

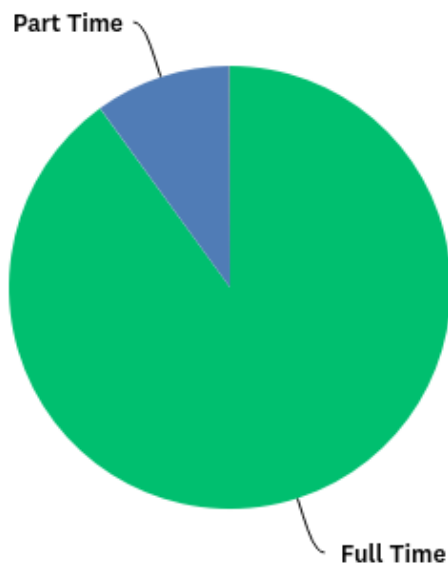


Employee Engagement Survey

April 8, 2019

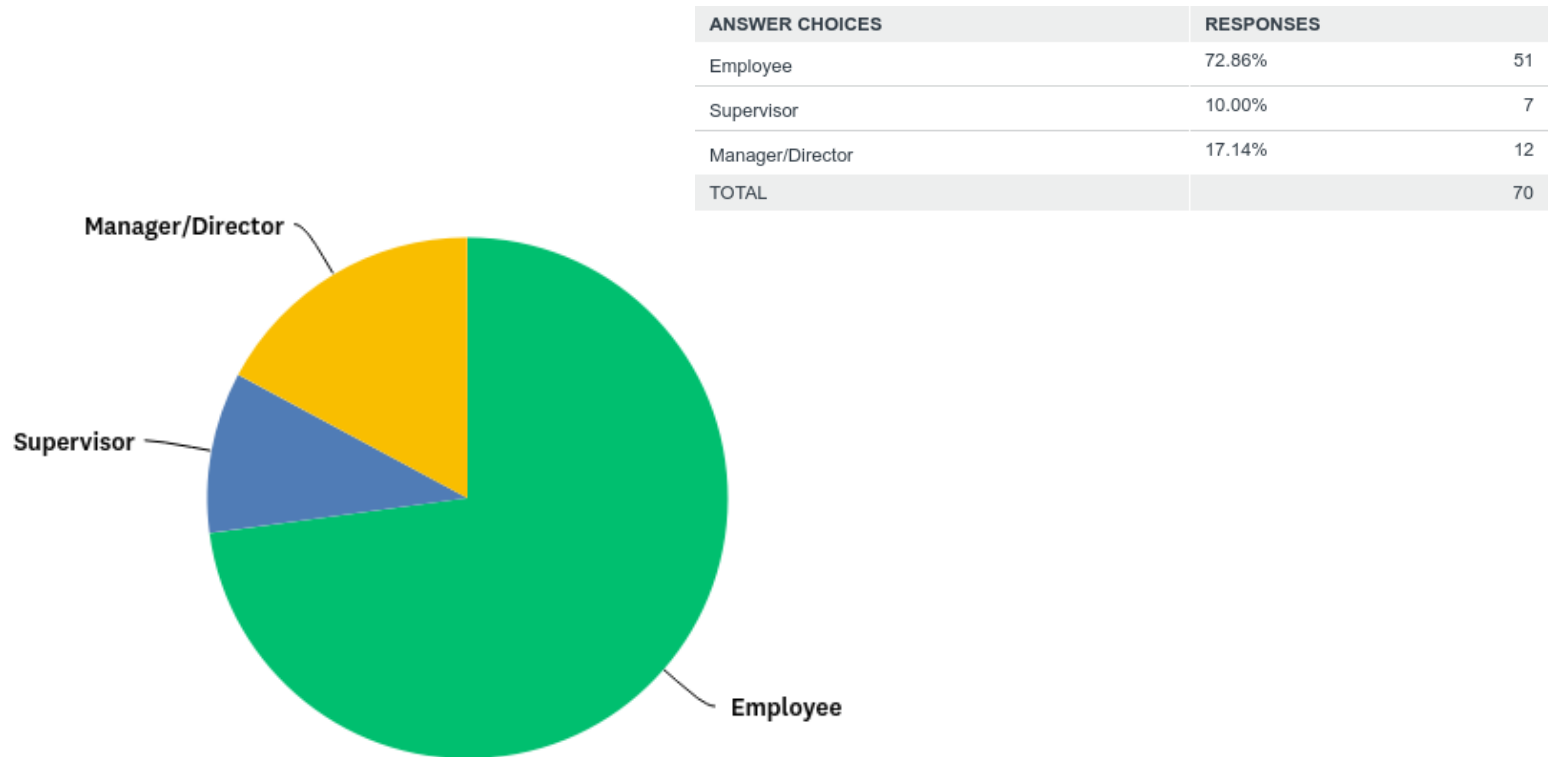


What is your employment type?

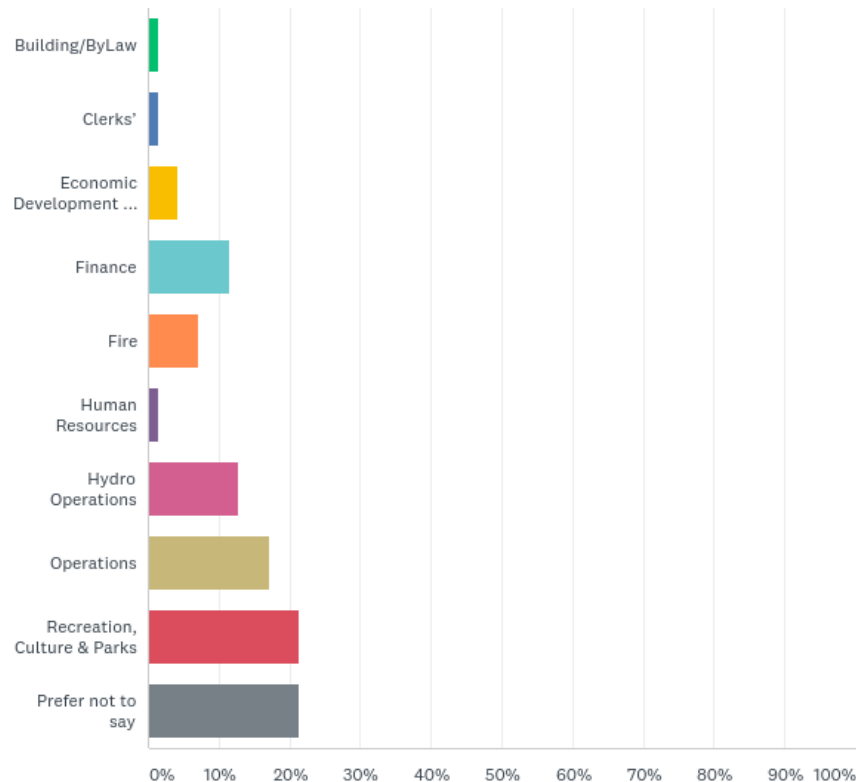


ANSWER CHOICES	RESPONSES	
Full Time	90.00%	63
Part Time	10.00%	7
Temporary/Seasonal Full Time	0.00%	0
Temporary/Seasonal Part Time	0.00%	0
TOTAL		70

What is your employment classification?

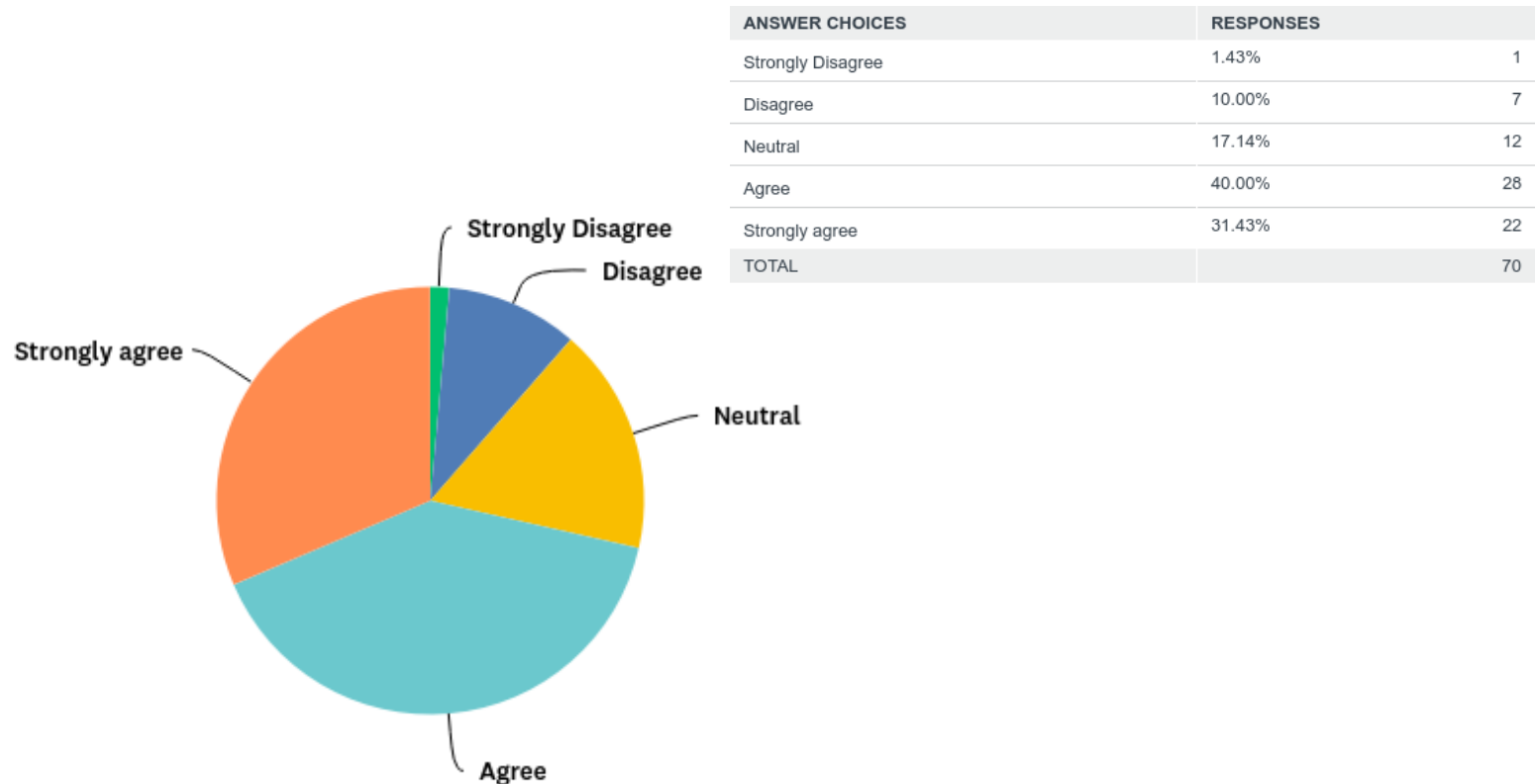


Which department do you work in?

