

## **Columbia River People's Utility District Employee Survey**

Columbia River People's Utility District (CRPUD) commissioned Acti-Dyne Survey Research to conduct an employee satisfaction study. The study was in response to public requests about employee morale.

The survey was conducted with every CRPUD employee with the exception of the General Manager, forty-one (41) employees total.

Data collection was conducted via an online system where employees were each sent their own link and given the opportunity to complete the survey one time. Collection began February 23<sup>rd</sup> and ended March 4<sup>th</sup>, 2016.

### **Objectives**

The survey instrument is divided in to four sections:

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

Thirty (30) statements were chosen by CRPUD from a suggested list of over fifty (50) possibilities. Demographic questions were not asked as management wanted employees to feel comfortable answering truthfully and that their responses were completely anonymous.

Each of the 30 statements corresponded to one of the four categories above. The first eight related to job satisfaction, statements nine through twenty related to the work environment, twenty-one through twenty-seven related to communication and twenty-eight through thirty related to compensation.

A rating scale was applied to each statement allowing the respondents to rate each statement independently from '0' to '10' with a zero being the lowest possible rating, and a '10' being the highest possible rating. This scale would give an indication via a summed average of the total ratings as to the overall job satisfaction, work environment, communication and compensation felt by the employees of the CRPUD. This scale was chosen for two reasons; 1) most everyone can relate to meaning of a zero and a ten, with a five being a central point in the middle. 2) If the questions were ever asked again in the future, this scale would provide a good degree of sensitivity for comparison of ratings.

It was found that total compensation was the highest rated item for satisfaction at 9.37 on the 10 point scale, followed by fair pay for the work done 9.29, commitment to the organization 9.24, the CRPUD placing an appropriate priority on employee safety 9.07, competitive salaries to similar jobs elsewhere 8.98, and knowing what is expected of me at work 8.88.

No items in the categories pooled, rated below a 7 mean score on the scale '0' to '10'. The lowest mean score was 7.27 found on "Communication between peers in this organization is excellent."

The average of all ratings measured in this survey was 8.42 on the scale. The compensation section averaged 9.2, job satisfaction averaged 8.5, work environment averaged 8.3 and communication averaged 8.2 overall.

Nearly half (49%), 20 of 41, of the respondents to this survey rated all 30 of the statements a 7 or higher. No respondent rated all the statements a 5 or below. Ninety percent had a total average score of over '6.6'. It was found that (27%), 11 of 41, rated at least one statement a 4 or less. Twenty percent, 8 of 41, rated at least one statement a 3 or less.

Based on the data, there is little evidence of a morale problem within the CRPUD. We estimate the potential negativity at less than 10% of the work force. Most of this could be resolved by focusing on the bottom five rated statements:

- Communication between peers.
- Teamwork and cooperation across the organization.
- Upward communication from employees to managers.
- Policies for promotion and advancement.
- Managers demonstrating strong leadership skills.

Again, it must be noted, that all of the above items had a good mean score, above 7 out of 10.

Provided in this summary of findings are three tables providing; the mean scores per statement (1 – 30), sorted by high mean score to lowest, and means sorted by sections. In addition each statement has a table provided showing frequencies and percentages of responses, bar graphs of the responses and mean score, median & mode.

A mean score is calculated by summing the ratings and dividing by the number of responses. The median is the middle most response in the 50<sup>th</sup> percentile. The mode is the most answered response.

CRPUD EMPLOYEE SATISFACTION SURVEY							
Sorted by survey question number							
CRPUD EMP SAT	Table: Valid cases = 41; cases with missing value(s) = 0.						
Survey Sections	Questions	N	Mean	Std Dev	Min	Max	Sum
Job Satisfaction	1) I have the resources I need to do my job correctly.	41	8.66	2.04	0	10	355
Job Satisfaction	2) I am satisfied with the quality of my direct manager/supervisor.	41	8.46	2.84	0	10	347
Job Satisfaction	3) CRPUD's policies for promotion and advancement are fair.	41	7.95	2.86	0	10	326
Job Satisfaction	4) I rarely think about looking for a new job at another organization.	41	8.15	3.00	0	10	334
Job Satisfaction	5) I am proud to work for the CRPUD.	41	8.54	2.56	0	10	350
Job Satisfaction	6) I speak favorably about CRPUD in conversations with friends and family.	41	8.34	2.78	0	10	342
Job Satisfaction	7) I would recommend this utility as a great place to work.	41	8.27	2.69	0	10	339
Job Satisfaction	8) I am committed to this organization.	41	9.24	1.55	5	10	379
Work Environment	9) I receive the training I need to do my job well.	41	8.59	2.45	0	10	352
Work Environment	10) My ideas and opinions count at work.	41	8.44	2.45	0	10	346
Work Environment	11) Work is organized and managed in a way that allows me to do my best every day.	41	8.41	2.33	0	10	345
Work Environment	12) The amount of work expected of me is reasonable.	41	8.66	2.14	0	10	355
Work Environment	13) My manager/supervisor gives me clear feedback on my work and performance.	41	8.34	2.56	0	10	342
Work Environment	14) I feel my supervisor has a clear understanding and knowledge of my day-to-day duties and responsibilities.	41	8.15	2.66	0	10	334
Work Environment	15) I feel my issues/concerns are taken seriously by my manager/supervisor.	41	8.32	2.95	0	10	341
Work Environment	16) Our managers demonstrate strong leadership skills.	41	8.10	2.97	0	10	332
Work Environment	17) My organization can be described as flexible and continually adapting to change.	41	8.27	2.62	0	10	339
Work Environment	18) CRPUD places an appropriate priority on employee safety.	41	9.07	2.03	0	10	372
Work Environment	19) I am satisfied with the quality of the Leadership Team at CRPUD.	41	8.15	3.00	0	10	334
Work Environment	20) There is a strong feeling of teamwork and cooperation across the organization.	41	7.61	2.90	0	10	312
Communication	21) My manager /supervisor does a good job of sharing information.	41	8.51	2.76	0	10	349
Communication	22) I have a good understanding of our mission, vision and business strategies.	41	8.68	2.26	0	10	356
Communication	23) Communication between peers in this organization is excellent.	41	7.27	2.92	0	10	298
Communication	24) There is upward communication from employees to managers in this organization.	41	7.73	2.98	0	10	317
Communication	25) My issues /concerns are always responded to.	41	8.17	2.76	0	10	335
Communication	26) I know what is expected of me at work.	41	8.88	2.49	0	10	364
Communication	27) I would feel safe taking complaints of harassment to someone in my organization.	41	8.17	3.07	0	10	335
Compensation	28) I am paid fairly for the work I do.	41	9.29	1.29	5	10	381
Compensation	29) My salary is competitive with similar jobs I might find elsewhere.	41	8.98	1.57	5	10	368
Compensation	30) I am satisfied with the total compensation (salary plus benefits) that I receive.	41	9.37	1.16	6	10	384

