



MEMORANDUM

DATE: June 26, 2006
TO: Mayor and Members of Council
FROM: Anne Pozywiak, Director, Strategic Initiatives
Rick Dominico, Manager, Corporate Quality
SUBJECT: 2006 Staff Satisfaction Survey Results

As discussed at the June 12, 2006 meeting of General Committee, additional information was requested pertaining to the "Results of the 2006 Staff Satisfaction Survey" Report.

Specifically, the section on page 2 of the report has been expanded to show greater detail for the low scoring 2006 items from the survey.

Included is a chart comparing other Canadian municipalities with Markham for key staff satisfaction areas including:

- Satisfaction with their organization
- Satisfaction with their job
- Satisfaction with their supervisor
- Staff intent to remain with their employer

Addendum to June 12, 2006 Report to General Committee, "Results of 2006 Staff Satisfaction Survey":

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The low scoring 2006 items included:

		Town Average	Gain from last survey
	<p>In my work group, unplanned priorities often disrupt normal activities and add to our workload</p> <ul style="list-style-type: none"> a. Has been #1 low scoring item on every survey since 1998 b. Corporate planning process is continually being improved to assist with identification of key priorities for upcoming year c. Improved meetings and discussions (see performance management system below) will provide some relief 	1.94	-0.05
	<p>I am satisfied with the performance management system</p> <ul style="list-style-type: none"> a. New system is in place and being used across organization b. Next step is to improve the quality of the meetings and discussions between staff and their supervisors c. Training and coaching program for supervisors has already begun 	2.90	+0.26
	<p>In the last six months, time pressure at work has not caused me worry, nerves, or stress</p> <ul style="list-style-type: none"> a. Although improving, this item is related to workload b. Stress management programs have been and will continue to be offered for general staff and specific departments (eg Recreation dept using Stressmap for all staff over summer) 	2.97	+0.26
	<p>Over the last two years there has been improvement in the timeliness and effectiveness of the performance management system</p> <ul style="list-style-type: none"> a. See performance management system above for related information 	3.08	*
	<p>Decisions on hiring and promotion are made equitably</p> <ul style="list-style-type: none"> a. Staff may not be aware of current practices 	3.10	*

	<p>Senior leaders in my commission reallocate resources and rebalance workload in response to changes to our plans and priorities</p> <ul style="list-style-type: none"> a. This area relates to workload b. Improvement with meetings and discussions regarding performance plans will assist with this area 	3.11	*
	<p>There are clear processes for resolving disputes at work</p> <ul style="list-style-type: none"> a. Staff may not be aware of current practices b. Communication of dispute resolution process will be implemented 	3.22	*
	<p>Senior leaders meet their commitments and keep their promises</p> <ul style="list-style-type: none"> a. Leaders to ask for more information from their staff on this area to ensure understanding of potential causes and to develop appropriate solutions 	3.22	*

* This statement was not included in previous staff satisfaction surveys – no score comparison is available.