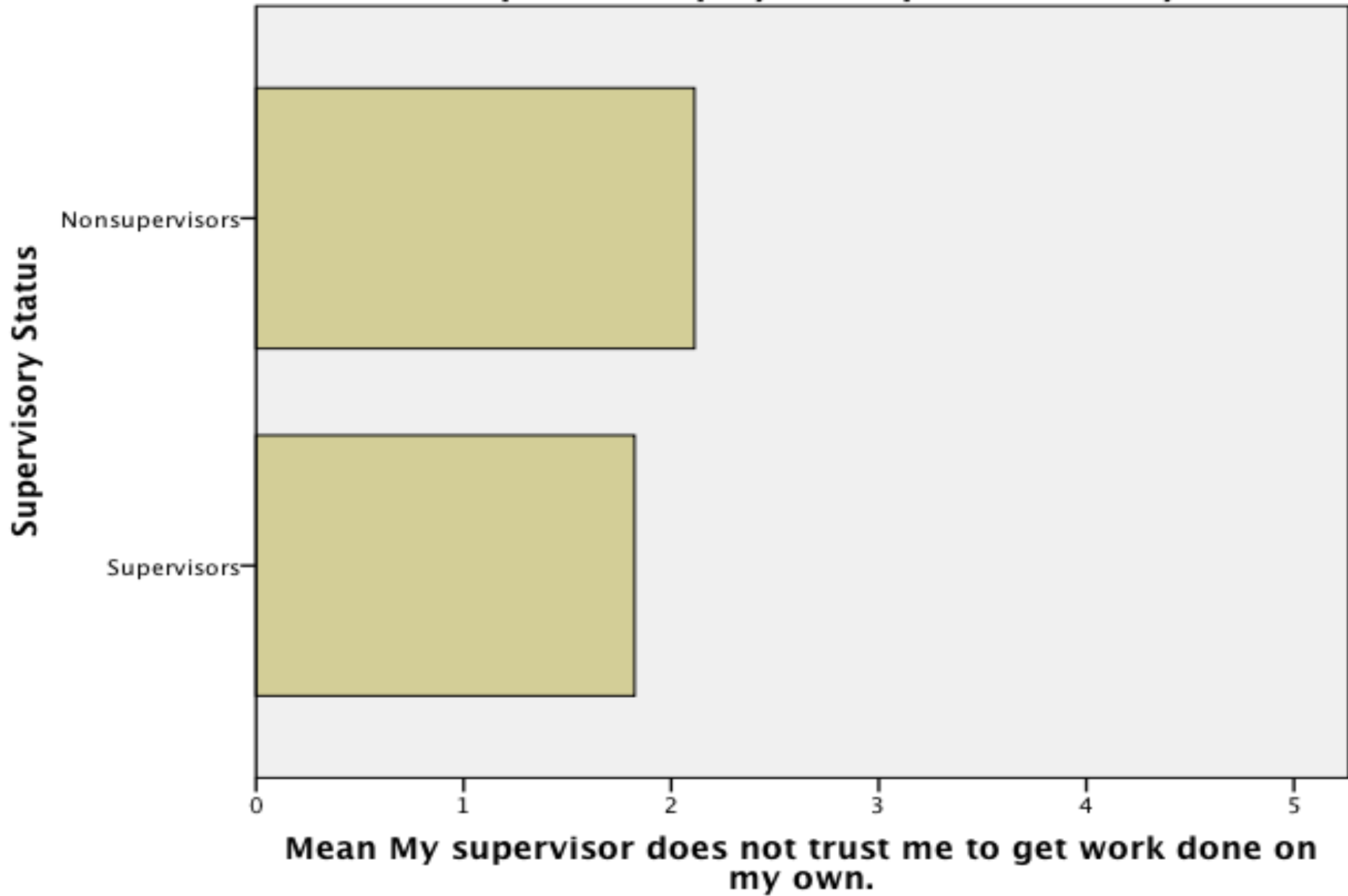
**Supervisory Status**



**Mean Employees here trust supervisors.**

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey



1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey



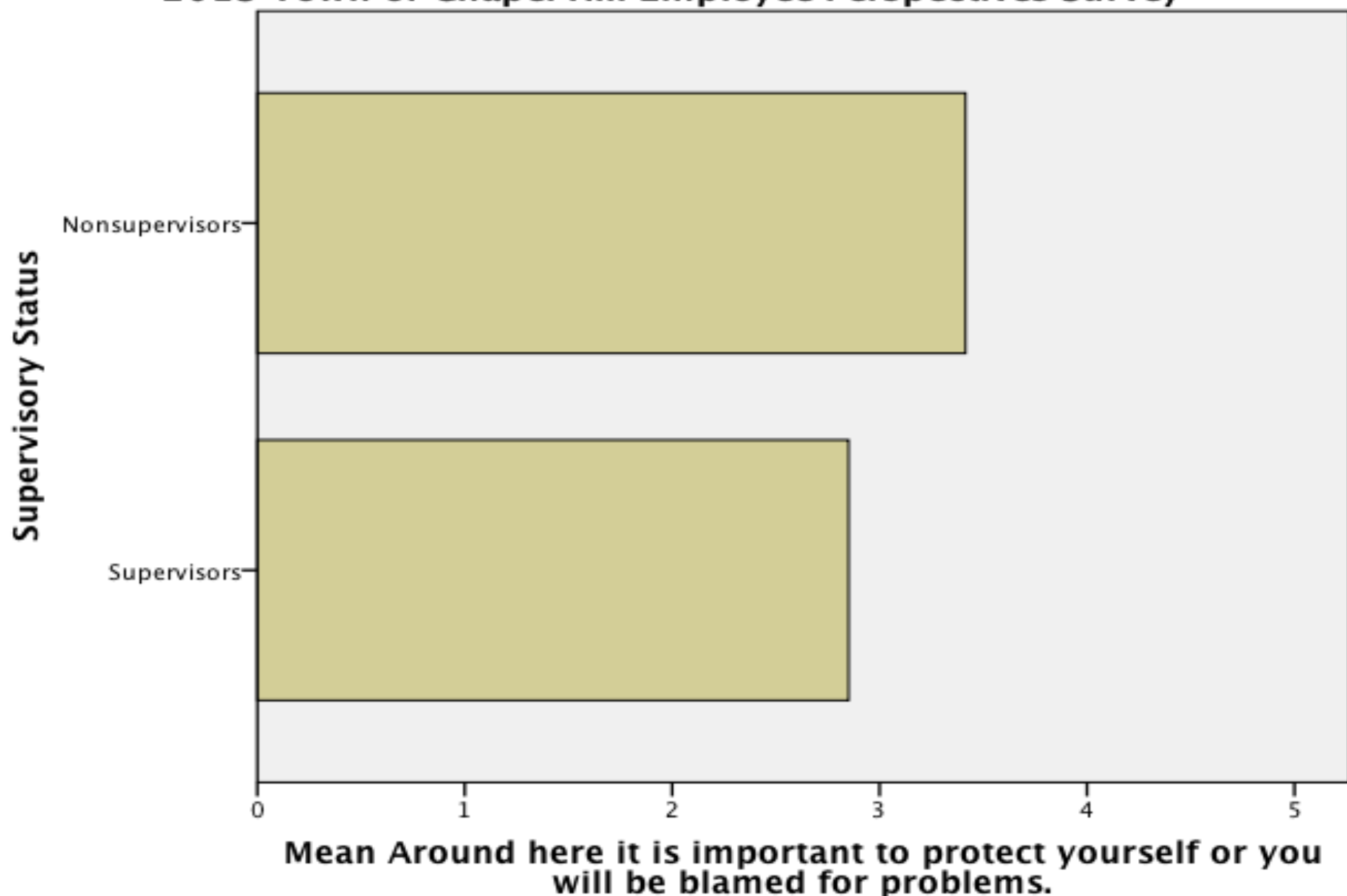
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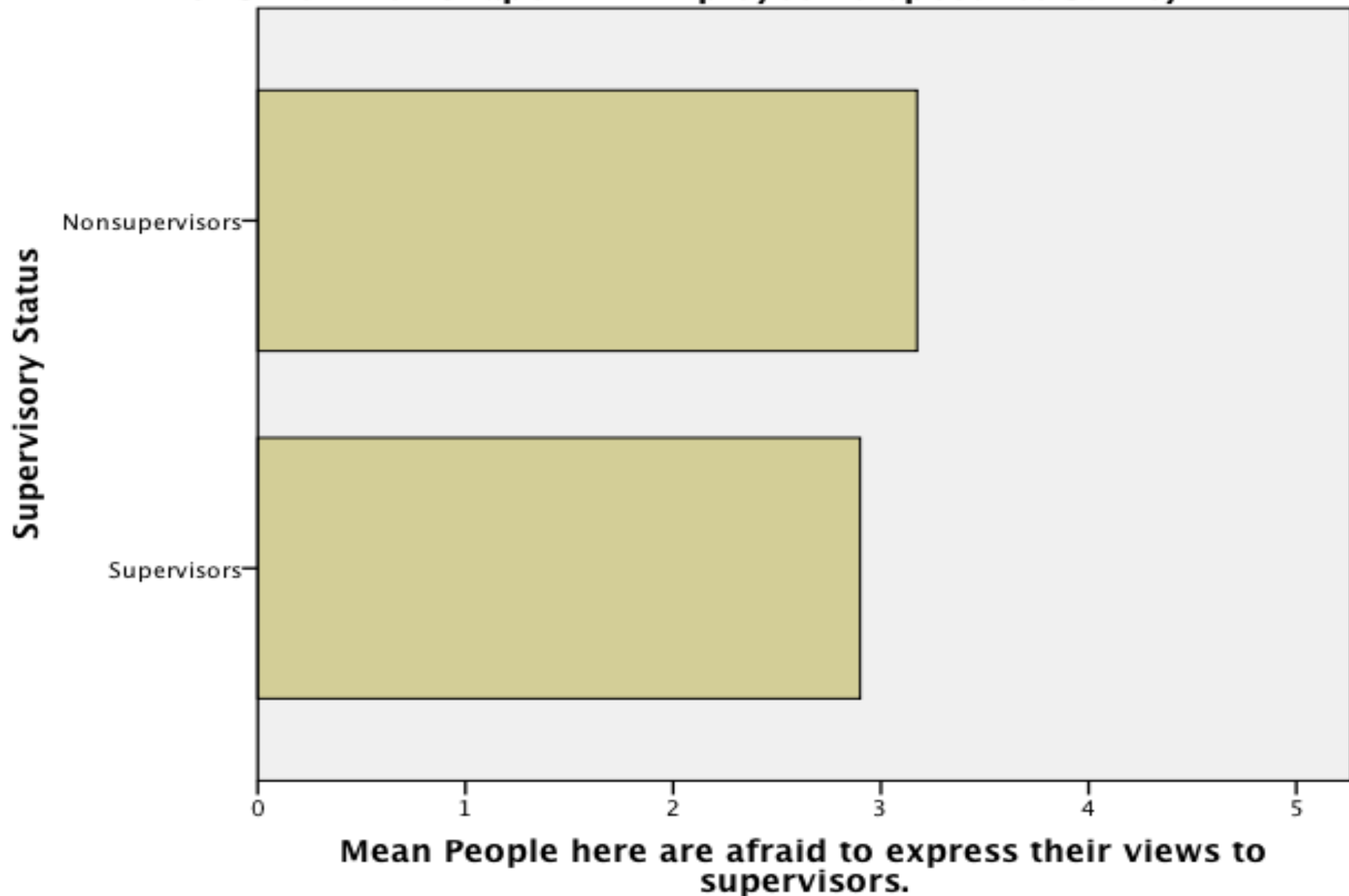
1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

## 2013 Town of Chapel Hill Employee Perspectives Survey



1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey



1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

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Supervisors

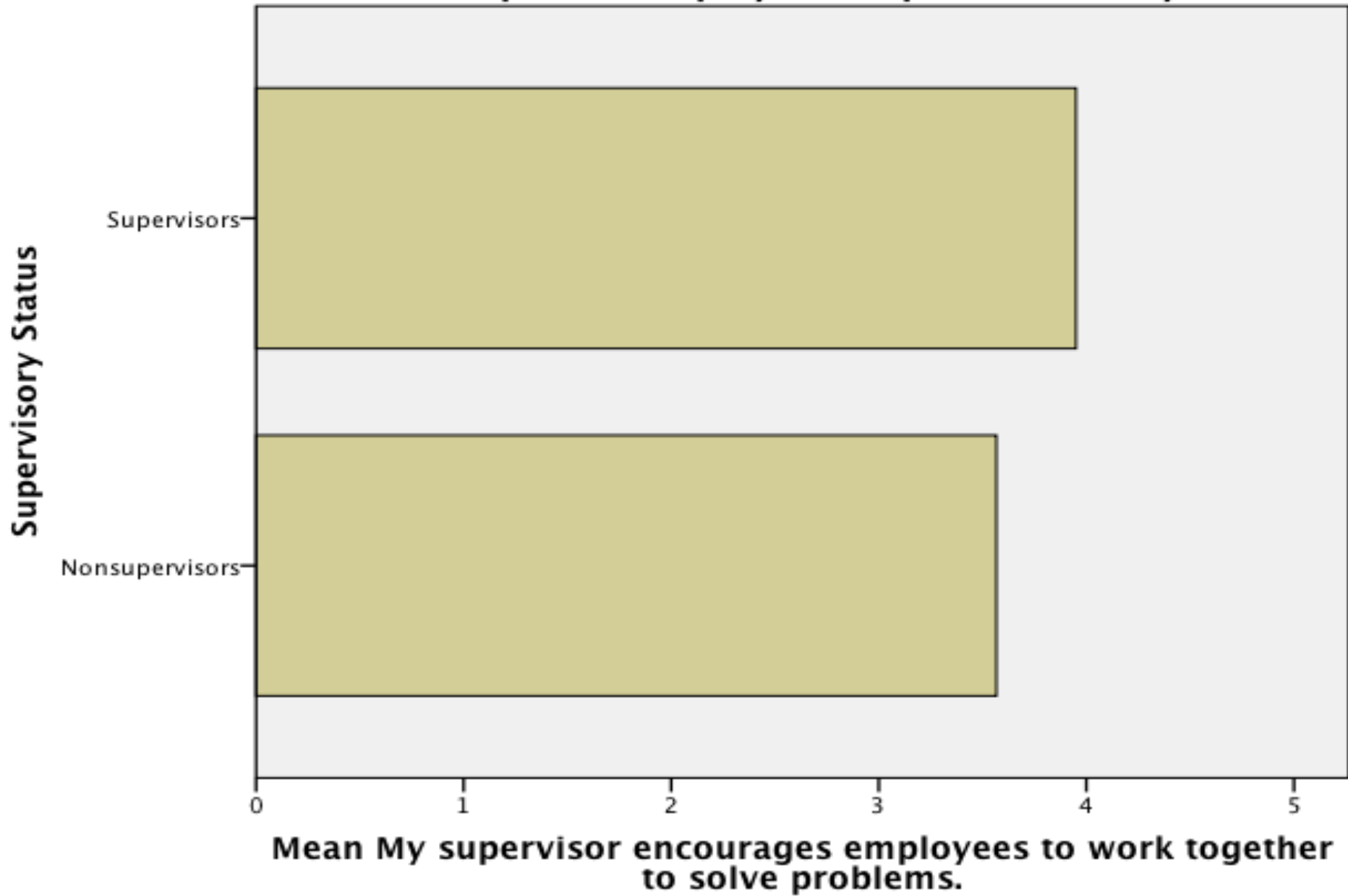
Nonsupervisors



Mean Employees in my workplace function as a team.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

