

## Survey Comparison

**2013**

**2009**

**Q1. The City of El Paso, as an employer, has a positive reputation in the community.**

	Percent	Count		Percent	Count Q3	Difference
Strongly Agree	14.5%	412		15.8%	251	-1.3%
Agree	47.8%	1360		52.2%	830	-4.4%
Neither Agree or Disagree	21.7%	617		20.7%	329	1.0%
Disagree	12.6%	359		9.3%	148	3.3%
Strongly Disagree	3.3%	95		2.0%	32	1.3%
	Answered question	2843			1590	
	Skipped question	21			12	

**Q2. In my department, we consistently try to improve our customer service for our internal and external customers.**

	Percent	Count		Percent	Count Q4	Difference
Strongly Agree	31.4%	892		35.4%	564	-4.0%
Agree	44.7%	1269		47.4%	755	-2.7%
Neither Agree or Disagree	13.7%	390		9.5%	151	4.2%
Disagree	7.1%	201		6.2%	99	0.9%
Strongly Disagree	3.0%	86		1.6%	25	1.4%
	Answered question	2838			1594	
	Skipped question	26			8	

**Q3. I understand *(have a basic understanding of)* the public service goals of my department.**

	Percent	Count		Percent	Count Q6	Difference
Strongly Agree	41.5%	1175		43.5%	691	-2.0%
Agree	47.1%	1333		50.2%	797	-3.1%
Neither Agree or Disagree	6.8%	193		4.1%	65	2.7%
Disagree	3.4%	95		1.8%	29	1.6%
Strongly Disagree	1.1%	32		0.4%	6	0.7%
	Answered question	2828			1588	
	Skipped question	36			14	

2013

2009

**Q4. There is adequate communication between departments regarding changes or decisions that affect employees.**

	Percent	Count	Percent	Count Q19	Difference
Strongly Agree	5.5%	156	7.3%	115	-1.8%
Agree	26.7%	752	29.8%	472	-3.1%
Neither Agree or Disagree	21.7%	611	23.5%	372	-1.8%
Disagree	31.3%	881	26.2%	415	5.1%
Strongly Disagree	14.7%	415	13.4%	212	1.3%
Answered question		2815		1586	
Skipped question		49		16	

**Q5. I understand how my work directly contributes to the overall success of the City of El Paso.**

	Percent	Count	Percent	Count Q7	Difference
Strongly Agree	42.3%	1197	53.7%	851	-11.4%
Agree	48.6%	1373	41.6%	659	7.0%
Neither Agree or Disagree	6.2%	176	3.2%	50	3.0%
Disagree	2.2%	61	1.1%	18	1.1%
Strongly Disagree	0.7%	20	0.4%	7	0.3%
Answered question		2827		1585	
Skipped question		37		17	

**Q6. I receive regular updates on my department's strategic plan.**

	Percent	Count
Strongly Agree	11.7%	329
Agree	34.3%	965
Neither Agree or Disagree	21.9%	616
Disagree	22.0%	617
Strongly Disagree	10.1%	283
Answered question		2810
Skipped question		54

2013

2009

**Q7. As an employee, I have a set of performance standards that I am expected to meet.**

	Percent	Count	Percent	Count Q8	Difference
Strongly Agree	36.8%	1037	40.6%	646	-3.8%
Agree	52.6%	1481	48.9%	778	3.7%
Neither Agree or Disagree	5.9%	166	6.2%	98	-0.3%
Disagree	3.2%	91	3.7%	59	-0.5%
Strongly Disagree	1.5%	41	0.6%	9	0.9%
Answered question		2816		1590	
Skipped question		48		12	

**Q8. I will go beyond what is expected of me to ensure that the City of El Paso is successful.**

	Percent	Count	Percent	Count Q11	Difference
Strongly Agree	49.8%	1406	50.9%	806	-1.1%
Agree	41.6%	1174	42.0%	666	-0.4%
Neither Agree or Disagree	7.0%	197	6.1%	97	0.9%
Disagree	1.0%	29	0.9%	14	0.1%
Strongly Disagree	0.7%	19	0.1%	2	0.6%
Answered question		2825		1585	
Skipped question		39		17	

**Q9. My job is a good fit with my skills and interests.**

	Percent	Count
Strongly Agree	44.1%	1245
Agree	41.7%	1178
Neither Agree or Disagree	8.1%	228
Disagree	4.1%	115
Strongly Disagree	2.1%	59
Answered question		2825
Skipped question		39

## 2013

### Q10. The work that I do is meaningful.

	Percent	Count
Strongly Agree	53.8%	1520
Agree	37.8%	1070
Neither Agree or Disagree	5.7%	160
Disagree	1.7%	47
Strongly Disagree	1.1%	30
	Answered question	2827
	Skipped question	37

### Q11. My job gives me a strong sense of personal satisfaction.

	Percent	Count	Percent	Count Q29	Difference
Strongly Agree	44.4%	1255	46.3%	734	-1.9%
Agree	38.8%	1096	41.9%	664	-3.1%
Neither Agree or Disagree	11.0%	310	7.9%	125	3.1%
Disagree	3.3%	92	3.0%	47	0.3%
Strongly Disagree	2.5%	71	0.9%	14	1.6%
	Answered question	2824		1584	
	Skipped question	40		18	

