

Youth Services

Response Rate: 52%

New Hire Process (Onboarding)

This section is about the new employee experience, including the training and orientation of new employees. (Only asked of employees with less than 4 years of experience working at the county.)

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
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1. My new hire experience prepared me for my new position.

Youth Svcs	26	8%	12%	27%	38%	15%	3.42
Overall	538	4%	14%	21%	48%	13%	3.53

2. During the first week someone adequately communicated the expectations for my position.

Youth Svcs	26	12%	12%	12%	50%	15%	3.46
Overall	540	4%	13%	12%	46%	25%	3.76

3. I was provided the necessary tools (e.g. supplies, equipment, log-in information, computers, etc.) for a smooth transition.

Youth Svcs	26	0%	23%	12%	46%	19%	3.62
Overall	540	3%	11%	9%	51%	25%	3.84

4. Benefits were adequately explained to me in my new hire orientation.

Youth Svcs	26	0%	8%	12%	50%	31%	4.04
Overall	537	3%	8%	11%	50%	27%	3.90

5. Online trainings are an effective format for new hires.

Youth Svcs	26	4%	12%	15%	42%	27%	3.77
Overall	538	3%	15%	29%	40%	14%	3.48

6. I felt comfortable asking questions as I transitioned into my new position.

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
Youth Svcs	26	4%	0%	15%	38%	42%	4.15
Overall	535	2%	4%	11%	49%	34%	4.10

Communication

This section is about the effective and efficient means of providing information throughout the organization.

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
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8. The county is effective in keeping employees informed of the services provided in county agencies.

Youth Svcs	75	3%	15%	21%	48%	13%	3.55
Overall	2245	3%	17%	19%	49%	13%	3.53

9. The method by which I receive SLCO internal communications is adequate.

Youth Svcs	75	3%	7%	12%	57%	21%	3.88
Overall	2237	2%	10%	15%	56%	17%	3.75

10. The content of SLCO communications is valuable.

Youth Svcs	75	1%	4%	23%	56%	16%	3.81
Overall	2234	1%	7%	23%	53%	16%	3.75

11. I am satisfied with my supervisor's efforts to keep me informed of what is going on within my agency/division.

Youth Svcs	73	4%	14%	14%	36%	33%	3.79
Overall	2206	8%	15%	13%	35%	30%	3.64

12. I know how to direct others to services and resources provided by SLCO.

Youth Svcs	74	4%	7%	23%	49%	18%	3.69
Overall	2223	2%	14%	21%	45%	17%	3.60

13. The SLCO intranet (eConnect) is easy to use.

Youth Svcs	73	3%	7%	19%	58%	14%	3.73
Overall	2206	4%	13%	20%	47%	16%	3.58

14. It is easy to locate the contact information for divisions.

Youth Svcs	74	5%	12%	27%	42%	14%	3.46
Overall	2205	6%	21%	26%	36%	10%	3.23

15. The SLCO directory is easy to navigate.

Youth Svcs	74	5%	14%	31%	35%	15%	3.41
Overall	2190	6%	19%	30%	35%	9%	3.23

16. The SLCO directory is up to date.

Youth Svcs	74	5%	11%	36%	35%	12%	3.38
Overall	2140	6%	16%	43%	28%	7%	3.12

Training and Education

This section is about the opportunity to acquire the skills and abilities to perform on the job and further development of my career.

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
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18. The information I receive in training applies to my current position.

Youth Svcs	75	7%	7%	17%	47%	23%	3.72
Overall	2175	4%	11%	20%	50%	16%	3.64

19. I have received enough training to know how to do my job.

Youth Svcs	74	4%	14%	28%	34%	20%	3.53
Overall	2173	3%	11%	14%	48%	24%	3.78

20. I am satisfied with the training I receive about how to manage and/or supervise employees.

There were not enough employees in this organization that responded to this question so results have been suppressed on this item.

21. Employees' University classes are well promoted and advertised.

Youth Svcs	72	4%	17%	26%	44%	8%	3.36
Overall	2135	5%	19%	31%	36%	9%	3.26

22. I am satisfied with the frequency of the courses offered at the Employees' University.

Youth Svcs	73	4%	15%	30%	41%	10%	3.37
Overall	2096	3%	12%	43%	34%	7%	3.32

23. I am encouraged to further my education using the Employees' University

Youth Svcs	73	7%	22%	33%	29%	10%	3.12
Overall	2123	9%	23%	32%	26%	9%	3.03

24. I am supported in furthering my education at institutions outside of SLCO.

Youth Svcs	72	8%	8%	32%	43%	8%	3.35
Overall	2060	8%	15%	35%	28%	13%	3.25

25. I am familiar with the County's tuition reimbursement policy.

Youth Svcs	74	5%	16%	18%	47%	14%	3.47
Overall	2125	5%	17%	20%	41%	17%	3.48

Professional Development

This section addresses the opportunity for personal growth and/or advancement as an employee of SLCO.