CRPUD EMPLOYEE SATISFACTION SURVEY							
Sorted by Average Rating (Mean) "0" to "10" Scale							
CRPUD EMP SAT	Table: Valid cases = 41; cases with missing value(s) = 0.						
Survey Sections	Question	N	Mean	Std Dev	Min	Max	Sum
Compensation	30) I am satisfied with the total compensation (salary plus benefits) that I receive.	41	9.37	1.16	6	10	384
Compensation	28) I am paid fairly for the work I do.	41	9.29	1.29	5	10	381
Job Satisfaction	8) I am committed to this organization.	41	9.24	1.55	5	10	379
Work Environment	18) CRPUD places an appropriate priority on employee safety.	41	9.07	2.03	0	10	372
Compensation	29) My salary is competitive with similar jobs I might find elsewhere.	41	8.98	1.57	5	10	368
Communication	26) I know what is expected of me at work.	41	8.88	2.49	0	10	364
Communication	22) I have a good understanding of our mission, vision and business strategies.	41	8.68	2.26	0	10	356
Job Satisfaction	1) I have the resources I need to do my job correctly.	41	8.66	2.04	0	10	355
Work Environment	12) The amount of work expected of me is reasonable.	41	8.66	2.14	0	10	355
Work Environment	9) I receive the training I need to do my job well.	41	8.59	2.45	0	10	352
Job Satisfaction	5) I am proud to work for the CRPUD.	41	8.54	2.56	0	10	350
Communication	21) My manager /supervisor does a good job of sharing information.	41	8.51	2.76	0	10	349
Job Satisfaction	2) I am satisfied with the quality of my direct manager/supervisor.	41	8.46	2.84	0	10	347
Work Environment	10) My ideas and opinions count at work.	41	8.44	2.45	0	10	346
Work Environment	11) Work is organized and managed in a way that allows me to do my best every day.	41	8.41	2.33	0	10	345
Job Satisfaction	6) I speak favorably about CRPUD in conversations with friends and family.	41	8.34	2.78	0	10	342
Work Environment	13) My manager/supervisor gives me clear feedback on my work and performance.	41	8.34	2.56	0	10	342
Work Environment	15) I feel my issues/concerns are taken seriously by my manager/supervisor.	41	8.32	2.95	0	10	341
Job Satisfaction	7) I would recommend this utility as a great place to work.	41	8.27	2.69	0	10	339
Work Environment	17) My organization can be described as flexible and continually adapting to change.	41	8.27	2.62	0	10	339
Communication	25) My issues /concerns are always responded to.	41	8.17	2.76	0	10	335
Communication	27) I would feel safe taking complaints of harassment to someone in my organization.	41	8.17	3.07	0	10	335
Job Satisfaction	4) I rarely think about looking for a new job at another organization.	41	8.15	3.00	0	10	334
Work Environment	14) I feel my supervisor has a clear understanding and knowledge of my day-to-day duties and responsibilities.	41	8.15	2.66	0	10	334
Work Environment	19) I am satisfied with the quality of the Leadership Team at CRPUD.	41	8.15	3.00	0	10	334
Work Environment	16) Our managers demonstrate strong leadership skills.	41	8.10	2.97	0	10	332
Job Satisfaction	3) CRPUD's policies for promotion and advancement are fair.	41	7.95	2.86	0	10	326
Communication	24) There is upward communication from employees to managers in this organization.	41	7.73	2.98	0	10	317
Work Environment	20) There is a strong feeling of teamwork and cooperation across the organization.	41	7.61	2.90	0	10	312
Communication	23) Communication between peers in this organization is excellent.	41	7.27	2.92	0	10	298

CRPUD EMPLOYEE SATISFACTION SURVEY							
Sorted by Survey Section then by Mean Score							
CRPUD EMP SAT	Table: Valid cases = 41; cases with missing value(s) = 0.						
Survey Sections	Question	N	Mean	Std Dev	Min	Max	Sum
Job Satisfaction	8) I am committed to this organization.	41	9.24	1.55	5	10	379
Job Satisfaction	1) I have the resources I need to do my job correctly.	41	8.66	2.04	0	10	355
Job Satisfaction	5) I am proud to work for the CRPUD.	41	8.54	2.56	0	10	350
Job Satisfaction	2) I am satisfied with the quality of my direct manager/supervisor.	41	8.46	2.84	0	10	347
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Compensation	30) I am satisfied with the total compensation (salary plus benefits) that I receive.	41	9.37	1.16	6	10	384
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Compensation	29) My salary is competitive with similar jobs I might find elsewhere.	41	8.98	1.57	5	10	368

## Job Satisfaction

### 1) I have the resources I need to do my job correctly.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	2.4	2.4	2.4
	5	3	7.3	7.3	9.8
	7	4	9.8	9.8	19.5
	8	6	14.6	14.6	34.1
	9	6	14.6	14.6	48.8
	10	21	51.2	51.2	100.0
	Total	41	100.0	100.0	

Q1) Mean Rating 8.66      Mode 10      Median 10

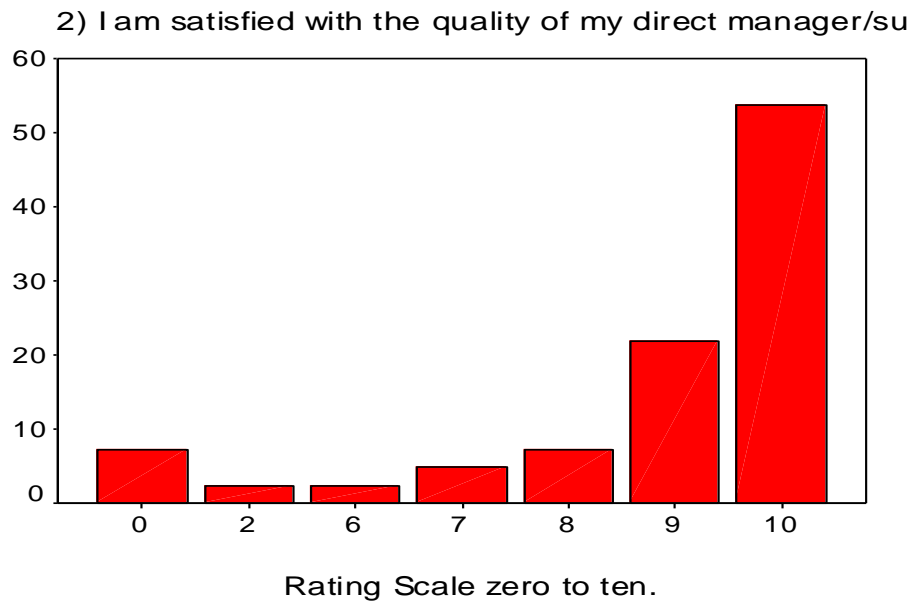


## Job Satisfaction

### 2) I am satisfied with the quality of my direct manager/supervisor.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	3	7.3	7.3	7.3
	2	1	2.4	2.4	9.8
	6	1	2.4	2.4	12.2
	7	2	4.9	4.9	17.1
	8	3	7.3	7.3	24.4
	9	9	22.0	22.0	46.3
	10	22	53.7	53.7	100.0
	Total	41	100.0	100.0	

Q2) Mean Rating 8.46      Mode 10      Median 10

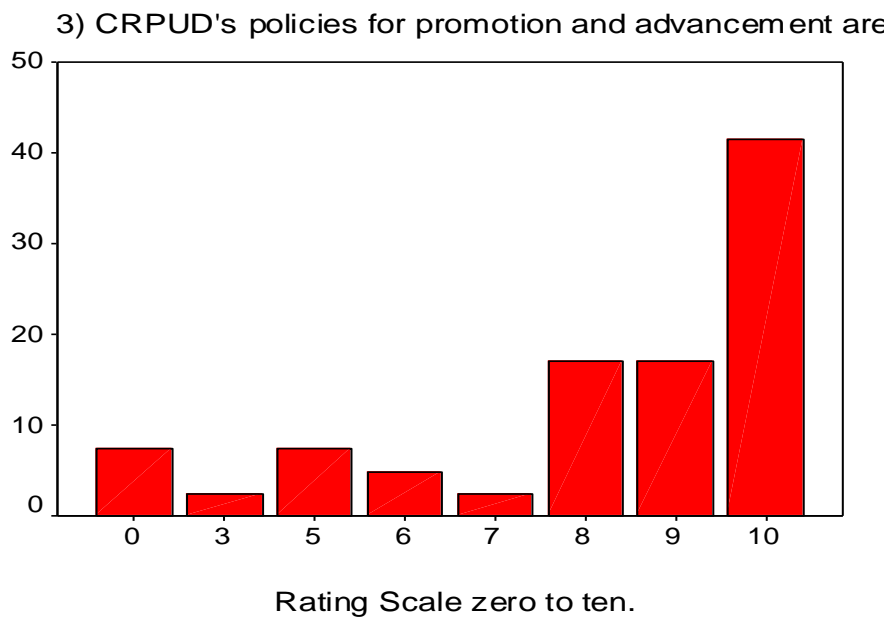


## Job Satisfaction

### **3) CRPUD's policies for promotion and advancement are fair.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	3	7.3	7.3	7.3
	3	1	2.4	2.4	9.8
	5	3	7.3	7.3	17.1
	6	2	4.9	4.9	22.0
	7	1	2.4	2.4	24.4
	8	7	17.1	17.1	41.5
	9	7	17.1	17.1	58.5
	10	17	41.5	41.5	100.0
	Total	41	100.0	100.0	

