

2018 Employee Opinion Survey Results

Parks and Facilities Department Results Only

2018 Total Responses: 37% return rate (114 of 303)
 2014 Total Responses: 25% return rate (81 of 329)
 2013 Total Responses: 24% return rate (71 of 291)
 2012 Response Rate: 23%

1. JOB SATISFACTION

Overall, how satisfied are you with the Carol Stream Park District as a place to work?						Satisfied & Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	0 0%	14 61%	9 39%	23	100%	100%	80.0%	88.7%	97.6%	90.1%

How satisfied are you with your immediate Supervisor?						Satisfied & Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	2 9%	7 30%	14 61%	23	91%	100%	na	na	na	na

How satisfied are you with your Department Director?						Satisfied & Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	0 0%	11 48%	12 52%	23	100%	100%	na	na	na	na

How satisfied are you with Executive Director?						Satisfied & Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	0 0%	10 43%	13 57%	23	100%	100%	na	na	na	na

Comment(s) for:

1 * Job Satisfaction

3 Responses 10 per page Update

Answer	Respondent
None	Anonymous
Overall our district has a lot of caring workers and this is especially true in the department I work directly in. Training followed by delegation are important from upper management in order to build a strong organization.	Anonymous
I love working with everyone.	Anonymous

10 per page Update

On a scale of 1-4 with 4 being the highest, how would you rate the overall morale of the Park District?						Rating of 3 and 4 Percentage					
	1	2	3	4	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	4 17%	14 61%	5 22%	23	88%	100%	na	na	na	na

Comment(s) for:

2 * Job Satisfaction

4 Responses 10 per page Update

Answer	Respondent
I hear a lot of complaints about low pay	Anonymous
There have been quite a few more levels of management added over the years. The extra layers add to our spending unless specific duties are laid out, new supervisors/managers are fully trained and they and their staff are being held accountable for their responsibilities. We've talked a lot about who should be doing what when problems arise, but perhaps if all managers took ownership of their responsibilities perhaps we would not be discussing shifting the assignments.	Anonymous

I think that each the morale in each area
 Middle managers have no clue to what goes on in day to day work of those that work directly with the public. They need to be in touch, and if they don't, allow the people who work for them, make decisions and stand behind them. Also everyone is aware of the people that don't really work, yet nothing is done about them, so the rest have to do more. Why should anyone give a hundred percent.

Anonymous
 Anonymous

10 per page Update

Occasionally small events are held to build some fun and camaraderie (potluck lunches, free throw contest, etc.). Do you agree that these events help with employee morale?

	Strongly Disagree	Disagree	Agree	Strongly Agree	Completed Responses	Agreed & Strongly Agreed Percentage					
						2018 P&F Only	2014	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	3 13%	12 52%	8 35%	23	87%	na	na	na	na	na

Comment(s) for:

3 * Job Satisfaction

3 Responses

10 per page Update

Answer	Respondent
At first these were to often, but the last 2 years it has been much better.	Anonymous
Only for the select few that can attend at those times.	Anonymous
Yes, so everyone is comfortable with each employee.	Anonymous

10 per page Update

What do you like most about working for the Carol Stream Park District?

Text answer(s) for:

4 * Job Satisfaction What do you like most about working for the Carol Stream Park District?

23 Responses

50 per page Update

Answer	Respondent
hours	Anonymous
The community	Anonymous
I have the opportunity to help people in the Carol Stream community.	Anonymous
Flexible hours	Anonymous
working together towards a common goal of the best recreation, parks and facilities that we can provide.	Anonymous
Friendly people.	Anonymous
Working with people who care and do their best, good benefits, respectful co-workers.	Anonymous
I enjoy the people I work with.	Anonymous
I like the people I work with a lot and I love the kids at the school I work at.	Anonymous
Everyone is very friendly.	Anonymous
The participants in the classes at Fountainview are wonderful to work for.	Anonymous
Its a very nice facility	Anonymous
flexibility and hours, free fitness membership	Anonymous
staff, most of them anyway	Anonymous
It's not boring and does help the community.	Anonymous
Employee friendship	Anonymous
What I like most about working for the Carol Stream park district is how close everyone is. The Carol Stream park district workers are more like family. Being able to work with people that you are close to like family makes the job(s) and environment so much more enjoyable. What I also like about the Carol Stream park district is the overall freedom	Anonymous
How easy to talk to the management is.	Anonymous
All of the employees	Anonymous
I meet new people.	Anonymous
I love the being able to work with other departments on events. I lo e getting to work with others in my community and build relationships.	Anonymous
The Schedule is built around my school schedule	Anonymous
Building a relationship with the members	Anonymous

