



2011 Organization Assessment

City of South Lake Tahoe

The City of South Lake Tahoe has retained Alta Mesa Group, LLC and its principal consultant, Bill Chiat, to conduct an assessment to gather employees' opinions about the strengths and opportunities for improvement of the organization. Your input and perspective is vital to assist the city's management to gain a better understanding of employee needs and concerns. With this information the leadership team intends to continue to build an outstanding place to work and an outstanding community to live.

All responses and the assessment will be kept completely confidential. Summary data will be prepared from the surveys by Bill Chiat. Actual surveys and individual responses will not be shared with anyone at the City. All surveys will be destroyed after the data is entered.

A summary of results will be shared with all employees.

Instructions

- ◆ Please review each statement. Select one answer for each statement by filling in the circle that is closest to your opinion. All statements use the same key—located at the top of each page—for your response. Please be sure and respond to each statement.
- ◆ Your honest and complete answers will result in a constructive resource to help improve the organization.
- ◆ Please do not sign or place your name on the form.
- ◆ Some definitions:
 - **Supervisor:** the person who assigns your work and reviews your performance
 - **City management:** the City Manager, department heads, and managers who participate in setting organizational policy and strategic plans for City operations
 - **Department head:** the individual appointed by the City Manager as the senior executive of the department
 - **Workgroup:** The immediate group of employees you work with daily
- ◆ Please place your completed survey in the confidential envelope in the room*.

Thank you for your participation and your candor.

* If you completing the survey as an individual, please place your completed survey in the stamped, self-addressed envelope provided and drop in the mail.

Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Does Not Apply to Me
①	②	③	④	⑤	⑥

Communication Within the City

- 1. Employees within my department willingly share knowledge and information ① ② ③ ④ ⑤ ⑥
- 2. I am satisfied with the amount and effectiveness of communication within my department ① ② ③ ④ ⑤ ⑥
- 3. I am aware of the important issues facing the City ① ② ③ ④ ⑤ ⑥
- 4. The City provides me with timely information about the things I need to know about working here ① ② ③ ④ ⑤ ⑥
- 5. Employees at the City feel free to say what they think ① ② ③ ④ ⑤ ⑥
- 6. Suggestions for improvement are taken seriously ① ② ③ ④ ⑤ ⑥
- 7. I trust the information I get from the City ① ② ③ ④ ⑤ ⑥

My Supervisor

- 8. My supervisor sets clear expectations for my job performance ① ② ③ ④ ⑤ ⑥
- 9. My supervisor gives me the necessary information, support, and direction I need to do my job effectively ① ② ③ ④ ⑤ ⑥
- 10. My supervisor encourages us to be innovative in solving problems ① ② ③ ④ ⑤ ⑥
- 11. My supervisor performs his/her own job well ① ② ③ ④ ⑤ ⑥
- 12. My supervisor is dedicated to improving our services for the customer ① ② ③ ④ ⑤ ⑥
- 13. I am comfortable bringing a suggestion, complaint or criticism to my supervisor ① ② ③ ④ ⑤ ⑥
- 14. I receive constructive suggestions and feedback from my supervisor to help improve my job performance ① ② ③ ④ ⑤ ⑥

My Work Group

- 15. The people in my work group work hard to do quality work ① ② ③ ④ ⑤ ⑥
- 16. The work climate in my department is results-oriented ① ② ③ ④ ⑤ ⑥
- 17. A spirit of cooperation and teamwork exists in my workgroup ① ② ③ ④ ⑤ ⑥
- 18. City management promotes a team environment within and among departments ① ② ③ ④ ⑤ ⑥

Strongly Agree ①	Agree ②	Neither Agree or Disagree ③	Disagree ④	Strongly Disagree ⑤	Does Not Apply to Me ⑥
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- 19. My supervisor encourages me and allows me the freedom to cooperate and communicate with other work and community groups to do my job ① ② ③ ④ ⑤ ⑥
- 20. My coworkers are open to changes in the way we do things ① ② ③ ④ ⑤ ⑥
- 21. The flow of work in my department is properly planned and organized ① ② ③ ④ ⑤ ⑥
- 22. Our customers are generally satisfied with the quality and timeliness of our services ① ② ③ ④ ⑤ ⑥
- 23. The opinions of our customers are important to my workgroup ① ② ③ ④ ⑤ ⑥
- 24. Everyone in our department does his or her fair share of the work ① ② ③ ④ ⑤ ⑥
- 25. My work group looks for ways to improve our services ① ② ③ ④ ⑤ ⑥
- 26. City management genuinely cares about employees' welfare ① ② ③ ④ ⑤ ⑥

