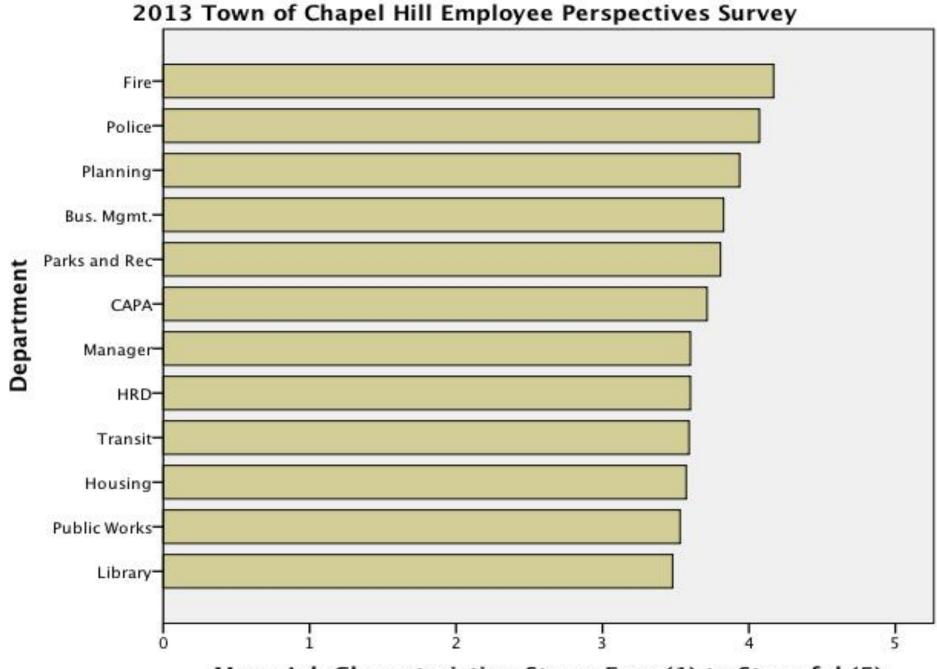
Town of Chapel Hill 2013 Employee Perspectives Survey

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



2013 Town of Chapel Hill Employee Perspectives Survey Planning-Fire-CAPA-Manager-Police-Department Bus. Mgmt.-Parks and Rec-Public Works-Housing-HRD-Library Transit-Mean Job Characteristics: Relaxed (1) to Pressured (5)

2013 Town of Chapel Hill Employee Perspectives Survey Planning-CAPA-Bus. Mgmt. Library-Fire-Department Manager-Public Works-Transit-Parks and Rec-Police-Housing HRD-Mean Job Characteristics: Slow-paced (1) to Fast-Paced (5)

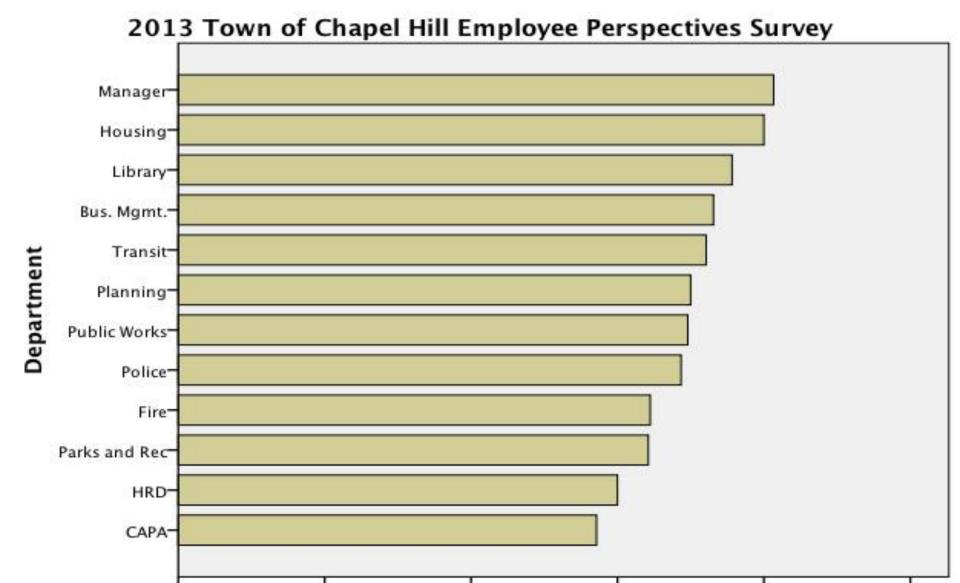


Mean Job Characteristics: Stress Free (1) to Stressful (5)

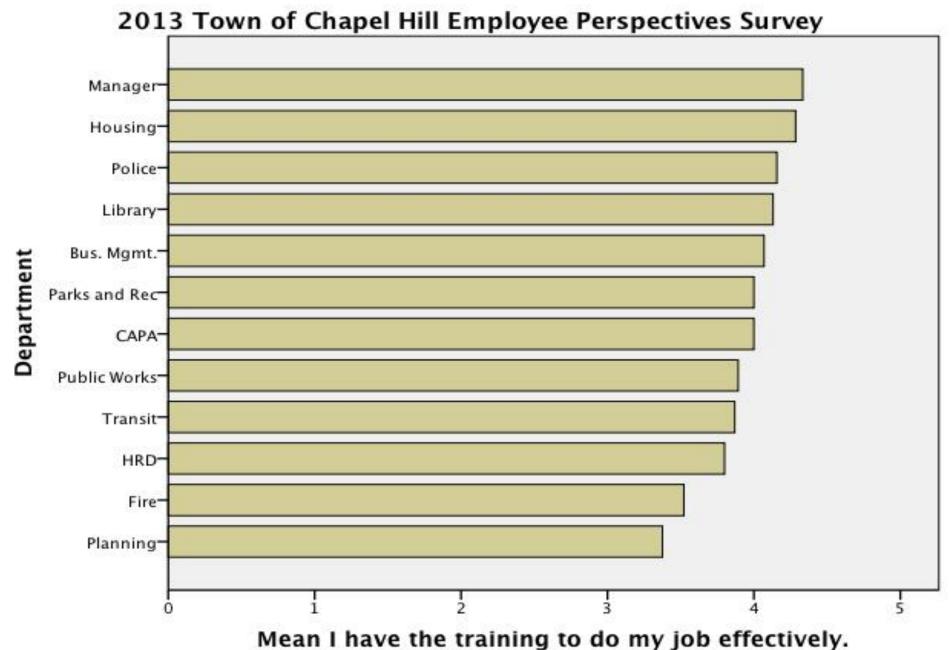
2013 Town of Chapel Hill Employee Perspectives Survey Parks and Rec-CAPA-Transit-Library-Police-Department Bus. Mgmt.-HRD-Public Works-Planning-Housing-Fire-Manager-Mean Job Characteristics: Engaging (1) to Boring (5)

2013 Town of Chapel Hill Employee Perspectives Survey Housing-Transit-Parks and Rec-Bus. Mgmt.-CAPA-Department Public Works-Library-Planning-Police-HRD-Fire-Manager-

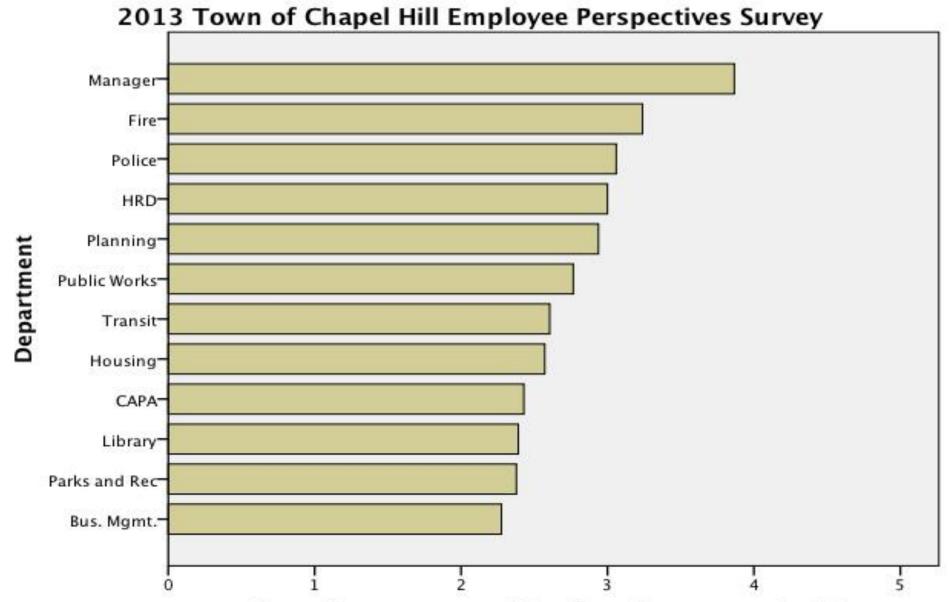
Mean Job Characteristics: Nonroutine (1) to Routine (5)



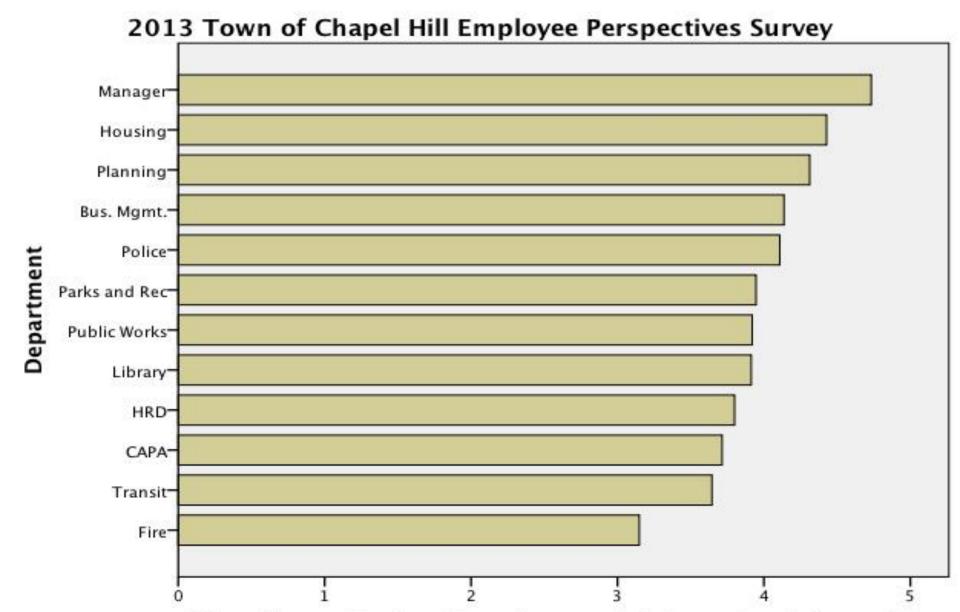
Mean I have the physical resources (equipment, materials) to do my job effectively.



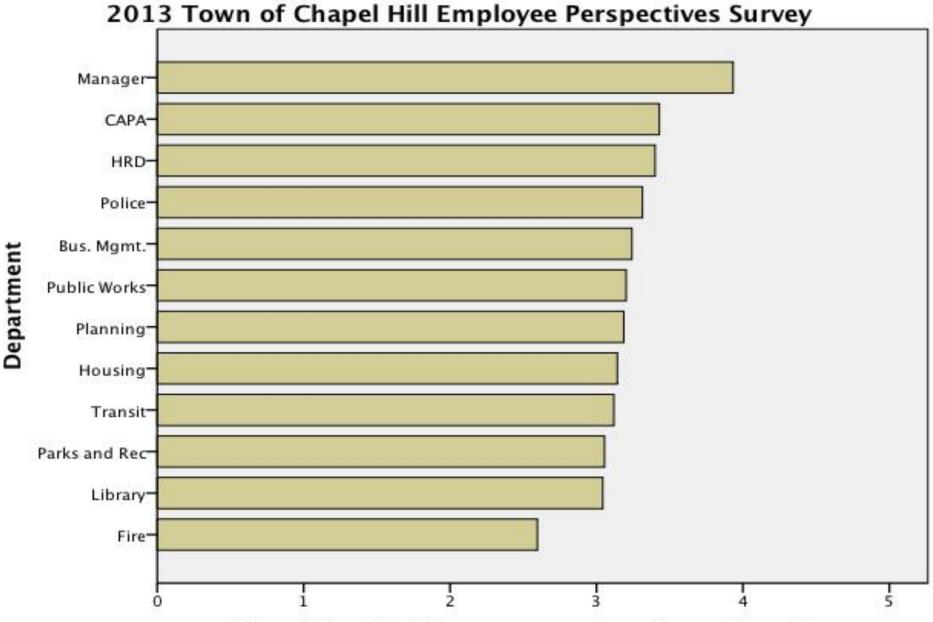
Mean I have the training to do my job effectively.



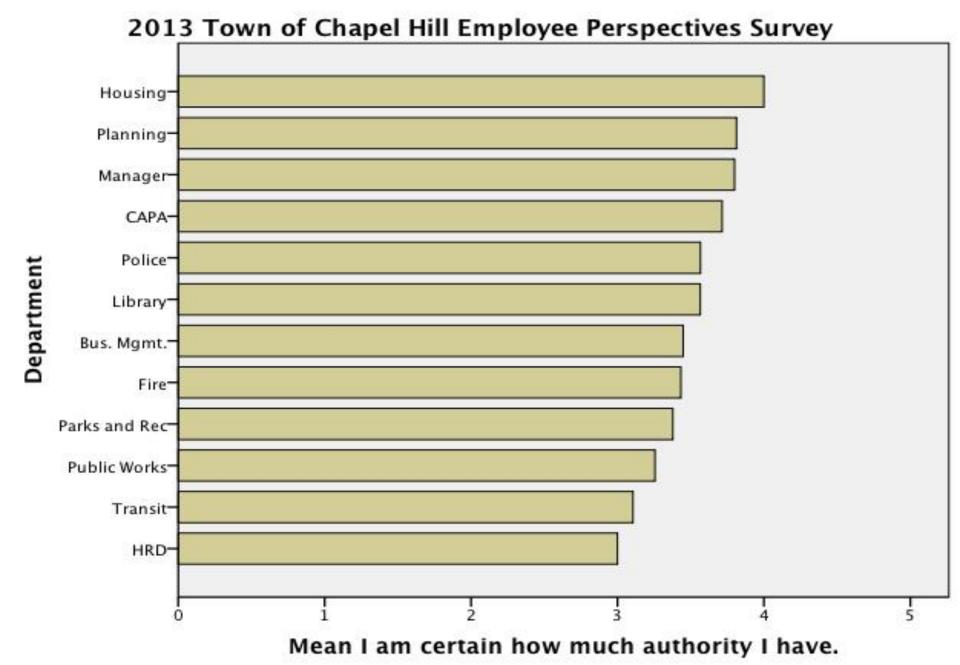
Mean I have opportunities for advancement in this organization.

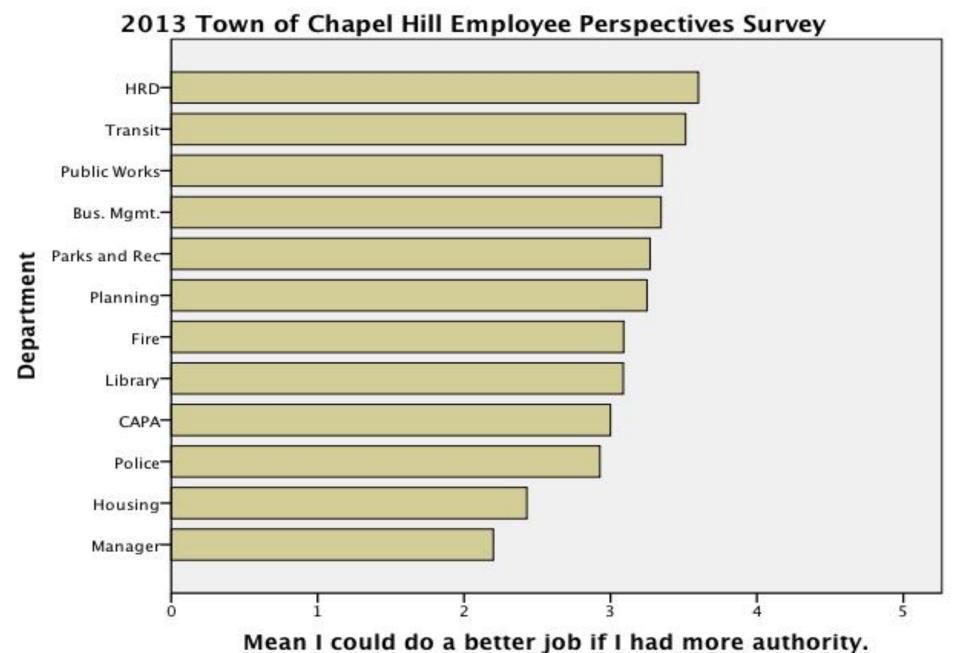


Mean Generally, I'm allowed to work independently in my job.

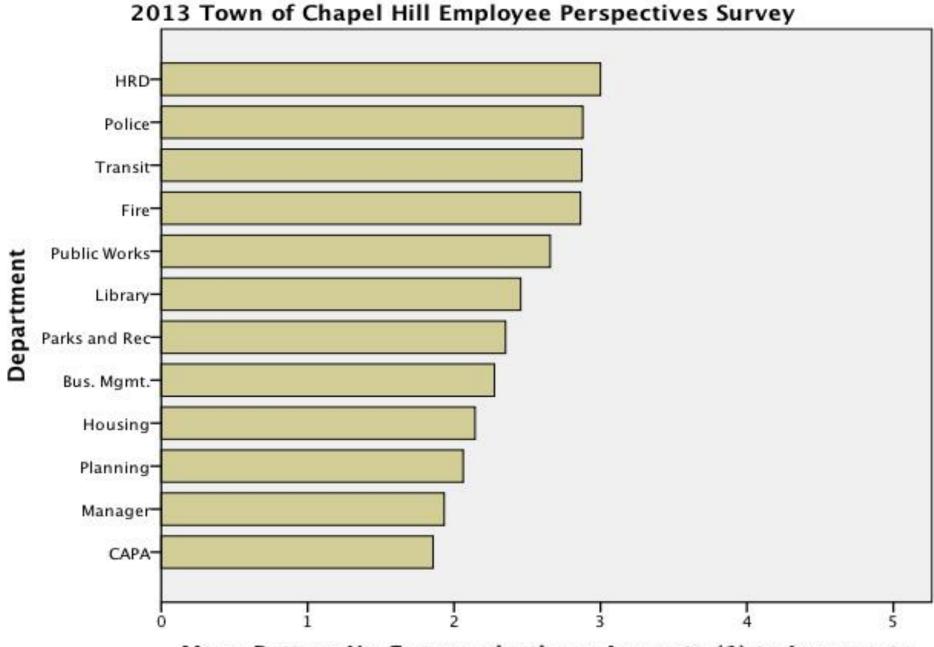


Mean I feel that I am my own boss in most matters.





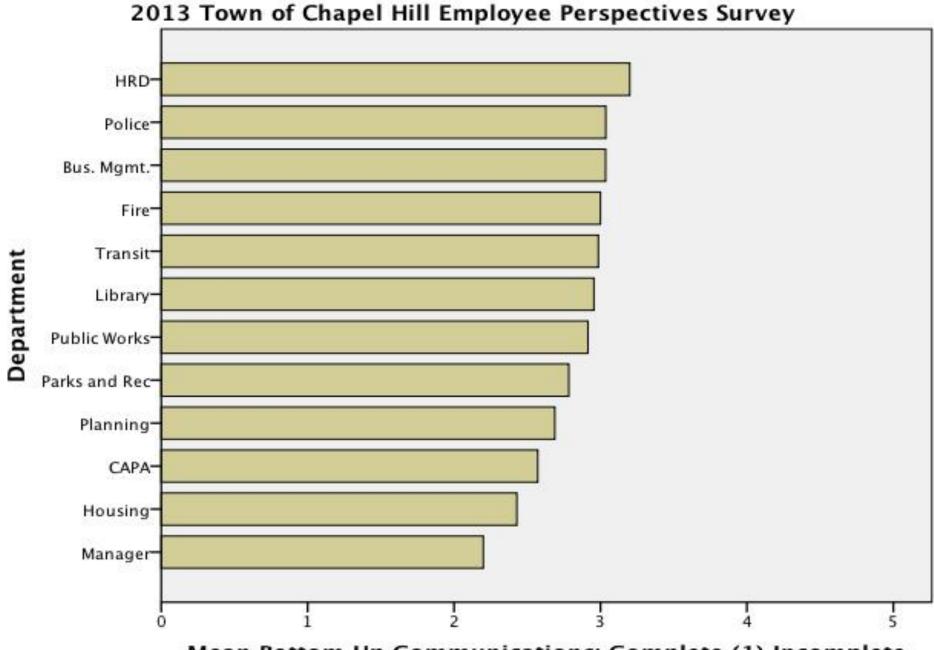
Mean I could do a better job ii I nad more admortty.



