

# MAC/WIC Survey Appendix II: Survey Summary Data

## Background:

In the summer of 2019, the Multicultural Affairs Committee (MAC) and Women’s Initiatives Committee (WIC) administered a survey to all City of Madison employees to evaluate the workplace culture and climate, particularly in areas of concern to women and employees of color. A total of 913 employees responded to the survey. Below is a summary of all responses, and a comparison of questions that were repeated from the 2015 MAC survey.

## Q1. In the past year, as a City of Madison employee...

	Weighted Average (Max: 2, Min: -2)	Percent Agree + Strongly Agree
I have felt like I belong here.	0.89	77%
I have a clear understanding of how I can move my career forward with the City of Madison.	0.24	47%
I have felt that my unique attributes and background are valued.	0.55	65%
Co-workers typically listen respectfully to my views about work-related issues.	0.97	83%
I received mentoring to help me grow in my job.	0.1	48%
I have felt free to express my opinions about work related matters.	0.58	66%

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Q2. (Continued)

	Weighted Average (Max: 2, Min: -2)	Percent Agree + Strongly Agree
I was treated differently by my coworkers because of my race.	1.18	8%
I have hidden or downplayed certain aspects of my identity to avoid unfair treatment or harassment.	0.72	24%
I was treated differently by my coworkers because of my gender.	0.77	20%
I have modified my personal appearance in order to avoid unfair treatment or harassment.	1.06	14%
I was treated differently by my coworkers because of my ability/disability.	1.2	7%
I felt there were negative consequences for me if I reported unfair treatment at work.	0.68	22%

Q3. My current supervisor or manager...

	Weighted Average (Max: 2, Min: -2)	Percent Agree + Strongly Agree
Treats everyone on the team fairly.	0.69	67%
Handles disagreements effectively.	0.48	58%
Gives me feedback on my work performance.	0.59	67%
Encourages me to participate in learning and development opportunities.	0.76	72%
Keeps me well-informed about things I should know.	0.56	65%
Is held accountable for ensuring all employees are treated fairly.	0.41	53%
Is responsive to my ideas, requests, and suggestions.	0.83	76%
Takes prompt action to address inappropriate behavior that comes to their attention.	0.59	58%

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Q4. In my current department...

	Weighted Average (Max: 2, Min: -2)	Percent Agree + Strongly Agree
Relationships between employees of different racial groups in my department are positive.	0.9	74%
Leadership holds all employees to the same workplace expectations and disciplinary standards.	0.29	51%
Employees have equal access to learning and development opportunities.	0.44	57%
Relationships between employees of different genders in my department are positive.	0.95	79%
Promotions are based on fair and objective criteria.	0.2	43%

Q5. Which 3 words would you use to describe your department's work culture and environment?

652 responses.

Q6. If you could change one thing about your job or workplace, what would it be?

629 responses.

Q7. How would you rate the overall effectiveness of the City of Madison in...

	Weighted Average (Max: 2, Min: -2)	Percent Agree + Strongly Agree
Fostering mutual trust and respect in the workplace.	0.56	62%
Promoting professional growth of all employees.	0.27	51%
Developing policies to promote fair treatment of employees regardless of race.	0.77	65%
Developing policies to promote fair treatment of employees regardless of gender.	0.78	66%
Responding to incidents of harassment and discrimination in the workplace.	0.46	47%

Q8. In April, the Common Council adopted a resolution affirming the fundamental principles of human rights and equality for women in our community. What action (if any) could your department take to reduce gender discrimination?

426 responses.

Q9: In the past year, have you applied for a promotion with the City of Madison through a competitive hiring process?

*Skip logic applied based on response to this question.*

Answer Choices	Responses
Yes	23%
No	70%
Would rather not say	7%

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Q10: What is the main reason(s) you did not apply for a promotion in the last year?

*Skip logic applied to this question.*

Answer Choices	Responses
I am content in my current position.	45%
I am waiting for a position to open up when someone leaves/retires from the City.	10%
There were no job opportunities that interested me.	30%
There is no further promotion potential for me at the City of Madison.	15%
Other (please explain)	21%

Q11: Please tell us how much you agree with the following statements:

*Skip logic applied to this question.*

	Weighted Average (Max: 2, Min: -2)	Percent Agree + Strongly Agree
I was given a fair opportunity to present my skills and qualifications.	0.64	63%
The position details and requirements were clearly explained in the job announcement.	0.97	79%
Human Resources staff treated me with courtesy and respect.	1.01	62%
All of the questions on the job test were relevant to the position.	0.68	52%
The interview team treated me with courtesy and respect.	1.3	70%

Q12: Comments or suggestions to improve the hiring process (optional)

*Skip logic applied to this question.* 60 responses.

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Q13: In the past year, has a position study or reclassification occurred for your position with the City of Madison?

