



City of Rosemount Employee Stress and Wellness Assessment

Prepared by

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On behalf of

The City of Rosemount

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Resilient Communities Project

UNIVERSITY OF MINNESOTA

Driven to DiscoverSM

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Rosemount Wellness Survey Data

Review of Goals and Deliverables

- ▶ Goals
 - ▶ help the city determine the degree to which **stress is an issue** among its employees
 - ▶ how **stress impacts employee health** and performance
 - ▶ strategies and **tools available** to address these issues
- ▶ Deliverables
 - ▶ An anonymous online and paper **survey** that could be sent to employees to assess stress-related needs and concerns
 - ▶ Deidentified aggregate **results** from survey
 - ▶ **Recommendations** to city management and elected officials regarding how to address employees' stress-related needs



Overview of Survey Content

- ▶ Work stressors
- ▶ Personal stressors
- ▶ Mental and physical health symptoms
 - ▶ Relations among stressors and symptoms
- ▶ Ideas re: services city could provide



Response Rate

- Surveys completed by 56/76 full-time employees
 - 74%
 - Same rate as last survey
- Surveys completed between November 19 and November 26, 2014



Demographic Information

- ▶ Years worked for City of Rosemount
 - ▶ 1 or less 6%
 - ▶ 2 to 9 years 39%
 - ▶ 10 to 19 years 33%
 - ▶ 20 or more years 22%

- ▶ 80% were aware of confidential EAP program
- ▶ 46% were involved with the City's current wellness program

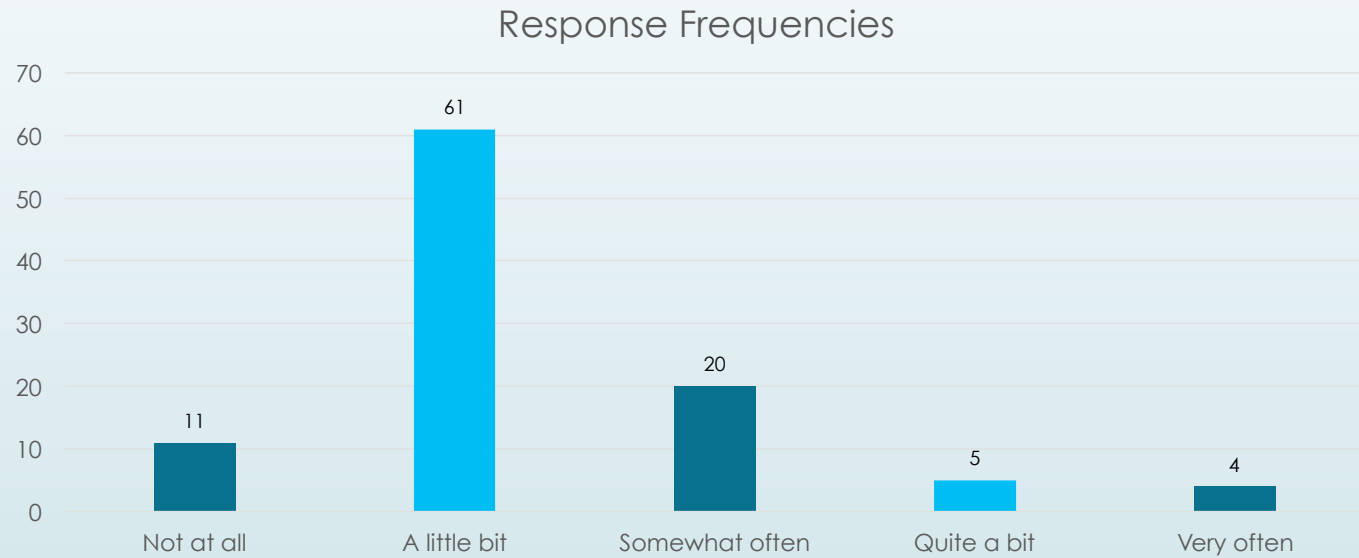


Part 1: Work Stress

- ▶ One general question re: work stress
- ▶ 6 questions re: specific sources of work stress
- ▶ Other work stressors (open ended)
- ▶ Open ended question re: what city could do to make your work less stressful
- ▶ Instructions: Answer with regard to how you have typically felt over the past month

How often have you felt “stressed” by your work?
(Stress = demands on you exceed your coping resources)

Percentages



How often have each of the following been a source of stress for you?

