

NapaSan Employee Survey Questions

DEMOGRAPHICS

Q2 Please indicate the Department in which you work.

Q3 Please indicate your regular work location

Q4 Please indicate your role at the Napa Sanitation District (NSD).

Q5 Please indicate your gender.

Q6 Please indicate how long you have worked at the Napa Sanitation District (NSD).

RESOURCES

Q11 My productivity is reduced by the tools and equipment I have to use on the job.

Q35 I have the work tools and resources I need to do my job.

Q40 I do not have enough time to do what is expected of me at work.

Q34 I have received all of the training necessary to complete my work efficiently.

HUMAN RESOURCE / OTHER POLICIES AND ISSUES

Q12 The processes used for personnel decisions (e.g., promotions, hiring, discipline) are fair.

Q39 I am able to schedule time off from work when needed.

Q41 I have the flexibility I need at work to meet my family obligations.

Q10 I work with processes/procedures on a daily basis that significantly reduce my productivity.

Q75 My perception is that, compared to employees doing the same work as mine in other sanitation agencies, I am fairly compensated for my work.

Q76 My perception is that, compared to other NSD employees, I am fairly compensated for my work.

Q74 Issues and questions regarding the NSD benefits program are explained and resolved by staff.

Q57 I believe that consistent rules and procedures are used by management to make decisions that affect my work unit.

EVALUATIONS / PERFORMANCE / FEEDBACK

Q13 The forms and processes used for annual employee performance evaluations are user friendly.

Q22 My direct supervisor evaluates my job performance fairly.

Q15 I have discussed my training and development needs with my direct supervisor in the last six months.

Q70 I am aware of career development opportunities available to me within NSD.

Q72 I have a current description of my work goals and training and development objectives.

Q73 I have the opportunity to grow and learn at NSD

Q16 I receive feedback from my direct supervisor that helps me to improve my job performance.

Q23 My direct supervisor has given me recognition or positive feedback in the last two weeks.

Q36 I receive the direction I need in order to do my job successfully.

Q17 I understand what my direct supervisor expects of me.

Q51 My role and responsibilities at work are clear; I know what is expected of me.

LEADERSHIP

Q59 I have confidence in the decisions made by management.

Q62 Management clearly explains the reasons for changes and major decisions.

Q63 Management has clearly articulated the mission and goals of the NSD.

Q64 Management provides clear direction on where the organization is headed.

Q80 The decisions and priorities of the NSD Board of Directors are effectively communicated throughout the entire organization.

Q81 The NSD Board of Directors provides leadership regarding the mission, vision, goals and priorities of the District.

SUPERVISION AND MANAGEMENT

Q14 I can trust my direct supervisor to look out for my best interest.

Q19 My direct supervisor does not recognize my potential.

Q24 My direct supervisor is available when I need to meet with him/her.

Q25 My direct supervisor does not understand my job problems and needs.

Q26 My direct supervisor supports my career growth at NSD.

Q45 I spend too much time completing work that is not part of my core job responsibilities.

Q44 I have a clear understanding of the goals and objectives of my unit.

Q46 I understand how my work contributes to the overall success of NSD.

Q58 I believe that my viewpoints/concerns will be considered by management with an open mind.

Q60 I have the opportunity to express my views and concerns to management.

Q61 I am satisfied with the communications I receive from management about issues/changes that may affect me.

Q66 My work unit holds regular meetings to share NSD-wide information/updates.

Q82 Efforts are being made at NSD to capture the critical institutional knowledge that may be held by one employee in order to reduce the risk of losing that knowledge all together should the employee leave.

Q83 I am confident the results of the All Employee Survey will be used to make NSD a better place to work.

EMPLOYEE EMPOWERMENT AND ENGAGEMENT

Q18 My direct supervisor encourages my input on work issues and decisions.

Q20 My direct supervisor delegates responsibility to me.

Q67 I am given the freedom to determine how to best complete my job responsibilities.

Q68 Management delegates sufficient authority to employees to make work related decisions.

Q69 Management demonstrates trust in employees' ability to make routine decisions.

Q21 My direct supervisor encourages employees to openly air their concerns about issues or changes.

Q54 Employees are encouraged to share ideas about improving the way things are done on the job.

Q55 Employees are encouraged to voice their issues and concerns to management.

Q56 I am not afraid to bring up work issues or concerns to management.

COWORKERS

Q27 My co-workers are committed to doing quality work.

Q28 My co-workers are competent in performing their work.

Q29 My co-workers are willing to help me complete important work.

Q30 My co-workers treat me with respect.

Q77 I participate in a formally structured work team that has clearly defined roles and responsibilities.

Q78 My experience of team work at NSD is usually situation specific - a problem or challenge arises, we bring together the best people to find a solution, we recommend a solution and we each go back to our regular work.

GENERAL VALUES

Q31 Customer needs are clearly understood within my work unit.

Q79 My perception is that NSD's customers believe that their needs are being well-served.

Q32 Employee diversity is valued in my work unit.

Q33 Employee safety is an important concern in my work unit.

WORKING CULTURE

Q37 I tell others that NSD is a great organization in which to work.

Q47 I will look for work outside NSD in the next year.

Q38 Work units within NSD work well together toward reaching overall NSD goals/objectives.

Q65 My job is made more difficult due to a lack of communication between my division and other divisions.

Q8 The NSD is focused on continuous improvement to our business processes and procedures.

Q9 Changes needed in my work unit to improve work processes/procedures are implemented quickly.

Q52 My work gives me a personal feeling of accomplishment.

Q43 I feel I am valued by my work unit.

Q71 I believe that high job performance is rewarded at NSD.

Q53 The work I do is very important to my work unit.

WORKING CONDITIONS

Q48 Most of my work is repetitive and routine.

Q49 My physical work environment hinders my productivity.

Q50 My physical work environment is pleasant and comfortable.

OPEN-ENDED QUESTIONS

Q84 Do you see any opportunities for improving the effectiveness of our organization? Ways to increase revenue, decrease costs, improve teamwork and the customer service experience, general productivity, other ideas?

Q85 If you were running NapaSan for the next 12 months what would your top priorities be to take NapaSan to the next level of sustained excellence?

Q86 What do you appreciate about working for NapaSan?

Q87 What is your greatest frustration working at NapaSan? What would you like senior management to know?