



**ModernThink**  
**The Public Library of Cincinnati  
& Hamilton County**  
**Report Overview**

**The Public Library of Cincinnati & Hamilton County  
Employee Engagement Survey  
January 11<sup>th</sup> – January 25<sup>th</sup>, 2016**

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## Report Introduction

ModernThink is pleased to present you with your customized reports from your 2016 Employee Engagement Survey. This overview provides descriptions of the various reports included in your Survey Results Suite. We believe these reports will provide you with insight and guidance as you work toward creating the best workplace possible.

The enclosed reports were generated from the data collected during the employee survey conducted January 11th – January 25<sup>th</sup>, 2016.

Surveys distributed at your organization:	821
Surveys returned:	680
Survey Responses:	83%

The Overall Report Suite includes the following:

- 1) Spreadsheets
  - **Perspectives** Spreadsheet
  - **Relationships** Spreadsheet
  - **Competencies** Spreadsheet
- 2) Profile of Survey Respondents
- 3) Response Distribution Reports by Operational Hours
- 4) Benefit Satisfaction Report by Operational Hours
- 5) Employee Comments Report by Operational Hours

The survey instructions below appeared on each page of the survey.

*Consider your typical day at work. For each statement, click on the response option that best describes your experience.*

*Definitions:*

**Leadership** refers to the most senior leaders of the organization (e.g., the Senior Leadership Team and managers).

**Organization** refers to the entire organization including all locations.

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

**Workgroup** refers to your current most immediate team or department.

## Interpreting Your Spreadsheets

### **Survey Responses**

The 2016 Employee Engagement Survey was comprised of 70 (65 core, 5 custom) statements, 13 benefits, 9 demographics and two open-ended questions. Employees were asked to respond to the 70 statements using a five-point rating scale (*Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree and Not Applicable*). The first column of data on the spreadsheet reflects the percentage of positive responses, that is, the percentage of your employees who responded with a “*Strongly Agree*” or “*Agree*” on the five-point scale. The second column of data on the spreadsheet reflects the percentage of negative responses, that is, the percentage of your employees who responded with a “*Disagree*” or “*Strongly Disagree*”.

While the first two columns reflect the data for the organization as a whole, the subsequent columns reflect the *positive* data of the specific demographic groups. To protect the anonymity of your employees, we do not report data for categories with fewer than five respondents.

The 65 core statements of the Employee Engagement Survey measure the strength of certain critical organizational competencies and relationships that most directly impact your organization's culture and the daily experience of your employees.

The customized Public Library of Cincinnati and Hamilton County Survey took the ModernThink Insight Survey as its base and added the following 5 custom statements:

- 1) I feel a strong sense of loyalty to my manager.
- 2) This organization supports opportunities for employees to learn from one another.
- 3) My department/branch is adequately staffed.
- 4) At this organization, workloads are taken into account when implementing change initiatives.
- 5) At this organization, we discuss and debate issues respectfully to get better results.

## Perspectives Spreadsheet

There are a number of different lenses through which employees view their job and assess the employee/employer relationship. One of the more foundational frameworks is related to how employees view their **individual** job, the experience in their **workgroup** and their connection to the larger **organization**. The Perspectives spreadsheet captures the experience of your employees in these three categories.

<b>Individual Perspective Average</b> How employees view their jobs at an individual level, largely a function of job fit; recognition and compensation; and advancement opportunities.	<b>66%</b> Positive Response
<b>Workgroup Perspective Average</b> How employees experience their workgroups in terms of their ability to work collaboratively, perform effectively and create a collegial, supportive environment.	<b>68%</b> Positive Response
<b>Organization Perspective Average</b> How employees view their connection to the organization as a whole - relates to their identification with the mission/vision, their trust in senior leadership, and their experience of a unique organization culture.	<b>51%</b> Positive Response
<b>Overall Average</b>	<b>59%</b> Positive Response

## Relationships Spreadsheet and Competencies Spreadsheet

The ModernThink survey statements are uniquely designed to assess not only different perspectives but also certain critical competencies and workplace relationships. Within each spreadsheet, survey statements are grouped according to different subcategories.

**The Relationships Spreadsheet** provides insight into employees' relationships with: Supervisor, Colleagues, Senior Leadership, and Clients/Customers.

