



# City of Santa Clara

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## Agenda Report

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19-1042

Agenda Date: 10/8/2019

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### REPORT TO COUNCIL

#### SUBJECT

Presentation and Possible Action on the 2019 Employee Survey Findings

#### BACKGROUND

In summer of 2018, the City began researching options for conducting an employee engagement survey to better assess the level of engagement and satisfaction within the organization. Funding in the amount of \$30,000 was approved in the FY2018/19 Annual Operating Budget to support this effort. Per the City's procurement guidelines, the City solicited proposals from the following vendors:

- EMC Research
  - One-year agreement (\$15,000)
- Mercer | Sirota, Inc.
  - One-year agreement (\$42,000)
  - Three-year agreement (Year 1: \$39,900; Year 2 & 3: \$33,250; Total: \$106,400)
- FM3 Research
  - Did not provide proposal
- National Business Research Institute, Inc. (NBRI)
  - Did not provide proposal

After a review of submitted proposals, EMC Research (EMC) was selected to conduct an employee engagement survey.

EMC has worked with other municipal agencies in the region to provide similar services, including Santa Clara County and Alameda County. They are also familiar with the organization after working on the City's robust community outreach and engagement process related to identifying the community's perspectives on issues related to Levi's Stadium in FY 2018/19.

EMC will provide a presentation of the results at the Oct. 8, 2019 City Council Meeting.

#### DISCUSSION

The City's first employee engagement survey was conducted from May 23 through July 3, 2019. The survey was released to all full-time City of Santa Clara employees and included questions about their experiences working for the City, professional priorities, environmental factors, and interest in future workplace initiatives. These questions were designed to identify opportunities to improve operational efficiencies and create a more positive working environment.

Though the survey was primarily provided via employee's City emails, weblinks were also made available to City employees without City emails or with limited computer access. Computer kiosks were set up in our Human Resources Department where employees without computer access could

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fill out the survey.

575 responses were submitted, which represents 45% of the overall organization (49% of regular employees and 33% of temporary employees) with an overall margin of error of  $\pm 4.09$  percentage points. EMC has provided a presentation reflecting a high-level summary of employee responses and opportunities (Attachment 1).

The survey demonstrated the following:

- Overall, employees are satisfied with the City as an employer
- People feel their jobs support the work of the City and that the City plays an important role in the community
- The performance of direct supervisors and peer coworkers receive the highest marks

The following topics were identified as possible focus areas:

- Communication from the top down or between departments
- Coordinating across departments
- Allowing for more innovation
- Providing opportunities for employees to give input

The City has begun addressing some of the opportunities identified in this survey, including increased email communications from the City Manager and exploring ways for cross-departmental collaboration.

The City will use these results in the continued effort to provide a positive, supportive work environment for our employees. Employee satisfaction and engagement has a huge impact on the capacity of our organization and the services we provide to the community.

## **ENVIRONMENTAL REVIEW**

The action being considered does not constitute a “project” within the meaning of the California Environmental Quality Act (“CEQA”) pursuant to CEQA Guidelines section 15378(a) as it has no potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment.

## **FISCAL IMPACT**

The City Council approved funds of \$30,000 in the FY 2018/19 Annual Operating Budget to develop and conduct an employee engagement survey. It is a bi-annual expenditure, so it was included in the proposed FY 2020/21 budget but not in FY 2019/20.

The agreement with EMC Research was for \$15,000, which falls within the approved budget amount.

## **COORDINATION**

This report has been coordinated with the Human Resources Department and City Manager’s Office.

## **PUBLIC CONTACT**

Public contact was made by posting the Council agenda on the City’s official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City’s website and in the City Clerk’s Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a

Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email [clerk@santaclaraca.gov](mailto:clerk@santaclaraca.gov) <mailto:clerk@santaclaraca.gov> or at the public information desk at any City of Santa Clara public library.

**RECOMMENDATION**

Note and File 2019 Employee Survey Findings.

Reviewed by: Teresia Zadroga-Haase, Human Resource Director

Approved by: Deanna J. Santana, City Manager

**ATTACHMENTS**

1. Presentation of Santa Clara 2019 Employee Survey Results