

THE NESTM

The National Employee SurveyTM

Los Alamos County, NM

Comparisons by Demographic 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 demographic 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.

Overall, few differences were observed by respondent demographics; differences of note included the following:

- As employee tenure increased, ratings tended to decline. For example, about half of employees who had worked for the County more than 10 years felt positive about the collaboration among staff compared to three-quarters of employees who had worked at the County for five or fewer years. Employees with longer tenure also tended to be more critical of aspect of employee-supervisor relationships.
- Employees who identified as Hispanic and/or other race gave lower ratings in the areas of development (i.e., supporting continual learning and development and availability of opportunities for employees to develop knowledge and skills) than employees who identified as non-Hispanic white.

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Table 1: Question 1 by Sociodemographics

Percent "very" or "somewhat" likely	Do you live in Los Alamos County?		What is your race?		What is your gender?		What is your age range?			How many years have you worked for Los Alamos County?			County overall
	Yes	No	White alone, not Hispanic	Hispanic and/or other race	Male	Female	30 years or younger	31 to 50 years	Over 50 years	5 years or less	6 to 10 years	More than 10 years	
How likely or unlikely you are to recommend working for Los Alamos County to someone who asks?	95%	96%	95%	96%	94%	96%	100%	94%	98%	99%	92%	93%	94%

Table 2: Question 2 by Sociodemographics

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)	Do you live in Los Alamos County?		What is your race?		What is your gender?		What is your age range?			How many years have you worked for Los Alamos County?			County overall
	Yes	No	White alone, not Hispanic	Hispanic and/or other race	Male	Female	30 years or younger	31 to 50 years	Over 50 years	5 years or less	6 to 10 years	More than 10 years	
Overall, I am satisfied with my job	89%	92%	88%	93%	90%	91%	85%	92%	93%	91%	94%	89%	90%
Overall, I feel positive about working for Los Alamos County	88%	93%	88%	92%	91%	89%	88%	92%	91%	93%	94%	85%	89%
Overall, I think Los Alamos County is a good employer	92%	95%	94%	92%	91%	93%	88%	92%	97%	93%	92%	92%	91%
I plan on working for this organization a year from now	94%	98%	95%	98%	98%	92%	96%	98%	93%	97%	94%	96%	96%
I feel that my workload is manageable most of the time	83%	88%	84%	87%	89%	80%	92%	86%	83%	91%	81%	82%	86%
On average, I could take on a heavier workload than I currently have	38%	44%	41%	42%	46%	37%	58%	41%	39%	48%	40%	35%	41%
I gain satisfaction from my current job responsibilities	87%	91%	85%	92%	91%	86%	81%	91%	90%	91%	85%	89%	89%
I feel positively challenged in my current job	86%	85%	84%	84%	86%	82%	62%	86%	90%	87%	83%	84%	84%
The mission and vision of Los Alamos County make me feel my job is important	79%	86%	82%	83%	81%	81%	71%	81%	88%	88%	79%	77%	81%
I have good friends at work	88%	88%	88%	86%	90%	83%	81%	89%	87%	89%	85%	88%	88%
I know what is expected of me at work	87%	96%	87%	95%	90%	93%	100%	93%	87%	93%	94%	89%	91%
I have the opportunity to do what I do best every day at work	84%	88%	80%	91%	86%	85%	81%	86%	90%	87%	91%	83%	85%
My values match or fit with the values of this organization	89%	93%	90%	92%	91%	90%	96%	90%	92%	94%	88%	88%	90%
My co-workers are committed to doing quality work	82%	85%	85%	82%	85%	83%	77%	81%	91%	90%	83%	78%	82%
I have received recognition or praise for doing good work in the last seven days	67%	69%	70%	68%	71%	63%	68%	71%	63%	78%	71%	56%	67%
In the last six months, someone at work has talked to me about my progress	76%	73%	72%	77%	72%	77%	75%	73%	78%	78%	75%	70%	73%

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Table 3: Question 3 by Sociodemographics

