

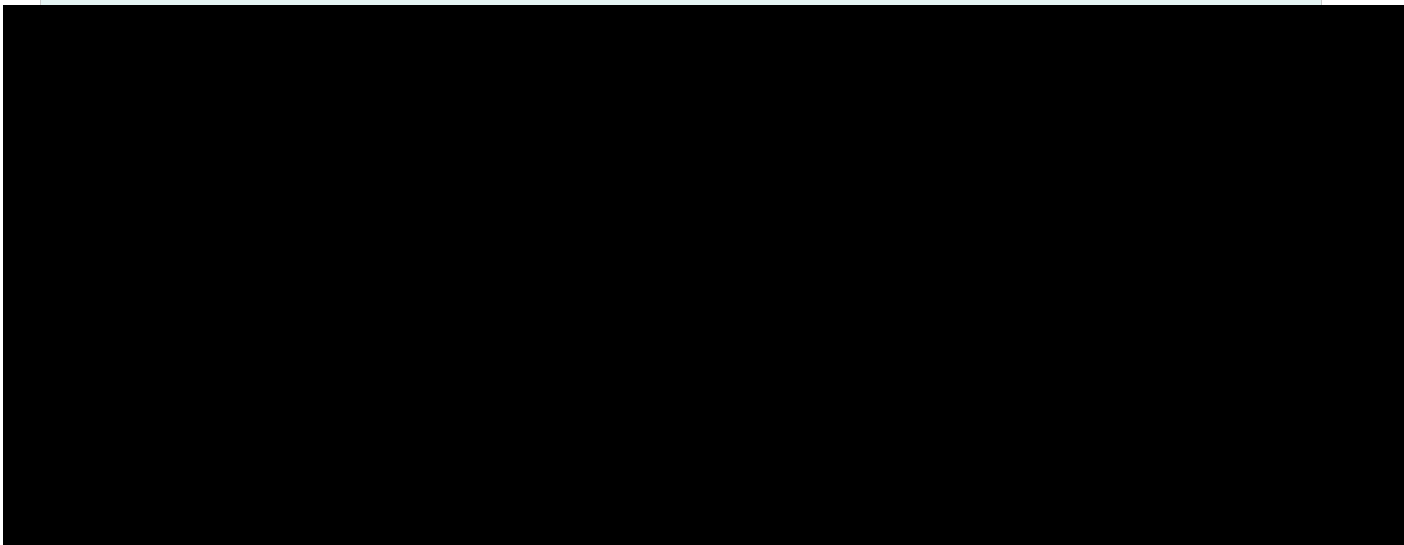
Q1 I have the necessary tools, training and equipment to do high quality work. Please provide examples of valuable