ModernThink Insight Survey

ModernThink

2016 Public Library of Cincinnati and Hamilton County
Employee Engagement Survey
The Public Library of Cincinnati and Hamilton County
Relationships Spreadsheet

		Overall		Gender					Age							Ethnicity			Race						Status		Job Role								Department									Operational Hours						Reasons for Leaving								
		Positive Response	Negative Response	Male	Female	Transgender	Gender Neutral	Decline to answer	< 22	22-30	31-40	41-50	51-60	61+	Decline to answer	Hispanic or Latino	Not Hispanic or Latino	Decline to answer	American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	White	Decline to answer	Full-time	Part-time	Administrative Support	Librarian	Public Service	Regional/Operations Manager	Senior Leadership	Team Leader/Manager	Technical/Skilled Trade	Other	Administration	Branch Staff	Facility Operations	Fiscal	Human Resources	Marketing	Service Operations, Non-Public	Service Operations, Public	Technology	Other	Branch, 44 hours per week	Branch, 48-52 hours per week	Branch, 60 hours per week	Main, Administrative Offices, 40+ hours per week	Main, Non-Public/Support, 40-67 hours per week	Main, Public, 67+ hours per week	My Supervisor/Manager	Salary	Benefits	Career advancement	Colleagues/Co-workers	Personal reasons	Retirement	Workload	I would not consider leaving this organization	Other
	Total number of survey respondents (680)			140	379	2	11	120	49	127	119	123	72	27	141	8	428	114	0	8	40	1	432	177	411	241	22	131	223	6	7	57	25	155	6	355	15	7	1	8	59	84	11	69	66	150	128	32	109	94	59	283	121	317	34	219	158	59	74	106
	Supervisor																																																									
13	My supervisor makes his/her expectations clear.	76	6	80	78	*	63	69	95	85	78	70	76	92	62	87	80	64	*	100	87	*	81	63	71	85	68	68	81	83	71	71	72	81	66	78	53	71	*	100	71	76	100	81	62	76	85	71	77	75	30	76	65	78	41	77	75	71	86	78
14	I trust my supervisor enough to follow him/her, even when I disagree with his/her decisions.	78	5	81	81	*	81	71	89	85	81	75	80	96	67	87	82	67	*	100	90	*	83	65	75	86	90	71	81	100	66	84	72	79	60	77	60	85	*	100	79	85	90	85	72	77	79	83	83	81	22	76	68	77	64	81	83	69	86	82
15	My supervisor actively solicits my suggestions and ideas.	73	8	76	75	*	63	64	87	82	80	76	63	74	56	100	76	63	*	87	92	*	77	61	72	75	72	74	75	100	33	73	60	74	20	76	66	57	*	100	77	75	60	68	77	79	75	66	72	68	28	72	64	72	58	75	75	72	79	81
16	My supervisor keeps his/her promises.	84	4	84	87	*	90	76	97	92	86	82	79	92	73	100	87	72	*	100	89	*	88	73	81	90	81	84	86	100	83	83	68	85	80	86	60	85	*	100	82	86	81	84	79	88	89	83	83	76	36	82	74	84	70	84	86	86	92	90
17	I receive feedback from my supervisor that helps me.	72	7	73	75	*	72	63	87	83	74	69	69	81	58	62	77	57	*	75	90	*	75	61	68	81	50	67	75	83	33	73	64	78	20	73	60	42	*	87	77	73	72	77	68	71	75	58	78	71	22	70	61	71	52	74	71	68	85	80
18	My supervisor takes an active interest in helping me advance my career.	65	13	69	65	*	72	57	82	78	71	59	52	66	53	87	68	53	*	75	74	*	69	54	62	69	54	65	67	66	50	67	37	66	40	66	53	57	*	71	66	68	72	65	60	66	71	64	64	61	25	64	56	63	57	68	65	59	73	68
19	I believe what I am told by my supervisor.	80	5	82	83	*	90	71	100	91	87	74	73	85	67	100	85	63	*	100	90	*	86	65	75	91	90	77	82	83	83	71	64	85	80	82	53	85	*	100	74	78	81	86	72	87	82	80	80	74	33	78	72	80	58	82	79	74	86	82