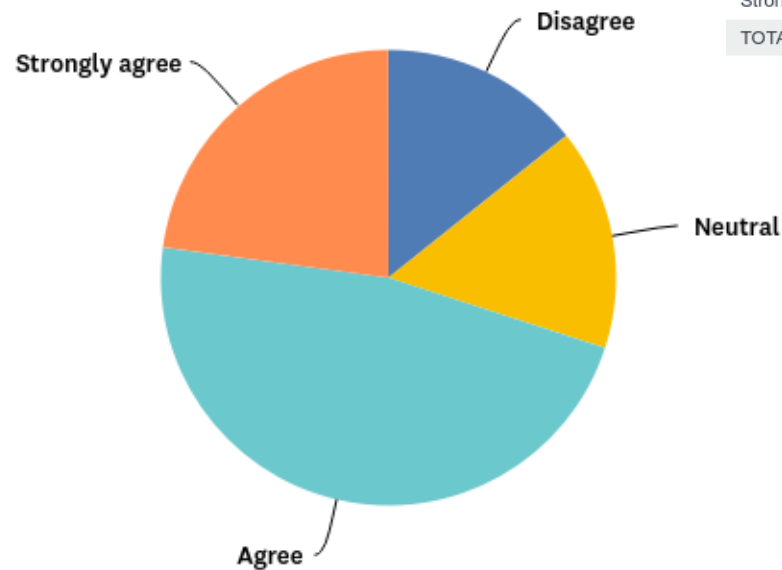


ANSWER CHOICES	RESPONSES	
Building/ByLaw	1.43%	1
Clerks'	1.43%	1
Economic Development & Marketing	4.29%	3
Finance	11.43%	8
Fire	7.14%	5
Human Resources	1.43%	1
Hydro Operations	12.86%	9
Operations	17.14%	12
Recreation, Culture & Parks	21.43%	15
Prefer not to say	21.43%	15
TOTAL		70

I would recommend the Town as an employer to others.

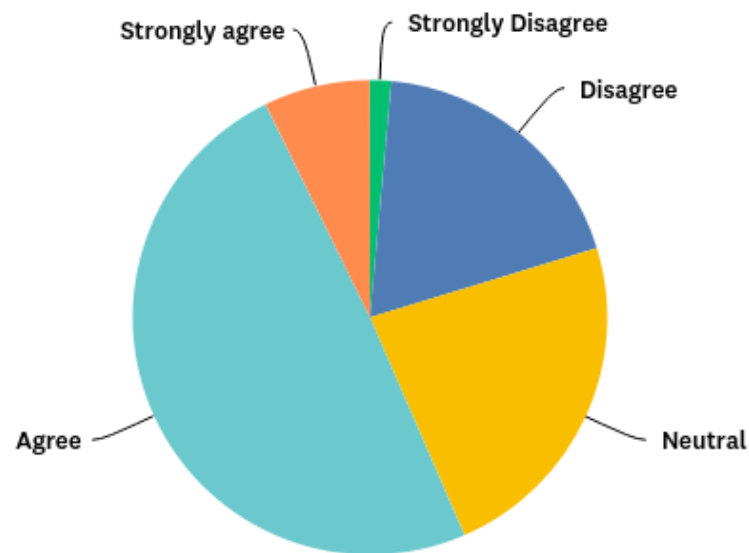


I am clear what is expected of me to do my job.



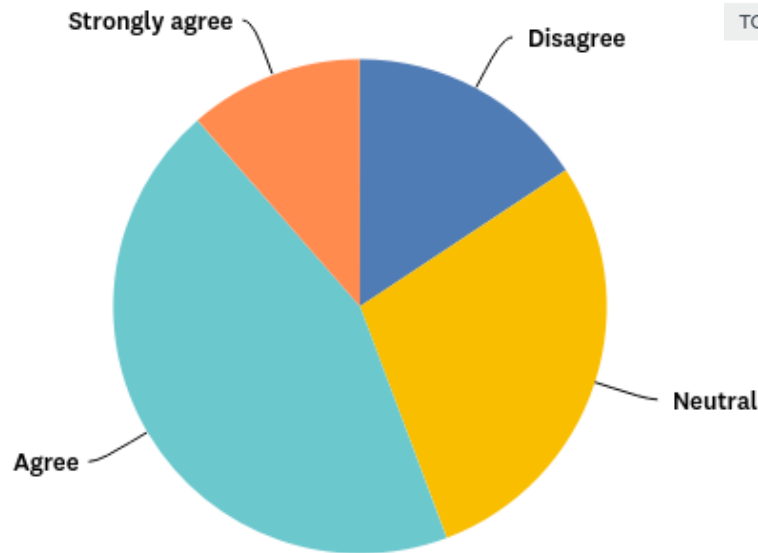
ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	14.29%	10
Neutral	15.71%	11
Agree	47.14%	33
Strongly agree	22.86%	16
TOTAL		70

Enough information is passed on to me to do my job well.



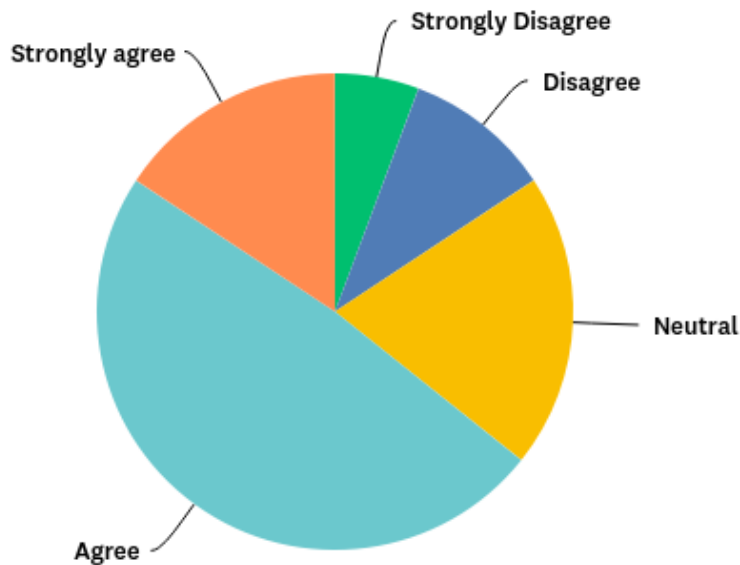
ANSWER CHOICES	RESPONSES	
Strongly Disagree	1.45%	1
Disagree	18.84%	13
Neutral	23.19%	16
Agree	49.28%	34
Strongly agree	7.25%	5
TOTAL		69

I receive the job specific training I need to do my work effectively.



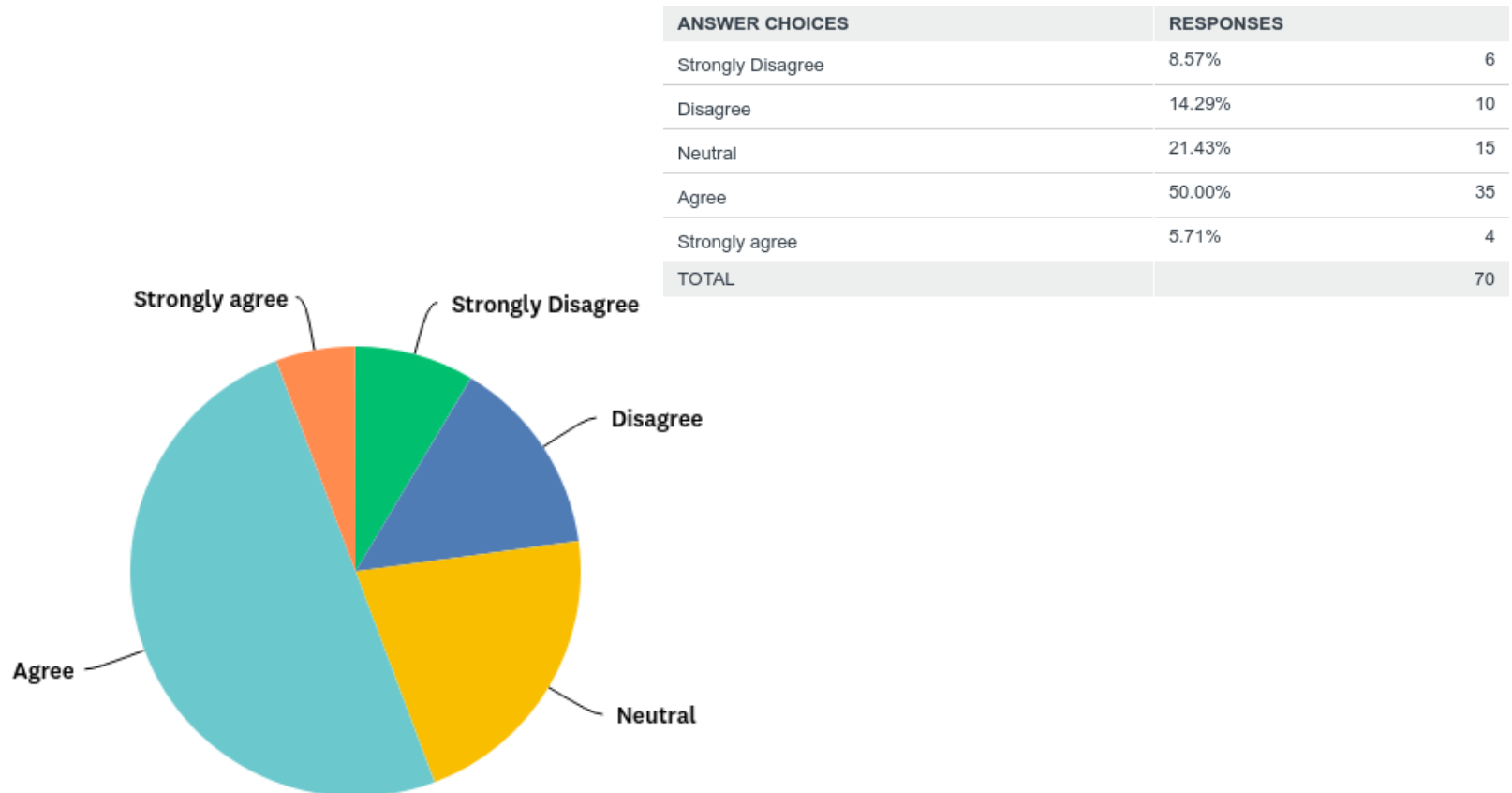
ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	15.71%	11
Neutral	28.57%	20
Agree	44.29%	31
Strongly agree	11.43%	8
TOTAL		70

The equipment and supplies are adequate to do my job effectively.

