

Employee Development Needs 21st Century Action



NRC
National Research Center Inc

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*How many of you conducted an
employee survey in past 5 years?*



Discussion for today

21st
Century
Skills

Employee
Surveys

National
Trends

Case
Studies



Discussion topic

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Changing Times

Industrial Age:

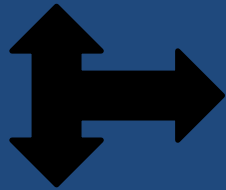
- knowing trade, following instructions, getting along with others, working hard, being professional

Information Age:

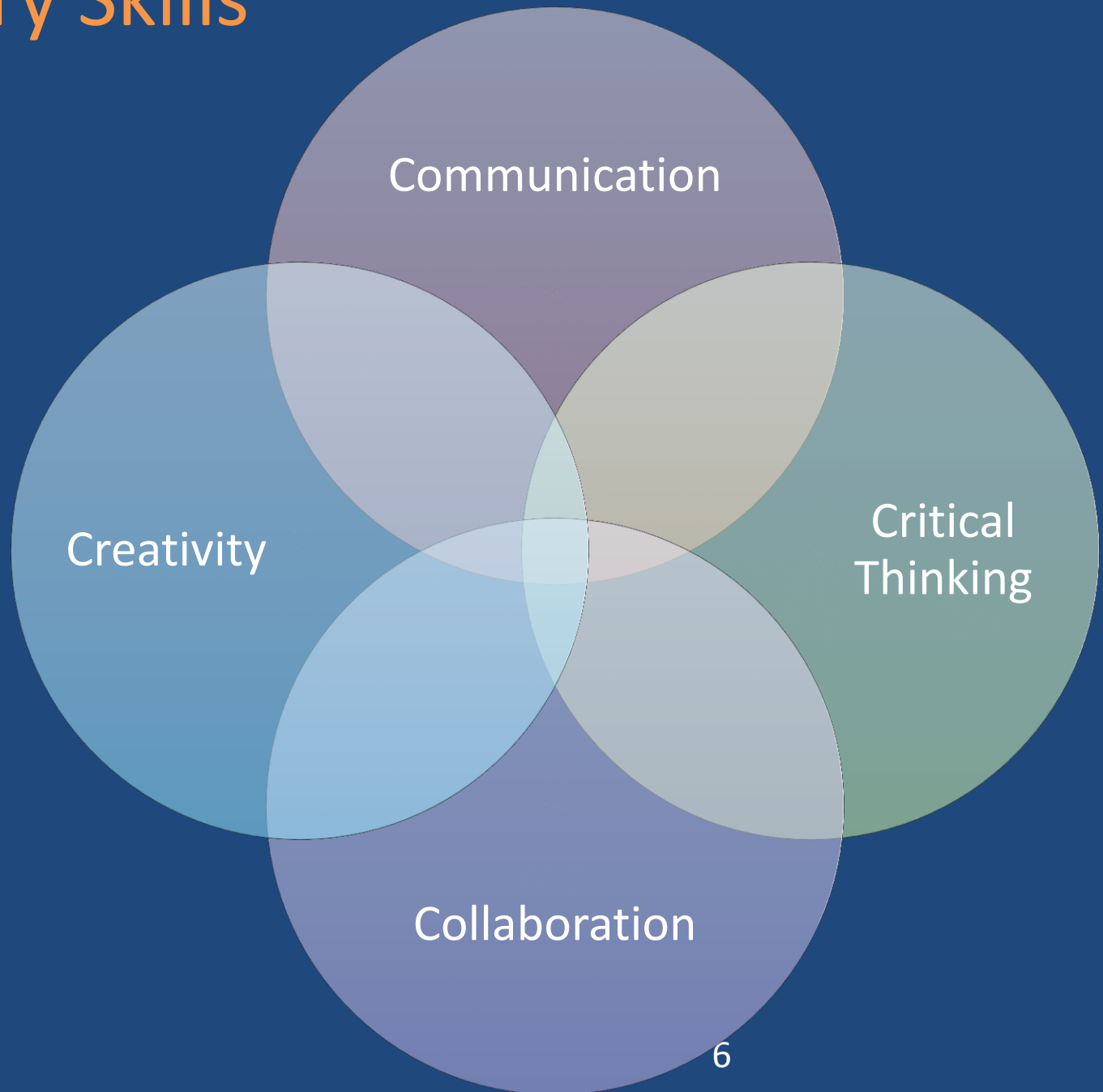
- think deeply about issues, solve problems creatively, work in teams, communicate clearly in many media, learn new technology, synthesize lots of data, be flexible

