City of Virginia Beach

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October 18, 2019

The Honorable Robert M. Dyer, Mayor
Members of City Council

Subject: Draft Briefing Employee Quality of Work Life Survey

Dear Mayor Dyer and Members of Council,

Attached please find a draft of a presentation concerning an Employee Quality of Work Life Survey that Human Resources conducted in February 2019. Human Resources has conducted this survey every other year for the past two decades.

The survey uses a Likert Scale to ask employees if they 1) strongly disagree, 2) disagree, 3) neither agree nor disagree, 4) agree, or 5) strongly agree with 56 statements distributed across six areas of work life (Values and Ethics, Leadership, Communication, Training and Development, Recognition, and Work Environment). The Likert Scale data is converted to ordinal data (1 to 5) so that numerical scores and averages may be calculated. This survey contains essentially the same statements that the Independent Review Team (Hillard Heintze) used in its recent City employee survey, which closed on October 13, 2019.

Donna Mickley and I will provide a briefing at Tuesday's Informal session. The presentation will include demographic data and related score comparisons. Information will also be provided to place the numerical scores in context. For example, in order to achieve an average score of 3.6 for Leadership, only 12% of the responses were negative (disagree or strongly disagree) and they were outnumbered by the positive responses (agree or strongly agree) by a ratio of 5 to 1.

The survey is not a randomized survey. Participation was voluntary and self-selected, however, nearly half of our employees chose to participate. Donna and I look forward to providing you more information on Tuesday. If you have any questions in the meantime, please let me know.

Respectfully,

Thomas M Leahy, P.E.
Acting City Manager

Enclosure (1)