



2015 General Membership Survey

Summary Results

August 5, 2015

Employees Association



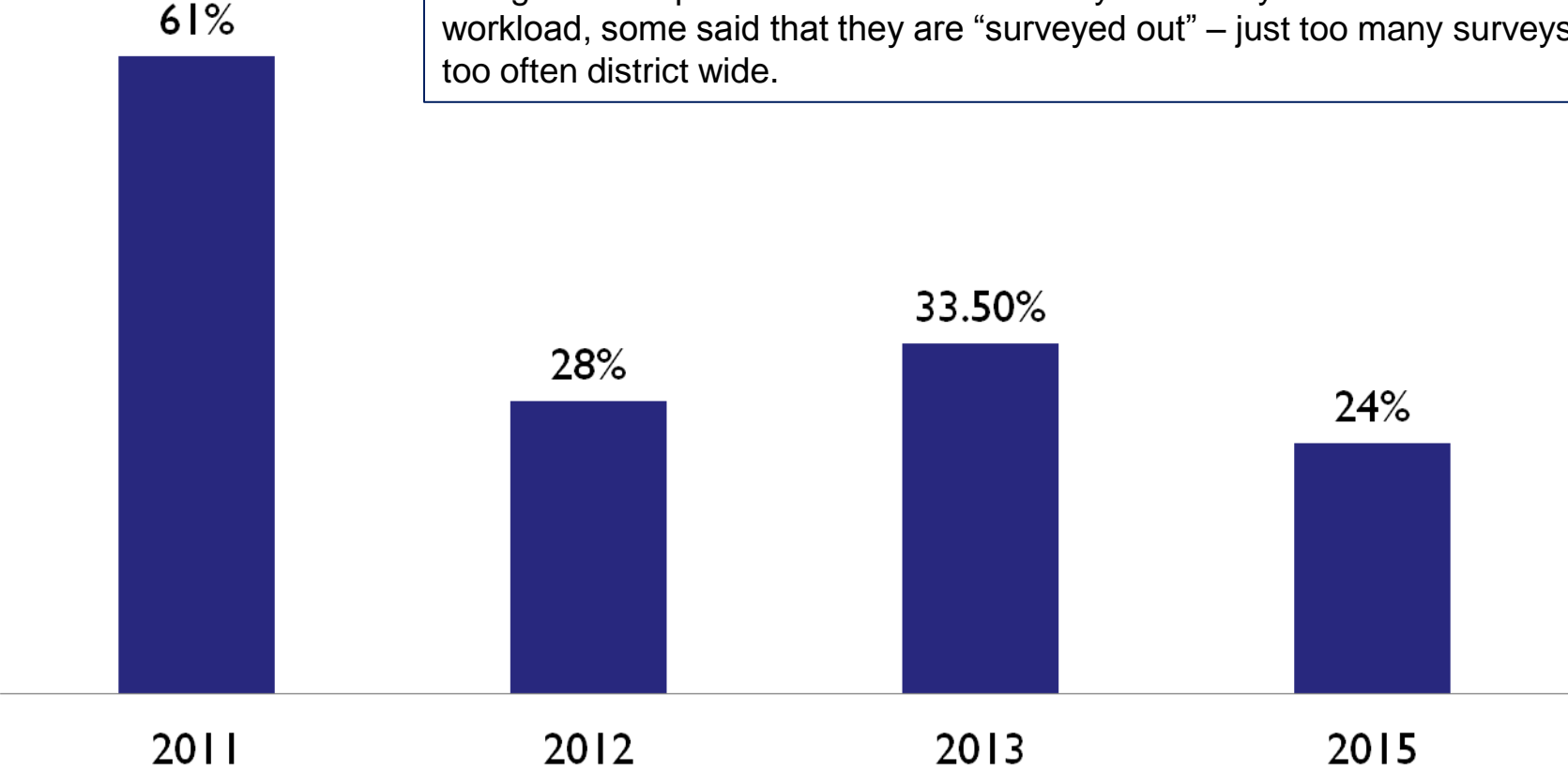
Background on Survey

- 4th year conducting this survey (since 2011)
- Purpose:
 - A tool to take the pulse of the membership
 - Rate the performance of the EA Board
 - See what member's opinions are on key issues
 - Use as feedback for Strategic Planning



Survey Response Rates

In the years prior to bargaining, we have had a much higher response rate (2011). In 2014, we did a bargaining survey instead of a membership survey. At the August 5, 2015 Membership Meeting we asked why people thought the response rate was so low this year. Many stated it was due to workload, some said that they are “surveyed out” – just too many surveys, too often district wide.



