2020 Employee Survey
## Qualitative Summary

prepared by:

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(1) All comments are reviewed and categorized based on any re-occurring themes that are found

(2) The comments are then grouped into the overarching themes and analyzed to identify common subtopics

(3) We then selected quotes that are representative of the main ideas present within the category

(4) Notes are written to complement these comments and provide further context to the feedback
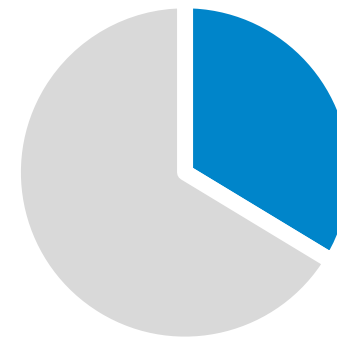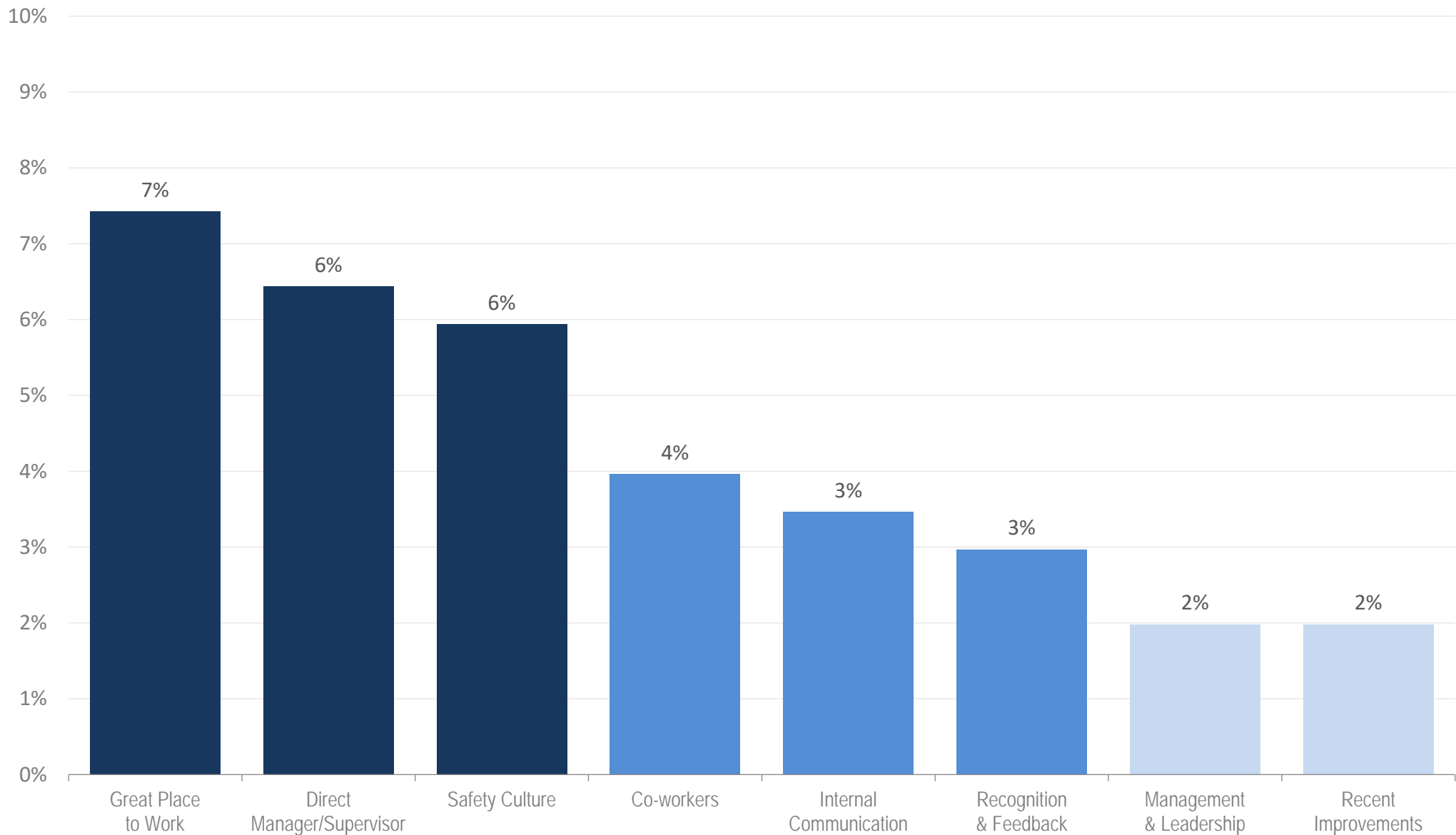
Positive Feedback

