



July 1, 2022

City of Tempe Employees and Volunteers: Making work a better place.

Hello Everyone:

City of Tempe  
P.O. Box 5002  
31 East Fifth Street  
Tempe, AZ 85280  
480-350-8221

The City of Tempe is conducting a survey of its workforce to get your input about a number of important areas, including working conditions, supervision, communication, compensation and benefits, and professional development. This survey is open to all current full-time and part-time benefited employees, full- and part-time temporary employees, and volunteers.

**Andrew B. Ching**  
City Manager

As with the last employee survey in 2020, this survey was thoroughly reviewed and vetted by representatives of the six-sided partnership (UAEA, TOA, TSA, Firefighters, confidential employees, and Senior Management Team); and, their suggestions and edits have been incorporated into the final survey. I want to thank everyone who participated in that review process for their attention to detail and concern for the needs of employees.

To ensure privacy, all completed surveys will go only to our vendor, ETC Institute, and not to anyone at the City of Tempe. No one at the City of Tempe will track survey activities from city computers. The link to the survey can be opened from your home computer or personal device should you choose to complete it away from your work site. We will maintain the same level of confidentiality for those who choose to complete the mail-in survey. The paper surveys are mailed directly to ETC and will not be opened or read by Tempe staff.

I encourage you take the time to complete the survey. Your opinions are valuable and will be used to guide future decisions that affect us as employees. The survey data will inform an interdepartmental team formed for the purpose of implementing positive solutions throughout the city, including helping to shape the strategic management initiatives to help achieve Council's priorities and improve our service to Tempe. The online portal will be open for four weeks. As always, if you have any questions, please feel free to contact me, or the Innovation and Strategic Management Office (Wydale K. Holmes, [wydale\\_holmes@tempe.gov](mailto:wydale_holmes@tempe.gov)).

Thank you for your time in completing the survey.

Sincerely,

Andrew B. Ching  
Tempe City Manager



# 2022 City of Tempe Employee Survey

Please take a few minutes to complete this important Survey. Your input will be used to help identify ways to improve the City's work environment for City employees.

Your responses will remain completely confidential. No personal identifying information will be shared with any City staff.

The raw survey database will not be available to the City of Tempe or anyone other than the project management team from ETC Institute. ETC Institute will not release any data tabulations or databases in any format which could reveal the identity of individual respondents.

The City reserves the right, in its sole discretion, to redact and/or withhold from publication any defamatory, slanderous, or indecorous remarks against an individual, and any comments that may constitute a personal attack on a City employee, officer, agent, contractor, resident, or member of the public. This section is reserved for comments concerning City of Tempe policies, procedures, operations, facilities, and to provide opportunities for expansion on questions included in this Survey.

*Para solicitar esta encuesta en español, llame al 1-844-811-0411.*

## 1. Using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please rate your level of agreement with each of the following statements.

Professional Development/Career Mobility		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
1.	I receive training to do my job effectively	5	4	3	2	1	9
2.	There is someone at work who encourages my career development	5	4	3	2	1	9
3.	I have been mentored at work	5	4	3	2	1	9
4.	I have received fair consideration for advancement and promotion, when available, within the City of Tempe	5	4	3	2	1	9
5.	I am aware of the City's educational partnerships, Tempe Professional Development Network, The Mentoring Program, and other programs related to professional development and career mobility	5	4	3	2	1	9
6.	The City's programs related to professional development and career mobility, such as educational partnerships, Tempe Professional Development Network, etc., are useful to me	5	4	3	2	1	9
7.	Overall, I am satisfied with the professional development opportunities that are available to me at the City	5	4	3	2	1	9

### 1a. [Optional] How could the City improve professional development/career mobility for employees?

## 2. The following adequately support my work-related needs:

Organizational Support		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
1.	City Manager's Office	5	4	3	2	1	9
2.	Innovation and Strategic Management Office	5	4	3	2	1	9
3.	Human Resources	5	4	3	2	1	9
4.	Information Technology	5	4	3	2	1	9
5.	Risk Management/Worker's Compensation	5	4	3	2	1	9
6.	Diversity, Equity, and Inclusion	5	4	3	2	1	9