21st Century Skills

Tech
Literacy



Cultural
Competency



What “C” is your organization’s biggest strength?

What “C” is your organization’s biggest challenge?





2015 SEPT 27-30
seattle
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Preparing for the Big Data Tsunami

- Teams of data scientists, survey researchers, administrators and programmers
- Cheap to get data, more expensive to analyze
- Better for management less for policy

AAPOR Report on Big Data



Employee Voice in Organizational Development

Provides opportunities for engagement

Increases transparency

Promotes accountability

Creates partnership





Needs Assessment

Performance
Measurement

Program
Evaluation

Uses of Employee Data



Data-Influenced Decision-Making

“the practice of basing decisions on the analysis of data rather than purely on intuition.”

~ Foster Provost and Tom Fawcett: “Data Science and its Relationship to Big Data and Data-Driven Decision Making”



Capturing Employee Opinion

Meetings

- Anecdotal
- Provides opportunity for engagement

Focus Groups

- Provides depth
- Systematic recruitment better

Surveys

- Provides breadth
- More inclusive

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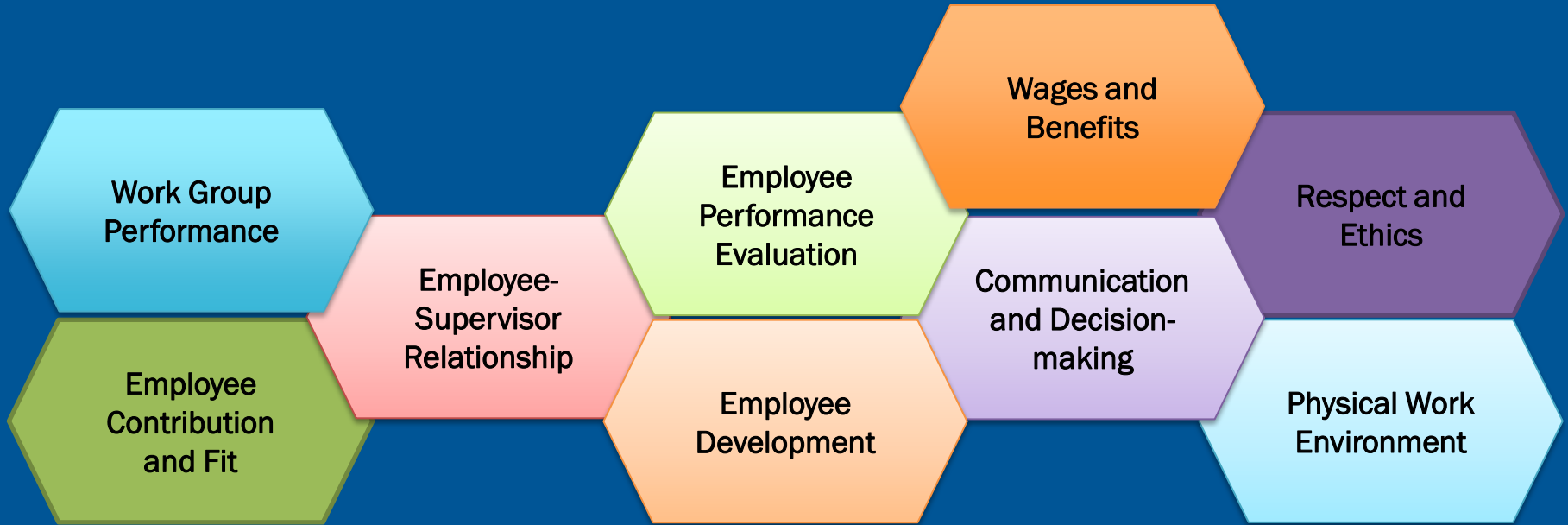
THE NES™

