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## Benefits Human Resources

*Anchorage: Performance. Value. Results*

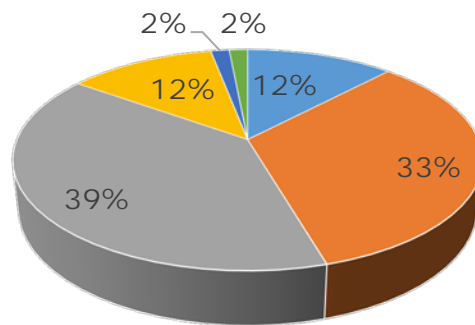
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### **Benefits Results:**

**Question: Rate the effectiveness of the Benefit information on Muniverse.**

Response	Count	Percentage
Excellent	16	12%
Good	43	33%
Adequate	52	39%
Poor	16	12%
Unacceptable	2	2%
No Response	2	2%
<b>Total</b>	<b>131</b>	<b>100%</b>

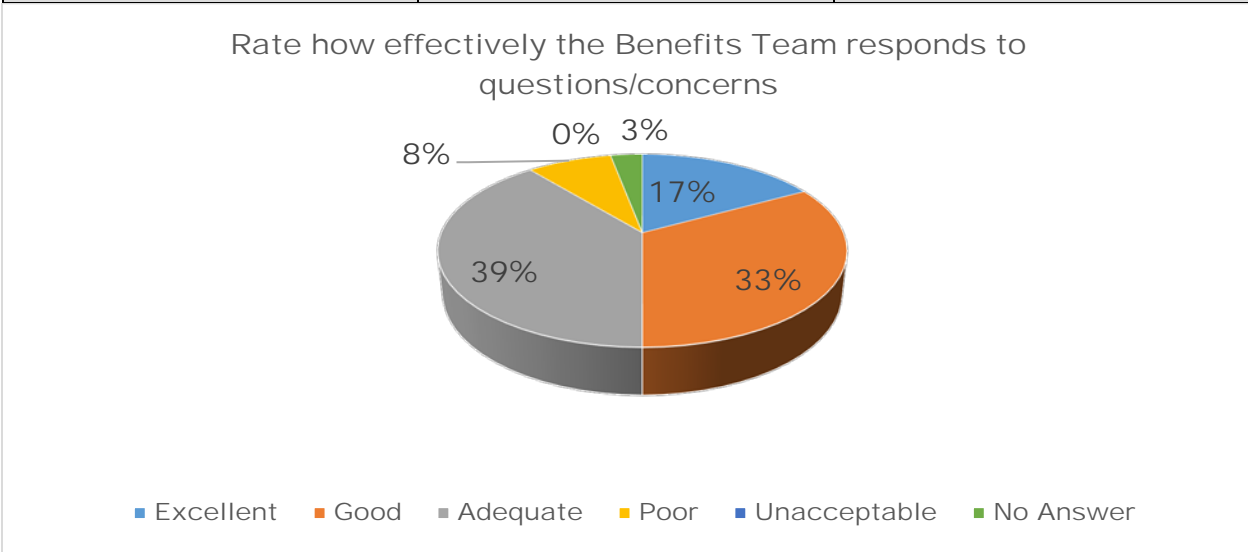
Rate the effectiveness of the benefit information on  
Muniverse



■ Excellent ■ Good ■ Adequate ■ Poor ■ Unacceptable ■ No Answer

**Question: Rate how effectively the Benefits Team responds to questions/concerns.**

Response	Count	Percentage
Excellent	22	17%
Good	43	33%
Adequate	51	39%
Poor	10	8%
Unacceptable	0	0%
No Response	5	3%
<b>Total</b>	<b>131</b>	<b>100%</b>



## Classifications Human Resources

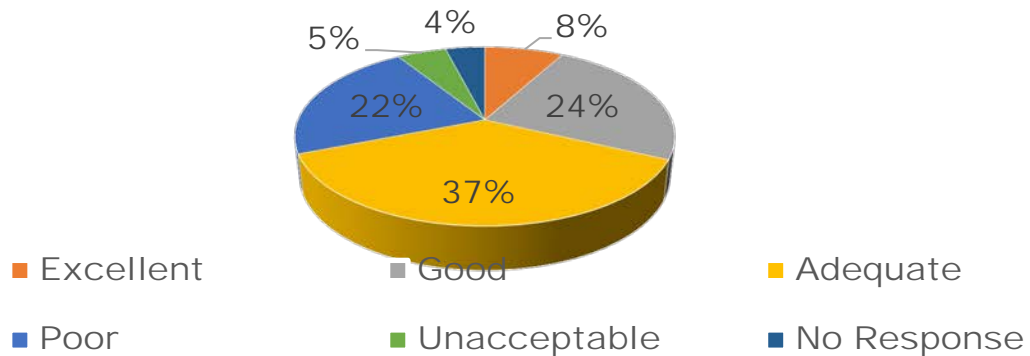
*Anchorage: Performance. Value. Results*

