

Gap Analysis: Satisfied Employees vs Dissatisfied Employees (Q122)

Rank	Item Rated	Mean Rating for SATISFIED Employees (Q122)	Mean Rating for DISSATISFIED Employees (Q122)	GAP
1	Q21 My immediate supervisor treats me with respect	4.24	2.88	1.36
2	Q105 All qualified individuals are considered for promotions	3.34	2.05	1.29
3	Q53 I would feel comfortable talking to my immed. supervisor about something bothering me	3.95	2.67	1.28
4	Q74 My work is appreciated by City Management	3.35	2.14	1.21
5	Q52 My immediate supervisor evaluates employees using the same standards for everyone	3.70	2.50	1.20
6	Q36 Dept management does a good job informing me of what to do if I am injured	3.93	2.74	1.19
7	Q63 Department Management respects me and my work	3.83	2.64	1.19
8	Q104 There are adequate opportunities for professional development in my Department	3.31	2.12	1.19
9	Q54 My immediate supervisor listens and is interested when I have an idea	3.92	2.75	1.17
10	Q62 Department Management values me and my work	3.81	2.64	1.17
11	Q103 City Management provides me opportunities to move toward my career/job goals	3.30	2.13	1.17
12	Q106 Internal promotions are handled fairly	3.26	2.09	1.17
13	Q15 Department Management does everything possible to prevent on-the-job accidents	4.02	2.87	1.15
14	Q37 City management does a good job of providing medical care to injured workers	3.78	2.63	1.15
15	Q22 I am able to take the time to do my job right	3.92	2.80	1.12
16	Q68 I feel comfortable asking about a decision City Management has made	3.03	1.91	1.12
17	Q73 My work is appreciated by my Department management	3.65	2.54	1.11
18	Q64 My Department operates efficiently and smoothly	3.56	2.46	1.10
19	Q71 Employees are appropriately recognized for a job well done	3.34	2.24	1.10
20	Q82 I receive information that affects my work from my Department in a timely manner	3.66	2.56	1.10
21	Q23 The work I am asked to do during a shift is the right amount	3.77	2.68	1.09
22	Q72 My work is appreciated by my immediate supervisor	4.00	2.92	1.08
23	Q51 I feel comfortable asking about a decision my immediate supervisor has made	3.74	2.67	1.07
24	Q112 I receive adequate training on policies and procedures	3.75	2.68	1.07
25	Q102 My immediate supervisor provides me opportunities to move toward my career/job goals	3.76	2.70	1.06
26	Q101 Department management provides me opportunities to move toward my career/job goals	3.59	2.54	1.05
27	Q97 If I am not included in a meeting, I get a good report about what was discussed	2.91	1.87	1.04
28	Q12 When there is an accident, there is a complete investigation	4.03	3.00	1.03
29	Q55 My immediate supervisor encourages employees to work together as a team	4.07	3.04	1.03
30	Q56 My immediate supervisor gives me helpful feedback about my performance	3.90	2.88	1.02
31	Q61 In my department, discipline is fair	3.43	2.41	1.02
32	Q86 Department Management listens to my suggestions	3.42	2.40	1.02
33	Q39 I am paid fairly for the work I perform	3.61	2.60	1.01
34	Q70 Department Management tells me when I do a good job	3.45	2.44	1.01
35	Q89 Communication from City Management helps me understand the big picture	3.17	2.17	1.00
36	Q78 Rewards and recognition are distributed fairly in my department	3.12	2.13	0.99
37	Q117 I believe the City Commission values the work I do for the community	3.16	2.19	0.97
38	Q120 I believe the City Commission supports my department's goals	3.02	2.05	0.97
39	Q81 My immediate supervisor informs me about changes that take place	3.80	2.84	0.96
40	Q59 I know what my Department Management expects of me	3.87	2.92	0.95
41	Q7 We have enough staff in my Department to do our job	2.90	1.96	0.94
42	Q60 In my department, performance evaluations are fair	3.62	2.68	0.94
43	Q16 City Management does everything reasonably possible to prevent on-the-job accidents	3.76	2.83	0.93
44	Q58 I feel comfortable asking about a decision my Department Management has made	3.39	2.46	0.93
45	Q96 The information I receive from City Management helps me do my job better	3.01	2.08	0.93
46	Q11 Workers in my department are adequately informed about safety policies and procedures	4.05	3.13	0.92
47	Q84 Communication from Department Management helps me understand the big picture	3.39	2.48	0.91
48	Q115 I believe the City Commission makes decisions based on what's best for the community	2.95	2.04	0.91
49	Q19 I believe that co-workers who treat others unfairly are disciplined	3.53	2.63	0.90
50	Q35 The benefits I receive make me want to stay at my job	3.90	3.00	0.90