### Q12. The amount of work I am asked to do is usually reasonable.

	Percent	Count	Percent	Count Q13	Difference
Strongly Agree	19.6%	546	21.0%	334	-1.4%
Agree	54.2%	1511	52.8%	839	1.4%
Neither Agree or Disagree	10.8%	302	10.3%	163	0.5%
Disagree	10.4%	291	11.3%	179	-0.9%
Strongly Disagree	4.9%	137	4.6%	73	0.3%
	Answered question	2787		1588	
	Skipped question	77		14	

## 2009

2013

2009

**Q13. My job does not cause me too much stress.**

	Percent	Count	Percent	Count Q33	Difference
Strongly Agree	9.5%	265	8.3%	132	1.2%
Agree	33.4%	933	34.1%	539	-0.7%
Neither Agree or Disagree	21.1%	590	20.2%	319	0.9%
Disagree	23.6%	659	24.9%	393	-1.3%
Strongly Disagree	12.3%	344	12.5%	198	-0.2%
Answered question		2791		1581	
Skipped question		73		21	

**Q14. I am satisfied with the 4/10 work schedule.**

	Percent	Count
Strongly Agree	28.8%	762
Agree	13.2%	350
Neither Agree or Disagree	44.6%	1179
Disagree	5.9%	156
Strongly Disagree	8.1%	213
Answered question		2642
Skipped question		222

**Q15. I would prefer a 5-day work week instead of a 4-day work week.**

	Response Percent	Count
Strongly Agree	12.6%	341
Agree	12.3%	332
Neither Agree or Disagree	32.7%	884
Disagree	15.5%	420
Strongly Disagree	26.8%	724
Answered question		2701
Skipped question		163

2013

2009

Q16. Select the schedule that you prefer to work. If your department does not participate in the 4/10 schedule, skip this question.

	Response Percent	Count
4-10 Schedule - (Monday thru Thursday 10 Hrs per day with Friday Off)	53.5%	931
5-8 Schedule - (Monday thru Friday 8 to 5)	17.5%	304
9-4 Schedule - (Monday thru Thursday 8 to 6:00 with 1/2 day off on Friday)	9.7%	169
Some other Schedule	19.3%	335
	Answered question	1739
	Skipped question	1125

Q17. Overall, I am satisfied with the balance between my work and personal life.

	Percent	Count
Strongly Agree	19.8%	552
Agree	51.3%	1426
Neither Agree or Disagree	15.0%	416
Disagree	9.0%	250
Strongly Disagree	4.9%	137
	Answered question	2781
	Skipped question	83

Q18. I have the resources necessary to be successful in my job.

	Percent	Count	Percent	Count Q14	Difference
Strongly Agree	17.6%	492	17.3%	275	0.3%
Agree	48.7%	1359	46.7%	741	2.0%
Neither Agree or Disagree	13.2%	367	14.4%	228	-1.2%
Disagree	14.8%	414	16.2%	258	-1.4%
Strongly Disagree	5.7%	158	5.4%	86	0.3%
	Answered question	2790		1588	
	Skipped question	74		14	

2013

2009

**Q19. The operating procedures in my immediate work group are well documented.**

	Percent	Count	Percent	Count Q16	Difference
Strongly Agree	17.5%	486	20.2%	321	-2.7%
Agree	49.4%	1374	48.5%	770	0.9%
Neither Agree or Disagree	16.5%	458	16.8%	266	-0.3%
Disagree	11.5%	321	11.6%	184	-0.1%
Strongly Disagree	5.2%	144	3.0%	47	2.2%
Answered question		2783		1588	
Skipped question		81		14	

**Q20. The workflow and processes in my immediate work group are very efficient.**

	Percent	Count	Percent	Count Q15	Difference
Strongly Agree	15.0%	418	17.9%	284	-2.9%
Agree	48.7%	1356	48.7%	773	0.0%
Neither Agree or Disagree	18.8%	522	18.3%	291	0.5%
Disagree	12.5%	347	11.6%	185	0.9%
Strongly Disagree	5.0%	139	3.5%	55	1.5%
Answered question		2782		1588	
Skipped question		82		14	

**Q21. My department has consistent work practices.**

	Percent	Count	Percent	Count Q17	Difference
Strongly Agree	14.5%	403	16.3%	259	-1.8%
Agree	44.6%	1242	47.0%	747	-2.4%
Neither Agree or Disagree	17.8%	494	17.1%	272	0.7%
Disagree	16.2%	452	14.2%	225	2.0%
Strongly Disagree	6.9%	192	5.4%	86	1.5%
Answered question		2783		1589	
Skipped question		81		13	

2013

2009

**Q22. Staff meetings in my immediate work group have open and honest participation.**

	Percent	Count	Percent	Count Q20	Difference
Strongly Agree	15.6%	433	17.5%	277	-1.9%
Agree	39.0%	1081	41.1%	653	-2.1%
Neither Agree or Disagree	22.6%	628	21.8%	346	0.8%
Disagree	13.6%	376	13.0%	206	0.6%
Strongly Disagree	9.2%	256	6.6%	105	2.6%
Answered question		2774		1587	
Skipped question		90		15	

**Q23. On the job, my ideas or suggestions are seriously considered.**

	Percent	Count	Percent	Count Q35	Difference
Strongly Agree	12.7%	353	13.0%	206	-0.3%
Agree	37.7%	1049	39.7%	629	-2.0%
Neither Agree or Disagree	24.0%	667	26.5%	420	-2.5%
Disagree	14.8%	413	13.9%	221	0.9%
Strongly Disagree	10.8%	301	6.9%	110	3.9%
Answered question		2783		1586	
Skipped question		81		16	