### Classifications Results:

**Question: Rate how effectively the Classification Team responds to questions/concerns.**

Response	Count	Percentage
Excellent	11	8%
Good	31	24%
Adequate	48	37%
Poor	29	22%
Unacceptable	7	5%
No Response	5	4%
<b>Total</b>	<b>131</b>	<b>100%</b>

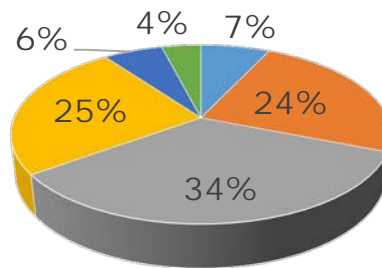
Rate how effectively the Classification Team  
responds to questions/concerns



**Question: Rate the resources and tools available to fill out a position description and/or position change form.**

Response	Count	Percentage
Excellent	9	7%
Good	32	24%
Adequate	45	34%
Poor	33	29%
Unacceptable	8	6%
No Response	4	4%
<b>Total</b>	<b>131</b>	<b>100%</b>

Rate the resources and tools available to fill out a position description and/or position change form

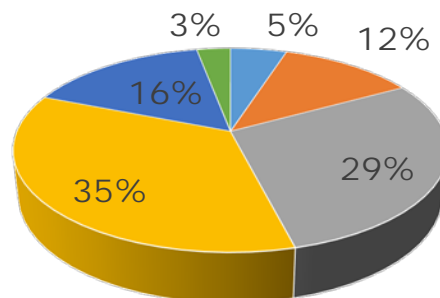


■ Excellent      ■ Good      ■ Adequate  
■ Poor      ■ Unacceptable      ■ No Response

**Question: Rate the timeliness on classification actions.**

Response	Count	Percentage
Excellent	6	5%
Good	16	12%
Adequate	38	29%
Poor	46	35%
Unacceptable	21	16%
No Response	4	3%
<b>Total</b>	<b>131</b>	<b>100%</b>

Rate the timeliness on classification actions



■ Excellent      ■ Good      ■ Adequate  
■ Poor      ■ Unacceptable      ■ No Response

## Employments Human Resources

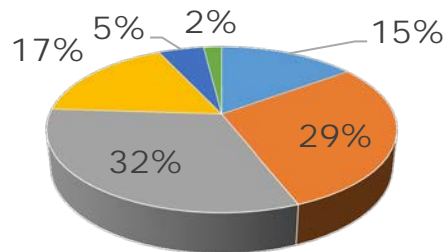
*Anchorage: Performance. Value. Results*

### Employments Results:

**Question: Rate how effectively the Employment Team responds to questions/concerns.**

Response	Count	Percentage
Excellent	19	15%
Good	38	29%
Adequate	42	32%
Poor	22	17%
Unacceptable	7	5%
No Response	3	2%
<b>Total</b>	<b>131</b>	<b>100%</b>

Rate how effectively the Employment Team responds to questions/concerns

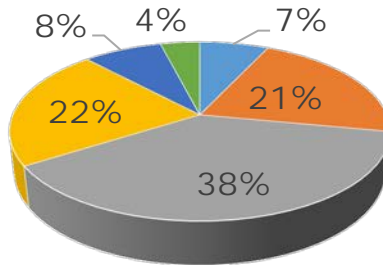


■ Excellent      ■ Good      ■ Adequate  
■ Poor      ■ Unacceptable      ■ No Response

**Question: Rate the resources and tools available to complete a recruitment and hire an employee.**

Response	Count	Percentage
Excellent	9	7%
Good	28	21%
Adequate	50	38%
Poor	28	22%
Unacceptable	11	8%
No Response	5	4%
<b>Total</b>	<b>131</b>	<b>100%</b>

Rate the resources and tools available to complete a recruitment and hire an employee

