

# *City of Kansas City, Missouri Internal Services Survey*

## **Final Report**

*Submitted to*

*Kansas City, Missouri*



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# 2012 Kansas City, Missouri Internal Services Survey

## Executive Summary

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### Purpose and Methodology

ETC Institute administered an Internal Services Survey for the City of Kansas City, Missouri during August and September of 2012. The survey was designed to objectively assess overall satisfaction with employment at the city and to gather input from employees about a wide range of issues, including:

- Human Resources
- Human Relations
- Information Technology
- Facility Maintenance Services
- Fleet Maintenance
- Records Management
- Procurement
- Accounts/AP/Payroll
- Law Department
- 311 Call Center
- Citywide Security
- Worker Safety/Risk Management
- Communication
- Leadership

Participation in the survey was voluntary and employees were allowed to complete the survey online or by hard copy during work hours or at home. Respondents who completed a hard copy of the survey were provided a postage paid return envelope where they could mail their survey directly back to ETC Institute. In order to maintain confidentiality, employees were not asked to leave their name or any other personal information that would reveal their identity.

The survey was six pages long and took an average of 15-20 minutes to complete. A total of 1,576 of the City's employees completed the survey. The sample was statistically representative of all major departments and the demographic composition of the City's labor force. The overall results have a 95% level of confidence with a precision of at least +/- 2.4%.

## Overall Findings

- **Overall Satisfaction with City Employment.** More than half (57%) of the employee surveyed were “very satisfied” or “satisfied” with how happy they are at their job; 26% were neutral and 17% were “very dissatisfied” or “dissatisfied” with their job.
- **Satisfaction with Internal Services.** The Internal services that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” or “satisfied,” were: Accounts/AP/Payroll (70%), Information Technology (62%), Security (54%) and Law (52%). Employees were least satisfied with Human Relations (38%).
- **Internal Service Priorities.** The Internal services that employees felt should be the City's top priorities for improvement were: 1) Human Resources, 2) Information Technology and 3) The 311 Call Center.

## Major Findings by Area

### Human Resources

- **Satisfaction.** The Human Resources services that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” and “satisfied” were:
  - Wellness Programs offered (77%)
  - Assistance provided by City Hall Benefits staff in electing or modifying employee benefits (68%)
  - The courtesy and professionalism of HR staff (56%)

The Human Resource services that employees were least satisfied with were:

- Quality of candidates contained on the eligible lists for hire (22%)
- The timeliness of receiving eligibility lists for hiring (27%)

- **Priorities.** The Human Resource services that employees felt were most important for the City to emphasize over the next two years to help employees do their jobs better were:
  - 1) The effectiveness of performance evaluation tools
  - 2) The ease of the application process for new or promotional positions

## Human Relations

- **Satisfaction.** The Human Relations services that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” and “satisfied” were:
  - The courtesy and professionalism of HRD staff (41%)
  - Understanding of roles and responsibilities in the HRD process (32%)
  - Information on Contract Central regarding HRD forms (31%)

The Human Relation service that employees were least satisfied with was:

- The timeliness of HRD's prevailing wage reviews (22%)
- **Priorities.** The Human Relation services that employees felt were most important for the City to emphasize over the next two years to help employees do their jobs better were:
    - 1) Understanding of roles and responsibilities in the HRD process
    - 2) Fairness of MBE/WBE Goal Evaluations

## Information Technology

- **Satisfaction.** The Information Technology services that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” and “satisfied” were:
  - The courtesy and professionalism of IT staff (77%)
  - Troubleshooting and communication from Helpdesk staff (71%)
  - Overall repair and troubleshooting services from Desktop Support/PC Support (71%)

The Information Technology services that employees were least satisfied with were:

- Support in the deployment of new technology solutions or software (41%)
  - The applicability of training you receive from IT or other providers (41%)
  - Support in procurement of new technology solutions or software (41%)
- **Priorities.** The Information Technology services that employees felt were most important for the City to emphasize over the next two years to help employees do their jobs better were:
    - 1) Support in the deployment of new technology solutions or software
    - 2) Support in the procurement of new technology solutions or software

## **Facility Maintenance Services**

- **Satisfaction.** The Facility Maintenance Services that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” and “satisfied” were:
  - Courtesy/professionalism of Facility Services staff (63%)
  - Resolution to your facility maintenance requests (50%)
  - Ease of making a facilities maintenance request (50%)

The Facility Maintenance Service that employees were least satisfied with was:

- Timeliness of resolution to maintenance requests (42%)
- **Priorities.** The Facility Maintenance Services that employees felt were most important for the City to emphasize over the next two years to help employees do their job better were:
  - 1) Timeliness of resolution to maintenance requests
  - 2) Cleanliness and visual appeal of facilities where you work

## **Fleet Maintenance**

- **Satisfaction.** The Fleet Maintenance services that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” and “satisfied” were:
  - Ease of access to fleet maintenance location (68%)
  - Ease of access to a fueling location (67%)
  - Courtesy/professionalism of Fleet Maintenance staff (62%)

The Fleet Maintenance services that employees were least satisfied with were:

- Information received about preventive maintenance of City equipment/vehicles (33%)
- Training received on your equipment/vehicle (36%)
- **Priorities.** The Fleet Maintenance services that employees felt were most important for the City to emphasize over the next two years to help employees do their job better were:
  - 1) Time it takes for a repair to be done
  - 2) Repairs on my city equipment/vehicle

## **Records Management**

- **Satisfaction.** The Records Management services that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” and “satisfied” were:
  - Courtesy and professionalism of Records staff (66%)
  - Timeliness of retrieval request for records (58%)

## **Procurement**

- **Satisfaction.** The Procurement services that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” and “satisfied” were:
  - Courtesy/professionalism of Procurement staff (57%)
  - Pricing of products/services purchased by Procurement (48%)
  - Timeliness from requisition to issuance of purchase order (43%)

The Procurement service that employees were least satisfied with was:

- Understanding of Procurement policies, processes and procedures (33%)
- **Priorities.** The Procurement services that employees felt were most important for the City to emphasize over the next two years to help employees do their job better were:
    - 1) Understanding of Procurement policies, processes and procedures
    - 2) Timeliness from requisition to the issuance of purchase order

## **Accounts/AP/Payroll**

- **Satisfaction.** The Accounts/AP/Payroll services that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” and “satisfied” were:
  - Timeliness and accuracy of payroll (79%)
  - Courtesy/professionalism of payroll staff (74%)
  - Courtesy/professionalism of accounts payable staff (71%)

The Accounts/AP/Payroll service that employees were least satisfied with was:

- Adequacy of training provided on P-Financials (45%)

- **Priorities.** The Accounts/AP/Payroll services that employees felt were most important for the City to emphasize over the next two years to help employees do their job better were:
  - 1) Ease of payroll process
  - 2) Adequacy of training provided on P-Financials

### **Law Department**

- **Satisfaction.** The Law Department services that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” and “satisfied” were:
  - The courtesy and professionalism of Law Department staff (72%)
  - Understanding attorneys have of your department’s activities (64%)

### **311 Call Center**

- **Satisfaction.** The 311 Call Center service that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” and “satisfied” was:
  - The courtesy and professionalism of 311 staff (63%)

The 311 Call Center service that employees were least satisfied with was:

- Knowledge 311 employees have about your department’s services and programs (34%)

### **Citywide Security**

- **Satisfaction.** The Security services that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” and “satisfied” were:
  - The courtesy /professionalism of security guards (64%)
  - Accessibility to building entry (access cards) (64%)

The Security service that employees were least satisfied with was:

- Guard response to emergency incidents (45%)

## **Worker Safety/Risk Management**

- **Satisfaction.** The Worker Safety/Risk Management services that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” and “satisfied” were:
  - Understanding of what makes a work environment safe (73%)
  - Understanding of how to deal with a workplace incident (64%)

The Worker Safety/Risk Management service that employees were least satisfied with was:

- How the city handles worker compensation claims (34%)

## **Communication**

- **Satisfaction.** The Communication services that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” and “satisfied” were:
  - Quality of the Fountain Pen newsletter staff (62%)
  - Usefulness of the City's external website (59%)

The Communication service that employees were least satisfied with was:

- How informed you are about what is happening in the workplace (46%)

## **Leadership**

- **Satisfaction.** The Leadership area that employees were most satisfied with, based upon the combined percentage of employees who were “very satisfied” and “satisfied” was:
  - Leadership provided by immediate supervisors (61%)

The Leadership area that employees were least satisfied with was:

- Leadership provided by top city management and elected officials (40%)

## **Other Findings**

- 68% of the employees surveyed were “very satisfied” or “satisfied” with the level of internal and external customer service provided by their work unit/division/department.
- 62% of the employees surveyed were “very satisfied” or “satisfied” with how safe they feel at work.

- 60% of employees felt they would be working for the City of Kansas City, Missouri five years from now; 21% did not and 19% were not sure.
- 59% of the employees surveyed had voluntarily attended a training course through the City or one of its partners.

## Recommended Areas of Emphasis for the Next Two Years

In order to help the City identify areas to emphasize over the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that employees placed on each internal service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with employment at the City.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Internal Services to Emphasize:** To increase the overall satisfaction with employment, the City should emphasize the following internal services: Human Resources, Human Relations and the 311 Call Center.
- **Departmental/Divisional Services to Emphasize:** To increase satisfaction within Departments or Divisions, the following are recommended areas of emphasis, based upon the importance and satisfaction levels reported by employees in each of these areas:
  - **Human Resources:** Effectiveness of employee performance evaluation tools and the ease of the application process for new or promotional positions.
  - **Human Relations:** Understanding of roles/responsibilities in the HRD process and fairness of MBE/WBE goal evaluations.
  - **Information Technology:** Support in deployment of new technologies/software and support in the procurement of new technology solutions/software.
  - **Facility Services:** Timeliness of resolution to maintenance requests, cleanliness/visual appeal of facilities and overall maintenance of facilities.
  - **Fleet Maintenance:** Time it takes for a repair to be done.
  - **Procurement:** No opportunities for improvement.
  - **Accounts/AP/Payroll:** No opportunities for improvement.

By emphasizing the areas listed above, the City of Kansas City, Missouri should be able to sustain high levels of employee satisfaction in future years and increase satisfaction in areas where improvements are needed.

## Contents of This Report

In addition to the Executive Summary, this summary report contains the following:

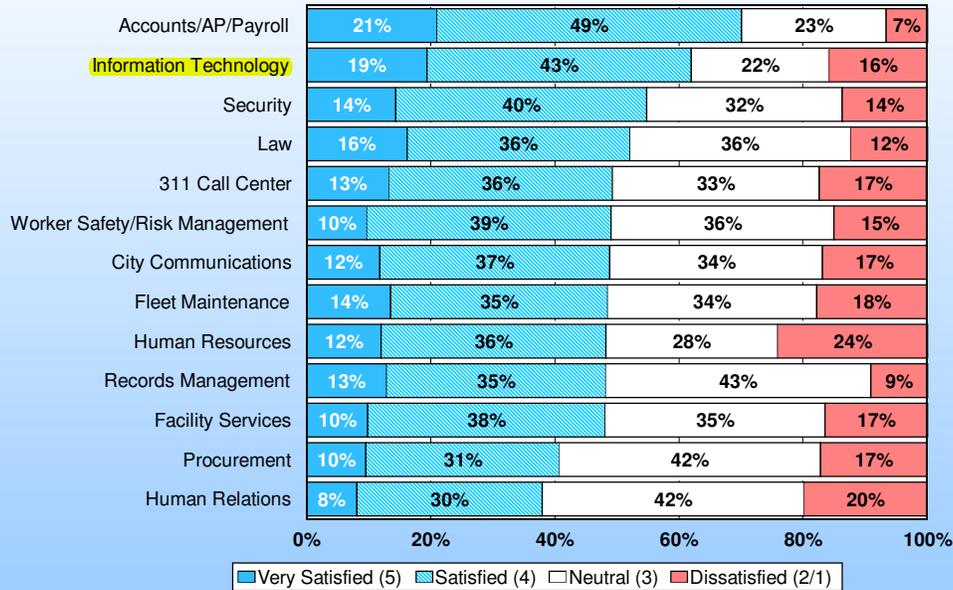
- Charts depicting overall results for most questions on the survey (Section 1)
- Importance-Satisfaction Analysis (Section 2)
- Tabular Data (Section 3)
- Copy of the survey instrument (Section 4)

**Section 1:**  
**Charts and Graphs**

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### Satisfaction With Internal City Services

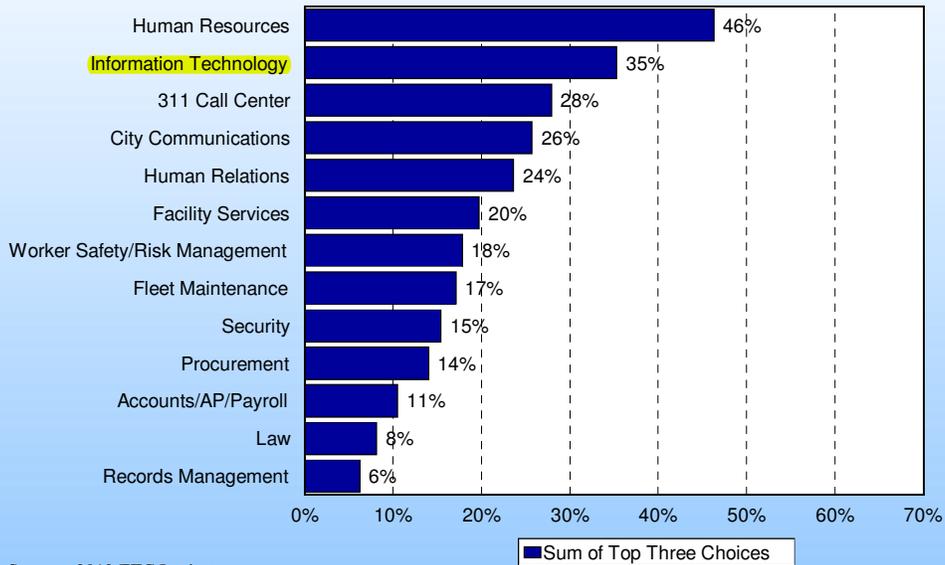
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: 2012 ETC Institute

### Internal City Services Employees Felt Should be the City's Top Priorities for Improvement

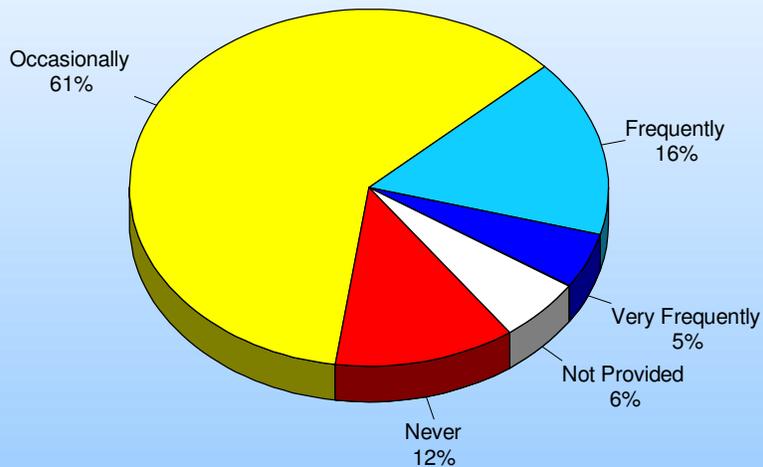
by percentage of respondents who selected the item as one of their top three choices



Source: 2012 ETC Institute

### How often do you use the services of Human Resources in your current position?

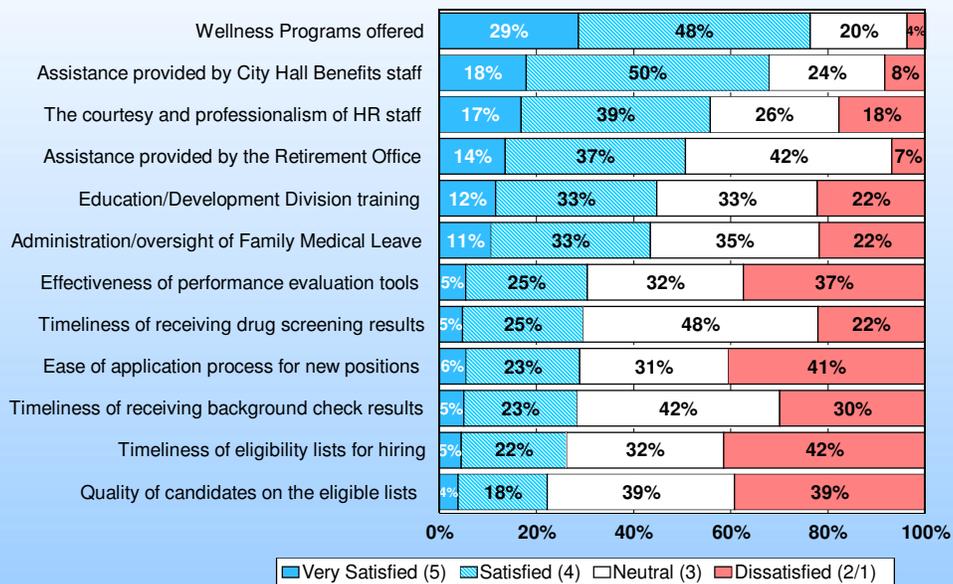
by percentage of respondents



Source: 2012 ETC Institute

### Satisfaction With Human Resources

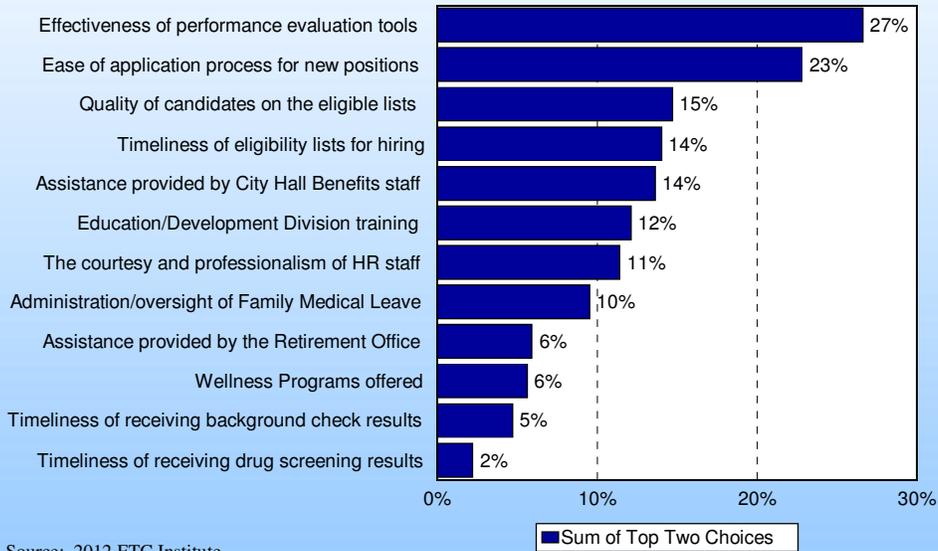
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: 2012 ETC Institute

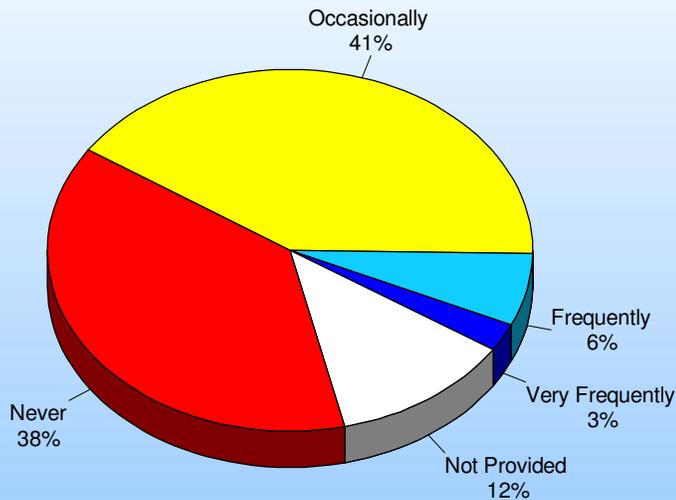
### Which TWO Human Resources services do you think should be emphasized most over the next two years to help you do your job better?

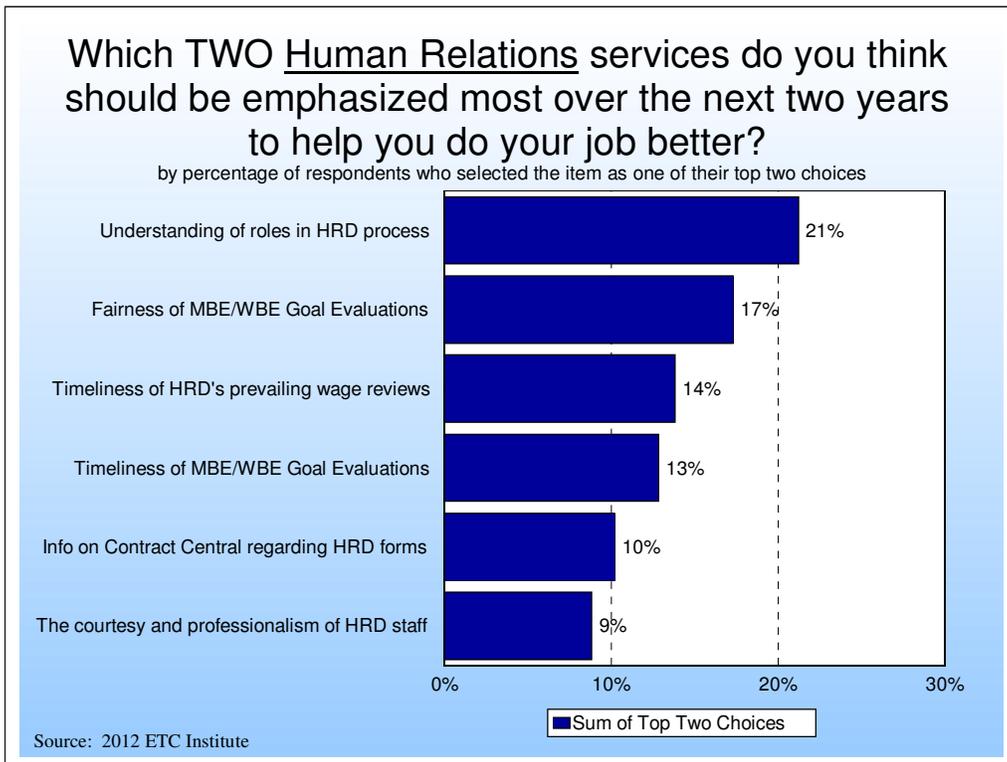
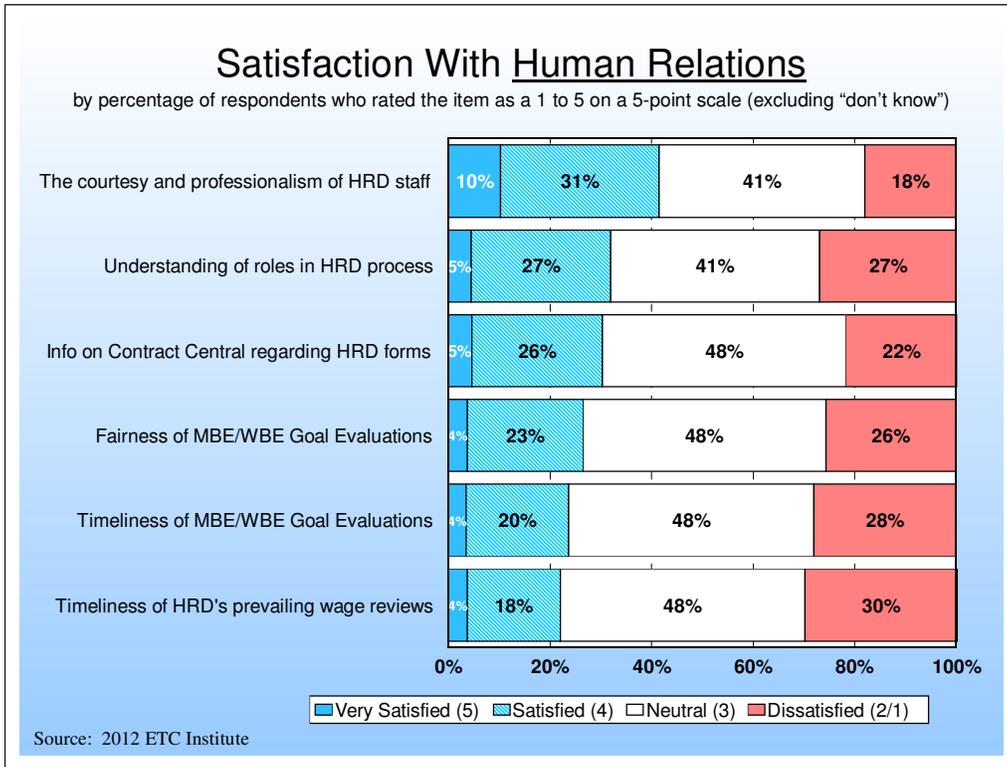
by percentage of respondents who selected the item as one of their top two choices



