

Columbia River People's Utility District

Employee Survey

August 21, 2018

actiDYNE SURVEY RESEARCH

- * 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. The 2017 and 2018 studies were conducted to measure changes in employee satisfaction.
- * 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, thirty-nine (39) employees total. All employees chose to participate.
- *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 July 2nd and ended July 17th, 2018.

*Methodology

The survey instrument is divided into four sections:

1. Job Satisfaction

2. Work Environment

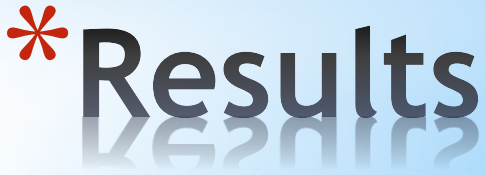
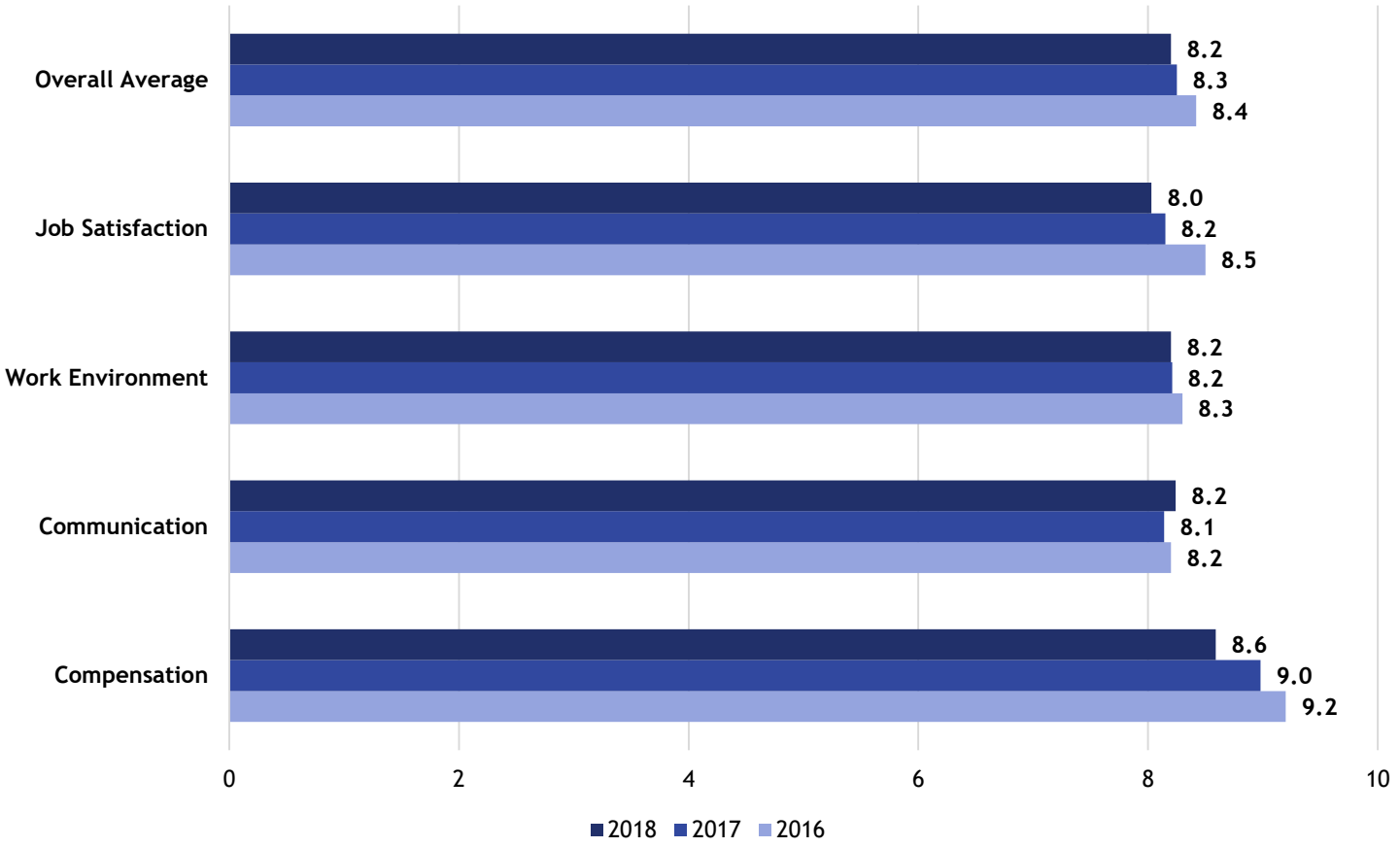
3. Communication

