# GLINT

## Relationships and Customer Access

**September 2022
Biennial Employee Experience
Survey Results**

Edmonton

# September 2022 Biennial Employee Experience Survey

This report summarizes what we heard from Relationships and Customer Access employees for the September 2022 Biennial Employee Experience Survey.

**173** employees (76%) participated and there were **95** 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.

Survey results are always available online at edmonton.ca.
Glint's scoring guide can be found here.

# Employee Experience

| Item | Score | Change from 2020 | City |
|---|---|---|---|
| How happy are you working at the City of Edmonton? | **73** | -4 | 66 |
| I would recommend the City of Edmonton as a great place to work. | **75** | -4 | 65 |
| How are you doing? | **67** | -1 | 65 |

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# Supportive Environment

| Item | Branch | Change from 2020 | City |
|---|---|---|---|
| At work I feel cared about as a person. | 72 | No change | 63 |
| I am treated with respect in my workplace. | 80 | +3 | 72 |
| I feel a sense of belonging at the City of Edmonton. | 69 | -4 | 62 |
| I feel comfortable being myself at work. | 72 | -2 | 69 |
| I can succeed when I am myself at work. | 77 | No change | 72 |
| I feel valued for my unique perspective and skills. | 69 | +2 | 64 |

# Supportive Environment

| Item | Branch | Change from 2020 | City |
|---|---|---|---|
| I believe diverse perspectives add value to the work we do. | **90** | No change | 84 |
| I feel at ease with people who are different than me. | **89** | No change | 83 |
| I have opportunities for professional success that are similar to those of my colleagues. | **70** | +5 | 61 |
| My workplace is accepting of all backgrounds and identities. | **88** | +2 | 80 |
| My direct supervisor demonstrates commitment to and support of diversity and inclusion. | **83** | +3 | 76 |

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# Recognition Event

I would prefer to attend an employee recognition event:

| | |
|---|---|
| With my immediate team (Group, Unit, or Section level) | 40% |
| With my extended team (Branch level) | 18% |
| With my entire Department | 11% |
| With the entire City of Edmonton | 13% |
| I am not interested in attending a recognition event | 18% |

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## Respectful Workplace: Taking Action

| Item | Branch | Change from 2020 | City |
|------|--------|------------------|------|
| I am satisfied with how matters related to discrimination are addressed at the City of Edmonton. | **77** | +7 | 64 |
| I am satisfied with how matters related to concerning behaviour are addressed at the City of Edmonton. | **70** | +7 | 59 |
| The City works hard to create a respectful workplace | **82** | +7 | 71 |

