

Columbia River People's Utility District

Employee Survey

July 18, 2017

acti^{SURVEY RESEARCH}**DYNE**

- * Columbia River People's Utility District (CRPUD) hired Acti-Dyne Survey Research as a third party to conduct an employee satisfaction study.
- * The study was first conducted in 2016 in response to public requests about employee morale.
- * Management requested complete anonymity so employees could be comfortable answering truthfully.

* Study Parameters

- * The survey was offered to every CRPUD employee with the exception of the General Manager, forty-seven (47) employees total. Two employees chose to not participate and forty-five (45) participated.
- * Data collection was conducted via an online system.
- * Employees were each sent their own link and given the opportunity to complete the survey one time.
- * Collection began June 15th and ended July 7th, 2017.

* Methodology

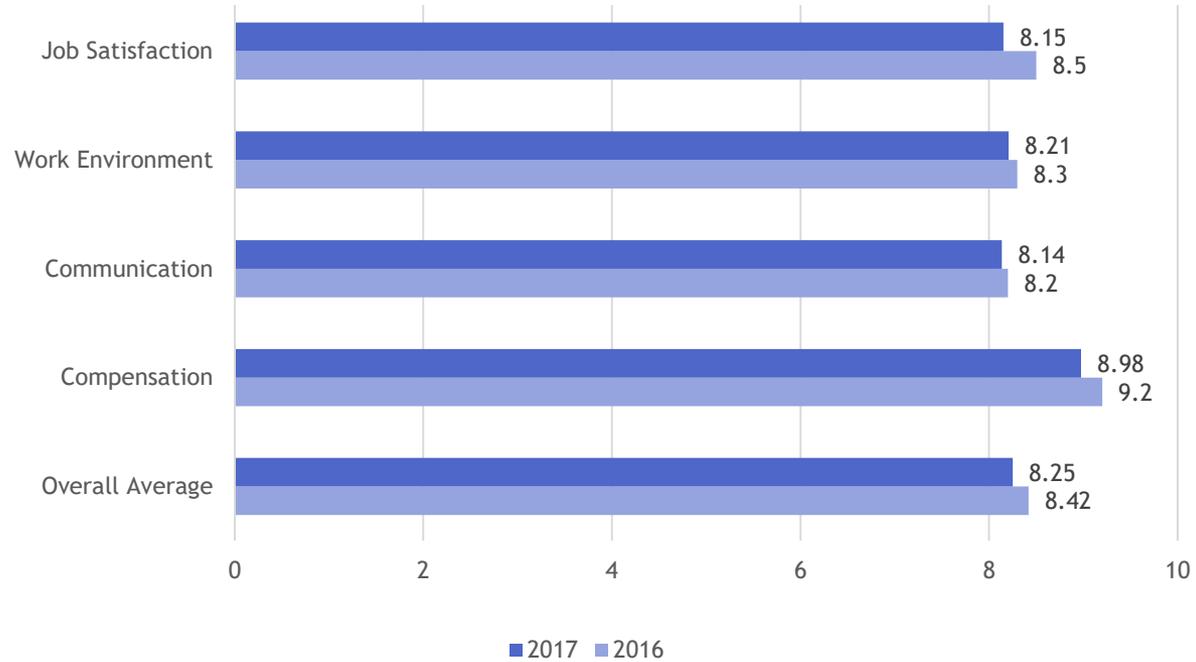
The survey instrument is divided into four sections:

1. Job Satisfaction
2. Work Environment
3. Communication
4. Compensation

* Employees were asked to rate 30 statements related to these four topics on a scale of '0' to '10'.

* **Questionnaire**

Average Ratings by Section



 **Results**

1) I am paid fairly for the work I do.	9.11
2) I know what is expected of me at work.	9.09
3) CRPUD places an appropriate priority on employee safety.	9.00
4) I am satisfied with the total compensation (salary plus benefits) that I receive.	8.93
5) My salary is competitive with similar jobs I might find elsewhere.	8.89
6) I have a good understanding of our mission, vision and business strategies.	8.82
7) I receive the training I need to do my job well.	8.78
8) I am satisfied with the quality of my direct manager/supervisor.	8.73
9) I have the resources I need to do my job correctly.	8.62
10) My manager/supervisor gives me clear feedback on my work and performance.	8.62

