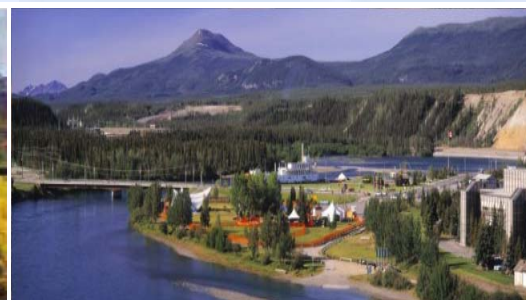




Ipsos Loyalty



2009 Yukon Government Employee Engagement Survey

Community Services Report

Ipsos Reid Is Pleased To Certify And Present The Following Research
Conducted For The Yukon Government



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EEIIT Index Score	4
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Detailed Results	13
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*Please note that a dash (-) will replace any group with less than 10 respondents.



Response Rates

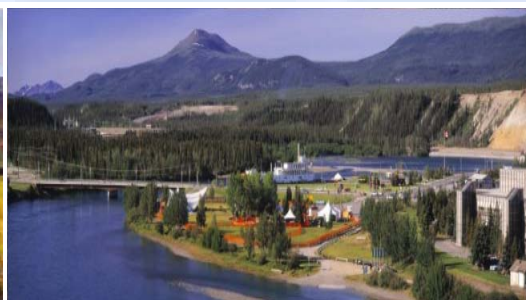
YG Overall RR 2009 51%

- The 2009 Yukon Government Employee Engagement survey was conducted among all employees with an option to participate online or by mail.

Grouping			
	2009	2008	2007
Community Services	61%	50%	56%



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Employee Engagement Inter-Jurisdictional Initiative Team Index Score

Community Services



Employee Engagement Index –2008 to 2009 Comparison

2009 YG Corporate EEIIT EEI Score 60%



The Index is the average of those that Agree/Strongly Agree across the eight key indicators.



Key Employee Engagement Scorecard Indicators

■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree ■ NA

2009 n = 195

Mean

	2009	2008
I am satisfied with my job	3.6	3.6
I am satisfied with my department	3.2	3.2
Overall, I am satisfied in my work as a YG employee	3.6	3.7
I am proud to tell people I work for the YG	3.4	3.6
I would prefer to stay with the YG even if offered a similar job elsewhere	3.5	3.6
I am inspired to give my very best	3.5	3.7
I would recommend the YG as a great place to work	3.4	3.5
I strive to improve my department's results	3.9	4.0

I am satisfied with my job



I am satisfied with my department



Overall, I am satisfied in my work as a YG employee



I am proud to tell people I work for the YG



I would prefer to stay with the YG even if offered a similar job elsewhere



I am inspired to give my very best



I would recommend the YG as a great place to work

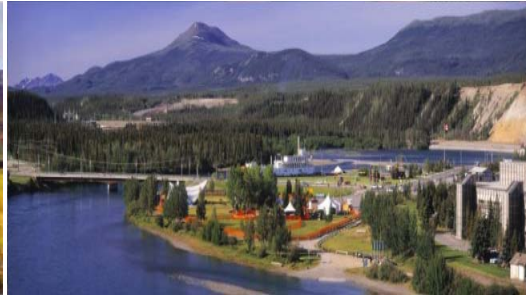


I strive to improve my department's results



Engagement Index 56%

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Demographic Profile

Community Services

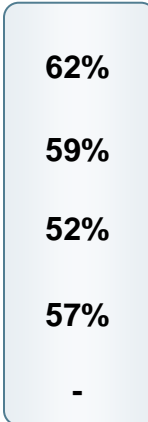
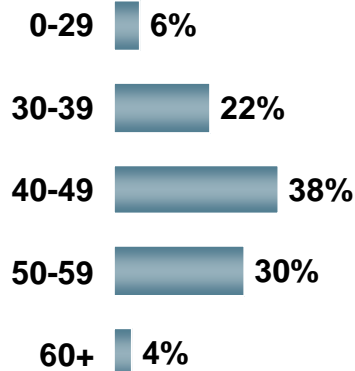


Respondents by Age, Gender, Union Code and Related Engagement Index

AGE

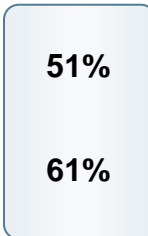
Average Age = 44.9 years

EE Index



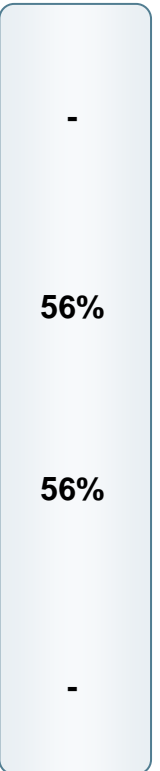
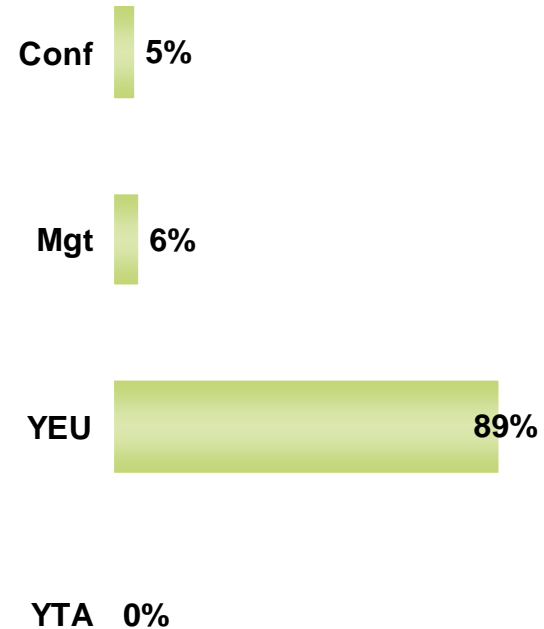
GENDER