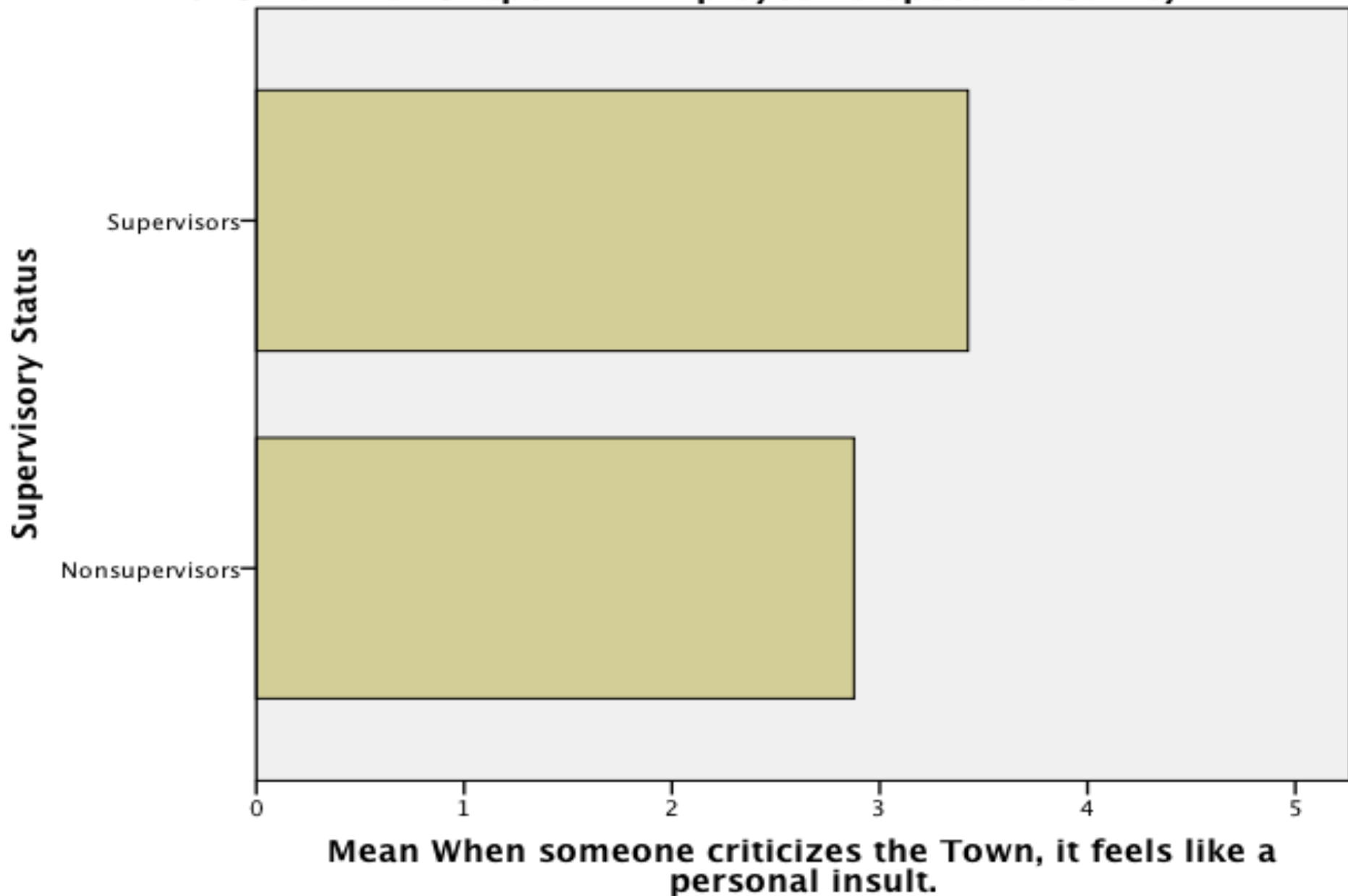
# 2013 Town of Chapel Hill Employee Perspectives Survey



1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree



# 2013 Town of Chapel Hill Employee Perspectives Survey



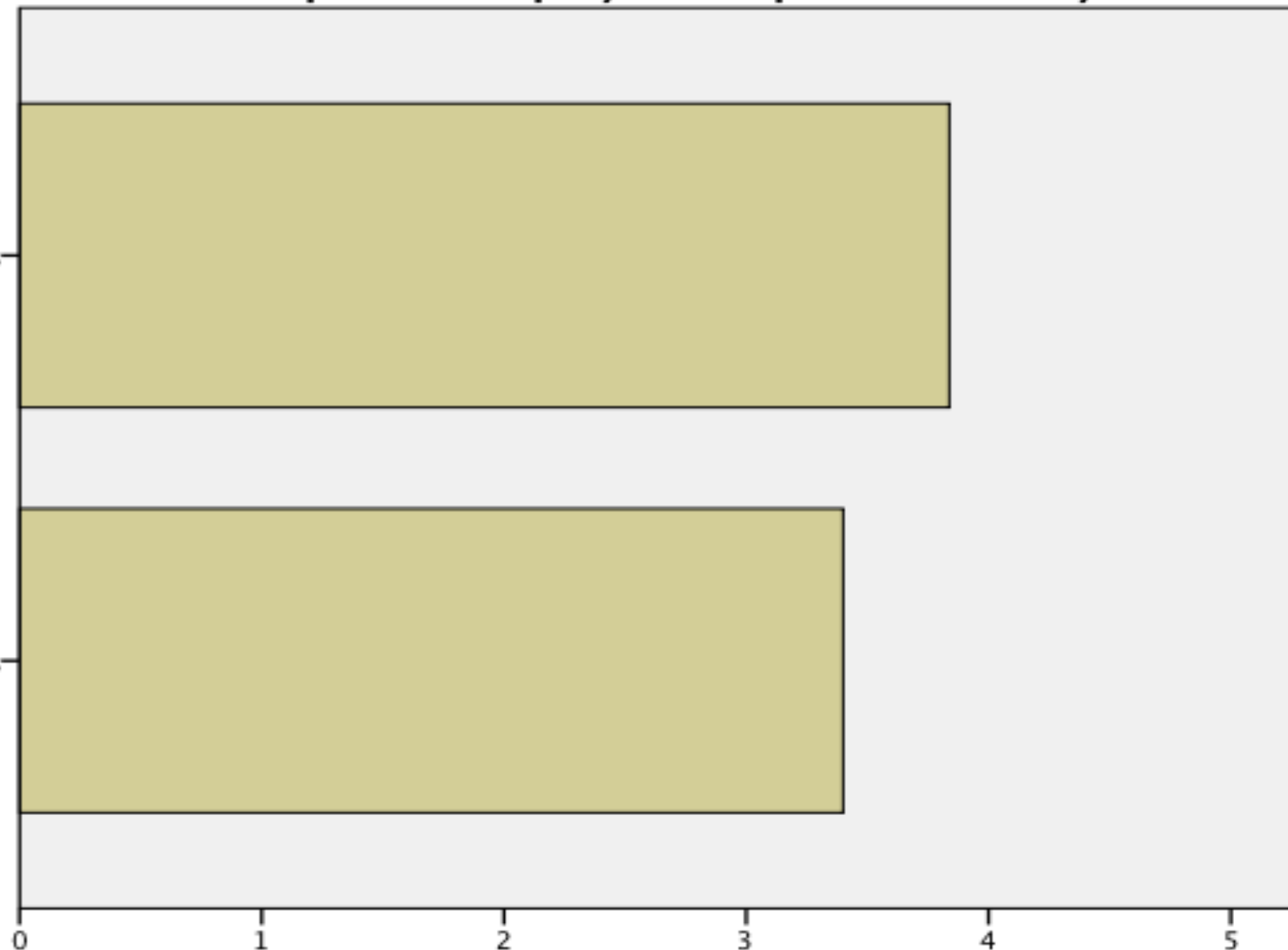
1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors



Mean I am very interested in what others think about the Town.

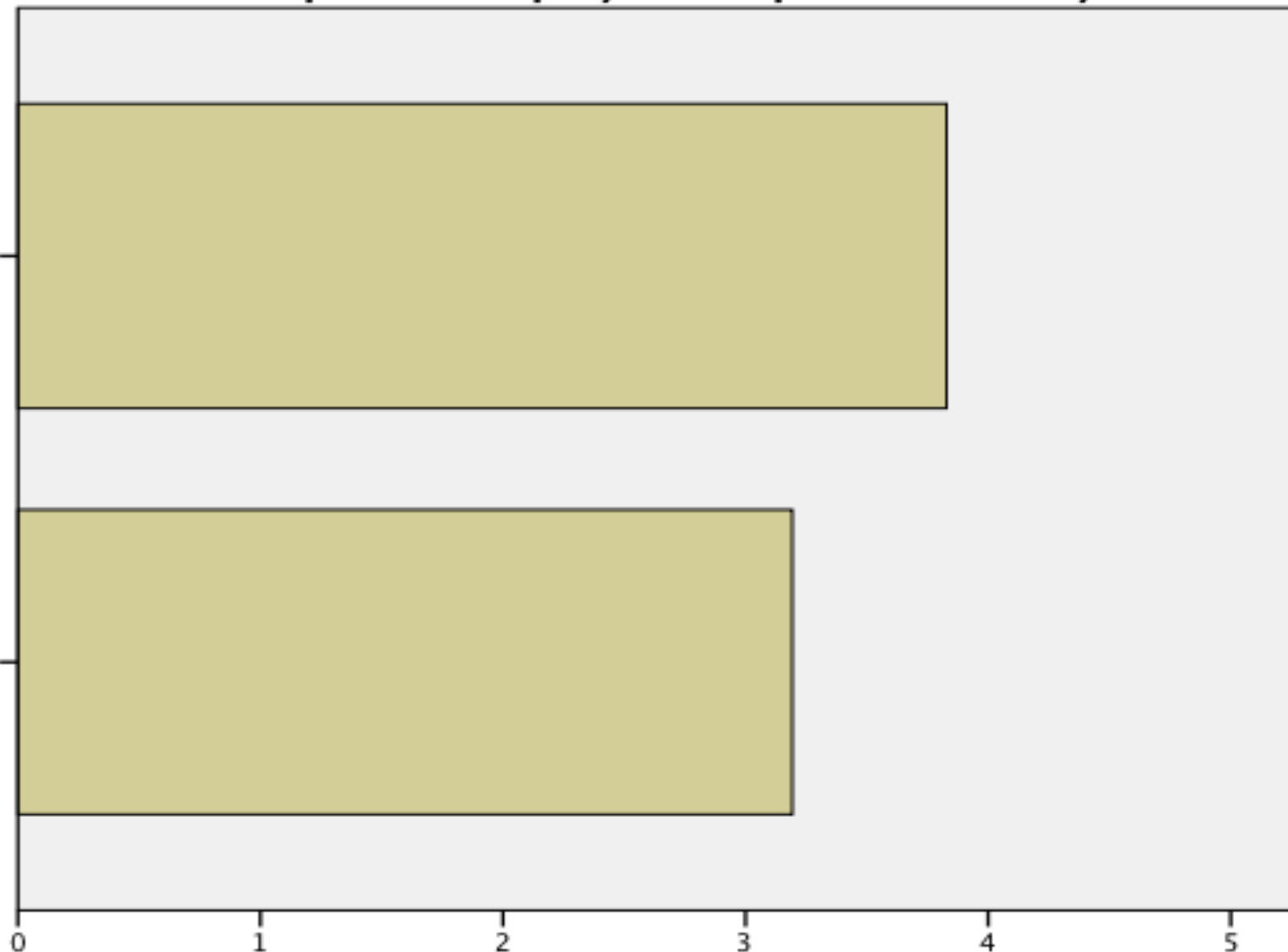
1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors



Mean When I talk about the Town, I usually say "we" rather than "they".

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors



Mean The Town's successes are my successes.