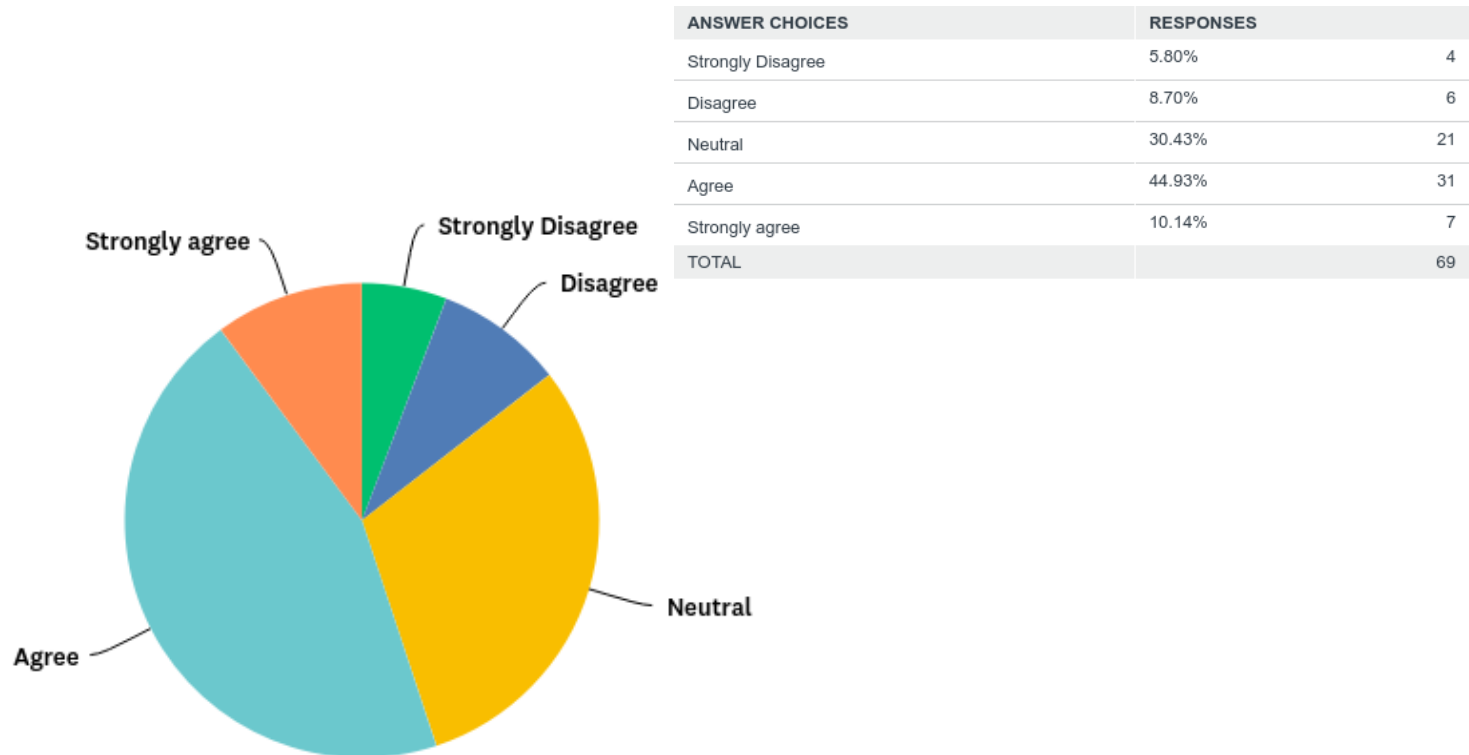


ANSWER CHOICES	RESPONSES	
Strongly Disagree	5.71%	4
Disagree	10.00%	7
Neutral	20.00%	14
Agree	48.57%	34
Strongly agree	15.71%	11
TOTAL		70

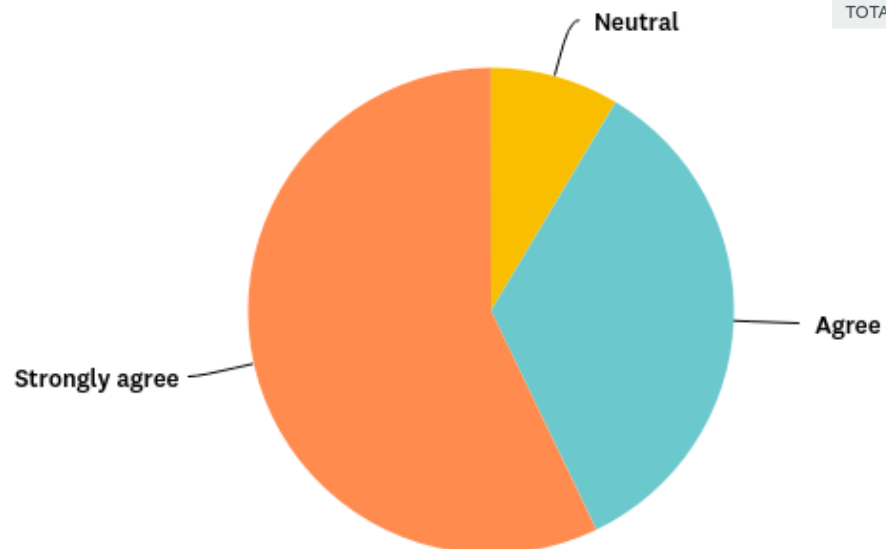
My workload is reasonable and manageable.



I am able to maintain and healthy balance between my work life and personal life.

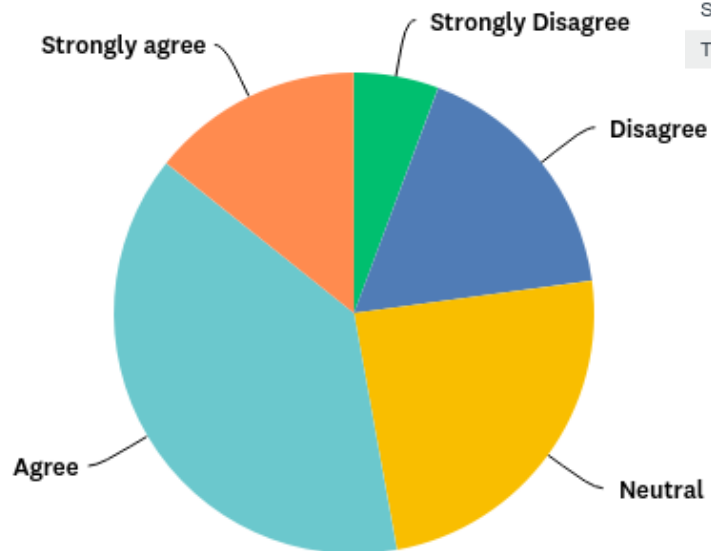


I am proud of the work I do.



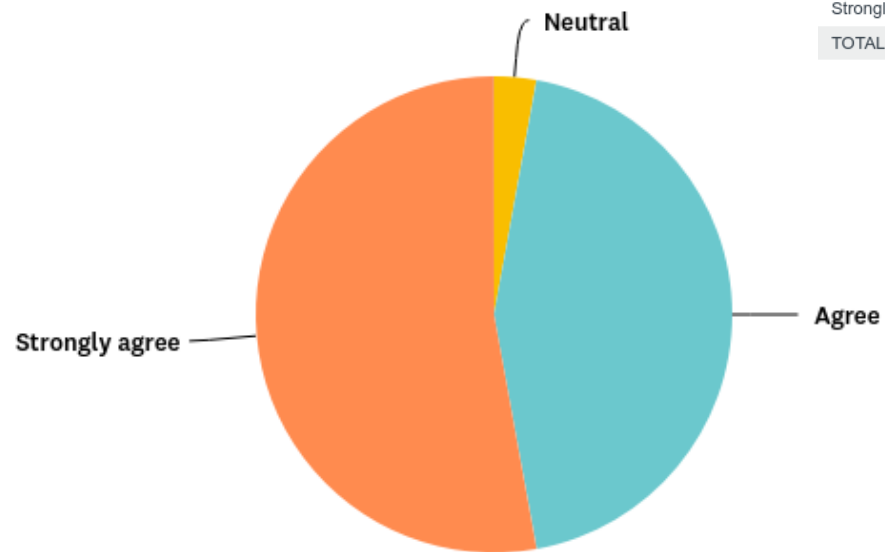
ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	0.00%	0
Neutral	8.57%	6
Agree	34.29%	24
Strongly agree	57.14%	40
TOTAL		70

I am valued and appreciated for the job I do.



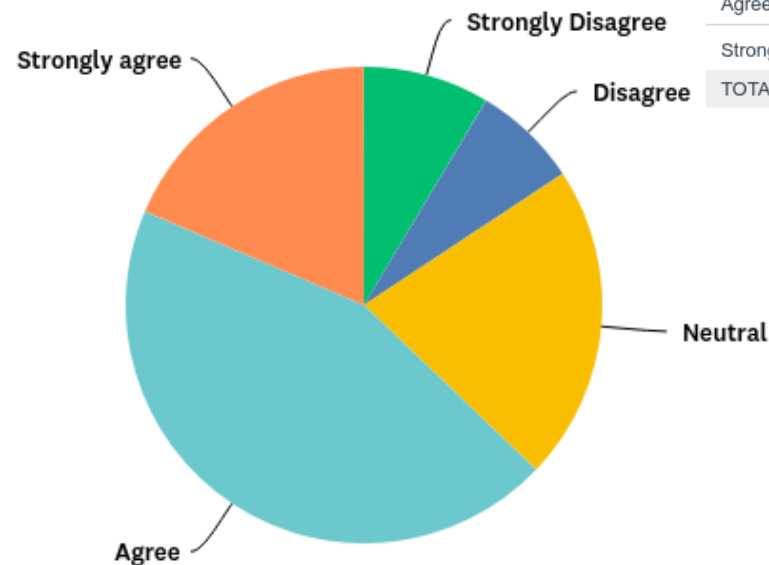
ANSWER CHOICES	RESPONSES	
Strongly Disagree	5.71%	4
Disagree	17.14%	12
Neutral	24.29%	17
Agree	38.57%	27
Strongly agree	14.29%	10
TOTAL		70

I give my best effort all the time.