**Q24. Employees in my immediate work group participate in deciding how the work gets done.**

	Percent	Count	Percent	Count Q21	Difference
Strongly Agree	13.0%	361	11.1%	177	1.9%
Agree	45.2%	1259	39.6%	629	5.6%
Neither Agree or Disagree	19.8%	551	23.2%	369	-3.4%
Disagree	14.2%	396	17.3%	274	-3.1%
Strongly Disagree	7.8%	216	8.8%	139	-1.0%
Answered question		2783		1588	
Skipped question		81		14	



**2013**

**2009**

**Q25. People with different ideas are valued at the City of El Paso.**

	Percent	Count	Percent	Count Q23	Difference
Strongly Agree	7.8%	218	9.9%	157	-2.1%
Agree	30.1%	839	32.2%	512	-2.1%
Neither Agree or Disagree	30.5%	848	33.2%	528	-2.7%
Disagree	19.0%	530	16.9%	268	2.1%
Strongly Disagree	12.5%	348	7.7%	123	4.8%
Answered question		2783		1588	
Skipped question		81		14	

**Q26. My workplace is safe.**

	Percent	Count	Percent	Count Q25	Difference
Strongly Agree	22.7%	632	25.9%	412	-3.2%
Agree	51.7%	1440	55.2%	877	-3.5%
Neither Agree or Disagree	14.0%	389	11.5%	183	2.5%
Disagree	7.1%	197	4.8%	77	2.3%
Strongly Disagree	4.6%	128	2.5%	39	2.1%
Answered question		2786		1588	
Skipped question		78		14	

**Q27. If an unsafe working condition is found, corrective action is taken promptly.**

	Percent	Count	Percent	Count Q26	Difference
Strongly Agree	20.6%	571	23.1%	367	-2.5%
Agree	46.4%	1288	48.9%	776	-2.5%
Neither Agree or Disagree	18.9%	525	17.0%	270	1.9%
Disagree	8.7%	242	8.1%	129	0.6%
Strongly Disagree	5.4%	150	2.8%	45	2.6%
Answered question		2776		1587	
Skipped question		88		15	

## 2013

### Q28. I am acknowledged or recognized when I do a good job.

	Percent	Count
Strongly Agree	12.8%	357
Agree	39.5%	1103
Neither Agree or Disagree	21.0%	586
Disagree	17.5%	488
Strongly Disagree	9.1%	255
Answered question		2789
Skipped question		75

### Q29. My co-workers and I work well as a team.

	Percent	Count
Strongly Agree	30.2%	842
Agree	49.0%	1367
Neither Agree or Disagree	12.0%	334
Disagree	6.0%	166
Strongly Disagree	2.9%	80
Answered question		2789
Skipped question		75

### Q30. How much contact do you have with your immediate supervisor?

	Percent	Count
Frequent	70.8%	1936
Occasional	19.0%	519
Infrequent	5.5%	151
Rare	4.0%	108
None	0.7%	19
Answered question		2733
Skipped question		131

## 2009

### *I am recognized when I do a good job.*

Percent	Count Q31	Difference
18.7%	297	-5.9%
38.7%	613	0.8%
21.9%	347	-0.9%
12.9%	204	4.6%
7.9%	125	1.2%
	1586	
	16	

### *My co-workers in my immediate work group are cooperative.*

Percent	Count Q18	Difference
32.1%	509	-1.9%
46.6%	740	2.4%
11.3%	179	0.7%
7.1%	112	-1.1%
3.0%	48	-0.1%
	1588	
	14	

2013

2009

**Q31. I have a positive working relationship with my immediate supervisor.**

	Percent	Count
Strongly Agree	41.3%	1127
Agree	40.2%	1099
Neither Agree or Disagree	11.6%	316
Disagree	4.6%	125
Strongly Disagree	2.3%	64
Answered question		2731
Skipped question		133

**Q32. My immediate supervisor manages *(department resolves)* conflict with my work group honestly, effectively and quickly.**

	Percent	Count	Percent	Count Q61	Difference
Strongly Agree	27.2%	742	9.4%	148	17.8%
Agree	37.9%	1033	38.2%	602	-0.3%
Neither Agree or Disagree	19.1%	521	29.2%	461	-10.1%
Disagree	9.8%	266	16.7%	263	-6.9%
Strongly Disagree	5.9%	162	6.5%	103	-0.6%
Answered question		2724		1577	
Skipped question		140		25	

**Q33. My immediate supervisor provides a clear sense of purpose and direction to me and my work group.**

	Percent	Count
Strongly Agree	26.3%	712
Agree	42.4%	1149
Neither Agree or Disagree	17.8%	482
Disagree	8.5%	230
Strongly Disagree	5.0%	134
Answered question		2707
Skipped question		157

2013

2009

**Q34. My immediate supervisor is available when I have questions or need help.**

	Percent	Count	Percent	Count Q41	Difference
Strongly Agree	36.9%	1009	38.0%	602	-1.1%
Agree	45.4%	1240	45.1%	714	0.3%
Neither Agree or Disagree	10.4%	285	9.5%	150	0.9%
Disagree	4.8%	131	4.5%	71	0.3%
Strongly Disagree	2.5%	67	2.9%	46	-0.4%
	Answered question	2732		1583	
	Skipped question	132		19	

**Q35. I can disagree with my immediate supervisor on work-related issues without fear of reprisal.**

	Percent	Count
Strongly Agree	26.3%	719
Agree	40.3%	1102
Neither Agree or Disagree	16.9%	463
Disagree	9.0%	246
Strongly Disagree	7.4%	202
	Answered question	2732
	Skipped question	132

