

Town of Chapel Hill 2013 Employee Perspectives Survey

Results in Tabular Form

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**2013 Town of Chapel Hill Employee Perspectives Survey
UNC-Chapel Hill School of Government**

How would you rate your job between the following opposite characteristics?

	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
Stress Free (1) to Stressful (5)	2%	8%	26%	35%	29%
Relaxed (1) to Pressured (5)	3%	9%	32%	35%	20%
Slow-paced (1) to Fast-Paced (5)	1%	5%	34%	40%	19%
Nonroutine (1) to Routine (5)	20%	29%	28%	13%	10%
Engaging (1) to Boring (5)	30%	32%	27%	8%	3%

In thinking about your job, how much do you agree or disagree with the following statements?

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
I have the training to do my job effectively.	2%	7%	13%	54%	24%
I have the physical resources (equipment, materials) to do my job effectively.	5%	17%	15%	50%	12%
I have opportunities for advancement in this organization.	16%	25%	26%	27%	6%

In thinking about your job, how much do you agree or disagree with the following statements?

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
Generally, I'm allowed to work independently in my job.	4%	9%	11%	53%	24%
I am certain how much authority I have.	6%	16%	21%	45%	12%
I could do a better job if I had more authority.	6%	18%	38%	28%	10%
I feel that I am my own boss in most matters.	10%	21%	24%	34%	10%

How would you describe information communicated downwards, from department head to employees, between the following opposite characteristics?

	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
Open (1) to Hidden (5)	17%	22%	37%	14%	10%
Accurate (1) to Inaccurate (5)	15%	31%	34%	15%	6%
Adequate (1) to Inadequate (5)	14%	24%	36%	18%	7%
Complete (1) to Incomplete (5)	14%	23%	36%	19%	8%
Timely (1) to Late (5)	13%	25%	40%	16%	7%
Written (1) to Unwritten (5)	10%	22%	40%	19%	9%

How would you describe information communicated upwards, from employees to department head, between the following opposite characteristics?

	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
Accurate (1) to Inaccurate (5)	18%	27%	34%	12%	8%
Bottom-Up Communications: Open (1) to Closed (5)	15%	21%	30%	20%	15%
Timely (1) to Late (5)	14%	22%	34%	19%	11%
Adequate (1) to Inadequate (5)	14%	25%	32%	20%	10%
Complete (1) to Incomplete (5)	13%	23%	33%	20%	11%
Written (1) to Unwritten (5)	13%	22%	39%	16%	10%

Which ways of receiving work-related communications do you prefer or not prefer?

	<i>Prefer</i>	<i>Do Not Prefer</i>	<i>Not Available</i>
Verbal Updates from Superiors	84%	15%	1%
Town Work Email	82%	12%	6%
Staff Meetings	76%	21%	3%
TOWNTalk Newsletter	48%	51%	1%
Internal Intranet	45%	49%	6%
Personal Email	24%	70%	7%
Mailings to Home	20%	78%	2%

How familiar are you with the following Town of Chapel Hill Initiatives?

	<i>Very Familiar</i>	<i>Somewhat Familiar</i>	<i>Not Familiar</i>
Ombuds Office	36%	45%	19%
Personnel Policies and Procedures Improvement Project	32%	58%	10%
Compensation and Classification Study	28%	55%	17%
Employee Performance Management and Development System	22%	51%	27%

In your opinion, how likely are the following Town of Chapel Hill Initiatives to produce positive change?

	<i>Very Likely</i>	<i>Somewhat Likely</i>	<i>Not at all Likely</i>	<i>Don't Know</i>
Ombuds Office	22%	42%	36%	0%
Personnel Policies and Procedures Improvement Project	20%	60%	20%	0%
Employee Performance Management and Development System	18%	49%	32%	0%
Compensation and Classification Study	16%	42%	42%	0%

To what extent do the following Town of Chapel Hill Initiatives address a problem in the workplace?