### How often do you use the services of Human Relations in your current position?

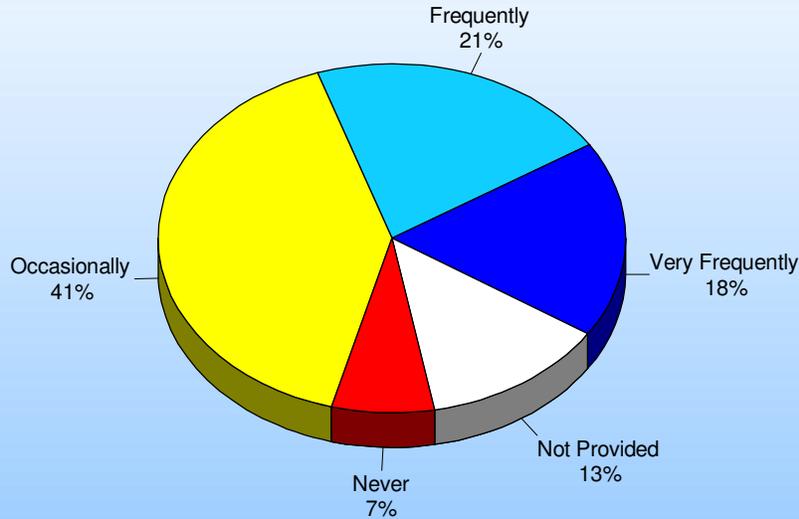
by percentage of respondents





### How often do you use the services of Information Technology in your current position?

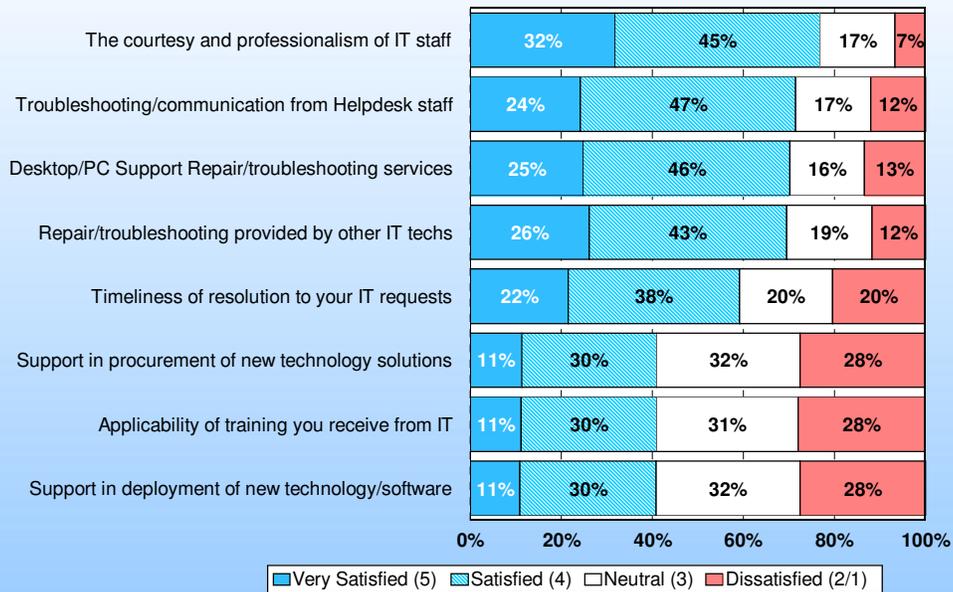
by percentage of respondents



Source: 2012 ETC Institute

### Satisfaction With Information Technology

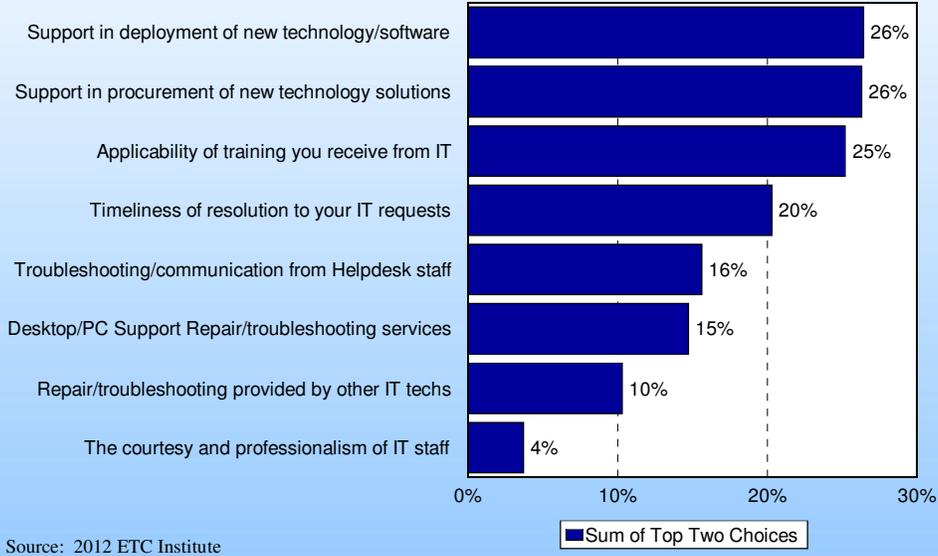
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: 2012 ETC Institute

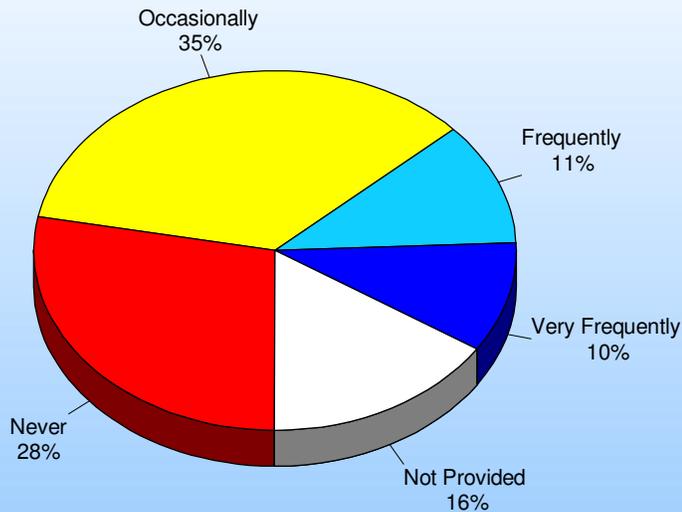
**Which TWO Information Technology services do you think should be emphasized most over the next two years to help you do your job better?**

by percentage of respondents who selected the item as one of their top two choices



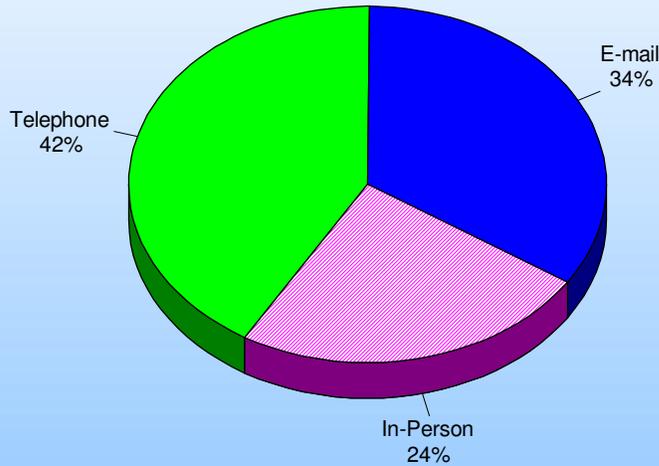
**How often do you use the services of Facility Services in your current position?**

by percentage of respondents



### Which one of the following methods do you use most often to request service?

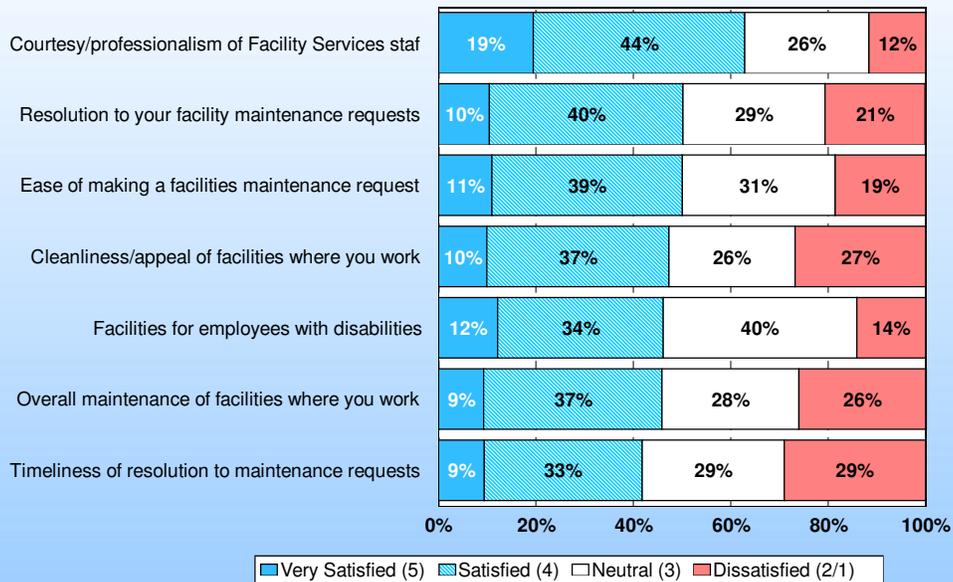
by percentage of respondents who had contacted Facility Services



Source: 2012 ETC Institute

### Satisfaction With Facility Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: 2012 ETC Institute

### Which TWO Facility Services do you think should be emphasized most over the next two years to help you do your job better?

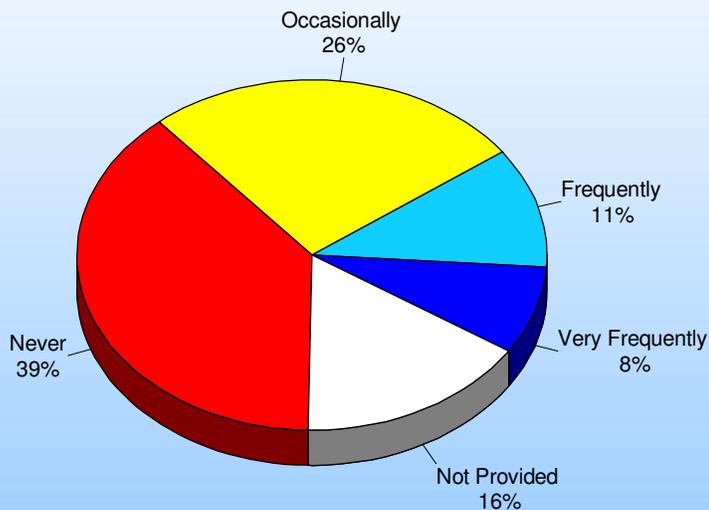
by percentage of respondents who selected the item as one of their top two choices



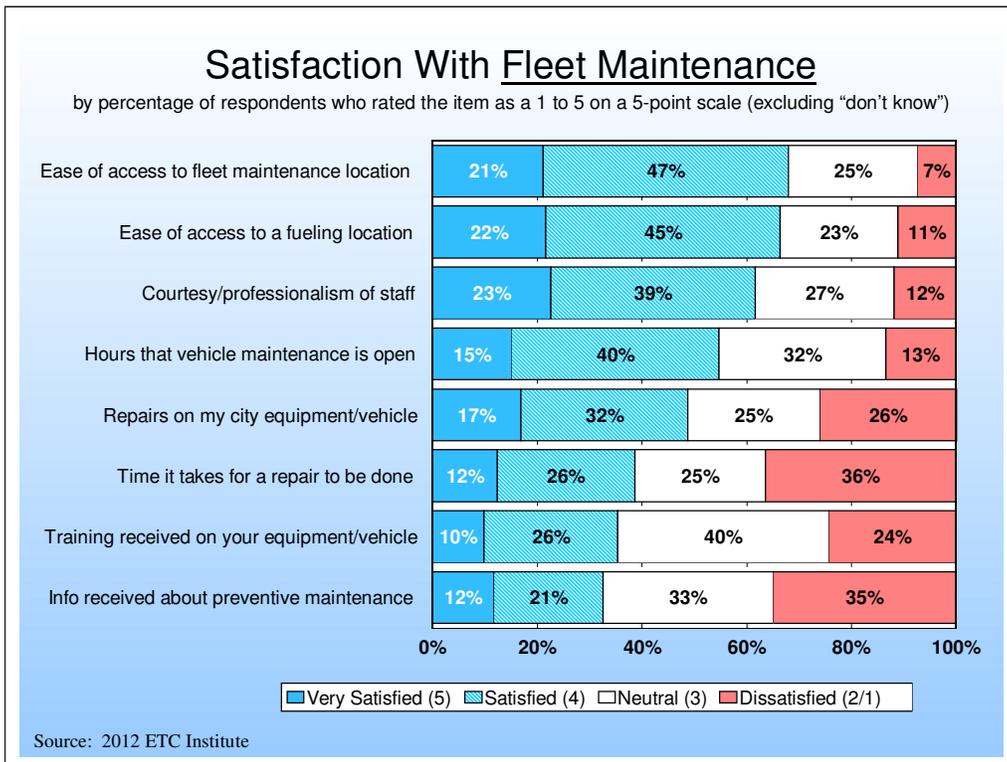
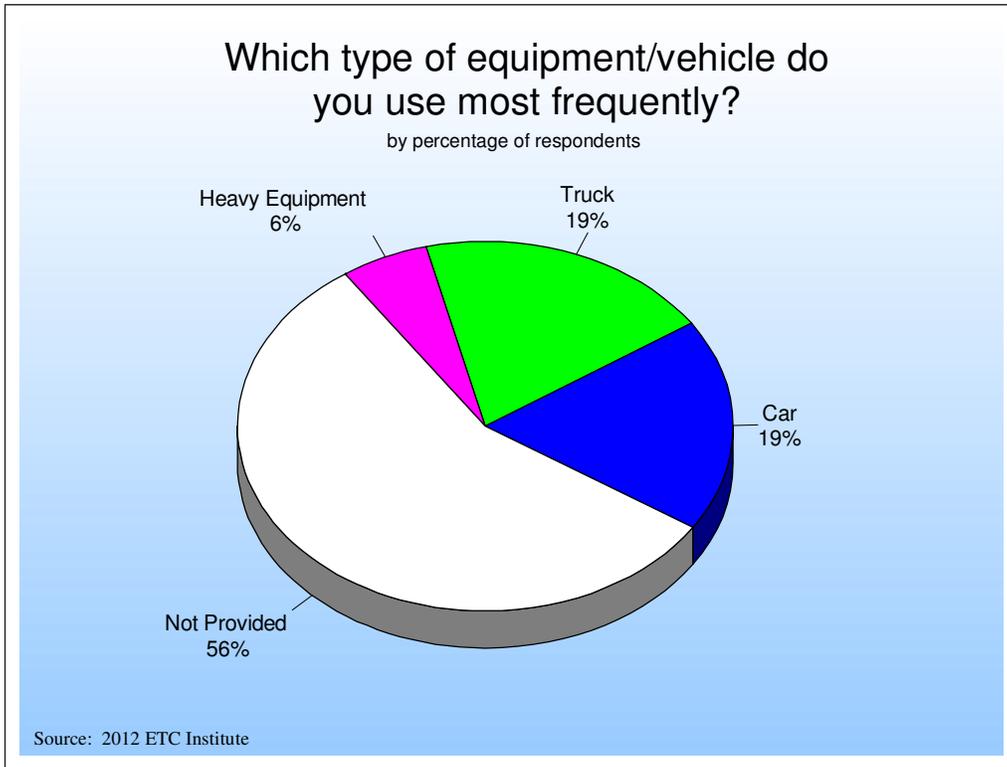
Source: 2012 ETC Institute

### How often do you use the services of Fleet Maintenance in your current position?

by percentage of respondents

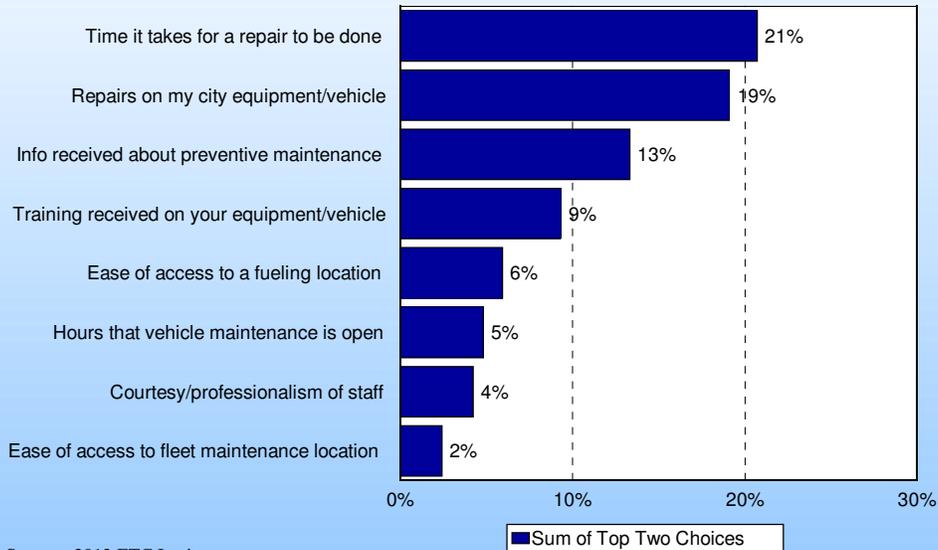


Source: 2012 ETC Institute



### Which TWO Fleet Maintenance services do you think should be emphasized most over the next two years to help you do your job better?

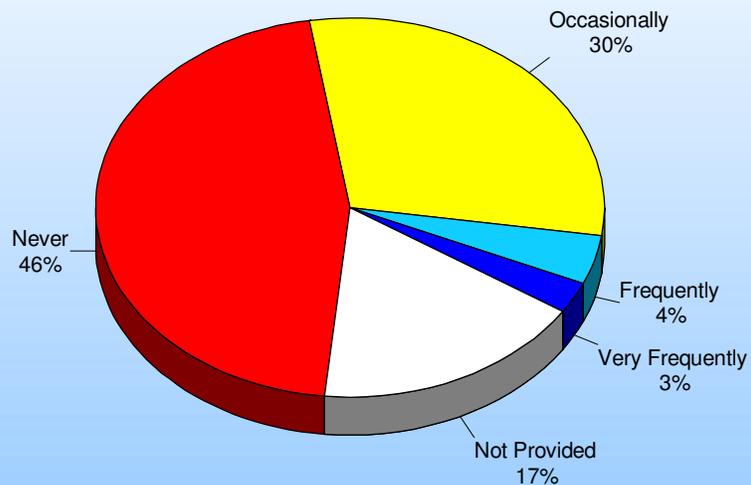
by percentage of respondents who selected the item as one of their top two choices



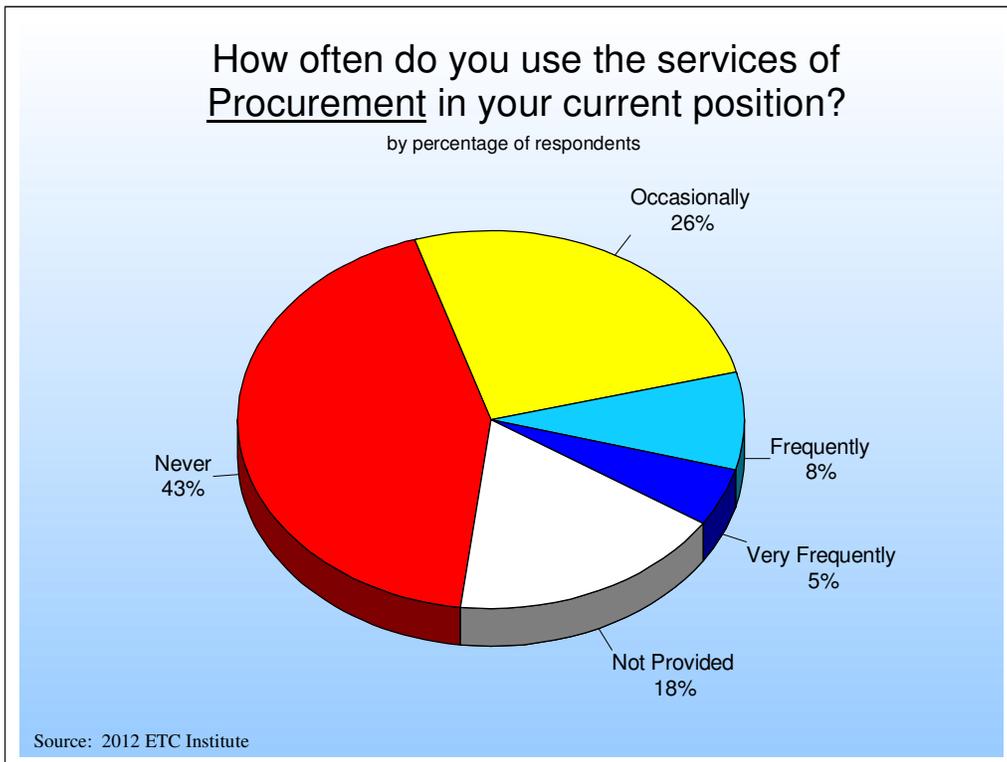
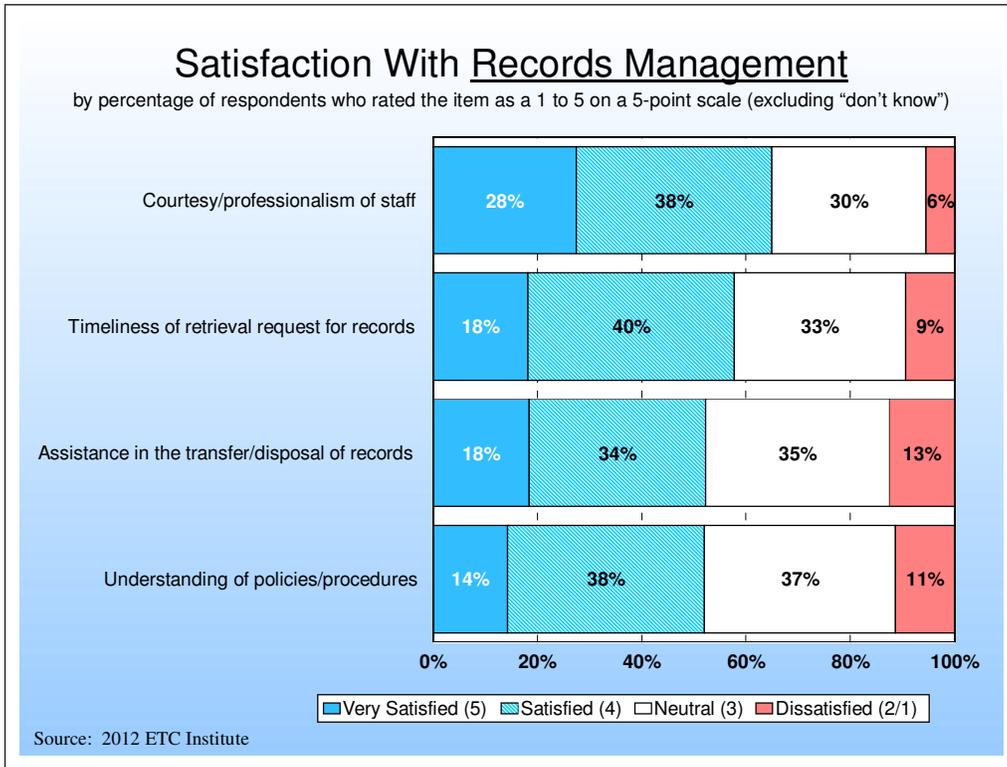
Source: 2012 ETC Institute

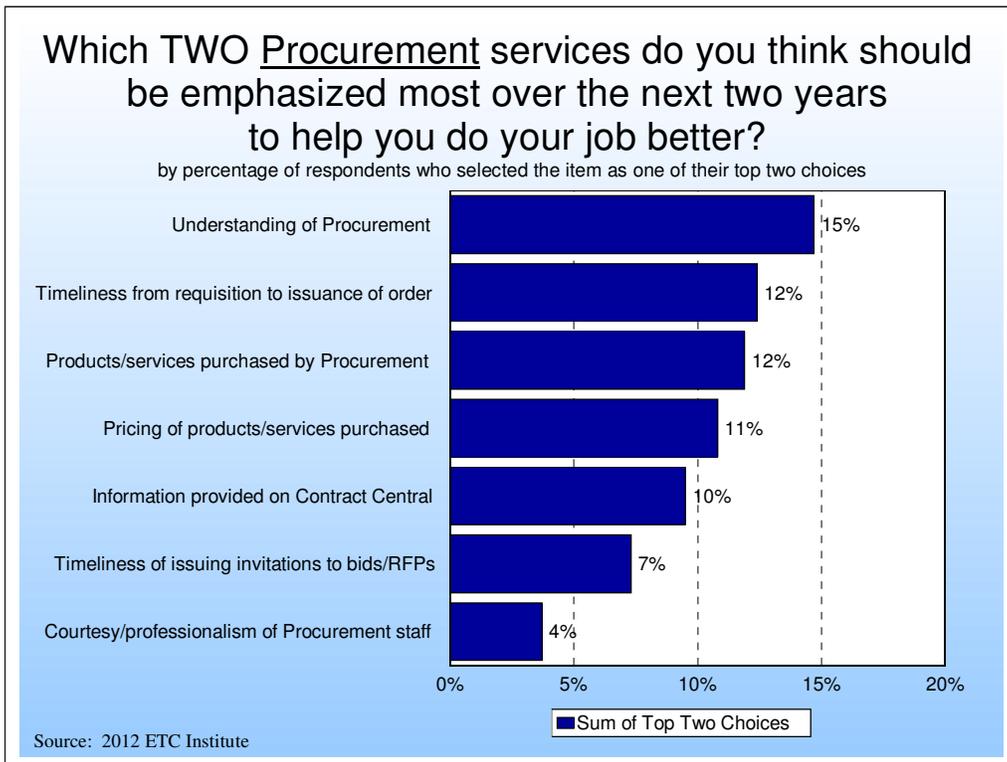
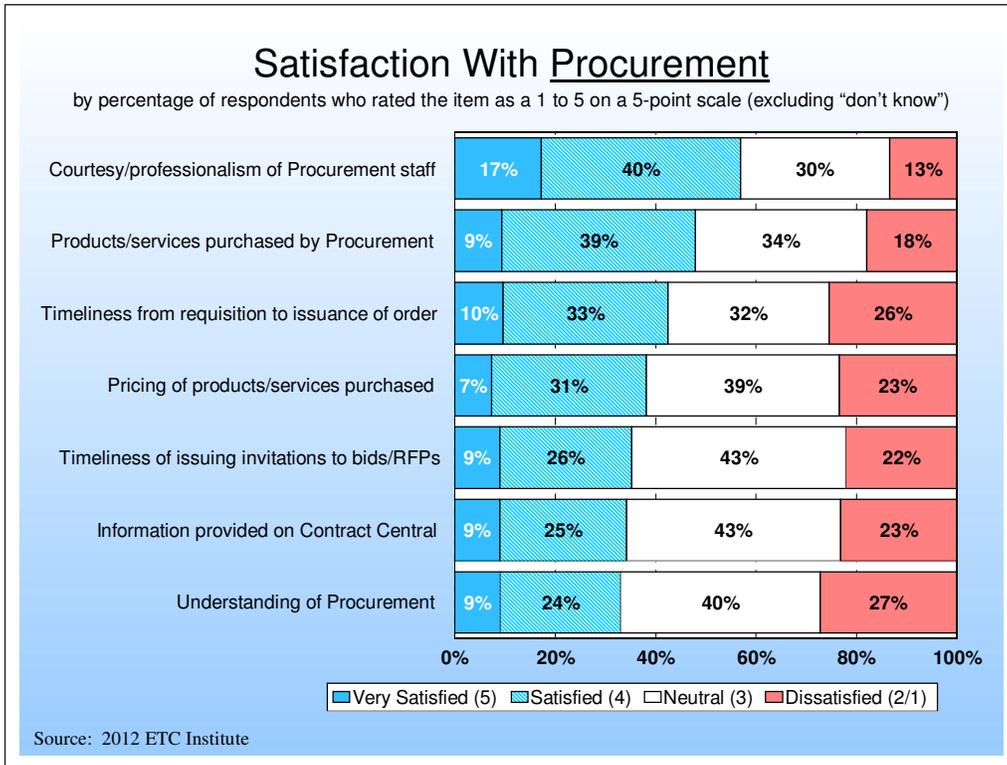
### How often do you use the services of Records Management in your current position?