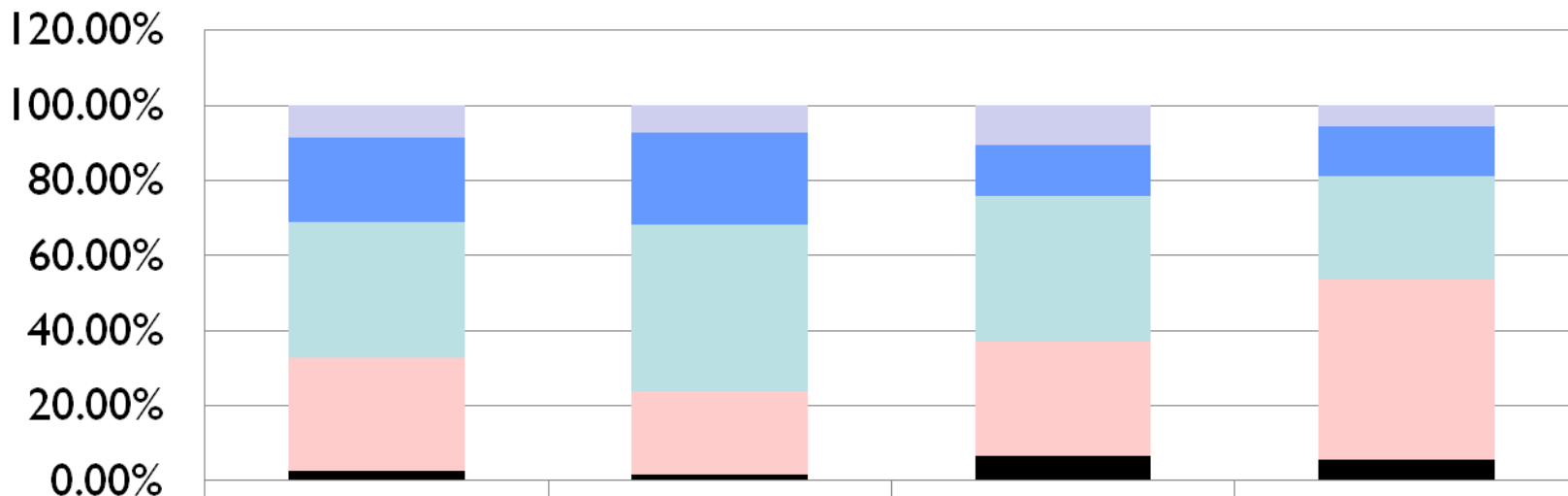


Survey Results

Eight Questions



Q1: In general, how are things going at the district?



	2011	2012	2013	2015
Not Sure	8.60%	7.14%	10.74%	5.66%
Wrong	22.50%	24.60%	13.42%	13.21%
Mixed -	36.30%	44.44%	38.93%	27.38%
Mixed +	30%	22.22%	30.20%	48.11%
Right	2.60%	1.59%	6.71%	5.66%