Mean Bottom Up Communications: Accurate (1) to Inaccurate (5)

2013 Town of Chapel Hill Employee Perspectives Survey HRD-Police-Fire-Public Works-Transit-Department Bus. Mgmt.-Library-Parks and Rec-Planning-Housing-CAPA-Manager-

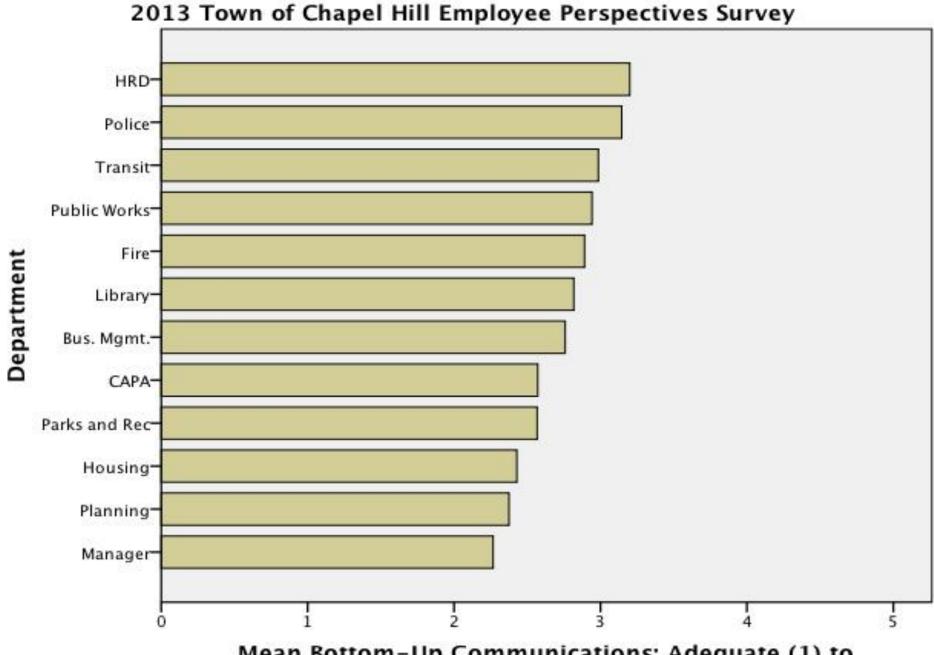
Mean Bottom-Up Communications: Timely (1) to Late (5)



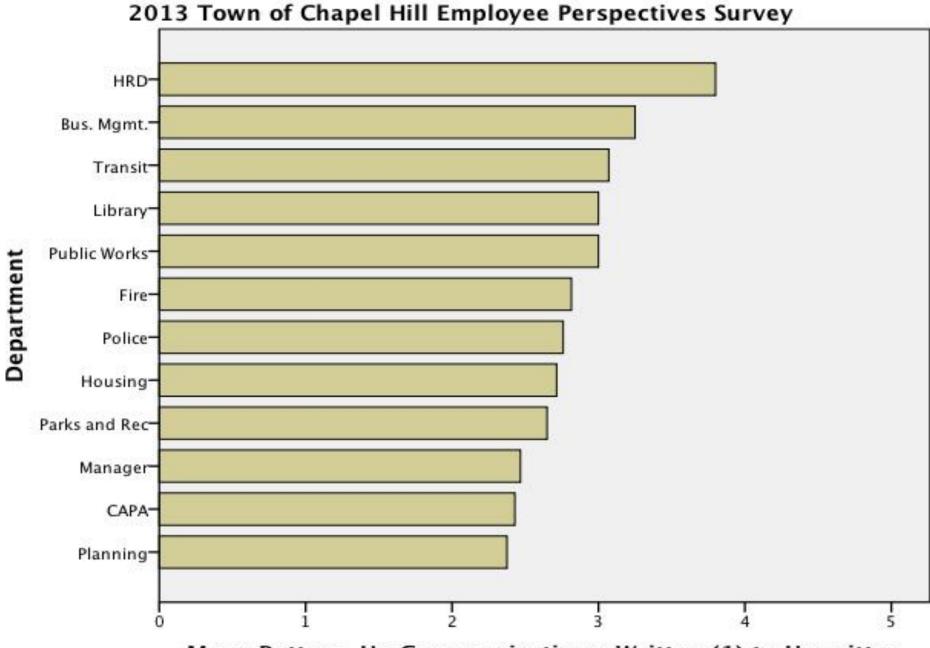
Mean Bottom Up Communications: Complete (1) Incomplete (5)

2013 Town of Chapel Hill Employee Perspectives Survey HRD-Police-Fire-Public Works-Transit-Department Planning-Library-Bus. Mgmt.-Parks and Rec-Manager Housing CAPA-

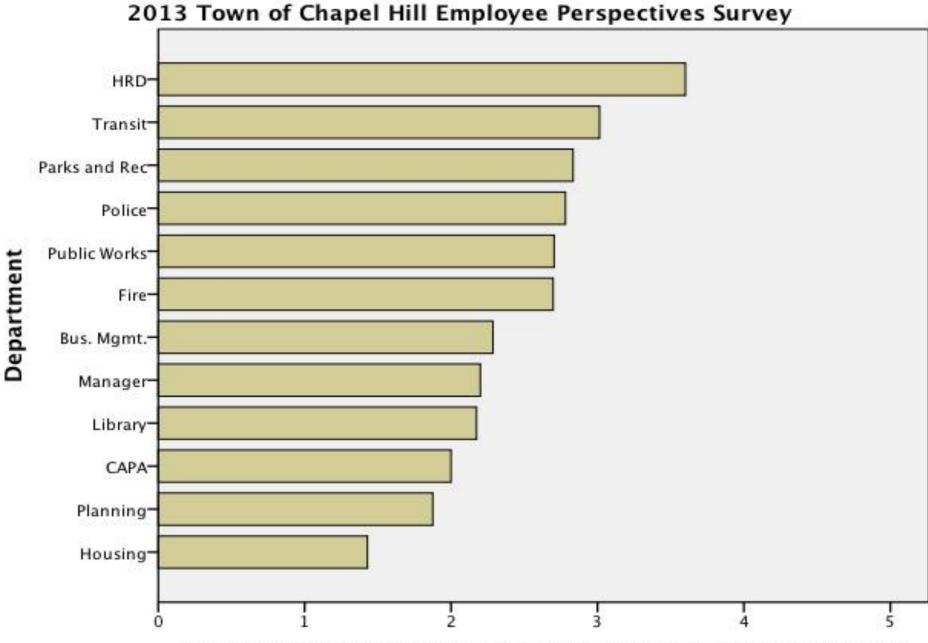
Mean Bottom-Up Communications: Open (1) to Hidden (5)



Mean Bottom-Up Communications: Adequate (1) to Inadequate (5)

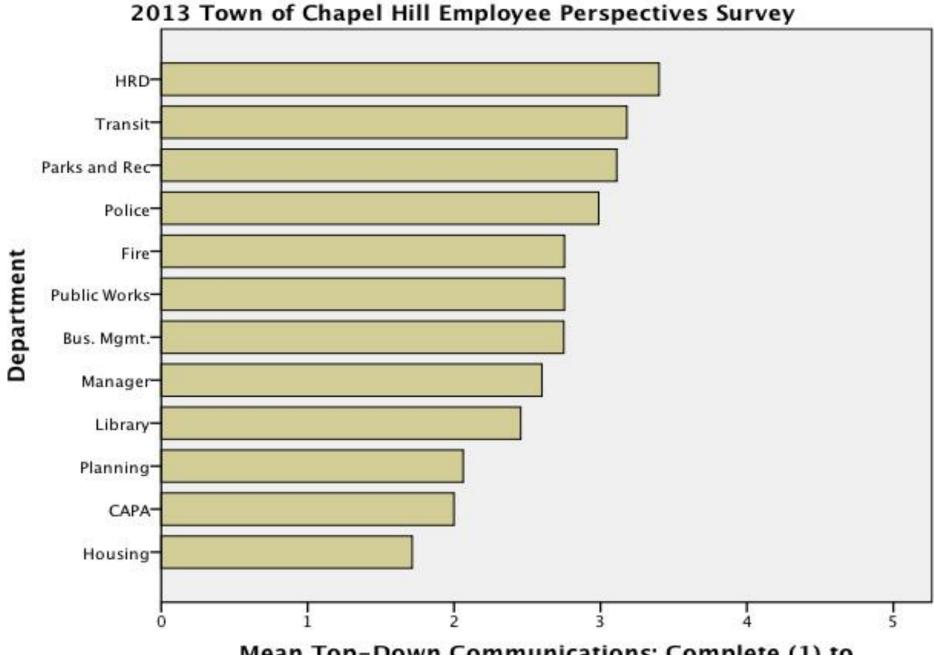


Mean Bottom-Up Communications: Written (1) to Unwritten (5)



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

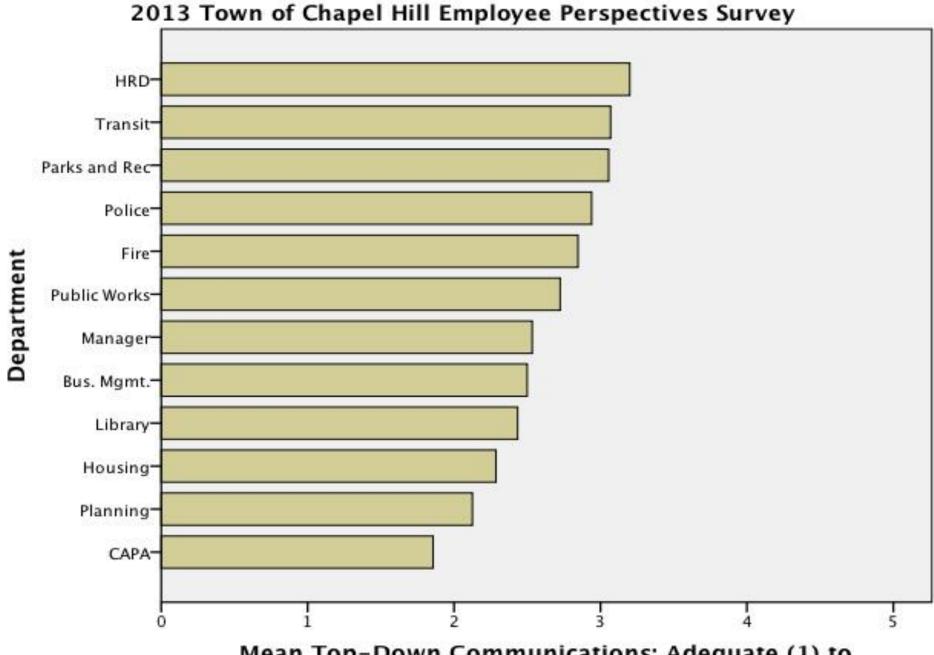
2013 Town of Chapel Hill Employee Perspectives Survey HRD-Parks and Rec-Transit-Fire-Police-Department Public Works-Manager-Bus. Mgmt.-Library Housing-Planning-CAPA-Mean Top-Down Communications: Timely (1) to Late (5)



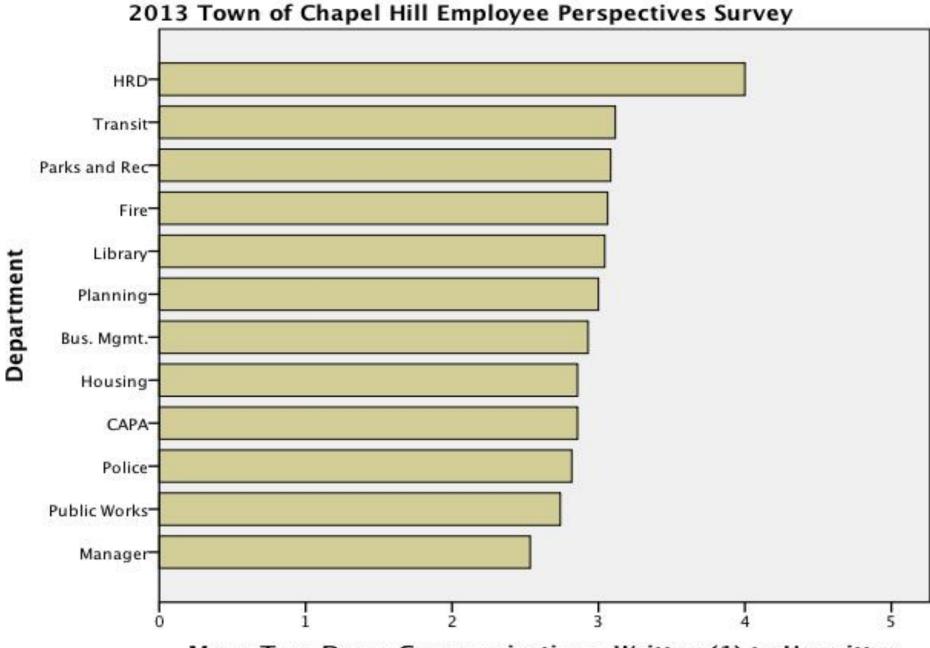
Mean Top-Down Communications: Complete (1) to Incomplete (5)

2013 Town of Chapel Hill Employee Perspectives Survey HRD-Transit-Police-Parks and Rec-Fire-Department Public Works-Bus. Mgmt.-Library-Manager-Planning-CAPA-Housing-

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



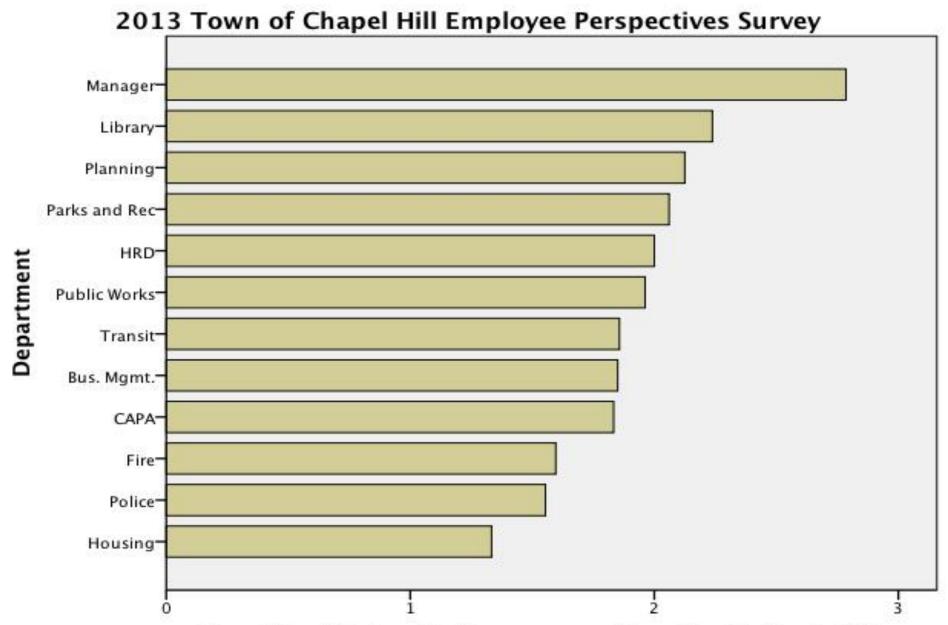
Mean Top-Down Communications: Adequate (1) to Inadequate (5)



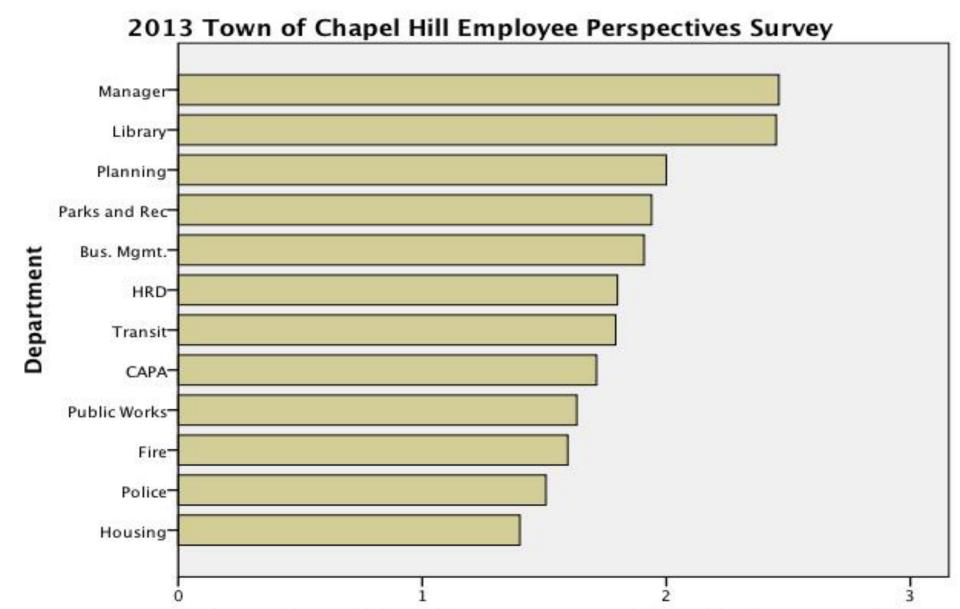
Mean Top-Down Communications: Written (1) to Unwritten (5)

2013 Town of Chapel Hill Employee Perspectives Survey Manager HRD-CAPA-Planning-Library-Department Bus. Mgmt. Parks and Rec Public Works-Fire-Transit-Police-Housing-

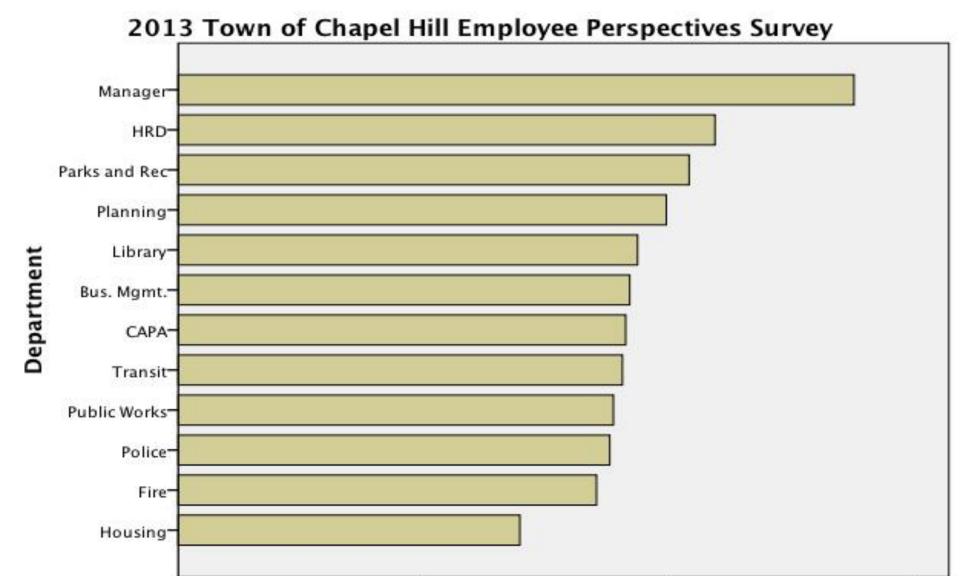
Mean How likely will change come from the Personnel Policies and Procedures Improvement Project



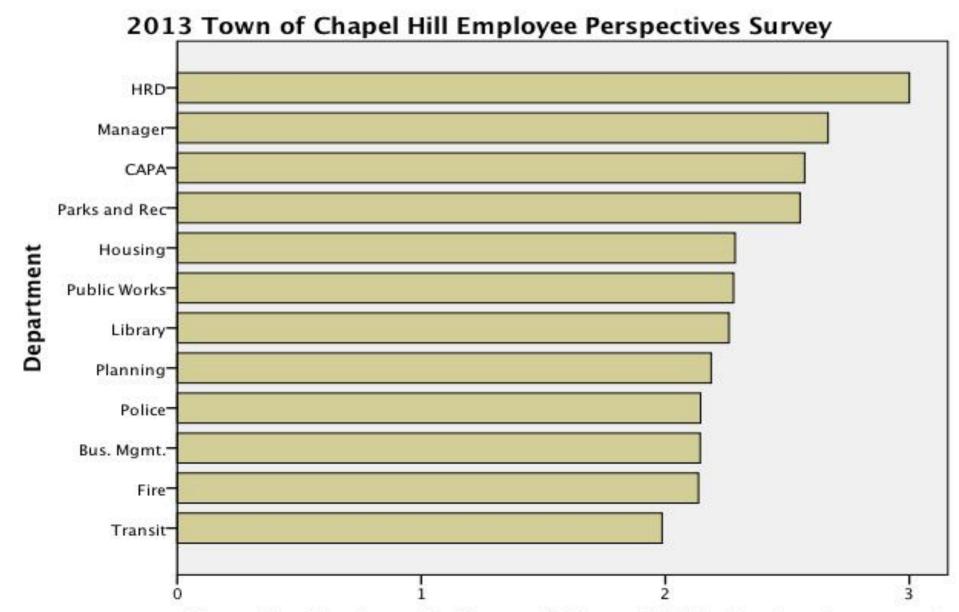
Mean How likely will change come from the Ombuds Office



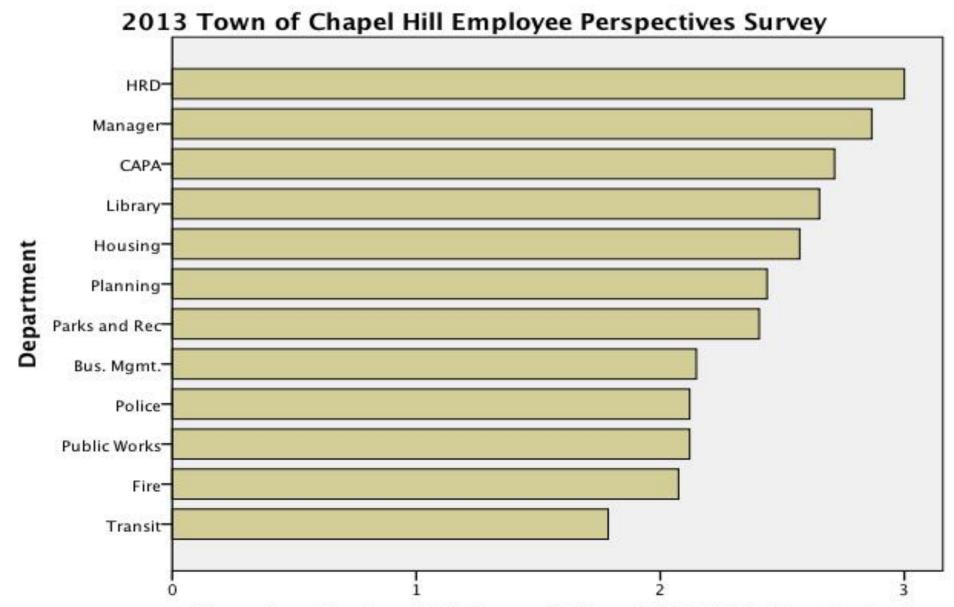
Mean How likely will change come from the Compensation and Classification Study



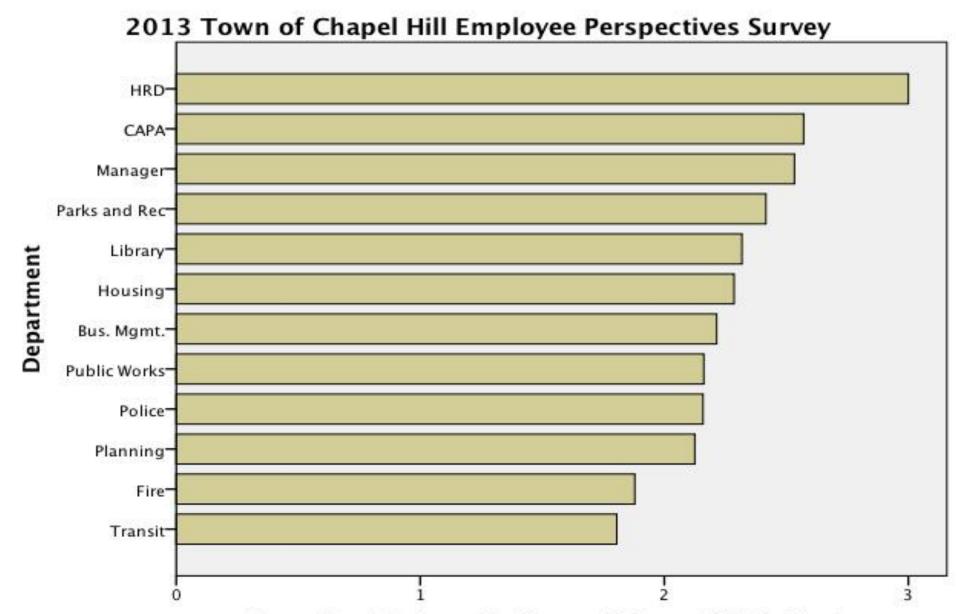
Mean How likely will change come from the Employee Performance Management and Development System



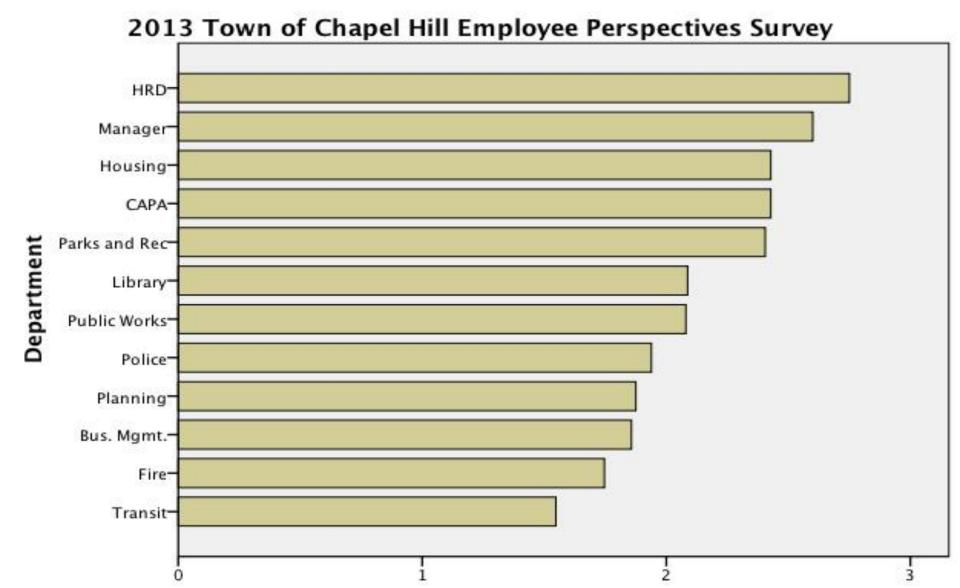
Mean Familiarity with Town of Chapel Hill Initiative: Personnel Policies and Procedures Improvement Project