Q3) Mean Rating 7.95      Mode 10      Median 9



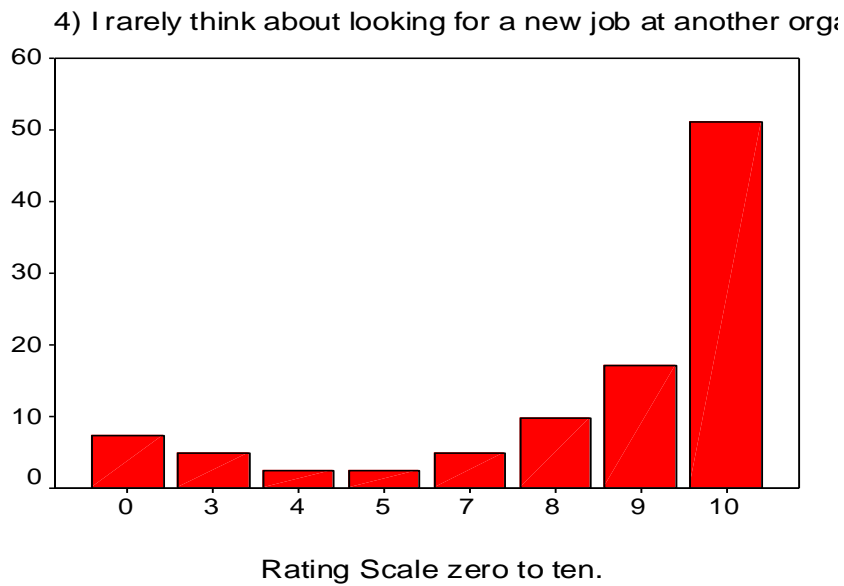


## Job Satisfaction

4) I rarely think about looking for a new job at another organization.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	3	7.3	7.3	7.3
	3	2	4.9	4.9	12.2
	4	1	2.4	2.4	14.6
	5	1	2.4	2.4	17.1
	7	2	4.9	4.9	22.0
	8	4	9.8	9.8	31.7
	9	7	17.1	17.1	48.8
	10	21	51.2	51.2	100.0
	Total	41	100.0	100.0	

Q4) Mean Rating 8.15      Mode 10      Median 10



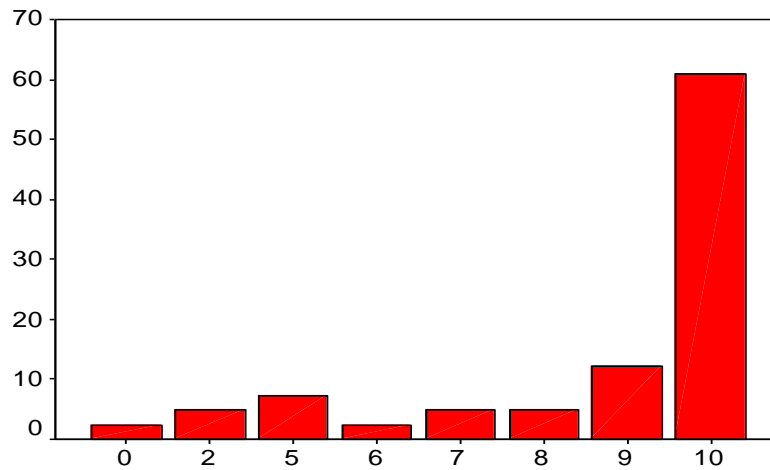
## Job Satisfaction

### 5) I am proud to work for the CRPUD.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	2.4	2.4	2.4
	2	2	4.9	4.9	7.3
	5	3	7.3	7.3	14.6
	6	1	2.4	2.4	17.1
	7	2	4.9	4.9	22.0
	8	2	4.9	4.9	26.8
	9	5	12.2	12.2	39.0
	10	25	61.0	61.0	100.0
	Total	41	100.0	100.0	

Q5) Mean Rating 8.54      Mode 10      Median 10

### 5) I am proud to work for the CRPUD.



Rating Scale zero to ten.

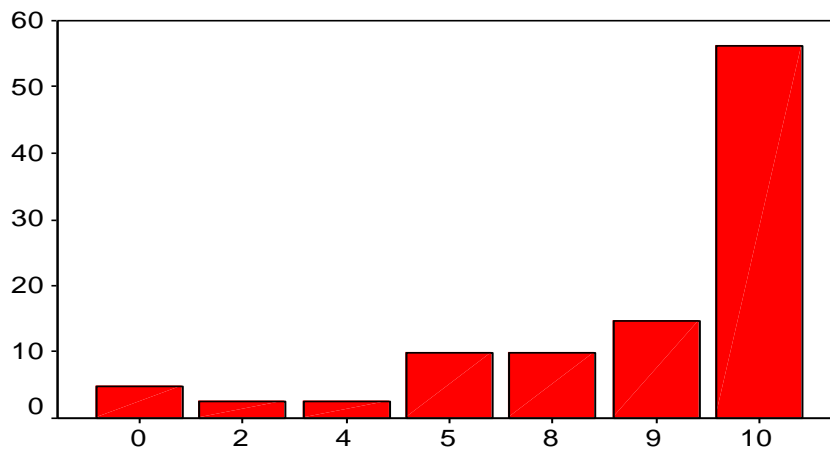
## Job Satisfaction

5) I speak favorably about CRPUD in conversations with friends and family.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	4.9	4.9	4.9
	2	1	2.4	2.4	7.3
	4	1	2.4	2.4	9.8
	5	4	9.8	9.8	19.5
	8	4	9.8	9.8	29.3
	9	6	14.6	14.6	43.9
	10	23	56.1	56.1	100.0
	Total	41	100.0	100.0	

Q6) Mean Rating 8.34      Mode 10      Median 10

6) I speak favorably about CRPUD in conversations with friends and family.



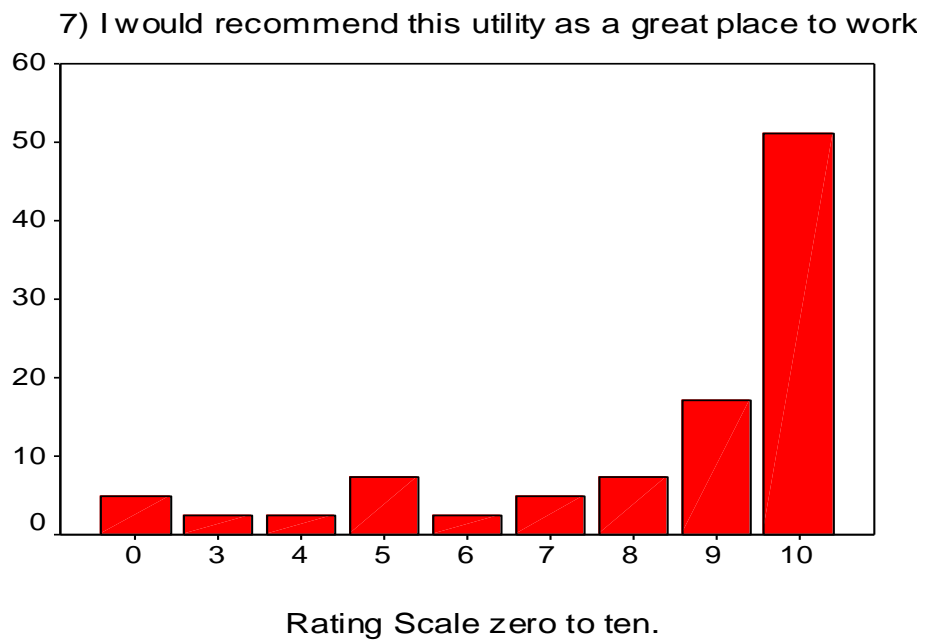
Rating Scale zero to ten.