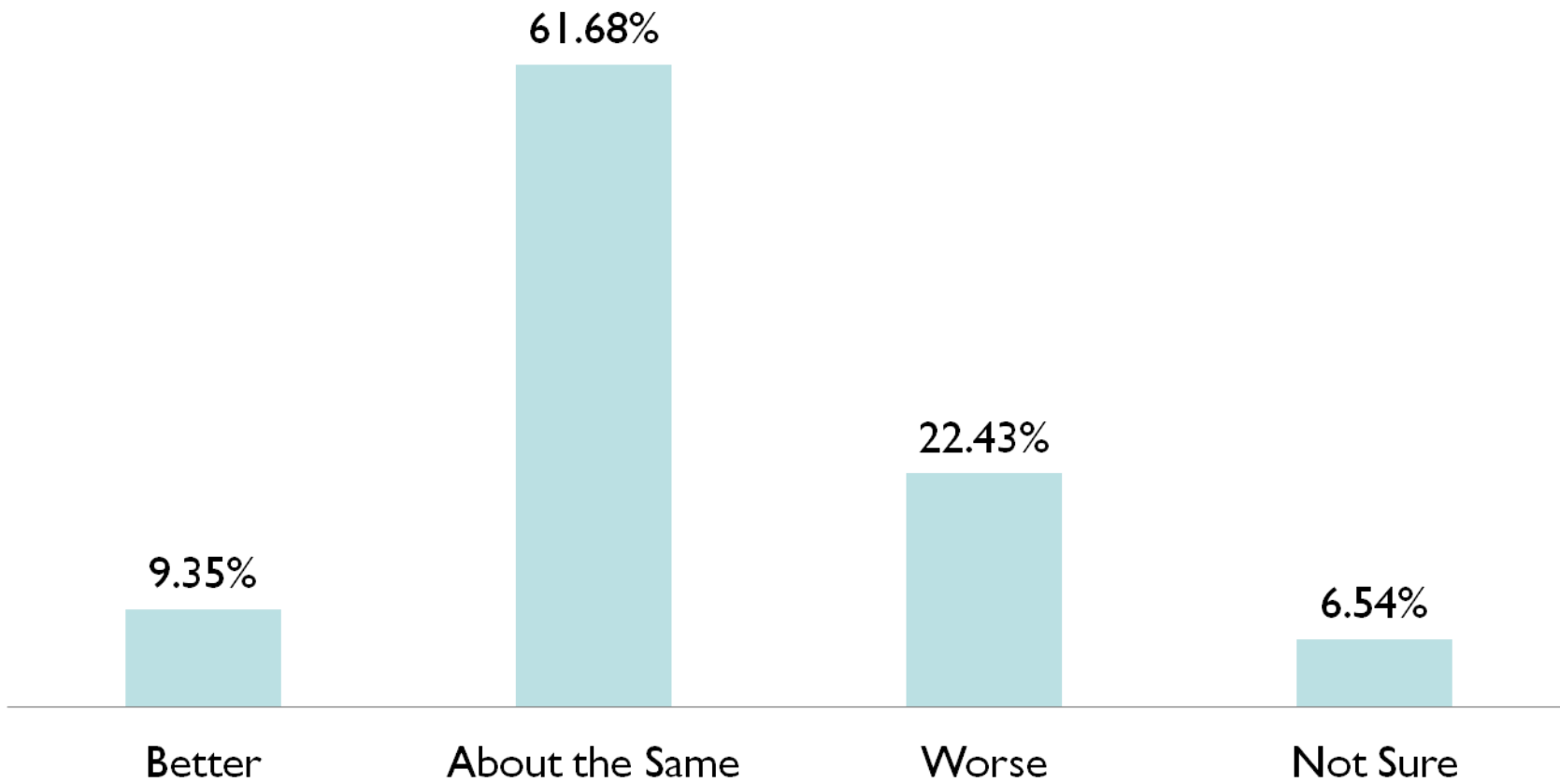


Comments from QI

- 60 comments to this question
 - Concerns about hiring process
 - Management's lack of recognition of staff that do the work
 - Feeling squeezed due to staff shortages, too many demands
 - Concerns about the classification/compensation study
 - Lack of trust and confidence in management
 - Concerns about mass hiring of temps, interns, contractors



Q2: How would you compare the direction now to a year ago?





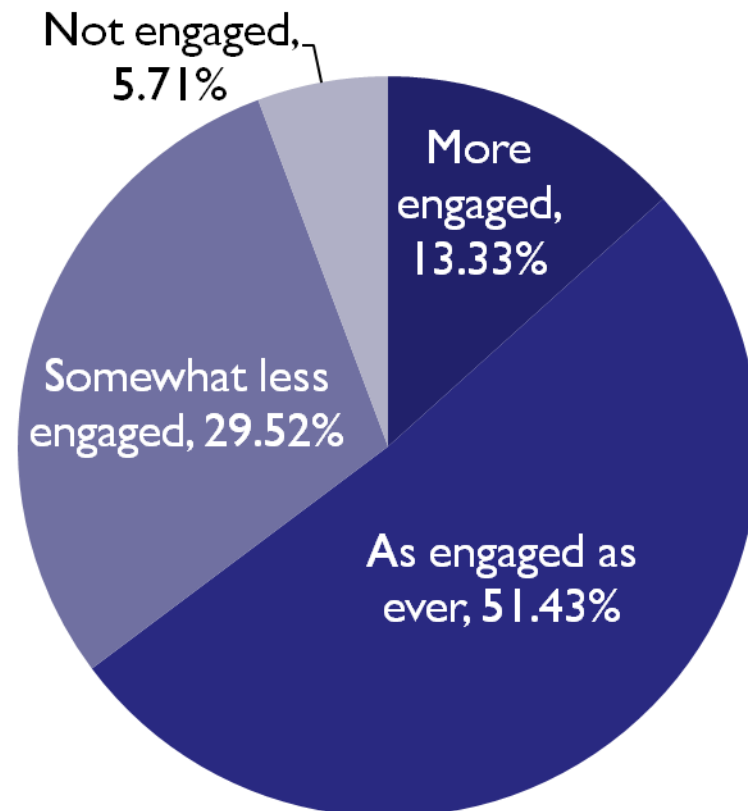
Q3: Individual Contribution compared to a year ago?