*Skip logic applied based on response to this question.*

Answer Choices	Responses
Yes	7%
No	67%
Unsure	24%
Would rather not say	2%

Q14: What is the main reason your position was not studied and/or reclassified?

*Skip logic applied to this question.*

Answer Choices	Responses
It's not needed; the classification and compensation for my position is appropriate.	35%
A position study was already done recently (within the past three years).	8%
My supervisor or manager would not support a position study request.	8%
I don't know how the position study or reclassification process works.	38%
Other (please specify)	19%

Q15: Please tell us how much you agree with the following statements:

*Skip logic applied to this question.*

	Weighted Average (Max: 2, Min: -2)	Percent Agree + Strongly Agree
I had a clear understanding of the position study/ job reclassification process.	0.09	49%
My supervisor or manager supported my position study/ job reclassification.	1.16	76%
My supervisor or manager treated me with courtesy and respect throughout the process.	1.02	71%
Human Resources staff treated me with courtesy and respect throughout the process.	0.74	57%
The updated position description accurately reflects my duties and responsibilities.	0.64	51%
I am satisfied with the outcome of the position study/ reclassification process.	0.28	44%

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Q16: Comments and/or suggestions to improve the position study process (optional)

*Skip logic applied to this question. 26 responses.*

Q17: In the past year, have you personally experienced workplace harassment, bullying, or discrimination as a City of Madison employee?

*Skip logic applied based on response to this question.*

Answer Choices	Responses
No	65%
Yes- One incident	7%
Yes- Multiple incidents	18%
Unsure	5%
Would rather not say	5%

Q18. What was the nature of the incident(s)?

*Skip logic applied to this question.*

Answer Choices	Responses
Sexual harassment	20%
Gender-based harassment	31%
Race/ethnicity-based harassment	16%
Sexual orientation-based harassment	4%
Age-related harassment	18%
Disability-related harassment	11%
Would rather not say	10%
None of the above (please specify)	37%

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Q19. What was the job level of the person(s) who committed the harassment, bullying, or discrimination?

*Skip logic applied to this question.*

Answer Choices	Responses
Peer	41%
Supervisor or manager	33%
Direct report	7%
Employee from a different City agency/ department	10%
Elected official	6%
Client or resident (Not employed by the City)	17%
Contractor or vendor	1%
Would rather not say	5%
Other (please specify)	13%

Q20. Did you report any of the incidents you experienced?

*Skip logic applied based on response to this question.*

Answer Choices	Responses
No	42%
Yes- to a supervisor or manager in my department	33%
Yes- to the Department of Civil Rights	0.5%
Prefer not to say	9%
Yes- to someone not listed (please specify)	15%



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Q21. What is the main reason you did not report the incident(s)? (Choose all that apply.)

*Skip logic applied to this question.*

Answer Choices	Responses
I did not think it was serious enough to report.	30%
I preferred to handle the situation myself.	23%
I did not want anyone else to know.	5%
I did not think I would be believed.	14%
I did not want the person to get in trouble.	11%
I did not know where to go or who to tell.	17%
I did not trust the complaint and resolution process.	43%
I was concerned about being ostracized and shunned at work because I reported the incident(s).	44%
I thought it might hurt my career.	36%
Other (please explain)	23%

Q22: If you experience a similar incident in the future, how likely are you to report it?

*Skip logic applied to this question.*

Answer Choices	Responses
Very likely	2%
Somewhat likely	7%
Unsure	34%
Somewhat unlikely	18%
Very unlikely	39%

Q23: Comments (Optional)

*Skip logic applied to this question.* 22 responses.

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Q24. Did the inappropriate behavior stop after you reported the incident(s)?

*Skip logic applied to this question.*

Answer Choices	Responses
Yes	16%
No, but the behavior improved.	12%
No, the behavior stayed the same.	22%
No, and the behavior got worse.	14%
Unsure	11%
Other (please explain)	26%

Q25. How satisfied were you with:

*Skip logic applied to this question.*

	Weighted Average (Max: 2, Min: -2)	Percent Satisfied + Very Satisfied
The availability of information on how to file a complaint?	-0.24	25%
How you were treated by personnel handling the complaint?	-0.09	33%
Being informed about the status of the complaint?	-0.52	19%
The amount of time it took to address the complaint?	-0.34	27%
The outcome of the complaint/investigation?	-0.6	14%

Q26: If you experience a similar incident in the future, how likely are you to report it?

*Skip logic applied to this question.*

Answer Choices	Responses
Very likely	49%
Somewhat likely	17%
Unsure	16%
Somewhat unlikely	3%
Very unlikely	14%

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Q27: Comments (Optional)

*Skip logic applied to this question.*

34 responses

Q28. In the past year, have you personally witnessed any workplace harassment, bullying, or discrimination as a City of Madison employee?