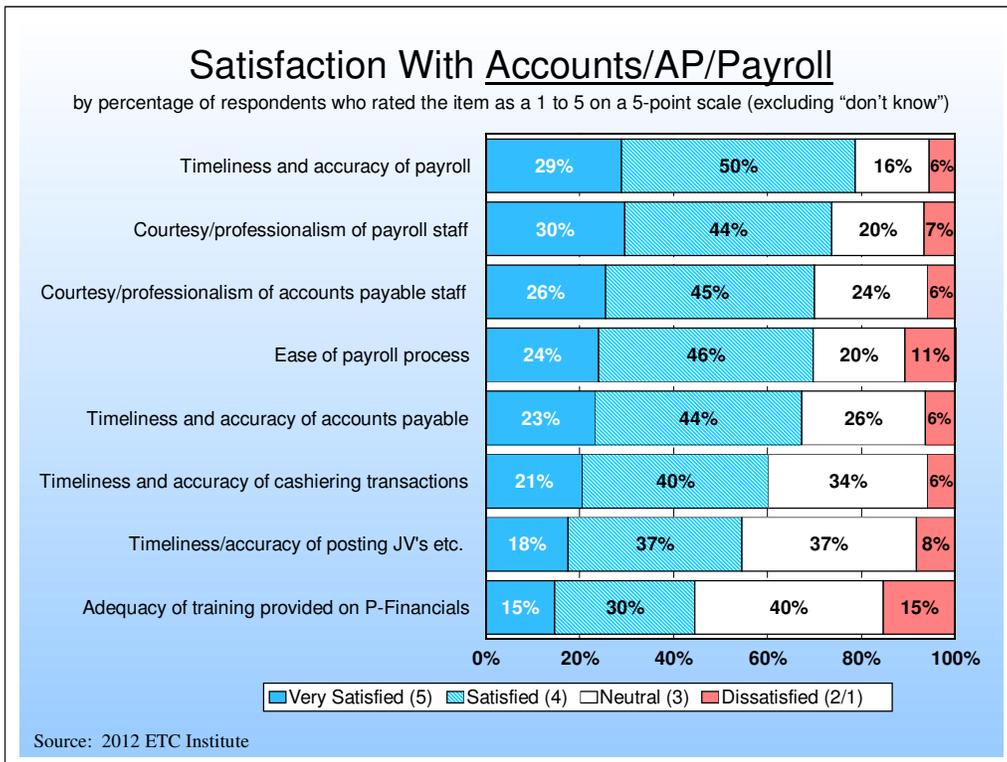
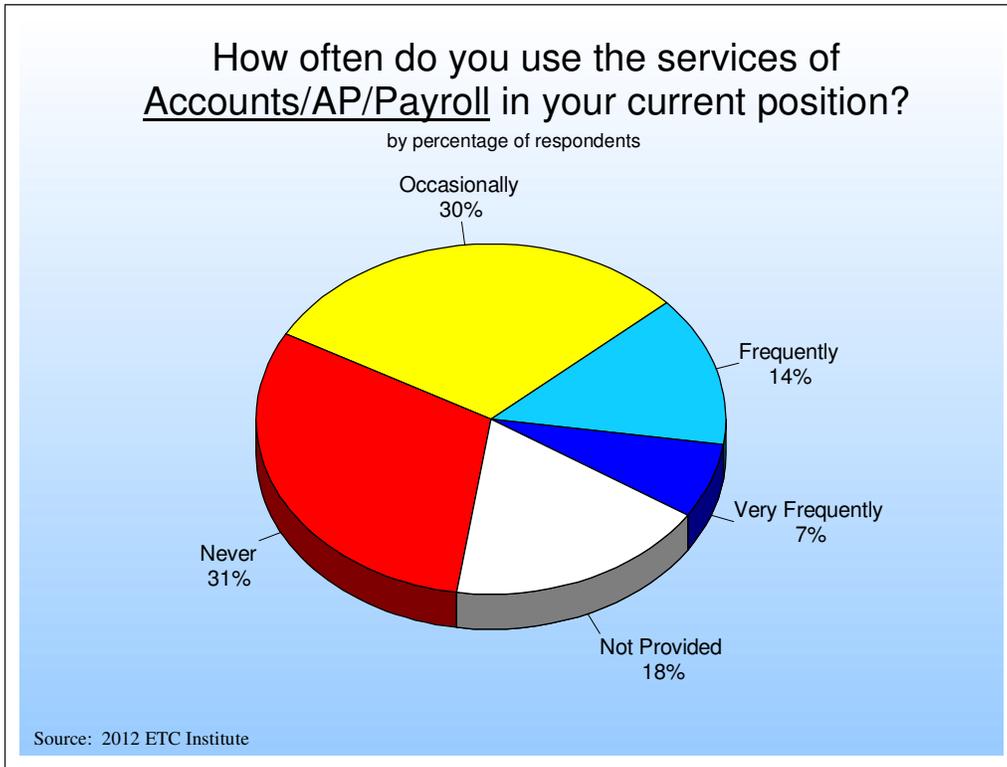
by percentage of respondents



Source: 2012 ETC Institute

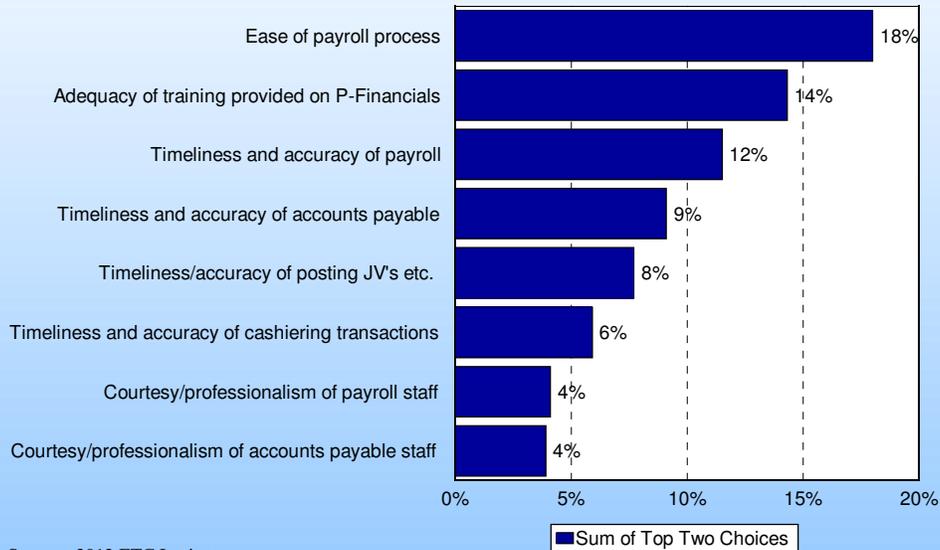






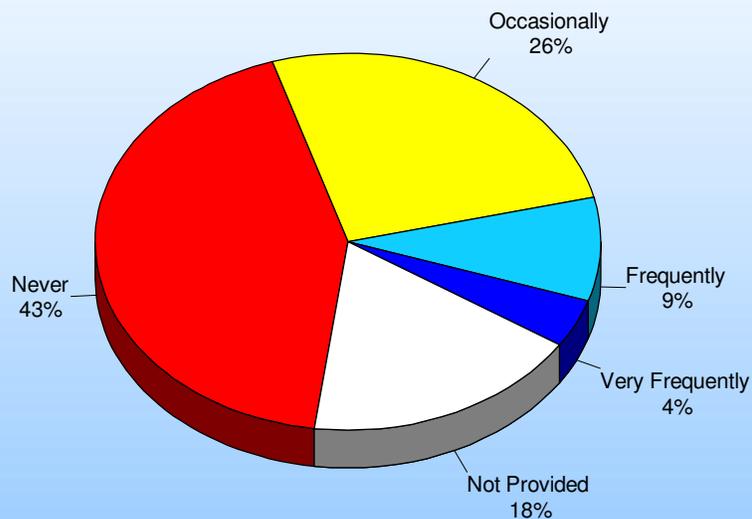
### Which TWO Accounts/AP/Payroll services do you think should be emphasized most over the next two years to help you do your job better?

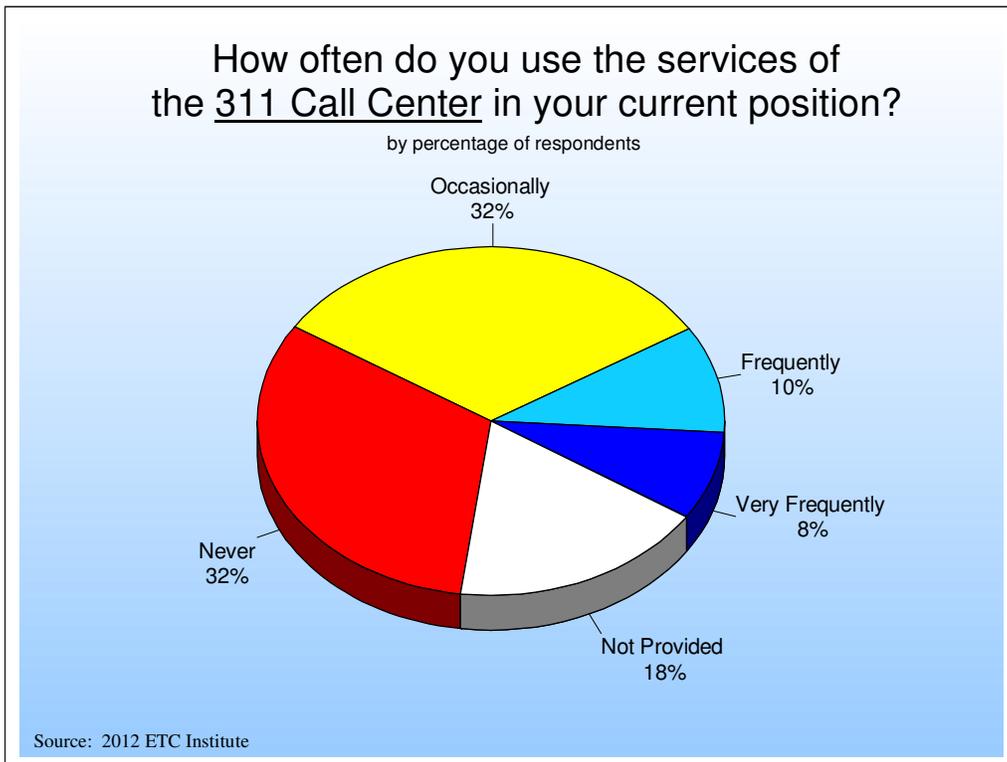
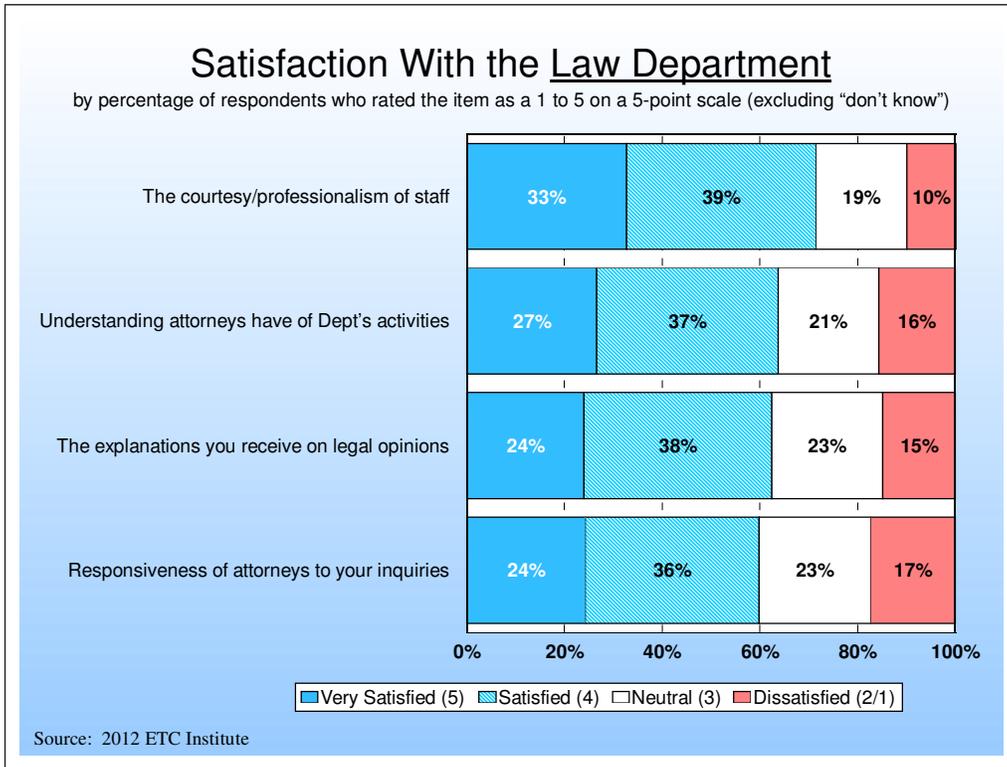
by percentage of respondents who selected the item as one of their top two choices

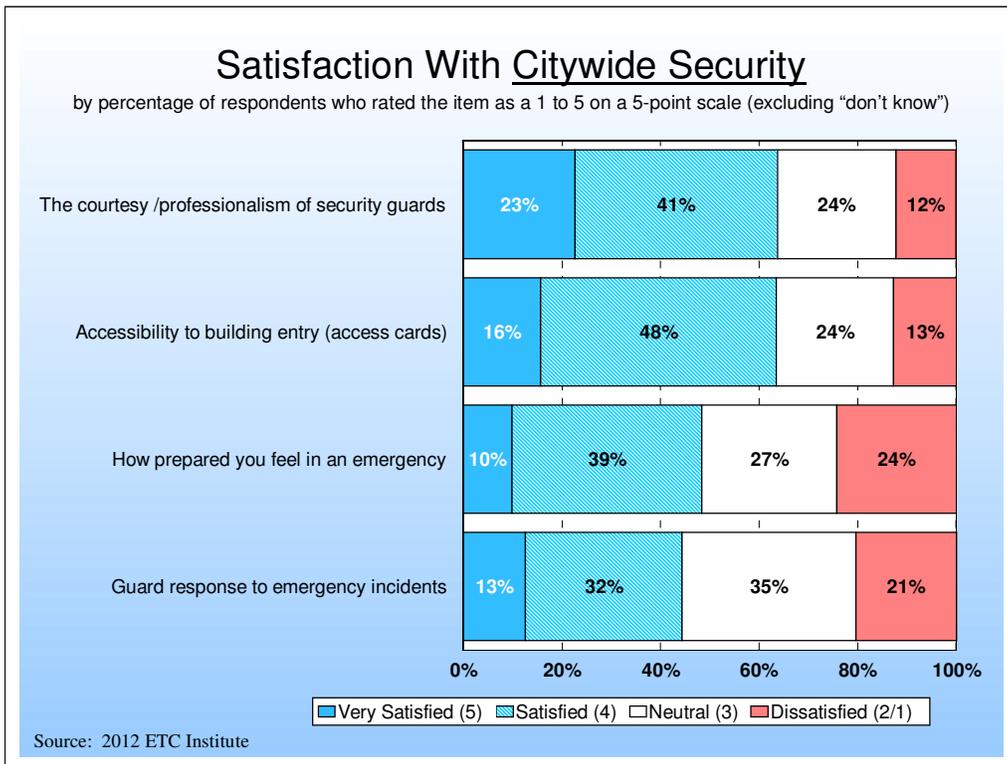
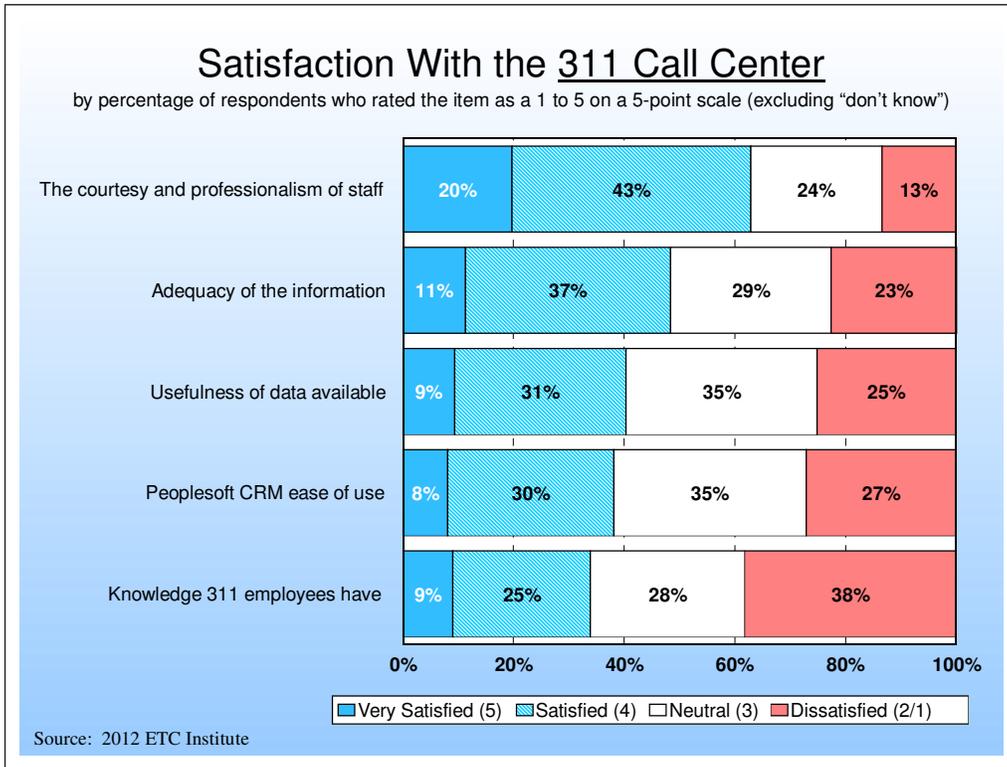


### How often do you use the services of Law Department in your current position?

by percentage of respondents

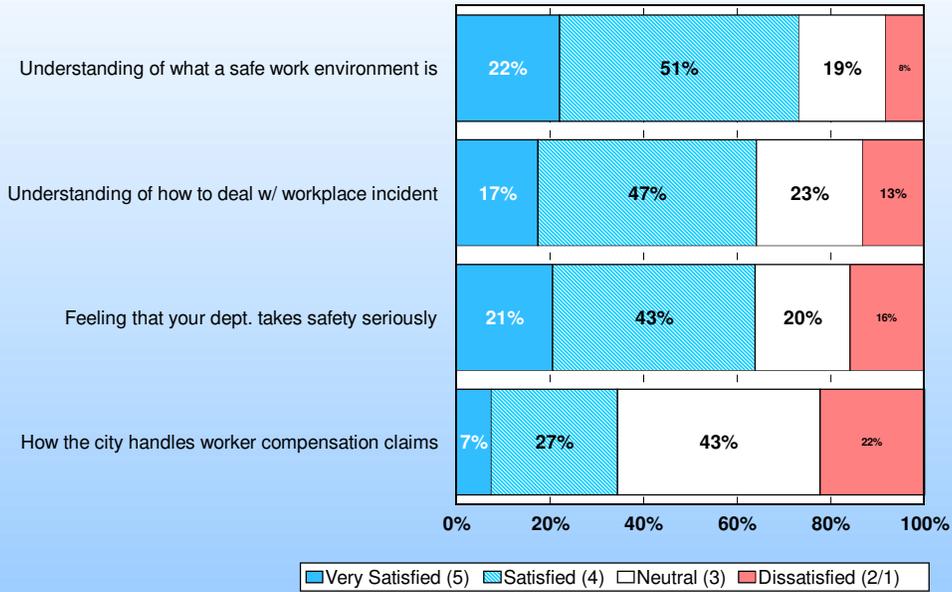






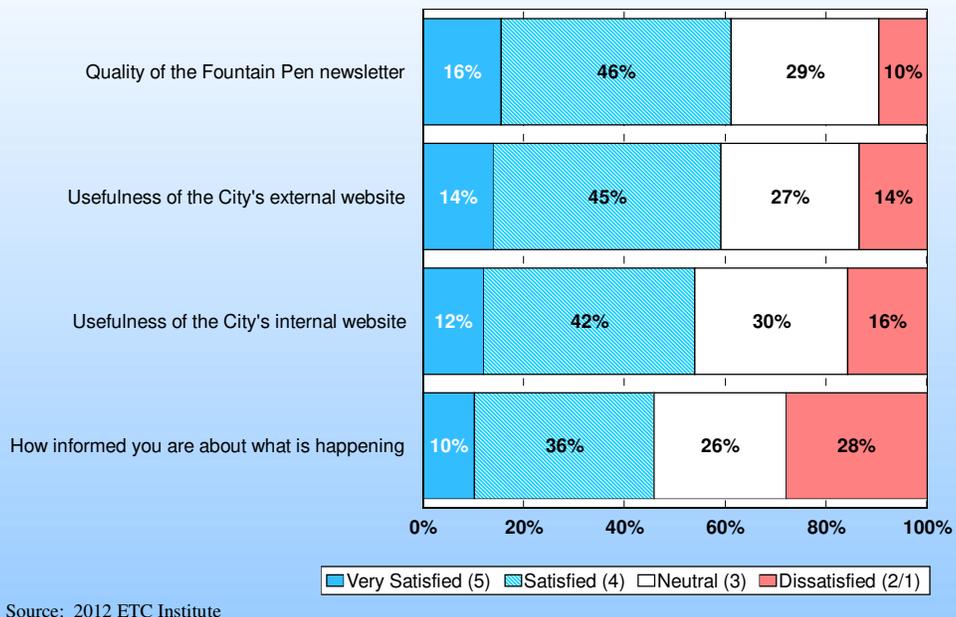
### Satisfaction With Worker Safety/Risk Management