50 per page Update

What do you like least about working for the Carol Stream Park District?

Text answer(s) for:

5 * Job Satisfaction What do you like least about working for the Carol Stream Park District?

23 Responses

50 per page Update

Answer	Respondent
it's cold	Anonymous
It's hard to live on my own with pay. I need to get second jobs to be able to pay rent and pay for food.	Anonymous
Organization	Anonymous
Rate of pay	Anonymous
staff that does not see the big picture just here for the pay check.	Anonymous
Lack of communication.	Anonymous
There are a lot of short term fixes with staff and sometimes with projects without more long term effects being considered and that hurts us in the long run. Some improvements in this area in 2018. Staff has been put into positions because they have been at CSPD rather than the best person for job.	Anonymous
That my thoughts about how a project should be done aren't always respected.	Anonymous
The pay rate.	Anonymous
I do not have any complaints.	Anonymous
Terrible communication from my immediate supervisor. Seems I am never going to be considered for new classes. Asked for feedback on why I was being passed over, and never got a clear answer from her. Just be honest if I'm doing something wrong or should do something different, just tell me. Can only assume it's personal.	Anonymous
Its a challenge to teach class in the pool area as the stereo is not always working and there is no mic	Anonymous
can't think of anything	Anonymous
angst and lack of all working as one team for the CSPD	Anonymous
Park district has rules but they bow to the public whenever someone complains. We who hold up the rules look like idiots for doing our jobs.	Anonymous
I don't have any dislikes	Anonymous
What I like least about working for the Carol Stream park district are the hours. During peak season there is never enough time to get everything done. Being able to work later would allow more tasks to get done. It would be nice if work hours changed for spring,summer and fall,winter. An alternative to the all staff meetings would be nice as well.	Anonymous
I'm pretty much fine with everything.	Anonymous
Nothing	Anonymous
I don't get as many hours as I would like.	Anonymous
n/a	Anonymous
The pay	Anonymous
Not being allowed to eat when I work a shift during dinner time and I have to come straight from school/other commitments	Anonymous

50 per page Update

2. PERSONAL OPPORTUNITIES

I feel the Park District encourages and supports my career growth.						Agree and Strongly agree Percentage					
	Strongly Disagree	Disagree	Agree	Strongly Agree	# of Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0	4	13	6	23	83%	64%	na	na	na	na

My job makes good use of my skills and abilities.						Agree and Strongly agree Percentage					
	Strongly Disagree	Disagree	Agree	Strongly Agree	# of Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0	1	13	9	23	96%	91%	na	na	na	na

I feel I am an important asset to the Carol Stream Park District and my abilities and talents are valued.						Agree and Strongly agree Percentage					
	Strongly Disagree	Disagree	Agree	Strongly Agree	# of Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0	1	13	9	23	96%	91%	na	na	na	na

Comment(s) for:

6 * Personal Opportunities

3 Responses

10 per page Update

Answer	Respondent
None	Anonymous

If your very good at something it seems you are kept there and you can be overlooked for other opportunities. Cross training is important in all departments so that all can participate in growth opportunities.
 I get multiple positive responses from my students. Even have complimentary comment cards turned in for my classes. Still not getting hired for the classes I should be considered for.