Gap Analysis: Satisfied Employees vs Dissatisfied Employees (Q122)

Rank	Item Rated	Mean Rating for SATISFIED Employees (Q122)	Mean Rating for DISSATISFIED Employees (Q122)	GAP
51	Q95 The information I receive from City Management helps me develop skills in my field	2.89	2.00	0.89
52	Q100 My immediate supervisor understands my career/job goals	3.80	2.92	0.88
53	Q10 I receive enough training to help me do my job safely	4.08	3.21	0.87
54	Q77 Employees who perform well receive adequate recognition	3.11	2.24	0.87
55	Q5 Adequate facilities and resources are available to successfully complete my job	3.86	3.00	0.86
56	Q67 I know what City Management expects of me	3.51	2.65	0.86
57	Q118 I believe the City Commission understands the working conditions in my department	2.56	1.70	0.86
58	Q119 I believe the City Commission considers the best interest of city workers in decisions	2.70	1.86	0.84
59	Q18 My co-workers accept fellow employees who are different from themselves	4.03	3.20	0.83
60	Q25 Assignments to shifts are fair	3.88	3.05	0.83
61	Q116 I believe the City Commission listens to what city workers have to say	2.78	1.95	0.83
62	Q13 Safety is continually emphasized by Department management	4.00	3.18	0.82
63	Q20 My co-workers treat me with respect	4.10	3.28	0.82
64	Q2 The equipment I use is well-maintained	4.01	3.20	0.81
65	Q3 Repairs to the equipment I need to do my job are completed in a timely manner	3.71	2.91	0.80
66	Q75 The LEAP Award program does a good job at recognizing an employee's performance	3.29	2.50	0.79
67	Q88 I receive the information that affects my work from City Management in a timely manner	3.36	2.57	0.79
68	Q91 What I have to say is important to City Management	2.97	2.19	0.78
69	Q34 The City's contribution to the retirement health care premium is reasonable	3.25	2.48	0.77
70	Q90 It is easy to contact City Management	3.27	2.50	0.77
71	Q4 Facilities are well maintained in my work area	3.92	3.16	0.76
72	Q14 My immediate supervisor does everything possible to prevent on-the-job accidents	4.11	3.35	0.76
73	Q85 It is easy to contact Department Management	3.72	2.96	0.76
74	Q6 Job vacancies are filled in a timely manner	3.36	2.61	0.75
75	Q93 The information I receive from City Management is easy to understand	3.33	2.58	0.75
76	Q48 My Department has a good reputation with the Lawrence business community	3.84	3.14	0.70
77	Q80 Employees are appropriately recognized for working safely	3.15	2.45	0.70
78	Q94 The information I receive from City Management is relevant to my department	3.28	2.58	0.70
79	Q98 When an informational meeting is held, I am included	3.20	2.50	0.70
80	Q114 I believe the City Commission is concerned about city workers	3.09	2.39	0.70
81	Q46 My training at the City of Lawrence has helped me interact with citizens better	3.57	2.88	0.69
82	Q38 The City's health care plan meets my needs	3.80	3.12	0.68
83	Q27 The family contribution to my health care premium is reasonable	3.67	3.00	0.67
84	Q76 The employee newsletter recognizes workers when they do a good job	3.25	2.60	0.65
85	Q44 Through my job at the City, I have grown in my ability to work with the public	4.21	3.58	0.63
86	Q8 The gloves, clothing & protective items I need to do my job safely are readily available	4.09	3.47	0.62
87	Q111 I understand the City's grievance procedures	3.72	3.12	0.60
88	Q1 I have the equipment I need to do my job well	3.96	3.38	0.58
89	Q83 Depart Management communicates well with employees on citywide issues	3.34	2.76	0.58
90	Q43 I like working with the public	4.15	3.58	0.57
91	Q24 I am able to work a shift that meets my needs	4.12	3.58	0.54
92	Q31 The City Management does a good job of informing me about benefit options	3.82	3.29	0.53
93	Q109 I understand the City's performance standards for employees	4.01	3.48	0.53
94	Q28 The City's contribution to the health care premium is reasonable	3.78	3.28	0.50
95	Q47 My Department has a good reputation with Lawrence citizens	3.72	3.23	0.49
96	Q108 I understand the rules and regulations related to my job	4.15	3.68	0.47
97	Q29 The wellness program provides me with the information I want	3.66	3.21	0.45
98	Q30 The Employee Assistance Program (EAP) is adequate to meet my needs	3.73	3.30	0.43
99	Q110 I understand the City's procedures for disciplinary matters	3.89	3.46	0.43
100	Q42 Good citizen/customer service is continually emphasized by my Department management	4.13	3.71	0.42

