



Workplace Climate Surveys

Researched & Presented by Employee Services



- Researched and reviewed 96 total companies that conduct workplace climate/employee engagement surveys.
- All companies reviewed were certified/verified vendors through the Society for Human Resource Management (SHRM)
- Narrowed down to top 3 based on:
 - Reviews
 - Ability to do survey anonymously, online, maintaining & reviewing engagement metrics, etc.
 - Mobile/user friendly
- Viewed full product demonstrations of the top 3 .



All three -

- Would meet the needs of the Council.
- Function similarly in terms of how the employee interacts with the survey.
- Are completely anonymous.
- Have the ability to be custom designed for our needs.
- Provide some degree of benchmarking against peers.
- Allow for additional comments.
- Provide some level (depending on what's purchased) of an action plan.
- Include a year long license so additional surveys could gauge improvement.

Beyond Feedback impressed with their understanding of sunshine laws and also provided the most robust action plan follow-up without white glove pricing or \$350/hr. addl' fees.



Beyond Feedback ✓

Price - \$9,000

Includes:

- Up to 80 employees can take the survey
- Recommended no more than 35 questions (fee for more)
 - Mix of Likert scale & open-ended questions
- Estimated 4-6 weeks to set up survey
- Survey stays open for 3 weeks
- Sends out reminders to complete to those who haven't completed
- Analyst will review results, make an action plan & present to personnel committee within 20 business days of completion
- Action plan items provided are custom to COJ
- Will sanitize/scrub the results (for public record) to remove names, vulgarities, etc.
- Live dashboard to see results as they are received
 - Up to 5 administrative users
 - Will provide a 2 hour zoom training & record it

Government agency clients:

- Superior Court of LA
- City of Palm Beach, FL
- TX Dept. of Transportation
- San Antonio, TX
- SC Medical University

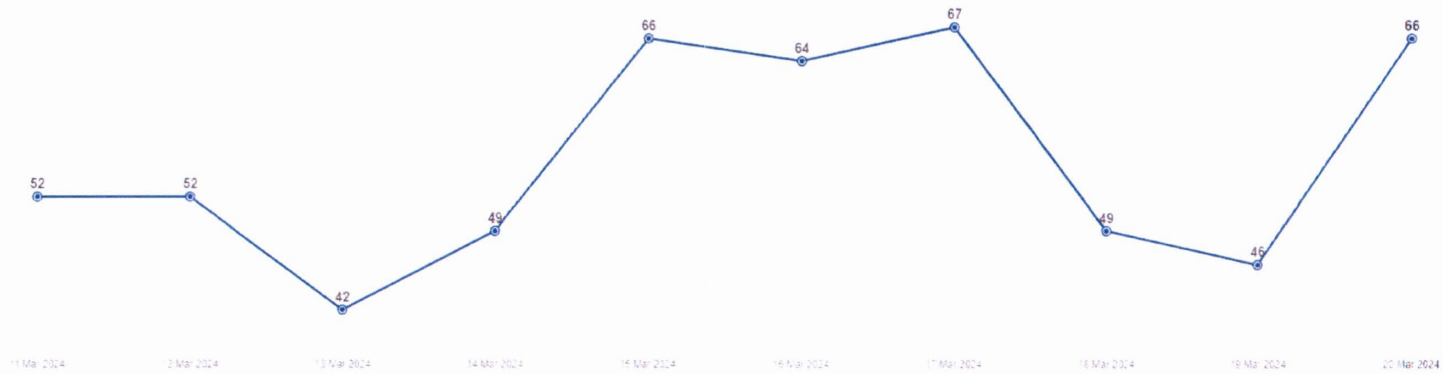


Participation Dashboard

Survey: All Survey Period: 2024 Key Segment: 1 Key Segment: 2

# of Invites Sent 920	# of Responses Received 552	Participation Rate 60.2%
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Number of Survey Responses Received Per Day
Displays the number of employee responses received for each day the survey is active.