Positive Feedback Overview

- Employees at my company often describe it as a great place to work, especially within its industry

- Many comments highlight strong working relationships within teams and a positive opinion of team leaders and supervisors

- Direct supervisors are frequently cited as a source of satisfaction and example of leadership

- my company is considered a positive work environment with a culture that emphasizes employee safety

Positive Feedback (major themes)

- The following graph summarizes the main positive themes from the main body of the survey
- The %s shown represent the # of comments divided by the total # of survey respondents

Great Place to Work	7%
Direct Manager/Supervisor	6%
Safety Culture	6%
Co-workers	4%
Internal Communication	3%
Recognition & Feedback	3%
Management & Leadership	2%
Recent Improvements	2%

Great Place to Work

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"my company is an excellent place to work, great organization, great people!"

"Our organization as a whole is a great place to work."

"Excellent place to work!"

"Working at my company is awesome. I truly believe that coming to work each day is an opportunity - not an obligation."

"If the atmosphere stays at is has been, then I'll retire at my company."

"I am very happy and I look forward to coming to work every day!"

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"My supervisor is great and is very supportive of everyone on our team."

"My supervisor is fantastic and very supportive. We communicate and work well together. I enjoy working with my supervisor."

"My boss works hard and takes the time to understand various perspectives.'

"I have excellent support from supervisors when it comes to doing what I want or feel needs to be done at my job."

"My immediate supervisor is a model to which all supervisors should aspire."

Work Environment & Safety Culture

"my company deserves high marks for safety."

"I think my company takes safety very seriously and wants everyone to be safe."

"The safety team does a great job."

"Health and safety have never been an issue in the 11 plus years I have worked here."

"Big emphasis on safety!"

"I appreciate some of the new campaigns and attitude around safety reporting, for example. This is welcomed by staff. Great work!"

Improvement Areas

Improvement Area Overview

- Across my company information sharing and collaboration are seen as areas for improvement

- Comments express a sense of uncertainty over the direction of my company

- While overall teamwork is strong, many commenters believe poor performers are not adequately held to account

- Some comments describe a culture of favouritism that hurts morale

- Staff would like more opportunities for feedback and recognition of those who go above and beyond in their duties

Improvement Areas (major themes)

- The following graph summarizes the main improvement area themes from the main body of the survey
- The %s shown represent the # of comments divided by the total # of survey respondents