**Q36. My immediate supervisor assigns work fairly.**

	Percent	Count
Strongly Agree	24.4%	667
Agree	42.4%	1160
Neither Agree or Disagree	17.2%	469
Disagree	9.9%	271
Strongly Disagree	6.1%	166
	Answered question	2733
	Skipped question	131

2013

2009

**Q37. I have opportunities to provide my immediate supervisor with input for decisions that will affect my work.**

	Percent	Count
Strongly Agree	27.0%	737
Agree	46.9%	1280
Neither Agree or Disagree	15.9%	434
Disagree	6.0%	165
Strongly Disagree	4.1%	112
	Answered question	2728
	Skipped question	136

**Q38. My immediate supervisor is competent in human relations.**

	Percent	Count	Percent	Count Q42	Difference
Strongly Agree	26.5%	723	31.5%	498	-5.0%
Agree	43.3%	1183	41.9%	664	1.4%
Neither Agree or Disagree	16.9%	461	14.1%	223	2.8%
Disagree	7.0%	192	7.4%	117	-0.4%
Strongly Disagree	6.2%	170	5.1%	81	1.1%
	Answered question	2729		1583	
	Skipped question	135		19	

**Q39. My immediate supervisor treats me with respect.**

	Percent	Count	Percent	Count Q43	Difference
Strongly Agree	37.9%	1033	41.6%	657	-3.7%
Agree	44.5%	1214	42.8%	677	1.7%
Neither Agree or Disagree	10.5%	287	9.1%	144	1.4%
Disagree	4.3%	116	3.5%	55	0.8%
Strongly Disagree	2.8%	77	3.0%	48	-0.2%
	Answered question	2727		1581	
	Skipped question	137		21	

2013

2009

**Q40. My immediate supervisor makes sure I am informed about decisions or changes that will affect me.**

	Percent	Count	Percent	Count Q44	Difference
Strongly Agree	26.3%	717	30.3%	477	-4.0%
Agree	46.0%	1253	41.8%	658	4.2%
Neither Agree or Disagree	15.2%	413	15.2%	239	0.0%
Disagree	8.2%	223	8.7%	137	-0.5%
Strongly Disagree	4.4%	120	4.1%	65	0.3%
Answered question		2726		1576	
Skipped question		138		26	

**Q41. My immediate supervisor consistently holds people accountable.**

	Percent	Count	Percent	Count Q45	Difference
Strongly Agree	21.2%	576	22.5%	355	-1.3%
Agree	42.2%	1145	42.0%	662	0.2%
Neither Agree or Disagree	21.0%	571	22.8%	359	-1.8%
Disagree	9.9%	270	9.6%	151	0.3%
Strongly Disagree	5.6%	153	3.2%	51	2.4%
Answered question		2715		1578	
Skipped question		149		24	

**Q42. My immediate supervisor is fair and even-handed in the treatment of employees.**

	Percent	Count	Percent	Count Q46	Difference
Strongly Agree	23.5%	640	26.7%	422	-3.2%
Agree	40.4%	1101	39.9%	631	0.5%
Neither Agree or Disagree	19.2%	524	18.6%	295	0.6%
Disagree	9.8%	268	9.5%	151	0.3%
Strongly Disagree	7.0%	191	5.3%	84	1.7%
Answered question		2724		1583	
Skipped question		140		19	

2013

2009

**Q43. Management, one or more levels above my immediate supervisor, gives (staff) employees a clear vision of the direction in which we are going.**

	Percent	Count		Percent	Count Q47	Difference
Strongly Agree	14.1%	384		15.2%	240	-1.1%
Agree	37.2%	1017		39.0%	615	-1.8%
Neither Agree or Disagree	23.4%	638		23.3%	368	0.1%
Disagree	16.3%	446		14.4%	227	1.9%
Strongly Disagree	9.0%	246		8.1%	127	0.9%
Answered question		2731			1577	
Skipped question		133			25	

**Q44. I can ask the management of my department (one or more levels above my immediate supervisor) a reasonable question and get a straight answer.**

	Percent	Count		Percent	Count Q48	Difference
Strongly Agree	15.0%	409		17.8%	281	-2.8%
Agree	38.2%	1043		40.3%	636	-2.1%
Neither Agree of Disagree	22.3%	607		21.5%	339	0.8%
Disagree	14.1%	386		12.9%	203	1.2%
Strongly Disagree	10.4%	283		7.5%	118	2.9%
Answered question		2728			1577	
Skipped question		136			25	

**Q45. My manager (one or more levels above my immediate supervisor) *appropriately* addresses poor employee performance.**  
*(Poor employee performance is addressed effectively throughout my department)*

	Percent	Count		Percent	Count Q38	Difference
Strongly Agree	11.4%	311		8.0%	126	3.4%
Agree	35.9%	979		33.0%	523	2.9%
Neither Agree or Disagree	29.1%	794		27.4%	434	1.7%
Disagree	14.3%	391		22.2%	351	-7.9%
Strongly Disagree	9.2%	251		9.4%	149	-0.2%
Answered question		2726			1583	
Skipped question		138			19	

2013

2009

**Q46. I trust the managers (one or more levels above my immediate supervisor) in my department to do the right thing as it affects my work.**

	Percent	Count	Percent	Count Q50	Difference
Strongly Agree	15.2%	415	17.8%	281	-2.6%
Agree	37.2%	1017	42.6%	672	-5.4%
Neither Agree or Disagree	22.7%	622	20.8%	328	1.9%
Disagree	13.7%	375	12.0%	189	1.7%
Strongly Disagree	11.2%	306	6.7%	106	4.5%
Answered question		2735		1576	
Skipped question		129		26	