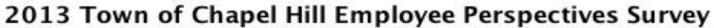
Mean Familiarity with Town of Chapel Hill Initiative: Ombuds Office

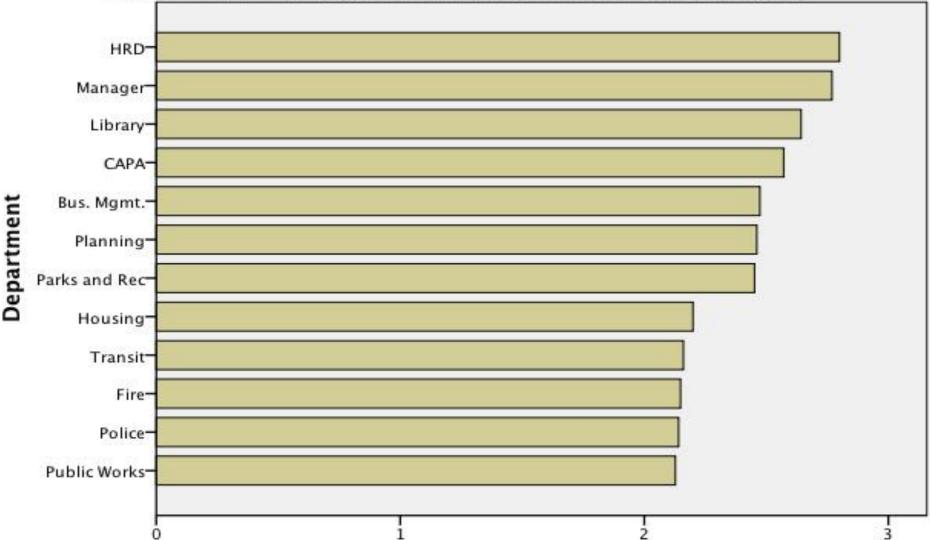


Mean Familiarity with Town of Chapel Hill Initiative: Compensation and Classification Study



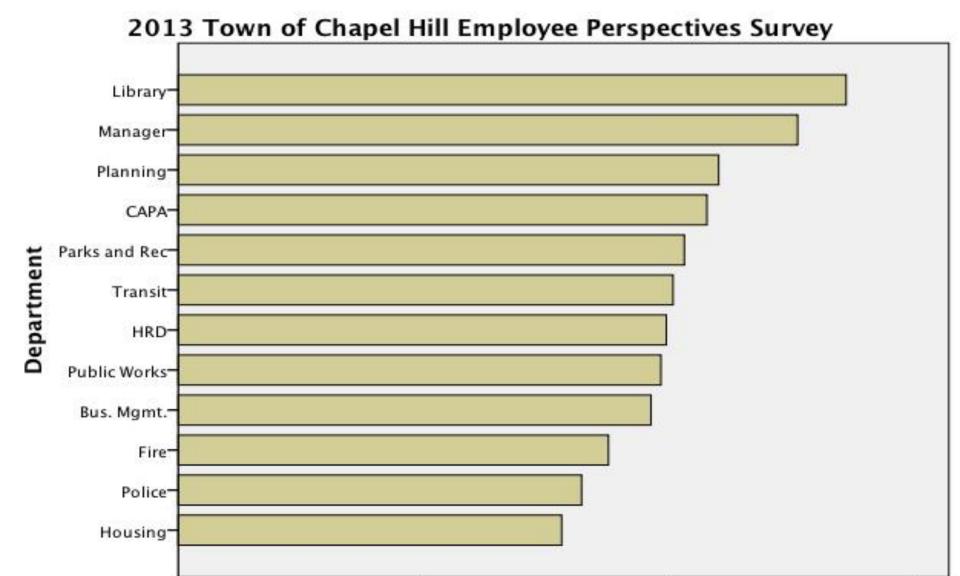
Mean Familiarity with Town of Chapel Hill Initiative: Employee Performance Management and Development System





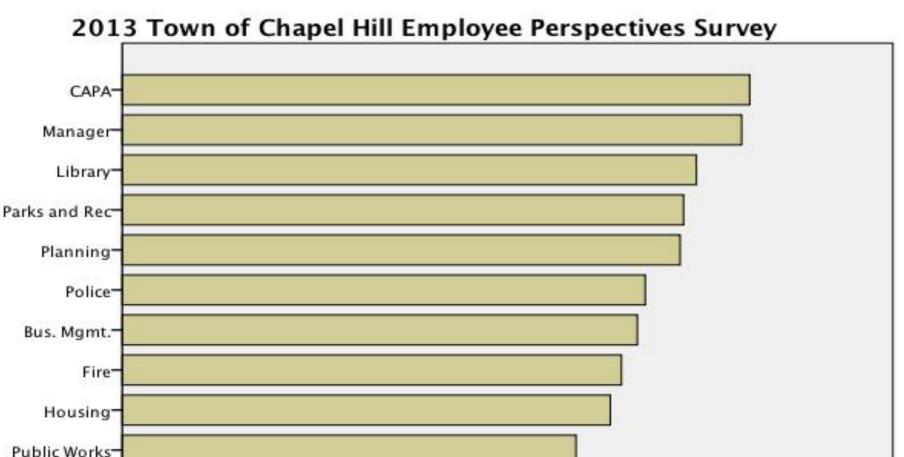
Mean To what extent does the Personnel Policies and Procedures Improvement Project address a problem in the workplace?

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



Mean To what extent does the Ombuds Office address a problem in the workplace?

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



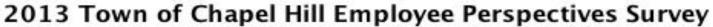
Department

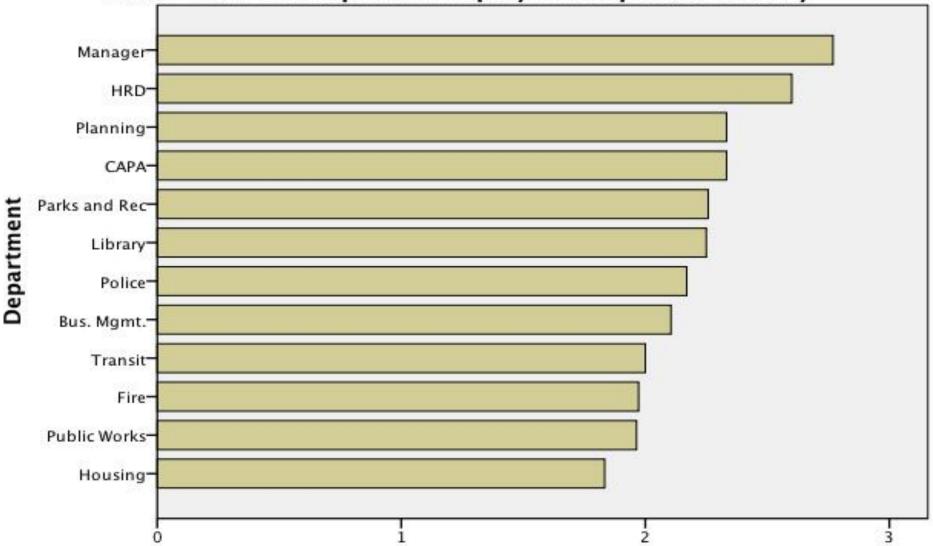
Transit-

HRD-

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

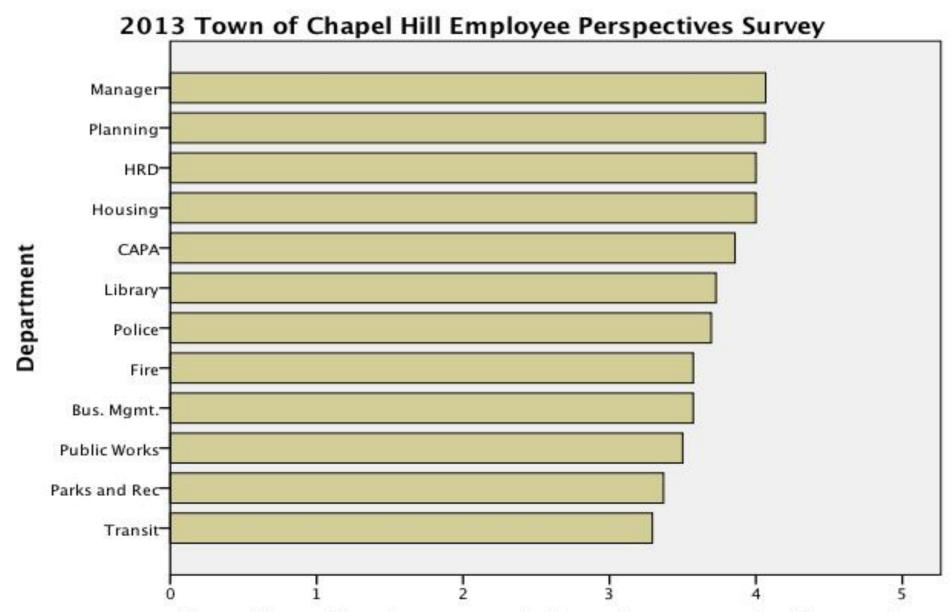
1=No Problem, 2=Partial Problem, 3=Clear Problem



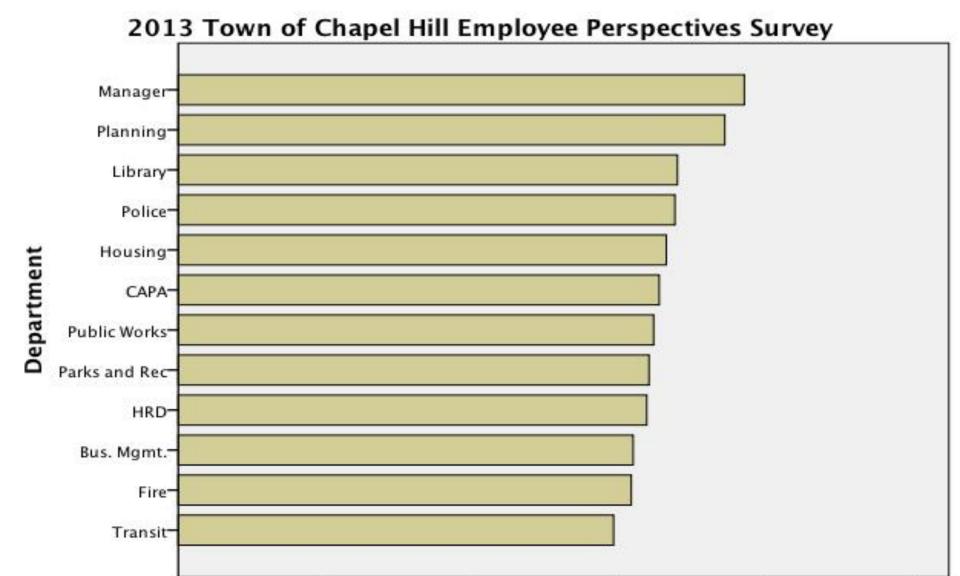


Mean To what extent does the Employee Performance Management and Development System address a problem in the workplace?

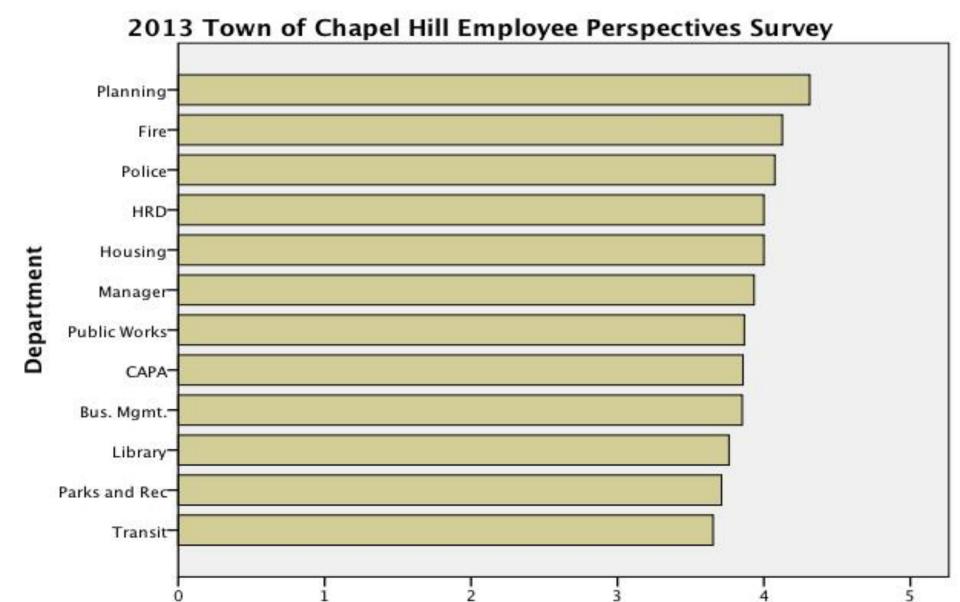
1=No Problem, 2=Partial Problem, 3=Clear Problem



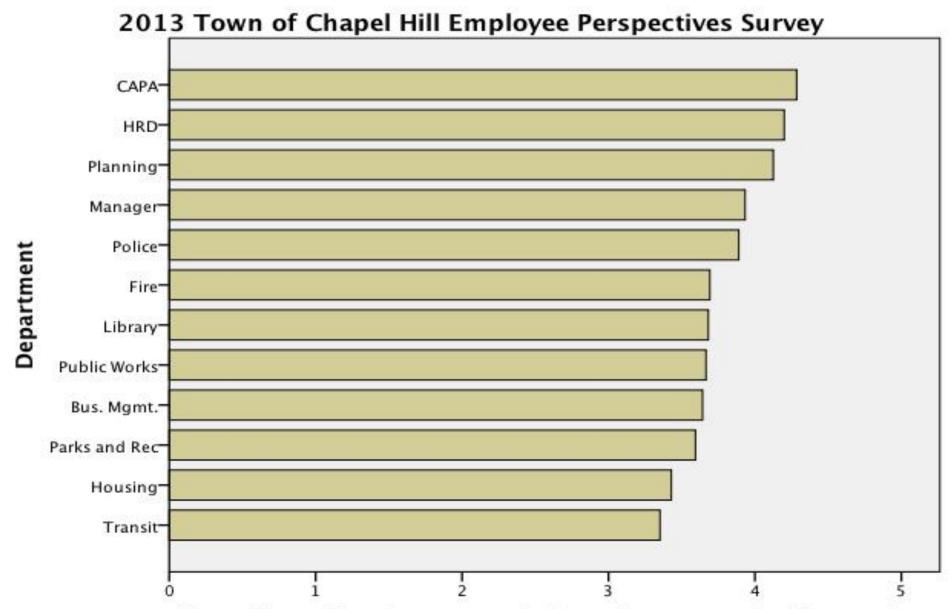
Mean How often in your workplace do you see the Town value of responsibility?



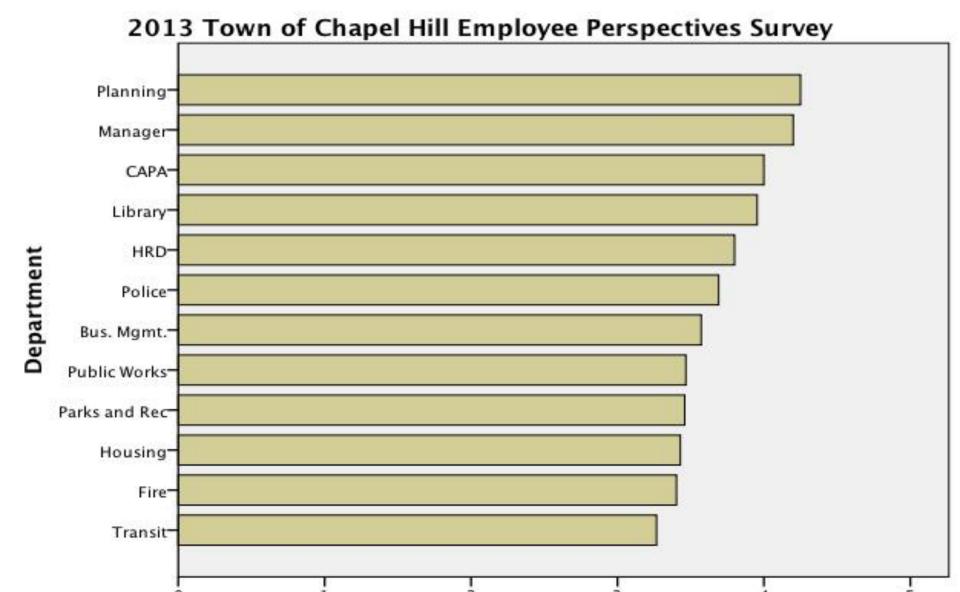
Mean How often in your workplace do you see the Town value of equity?



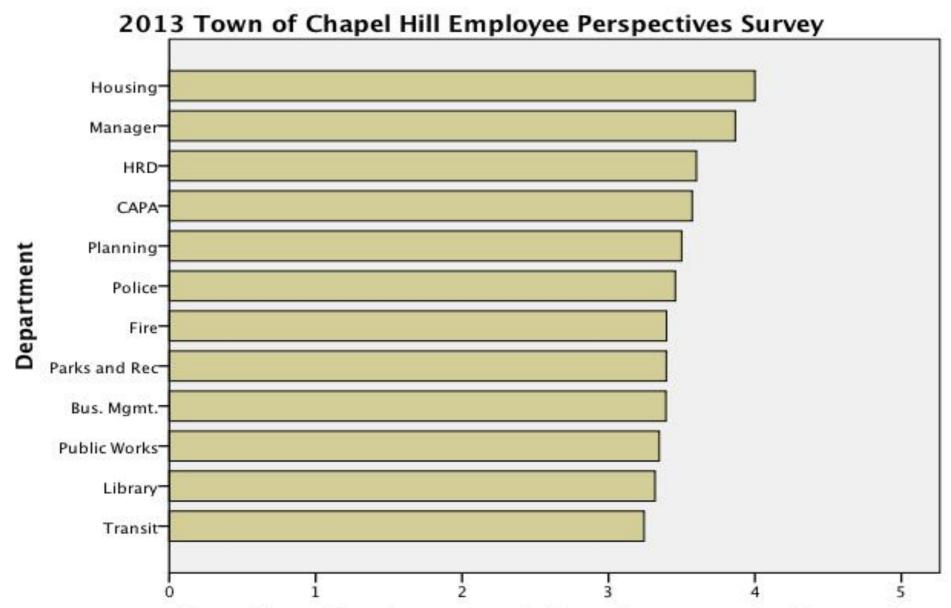
Mean How often in your workplace do you see the Town value of safety?



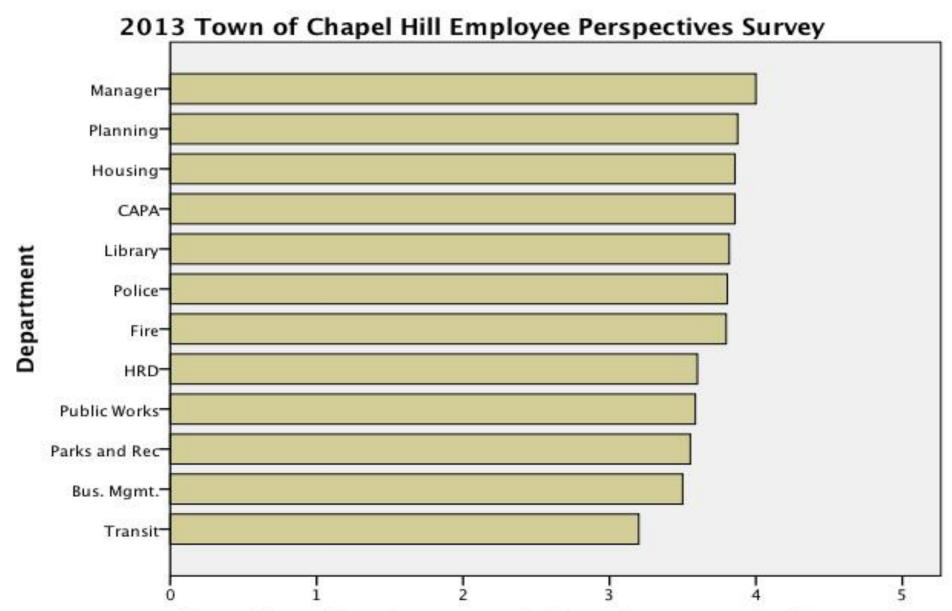
Mean How often in your workplace do you see the Town value of professionalism?



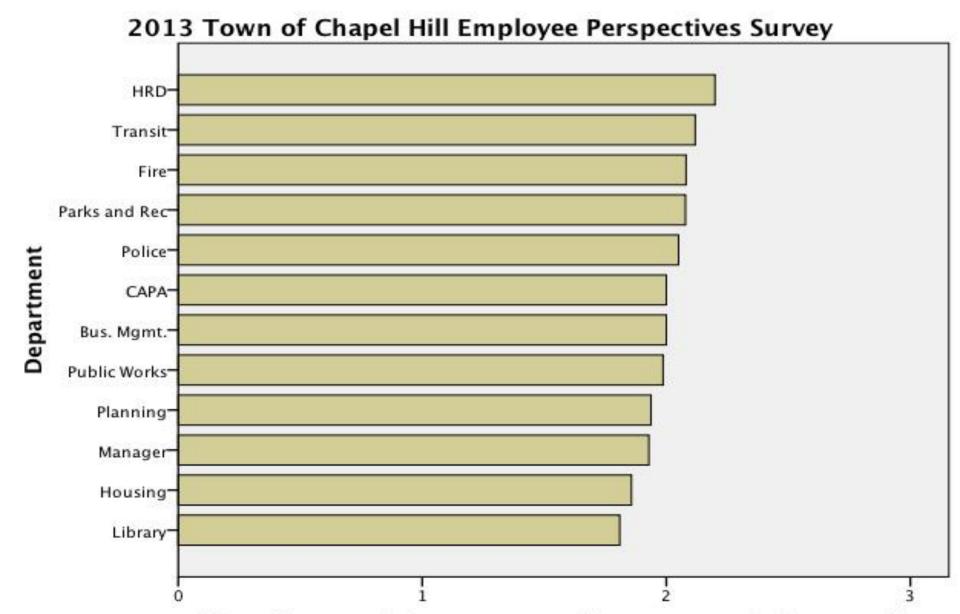
Mean How often in your workplace do you see the Town value of ethics?



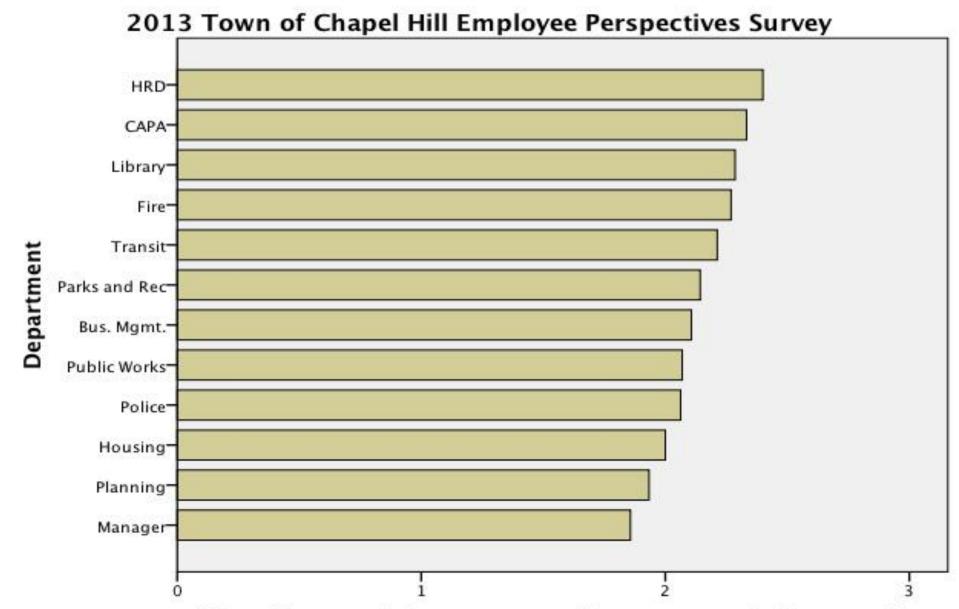
Mean How often in your workplace do you see the Town value of communications?



