

City of Manistee Exit Interview (Revised January 2015)

Introduction and Data Practices Advisory

The purpose of this survey is to gather information in an effort to identify issues and improve the City's employment practices and work environment which the City hopes will improve employee retention. The City is committed to providing a positive work environment for its employees.

Please complete each of the questions contained in the survey, choosing the answer that best reflects your experiences and opinions. The survey should take approximately 10-15 minutes to complete.

By completing this survey you are being asked to supply private or confidential information about yourself. You are being asked to complete the survey to help the City understand what factors led to your decision to terminate your employment. Your responses will be placed into a database which will be analyzed for trends so the City may determine what actions, if any, can be taken to improve employee retention and reduce turnover.

Your participation in this survey is voluntary. There will be no adverse consequences should you decline to participate.

The following personnel may have access to the information you supply as part of the exit interview:

A. Your Individual Responses

1. Staff from the City of Manistee Personnel Committee. (**Note:** Under certain policies and regulations, Personnel Committee staff may be required to share information with certain administrators from your department who have a need to know. Examples would include alleged policy violations, illegal activity, etc.)
2. Persons or entities authorized by state or federal law.

B. Summary Data Compiled from All or a Subset of Survey Respondents

1. Staff from the City of Manistee Personnel Committee.
2. Appropriate supervisors and administrators from City departments.
3. Policy Makers including Elected Officials.
4. Persons or entities authorized by state or federal law.

By proceeding, you acknowledge that you have read and understand the information outlined above and agree to supply some or all of the information requested in the questions contained within the Exit Interview.

Section I – Demographics - Please provide some personal information about yourself including job title, length of service with the City and the department you are leaving.

1. Employee Name (Optional):

2. Job Title:

3. Last Date of Employment:

4. Gender (Optional):

- Female
- Male

5. Race/Ethnicity (If you are multi-racial, please select one race you most closely identify with (Optional)):

- Asian or Pacific Islander
- American Indian or Alaskan Native
- Black
- Hispanic
- White

6. Length of Service:

- Under 2 years
- 2 but less than 5 years
- 5 but less than 9 years
- 10 but less than 15 years
- Over 16 years

7. Most Recent Department:

- Assessor (If you select this response go to question 11)
- Attorney (If you select this response go to question 11)
- City Clerk (If you select this response go to question 11)
- City Manager (If you select this response go to question 11)
- Community Planning & Economic Development (If you select this response go to question 9)
- Finance (If you select this response go to question 11)
- Fire/EMS (If you select this response go to question 11)
- Property Management/Inspection (If you select this response go to question 11)
- Information Technology (IT) (If you select this response go to question 11)
- Police (If you select this response go to question 11)
- Public Works (If you select this response go to question 8)

8. If you are leaving the Department of Public Works, what division did you last work?

- Administration
- Fleet Services
- Solid Waste and Recycling Services
- Surface Water and Sewers
- Traffic and Parking Services
- Transportation Maintenance and Repair
- Transportation, Planning and Engineering
- Water Treatment and Distribution Services

9. If you are leaving the Department of Community Planning and Economic Development (CPED), what division/work unit did you last work?

- Administration
- Business Development
- Business Licensing
- Community Planning, Art and Research
- Construction Code Services
- Development Review - Customer Service Center
- Employment and Training
- Land Use, Design and Preservation

- Residential Finance
- Residential Real Estate Development
- Zoning Administration

10. **If you are leaving the Department of Public Safety, what division/work unit did you last work?**

- Administration
- Animal Control
- Fire Inspection Services
- Housing Inspection Services
- Blight/Problem Properties
- Traffic Control

Section II - Satisfaction - Please comment on how satisfied you were with various aspects of your job.

11. **Physical Work Environment** – Please rate your level of satisfaction with the following characteristics of the physical work environment. Also, indicate if the characteristic was a factor in your decision to leave the City of Manistee.