# 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.

8% of Relationships and Customer Access employees who participated in the survey **did not consent** 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.
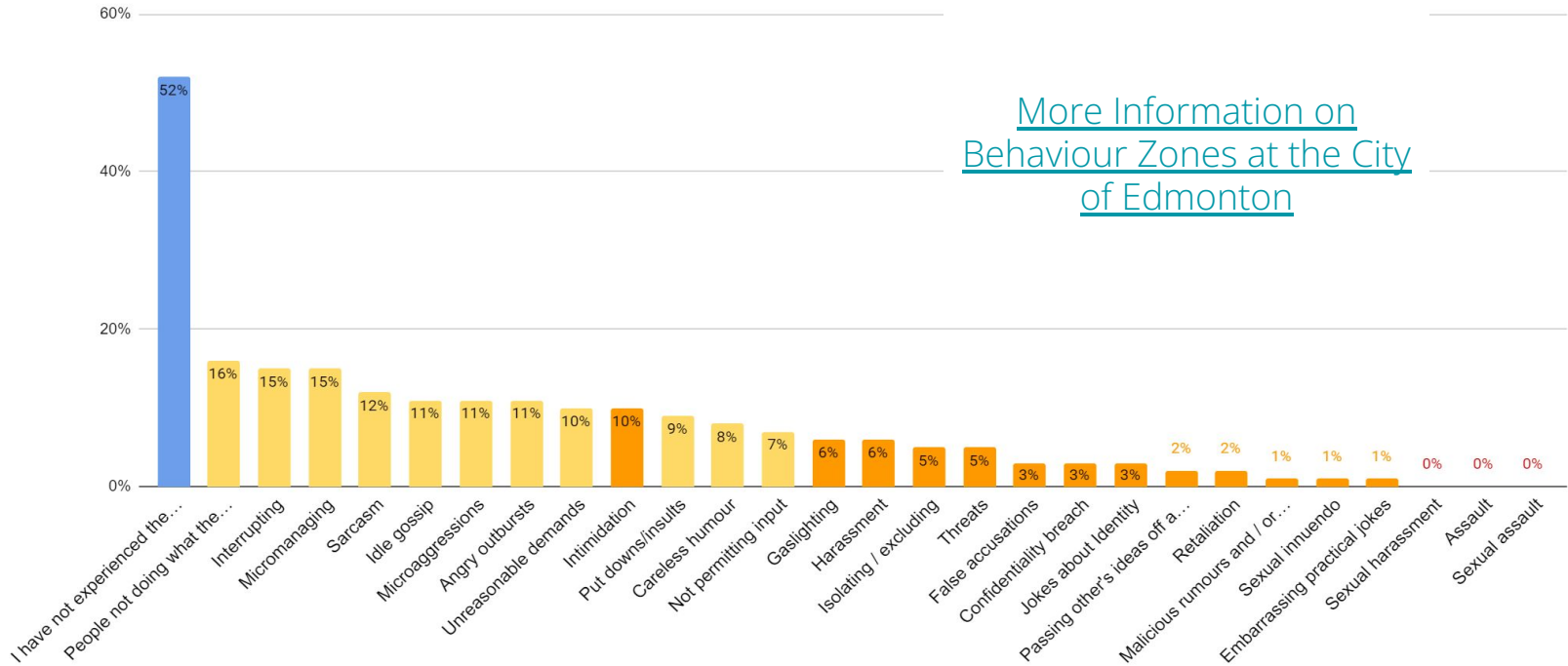
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# Respectful Workplace: Discrimination Results

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

|  | Branch | Change from 2020 | City |
|---|---|---|---|
| Yes | 9% | No change | 12% |
| No | 87% | No change | 82% |
| I prefer not to answer | 4% | No change | 6% |

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# **Respectful Workplace:** Concerning Behaviour



More Information on Behaviour Zones at the City of Edmonton

Chart values:
- I have not experienced the...: 52%
- People not doing what the...: 16%
- Interrupting: 15%
- Micromanaging: 15%
- Sarcasm: 12%
- Idle gossip: 11%
- Microaggressions: 11%
- Angry outbursts: 11%
- Unreasonable demands: 10%
- Intimidation: 10%
- Put downs/insults: 9%
- Careless humour: 8%
- Not permitting input: 7%
- Gaslighting: 6%
- Harassment: 6%
- Isolating / excluding: 5%
- Threats: 5%
- False accusations: 3%
- Confidentiality breach: 3%
- Jokes about Identity: 3%
- Passing other's ideas off a...: 2%
- Retaliation: 2%
- Malicious rumours and / or...: 1%
- Sexual innuendo: 1%
- Embarrassing practical jokes: 1%
- Sexual harassment: 0%
- Assault: 0%
- Sexual assault: 0%

**Most significant change from 2020:**
**+7%** I have not experienced these behaviours
**-8%** People not doing what they said they would do

# **Diversity -** Gender and Sexual Orientation

|  | Branch | City |
|---|---|---|
| Woman | **67%** | 41% |
| Man | **30%** | 53% |
| Non-binary, gender fluid, another gender not listed | **1%** | 1% |
| Trans experience (gender identity does not align with sex assigned at birth) | **0%** | 1% |
| Lesbian, Gay, Bisexual, Asexual, Pansexual, Queer or another orientation not listed | **10%** | 10% |

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# Diversity

| | Branch | City |
|---|---|---|
| Indigenous Person | 4% | 5% |
| Person with a disability | 18% | 10% |
| Current or former member of the Canadian Armed Forces | 0% | 2% |

# Diversity

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