20	My supervisor supports my efforts to balance my work and personal life.	85	4	92	87	*	90	74	95	92	87	86	82	92	73	87	89	76	*	100	87	*	90	75	83	89	95	81	88	66	100	85	60	90	80	85	73	100	*	85	83	89	90	92	83	83	88	90	88	83	50	85	77	85	76	86	86	70	93	86
21	I have a good relationship with my supervisor.	86	3	87	89	*	81	80	97	91	89	88	83	88	76	100	89	76	*	100	87	*	90	77	84	91	100	85	86	100	50	89	68	89	40	87	73	85	*	100	84	86	100	91	78	88	89	87	87	86	30	86	76	88	67	90	86	81	91	90
22	My supervisor regularly models our organization's values.	84	4	80	89	*	90	78	93	88	89	86	84	92	73	100	87	76	*	100	90	*	89	75	84	87	95	81	86	100	50	89	80	87	40	85	60	100	*	100	91	82	90	89	84	88	85	83	89	80	38	81	73	84	76	86	88	83	89	89
	Supervisor - Average	78	5	80	80	*	79	70	92	86	82	76	74	85	65	91	82	66	*	93	87	*	82	66	75	84	79	75	80	88	61	78	64	81	52	79	61	76	*	94	78	79	83	81	73	80	81	76	80	75	31	77	68	78	61	80	79	73	86	82
	Colleagues																																																																		
26	In my workgroup, we communicate openly about issues that impact each other's work.	66	9	69	68	*	63	57	87	70	70	68	64	70	52	85	70	59	*	100	70	*	70	55	60	77	72	65	63	100	57	75	52	73	33	67	40	71	*	75	64	66	72	77	62	72	63	65	66	70	22	66	56	66	23	67	63	50	80	61
30	My workgroup constantly looks for ways to achieve better results.	73	5	71	74	*	81	75	85	76	78	65	71	85	69	85	73	70	*	100	75	*	75	69	71	78	72	64	77	100	85	75	60	76	83	75	53	71	*	100	64	72	72	78	75	72	72	78	73	74	50	68	67	73	47	72	74	72	83	76
32	In my workgroup, we adapt quickly to changing circumstances.	83	3	81	84	*	90	85	93	88	81	82	81	88	80	100	83	83	*	87	97	*	83	81	80	89	90	77	85	83	71	82	88	90	50	85	85	85	*	100	83	85	100	82	83	86	81	84	82	87	72	81	80	82	50	80	84	77	89	83
34	In my workgroup, we genuinely care about each other.	78	3	82	79	*	100	69	97	87	74	77	76	88	67	87	81	65	*	87	87	*	82	69	73	88	81	76	79	83	66	78	64	81	60	79	53	57	*	100	79	83	81	76	74	78	78	80	76	84	54	78	68	79	29	78	79	74	83	82
35	People in my workgroup work well together.	79	3	82	79	*	90	76	97	85	78	78	73	92	73	87	81	69	*	100	97	*	81	73	73	90	81	77	81	100	57	80	80	81	50	80	33	71	*	100	88	82	90	82	74	82	78	71	77	87	50	78	73	78	23	79	82	76	83	84
36	There's a sense that we're all on the same team in this organization.	49	23	54	53	*	54	35	91	55	50	41	44	70	34	75	54	32	*	87	72	*	52	37	36	72	59	38	47	50	42	40	52	64	33	51	20	42	*	50	52	38	54	60	48	48	56	43	51	41	22	44	43	46	14	51	46	35	64	46
39	I can count on people to cooperate across departments.	52	14	55	53	*	54	49	93	54	52	42	53	76	45	85	56	42	*	62	65	*	56	41	43	71	42	41	52	50	57	52	52	69	83	56	33	28	*	62	51	48	45	51	57	50	56	53	46	54	50	44	37	50	38	57	51	42	64	46
55	In this organization, people are supportive of different personalities and backgrounds.	76	5	80	78	*	45	68	100	86	76	68	70	85	65	100	77	66	*	100	75	*	79	67	71	85	77	66	78	66	57	85	68	82	83	74	53	71	*	75	79	83	90	76	68	72	81	81	77	79	54	73	61	73	44	72	73	64	85	76
	Colleagues - Average	69	8	71	71	*	72	64	92	75	69	65	66	81	60	88	71	60	*	90	79	*	72	61	63	81	71	63	70	79	61	70	64	77	59	70	46	62	*	82	70	69	75	72	67	70	70	69	68	72	46	66	60	68	33	69	69	61	78	69
	Senior Leadership																																																																
42	Senior leadership provides a clear direction for this organization's future.	37	27	40	41	*	45	23	83	39	40	34	33	51	21	87	41	22	*	100	55	*	42	22	26	56	54	24	31	66	57	35	28	57	66	39	20	57	*	37	45	28	36	39	40	32	44	62	36	28	15	29	30	34	20	35	36	11	68	31