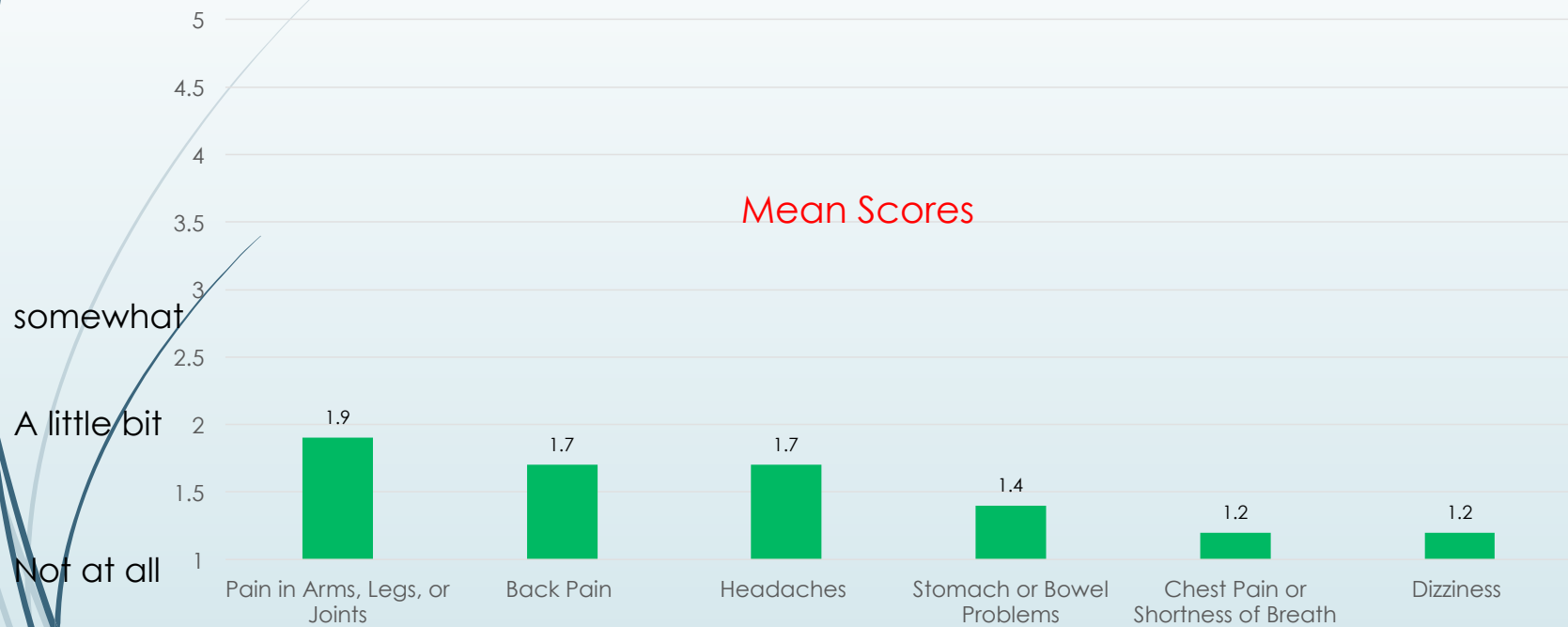




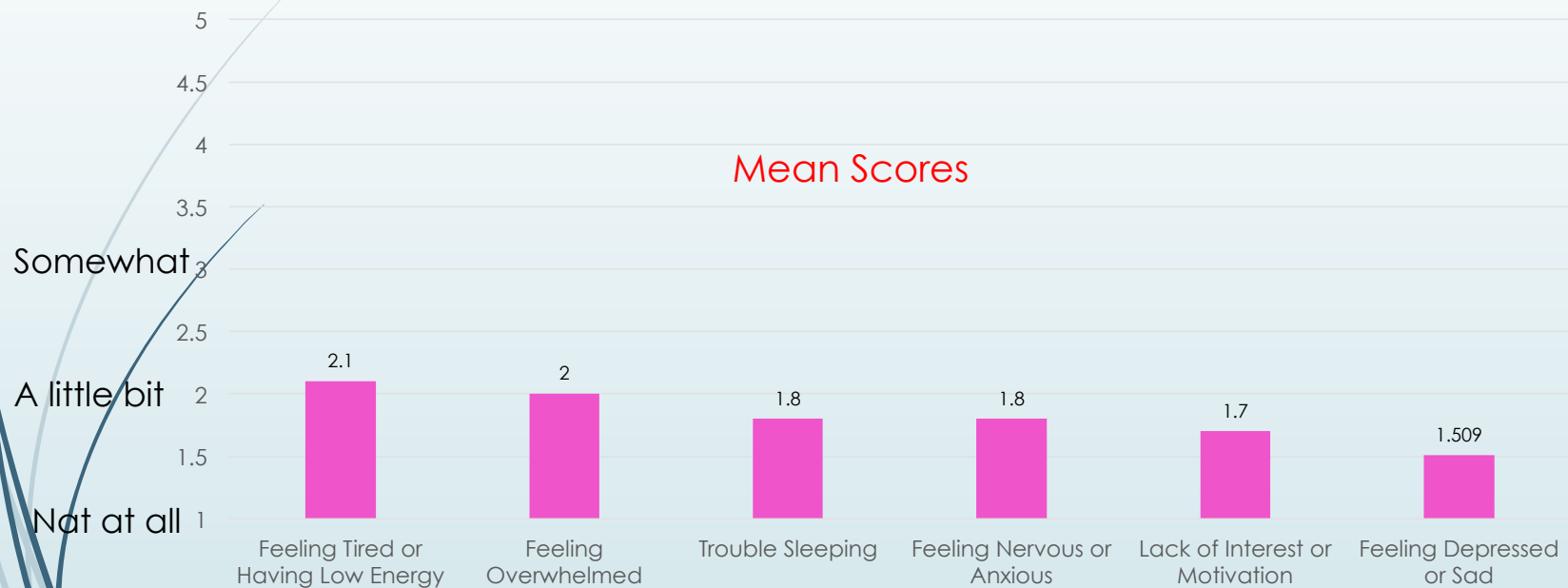
Other Stressors

- ▶ Only 6 responses (11%)
 - ▶ 2 mentioned negativity among employees
 - ▶ 2 mentioned uneven workload/people not doing their work
 - ▶ 1 mentioned conflicting demands or priorities from different supervisors