EE Index



UNION CODE

EE Index

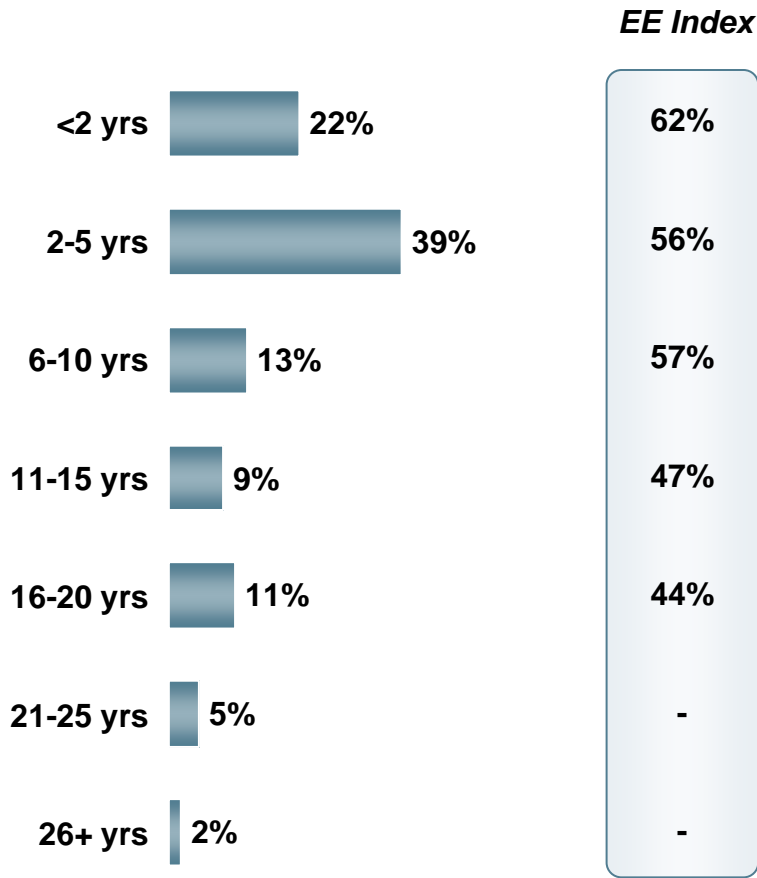


Base: n = 195

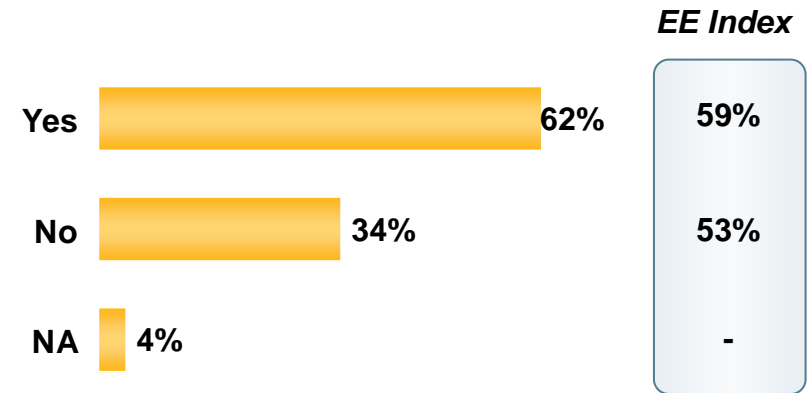


Respondents by Tenure, Performance Appraisal, Community and Related Engagement Index

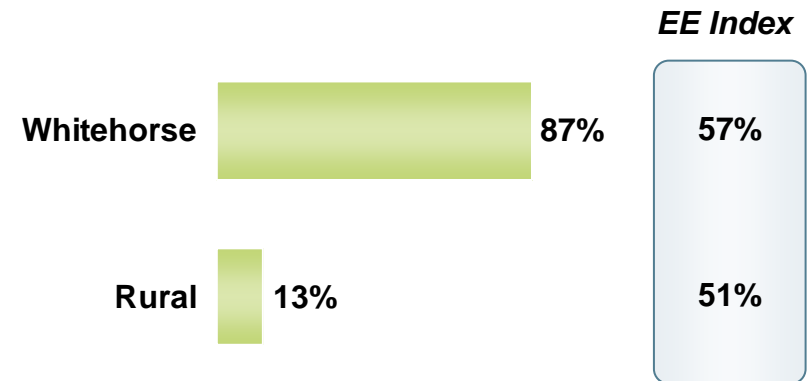
TENURE



HAD PERFORMANCE APPRAISAL (Past 12 months)