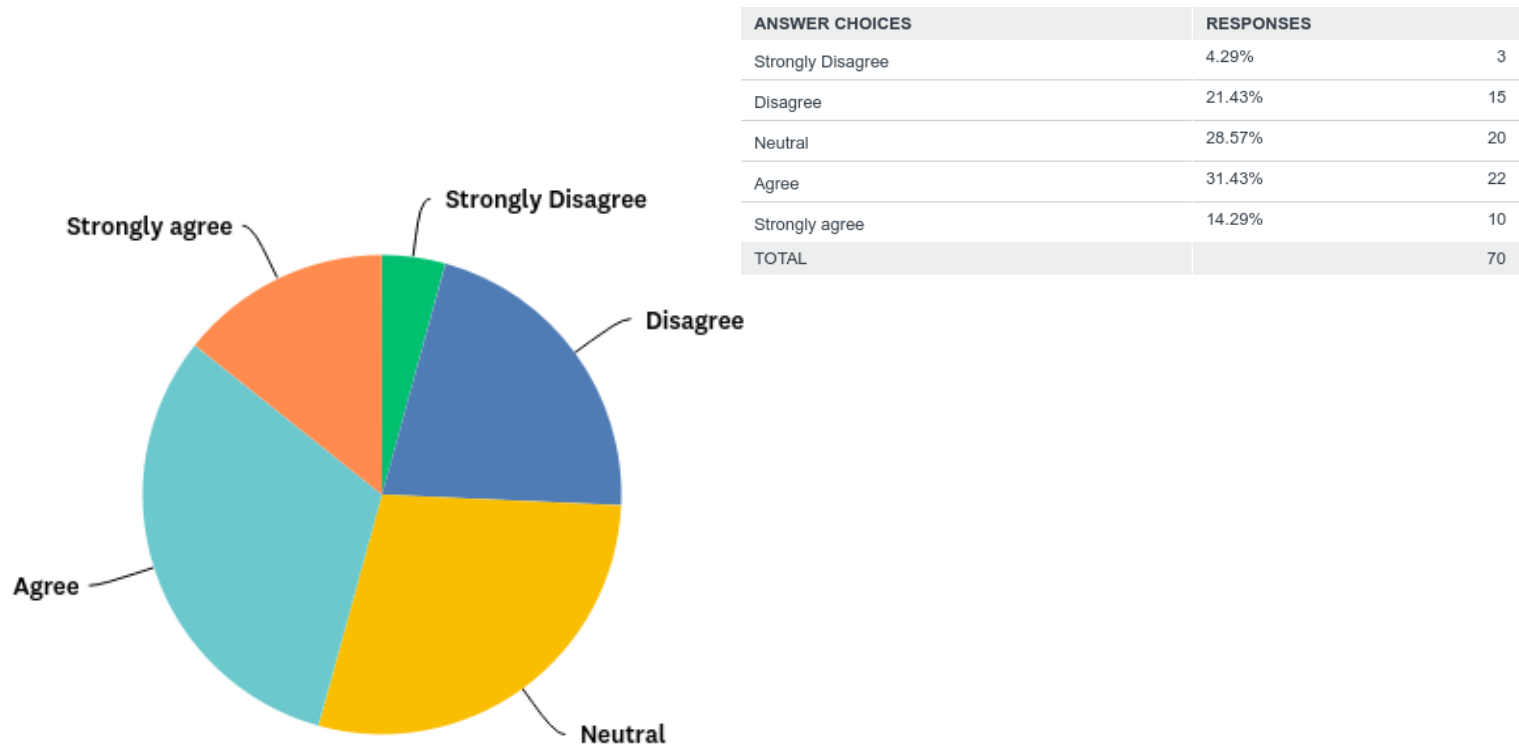
ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	0.00%	0
Neutral	2.86%	2
Agree	44.29%	31
Strongly agree	52.86%	37
TOTAL		70

I am satisfied with my physical work environment.

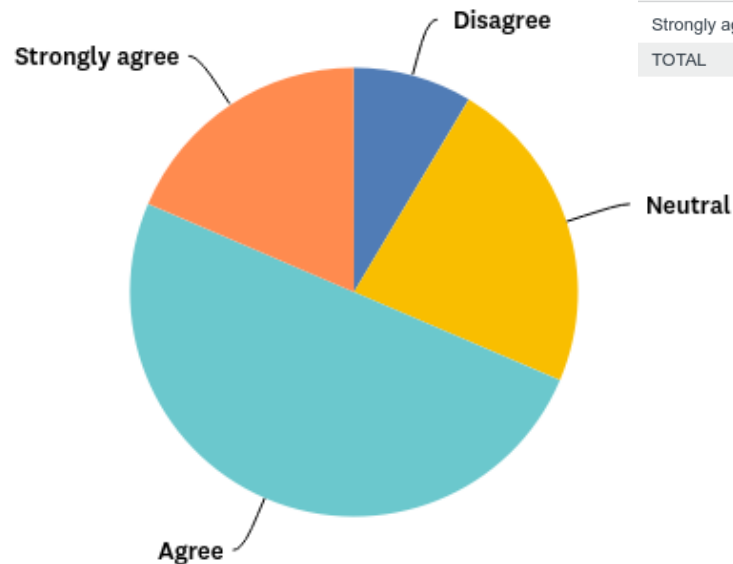


ANSWER CHOICES	RESPONSES	
Strongly Disagree	8.57%	6
Disagree	7.14%	5
Neutral	21.43%	15
Agree	44.29%	31
Strongly agree	18.57%	13
TOTAL		70

I am satisfied with the opportunities provided to me for professional growth.



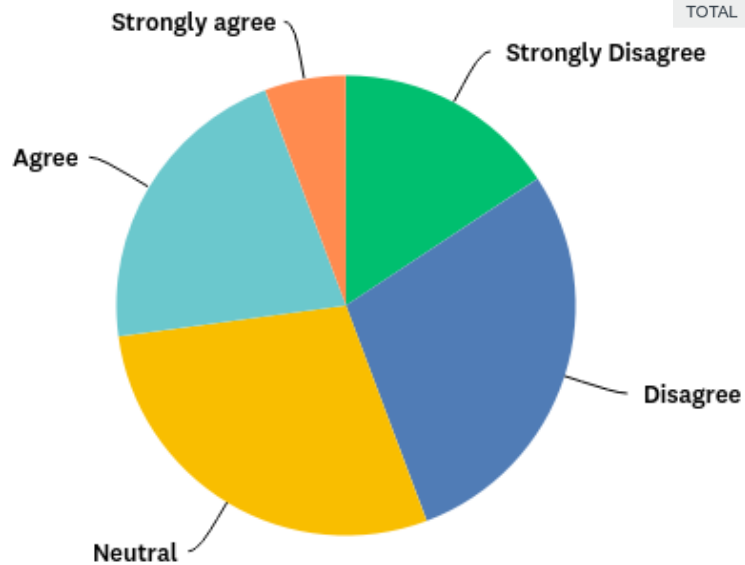
My job allows me to utilize my talents.



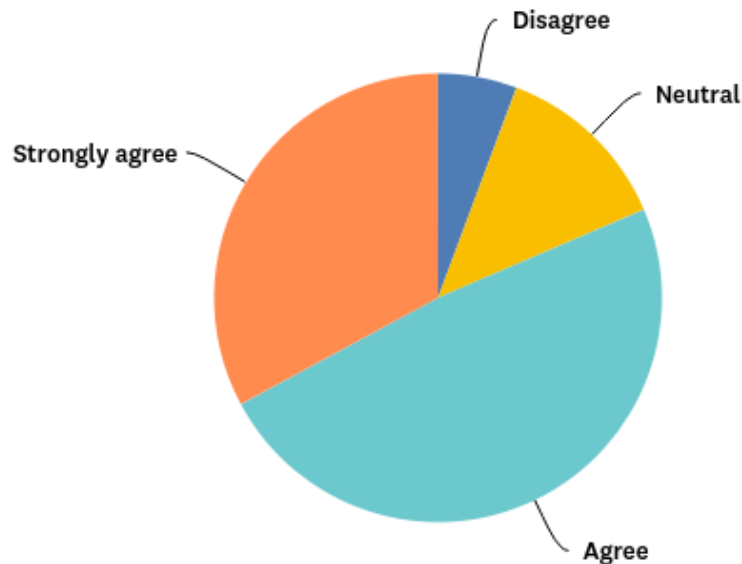
ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	8.57%	6
Neutral	22.86%	16
Agree	50.00%	35
Strongly agree	18.57%	13
TOTAL		70

I have career advancement opportunities within the corporation.

ANSWER CHOICES	RESPONSES	
Strongly Disagree	15.71%	11
Disagree	28.57%	20
Neutral	28.57%	20
Agree	21.43%	15
Strongly agree	5.71%	4
TOTAL		70



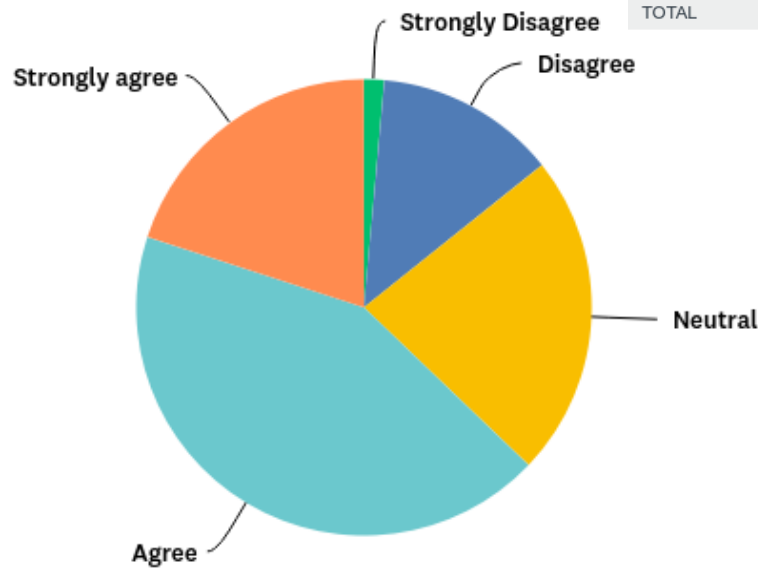
I have a good working relationship with my direct supervisor.