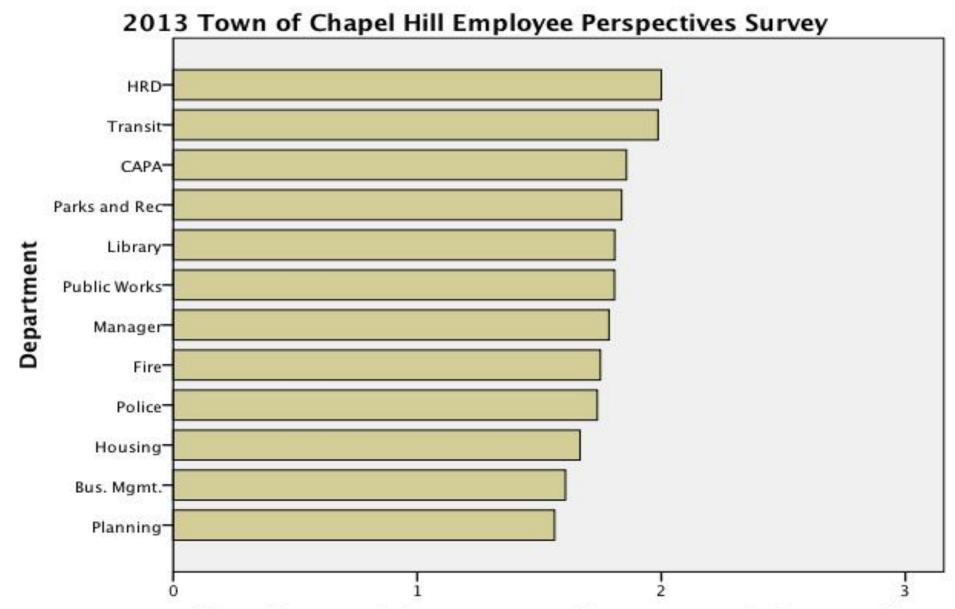
Mean How often in your workplace do you see the Town value of teamwork?



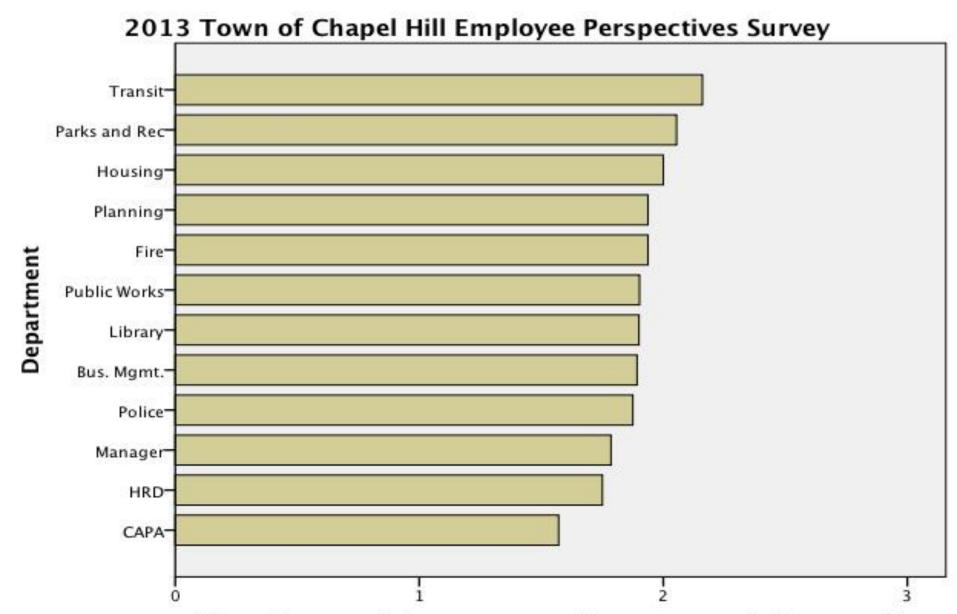
Mean How much improvement does your workplace need in demonstrating responsibility?



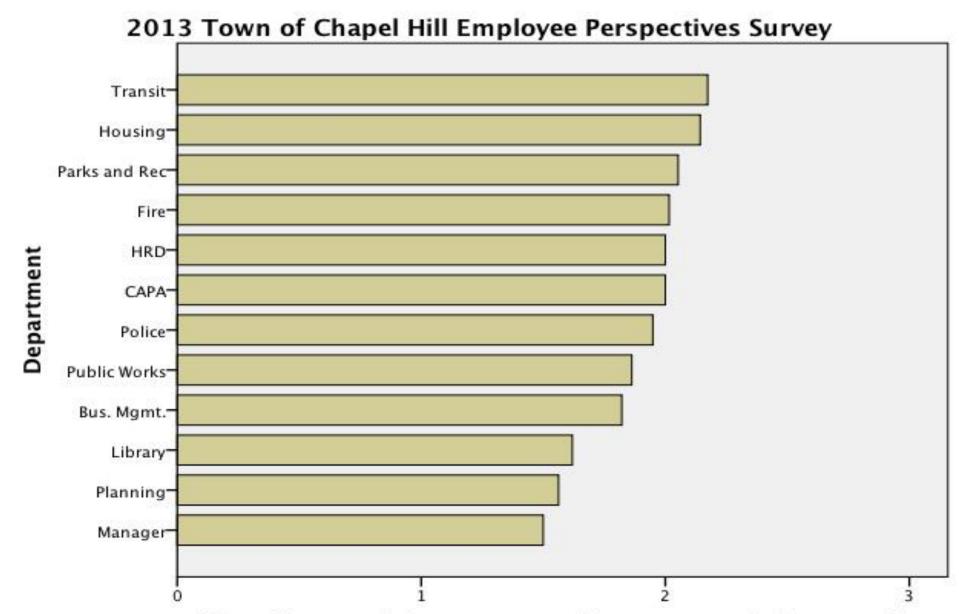
Mean How much improvement does your workplace need in demonstrating equity?



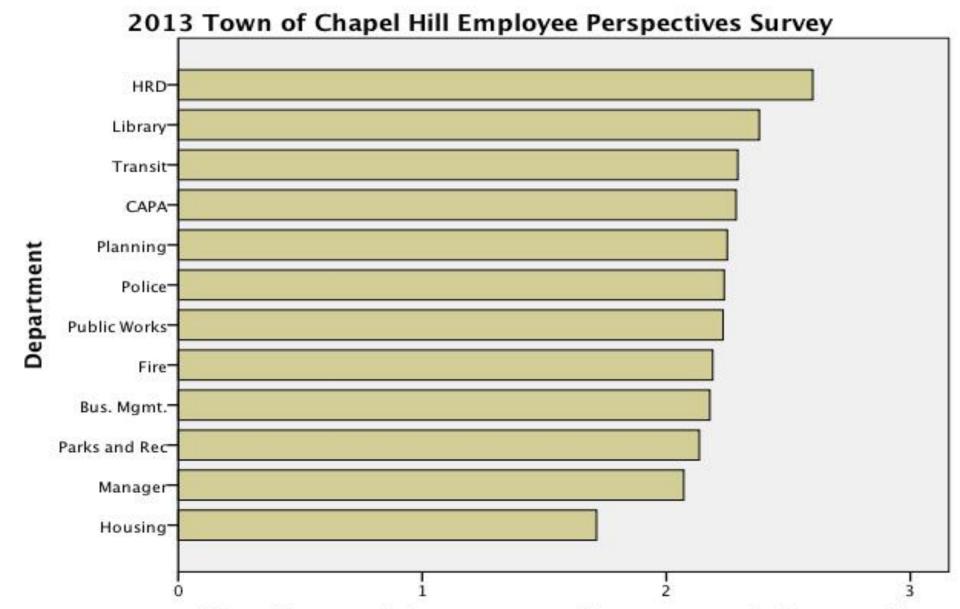
Mean How much improvement does your workplace need in demonstrating safety?



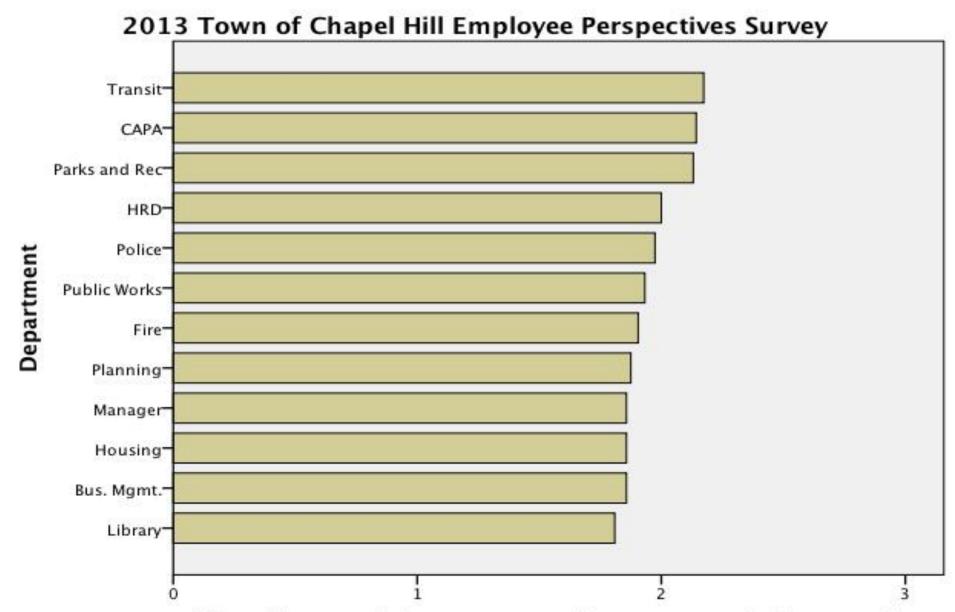
Mean How much improvement does your workplace need in demonstrating professionalism?



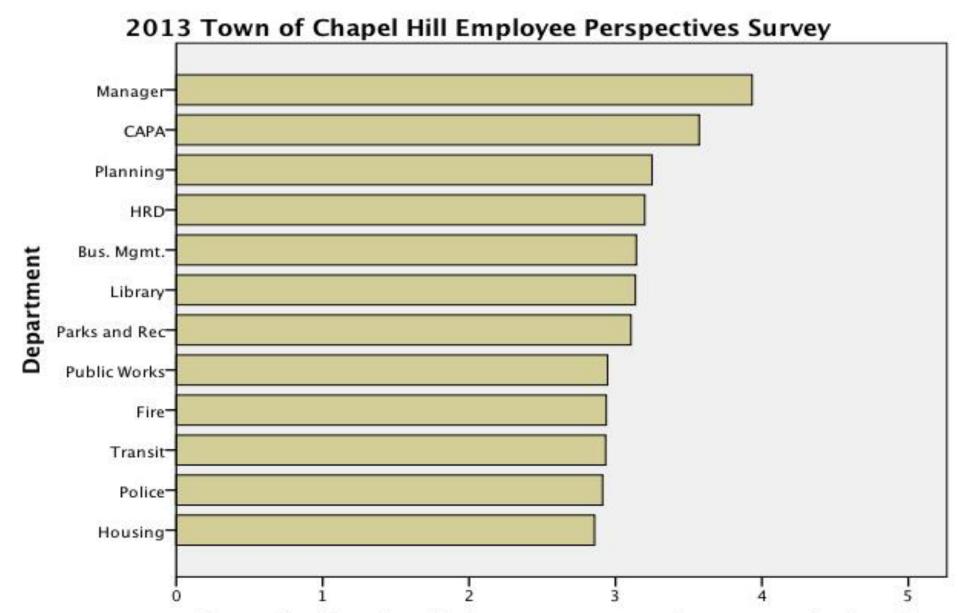
Mean How much improvement does your workplace need in demonstrating ethics?



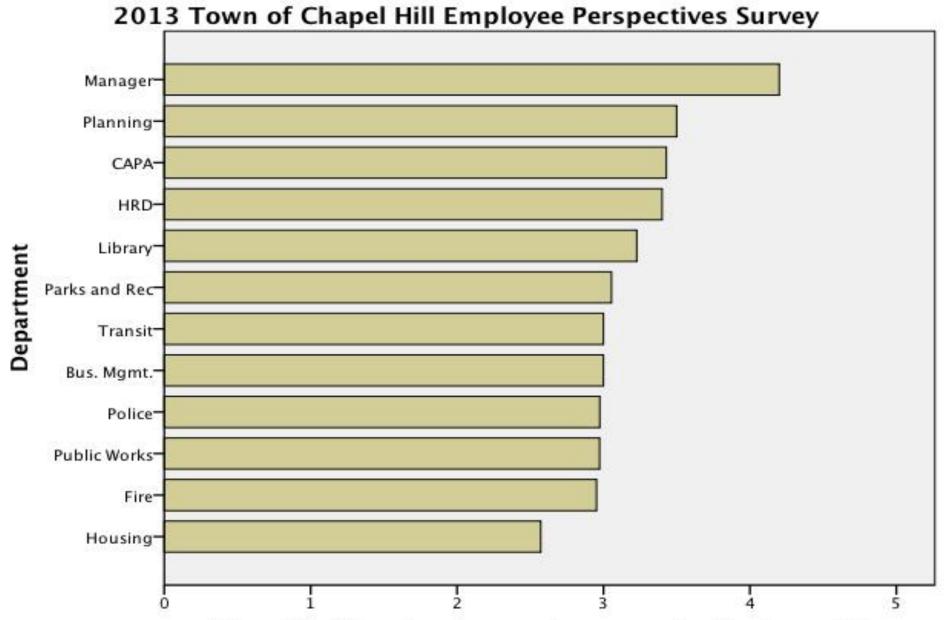
Mean How much improvement does your workplace need in demonstrating communications?



Mean How much improvement does your workplace need in demonstrating teamwork?



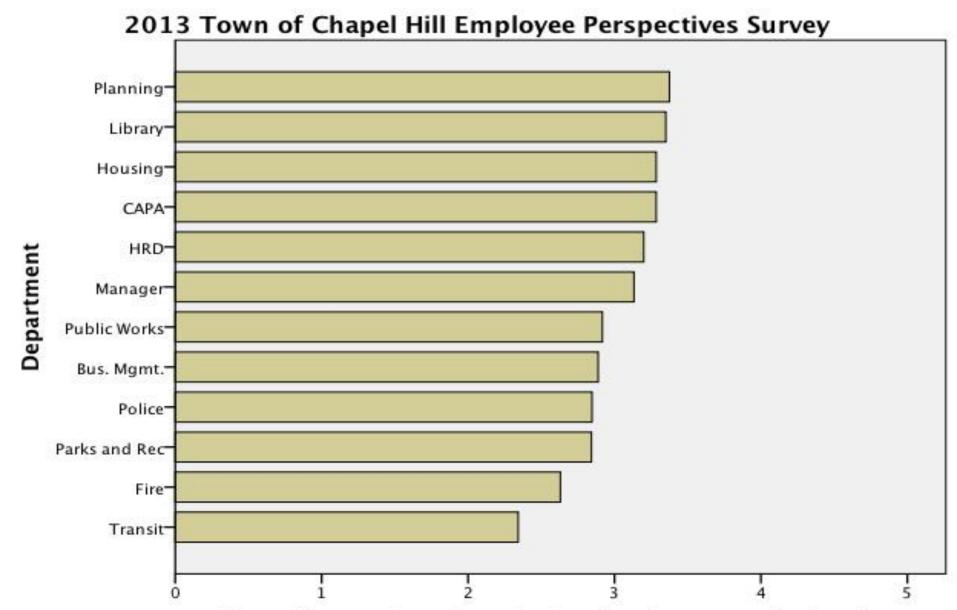
Mean The Town's mission statement makes me excited to do my job.



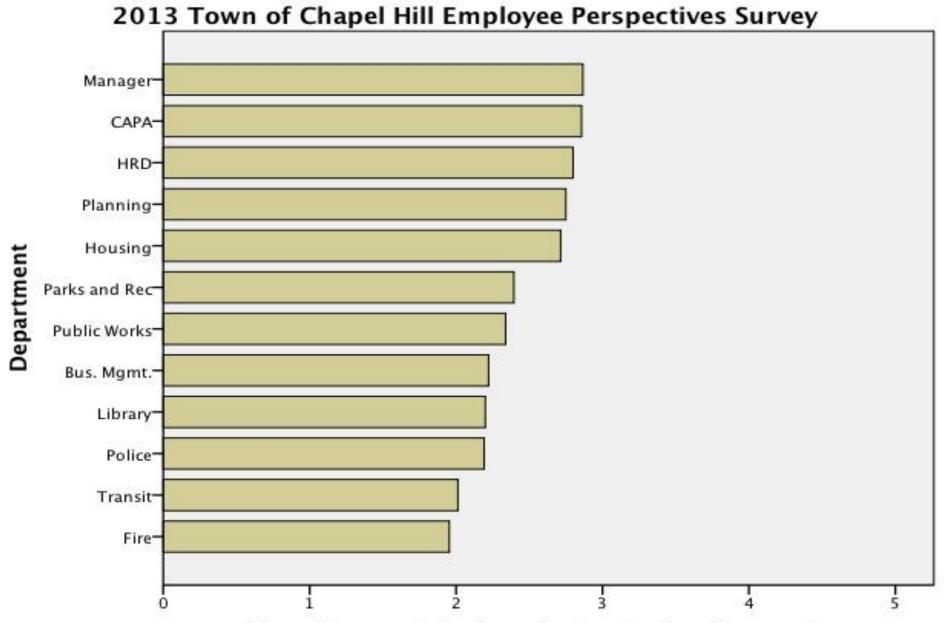
Mean The Town's values make me excited to do my job.

2013 Town of Chapel Hill Employee Perspectives Survey Manager Library-HRD-CAPA-Planning Department Public Works-Bus. Mgmt.-Parks and Rec-Housing-Police-Fire-Transit-

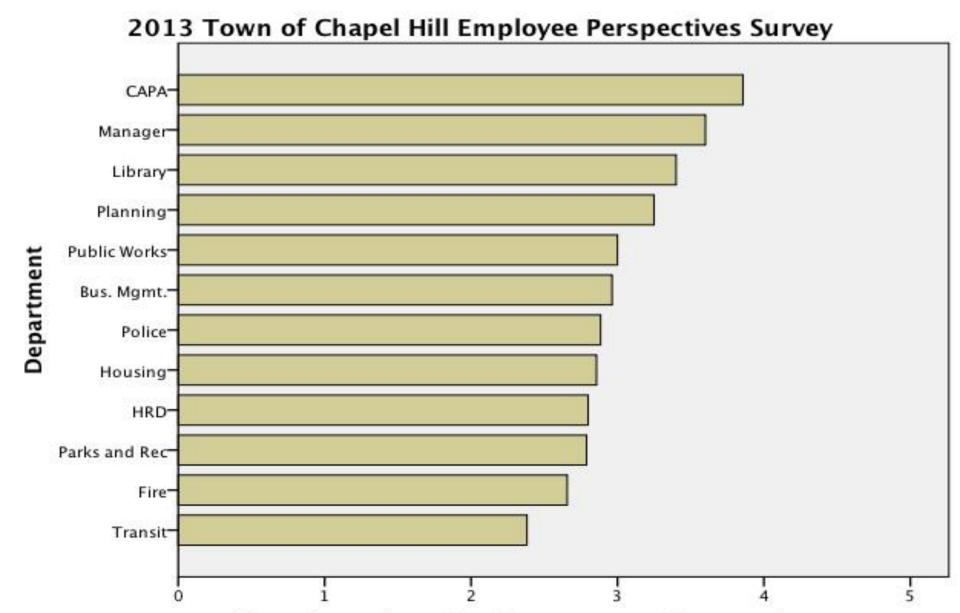
Mean How effective is your workplace in achieving the Town of Chapel Hill mission?



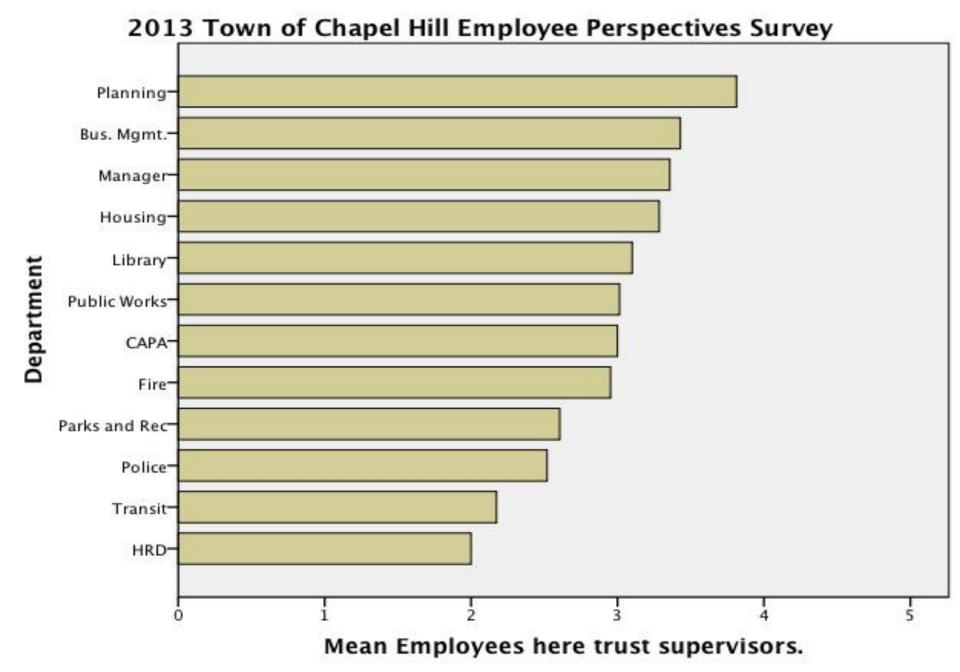
Mean I have a lot of say in the development of rules that affect my job.

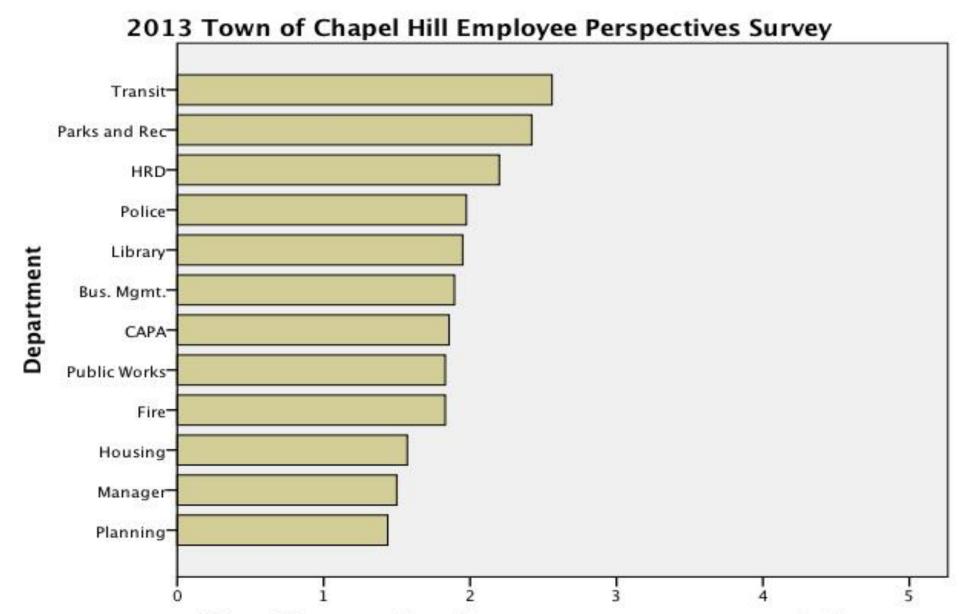


Mean I have a lot of say in developing Town rules.