**Q47. Decisions are made quickly in my department.**

	Percent	Count	Percent	Count Q51	Difference
Strongly Agree	9.7%	265	10.9%	172	-1.2%
Agree	35.8%	976	35.1%	555	0.7%
Neither Agree or Disagree	28.6%	782	29.8%	471	-1.2%
Disagree	17.0%	464	18.1%	286	-1.1%
Strongly Disagree	8.9%	243	6.3%	99	2.6%
Answered question		2730		1583	
Skipped question		134		19	

**Q48. Overall, I am satisfied with how management (one or more levels above my immediate supervisor) communicates with employees.**

	Percent	Count
Strongly Agree	11.2%	306
Agree	35.1%	957
Neither Agree or Disagree	22.4%	610
Disagree	18.5%	504
Strongly Disagree	12.8%	350
Answered question		2727
Skipped question		137



2013

2009

**Q49. How much contact do you generally have with senior leaders (department head and senior management) in your department?**

	Percent	Count
Frequent	19.8%	541
Occasional	32.5%	885
Infrequent	16.3%	444
Rare	22.9%	625
None	8.5%	232
	Answered question	2727
	Skipped question	137

**Q50. How much contact would you like to have with senior leaders (department head and senior management) in your department?**

	Percent	Count
More contact	41.5%	1122
Less contact	6.7%	181
About the same	51.8%	1398
	Answered question	2701
	Skipped question	163

**Q51. My contact with senior leaders (department head and senior management) in my department, has generally been positive.**

	Percent	Count
Strongly Agree	16.8%	457
Agree	42.9%	1170
Neither Agree or Disagree	25.3%	690
Disagree	9.6%	262
Strongly Disagree	5.4%	148
	Answered question	2727
	Skipped question	137

2013

2009

**Q52. Senior leaders (department head and senior management) in my department give employees a clear vision and direction of where we are going.**

	Percent	Count
Strongly Agree	13.0%	354
Agree	34.9%	954
Neither Agree or Disagree	28.6%	782
Disagree	14.8%	403
Strongly Disagree	8.7%	238
Answered question		2731
Skipped question		133

**Q53. I have confidence in the senior leadership of my department.**

	Percent	Count
Strongly Agree	17.2%	469
Agree	34.7%	949
Neither Agree or Disagree	26.9%	734
Disagree	11.5%	315
Strongly Disagree	9.7%	264
Answered question		2731
Skipped question		133

**Q54. The policies and rules for my department are readily available for review.**

	Percent	Count	Percent	Count Q60	Difference
Strongly Agree	26.9%	737	17.5%	276	9.4%
Agree	48.7%	1334	50.9%	803	-2.2%
Neither Agree or Disagree	14.3%	392	20.7%	326	-6.4%
Disagree	6.5%	178	8.5%	134	-2.0%
Strongly Disagree	3.5%	97	2.4%	38	1.1%
Answered question		2738		1577	
Skipped question		126		25	

2013

2009

**Q55. Overall, the practices in my department are fair and equitable.**

	Percent	Count	Percent	Count Q57	Difference
Strongly Agree	15.7%	429	12.7%	200	3.0%
Agree	45.0%	1232	52.5%	828	-7.5%
Neither Agree or Disagree	20.6%	563	19.3%	304	1.3%
Disagree	12.3%	336	11.0%	173	1.3%
Strongly Disagree	6.5%	179	4.6%	72	1.9%
Answered question		2739		1577	
Skipped question		125		25	

**Q56. City policy, rules and practices are properly and equally administered in my department.**

	Percent	Count	Percent	Count Q59	Difference
Strongly Agree	14.7%	401	11.2%	177	3.5%
Agree	43.6%	1188	43.3%	683	0.3%
Neither Agree or Disagree	21.4%	584	25.6%	404	-4.2%
Disagree	12.7%	347	14.1%	223	-1.4%
Strongly Disagree	7.6%	207	5.8%	92	1.8%
Answered question		2727		1579	
Skipped question		137		23	

**Q57. Employees are *(Every employee is)* treated fairly at the City of El Paso.**

	Percent	Count	Percent	Count Q63	Difference
Strongly Agree	10.7%	293	7.5%	118	3.2%
Agree	38.2%	1043	29.3%	462	8.9%
Neither Agree or Disagree	26.1%	713	31.9%	503	-5.8%
Disagree	15.0%	410	21.0%	331	-6.0%
Strongly Disagree	10.0%	273	10.4%	165	-0.4%
Answered question		2732		1579	
Skipped question		132		23	

2013

2009

**Q58. All things considered, the City of El Paso is doing a good job of communicating changes to employee policies, rules and procedures.**

*Changes in policies and rules are effectively communicated throughout the City of El Paso.*

	Percent	Count	Percent	Count Q56	Difference
Strongly Agree	11.5%	314	10.9%	172	0.6%
Agree	44.2%	1209	49.2%	779	-5.0%
Neither Agree or Disagree	24.9%	681	22.5%	356	2.4%
Disagree	11.9%	326	12.4%	197	-0.5%
Strongly Disagree	7.5%	204	5.1%	80	2.4%
Answered question		2734		1584	
Skipped question		130		18	