## Job Satisfaction

7) I would recommend this utility as a great place to work.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	4.9	4.9	4.9
	3	1	2.4	2.4	7.3
	4	1	2.4	2.4	9.8
	5	3	7.3	7.3	17.1
	6	1	2.4	2.4	19.5
	7	2	4.9	4.9	24.4
	8	3	7.3	7.3	31.7
	9	7	17.1	17.1	48.8
	10	21	51.2	51.2	100.0
Total		41	100.0	100.0	

Q7) Mean Rating 8.27      Mode 10      Median 10

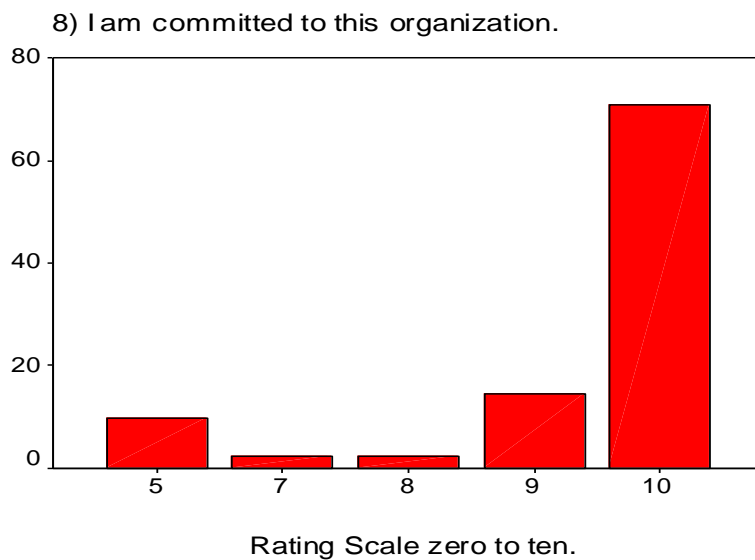


## Job Satisfaction

### 8) I am committed to this organization.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	4	9.8	9.8	9.8
	7	1	2.4	2.4	12.2
	8	1	2.4	2.4	14.6
	9	6	14.6	14.6	29.3
	10	29	70.7	70.7	100.0
	Total	41	100.0	100.0	

Q8) Mean Rating 9.24      Mode 10      Median 10



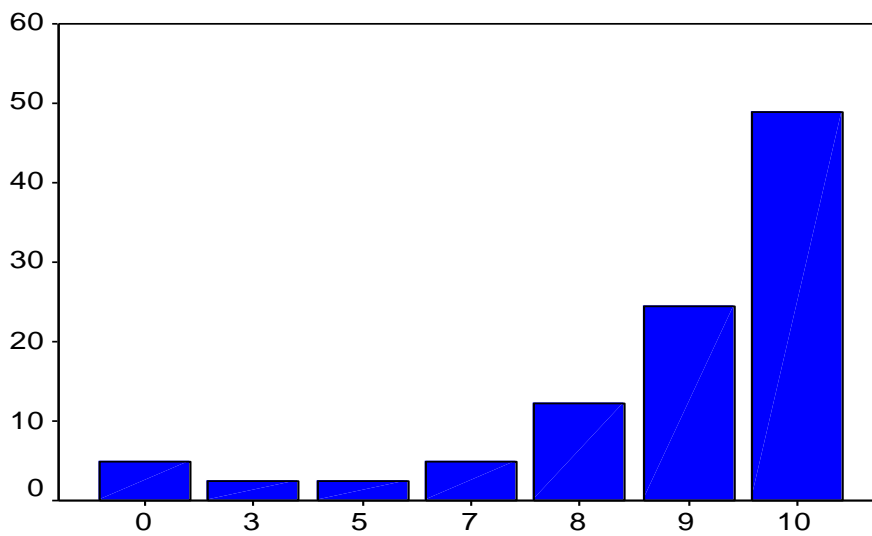
## Work Environment

### 9) I receive the training I need to do my job well.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	4.9	4.9	4.9
	3	1	2.4	2.4	7.3
	5	1	2.4	2.4	9.8
	7	2	4.9	4.9	14.6
	8	5	12.2	12.2	26.8
	9	10	24.4	24.4	51.2
	10	20	48.8	48.8	100.0
	Total	41	100.0	100.0	

Q9) Mean Rating 8.59      Mode 10      Median 9

### 9) I receive the training I need to do my job well.



Rating Scale zero to ten.

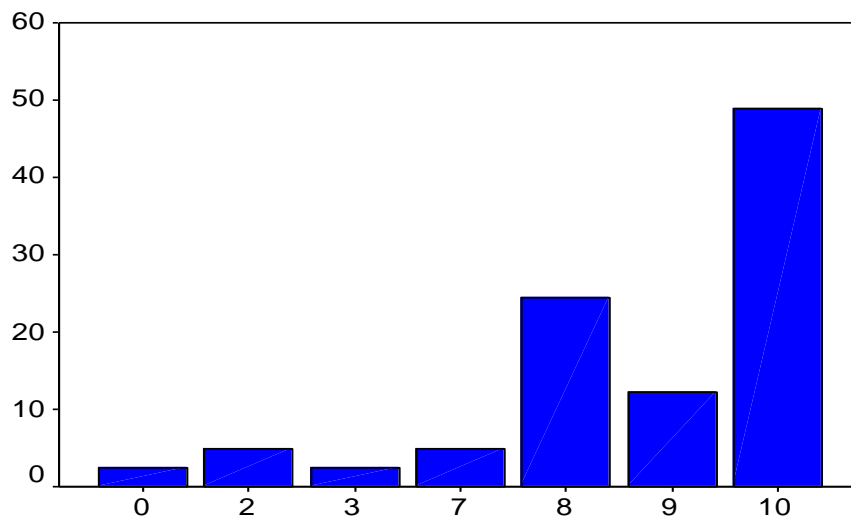
## Work Environment

### 10) My ideas and opinions count at work.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	2.4	2.4	2.4
	2	2	4.9	4.9	7.3
	3	1	2.4	2.4	9.8
	7	2	4.9	4.9	14.6
	8	10	24.4	24.4	39.0
	9	5	12.2	12.2	51.2
	10	20	48.8	48.8	100.0
	Total	41	100.0	100.0	

Q10) Mean Rating 8.44      Mode 10      Median 9

### 10) My ideas and opinions count at work.



Rating Scale zero to ten.

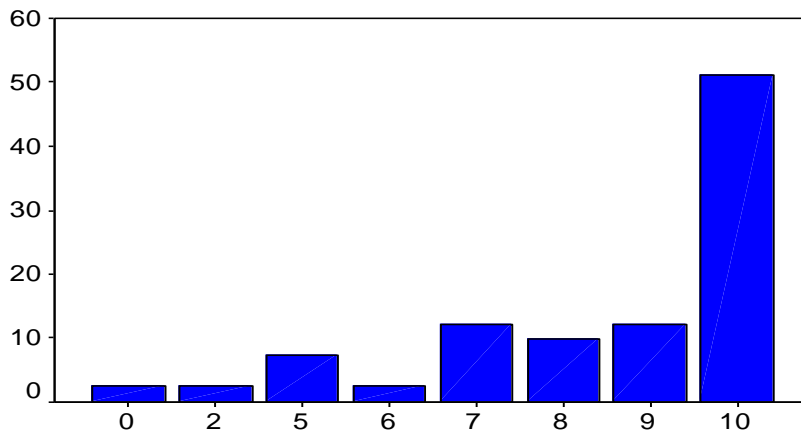
## Work Environment

1) Work is organized and managed in a way that allows me to do my best every day.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	2.4	2.4	2.4
	2	1	2.4	2.4	4.9
	5	3	7.3	7.3	12.2
	6	1	2.4	2.4	14.6
	7	5	12.2	12.2	26.8
	8	4	9.8	9.8	36.6
	9	5	12.2	12.2	48.8
	10	21	51.2	51.2	100.0
	Total	41	100.0	100.0	

Q11) Mean Rating 8.41 Mode 10 Median 10

11) Work is organized and managed in a way that allows to do my best every day.