COMMUNITY

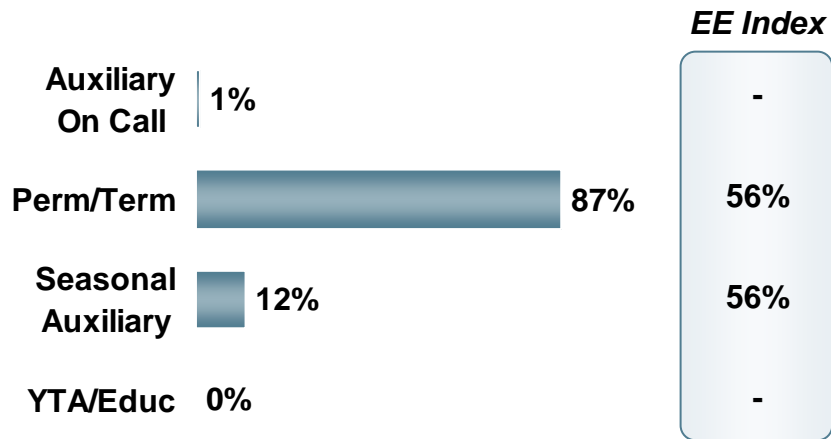


Base: n = 195

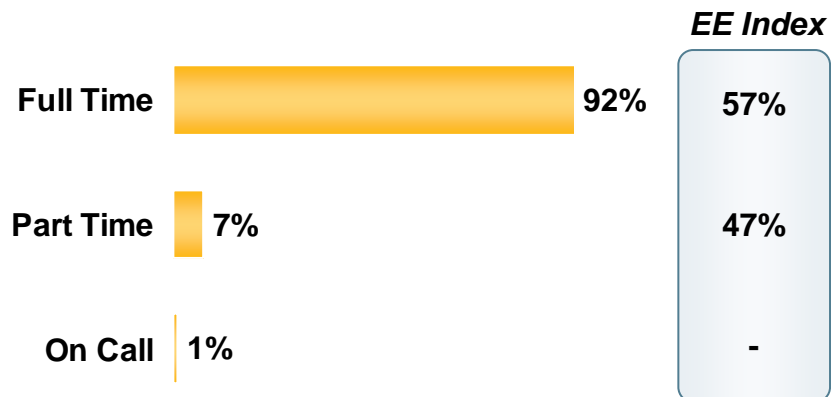


Respondents by Employment Class, Classification and Related Engagement Index

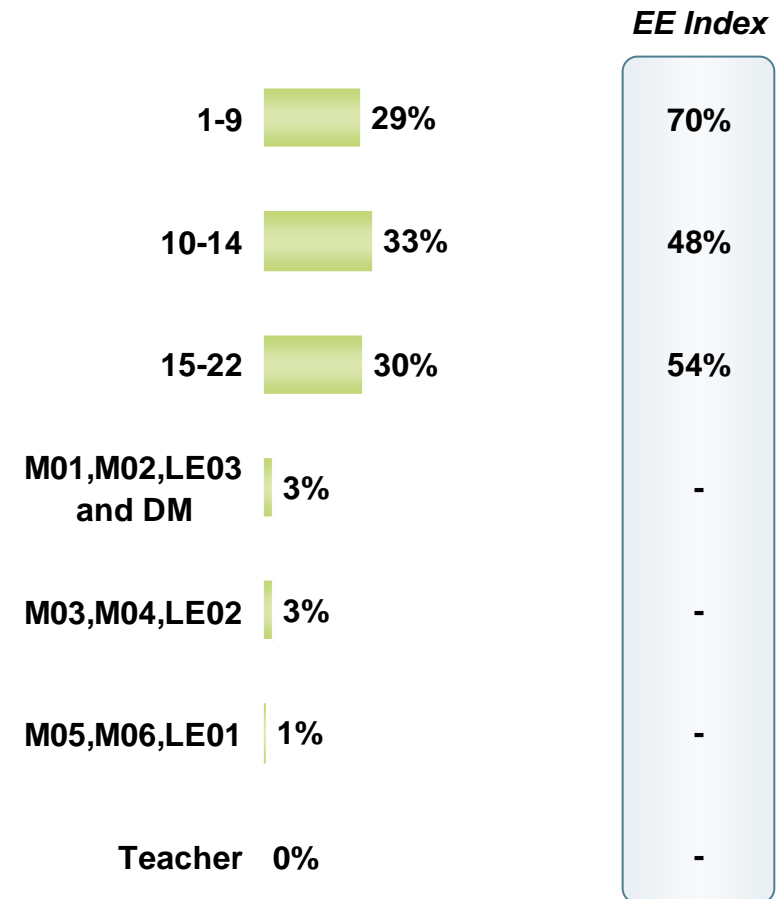
EMPLOYMENT CLASS



EMPLOYMENT



CLASSIFICATION



Base: n = 195

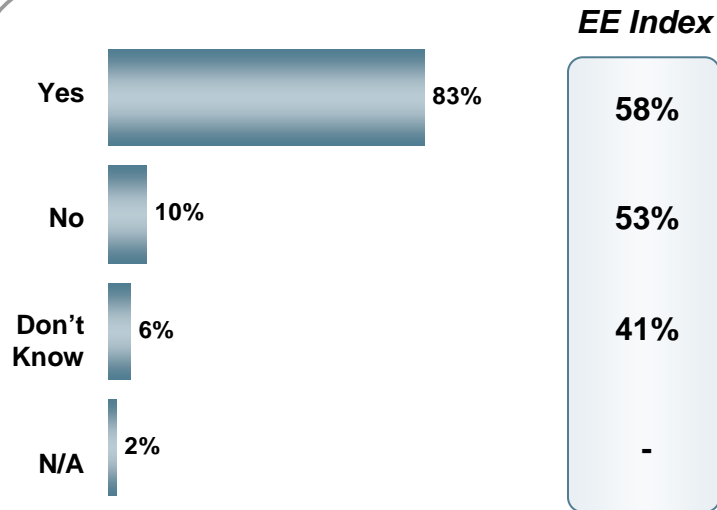


Communication of Results

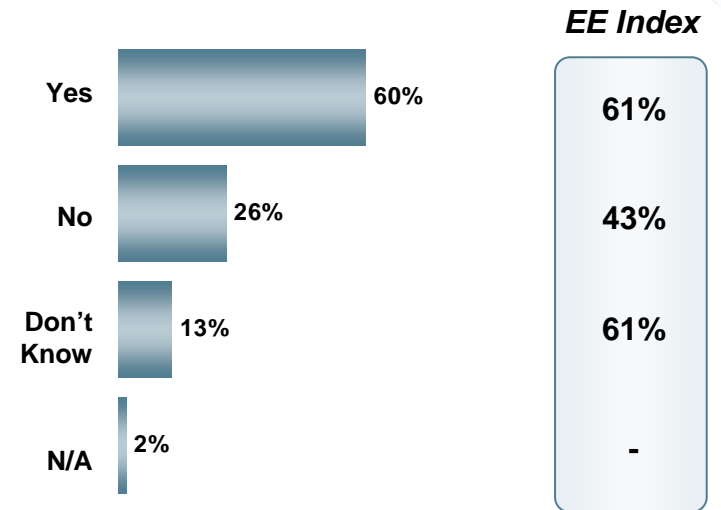
Community Services

Communication of Results

Were the results of the last (2008) employee survey communicated to you?



Are you aware of any action taken to address the issues identified in the last (2008) employee survey?



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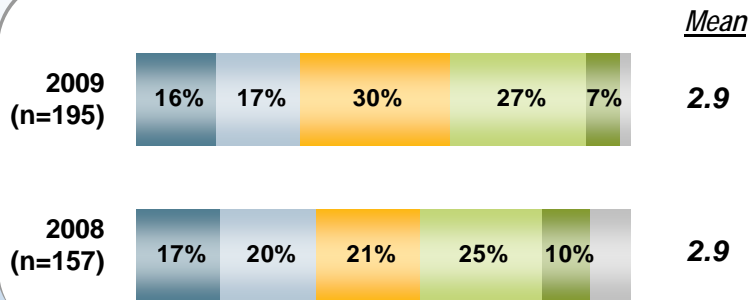
Detailed Results

Community Services

Leadership Practices

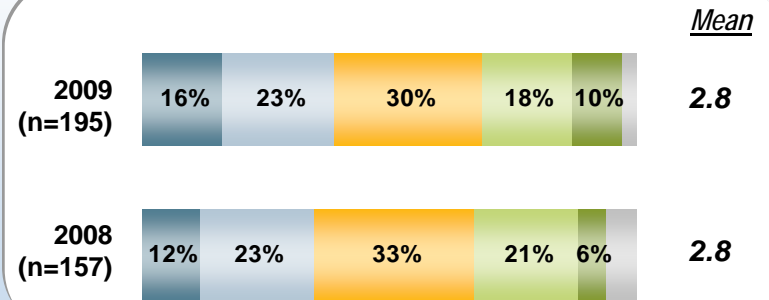
The senior leadership in my department provides clear direction

Corporate (Mean)
2009 3.0



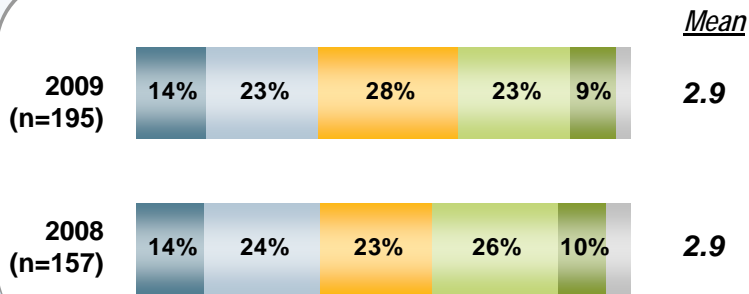
The senior leadership in my department effectively communicates changing priorities

Corporate (Mean)
2009 3.0



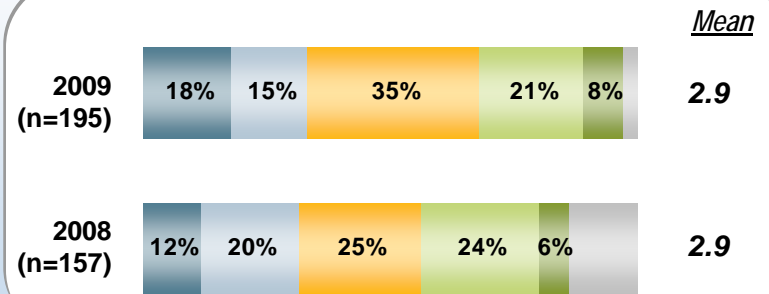
The senior leadership in my department keeps me informed about the things I need to know