**Q59. I would like to be coached, mentored or otherwise helped more in my career development.**

	Percent	Count	Percent	Count Q32	Difference
Strongly Agree	19.9%	540	20.9%	331	-1.0%
Agree	41.7%	1133	42.0%	666	-0.3%
Neither Agree or Disagree	29.3%	795	30.2%	478	-0.9%
Disagree	7.3%	199	6.1%	96	1.2%
Strongly Disagree	1.8%	48	0.8%	13	1.0%
Answered question		2715		1584	
Skipped question		149		18	

**Q60. Are you familiar with the City of El Paso Tuition Assistance Program (TAP)?**

	Percent	Count
Yes, I am familiar with the program	43.9%	1193
Somewhat familiar with the program	33.6%	914
No, I am not familiar with the program	22.5%	611
Answered question		2718
Skipped question		146

2013

2009

**Q61. Have you ever participated in the Tuition Assistance Program (TAP)?**

	Percent	Count
Yes	15.4%	416
No	84.6%	2282
	Answered question	2698
	Skipped question	166

**Q62. I have participated in the Tuition Assistance Program (TAP) to obtain the following:**

	Percent	Count
College Courses	5.4%	140
Certifications	2.8%	74
Associate Degree	1.7%	44
Bachelor's Degree	4.3%	112
Master's Degree	2.6%	67
I have not participated in the Tuition Assistance Program	83.3%	2179
	Answered question	2616
	Skipped question	248

**Q63. I am aware of the available training and development opportunities at the City of El Paso**

	Percent	Count	Percent	Count Q67	Difference
Strongly Agree	15.0%	408	21.4%	337	-6.4%
Agree	48.7%	1319	60.6%	957	-11.9%
Neither Agree or Disagree	18.7%	508	9.9%	156	8.8%
Disagree	11.6%	314	5.7%	90	5.9%
Strongly Disagree	6.0%	162	2.4%	38	3.6%
	Answered question	2711		1578	
	Skipped question	153		24	

2013

2009

**Q64. My department prepares (*believes in preparing*) internal candidates for promotional opportunities within the City of El Paso.**

	Percent	Count	Percent	Count Q80	Difference
Strongly Agree	6.9%	188	9.1%	144	-2.2%
Agree	25.4%	688	31.6%	498	-6.2%
Neither Agree or Disagree	31.5%	855	35.1%	553	-3.6%
Disagree	20.8%	564	16.8%	264	4.0%
Strongly Disagree	15.3%	416	7.4%	116	7.9%
Answered question		2711		1575	
Skipped question		153		27	

**Q65. I am satisfied with the quality of training provided by the City of El Paso.**

	Percent	Count	Percent	Count Q68	Difference
Strongly Agree	7.9%	213	12.8%	201	-4.9%
Agree	39.0%	1053	46.5%	733	-7.5%
Neither Agree or Disagree	30.2%	815	22.5%	354	7.7%
Disagree	15.5%	419	14.6%	230	0.9%
Strongly Disagree	7.5%	203	3.6%	57	3.9%
Answered question		2703		1575	
Skipped question		161		27	

**Q66. I am satisfied with the variety of training classes offered by the City of El Paso.**

	Percent	Count	Percent	Count Q69	Difference
Strongly Agree	7.2%	195	11.9%	187	-4.7%
Agree	37.7%	1015	46.8%	737	-9.1%
Neither Agree or Disagree	32.9%	886	24.7%	389	8.2%
Disagree	15.3%	411	13.3%	209	2.0%
Strongly Disagree	6.8%	184	3.4%	53	3.4%
Answered question		2691		1575	
Skipped question		173		27	

2013

2009

**Q67. I am satisfied with the frequency of training classes offered by the City of El Paso.**

	Percent	Count	Percent	Count Q70	Difference
Strongly Agree	7.3%	197	10.9%	171	-3.6%
Agree	39.5%	1065	48.8%	768	-9.3%
Neither Agree or Disagree	34.5%	928	24.7%	389	9.8%
Disagree	12.7%	341	12.4%	195	0.3%
Strongly Disagree	6.0%	162	3.2%	50	2.8%
Answered question		2693		1573	
Skipped question		171		29	

**Q68. I am encouraged to share what I have learned with others in my work group.**

	Percent	Count
Strongly Agree	14.8%	398
Agree	47.1%	1265
Neither Agree or Disagree	25.5%	686
Disagree	8.9%	239
Strongly Disagree	3.7%	100
Answered question		2688
Skipped question		176

**Q69. My (*immediate*) supervisor is flexible in allowing me time to attend City-sponsored training.**

	Percent	Count	Percent	Count Q71	Difference
Strongly Agree	21.5%	581	26.0%	411	-4.5%
Agree	42.8%	1155	46.9%	740	-4.1%
Neither Agree or Disagree	25.3%	683	18.8%	297	6.5%
Disagree	5.9%	160	4.9%	77	1.0%
Strongly Disagree	4.5%	121	3.4%	54	1.1%
Answered question		2700		1579	
Skipped question		164		23	

2013

2009

**Q70. During the past 12 months, I have had the chance to improve my job-related skills.**

	Percent	Count	Percent	Count Q73	Difference
Strongly Agree	15.4%	417	16.7%	263	-1.3%
Agree	41.5%	1123	51.0%	804	-9.5%
Neither Agree or Disagree	24.5%	664	19.3%	304	5.2%
Disagree	12.1%	327	8.9%	140	3.2%
Strongly Disagree	6.4%	174	4.2%	66	2.2%
Answered question		2705		1577	
Skipped question		159		25	