The National Employee Survey™

- Web and/or Mail
- Census or Sample



Topics Covered in NES

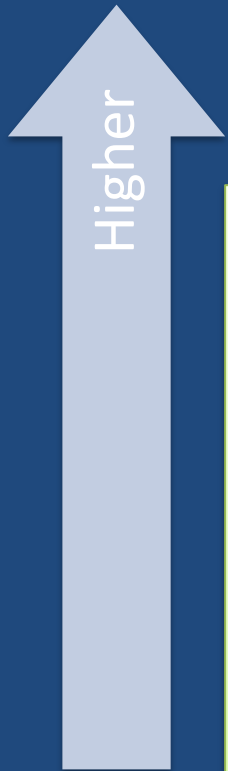


What areas do you think score the highest in local government employee surveys?

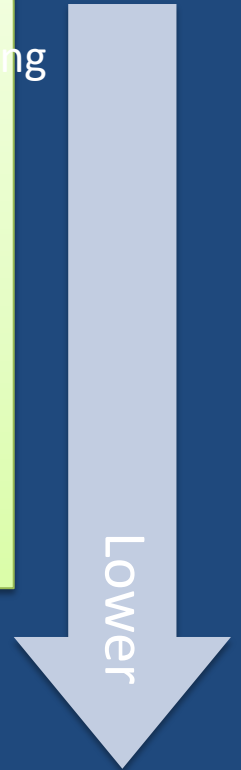
What about lowest scoring areas?