## 3. The following programs/services adequately support my needs:

1.	The wellness program	5	4	3	2	1	9
2.	City mediation services	5	4	3	2	1	9
3.	The Safe Haven process	5	4	3	2	1	9
4.	Tempe Employee View/Internal Audit reporting program	5	4	3	2	1	9
5.	The Director/Chief and Deputy Directors/Assistant Chiefs in my department are demonstrating and communicating the same values that are expected of me	5	4	3	2	1	9
6.	My physical work environment (building) is safe, clean, and maintained in good operating order	5	4	3	2	1	9
7.	The City supports employees with a disability	5	4	3	2	1	9
8.	Overall, I am satisfied with the support that is provided to employees by the City of Tempe	5	4	3	2	1	9

### 3a. [Optional] How could the City improve organizational support for employees?

**4. Using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please rate your level of agreement with each of the following statements.**

Supervision/Working Environment		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
1.	My immediate supervisor treats me with respect	5	4	3	2	1	9
2.	I know what is expected of me at work	5	4	3	2	1	9
3.	I have the materials and equipment I need to do my job effectively	5	4	3	2	1	9
4.	I am comfortable expressing my opinions about work related issues to my immediate supervisor	5	4	3	2	1	9
5.	I believe my opinions matter at work	5	4	3	2	1	9
6.	My work is appreciated by my immediate supervisor	5	4	3	2	1	9
7.	My immediate supervisor gives me clear expectations for work assignments	5	4	3	2	1	9
8.	My immediate supervisor makes good use of my time	5	4	3	2	1	9
9.	I receive constructive feedback on my job performance from my immediate supervisor	5	4	3	2	1	9
10.	The work I perform is evaluated fairly	5	4	3	2	1	9
11.	My immediate supervisor knows my career/job goals	5	4	3	2	1	9
12.	My immediate supervisor supports me in achieving my career/job goals	5	4	3	2	1	9
13.	Within the last 30 days, I have received feedback on my job performance from my supervisor	5	4	3	2	1	9
14.	When I request training, my supervisor is open to working with me to ensure I can attend	5	4	3	2	1	9
15.	The Director/Chief and Deputy Directors/Assistant Chiefs in my department listen to me	5	4	3	2	1	9
16.	I believe the Director/Chief and Deputy Directors/Assistant Chiefs in my department support decisions made by my supervisor	5	4	3	2	1	9
17.	As a supervisor, I am supported when addressing staff issues (If applicable)	5	4	3	2	1	9
18.	As a supervisor, my direct reports treat me with respect	5	4	3	2	1	9
19.	Conflict in my work area is resolved effectively	5	4	3	2	1	9
20.	I believe assignments in my department are distributed fairly	5	4	3	2	1	9
21.	I believe exceptional job performance is recognized appropriately by managers/supervisors in my work unit	5	4	3	2	1	9
22.	I believe poor job performance is dealt with effectively by managers/supervisors in my work unit	5	4	3	2	1	9
23.	As a supervisor, I have been given the training, tools, and resources to lead my work unit	5	4	3	2	1	9
24.	I feel physically safe in my work unit	5	4	3	2	1	9
25.	I am able to discuss physical and emotional safety with my supervisor	5	4	3	2	1	9
26.	My immediate supervisor has the skills to deal with conflict	5	4	3	2	1	9
27.	Overall, I am satisfied with the working environment in my department	5	4	3	2	1	9

**4a. [Optional] How could the City improve supervision and/or the work environment for employees?**

**5. Please rate your level of agreement with each of the following statements concerning compensation and benefits.**

1.	The City's health care plan meets my needs	5	4	3	2	1	9
2.	The amount that I pay for health care benefits is reasonable	5	4	3	2	1	9
3.	The City does a good job of informing me about my benefits	5	4	3	2	1	9
4.	The amount of leave that I receive each year meets my needs	5	4	3	2	1	9
5.	The amount I am paid is fair for the work I do	5	4	3	2	1	9
6.	I am satisfied with the City's deferred compensation benefits	5	4	3	2	1	9
7.	Overall, I am reasonably compensated in pay and benefits for the work I do	5	4	3	2	1	9

**5a. Are you currently enrolled in the City's sponsored health care plans? \_\_\_(Yes) \_\_\_(No)**

**5b. [Optional] How could the City improve compensation and benefits for employees?**

**6. Using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please rate your level of agreement with each of the following statements.**