**Q71. During the last six months, my supervisor or manager has communicated with me about my development.**

	Percent	Count	Percent	Count Q74	Difference
Strongly Agree	10.7%	290	15.0%	236	-4.3%
Agree	32.4%	878	46.0%	726	-13.6%
Neither Agree or Disagree	27.5%	746	19.3%	305	8.2%
Disagree	20.7%	561	14.7%	232	6.0%
Strongly Disagree	8.7%	237	5.0%	79	3.7%
Answered question		2712		1578	
Skipped question		152		24	

**Q72. I believe development opportunities are distributed fairly in my department.**

	Percent	Count	Percent	Count Q75	Difference
Strongly Agree	8.6%	234	10.0%	158	-1.4%
Agree	30.9%	837	38.5%	607	-7.6%
Neither Agree or Disagree	32.0%	867	29.7%	469	2.3%
Disagree	17.9%	486	14.9%	235	3.0%
Strongly Disagree	10.5%	285	6.8%	108	3.7%
Answered question		2709		1577	
Skipped question		155		25	



**2013**

**2009**

**Q73. My employment with the City of El Paso is helping me meet my career objectives.**

	Percent	Count	Percent	Count Q76	Difference
Strongly Agree	13.3%	359	15.2%	240	-1.9%
Agree	38.1%	1032	47.3%	745	-9.2%
Neither Agree or Disagree	31.9%	864	27.2%	428	4.7%
Disagree	10.3%	280	7.4%	116	2.9%
Strongly Disagree	6.3%	171	2.9%	45	3.4%
Answered question		2706		1574	
Skipped question		158		28	

**Q74. I feel there is adequate opportunity for me to move to a better job within the City of El Paso.**

	Percent	Count	Percent	Count Q77	Difference
Strongly Agree	11.5%	313	11.4%	181	0.1%
Agree	35.2%	954	41.4%	655	-6.2%
Neither Agree or Disagree	25.8%	700	24.8%	393	1.0%
Disagree	17.1%	465	15.0%	238	2.1%
Strongly Disagree	10.4%	282	7.3%	116	3.1%
Answered question		2714		1583	
Skipped question		150		19	

**Q75. Promotions are given to the most qualified employees.**

	Percent	Count	Percent	Count Q79	Difference
Strongly Agree	7.4%	200	6.9%	109	0.5%
Agree	24.9%	675	26.8%	423	-1.9%
Neither Agree or Disagree	29.5%	799	36.0%	568	-6.5%
Disagree	20.3%	551	18.9%	298	1.4%
Strongly Disagree	17.9%	486	11.4%	179	6.5%
Answered question		2711		1577	
Skipped question		153		25	

2013

2009

**Q76. Overall, I am satisfied with the total compensation (wages plus benefits) I receive as a City of El Paso employee.**

	Percent	Count
Strongly Agree	7.0%	190
Agree	29.6%	803
Neither Agree or Disagree	19.2%	521
Disagree	25.5%	691
Strongly Disagree	18.8%	509
	Answered question	2714
	Skipped question	150

**Q77. The City of El Paso maintains salary levels that compare well to other employers in the area.**

	Percent	Count	Percent	Count Q36	Difference
Strongly Agree	5.5%	150	7.8%	123	-2.3%
Agree	26.6%	722	30.1%	477	-3.5%
Neither Agree or Disagree	27.1%	734	26.8%	425	0.3%
Disagree	24.2%	656	20.7%	329	3.5%
Strongly Disagree	16.6%	450	14.7%	233	1.9%
	Answered question	2712		1587	
	Skipped question	152		15	

**Q78. I value my pension plan as an important benefit for retirement.**

	Percent	Count
Strongly Agree	47.5%	1288
Agree	39.7%	1077
Neither Agree or Disagree	9.1%	246
Disagree	1.9%	52
Strongly Disagree	1.9%	51
	Answered question	2714
	Skipped question	150

2013

2009

**Q79. I am satisfied with the vacation time I receive.**

	Percent	Count
Strongly Agree	26.7%	724
Agree	51.1%	1384
Neither Agree or Disagree	11.6%	315
Disagree	6.7%	182
Strongly Disagree	3.8%	103
	Answered question	2708
	Skipped question	156

**Q80. Overall, the City of El Paso does a good job of communicating changes or decisions that affect employees.**

	Percent	Count	Percent	Count Q82	
Strongly Agree	9.1%	243	10.4%	165	-1.3%
Agree	44.5%	1190	52.7%	833	-8.2%
Neither Agree or Disagree	23.9%	639	21.4%	338	2.5%
Disagree	14.5%	388	12.3%	195	2.2%
Strongly Disagree	8.0%	214	3.2%	50	4.8%
	Answered question	2674		1581	
	Skipped question	190		21	

**Q81. Overall, the City of El Paso is socially responsible (promotes a positive influence in the community).**

	Percent	Count	Percent	Count Q84	Difference
Strongly Agree	11.8%	314	16.4%	259	-4.6%
Agree	48.1%	1285	57.8%	912	-9.7%
Neither Agree or Disagree	24.8%	661	18.6%	294	6.2%
Disagree	10.4%	277	5.2%	82	5.2%
Strongly Disagree	4.9%	132	2.0%	31	2.9%
	Answered question	2669		1578	
	Skipped question	195		24	

2013

2009

**Q82. I would recommend working at the City of El Paso to friends and family.**

	Percent	Count	Percent	Count Q85	Difference
Strongly Agree	18.6%	496	26.5%	419	-7.9%
Agree	50.2%	1338	51.6%	816	-1.4%
Neither Agree or Disagree	20.3%	541	15.4%	243	4.9%
Disagree	6.7%	179	4.1%	64	2.6%
Strongly Disagree	4.1%	109	2.4%	38	1.7%
Answered question		2663		1580	
Skipped question		201		22	