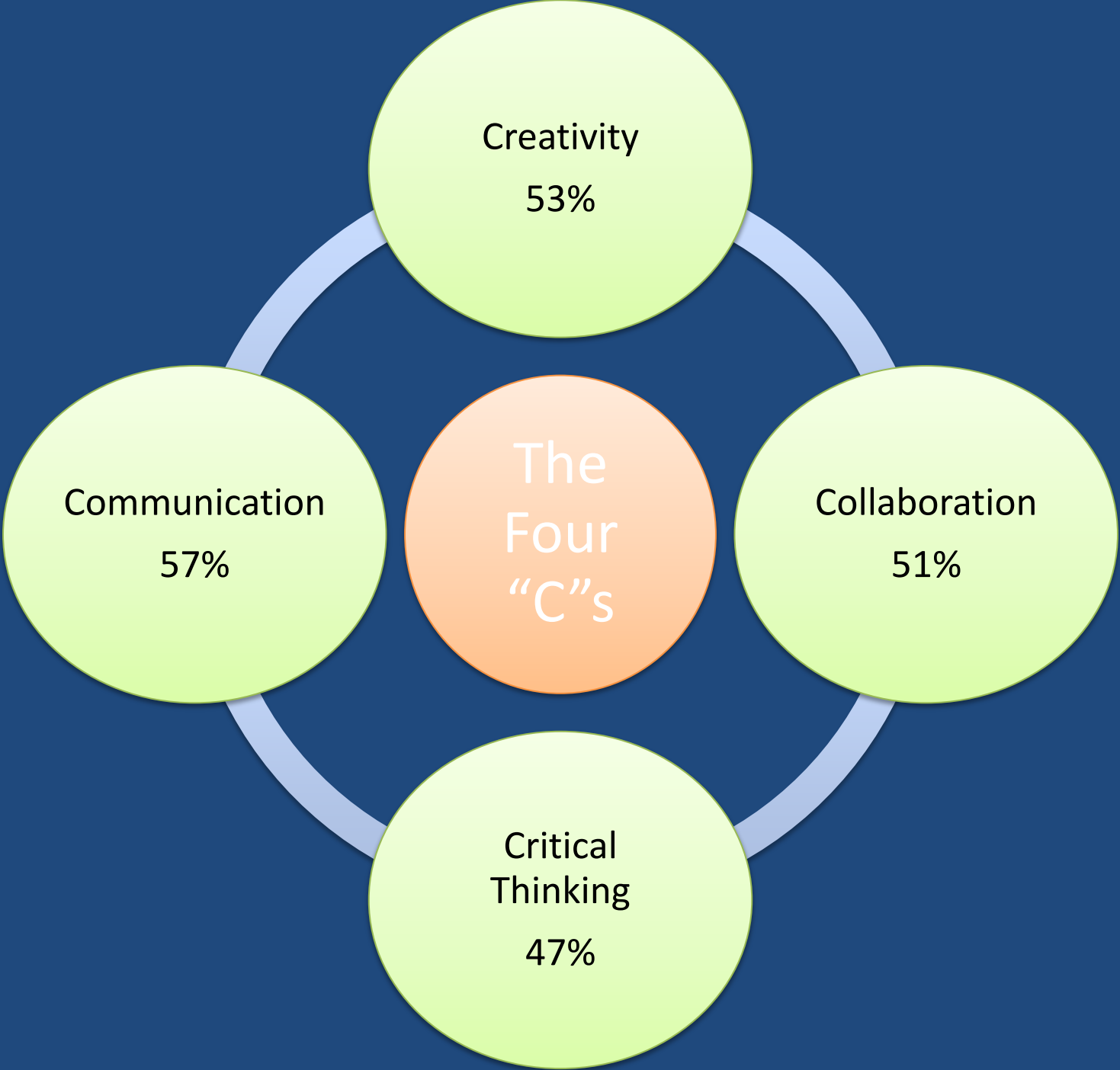


NES National Results



Job Satisfaction	Performance evaluations
Employee Contribution/fit	Communication/Decisionmaking
Work group performance	Employee Development
Physical work environment	Employee-Supervisor relationship
Wages and Benefits	
Respect and Ethics	





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Flower Mound, TX



A Few Numbers

2015 Pop. Estimate

- 66,820
- (16th largest in Dallas/Fort Worth 4 county region – 52nd in State)

Employees

- 560 ±

Land Area

- 46 sq. mi.