Rating Scale zero to ten.



## Work Environment

### 12) The amount of work expected of me is reasonable.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	2.4	2.4	2.4
	5	4	9.8	9.8	12.2
	6	1	2.4	2.4	14.6
	7	2	4.9	4.9	19.5
	8	4	9.8	9.8	29.3
	9	7	17.1	17.1	46.3
	10	22	53.7	53.7	100.0
	Total	41	100.0	100.0	

Q12) Mean Rating 8.66      Mode 10      Median 10



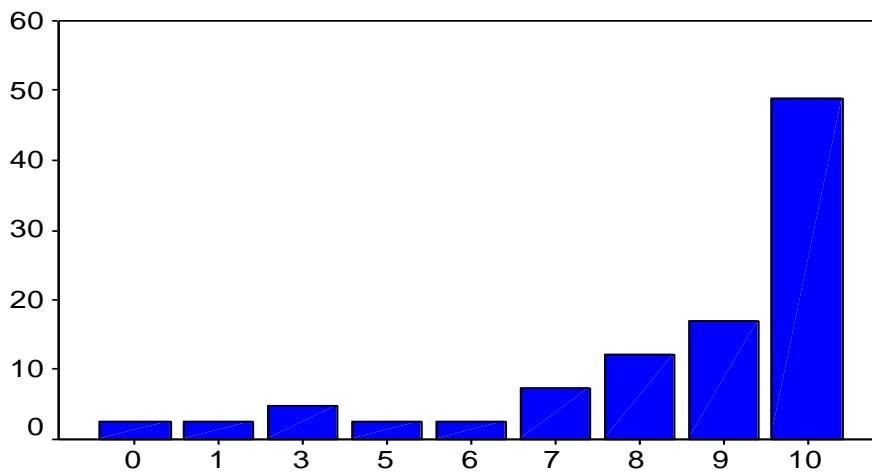
## Work Environment

i) My manager/supervisor gives me clear feedback on my work and performance.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	2.4	2.4	2.4
	1	1	2.4	2.4	4.9
	3	2	4.9	4.9	9.8
	5	1	2.4	2.4	12.2
	6	1	2.4	2.4	14.6
	7	3	7.3	7.3	22.0
	8	5	12.2	12.2	34.1
	9	7	17.1	17.1	51.2
	10	20	48.8	48.8	100.0
	Total	41	100.0	100.0	

Q13) Mean Rating 8.34      Mode 10      Median 9

13) My manager/supervisor gives me clear feedback on my work and performance.



Rating Scale zero to ten.

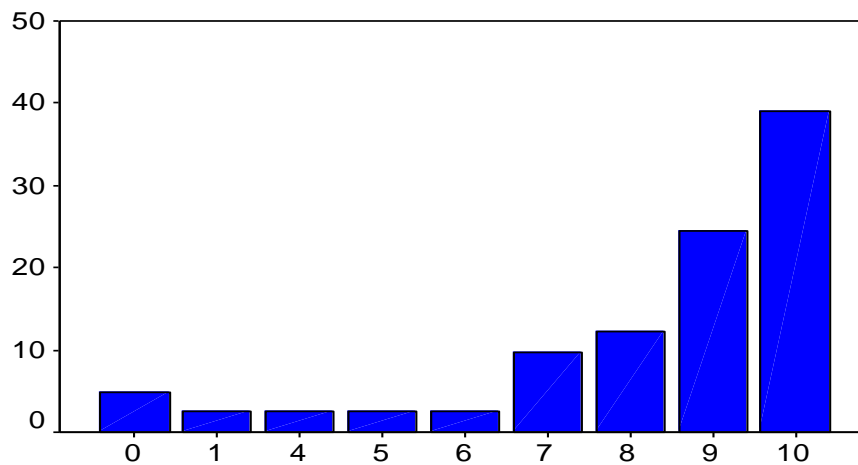
## Work Environment

14) I feel my supervisor has a clear understanding and knowledge of my day-to-day duties and responsibilities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	4.9	4.9	4.9
	1	1	2.4	2.4	7.3
	4	1	2.4	2.4	9.8
	5	1	2.4	2.4	12.2
	6	1	2.4	2.4	14.6
	7	4	9.8	9.8	24.4
	8	5	12.2	12.2	36.6
	9	10	24.4	24.4	61.0
	10	16	39.0	39.0	100.0
	Total	41	100.0	100.0	

Q14) Mean Rating 8.15      Mode 10      Median 9

14) I feel my supervisor has a clear understanding and knowledge of my day-to-day duties and responsibilities.



Rating Scale zero to ten.

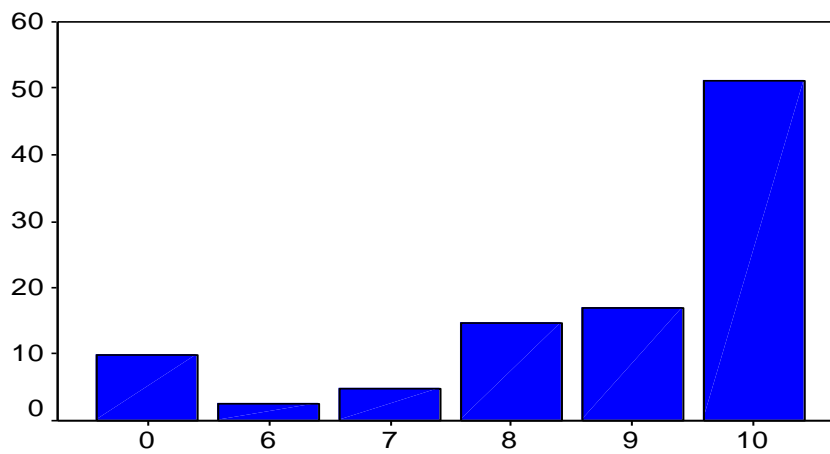
## Work Environment

**15) I feel my issues/concerns are taken seriously by my manager/supervisor.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	4	9.8	9.8	9.8
	6	1	2.4	2.4	12.2
	7	2	4.9	4.9	17.1
	8	6	14.6	14.6	31.7
	9	7	17.1	17.1	48.8
	10	21	51.2	51.2	100.0
	Total	41	100.0	100.0	

Q15) Mean Rating 8.32      Mode 10      Median 10

**15) I feel my issues/concerns are taken seriously by my manager/supervisor.**



Rating Scale zero to ten.