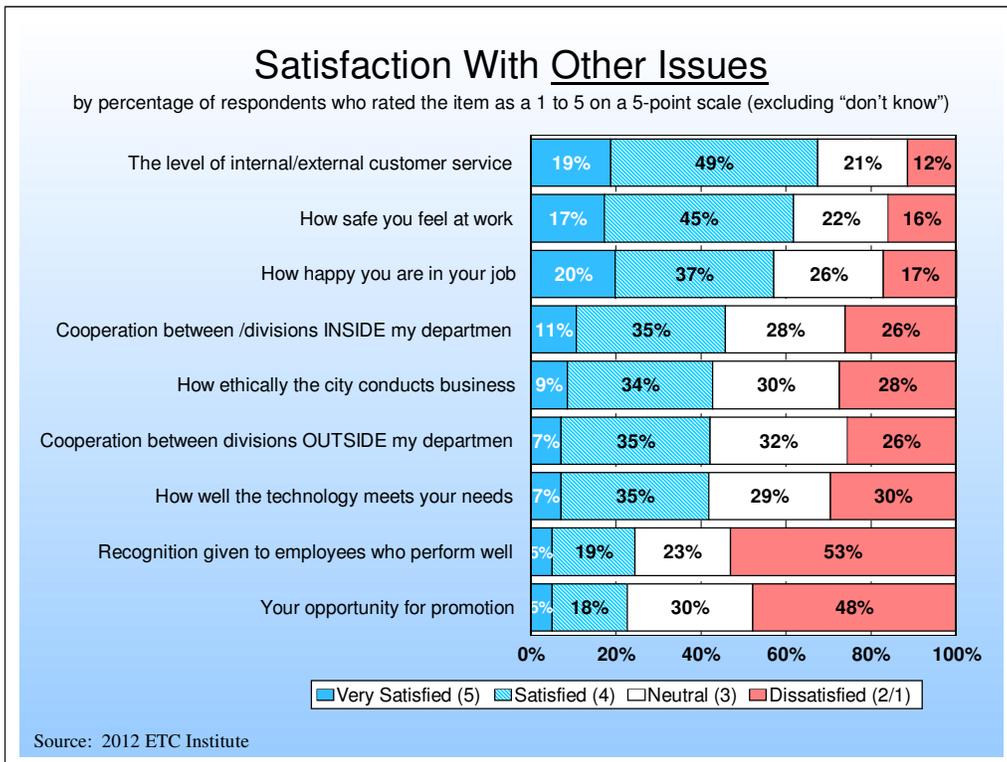
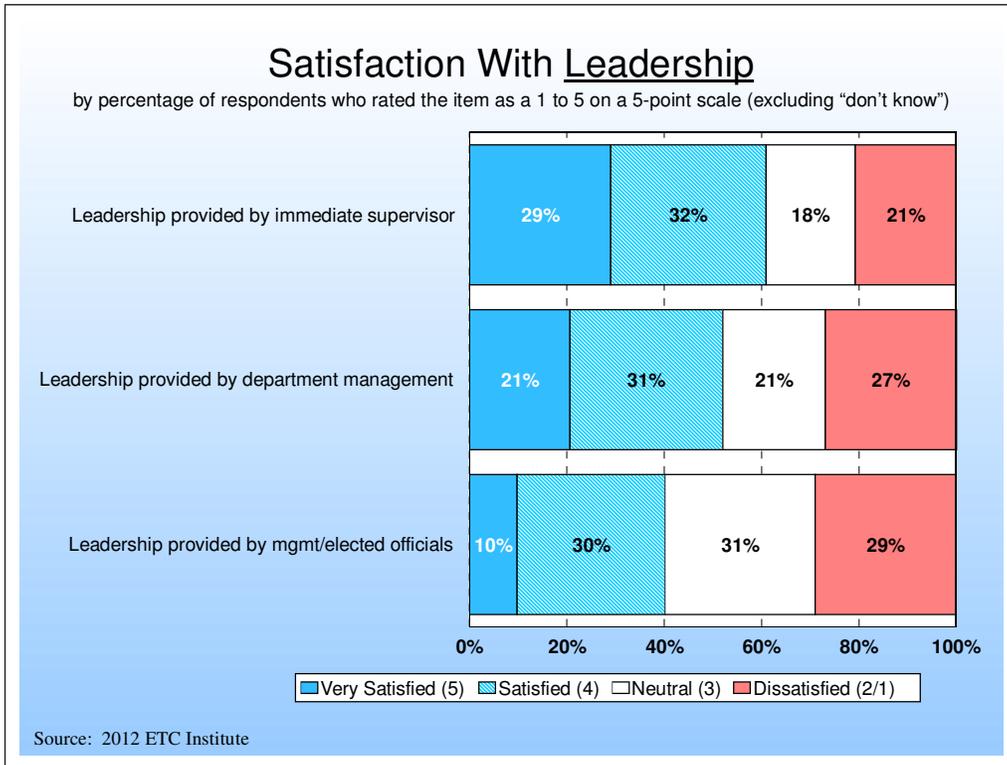
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

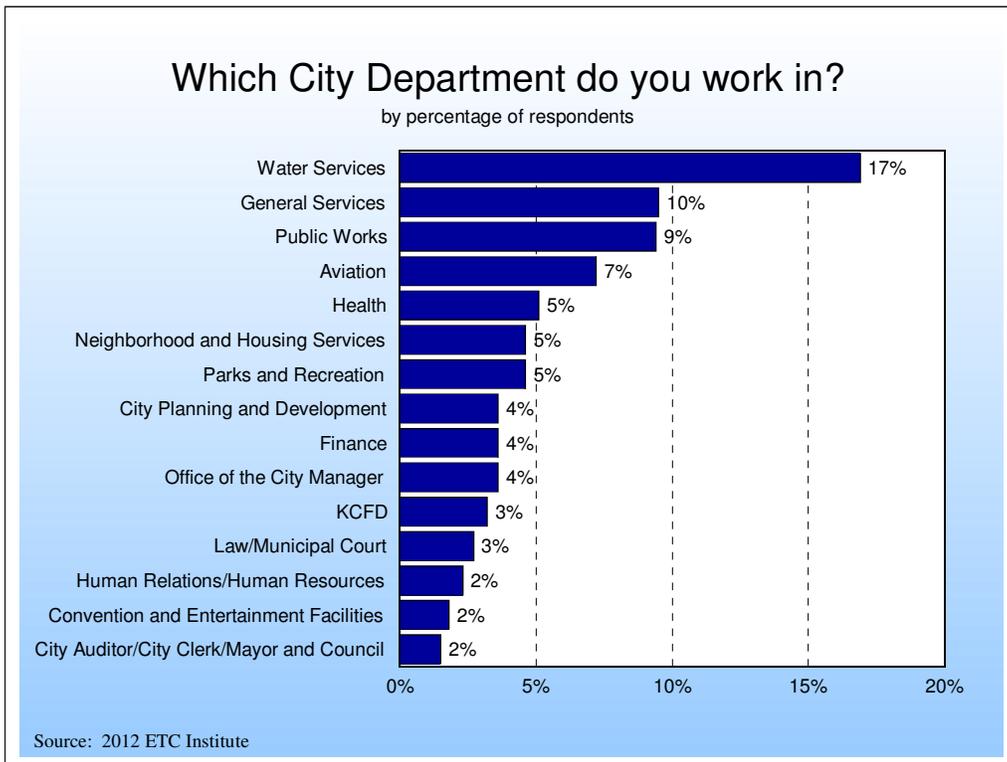
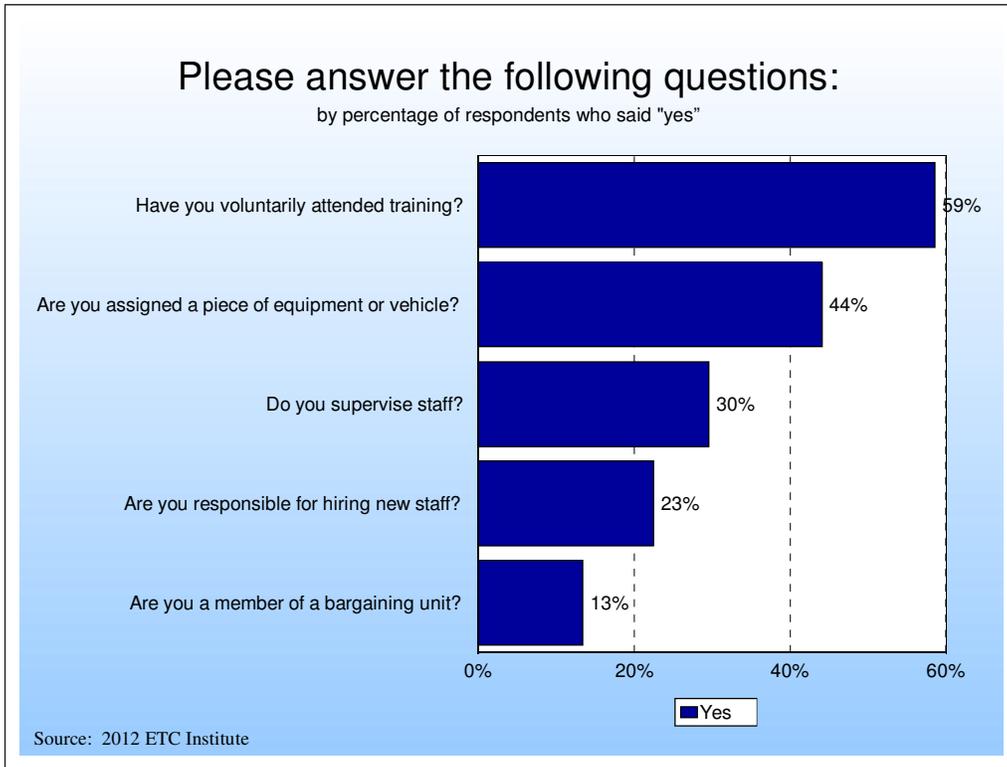


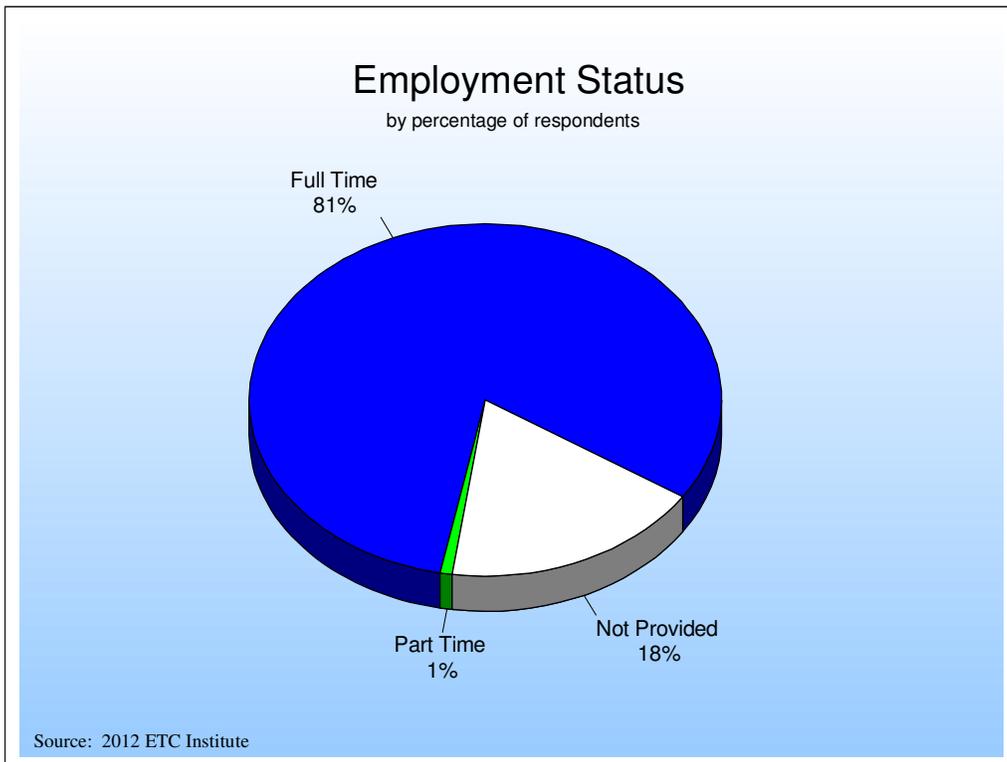
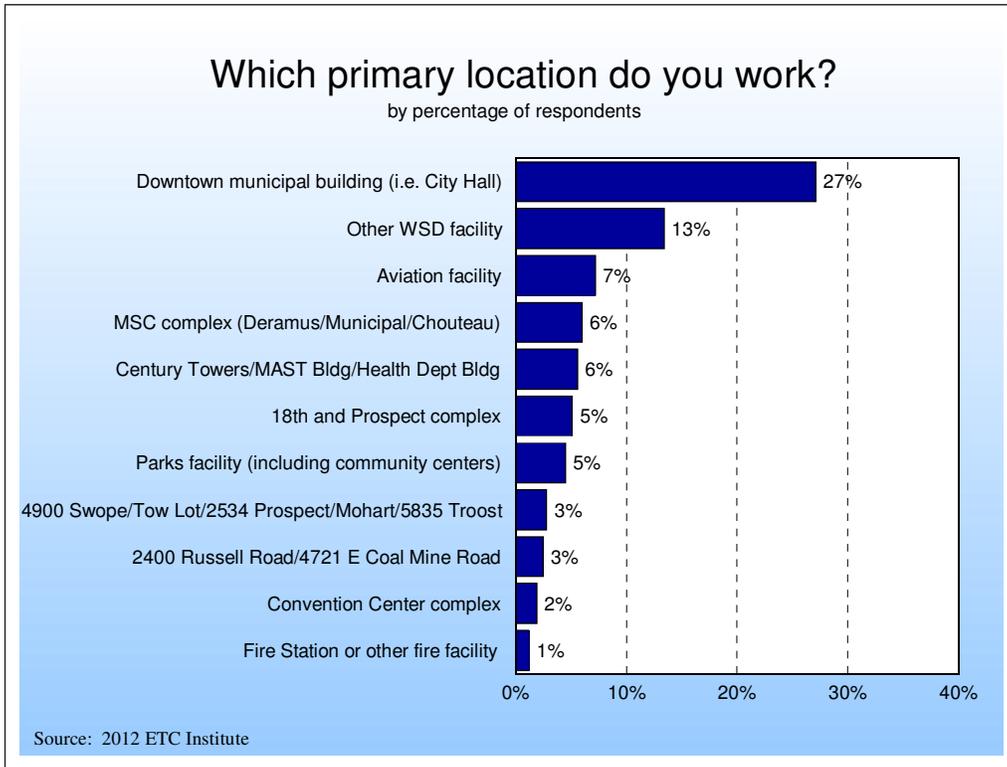
### Satisfaction With Communication

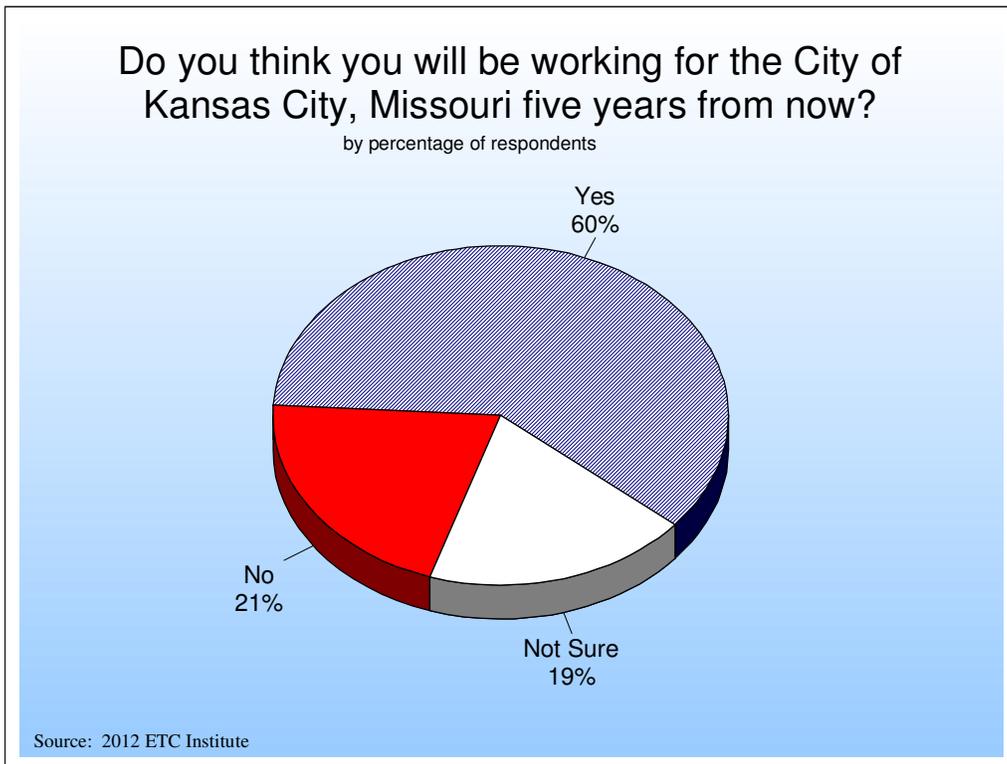
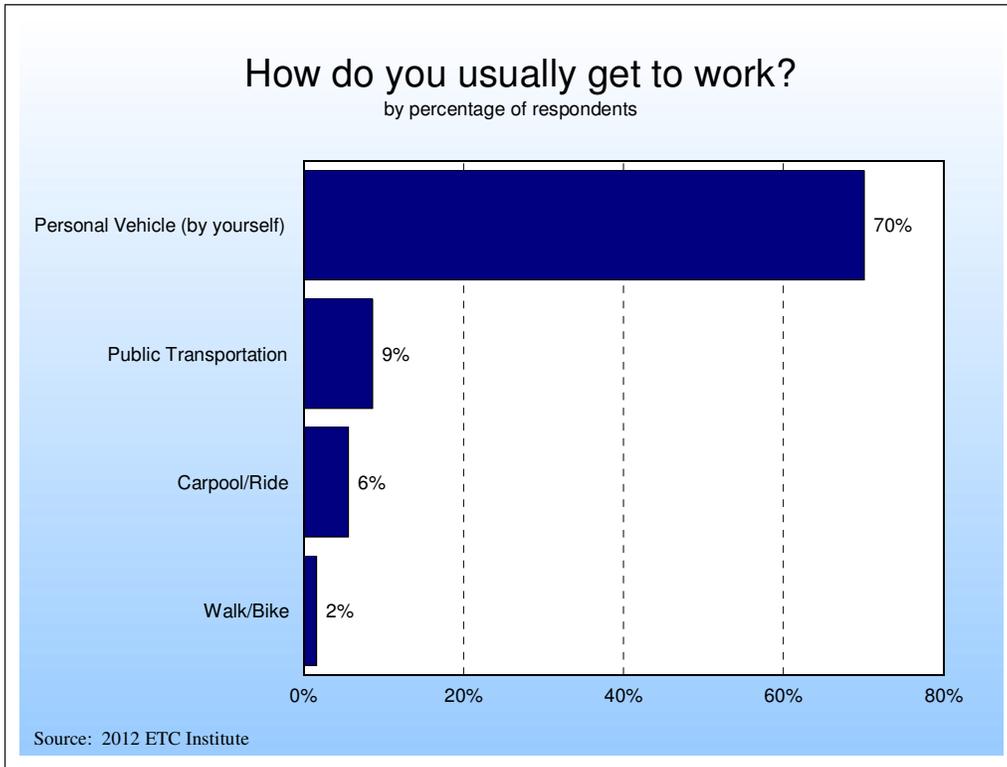
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")











### Approximately how many years have you worked for the City of Kansas City, Missouri?

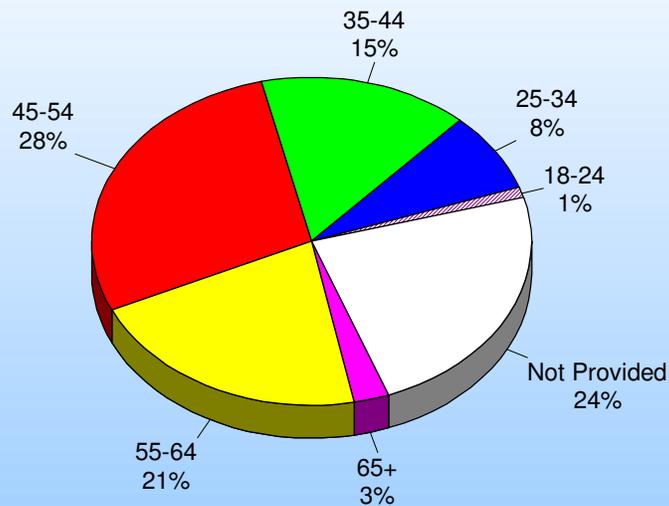
by percentage of respondents



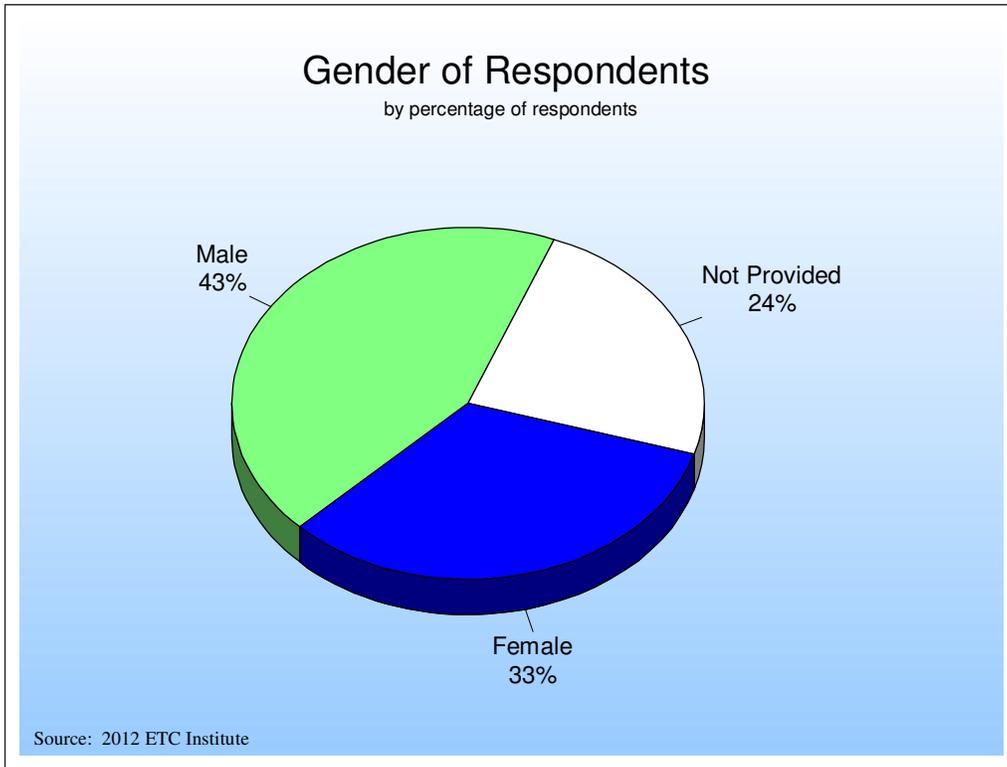
Source: 2012 ETC Institute

### Age of Respondents

by percentage of respondents



Source: 2012 ETC Institute



**Section 2:**  
**Importance-Satisfaction**  
**Analysis**

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## Importance-Satisfaction Analysis

### City of Kansas City, Missouri Internal Services Survey

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#### Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their employees. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to employees; and (2) to target resources toward those services where employees are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall employee satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

#### Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of employees that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation.** Employees were asked to identify the Internal Services they thought should be the City's top priority for improvement. Forty-six percent (46.3%) of employees selected "Human Resources" as one of the most important Internal Service for the City to improve.

With regard to satisfaction, forty-eight percent (48.2%) of the employees surveyed rated their overall satisfaction with Human Resources as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for Human Resources was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 46.3% was multiplied by .518% (1-0.482). This calculation yielded an I-S rating of 0.2398, which ranked first out of the thirteen Internal Services rated.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ( $IS \geq 0.20$ )
- Increase Current Emphasis ( $0.10 \leq IS < 0.20$ )
- Maintain Current Emphasis ( $IS < 0.10$ )

The results for the City of Kansas City, Missouri are provided on the following page.