Gap Analysis: Satisfied Employees vs Dissatisfied Employees (Q122)

Rank Item Rated		Mean Rating for SATISFIED Employees (Q122)	Mean Rating for DISSATISFIED Employees (Q122)	GAP
101	Q92 I know what is going on in other departments	2.47	2.08	0.39
102	Q33 I understand the KPERS/KP&F (retirement) program	3.45	3.08	0.37
103	Q49 My Department has a good reputation with other cities and agencies	4.12	3.76	0.36
104	Q32 I am satisfied with the customer service from the City's health plan providers	3.80	3.48	0.32
105	Q45 I believe that I need more training in customer service	2.55	2.29	0.26
106	Q41 Contact with Lawrence Citizens, as part of my job, is a pleasant experience	3.66	3.42	0.24

Gap Analysis: Getting Better vs. Getting Worse(Q123)

Rank	Item Rated	Mean Rating for Employees Who Think It's Getting BETTER (Q123)	Mean Rating for Employees Who Think It's Getting WORSE (Q123)	GAP
1	Q64 My Department operates efficiently and smoothly	3.76	2.51	1.25
2	Q105 All qualified individuals are considered for promotions	3.52	2.30	1.22
3	Q106 Internal promotions are handled fairly	3.43	2.28	1.15
4	Q71 Employees are appropriately recognized for a job well done	3.51	2.46	1.05
5	Q61 In my department, discipline is fair	3.60	2.56	1.04
6	Q104 There are adequate opportunities for professional development in my Department	3.49	2.45	1.04
7	Q60 In my department, performance evaluations are fair	3.79	2.76	1.03
8	Q58 I feel comfortable asking about a decision my Department Management has made	3.63	2.61	1.02
9	Q53 I would feel comfortable talking to my immed supervisor about something bothering me	4.09	3.08	1.01
10	Q73 My work is appreciated by my Department management	3.79	2.79	1.00
11	Q101 Department management provides me opportunities to move toward my career/job goals	3.78	2.81	0.97
12	Q52 My immediate supervisor evaluates employees using the same standards for everyone	3.83	2.87	0.96
13	Q78 Rewards and recognition are distributed fairly in my department	3.30	2.34	0.96
14	Q54 My immediate supervisor listens and is interested when I have an idea	4.07	3.13	0.94
15	Q102 My immediate supervisor provides me opportunities to move toward my job goals	3.96	3.02	0.94
16	Q62 Department Management values me and my work	3.97	3.04	0.93
17	Q63 Department Management respects me and my work	3.98	3.05	0.93
18	Q51 I feel comfortable asking about a decision my immediate supervisor has made	3.90	2.98	0.92
19	Q56 My immediate supervisor gives me helpful feedback about my performance	4.02	3.12	0.90
20	Q21 My immediate supervisor treats me with respect	4.35	3.48	0.87
21	Q84 Communication from Department Management helps me understand the big picture	3.53	2.67	0.86