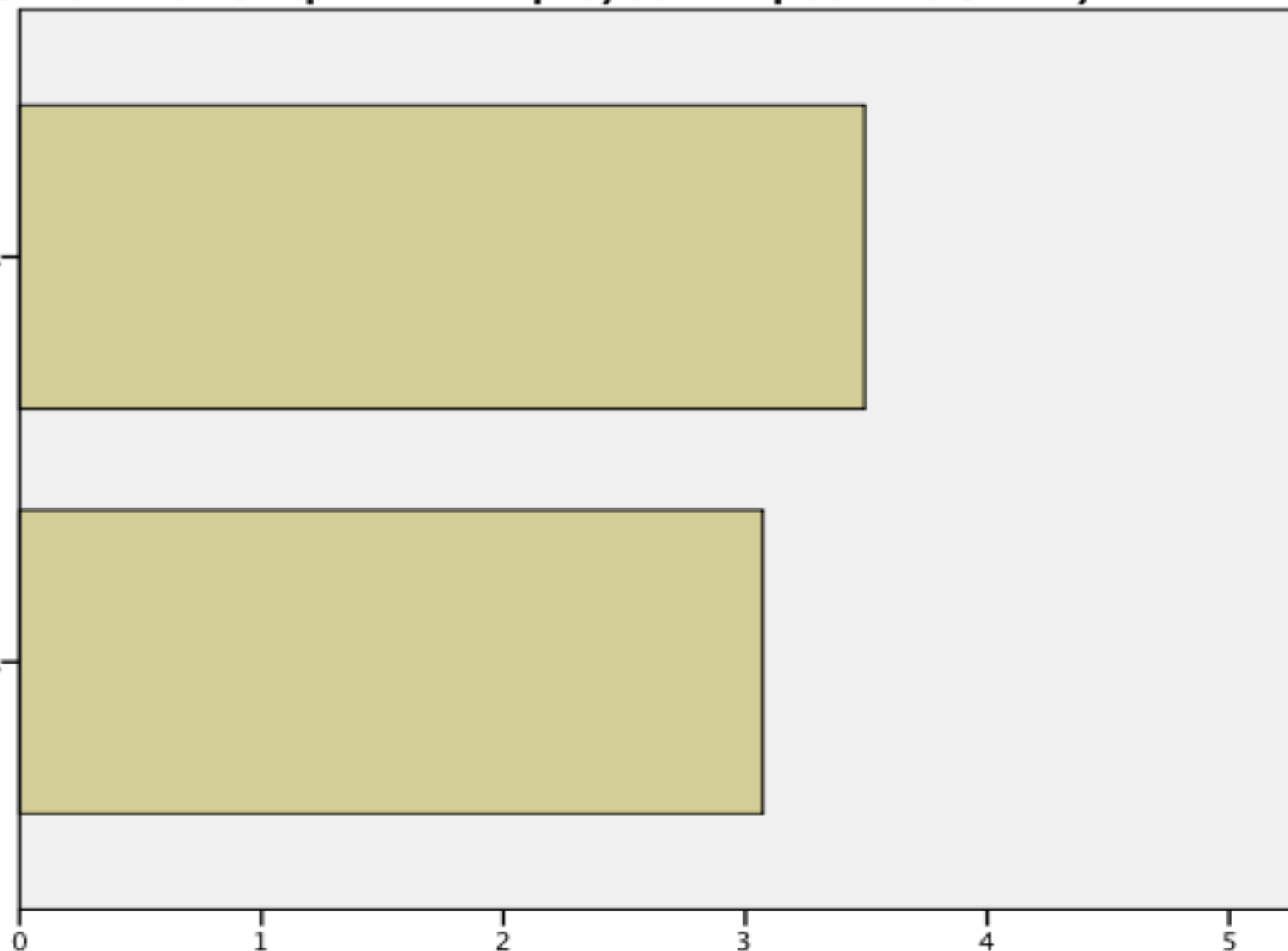
1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

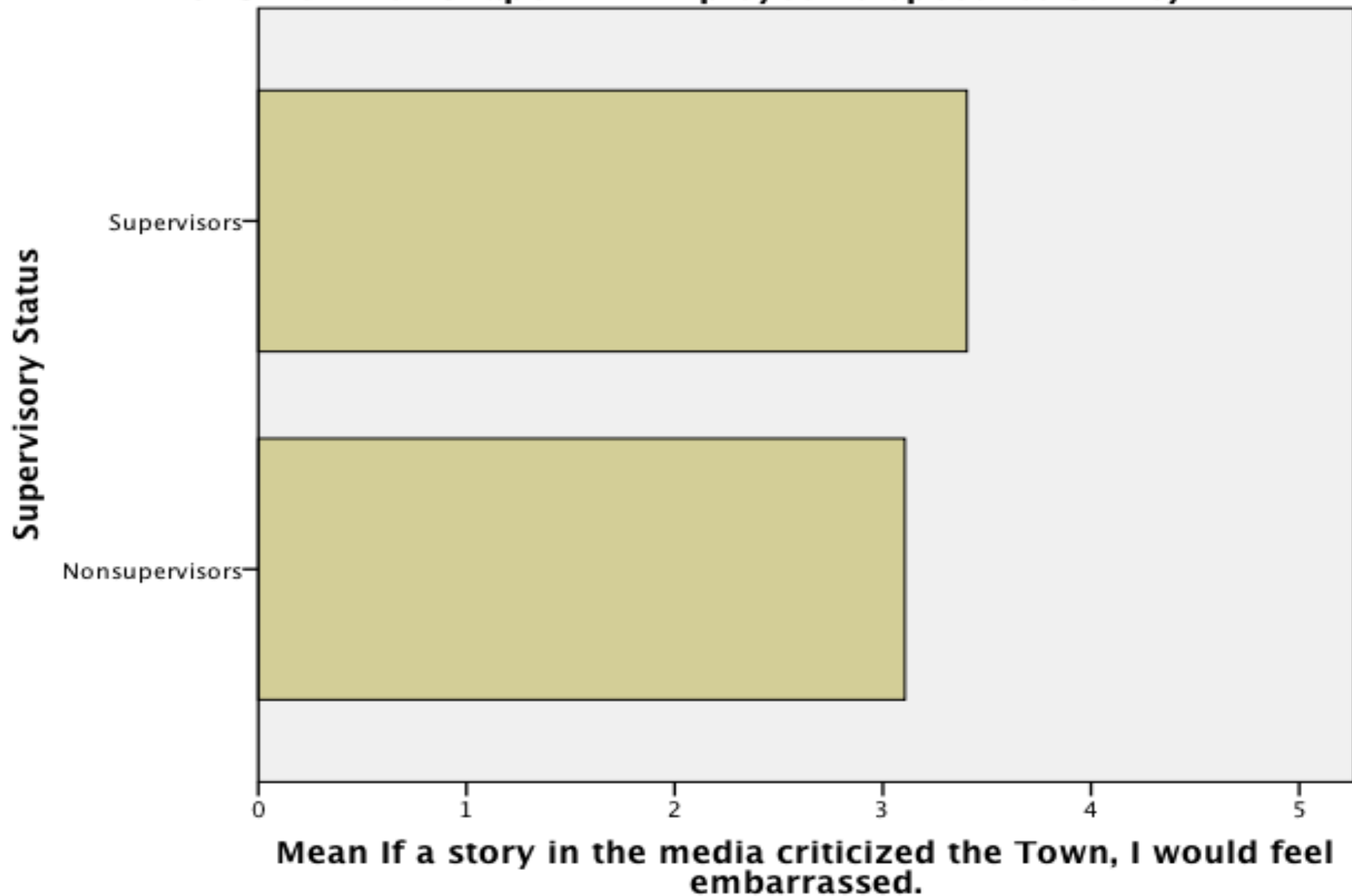
Nonsupervisors



Mean When someone praises the Town, it feels like a personal compliment.

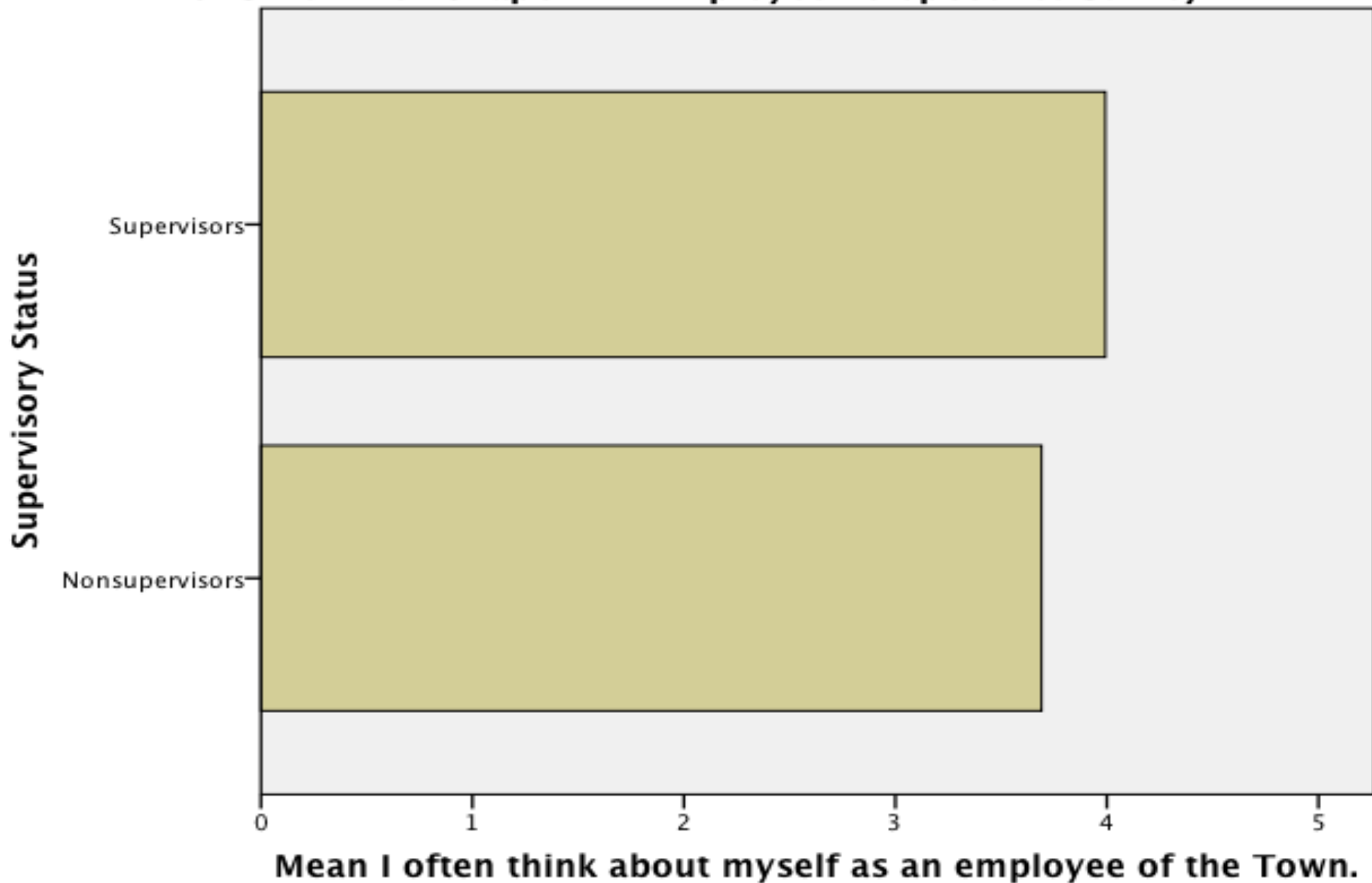
1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey



1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

## 2013 Town of Chapel Hill Employee Perspectives Survey



1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors

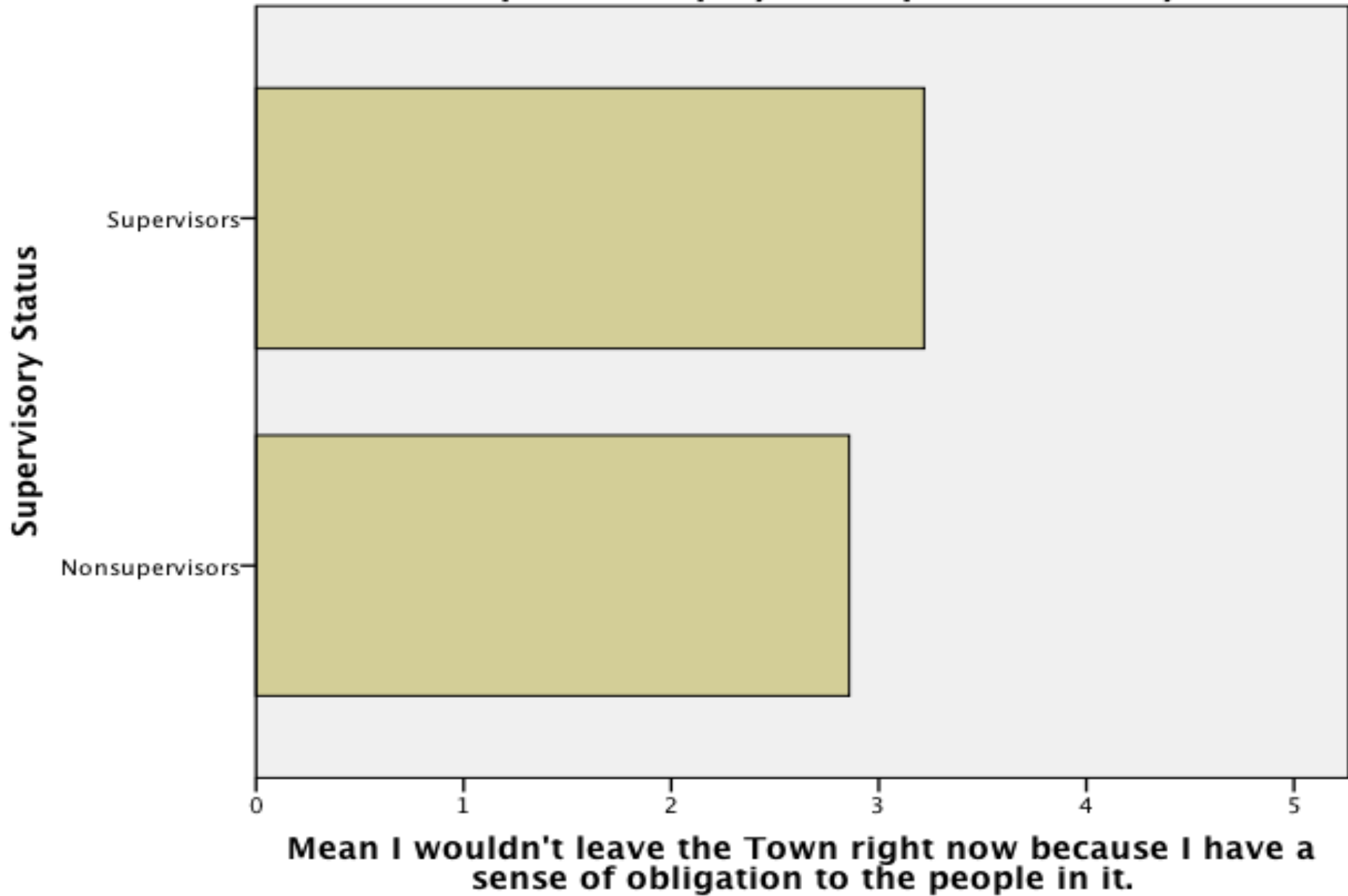


Mean I would feel guilty if I left the Town now.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