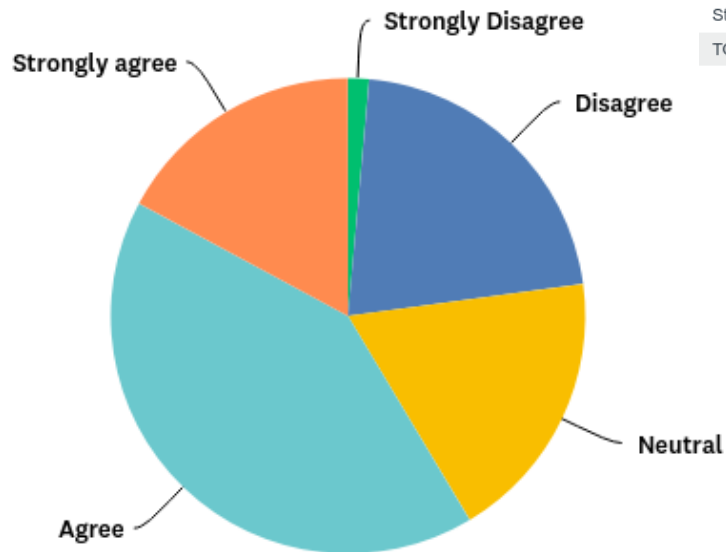
ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	5.71%	4
Neutral	12.86%	9
Agree	48.57%	34
Strongly agree	32.86%	23
TOTAL		70

My direct supervisor provides me with adequate direction.

ANSWER CHOICES	RESPONSES	
Strongly Disagree	1.43%	1
Disagree	12.86%	9
Neutral	22.86%	16
Agree	42.86%	30
Strongly agree	20.00%	14
TOTAL		70

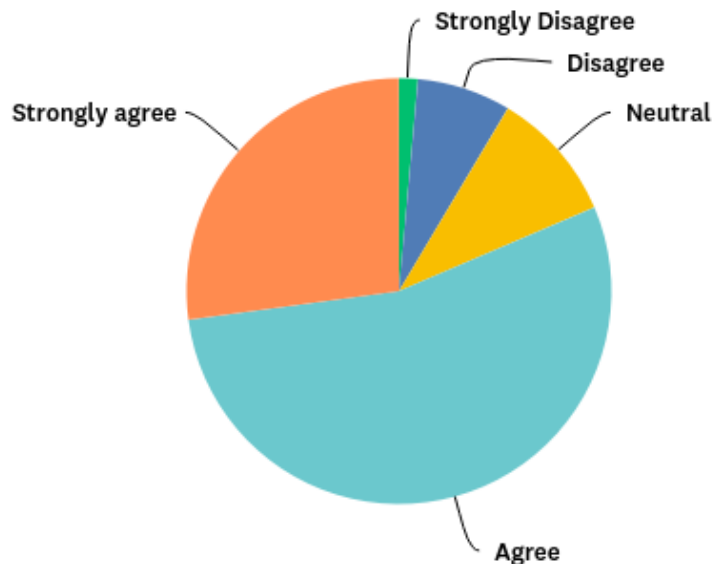


I receive regular feedback from my supervisor.



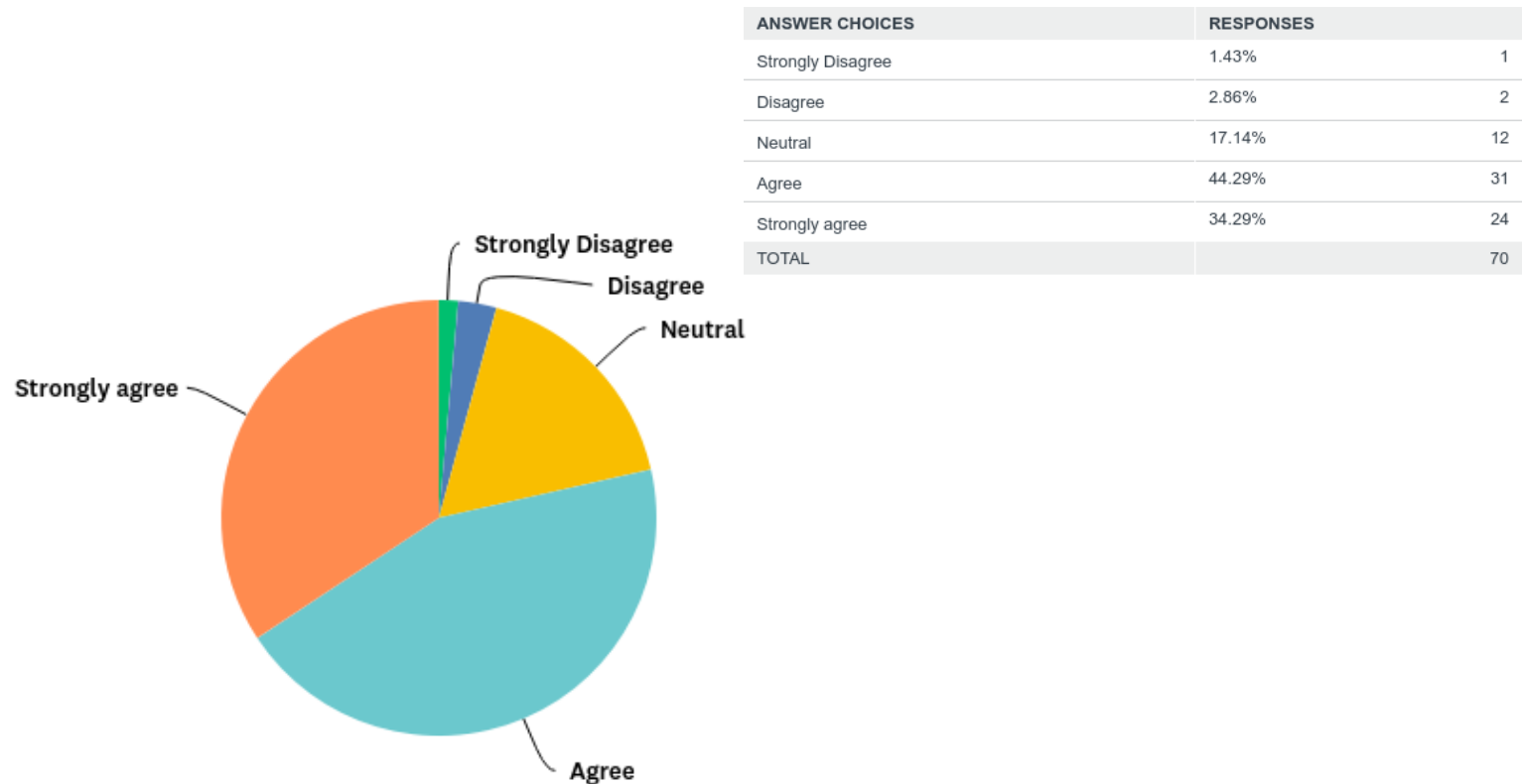
ANSWER CHOICES	RESPONSES
Strongly Disagree	1.43%1
Disagree	21.43%15
Neutral	18.57%13
Agree	41.43%29
Strongly agree	17.14%12
TOTAL	70

I feel comfortable discussing any work related issues with my direct supervisor.

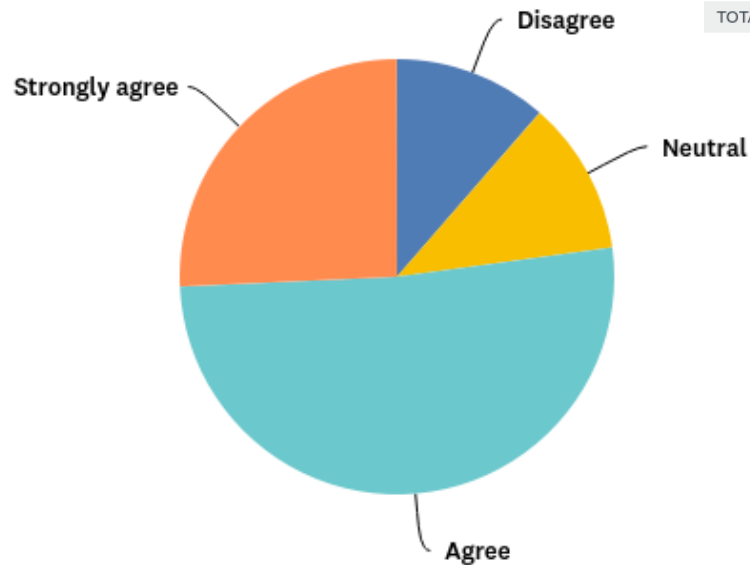


ANSWER CHOICES	RESPONSES	
Strongly Disagree	1.43%	1
Disagree	7.14%	5
Neutral	10.00%	7
Agree	54.29%	38
Strongly agree	27.14%	19
TOTAL		70

I am treated with respect by my direct supervisor.

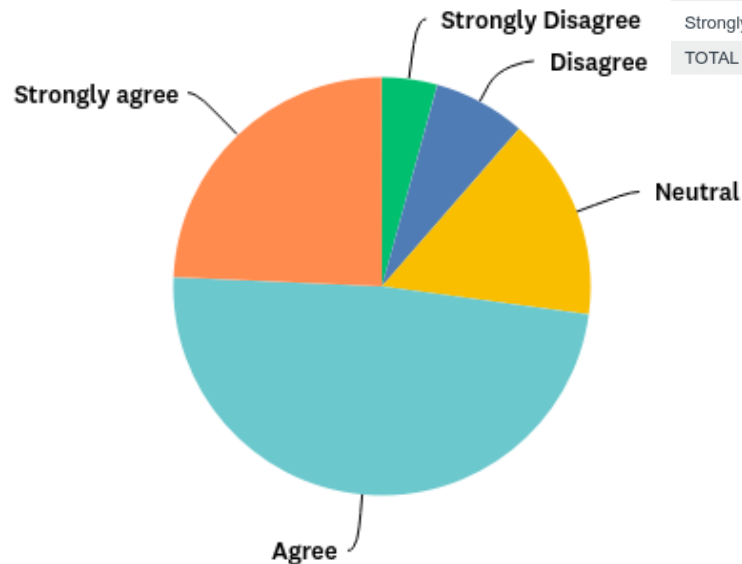


My direct supervisor is responsive.



