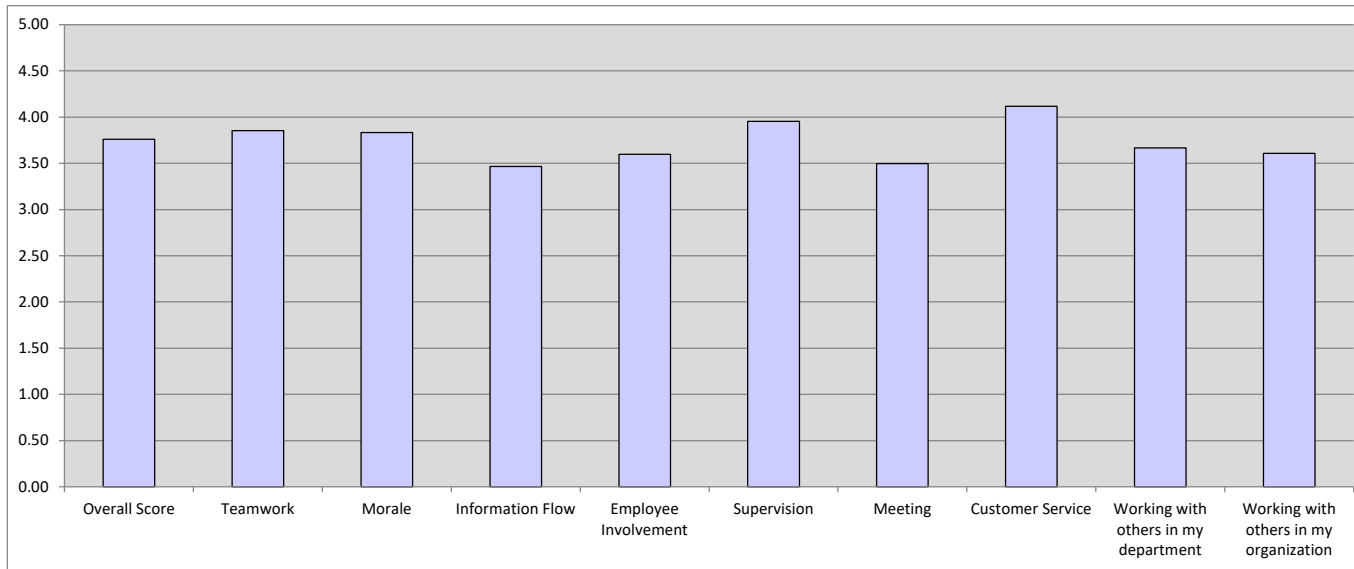


## 2018 CBJ Overall

**Overall Culture Score: 3.76**



## 79% Return Rate

**General - Overall Score: 4.10**

Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
I feel a sense of accomplishment in my job.	10	19	93	130	146	3.96	1.01
I am focused on serving the public with integrity.	1	2	11	140	243	4.57	0.60
I feel I can make a difference by working here.	15	14	72	124	173	4.07	1.05
I have clearly defined goals and objectives.	12	17	75	166	128	3.96	0.98
I am proud to work here.	11	13	55	118	201	4.22	0.99
I feel valued here.	22	34	89	106	147	3.81	1.18
						<b>Answered</b>	<b>399</b>
						<b>Skipped</b>	<b>15</b>

## 2018 CBJ Overall

1. Teamwork - Overall Score: 3.85							
Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
People I work with are direct and honest with each other.	4	20	76	187	124	3.99	0.88
People I work with accept criticism without becoming defensive.	8	36	132	158	73	3.62	0.94
People I work with function as a team.	12	13	71	169	144	4.03	0.96
People I work with constructively confront problems.	13	29	83	170	114	3.84	1.01
People I work with are good listeners.	13	28	102	153	113	3.79	1.02
						<b>Answered</b>	<b>412</b>
						<b>Skipped</b>	<b>2</b>

2. Morale - Overall Score: 3.83							
Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
Employees and management in my work unit have a productive working relationship.	12	21	79	169	122	3.91	0.98
My work unit motivates me to put out my best efforts.	13	23	69	151	145	3.98	1.03
My work unit respects its employees.	9	23	60	142	168	4.09	1.00
My work unit treats people in a consistent and fair manner.	15	26	68	140	151	3.97	1.07
There is an atmosphere of trust in my work unit.	14	34	60	149	144	3.94	1.08
There is an atmosphere of trust in my department.	29	34	118	128	92	3.55	1.15
There is an atmosphere of trust in the organization.	33	48	119	133	68	3.39	1.15
						<b>Answered</b>	<b>404</b>
						<b>Skipped</b>	<b>10</b>

3. Information Flow - Overall Score: 3.46							
Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
When changes are made, the reasons are made clear.	25	45	133	135	64	3.42	1.08
I know what's happening in work units outside of my own.	52	67	160	86	37	2.97	1.13
I have the information I want about work units outside of my own.	33	58	141	119	50	3.24	1.10
I get the information I need to do my job well.	14	20	107	171	91	3.76	0.97
My work unit makes an effort to let employees know what's going on.	11	24	97	165	103	3.81	0.98
My department makes an effort to let employees know what's going on.	23	46	106	141	86	3.55	1.12
The organization makes an effort to let employees know what's going on.	24	45	114	143	75	3.50	1.10
						<b>Answered</b>	<b>404</b>
						<b>Skipped</b>	<b>10</b>