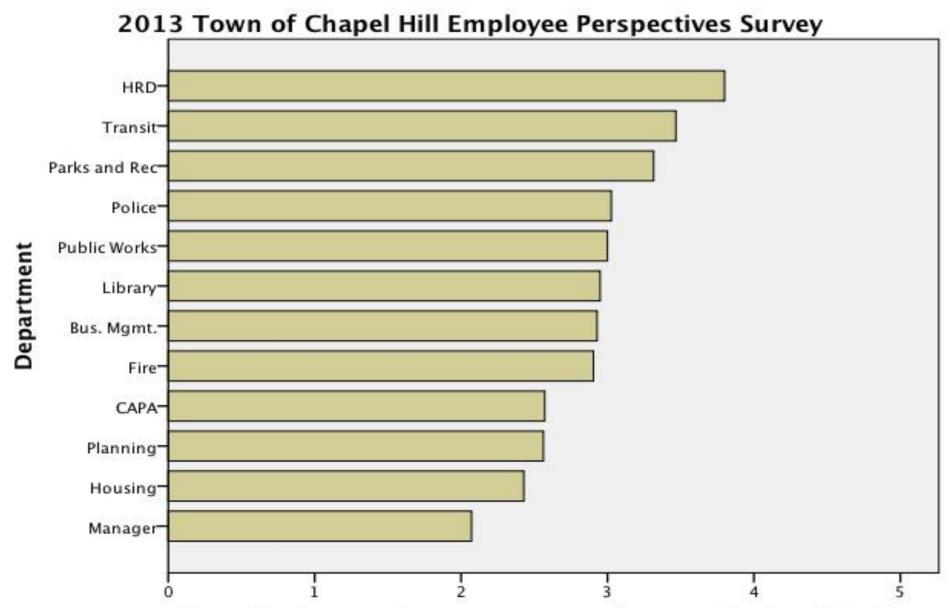


Mean I am given the chance to contribute to important decisions made about my workplace.

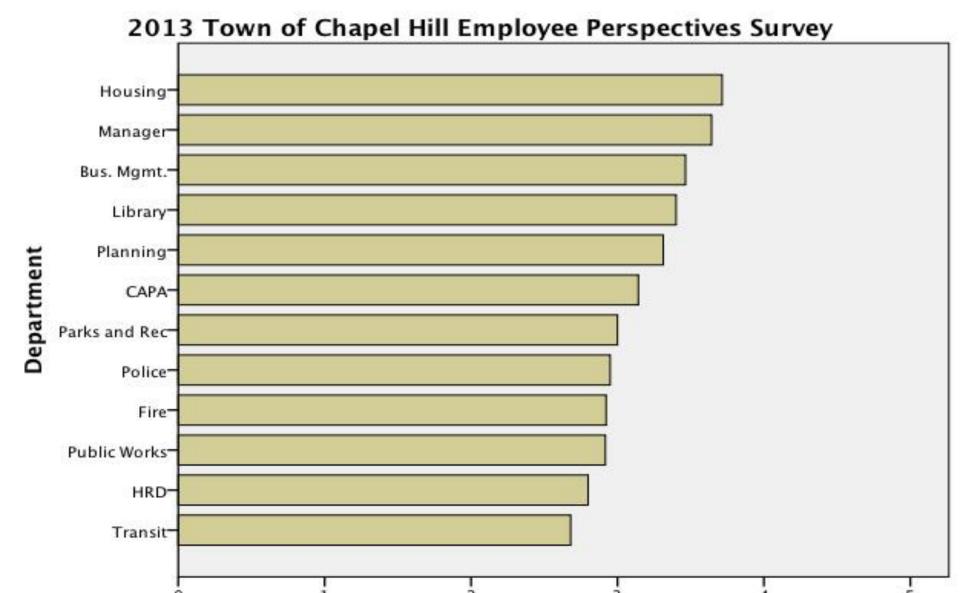




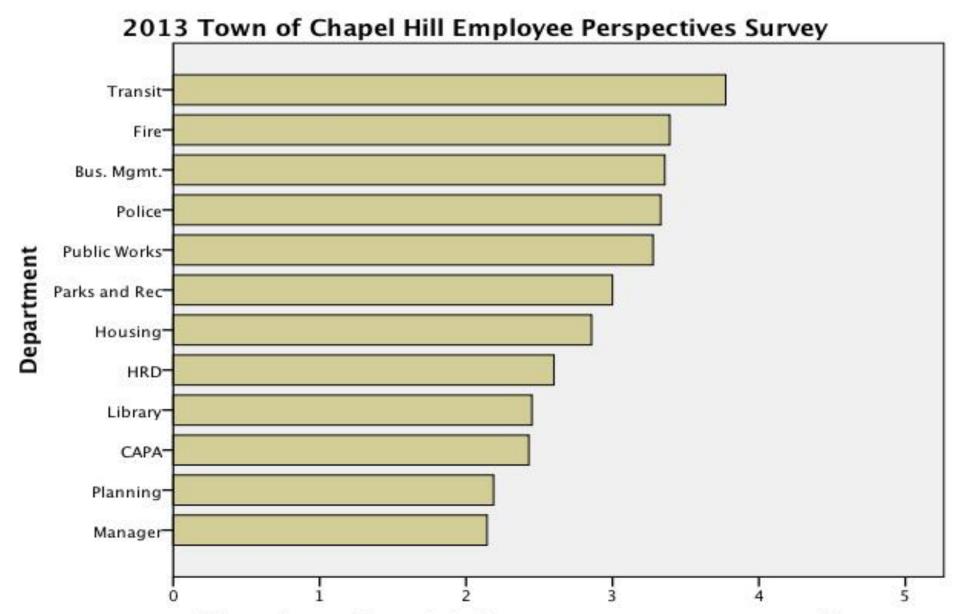
Mean My supervisor does not trust me to get work done on my own.



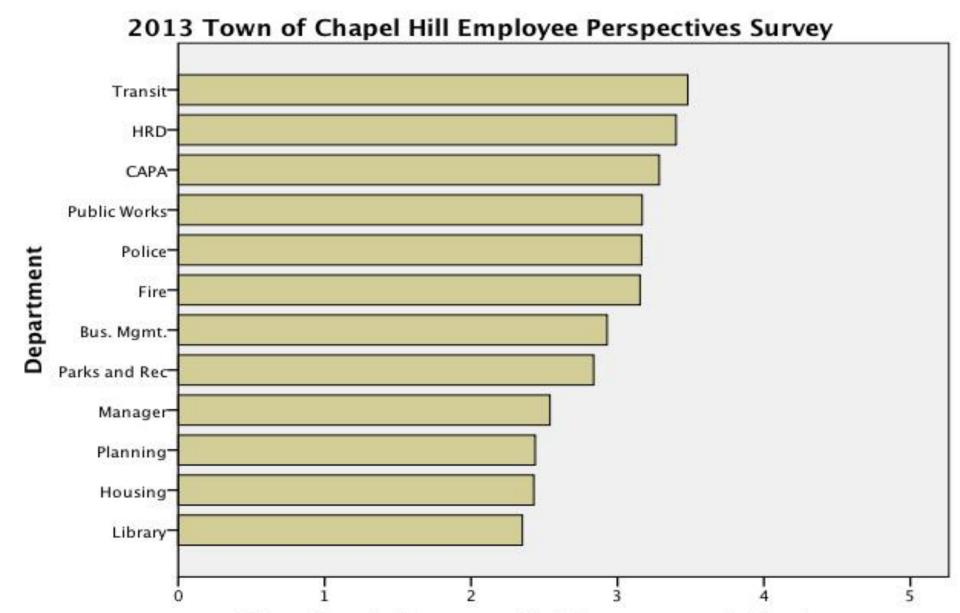
Mean Employees do not trust supervisors to do the right thing on their behalf.



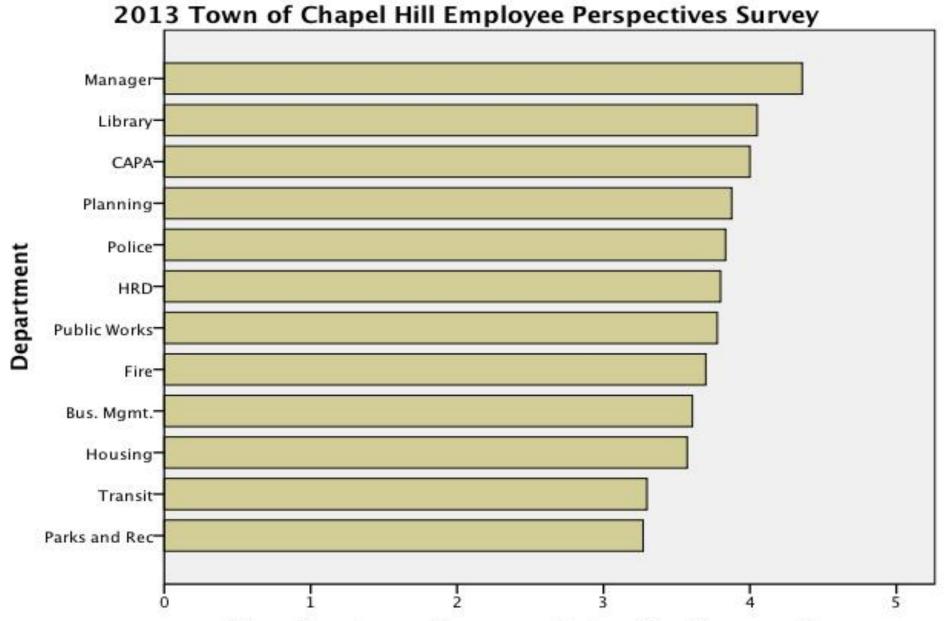
Mean When supervisors here say something, you can believe it's true.



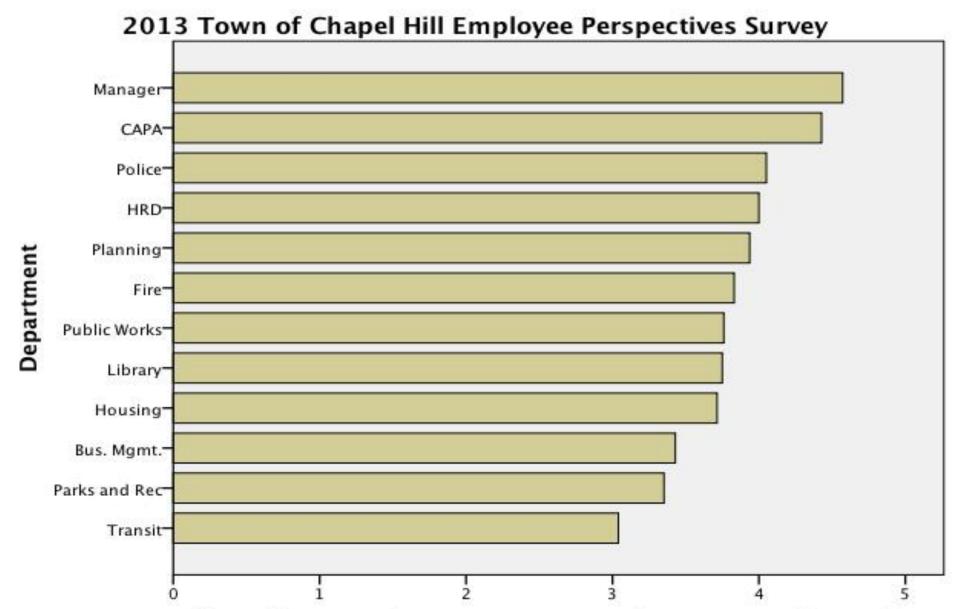
Mean Around here it is important to protect yourself or you will be blamed for problems.



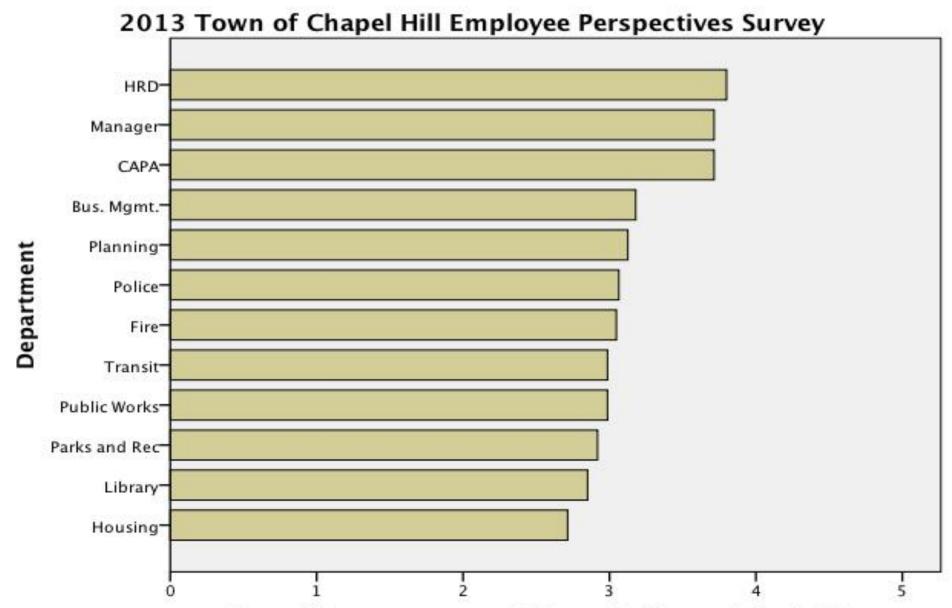
Mean People here are afraid to express their views to supervisors.



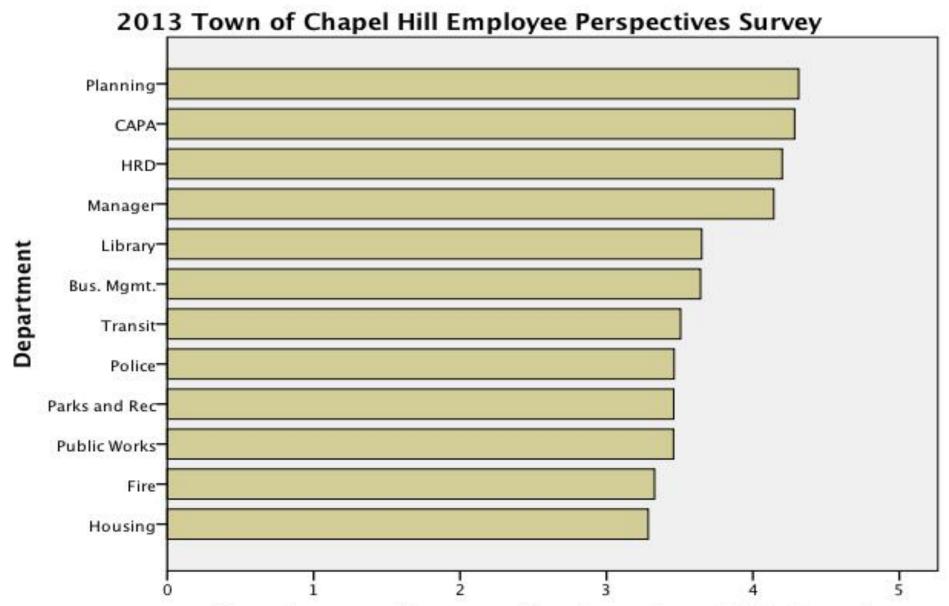
Mean Employees in my workplace function as a team.



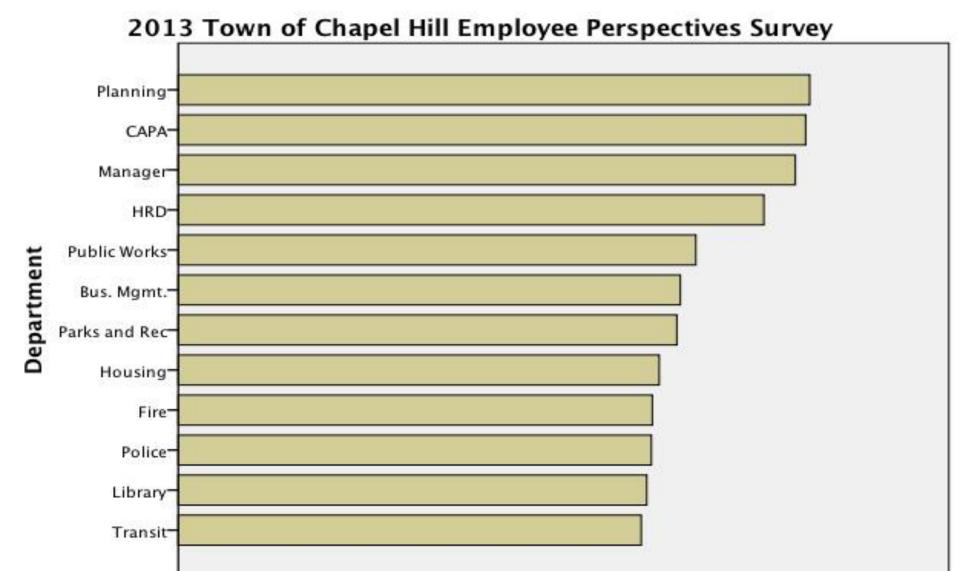
Mean My supervisor encourages employees to work together to solve problems.



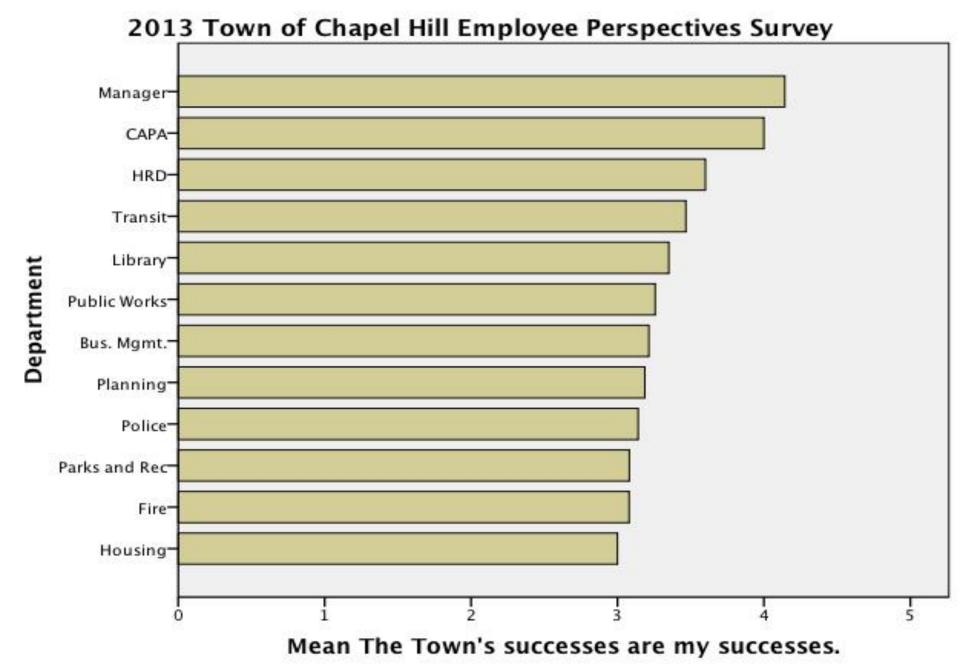
Mean When someone criticizes the Town, it feels like a personal insult.

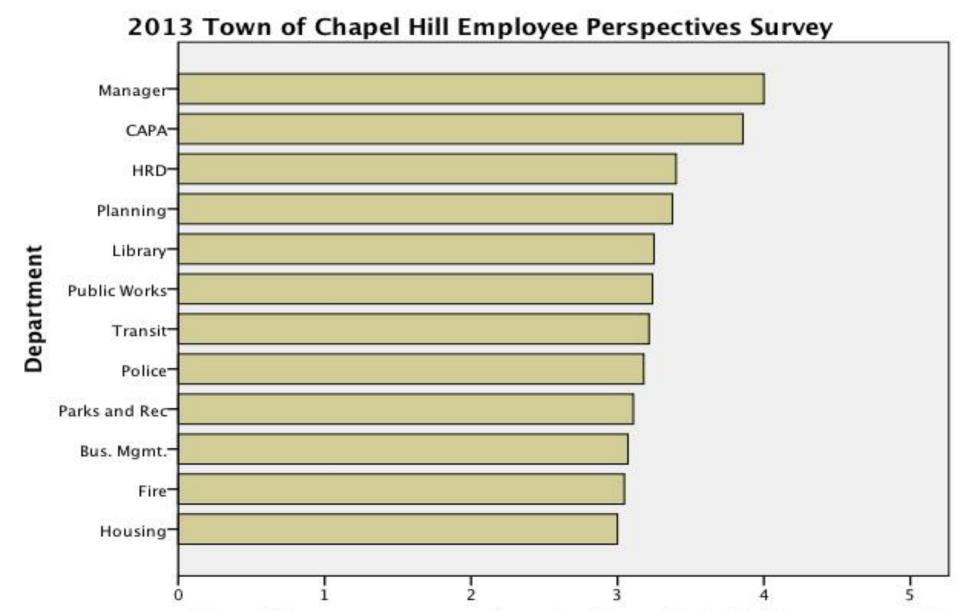


Mean I am very interested in what others think about the Town.

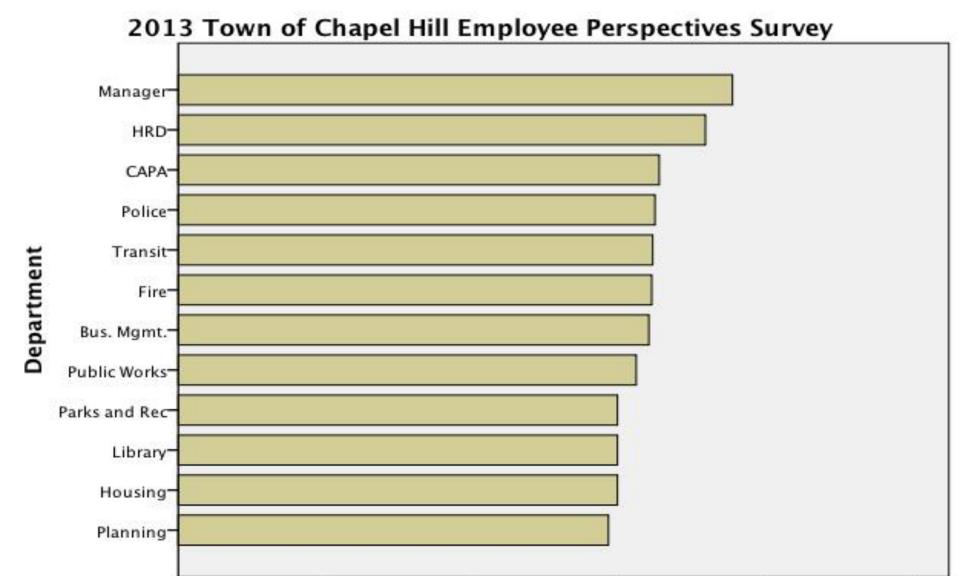


Mean When I talk about the Town, I usually say "we" rather than "they".