*Skip logic applied based on response to this question.*

Answer Choices	Responses
No	60%
Yes- One incident	6%
Yes- Multiple incidents	19%
Unsure	9%
Would rather not say	6%

Q29: What was the nature of the incident(s)?

*Skip logic applied to this question.*

Answer Choices	Responses
Sexual harassment	26%
Gender-related harassment	34%
Race-related harassment	29%
Age-related harassment	22%
Disability-related harassment	9%
Prefer not to say.	10%
Not listed (please specify)	27%

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Q30: What was the job level of the target--the person(s) receiving the harassment, bullying, or discrimination?

*Skip logic applied to this question.*

Answer Choices	Responses
Peer	72%
Supervisor or manager	21%
Direct report	8%
Elected official	1%
Vendor or contractor	2%
Client or resident (not employed by the City)	10%
Prefer not to say	5%
Other (please specify)	7%

Q31: What was the job level of the person(s) who committed the harassment, bullying, or discrimination?

*Skip logic applied to this question.*

Answer Choices	Responses
Peer	44%
Supervisor or manager	36%
Direct report	7%
Elected official	3%
Client or resident (Not employed by the City)	19%
Vendor or contractor	2%
Prefer not to say	7%
Other (please specify)	8%

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Q32: How did you respond to the incident(s) you witnessed?

*Skip logic applied to this question.*

Answer Choices	Responses
I interrupted, intervened or disrupted the incident as it was occurring.	26%
I spoke privately with the person who was targeted about the incident.	44%
I spoke privately with the person who was responsible about the incident.	13%
I reported the incident.	24%
I did nothing.	26%
Other (please explain)	19%

Q33: Please share any other comments you have below:

146 responses.

Q34: In which City of Madison agency, department, or division do you currently work? Note: Small departments will be combined in reports to protect anonymity of respondents.

Department (Those with * are combined)	Number of Respondents	Total Employees	Response Rate
<i>Skipped Question/ Preferred not to Say</i>	240	<i>Not applicable</i>	<i>Not applicable</i>
Assessor's Office	5	24	21%
Attorney's Office	12	26	46%
Building Inspection	17	43	40%
Civil Rights	9	19	47%
*Clerk/Court/Treasurer's Office	12	22	55%
*Common Council/Mayor's Office	1	37	3%
Community Development	24	43	56%
Economic Development	10	18	56%
*Human Resources/EAP	14	21	67%
Engineering	32	148	22%

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<b>Department</b> (Those with * are combined)	<b>Number of Respondents</b>	<b>Total Employees</b>	<b>Response Rate</b>
Fleet Services	27	44	61%
Finance	24	40	60%
Fire	26	414	6%
Housing Authority	11	47	23%
Information Technology	15	66	23%
Madison Public Library	80	289	28%
Metro Transit	28	454	6%
Monona Terrace	19	287	7%
Parking	27	92	29%
Parks	58	348	17%
*Planning/PCED	21	34	62%
*Transportation/Traffic	14	71	20%
Police	88	685	13%
Public Health	47	140	34%
Streets & Recycling	11	202	5%
Madison Water Utility	36	135	27%

Q35: What is your gender?

Answer Choices	Responses
Female	56%
Male	34%
Non-binary/ third gender	1%
Prefer not to say	8%
Prefer to self-describe:	1%

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Q36: Do you identify as transgender?

Answer Choices	Responses
Yes	1%
No	94%
Prefer not to say	5%

Q37: In your own words, please describe your race/ethnicity.

528 responses. Please refer to Appendix III for a summary.

Q38: Which of the following best represents your race/ ethnicity? (Choose all that apply.)

Answer Choices	Responses
White	80%
Hispanic	4%
African American	5%
American Indian or Alaskan native	1%
Asian, Hawaiian or Pacific Islander	3%
Prefer not to say	7%
Other (please specify)	3%

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Comparison to 2015 MAC Survey

Demographics

Total response

2019 total responses: 913

2015 total responses: 708 responses.

Comparing to 2015 Survey—Overall Response

Below is a comparison of the questions that were repeated from the 2015 MAC survey.

Question	Change in percent agree compared to 2015 survey (Agree + Strongly Agree)
I was treated differently by my co-workers because of my race	-4%
I have felt free to express my opinions about work related matters	+6%
Co-workers typically listened respectfully to my views about work related issues	11%
I received mentoring to help me grow in my job	4%
I felt there were negative consequences for me if I reported unfair treatment at work	-10%
My current supervisor or manager is held accountable for ensuring all employees are treated fairly.	6%
In my current department, relationships between employees of different racial groups in my department are positive.	8%
In my current department, leadership holds all employees to the same workplace expectations and disciplinary standards.	3%
<b>How would you rate the overall effectiveness of the City of Madison in...</b>	
Fostering mutual trust and respect in the workplace.	1%
Promoting professional growth of all employees.	0%
Developing policies to promote fair treatment of employees regardless of race.	3%