More engaged – highly energized to get the job done

As engaged as ever – motivated to perform well daily

Somewhat less engaged – still care about the job, but not as enthusiastically

Not engaged – doing just enough to get the job done and through the day



65% feel as engaged or more engaged than a year ago



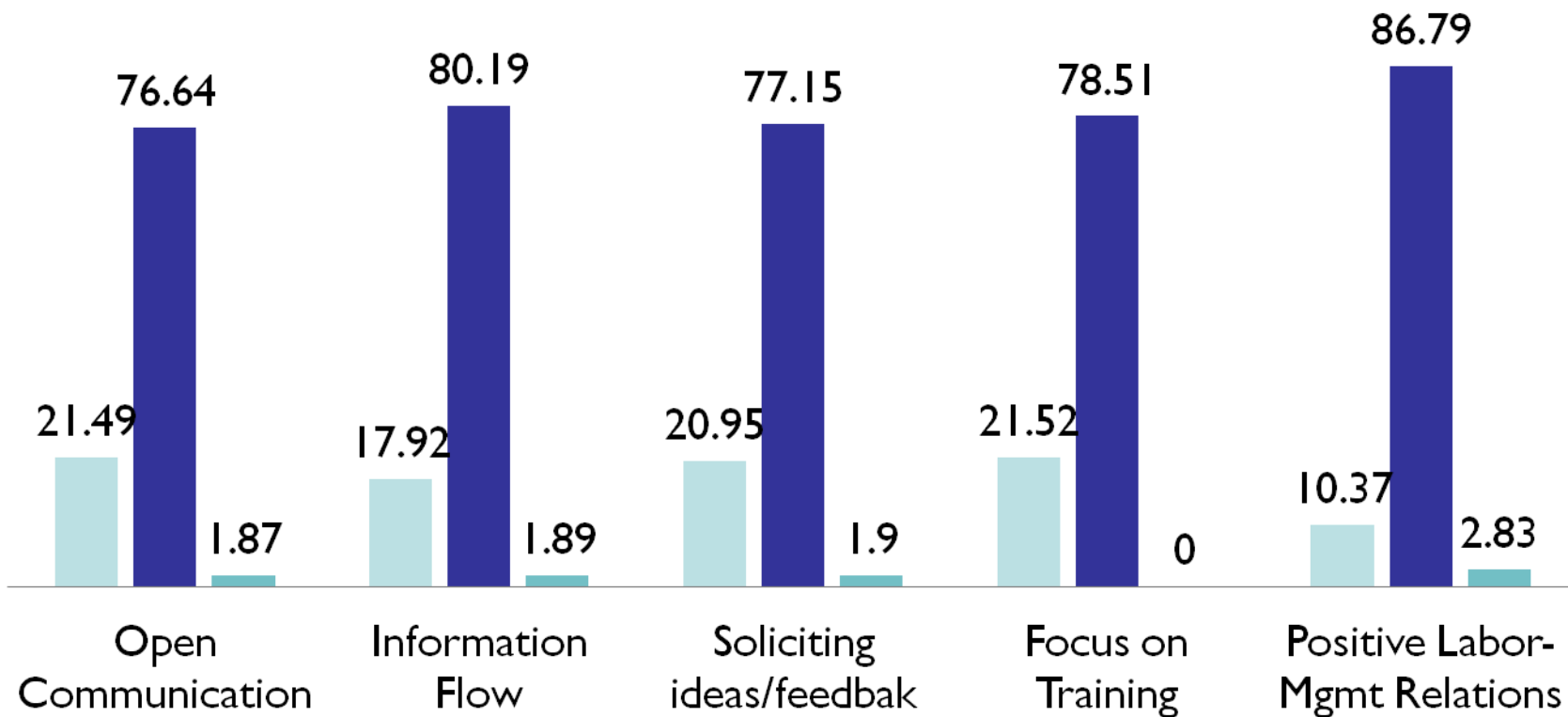
Comments from Q3

- 55 Comments on this question
- People are committed by self-motivation and pride in their contributions
- Factors contributing those not as engaged are:
 - Not enough support and respect from management
 - Depends on who your manager is
 - Working harder because of less people
 - The harder they work the more work they get
 - Lack of recognition for the hard work



