



Human Resources Survey

DEPARTMENT: _____

AGE

1. Please indicate your age group.
 18-27 28-40 41-49 50-58 59 & over

GENDER

2. What is your gender.
 Female Male

ETHNICITY

3. Please indicate which ethnic group best represents you.
 Caucasian Hispanic African-American Other

EMPLOYMENT

4. Please indicate your length of employment with the City of Coral Springs
 0-2 years 3-5 years 6-9 years 10 years or more
5. Please indicate type of employment.
 Non-Exempt Exempt

	Strongly Agree	Agree	Disagree	Strongly Disagree
GENERAL / COMMUNICATION				
6. HR staff provides quality service				
7. HR handles information confidentially				
8. HR responds in a timely manner to issues brought to their attention				
9. Hr is a neutral place to seek assistance				
10. HR communicates in an honest and frank manner				
11. I read the HR information sheet (Now HeaR This)				
12. I am satisfied with the policy and guidance services provided by HR				
13. I am satisfied with the liaison services provided by HR				
14. The City promotes a work environment in which diversity is valued				
15. HR seeks Employee input on issues of importance to employees				
CUSTOMER SERVICE				
16. HR returns telephone calls in a timely manner				
17. HR directs me to the right person when I need help.				
18. HR procedures are easy to use				
19. HR staff treats me in a courteous manner				
20. HR returns e-mal in a timely manner				
TRAINING				
21. HR is sensitive to my time commitments when scheduling training sessions and meetings.				
22. I am able to apply skills or knowledge learned through City training to my job				
BENEFITS				
23. The benefits package meets my needs				
24. I am satisfied with HR' services related to health benefits administration				
25. I am enrolled in Cigna's HMO and satisfied				
26. I am enrolled in Cigna's PPO and satisfied				
27. Employees are aware of the Benefits Info line				

28. HR provides understandable information on my benefits				
29. I am satisfied with the wellness activities				
COMPENSATION & CLASSIFICATION				
30. The pay range for my job is appropriate				
31. Information is readily available on City jobs I can apply for				
32. I am satisfied with the annual employee evaluation process				
IN THIS ORGANIZATION				
33. Cooperation across different parts of the organization is actively encouraged				
34. New and improved ways to do work are continually accepted				
35. Customer comments and recommendations are often lead to changes				
36. Innovation and risk taking are encouraged and rewarded				
37. There is a clear mission that give meaning and direction to our work				
38. We continuously track our progress against our stated goals				
39. Our vision creates excitement and motivation for our employees				
40. I would recommend working for the City of Coral Springs to a friend				
41. I am proud to be working in my department				
42. Overall I think my organization is highly ethical				
43. The City's commitment to integrity has been clearly communicated to all employees				
FOR SUPERVISORY EMPLOYEES				
44 HR provides needed assistance when hiring				
45. Job openings are posted/advertised in a timely manner				
46. I am satisfied with the recruitment services provided by HR				
47. HR responds to disciplinary problems effectively				
48. Reclassification requests are handled effectively				
49. Reclassification requests are handled in a timely manner				