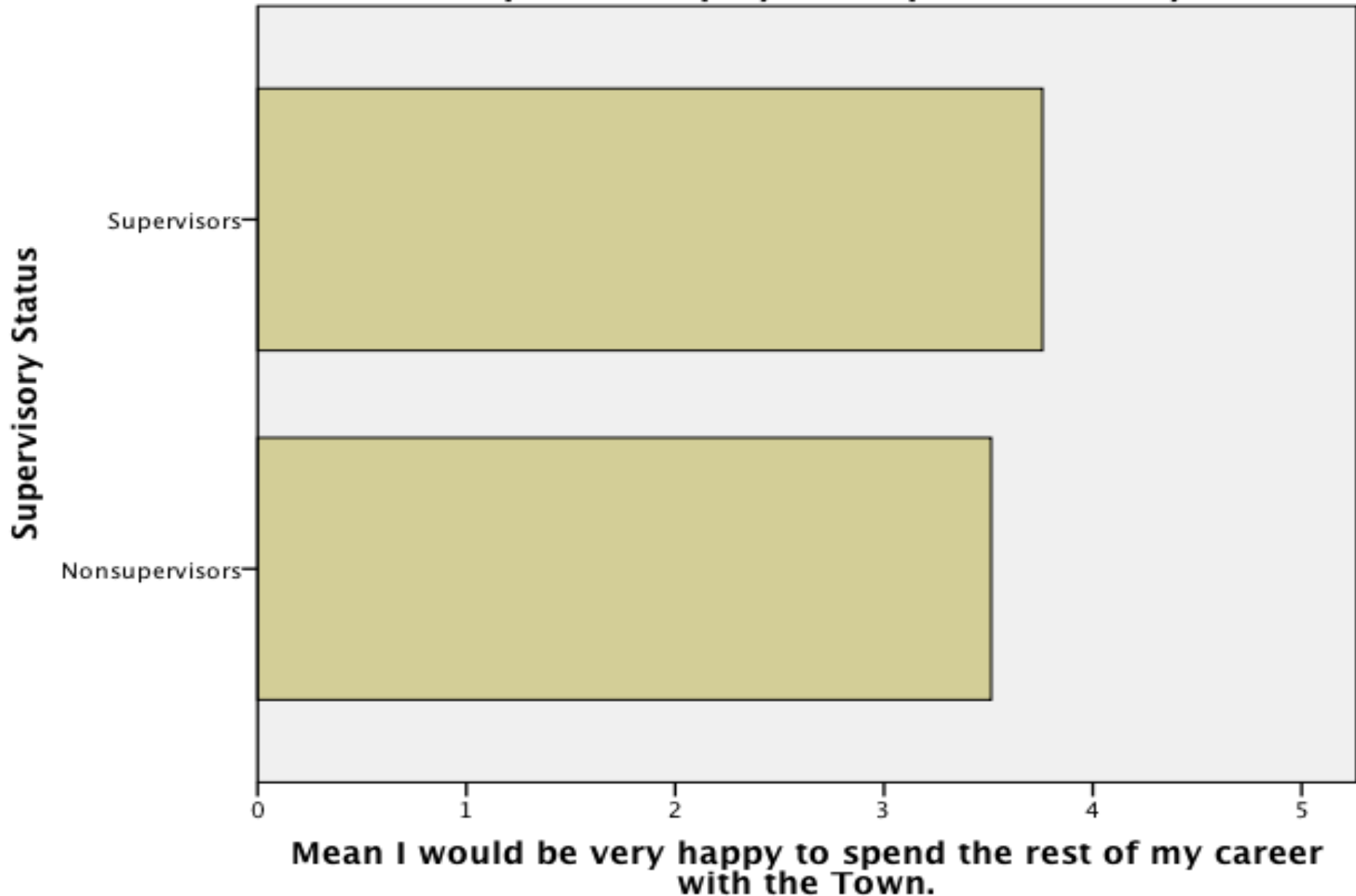


# 2013 Town of Chapel Hill Employee Perspectives Survey



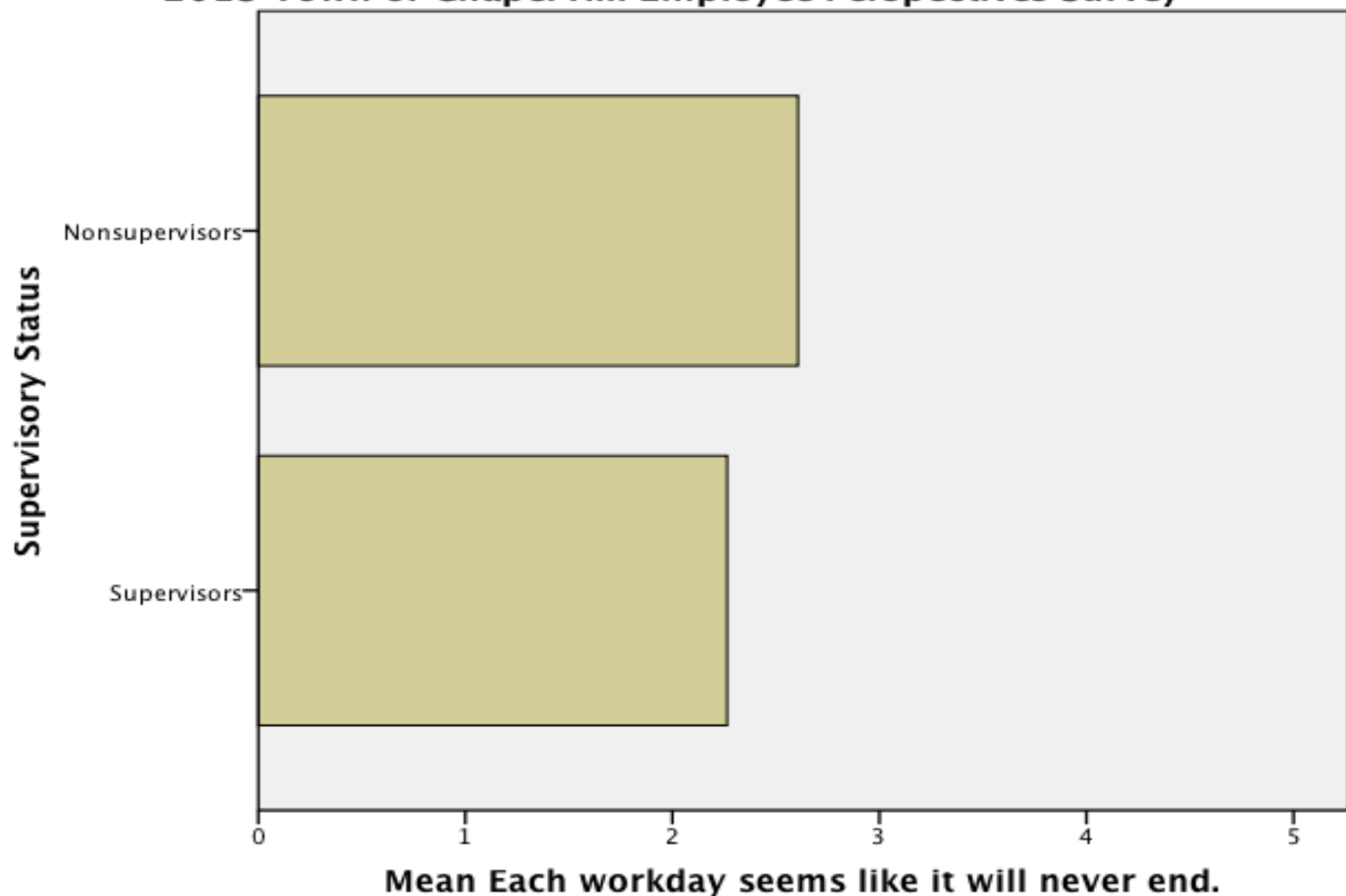
1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey



1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

## 2013 Town of Chapel Hill Employee Perspectives Survey



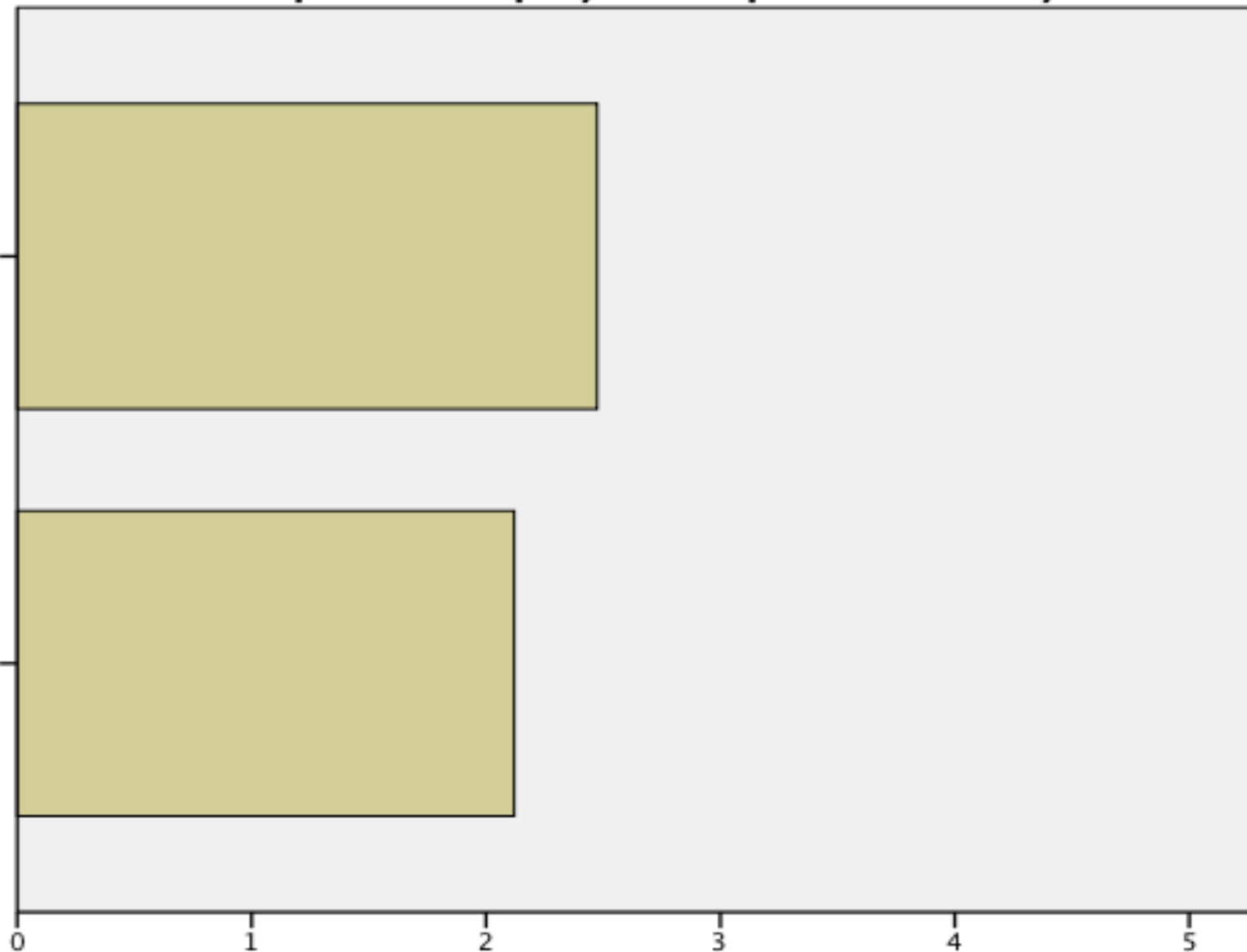
1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

## 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Nonsupervisors

Supervisors



Mean As soon as I find a better job, I'll leave the Town.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Nonsupervisors

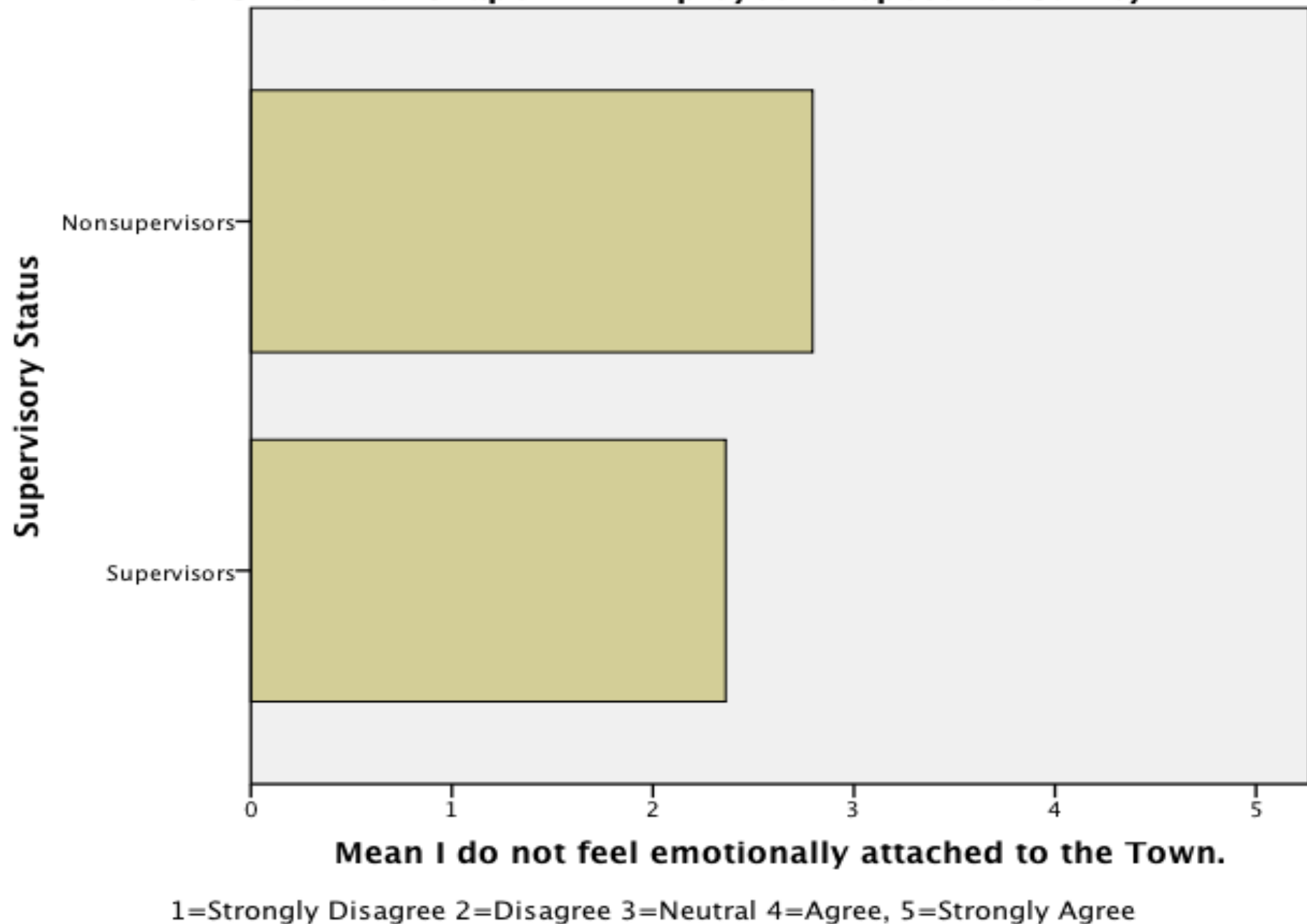
Supervisors



Mean I often think of quitting my job.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

