

City of Coconut Creek Employee Survey Results

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INSTITUTE

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More Than
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*For more than 35 years, **our mission** has
been to help local governments gather and
use survey data to enhance organizational
performance.*



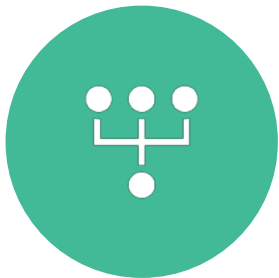
Employee Survey Purpose



To objectively assess employee sentiment



To determine what factors will enhance employee satisfaction



To gather input on eight major areas



To help foster a positive workplace culture where employees feel valued and engaged

Employee Survey Methodology

Survey Description

- 10 major groups of questions
- Eight major focus areas

Method of Administration

- Online via Survey Monkey
- All employees were eligible to participate

Sample Size

- 334 completed surveys
- Response rate of 70.8%

2023 City of Coconut Creek Employee Survey Response Rates

Department	Number of Responses	Percentage of Total	Response Rate by Department
City Attorney	4	1.2%	80%
City Clerk	5	1.5%	100%
City Manager/Community Relations	6	1.8%	67%
Finance & Administrative Services	22	6.6%	81%
Fire Rescue	43	12.9%	56%
Human Resources & Risk Management	6	1.8%	67%
Information Technology	9	2.7%	75%
Parks & Recreation	42	12.6%	71%
Police Department	131	39.1%	86%
Public Works	21	6.3%	54%
Sustainable Development	23	6.9%	68%
Utilities & Engineering	22	6.6%	51%

Summary of Major Findings

1. The City of Coconut Creek performs exceptionally well compared to ETC Institute's benchmark data

- Of the nine comparable items the City rated significantly above the U.S. average (10% points or more) in seven of the areas assessed and significantly above the Florida average in four of the nine areas

2. Most employees would recommend the City of Coconut Creek as a great place to work

- 87.3% gave “strongly agree” (52.8%) or “agree” (34.5%) ratings which was significantly above both U.S. and Florida averages and 75.8% of employees would recommend their department as a great place to work

3. The City should focus on...

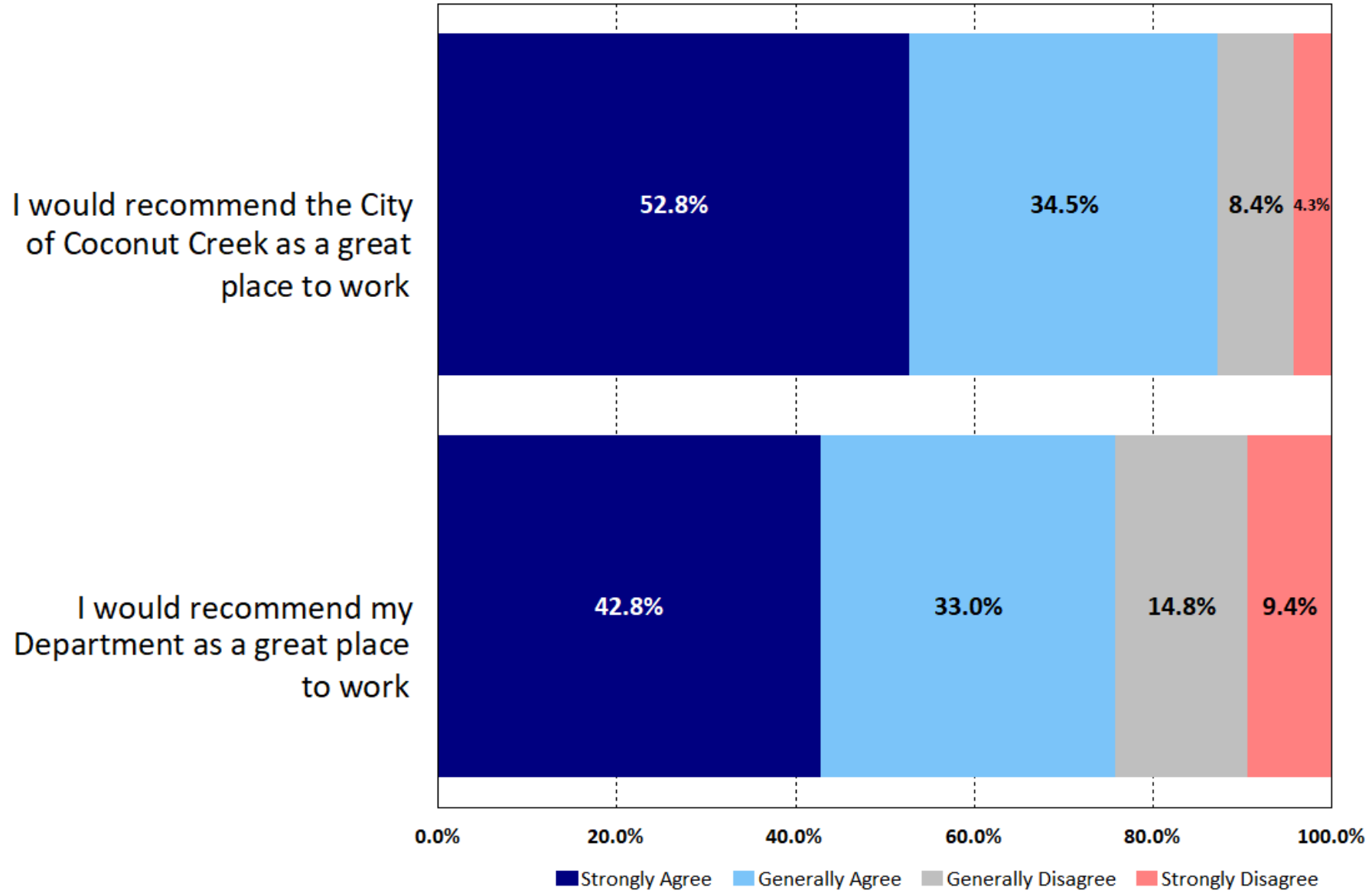
- Meeting the expectations employees have for the health insurance plan offered by the City
- Providing and supporting professional development opportunities
- Providing employees with the information, materials, and equipment they need