43	Our senior leadership has the capabilities necessary for us to be successful.	44	20	47	49	*	27	27	89	46	43	43	41	66	27	87	48	30	*	100	62	*	48	30	35	60	63	29	39	66	42	45	48	63	50	45	20	85	*	62	53	36	54	45	43	41	51	62	49	35	29	34	35	39	35	43	45	20	73	28
44	Senior leadership communicates openly about important matters.	29	39	34	33	*	27	14	84	34	30	22	28	37	12	75	32	15	*	87	50	*	33	14	17	51	50	13	27	50	42	19	20	50	50	32	20	71	*	25	35	16	27	31	30	29	35	50	31	17	15	21	23	26	17	27	20	10	62	20
45	Senior leadership shows a genuine interest in the well-being of employees.	28	37	36	32	*	27	12	89	32	30	21	23	40	12	62	33	14	*	62	52	*	34	12	17	50	50	15	23	33	57	21	12	52	50	30	26	71	*	37	27	20	27	38	24	28	32	56	31	21	13	19	19	25	17	27	25	8	58	24
49	Senior leadership keeps their promises.	32	25	39	36	*	20	16	86	41	34	26	27	41	13	75	37	16	*	87	54	*	38	14	22	52	35	22	28	60	57	28	23	53	50	34	28	57	*	57	34	25	33	34	34	30	41	51	35	21	14	22	18	29	21	32	26	16	71	21
50	I trust senior leadership enough to follow them, even when I disagree with their decisions.	38	27	41	42	*	27	27	91	38	37	33	36	59	25	87	40	27	*	75	62	*	42	23	30	53	57	24	34	50	71	41	36	53	66	39	26	71	*	75	42	28	36	45	38	38	41	62	44	23	21	25	24	32	26	35	42	17	72	22
51	Senior leadership regularly models our organization's values.	39	23	41	46	*	30	24	91	42	41	42	34	52	20	87	44	27	*	100	64	*	45	21	30	57	66	26	37	50	57	36	37	57	50	42	20	85	*	75	44	35	55	36	40	36	50	59	40	31	22	32	26	36	24	39	37	10	69	26
52	I believe what I am told by senior leadership.	36	25	39	41	*	30	22	95	44	37	30	24	48	19	87	40	22	*	87	58	*	41	21	26	56	59	20	31	50	71	41	32	55	66	38	13	100	*	62	40	27	36	38	33	38	40	62	39	24	18	30	26	33	20	29	30	12	68	23
	Senior Leadership - Average	35	27	39	40	*	29	20	88	39	36	31	30	49	18	80	39	21	*	87	57	*	40	19	25	54	54	21	31	53	56	33	29	55	56	37	21	74	*	53	40	26	38	38	35	34	41	58	38	25	18	26	25	31	22	33	32	13	67	24
	Clients/Customers																																																																
11	I have the flexibility and authority to quickly address customer needs.	63	7	66	64	*	45	57	67	72	69	57	57	69	54	75	66	58	*	87	71	*	65	54	59	68	71	53	65	50	85	75	45	66	66	63	57	83	*	42	54	67	80	60	71	59	64	65	65	59	41	57	51	61	41	63	59	49	80	52
31	In my workgroup, we actively seek to understand customer needs.	86	2	78	90	*	72	85	91	87	85	85	90	96	83	100	86	83	*	100	81	*	88	84	85	88	95	84	86	100	57	92	79	86	66	89	84	83	*	100	74	86	90	85	89	88	87	83	84	88	65	85	81	84	63	84	90	86	90	88
54	I would recommend our products/services to my family and friends.	92	1	91	95	*	90	87	100	99	94	92	86	96	87	100	94	89	*	100	100	*	94	86	91	96	100	93	92	100	100	92	87	93	100	94	73	100	*	100	93	92	100	88	96	91	96	96	88	91	77	90	85	93	88	94	93	88	97	92
	Clients/Customers - Average	80	3	78	83	*	69	76	86	86	82	78	77	87	74	91	82	76	*	95	84	*	82	74	78	84	88	76	81	83	80	86	70	81	77	82	71	88	*	80	73	81	90	77	85	79	82	81	79	79	61	77	72	79	64	80	80	74	89	77
	Overall Survey Average 1 - 55	64	12	66	67	*	62	55	90	70	66	61	60	74	52	87	67	53	*	91	76	*	68	53	58	75	71	57	64	75	62	64	55	72	57	65	47	73	*	78	65	62	69	66	62	64	67	69	65	61	35	60	54	62	43	64	63	53	79	62

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Unless specifically noted, the numbers represent the percentage of positive responses. To protect the anonymity of your employees we do not report data for categories with fewer than 5 respondents.