 - ▶ Others were related to work environment or equipment (e.g., computers and other technology not working properly)

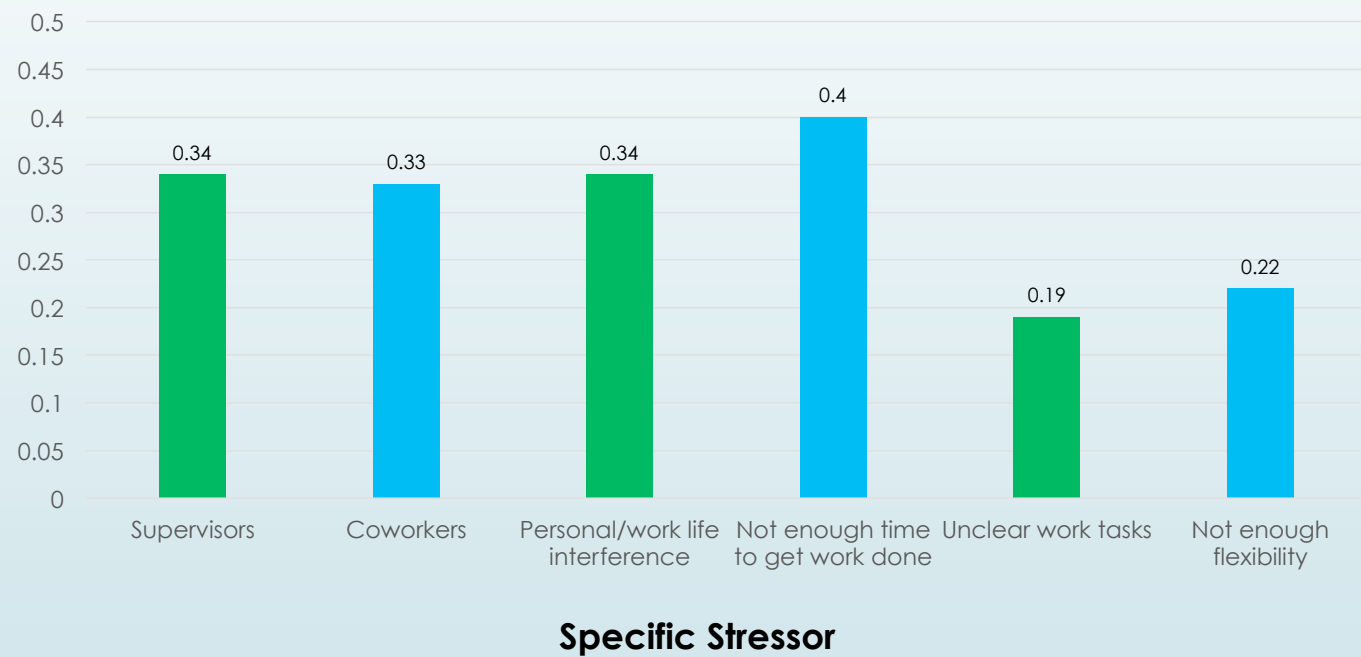
How much have you been bothered by any of the following problems? (Physical health)