Average HH Income

- \$142,903

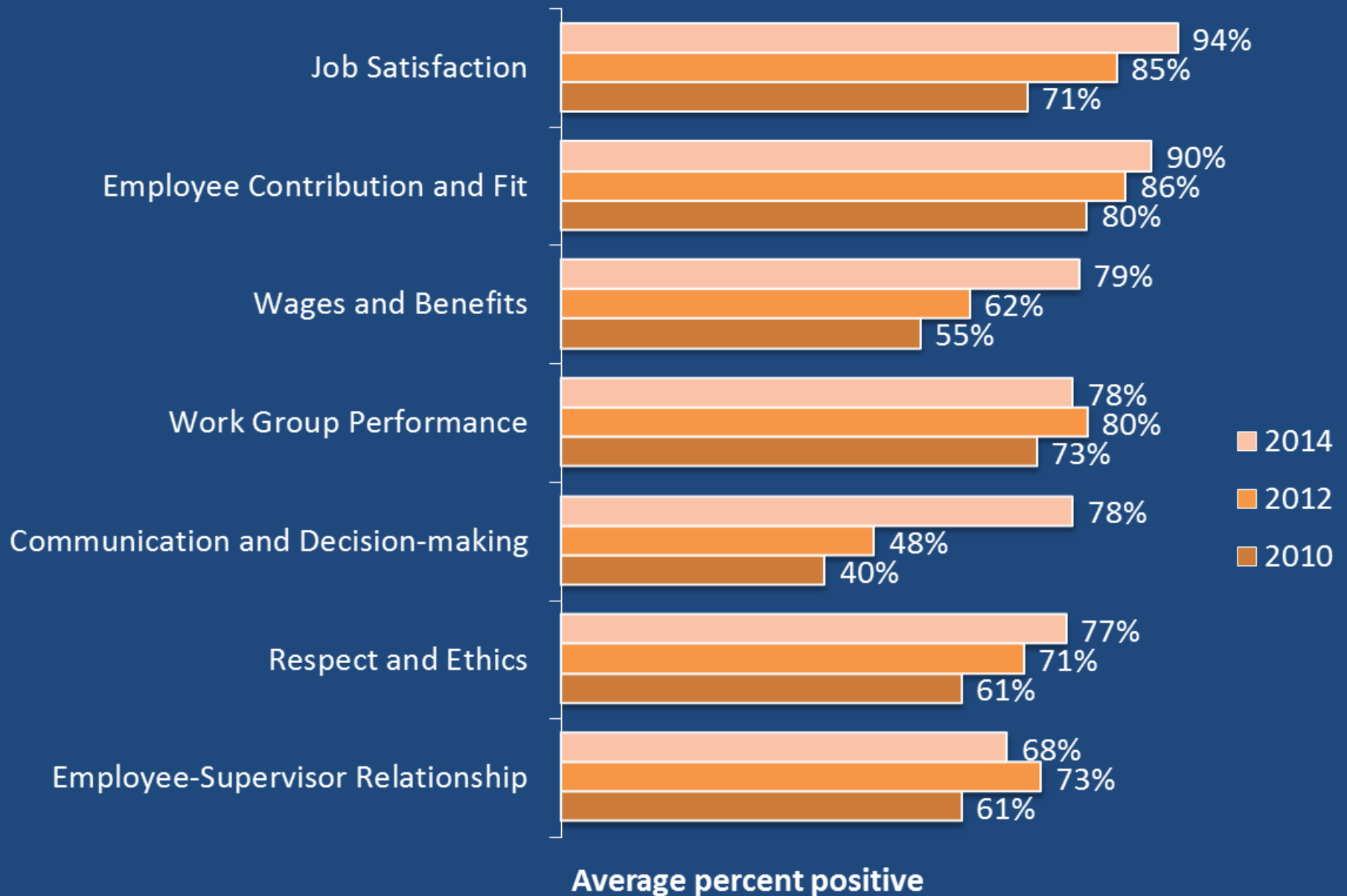
Median HH Income

- \$117,874

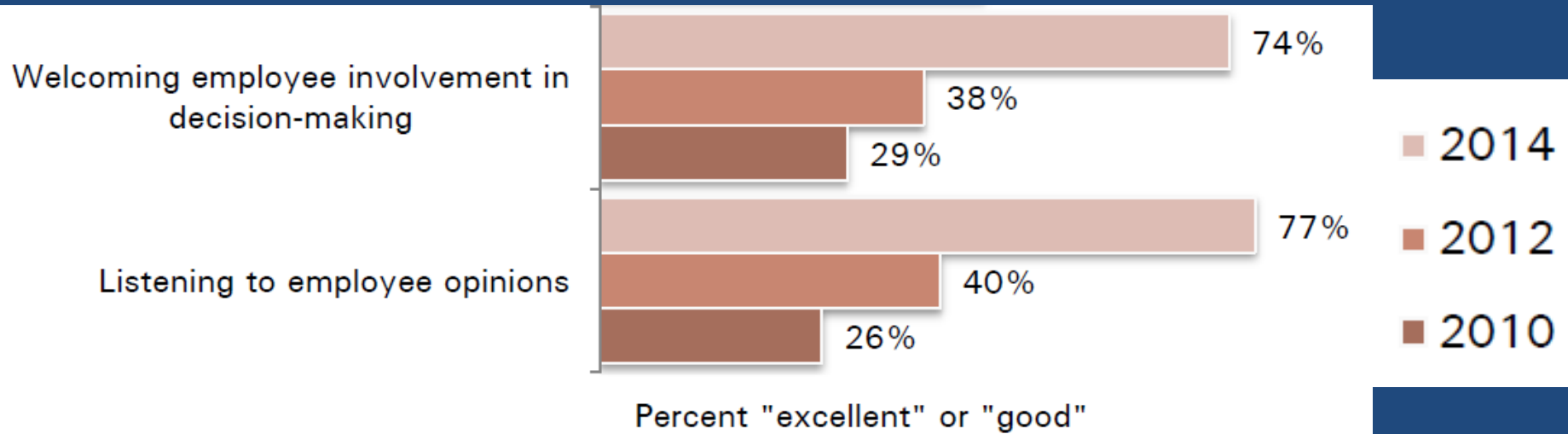
Median Home Value

- \$295,494

Why Survey



Why Survey





Listening

Soliciting information and suggestions

Sharing information



Challenges



Privacy

Trust

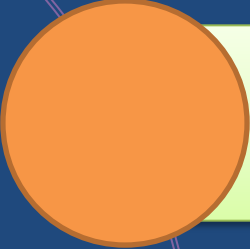


Admin

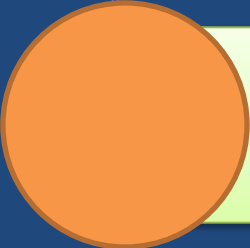
Promo



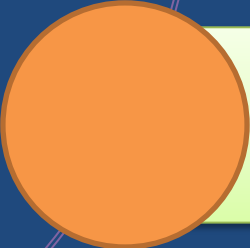
Continued Use



Build trust




Benchmark and communication tool



Professional and independent

Observations



Buy-in



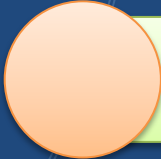
Commitment




Listen



Act



Follow-up



Seek professional help

CITY OF SCOTTSDALE



30,165 acres of PRESERVE LAND

42 PARKS

4 URBAN LAKES

975 TOTAL ACRES

4 FITNESS FACILITIES

70 ATHLETIC FIELDS

11 TRAILHEADS and 115 MILES OF NON-MOTORIZED TRAILS