*Top 10 Rated Statements

1) Communication between peers in this organization is excellent.	6.91
2) There is a strong feeling of teamwork and cooperation across the organization.	6.96
3) I rarely think about looking for a new job at another organization.	7.11
4) CRPUD's policies for promotion and advancement are fair.	7.33
5) There is upward communication from employees to managers in this organization.	7.67
6) I am satisfied with the quality of the Leadership Team at CRPUD.	7.71
7) My issues/concerns are always responded to.	7.82
8) Our managers/supervisors demonstrate strong leadership skills.	7.82

*** Bottom 8 Lowest Rated Statements**

- * One third of the respondents to this survey rated all 30 statements a '7' or higher, compared to nearly half in 2016.
- * Like last year, none of the respondents rated all 30 statements a '5' or below.
- * Nearly eighty-seven percent had a total average score of more than '6', compared to ninety percent in 2016.
- * Thirty-three percent, (15 of 45) rated at least one statement a '4' or less, compared to twenty seven percent last year.
- * Sixteen percent (7 of 45) rated at least one statement a '3' or less, down from twenty percent in 2016.

We estimate potential negativity at less than 10% of the work force. Improvement could be made by focusing on these areas:

- * Enhanced communication between peers.
- * Teamwork and cooperation across the organization.
- * Upward communication from employees to managers.
- * Review of policies for promotion and advancement.
- * Managers demonstrating strong leadership skills.

These are the same areas that were singled out in the 2016 study.

Again, it must be noted, that all of the above items had a good mean score, above 6.9 out of 10.

* Recommendations

CRPUD EMPLOYEE SATISFACTION SURVEY		N = 45		
Sorted by section then by rating		Min = 0		
Table: Valid cases = 45; cases with missing value(s) = 0.		Max = 10		
Survey Sections	Questions	W Avg	Std Dev	Sum
Job Satisfaction	I am satisfied with the quality of my direct manager/supervisor.	8.73	2.12	393
	I have the resources I need to do my job correctly.	8.62	1.77	388
	I am committed to this organization.	8.51	2.27	383
	I speak favorably about CRPUD in conversations with friends and family.	8.49	1.98	382
	I am proud to work for CRPUD.	8.27	2.43	372
	I would recommend this utility as a great place to work.	8.16	2.21	367
	CRPUD's policies for promotion and advancement are fair.	7.33	2.72	330
	I rarely think about looking for a new job at another organization.	7.11	2.86	320
Work Environment	CRPUD places an appropriate priority on employee safety.	9.00	1.61	405
	I receive the training I need to do my job well.	8.78	1.35	395
	My manager/supervisor gives me clear feedback on my work and performance.	8.62	2.00	388
	I feel my supervisor has a clear understanding and knowledge of my day-to-day duties and responsibilities.	8.60	1.87	387
	The amount of work expected of me is reasonable.	8.51	1.65	383
	I feel my issues/concerns are taken seriously by my manager/supervisor.	8.31	2.71	374
	Work is organized and managed in a way that allows me to do my best every day.	8.09	2.04	364
	My organization can be described as flexible and continually adapting to change.	8.07	1.98	363
	My ideas and opinions count at work.	8.02	2.59	361
	Our managers/supervisors demonstrate strong leadership skills.	7.82	2.85	352
	I am satisfied with the quality of the Leadership Team at CRPUD.	7.71	2.74	347
	There is a strong feeling of teamwork and cooperation across the organization.	6.96	2.80	313
Communication	I know what is expected of me at work.	9.09	1.15	409
	I have a good understanding of our mission, vision and business strategies.	8.82	1.43	397
	My manager/supervisor does a good job of sharing information.	8.58	1.90	386
	I would feel safe taking complaints of harassment to someone in my organization.	8.07	2.40	363
	My issues/concerns are always responded to.	7.82	2.40	352
	There is upward communication from employees to managers in this organization.	7.67	2.13	345
	Communication between peers in this organization is excellent.	6.91	2.68	311
Compensation	I am paid fairly for the work I do.	9.11	1.46	410
	I am satisfied with the total compensation (salary plus benefits) that I receive.	8.93	1.62	402
	My salary is competitive with similar jobs I might find elsewhere.	8.89	1.75	400