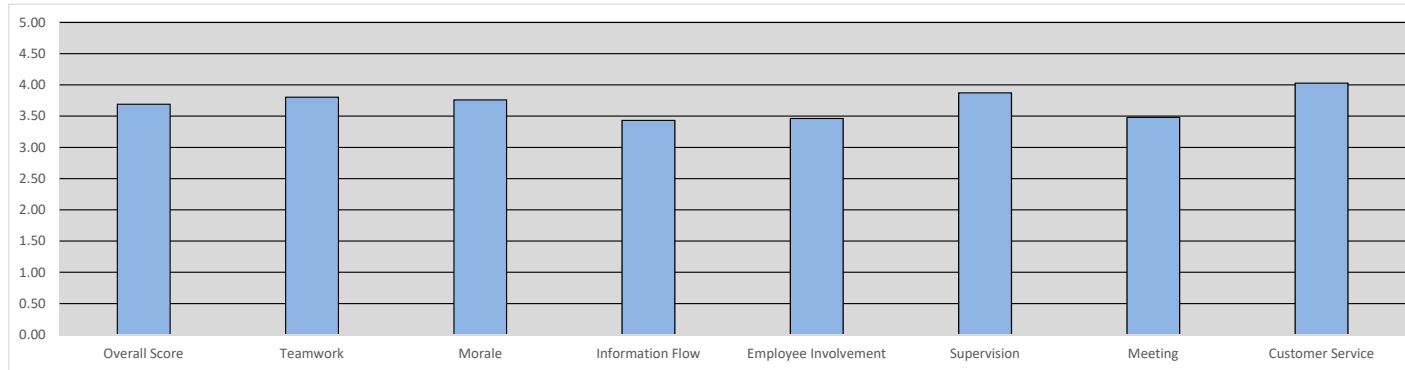


2021 CBJ Overall

Overall Culture Score: 3.69



87% Return Rate

General - Overall Score: 4.03							
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.	14	23	99	161	140	3.89	1.02
I am focused on serving the public with integrity.	2	2	29	143	261	4.51	0.68
I feel I can make a difference by working here.	17	26	82	135	174	3.97	1.09
I have clearly defined goals and objectives.	11	21	95	173	136	3.92	0.97
I am proud to work here.	11	13	74	139	199	4.15	0.98
I feel valued here.	30	27	117	121	142	3.73	1.18
						Answered	437
						Skipped	15

COVID-19 - Overall Score: 3.91							
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.
Communication regarding COVID-19 from the CBJ to employees has been helpful to me.	17	20	97	153	146	3.90	1.05
I am aware of how to access CBJ COVID-19 guidance related to my employment.	7	18	88	164	157	4.03	0.94
During the COVID-19 emergency response, I feel that my opinions regarding my work have been heard and valued.	40	40	111	125	113	3.54	1.24
My organization has responded to the COVID-19 emergency in a forthright manner.	16	27	71	145	175	4.00	1.07
During the COVID-19 emergency, I have had the tools and technology to be productive.	7	16	79	155	174	4.10	0.94
						Answered	434
						Skipped	18

2021 CBJ Overall

1. Teamwork - Overall Score: 3.80							
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.	15	19	101	172	144	3.91	1.00
People I work with accept criticism without becoming defensive.	19	52	122	163	94	3.58	1.07
People I work with function as a team.	17	23	89	166	155	3.93	1.04
People I work with constructively confront problems.	21	29	98	178	125	3.79	1.06
People I work with are good listeners.	15	30	112	169	125	3.80	1.03
						Answered	451
						Skipped	1

2. Morale - Overall Score: 3.76							
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.	20	30	99	178	121	3.78	1.06
My work unit motivates me to put out my best efforts.	20	23	96	166	143	3.87	1.06
My work unit respects its employees.	14	33	68	170	161	3.97	1.05
My work unit treats people in a consistent and fair manner.	21	37	76	168	147	3.85	1.11
There is an atmosphere of trust in my work unit.	22	33	80	152	161	3.89	1.13
There is an atmosphere of trust in my department.	37	43	123	140	104	3.52	1.19
There is an atmosphere of trust in the organization.	33	47	148	136	84	3.43	1.13
						Answered	449
						Skipped	3

3. Information Flow - Overall Score: 3.43							
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.	28	58	157	130	75	3.37	1.10
I know what's happening in work units outside of my own.	60	100	170	71	48	2.88	1.16
I have the information I want about work units outside of my own.	35	57	177	107	73	3.28	1.12
I get the information I need to do my job well.	10	33	138	172	95	3.69	0.96
My work unit makes an effort to let employees know what's going on.	21	26	106	166	127	3.79	1.07
My department makes an effort to let employees know what's going on.	33	46	132	143	91	3.48	1.15
The organization makes an effort to let employees know what's going on.	28	36	145	146	93	3.54	1.10
						Answered	449
						Skipped	3

2021 CBJ Overall

4. Employee Involvement - 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.
My work unit values the ideas of employees at every level.	22	30	101	175	112	3.74	1.07
I am asked to make suggestions about how to do my job better.	44	50	100	144	102	3.48	1.24
I have a say in decisions that affect my work.	41	53	123	120	103	3.43	1.23
My opinions count in my organization.	57	61	139	105	78	3.20	1.25
						Answered	441
						Skipped	11

5. Supervision - Overall Score: 3.87							
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	15	104	180	129	3.91	0.95
When I do a good job, my supervisor tells me.	27	25	96	151	141	3.80	1.13
My supervisor gives me criticism in a positive manner.	20	25	91	171	133	3.85	1.06
My supervisor is a good listener.	15	29	88	146	161	3.93	1.07
						Answered	440
						Skipped	12

6. Meeting - Overall Score: 3.48							
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.	27	36	143	149	79	3.50	1.08
Everyone takes part in discussions at meetings.	26	46	148	137	77	3.44	1.09
Our discussions in meetings stay on track.	24	38	144	158	69	3.48	1.04
Time in meetings is well spent.	28	40	136	149	81	3.50	1.10
						Answered	435
						Skipped	17

7. Customer Service - Overall Score: 4.03							
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 actively serves people from other work units as valued customers.	4	9	79	188	155	4.11	0.83
In my work unit we treat co-workers as valued customers.	9	17	82	183	145	4.00	0.93
My work unit continuously looks for ways to better serve our customers.	11	15	84	171	155	4.02	0.96
We treat the people who use our services as valued customers.	5	8	69	185	168	4.16	0.84
I am treated as a valued customer when I use the services of other work units.	12	18	113	170	120	3.85	0.97
						Answered	436
						Skipped	16

CBJ City as a Whole

	2017	2018	2019	2020	2021
Overall Culture	3.70	3.76	3.70	3.74	3.69
Teamwork	3.80	3.85	3.80	3.85	3.80
Morale	3.76	3.83	3.78	3.85	3.76
Information Flow	3.43	3.46	3.43	3.46	3.43
Employee Involvement	3.56	3.60	3.54	3.53	3.46
Supervision	3.86	3.95	3.90	3.96	3.87
Meetings	3.48	3.50	3.42	3.49	3.48
Customer Service	3.98	4.12	4.02	4.07	4.03
Working with other work units in my dept.	3.64	3.67	3.55	3.62	0.00
Working with other work units in my org.	3.46	3.61	3.51	3.61	0.00

CBJ Overall Return Rate

2017	89% return rate
2018	79% return rate
2019	90% return rate
2020	87% return rate
2021	87% return rate

