





Results for: Performance Management Survey

1)






Select the department in which your last performance appraisal was conducted?

		Percentage	Responses
Aviation		0.8	10
Business Development & Pro.		0.2	2
City Attorney		0.7	8
City Auditor		0.6	7
City Manager's Office		0.3	3
City Secretary		0.2	2
Civil Service		0.8	10
Code Compliance	■	2.9	35
Communication & Information Services	■	3.8	45
Convention and Event Services		1.3	16
Court & Detention Services	■	2.3	28
Cultural Affairs		0.9	11
Customer Service		0.1	1
Dallas Fire-Rescue	■	3.3	40
Dallas Police		1.0	12
Development Services	■	2.8	33
Economic Development		0.3	3
Efficiency Team (E-Team)		0.5	6
Emergency Preparedness		0.0	0
Employee Retirement Fund		0.0	0
Environmental & Health Services	■	4.5	54
Environmental Quality		0.1	1
Equipment and Building Services	■	2.5	30
Fair Housing		0.8	9
Financial Services		0.5	6
Housing		1.5	18
Human Resources	■	2.2	26
Intergovernmental Services		0.1	1
Judiciary		0.0	0
Library	■	9.9	119
Mayor & City Council		0.3	4
Park and Recreation	■	16.3	195
Police & Fire Pension		0.2	2
Public Information Office		0.0	0
Public Works & Transportation	■	2.3	28
Sanitation Services	■	7.9	94

Street Services		6.6	79
Trinity River Project		0.0	0
Water Utilities		15.5	185
Other		6.1	73
Total responses:			1196











2)

Which Performance Appraisal Form was used to measure your recent performance?

		Percentage	Responses
Administrative		13.1	157
Operations & Field		29.3	350
Professional & Technical		22.3	267
Supervisory & Managerial		25.3	302
I don't know		10.0	119
Total responses:			1195

3)

What are your total years of service with the City of Dallas?

		Percentage	Responses
Less than 1 year		5.6	67
1-4 Years		15.8	189
5-9 Years		26.0	311
10-14 Years		14.4	172
15-19 Years		12.5	149
20-24 Years		15.1	181
25-29 Years		8.2	98
30-34 Years		1.3	16
35-39 Years		0.6	7
40+ Years		0.5	6
Total responses:			1196

4) The words used on the appraisal form were clear and easy for me to understand.

1 Strongly Agree	2 Agree	3 Disagree	4 Strongly Disagree	Responses	Average Score
140 (11.71%)	805 (67.31%)	174 (14.55%)	77 (6.44%)	1196	2.16 / 4 (54.00%)
					2.16 / 4 (54.00%)

5)

Having the definition for each competency on the form helped me understand what the city expects of me in doing my job.

1 Strongly Agree	2 Agree	3 Disagree	4 Strongly Disagree	Responses	Average Score
138 (11.54%)	776 (64.88%)	205 (17.14%)	77 (6.44%)	1196	2.18 / 4 (54.50%)
					2.18 / 4 (54.50%)

6)

The job responsibilities described on my appraisal form were connected to what I do on my job.

1 Strongly Agree	2 Agree	3 Disagree	4 Strongly Disagree	Responses	Average Score
132 (11.04%)	780 (65.22%)	200 (16.72%)	84 (7.02%)	1196	2.20 / 4 (55.00%)
					2.20 / 4 (55.00%)

7)

Being evaluated for each key job responsibility was a useful way for me to know how well I performed and where I need to improve.

1 Strongly Agree	2 Agree	3 Disagree	4 Strongly Disagree	Responses	Average Score
134 (11.20%)	755 (63.13%)	218 (18.23%)	89 (7.44%)	1196	2.22 / 4 (55.50%)
					2.22 / 4 (55.50%)

8)



The format of the appraisal form was easy to follow and understand.

1 Strongly Agree	2 Agree	3 Disagree	4 Strongly Disagree	Responses	Average Score
97 (8.11%)	762 (63.71%)	264 (22.07%)	73 (6.10%)	1196	2.26 / 4 (56.50%)
					2.26 / 4

(56.50%)

9)

My supervisor filled out my appraisal form completely.

		Percentage	Responses
Yes		75.9%	908
No		24.1%	288
		Total responses:	1196



10) Appraisal Form Comments (Optional):

(The last five responses are given)

- If you like it, I love it.
- The format did not allow for the description of the responsibilities in Part 1. We had to develop and addendum to the document to capture this information.
- I am very pleased with the appraisal form.
- I was not appraised on my job performance. My supervisor told me how valuable I was to the department, and that I could only receive a 3% merit.
- The appraisal form did not include items that I think were important & a vital part of this job.

11)

In planning performance, my supervisor and I discussed my job skills, key job responsibilities and the goals expected for me to demonstrate or achieve during the assessment period.

		Percentage	Responses
Yes		71.2%	852
No		28.8%	344
		Total responses:	1196



12)

My supervisor had me sign the bottom of the instruction sheet to show that I understood what was expected of me during the appraisal period.

		Percentage	Responses
Yes		86.6%	1036
No		13.4%	160
		Total responses:	1196

13)

My supervisor provided me with a copy of the performance plan agreed upon by me and my supervisor.