Q4: How well the district does:

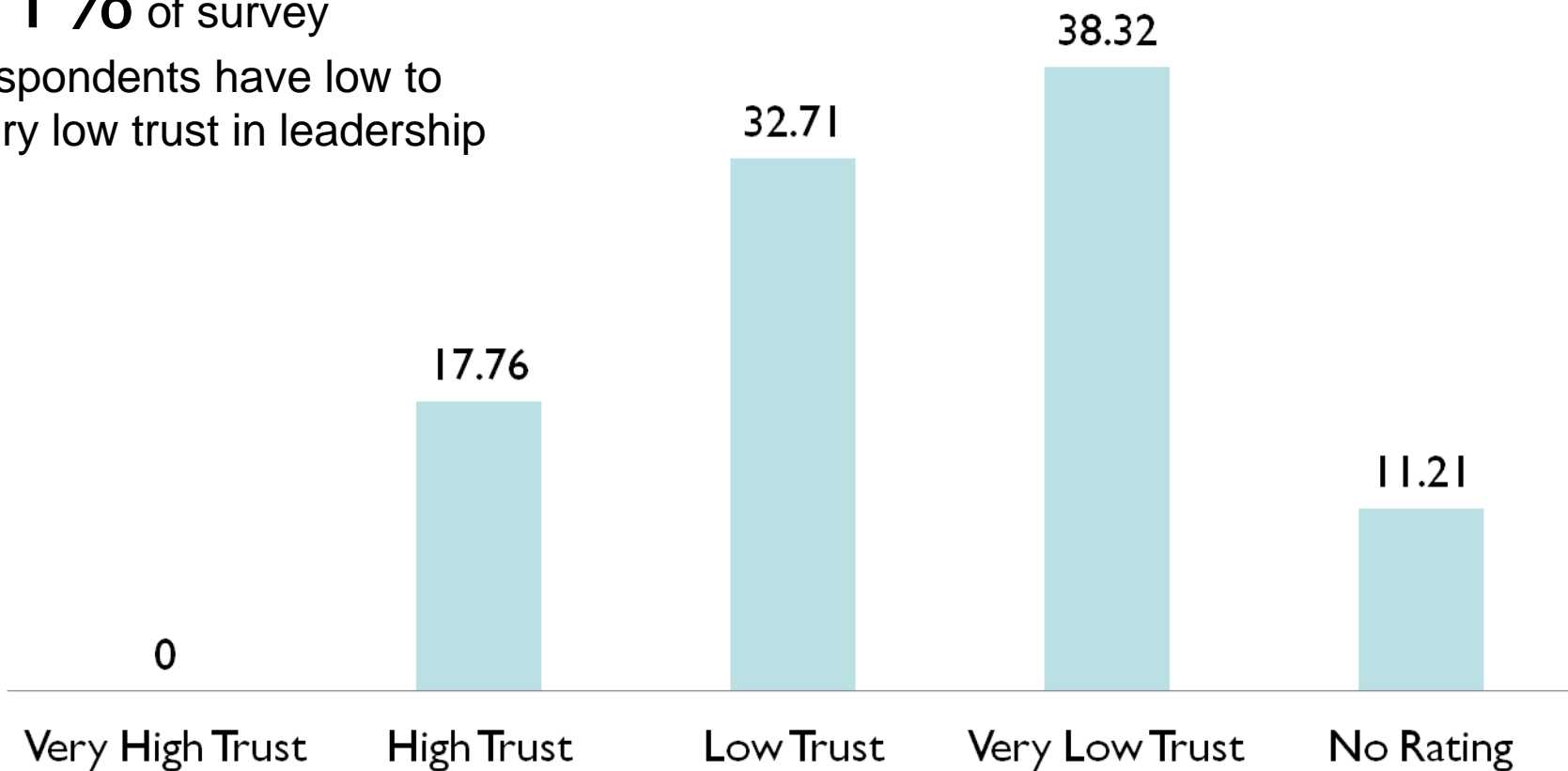
■ Excellent & Good ■ Fair & Poor ■ Can't Rate