Anonymous
 Anonymous

10 per page Update

3. MISSION/PHILOSOPHY

Directors and Supervisors are leading the District according to our mission.						Agree and Strongly agree Percentage					
	Strongly Disagree	Disagree	Agree	Strongly Agree	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	1 4%	15 65%	7 30%	23	96%	100%	na	na	na	na

Comment(s) for:

7

* Mission/Philosophy Our mission states: "The mission of the Carol Stream Park District is to enrich our community by fulfilling our residents' needs for healthy, accessible, quality recreation activities, parks and facilities, and to be responsible stewards of our community resources."

4 Responses

Answer	Respondent
None	Anonymous
The lack of extended planning through the years has left the district in a very difficult situation to maintain what we own for the community. Current leadership is trying to correct the path. Stress for employees is heightened when doing more and more without adequate resources for staff or equipment, etc. That effects morale.	Anonymous
I think we're too busy working on expanding on what we have instead of focusing on making what we do have perfect.	Anonymous
Mostly directors.	Anonymous

4. COMMUNICATION AND TEAMWORK

How satisfied are you with the communication you receive from your immediate Supervisor?						Satisfied and Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	1 4%	1 4%	9 39%	12 52%	23	91%	91%	na	na	na	na

How satisfied are you with the communication you receive from your Department Director?						Satisfied and Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	0 0%	15 65%	8 35%	23	100%	100%	na	na	na	na

How satisfied are you with the communication you receive from the Executive Director?						Satisfied and Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 P&F Only	2014	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	0 0%	13 57%	10 43%	23	100%	na	na	na	na	na

How satisfied are you with the information on the Employee Portal and other communication you receive on behalf of the District?						Satisfied and Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	0 0%	16 70%	7 30%	23	100%	100%	na	na	na	na

How satisfied are you with the J.I.M. Award Program?						Satisfied and Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 P&F Only	2014	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	4 17%	13 57%	6 26%	23	83%	na	na	na	na	na

How satisfied are you with the quarterly All Staff Meetings?						Satisfied and Extremely Satisfied Percentage					
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	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 P&F Only	2014	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	6 26%	11 48%	6 26%	23	74%	na	na	na	na	na

Comment(s) for:

8 * Communication and Teamwork

5 Responses

10 per page Update

Answer	Respondent
Criteria for awards is to vague. People can be nominated for tasks that are part of their job. Most communication is good in our department.	Anonymous
Not aware of any quarterly staff meetings. Going on 2 years now.	Anonymous
Dont always get info in a timely manner regarding meetings	Anonymous
J.I.M Award: I don't like candy :) but the thought is a good one.	Anonymous
Foam fingers? Really? If you don't work 9-5 who sees you.	Anonymous

10 per page Update

My Supervisor is visible and easy to reach.

Yes Percentage

	Yes	No	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	23 100%	0 0%	23	100%	91%	na	na	na	na

My Department Director is visible and easy to reach.

Yes Percentage

	Yes	No	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	20 87%	3 13%	23	87%	64%	na	na	na	na

The Executive Director is visible and easy to reach.

Yes Percentage

	Yes	No	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	21 91%	2 9%	23	91%	46%	na	na	na	na

Comment(s) for:

9 * Communication and Teamwork

2 Responses

10 per page Update

Answer	Respondent
None	Anonymous
Jim is very approachable in and out of his office.	Anonymous

10 per page Update

5. COMPENSATION AND PERFORMANCE REVIEW PROCESS

How satisfied are you with your compensation?

Satisfied and Extremely Satisfied Percentage

	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	# of Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	5 22%	17 74%	1 4%	23	78%	64%	na	na	na	na

Comment(s) for:

10 * Compensation and Performance Review Process

4 Responses

10 per page Update

4 responses

Answer	Respondent
I love my job it's just hard to afford paying all my bills every month. I often lose more money than I earn.	Anonymous
More is always better and for all I do.....well, you know!	Anonymous
Bit underpaid, but close to home and hours work.	Anonymous
I believe I could be paid more to	Anonymous

10 per page Update

How satisfied are you with the evaluation process?

