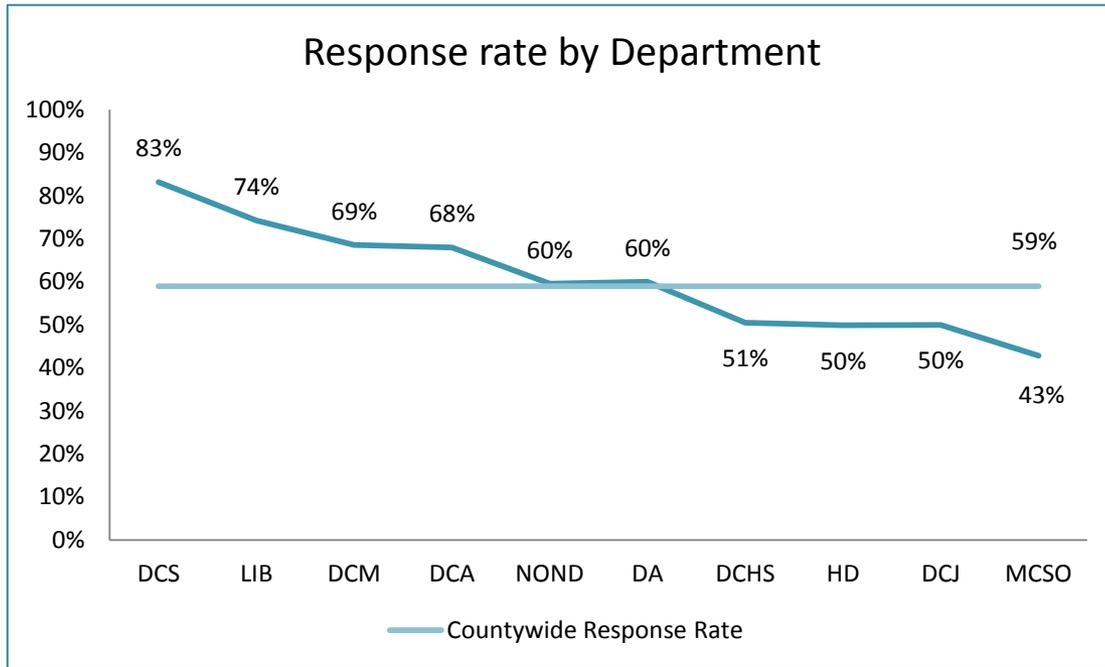


A stylized graphic on the left side of the page. It features two dark green mountain peaks with rounded tops. Below the mountains is a dark green wavy band representing a valley or forest. At the bottom is a dark blue wavy band representing water. The graphic is composed of solid colors and white outlines.

2013 Countywide Employee Survey

Department of County
Management
March 6, 2014



Oct. 23 – Nov. 15, 2013

3,015 Responses

59% Response Rate



Topics

- Job Characteristics
- Job Satisfaction
- Training
- Supervision and Communication
- Work Climate
- Demographics



Analysis

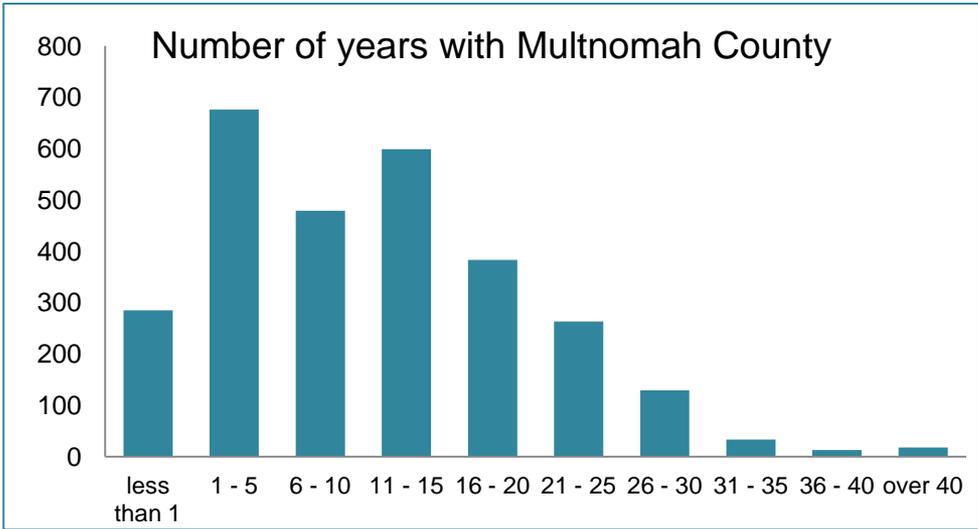
Compared responses by:

- Department
- Bargaining Unit/Employment Group
- Race/ethnicity
- Age
- Gender
- Management level
- Sexual orientation
- Disability status
- Immigrant/refugee status

- Countywide report
- Nine Department reports
- 27 Division reports



Demographics



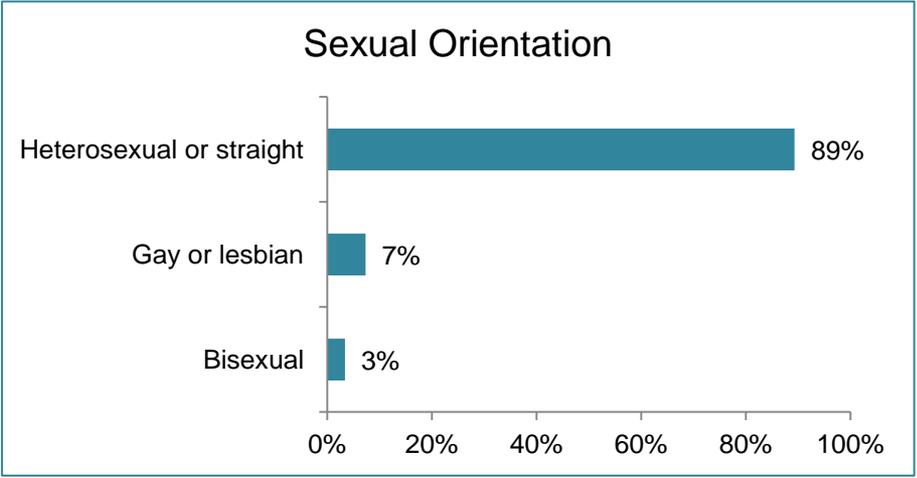
Age	Number	Percent of Respondents
Millennial (under 35)	495	19%
Generation X (36 - 50)	1184	46%
Baby Boomer (51 - 70)	915	35%
Traditionalist (71+)	3	3%

Years to Retirement	Number	Percent of Respondents
1 year	95	3%
2 years	108	4%
3 - 5 years	342	12%
6 - 10 years	473	17%
over 10 years	1791	64%