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
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26. I have the opportunity to develop new job skills and abilities.

Youth Svcs	74	5%	18%	19%	42%	16%	3.46
Overall	2173	7%	17%	19%	43%	15%	3.43

27. My supervisor actively encourages my career development.

Youth Svcs	74	5%	19%	18%	39%	19%	3.47
Overall	2162	9%	16%	22%	32%	21%	3.41

28. I feel I have opportunities to develop mentoring relationships.

Youth Svcs	73	4%	16%	16%	48%	15%	3.53
Overall	2150	8%	20%	26%	34%	12%	3.22

29. I know where to access SLCO job postings.

Youth Svcs	74	1%	3%	8%	50%	38%	4.20
Overall	2173	1%	3%	7%	53%	36%	4.20

30. I have opportunities for advancement within SLCO.

Youth Svcs	74	12%	20%	26%	28%	14%	3.11
Overall	2168	15%	20%	24%	30%	11%	3.01

31. The promotion process at SLCO is fair.

Youth Svcs	70	21%	19%	46%	10%	4%	2.57
Overall	2128	21%	22%	33%	19%	6%	2.67

32. I feel that advancement at SLCO is often based in office politics (i.e. who you know or are connected to).

Youth Svcs	73	4%	3%	29%	26%	38%	3.92
Overall	2111	4%	8%	26%	27%	35%	3.83

Performance and Development Plans & Annual Evaluations

This section addresses the quarterly performance development plan process as well as the annual evaluation.

Performance Development

33. Are you meeting quarterly with your supervisor for your performance and development plan?

	Number Responding	Yes	No
Youth Svcs	73	78%	22%
Overall	2148	66%	34%

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
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34. The frequency of quarterly performance and development plans is appropriate.

Youth Svcs	75	4%	7%	24%	53%	12%	3.63
Overall	2113	8%	20%	24%	40%	8%	3.19

35. I feel the performance and development plan process is a good use of time.

Youth Svcs	74	5%	16%	22%	46%	11%	3.41
Overall	2121	11%	24%	24%	33%	7%	3.01

36. Setting individual work goals in a formal manner is a worthwhile process.

Youth Svcs	75	3%	8%	24%	49%	16%	3.68
Overall	2131	7%	14%	22%	46%	12%	3.43

Annual Evaluation

37. Are you formally evaluated annually?

	Number Responding	Yes	No
Youth Svcs	74	96%	4%
Overall	2170	92%	8%

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
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38. My annual evaluation is an accurate reflection of my work.

Youth Svcs	73	5%	8%	25%	41%	21%	3.63
Overall	2064	5%	13%	18%	49%	15%	3.55

39. My annual evaluation is an effective means to improve my work.

Youth Svcs	73	4%	15%	29%	40%	12%	3.41
Overall	2058	7%	17%	27%	38%	10%	3.28

40. I am provided the resources necessary to meet the expectations of my annual evaluation.

Youth Svcs	73	4%	11%	27%	49%	8%	3.47
Overall	2066	6%	11%	24%	46%	13%	3.50

Other

41. I receive ongoing feedback on my work performance from my supervisor, outside of the formal development and evaluation process

Youth Svcs	75	7%	11%	20%	40%	23%	3.61
Overall	2172	7%	15%	17%	42%	19%	3.50

Management and Supervision

This section is about the individuals who control or direct resources and expenditures, and/or have oversight and direction of processes, work and those who perform the work.

Supervisor Questions – a supervisor is the individual you directly report to.