**Q83. Overall, how satisfied are you working for your department?**

	Percent	Count
Extremely Satisfied	18.2%	485
Very Satisfied	38.6%	1026
Somewhat Satisfied	28.7%	762
Somewhat Dissatisfied	7.4%	198
Very Dissatisfied	3.3%	88
Extremely Dissatisfied	3.7%	99
Answered question		2658
Skipped question		206

**Q84. Overall, how satisfied are you working for the City of El Paso?**

	Percent	Count
Extremely Satisfied	16.8%	448
Very Satisfied	41.0%	1092
Somewhat Satisfied	31.3%	834
Somewhat Dissatisfied	6.6%	175
Very Dissatisfied	2.3%	60
Extremely Dissatisfied	2.0%	54
Answered question		2663
Skipped question		201

2013

2009

**Q85. All things considered, I would say the City of El Paso is a good place to work.**

	Percent	Count	Percent	Count Q87	Difference
Strongly Agree	22.7%	604	28.7%	450	-6.0%
Agree	53.6%	1426	54.4%	853	-0.8%
Neither Agree or Disagree	16.9%	451	13.4%	210	3.5%
Disagree	4.1%	108	2.4%	37	1.7%
Strongly Disagree	2.7%	72	1.2%	19	1.5%
Answered question		2661		1569	
Skipped question		203		33	

**Q86. I plan to be working for the City of El Paso a year from now.**

	Percent	Count	Percent	Count Q39	Difference
Strongly Agree	43.0%	1145	52.1%	825	-9.1%
Agree	41.1%	1094	36.4%	577	4.7%
Neither Agree or Disagree	10.9%	290	8.1%	128	2.8%
Disagree	2.5%	67	2.0%	32	0.5%
Strongly Disagree	2.4%	65	1.3%	21	1.1%
Answered question		2661		1583	
Skipped question		203		19	

**Q87. The one thing I like best about working for the City of El Paso is: (250 Character Limit)**

	Response Count
Answered question	1619
Skipped question	1245

**Q88. The one thing the City of El Paso should do to make it a better workplace, is: (250 Character Limit)**

	Response Count
Answered question	1573
Skipped question	1291

2013

2009

**Q89. Considering the entire amount of time you have been employed with the City of El Paso, what do we do best? (250 Character Limit)**

	Response Count		Response Count	Difference
Answered question	1353		1602	
Skipped question	1511		475	226

**Q90. If you could change one thing about the City of El Paso, as it relates to your employment, what would you change? (250 Character Limit)**

	Response Count		Response Count	Difference
Answered question	1491	Q90	1209	282
Skipped question	1373		393	

**Q91. Please indicate your gender.**

	Percent	Count
Male	59.8%	1586
Female	30.8%	817
I would rather not disclose	10.1%	268
Answered question		2654
Skipped question		210

**Q92. Please indicate your current age.**

	Percent	Count		Percent	Count
18 to 25	3.8%	98	19 or less	0.2%	3
26 to 30	8.8%	228	20 - 24	1.5%	23
31 to 40	23.4%	609	25 - 34	16.1%	248
41 to 50	34.1%	885	35 - 44	30.8%	474
51 to 60	24.1%	626	45 - 54	32.6%	502
61 to 65	4.7%	122	55 - 59	11.6%	179
66 or older	1.2%	31	60 - 64	5.3%	82
			65 - 69	1.4%	21
			70 more	0.5%	8
Answered question		2599			1540
Skipped question		265			62

## 2013

### Q93. Department

	Response Count
Answered question	2114
Skipped question	750

### Q94. Years with your Department

	Percent	Count
1 - 3 years	24.5%	632
3 - 5 years	12.5%	321
5 to less than ten	18.4%	475
10 to 15 years	24.5%	632
16 - 19 Years	5.2%	135
20 years or more	14.8%	382

Answered question	2577
Skipped question	287

### Q95. What was the last level of school you completed?

	Percent	Count
Did not complete high school	1.5%	38
GED	4.0%	104
High School graduate	12.6%	330
Trade School/Technical School	6.9%	179
Some College	31.2%	816
Associates Degree	13.5%	353
Bachelor's Degree	18.5%	483
Some graduate work beyond Bachelor's	3.6%	95
Master's Degree	7.6%	199
Ph.D.	0.6%	15

Answered question	2612
Skipped question	252

## 2009

### Q94

1493
109

### Q96

	Percent	Count
1-3 Yrs	28.7%	434
4-8 Yrs	22.5%	340
9-12 Yrs	13.2%	200
13-16 Yrs	9.3%	141
17 -20 Yrs	9.7%	147
21-25 Yrs	5.5%	83
26-30 Yrs	1.8%	28
31-more	0.9%	14

1514
88

## 2013

### Q96. I plan to retire in the next:

	Percent	Count
Twelve Months	4.1%	104
Two Years	5.1%	130
Three Years	4.4%	113
Four Years	4.6%	117
Five years or more	81.8%	2082

Answered question 2546

Skipped question 318

## 2009

### Q99

	Percent	Count	Difference
12 Months	2.7%	42	1.4%
2 Years	3.3%	51	1.8%
3 Years	3.5%	53	0.9%
4 Years	2.6%	39	2.0%
5 Years	8.6%	131	73.2%
More than 5 Years	79.33%	1213	

1529

73