Demographics

Gender	Number	Percent of Respondents
Male	973	35%
Female	1839	65%
Other*	12	0%

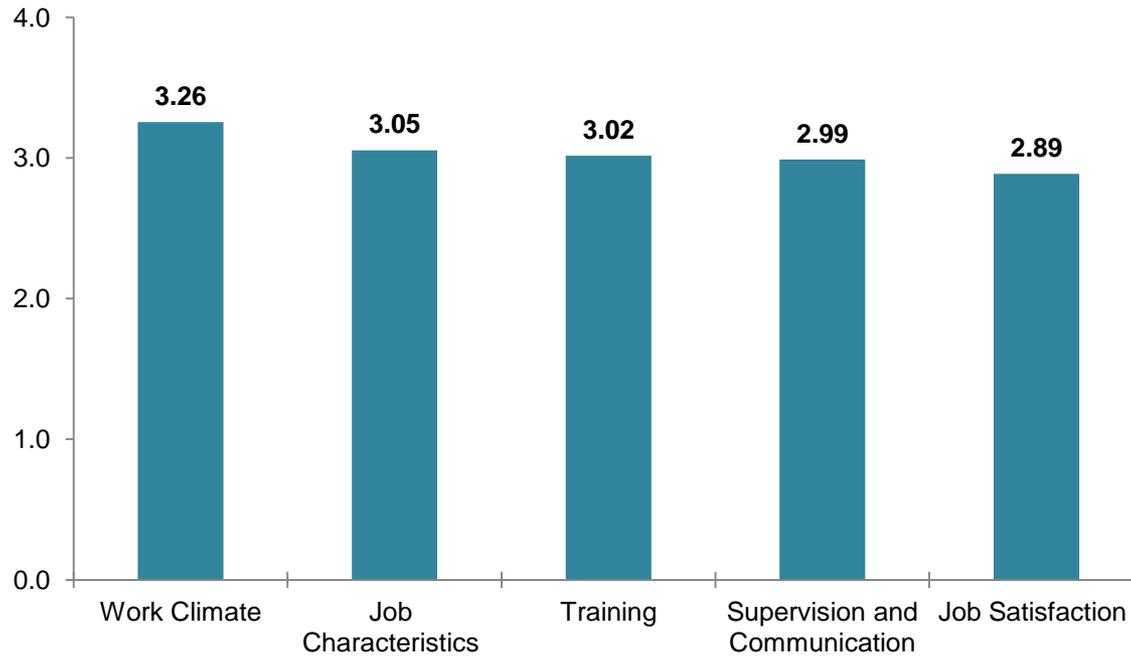


Demographics

Race/Ethnicities of Survey Respondents		
	Number	Percent of Respondents
African	21	1%
Middle Eastern	28	1%
Native Hawaiian or Pacific Islander	29	1%
Slavic	65	2%
Alaskan Native or Native American	96	3%
Black/African American	173	6%
Asian	175	6%
Latino or Hispanic	267	9%
White	2257	75%
Multiple races or ethnicities	237	8%



Overall Section Scores



Scale from 1 to 4



Strengths

- Job satisfaction steadily increasing
- Commitment to customer service remains strong
- Increasing satisfaction with work climate
- Supervision and communication results improving