Transparency & Info Sharing

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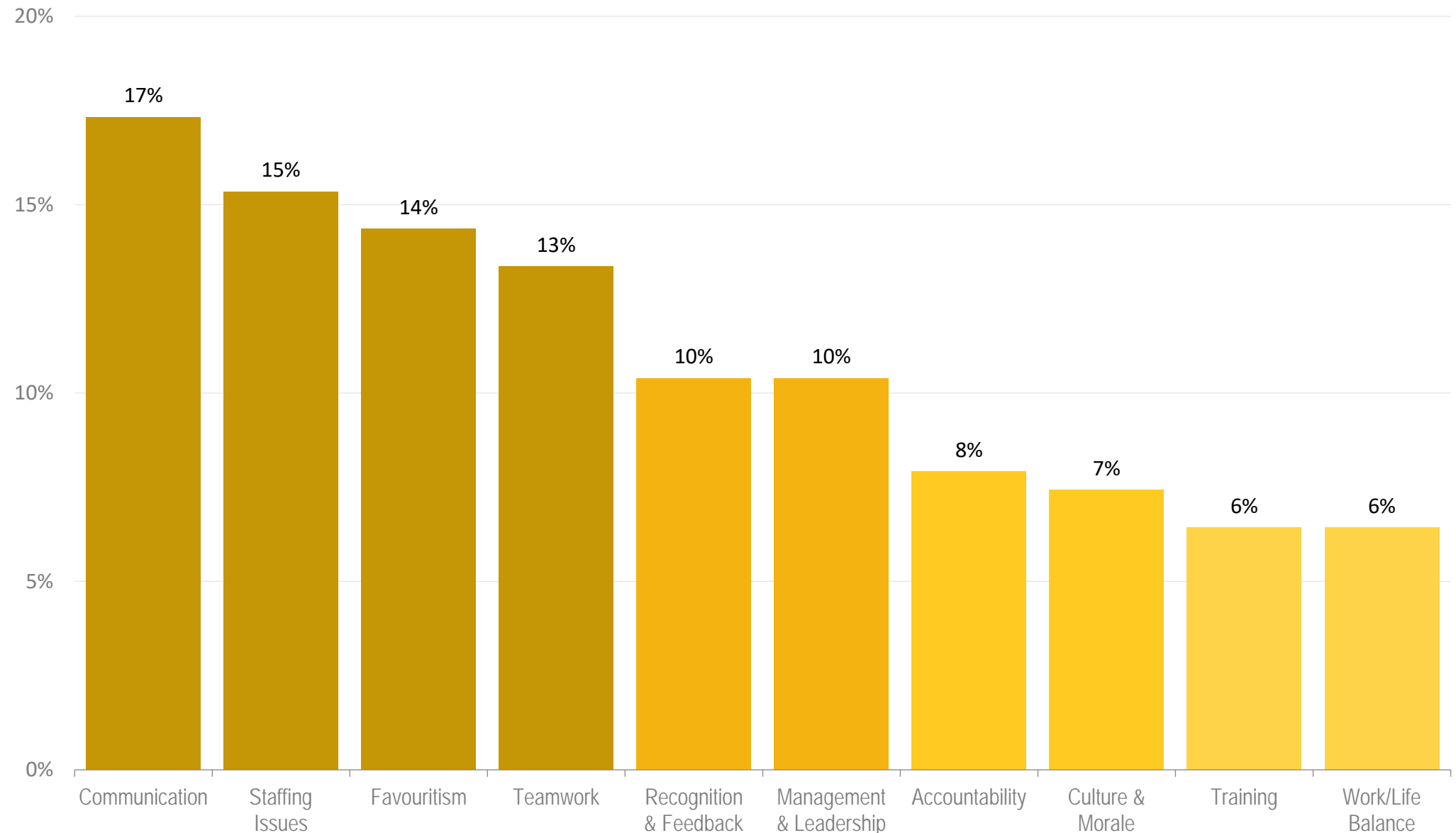
"The communications gap between SLT and the rest of us seems to be getting wider."

"As an organization, we don't do a great job at keeping people informed about what is impacting them, particularly with structural changes."

"More effort should be given to improving communication and teamwork between crews as well as between management and lower level employees."

"There is a tangible lack of transparency around important internal issues which greatly impacts the staff's ability to trust my company's direction."

Staffing Issues

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"I'm not sure there are enough discussions and action plans put in place to ensure we retain the people we hire."

"Over the last couple of years I have seen positions filled by employees who are not the most qualified and experienced."

"The organization should work more on trying to retain skilled and motivated employees."

"Managing of poor performers has been an ongoing issue."

"They are not hiring as many people for work outside the terminal so the people there are stretched in too many directions to do good quality work."

Favouritism

"Hiring practices at my company seem to revolve around who you know rather than qualifications and/or experience."

"There still seems to be a sense of people being singled out for a job posting. No matter who else applies, that person will get the job."

"There is an atmosphere of division among co-workers between those management "likes" and those that they "don't like" across all of my company."

"I feel that there is inequality between unionized and excluded employees."

"I have seen highly qualified people be passed over for promotion and advancement because they are not favored by the Senior Manager."

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"The lack of teamwork between departments is one of the biggest and most frustrating issues I face at work on a day-to-day basis."

"Each department is an island."

"I often experience feelings of us vs them within the workplace."

"It can be very difficult to get cooperation from other departments."

"A lot of internal politics here, still lack of cooperation or collaboration between departments."