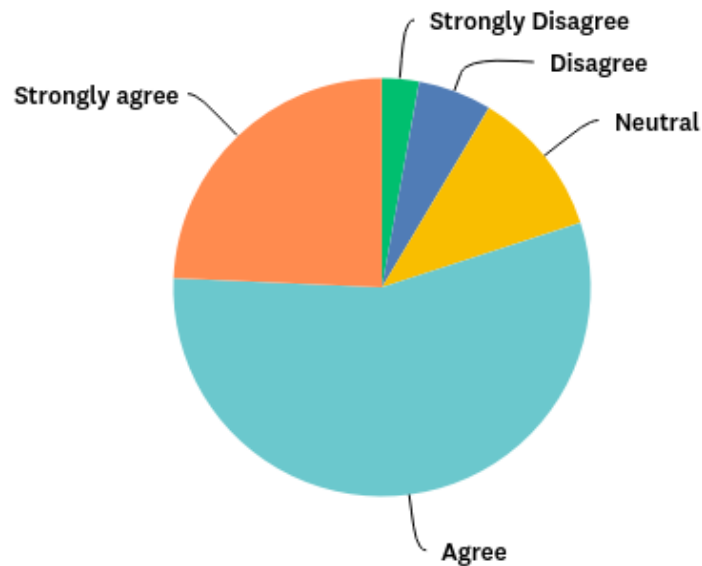
ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	11.43%	8
Neutral	11.43%	8
Agree	51.43%	36
Strongly agree	25.71%	18
TOTAL		70

My direct supervisor treats all employees fairly.



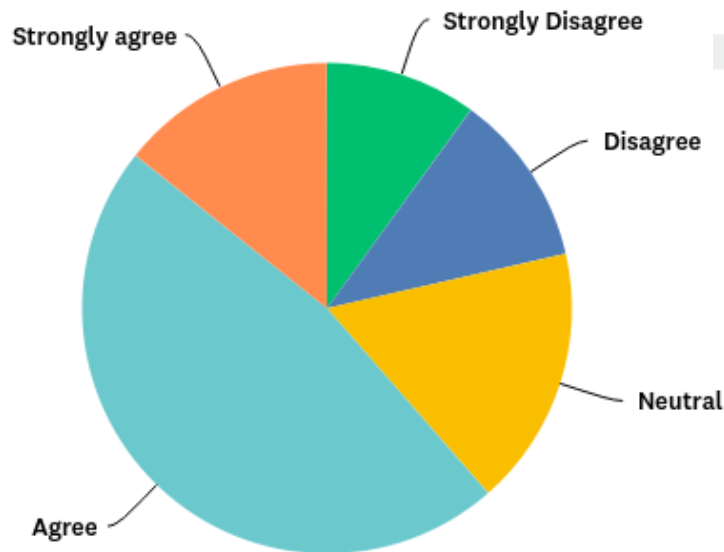
ANSWER CHOICES	RESPONSES
Strongly Disagree	4.29% 3
Disagree	7.14% 5
Neutral	15.71% 11
Agree	48.57% 34
Strongly agree	24.29% 17
TOTAL	70

My Team works well together.



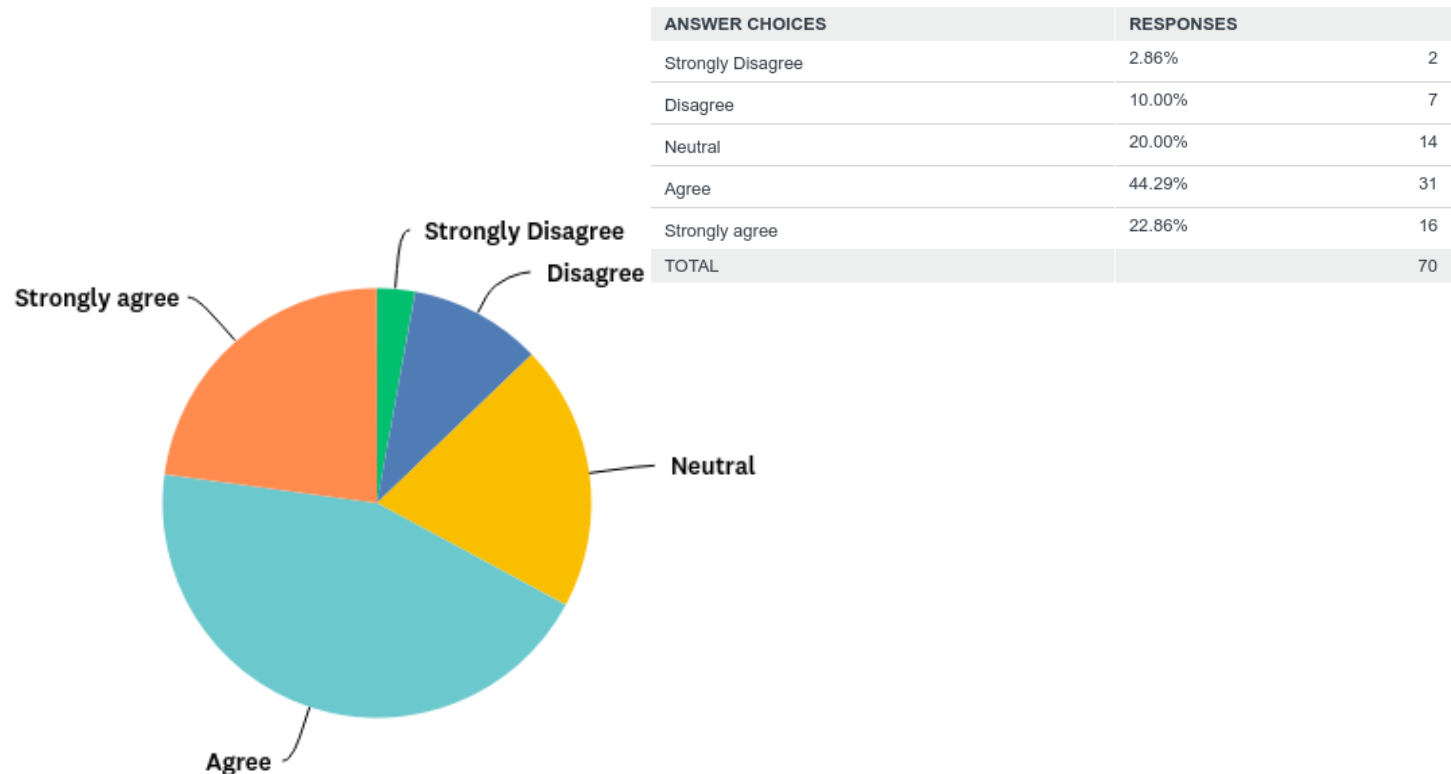
ANSWER CHOICES	RESPONSES
Strongly Disagree	2.86% 2
Disagree	5.71% 4
Neutral	11.43% 8
Agree	55.71% 39
Strongly agree	24.29% 17
TOTAL	70

Work is distributed fairly amongst all people on my team.



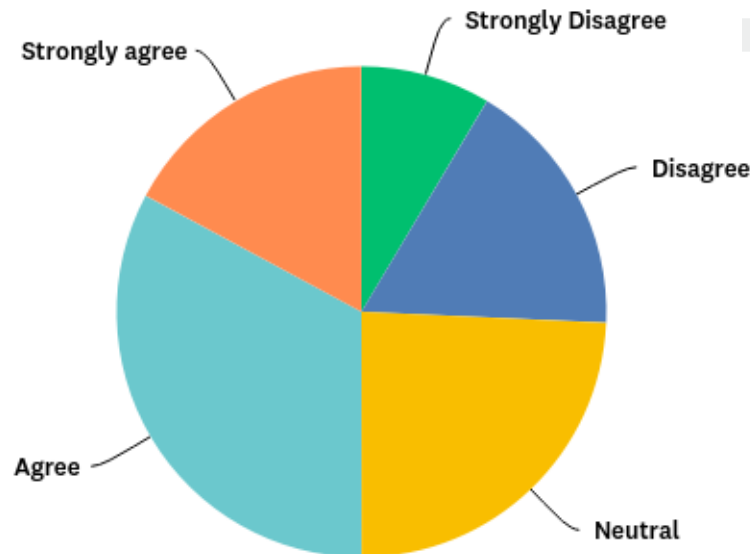
ANSWER CHOICES	RESPONSES	
Strongly Disagree	10.00%	7
Disagree	11.43%	8
Neutral	17.14%	12
Agree	47.14%	33
Strongly agree	14.29%	10
TOTAL		70

I am satisfied with the Town as an employer.

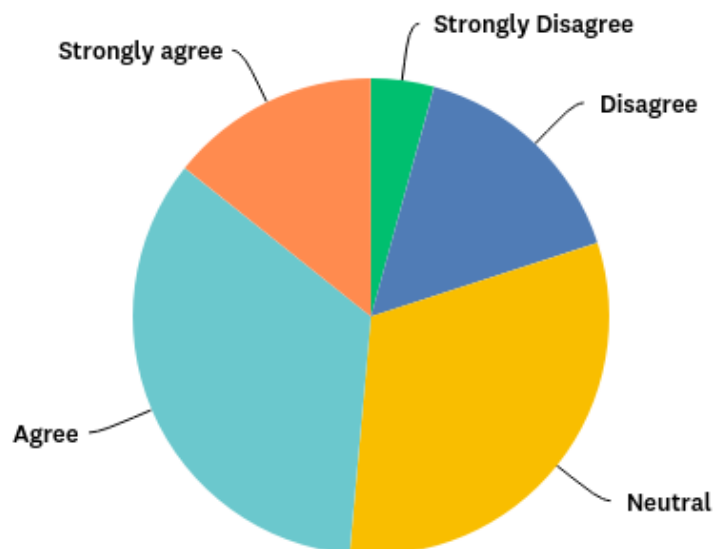


I would not leave the Town if an equivalent job opportunity became available elsewhere.

ANSWER CHOICES	RESPONSES	
Strongly Disagree	8.57%	6
Disagree	17.14%	12
Neutral	24.29%	17
Agree	32.86%	23
Strongly agree	17.14%	12
TOTAL		70

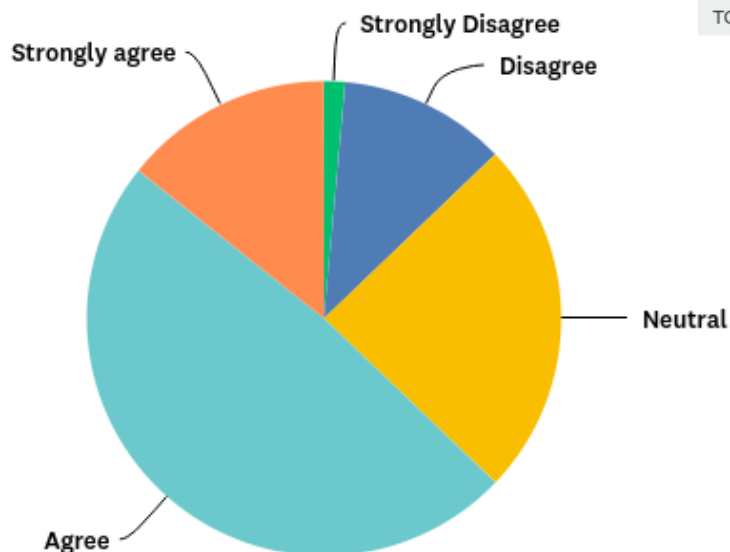


The Town cares about its employees.