## Importance-Satisfaction Rating

### City of Kansas City, Missouri Internal Services Survey

### Overall Internal Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Human Resources	46%	1	48%	9	0.2398	1
<b><u>High Priority (IS .10-.20)</u></b>						
Human Relations	24%	5	38%	13	0.1463	2
311 Call Center	28%	3	49%	5	0.1415	3
Information Technology	35%	2	62%	2	0.1341	4
City Communications	26%	4	49%	7	0.1313	5
Facility Services	20%	6	48%	11	0.1022	6
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Worker Safety/Risk Management	18%	7	49%	6	0.0906	7
Fleet Maintenance	17%	8	49%	8	0.0881	8
Security	15%	9	54%	3	0.0708	9
Procurement	14%	10	41%	12	0.0830	10
Accounts/AP/Payroll	11%	11	70%	1	0.0314	11
Law	8%	12	52%	4	0.0388	12
Records Management	6%	13	48%	10	0.0321	13

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

## Importance-Satisfaction Rating

### City of Kansas City, Missouri Internal Services Survey

### Human Resources

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Effectiveness of performance evaluation tools	27%	1	30%	7	0.1862	1
Ease of application process for new positions	23%	2	29%	9	0.1621	2
Quality of candidates on the eligible lists	15%	3	22%	12	0.1144	3
Timeliness of eligibility lists for hiring	14%	4	27%	11	0.1022	4
<b>Medium Priority (IS &lt;.10)</b>						
Education/Development Division training	12%	6	45%	5	0.0668	5
Administration/oversight of Family Medical Leave	10%	8	43%	6	0.0538	6
The courtesy and professionalism of HR staff	11%	7	56%	3	0.0504	7
Assistance provided by City Hall Benefits staff	14%	5	68%	2	0.0437	8
Timeliness of receiving background check results	5%	11	28%	10	0.0337	9
Assistance provided by the Retirement Office	6%	9	51%	4	0.0291	10
Timeliness of receiving drug screening results	2%	12	30%	8	0.0155	11
Wellness Programs offered	6%	10	77%	1	0.0129	12

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

## Importance-Satisfaction Rating

### City of Kansas City, Missouri Internal Services Survey

### Human Relations

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Understanding of roles in HRD process	21%	1	32%	2	0.1444	1
Fairness of MBE/WBE Goal Evaluations	17%	2	27%	4	0.1272	2
Timeliness of HRD's prevailing wage reviews	14%	3	22%	6	0.1076	3
<b>Medium Priority (IS &lt;.10)</b>						
Timeliness of MBE/WBE Goal Evaluations	13%	4	24%	5	0.0977	4
Information on Contract Central regarding HRD forms	10%	5	31%	3	0.0704	5
The courtesy and professionalism of HRD staff	9%	6	41%	1	0.0519	6

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

**Importance-Satisfaction Rating**  
**City of Kansas City, Missouri Internal Services Survey**  
**Information Technology**

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Support in deployment of new technology/software	26%	1	41%	8	0.1563	1
Support in procurement of new technology solutions/software	26%	2	41%	6	0.1554	2
Applicability of training you receive from IT	25%	3	41%	7	0.1489	3
<b>Medium Priority (IS &lt;.10)</b>						
Timeliness of resolution to your IT requests	20%	4	60%	5	0.0812	4
Troubleshooting/communication from Helpdesk staff	16%	5	71%	2	0.0452	5
Desktop/PC Support Repair/troubleshooting services	15%	6	71%	3	0.0426	6
Repair/troubleshooting provided by other IT techs	10%	7	69%	4	0.0319	7
The courtesy and professionalism of IT staff	4%	8	77%	1	0.0085	8

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

## Importance-Satisfaction Rating

### City of Kansas City, Missouri Internal Services Survey

### Facility Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Timeliness of resolution to maintenance requests	23%	1	42%	7	0.1315	1
Cleanliness/appeal of facilities where you work	20%	2	47%	4	0.1049	2
Overall maintenance of facilities where you work	19%	3	46%	6	0.1028	3
<b>Medium Priority (IS &lt;.10)</b>						
Resolution to your facility maintenance requests	17%	4	50%	2	0.0827	4
Ease of making a facilities maintenance request	12%	5	50%	3	0.0580	5
Facilities for employees with disabilities	6%	6	46%	5	0.0318	6
Courtesy/professionalism of Facility Services staff	5%	7	63%	1	0.0167	7

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

## Importance-Satisfaction Rating

### City of Kansas City, Missouri Internal Services Survey

### Fleet Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Time it takes for a repair to be done	21%	1	38%	6	0.1283	1
<b>Medium Priority (IS &lt;.10)</b>						
Repairs on my city equipment/vehicle	19%	2	49%	5	0.0978	2
Info received about preventive maintenance	13%	3	33%	8	0.0896	3
Training received on your equipment/vehicle	9%	4	36%	7	0.0595	4
Hours that vehicle maintenance is open	5%	6	55%	4	0.0217	5
Ease of access to a fueling location	6%	5	67%	2	0.0195	6
Courtesy/professionalism of staff	4%	7	62%	3	0.0161	7
Ease of access to fleet maintenance location	2%	8	68%	1	0.0077	8

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

## Importance-Satisfaction Rating

### City of Kansas City, Missouri Internal Services Survey

### Procurement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt; .10)</b>						
Understanding of Procurement	15%	1	33%	7	0.0985	1
Timeliness from requisition to issuance of order	12%	2	43%	3	0.0707	2
Pricing of products/services purchased	11%	4	38%	4	0.0669	3
Information provided on Contract Central	10%	5	34%	6	0.0625	4
Products/services purchased by Procurement	12%	3	48%	2	0.0620	5
Timeliness of issuing invitations to bids/RFPs	7%	6	35%	5	0.0473	6
Courtesy/professionalism of Procurement staff	4%	7	57%	1	0.0159	7

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

**Importance-Satisfaction Rating**  
**City of Kansas City, Missouri Internal Services Survey**  
**Accounts/AP/Payroll**

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Adequacy of training provided on P-Financials	14%	2	45%	8	0.0794	1
Ease of payroll process	18%	1	70%	4	0.0545	2
Timeliness/accuracy of posting JV's etc.	8%	5	55%	7	0.0350	3
Timeliness and accuracy of accounts payable	9%	4	67%	5	0.0298	4
Timeliness and accuracy of payroll	12%	3	79%	1	0.0245	5
Timeliness and accuracy of cashiering transactions	6%	6	61%	6	0.0230	6
Courtesy/professionalism of accounts payable staff	4%	8	71%	3	0.0113	7
Courtesy/professionalism of payroll staff	4%	7	74%	2	0.0108	8

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

### **Importance-Satisfaction Matrix Analysis.**

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall employee satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting employee expectations. Items in this area have a significant impact on the employee's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than employees expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that employees have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as employees expect the City to perform. This area has a significant impact on employee satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to employees. This area does not significantly affect overall satisfaction with City services because the items are less important to employees. The agency should maintain current levels of emphasis on items in this area.

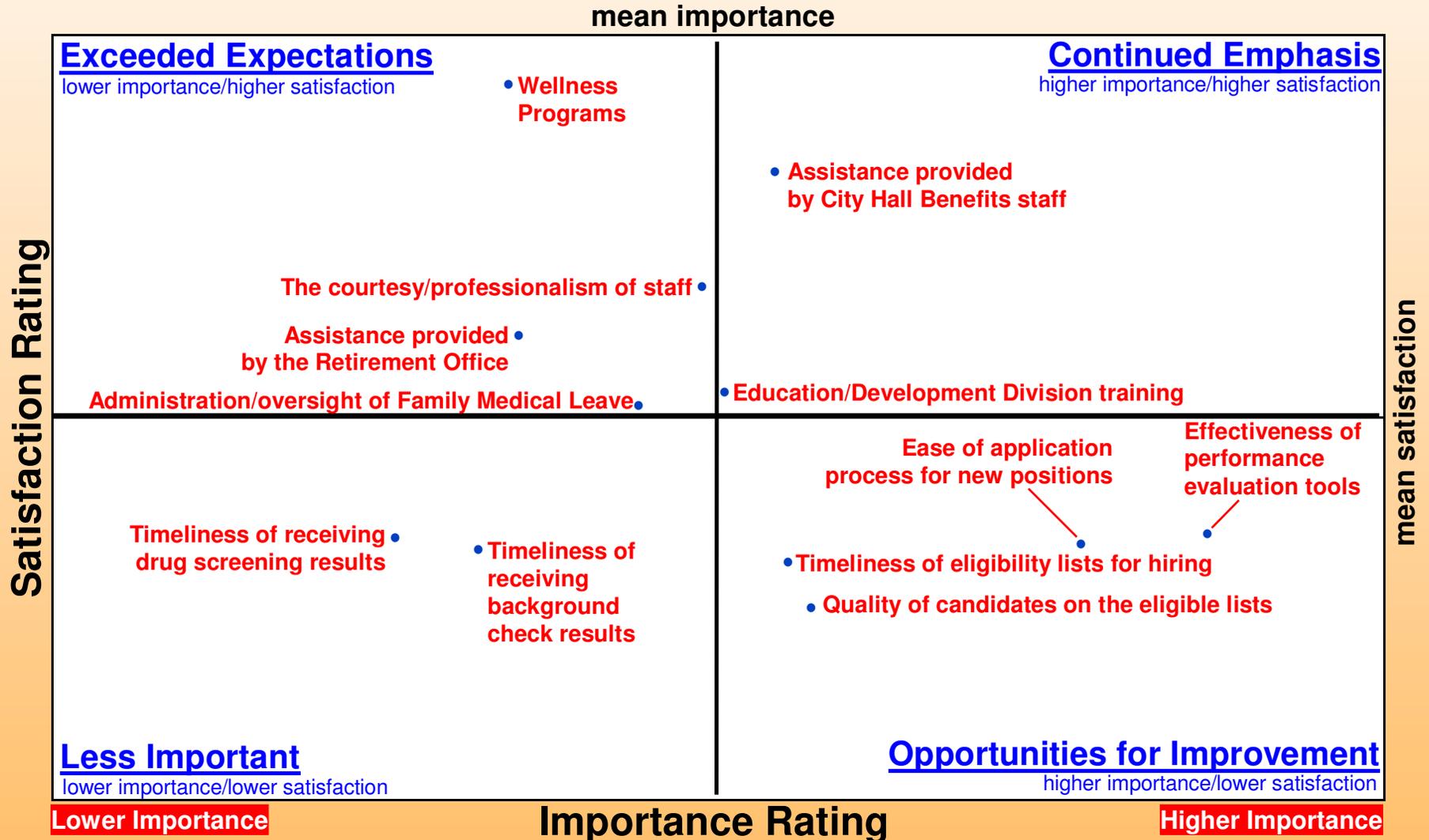
Matrices showing the results for the City are provided on the following pages.



# City of Kansas City, Missouri Internal Services Survey Importance-Satisfaction Assessment Matrix

## -Human Resources-

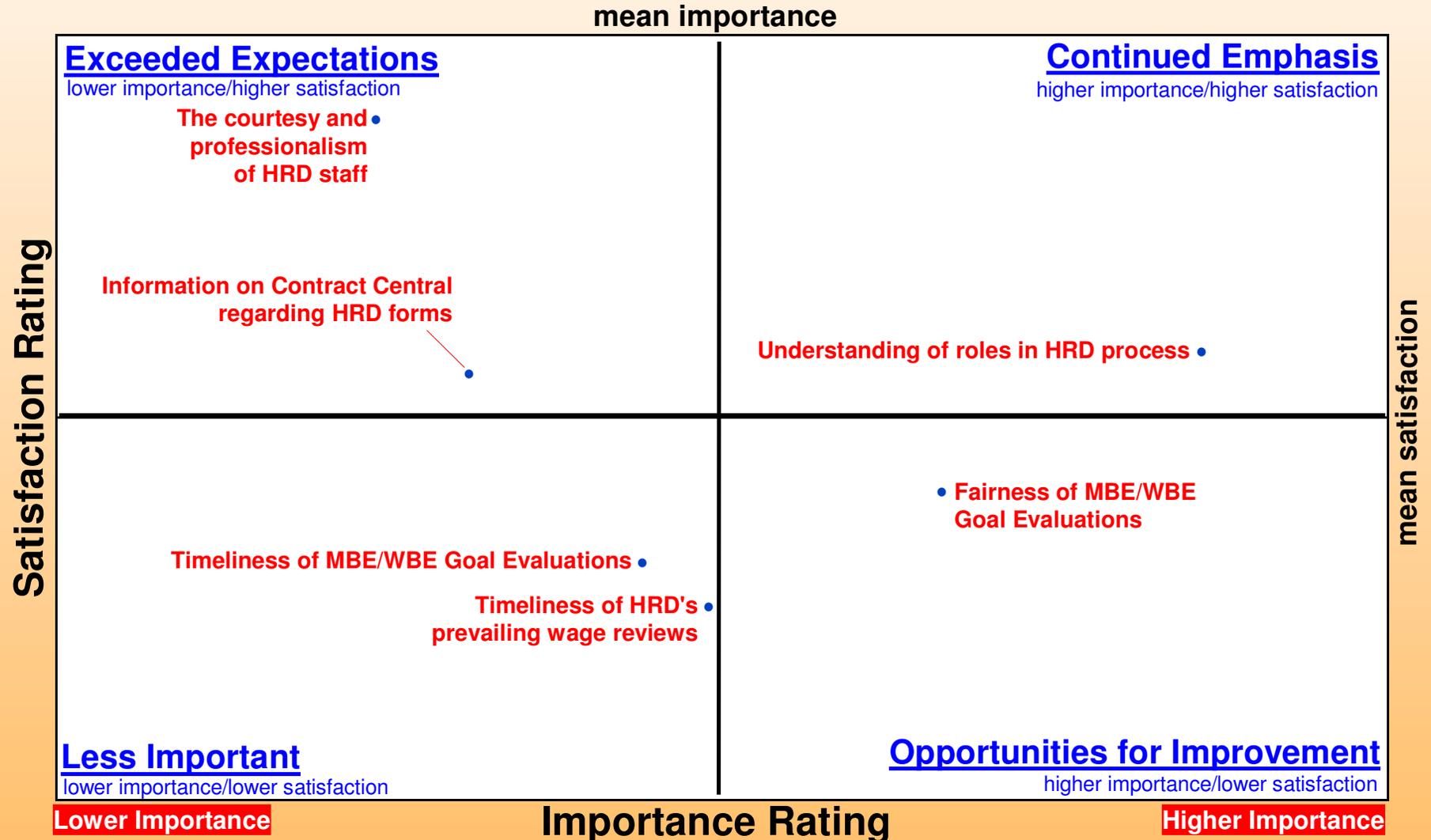
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# City of Kansas City, Missouri Internal Services Survey Importance-Satisfaction Assessment Matrix

## -Human Relations-

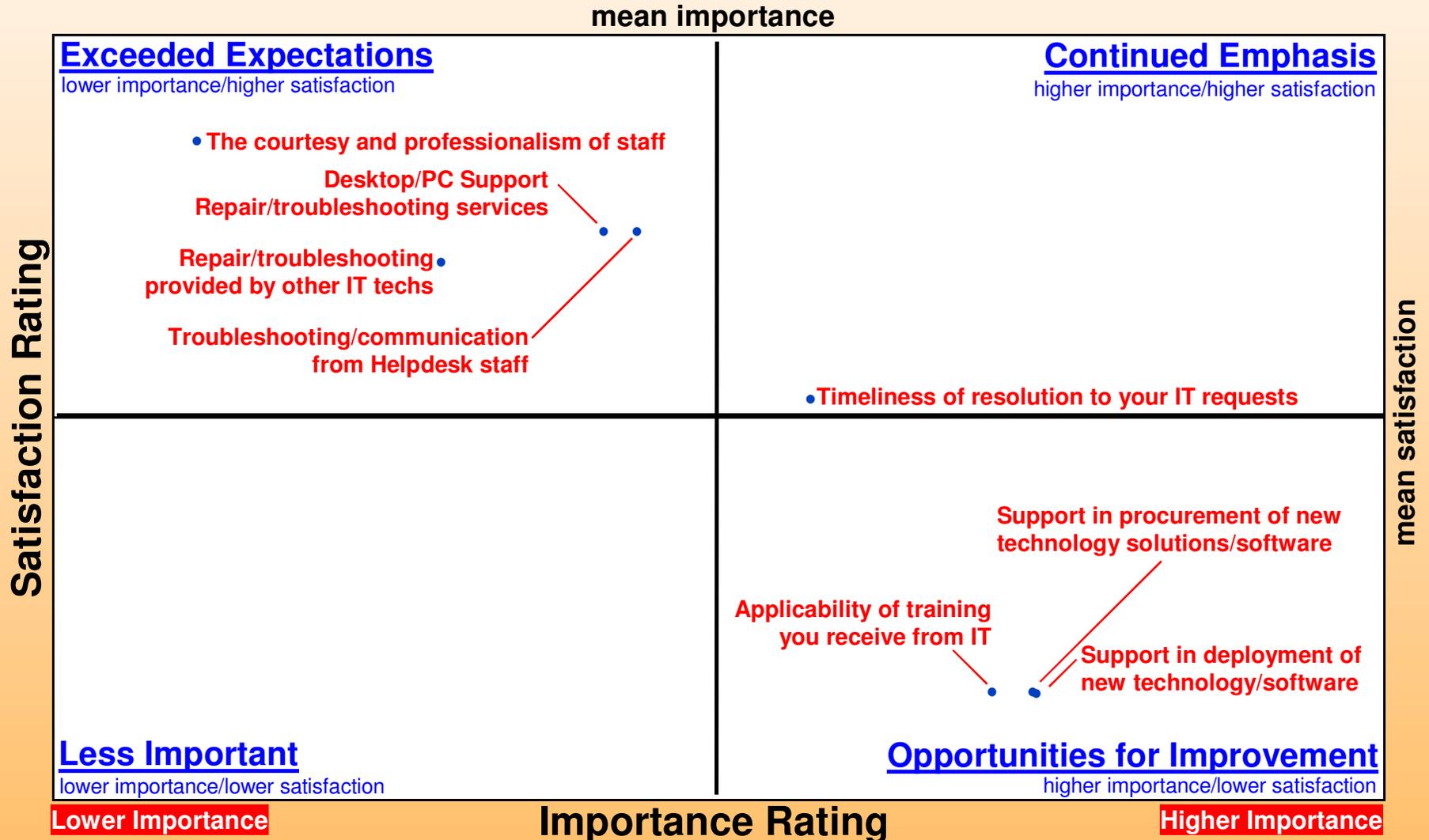
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# City of Kansas City, Missouri Internal Services Survey Importance-Satisfaction Assessment Matrix