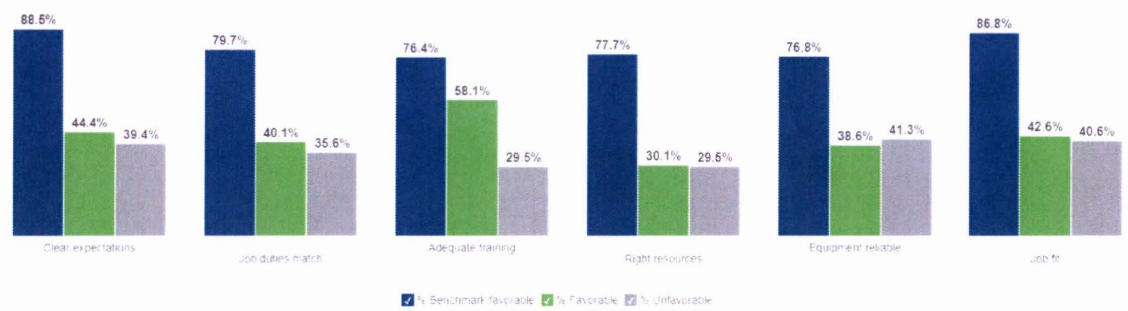




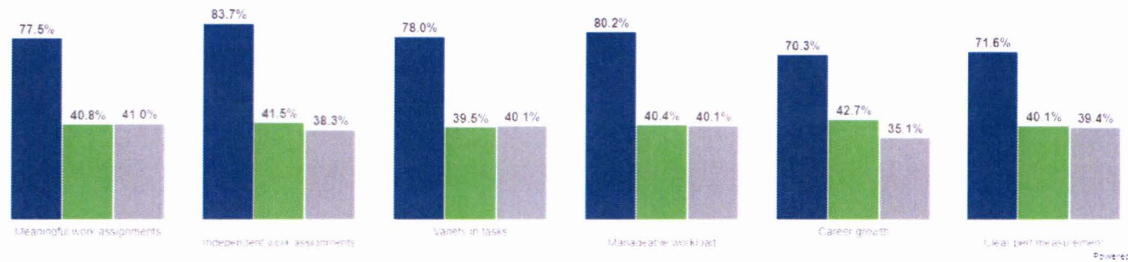
Summary Results Dashboard

Group: All Employees | Fiscal Year: 2024 | Survey: 2024 | Section: Role Related Questions - Part 1 | Sub-section: All | Response Rate: 41% | Benchmark Year Group: All

Role Related Questions - Part 1



Role Related Questions - Part 2



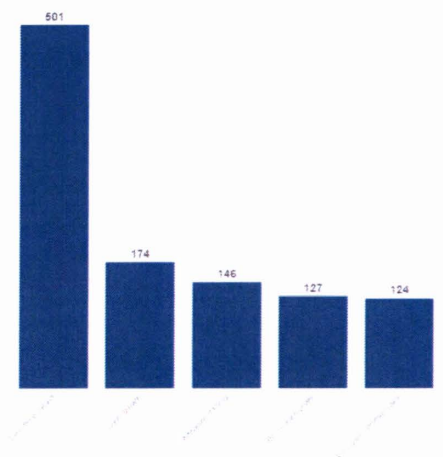


Comments Dashboard

Group: All | Survey Period: 2024 | Key Segment 1: All | Key Segment 2: All | Supervisor: All | Service Line Group: All

# of Responses Received 554	Employee Engagement Score 39.9%	Supervisor Effectiveness Score 55.0%	Employee Net Promoter Score (eNPS) -44.2
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Number of Follow-Up Comments by Question
Sorted from most follow-up comments to least



All Follow-Up Comments
Displays data where there are at least 5 responses

Survey Question	Response	Key Segment 1
I am given enough training for my job	<p>A lot of my training was on the job. I had to resort to reading procedures just to get an idea on how to do some tasks. Job functions like being a entry level role, were trained sufficiently by members of the staff.</p> <p>Actually, have a training program</p> <p>After relocating I transitioned into a unique role. Previously, that position was being completed by one other individual who had been performing those duties for many years. Her wealth of knowledge provided me a great idea of training but was used to having written procedures and policies on hand to utilize as references. Due to her being a one man department she did not have the time to create training documents as I am sure she would have liked. I eventually created my own training book which added to an different scenarios came up. The thing that would have helped me when first starting would have been something that provided me the basics of Account Analysis and what requests go to what departments. I also had difficulty knowing what Treasury Management/Sales associates were responsible for what reports. I eventually was able to create an outline but this was a bit of a learning curve.</p> <p>Allow associates to attend pre-scheduled webinars to further education however management would never allow time to take courses</p> <p>Be informed and allowed to begin and complete weekly online training modules PRIOR to being put in entry level role into a position. After I learned the training modules, asked to begin. Manager inform I could have time to complete the modules, she stated she didn't even know there were training modules. Leadership was non-existent. Schedules were not well set to us with middle of working week. For that week no advance knowledge of day off unable to plan for appointments etc. Didn't even have schedule for following week or Friday general had to guess if you were supposed to work on Monday, worked without breaks, worked over 10 hours per day on a Saturday and did not get a break. Turn just me but no one got a break. Lunches were negotiated each day amongst the entry level roles. Turn weeks in a row did not get a work or acceptable opportunity in decisions. This was the worst working experience I have ever had.</p> <p>Further management in the position, more staff need to be trained instead of actually abused.</p> <p>By a lack of training/training I was thrown into a management position with absolutely no training on how to actually manage a business. I then made a mistake of I had forgotten to complete a task due to me being overwhelmed I could get in trouble which leads to more stress and frustration in the workplace that was completely unnecessary.</p> <p>By making work the work manager that are honest with their employees.</p>	<ul style="list-style-type: none"> Credit Loans Purchasing Store Operations Finance/Accounting Emergency Insurance Public Fee Nurses