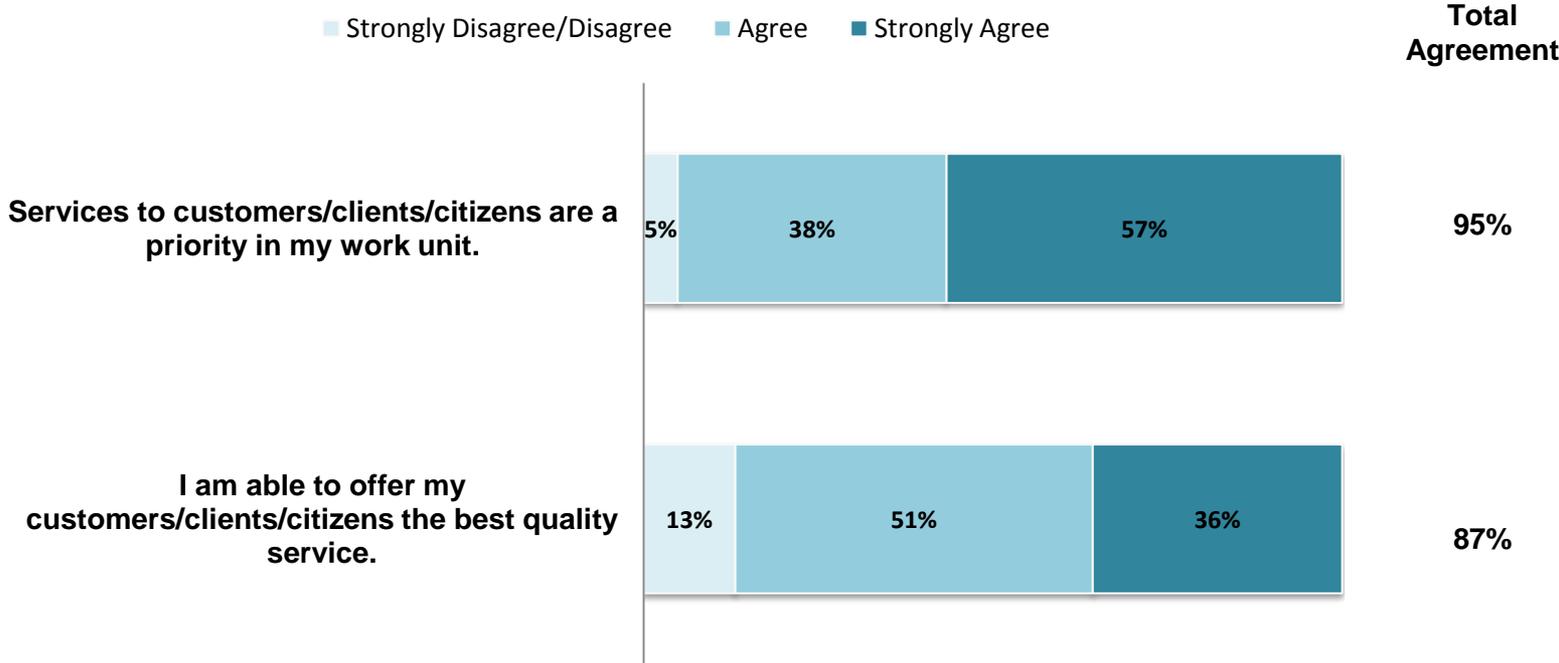


Job Satisfaction Steadily Increasing

Job Satisfaction	Total Agreement		Percentage Point Change 2011-2013
	2011	2013	
In general, I am satisfied with the way things are going in Multnomah County government at this time.	64%	68%	4%
In general, I am satisfied with the way things are going in my Department/Agency at this time.	61%	68%	7%
In general, I am satisfied with my current job.	80%	83%	3%
I receive fair compensation (salary plus benefits) for the work that I do.	73%	79%	6%



Commitment to Customer Service Remains Strong



Steady Results for Supervision and Communication

Supervision and Communication	Total Agreement		Percentage Point Change 2011-2013
	2011	2013	
My supervisor communicates my work unit's goals clearly.	79%	80%	1%
I know how success is measured for the work I do.	71%	71%	0%
I receive sufficient guidance to do my job effectively.	76%	81%	5%
In the last seven days, I have received recognition or praise for doing good work.	57%	60%	3%
My supervisor respects and cares about me.	84%	85%	1%
My ideas and opinions count at work.	75%	77%	2%
My supervisor manages my work unit effectively.^	-	77%	-
I feel intimidated by my immediate supervisor.	12%	12%	0%

^New question in 2013



Work Climate Continues to Improve

Work Climate	Total Agreement		Percentage Point Change 2011-2013
	2011	2013	
People in my work unit are accepting of people of different races, cultures, and backgrounds.	93%	94%	1%
My supervisor responds appropriately to unethical behavior.	80%	86%	6%
My supervisor responds appropriately to discriminatory behavior.	85%	88%	3%
People in my work unit respond appropriately when they witness discriminatory behavior.	81%	83%	2%
I know where to report discriminatory or unethical behavior.	83%	87%	4%
I would feel safe speaking up if I thought practices were discriminatory or unethical.+	-	80%	-

+Question reworded since 2011



Work Climate: Protected Classes

Work Climate: Protected Classes	Total Agreement		Percentage Point Change 2011-2013
	2011	2013	
My sexual orientation negatively affects how I am viewed in my work unit	4%	3%	-1%
My religious beliefs negatively affect how I am viewed in my work unit	9%	6%	-3%
My race/ethnicity negatively affects how I am viewed in my work unit	10%	7%	-3%
My gender negatively affects how I am viewed in my work unit	12%	8%	-4%
My age negatively affects how I am viewed in my work unit	19%	14%	-5%
My disability negatively affects how I am viewed in my work unit.+	7%	23%	16%

⁺ *Parameters of question changed since 2011*



Challenges

- Access to resources and ability to innovate
- Differences in work climate by protected class
- Advancement opportunities
- Distribution of workload



Challenges: Access to Resources and Innovation

	Total Agreement		Percentage Point Change 2011-2013
	2011	2013	
I have the materials and equipment I need to do my job.	86%	83%	-3%
I am able to bring new and innovative ways of doing things to my workplace.	75%	73%	-2%
I have the necessary resources to communicate effectively with people with limited English proficiency.	–	78%	–
I have the necessary resources to communicate effectively with people with hearing impairments.	–	59%	–
I receive sufficient training and education to do my job effectively	82%	81%	-1%



Challenges: Work Climate

People in my work unit are accepting of people of different races, cultures, and backgrounds.	
	Disagree
County Overall	6%
American Indian or Alaska Native	14%
Black/African-American	16%
Latino or Hispanic	12%
Multiple races/ethnicities	8%
White	4%



Challenges

My race/ethnicity negatively affects how I am viewed in my work unit		
	Agree	Strongly Agree
County Overall	6%	2%
Black/African-American	18%	8%
Native Hawaiian or Pacific Islander	27%	*
Asian	*	6%
Latino or Hispanic	13%	*
American Indian or Alaska Native	15%	*
White	3%	1%
Immigrant or Refugee	12%	4%
Multiple races or ethnicities	*	2%



