

**TOWN OF  
APPLE VALLEY, CALIFORNIA**

**AGENDA MATTER**

**Subject Item:**

**RESULTS OF THE ORGANIZATIONAL DEVELOPMENT STUDY WITH DR. KLYVER AND THE ORGANIZATIONAL NETWORK**

**Summary Statement:**

On September 27, 2011, the Town Council approved a consulting agreement with Dr. Klyver and the Organizational Network to perform an organizational development study. Dr. Klyver developed surveys for Town employees and the supervisors and managers to complete rating the Town in areas such as communication, job satisfaction, training, work processes, creativity and innovation, supervisor involvement, work stress, balancing work and family responsibilities, and overall satisfaction.

The Town's is one of fifty (50) cities and forty (40) agencies that have participated in this organization development study. In comparing the Town of Apple Valley with these other agencies, Apple Valley was favorably ranked in the top 6% in overall satisfaction and in the top 2% for vital supervisory items for all agencies surveyed. The survey results showed areas of strength, such as 83% of employees and 92% of managers feeling empowered and having ownership in their work assignments as well as 87% of employees and 96% of managers believing that their work processes are designed to meet the needs of our customers. The survey did find areas for improvement, such as processes for communication and improving the perception of fairness in the discipline process. Management staff has already begun reviewing these processes and is making improvements in these areas.

**Recommended Action:**

Provide additional direction to staff.

**Proposed by:** Frank Robinson, Town Manager **Item Number** \_\_\_\_\_

**T. M. Approval:** \_\_\_\_\_ **Budgeted Item**  Yes  No  N/A