Please rate the quality of each of the following aspects of Los Alamos County. (Percent "excellent" or "good")	Do you live in Los Alamos County?		What is your race?		What is your gender?		What is your age range?			How many years have you worked for Los Alamos County?			County overall
	Yes	No	White alone, not Hispanic	Hispanic and/or other race	Male	Female	30 years or younger	31 to 50 years	Over 50 years	5 years or less	6 to 10 years	More than 10 years	
The working relationships at Los Alamos County overall	76%	78%	75%	77%	77%	74%	88%	74%	77%	84%	77%	68%	75%
Communication among all staff overall	55%	62%	60%	59%	66%	48%	65%	57%	60%	69%	53%	50%	57%
Collaboration among all staff overall	64%	63%	65%	63%	64%	61%	81%	59%	65%	75%	63%	50%	62%
The work being done at Los Alamos County overall	77%	84%	81%	79%	82%	76%	84%	77%	86%	86%	77%	76%	79%
Overall staff morale	54%	67%	60%	61%	69%	49%	64%	58%	65%	73%	58%	50%	59%
Los Alamos County's reputation among staff	59%	76%	66%	70%	75%	57%	73%	61%	77%	77%	68%	58%	67%
A respectful atmosphere	74%	75%	75%	75%	77%	71%	80%	72%	77%	82%	71%	68%	74%
Communicating standards of ethical behavior	79%	73%	80%	70%	77%	70%	69%	71%	81%	78%	69%	75%	75%
Modeling standards of ethical behavior	73%	75%	79%	70%	74%	70%	73%	71%	77%	78%	67%	71%	72%
Maintaining a work environment that is free of violence or harassment	86%	80%	85%	80%	84%	80%	80%	82%	84%	84%	81%	82%	81%
Maintaining a work environment that is free of drug or alcohol abuse	94%	89%	96%	88%	92%	90%	92%	89%	95%	94%	92%	89%	91%
Work-life balance for staff	74%	77%	81%	71%	78%	69%	77%	73%	75%	81%	68%	73%	75%
Clarity of staff roles and responsibilities	65%	74%	69%	71%	73%	65%	77%	69%	67%	77%	67%	64%	69%
Employee appreciation	61%	67%	62%	65%	65%	60%	69%	60%	67%	73%	62%	54%	62%
Effectiveness of meetings and meeting schedule	59%	62%	59%	62%	61%	58%	58%	56%	69%	70%	54%	54%	59%
The overall skill set of staff	84%	84%	84%	84%	83%	83%	92%	80%	89%	89%	83%	79%	84%
Accuracy of performance evaluations	66%	71%	68%	69%	67%	68%	77%	64%	72%	76%	62%	63%	67%
Compensation (salary, benefits and incentives/bonuses) compared with similar opportunities	73%	71%	70%	71%	69%	74%	55%	70%	77%	69%	73%	72%	70%
Benefits overall (vacation, sick leave, health care, retirement plan, etc.)	84%	85%	87%	81%	82%	85%	78%	81%	87%	84%	78%	86%	84%
Connection between compensation and performance	62%	72%	64%	68%	68%	65%	64%	67%	68%	74%	62%	61%	65%
Dealing with low-performing employees	39%	37%	40%	37%	39%	36%	45%	34%	41%	48%	25%	35%	37%
Recognizing high-performing employees	57%	56%	60%	54%	55%	57%	58%	56%	57%	68%	54%	46%	56%
Defining performance objectives	63%	68%	66%	64%	70%	61%	67%	60%	72%	71%	65%	62%	64%
Applying discipline fairly and consistently	53%	52%	58%	48%	56%	46%	67%	46%	57%	64%	52%	41%	51%
Supporting continual learning and development	73%	74%	84%	66%	76%	71%	69%	75%	72%	76%	75%	70%	73%
Availability of opportunities for employees to develop knowledge and skills	72%	77%	83%	67%	82%	63%	73%	73%	75%	81%	70%	70%	73%
Coaching or mentoring employees	54%	62%	62%	55%	63%	51%	62%	56%	60%	70%	51%	49%	57%
Opportunities for promotion	46%	53%	52%	49%	60%	37%	44%	51%	53%	62%	45%	42%	49%
Opportunities to develop a career path	54%	62%	61%	56%	69%	44%	63%	55%	64%	69%	51%	51%	57%