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
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42. My supervisor sets clear expectations for my work

Youth Svcs	74	3%	4%	16%	61%	16%	3.84
Overall	2159	3%	10%	15%	50%	22%	3.76

43. My supervisor cares about me as an individual.

Youth Svcs	74	5%	4%	15%	39%	36%	3.97
Overall	2157	6%	7%	14%	39%	35%	3.91

44. I receive positive feedback from my supervisor when I do a good job

Youth Svcs	74	5%	5%	18%	36%	35%	3.91
Overall	2159	5%	10%	14%	41%	30%	3.81

45. I am comfortable sharing issues and concerns with my supervisor.

Youth Svcs	74	4%	9%	22%	35%	30%	3.77
Overall	2163	8%	10%	12%	39%	32%	3.77

46. My supervisor manages employees in a fair manner.

Youth Svcs	74	7%	12%	23%	36%	22%	3.54
Overall	2162	8%	10%	16%	38%	29%	3.70

47. When needed, poor performance on my team is addressed.

Youth Svcs	74	4%	15%	31%	35%	15%	3.42
Overall	2101	8%	13%	22%	40%	17%	3.44

Management Questions

Throughout the County there are different levels of management, these questions refer to all managers beyond your direct supervisor. That would include both those within your agency and those that manage across SLCO.

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
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48. Management communicates effectively with employees.

Youth Svcs	75	11%	24%	28%	33%	4%	2.96
Overall	2156	13%	25%	22%	32%	8%	2.97

49. Employees are given enough support by management to do their jobs.

Youth Svcs	75	13%	20%	23%	40%	4%	3.01
Overall	2145	11%	20%	21%	39%	10%	3.17

50. Management works together in a coordinated manner.

Youth Svcs	75	13%	16%	31%	35%	5%	3.03
Overall	2144	14%	22%	27%	29%	8%	2.95

51. Management cares about employees as individuals.

Youth Svcs	75	11%	17%	35%	29%	8%	3.07
Overall	2145	14%	17%	24%	32%	12%	3.11

52. I feel that, in general, those in management are qualified for their positions.

Youth Svcs	75	3%	15%	31%	43%	9%	3.41
Overall	2151	10%	14%	27%	37%	12%	3.26

Work Environment/Operational Functionality

This section is about policies, procedures, processes, equipment, resources, assignments, schedules, transfers, and more. For the following questions the term "Assignment Changes" includes changes to work tasks, schedules, and/or transfers.

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
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53. I understand why work assignment changes occur

Youth Svcs	73	4%	14%	14%	55%	14%	3.60
Overall	2097	3%	8%	15%	59%	14%	3.74

54. The process through which changes are made to work assignments is fair.

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
Youth Svcs	71	10%	15%	32%	35%	7%	3.14
Overall	2071	8%	16%	29%	38%	8%	3.23

Policies and Procedures

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
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55. I know where to find policies and procedures relevant to my job

Youth Svcs	75	1%	8%	17%	56%	17%	3.80
Overall	2159	2%	11%	11%	56%	19%	3.80

56. Policies and procedures are easy to understand.

Youth Svcs	75	1%	16%	25%	47%	11%	3.49
Overall	2146	3%	15%	24%	48%	10%	3.46

57. Policies and procedures are enforced in a fair manner.

Youth Svcs	75	11%	21%	31%	32%	5%	3.00
Overall	2142	9%	19%	27%	38%	7%	3.15

58. Employees have the opportunity to give input on policy/procedures

Youth Svcs	75	15%	29%	28%	25%	3%	2.72
Overall	2139	12%	24%	30%	29%	6%	2.93

Other (Work Environment continued)

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
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59. Employees are given opportunities to learn/adapt to new technology/systems.

Youth Svcs	75	4%	7%	36%	48%	5%	3.44
Overall	2152	5%	11%	23%	50%	11%	3.52

60. I am provided sufficient resources to do my job.

Youth Svcs	75	7%	9%	19%	53%	12%	3.55
Overall	2156	5%	10%	16%	54%	15%	3.64

61. I know who to contact regarding human resource related questions.

Youth Svcs	74	3%	15%	11%	59%	12%	3.64
Overall	2158	3%	11%	13%	55%	17%	3.71

62. I know who to contact regarding payroll related questions.

Youth Svcs	75	3%	7%	5%	63%	23%	3.96
Overall	2153	2%	6%	8%	62%	22%	3.97

63. I feel comfortable reporting discrimination concerns.

Youth Svcs	75	8%	19%	19%	45%	9%	3.29
Overall	2093	11%	12%	19%	41%	16%	3.39

64. I feel comfortable reporting harassment concerns.

Youth Svcs	75	7%	11%	24%	51%	8%	3.43
Overall	2093	11%	10%	19%	43%	17%	3.46

Culture

This section is about a shared set of values and beliefs that determine patterns of behavior common to groups of people.

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
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65. The people I work with work well together.