	<i>Clearly Addresses a Problem</i>	<i>Partially Address a Problem</i>	<i>Does Not Address a Problem</i>	<i>Don't Know</i>
Personnel Policies and Procedures Improvement Project	30%	38%	9%	23%
Compensation and Classification Study	22%	36%	16%	27%
Employee Performance Management and Development System	22%	34%	13%	31%
Ombuds Office	16%	32%	16%	36%

Listed below are the values of the Town of Chapel Hill. How clear are these values to you?

	<i>Unclear</i>	<i>Somewhat Clear</i>	<i>Clear</i>
Safety	5%	14%	81%
Responsibility	6%	17%	77%
Professionalism	6%	18%	77%
Teamwork	8%	20%	73%
Ethics	8%	20%	72%
Communications	8%	24%	67%
Equity	10%	27%	64%

How often do you see the following Town of Chapel Hill values in your workplace?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Often</i>	<i>Always</i>
Safety	3%	3%	19%	51%	25%
Professionalism	2%	6%	30%	46%	17%
Teamwork	3%	7%	29%	45%	16%
Responsibility	3%	8%	31%	44%	14%
Ethics	3%	9%	33%	40%	15%
Communications	3%	11%	41%	34%	11%
Equity	6%	16%	37%	31%	10%

How much improvement does your workplace need in demonstrating the Town of Chapel Hill Values?

	<i>No Improvement Needed</i>	<i>Some Improvement Needed</i>	<i>Major Improvement Needed</i>
Communications	11%	57%	33%
Equity	15%	57%	29%
Responsibility	15%	66%	19%
Equity	20%	61%	19%
Professionalism	22%	61%	17%
Ethics	22%	61%	17%
Safety	31%	58%	11%

How much do you agree or disagree with the following statements about the Town's mission and values?

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neither Agree nor Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
The Town's mission statement makes me excited to do my job.	8%	13%	54%	19%	7%
The Town's values make me excited to do my job.	9%	12%	50%	22%	7%

Below is the Town of Chapel Hill mission statement. How effective is your workplace in achieving this mission on a scale from 1 to 5 stars, with 1 star representing complete ineffectiveness and 5 stars representing complete effectiveness.

The Town of Chapel Hill Mission is "Learning, serving and working together to build a community where people thrive."

	1	2	3	4	5
How effective is your workplace in achieving this mission?	8%	14%	38%	28%	13%

As far as you know, how many or few of your workplace rules can be described as follows?

	<i>No Rules</i>	<i>Few Rules</i>	<i>Some Rules</i>	<i>Many Rules</i>	<i>All Rules</i>
Written	2%	9%	27%	49%	14%
Clear Purposes	2%	11%	42%	37%	9%
Logical	3%	12%	45%	33%	8%
Helpful	4%	12%	44%	32%	9%
Effective	3%	14%	48%	28%	7%
Consistently Applied	5%	25%	44%	19%	7%

As far as you know, how many or few of your workplace rules can be described as follows?

	<i>No Rules</i>	<i>Few Rules</i>	<i>Some Rules</i>	<i>Many Rules</i>	<i>All Rules</i>
Inefficient	11%	25%	47%	16%	2%
Burdensome	14%	32%	39%	15%	1%
Violated	22%	26%	37%	14%	1%
As far as you know, how many or few or	34%	26%	29%	11%	1%
Illegitimate	32%	35%	27%	6%	1%
Unfair	28%	40%	27%	5%	1%

How much do you agree or disagree with the following statements on rule bending?

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
Even if I dislike a rule, I usually obey it.	2%	1%	8%	53%	36%
I figure that rules are there for a purpose.	1%	2%	11%	52%	35%
If I think a rule is pointless, I will find a way around it.	30%	40%	22%	7%	2%

In thinking about decision making in your workplace, how much do you agree or disagree with the following statements?

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
Even small matters have to be referred to someone higher up for a final answer.	7%	29%	19%	31%	15%
In general, an employee wanting to make their own decisions in my workplace would be quickly	6%	35%	25%	24%	10%
I must check with my supervisor before I do almost anything.	16%	33%	18%	21%	12%

In thinking about your input into workplace decisions, how much do you agree or disagree with the following statements?