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Please rate the quality of each of the following aspects of Los Alamos County. (Percent "excellent" or "good")	Do you live in Los Alamos County?		What is your race?		What is your gender?		What is your age range?			How many years have you worked for Los Alamos County?			County overall
	Yes	No	White alone, not Hispanic	Hispanic and/or other race	Male	Female	30 years or younger	31 to 50 years	Over 50 years	5 years or less	6 to 10 years	More than 10 years	
Work schedule flexibility	70%	75%	79%	67%	79%	62%	72%	69%	77%	72%	71%	71%	71%
Availability of necessary materials, resources and equipment to do the job effectively	81%	85%	84%	81%	86%	78%	65%	83%	88%	82%	83%	83%	83%
Providing individual and group work spaces to do the job effectively	87%	83%	92%	81%	86%	83%	67%	84%	92%	87%	79%	87%	84%

Table 4: Question 4 by Sociodemographics

Please rate the quality of each of the following aspects of your work group. (Percent "excellent" or "good")	Do you live in Los Alamos County?		What is your race?		What is your gender?		What is your age range?			How many years have you worked for Los Alamos County?			County overall
	Yes	No	White alone, not Hispanic	Hispanic and/or other race	Male	Female	30 years or younger	31 to 50 years	Over 50 years	5 years or less	6 to 10 years	More than 10 years	
The working relationships in my work group overall	89%	85%	88%	85%	90%	83%	85%	87%	86%	90%	83%	86%	86%
Communication among all staff in my work group overall	80%	76%	81%	75%	82%	74%	73%	76%	81%	83%	74%	75%	77%
Collaboration among all staff in my work group overall	80%	80%	83%	77%	83%	77%	77%	80%	81%	85%	73%	80%	79%
The quality of work being done in my work group overall	92%	91%	92%	90%	94%	86%	81%	92%	94%	92%	92%	90%	90%
Overall staff morale in my work group	75%	74%	78%	70%	79%	67%	69%	71%	82%	84%	64%	68%	72%

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Table 5: Question 5 by Sociodemographics

Please rate each of the following aspects of your SUPERVISOR'S performance. (Percent "excellent" or "good")	Do you live in Los Alamos County?		What is your race?		What is your gender?		What is your age range?			How many years have you worked for Los Alamos County?			County overall
	Yes	No	White alone, not Hispanic	Hispanic and/or other race	Male	Female	30 years or younger	31 to 50 years	Over 50 years	5 years or less	6 to 10 years	More than 10 years	
Fostering an atmosphere of mutual trust and confidence	77%	77%	83%	72%	78%	73%	65%	79%	76%	84%	77%	68%	75%
Promoting a positive working relationship among work group members	80%	76%	83%	74%	80%	75%	69%	79%	81%	84%	79%	72%	76%
Providing specific, constructive feedback that helps improve performance	73%	69%	77%	66%	74%	65%	64%	74%	66%	80%	76%	59%	69%
Working together with employees to set goals	76%	71%	80%	69%	76%	70%	54%	79%	72%	83%	79%	62%	72%
Communicating expectations of employees	75%	74%	79%	71%	76%	72%	75%	76%	72%	84%	73%	66%	73%
Informing employees about decisions that impact work	78%	70%	81%	69%	72%	77%	72%	75%	73%	82%	75%	65%	72%
Providing recognition for doing good work	72%	71%	79%	67%	74%	69%	62%	73%	74%	81%	73%	62%	72%
Treating employees with respect	84%	83%	86%	82%	85%	81%	81%	85%	83%	87%	87%	78%	83%
Welcoming employee involvement in decision-making	75%	73%	81%	69%	77%	68%	72%	73%	75%	82%	77%	64%	73%