Corporate (Mean)
2009 3.1



The senior leadership in my department makes timely decisions

Corporate (Mean)
2009 3.0

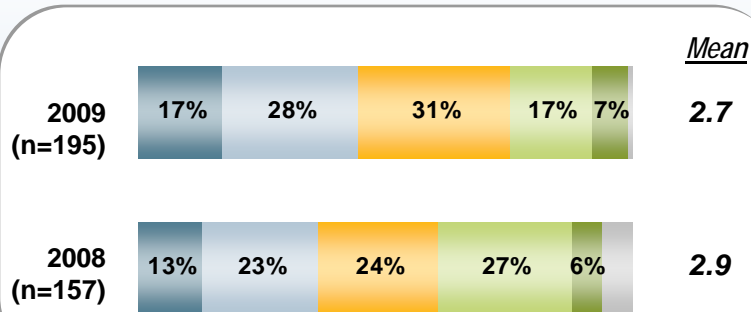


■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree ■ NA

Leadership Practices

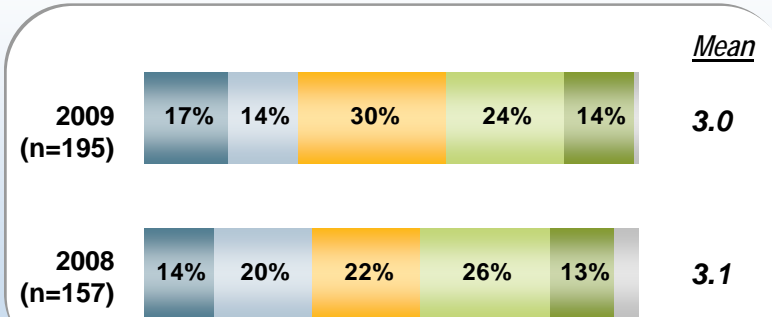
Essential information flows effectively from senior leadership to staff

Corporate (Mean)
2009 3.0



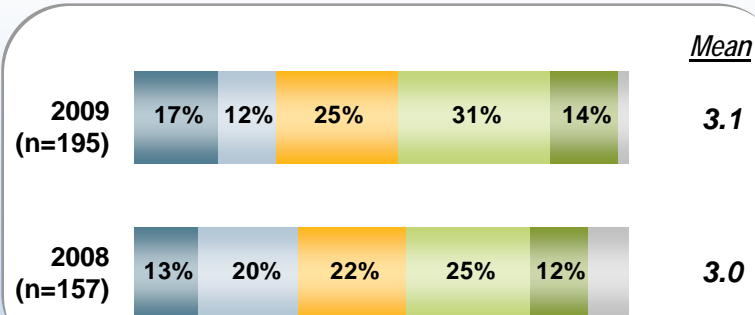
I have confidence in the senior leadership of my department

Corporate (Mean)
2009 3.2



The senior leadership in my department is genuinely interested in the well-being of employees

Corporate (Mean)
2009 3.3

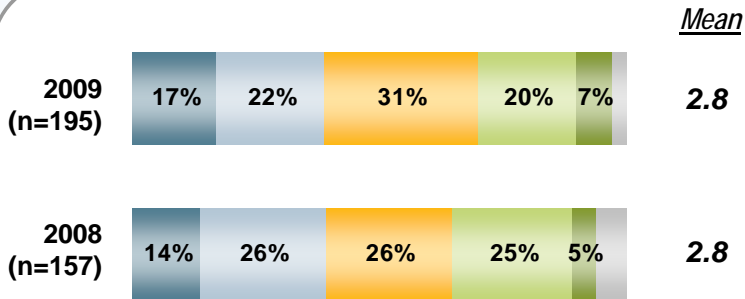


■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree ■ NA

Organizational Support

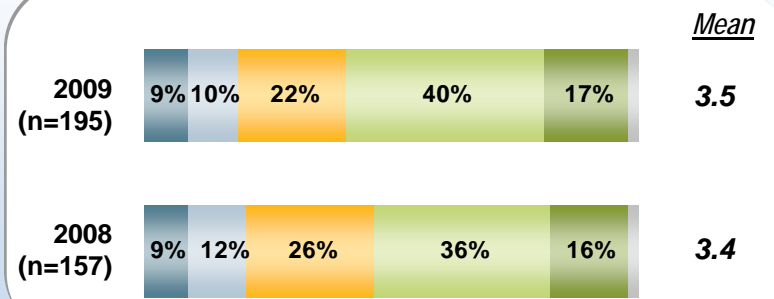
My department does a good job of formally recognizing its employees

Corporate (Mean)
2009 3.0



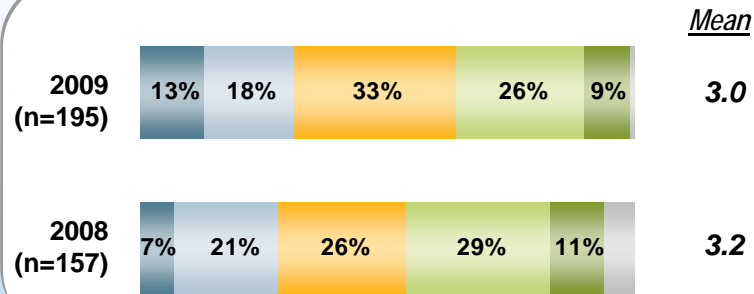
My organization supports my work related learning and development

Corporate (Mean)
2009 3.6



Essential information flows effectively from staff to senior leadership

Corporate (Mean)
2009 3.1

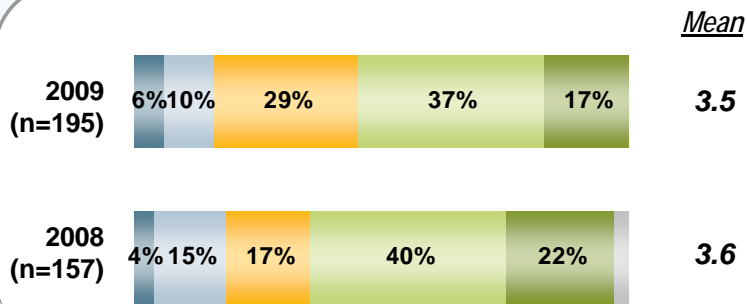


■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree ■ NA

Organizational Support

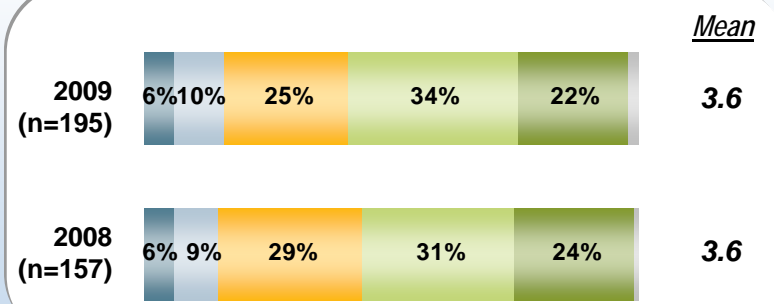
I know how my work contributes to the achievement of my department's goals

Corporate (Mean)
2009 3.6



I am proud to be part of my department

Corporate (Mean)
2009 3.7



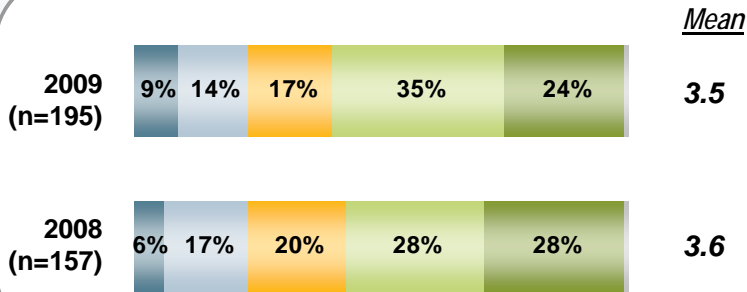
■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree
 ■ NA