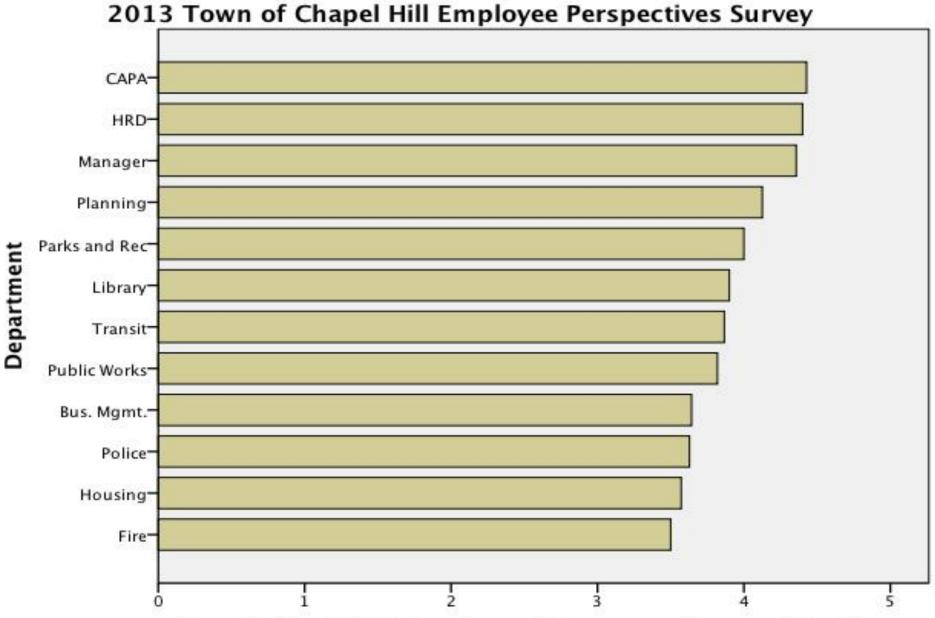




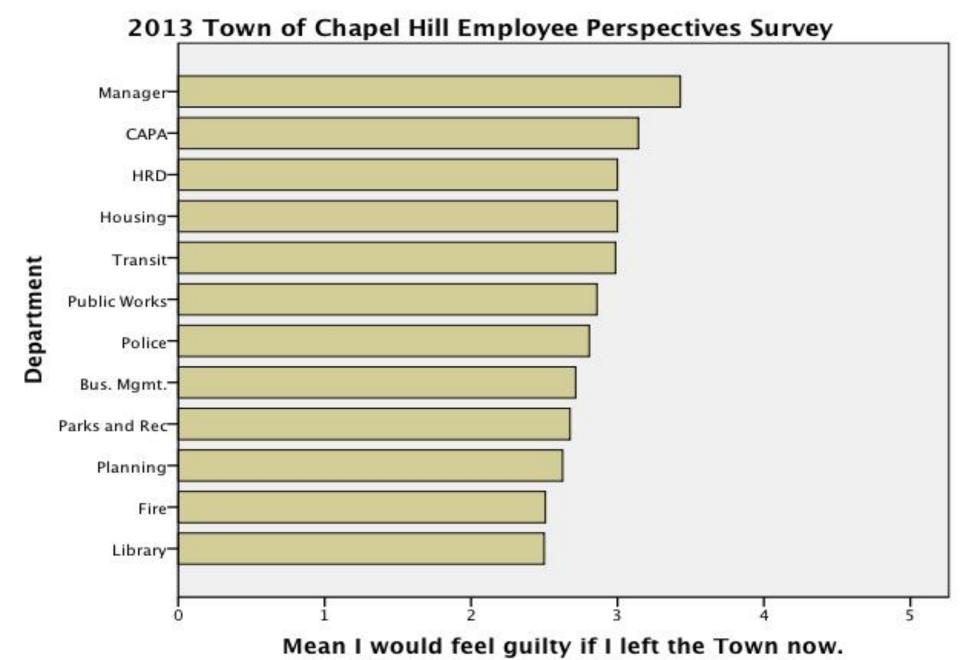
Mean When someone praises the Town, it feels like a personal compliment.

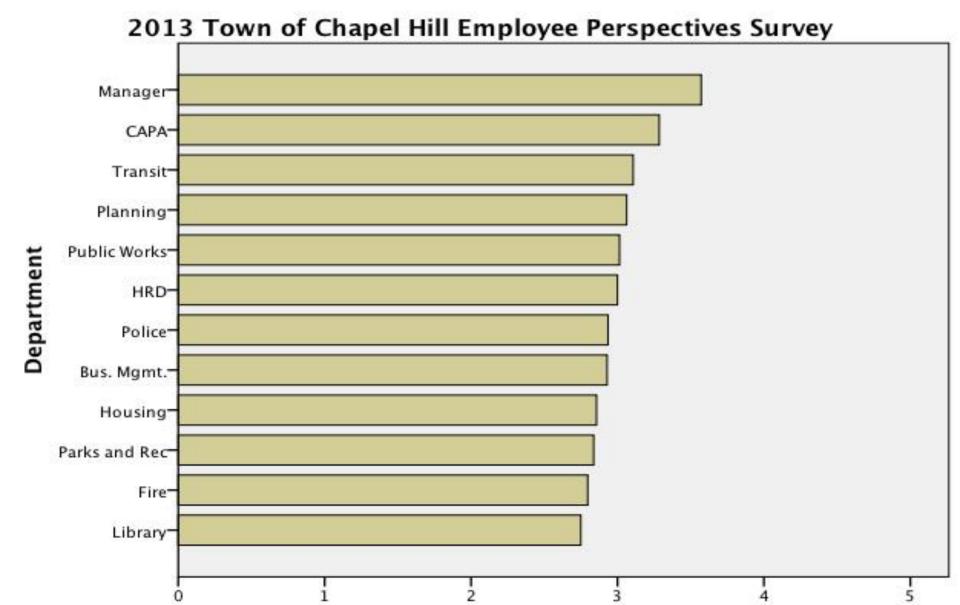


Mean If a story in the media criticized the Town, I would feel embarrassed.

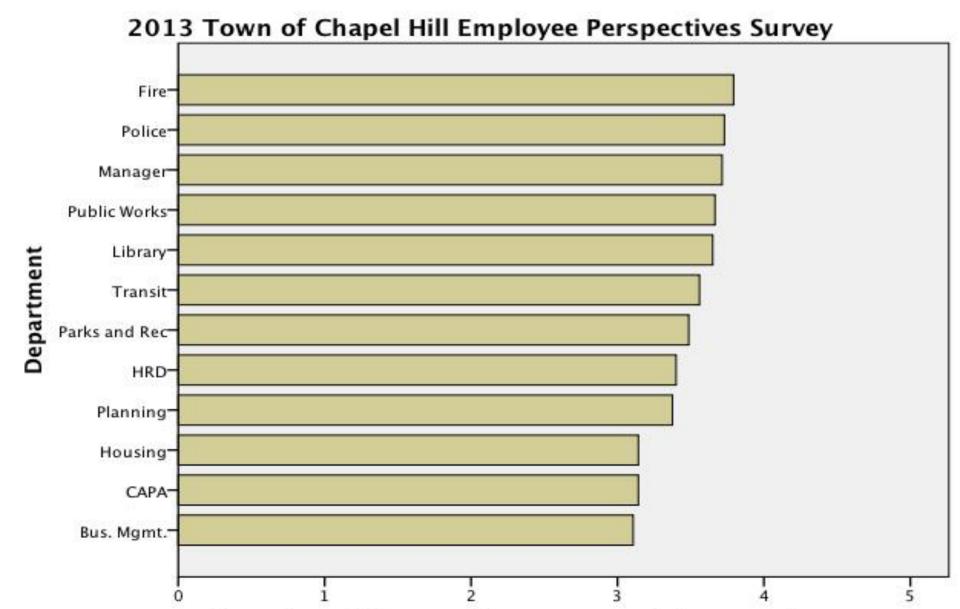


Mean I often think about myself as an employee of the Town.

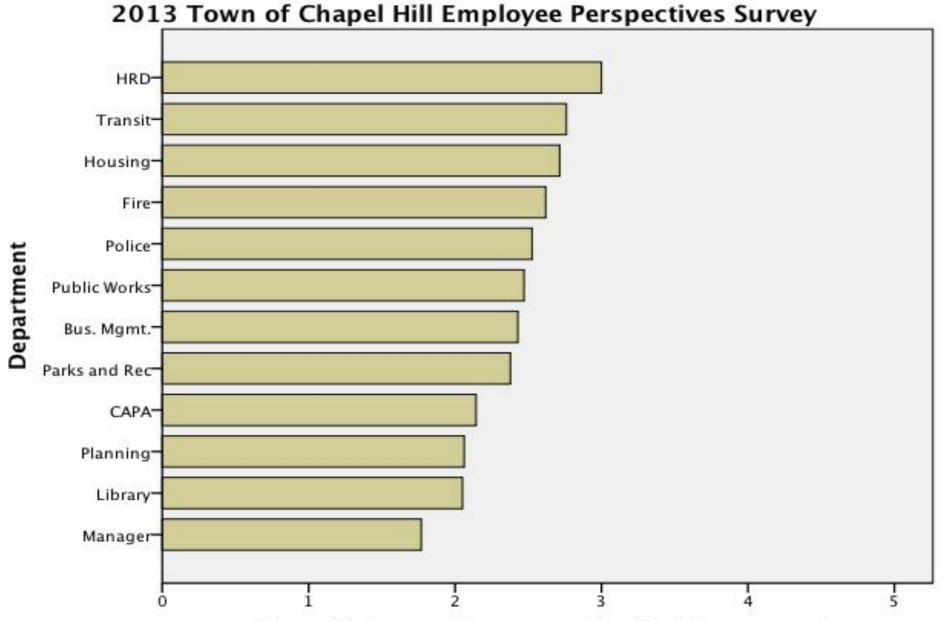




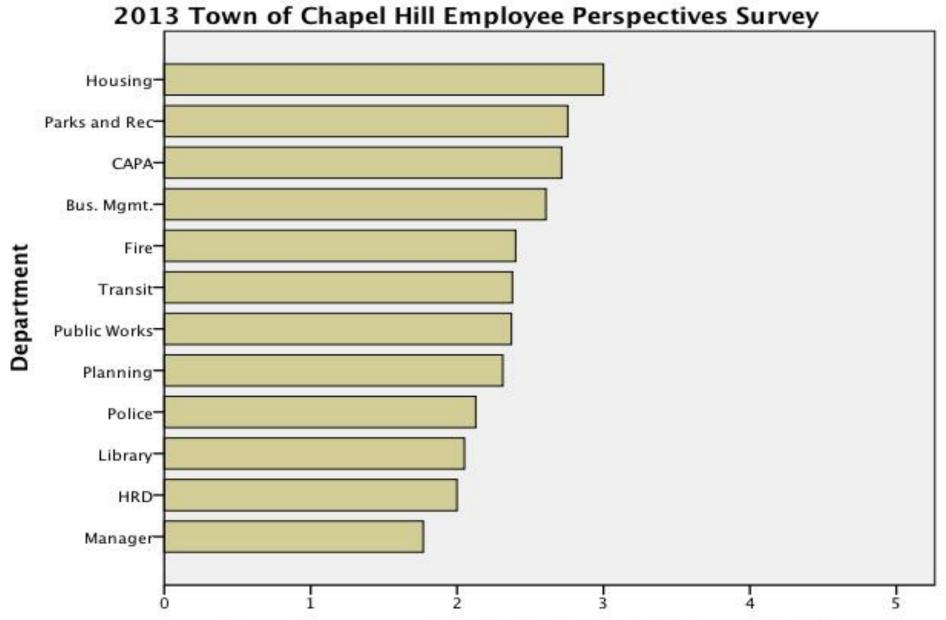
Mean I wouldn't leave the Town right now because I have a sense of obligation to the people in it.



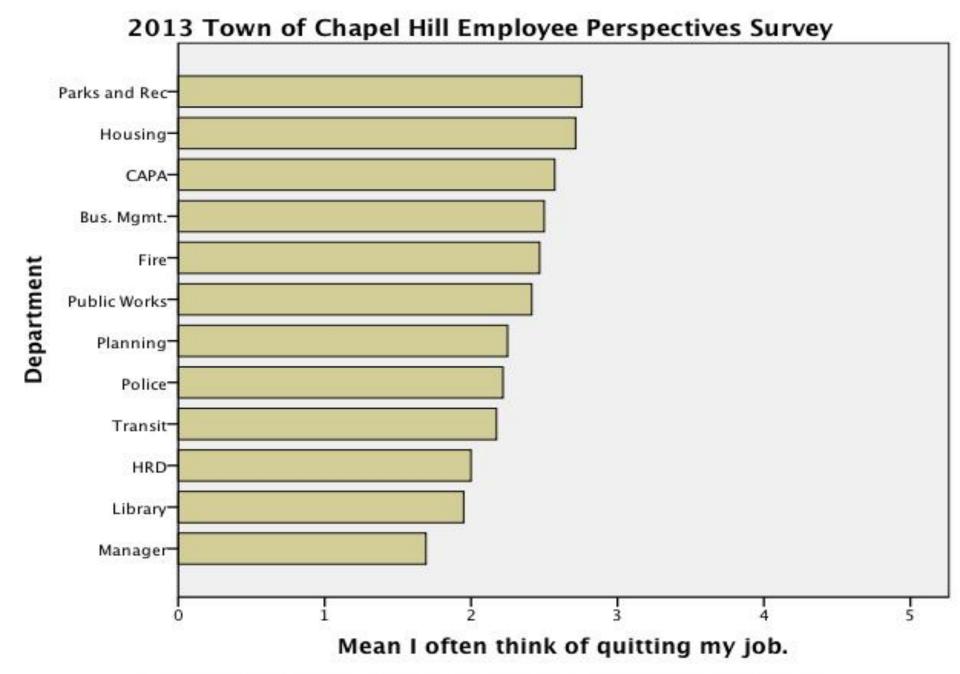
Mean I would be very happy to spend the rest of my career with the Town.

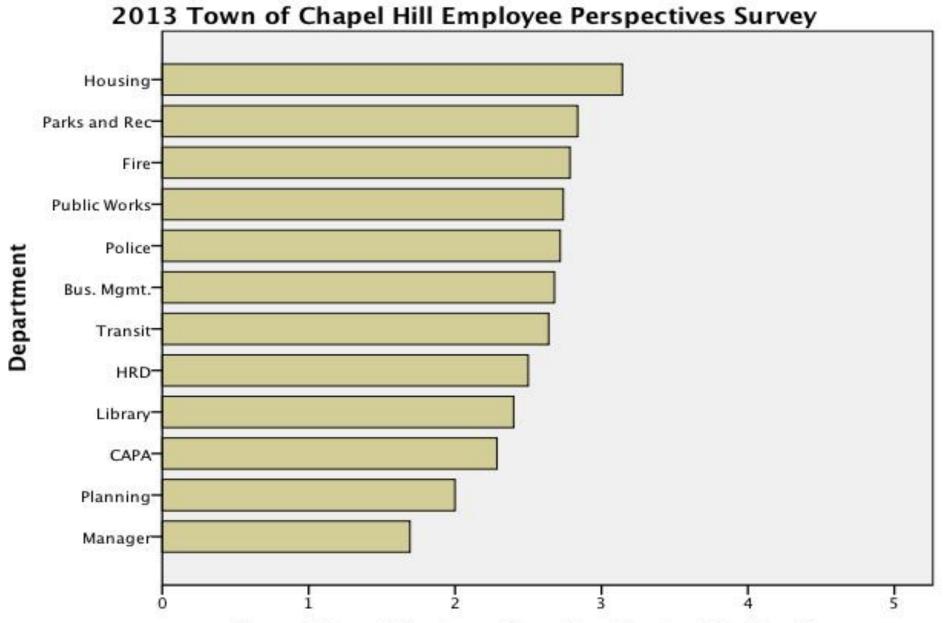


Mean Each workday seems like it will never end.

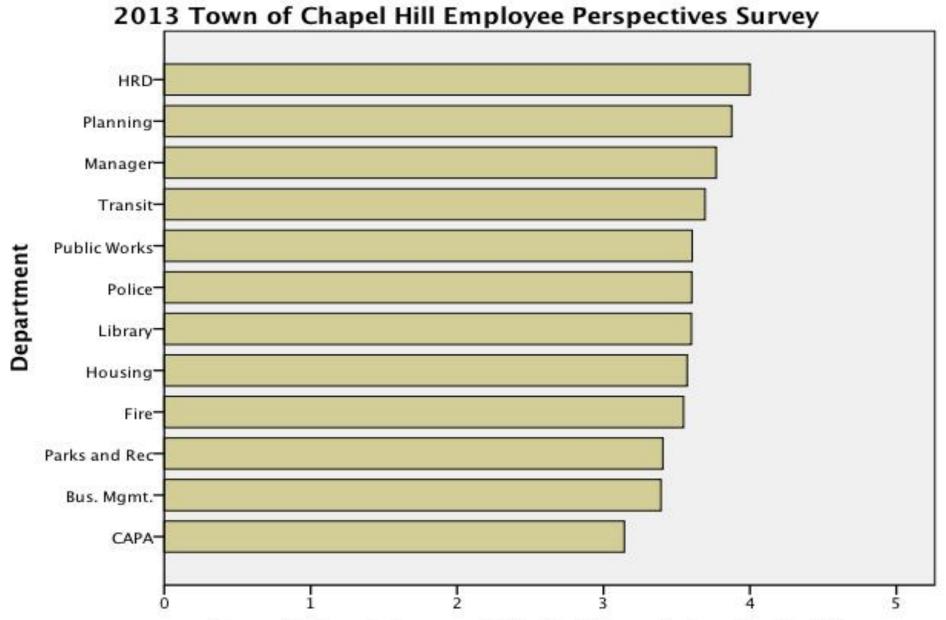


Mean As soon as I find a better job, I'll leave the Town.

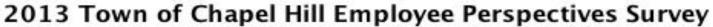


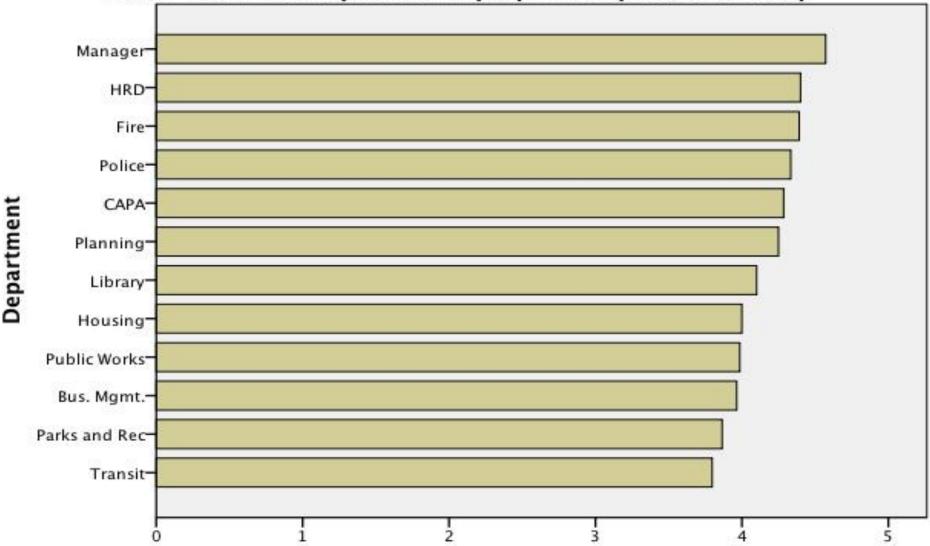


Mean I do not feel emotionally attached to the Town.

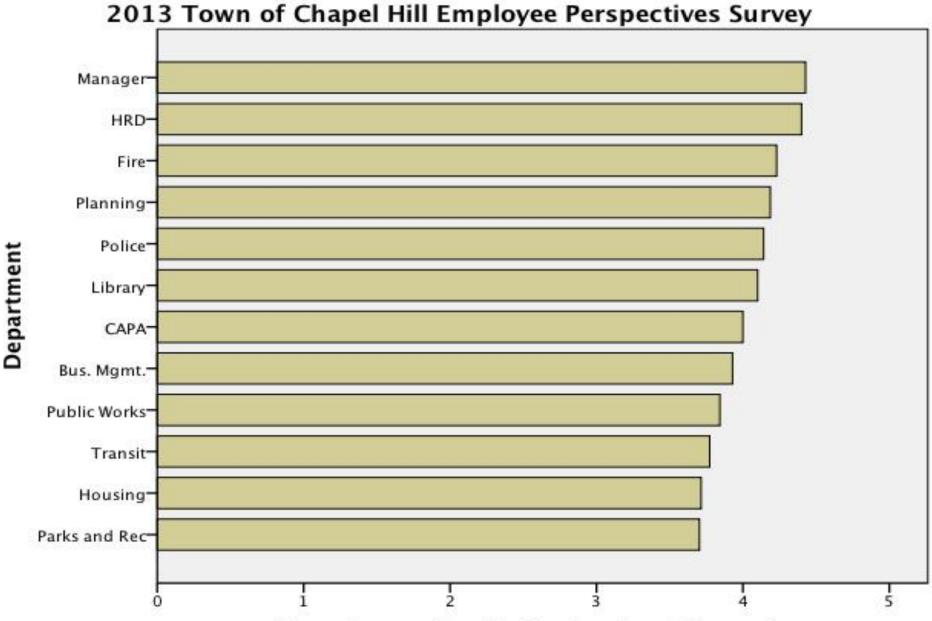


Mean All in all, I am satisfied with my job with the Town.

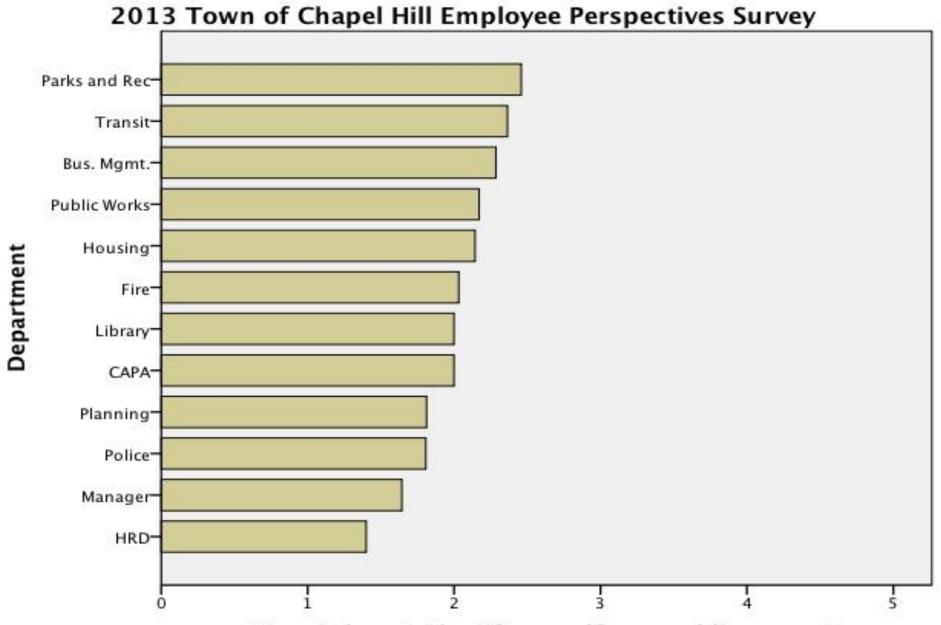




Mean In thinking about your professional identity, how much do you agree or disagree with the following s...-I am proud to be a public servant.