resources, whether or not you have them, to help us prioritize spending.

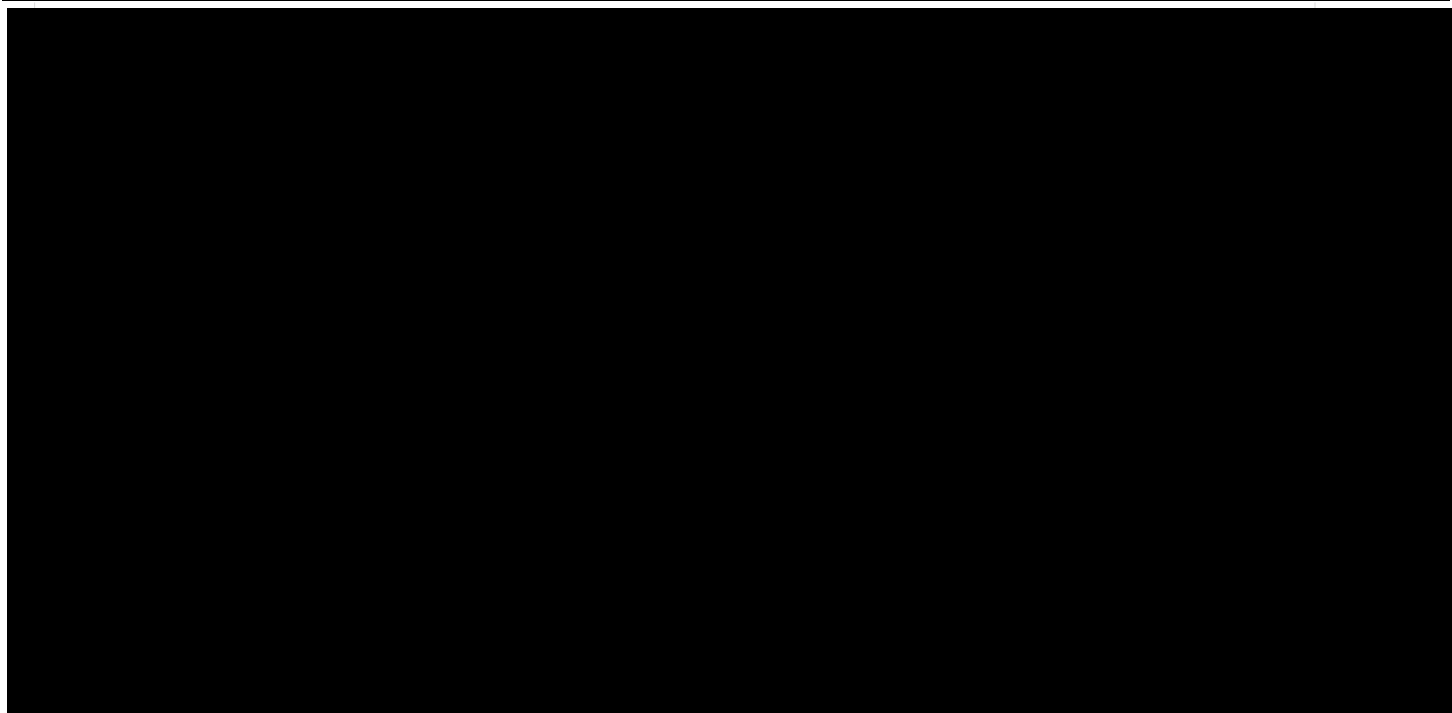
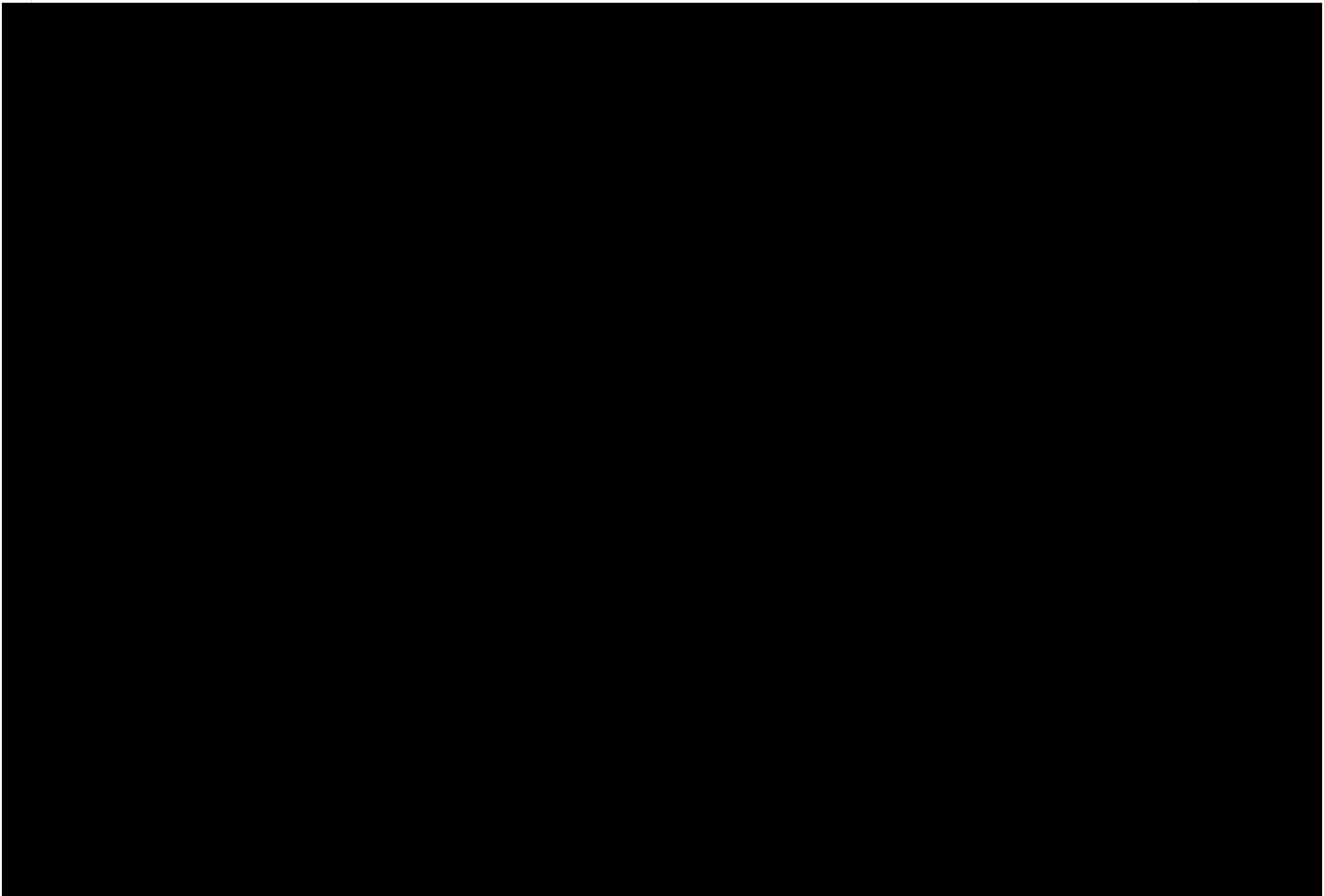