❖ **Office/Work station**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Staff facilities (lunch room, restroom, etc.)**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Work Location (City Hall, Public Service Center, Precinct, Fire Station, Public Works Building, etc.)**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

12. **Training and Development** - Using the rating scale below, how would you rate the following six items? Also indicate if the item was a factor in your decision to leave the City.

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **On the job training**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Management support for career development**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Recognition for achievements**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Performance evaluations**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Opportunities for advancement in the Department you are leaving**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Opportunities for advancement in the City**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

13. **Most Recent Position** - Please rate your level of satisfaction with your last position. In addition, please indicate if this was a factor in your decision to leave the City of Manistee.

❖ **Understanding of my role and responsibilities in the department**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Variety of work required in the job**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Work Schedule (Hours of Work)**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Ability to provide input into issues that affected my job**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

14. **Most Recent Department** - Please rate your level of satisfaction with the following characteristics of the department where you last worked. In addition, indicate if the item was a factor in your decision to leave the City of Manistee.

❖ **Communication of department goals**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Communication of department policies and procedures**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Communication of decisions affecting you and your job**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Management commitment to diversity**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Treatment from coworkers**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Level of cooperation and teamwork *within* the department**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Level of cooperation and teamwork with *other* departments**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Policy Compliance – Management Adherence to the Ethics in Government Code**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

15. **Immediate Supervisor** – Please rate your level of satisfaction with your immediate supervisor on the various items included in this section. In addition, indicate if the item was a factor in your decision to leave the City of Manistee.

❖ **Demonstrated fair and equal treatment**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure:

❖ **Addressed complaints and/or concerns**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure:

❖ **Welcomed suggestions**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure:

❖ **Gave clear instructions**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure:

❖ **Fostered a productive work environment**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure:

❖ **Provided frequent feedback on job performance**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure:

❖ **Consistently applied policies and procedures**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure:

❖ **Made good use of your skills/abilities**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied

Check if this is a factor in your departure:

Please provide the name of your supervisor:

16. **Performance Reviews** - When was your last performance review?

- Less than 1 year ago
- 1-2 years ago
- Over 2 years ago
- Never

17. **Salary & Benefits (Total Compensation)** - On a scale of 1 to 4, how would you rate the following? Also indicate if the item was a factor in your decision to leave the City of Manistee.

❖ **Salary**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Health Insurance**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Dental Insurance**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Wellness Programs**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

❖ **Retirement Benefits**

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

Section III – Employee Retention Strategies - The next questions focus on employee retention and will help the City understand what strategies it may take to retain its most valuable resource; its employees.

18. **Please identify up to the top three reasons you are leaving the City of Manistee:**

- Different position

- Excessive workload
- Family circumstances
- Health reasons
- Lack of recognition
- Lack of training opportunities
- Promotional opportunities
- Relocation
- Retirement
- Salary/Wage
- Supervisor
- Work location
- Work schedule (shifts)
- Work/Life balance
- Workplace culture and values
- Other (please specify)

19. **What is your primary reason for leaving the City of Manistee?**

20. **What could have been done to keep you from leaving the City of Manistee?**

21. **If accepting a position with a different employer, what does the new job offer you that your job at the City of Manistee does not?**

Section IV - Final Comments – To complete the exit interview; please answer the last four questions.

22. **Would you work for the City of Manistee again in the future?**

Yes No

23. **Would you recommend employment with the City of Manistee to a friend or relative?**

Yes No

24. **Overall Work Experience** - On a scale of 1 to 4, how would you rate your overall experience working for the City of Manistee? Also indicate if the item was a factor in your decision to leave the City.

1 - Very Dissatisfied 2 - Somewhat Dissatisfied 3 - Somewhat Satisfied 4 - Very Satisfied Check if this is a factor in your departure

25. **Closing Question** – Do you have any additional information you are willing to share with us?

Conclusion - Thank you for your time and consideration. Your responses are important and will assist the City of Manistee in improving employment practices and the work environment.