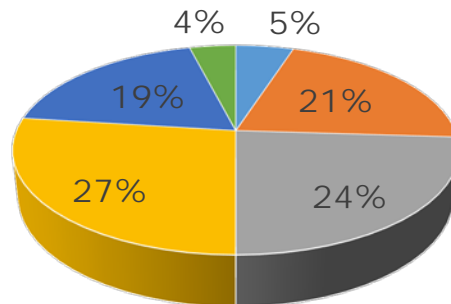


- Excellent
- Good
- Adequate
- Poor
- Unacceptable
- No Response

**Question: Rate the timeliness for recruitments.**

Response	Count	Percentage
Excellent	7	5%
Good	28	21%
Adequate	31	24%
Poor	36	27%
Unacceptable	25	19%
No Response	4	4%
<b>Total</b>	<b>131</b>	<b>100%</b>

Rate the timeliness for recruitments



- Excellent
- Good
- Adequate
- Poor
- Unacceptable
- No Response

## Labor Relations Human Resources

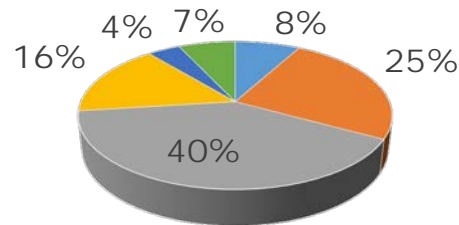
*Anchorage: Performance. Value. Results*

### Labor Relations Results:

**Question: Rate how clearly the Labor Relations Team and the Compliance Team communicates directions and timelines.**

Response	Count	Percentage
Excellent	11	8%
Good	33	25%
Adequate	53	40%
Poor	21	16%
Unacceptable	5	4%
No Response	8	7%
<b>Total</b>	<b>131</b>	<b>100%</b>

Rate how clearly the Labor Relations Team and  
Compliance Team communicates directions and  
timelines

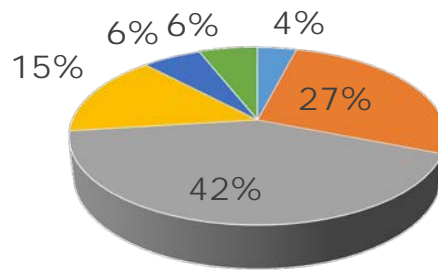


■ Excellent      ■ Good      ■ Adequate  
■ Poor      ■ Unacceptable      ■ No Response

**Question: Rate the effectiveness of the Labor Relations information on Muniverse.**

Response	Count	Percentage
Excellent	5	4%
Good	35	27%
Adequate	55	42%
Poor	19	15%
Unacceptable	8	6%
No Response	9	6%
<b>Total</b>	<b>131</b>	<b>100%</b>

Rate the effectiveness of the Labor Relations information on Muniverse

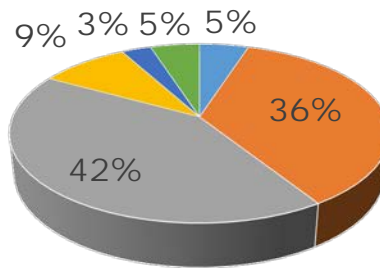


- Excellent
- Good
- Adequate
- Poor
- Unacceptable
- No Response

**Question: Rate the effectiveness of the Compliance (Substance Abuse) information on Muniverse.**

Response	Count	Percentage
Excellent	7	5%
Good	47	36%
Adequate	55	42%
Poor	12	9%
Unacceptable	4	3%
No Response	6	5%
<b>Total</b>	<b>131</b>	<b>100%</b>

Rate the effectiveness of the Compliance (Substance Abuse) information on Muniverse



- Excellent
- Good
- Adequate
- Poor
- Unacceptable
- No Response



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## Human Resources

Anchorage: Performance. Value. Results

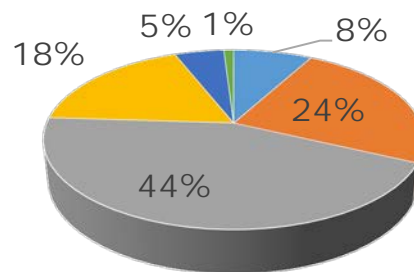
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### Human Resources Results:

Question: Overall, the Human Resources Department performance is...

Response	Count	Percentage
Excellent	11	8%
Good	31	24%
Adequate	58	44%
Poor	24	18%
Unacceptable	6	5%
No Response	1	<1%
Total	131	100%

Overall, the Human Resources Department performance is



■ Excellent      ■ Good      ■ Adequate  
■ Poor      ■ Unacceptable      ■ No Response

**PVR Measure WC: Managing Workers' Compensation Claims**

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