4 AQUATIC FACILITIES

2 SKATE PARKS

55 TENNIS COURTS and 2 TENNIS CENTERS

6 COMMUNITY CENTERS

45 MILES OF PAVED PATHWAYS

36 PLAYGROUNDS

40 BASKETBALL COURTS and 30 VOLLEYBALL COURTS

1 RAILROAD PARK

5 LIBRARIES

7 SPRAY PADS

3 OFF-LEASH AREAS

3 EQUESTRIAN FACILITIES

2 SENIOR CENTERS

4 POLICE STATIONS



347 POLICE VEHICLES



15 FIRE STATIONS



39 FIRE RESPONSE VEHICLES



6 WATER FACILITIES



304 TRAFFIC SIGNALS



51 SOLID WASTE TRUCKS



10,941 FIRE HYDRANTS



2,958 EQUIVALENT 12' WIDE LANE MILES OF ROAD

2,079 MILES OF WATER MAINS

1,716 MILES OF SANITARY SEWERS



1 Mayor

6 Council Members

6 Appointed Officers

Scottsdale's
228,300
Citizens are Served by

• **150** Board and Commission Members

• **513** Part-time Employees

• **2,160** Full-time Employees

● **7,100** Volunteers



How Our Residents Rate Scottsdale

Percent "excellent" or "good"