Table 6: Question 6 by Sociodemographics

Please rate the quality of each of the following aspects of Los Alamos County's executive leadership (department directors). (Percent "excellent" or "good")	Do you live in Los Alamos County?		What is your race?		What is your gender?		What is your age range?			How many years have you worked for Los Alamos County?			County overall
	Yes	No	White alone, not Hispanic	Hispanic and/or other race	Male	Female	30 years or younger	31 to 50 years	Over 50 years	5 years or less	6 to 10 years	More than 10 years	
Communicating an inspiring vision	58%	69%	60%	66%	65%	60%	71%	63%	65%	71%	64%	54%	61%
Clarity of strategic direction, goals and objectives	61%	75%	67%	70%	68%	67%	71%	66%	73%	71%	70%	62%	66%
Strength of shared understanding among employees of what the organization is supposed to do	68%	73%	72%	71%	72%	70%	71%	69%	75%	76%	70%	64%	68%
Communicating information in a timely manner	66%	67%	70%	66%	67%	67%	63%	68%	67%	74%	62%	61%	65%
Communicating information that helps employees to understand the problems and issues facing the County	58%	67%	64%	64%	66%	60%	67%	62%	64%	71%	62%	54%	62%
Encouraging employees to come up with innovative solutions to problems	58%	69%	61%	66%	64%	59%	67%	60%	67%	68%	62%	57%	61%
Listening to employee opinions	54%	64%	54%	63%	59%	58%	65%	55%	64%	67%	57%	51%	57%
Speed of response to important issues or change	54%	68%	59%	64%	64%	56%	76%	59%	63%	72%	59%	50%	59%
Modeling a high standard	66%	77%	70%	74%	70%	73%	72%	72%	73%	79%	76%	61%	70%
Managing costs responsibly and logically	71%	78%	76%	75%	75%	75%	71%	77%	75%	80%	68%	72%	74%
Overall level of confidence in the leadership of Los Alamos County	67%	77%	73%	73%	75%	67%	72%	70%	77%	80%	70%	64%	70%

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Table 7: Question 7 by Sociodemographics

Please rate the QUALITY of each of the following support services in Los Alamos County. (Percent "excellent" or "good")	Do you live in Los Alamos County?		What is your race?		What is your gender?		What is your age range?			How many years have you worked for Los Alamos County?			County overall
	Yes	No	White alone, not Hispanic	Hispanic and/or other race	Male	Female	30 years or younger	31 to 50 years	Over 50 years	5 years or less	6 to 10 years	More than 10 years	
Custodial cleaning services	89%	78%	92%	77%	84%	83%	71%	80%	91%	89%	77%	81%	84%
Maintenance and repair services	66%	66%	70%	63%	56%	77%	54%	62%	74%	73%	67%	58%	67%
Facilities management services overall	68%	62%	71%	59%	56%	74%	67%	62%	64%	77%	67%	52%	65%
Fleet maintenance services overall	80%	81%	78%	81%	75%	86%	59%	80%	84%	79%	82%	78%	80%
Recruitment services	59%	75%	65%	67%	61%	73%	54%	67%	69%	75%	61%	59%	65%
Benefits administration	83%	87%	87%	83%	85%	83%	88%	82%	86%	86%	78%	86%	84%
Training services	72%	68%	75%	65%	68%	72%	72%	70%	68%	79%	62%	63%	68%
Human resources services overall	64%	77%	69%	71%	68%	73%	73%	67%	76%	79%	63%	64%	68%
Radio systems	67%	65%	62%	68%	61%	76%	76%	68%	59%	71%	75%	56%	65%
Telephone systems	72%	74%	76%	70%	72%	75%	70%	69%	80%	76%	67%	75%	73%
Network services	71%	71%	72%	69%	70%	72%	52%	71%	75%	74%	66%	69%	70%
Application services	66%	75%	67%	70%	72%	67%	59%	70%	72%	74%	60%	72%	69%
Desktop / Help Desk services	68%	74%	72%	71%	76%	65%	71%	70%	74%	80%	63%	66%	71%
General information technology (IT) services overall	65%	72%	69%	68%	72%	64%	58%	67%	73%	74%	68%	63%	68%
Procurement services overall	65%	76%	62%	76%	69%	75%	78%	73%	68%	82%	61%	67%	71%
Finance services overall (which could include payroll, budgeting, etc.)	80%	84%	83%	82%	79%	85%	83%	80%	87%	91%	78%	75%	82%
Warehouse services overall	80%	78%	77%	79%	74%	87%	83%	77%	82%	88%	80%	70%	79%
Risk management (worker's comp and safety) services overall	78%	69%	72%	73%	73%	73%	79%	72%	75%	84%	67%	66%	72%
Attorney's Office services overall	91%	83%	89%	83%	84%	88%	78%	89%	83%	93%	88%	79%	86%
Overall County internal services	75%	80%	79%	76%	76%	77%	64%	74%	86%	80%	84%	71%	76%