How much have you been bothered by any of the following problems? (Mental health)



Correlations Between Specific Sources of Work Stress and Physical and Mental Health Symptoms



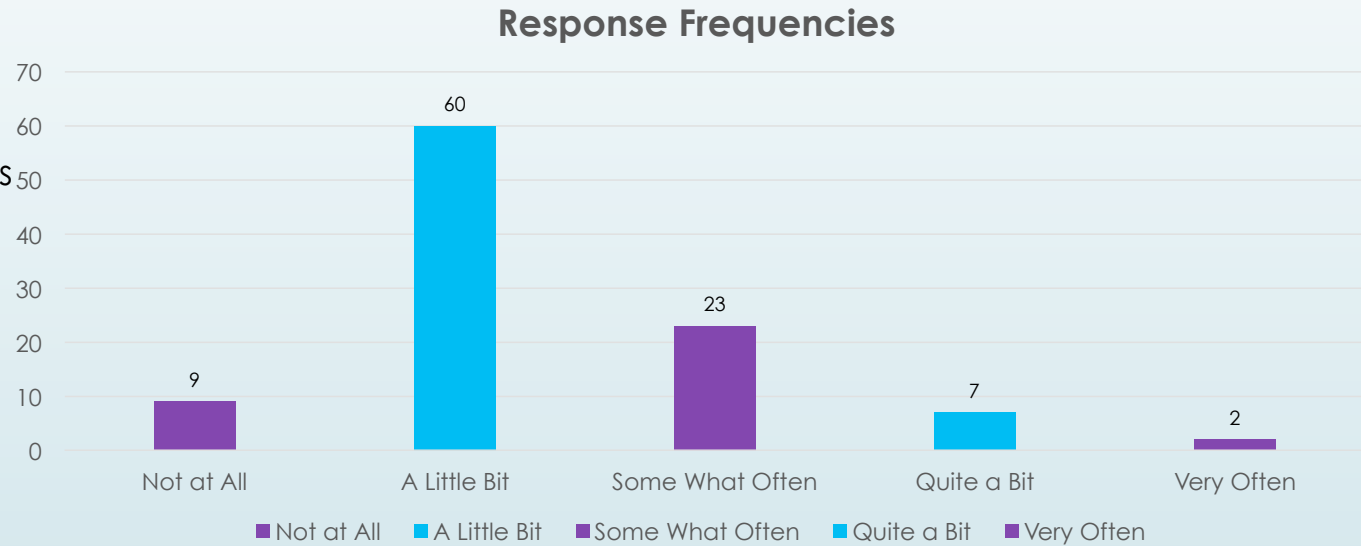


Part 2: Personal Stress

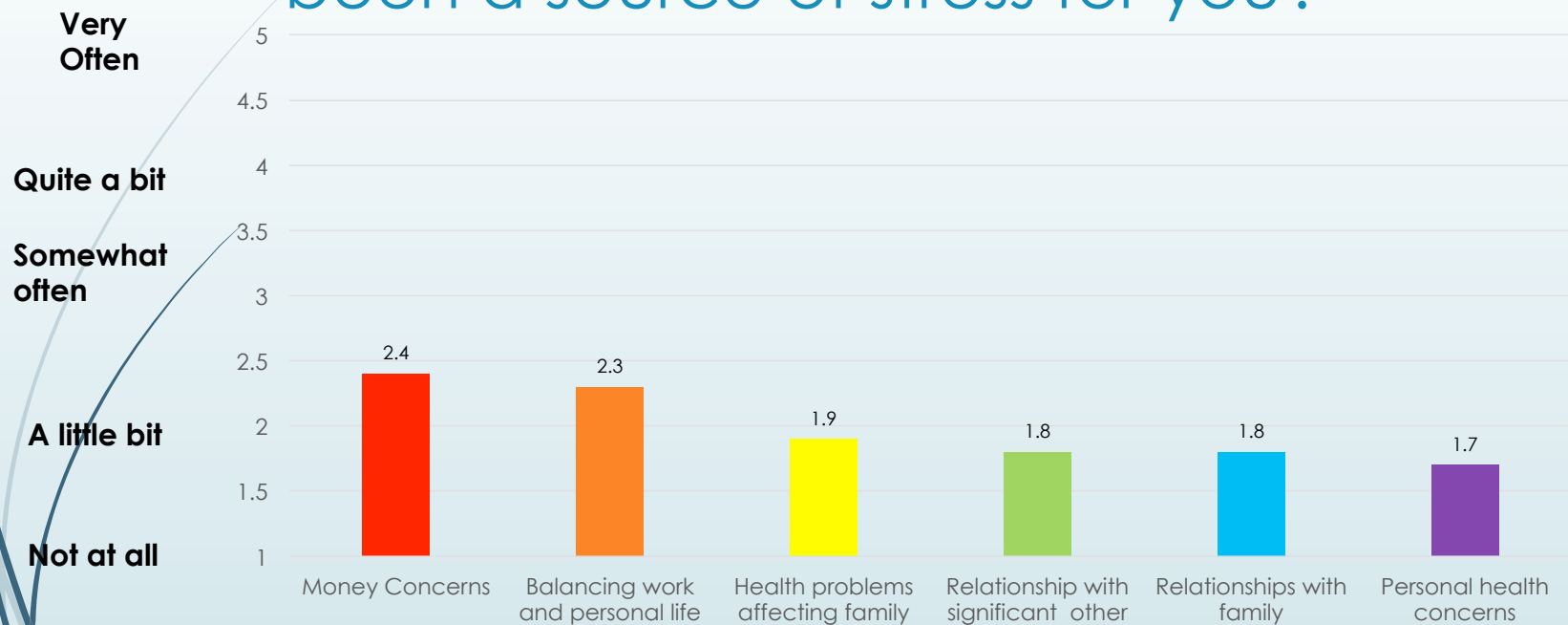
- ▶ Same design as work stress
 - ▶ One general question
 - ▶ 6 questions on specific sources of personal stress
 - ▶ Other personal stressor (open ended)
 - ▶ Open-ended re: services city could provide to help you cope with stress
 - ▶ Instructions: Answer with regard to how you have typically felt over the past month.

How often have you felt “stressed” by your personal life?

Percentages



How often have each of the following been a source of stress for you?