Quality of life



As a place to live



Appearance



City services



City employees



Value of services for taxes paid



Complete survey results online at
www.ScottsdaleAZ.gov/CitizenSurvey

% Negative Ratings



* Key Drivers for Job Satisfaction

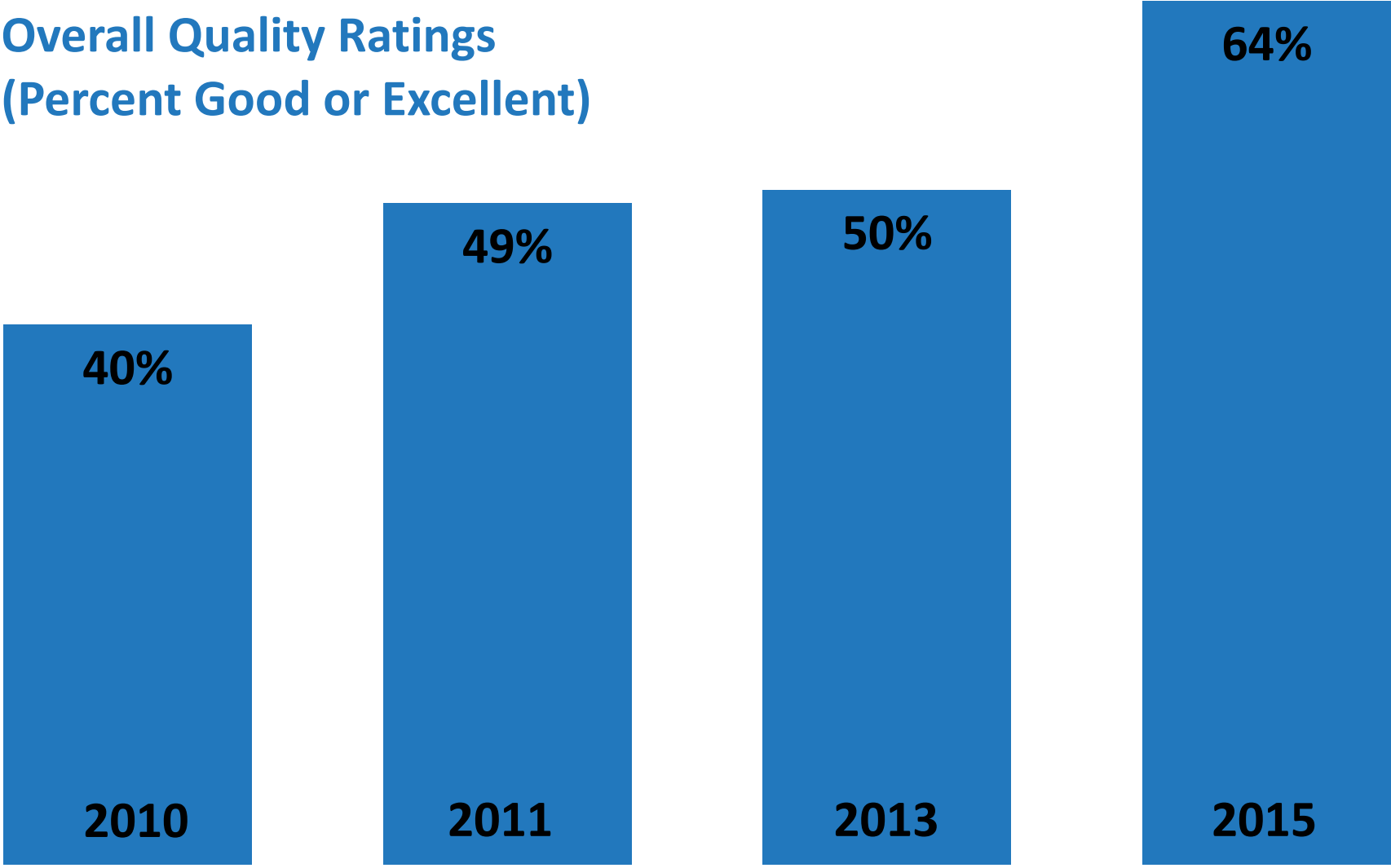
Simply Better Service for a World-Class Community



