

## 2018 Employee Opinion Survey Results

Regular Part Time 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 RPT Only	2014 RPT 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 8%	6 46%	6 46%	13	92%	90%	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 RPT Only	2014 RPT 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 23%	5 38%	5 38%	13	77%	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 RPT Only	2014 RPT 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 8%	6 46%	6 46%	13	92%	80%	na	na	na	na

How satisfied are you with Executive Director?						Satisfied & Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 RPT Only	2014 RPT 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 8%	4 31%	8 62%	13	92%	90%	na	na	na	na

**Comment(s) for:**

**1** \* Job Satisfaction

1 Responses 10 per page | Update

Answer	Respondent
People are great, pay is low.	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 RPT Only	2014 RPT 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 23%	5 38%	5 38%	13	77%	80%	na	na	na	na

**Comment(s) for:**

**2** \* Job Satisfaction

3 Responses 10 per page | Update

Answer	Respondent
Morale around me is high.. but I am a happy person. I do get a sense that morale dips with the nature of what we do... there can be times when people are overwhelmed and lacking in an upbeat attitude. I really do think everyone tries to be at their best always.	Anonymous
Work loads are regularly increased with little or no compensation or support. Heavy work load reduce overall efficiency creating a stressful work day.	Anonymous
The pay is too low	Anonymous

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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 RPT 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%	1 8%	7 54%	5 38%	13	92%	na	na	na	na	na

Comment(s) for:

3 \* Job Satisfaction

2 Responses

10 per page Update

Answer	Respondent
Somewhat. I think you have two camps, joiners and scoffers. It is nice to keep staff social... this bridges support in work tasks. It helps to shake things up a bit so staff don't take things too seriously. Our jobs are about providing fun... we should have some.	Anonymous
I agree if everyone can participate. These are mostly done during the day and only certain employees can attend.	Anonymous

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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?

13 Responses

20 per page Update

Answer	Respondent
People I work with & the children.	Anonymous
Flexibility, Jeans Days, and being part of a team.	Anonymous
The people and the flexibility.	Anonymous
It's fun interacting with customers and employees in a fun environment	Anonymous
The people serve	Anonymous
Everyone is very nice and easy to work with.	Anonymous
flexibility and hours, free fitness membership	Anonymous
The people. Proud to work for the CSPD, the overall services, programs, parks, facilities, and events are all good things for the community.	Anonymous
Love working with children	Anonymous
Employee friendship	Anonymous
I appreciate the sense of everyone being on one team.	Anonymous
I enjoy the atmosphere and the people that surround me.	Anonymous
I meet new people.	Anonymous

20 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?

12 Responses

20 per page Update

Answer	Respondent
Email and Massive group Emails... and Emails that are not pertaining to anything I do. I wish instead we had a communication forum that allowed everyone to check into and once logged onto the poster could see who viewed.	Anonymous
The pay	Anonymous
each department gets treated differently	Anonymous
None	Anonymous
Not everyone can participate in parties and in some areas there are clicks.	Anonymous
can't think of anything	Anonymous
Work load.	Anonymous
The pay	Anonymous
I don't have any dislikes	Anonymous

I don't get any business	Anonymous
I have no answer	Anonymous
The review process seems slow and doesn't give employees enough recognition for their work	Anonymous
I don't get as many hours as I would like.	Anonymous

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## 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 RPT Only	2014 RPT 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	8	3	13	85%	70%	na	na	na	na
	0%	15%	62%	23%							

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 RPT Only	2014 RPT 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	8	4	13	92%	80%	na	na	na	na
	0%	8%	62%	31%							

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 RPT Only	2014 RPT 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	6	5	13	85%	90%	na	na	na	na
	0%	15%	46%	38%							

No comments made by RPT employees

## 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 RPT Only	2014 RPT 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	7	6	13	100%	90%	na	na	na	na
	0%	0%	54%	46%							

**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."

1 Responses

Answer	Respondent
I think we could brain storm and freshen up as times change... we may have some holes in programming. Babies, Toddlers, Middle Schoolers, and pre tweeners.. moms.	Anonymous