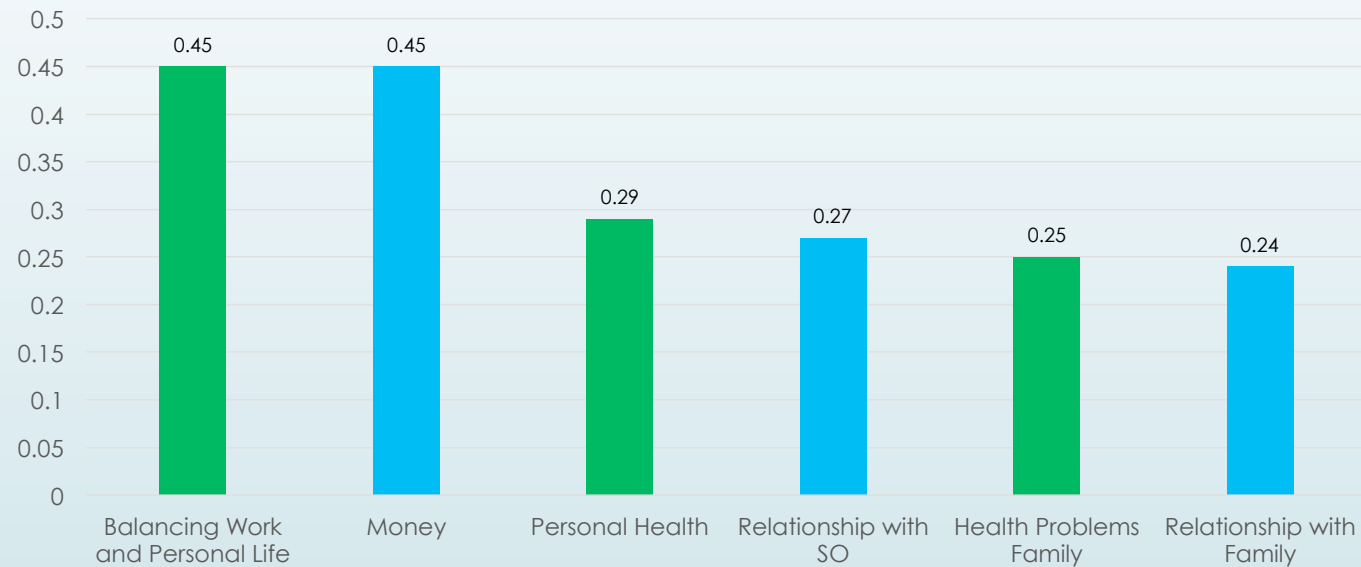




Other personal stressors

- ▶ Only four responses most of which were represented in the questions re: specific stressors (e.g., balancing work and personal life)

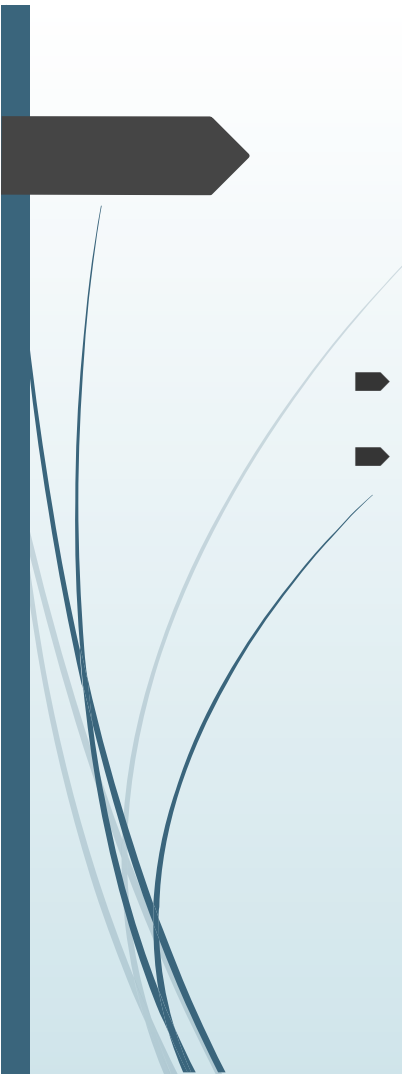
Correlations between Specific Sources of Personal Stress and Mental and Physical Health Symptoms





What could your employer do to make work less stressful?