Q5: Rate Trust in Leadership

71% of survey respondents have low to very low trust in leadership





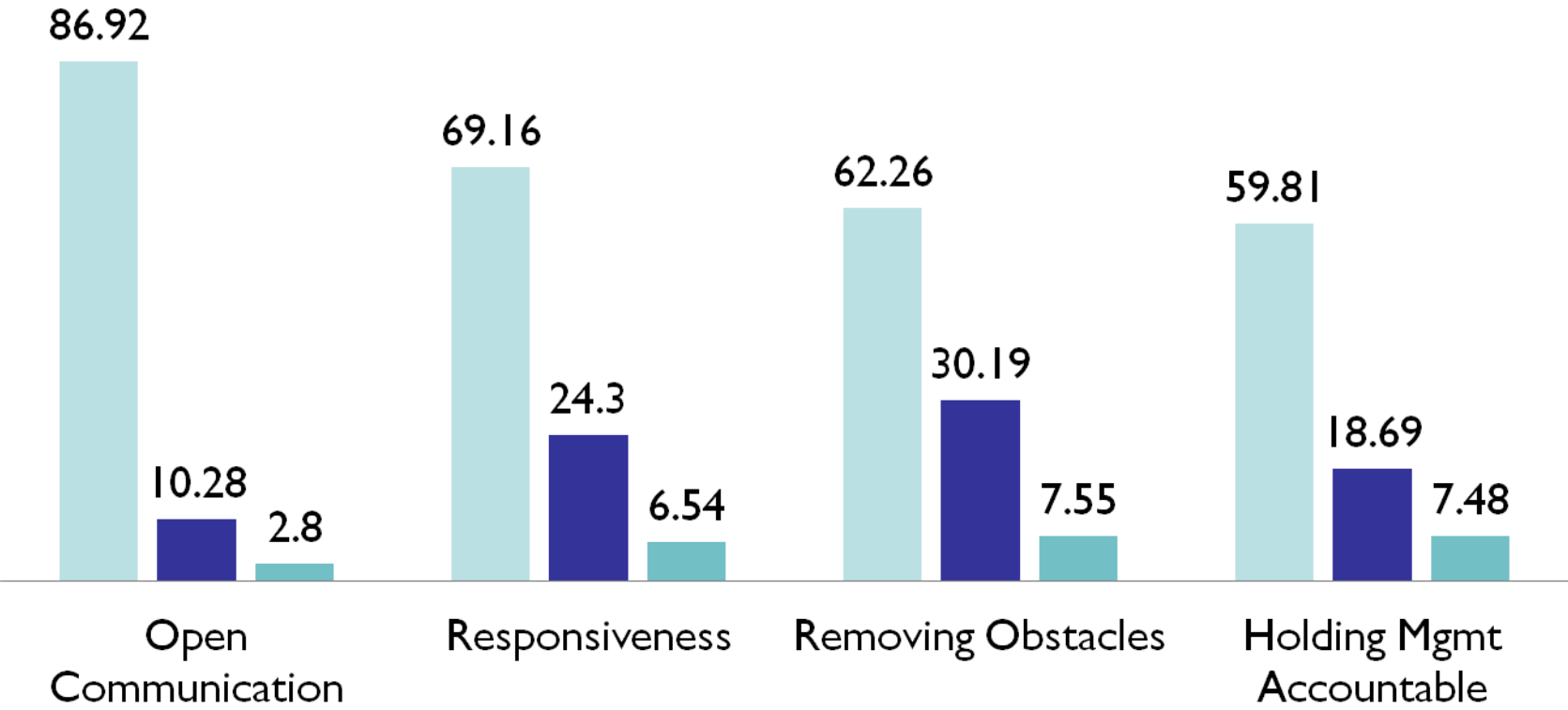
Reasons for lack of trust

- Lack of communication from management
- Fear of retaliation
- Not listening to staff, out of touch
- Several comments about lack of communication on re-orgs
- *“Actions speak louder than words”*
- *“You cannot demand trust, you can only earn it”*
- Compensation/Classification Study
- Lack of visible leadership



Q6: EA Board Performance

■ Excellent & Good ■ Fair & Poor ■ Can't Rate





Q7: Important issues to the membership

- 1. **Impacts of the classification study and preserving compressed work weeks** tied for the highest % of VERY IMPORTANT (87.85%)
- 2. **Staff development and succession planning** rated second highest % of VERY Important (78.5%)
- 3. **Potential for outsourcing work and Upcoming “wave” of retirements** tied for third highest % of VERY IMPORANT (67.62%)



Q8: Membership Involvement





Next Steps

- Transform data into strategies for the strategic plan
- Measure performance on strategic plan
- Survey again to keep improving