



THE NESTM
The National Employee SurveyTM

Los Alamos County, NM

Comparisons by Employment Characteristics

2020



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Interpreting the Results

The tables on the following pages display breakdowns of The National Employee Survey™ (The NES) results by respondent employment characteristics. The percentages shown in each table are the “percent positive,” which was created by combining the most favorable response options (i.e., “strongly agree” and “somewhat agree” or “excellent” and “good”). The full set of responses to each question, including “don’t know,” can be found under separate cover in the *Technical Appendices*.

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between employee subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey. The total number of employees who completed a survey was 274. However, the number of respondents in each subgroup is much smaller, so differences in ratings among subgroups should be interpreted cautiously even though statistical testing was performed.

Notable differences between respondent employment characteristics included the following:

- Few differences by exemption status, employment status, and work shift were observed.
- By management status, non-managers tended to give lower rating than managers, especially when rating aspects of their workgroup. Non-managers provided less favorable ratings of their workgroups than managers in the areas of relationships, communication, and collaboration among staff. They were also more critical of compensation and benefits overall.

Comparisons of Survey Results by Management Status, Exemption Status, Employment Status and Shift

Table 1: Question 1 by Management Status, Exemption Status, Employment Status and Shift

Percent "very" or "somewhat" likely	Management status		Exemption status		Employment status		Work shift		County overall
	Manager	Non-manager	Exempt	Non-exempt	Full time	Part time	Day	Evening/night	
How likely or unlikely you are to recommend working for Los Alamos County to someone who asks?	98%	95%	98%	93%	95%	100%	96%	93%	94%

Table 2: Question 2 by Management Status, Exemption Status, Employment Status and Shift

Please rate the extent to which you agree or disagree with the following statements about your job working for Los Alamos County. (Percent "strongly" or "somewhat" agree)	Management status		Exemption status		Employment status		Work shift		County overall
	Manager	Non-manager	Exempt	Non-exempt	Full time	Part time	Day	Evening/night	
Overall, I am satisfied with my job	92%	91%	92%	90%	91%	85%	90%	79%	90%
Overall, I feel positive about working for Los Alamos County	89%	92%	90%	90%	90%	89%	91%	85%	89%
Overall, I think Los Alamos County is a good employer	94%	92%	95%	89%	92%	95%	96%	79%	91%
I plan on working for this organization a year from now	91%	98%	93%	98%	96%	94%	96%	92%	96%
I feel that my workload is manageable most of the time	77%	89%	80%	90%	84%	100%	90%	100%	86%
On average, I could take on a heavier workload than I currently have	22%	49%	32%	49%	38%	65%	43%	79%	41%
I gain satisfaction from my current job responsibilities	92%	87%	90%	89%	89%	85%	90%	71%	89%
I feel positively challenged in my current job	88%	82%	85%	83%	85%	80%	85%	71%	84%
The mission and vision of Los Alamos County make me feel my job is important	82%	81%	85%	77%	81%	88%	83%	75%	81%
I have good friends at work	89%	87%	86%	87%	88%	90%	89%	92%	88%
I know what is expected of me at work	86%	95%	87%	96%	91%	100%	94%	86%	91%
I have the opportunity to do what I do best every day at work	84%	89%	85%	88%	86%	95%	90%	79%	85%
My values match or fit with the values of this organization	88%	93%	90%	92%	90%	94%	91%	85%	90%
My co-workers are committed to doing quality work	93%	82%	91%	79%	83%	95%	86%	71%	82%
I have received recognition or praise for doing good work in the last seven days	72%	68%	67%	71%	68%	65%	72%	45%	67%
In the last six months, someone at work has talked to me about my progress	79%	73%	78%	71%	76%	56%	70%	64%	73%

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Table 3: Question 3 by Management Status, Exemption Status, Employment Status and Shift