## 2018 CBJ Overall

4. Employee Involvement - Overall Score: 3.60							
Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
My work unit values the ideas of employees at every level.	14	29	87	151	120	3.83	1.05
I am asked to make suggestions about how to do my job better.	26	38	102	133	101	3.61	1.15
I have a say in decisions that affect my work.	24	37	106	130	103	3.63	1.14
My opinions count in my organization.	44	52	118	101	84	3.32	1.25
						Answered	402
						Skipped	12
5. Supervision - Overall Score: 3.95							
Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
Job requirements are made clear by my supervisor.	12	24	62	171	131	3.96	1.00
When I do a good job, my supervisor tells me.	20	32	59	152	134	3.88	1.12
My supervisor gives me criticism in a positive manner.	18	26	54	166	134	3.93	1.07
My supervisor is a good listener.	17	23	53	140	165	4.04	1.08
						Answered	400
						Skipped	14
6. Meeting - Overall Score: 3.50							
Answer Options	To a very little extent	To a little extent	To some extent	To a great extent	To a very great extent	Rating Average	Std. Dev.
Decisions made at meetings get put into action.	18	29	143	140	66	3.52	1.00
Everyone takes part in discussions at meetings.	20	45	111	147	74	3.53	1.07
Our discussions in meetings stay on track.	20	40	135	143	59	3.46	1.03
Time in meetings is well spent.	28	28	139	129	72	3.48	1.09
						Answered	399
						Skipped	15

## 2018 CBJ Overall

<b>7. Customer Service - Overall Score: 4.12</b>							
<b>Answer Options</b>	<b>To a very little extent</b>	<b>To a little extent</b>	<b>To some extent</b>	<b>To a great extent</b>	<b>To a very great extent</b>	<b>Rating Average</b>	<b>Std. Dev.</b>
My work unit actively serves people from other work units as valued customers.	5	8	48	187	149	4.18	0.81
In my work unit we treat co-workers as valued customers.	6	14	59	173	144	4.10	0.88
My work unit continuously looks for ways to better serve our customers.	4	16	62	163	152	4.12	0.88
We treat the people who use our services as valued customers.	2	6	48	171	170	4.26	0.77
I am treated as a valued customer when I use the services of other work units.	6	15	96	160	115	3.93	0.91
						<b>Answered</b>	<b>398</b>
						<b>Skipped</b>	<b>16</b>

<b>8. Working with other work units in my department - Overall Score: 3.67</b>							
<b>Answer Options</b>	<b>To a very little extent</b>	<b>To a little extent</b>	<b>To some extent</b>	<b>To a great extent</b>	<b>To a very great extent</b>	<b>Rating Average</b>	<b>Std. Dev.</b>
Decisions made at meetings get put into actions.	5	17	107	123	48	3.64	0.88
People within my department are direct and honest with each other.	12	20	89	125	58	3.65	0.99
People within my department function as a team.	9	18	84	126	67	3.74	0.97
People within my department constructively confront problems.	16	21	97	110	60	3.58	1.05
I trust others within my department to follow through on commitments they make.	11	19	80	125	70	3.73	1.00
						<b>Answered</b>	<b>306</b>
						<b>Skipped</b>	<b>108</b>

<b>9. Working with other work units in my organization - Overall Score: 3.61</b>							
<b>Answer Options</b>	<b>To a very little extent</b>	<b>To a little extent</b>	<b>To some extent</b>	<b>To a great extent</b>	<b>To a very great extent</b>	<b>Rating Average</b>	<b>Std. Dev.</b>
Decisions made at meetings get put into action.	6	12	73	98	33	3.63	0.90
People within the organization are direct and honest with each other.	6	16	80	78	45	3.62	0.97
People within the organization function as a team.	7	16	77	79	46	3.63	0.99
People within the organization constructively confront problems.	10	19	73	82	40	3.55	1.02
I trust others within the organization to follow through on commitments they make.	10	14	74	80	45	3.61	1.02
						<b>Answered</b>	<b>229</b>
						<b>Skipped</b>	<b>185</b>

## CBJ City as a Whole

	2014	2015	2016	2017	2018
Overall Culture	3.65	3.57	3.65	3.70	3.76
Teamwork	3.71	3.68	3.72	3.80	3.85
Morale	3.65	3.62	3.73	3.76	3.83
Information Flow	3.38	3.34	3.40	3.43	3.46
Employee Involvement	3.52	3.43	3.52	3.56	3.60
Supervision	3.88	3.74	3.79	3.86	3.95
Meetings	3.45	3.39	3.44	3.48	3.50
Customer Service	3.99	3.90	3.92	3.98	4.12
Working with other work units in my dept.	3.68	3.57	3.60	3.64	3.67
Working with other work units in my org.	3.42	3.37	3.44	3.46	3.61

### CBJ Overall Return Rate

2014	90% return rate
2015	93% return rate
2016	88% return rate
2017	89% return rate
2018	79% return rate

