

# Community Services Department

Edmonton

October 2024  
Biennial Employee Experience  
Survey Results

# October 2024 Biennial Employee Experience Survey

This report summarizes what we heard from Community Services employees for the October 2024 Biennial Employee Experience Survey.

**1,280** employees (42%) participated and there were **3,039** comments.

This biennial survey provided employees with an opportunity to share about their identity, experiences of inclusion, respectful workplace, concerning behaviour and discrimination at work, and their overall experience working at the City of Edmonton.

Glint's scoring guide can be found [here](#).

## Employee Experience

Item	CS	Change from 2022	City
How happy are you working at the City of Edmonton? <small>eSat</small>	<b>68</b>	+3	67
I would recommend the City of Edmonton as a great place to work.	<b>66</b>	+1	65
How are you doing?	<b>62</b>	0	62

## Supportive Environment

Item	CS	Change from 2022	City
At work I feel cared about as a person.	<b>66</b>	+1	65
I am treated with respect in my workplace.	<b>73</b>	+1	73
I feel a sense of belonging at the City of Edmonton.	<b>62</b>	+1	63
I feel comfortable being myself at work.	<b>70</b>	+2	70
I can succeed when I am myself at work.	<b>74</b>	+3	73
I feel valued for my unique perspective and skills.	<b>65</b>	+2	65

## Supportive Environment

Item	CS	Change from 2022	City
I believe diverse perspectives add value to the work we do.	87	0	82
I feel at ease with people who are different than me.	84	+1	82
I have opportunities for professional success that are similar to those of my colleagues.	61	+3	62
My workplace is accepting of all backgrounds and identities.	82	+4	81
My direct supervisor demonstrates commitment to and support of diversity and inclusion.	78	+1	77

## Recognition Event

How do you most like to be appreciated at work?

	CS	City
Attending a 'Celebrating You' employee recognition event	<b>20%</b>	22%
Individual recognition	<b>64%</b>	58%
Receiving an everyday appreciation e-card	<b>24%</b>	19%
I prefer to not receive recognition	<b>12%</b>	16%
I am not aware of any employee recognition programs at the City of Edmonton	<b>18%</b>	19%

## Consent to Disclose Identity Information

The following 5 slides contain topics about sensitive information (identity and experiences of concerning behaviours and discrimination).

Respondents were given the opportunity to opt out of these voluntary questions if they **did not** consent to the City of Edmonton and Glint processing their responses.

1,152 (90%) of the 1,280 Community Services employees who participated in the survey consented to collection of this sensitive data.

The following 5 slides are a summary of what we heard from respondents who consented to disclose this information.

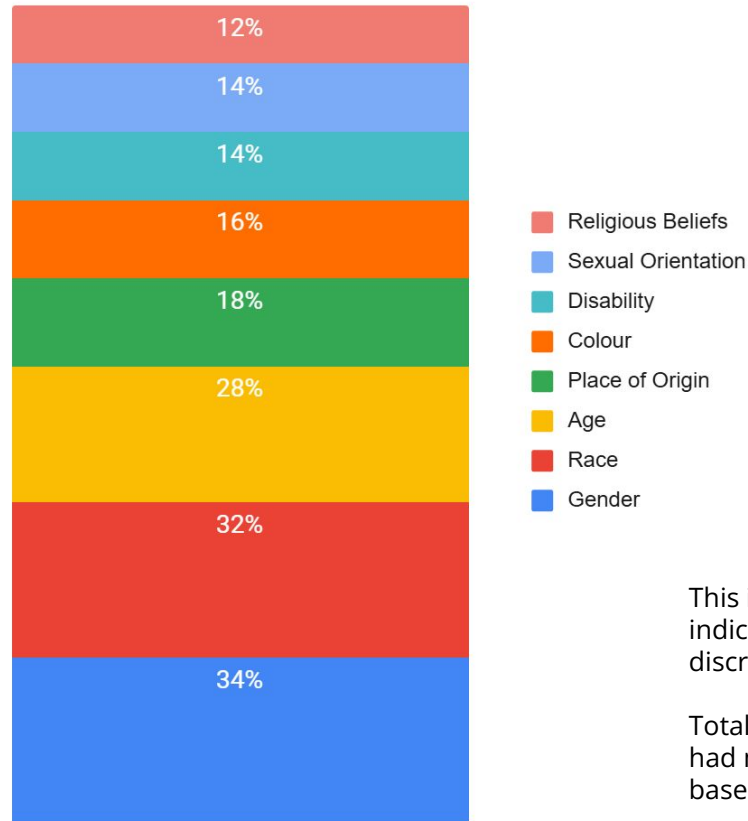
## Respectful Workplace: Discrimination Results

Having carefully read the definition of discrimination, have you experienced discrimination on the job in the past 12 months?