		Percentage	Responses
Yes		75.5%	903
No		24.5%	293
		Total responses:	1196

14) Performance Planning Comments (Optional):

(The last five responses are given)

- We cool.
- Incorrect appraisal period noted throughout appraisal. I was mandated to sign.
- Did not see anything until evaluation was done.
- I understand my job duties now.
- I perform such a wide range of jobs during the year it's almost impossible for us to plan ahead.

15)

My supervisor and I had several conversations on performance throughout the year.

1 Strongly Disagree	2 Disagree	3 Agree	4 Strongly Agree	Responses	Average Score
194 (16.22%)	399 (33.36%)	502 (41.97%)	101 (8.44%)	1196	2.43 / 4 (60.75%)
					2.43 / 4 (60.75%)

16)

My supervisor gave me feedback and/or demonstrated ways for me to improve my performance.

1 Strongly Disagree	2 Disagree	3 Agree	4 Strongly Agree	Responses	Average Score
182 (15.22%)	323 (27.01%)	568 (47.49%)	123 (10.28%)	1196	2.53 / 4 (63.25%)
					2.53 / 4 (63.25%)

17)

I felt I could go to my supervisor and talk to him/her about the progress I was making and the problems I was having in achieving my goals and objectives.

1 Strongly Disagree	2 Disagree	3 Agree	4 Strongly Agree	Responses	Average Score
143 (11.96%)	236 (19.73%)	585 (48.91%)	232 (19.40%)	1196	2.76 / 4 (69.00%)
					2.76 / 4 (69.00%)



18) Appraisal Delivery Comments (Optional):

(The last five responses are given)

- He's all right.
- There was no positive or negative communication regarding my performance during the review period.
- Appraisal was "read" to me--I am college degreed and extremely capable of reading an appraisal document. I was rarely given feedback about my performance by my supervisor, but received positive feedback from co-workers and industry.
- Nothing was said or done until the evaluation.
- Appraisals are written by people with P.H.D.'s and read by 6 grade level mexicans.



19)

At the end of the appraisal period, I reviewed and evaluated how well I did my job before meeting with my supervisor.

		Percentage	Responses
Yes		64.0%	766
No		36.0%	430
Total responses:			1196

20)

At the end of my appraisal period, I generated a list of accomplishments and achievements and submitted them to my supervisor.

		Percentage	Responses
Yes		53.6%	641
No		46.4%	555
Total responses:			1196

21)

My supervisor met with me to determine any revisions needed to my key job responsibilities for the next appraisal period.

Percentage Responses

Yes		56.6%	677
No		43.4%	519
		Total responses:	1196

22) Performance Assessment Comments (Optional):

(The last five responses are given)

- I do not have a new or revised plan for this six month period. This process was thrown together quickly. I don't think that it will be successful for another year.

- I felt that I should have received a much higher merit increase.



- Most of my accomplishments were not taken into consideration. Supervisors grade based on her judgement and "hear say history."

- I felt that my supervisor was very fair in appraising me.

- What is the point in providing a list to my supervisor when it is always ignored, never addressed. They get more pay than we do. The difference is that we are doing all the work and they are getting all the credit.



23)

My supervisor gave examples of my good work performance.

		Percentage	Responses
Yes		64.3%	769
No		35.7%	427
		Total responses:	1196



24)

My supervisor gave feedback on ways to improve my performance.

		Percentage	Responses
Yes		59.4%	711
No		40.6%	485
		Total responses:	1196



25)

The supervisor scheduled an appropriate time and place to conduct my performance appraisal.

		Percentage	Responses
Yes		73.2%	875
No		26.8%	321
		Total responses:	1196



26)

My supervisor welcomed my feedback.

		Percentage	Responses
Yes		74.4%	889
No		25.6%	306
Total responses:			1195




27)

My supervisor provided encouraging words.




		Percentage	Responses
Yes		69.9%	836
No		30.1%	360
Total responses:			1196

28)

My supervisor informed me of my merit increase during my performance appraisal discussion.

		Percentage	Responses
Yes		56.2	672
No		34.6	414
Did not receive a merit increase		9.2	110
Total responses:			1196

29) My supervisor started my appraisal by telling me how much I received for my merit increase.

		Percentage	Responses
Yes		24.4	292
No		66.8	799
I did not receive a merit increase		8.8	105
Total responses:			1196

30)



My supervisor provided examples of my good performance and gave constructive feedback where improvements were needed.

Percentage Responses

Yes		62.1%	743
No		37.9%	453
Total responses:			1196

31)

My supervisor was able to clarify those assessments or examples that were unclear to me.

		Percentage	Responses
Yes		63.3%	756
No		36.7%	439
Total responses:			1195

32) Performance Review Comments (Optional):

(The last five responses are given)

- 1. I am singled out, labeled and blamed for whatever problems that occurred in time. 2. THE bad things overshadow many good things that I done in tthis time.
- Some employees felt they didn't receive a fair merit because some have CDL licenses and some are bilingual.
- Need a more comphrensive way to determine the amount of merit that employees receive.
- All of this is absurd and a waste of time. Really.
- poor