Direct Supervisor

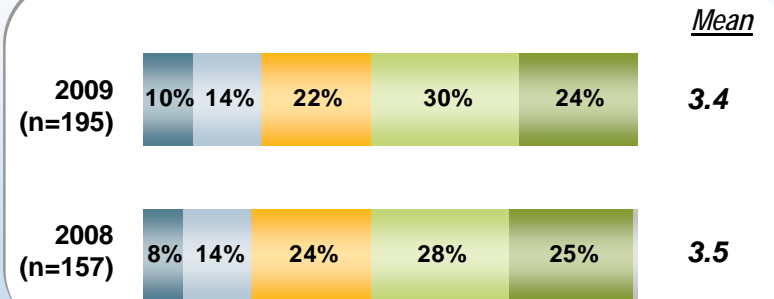
I have a positive working relationship with the person I report to

Corporate (Mean)
2009 3.6



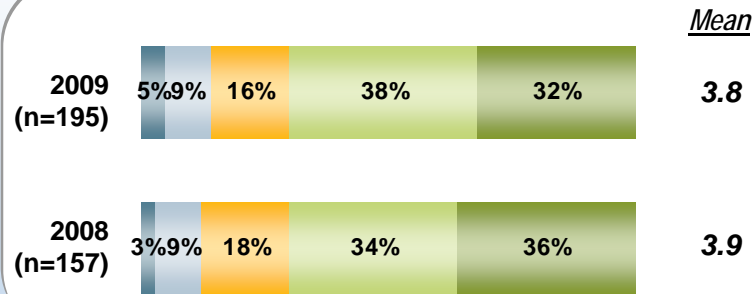
The person I report to is an effective leader

Corporate (Mean)
2009 3.5



I am satisfied with the quality of supervision I receive

Corporate (Mean)
2009 4.0



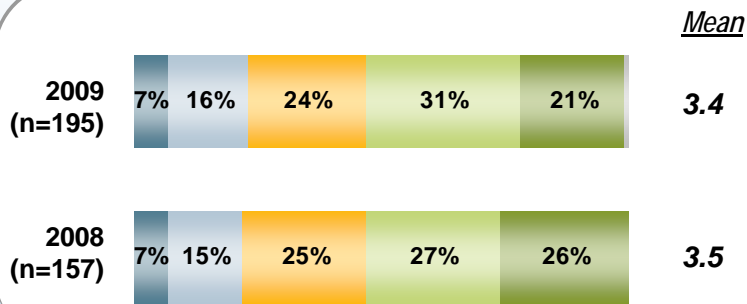
■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree ■ NA

Direct Supervisor

The feedback I receive from my supervisor helps me improve my performance

Corporate (Mean)

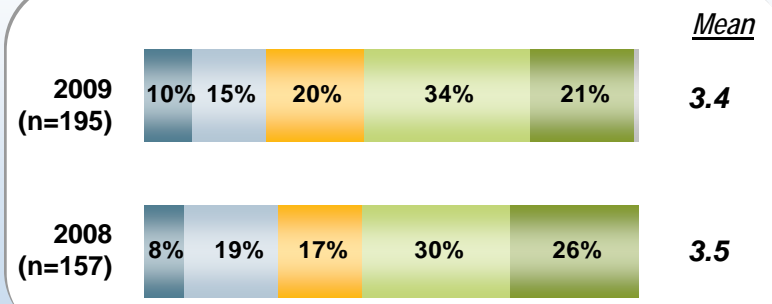
2009 3.5



The feedback I receive from my supervisor is timely

Corporate (Mean)

2009 3.4



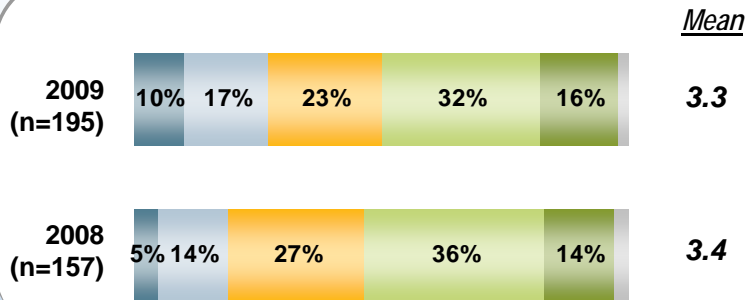
■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree
 ■ NA



Job Support & Recognition

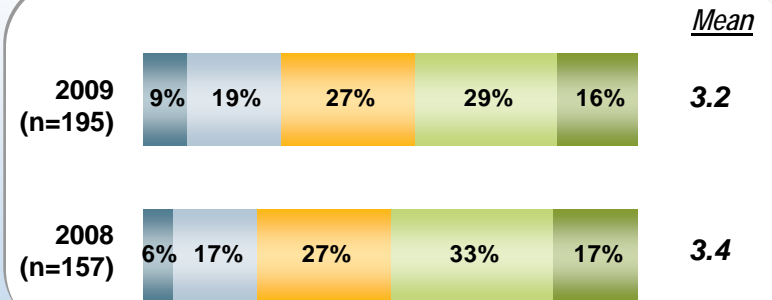
Innovation is valued in my work

Corporate (Mean)
2009 3.5



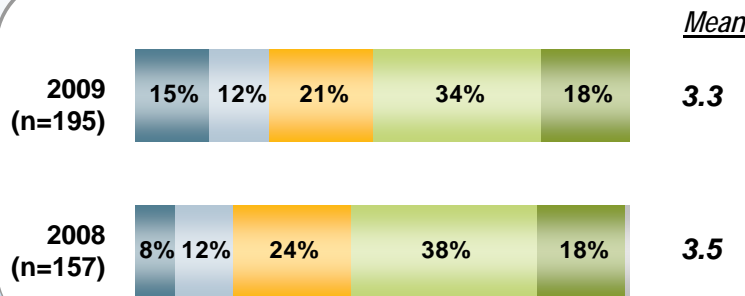
I receive meaningful recognition for work well done

Corporate (Mean)
2009 3.4



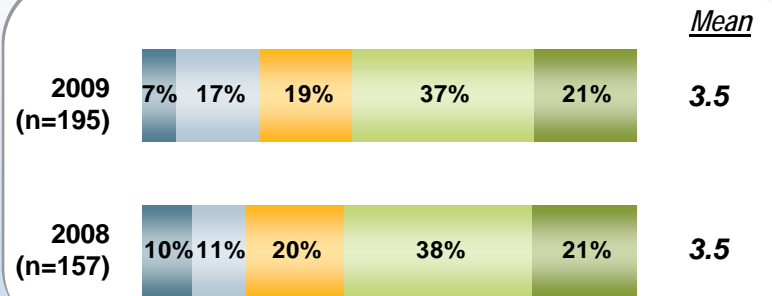
I have opportunities to provide input into decisions that affect my work