Quality of the Work Environment

- 27. My physical working environment is reasonable for the type of work I do ① ② ③ ④ ⑤ ⑥
- 28. I am provided with the correct equipment and/or tools I need to do my job ① ② ③ ④ ⑤ ⑥
- 29. My workplace is free from any discrimination or harassment ① ② ③ ④ ⑤ ⑥
- 30. The City respects and provides the flexibility for balance in my professional and personal life ① ② ③ ④ ⑤ ⑥
- 31. The City adequately maintains the City equipment I use ① ② ③ ④ ⑤ ⑥
- 32. My department is adequately staffed ① ② ③ ④ ⑤ ⑥
- 33. I work in an environment that is free from drugs and alcohol ① ② ③ ④ ⑤ ⑥
- 34. Employees are treated equally regardless of race, national origin, age, gender, sexual preference, marital status, physical handicap, medical condition, veteran status, or religious affiliation ① ② ③ ④ ⑤ ⑥
- 35. Disputes or conflicts among employees or employees and supervisors are resolved impartially ① ② ③ ④ ⑤ ⑥
- 36. People in my department are treated fairly ① ② ③ ④ ⑤ ⑥

Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Does Not Apply to Me
①	②	③	④	⑤	⑥

My Job

- 37. My job-related talents and skills are used fully and effectively ① ② ③ ④ ⑤ ⑥
- 38. I am free to use my own judgment to do my job ① ② ③ ④ ⑤ ⑥
- 39. Ideas and suggestions for improvement are encouraged ① ② ③ ④ ⑤ ⑥
- 40. Department managers work to remove barriers and red tape which prevents me from working effectively ① ② ③ ④ ⑤ ⑥
- 41. I receive the recognition I deserve for the work I do ① ② ③ ④ ⑤ ⑥
- 42. Risk-taking is encouraged without fear of punishment of mistakes ① ② ③ ④ ⑤ ⑥
- 43. Creativity and innovation are recognized in the City ① ② ③ ④ ⑤ ⑥
- 44. I have the skills and knowledge necessary to perform my job ① ② ③ ④ ⑤ ⑥
- 45. I know what is expected of me in my job ① ② ③ ④ ⑤ ⑥
- 46. I have the support of my supervisor to try new knowledge or skills at my job ① ② ③ ④ ⑤ ⑥
- 47. I have a great sense of personal satisfaction when I perform my job ① ② ③ ④ ⑤ ⑥
- 48. I know how my work contributes to the City's mission and goals ① ② ③ ④ ⑤ ⑥
- 49. I feel a high degree of personal responsibility for the work I do ① ② ③ ④ ⑤ ⑥
- 50. The pressure I feel at work is reasonable ① ② ③ ④ ⑤ ⑥
- 51. I am provided the training I need to do my job ① ② ③ ④ ⑤ ⑥
- 52. Overall in the City, supervisors are fair in recognizing individual and team accomplishments ① ② ③ ④ ⑤ ⑥
- 53. Employees are recognized for providing high quality services to the customer ① ② ③ ④ ⑤ ⑥
- 54. During my performance review, my supervisor gave me the feedback I need to improve my performance ① ② ③ ④ ⑤ ⑥
- 55. I have an opportunity to provide input during the performance appraisal process ① ② ③ ④ ⑤ ⑥
- 56. I feel motivated to do my best here ① ② ③ ④ ⑤ ⑥
- 57. Morale is good among employees in my department ① ② ③ ④ ⑤ ⑥

Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Does Not Apply to Me
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The City as an Employer

- 58. I would recommend the City as a good place to work to a friend and other people ① ② ③ ④ ⑤ ⑥
- 59. I am compensated (pay and benefits) fairly when compared to others doing similar work in other organizations ① ② ③ ④ ⑤ ⑥
- 60. City policies and standards are applied consistently to all employees ① ② ③ ④ ⑤ ⑥
- 61. I am given the opportunity to grow and advance in my career ① ② ③ ④ ⑤ ⑥
- 62. City management considers the interests of employees when changes are made in the City that affect my work ① ② ③ ④ ⑤ ⑥
- 63. The City's risk management function is responsive and customer oriented ① ② ③ ④ ⑤ ⑥
- 64. The City's human resources function is responsive and customer oriented ① ② ③ ④ ⑤ ⑥
- 65. The City's finance/purchasing/IS functions are responsive and customer oriented ① ② ③ ④ ⑤ ⑥
- 66. I am satisfied with the City's health insurance benefits and the premium costs ① ② ③ ④ ⑤ ⑥
- 67. City management is aware of the problems at my level of the organization ① ② ③ ④ ⑤ ⑥
- 68. In general, this organization is better to work for now than it was a year ago ① ② ③ ④ ⑤ ⑥
- 69. City management sets attainable goals ① ② ③ ④ ⑤ ⑥

70. Is there something about working for the City of South Lake Tahoe that you particularly enjoy? Please explain:

71. What would you recommend to improve at the City of South Lake Tahoe? Please explain:

Now we'd like to get a little bit of information about you. Please remember your answers are confidential and the results will be shared with the City only in summary form. This information will assist the consultant to sort opinions into groups to provide better information for decision making. *Any group with fewer than five employees will be combined with a larger group to keep your answers confidential.*

Position

- Manager or Supervisor
- Employee (non-supervisory)

Department/Division Groups

- ACM/Airport
- City Clerk, City Attorney
- City Manager/HR/Risk
- Community Development
- Finance
- Fire
- Parks and Recreation
- Police - Sworn
- Police - Non-Sworn
- Public Works/Administration/ Engineering/Facilities
- Public Works/Streets & Snow/Fleet
- Redevelopment & Housing