CITY COUNCIL PRIORITY

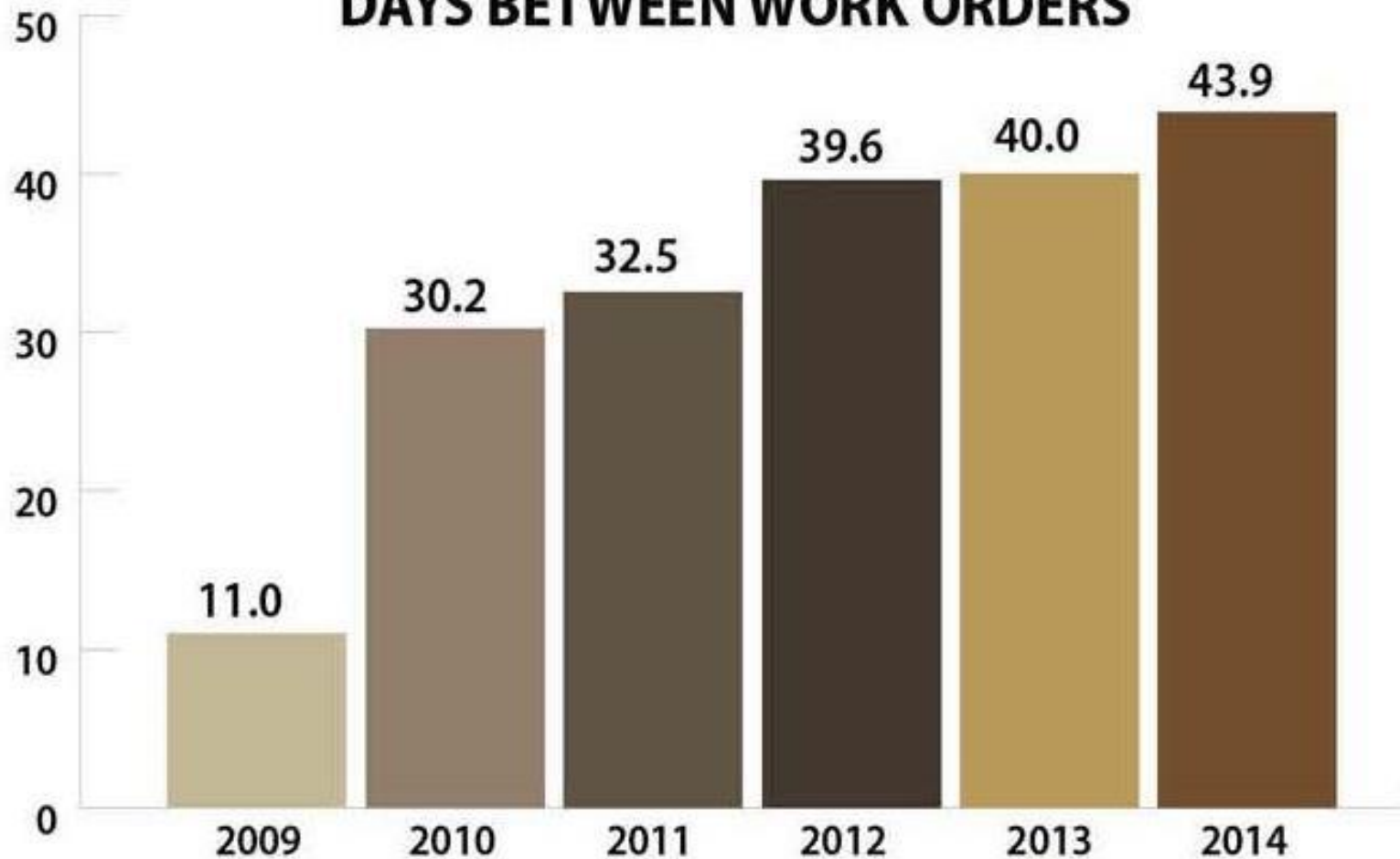
Reinvest in a high performance organization and work culture

**Fleet Maintenance Services
Overall Quality Ratings
(Percent Good or Excellent)**



(reports)

DAYS BETWEEN WORK ORDERS



This graph shows the number of days between close of work order and the opening of the next work order on the same unit. The fleet's goal is 45 days.

SOURCE: CITY OF SCOTTSDALE



For more information
go to ScottsdaleAZ.gov
and search “performance”

Moving forward

Survey
employees

Plan

Evaluate

Questions/Comments?





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