

North St. Paul Staff Development Satisfaction Evaluation

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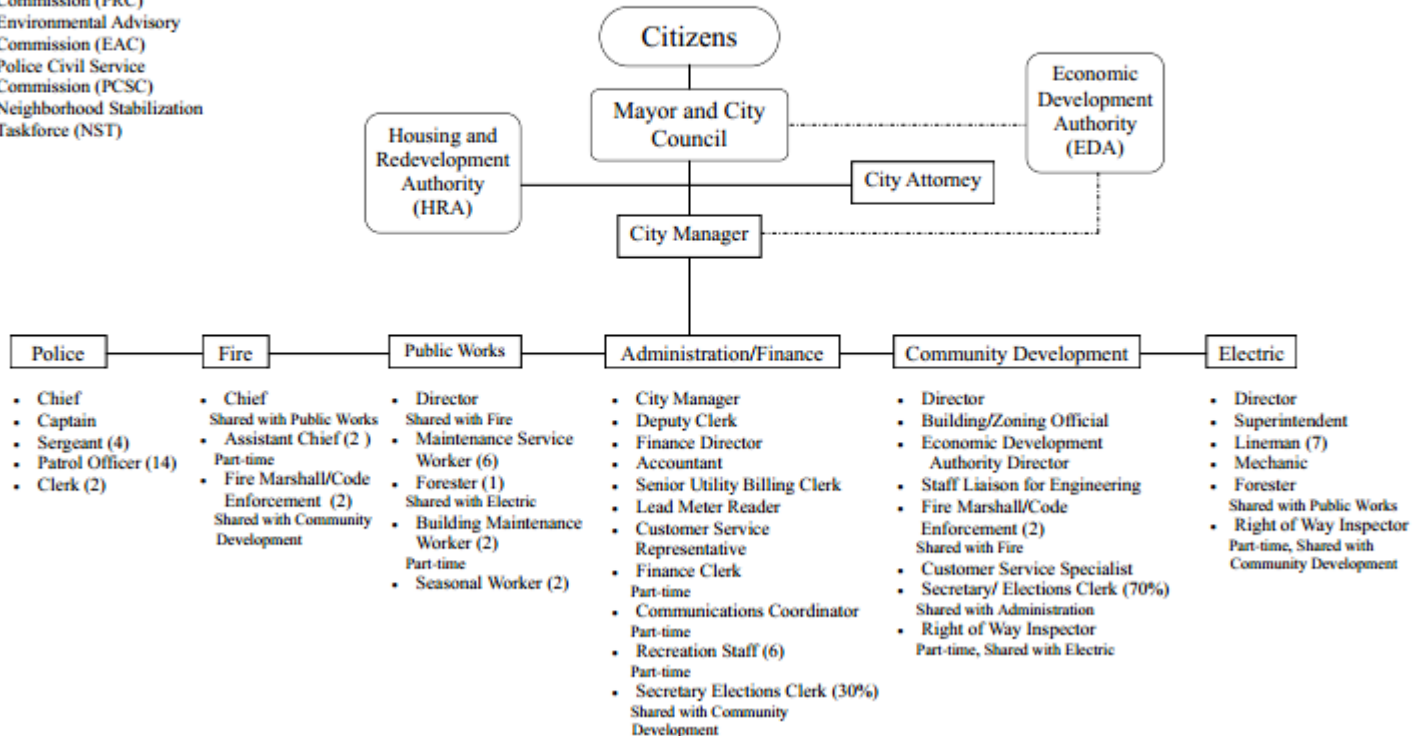
University of Minnesota

Introduction

- Advisory Commissions
- Planning Commission (PC)
 - Design and Historical Review Commission (DHRC)
 - Parks and Recreation Commission (PRC)
 - Environmental Advisory Commission (EAC)
 - Police Civil Service Commission (PCSC)
 - Neighborhood Stabilization Taskforce (NST)



Staffing Chart



Purpose

A) Problems

- 1) Inadequate staff retention.
- 2) No current system for staff development.

B) Solution

- 1) Conduct evaluation to inform and promote measures for improvement.

Evaluation Design

Design

Developmental; formative

One-group pretest post-test

Advisory Group

City manager, city workers (volunteer or nominated)

Stakeholders

Primary (city staff, management, city council)

Secondary (North St. Paul citizens)

Tertiary (future staff and citizens)

Key Questions

1. In what ways are staff satisfied with their salaries and opportunities for advancement? In what ways are they dissatisfied?
2. In what ways are staff satisfied or dissatisfied with their work environment?
3. To what extent do employees value staff development efforts?
4. To what extent do staff feel like they are valued in the workplace?

Types of Data

Question 1

- A) Degree of satisfaction with salary and opportunities for advancement
- B) Aspects of salaries and opportunities that are satisfying/dissatisfying

Question 2

- A) Degree of satisfaction with work environment (safety, relations with coworkers, work hours, etc.)
- B) Aspects of work environment that are satisfying/dissatisfying.

Types of Data (Cont.)

Question 3

- A) Extent to which staff value staff development efforts
- B) Descriptions of types of professional development opportunities that exists and participation rates

Question 4

- A) Extent to which staff feel valued

Sources of Data

- 1) City Staff
- 2) Department Heads

Methods of Data Collection

- 1) Survey: Distributed to all staff
- 2) Stratified sampling: In-depth interviews with randomly selected staff from every department.

Conclusion

We hope to...

- 1) Assess the need for a staff development program.
- 2) Determine what the staff wants in a development program.
- 3) Inform management of the state of staff satisfaction.
- 4) Lead management to methods of improving satisfaction.