# 2013 Town of Chapel Hill Employee Perspectives Survey

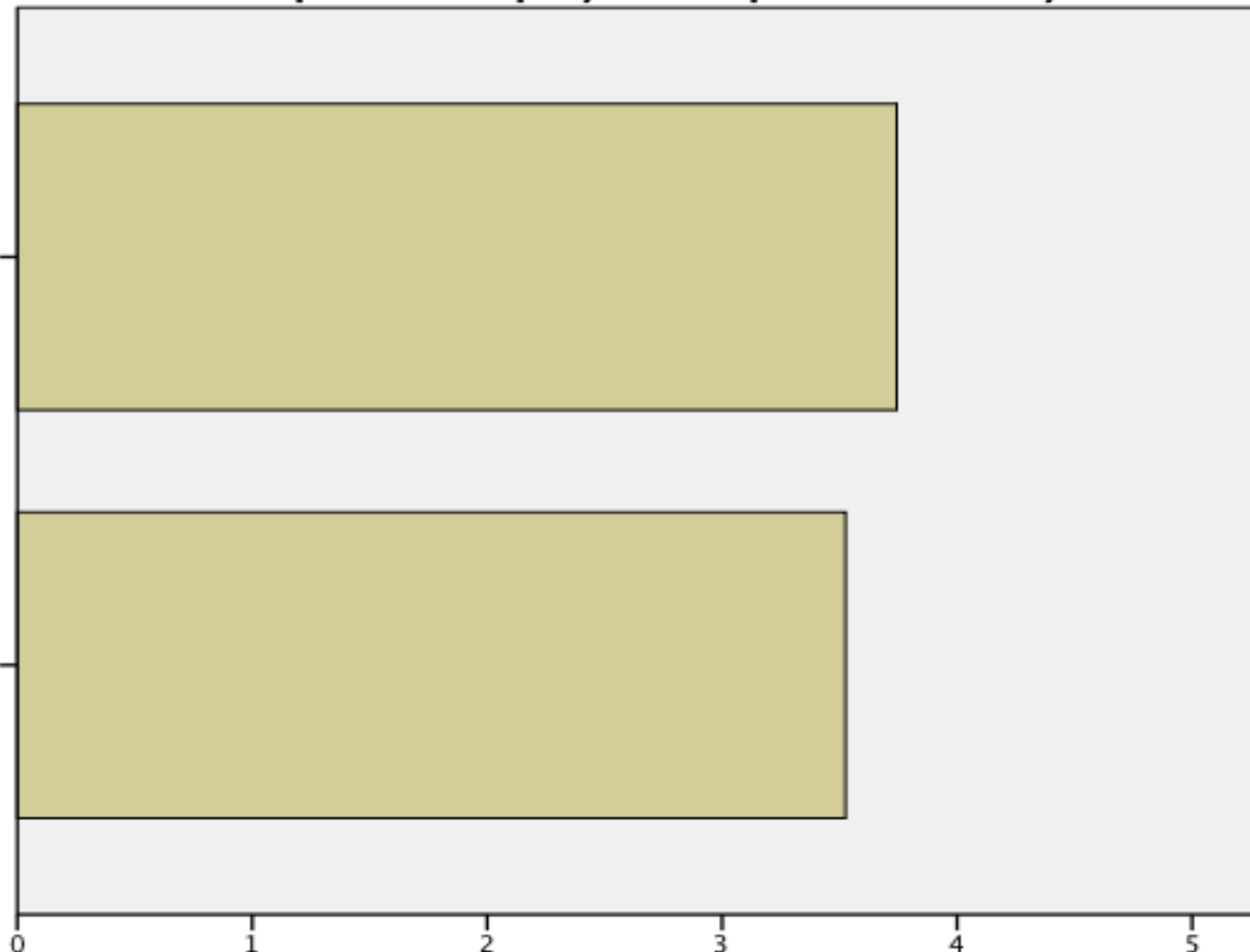


# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors

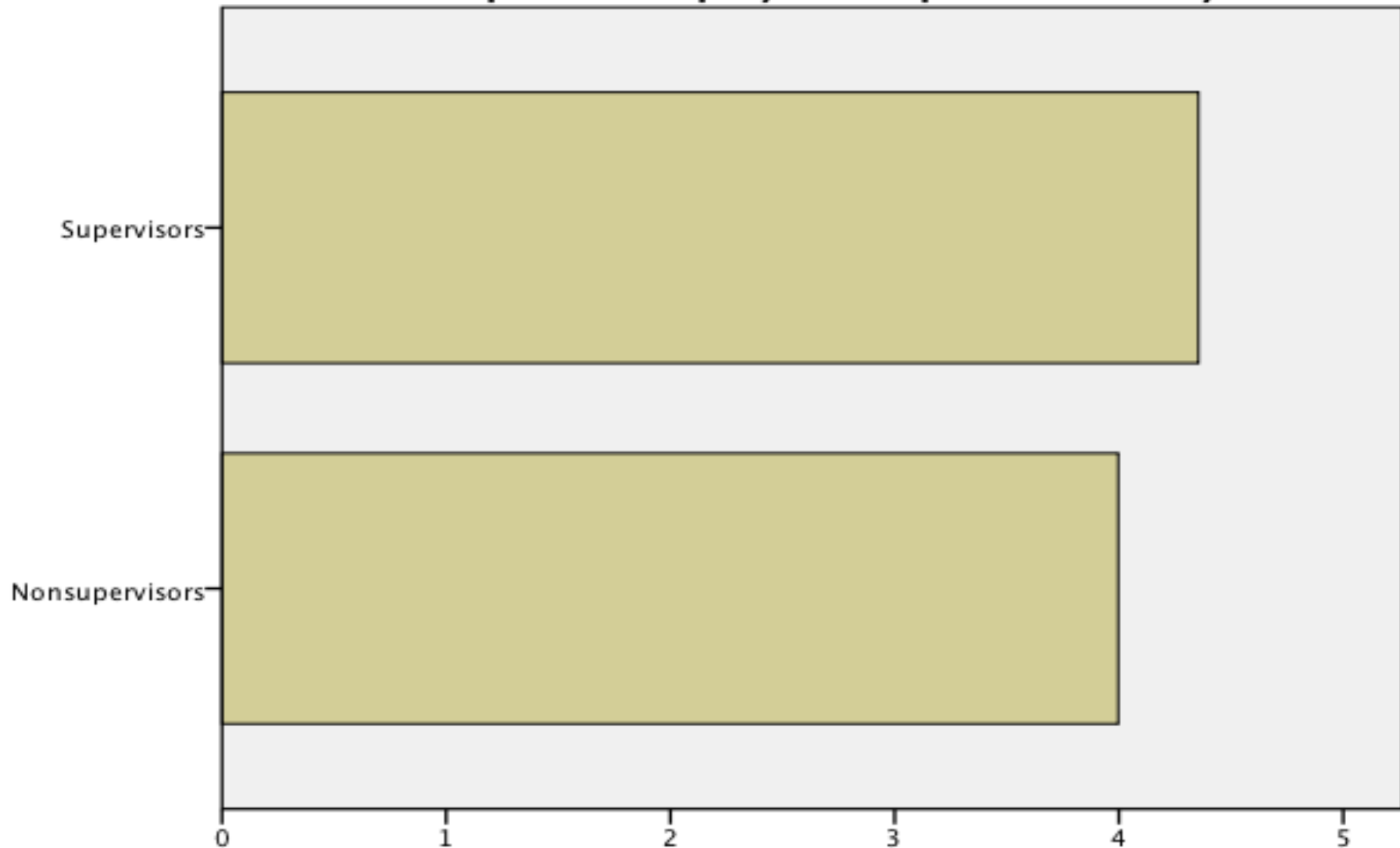


Mean All in all, I am satisfied with my job with the Town.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

## 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status



Mean In thinking about your professional identity, how much do you agree or disagree with the following s...-I am proud to be a public servant.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree



## 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

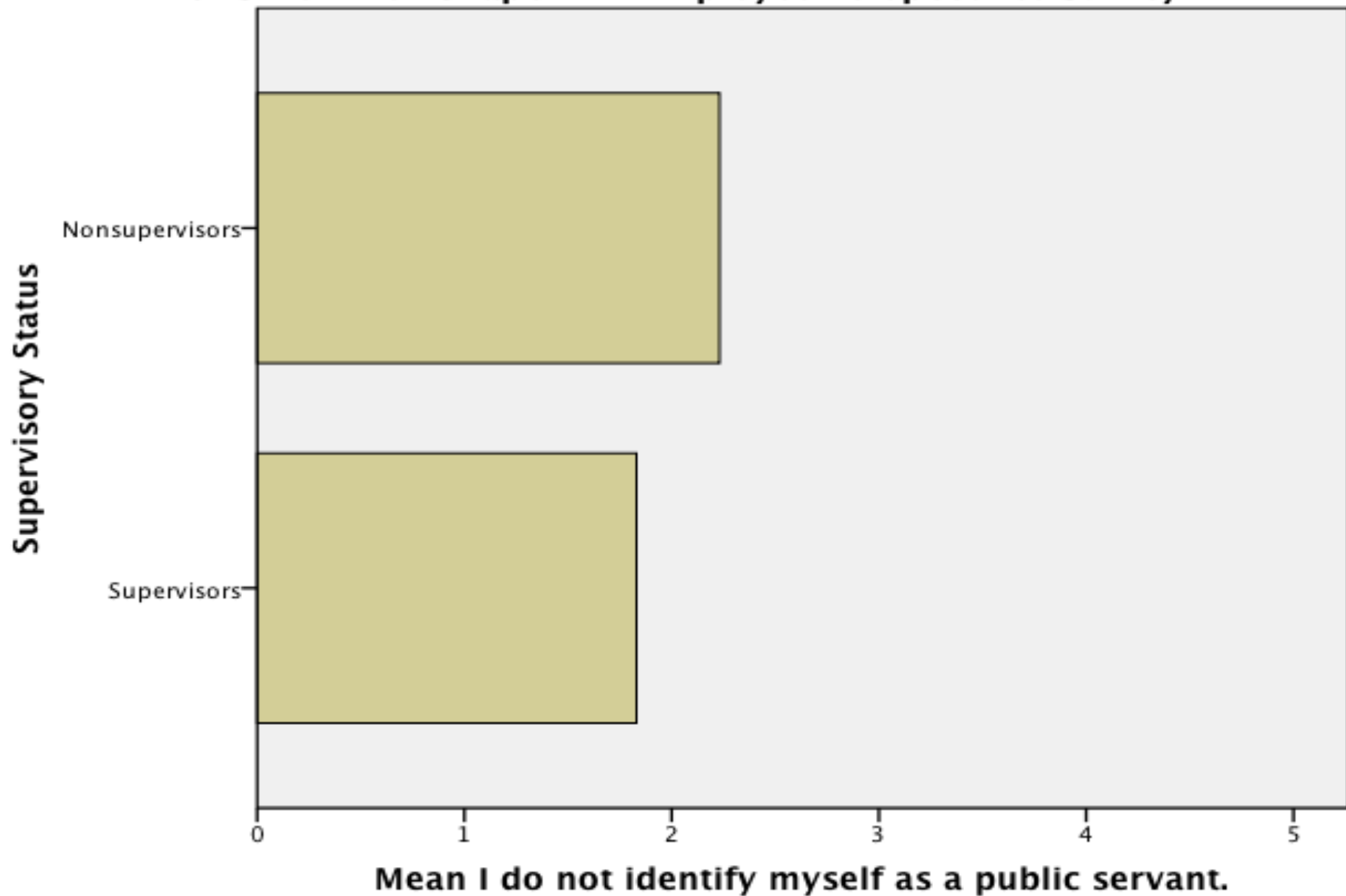
Nonsupervisors



Mean I am enthusiastic about public service.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