22	Q103 City Management provides me opportunities to move toward my career/job goals	3.53	2.67	0.86
23	Q82 I receive information that affects my work from my Department in a timely manner	3.79	2.95	0.84
24	Q7 We have enough staff in my Department to do our job	2.99	2.16	0.83
25	Q22 I am able to take the time to do my job right	4.05	3.22	0.83
26	Q86 Department Management listens to my suggestions	3.57	2.74	0.83
27	Q59 I know what my Department Management expects of me	4.01	3.19	0.82
28	Q70 Department Management tells me when I do a good job	3.60	2.78	0.82
29	Q100 My immediate supervisor understands my career/job goals	3.94	3.12	0.82
30	Q118 I believe the City Commission understands the working conditions in my department	2.74	1.93	0.81
31	Q68 I feel comfortable asking about a decision City Management has made	3.23	2.43	0.80
32	Q119 I believe the City Commission considers the best interest of city workers in decisions	2.92	2.12	0.80
33	Q85 It is easy to contact Department Management	3.81	3.03	0.78
34	Q77 Employees who perform well receive adequate recognition	3.24	2.48	0.76
35	Q80 Employees are appropriately recognized for working safely	3.40	2.64	0.76
36	Q117 I believe the City Commission values the work I do for the community	3.40	2.64	0.76
37	Q5 Adequate facilities and resources are available to successfully complete my job	3.95	3.20	0.75
38	Q55 My immediate supervisor encourages employees to work together as a team	4.18	3.43	0.75
39	Q120 I believe the City Commission supports my department's goals	3.22	2.47	0.75
40	Q83 Department Management communicates well with employees on citywide issues	3.49	2.75	0.74
41	Q72 My work is appreciated by my immediate supervisor	4.12	3.39	0.73
42	Q47 My Department has a good reputation with Lawrence citizens	3.93	3.21	0.72
43	Q81 My immediate supervisor informs me about changes that take place	3.94	3.23	0.71
44	Q6 Job vacancies are filled in a timely manner	3.48	2.78	0.70
45	Q15 Department Management does everything possible to prevent on-the-job accidents	4.15	3.45	0.70
46	Q97 If I am not included in a meeting, I get a good report about what was discussed	3.08	2.38	0.70
47	Q115 I believe the City Commission makes decisions based on what is best for the community	3.13	2.43	0.70
48	Q39 I am paid fairly for the work I perform	3.76	3.07	0.69
49	Q67 I know what City Management expects of me	3.65	2.96	0.69
50	Q114 I believe the City Commission is concerned about city workers	3.28	2.59	0.69
51	Q89 Communication from City Management helps me understand the big picture	3.27	2.59	0.68

Gap Analysis: Getting Better vs. Getting Worse(Q123)