Race/Ethnicity Responses Improving

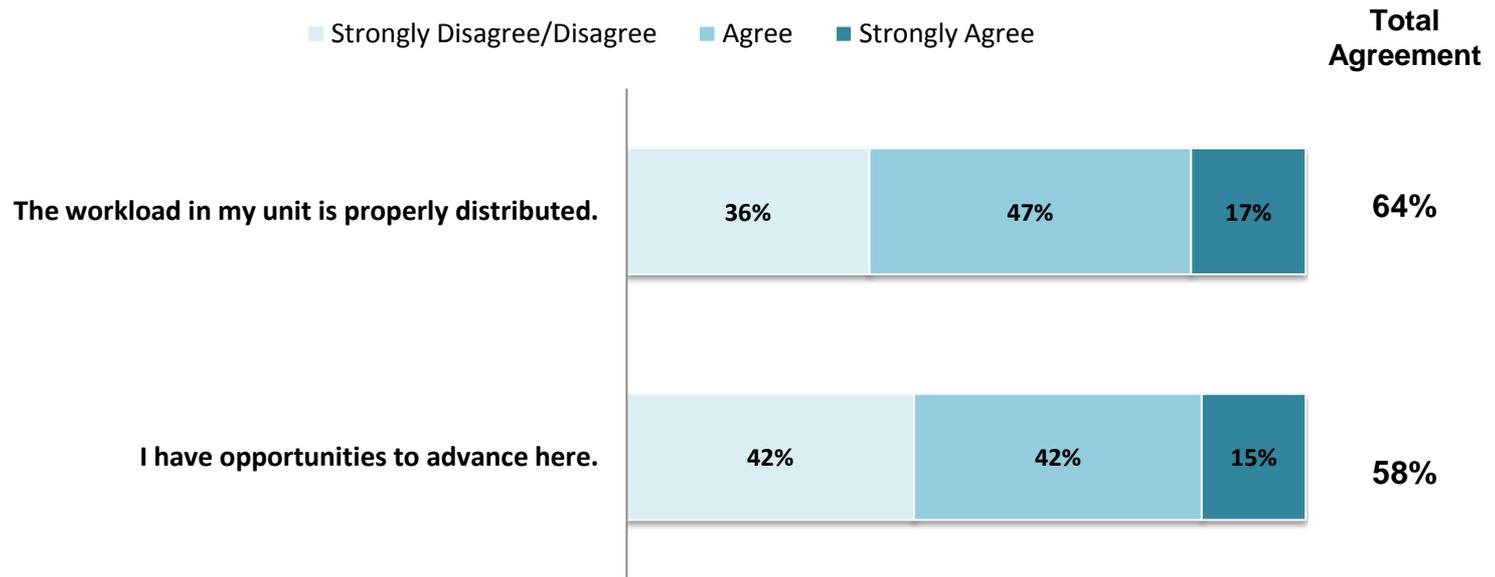
My race/ethnicity negatively affects how I am viewed in my work unit		
	Total Agreement	
	2011	2013
Black/African-American	35%	26%

People in my work unit respond appropriately when they witness discriminatory behavior.		
	Agree	
	2011	2013
Black/African-American	62%	60%
Latino or Hispanic	71%	78%
White	85%	86%

People in my work unit are accepting of people of different races, cultures, and backgrounds.		
	Agree	
	2011	2013
Black/African American	82%	84%
Latino or Hispanic	84%	83%



Challenges



Comparison to other Public Employees

Question	Total Agreement	
	Governing Institute 2012	Multnomah County 2013 Survey
The workload in my unit is properly distributed	53%	64%
I have opportunities to advance here	43%	58%
I feel I can make a difference by working here	86%	87%
In the last twelve months, I have had opportunities at work to learn and grow	80%	82%
I am able to bring new and innovative ways of doing things to my work place	74%	73%



Links to Job Satisfaction

- Advancement opportunities
- Making a difference
- Opportunities to learn and grow
- Proper distribution of workload



Approximately 800
responses

Comments: Strengths

- Belief in the County's mission, vision and values
- Support for inclusion, diversity, and equity
- Commitment to doing good work and serving the community
- Joy in serving the public
- Belief that they add value to the community
- Appreciation for benefits and compensation



Comments: Challenges

- Managers not managing expectations or a setting bad tone
- Concerns over favoritism
- Fear of retaliation
- Concerns over workplace bullying
- Lack of advancement opportunities
- Desire for flexible schedules and telecommuting



EMPLOYEE SURVEY

2013



Questions?