## 2013 Town of Chapel Hill Employee Perspectives Survey

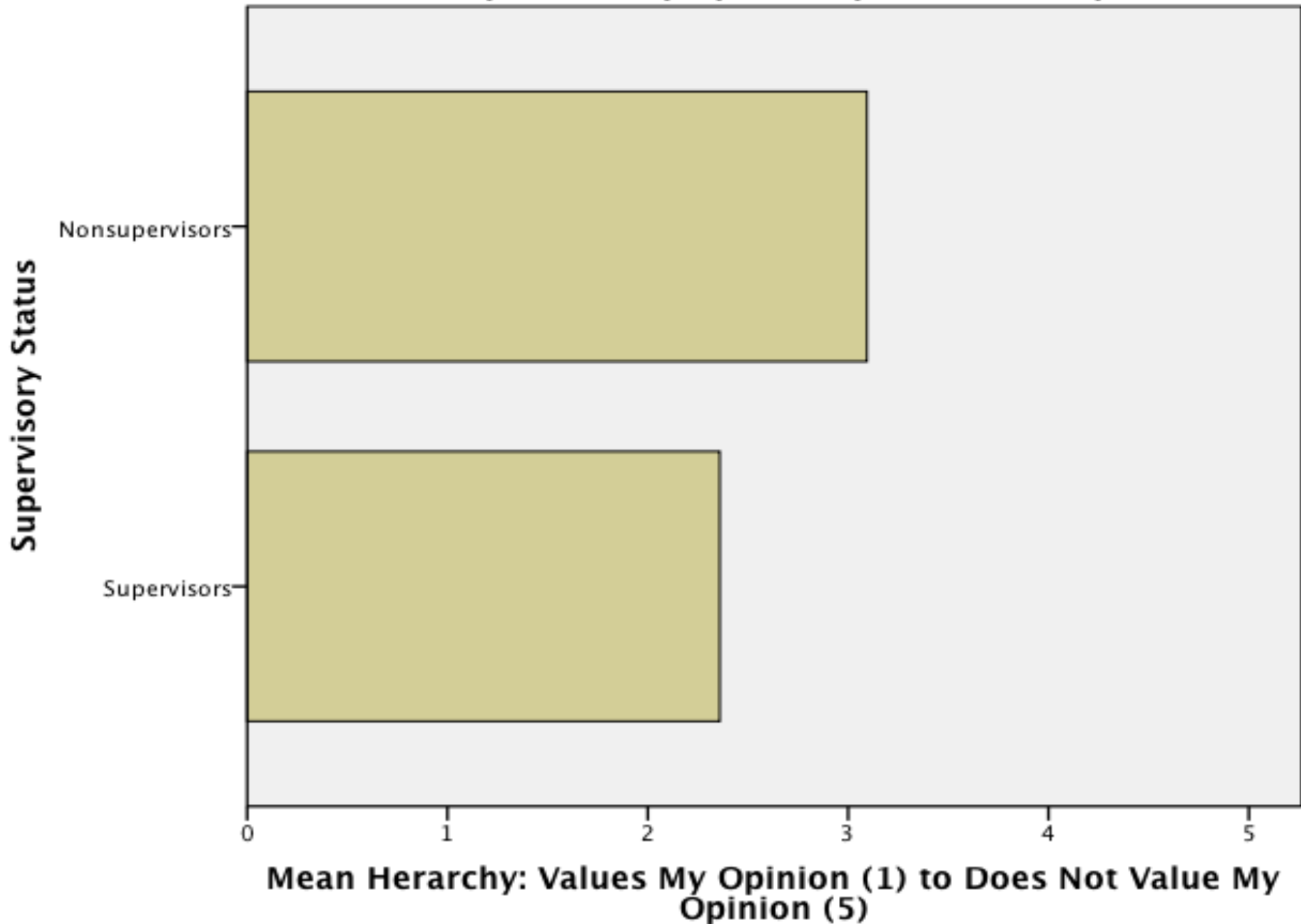


1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree, 5=Strongly Agree

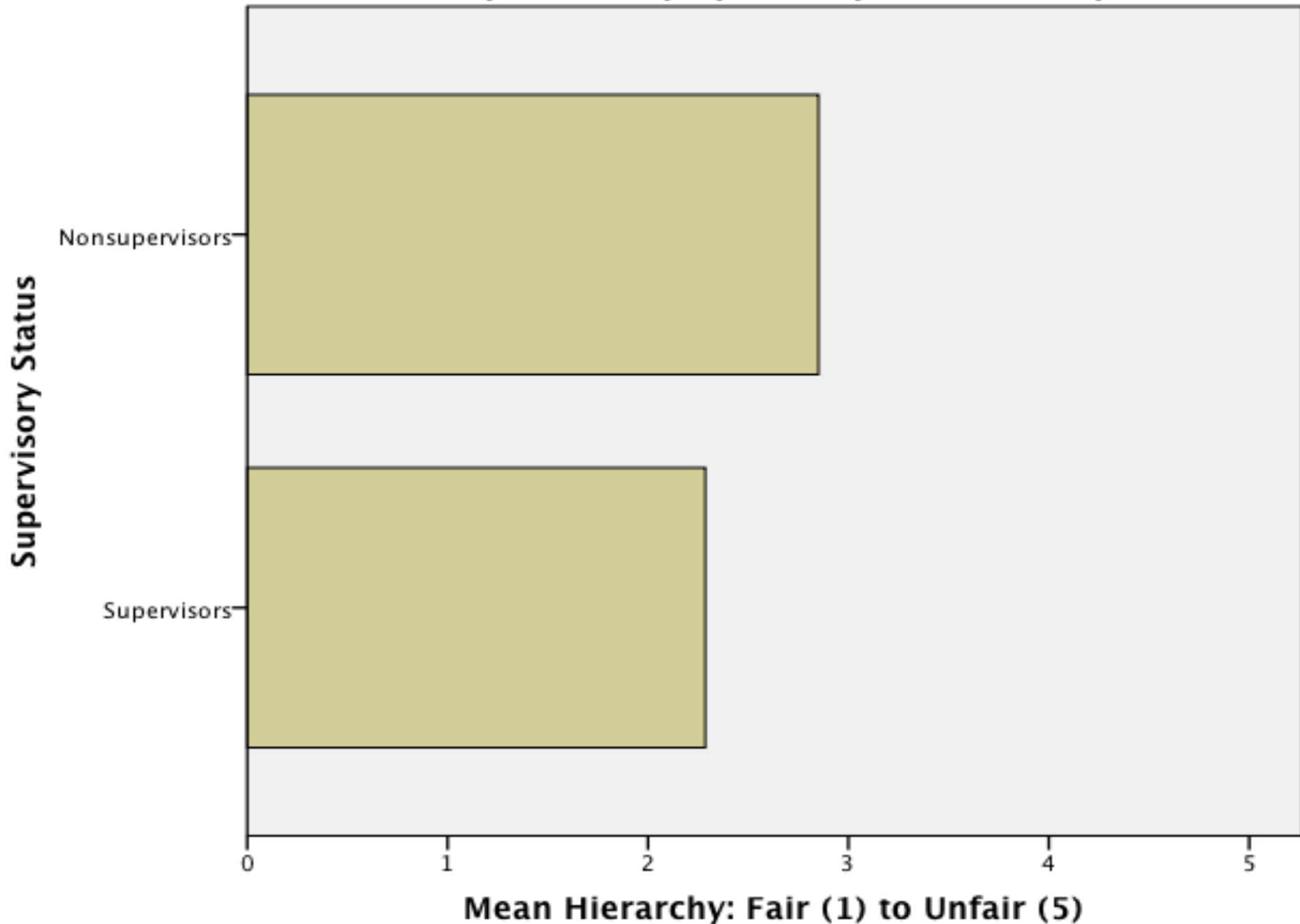
# 2013 Town of Chapel Hill Employee Perspectives Survey



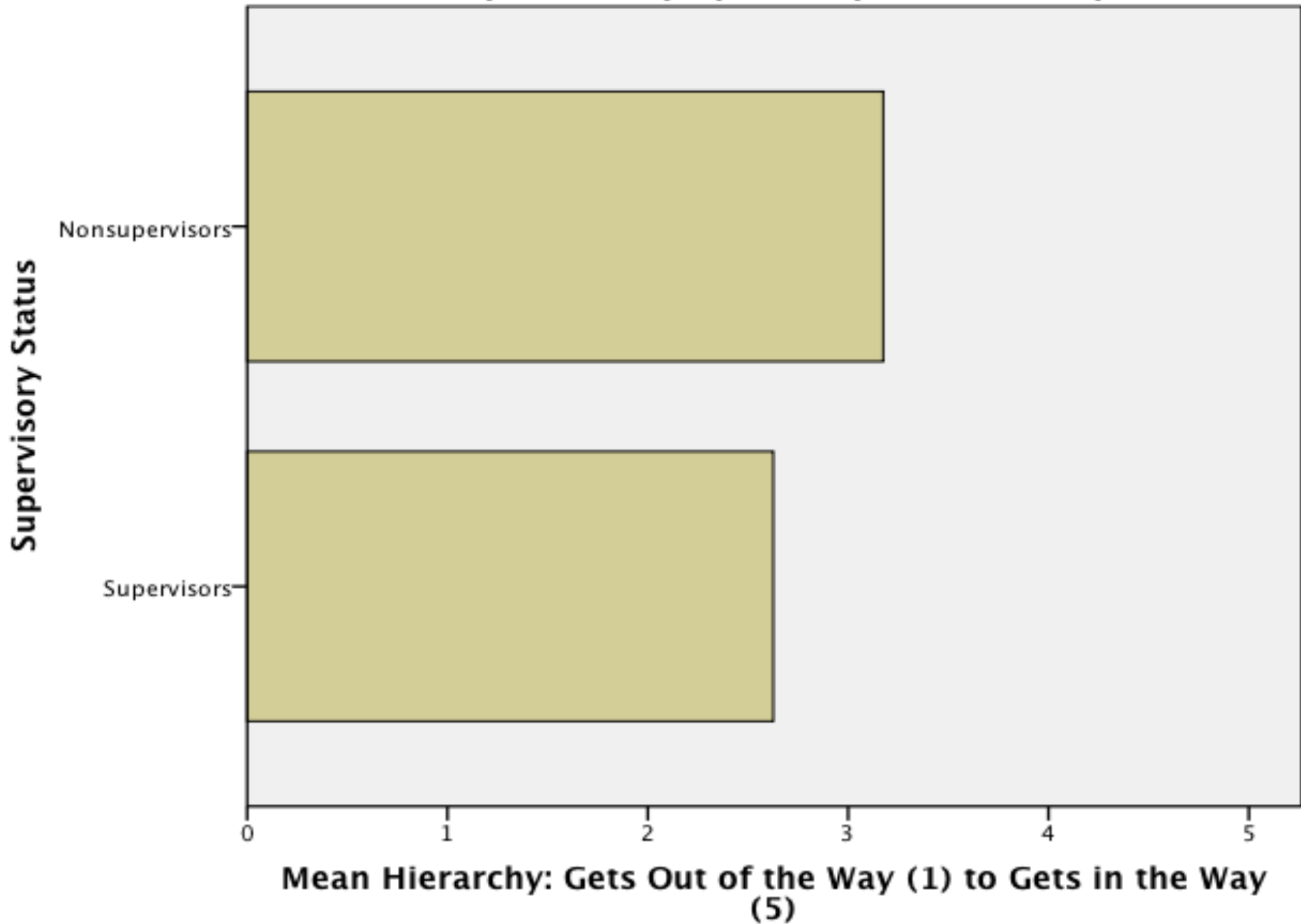
# 2013 Town of Chapel Hill Employee Perspectives Survey