Rank	Item Rated	Mean Rating for Employees Who Think It's Getting BETTER (Q123)	Mean Rating for Employees Who Think It's Getting WORSE (Q123)	GAP
52	Q75 The LEAP Award program does a good job at recognizing an employee's performance	3.42	2.75	0.67
53	Q98 When an informational meeting is held, I am included	3.37	2.70	0.67
54	Q96 The information I receive from City Management helps me do my job better	3.18	2.52	0.66
55	Q13 Safety is continually emphasized by Department management	4.19	3.54	0.65
56	Q8 The gloves, clothing & protective items I need to do my job safely are readily available	4.26	3.62	0.64
57	Q23 The work I am asked to do during a shift is the right amount	3.82	3.18	0.64
58	Q74 My work is appreciated by City Management	3.44	2.81	0.63
59	Q36 Department management does a good job informing me of what to do if I am injured	4.06	3.43	0.63
60	Q12 When there is an accident, there is a complete investigation	4.18	3.56	0.62
61	Q19 I believe that co-workers who treat others unfairly are disciplined	3.67	3.06	0.61
62	Q46 My training at the City of Lawrence has helped me interact with citizens better	3.75	3.14	0.61
63	Q91 What I have to say is important to City Management	3.13	2.52	0.61
64	Q116 I believe the City Commission listens to what city workers have to say	2.95	2.34	0.61
65	Q25 Assignments to shifts are fair	3.98	3.38	0.60
66	Q95 The information I receive from City Management helps me develop skills in my field	3.05	2.45	0.60
67	Q4 Facilities are well maintained in my work area	4.02	3.44	0.58
68	Q14 My immediate supervisor does everything possible to prevent on-the-job accidents	4.22	3.64	0.58
69	Q16 City Management does everything reasonably possible to prevent on-the-job accidents	3.87	3.30	0.57
70	Q112 I receive adequate training on policies and procedures	3.87	3.30	0.57
71	Q1 I have the equipment I need to do my job well	4.06	3.53	0.53
72	Q88 I receive the information that affects my work from City Management in a timely manner	3.45	2.92	0.53
73	Q90 It is easy to contact City Management	3.37	2.84	0.53
74	Q2 The equipment I use is well-maintained	4.11	3.59	0.52
75	Q11 Workers in my department are adequately informed about safety policies and procedures	4.15	3.63	0.52
76	Q34 The City's contribution to the retirement health care premium is reasonable	3.29	2.79	0.50
77	Q48 My Department has a good reputation with the Lawrence business community	3.94	3.45	0.49
78	Q10 I receive enough training to help me do my job safely	4.17	3.69	0.48
79	Q33 I understand the KPERS/KP&F (retirement) program	3.62	3.14	0.48
80	Q31 The City Management does a good job of informing me about benefit options	3.92	3.45	0.47
81	Q94 The information I receive from City Management is relevant to my department	3.38	2.92	0.46
82	Q37 City management does a good job of providing medical care to injured workers	3.86	3.41	0.45
83	Q76 The employee newsletter recognizes workers when they do a good job	3.31	2.86	0.45
84	Q3 Repairs to the equipment I need to do my job are completed in a timely manner	3.76	3.32	0.44
85	Q41 Contact with Lawrence Citizens, as part of my job, is a pleasant experience	3.84	3.40	0.44
86	Q35 The benefits I receive make me want to stay at my job	3.99	3.57	0.42
87	Q93 The information I receive from City Management is easy to understand	3.39	2.97	0.42
88	Q27 The family contribution to my health care premium is reasonable	3.73	3.33	0.40
89	Q38 The City's health care plan meets my needs	3.90	3.50	0.40
90	Q18 My co-workers accept fellow employees who are different from themselves	4.09	3.70	0.39
91	Q29 The wellness program provides me with the information I want	3.78	3.39	0.39
92	Q110 I understand the City's procedures for disciplinary matters	3.95	3.56	0.39
93	Q24 I am able to work a shift that meets my needs	4.23	3.85	0.38
94	Q42 Good citizen/customer service is continually emphasized by my Department management	4.25	3.88	0.37
95	Q109 I understand the City's performance standards for employees	4.11	3.74	0.37
96	Q28 The City's contribution to the health care premium is reasonable	3.82	3.46	0.36
97	Q20 My co-workers treat me with respect	4.15	3.80	0.35
98	Q30 The Employee Assistance Program (EAP) is adequate to meet my needs	3.80	3.46	0.34
99	Q49 My Department has a good reputation with other cities and agencies	4.22	3.88	0.34
100	Q44 Through my job at the City, I have grown in my ability to work with the public	4.32	4.00	0.32
101	Q111 I understand the City's grievance procedures	3.79	3.47	0.32
102	Q32 I am satisfied with the customer service from the City's health plan providers	3.89	3.59	0.30

Gap Analysis: Getting Better vs. Getting Worse(Q123)

		Mean Rating for Employees Who Think It's Getting BETTER (Q123)	Mean Rating for Employees Who Think It's Getting WORSE (Q123)	GAP
Rank	Item Rated			
103	Q92 I know what is going on in other departments	2.57	2.27	0.30
104	Q43 I like working with the public	4.20	3.92	0.28
105	Q108 I understand the rules and regulations related to my job	4.20	3.92	0.28
106	Q45 I believe that I need more training in customer service	2.63	2.53	0.10