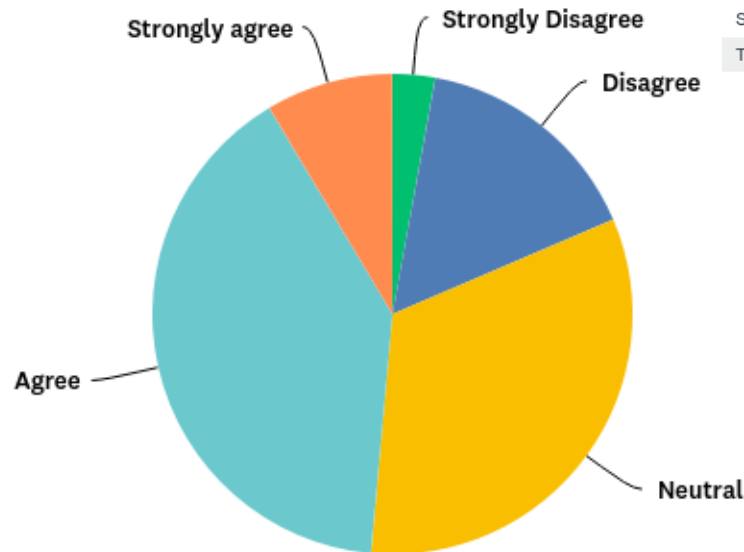
ANSWER CHOICES	RESPONSES	
Strongly Disagree	4.29%	3
Disagree	15.71%	11
Neutral	31.43%	22
Agree	34.29%	24
Strongly agree	14.29%	10
TOTAL		70

I feel I am treated with respect at the Town.



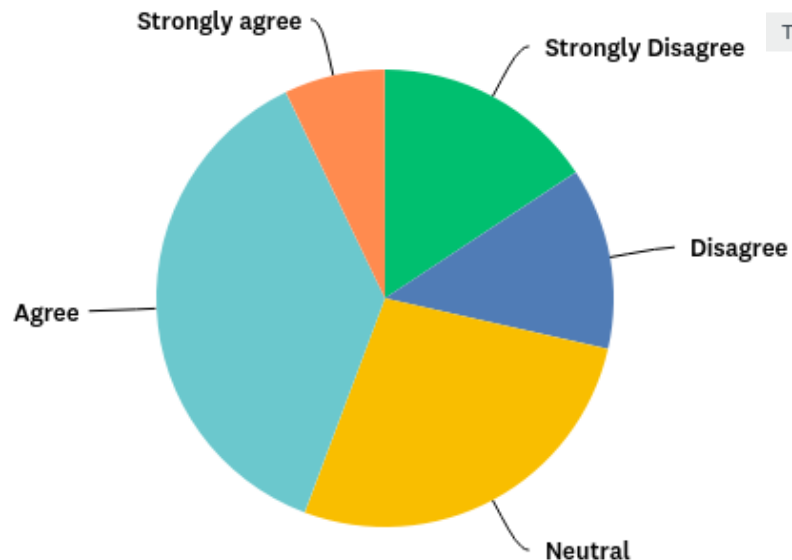
ANSWER CHOICES	RESPONSES
Strongly Disagree	1.43% 1
Disagree	11.43% 8
Neutral	24.29% 17
Agree	48.57% 34
Strongly agree	14.29% 10
TOTAL	70

The Town creates an environment where employees are informed, valued and treated with dignity.



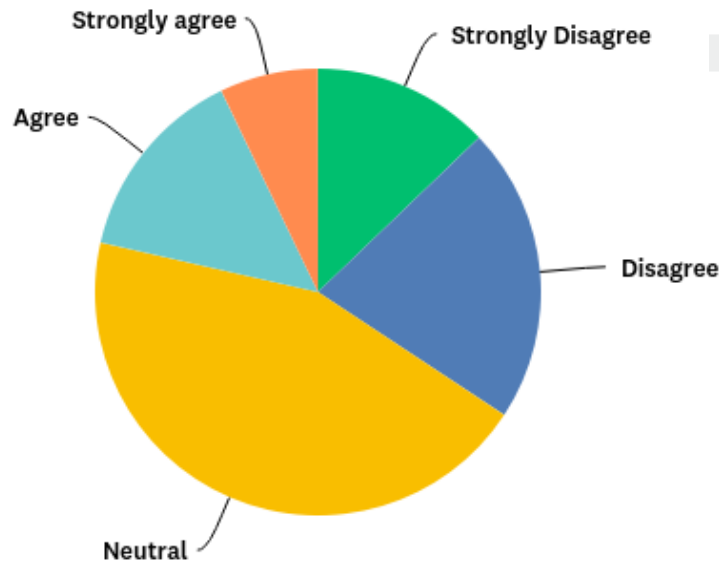
ANSWER CHOICES	RESPONSES	
Strongly Disagree	2.86%	2
Disagree	15.71%	11
Neutral	32.86%	23
Agree	40.00%	28
Strongly agree	8.57%	6
TOTAL		70

Internal policies are applied fairly and consistently.



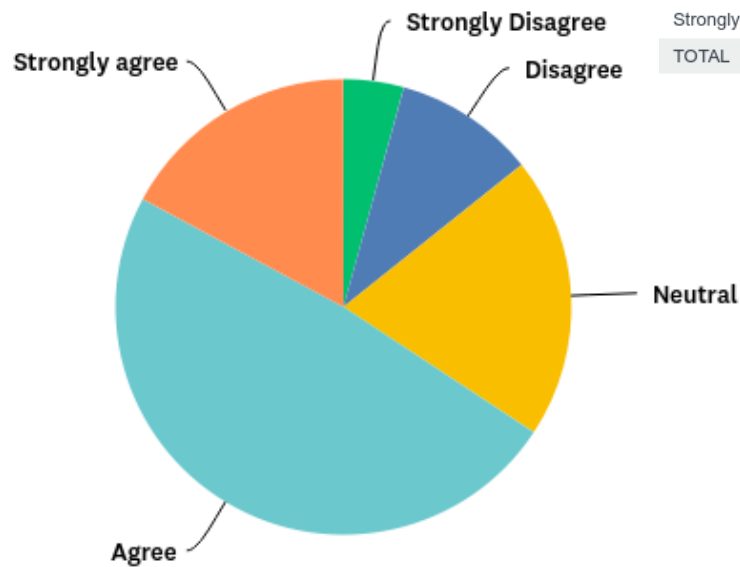
ANSWER CHOICES	RESPONSES	
Strongly Disagree	15.71%	11
Disagree	12.86%	9
Neutral	27.14%	19
Agree	37.14%	26
Strongly agree	7.14%	5
TOTAL		70

I am satisfied with the performance review system.



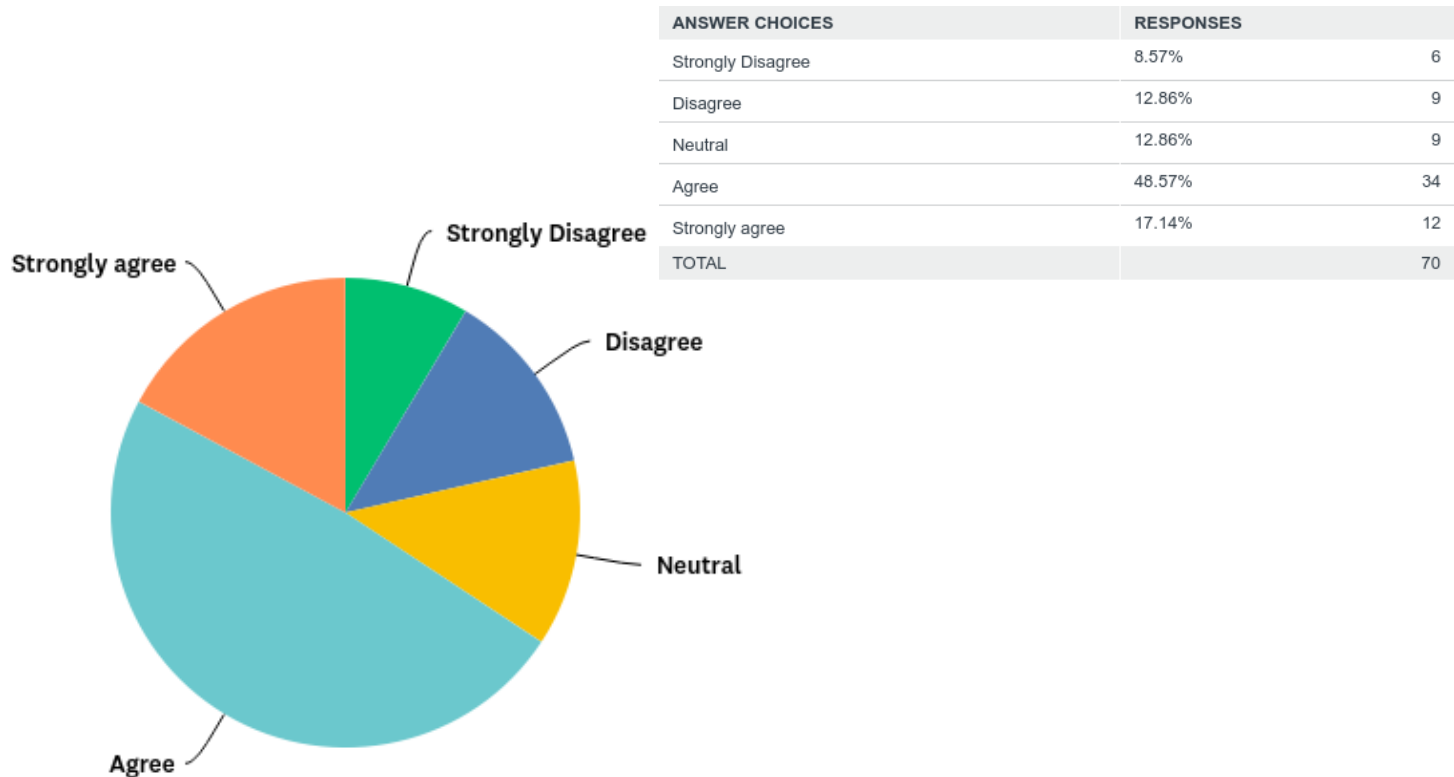
ANSWER CHOICES	RESPONSES	
Strongly Disagree	12.86%	9
Disagree	21.43%	15
Neutral	44.29%	31
Agree	14.29%	10
Strongly agree	7.14%	5
TOTAL		70

I feel confident that if I report a workplace health and safety concern, it will be taken seriously.