Please rate the quality of each of the following aspects of Los Alamos County. (Percent "excellent" or "good")	Management status		Exemption status		Employment status		Work shift		County overall
	Manager	Non-manager	Exempt	Non-exempt	Full time	Part time	Day	Evening/night	
The working relationships at Los Alamos County overall	79%	78%	75%	78%	75%	95%	77%	57%	75%
Communication among all staff overall	62%	58%	56%	62%	57%	68%	59%	50%	57%
Collaboration among all staff overall	65%	65%	64%	65%	61%	84%	65%	46%	62%
The work being done at Los Alamos County overall	83%	79%	84%	77%	80%	95%	82%	71%	79%
Overall staff morale	62%	60%	64%	58%	59%	74%	62%	43%	59%
Los Alamos County's reputation among staff	69%	68%	72%	65%	66%	89%	70%	77%	67%
A respectful atmosphere	79%	73%	77%	73%	73%	89%	77%	69%	74%
Communicating standards of ethical behavior	84%	71%	79%	70%	75%	79%	77%	57%	75%
Modeling standards of ethical behavior	77%	73%	74%	73%	72%	83%	75%	57%	72%
Maintaining a work environment that is free of violence or harassment	88%	80%	83%	82%	82%	83%	83%	69%	81%
Maintaining a work environment that is free of drug or alcohol abuse	94%	90%	93%	89%	92%	89%	92%	92%	91%
Work-life balance for staff	72%	79%	71%	80%	75%	84%	79%	77%	75%
Clarity of staff roles and responsibilities	74%	67%	69%	71%	69%	78%	73%	57%	69%
Employee appreciation	70%	62%	68%	60%	63%	61%	70%	50%	62%
Effectiveness of meetings and meeting schedule	65%	57%	66%	55%	60%	67%	56%	42%	59%
The overall skill set of staff	85%	86%	88%	82%	83%	100%	84%	79%	84%
Accuracy of performance evaluations	71%	70%	71%	68%	67%	85%	71%	50%	67%
Compensation (salary, benefits and incentives/bonuses) compared with similar opportunities	84%	67%	81%	63%	72%	56%	76%	46%	70%
Benefits overall (vacation, sick leave, health care, retirement plan, etc.)	91%	80%	91%	76%	85%	75%	86%	67%	84%
Connection between compensation and performance	70%	65%	70%	62%	67%	61%	72%	38%	65%
Dealing with low-performing employees	40%	35%	38%	38%	36%	50%	48%	23%	37%
Recognizing high-performing employees	65%	53%	63%	51%	55%	73%	57%	57%	56%
Defining performance objectives	67%	65%	64%	67%	64%	76%	71%	62%	64%
Applying discipline fairly and consistently	61%	48%	57%	48%	50%	76%	58%	36%	51%
Supporting continual learning and development	81%	71%	76%	71%	73%	78%	76%	62%	73%
Availability of opportunities for employees to develop knowledge and skills	82%	72%	76%	74%	74%	68%	78%	62%	73%
Coaching or mentoring employees	61%	58%	59%	57%	57%	68%	62%	62%	57%
Opportunities for promotion	59%	46%	57%	43%	50%	59%	56%	38%	49%
Opportunities to develop a career path	67%	54%	63%	53%	58%	65%	64%	54%	57%
Work schedule flexibility	76%	72%	75%	69%	72%	65%	73%	62%	71%
Availability of necessary materials, resources and equipment to do the job effectively	88%	80%	87%	79%	83%	72%	81%	62%	83%
Providing individual and group work spaces to do the job effectively	91%	83%	89%	81%	85%	83%	83%	62%	84%

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Table 4: Question 4 by Management Status, Exemption Status, Employment Status and Shift