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



Job Satisfaction Questions Sorted by Rating

Table: Valid cases = 39; cases with missing value(s) = 0

I am satisfied with the quality of my direct manager/supervisor	8.59
I am committed to this organization	8.46
I speak favorably about CRPUD in conversations with friends and family	8.36
I have the resources I need to do my job correctly	8.26
I am proud to work for the CRPUD	8.15
I would recommend this utility as a great place to work	8.03
CRPUD's policies for promotion and advancement are fair	7.28
I rarely think about looking for a new job at another organization	7.08

 **Job Satisfaction Ratings**

Work Environment Questions Sorted by Rating

Table: Valid cases = 39; cases with missing value(s) = 0

CRPUD places an appropriate priority on employee safety	8.79
My manager/supervisor gives me clear feedback on my work and performance	8.74
I feel my issues/concerns are taken seriously by my manager/supervisor	8.56
I receive the training I need to do my job well	8.51
I feel my supervisor has a clear understanding and knowledge of my day-to-day duties and responsibilities	8.41
The amount of work expected of me is reasonable	8.33
My organization can be described as flexible and continually adapting to change	8.23
My ideas and opinions count at work	8.18
Our managers demonstrate strong leadership skills	8.13
Work is organized and managed in a way that allows me to do my best every day	8.05
I am satisfied with the quality of the Leadership Team at CRPUD	7.64
There is a strong feeling of teamwork and cooperation across the organization	6.82

 **Work Environment Ratings**

Communication Questions Sorted by Rating

Table: Valid cases = 39; cases with missing value(s) = 0

I know what is expected of me at work	9.10
My manager/supervisor does a good job of sharing information	8.77
I have a good understanding of our mission, vision and business strategies	8.46
I would feel safe taking complaints of harassment to someone in my organization	8.41
My issues/concerns are always responded to	8.23
There is upward communication from employees to supervisors/managers in this organization	7.69
Communication between peers in this organization is excellent	7.05

 **Communication**

Compensation Questions Sorted by Rating

Table: Valid cases = 39; cases with missing value(s) = 0

I am paid fairly for the work I do	8.69
My salary is competitive with similar jobs I might find elsewhere	8.59
I am satisfied with the total compensation (salary plus benefits) that I receive	8.49

 **Compensation**

I know what is expected of me at work	9.10
CRPUD places an appropriate priority on employee safety	8.79
My manager/supervisor does a good job of sharing information	8.77
My manager/supervisor gives me clear feedback on my work and performance	8.74
I am paid fairly for the work I do	8.69
I am satisfied with the quality of my direct manager/supervisor	8.59
My salary is competitive with similar jobs I might find elsewhere	8.59
I feel my issues/concerns are taken seriously by my manager/supervisor	8.56
I receive the training I need to do my job well	8.51
I am satisfied with the total compensation (salary plus benefits) that I receive	8.49

*Top 10 Rated Statements

There is a strong feeling of teamwork and cooperation across the organization	6.82
Communication between peers in this organization is excellent	7.05
I rarely think about looking for a new job at another organization	7.08
CRPUD's policies for promotion and advancement are fair	7.28
I am satisfied with the quality of the Leadership Team at CRPUD	7.64
There is upward communication from employees to supervisors/managers in this organization	7.69

* Bottom 6 Lowest Rated Statements

- * One third (33%) of the respondents to this survey rated all 30 statements a '7' or higher, unchanged from 2017 and compared to 49% in 2016.
- * Like 2017 and 2016, none of the respondents rated all 30 statements a '5' or below.
- * Over 92% had a total average score of more than '6', compared to 87% in 2017 and 90% in 2016.

Since all the statements have high average ratings over the neutral response of "5", it is reasonable to say there are no specific issues of high importance that need immediate management attention.

Improvement could be made by focusing on these areas:

- * Building a stronger sense of teamwork and cooperation across the organization.
- * Enhancing communication channels between peers.
- * Improving an upward channel of communication from employees to the leadership team.
- * Reviewing policies for promotion and advancement.

Note that all of the above items had a good mean score, above 6.8 out of 10.

* Recommendations

Thank you