**The Competencies Spreadsheet** assesses organizational competencies related to: Leadership, Communication, Respect, and Alignment.

## Profile of Survey Respondents

This report shows your overall response rate and the profile of the respondents across the 9 demographic categories. You can use this report as a quick reference guide to see the percentage of respondents in each department as well as categories such as gender, ethnicity, age, etc. The number of respondents is also included in the spreadsheets.

2016 Public Library of Cincinnati and Hamilton County Employee Engagement Survey The Public Library of Cincinnati and Hamilton County		ModernThink	
Profile of Survey Respondents			
Number of surveys sent to your organization:		821	
Number of respondents:		680	
Survey response rate:		83%	
Demographic Category	Response Options	Number of Respondents	Percentage of Respondents
Gender n=652	Male	140	21%
	Female	379	58%
	Transgender	2	0%
	Gender Neutral	11	1%
	Decline to answer	120	18%
Age n=658	< 22	49	7%
	22-30	127	19%
	31-40	119	18%
	41-50	123	18%
	51-60	72	10%
	61+	27	4%
	Decline to answer	141	21%

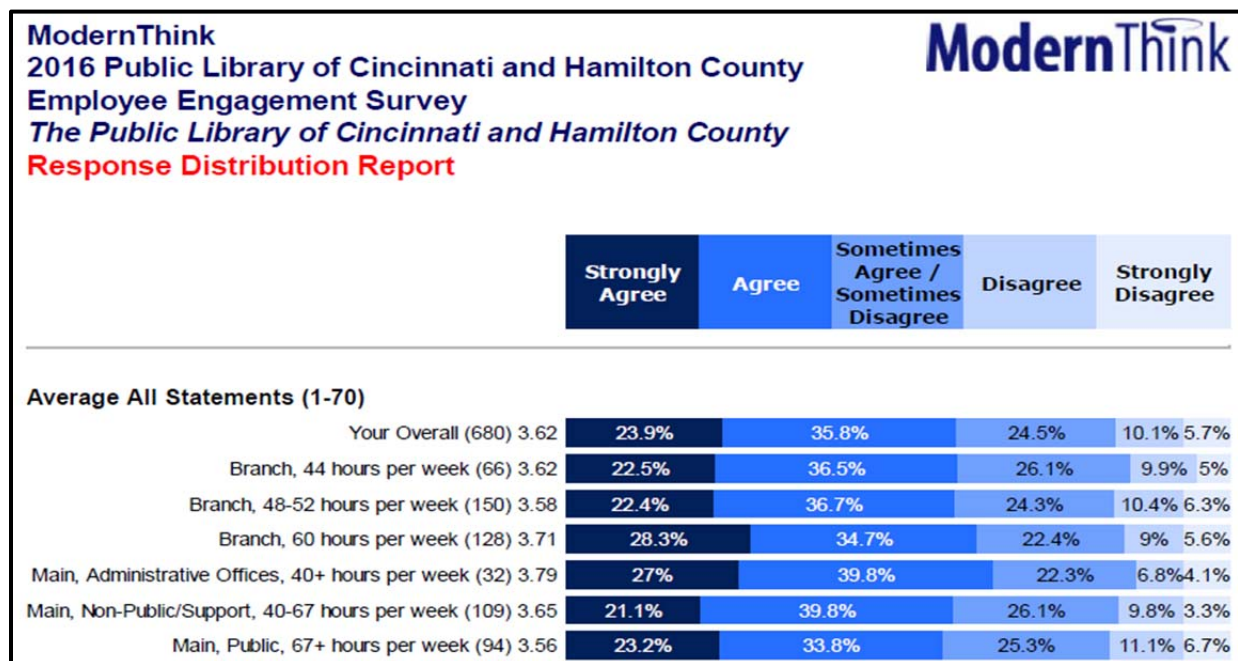
## Response Distribution Reports

As previously noted, your employees responded to each statement in the survey using a five-point rating scale (*Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree, and Not Applicable*). In the Response Distribution Reports, you will find the percentages of all possible response options for each survey statement. Included is a breakdown of responses by operational hours.