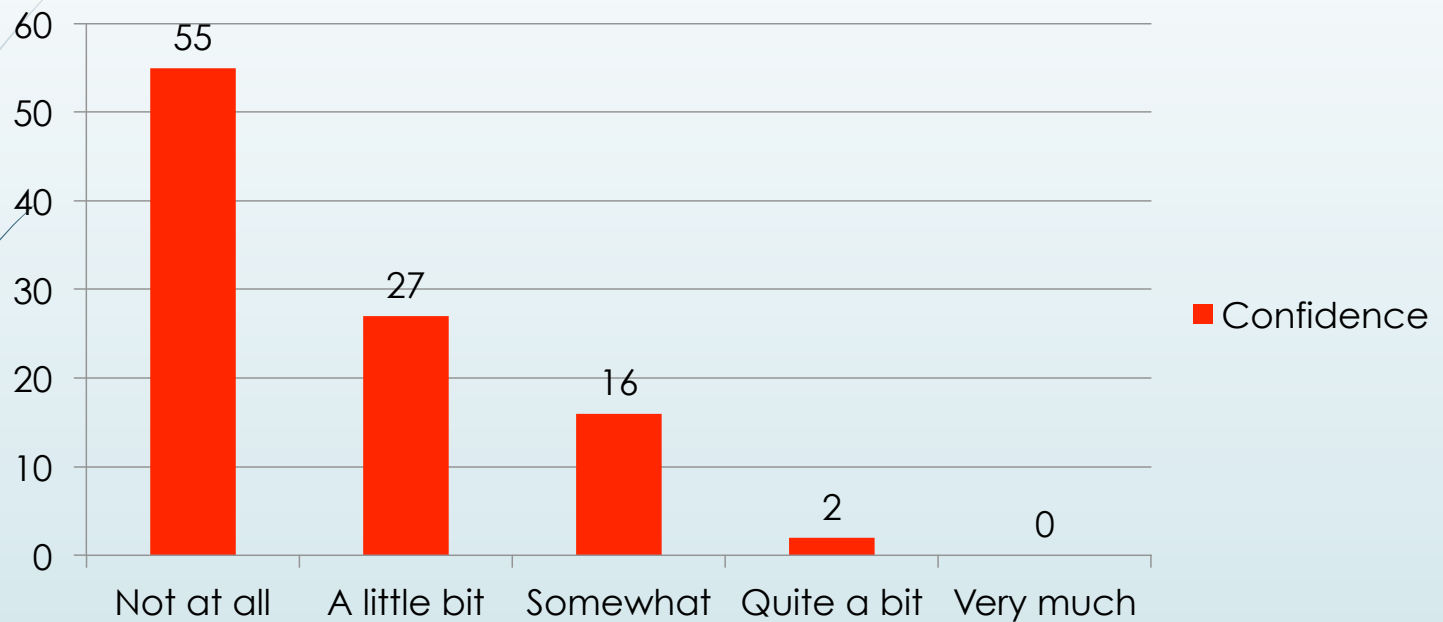
- ▶ 12 Responses (21%)
- ▶ Major categories
 - ▶ Six mentioned a need for greater clarity and communication when expressing goals, policies, and work expectations
 - ▶ Three mentioned holding people accountable for their work, making sure people understand work expectations, and evaluation of work/task distribution
 - ▶ Others mentioned eliminating job road blocks, greater independence when working, hiring more full-time staff, being allowed to wear casual clothing, acquiring fitness equipment, and promoting team-building activities



What services could your employer provide that would help you cope with the stress in your life?

- ▶ 10 responses (18%)
- ▶ Major categories
 - ▶ 4 mentioned fitness programs or access to fitness facilities
 - ▶ 2 mentioned stress management seminars or resources
 - ▶ Others mentioned a need to work less in order to spend time with family, bringing fun to the workplace, and money and time management resources

How confident are you that the City will make changes based on these data?





Summary

- ▶ Top sources of work stress
 - ▶ Supervisors and coworkers
- ▶ Highest correlation between work stressors and symptoms
 - ▶ Not having enough time to get work done
- ▶ Top sources of personal stress and highest correlations with symptoms
 - ▶ Balancing work and family life
 - ▶ Concerns about money
- ▶ Most common symptoms
 - ▶ Fatigue
 - ▶ Feeling overwhelmed

Low morale???



Recommendations?

Source of stress	Intervention
Coworkers/supervisors	Team building?
Not enough time to get work done/ overwhelmed/fatigue	Stress management Time management
Balancing work and family	Stress management Time management
Concerns about money	Money management