# 2013 Town of Chapel Hill Employee Perspectives Survey



# 2013 Town of Chapel Hill Employee Perspectives Survey



# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

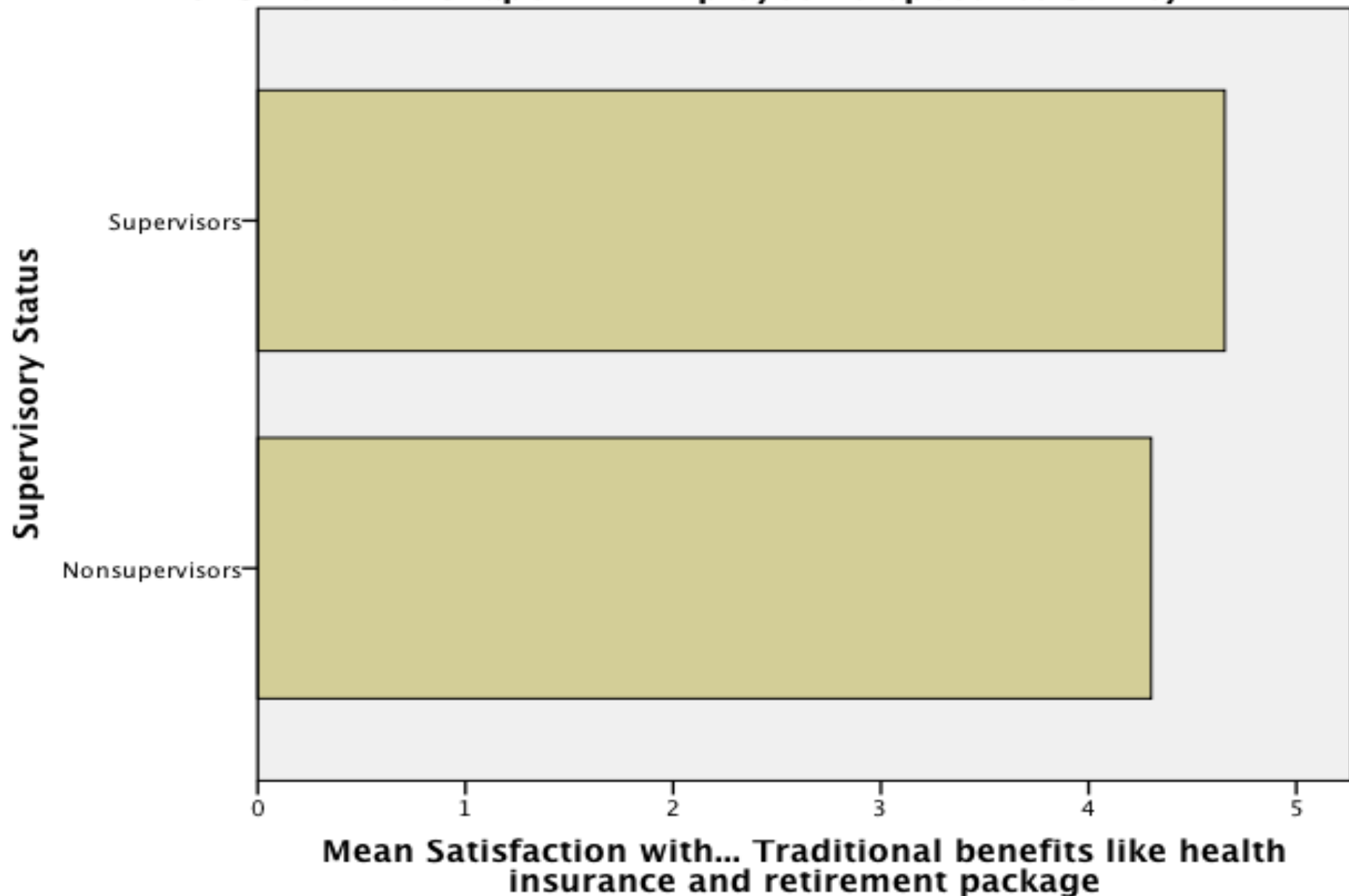
Nonsupervisors



Mean Satisfaction with... The amount of job security I have

1=Very Dissatisfied, 2= Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied

## 2013 Town of Chapel Hill Employee Perspectives Survey



1=Very Dissatisfied, 2= Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied

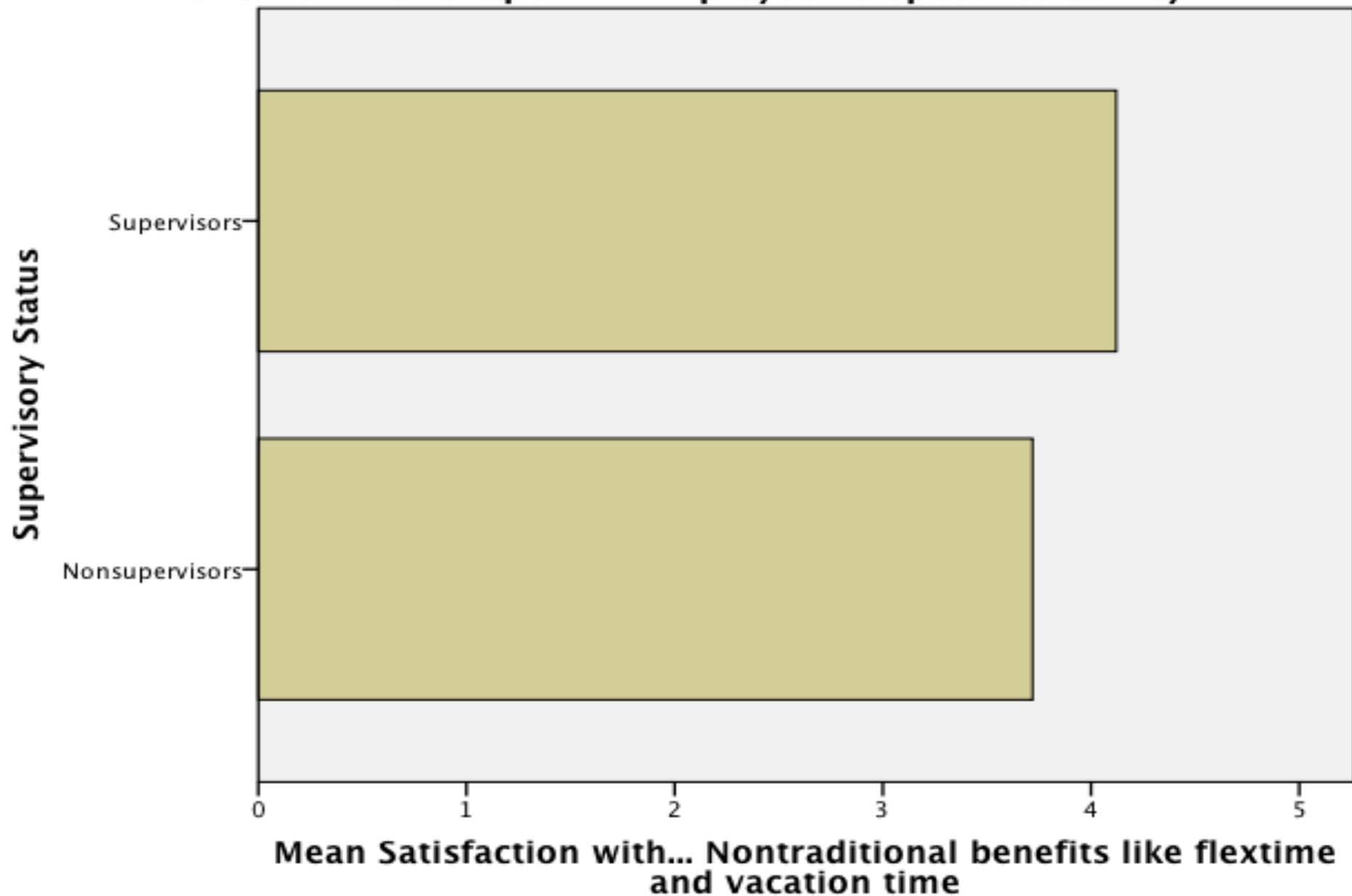


# 2013 Town of Chapel Hill Employee Perspectives Survey



1=Very Dissatisfied, 2= Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied

# 2013 Town of Chapel Hill Employee Perspectives Survey



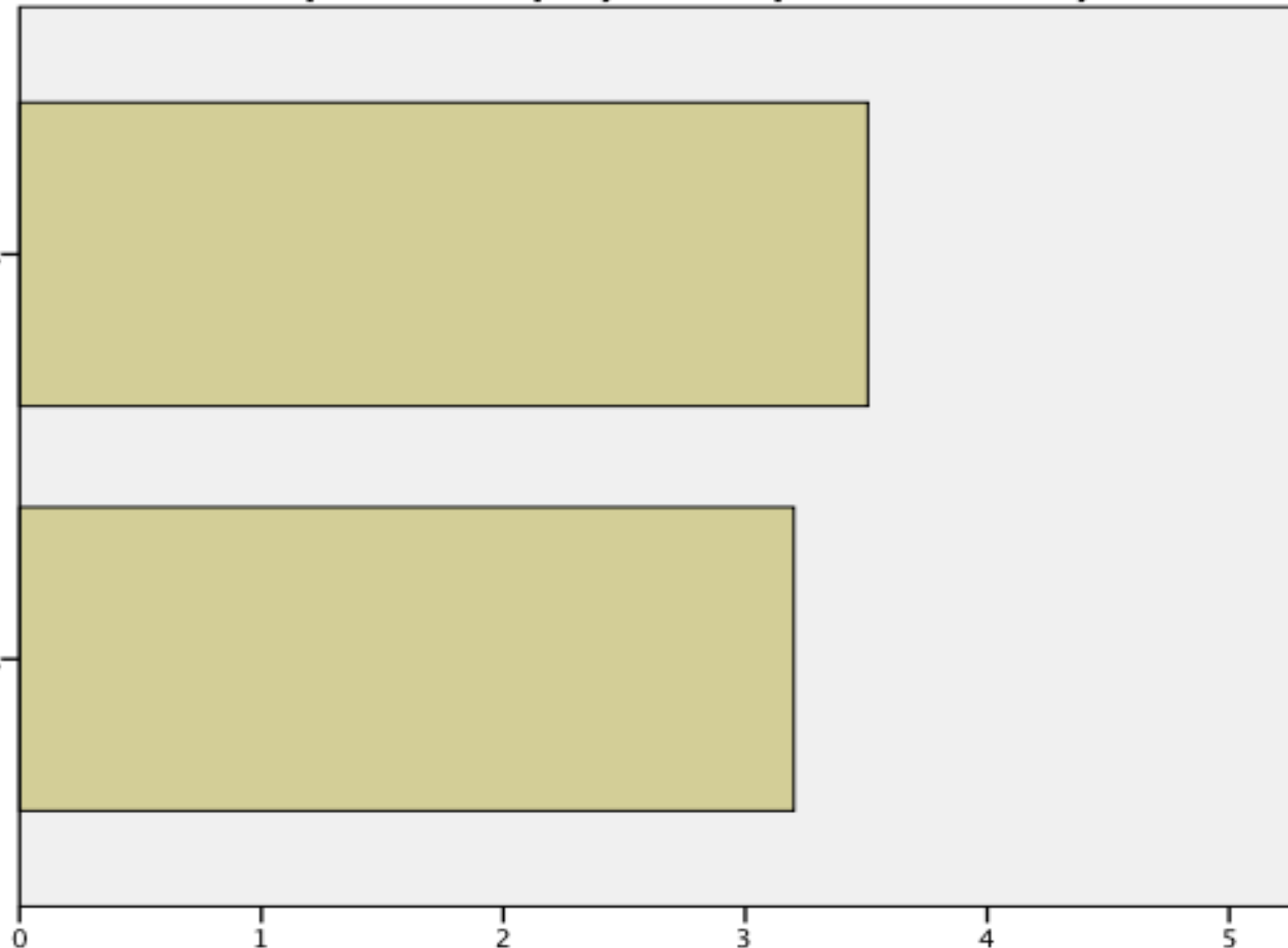
1=Very Dissatisfied, 2= Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

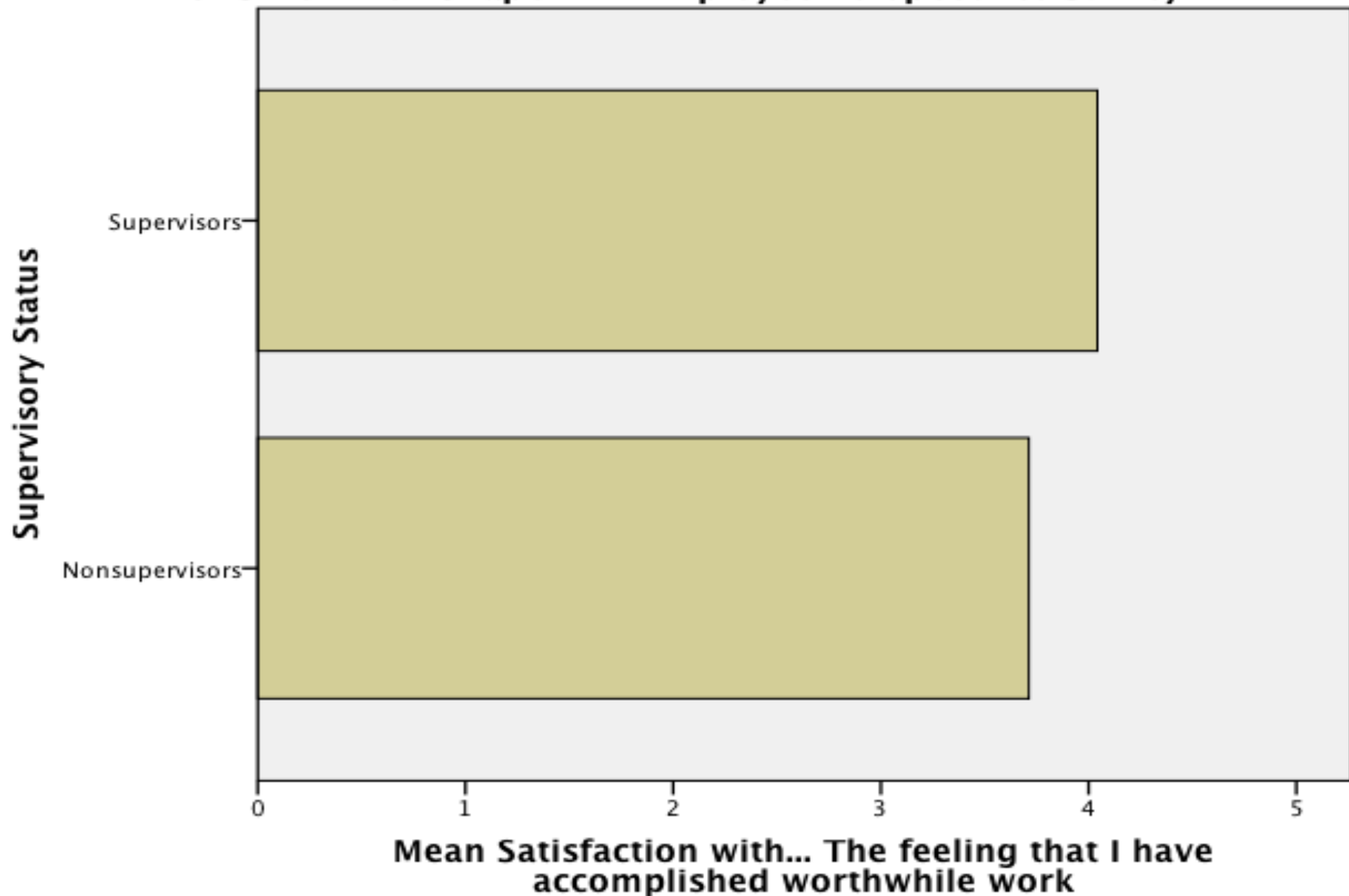
Nonsupervisors



Mean Satisfaction with... he opportunities I have for professional development (training, learning opportunities)

1=Very Dissatisfied, 2= Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied

# 2013 Town of Chapel Hill Employee Perspectives Survey



1=Very Dissatisfied, 2= Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied

## 2013 Town of Chapel Hill Employee Perspectives Survey



1=Very Dissatisfied, 2= Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors



Mean Satisfaction with... The extent to which my work environment embraces new ideas

1=Very Dissatisfied, 2= Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status