Youth Svcs	74	1%	8%	19%	42%	30%	3.91
Overall	2154	3%	8%	12%	48%	28%	3.89

66. The people I work with are committed to quality work

Youth Svcs	74	3%	16%	12%	41%	28%	3.76
Overall	2146	3%	9%	14%	46%	29%	3.88

67. My agency/division collaborates well with other SLCO agencies/divisions.

Youth Svcs	75	5%	7%	36%	41%	11%	3.45
Overall	2124	3%	8%	27%	44%	17%	3.65

68. Providing services efficiently is part of the culture of SLCO.

Youth Svcs	75	7%	11%	16%	53%	13%	3.56
Overall	2144	3%	9%	18%	50%	20%	3.76

69. I am encouraged to voice ideas, opinions, and concerns.

Youth Svcs	75	8%	24%	24%	33%	11%	3.15
Overall	2157	9%	15%	19%	40%	17%	3.41

70. I feel like employee ideas, opinions and concerns are valued.

Youth Svcs	74	14%	20%	24%	27%	15%	3.09
Overall	2153	12%	21%	21%	32%	14%	3.13

71. I am encouraged to be innovative by coming up with improved ways of doing things in my role.

Youth Svcs	75	11%	17%	27%	28%	17%	3.24
Overall	2152	9%	15%	20%	39%	17%	3.40

72. The leaders in my division promote a positive work culture.

Youth Svcs	74	11%	19%	27%	31%	12%	3.15
Overall	2146	10%	14%	20%	37%	19%	3.42

Well-Being

This section is about the satisfaction and positive feelings, supportive and enriching relationships, interest and engagement in activities, purpose, a sense of master and accomplishment, feelings of control and autonomy as well as optimism.

	Number Responding	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Mean (1-5)
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73. I feel safe in my work environment.

Youth Svcs	75	3%	8%	11%	43%	36%	4.01
Overall	2148	3%	7%	11%	49%	30%	3.97

74. I am engaged and interested in my job duties

Youth Svcs	75	3%	4%	7%	52%	35%	4.12
Overall	2150	2%	3%	8%	50%	37%	4.17

75. I feel my work improves the lives of SLCO residents

Youth Svcs	75	1%	3%	5%	44%	47%	4.32
Overall	2136	1%	3%	11%	42%	43%	4.22

76. I feel personally empowered to problem solve at work.

Youth Svcs	75	3%	5%	16%	35%	41%	4.07
Overall	2148	3%	6%	13%	44%	34%	4.00

77. I am treated with respect by my coworkers.

Youth Svcs	75	7%	8%	13%	40%	32%	3.83
Overall	2153	3%	6%	12%	47%	33%	4.00

78. I am treated with respect by my supervisor

Youth Svcs	75	5%	7%	8%	29%	51%	4.13
Overall	2147	5%	6%	10%	41%	38%	4.02

79. My workload is reasonable.

Youth Svcs	75	5%	15%	16%	40%	24%	3.63
Overall	2152	7%	13%	13%	49%	19%	3.61

80. My job at the county allows me to have a healthy work-life balance.

Youth Svcs	75	12%	7%	17%	41%	23%	3.56
Overall	2145	7%	11%	15%	46%	21%	3.66

81. I trust my team members to do their jobs.

Youth Svcs	74	3%	8%	22%	42%	26%	3.80
Overall	2145	4%	10%	14%	48%	24%	3.79

82. I would recommend SLCO to a friend or family member as a place to work.

Youth Svcs	75	8%	4%	25%	31%	32%	3.75
Overall	2146	7%	9%	17%	40%	27%	3.72

83. I am considering looking for a new job outside of SLCO in the next year.

Youth Svcs	72	32%	21%	29%	7%	11%	2.44
Overall	2035	27%	21%	25%	15%	12%	2.66

Other

87. I feel the results of this survey will make a difference.

Youth Svcs	75	12%	21%	43%	23%	1%	2.80
Overall	2109	17%	25%	37%	20%	2%	2.66

The Policy Institute is located at the University of Utah. Its mission is to develop and share economic, demographic and public policy data and research that helps community leaders make informed decisions. Contact information for the Policy Institute and staff who worked on the project is listed below.

The Kem C. Gardner Policy Institute
1655 Campus Center Drive, Room 1113
Salt Lake City, Utah 84112
gardner.utah.edu

Dianne Meppen, Director of Survey Research
(801) 587-7807
dianne.meppen@utah.edu

Ken Embley, MS, SPHR. Research Associate
(801) 581-7261
ken.embley@utah.edu

Anna Bergevin, MPP, Research Associate
(801) 585-3506
anna.bergevin@utah.edu