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Table 8: Question 8 by Sociodemographics

Please rate the TIMELINESS of each of the following support services in Los Alamos County. (Percent "excellent" or "good")	Do you live in Los Alamos County?		What is your race?		What is your gender?		What is your age range?			How many years have you worked for Los Alamos County?			County overall
	Yes	No	White alone, not Hispanic	Hispanic and/or other race	Male	Female	30 years or younger	31 to 50 years	Over 50 years	5 years or less	6 to 10 years	More than 10 years	
Custodial cleaning services	87%	78%	93%	75%	81%	84%	78%	80%	88%	85%	84%	78%	83%
Maintenance and repair services	57%	62%	61%	60%	53%	70%	63%	60%	59%	70%	59%	51%	60%
Facilities management services overall	59%	57%	58%	57%	49%	68%	61%	57%	57%	67%	60%	47%	58%
Fleet maintenance services overall	81%	80%	79%	80%	77%	84%	76%	82%	75%	82%	82%	75%	79%
Recruitment services	55%	75%	59%	71%	65%	66%	71%	62%	71%	74%	57%	61%	64%
Benefits administration	88%	89%	87%	89%	87%	89%	83%	89%	88%	88%	88%	90%	87%
Training services	72%	77%	75%	75%	71%	80%	76%	75%	74%	84%	69%	70%	74%
Human resources services overall	68%	78%	70%	75%	68%	77%	74%	69%	78%	78%	71%	68%	70%
Radio systems	67%	68%	64%	69%	62%	81%	75%	70%	59%	72%	77%	58%	67%
Telephone systems	73%	79%	79%	74%	78%	74%	71%	75%	78%	79%	71%	77%	76%
Network services	68%	74%	68%	73%	71%	72%	57%	71%	72%	71%	73%	69%	71%
Application services	67%	75%	66%	75%	74%	66%	65%	75%	67%	80%	65%	66%	71%
Desktop / Help Desk services	66%	70%	66%	71%	71%	65%	64%	67%	72%	74%	69%	61%	68%
General information technology (IT) services overall	67%	70%	67%	70%	70%	64%	63%	69%	67%	75%	69%	60%	68%
Procurement services overall	59%	72%	56%	74%	68%	66%	71%	68%	62%	79%	60%	59%	66%
Finance services overall (which could include payroll, budgeting, etc.)	80%	84%	82%	82%	79%	84%	78%	80%	88%	91%	76%	76%	81%
Warehouse services overall	78%	81%	77%	80%	75%	86%	81%	79%	80%	87%	80%	72%	78%
Risk management (worker's comp and safety) services overall	80%	74%	80%	75%	72%	85%	73%	76%	83%	84%	74%	72%	77%
Attorney's Office services overall	81%	81%	76%	84%	79%	81%	76%	84%	77%	88%	85%	71%	80%
Overall County internal services	78%	76%	75%	78%	79%	72%	73%	75%	79%	82%	76%	70%	75%