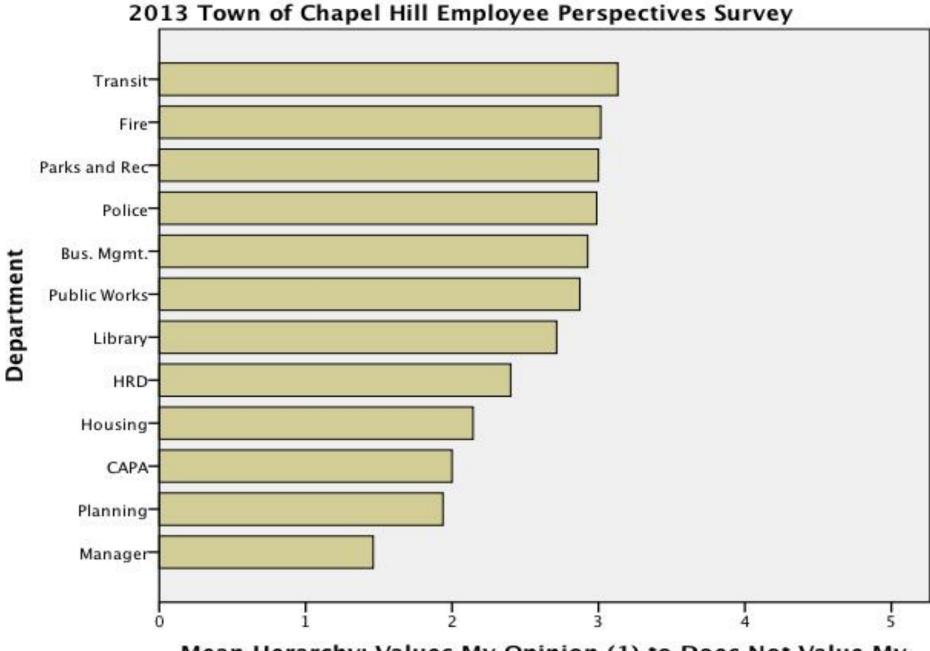
Mean I am enthusiastic about public service.



Mean I do not identify myself as a public servant.

2013 Town of Chapel Hill Employee Perspectives Survey Police-Fire-Transit-Public Works Parks and Rec-Department Library-Bus. Mgmt.-Planning-HRD-CAPA-Manager Housing-

Mean Hierarchy: Few Layers of Management (1) to Many Layers of Management (5)

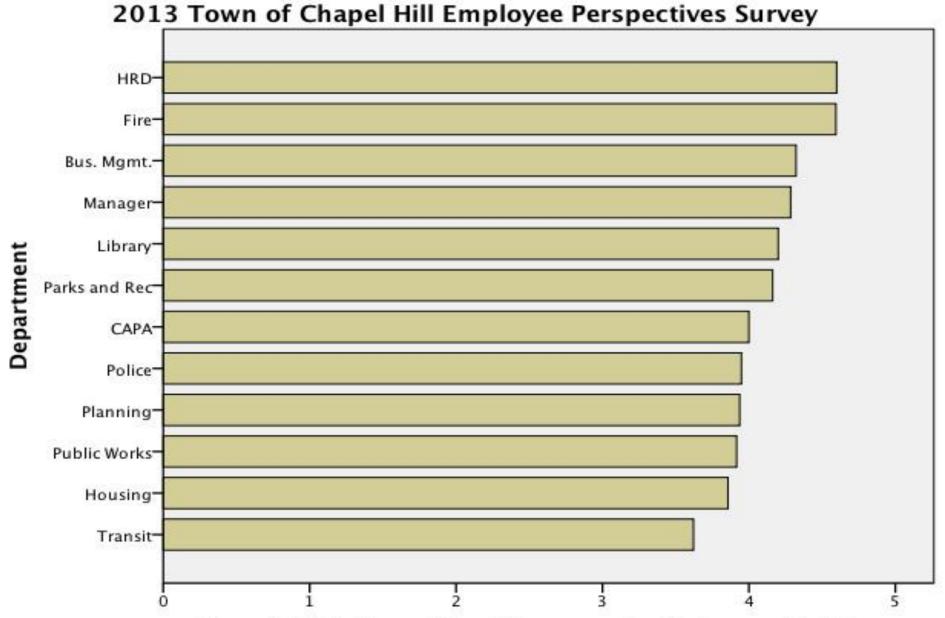


Mean Herarchy: Values My Opinion (1) to Does Not Value My Opinion (5)

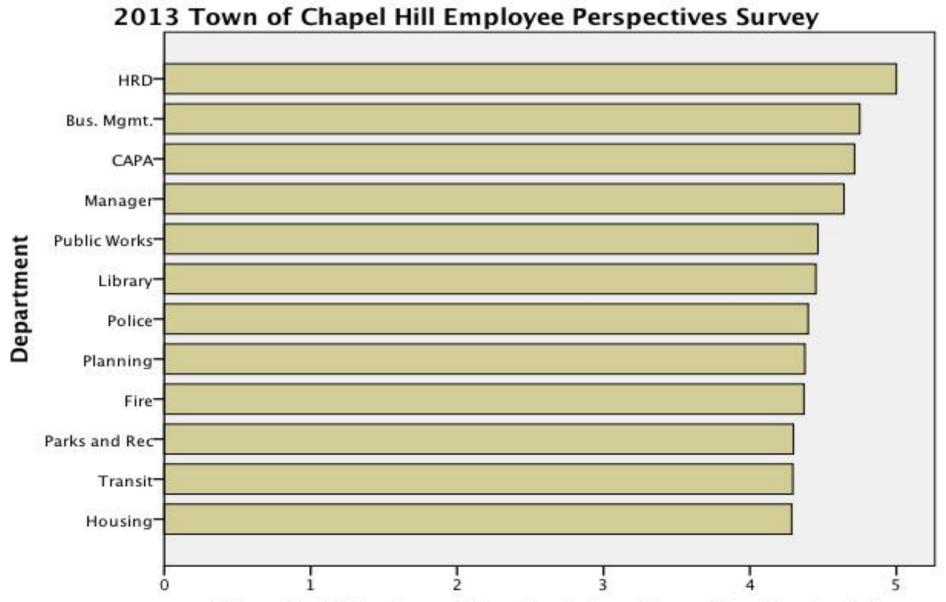
2013 Town of Chapel Hill Employee Perspectives Survey Transit-Police-Parks and Rec-Fire-Public Works Department Bus. Mgmt. Library-HRD-CAPA-Housing-Planning Manager Mean Hierarchy: Fair (1) to Unfair (5)

2013 Town of Chapel Hill Employee Perspectives Survey Police-Transit-Public Works-HRD-Fire-Department Parks and Rec-Library-Bus. Mgmt.-CAPA-Planning-Manager Housing-

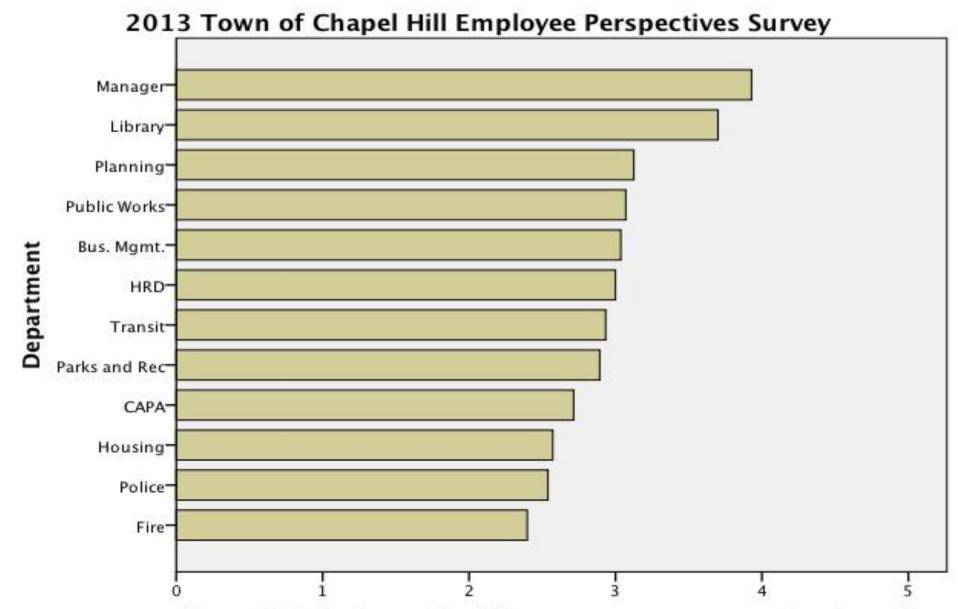
Mean Hierarchy: Gets Out of the Way (1) to Gets in the Way (5)



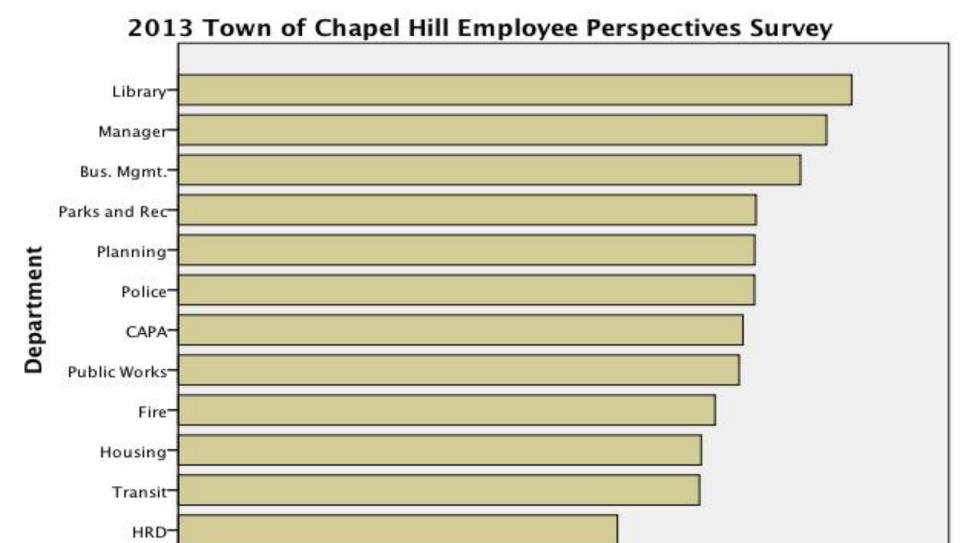
Mean Satisfaction with... The amount of job security I have



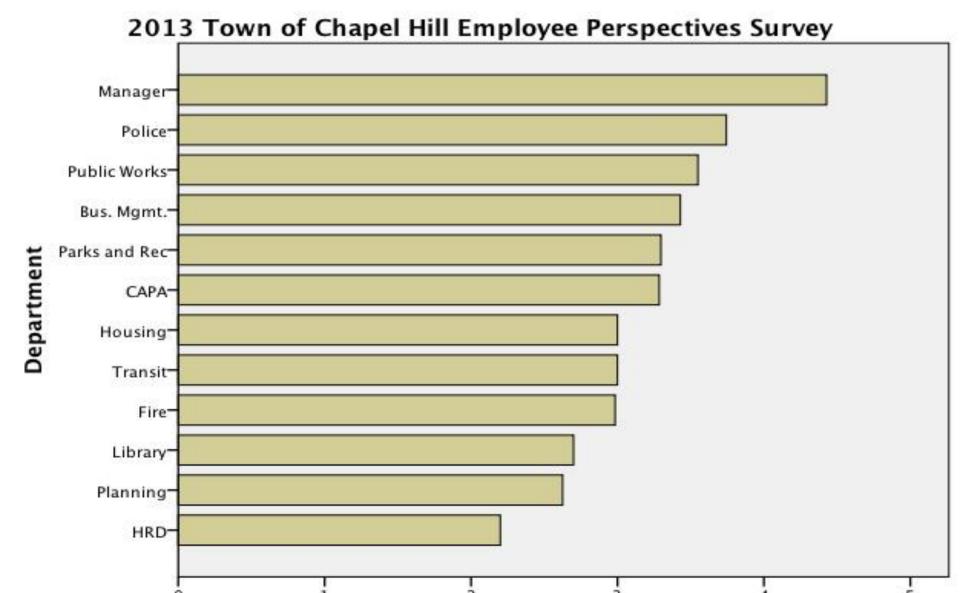
Mean Satisfaction with... Traditional benefits like health insurance and retirement package



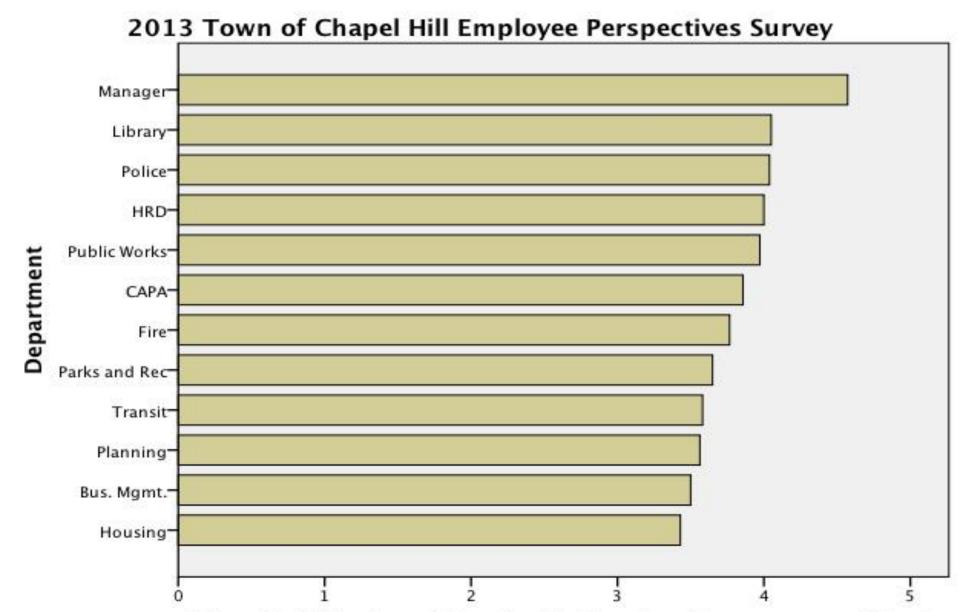
Mean Satisfaction with... The monetary compensation I receive for my work at the Town.



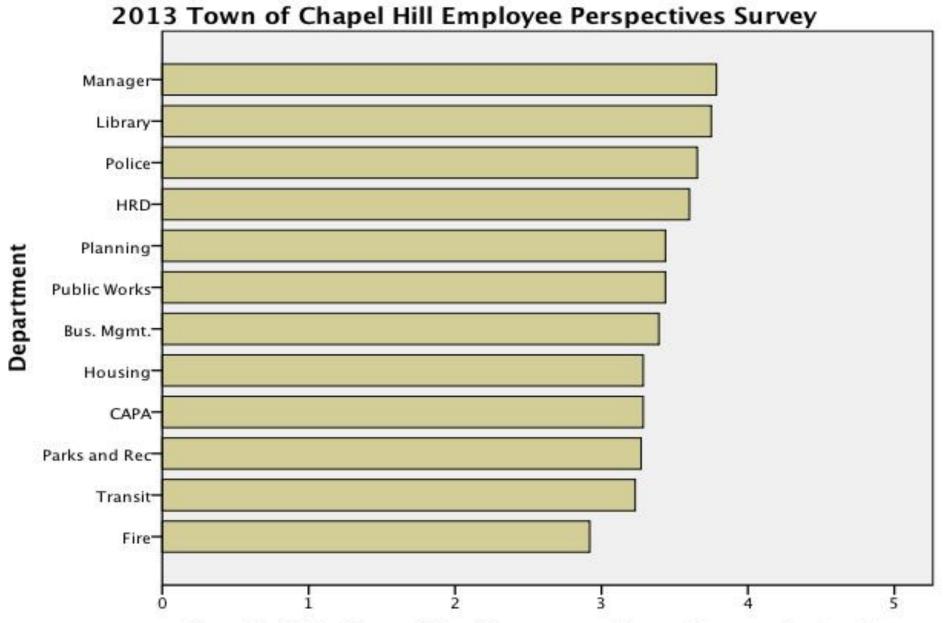
Mean Satisfaction with... Nontraditional benefits like flextime and vacation time



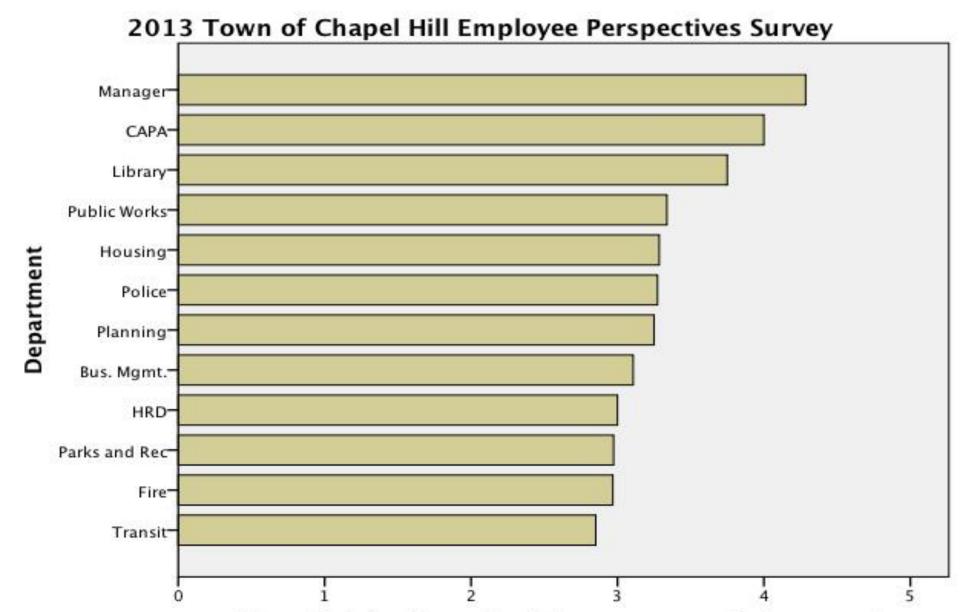
Mean Satisfaction with... he opportunities I have for professional development (training, learning opportunities)



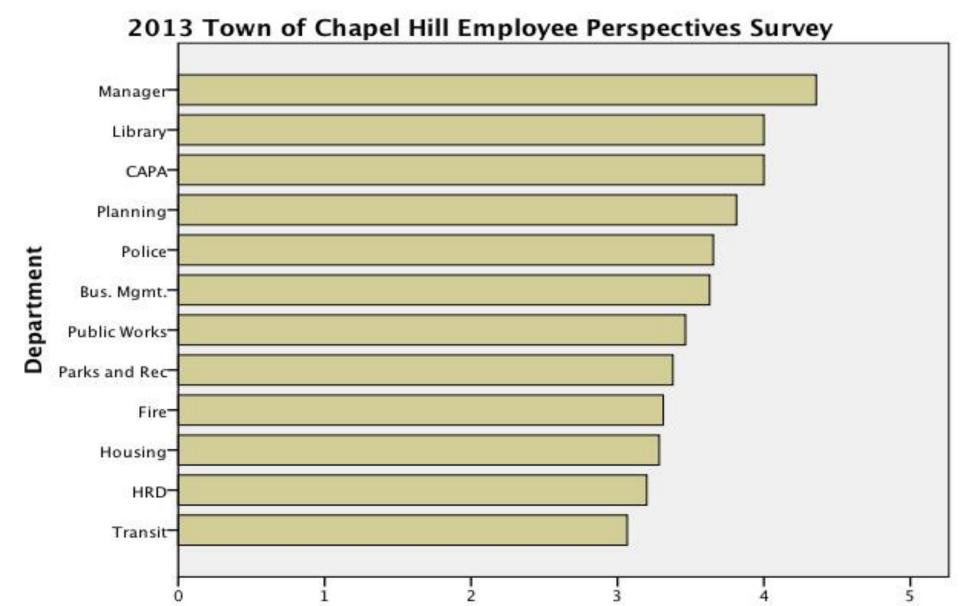
Mean Satisfaction with... The feeling that I have accomplished worthwhile work



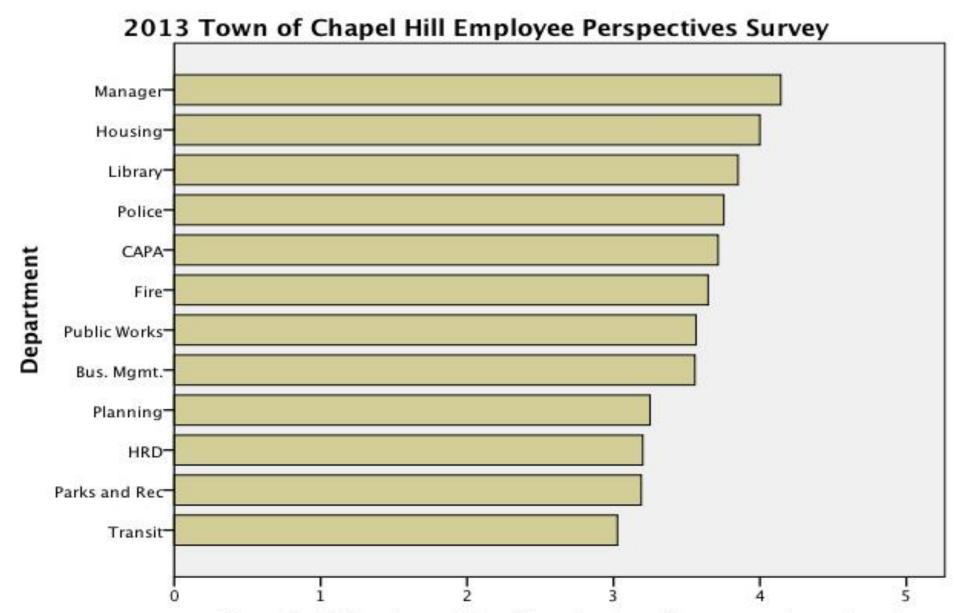
Mean Satisfaction with... The access I have to new technology



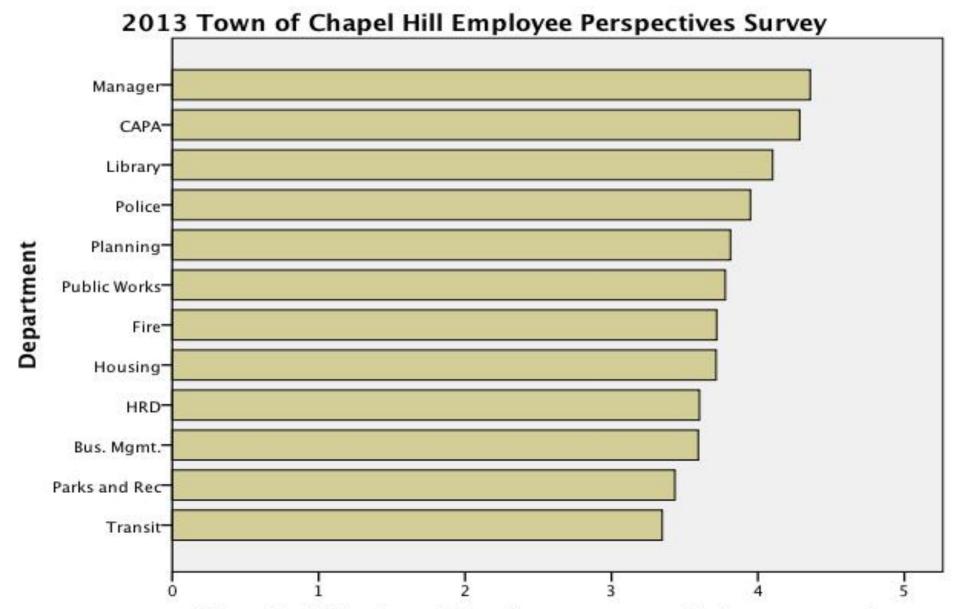
Mean Satisfaction with... The extent to which my work environment embraces new ideas