Please note that the number ranging between 1 and 5 provided next to the number of respondents for each demographic subset, represents the average with each response on the Likert Scale assigned a numerical weight:

Likert Scale Response	Numerical Weight
Strongly Agree	5
Agree	4
Sometimes Agree/Sometimes Disagree	3
Disagree	2
Strongly Disagree	1

Thus the 3.62 provided in the example below would represent an average response of partway between Sometimes Agree/Sometimes Disagree (3) and Agree (4).





## Benefits Satisfaction Report

In addition to the survey statements, employees were asked to rate their satisfaction with a selection of thirteen benefits using a Satisfaction Scale (*Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied, Not Applicable*). Instructions on the survey asked employees to select *Not Applicable* if a particular benefit was not offered. Like the Response Distribution Report, you can compare your overall results to those within each of your operational hours.

### BENEFITS (Health Care Benefits)

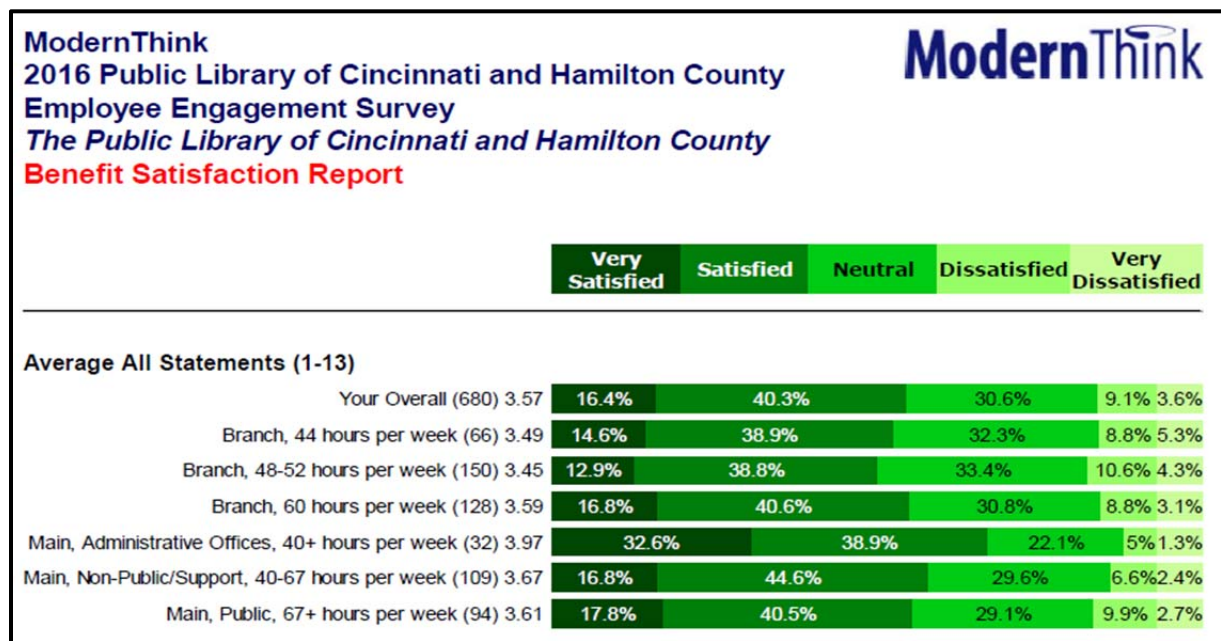
- 1 Medical Insurance
- 2 Dental Insurance
- 3 Vision Insurance
- 4 Short-term Disability Benefits
- 5 Life Insurance

### BENEFITS (Other)

- 6 PTO/Sick Leave
- 7 Ohio Public Employees Retirement System (OPERS)
- 8 Overall Satisfaction with Benefits
- 9 Other Voluntary Benefits

### GENERAL SATISFACTION

- 10 Professional/Career Development Program
- 11 Employee Assistance Programs (EAP)
- 12 Physical Work Space Conditions
- 13 Work/Life Balance



## **Employee Comments Report**

The survey included two open-ended questions:

1. What do you appreciate most about working at this organization?
2. What would make this organization a top workplace?

This report provides the responses to these questions transcribed exactly as written by your employees, sorted by operational hours.

## **Further Assistance and Next Steps**

Please contact Liz Flood with any comments or questions, or if we can be of any further assistance. Liz can be reached at 888.684.4658 or via email at [lflood@modernthink.com](mailto:lflood@modernthink.com).