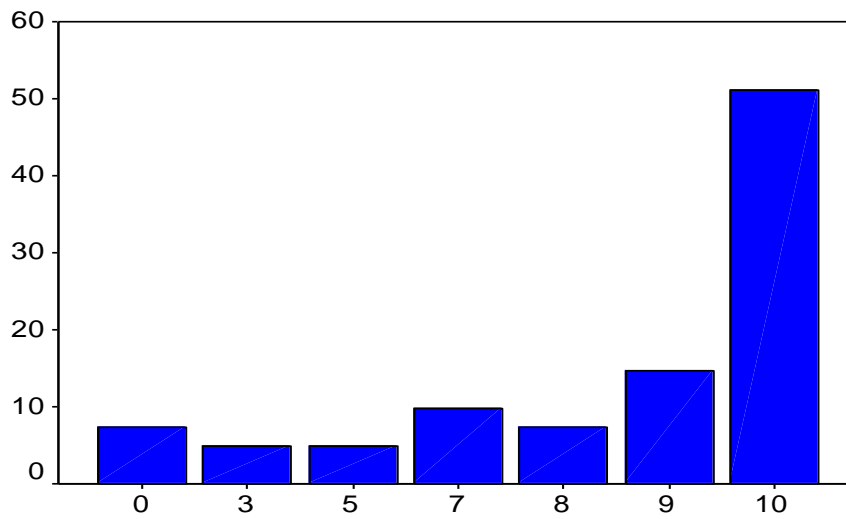
## Work Environment

### 16) Our managers demonstrate strong leadership skills.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	3	7.3	7.3	7.3
	3	2	4.9	4.9	12.2
	5	2	4.9	4.9	17.1
	7	4	9.8	9.8	26.8
	8	3	7.3	7.3	34.1
	9	6	14.6	14.6	48.8
	10	21	51.2	51.2	100.0
	Total	41	100.0	100.0	

Q16) Mean Rating 8.10      Mode 10      Median 10

### 16) Our managers demonstrate strong leadership skills.



Rating Scales zero to ten.

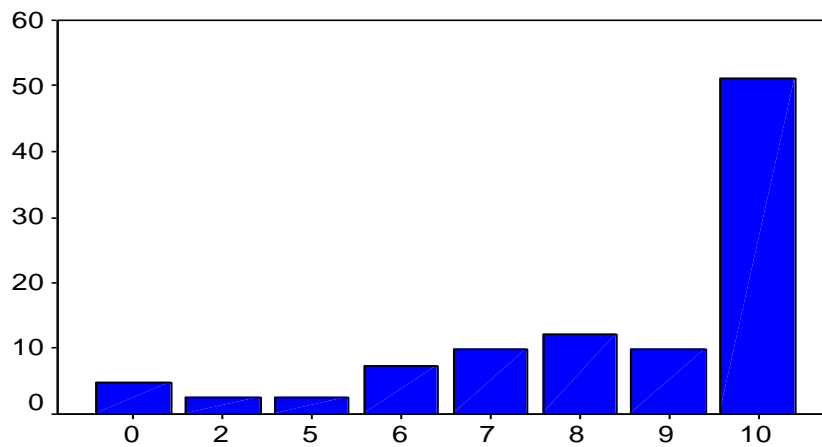
## Work Environment

**17) My organization can be described as flexible and continually adapting to change.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	4.9	4.9	4.9
	2	1	2.4	2.4	7.3
	5	1	2.4	2.4	9.8
	6	3	7.3	7.3	17.1
	7	4	9.8	9.8	26.8
	8	5	12.2	12.2	39.0
	9	4	9.8	9.8	48.8
	10	21	51.2	51.2	100.0
	Total	41	100.0	100.0	

Q17) Mean Rating 8.27    Mode 10    Median 10

17) My organization can be described as flexible and continually adapting to change.



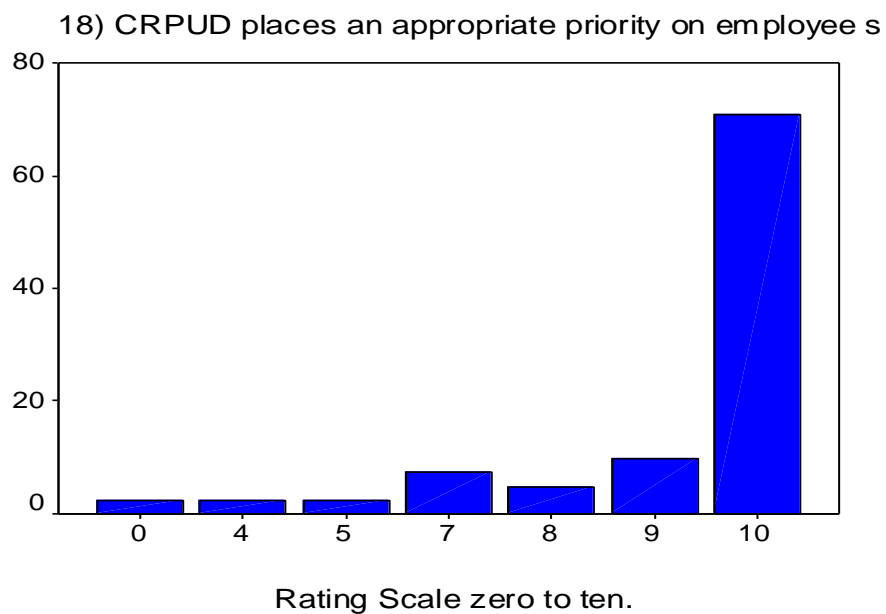
Rating Scale zero to ten.

## Work Environment

### 18) CRPUD places an appropriate priority on employee safety.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	2.4	2.4	2.4
	4	1	2.4	2.4	4.9
	5	1	2.4	2.4	7.3
	7	3	7.3	7.3	14.6
	8	2	4.9	4.9	19.5
	9	4	9.8	9.8	29.3
	10	29	70.7	70.7	100.0
	Total	41	100.0	100.0	

Q18) Mean Rating 9.07 Mode 10 Median 10

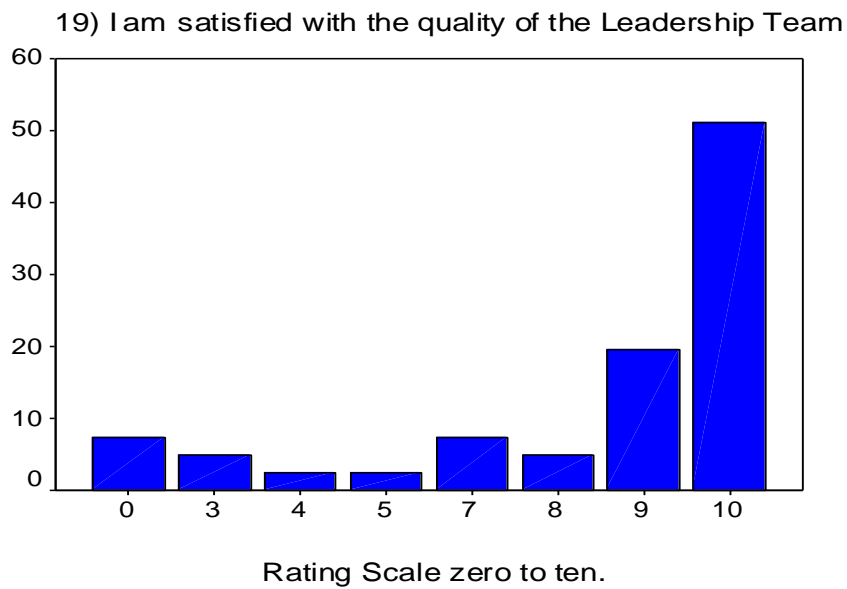


## Work Environment

19) I am satisfied with the quality of the Leadership Team at CRPUD.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	3	7.3	7.3	7.3
	3	2	4.9	4.9	12.2
	4	1	2.4	2.4	14.6
	5	1	2.4	2.4	17.1
	7	3	7.3	7.3	24.4
	8	2	4.9	4.9	29.3
	9	8	19.5	19.5	48.8
	10	21	51.2	51.2	100.0
	Total	41	100.0	100.0	