Corporate (Mean)
2009 3.5



I have support at work to provide a high level of service

Corporate (Mean)
2009 3.6

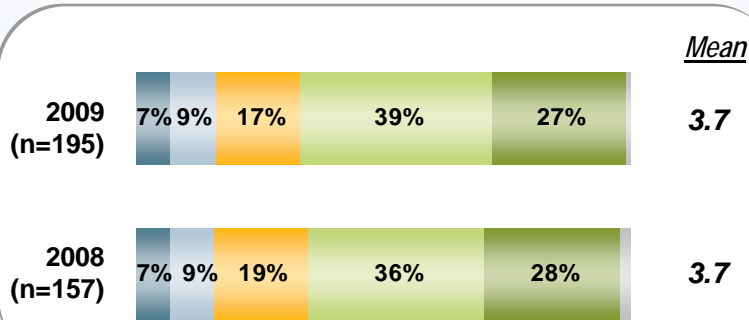


■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree ■ NA

Job Support & Recognition

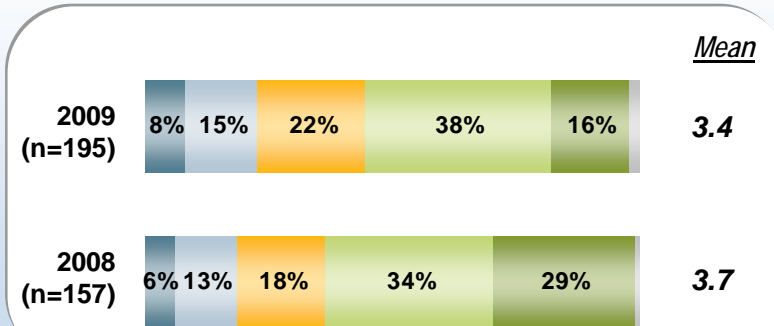
I have support at work to balance my work and personal life

Corporate (Mean)
2009 3.7



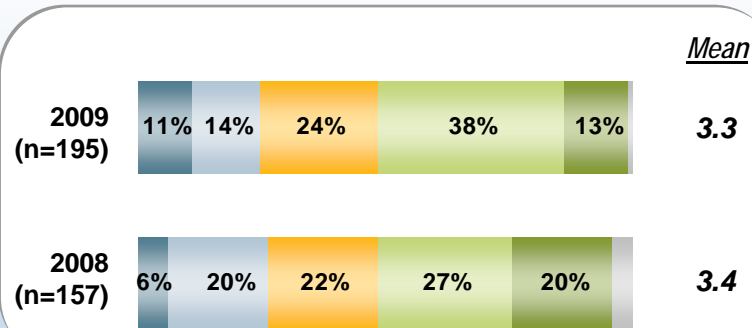
I am valued for my contributions at work

Corporate (Mean)
2009 3.6



I have opportunities for career growth with the Government of Yukon

Corporate (Mean)
2009 3.4



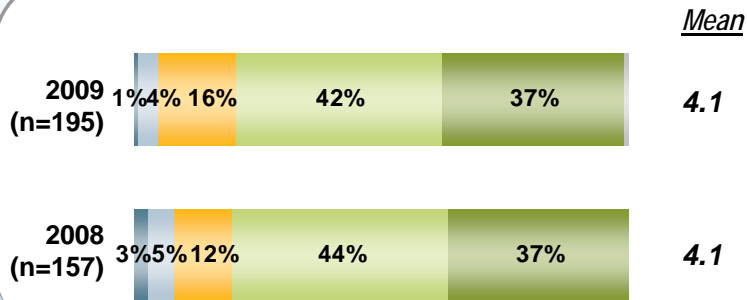
■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree ■ NA



Work Unit Cohesion

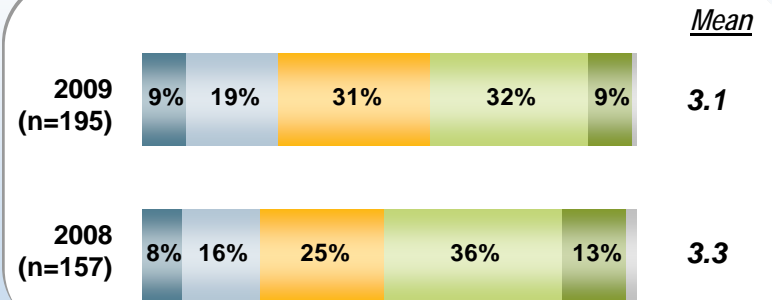
I have positive working relationships with my co-workers

Corporate (Mean)
2009 4.2



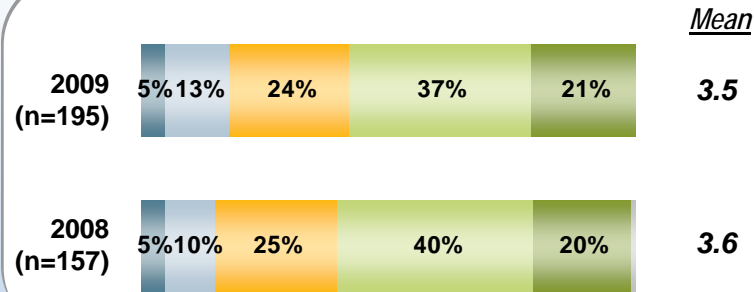
In my work unit, the right information gets to the right people at the right time

Corporate (Mean)
2009 3.2



There is good communication among the members of my work unit

Corporate (Mean)
2009 3.6

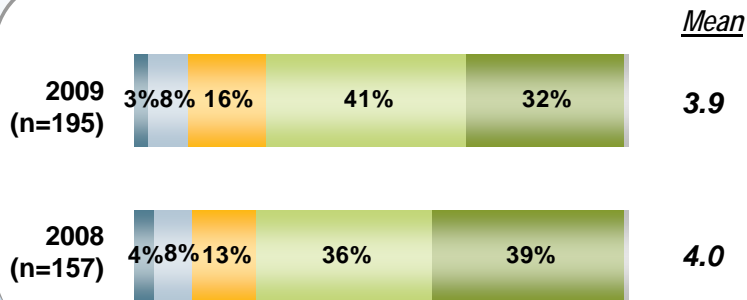


■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree
 ■ NA

Work Unit Cohesion

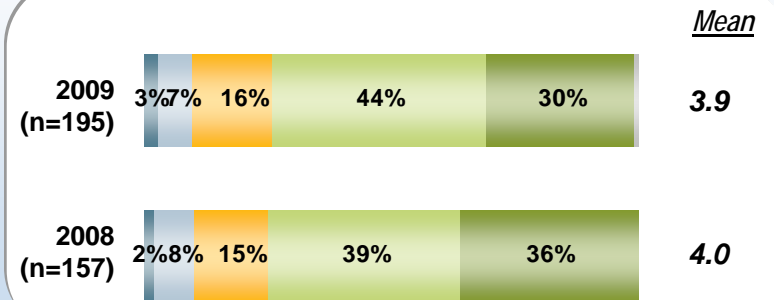
People in my work unit place a high value on providing good service

Corporate (Mean)
2009 4.1



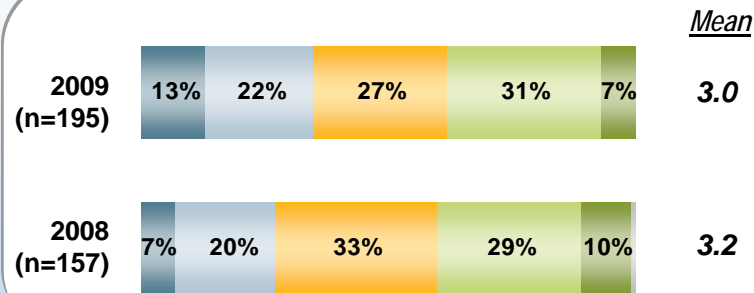
I am proud of the work carried out in my work unit