Employee Engagement		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
1.	I receive information that affects my work in a timely manner from my immediate supervisor	5	4	3	2	1	9
2.	I am comfortable expressing my opinions about work related issues to my department Director/Chief and Deputy Directors/Assistant Chiefs	5	4	3	2	1	9
3.	Generally, communication between work units/divisions <b>INSIDE</b> my department is good	5	4	3	2	1	9
4.	Generally, communication between my work unit/division and work units/divisions <b>OUTSIDE</b> my department is good	5	4	3	2	1	9
5.	With respect to my job, communication between departments is good	5	4	3	2	1	9
6.	I have adequate input on decisions affecting my work	5	4	3	2	1	9
7.	The Director/Chief and Deputy Directors/Assistant Chiefs in my department use input from employees to make decisions	5	4	3	2	1	9
8.	The Director/Chief and Deputy Directors/Assistant Chiefs in my department engage in processes that actively solicit input from employees to make decisions	5	4	3	2	1	9
9.	I am encouraged to be innovative and come up with better ways to do things at work	5	4	3	2	1	9
10.	Employees in my department are highly motivated about accomplishing our goals	5	4	3	2	1	9
11.	Employees in my department take personal accountability for their actions and work performance	5	4	3	2	1	9
12.	Overall, I am satisfied with the level of employee engagement in my department	5	4	3	2	1	9
13.	I am aware of the City values (People, Integrity, Respect, Openness, Creativity, Quality, Diversity)	5	4	3	2	1	9
14.	I feel my department practices these values	5	4	3	2	1	9
15.	I feel the City practices these values	5	4	3	2	1	9

**6a. [Optional] How could the City improve employee engagement for employees?**

\_\_\_\_\_

**7. Please rate your level of agreement with each of the following statements concerning peer relationships.**

1.	My co-workers treat me with respect	5	4	3	2	1	9
2.	Conflict between co-workers is resolved effectively	5	4	3	2	1	9
3.	Overall, I am very satisfied with the quality of peer relationships among City employees	5	4	3	2	1	9

**7a. [Optional] How could the City improve peer relationships among employees?**

\_\_\_\_\_

**8. Are you aware of the Council priorities and the City's Strategic Plan (Planning Process)?**

\_\_\_\_(1) Yes      \_\_\_\_ (2) No

**9. Are you proud to work for the City of Tempe?      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (9) Don't know**

**10. Overall, how satisfied are you with your current job?**

\_\_\_\_(4) Very satisfied      \_\_\_\_ (2) Dissatisfied      \_\_\_\_ (9) Don't know  
 \_\_\_\_ (3) Satisfied      \_\_\_\_ (1) Very dissatisfied

**11. How has the quality of the environment in your work area changed since you started working for the City of Tempe?**

\_\_\_\_(5) Much better      \_\_\_\_ (3) Stayed the same      \_\_\_\_ (1) Much worse  
 \_\_\_\_ (4) Somewhat better      \_\_\_\_ (2) Somewhat worse      \_\_\_\_ (9) Don't know

**12. Would you recommend the City of Tempe as a place to work, to a friend or relative?**

\_\_\_\_ (1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (9) Don't know

- 13. Does the City's working environment and leadership encourage you to go above and beyond the minimum effort that is required for your job?**  
 \_\_\_(1) Yes      \_\_\_(2) No      \_\_\_(9) Don't know
- 14. I would like to finish my public service career with the City of Tempe.**  
 \_\_\_(1) Yes      \_\_\_(2) No      \_\_\_(9) Don't know
- 15. I have applied for a new position within the City of Tempe in the past two years.**  
 \_\_\_(1) Yes      \_\_\_(2) No
- 16. Please rate your level of awareness with each of the following programs using a scale of 3 to 1, where 3 means you are aware of the program and currently participate or have participated in the program in the past, 2 means you are aware of the program but have not participated in it, and 1 means you were not aware the City of Tempe offered the program.**

Please indicate your level of awareness for each program listed below.		Aware, and participate	Aware, but do not participate	Not aware
1.	Educational Partnerships	3	2	1
2.	Tuition Reimbursement	3	2	1
3.	Tempe Professional Development Network	3	2	1
4.	The Mentoring Program	3	2	1
5.	Individual Quality Improvement Process (IQIP)	3	2	1
6.	New Employee Connect	3	2	1