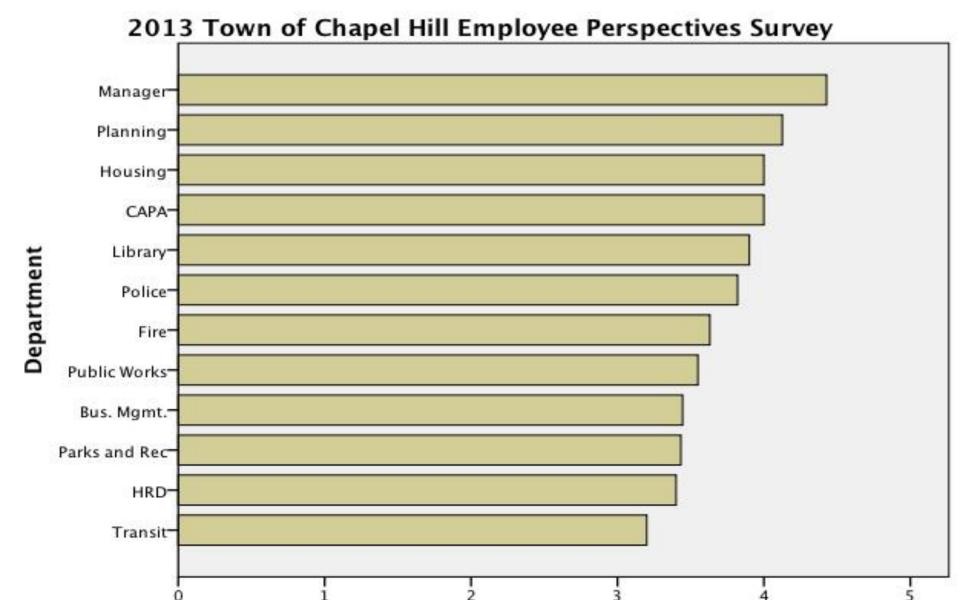
Mean Satisfaction with... The verbal recognition that I receive from my supervisor or my co-workers



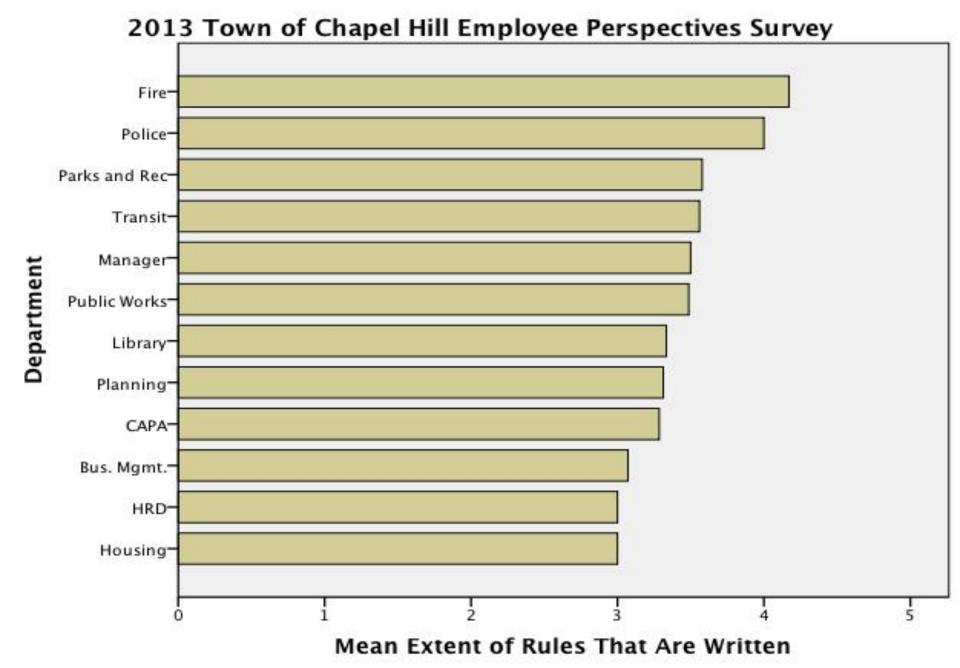
Mean Satisfaction with... The clarity of expectations that I receive from my supervisor

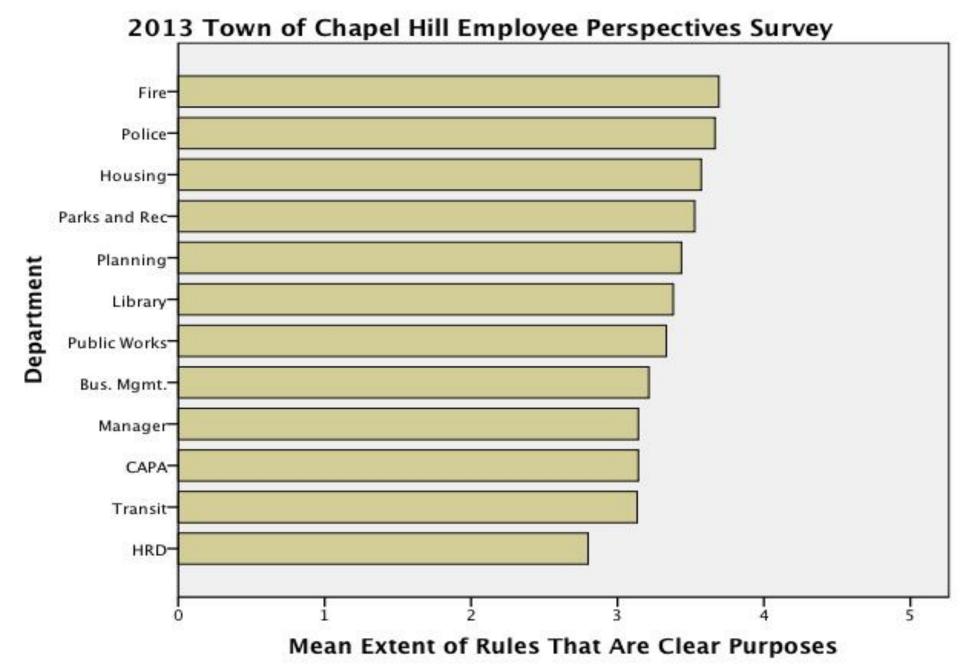


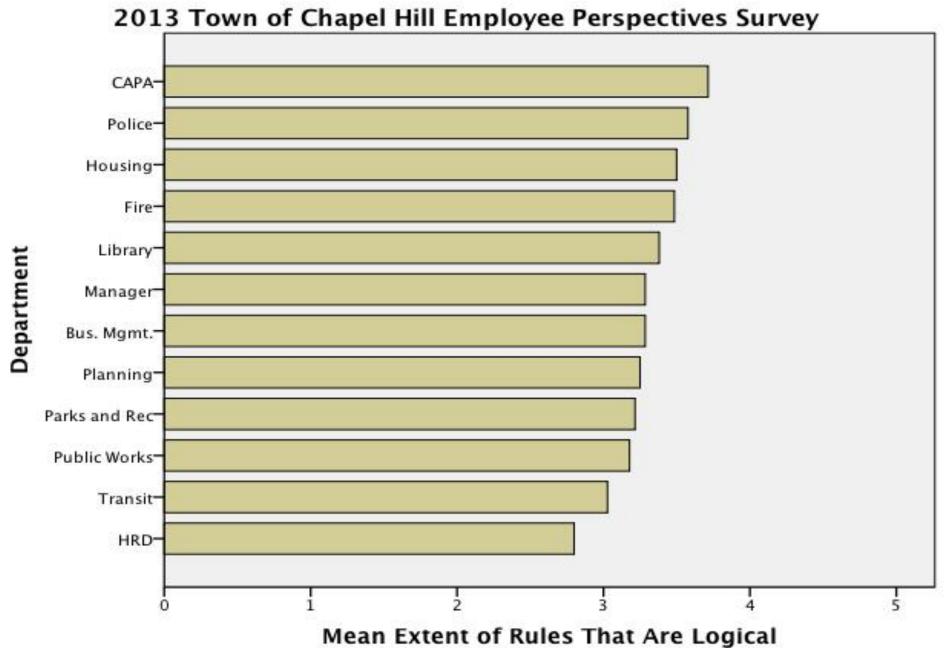
Mean Satisfaction with... The extent to which my supervisor has high expectations for my work



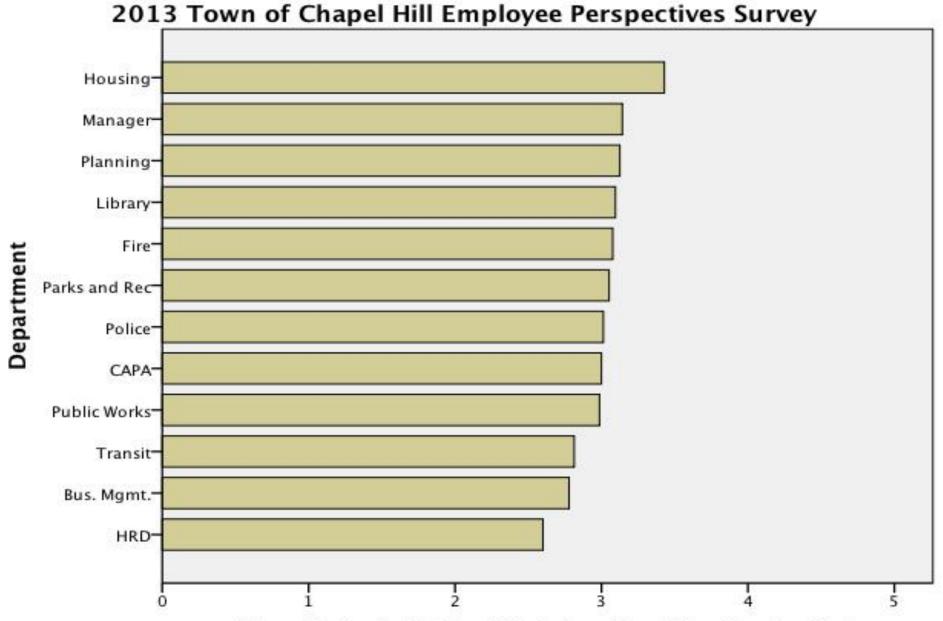
Mean Satisfaction with... The amount of guidance that I receive from my supervisor throughout a work assignment



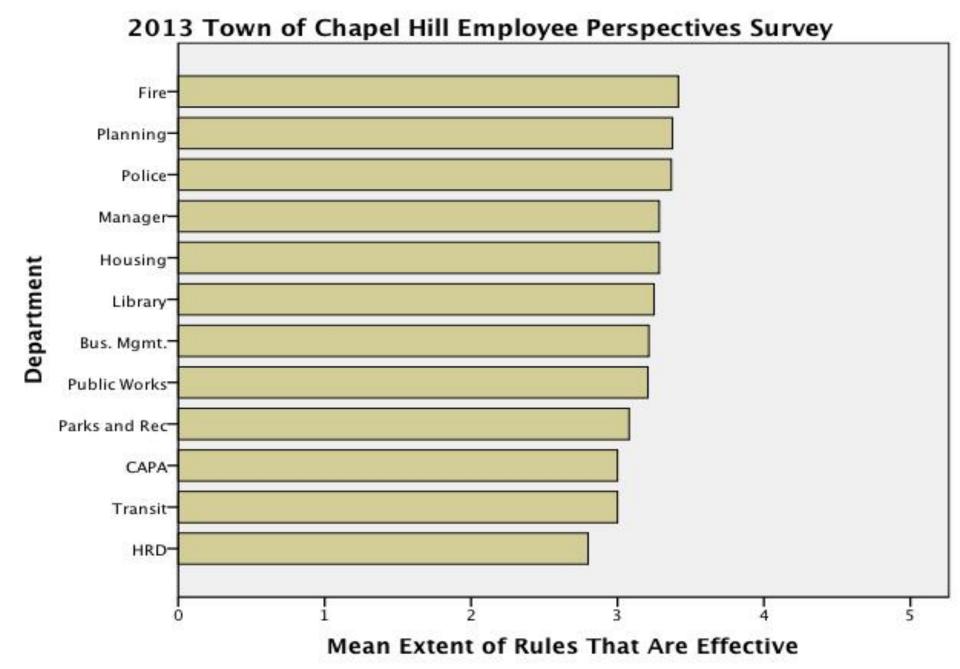


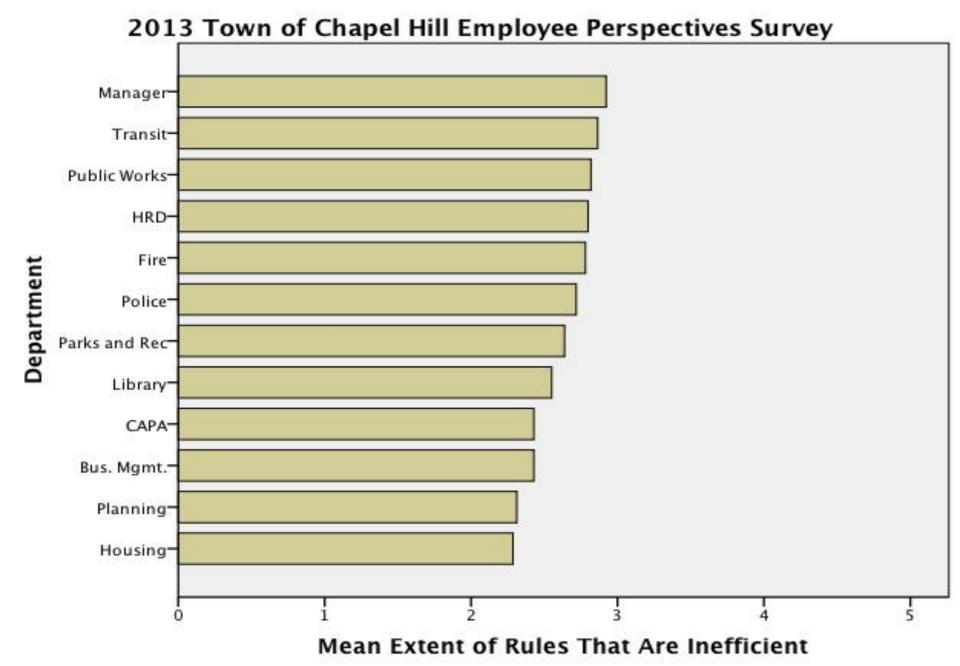


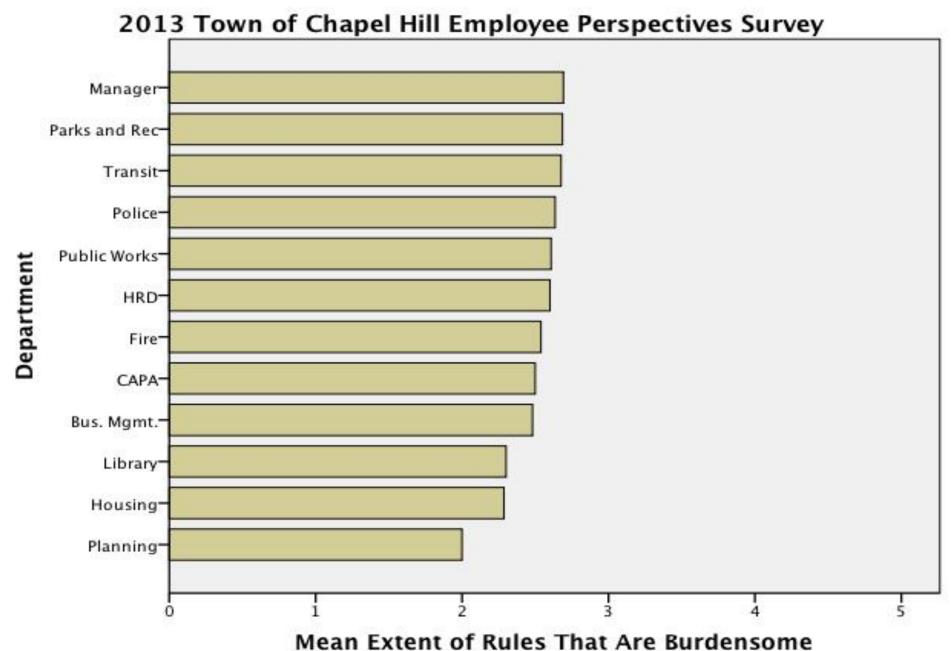
Mean Extent of Rules That Are Logical



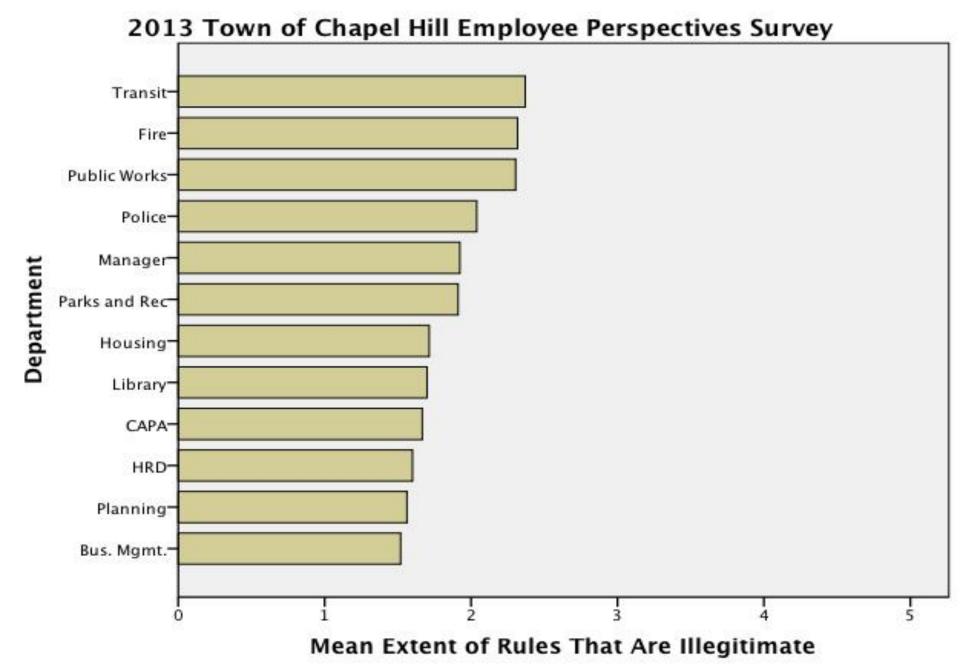
Mean Extent of Rules That Are Consistently Applied

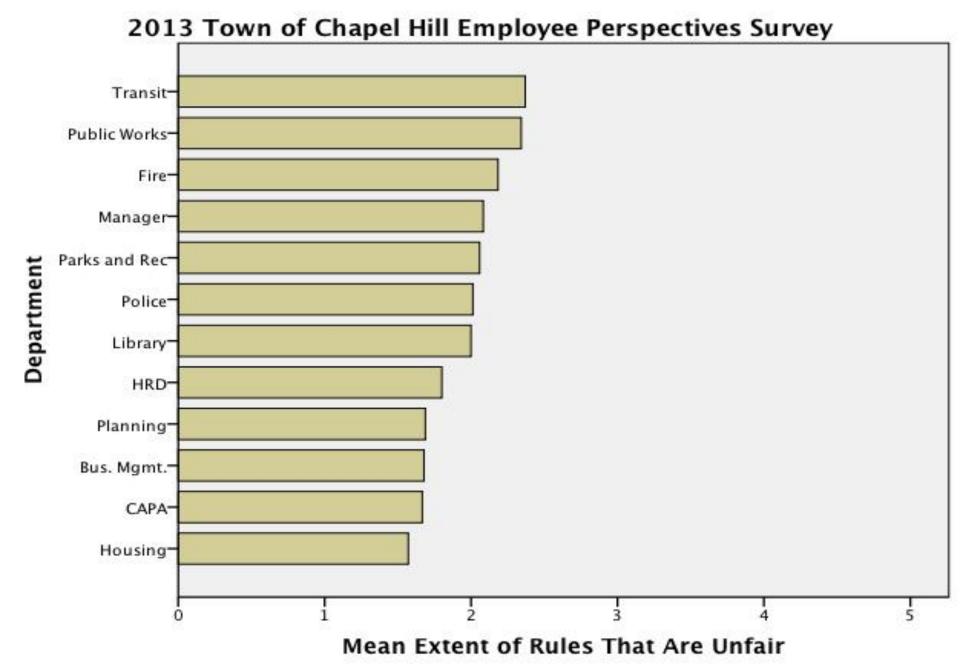


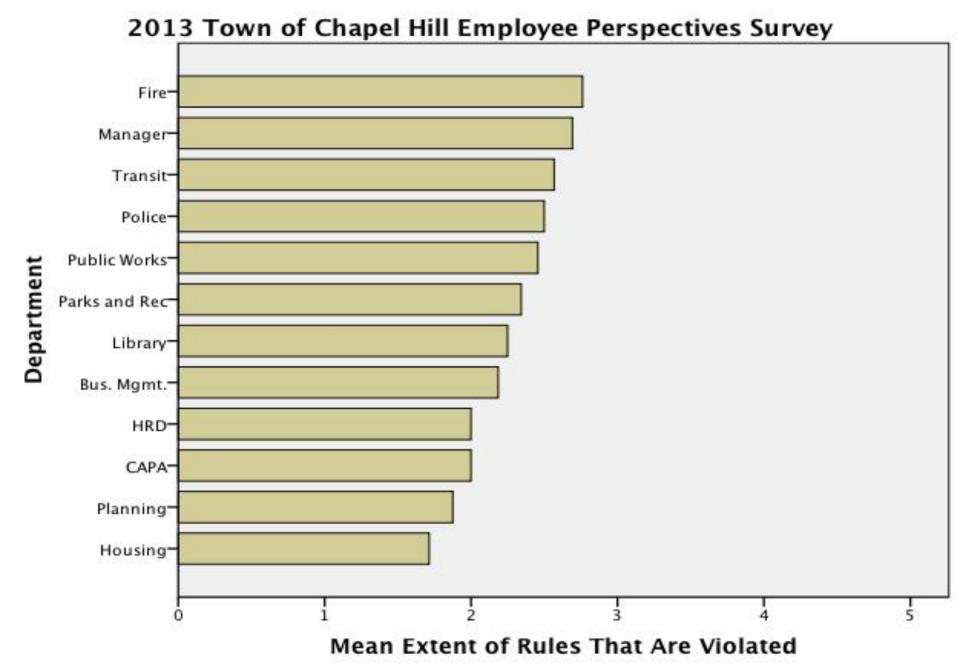


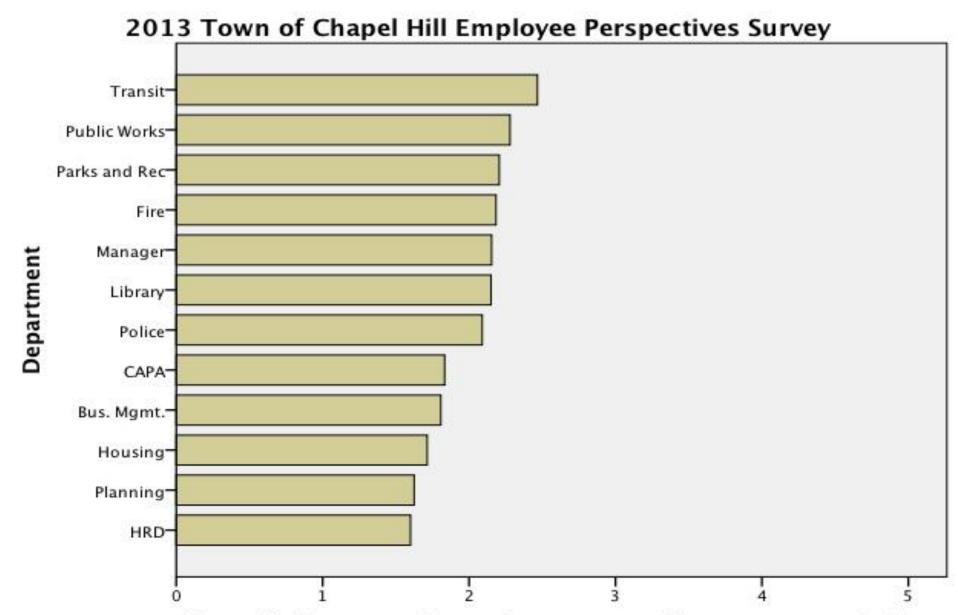


Mean Extent of Rules That Are Burdensome









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