Corporate (Mean)
2009 4.0



There is good communication between my work unit and other areas that we are involved with

Corporate (Mean)
2009 3.1

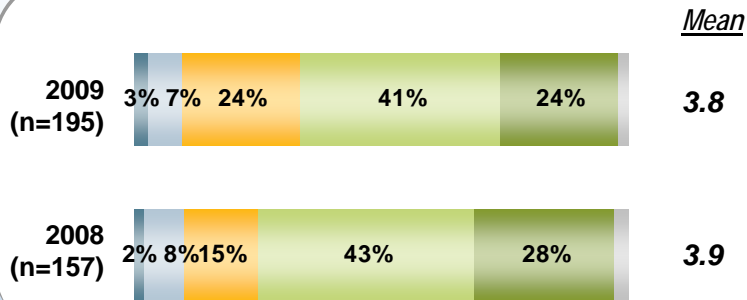


■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree ■ NA

Good Fit

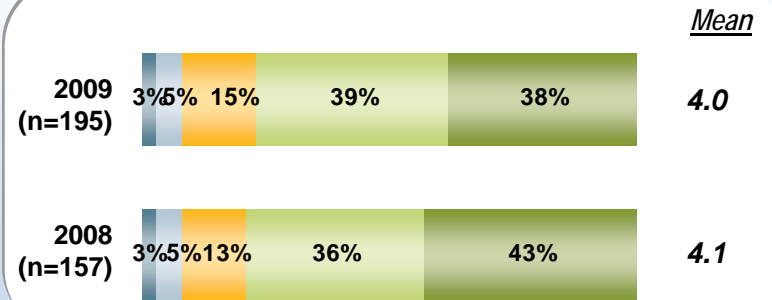
I feel that my work makes a real contribution to the success of my department

Corporate (Mean)
2009 3.8



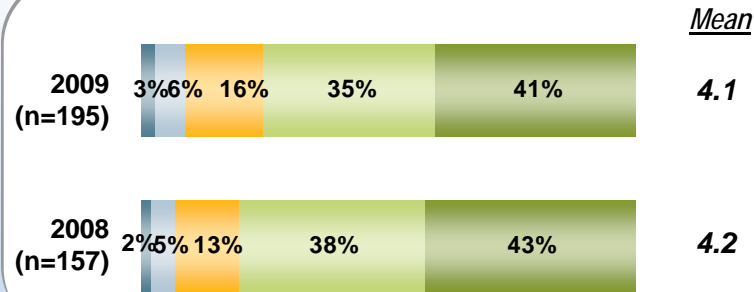
My job is a good fit with my skills and interests

Corporate (Mean)
2009 4.0



The work I do makes a meaningful contribution to the people of Yukon

Corporate (Mean)
2009 4.1

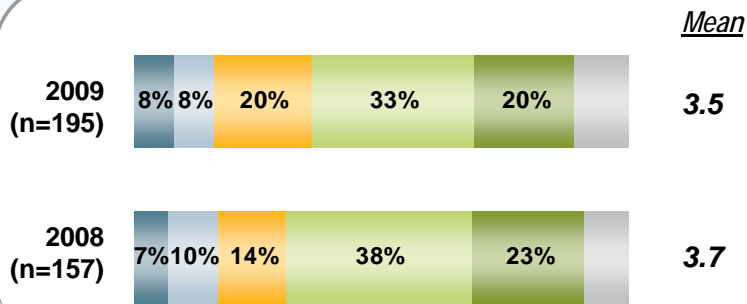


■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree ■ NA

Performance Appraisal

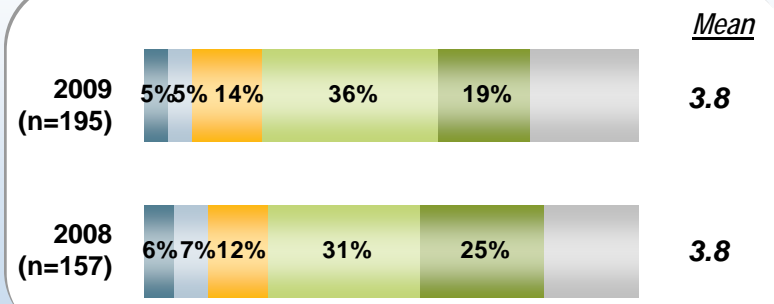
I have a clear understanding of how my performance is evaluated

Corporate (Mean)
2009 3.6



My most recent performance appraisal/ review reflects my performance

Corporate (Mean)
2009 3.9

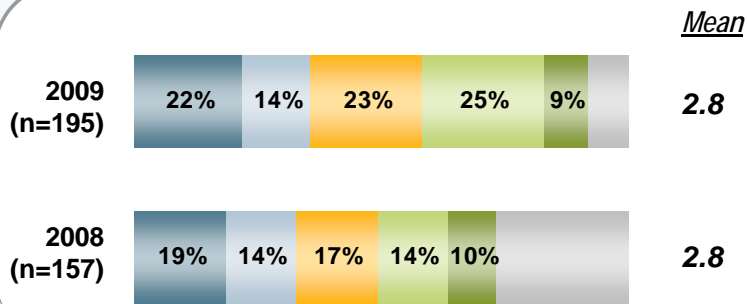


■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree ■ NA

Fair HR Practices

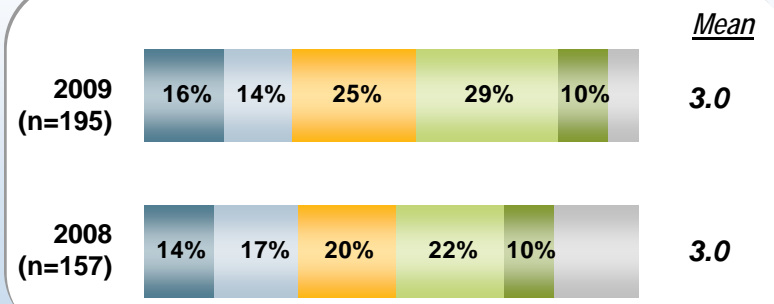
In my department promotions are fair and free from favouritism

Corporate (Mean)
2009 3.0



In my department hiring is based on merit

Corporate (Mean)
2009 3.1



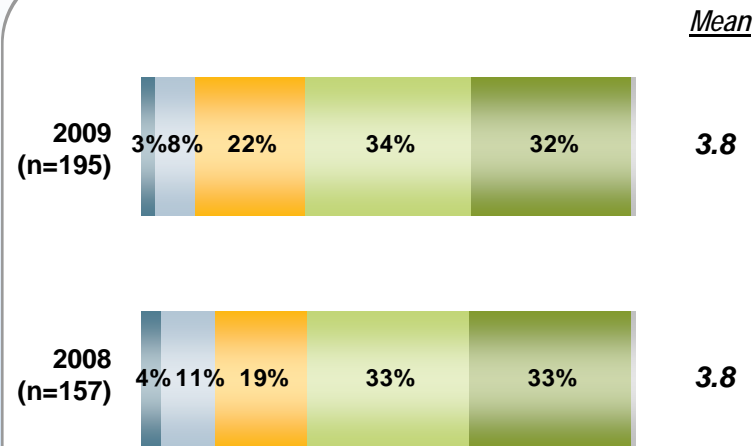
■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree ■ NA