Q19) Mean Rating 8.15 Mode 10 Median 10





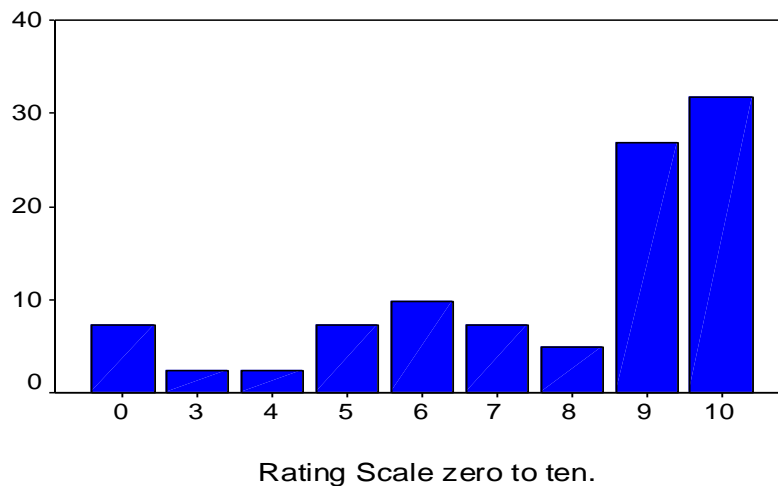
## Work Environment

Q20) There is a strong feeling of teamwork and cooperation across the organization.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	3	7.3	7.3	7.3
	3	1	2.4	2.4	9.8
	4	1	2.4	2.4	12.2
	5	3	7.3	7.3	19.5
	6	4	9.8	9.8	29.3
	7	3	7.3	7.3	36.6
	8	2	4.9	4.9	41.5
	9	11	26.8	26.8	68.3
	10	13	31.7	31.7	100.0
	Total	41	100.0	100.0	

Q20) Mean Rating 7.61      Mode 10      Median 9

Q20) There is a strong feeling of teamwork and cooperation across the organization.

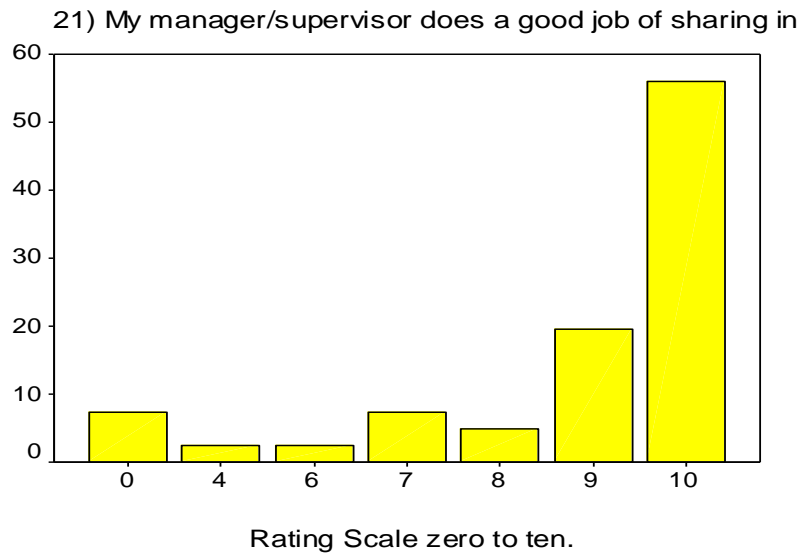


## Communication

**21) My manager/supervisor does a good job of sharing information.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	3	7.3	7.3	7.3
	4	1	2.4	2.4	9.8
	6	1	2.4	2.4	12.2
	7	3	7.3	7.3	19.5
	8	2	4.9	4.9	24.4
	9	8	19.5	19.5	43.9
	10	23	56.1	56.1	100.0
	Total	41	100.0	100.0	

Q21) Mean Rating 8.51      Mode 10      Median 10



## Communication

**2) I have a good understanding of our mission, vision and business strategies.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	2.4	2.4	2.4
	3	1	2.4	2.4	4.9
	5	4	9.8	9.8	14.6
	8	5	12.2	12.2	26.8
	9	7	17.1	17.1	43.9
	10	23	56.1	56.1	100.0
	Total	41	100.0	100.0	

Q22) Mean Rating 8.68      Mode 10      Median 10

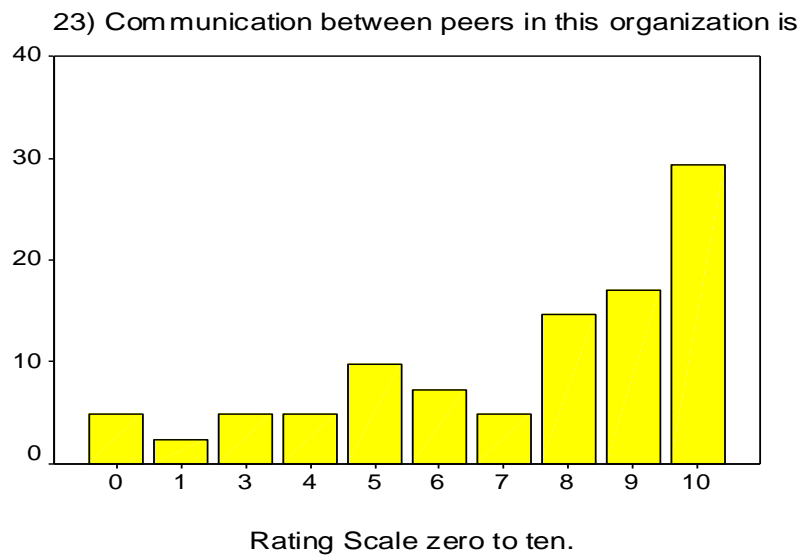


## Communication

### 23) Communication between peers in this organization is excellent.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	4.9	4.9	4.9
	1	1	2.4	2.4	7.3
	3	2	4.9	4.9	12.2
	4	2	4.9	4.9	17.1
	5	4	9.8	9.8	26.8
	6	3	7.3	7.3	34.1
	7	2	4.9	4.9	39.0
	8	6	14.6	14.6	53.7
	9	7	17.1	17.1	70.7
	10	12	29.3	29.3	100.0
	Total	41	100.0	100.0	

Q23) Mean Rating 7.27    Mode 10    Median 8



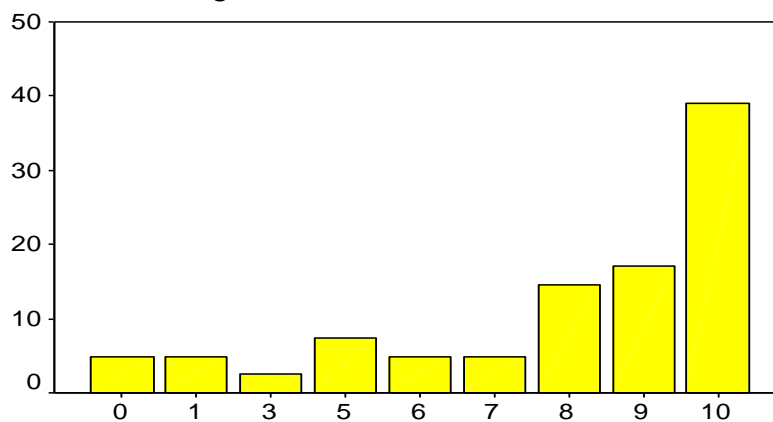
## Communication

4) There is upward communication from employees to managers in this organization.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	4.9	4.9	4.9
	1	2	4.9	4.9	9.8
	3	1	2.4	2.4	12.2
	5	3	7.3	7.3	19.5
	6	2	4.9	4.9	24.4
	7	2	4.9	4.9	29.3
	8	6	14.6	14.6	43.9
	9	7	17.1	17.1	61.0
	10	16	39.0	39.0	100.0
	Total	41	100.0	100.0	

Q24) Mean Rating 7.73      Mode 10      Median 9

24) There is upward communication from employees to r  
in this organization.