Overall Opinions

PERCEPTIONS OF THE ORGANIZATION ARE POSITIVE

Q10. Overall Opinions

by percentage of respondents (excluding "N/A-prefer not to answer")



Benchmarking

HOW COCONUT CREEK COMPARES TO U.S. AND FLORIDA AVERAGES

ETC Institute's Benchmarking










Benchmarking can help provide much needed context to survey results

There were nine comparable items to ETC Institute's benchmarking

U.S. and Florida averages were used for comparisons










Overall, the City performed very well but there should be a focus on the City's health insurance benefits – both the cost and overall coverage types

2023 City of Coconut Creek Employee Survey Benchmark Comparisons to the U.S. Average

Level of Agreement with Various Statements	Coconut Creek 2023 (% Strongly Agree/Agree excluding DK)	U.S. Average 2023 (% Strongly Agree/Agree excluding DK)	<i>Difference</i>
I feel I am paid fairly & am satisfied with the City's compensation practices	68.8%	48.4%	 20.4%
I have the materials & equipment I need to do my job	84.6%	67.4%	 17.2%
I have opportunities for professional development, growth, and/or advancement	67.5%	51.2%	 16.3%
I feel valued as part of my department's team	80.1%	64.2%	 15.9%
I have access to the information I need to do my job	87.2%	71.5%	 15.7%
I would recommend the City of Coconut Creek as a great place to work	87.3%	72.3%	 15.0%
When I contribute to my Department's or the City's success, I feel recognized	67.7%	54.1%	 13.6%
I am satisfied with the City's health insurance benefits (Coverage)*	46.2%	65.1%	 -18.9%
I am satisfied with the City's health insurance benefits (Cost)*	38.1%	65.1%	 -27.0%

*ETC Institute only maintains a single benchmark related to the satisfaction with the organization's health insurance benefits

2023 City of Coconut Creek Employee Survey Benchmark Comparisons to the Florida Average

Level of Agreement with Various Statements	Coconut Creek 2023 (% Strongly Agree/Agree excluding DK)	Florida Average 2023 (% Strongly Agree/Agree excluding DK)	<i>Difference</i>
I feel I am paid fairly & am satisfied with the City's compensation practices	68.8%	47.2%	 21.6%
I have the materials & equipment I need to do my job	84.6%	78.2%	 6.4%
I have opportunities for professional development, growth, and/or advancement	67.5%	67.0%	 0.5%
I feel valued as part of my department's team	80.1%	59.8%	 20.3%
I have access to the information I need to do my job	87.2%	76.9%	 10.3%
I would recommend the City of Coconut Creek as a great place to work	87.3%	73.6%	 13.7%
When I contribute to my Department's or the City's success, I feel recognized	67.7%	61.9%	 5.8%
I am satisfied with the City's health insurance benefits (Coverage)*	46.2%	67.2%	 -21.0%
I am satisfied with the City's health insurance benefits (Cost)*	38.1%	67.2%	 -29.1%

*ETC Institute only maintains a single benchmark related to the satisfaction with the organization's health insurance benefits

Opportunities for Improvement

IDENTIFYING FACTORS IMPACTING EMPLOYEE SATISFACTION

Opportunities - Gap Analysis

Identifies key factors impacting employee satisfaction

Compares mean ratings from employees who would recommend the City as a great place to work with those who would not (*Q10b*)

By taking actions to address the items with the greatest gaps, City leaders may be able to minimize disparities in the organization which could increase overall satisfaction over time

Opportunities: Tangible Items

1. I have the administrative and personnel support I need to do my job
2. I have opportunities for professional development, growth and/or advancement
3. I have access to the information I need to do my job
4. I have the materials and equipment needed to do my job
5. My supervisor(s) coach(es) me on my job performance in a way that meets my needs

Opportunities: Intangible Items

1. I have confidence in my department's leadership team to lead the department to future success
2. I trust my department's leadership team
3. I feel my department's leadership team cares about my personal and professional development
4. The City has demonstrated its commitment to investing in, retaining, and developing high performing staff
5. I feel my department's leadership team cares about me as a person

Summary and Next Steps

Summary

- **The City of Coconut Creek performs exceptionally well compared to ETC Institute's benchmark data**
- **Most employees would recommend the City of Coconut Creek as a great place to work**
- **The City should focus on...**
 - Meeting the expectations employees have for the health insurance plan offered by the City
 - Providing and supporting professional development opportunities
 - Providing employees with the information, materials, and equipment they need

Next Steps

Share the survey results openly with employees. There should be no penalties or repercussions from the survey

Begin discussions with employees on how to better meet health care needs as this was the only item below the U.S. and Florida averages

Develop strategies and take action to address the tangible items from the Gap Analysis

Conduct another survey in 2025 and hold managers and employees at all levels accountable for improvements to the tangible items identified by the Gap Analysis

Questions?

THANK YOU!

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