Commitment to Public Service

Serving the public good is a very important factor in my decision to work for the Government of Yukon

Corporate (Mean)

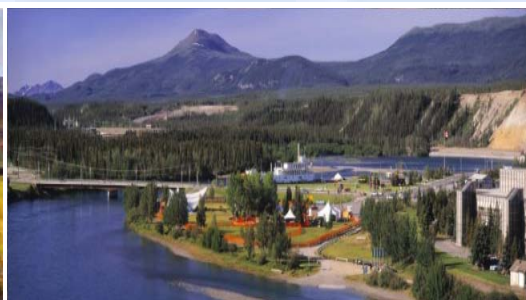
2009 3.8



■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree ■ NA



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Trending Tables Departmental Results

Community Services



Trending Tables Departmental Results

Leadership Practices	Means		
	'09	'08	'07
Q37. The senior leadership in my department provides clear direction	2.9	2.9	-
Q27. I have confidence in the senior leadership of my department	3.0	3.1	3.1
Q38. The senior leadership in my department effectively communicates changing priorities	2.8	2.8	-
Q39. The senior leadership in my department keeps me informed about the things I need to know	2.9	2.9	-
Q35. The senior leadership in my department makes timely decisions	2.9	2.9	-
Q28. Essential information flows effectively from senior leadership to staff	2.7	2.9	3.0
Q36. The senior leadership in my department is genuinely interested in the well-being of employees	3.1	3.0	-
Total	2.9	2.9	3.1

Organizational Support	Means		
	'09	'08	'07
Q29. Essential information flows effectively from staff to senior leadership	3.0	3.2	-
Q31. My department does a good job of formally recognizing its employees (i.e. performance appraisals, recognition programs, etc.)	2.8	2.8	-
Q26. I know how my work contributes to the achievement of my department's goals	3.5	3.6	4.1
Q40. I am proud to be part of my department	3.6	3.6	-
Q30. My organization supports my work related learning and development	3.5	3.4	3.7
Total	3.3	3.3	3.9



Trending Tables Departmental Results

Direct Supervision	Means		
	'09	'08	'07
Q9. The person I report to is an effective leader	3.4	3.5	3.7
Q10. I have a positive working relationship with the person I report to	3.5	3.6	4.2
Q11. I am satisfied with the quality of supervision I receive	3.8	3.9	3.7
Q6. The feedback I receive from my supervisor helps me improve my performance	3.4	3.5	-
Q7. The feedback I receive from my supervisor is timely	3.4	3.5	-
Total	3.5	3.6	3.9

Good Fit	Means		
	'09	'08	'07
Q2. My job is a good fit with my skills and interests	4.0	4.1	4.1
Q4. The work I do makes a meaningful contribution to the people of Yukon	4.1	4.2	-
Q41. I feel that my work makes a real contribution to the success of my department	3.8	3.9	-
Total	4.0	4.1	4.1

Commitment to Public Service	Means		
	'09	'08	'07
Q47. Serving the public good is a very important factor in my decision to work for the Government of Yukon	3.8	3.8	-
Total	3.8	3.8	-



Trending Tables Departmental Results

Work Unit Cohesion	Means		
	'09	'08	'07
Q8. I have positive working relationships with my co-workers	4.1	4.1	4.4
Q20. People in my work unit place a high value on providing good service	3.9	4.0	-
Q19. There is good communication among the members of my work unit	3.5	3.6	-
Q21. I am proud of the work carried out in my work unit	3.9	4.0	-
Q17. In my work unit, the right information gets to the right people at the right time	3.1	3.3	-
Q18. There is good communication between my work unit and other areas that we are involved with	3.0	3.2	-
Total	3.6	3.7	4.4

Performance Appraisal	Means		
	'09	'08	'07
Q24. My most recent performance appraisal/review reflects my performance	3.8	3.8	-
Q23. I have a clear understanding of how my performance is evaluated	3.5	3.7	-
Total	3.7	3.8	-

Fair HR Practices	Means		
	'09	'08	'07
Q32. In my department hiring is based on merit (i.e. the knowledge, abilities and suitability requirements of the position)	3.0	3.0	-
Q33. In my department promotions are fair and free from favouritism	2.8	2.8	-
Total	2.9	2.9	-



Trending Tables Departmental Results

Job Support & Recognition	Means		
	'09	'08	'07
Q13. I receive meaningful recognition for work well done	3.2	3.4	3.3
Q14. I have support at work to provide a high level of service	3.5	3.5	3.6
Q12. Innovation is valued in my work	3.3	3.4	3.4
Q1. I have opportunities to provide input into decisions that affect my work	3.3	3.5	3.7
Q5. I am valued for my contributions at work	3.4	3.7	-
Q15. I have support at work to balance my work and personal life	3.7	3.7	3.7
Q43. I have opportunities for career growth with the Government of Yukon	3.3	3.4	3.4
Total	3.4	3.5	3.5

Communication of Results	Means		
	'09	'08	'07
Q50. Were the results of the last (2008) employee survey communicated to you? (Yes)	83%	-	-
Q51. Are you aware of any action taken to address the issues identified in the last (2008) employee survey? (Yes)	60%	-	-



Trending Tables Departmental Results

Employee Engagement Questions	Means		
	'09	'08	'07
Q3. I am satisfied with my job	3.6	3.6	3.7
Q42. I am satisfied with my department	3.2	3.2	3.4
Q48. Overall, I am satisfied in my work as a YG employee	3.6	3.7	3.7
Q44. I am proud to tell people I work for the YG	3.4	3.6	3.7
Q45. I would prefer to stay with the YG even if offered a similar job elsewhere	3.5	3.6	3.5
Q16. I am inspired to give my very best	3.5	3.7	3.7
Q46. I would recommend the YG as a great place to work	3.4	3.5	3.6
Q34. I strive to improve my department's results	3.9	4.0	4.3
Employee Engagement Score	56%	60%	60%



Demographic Engagement Score Results

Age	
0-29	62%
30-39	59%
40-49	52%
50-59	57%
60+	-

Tenure	
<2 years	62%
2-5 years	56%
6-10 years	57%
11-15 years	47%
16-20 years	44%
21-25 years	-
26+ years	-

Employment Class	
Auxiliary on Call	-
Perm/Term	56%
Seasonal Auxiliary	56%
YTA/Educ	-

Communication of '08 Results (Q50)	
Yes	58%
No	53%
Don't Know	41%
NA	-

Gender	
Male	51%
Female	61%

Performance Appraisal	
Yes	59%
No	53%
NA	-

Employment	
Full Time	57%
On-Call	-
Part Time	47%

Aware of Actions Taken (Q51)	
Yes	61%
No	43%
Don't Know	61%
NA	-

Union Code	
Conf	-
Mgt	56%
YEU	56%
YTA	-

Community	
Whitehorse	57%
Rural	51%

Classification	
1-9	70%
10-14	48%
15-22	54%
M01, M02, LE03 & DM	-
M03, M04, LE02	-
M05, M06, LE01	-
Teacher	-