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
I am given the chance to contribute to important decisions made about my workplace.	16%	25%	23%	29%	6%
I have a lot of say in the development of rules that affect my job.	14%	30%	26%	25%	6%
I have a lot of say in developing Town rules.	29%	34%	25%	8%	4%

How would you describe your chain of command (department head on down) between the following opposite characteristics?

	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
Few Layers of Management (1) to Many Layers of Management (5)	15%	18%	26%	18%	23%
Hierarchy: Values My Opinion (1) to Does Not Value My Opinion (5)	19%	21%	28%	17%	14%
Gets Out of the Way (1) to Gets in the Way (5)	11%	19%	42%	19%	10%
Fair (1) to Unfair (5)	19%	26%	32%	16%	7%

Thinking about trust in your workplace, how much do you agree or disagree with the following statements?

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
When supervisors here say something, you can believe it's true.	9%	22%	37%	26%	6%
Employees here trust supervisors.	14%	26%	32%	24%	4%
Employees do not trust supervisors to do the right thing on their behalf.	9%	25%	27%	30%	9%
My supervisor does not trust me to get work done on my own.	37%	37%	15%	8%	4%

Thinking about your workplace, how much do you agree or disagree with the following statements?

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
Around here it is important to protect yourself or you will be blamed for problems.	9%	22%	20%	35%	14%
People here are afraid to express their views to supervisors.	8%	30%	21%	27%	14%

How much do you agree or disagree with the following statements about teamwork in your workplace?

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
Employees in my workplace function as a team.	3%	10%	18%	54%	14%
My supervisor encourages employees to work together to solve problems.	3%	11%	19%	50%	18%
My department works with other the Town departments to accomplish organizational goals.	4%	10%	31%	41%	14%
Other the Town departments work with our department to accomplish organizational goals	5%	13%	40%	34%	8%
Employees function as a team Town-wide.	9%	20%	41%	25%	5%

How satisfied or dissatisfied are you with the following parts of your job at the Town?

	<i>Very Dissatisfied</i>	<i>Dissatisfied</i>	<i>Neutral</i>	<i>Satisfied</i>	<i>Very Satisfied</i>	<i>Not Applicable</i>
The extent to which my supervisor has high expectations for my work	4%	7%	26%	42%	22%	0.005
The clarity of expectations that I receive from my supervisor	7%	11%	25%	40%	17%	0.007
The feeling that I have accomplished worthwhile work	3%	8%	22%	39%	28%	0.002
The amount of guidance that I receive from my supervisor throughout a work assignment	5%	8%	30%	37%	20%	0.005
The verbal recognition that I receive from my supervisor or my co-workers	5%	14%	26%	37%	17%	0.005
Nontraditional benefits like flextime and vacation time	4%	10%	17%	36%	30%	0.021
The amount of job security I have	3%	7%	14%	35%	41%	0.009
The opportunities I have for professional development (training, learning opportunities)	9%	18%	26%	30%	15%	0.014
The access I have to new technology	7%	16%	30%	30%	16%	0.012
The extent to which my work environment embraces new ideas	9%	17%	35%	29%	11%	0.002
The monetary compensation I receive for my work at the Town.	15%	26%	25%	26%	7%	0.007
Traditional benefits like health insurance and retirement package	1%	4%	10%	25%	58%	0.021

What are the five factors that are most important to you in a job?

	<i>Most Important</i>
Traditional benefits (retirement/ health insurance)	68%
Monetary compensation	59%
Job security	59%
A sense of worthwhile accomplishment	47%
Friendly co-workers	38%
Professional development opportunities	32%
Nontraditional benefits (vacation, flextime)	29%
Regular opportunities for promotions	25%
A work environment that embraces new ideas	23%
Clear expectations from my supervisor	21%
Autonomy	12%
Verbal recognition from my supervisor or co-workers	10%
Access to technology	8%
High expectations from my supervisor	7%
Guidance throughout a work assignment from my supervisor	6%

What are the three factors that are least important to you in a job?