- 17. Please check all of the City of Tempe Departments you have had contact with during the past year.**
- |  |  |
|--|--|
| ___(1) City Attorney's Office                    | ___(11) Information Technology Department  |
| ___(2) City Court                                | ___(12) Financial Services Department  |
| ___(3) Community Development Department          | ___(13) City Manager's Office, Communications, Marketing and 311; Diversity, Equity, and Inclusion; Government Relations; Mayor and City Council Staff, Animal Welfare, and Veterans Services Department |
| ___(4) Community Services Department             | ___(14) Economic Development; Innovation and Strategic Management Office; Internal Audit; Municipal Budget Office; Sustainability and Resilience Office; City Clerk's Office                             |
| ___(5) Engineering and Transportation Department |  |
| ___(6) Fire Medical Rescue Department            |  |
| ___(7) Human Services Department                 |  |
| ___(8) Municipal Utilities Department            |  |
| ___(9) Police Department                         |  |
| ___(10) Human Resources Department               |  |

**17a. Please answer each of the following questions with regard to your overall experience.**

		Yes	No	Don't Remember
1.	Were you treated fairly	1	2	9
2.	Did the employee(s) listen to you carefully	1	2	9
3.	Did the employee care about your well-being	1	2	9
4.	Was the employee honest	1	2	9
5.	Was the information you were given accurate	1	2	9
6.	Did staff respond to your request quickly	1	2	9

<b>Demographics</b>	<i>The following information will help the City better understand the results for different employee groups within the City. ETC Institute will not report results at a level at which individuals can be identified.</i>
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- 18. What gender do you identify with?**  
 \_\_\_(1) Male      \_\_\_(2) Female      \_\_\_(3) Non-Conforming      \_\_\_(4) Prefer not to answer

**19. What do you feel best describes your race? [Check all that apply.]**

- (1) Asian or Asian Indian
- (2) Black or African American
- (3) American Indian or Alaska Native
- (4) White
- (5) Native Hawaiian or other Pacific Islander
- (6) Hispanic, Spanish, Latino/a/x
- (88) Prefer not to say
- (99) Other: \_\_\_\_\_

**20. In which department do you work?**

- (1) City Attorney's Office
- (2) City Court
- (3) Community Development Department
- (4) Community Services Department
- (5) Engineering and Transportation Department
- (6) Fire Medical Rescue Department
- (7) Human Services Department
- (8) Municipal Utilities Department
- (9) Police Department
- (10) Human Resources Department
- (11) Information Technology Department
- (12) Financial Services Department
- (13) City Manager's Office, Communications, Marketing and 311; Diversity, Equity, and Inclusion; Government Relations; Mayor and City Council Staff, Animal Welfare, and Veterans Services Department
- (14) Economic Development; Innovation and Strategic Management Office; Internal Audit; Municipal Budget Office; Sustainability & Resilience Office; City Clerk

**21. Which job type BEST describes your position?**

- (1) Director/Chief or Deputy Director/Assistant Chief
- (2) Manager
- (3) Supervisor
- (4) Non-Supervisor

**22. How many years have you worked with the City?**

- (1) 0-3 years
- (2) 4-9 years
- (3) 10-20 years
- (4) 21-30 years
- (5) 31+ years

**23. Are you currently a resident of Tempe?**  (1) Yes  (2) No

**24. Do you, or a member of your household, have a disability?**  (1) Yes  (2) No

**25. If you have any other comments/recommendations that would improve City operations, please write them in the space below.**

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Thank you for completing this survey.

**If you would like to be entered into a raffle for your chance to win a variety of prizes, please visit the link below. [Your entry into the raffle will not connect you to your survey answers.]**

<https://www.surveymonkey.com/r/TempeEmployeeSurveyRaffle>

**If you would like to report a specific concern, please contact :**  
 Tempe Employee View/Internal Audit Reporting: <https://tempe.sharepoint.com/sites/ev/>  
 Human Resources: [rebecca\\_strisko@tempe.gov](mailto:rebecca_strisko@tempe.gov) or (480) 350-8423

This concludes the survey. Thank you for your time!