## -Information Technology-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

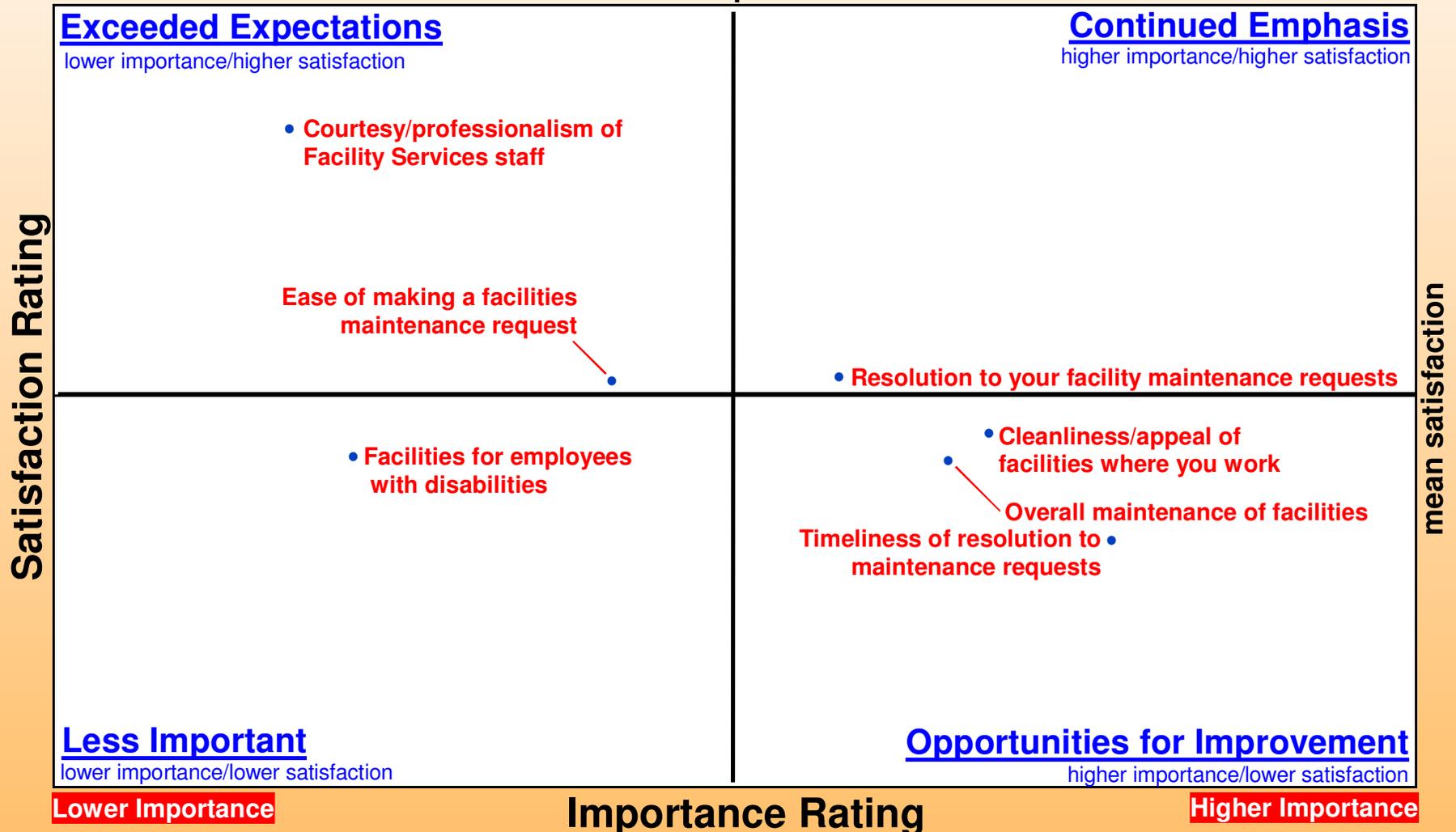


# City of Kansas City, Missouri Internal Services Survey Importance-Satisfaction Assessment Matrix

## -Facility Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

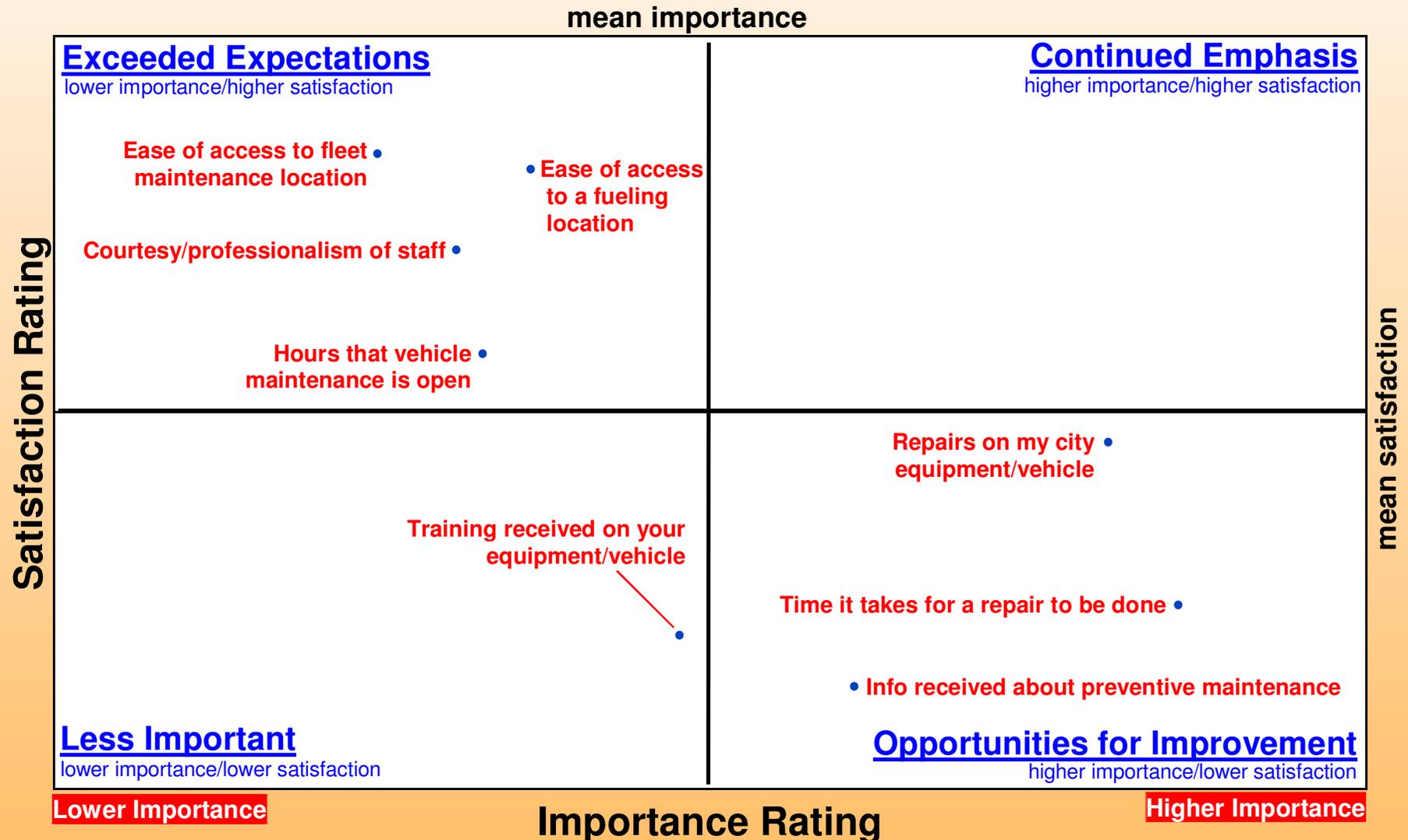
mean importance



# City of Kansas City, Missouri Internal Services Survey Importance-Satisfaction Assessment Matrix

## -Fleet Maintenance-

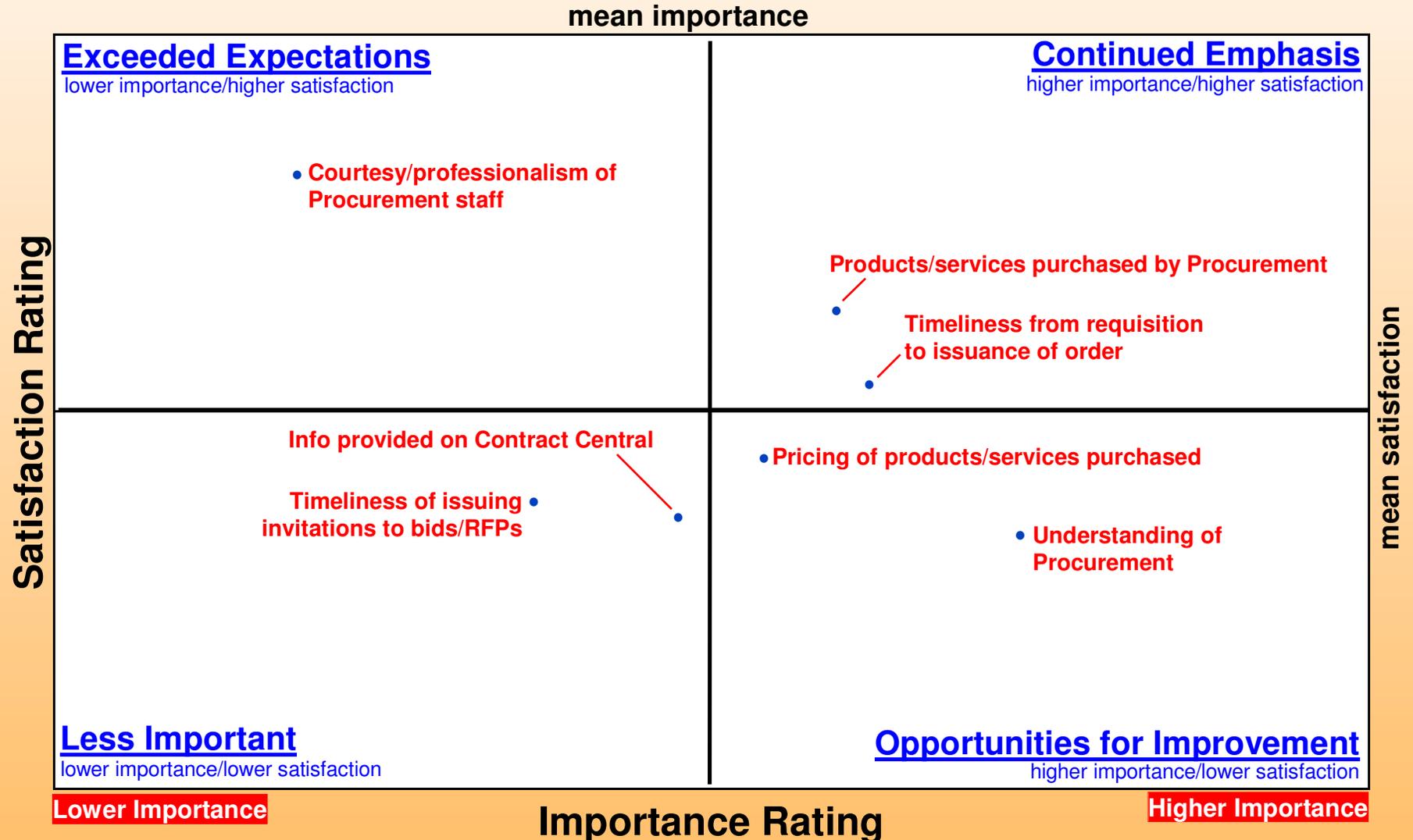
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# City of Kansas City, Missouri Internal Services Survey Importance-Satisfaction Assessment Matrix

## -Procurement-

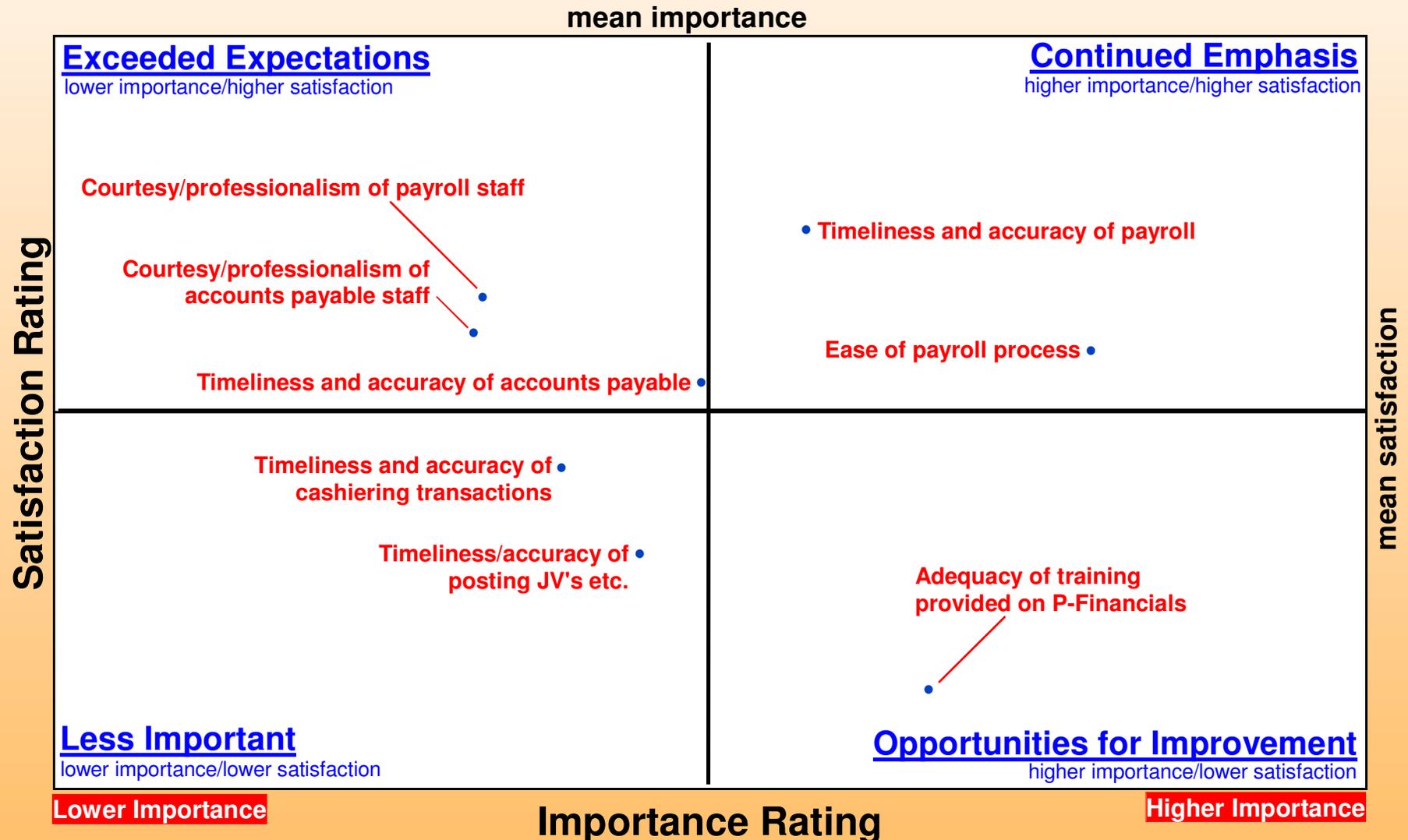
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# City of Kansas City, Missouri Internal Services Survey Importance-Satisfaction Assessment Matrix

## -Accounts/AP/Payroll-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



## Section 3: Tabular Data

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**Q1. OVERALL INTERNAL SERVICES. Using of a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the overall level of service provided by the following Internal City Services. How satisfied you are with the overall level of service provided by:**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1A. Human Resources	11.2%	33.9%	26.0%	12.8%	9.8%	6.2%
Q1B. Human Relations	6.1%	22.4%	31.5%	8.1%	6.8%	25.1%
Q1C. Information Technology	18.4%	40.5%	21.1%	10.5%	4.6%	4.9%
Q1D. Facility Services	8.1%	31.5%	29.2%	9.4%	4.3%	17.6%
Q1E. Fleet Maintenance	9.6%	24.7%	23.8%	7.7%	4.8%	29.3%
Q1F. Procurement	6.7%	21.6%	29.3%	7.9%	4.1%	30.5%
Q1G. Records Management	9.1%	24.9%	30.1%	4.4%	2.0%	29.5%
Q1H. Law	11.9%	26.5%	26.3%	5.5%	3.6%	26.1%
Q1I. Accounts/AP/Payroll	18.5%	43.1%	20.4%	3.9%	1.9%	12.2%
Q1J. 311 Call Center	11.3%	30.6%	28.4%	9.1%	5.6%	14.9%
Q1K. Security	12.6%	35.2%	27.5%	7.0%	4.9%	12.8%
Q1L. Worker Safety/Risk Management	7.6%	30.6%	27.9%	6.9%	4.7%	22.3%
Q1M. City Communications	10.2%	31.8%	29.4%	9.3%	5.1%	14.2%

**EXCLUDING DON'T KNOW**

**Q1. OVERALL INTERNAL SERVICES. Using of a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the overall level of service provided by the following Internal City Services. How satisfied you are with the overall level of service provided by: (Excluding "Don't Know")**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1A. Human Resources	12.0%	36.2%	27.7%	13.7%	10.5%
Q1B. Human Relations	8.1%	29.9%	42.1%	10.8%	9.1%
Q1C. Information Technology	19.4%	42.6%	22.2%	11.0%	4.8%
Q1D. Facility Services	9.9%	38.2%	35.4%	11.4%	5.2%
Q1E. Fleet Maintenance	13.6%	34.9%	33.7%	11.0%	6.8%
Q1F. Procurement	9.6%	31.1%	42.1%	11.4%	5.8%
Q1G. Records Management	12.9%	35.3%	42.7%	6.3%	2.9%
Q1H. Law	16.2%	35.9%	35.6%	7.5%	4.9%
Q1I. Accounts/AP/Payroll	21.0%	49.1%	23.3%	4.5%	2.2%
Q1J. 311 Call Center	13.3%	36.0%	33.3%	10.7%	6.6%
Q1K. Security	14.4%	40.4%	31.5%	8.1%	5.6%
Q1L. Worker Safety/Risk Management	9.7%	39.4%	35.9%	8.9%	6.0%
Q1M. City Communications	11.8%	37.1%	34.2%	10.9%	6.0%

**Q2. Which THREE of the INTERNAL SERVICES listed above do you think should be the City's top priorities for improvement?**

<u>Q2. First Choice</u>	<u>Number</u>	<u>Percent</u>
Human Resources	406	25.8 %
Human Relations	110	7.0 %
Information Technology	185	11.7 %
Facility Services	83	5.3 %
Fleet Maintenance	76	4.8 %
Procurement	63	4.0 %
Records Management	18	1.1 %
Law	32	2.0 %
Accounts/AP/Payroll	40	2.5 %
311 Call Center	173	11.0 %
Security	73	4.6 %
Worker Safety/Risk Management	76	4.8 %
City Communications	108	6.9 %
None Selected	133	8.4 %
Total	1576	100.0 %

**Q2. Which THREE of the INTERNAL SERVICES listed above do you think should be the City's top priorities for improvement?**

<u>Q2. Second Choice</u>	<u>Number</u>	<u>Percent</u>
Human Resources	204	12.9 %
Human Relations	157	10.0 %
Information Technology	208	13.2 %
Facility Services	125	7.9 %
Fleet Maintenance	104	6.6 %
Procurement	61	3.9 %
Records Management	36	2.3 %
Law	40	2.5 %
Accounts/AP/Payroll	58	3.7 %
311 Call Center	128	8.1 %
Security	88	5.6 %
Worker Safety/Risk Management	89	5.6 %
City Communications	115	7.3 %
None Selected	163	10.3 %
Total	1576	100.0 %

**Q2. Which THREE of the INTERNAL SERVICES listed above do you think should be the City's top priorities for improvement?**

<u>Q2. Third Choice</u>	<u>Number</u>	<u>Percent</u>
Human Resources	120	7.6 %
Human Relations	105	6.7 %
Information Technology	164	10.4 %
Facility Services	102	6.5 %
Fleet Maintenance	90	5.7 %
Procurement	97	6.2 %
Records Management	44	2.8 %
Law	56	3.6 %
Accounts/AP/Payroll	67	4.3 %
311 Call Center	138	8.8 %
Security	82	5.2 %
Worker Safety/Risk Management	115	7.3 %
City Communications	182	11.5 %
None Selected	214	13.6 %
Total	1576	100.0 %

**Q2. Which THREE of the INTERNAL SERVICES listed above do you think should be the City's top priorities for improvement?  
(Sum of Top Three Choices)**

<u>Q2. Sum of Top Three Choices</u>	<u>Number</u>	<u>Percent</u>
Human Resources	730	46.3 %
Human Relations	372	23.6 %
Information Technology	557	35.3 %
Facility Services	310	19.7 %
Fleet Maintenance	270	17.1 %
Procurement	221	14.0 %
Records Management	98	6.2 %
Law	128	8.1 %
Accounts/AP/Payroll	165	10.5 %
311 Call Center	439	27.9 %
Security	243	15.4 %
Worker Safety/Risk Management	280	17.8 %
City Communications	405	25.7 %
<u>None Selected</u>	<u>133</u>	<u>8.4 %</u>
Total	4351	

**Q3. Which ONE of the following statements best describes how often you use the services of Human Resources in your current position.**

Q3. Which ONE of the following statements best describes how often you use the services of Human Resources in your current position?

	Number	Percent
Very Frequently (daily)	80	5.1 %
Frequently (at least once per week)	252	16.0 %
Occasionally (once a month or less)	961	61.0 %
Never	190	12.1 %
Not Provided	93	5.9 %
Total	1576	100.0 %

**Q4. HUMAN RESOURCES. Please rate your satisfaction with the following:**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4A. Assistance provided by the City Hall Benefits staff in electing or modifying your benefits (health care insurance, short-term or long-term disability, etc.)	13.7%	38.2%	18.1%	4.8%	1.6%	23.6%
Q4B. Wellness Programs offered (A Healthier You, Health Fairs)	21.8%	36.4%	15.2%	2.1%	0.8%	23.9%
Q4C. Assistance provided by the Retirement Office regarding questions you have about retirement	8.1%	21.9%	25.1%	2.5%	1.5%	40.9%
Q4D. Effectiveness of employee performance evaluation tools	3.9%	18.2%	23.3%	17.1%	10.0%	27.5%
Q4E. Administration and oversight of Family Medical Leave policies	7.2%	22.3%	23.7%	8.6%	6.2%	31.9%
Q4F. Ease of application process for new or promotional positions	3.9%	16.8%	22.0%	15.8%	13.2%	28.4%
Q4G. Timeliness of receiving eligibility lists for hiring	2.9%	14.1%	21.1%	14.1%	12.9%	34.8%
Q4H. Quality of candidates contained on the eligible lists for hire	2.4%	11.2%	23.7%	12.8%	11.2%	38.7%

**Q4. HUMAN RESOURCES. Please rate your satisfaction with the following:**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4I. Timeliness of receiving background check results	2.9%	13.3%	23.9%	10.2%	7.0%	42.8%
Q4J. Timeliness of receiving pre-employment drug screening results	2.5%	13.1%	25.5%	7.4%	4.3%	47.1%
Q4K. The applicability of training provided by the Education and Development Division or a partner agency to your job	8.4%	24.0%	23.9%	9.8%	6.2%	27.6%
Q4L. The courtesy and professionalism of HR staff	12.9%	30.1%	20.4%	7.7%	6.0%	22.8%

**EXCLUDING DON'T KNOW**

**Q4. HUMAN RESOURCES. Please rate your satisfaction with the following: (Excluding "Don't Know")**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4A. Assistance provided by the City Hall Benefits staff in electing or modifying your benefits (health care insurance, short-term or long-term disability, etc.)	17.9%	50.0%	23.8%	6.2%	2.1%
Q4B. Wellness Programs offered (A Healthier You, Health Fairs)	28.6%	47.8%	19.9%	2.8%	1.0%
Q4C. Assistance provided by the Retirement Office regarding questions you have about retirement	13.6%	37.1%	42.4%	4.3%	2.6%
Q4D. Effectiveness of employee performance evaluation tools	5.4%	25.1%	32.1%	23.6%	13.7%
Q4E. Administration and oversight of Family Medical Leave policies	10.6%	32.8%	34.8%	12.7%	9.1%
Q4F. Ease of application process for new or promotional positions	5.5%	23.4%	30.6%	22.1%	18.4%
Q4G. Timeliness of receiving eligibility lists for hiring	4.5%	21.7%	32.3%	21.7%	19.8%
Q4H. Quality of candidates contained on the eligible lists for hire	3.9%	18.3%	38.6%	20.8%	18.3%

**EXCLUDING DON'T KNOW**

**Q4. HUMAN RESOURCES. Please rate your satisfaction with the following: (Excluding "Don't Know")**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4I. Timeliness of receiving background check results	5.0%	23.3%	41.8%	17.7%	12.2%
Q4J. Timeliness of receiving pre-employment drug screening results	4.8%	24.8%	48.3%	14.0%	8.0%
Q4K. The applicability of training provided by the Education and Development Division or a partner agency to your job	11.6%	33.2%	33.0%	13.6%	8.6%
Q4L. The courtesy and professionalism of HR staff	16.8%	39.0%	26.4%	10.0%	7.8%

**Q5. If Human Resources were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?**

<u>Q5. First Choice</u>	<u>Number</u>	<u>Percent</u>
Assistance provided by the City Hall Benefits staff	130	8.2 %
Wellness Programs offered	32	2.0 %
Assistance provided by the Retirement Office	43	2.7 %
Effectiveness of employee performance evaluation tools	256	16.2 %
Administration and oversight of Family Medical Leave policies	72	4.6 %
Ease of application process for new or promotional positions	216	13.7 %
Timeliness of receiving eligibility lists for hiring	89	5.6 %
Quality of candidates contained on the eligible lists for hire	99	6.3 %
Timeliness of receiving background check results	29	1.8 %
Timeliness of receiving pre-employment drug screening results	6	0.4 %
The applicability of training provided by Education/Development Division	75	4.8 %
The courtesy and professionalism of HR staff	97	6.2 %
<u>None Selected</u>	<u>432</u>	<u>27.4 %</u>
Total	1576	100.0 %

**Q5. If Human Resources were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?**

<u>Q5. Second Choice</u>	<u>Number</u>	<u>Percent</u>
Assistance provided by the City Hall Benefits staff	84	5.3 %
Wellness Programs offered	56	3.6 %
Assistance provided by the Retirement Office	50	3.2 %
Effectiveness of employee performance evaluation tools	164	10.4 %
Administration and oversight of Family Medical Leave policies	77	4.9 %
Ease of application process for new or promotional positions	143	9.1 %
Timeliness of receiving eligibility lists for hiring	132	8.4 %
Quality of candidates contained on the eligible lists for hire	133	8.4 %
Timeliness of receiving background check results	45	2.9 %
Timeliness of receiving pre-employment drug screening results	28	1.8 %
The applicability of training provided by Education/Development Division	115	7.3 %
The courtesy and professionalism of HR staff	83	5.3 %
<u>None Selected</u>	<u>466</u>	<u>29.6 %</u>
Total	1576	100.0 %

**Q5. If Human Resources were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Top Two Choices)**

<u>Q5. Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
Assistance provided by the City Hall Benefits staff	214	13.6 %
Wellness Programs offered	88	5.6 %
Assistance provided by the Retirement Office	93	5.9 %
Effectiveness of employee performance evaluation tools	420	26.6 %
Administration and oversight of Family Medical Leave policies	149	9.5 %
Ease of application process for new or promotional positions	359	22.8 %
Timeliness of receiving eligibility lists for hiring	221	14.0 %
Quality of candidates contained on the eligible lists for hire	232	14.7 %
Timeliness of receiving background check results	74	4.7 %
Timeliness of receiving pre-employment drug screening results	34	2.2 %
The applicability of training provided by Education/Development Division	190	12.1 %
The courtesy and professionalism of HR staff	180	11.4 %
<u>None Selected</u>	<u>432</u>	<u>27.4 %</u>
Total	2686	

**Q6. Which ONE of the following statements best describes how often you use the services of Human Relations in your current position.**

Q6. Which ONE of the following statements best describes how often you use the services of Human Relations in your current position.

	Number	Percent
Very Frequently (daily)	40	2.5 %
Frequently (at least once per week)	101	6.4 %
Occasionally (once a month or less)	645	40.9 %
Never	596	37.8 %
<u>Not Provided</u>	194	12.3 %
Total	1576	100.0 %

**Q7. HUMAN RELATIONS. Please rate your satisfaction with the following:**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7A. Fairness of MBE/WBE Goal Evaluations	1.5%	8.9%	18.7%	5.6%	4.4%	61.0%
Q7B. Timeliness of MBE/WBE Goal Evaluations	1.3%	7.7%	18.5%	6.6%	4.1%	61.7%
Q7C. Your understanding of your roles and responsibilities in the HRD process	1.8%	11.2%	16.9%	7.6%	3.5%	59.0%
Q7D. Information provided on Contract Central regarding HRD forms	1.8%	10.0%	18.6%	5.8%	2.7%	61.2%
Q7E. Timeliness of HRD s prevailing wage reviews	1.3%	6.7%	17.6%	6.9%	4.0%	63.5%
Q7F. The courtesy and professionalism of HRD staff	4.4%	13.7%	17.7%	4.6%	3.3%	56.3%

**EXCLUDING DON'T KNOW**

**Q7. HUMAN RELATIONS. Please rate your satisfaction with the following: (Excluding "Don't Know")**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7A. Fairness of MBE/WBE Goal Evaluations	3.7%	22.8%	47.8%	14.3%	11.4%
Q7B. Timeliness of MBE/WBE Goal Evaluations	3.5%	20.2%	48.3%	17.2%	10.8%
Q7C. Your understanding of your roles and responsibilities in the HRD process	4.5%	27.4%	41.2%	18.4%	8.5%
Q7D. Information provided on Contract Central regarding HRD forms	4.6%	25.7%	48.0%	14.9%	6.9%
Q7E. Timeliness of HRD s prevailing wage reviews	3.7%	18.3%	48.2%	19.0%	11.0%
Q7F. The courtesy and professionalism of HRD staff	10.2%	31.3%	40.5%	10.4%	7.5%

**Q8. If Human Relations were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?**

<u>Q8. First Choice</u>	<u>Number</u>	<u>Percent</u>
Fairness of MBE/WBE Goal Evaluations	184	11.7 %
Timeliness of MBE/WBE Goal Evaluations	87	5.5 %
Your understanding of your roles and responsibilities in the HRD process	192	12.2 %
Information provided on Contract Central regarding HRD forms	42	2.7 %
Timeliness of HRD's prevailing wage reviews	110	7.0 %
The courtesy and professionalism of HRD staff	64	4.1 %
<u>None Selected</u>	<u>897</u>	<u>56.9 %</u>
Total	1576	100.0 %

**Q8. If Human Relations were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?**

<u>Q8. Second Choice</u>	<u>Number</u>	<u>Percent</u>
Fairness of MBE/WBE Goal Evaluations	89	5.6 %
Timeliness of MBE/WBE Goal Evaluations	115	7.3 %
Your understanding of your roles and responsibilities in the HRD process	142	9.0 %
Information provided on Contract Central regarding HRD forms	119	7.6 %
Timeliness of HRD's prevailing wage reviews	108	6.9 %
The courtesy and professionalism of HRD staff	75	4.8 %
<u>None Selected</u>	<u>928</u>	<u>58.9 %</u>
Total	1576	100.0 %

**Q8. If Human Relations were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Top Two Choices)**

<u>Q8. Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
Fairness of MBE/WBE Goal Evaluations	273	17.3 %
Timeliness of MBE/WBE Goal Evaluations	202	12.8 %
Your understanding of your roles and responsibilities in the HRD process	334	21.2 %
Information provided on Contract Central regarding HRD forms	161	10.2 %
Timeliness of HRD's prevailing wage reviews	218	13.8 %
The courtesy and professionalism of HRD staff	139	8.8 %
<u>None Selected</u>	<u>897</u>	<u>56.9 %</u>
Total	2224	

**Q9. Which ONE of the following statements best describes how often you use the services of Information Technology in your current position.**

Q9. Which ONE of the following statements best describes how often you use the services of Information Technology in your current position.