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## 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 RPT Only	2014 RPT 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	1	7	4	13	85%	100%	na	na	na	na
	8%	8%	54%	31%							

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 RPT Only	2014 RPT 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	9	4	13	100%	80%	na	na	na	na
	0%	0%	69%	31%							

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 RPT 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	9	4	13	100%	na	na	na	na	na
	0%	0%	69%	31%							

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 RPT Only	2014 RPT 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	7	6	13	100%	90%	na	na	na	na
	0%	0%	54%	46%							

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 RPT 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.	2	1	6	4	13	77%	na	na	na	na	na
	15%	8%	46%	31%							

How satisfied are you with the quarterly All Staff Meetings?						Satisfied and Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 RPT 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	8	5	13	100%	na	na	na	na	na
	0%	0%	62%	38%							

**Comment(s) for:**

8 \* Communication and Teamwork

2 Responses 10 per page Update

Answer	Respondent
J.I.M awards seem to be given for just about anything. I think people are missing the point of the award. For example: People getting a J.I.M. award for putting stamps on envelopes is ridiculous.	Anonymous
It seems the purpose of the JIM award has been lost. Awards for doing your job (labels on envelopes) shouldn't be considered.	Anonymous

10 per page Update

My Supervisor is visible and easy to reach.				Yes Percentage					
	Yes	No	Completed Responses	2018 RPT Only	2014 RPT 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.	10	0	10	100%	100%	na	na	na	na
	100%	0%							

My Department Director is visible and easy to reach.				Yes Percentage					
	Yes	No	Completed Responses	2018 RPT Only	2014 RPT 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.	9	1	10	92%	90%	na	na	na	na
	90%	10%							

The Executive Director is visible and easy to reach.				Yes Percentage					
	Yes	No	Completed Responses	2018 RPT Only	2014 RPT 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.	7	3	10	92%	70%	na	na	na	na
	70%	30%							

**Comment(s) for:**



9 \* Communication and Teamwork

1 Responses

10 per page Update

Answer	Respondent
Other are not visible, but if I needed to reach them I could pretty easily.	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 RPT Only	2014 RPT 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 23%	8 62%	2 15%	13	77%	50%	na	na	na	na

Comment(s) for:

10 \* Compensation and Performance Review Process

2 Responses

10 per page Update

Answer	Respondent
It would be more satisfying to make more money... flexibility is compensating for monetary.	Anonymous
I disagree with the district position wage comparison.	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 RPT Only	2014 RPT 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 15%	3 23%	3 23%	5 38%	13	46%	70%	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

1 Responses

10 per page Update

Answer	Respondent
It is hard to make and achieve goals because there is not much free time to develop, or work on new ideas, programs or events. A heavy work load doesn't leave room for anything new. There are a lot of new ideas that go around, but not a lot of time to put them into action.	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 RPT Only	2014 RPT 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 8%	8 62%	4 31%	13	92%	60%	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 RPT Only	2014 RPT 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%	8 62%	5 38%	13	100%	80%	na	na	na	na

Comment(s) for:

12 \* Culture and Image

2 Responses 10 per page Update

Answer	Respondent
I think staff work really hard to get programs pulled together.	Anonymous
The park district is successful because of the amazing people working hard everyday to make things work. Great people, good leaders. Just a ton of work per person to get it done. Employee burnout.	Anonymous

10 per page Update

## 6. BENEFITS

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

	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	Satisfied and Extremely Satisfied Percentage					
						2018 RPT Only	2014 RPT 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%	0 22%	9 58%	4 17%	13	100%	60%	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					
						2018 RPT Only	2014 RPT 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 4%	8 56%	4 35%	13	92%	60%	na	na	na	na

No comments were made by RPT employees

## 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.

4 Responses 10 per page Update

Answer	Respondent
I think CSPD is a group of dedicated people.	Anonymous
Would like to see more involvement in team building at different hours, not just for the day time people	Anonymous
The park district is a great place to work and there are many wonderful people that work here.	Anonymous
I will say the holiday's for our department were ignored and it was hard to see how other departments were making an effort to get together and celebrate.	Anonymous
Good place to work. A lot of really great people. Just a ton of work behind the scenes.	Anonymous

10 per page Update