1=Very Dissatisfied, 2= Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

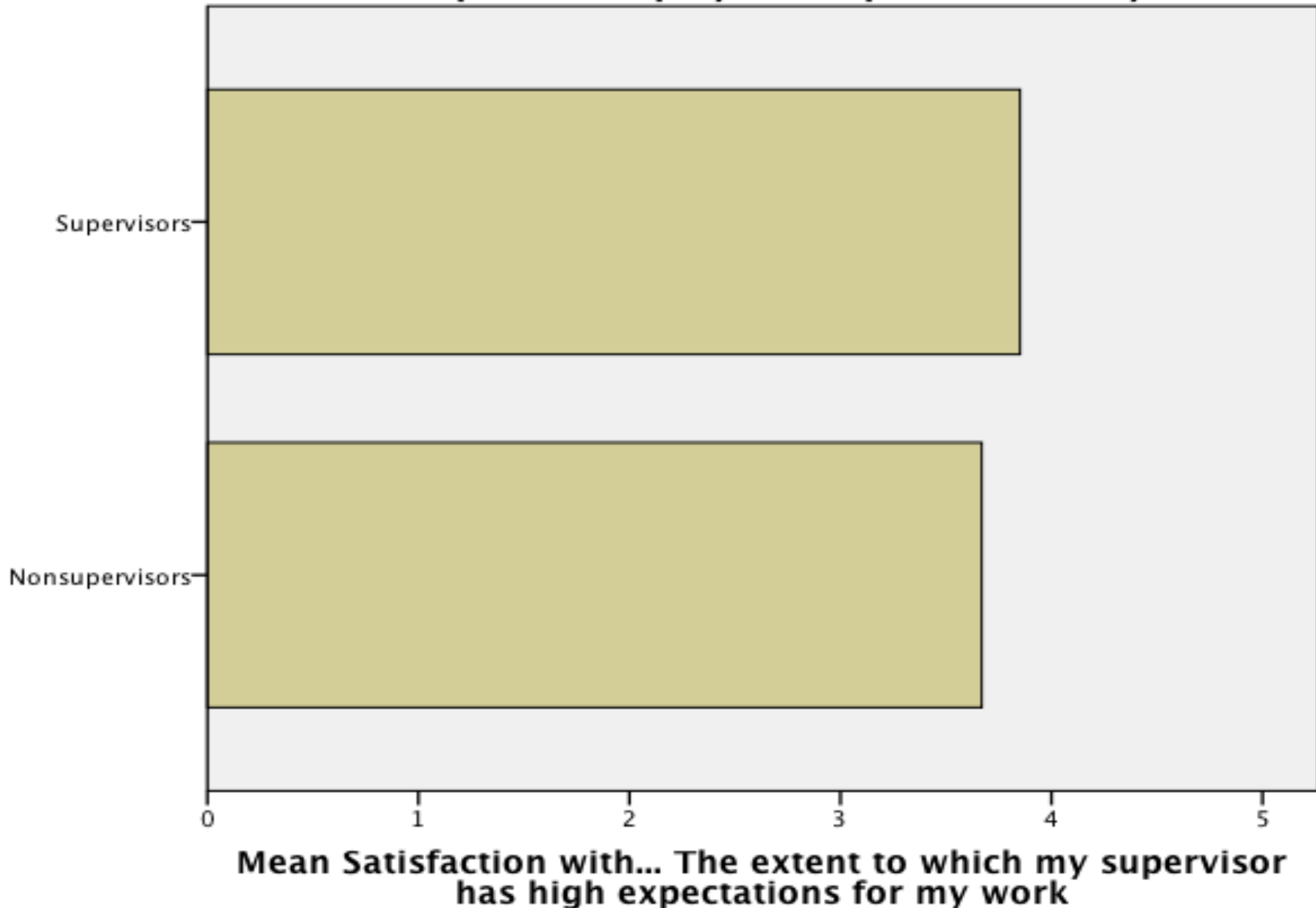


1=Very Dissatisfied, 2= Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied



# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status



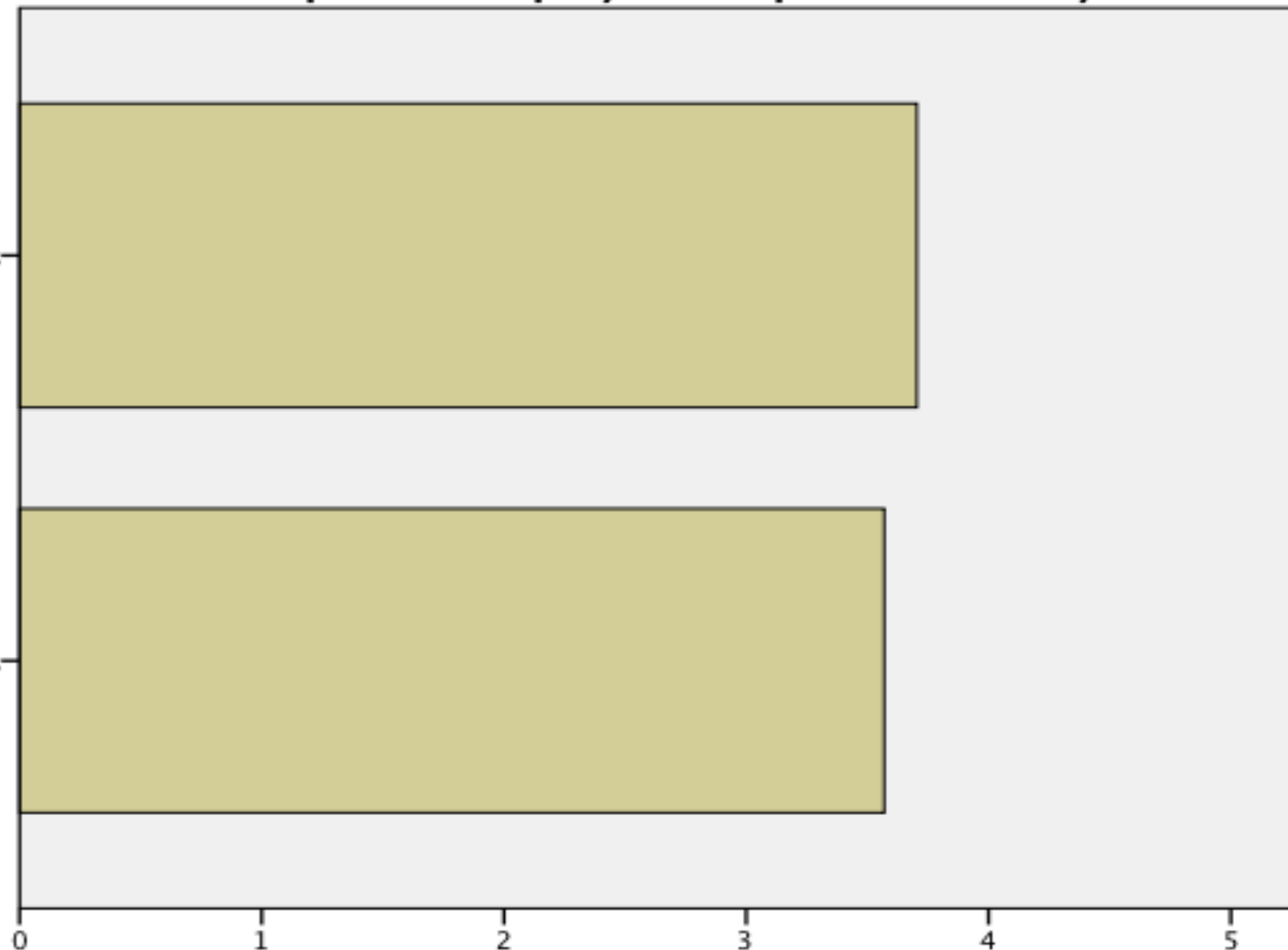
1=Very Dissatisfied, 2= Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied

## 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors



Mean Satisfaction with... The amount of guidance that I receive from my supervisor throughout a work assignment

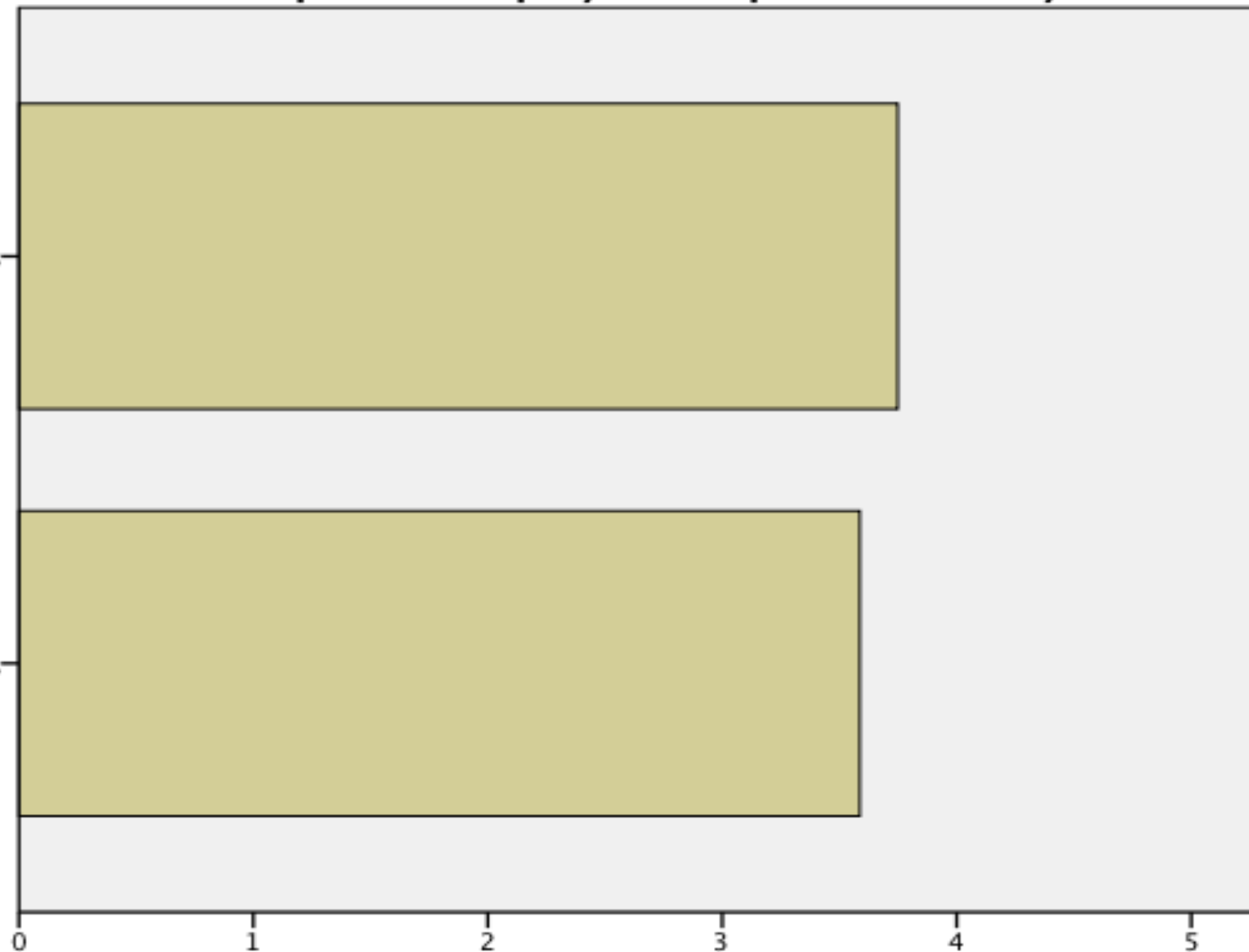
1=Very Dissatisfied, 2= Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors



Mean Extent of Rules That Are Written

1=No Rules 2=Few Rules 3=Some Rules 4=Many Rules 5=All Rules

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors



Mean Extent of Rules That Are Clear Purposes

1=No Rules 2=Few Rules 3=Some Rules 4=Many Rules 5=All Rules

# 2013 Town of Chapel Hill Employee Perspectives Survey

Supervisory Status

Supervisors

Nonsupervisors



Mean Extent of Rules That Are Logical

1=No Rules 2=Few Rules 3=Some Rules 4=Many Rules 5=All Rules

# 2013 Town of Chapel Hill Employee Perspectives Survey

**Supervisory Status**

Supervisors

Nonsupervisors



**Mean Extent of Rules That Are Consistently Applied**

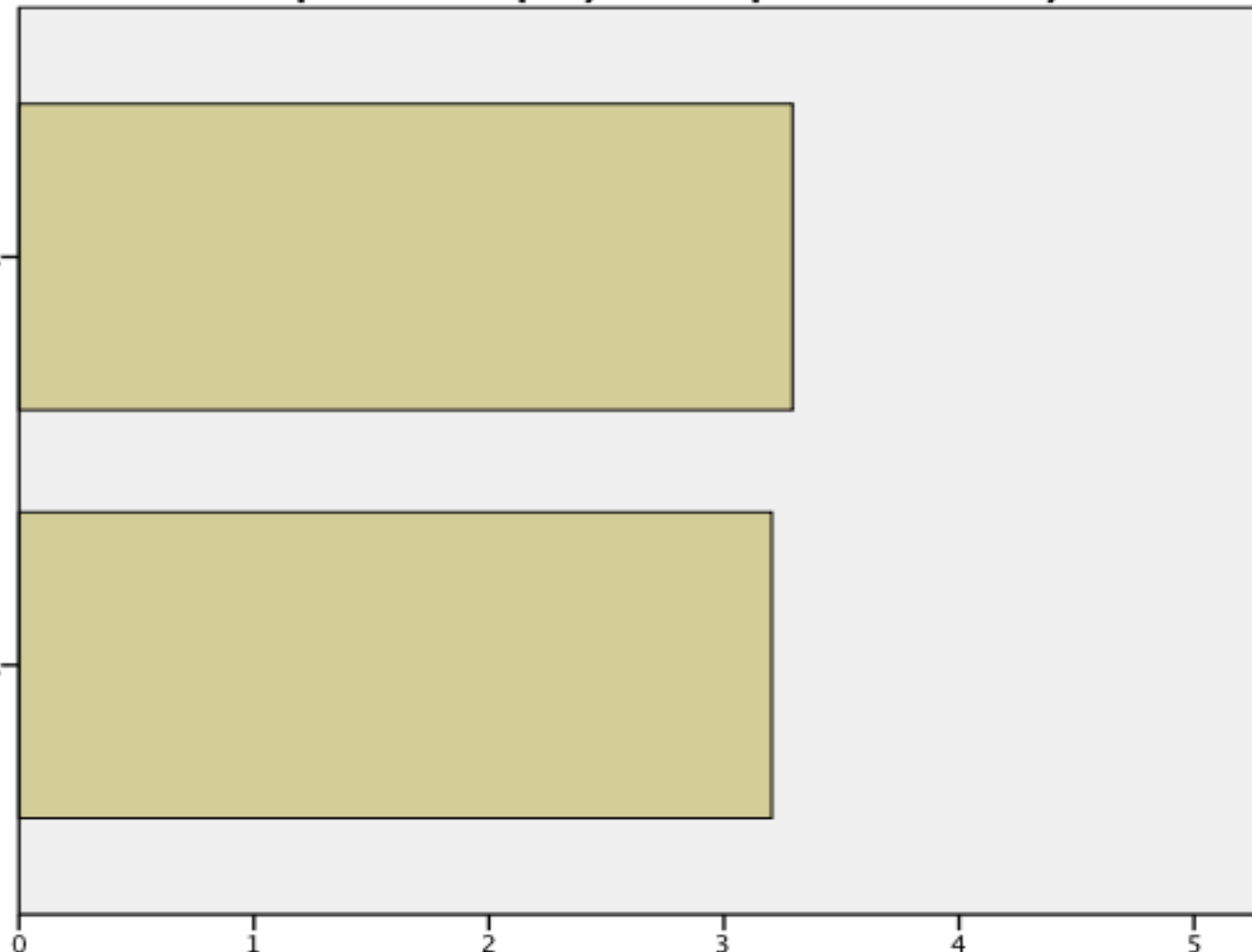
1=No Rules 2=Few Rules 3=Some Rules 4=Many Rules 5=All Rules

# 2013 Town of Chapel Hill Employee Perspectives Survey

**Supervisory Status**

Supervisors

Nonsupervisors



**Mean Extent of Rules That Are Effective**

1=No Rules 2=Few Rules 3=Some Rules 4=Many Rules 5=All Rules

# 2013 Town of Chapel Hill Employee Perspectives Survey





# 2013 Town of Chapel Hill Employee Perspectives Survey



# 2013 Town of Chapel Hill Employee Perspectives Survey

**Supervisory Status**

Nonsupervisors

Supervisors



**Mean Extent of Rules That Are Illegitimate**

1=No Rules 2=Few Rules 3=Some Rules 4=Many Rules 5=All Rules

# 2013 Town of Chapel Hill Employee Perspectives Survey

**Supervisory Status**

Nonsupervisors

Supervisors



**Mean Extent of Rules That Are Unfair**

1=No Rules 2=Few Rules 3=Some Rules 4=Many Rules 5=All Rules

# 2013 Town of Chapel Hill Employee Perspectives Survey

**Supervisory Status**

Supervisors

Nonsupervisors



**Mean Extent of Rules That Are Violated**

1=No Rules 2=Few Rules 3=Some Rules 4=Many Rules 5=All Rules

# 2013 Town of Chapel Hill Employee Perspectives Survey