	Number	Percent
Very Frequently (daily)	285	18.1 %
Frequently (at least once per week)	333	21.1 %
Occasionally (once a month or less)	644	40.9 %
Never	109	6.9 %
Not Provided	205	13.0 %
Total	1576	100.0 %

**Q10. INFORMATION TECHNOLOGY. Please rate your satisfaction with the following:**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10A. Troubleshooting and communication from Helpdesk staff (the staff who answer the phone/enter your ticket)	19.2%	37.5%	13.1%	6.4%	3.2%	20.7%
Q10B. Overall repair and troubleshooting services from Desktop Support/PC Support	19.4%	35.6%	12.8%	7.1%	3.4%	21.8%
Q10C. Repair/troubleshooting services provided by other IT technicians	20.2%	33.6%	14.5%	6.0%	3.2%	22.6%
Q10D. Timeliness of resolution to your IT requests	16.9%	29.6%	16.1%	10.3%	5.6%	21.4%
Q10E. Support in procurement of new technology solutions or software	8.1%	21.1%	22.5%	11.5%	8.1%	28.7%
Q10F. Support in deployment of new technologies or software	7.9%	21.8%	23.1%	12.1%	8.0%	27.2%
Q10G. Applicability of training you receive from IT or other providers on the technology you use to do your job	8.3%	22.3%	23.4%	13.3%	7.6%	25.2%
Q10H. The courtesy and professionalism of IT staff	25.4%	35.9%	13.1%	3.2%	2.1%	20.3%

**EXCLUDING DON'T KNOW**

**O10. INFORMATION TECHNOLOGY. Please rate your satisfaction with the following: (Excluding "Don't Know")**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10A. Troubleshooting and communication from Helpdesk staff (the staff who answer the phone/enter your ticket)	24.2%	47.3%	16.5%	8.1%	4.0%
Q10B. Overall repair and troubleshooting services from Desktop Support/PC Support	24.8%	45.5%	16.3%	9.1%	4.3%
Q10C. Repair/troubleshooting services provided by other IT technicians	26.1%	43.4%	18.8%	7.7%	4.1%
Q10D. Timeliness of resolution to your IT requests	21.5%	37.7%	20.4%	13.2%	7.2%
Q10E. Support in procurement of new technology solutions or software	11.3%	29.6%	31.6%	16.1%	11.4%
Q10F. Support in deployment of new technologies or software	10.9%	29.9%	31.7%	16.6%	11.0%
Q10G. Applicability of training you receive from IT or other providers on the technology you use to do your job	11.1%	29.8%	31.2%	17.7%	10.2%
Q10H. The courtesy and professionalism of IT staff	31.8%	45.1%	16.5%	4.0%	2.6%

**Q11. If Information Technology were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?**

<u>Q11. First Choice</u>	<u>Number</u>	<u>Percent</u>
Troubleshooting and communication from Helpdesk staff	195	12.4 %
Overall repair and troubleshooting services from Desktop/PC Support	102	6.5 %
Repair/troubleshooting services provided by other IT technicians	68	4.3 %
Timeliness of resolution to your IT requests	193	12.2 %
Support in procurement of new technology solutions or software	275	17.4 %
Support in deployment of new technologies or software	118	7.5 %
Applicability of training you receive from IT or other providers	168	10.7 %
The courtesy and professionalism of IT staff	27	1.7 %
<u>None Selected</u>	<u>430</u>	<u>27.3 %</u>
Total	1576	100.0 %

**Q11. If Information Technology were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?**

<u>Q11. Second Choice</u>	<u>Number</u>	<u>Percent</u>
Troubleshooting and communication from Helpdesk staff	51	3.2 %
Overall repair and troubleshooting services from Desktop/PC Support	129	8.2 %
Repair/troubleshooting services provided by other IT technicians	95	6.0 %
Timeliness of resolution to your IT requests	127	8.1 %
Support in procurement of new technology solutions or software	140	8.9 %
Support in deployment of new technologies or software	298	18.9 %
Applicability of training you receive from IT or other providers	229	14.5 %
The courtesy and professionalism of IT staff	32	2.0 %
<u>None Selected</u>	<u>475</u>	<u>30.1 %</u>
Total	1576	100.0 %

**Q11. If Information Technology were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Top Two Choices)**

<u>Q11. Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
Troubleshooting and communication from Helpdesk staff	246	15.6 %
Overall repair and troubleshooting services from Desktop/PC Support	231	14.7 %
Repair/troubleshooting services provided by other IT technicians	163	10.3 %
Timeliness of resolution to your IT requests	320	20.3 %
Support in procurement of new technology solutions or software	415	26.3 %
Support in deployment of new technologies or software	416	26.4 %
Applicability of training you receive from IT or other providers	397	25.2 %
The courtesy and professionalism of IT staff	59	3.7 %
<u>None Selected</u>	<u>430</u>	<u>27.3 %</u>
Total	2677	

**Q12. Which ONE of the following statements best describes how often you use the services of Facility Maintenance Services in your current position.**

Q12. Which ONE of the following statements best describes how often you use the services of Facility Maintenance Services in your current position.

	Number	Percent
Very Frequently (daily)	155	9.8 %
Frequently (at least once per week)	175	11.1 %
Occasionally (once a month or less)	557	35.3 %
Never	439	27.9 %
<u>Not Provided</u>	<u>250</u>	<u>15.9 %</u>
Total	1576	100.0 %

**Q13. If you have contacted Facility Services, which ONE of the following methods do you use most often to request service?**

Q13. Which ONE of the following methods do you use most often to request service?

	Number	Percent
E-mail	305	34.0 %
Telephone	373	41.6 %
<u>In-Person</u>	<u>218</u>	<u>24.3 %</u>
Total	896	100.0 %

Had not contacted Facility Services = 680

**Q14. FACILITY SERVICES. Please rate your satisfaction with the following:**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14A. Resolution to your facility maintenance requests	5.8%	22.1%	16.2%	8.2%	3.2%	44.4%
Q14B. Timeliness of resolution to your maintenance requests	5.1%	17.9%	16.1%	11.4%	4.6%	44.9%
Q14C. Ease of making a facilities maintenance request	6.0%	21.4%	17.2%	7.0%	3.2%	45.2%
Q14D. The accessibility of facilities for employees with disabilities	5.6%	15.7%	18.3%	4.1%	2.4%	53.9%
Q14E. The overall maintenance of facilities where you work	5.1%	20.5%	15.7%	9.6%	4.9%	44.2%
Q14F. Overall cleanliness and visual appeal of facilities where you work	5.5%	20.9%	14.5%	9.0%	6.0%	44.2%
Q14G. The courtesy and professionalism of Facility Services staff	10.8%	24.2%	14.1%	4.1%	2.4%	44.4%

**EXCLUDING DON'T KNOW**

**Q14. FACILITY SERVICES. Please rate your satisfaction with the following: (Excluding "Don't Know")**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14A. Resolution to your facility maintenance requests	10.4%	39.8%	29.2%	14.8%	5.7%
Q14B. Timeliness of resolution to your maintenance requests	9.3%	32.5%	29.2%	20.6%	8.4%
Q14C. Ease of making a facilities maintenance request	10.9%	39.1%	31.4%	12.7%	5.9%
Q14D. The accessibility of facilities for employees with disabilities	12.1%	34.0%	39.8%	8.9%	5.2%
Q14E. The overall maintenance of facilities where you work	9.2%	36.7%	28.1%	17.2%	8.9%
Q14F. Overall cleanliness and visual appeal of facilities where you work	9.9%	37.4%	25.9%	16.1%	10.7%
Q14G. The courtesy and professionalism of Facility Services staff	19.4%	43.5%	25.5%	7.3%	4.3%

**Q15. Q15. If Facility Services were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?**

<u>Q15. First Choice</u>	<u>Number</u>	<u>Percent</u>
Resolution to your facility maintenance requests	163	10.3 %
Timeliness of resolution to your maintenance requests	177	11.2 %
Ease of making a facilities maintenance request	91	5.8 %
The accessibility of facilities for employees with disabilities	52	3.3 %
The overall maintenance of facilities where you work	142	9.0 %
Overall cleanliness and visual appeal of facilities where you work	153	9.7 %
The courtesy and professionalism of Facility Services staff	26	1.6 %
<u>None Selected</u>	<u>772</u>	<u>49.0 %</u>
Total	1576	100.0 %

**Q15. Q15. If Facility Services were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?**

<u>Q15. Second Choice</u>	<u>Number</u>	<u>Percent</u>
Resolution to your facility maintenance requests	98	6.2 %
Timeliness of resolution to your maintenance requests	179	11.4 %
Ease of making a facilities maintenance request	92	5.8 %
The accessibility of facilities for employees with disabilities	41	2.6 %
The overall maintenance of facilities where you work	158	10.0 %
Overall cleanliness and visual appeal of facilities where you work	160	10.2 %
The courtesy and professionalism of Facility Services staff	45	2.9 %
<u>None Selected</u>	<u>803</u>	<u>51.0 %</u>
Total	1576	100.0 %

**Q15. Q15. If Facility Services were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Top Two Choices)**

<u>Q15. Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
Resolution to your facility maintenance requests	261	16.6 %
Timeliness of resolution to your maintenance requests	356	22.6 %
Ease of making a facilities maintenance request	183	11.6 %
The accessibility of facilities for employees with disabilities	93	5.9 %
The overall maintenance of facilities where you work	300	19.0 %
Overall cleanliness and visual appeal of facilities where you work	313	19.9 %
The courtesy and professionalism of Facility Services staff	71	4.5 %
<u>None Selected</u>	<u>772</u>	<u>49.0 %</u>
Total	2349	

**Q16. Which ONE of the following statements best describes how often you use the services of Fleet Maintenance in your current position.**

Q16. Which ONE of the following statements best describes how often you use the services of Fleet Maintenance in your current position.

	Number	Percent
Very Frequently (daily)	127	8.1 %
Frequently (at least once per week)	174	11.0 %
Occasionally (once a month or less)	415	26.3 %
Never	607	38.5 %
Not Provided	253	16.1 %
Total	1576	100.0 %

**Q17. Which type of equipment/vehicle do you most frequently use?**

Q17. Which type of equipment/vehicle do you most frequently use?

	Number	Percent
Car	292	18.5 %
Truck	305	19.4 %
Heavy Equipment	92	5.8 %
Not Provided	887	56.3 %
Total	1576	100.0 %

**Q18. FLEET MAINTENANCE. Please rate your satisfaction with the following:**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q18A. Repairs on my city equipment/vehicle	7.4%	13.9%	11.0%	6.4%	4.9%	56.4%
Q18B. Information you receive about preventive maintenance of your city equipment/vehicle	4.9%	8.7%	13.5%	8.4%	6.1%	58.4%
Q18C. Hours that vehicle maintenance is open	6.3%	16.6%	13.4%	3.1%	2.5%	58.1%
Q18D. Time it takes for a repair to be done	5.3%	11.3%	10.8%	8.7%	7.0%	56.9%
Q18E. Ease of access to fleet maintenance location	9.1%	20.2%	10.6%	2.0%	1.1%	57.0%
Q18F. Ease of access to a fueling location	9.5%	19.6%	9.8%	2.7%	2.1%	56.3%
Q18G. Training you receive on your equipment/vehicle	4.0%	10.5%	16.5%	6.0%	3.9%	59.1%
Q18H. The courtesy and professionalism of Fleet Maintenance staff	9.9%	17.1%	11.6%	2.3%	2.8%	56.3%

**EXCLUDING DON'T KNOW**

**Q18. FLEET MAINTENANCE. Please rate your satisfaction with the following: (Excluding "Don't Know")**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18A. Repairs on my city equipment/vehicle	16.9%	31.9%	25.2%	14.7%	11.4%
Q18B. Information you receive about preventive maintenance of your city equipment/vehicle	11.7%	20.9%	32.5%	20.3%	14.6%
Q18C. Hours that vehicle maintenance is open	15.1%	39.6%	31.9%	7.4%	5.9%
Q18D. Time it takes for a repair to be done	12.4%	26.2%	25.0%	20.2%	16.2%
Q18E. Ease of access to fleet maintenance location	21.1%	46.9%	24.6%	4.7%	2.7%
Q18F. Ease of access to a fueling location	21.6%	44.8%	22.5%	6.2%	4.8%
Q18G. Training you receive on your equipment/vehicle	9.8%	25.6%	40.3%	14.7%	9.6%
Q18H. The courtesy and professionalism of Fleet Maintenance staff	22.6%	39.0%	26.6%	5.4%	6.4%

**Q19. If Fleet Maintenance were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?**

<u>Q19. First Choice</u>	<u>Number</u>	<u>Percent</u>
Repairs on my city equipment/vehicle	192	12.2 %
Information you receive about preventive maintenance	90	5.7 %
Hours that vehicle maintenance is open	36	2.3 %
Time it takes for a repair to be done	169	10.7 %
Ease of access to fleet maintenance location	8	0.5 %
Ease of access to a fueling location	53	3.4 %
Training you receive on your equipment/vehicle	74	4.7 %
The courtesy and professionalism of Fleet Maintenance staff	22	1.4 %
<u>None selected</u>	<u>932</u>	<u>59.1 %</u>
Total	1576	100.0 %

**Q19. If Fleet Maintenance were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?**

<u>Q19. Second Choice</u>	<u>Number</u>	<u>Percent</u>
Repairs on my city equipment/vehicle	109	6.9 %
Information you receive about preventive maintenance	119	7.6 %
Hours that vehicle maintenance is open	40	2.5 %
Time it takes for a repair to be done	158	10.0 %
Ease of access to fleet maintenance location	30	1.9 %
Ease of access to a fueling location	40	2.5 %
Training you receive on your equipment/vehicle	72	4.6 %
The courtesy and professionalism of Fleet Maintenance staff	44	2.8 %
<u>None selected</u>	<u>964</u>	<u>61.2 %</u>
Total	1576	100.0 %

**Q19. If Fleet Maintenance were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Top Two Choices)**

<u>Q19. Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
Repairs on my city equipment/vehicle	301	19.1 %
Information you receive about preventive maintenance	209	13.3 %
Hours that vehicle maintenance is open	76	4.8 %
Time it takes for a repair to be done	327	20.7 %
Ease of access to fleet maintenance location	38	2.4 %
Ease of access to a fueling location	93	5.9 %
Training you receive on your equipment/vehicle	146	9.3 %
The courtesy and professionalism of Fleet Maintenance staff	66	4.2 %
<u>None selected</u>	<u>932</u>	<u>59.1 %</u>
Total	2188	

**Q20. Which ONE of the following statements best describes how often you use the services of Records Management in your current position.**

Q20. Which ONE of the following statements best describes how often you use the services of Records Management in your current position.

	Number	Percent
Very Frequently (daily)	42	2.7 %
Frequently (at least once per week)	66	4.2 %
Occasionally (once a month or less)	463	29.4 %
Never	729	46.3 %
<u>Not Provided</u>	<u>276</u>	<u>17.5 %</u>
Total	1576	100.0 %

**Q21. RECORDS MANAGEMENT. Please rate your satisfaction with the following:**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q21A. Timeliness of retrieval request for records	6.2%	13.4%	11.1%	2.0%	1.1%	66.2%
Q21B. Your understanding of Records Management policies and procedures	5.0%	13.2%	12.8%	2.8%	1.1%	65.0%
Q21C. Assistance provided in the transfer and disposal of records	6.2%	11.4%	11.8%	2.5%	1.6%	66.5%
Q21D. The courtesy and professionalism of Records staff	9.6%	13.1%	10.3%	1.6%	0.4%	65.1%

**EXCLUDING DON'T KNOW**

**Q21. RECORDS MANAGEMENT. Please rate your satisfaction with the following: (Excluding "Don't Know")**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q21A. Timeliness of retrieval request for records	18.2%	39.6%	32.8%	6.0%	3.4%
Q21B. Your understanding of Records Management policies and procedures	14.3%	37.7%	36.7%	8.0%	3.3%
Q21C. Assistance provided in the transfer and disposal of records	18.4%	33.9%	35.2%	7.6%	4.9%
Q21D. The courtesy and professionalism of Records staff	27.5%	37.5%	29.5%	4.5%	1.1%

**Q22. Which ONE of the following statements best describes how often you use the services of Procurement in your current position.**

Q22. Which ONE of the following statements best describes how often you use the services of

<u>Procurement in your current position.</u>	<u>Number</u>	<u>Percent</u>
Very Frequently (daily)	79	5.0 %
Frequently (at least once per week)	128	8.1 %
Occasionally (once a month or less)	406	25.8 %
Never	684	43.4 %
Not Provided	279	17.7 %
Total	1576	100.0 %

**Q23. PROCUREMENT. Please rate your satisfaction with the following:**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q23A. Products and services purchased by Procurement services for your department/ division	3.5%	14.5%	12.8%	4.3%	2.5%	62.4%
Q23B. Pricing of products/services purchased by the Procurement Division	2.6%	10.9%	13.6%	5.8%	2.4%	64.6%
Q23C. Timeliness from requisition to issuance of purchase order	3.5%	11.9%	11.7%	5.8%	3.5%	63.6%
Q23D. Timeliness of issuing invitations to bid and requests for proposals	2.9%	8.6%	14.0%	4.5%	2.8%	67.1%
Q23E. Your understanding of Procurement policies, processes and procedures	3.3%	8.8%	14.6%	7.0%	3.0%	63.3%
Q23F. Information provided on Contract Central regarding procurement/contracting	3.0%	8.4%	14.2%	4.8%	3.0%	66.6%
Q23G. The courtesy and professionalism of Procurement staff	6.5%	14.9%	11.2%	2.7%	2.3%	62.4%

**EXCLUDING DON'T KNOW**

**Q23. PROCUREMENT. Please rate your satisfaction with the following: (Excluding "Don't Know")**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q23A. Products and services purchased by Procurement services for your department/division	9.3%	38.6%	34.1%	11.5%	6.6%
Q23B. Pricing of products/services purchased by the Procurement Division	7.3%	30.8%	38.5%	16.5%	6.8%
Q23C. Timeliness from requisition to issuance of purchase order	9.6%	32.8%	32.1%	16.0%	9.6%
Q23D. Timeliness of issuing invitations to bid and requests for proposals	8.9%	26.3%	42.7%	13.7%	8.5%
Q23E. Your understanding of Procurement policies, processes and procedures	9.0%	24.0%	39.8%	19.0%	8.1%
Q23F. Information provided on Contract Central regarding procurement/contracting	8.9%	25.3%	42.6%	14.3%	8.9%
Q23G. The courtesy and professionalism of Procurement staff	17.2%	39.7%	29.7%	7.3%	6.1%

**Q24. If Procurement were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?**

<u>Q24. First Choice</u>	<u>Number</u>	<u>Percent</u>
Products and services purchased by Procurement services	118	7.5 %
Pricing of products/services purchased by the Procurement Division	98	6.2 %
Timeliness from requisition to issuance of purchase order	116	7.4 %
Timeliness of issuing invitations to bid and requests for proposals	46	2.9 %
Your understanding of Procurement policies, processes and procedures	116	7.4 %
Information provided on Contract Central	52	3.3 %
The courtesy and professionalism of Procurement staff	24	1.5 %
<u>None selected</u>	<u>1006</u>	<u>63.8 %</u>
Total	1576	100.0 %

**Q24. If Procurement were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?**

<u>Q24. Second Choice</u>	<u>Number</u>	<u>Percent</u>
Products and services purchased by Procurement services	70	4.4 %
Pricing of products/services purchased by the Procurement Division	72	4.6 %
Timeliness from requisition to issuance of purchase order	80	5.1 %
Timeliness of issuing invitations to bid and requests for proposals	69	4.4 %
Your understanding of Procurement policies, processes and procedures	115	7.3 %
Information provided on Contract Central	97	6.2 %
The courtesy and professionalism of Procurement staff	35	2.2 %
<u>None selected</u>	<u>1038</u>	<u>65.9 %</u>
Total	1576	100.0 %

**Q24. If Procurement were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Top Two Choices)**

<u>Q24. Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
Products and services purchased by Procurement services	188	11.9 %
Pricing of products/services purchased by the Procurement Division	170	10.8 %
Timeliness from requisition to issuance of purchase order	196	12.4 %
Timeliness of issuing invitations to bid and requests for proposals	115	7.3 %
Your understanding of Procurement policies, processes and procedures	231	14.7 %
Information provided on Contract Central	149	9.5 %
The courtesy and professionalism of Procurement staff	59	3.7 %
<u>None selected</u>	<u>1006</u>	<u>63.8 %</u>
Total	2114	

**Q25. Which ONE of the following statements best describes how often you use the services of Accounts/AP/Payroll in your current position.**

Q25. Which ONE of the following statements best describes how often you use the services of Accounts/AP/Payroll in your current position.

	Number	Percent
Very Frequently (daily)	108	6.9 %
Frequently (at least once per week)	216	13.7 %
Occasionally (once a month or less)	477	30.3 %
Never	483	30.6 %
Not Provided	292	18.5 %
Total	1576	100.0 %

**Q26. ACCOUNTS/AP/PAYROLL. Please rate your satisfaction with the following:**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q26A. Timeliness and accuracy of payroll	15.1%	26.0%	8.2%	2.0%	0.9%	47.8%
Q26B. Ease of payroll process	12.1%	23.1%	9.9%	3.9%	1.5%	49.4%
Q26C. The courtesy and professionalism of payroll staff	15.0%	22.3%	10.0%	2.5%	0.8%	49.5%
Q26D. Timeliness and accuracy of accounts payable	10.7%	20.2%	12.1%	2.2%	0.7%	54.0%
Q26E. Timeliness and accuracy of posting JVs etc. by P-Financial staff	6.3%	13.5%	13.5%	2.0%	1.0%	63.8%
Q26F. Adequacy of training provided on P-Financials	5.5%	11.0%	14.9%	3.7%	2.0%	62.9%
Q26G. The courtesy and professionalism of accounts payable staff	11.7%	20.5%	11.1%	1.6%	1.1%	53.9%
Q26H. Timeliness and accuracy of cashiering transactions	7.9%	15.3%	13.1%	1.5%	0.8%	61.4%

**EXCLUDING DON'T KNOW****Q26. ACCOUNTS/AP/PAYROLL. Please rate your satisfaction with the following: (Excluding "Don't Know")**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q26A. Timeliness and accuracy of payroll	28.9%	49.8%	15.8%	3.8%	1.7%
Q26B. Ease of payroll process	24.0%	45.7%	19.6%	7.8%	3.0%
Q26C. The courtesy and professionalism of payroll staff	29.6%	44.1%	19.7%	4.9%	1.6%
Q26D. Timeliness and accuracy of accounts payable	23.3%	44.0%	26.3%	4.8%	1.5%
Q26E. Timeliness and accuracy of posting JV s etc. by P-Financial staff	17.5%	37.1%	37.1%	5.6%	2.6%
Q26F. Adequacy of training provided on P-Financials	14.7%	29.8%	40.2%	9.9%	5.3%
Q26G. The courtesy and professionalism of accounts payable staff	25.5%	44.5%	24.1%	3.4%	2.5%
Q26H. Timeliness and accuracy of cashiering transactions	20.6%	39.6%	33.9%	3.9%	2.0%

**Q27. If Accounts/AP/Payroll were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?**

<u>Q27. First Choice</u>	<u>Number</u>	<u>Percent</u>
Timeliness and accuracy of payroll	121	7.7 %
Ease of payroll process	155	9.8 %
The courtesy and professionalism of payroll staff	40	2.5 %
Timeliness and accuracy of accounts payable	81	5.1 %
Timeliness and accuracy of posting JV's etc. by P-Financial staff	64	4.1 %
Adequacy of training provided on P-Financials	117	7.4 %
The courtesy and professionalism of accounts payable staff	20	1.3 %
Timeliness and accuracy of cashiering transactions	29	1.8 %
<u>None selected</u>	<u>949</u>	<u>60.2 %</u>
Total	1576	100.0 %

**Q27. If Accounts/AP/Payroll were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?**

<u>Q27. Second Choice</u>	<u>Number</u>	<u>Percent</u>
Timeliness and accuracy of payroll	61	3.9 %
Ease of payroll process	129	8.2 %
The courtesy and professionalism of payroll staff	24	1.5 %
Timeliness and accuracy of accounts payable	63	4.0 %
Timeliness and accuracy of posting JV's etc. by P-Financial staff	58	3.7 %
Adequacy of training provided on P-Financials	109	6.9 %
The courtesy and professionalism of accounts payable staff	42	2.7 %
Timeliness and accuracy of cashiering transactions	64	4.1 %
<u>None selected</u>	<u>1026</u>	<u>65.1 %</u>
Total	1576	100.0 %

**Q27. If Accounts/AP/Payroll were to make improvements in the areas listed below, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Top Two Choices)**

<u>Q27. Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
Timeliness and accuracy of payroll	182	11.5 %
Ease of payroll process	284	18.0 %
The courtesy and professionalism of payroll staff	64	4.1 %
Timeliness and accuracy of accounts payable	144	9.1 %
Timeliness and accuracy of posting JV's etc. by P-Financial staff	122	7.7 %
Adequacy of training provided on P-Financials	226	14.3 %
The courtesy and professionalism of accounts payable staff	62	3.9 %
Timeliness and accuracy of cashiering transactions	93	5.9 %
<u>None selected</u>	<u>949</u>	<u>60.2 %</u>
Total	2126	

**Q28. LAW DEPARTMENT. Which ONE of the following statements best describes how often you use the services of the Law Department in your current position**

Q28. Which ONE of the following statements best describes how often you use the services of the

<u>Law Department in your current position</u>	<u>Number</u>	<u>Percent</u>
Very Frequently (daily)	66	4.2 %
Frequently (at least once per week)	135	8.6 %
Occasionally (once a month or less)	408	25.9 %
Never	686	43.5 %
<u>Not Provided</u>	<u>281</u>	<u>17.8 %</u>
Total	1576	100.0 %

**Q29. LAW DEPARTMENT. Please rate your satisfaction with the following:**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q29A. The explanations you receive on legal opinions	9.1%	14.5%	8.6%	3.7%	2.0%	62.2%
Q29B. The level of understanding your Law Department attorneys have of your department s activities	9.9%	13.8%	7.7%	3.6%	2.2%	62.8%
Q29C. Responsiveness of Law Department attorneys to your inquiries	9.3%	13.6%	8.8%	3.9%	2.7%	61.8%
Q29D. The courtesy and professionalism of Law Department staff	12.6%	15.0%	7.2%	1.9%	2.0%	61.4%

**EXCLUDING DON'T KNOW**

**Q29. LAW DEPARTMENT. Please rate your satisfaction with the following: (Excluding "Don't Know")**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q29A. The explanations you receive on legal opinions	24.0%	38.4%	22.7%	9.7%	5.2%
Q29B. The level of understanding your Law Department attorneys have of your department s activities	26.6%	37.1%	20.6%	9.7%	6.0%
Q29C. Responsiveness of Law Department attorneys to your inquiries	24.3%	35.5%	22.9%	10.3%	7.0%
Q29D. The courtesy and professionalism of Law Department staff	32.7%	38.8%	18.6%	4.9%	5.1%

**Q30. CALL CENTER. Which ONE of the following statements best describes how often you work with the City's 311 Call Center (as an employee, not as a citizen) in your current position.**

Q30. Which ONE of the following statements best describes how often you work with the City's 311 Call Center (as an employee, not as a citizen) in your current position.