Please rate the quality of each of the following aspects of your workgroup. (Percent "excellent" or "good")	Management status		Exemption status		Employment status		Work shift		County overall
	Manager	Non-manager	Exempt	Non-exempt	Full time	Part time	Day	Evening/night	
The working relationships in my work group overall	95%	83%	89%	84%	87%	85%	88%	79%	86%
Communication among all staff in my work group overall	88%	73%	80%	75%	77%	80%	81%	64%	77%
Collaboration among all staff in my work group overall	91%	77%	81%	79%	80%	89%	84%	62%	79%
The quality of work being done in my work group overall	95%	89%	92%	89%	91%	90%	90%	93%	90%
Overall staff morale in my work group	84%	70%	77%	71%	72%	85%	75%	57%	72%

Table 5: Question 5 by Management Status, Exemption Status, Employment Status and Shift

Please rate each of the following aspects of your SUPERVISOR'S performance. (Percent "excellent" or "good")	Management status		Exemption status		Employment status		Work shift		County overall
	Manager	Non-manager	Exempt	Non-exempt	Full time	Part time	Day	Evening/night	
Fostering an atmosphere of mutual trust and confidence	85%	76%	78%	77%	76%	75%	73%	57%	75%
Promoting a positive working relationship among work group members	86%	78%	80%	78%	77%	85%	77%	64%	76%
Providing specific, constructive feedback that helps improve performance	79%	71%	73%	71%	71%	65%	69%	57%	69%
Working together with employees to set goals	78%	75%	75%	74%	73%	75%	72%	62%	72%
Communicating expectations of employees	80%	74%	75%	75%	73%	83%	70%	62%	73%
Informing employees about decisions that impact work	80%	73%	78%	73%	72%	84%	75%	62%	72%
Providing recognition for doing good work	82%	70%	74%	72%	73%	60%	71%	62%	72%
Treating employees with respect	91%	83%	86%	84%	83%	90%	80%	79%	83%
Welcoming employee involvement in decision-making	84%	71%	79%	72%	73%	74%	73%	69%	73%

Table 6: Question 6 by Management Status, Exemption Status, Employment Status and Shift

Please rate the quality of each of the following aspects of Los Alamos County's executive leadership (department directors). (Percent "excellent" or "good")	Management status		Exemption status		Employment status		Work shift		County overall
	Manager	Non-manager	Exempt	Non-exempt	Full time	Part time	Day	Evening/night	
Communicating an inspiring vision	63%	64%	65%	60%	61%	76%	64%	57%	61%
Clarity of strategic direction, goals and objectives	73%	65%	70%	65%	66%	80%	71%	62%	66%
Strength of shared understanding among employees of what the organization is supposed to do	74%	69%	72%	69%	69%	76%	74%	62%	68%
Communicating information in a timely manner	70%	65%	70%	65%	65%	82%	67%	54%	65%
Communicating information that helps employees to understand the problems and issues facing the County	66%	61%	64%	62%	61%	76%	62%	62%	62%
Encouraging employees to come up with innovative solutions to problems	66%	62%	65%	61%	62%	71%	67%	57%	61%
Listening to employee opinions	68%	55%	64%	54%	58%	69%	62%	50%	57%
Speed of response to important issues or change	61%	62%	66%	57%	59%	69%	64%	57%	59%
Modeling a high standard	76%	70%	75%	69%	71%	71%	73%	57%	70%
Managing costs responsibly and logically	82%	73%	78%	72%	74%	81%	72%	75%	74%
Overall level of confidence in the leadership of Los Alamos County	76%	71%	75%	70%	71%	78%	74%	69%	70%

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Table 7: Question 7 by Management Status, Exemption Status, Employment Status and Shift