Satisfied and Extremely Satisfied Percentage

	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Have not gotten a review yet	# of Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	3 13%	13 57%	1 4%	6 26%	23	61%	91%	na	na	na	na

"In 2018 we added the "Have not gotten a review yet" category so this may be the reason why the percentage of Satisfied and Extremely Satisfied went down this year

Comment(s) for:

11 * Compensation and Performance Review Process

3 Responses

10 per page Update

Answer	Respondent
None	Anonymous
Since the approved raise is given to all this is not a merit related performance evaluation. No points system for rating the categories to improve you above another. If raise is related to performance, that has not been made clear and the reviews don't seem to be used that way. Evaluations are good for records, but communications more than once a year would help a person make corrections and improvements as well as encourage them.	Anonymous
Only a certain percentage can get superior, why is that!	Anonymous

10 per page Update

6. CULTURE AND IMAGE

Generally, employees at our District are focused on solutions rather than blame

Agree and Strongly agree Percentage

	Strongly Disagree	Disagree	Agree	Strongly Agree	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	3 13%	15 65%	5 22%	23	87%	100%	na	na	na	na

I am proud of the Park District's image in our community.

Agree and Strongly agree Percentage

	Strongly Disagree	Disagree	Agree	Strongly Agree	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	0 0%	14 61%	9 39%	23	100%	90%	na	na	na	na

Comment(s) for:

12 * Culture and Image

4 Responses

10 per page Update

Answer	Respondent
None	Anonymous
There are still a number of people who stay in the "problem" focus (old habits) and are not learning to think as problem solvers or give suggestions. Everyone does this some, but some do it a lot. Collaboration and communication is key across departments.	Anonymous
I think solutions are often blown off and certain staff do not take responsibility for things or simply blow things off rather than enforce a rule.	Anonymous
The people on the front lines yes, not higher up.	Anonymous

10 per page Update

6. BENEFITS

Please tell us how satisfied you are with the benefits that you receive.

Satisfied and Extremely Satisfied Percentage

	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 2%	1 22%	14 58%	8 17%	23	96%	82%	na	na	na	na

How satisfied are you with the revised dress code guidelines?	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	Satisfied and Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 P&F Only	2014 P&F Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 2%	3 4%	13 56%	7 35%	23	87%	91%	na	na	na	na

Comment(s) for:

13 * Benefits

3 Responses 10 per page Update

Answer	Respondent
None	Anonymous
The uniform for exercise instructors is limiting	Anonymous
Not everyone complies with dress up Monday. I think everyone should and then CQ might be have a better chance of convincing jeans for Tuesdays thru Fridays :)	Anonymous

10 per page Update

6. JOB CLASSIFICATION

Please tell us your job classification

	Full Time or Full Time Equivalent	Regular Part Time	Part Time IMRF	Part Time or Seasonal	Completed Responses
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	36 32%	13 11%	4 4%	61 54%	114

7. DEPARTMENT

Please indicate your department

	Finance and Administration	Parks and Facilities	Recreation	No response given	Completed Responses
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	17 15%	23 20%	67 59%	7 6%	114

8. Additional thoughts and feedback from staff

Text answer(s) for:

16 Thank you for taking the time to complete this survey. Please use the space below to share any other thoughts or feedback.

5 Responses 10 per page Update

Answer	Respondent
We are doing well, we can do even better together. Respect is gained through hearing and understanding one another. Also by learning how things effect each others departments and individuals "on the ground floor".Thanks for the opportunity to share.	Anonymous
I only teach a few classes at FVF, it is a nice facility and I enjoy the members.	Anonymous
Need to hire more qualified help. Pay them if you have too, and get rid of the ones just collecting a pay check. Don,t tolerate non workers only because they have been around for a long time, new people see how they don't work, so why should they. Makes it hard for those who actually care.	Anonymous
Having grown up in this town, I have enjoyed giving my time back to the park district that helped shape me into the person I am today.	Anonymous
The park district is a great place, I'd like to see more flexibility in the dress code because buying the park district apparel is rare and expensive! Thank you!	Anonymous

10 per page Update