

BECOMING

The Best!

Library Staff Engagement Survey

Help us become
a Top Workplace in Cincinnati

Results from the January 2016 Staff Engagement Survey

Survey Overview

Survey Instrument

- 70 core belief statements focusing on workplace quality and managerial/organizational competencies
- Employees rate each statement using a five-point agreement scale
- Nine demographic questions (Job Category customized)
- Two open-ended questions

Methodology

- Online survey administered January 11th-25th, 2016
- Response rate 83% (680 respondents)

Guidelines for Positive & Negative Responses

Guideline Score (Positive)	Description	Guideline Score (Negative)
85%+	Exceptional	< 5%
75% - 84%	Best in Class	6% - 9%
65% - 74%	Good – Very Good	10% - 14%
55% - 64%	Fair - Mediocre	15% - 19%
< 55%	Warrants Immediate Attention	20%+

Barometer Statement Chart

Survey Statement	2016 (Positive %)	2016 (Negative %)
4 I understand how my job contributes to this organization's success.	90	1
35 People in my workgroup work well together.	79	3
36 There's a sense that we're all on the same team in this organization.	49	23
65 This is a great organization where people want to work.	49	13

Strengths

- Relationship with Supervisor
- Connection to Mission, Community
- Pride
- Individual/Department Alignment
- Relationship with Colleagues

Supervisor Relationship

Survey Statement	2016 (Positive %)	2016 (Negative %)
16 My supervisor keeps his/her promises.	84	4
20 My supervisor supports my efforts to balance my work and personal life.	85	4
21 I have a good relationship with my supervisor.	86	3
22 My supervisor regularly models our organization's values.	84	4

Connection to Mission/Community

Survey Statement	2016 (Positive %)	2016 (Negative %)
4 I understand how my job contributes to this organization's success.	90	1
31 In my workgroup, we actively seek to understand customer needs.	86	2
32 In my workgroup, we adapt quickly to changing circumstances.	83	3

Pride

Survey Statement	2016 (Positive %)	2016 (Negative %)
54 I would recommend our products/services to my family and friends.	92	1
61 This organization actively contributes to the community.	91	0
62 The work of this organization is important and makes a difference.	94	0

Individual/Department Alignment

Survey Statement	2016 (Positive %)	2016 (Negative %)
4 I understand how my job contributes to this organization's success.	90	1
31 In my workgroup, we actively seek to understand customer needs.	86	2
32 In my workgroup, we adapt quickly to changing circumstances.	83	3

Relationship with Colleagues

Survey Statement	2016 (Positive %)	2016 (Negative %)
31 In my workgroup, we actively seek to understand customer needs.	86	2
32 In my workgroup, we adapt quickly to changing circumstances.	83	3

Opportunities

- Senior Leadership
- Collaborative Communication
- Recognition and Appreciation

Senior Leadership

Survey Statement	2016 (Positive %)	2016 (Negative %)
44 Senior leadership communicates openly about important matters.	29	39
45 Senior leadership shows a genuine interest in the well being of employees.	28	37
49 Senior leadership keeps their promises.	32	25
52 I believe what I am told by senior leadership.	36	25
56 We learn from our mistakes in this organization.	37	29

Collaboration/Communication

Survey Statement	2016 (Positive %)	2016 (Negative %)
25 Changes that affect me are discussed prior to being implemented.	37	31
44 Senior leadership communicates openly about important matters.	29	39
53 In this organization, we discuss and debate issues respectfully to get better results.	25	43

Recognition & Appreciation

Survey Statement	2016 (Positive %)	2016 (Negative %)
45 Senior leadership shows a genuine interest in the well being of employees.	28	37
47 Our recognition and rewards programs are meaningful to me.	29	38

Top Ten Statements

Survey Statement	2016 (Positive %)	2016 (Negative %)
62 The work of this organization is important and makes a difference.	94	0
54 I would recommend our products/services to my family and friends.	92	1
61 This organization actively contributes to the community.	91	0
4 I understand how my job contributes to this organization's success.	90	1
31 In my workgroup, we actively seek to understand customer needs	86	2

Top Ten Statements

Survey Statement	2015 (Positive %)	2015 (Negative %)
21 I have a good relationship with my supervisor.	86	3
20 My supervisor supports my efforts to balance my work and personal life.	85	4
22 My supervisor regularly models our organization's values.	92	0
16 My supervisor keeps his/her promises	84	4
32 In my workgroup, we adapt quickly to changing circumstances.	83	3

Bottom Ten Statements

Survey Statement	2015 (Positive %)	2015 (Negative %)
53 In this organization, we discuss and debate issues respectfully to get better results.	25	43
45 Senior leadership shows a genuine interest in the well-being of employees.	28	37
44 Senior leadership communications openly about important matters.	29	39
47 Our recognition and rewards programs are meaningful to me.	29	38
69 At this organization, workloads are taken into account when implementing change initiatives.	30	42

Bottom Ten Statements

Survey Statement	2016 (Positive %)	2016 (Negative %)
70 At this organization, we discuss and debate issues respectfully to get better results.	31	38
49 Senior leadership keeps their promises.	32	25
52 I believe what I am told by senior leadership.	36	25
25 Changes that affect me are discussed prior to being implemented.	37	29
56 We learn from our mistakes in this organization.	37	29

Survey Definitions

Organization refers to the entire organization including all locations.

Senior Leadership refers to the Senior Leadership Team (SLT).

Workgroup refers to your current most immediate team or department.

Supervisor refers to the individual to whom you currently directly report.