Please rate the QUALITY of each of the following support services in Los Alamos County. (Percent "excellent" or "good")	Management status		Exemption status		Employment status		Work shift		County overall
	Manager	Non-manager	Exempt	Non-exempt	Full time	Part time	Day	Evening/night	
Custodial cleaning services	91%	80%	90%	78%	83%	84%	87%	50%	84%
Maintenance and repair services	66%	66%	71%	62%	65%	82%	66%	50%	67%
Facilities management services overall	61%	67%	68%	60%	63%	83%	64%	36%	65%
Fleet maintenance services overall	85%	77%	85%	72%	79%	91%	81%	54%	80%
Recruitment services	64%	66%	69%	62%	65%	67%	64%	33%	65%
Benefits administration	87%	83%	87%	83%	84%	94%	86%	83%	84%
Training services	74%	70%	70%	70%	68%	83%	71%	62%	68%
Human resources services overall	66%	71%	70%	69%	69%	78%	69%	50%	68%
Radio systems	68%	71%	78%	63%	65%	88%	71%	57%	65%
Telephone systems	80%	72%	78%	68%	73%	76%	77%	71%	73%
Network services	79%	67%	77%	66%	71%	75%	71%	71%	70%
Application services	72%	69%	75%	64%	70%	75%	70%	54%	69%
Desktop / Help Desk services	69%	72%	71%	72%	70%	86%	74%	69%	71%
General information technology (IT) services overall	64%	71%	69%	68%	68%	76%	68%	85%	68%
Procurement services overall	63%	77%	67%	77%	72%	75%	71%	67%	71%
Finance services overall (which could include payroll, budgeting, etc.)	84%	82%	84%	79%	82%	93%	81%	62%	82%
Warehouse services overall	74%	82%	78%	79%	78%	89%	80%	92%	79%
Risk management (worker's comp and safety) services overall	80%	70%	74%	70%	73%	80%	81%	67%	72%
Attorney's Office services overall	89%	85%	84%	88%	87%	88%	93%	78%	86%
Overall County internal services	75%	77%	77%	75%	77%	73%	78%	75%	76%

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Table 8: Question 8 by Management Status, Exemption Status, Employment Status and Shift

Please rate the TIMELINESS of each of the following support services in Los Alamos County. (Percent "excellent" or "good")	Management status		Exemption status		Employment status		Work shift		County overall
	Manager	Non-manager	Exempt	Non-exempt	Full time	Part time	Day	Evening/night	
Custodial cleaning services	86%	81%	88%	78%	82%	89%	84%	64%	83%
Maintenance and repair services	55%	64%	61%	61%	59%	75%	59%	43%	60%
Facilities management services overall	53%	61%	62%	52%	56%	81%	56%	29%	58%
Fleet maintenance services overall	82%	82%	82%	79%	80%	82%	83%	58%	79%
Recruitment services	68%	62%	71%	61%	65%	53%	65%	42%	64%
Benefits administration	92%	87%	92%	86%	89%	87%	93%	83%	87%
Training services	79%	75%	80%	73%	75%	81%	76%	62%	74%
Human resources services overall	66%	77%	75%	71%	71%	79%	72%	67%	70%
Radio systems	65%	75%	76%	66%	67%	88%	70%	58%	67%
Telephone systems	80%	75%	81%	71%	76%	75%	80%	77%	76%
Network services	73%	71%	75%	71%	72%	61%	76%	69%	71%
Application services	70%	71%	73%	70%	71%	70%	74%	54%	71%
Desktop / Help Desk services	62%	71%	65%	71%	68%	75%	68%	69%	68%
General information technology (IT) services overall	65%	69%	67%	68%	68%	72%	69%	85%	68%
Procurement services overall	55%	76%	59%	74%	66%	82%	68%	75%	66%
Finance services overall (which could include payroll, budgeting, etc.)	83%	83%	85%	78%	81%	94%	82%	75%	81%
Warehouse services overall	78%	83%	80%	79%	79%	80%	80%	91%	78%
Risk management (worker's comp and safety) services overall	84%	74%	82%	71%	77%	75%	82%	67%	77%
Attorney's Office services overall	81%	80%	77%	85%	80%	88%	88%	75%	80%
Overall County internal services	76%	75%	77%	76%	76%	80%	84%	80%	75%