



Employee Voice

Survey Deployment

Frequently Asked Questions

Why are we doing a citywide Employee Voice Survey?

We want to embody our [vision and mission](#), and one of the most important ways to do so is making sure the City of Madison is the best place to work. The Employee Voice Survey will provide us with a baseline or starting point for us to put strategies in place to grow and get better. This survey is not a performance evaluation or a report card for the city. It is so we can compare ourselves to other city employers from across the country and make sure our employees have the best possible work place.

Who should fill out the survey?

Every City of Madison employee should fill out the Employee Voice Survey.

When will I be able to fill out the Employee Voice Survey?

The Employee Voice Survey will open beginning November 5, 2018 and will close on November 25, 2018.

How much time will it take to complete the survey?

The survey should take from 15-30 minutes to complete.

Will the survey be anonymous?

Yes. To ensure anonymity, the Employee Voice Survey will be conducted by an external company. The City of Madison will not receive individual survey results or collect any surveys.

What company is conducting the survey?

The City of Madison is contracting with the [National Employee Survey \(NES\)](#). This company has data and information from local cities across the country. Not only will we be able to look at how we are doing as an organization based on our results, we will be able to compare ourselves to other cities.

What type of questions are asked?

The survey is multiple choice. There are three main sections of the survey:

1. Workplace culture of your department and the City.
2. Feedback about City of Madison services that you have used as an employee from the following departments:
 - Attorney's Office
 - Civil Rights
 - Employee Assistance Program
 - Fleet Services
 - Finance
 - Human Resources
 - Information Technology
 - Mayor's Office.
3. Demographic information.

Will the survey ask for demographic information?

Yes. We will be asking every survey participant to provide some demographic information including:

- Department
- If you are a manager or not
- Full time or part time status
- What shift you work
- Whether or not you live in the city
- Race
- Gender
- Age
- Length of time working for the City

This is very important so that we can make sure that every employee – no matter where they work or what their job level or background is – has a great workplace. NES will not give us individual responses connected to demographic information, but they will show us trends in employee experiences as long as the trend does not reveal identifying information about any employee.

What if I don't have a City email?

A city email is not required to complete the survey. You can [take the survey online](#) , or by filling out a paper survey. Paper surveys will be distributed to employees at their workplace with self-addressed stamped envelopes for ease of return. If you take a paper survey you simply return it in the mail.

How does this survey compare to employee engagement surveys that have been done by departments in the past?

Much like an employee engagement survey, this survey will help employees share the issues that are most relevant to them and it will help managers and leaders identify what the City of Madison can do to make sure we are the best place to work. This survey is different because it is being done by all city employees at the same time and we will respond to citywide needs and individual department needs.

What will happen with the results?

All of the results will be de-identified, compiled by NES and given back to the Performance Excellence Leadership Team in early 2019. The Performance Excellence Leadership Team will identify the issues that we need to address citywide and those will be communicated to everyone. Action plans to address issues will then be put in place. Departments will also get results and have to implement a plan to maintain high scoring areas and enhance low scoring areas. Departments will not receive any information that will allow them to identify the individual responding to the survey.

Any further questions about the survey should be sent to the Performance Excellence Specialist at pe@cityofmadison.com.