

The Corporation of the City of Kawartha Lakes

Victoria Manor Committee of Management

Report VMC2018-07

Meeting Date: March 19, 2018

Meeting Time: 9:30 a.m.

Meeting Place: Human Services Boardroom, 322 Kent St. W., Lindsay

Subject: 2017 Employee Engagement Survey

Author Name and Title: Pamela Kulas, Administrator

Recommendation(s):

Resolved That Report VMC2018-07, “2017 Employee Engagement Survey”, be received for information.

Director

Other

Background:

Sienna Senior Living used a company called uSPEQ (www.uspeq.org) and staff was asked to complete an online survey. 136 front line staff/managers completed the survey in the month of November a rate of 82.5%. The survey focuses on how the staff perceive their own job satisfaction. Surveying employees for their perception of the workplace is one important means of assessing an organization's performance.

The analysis focused on three areas of work with subcategories in each area of focus:

Organizational Climate:

- A. Organizational Culture and Outlook
- B. Communication
- C. Leadership

Workgroup:

- D. Teamwork
- E. Manager Support

Team Member Support:

- F. Work Environment
- G. Team Member Development
- H. Recognition

Overall Job Satisfaction:

- I. Overall Job Satisfaction

A detailed review of the results will allow the home's well established Quality of Worklife committee to focus on areas of strength and opportunities for improvement with an overall goal to improve the employee work experience.

Overall the results decreased from 77.3% in 2016 to 71.6% in 2017. Results indicate a high level of satisfaction with organizational culture and outlook, teamwork, team member development and teamwork. Areas of opportunity include concerns not taken seriously and time follow up occurs, clear means for disseminating important information, not asked for input on decisions that affect their jobs and recognition of high performing team members.

The survey also includes opportunities for staff to add narrative commentary. These comments have not been included in this report to maintain confidentiality. The common threads are staff shortages, workload, timely communication and follow up. However, there are positive comments such as loving working at the Manor, hope to be here for many more years, and thanks for educational opportunities offer outside the home.

Consultations:

Pamela Kulas, Administrator
Rod Sutherland, Director Human Services

Attachments:

- 2017 Employee Engagement Survey



2017 Employee
Engagement Survey.pdf

Director: Rod Sutherland
Phone: 705-324-9870 ext. 3206
E-Mail: rsutherland@kawarthalakes.ca