	Number	Percent
Very Frequently (daily)	130	8.2 %
Frequently (at least once per week)	155	9.8 %
Occasionally (once a month or less)	506	32.1 %
Never	505	32.0 %
<u>Not Provided</u>	<u>280</u>	<u>17.8 %</u>
Total	1576	100.0 %

**Q31. 311 CALL CENTER. Please rate your satisfaction with the following:**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q31A. Adequacy of the information provided in 311 service requests	5.6%	18.4%	14.4%	7.4%	3.8%	50.4%
Q31B. Peoplesoft CRM ease of use	3.4%	12.6%	14.7%	7.4%	4.0%	57.9%
Q31C. Usefulness of data available through 311 Call Center	4.3%	14.1%	15.9%	7.6%	3.9%	54.2%
Q31D. The level of knowledge 311 employees have about your department s services and programs	4.3%	11.9%	13.3%	11.4%	6.9%	52.2%
Q31E. The courtesy and professionalism of 311 staff	9.8%	21.4%	11.7%	4.4%	2.2%	50.5%

**EXCLUDING DON'T KNOW**

**Q31. 311 CALL CENTER. Please rate your satisfaction with the following: (Excluding "Don't Know")**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q31A. Adequacy of the information provided in 311 service requests	11.3%	37.1%	29.0%	15.0%	7.7%
Q31B. Peoplesoft CRM ease of use	8.1%	30.0%	34.8%	17.5%	9.5%
Q31C. Usefulness of data available through 311 Call Center	9.4%	30.9%	34.6%	16.6%	8.4%
Q31D. The level of knowledge 311 employees have about your department s services and programs	9.0%	24.9%	27.9%	23.7%	14.5%
Q31E. The courtesy and professionalism of 311 staff	19.7%	43.2%	23.7%	8.8%	4.5%

**Q32. Using of a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following.**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q32A. How prepared you feel at work in the event of an emergency	7.9%	31.2%	22.1%	12.4%	7.2%	19.2%
Q32B. Accessibility to building entry (access cards)	12.4%	37.8%	18.8%	6.7%	3.4%	20.9%
Q32C. Guard response to emergency incidents	8.4%	21.2%	23.5%	8.2%	5.5%	33.3%
Q32D. The courtesy and professionalism of security guards	17.6%	31.9%	18.7%	5.5%	3.9%	22.4%
Q32E. Feeling that your department/division/supervisor takes worker safety seriously	16.4%	34.5%	16.2%	6.9%	5.7%	20.3%
Q32F. Your understanding of what makes a work environment safe	17.6%	41.0%	14.8%	4.3%	2.3%	20.0%
Q32G. Your understanding of how to deal with a workplace incident (i.e. employee injury or accident on the job)	13.7%	36.8%	17.9%	7.4%	3.1%	21.1%
Q32H. How the city handles worker compensation claims	4.1%	15.0%	24.0%	7.4%	5.0%	44.4%

**Q32. Using of a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following.**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q32I. How informed you are about what is happening in the workplace	8.5%	29.3%	21.6%	14.7%	8.2%	17.8%
Q32J. Quality of the Fountain Pen newsletter	12.4%	36.1%	23.2%	4.6%	2.9%	20.8%
Q32K. Usefulness of the City's internal website ( <a href="http://central">http://central</a> )	9.7%	33.6%	24.3%	8.8%	3.7%	19.8%
Q32L. Usefulness of the City's external website ( <a href="http://www.kcmo.org">www.kcmo.org</a> )	11.2%	36.3%	22.0%	7.6%	3.2%	19.6%
Q32M. Overall leadership provided by my immediate supervisor	24.0%	26.4%	15.2%	8.4%	8.7%	17.3%
Q32N. Overall leadership provided by my department s management	17.0%	25.9%	17.4%	11.9%	10.3%	17.5%
Q32O. Overall leadership provided by top city management and elected officials	7.9%	24.4%	24.7%	12.1%	11.2%	19.7%
Q32P. The level of internal and external customer service provided by your work unit/ division/department	15.1%	39.1%	17.0%	6.2%	3.0%	19.5%
Q32Q. The level of recognition given to employees who perform well	4.1%	15.7%	18.2%	23.9%	19.2%	19.0%

**Q32. Using of a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following.**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q32R. Your opportunity for promotion	3.9%	14.1%	23.6%	19.0%	19.1%	20.2%
Q32S. How well the technology in your department/division meets your needs	5.8%	28.4%	23.4%	14.8%	9.3%	18.3%
Q32T. Cooperation between my work unit/division and other work units/divisions INSIDE my department	8.7%	28.5%	23.0%	12.7%	8.6%	18.5%
Q32U. Cooperation between my work unit/division and work units/divisions OUTSIDE my department	5.6%	27.8%	25.6%	13.1%	7.2%	20.6%
Q32V. How safe you feel at work	14.2%	36.7%	18.4%	7.4%	5.7%	17.6%
Q32W. How ethically the city conducts business	7.0%	27.5%	24.0%	11.4%	10.7%	19.3%
Q32X. How happy you are in your job	16.3%	30.8%	21.3%	7.5%	6.7%	17.5%

**EXCLUDING DON'T KNOW**

**Q32. Using of a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following. (Excluding "Don't Know")**

(N=1576)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q32A. How prepared you feel at work in the event of an emergency	9.8%	38.6%	27.4%	15.3%	8.9%
Q32B. Accessibility to building entry (access cards)	15.7%	47.8%	23.8%	8.4%	4.3%
Q32C. Guard response to emergency incidents	12.6%	31.8%	35.2%	12.3%	8.2%
Q32D. The courtesy and professionalism of security guards	22.6%	41.1%	24.1%	7.0%	5.1%
Q32E. Feeling that your department/division/supervisor takes worker safety seriously	20.6%	43.3%	20.3%	8.6%	7.2%
Q32F. Your understanding of what makes a work environment safe	22.0%	51.2%	18.5%	5.3%	2.9%
Q32G. Your understanding of how to deal with a workplace incident (i.e. employee injury or accident on the job)	17.4%	46.7%	22.7%	9.3%	3.9%
Q32H. How the city handles worker compensation claims	7.4%	27.1%	43.2%	13.4%	9.0%

**EXCLUDING DON'T KNOW**

**Q32. Using of a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following. (Excluding "Don't Know")**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q32I. How informed you are about what is happening in the workplace	10.3%	35.6%	26.2%	17.9%	10.0%
Q32J. Quality of the Fountain Pen newsletter	15.6%	45.6%	29.3%	5.8%	3.7%
Q32K. Usefulness of the City's internal website ( <a href="http://central">http://central</a> )	12.1%	41.9%	30.3%	11.0%	4.7%
Q32L. Usefulness of the City's external website ( <a href="http://www.kcmo.org">www.kcmo.org</a> )	14.0%	45.1%	27.4%	9.5%	4.0%
Q32M. Overall leadership provided by my immediate supervisor	29.0%	31.9%	18.4%	10.2%	10.5%
Q32N. Overall leadership provided by my department s management	20.6%	31.4%	21.1%	14.5%	12.5%
Q32O. Overall leadership provided by top city management and elected officials	9.8%	30.4%	30.8%	15.0%	14.0%
Q32P. The level of internal and external customer service provided by your work unit/ division/department	18.8%	48.6%	21.1%	7.7%	3.8%
Q32Q. The level of recognition given to employees who perform well	5.0%	19.4%	22.5%	29.4%	23.6%

**EXCLUDING DON'T KNOW**

**Q32. Using of a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following. (Excluding "Don't Know")**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q32R. Your opportunity for promotion	4.9%	17.7%	29.6%	23.8%	23.9%
Q32S. How well the technology in your department/division meets your needs	7.1%	34.7%	28.6%	18.1%	11.4%
Q32T. Cooperation between my work unit/division and other work units/divisions INSIDE my department	10.7%	35.0%	28.2%	15.6%	10.6%
Q32U. Cooperation between my work unit/division and work units/divisions OUTSIDE my department	7.1%	35.0%	32.3%	16.5%	9.1%
Q32V. How safe you feel at work	17.2%	44.5%	22.3%	9.0%	6.9%
Q32W. How ethically the city conducts business	8.6%	34.1%	29.8%	14.2%	13.3%
Q32X. How happy you are in your job	19.8%	37.3%	25.8%	9.1%	8.1%

**Q34. Please answer the following questions by circling YES or NO.**

(N=1576)

	Yes	No	Not Provided
Q34A. Are you responsible for hiring new staff?	22.5%	59.8%	17.6%
Q34B. Are you assigned a piece of City equipment or vehicle?	44.1%	38.2%	17.7%
Q34C. Have you voluntarily attended a training course through the City or one of its partners (MARC, New Horizons, Institute for Management Studies)	58.6%	23.5%	17.8%
Q34D. Are you a member of a bargaining unit?	13.4%	68.7%	17.9%
Q34E. Do you supervise staff?	29.6%	52.5%	17.9%

**Q35. Please CHECK the City Department in which you work:**

Q35. Please CHECK the City Department in  
which you work:

	Number	Percent
Aviation	114	7.2 %
City Auditor/City Clerk/Mayor and Council	24	1.5 %
City Planning and Development	57	3.6 %
Convention and Entertainment Facilities	29	1.8 %
Finance	57	3.6 %
KCFD	50	3.2 %
General Services	149	9.5 %
Health	81	5.1 %
Human Relations/Human Resources	36	2.3 %
Law/Municipal Court	42	2.7 %
Neighborhood and Housing Services	73	4.6 %
Office of the City Manager	57	3.6 %
Parks and Recreation	72	4.6 %
Public Works	148	9.4 %
Water Services	266	16.9 %
<u>Not provided</u>	<u>321</u>	<u>20.4 %</u>
Total	1576	100.0 %

**Q36. Please CHECK your primary work location:**

<u>Q36. Please CHECK your primary work location:</u>	<u>Number</u>	<u>Percent</u>
Downtown municipal building (i.e. City Hall)	427	27.1 %
4900 Swope/Tow Lot/2534 Prospect/Mohart/5835 Troost	44	2.8 %
Century Towers/MAST Bldg/Health Dept Bldg	89	5.6 %
Fire Station or other fire facility	19	1.2 %
Aviation facility	114	7.2 %
Convention Center complex	30	1.9 %
Parks facility (including community centers)	71	4.5 %
MSC complex (Deramus/Municipal/Chouteau)	94	6.0 %
2400 Russell Road/4721 E Coal Mine Road	39	2.5 %
18th and Prospect complex	81	5.1 %
Other WSD facility	211	13.4 %
<u>Not Provided</u>	<u>357</u>	<u>22.7 %</u>
Total	1576	100.0 %

**Q37. Your employment status:**

<u>Q37 Your employment status:</u>	<u>Number</u>	<u>Percent</u>
Full Time	1280	81.2 %
Part Time	13	0.8 %
<u>Not Provided</u>	<u>283</u>	<u>18.0 %</u>
Total	1576	100.0 %

**Q38. How do you usually get to and from work?**

<u>Q38. How do you usually get to and from work?</u>	<u>Number</u>	<u>Percent</u>
Personal Vehicle (by yourself)	1104	70.1 %
Carpool/Ride	88	5.6 %
Public Transportation	135	8.6 %
Walk/Bike	25	1.6 %
Not Provided	472	29.9 %
Total	1824	

**Q39. Do you think you will be working for the City of Kansas City, Missouri, five years from now?**

<u>Q39. Do you think you will be working for the City of Kansas City, Missouri, five years from now?</u>	<u>Number</u>	<u>Percent</u>
Yes	949	60.2 %
No	331	21.0 %
Not Sure	296	18.8 %
Total	1576	100.0 %

**Q40. Approximately how many years have you worked for the City of Kansas City, Missouri?**

Q40. Approximately how many years have you  
worked for the City of Kansas City, Missouri?

	Number	Percent
Less than 1	14	0.9 %
1	51	3.2 %
2	44	2.8 %
3	26	1.6 %
4	37	2.3 %
5	101	6.4 %
6	54	3.4 %
7	34	2.2 %
8	39	2.5 %
9	31	2.0 %
10	55	3.5 %
11	34	2.2 %
12	71	4.5 %
13	41	2.6 %
14	43	2.7 %
15	74	4.7 %
16	37	2.3 %
17	52	3.3 %
18	36	2.3 %
19	25	1.6 %
20	58	3.7 %
21	23	1.5 %
22	18	1.1 %
23	34	2.2 %
24	13	0.8 %
25	26	1.6 %
26	11	0.7 %
27	21	1.3 %
28	17	1.1 %

**Q40. Approximately how many years have you worked for the City of Kansas City, Missouri?**

Q40. Approximately how many years have you worked for the City of Kansas City, Missouri?	Number	Percent
29	2	0.1 %
30	20	1.3 %
31	7	0.4 %
32	13	0.8 %
33	8	0.5 %
34	5	0.3 %
35	6	0.4 %
36	2	0.1 %
38	2	0.1 %
39	2	0.1 %
40	1	0.1 %
42	1	0.1 %
47	1	0.1 %
49	1	0.1 %
80	1	0.1 %
<u>Not Provided</u>	<u>384</u>	<u>24.4 %</u>
Total	1576	100.0 %

**Q40. What is your age?**

Q41 What is your age?	Number	Percent
18-24	17	1.1 %
25-34	126	8.0 %
35-44	241	15.3 %
45-54	445	28.2 %
55-64	334	21.2 %
65+	41	2.6 %
Not Provided	372	23.6 %
Total	1576	100.0 %

**Q41. Your gender:**

Q42 Your gender:	Number	Percent
Male	681	43.2 %
Female	521	33.1 %
Not Provided	374	23.7 %
Total	1576	100.0 %

**Section 4:**  
**Survey Instrument**

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# City of Kansas City, Missouri Internal Services Survey

The City of Kansas City would like to know your level of satisfaction with those internal services that support you in successfully performing your job duties. Your responses are completely confidential and cannot be associated with you as an individual. If you have questions, please call the City Manager's Office at 513-6567 or 513-6568.

1. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the overall level of service provided by the following Internal City Services.

How satisfied you are with the overall level of service provided by:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Human Resources	5	4	3	2	1	9
B.	Human Relations	5	4	3	2	1	9
C.	Information Technology	5	4	3	2	1	9
D.	Facility Services	5	4	3	2	1	9
E.	Fleet Maintenance	5	4	3	2	1	9
F.	Procurement	5	4	3	2	1	9
G.	Records Management	5	4	3	2	1	9
H.	Law	5	4	3	2	1	9
I.	Accounts/AP/Payroll	5	4	3	2	1	9
J.	311 Call Center	5	4	3	2	1	9
K.	Security	5	4	3	2	1	9
L.	Worker Safety/Risk Management	5	4	3	2	1	9
M.	City Communications	5	4	3	2	1	9

2. Which THREE of the INTERNAL SERVICES listed above do you think should be the City's top priorities for improvement? [Write in the letters below using the letters from the list in Question 1 above].

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

3. **HUMAN RESOURCES.** Which ONE of the following statements best describes how often you use the services of Human Resources in your current position. (Check ONE)

(1) Very Frequently (daily)  (3) Occasionally (once a month or less)  
 (2) Frequently (at least once per week)  (4) Never (go to Question 6)

4. HUMAN RESOURCES		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Assistance provided by the City Hall Benefits staff in electing or modifying your benefits (health care insurance, short-term or long-term disability, etc.)	5	4	3	2	1	9
B.	Wellness Programs offered (A Healthier You, Health Fairs)	5	4	3	2	1	9
C.	Assistance provided by the Retirement Office regarding questions you have about retirement	5	4	3	2	1	9
D.	Effectiveness of employee performance evaluation tools	5	4	3	2	1	9
E.	Administration and oversight of Family Medical Leave policies	5	4	3	2	1	9
F.	Ease of application process for new or promotional positions	5	4	3	2	1	9
G.	Timeliness of receiving eligibility lists for hiring	5	4	3	2	1	9
H.	Quality of candidates contained on the eligible lists for hire	5	4	3	2	1	9
I.	Timeliness of receiving background check results	5	4	3	2	1	9
J.	Timeliness of receiving pre-employment drug screening results	5	4	3	2	1	9
K.	The applicability of training provided by the Education and Development Division or a partner agency to your job	5	4	3	2	1	9
L.	The courtesy and professionalism of HR staff	5	4	3	2	1	9

5. If Human Resources were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? [Write in the letters below using the letters from the list in Question 4 above].

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_





**22. PROCUREMENT.** Which ONE of the following statements best describes how often you use the services of Procurement in your current position. (Check ONE)

- (1) Very Frequently (daily)
  (2) Frequently (at least once per week)
  (3) Occasionally (once a month or less)
  (4) Never (go to Question 25)

23. PROCUREMENT		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
<b>Please rate your satisfaction with the following:</b>							
A.	Products and services purchased by Procurement services for your department/division	5	4	3	2	1	9
B.	Pricing of products/services purchased by the Procurement Division	5	4	3	2	1	9
C.	Timeliness from requisition to issuance of purchase order	5	4	3	2	1	9
D.	Timeliness of issuing invitations to bid and requests for proposals	5	4	3	2	1	9
E.	Your understanding of Procurement policies, processes and procedures	5	4	3	2	1	9
F.	Information provided on Contract Central regarding procurement/contracting	5	4	3	2	1	9
G.	The courtesy and professionalism of Procurement staff	5	4	3	2	1	9

**24. If Procurement were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?** [Write in the letters below using the letters from the list in Question 23 above].

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

**25. ACCOUNTS/AP/PAYROLL.** Which ONE of the following statements best describes how often you use the services of Accounts/AP/Payroll in your current position. (Check ONE)

- (1) Very Frequently (daily)
  (2) Frequently (at least once per week)
  (3) Occasionally (once a month or less)
  (4) Never (go to Question 28)

26. ACCOUNTS/AP/PAYROLL		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
<b>Please rate your satisfaction with the following:</b>							
A.	Timeliness and accuracy of payroll	5	4	3	2	1	9
B.	Ease of payroll process	5	4	3	2	1	9
C.	The courtesy and professionalism of payroll staff	5	4	3	2	1	9
D.	Timeliness and accuracy of accounts payable	5	4	3	2	1	9
E.	Timeliness and accuracy of posting JV's etc. by P-Financial staff	5	4	3	2	1	9
F.	Adequacy of training provided on P-Financials	5	4	3	2	1	9
G.	The courtesy and professionalism of accounts payable staff	5	4	3	2	1	9
H.	Timeliness and accuracy of cashiering transactions	5	4	3	2	1	9

**27. If Accounts/AP/Payroll were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?** [Write in the letters below using the letters from the list in Question 26 above].

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

**28. LAW DEPARTMENT.** Which ONE of the following statements best describes how often you use the services of the Law Department in your current position. (Check ONE)

- (1) Very Frequently (daily)
  (2) Frequently (at least once per week)
  (3) Occasionally (once a month or less)
  (4) Never (go to Question 30)

29. LAW DEPARTMENT		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
<b>Please rate your satisfaction with the following:</b>							
A.	The explanations you receive on legal opinions	5	4	3	2	1	9
B.	The level of understanding your Law Department attorneys have of your department's activities	5	4	3	2	1	9
C.	Responsiveness of Law Department attorneys to your inquiries	5	4	3	2	1	9
D.	The courtesy and professionalism of Law Department staff	5	4	3	2	1	9



**33. Please share examples of policies, ordinances, regulations or processes that prevent you from being efficient or providing the highest level of service to the citizens of Kansas City or any other general comments:**

The questions listed below will only be used to better understand the needs of specific groups of employees. If you do not feel comfortable answering, please leave those questions blank.

**34. Please answer the following questions by circling YES or NO.**

A.	Are you responsible for hiring new staff?	YES	NO
B.	Are you assigned a piece of City equipment or vehicle?	YES	NO
C.	Have you voluntarily attended a training course through the City or one of its partners (MARC, New Horizons, Institute for Management Studies)	YES	NO
D.	Are you a member of a bargaining unit?	YES	NO
E.	Do you supervise staff?	YES	NO

**35. Please CHECK the City Department in which you work:**

- |  |   |
|--|---|
| <input type="checkbox"/> (01) Aviation<br><input type="checkbox"/> (02) City Auditor/City Clerk/Mayor and Council<br><input type="checkbox"/> (03) City Planning and Development<br><input type="checkbox"/> (04) Convention and Entertainment Facilities<br><input type="checkbox"/> (05) Finance<br><input type="checkbox"/> (06) KCFD<br><input type="checkbox"/> (07) General Services<br><input type="checkbox"/> (08) Health | <input type="checkbox"/> (09) Human Relations/Human Resources<br><input type="checkbox"/> (10) Law/Municipal Court<br><input type="checkbox"/> (11) Neighborhood and Housing Services<br><input type="checkbox"/> (12) Office of the City Manager<br><input type="checkbox"/> (13) Parks and Recreation<br><input type="checkbox"/> (14) Public Works<br><input type="checkbox"/> (15) Water Services |
|--|---|

**36. Please CHECK your primary work location (ONLY ONE)**

- |   |  |
|---|--|
| <input type="checkbox"/> (01) Downtown municipal building (i.e. City Hall)<br><input type="checkbox"/> (02) 4900 Swope/Tow Lot/2534 Prospect/Mohart/5835 Troost<br><input type="checkbox"/> (03) Century Towers/MAST Bldg/Health Dept Bldg<br><input type="checkbox"/> (04) Fire Station or other fire facility<br><input type="checkbox"/> (05) Aviation facility<br><input type="checkbox"/> (06) Convention Center complex | <input type="checkbox"/> (07) Parks facility (including community centers)<br><input type="checkbox"/> (08) MSC complex (Deramus/Municipal/Chouteau)<br><input type="checkbox"/> (09) 2400 Russell Road/4721 E Coal Mine Road<br><input type="checkbox"/> (10) 18 <sup>th</sup> and Prospect complex<br><input type="checkbox"/> (11) Other WSD facility |
|---|--|

**37. Your employment status:**  (1) Full-time  (2) Part-time

**38. How do you usually get to and from work? (check all that apply)**

- (1) personal vehicle (by yourself)  (2) carpool/ride  (3) public transportation  (4) walk/bike

**39. Do you think you will be working for the City of Kansas City, Missouri, five years from now?**  (1) Yes  (2) No

**40. Approximately how many years have you worked for the City of Kansas City, Missouri?** \_\_\_\_\_ years

**41. What is your age?**  (1) 18-24  (2) 25-34  (3) 35-44  (4) 45-54  (5) 55-64  (6) 65+

**42. Your gender:**  (1) Male  (2) Female

**This concludes the survey. Thank you for your time!**