

**2007 City of Phoenix Employee Survey  
Neighborhood Services Department (NSD) Results Comparison**

SURVEY STATEMENT	% AGREE	
<b>The city as an employer</b>	<b>Citywide 2007</b>	<b>NSD 2007</b>
Overall, the city is a good place to work	97%	96%
I would recommend city employment to my friends and neighbors who are interested	92%	94%
The city pays as well as most other employers in the area for similar work	64%	82%
I am kept informed about city issues that affect me	75%	83%
<b>My job</b>	<b>Citywide 2007</b>	<b>NSD 2007</b>
Department management encourages me to provide seamless service	84%	90%
My job-related talent/skills are used effectively	85%	81%
I have been given a fair opportunity to attend city-sponsored training programs	85%	89%
In my department, the performance evaluation system is worthwhile	67%	78%
<b>My work group</b>	<b>Citywide 2007</b>	<b>NSD 2007</b>
The people in my work group work hard to treat the customer well	91%	93%
My work group works hard to do quality work	88%	90%
Generally, the people I work with practice the Vision and Values statements	80%	93%
Work groups in my department plan together and coordinate their efforts	62%	67%
The people who get promoted are generally well-qualified	53%	64%
Work groups in different departments plan together and coordinate their efforts	49%	53%
<b>My supervisor</b>	<b>Citywide 2007</b>	<b>NSD 2007</b>
My immediate supervisor allows me to use my judgment in doing my job	89%	86%
Overall, my immediate supervisor does a good job	84%	87%
My immediate supervisor gives me regular feedback on my job performance	74%	75%
My immediate supervisor keeps me informed on issues that affect me	78%	79%
<b>Work environment</b>	<b>Citywide 2007</b>	<b>NSD 2007</b>
My physical working conditions are reasonable for my type of work	91%	93%
I know where to go to get help in the city if I experience discrimination or sexual harassment on the job	88%	94%
Safety problems in my work area are quickly corrected	78%	71%
My department treats all employees fairly regardless of race, gender, sexual orientation, or ethnic background	75%	76%
The city adequately maintains equipment in my work area	77%	80%

*\*Information was prepared for the City of Phoenix by the Behavior Research Center, Inc*