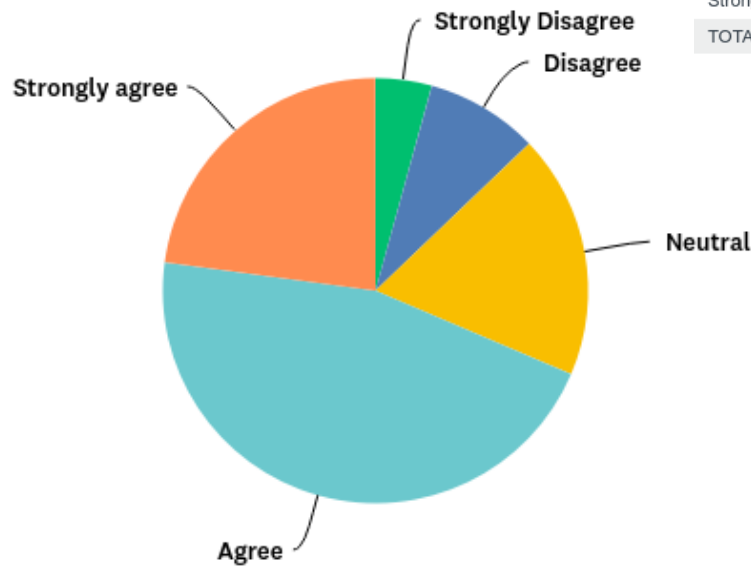


ANSWER CHOICES	RESPONSES	
Strongly Disagree	4.29%	3
Disagree	10.00%	7
Neutral	20.00%	14
Agree	48.57%	34
Strongly agree	17.14%	12
TOTAL		70

I feel I can take any concerns I may have to the next level of supervision at the Town.

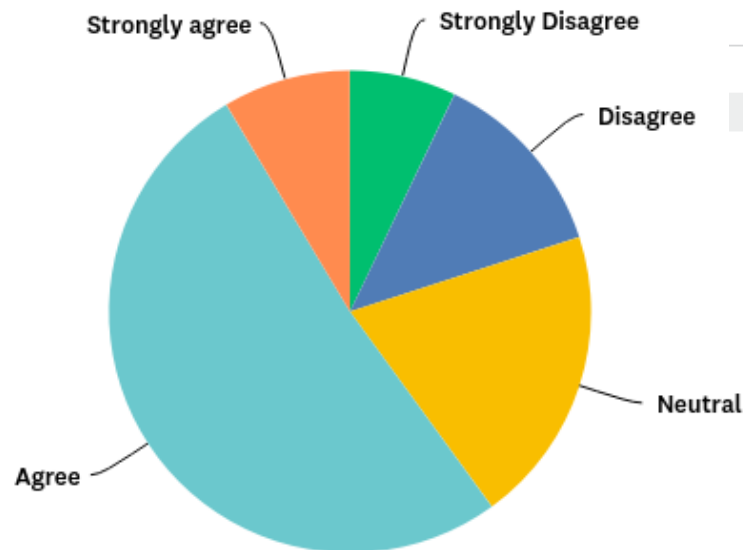


I feel confident that if I report harassment/discrimination in the workplace, it will be taken seriously.



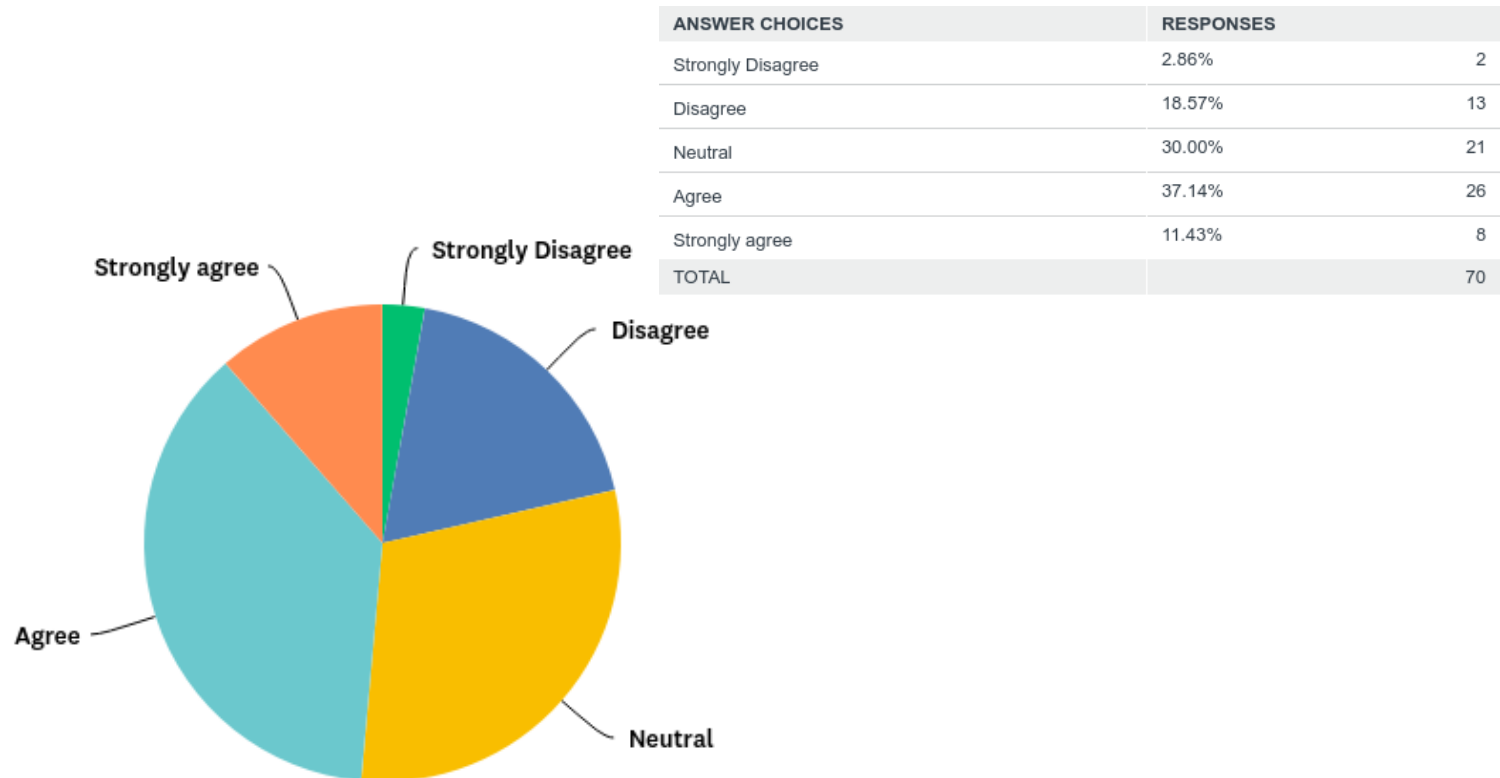
ANSWER CHOICES	RESPONSES
Strongly Disagree	4.29% 3
Disagree	8.57% 6
Neutral	18.57% 13
Agree	45.71% 32
Strongly agree	22.86% 16
TOTAL	70

I believe that the management team communicates a clear vision of corporate goals and objectives.



ANSWER CHOICES	RESPONSES
Strongly Disagree	7.14% 5
Disagree	12.86% 9
Neutral	20.00% 14
Agree	51.43% 36
Strongly agree	8.57% 6
TOTAL	70

I believe this corporation is committed to me as an employee.



What is the one thing you like most about working at the Town?

1. The people I work with
 2. Public/making a difference in the community
 3. Flexibility
 4. Opportunities/variety
 5. Job/Position
 6. Benefits
 7. Location
- “The platform it gives me to work towards a better community”
 - “family like atmosphere”
 - “great interoffice relations”
 - “Opportunity to be involved in lots of different projects “
 - “Strong team of complimenting skills and hardworking individuals working towards the same goals.”
 - “The benefits and flexibility”
 - “Being productive to my Community”

What one specific action could be taken in your immediate work area to make your job better/easier?

1. More staff
 2. Better Communication/clear expectations
 3. Ergonomics
 4. Training
 5. Growth/advancement
 6. Décor
-
- “better workspace- more natural lighting, windows and less closed in feel (cubicles) “
 - “better cross training and rotational opportunities”
 - “better communication from all departments “
 - “Better planning and clearer expectations of what everyone is supposed to do “
 - “Better Resources, increased funding to retain staff. “
 - “better desk/office layout”

What one thing would you recommend to make the Town a better place to work?

1. Consistent application of policies/procedures
 2. Fair treatment
 3. Increased wages
 4. Town Hall
 5. Employee appreciation
 6. Better communication
- “develop policies and procedures and follow them”
 - “higher wages. more staff to lighten work loads”
 - “More communication with employees & SLT, meetings that ensure the employees are able to ask questions and have a platform to be heard.”
 - “treat your employees better and maybe they would stay!!”
 - “Consistent treatment of staff across the Corporation and that we follow the policy's we have.”
 - “eliminate the inequitable treatment between depts. apply policies consistently across depts and employees”

Additional Comments

- The Town is a great place to work.
- Wages are on the low end compared to other municipalities and utilities and staff is very aware of where they rank in regard to others in similar roles locally
- On the most part , everything keeps improving . Thank you for caring !
- Increased customer workloads have made it too busy to effectively manage staff.
- fix the pay grid too many steps currently
- am grateful for my job with the Town of Tillsonburg. During my time so far, I have found that both of the supervisors I have worked for have been kind, supportive, and have made work a safe place to be and grow.
- I have only been at the Town for just over a year. Everyone I have met works very well together and I believe are quality people. Retention of staff seems to be an issue here one that if solved better investment in developing staff could happen and have the Town see a benefit from. A Market Salary Evaluation to determine the appropriate salaries by job functions may be a good tool to assist in adjusting the wages if one has not already been performed as I believe the Wages are the main reason folks tend to leave. Too often knowledge will walk out the door and this leaves areas to struggle while new folks are hired and brought up to speed. I think that is a very costly model. It would be interesting to see how much is spent on recruitment.