Comments Dashboard

Filter by Date Range: From Tuesday, 12/10/2024 To Sunday, 12/15/2024.
 Filter by Department: Select Department (All, Customer Support, HR, Information Technology, Operations, Sales, Training, Public Works).
 Filter by Rating: Select Rating (All, 1, 2, 3, 4, 5).

What do you enjoy most about your experience with COMPANY_NAME?
 Displays data where there are at least 5 responses.

Enjoy Most Comment Keywords
 Displays keywords used more than 5 times.

Response	Key Segment 1
A couple coworkers	Nutrition
A lot of the employees that I worked with, and getting to meet all of the clients who came into the organization	Public Works
Ability to help clients with all of their financial needs and working with fellow employees as a team to give the best service in the industry.	Materials Logistics
Affecting positive, incremental change	Information Technology
After coordinating group events I would be approached numerous times and I was struck at the genuine appreciation they expressed of my efforts	Information Technology
All of the organization employees that I was able to interact with	Human Resources
As I sit here, I'm so damaged and exhausted by my experience at the organization that I can't even come up with anything positive	Materials Logistics
Attending meetings with the mortgage staff. Upper management was great and made you feel like part of the team	Nursing
Being able to do the right thing for the client all the time and feeling being supported	Police-Fire
Being able to meet new customers	Finance/Accounting
Being able to travel to different locations	Credit Loans
Believe it or not it was Tamara, at first. She was always pretty cool when I actually made a mistake. If I've ever I was accused of doing something I didn't do that was the problem	Purchasing
Besides my customers, I felt like the organization valued me as an employee, I enjoyed the people I worked with. It was a great team	Police-Fire
Building the relationships with different kinds of customers...it was hard to say, goodbye to my customers	Purchasing
Client interaction and gaining financial industry knowledge	Emergency
Coworkers	Public Works
Coworkers	Purchasing
Collaborative work environment, work-life balance, supportive immediate leadership	Purchasing
Communicative, organization is better than commercial retail organization, I really enjoyed the coworkers	Engineering





Supervisor Effectiveness Dashboard

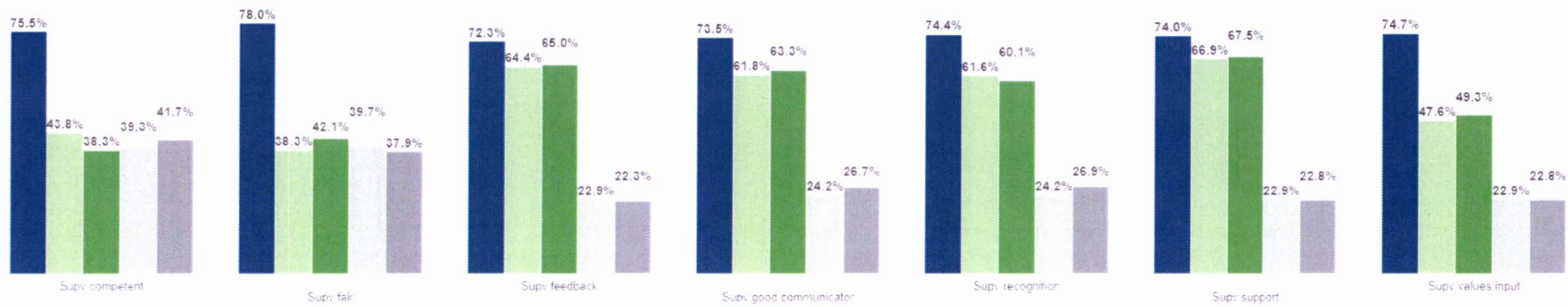
Supervisor Effectiveness Score Breakdown

Displays the % favorable benchmark and individual Supervisor Effectiveness questions where there are at least 5 responses. Use the drop down filter to select a supervisor.



Supervisor:
All

% Benchmark favorable % Favorable for prior year % Favorable for current year % Unfavorable for prior year % Unfavorable for current year



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