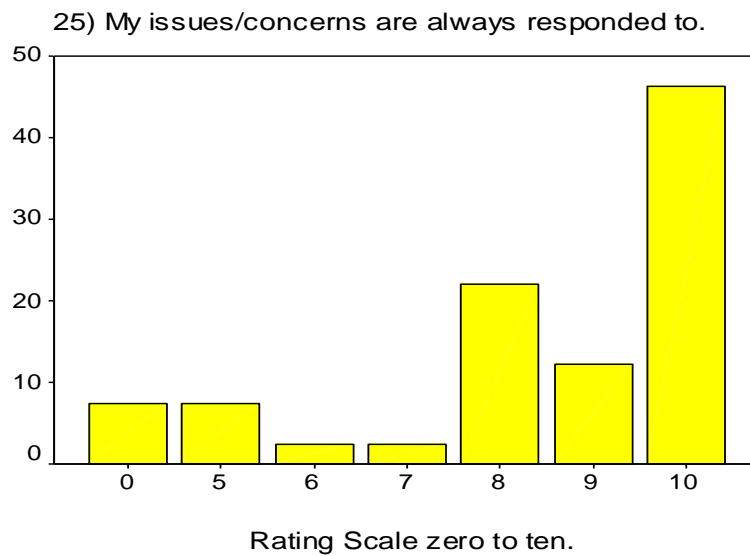
Rating Scale zero to ten.

## Communication

### 25) My issues/concerns are always responded to.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	3	7.3	7.3	7.3
	5	3	7.3	7.3	14.6
	6	1	2.4	2.4	17.1
	7	1	2.4	2.4	19.5
	8	9	22.0	22.0	41.5
	9	5	12.2	12.2	53.7
	10	19	46.3	46.3	100.0
	Total	41	100.0	100.0	

Q25) Mean Rating 8.17      Mode 10      Median 9

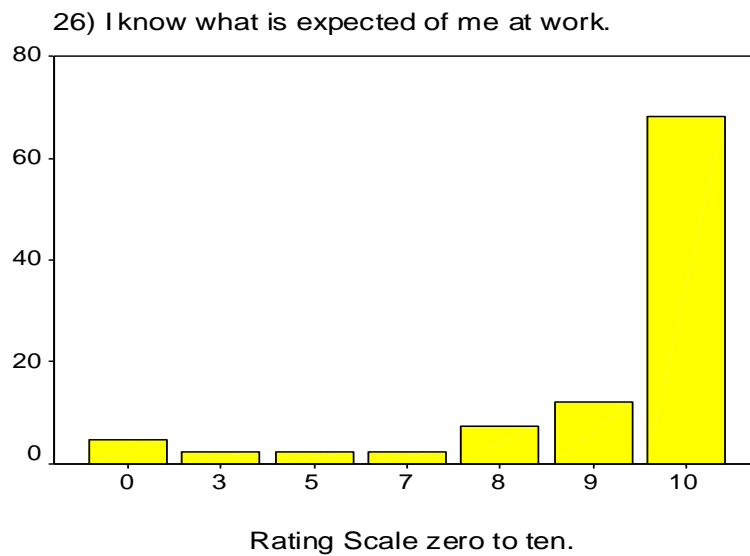


## Communication

### 26) I know what is expected of me at work.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	4.9	4.9	4.9
	3	1	2.4	2.4	7.3
	5	1	2.4	2.4	9.8
	7	1	2.4	2.4	12.2
	8	3	7.3	7.3	19.5
	9	5	12.2	12.2	31.7
	10	28	68.3	68.3	100.0
	Total	41	100.0	100.0	

Q26) Mean Rating 8.88    Mode 10    Median 10

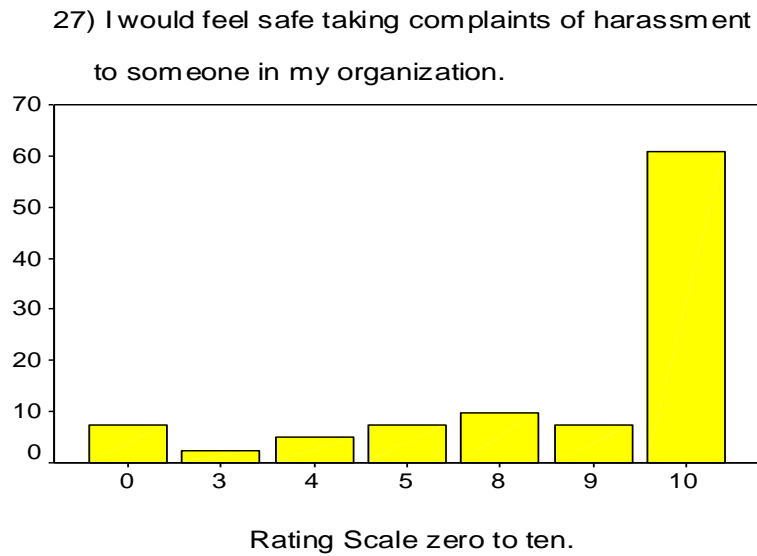


## Communication

) I would feel safe taking complaints of harassment to someone in n organization.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	3	7.3	7.3	7.3
	3	1	2.4	2.4	9.8
	4	2	4.9	4.9	14.6
	5	3	7.3	7.3	22.0
	8	4	9.8	9.8	31.7
	9	3	7.3	7.3	39.0
	10	25	61.0	61.0	100.0
	Total	41	100.0	100.0	

Q27) Mean Rating 8.17 Mode 10 Median 10





## Compensation

**28) I am paid fairly for the work I do.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	1	2.4	2.4	2.4
	6	2	4.9	4.9	7.3
	7	1	2.4	2.4	9.8
	8	4	9.8	9.8	19.5
	9	5	12.2	12.2	31.7
	10	28	68.3	68.3	100.0
	Total	41	100.0	100.0	

Q28) Mean Rating 9.29      Mode 10      Median 10

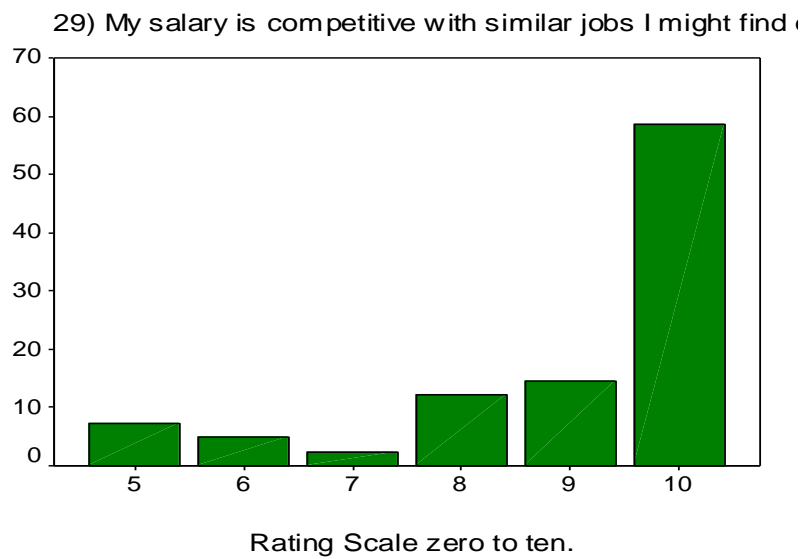


## Compensation

29) My salary is competitive with similar jobs I might find elsewhere.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	3	7.3	7.3	7.3
	6	2	4.9	4.9	12.2
	7	1	2.4	2.4	14.6
	8	5	12.2	12.2	26.8
	9	6	14.6	14.6	41.5
	10	24	58.5	58.5	100.0
	Total	41	100.0	100.0	

Q29) Mean Rating 8.98 Mode 10 Median 10



## Compensation

) I am satisfied with the total compensation (salary plus benefits) that I receive.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	6	3	7.3	7.3	7.3
	8	4	9.8	9.8	17.1
	9	6	14.6	14.6	31.7
	10	28	68.3	68.3	100.0
	Total	41	100.0	100.0	

Q30) Mean Rating 9.37      Mode 10      Median 10