	CS	Change from 2022	City
Yes	<b>15%</b>	-1%	12%
No	<b>81%</b>	+1%	82%
I prefer not to answer	<b>4%</b>	0	6%



# Respectful Workplace: Grounds for Discrimination

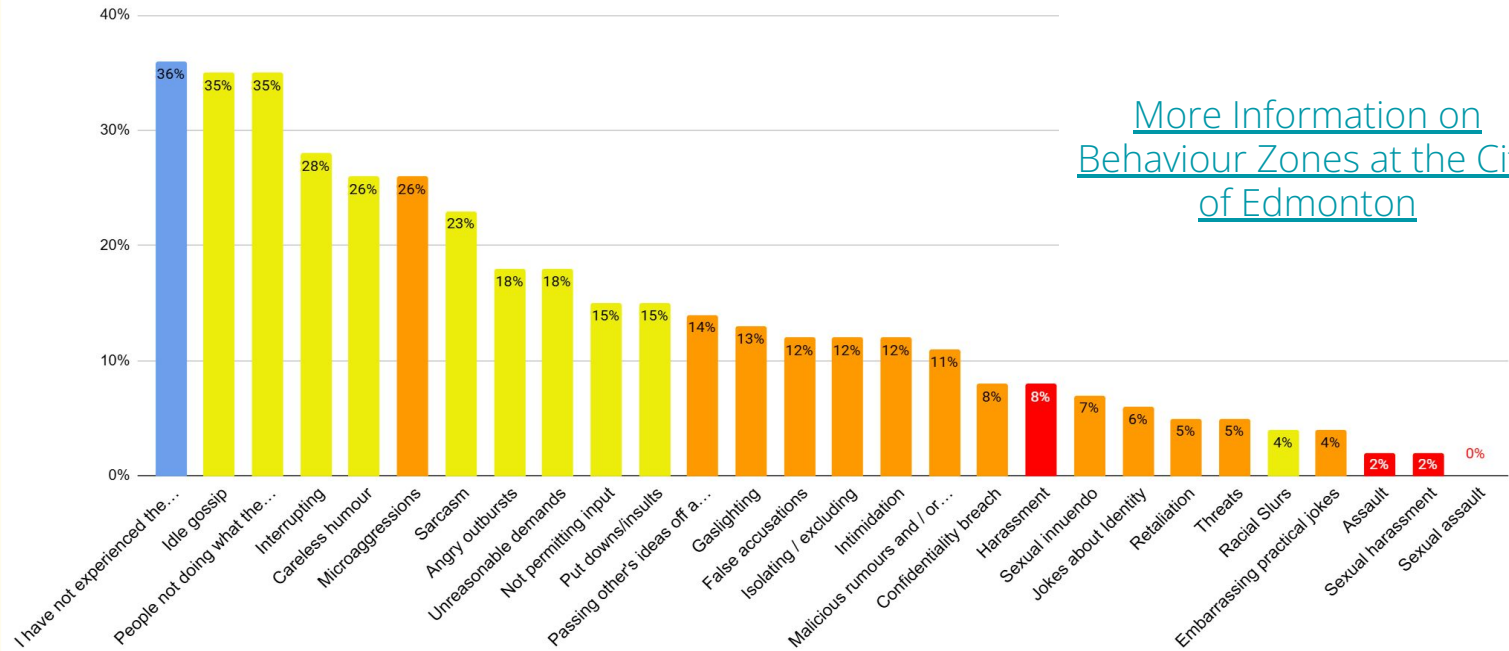


% of respondents reporting each type of discrimination

This item was only open to those who indicated that they had experienced discrimination in the past 12 months.

Totals exceed 100% because some employees had multiple experiences or experiences based on multiple grounds.

# Respectful Workplace: Concerning Behaviour



[More Information on Behaviour Zones at the City of Edmonton](#)

## Most significant changes from 2022:

- 5% decrease in employees reporting experiences of concerning behaviours

## Respectful Workplace: Concerning Behaviour

Source of Concerning Behaviour	2024	Change since 2022
Coworkers in your Branch	44%	-1%
Individuals with authority over you	43%	-2%
Individuals working for you	6%	+4%
Coworkers from other branches	15%	+7%
Members of the Public	40%	-8%
Other	5%	-3%

## Respectful Workplace: Taking Action

Item	CS	Change from 2022	City
I am satisfied with how matters related to discrimination are addressed at the City of Edmonton.*	38	+3	35
I am satisfied with how matters related to concerning behaviour are addressed at the City of Edmonton.*	48	0	48
The City works hard to create a respectful workplace	71	+1	70

\*These items were only available to respondents who indicated they had experienced discrimination or other concerning behaviours.

## Diversity - Sex, Gender and Sexual Orientation

	CS	Change from 2022	City
Woman*	<b>54%</b>	-4%	35%
Man*	<b>46%</b>	+4%	65%
Non-binary or gender fluid	<b>2%</b>	0	1%
Trans experience (gender identity does not align with sex assigned at birth)	<b>3%</b>	+1%	2%
Lesbian, Gay, Bisexual, Asexual, Pansexual, Queer or another orientation not listed	<b>14%</b>	0	10%

\*The rate of men and women working at the City is from HR information systems, not the Biennial survey.

## Diversity

	CS	Change from 2022	City
Indigenous Person	<b>6%</b>	0	5%
Person with a disability	<b>15%</b>	+2%	12%
Current or former member of the Canadian Armed Forces	<b>2%</b>	0	2%
Caregiving responsibilities	<b>41%</b>	n/a	54%

# Diversity

Which of the following best describes your racial identity? (Please check all that apply):