Least Important

Guidance throughout a work assignment from my supervisor	52%
Verbal recognition from my supervisor or co-workers	35%
Autonomy	27%
Access to technology	24%
Clear rules and a defined reporting structure	23%
High expectations from my supervisor	23%
Friendly co-workers	17%
Regular opportunities for promotions	16%
A work environment that embraces new ideas	12%
Nontraditional benefits (vacation, flextime)	8%
Professional development opportunities	8%
Clear expectations from my supervisor	7%
A sense of worthwhile accomplishment	7%
Monetary compensation	4%
Job security	4%
Traditional benefits (retirement/ health insurance)	2%

In thinking of yourself as a Town employee, how much do you agree or disagree with the following statements?

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
I am very interested in what others think about the Town.	4%	8%	29%	47%	12%
When I talk about the Town, I usually say "we" rather than "they".	6%	14%	28%	40%	13%
When someone criticizes the Town, it feels like a personal insult.	8%	27%	24%	34%	7%

How much do you agree or disagree with the following statements about how you feel about working for the Town:

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
I would be very happy to spend the rest of my career with the Town.	6%	7%	30%	38%	20%
I wouldn't leave the Town right now because I have a sense of obligation to the people in it.	10%	26%	28%	28%	7%
I would feel guilty if I left the Town now.	13%	31%	27%	24%	5%

In thinking of yourself as a Town employee, how much do you agree or disagree with the following statements?

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
I often think about myself as an employee of the Town.	3%	7%	18%	54%	19%
I am very interested in what others think about the Town.	4%	8%	29%	47%	12%
When I talk about the Town, I usually say "we" rather than "they".	6%	14%	28%	40%	13%
The Town's successes are my successes.	5%	15%	35%	37%	7%
If a story in the media criticized the Town, I would feel embarrassed.	5%	22%	30%	36%	7%
When someone praises the Town, it feels like a personal compliment.	4%	22%	32%	36%	7%
When someone criticizes the Town, it feels like a personal insult.	8%	27%	24%	34%	7%

How much do you agree or disagree with the following statements about working for the Town?

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
Each workday seems like it will never end.	11%	49%	25%	11%	5%
As soon as I find a better job, I'll leave the Town.	24%	36%	24%	10%	5%
I often think of quitting my job.	26%	36%	21%	14%	4%
I do not feel emotionally attached to the Town.	14%	36%	26%	20%	5%
All in all, I am satisfied with my job with the Town.	4%	11%	23%	47%	15%

Have you ever held a position in the private sector similar to the one you hold now?

<i>Yes</i>	<i>No</i>
37%	63%

In thinking about your professional identity, how much do you agree or disagree with the following statements?

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
I am proud to be a public servant.	1%	2%	13%	52%	32%
I am enthusiastic about public service.	2%	3%	19%	48%	29%
I do not identify myself as a public servant.	30%	42%	18%	8%	2%

Where would you place yourself between the following personality characteristics?

	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
Accepting Authority (1) to Questioning Authority (5)	25%	37%	25%	10%	3%
Going Along With the System (1) to Bucking the System (5)	23%	38%	30%	8%	2%
Conforming (1) to Rebellious (5)	21%	39%	32%	7%	2%

Response Rates by Department

CAPA	100%
HRD	100%
IT	100%
Manager	100%
Mayor	100%
Planning	94%
Fire	76%
Business Management	75%
Parks and Recreation	65%
Public Works	64%
Police	59%
Parking	57%
Library	53%
Housing	50%
Transit	39%
Unknown	1%
Legal	0%
Total	60%

Response Rates by Race/Ethnicity

White	68%
Other (Hispanic, Asian, N	56%
Black	47%

Response Rates by Managerial Status

Department Head	100%
Supervisor	90%
Non-Supervisor	50%

Response Rates by Gender

Female	60%
Male	59%