Answered: 214 Skipped: 0

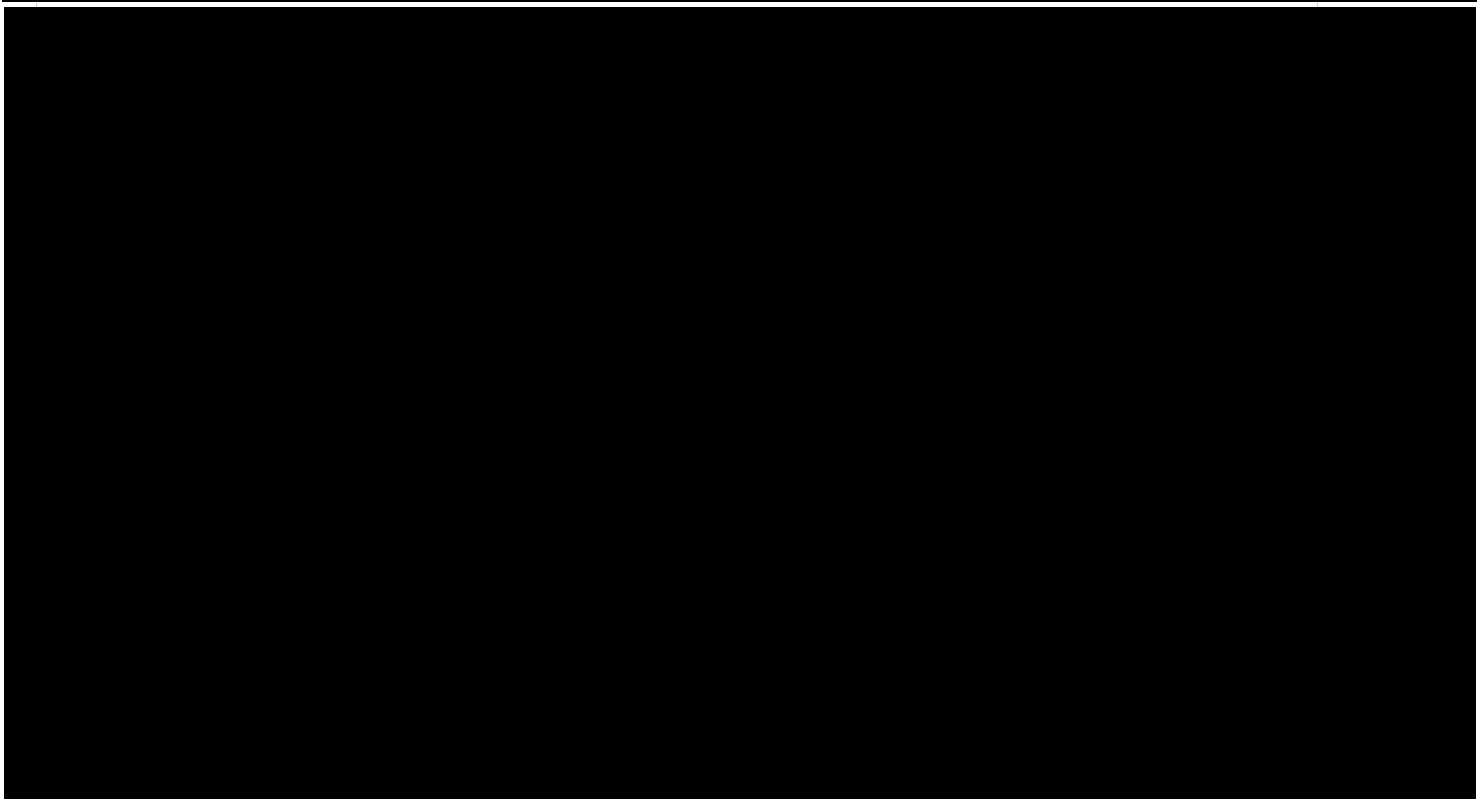
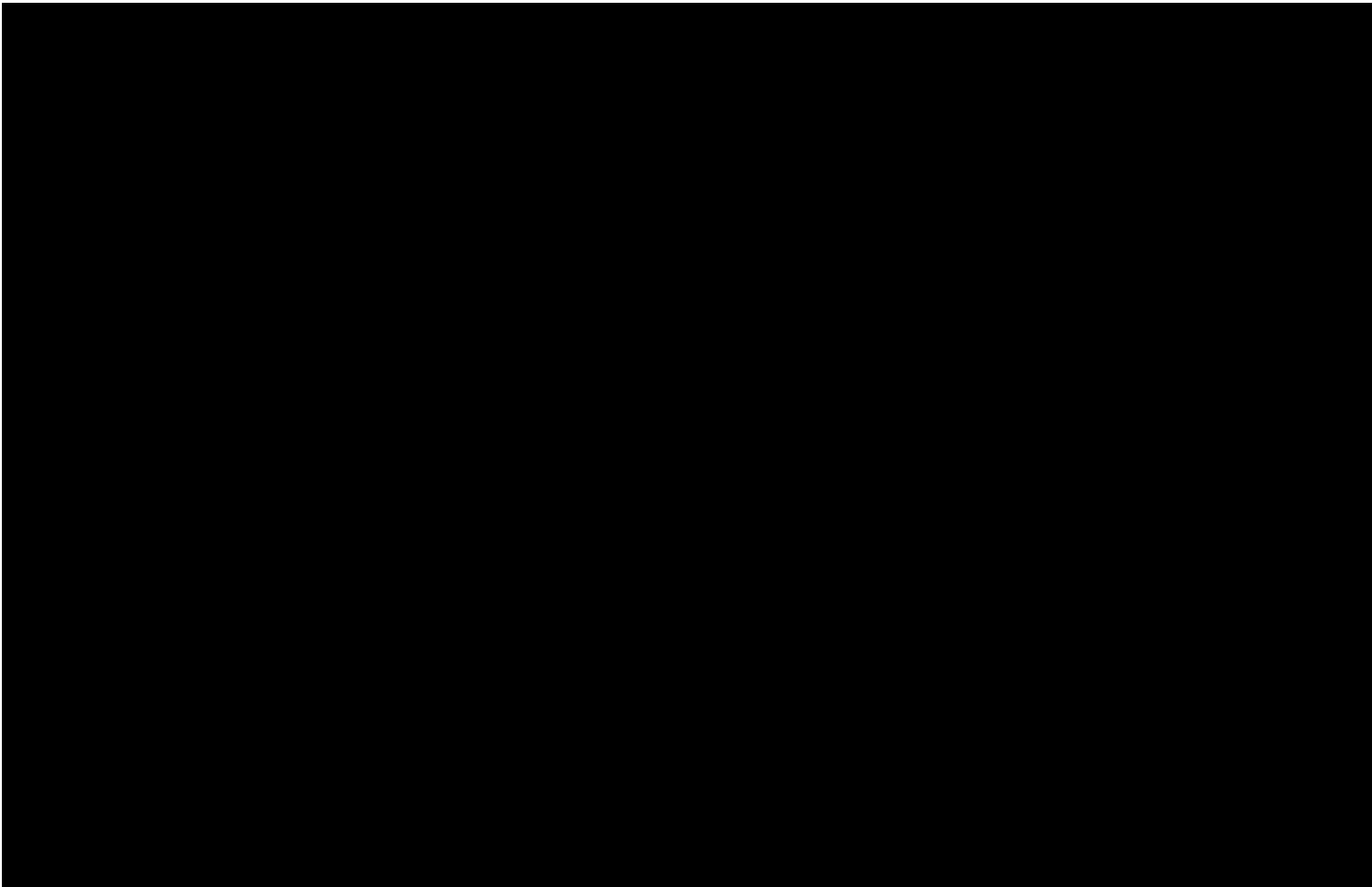
Field Means Laptop Scanners Fix Office Supplies
 Management Extremely Helpful Section
 Adobe Job Division Resources Ability
 Employees Received Tax Properly
 Supervisor New Policies DOR Scanning
 Equipment Limited FYIs

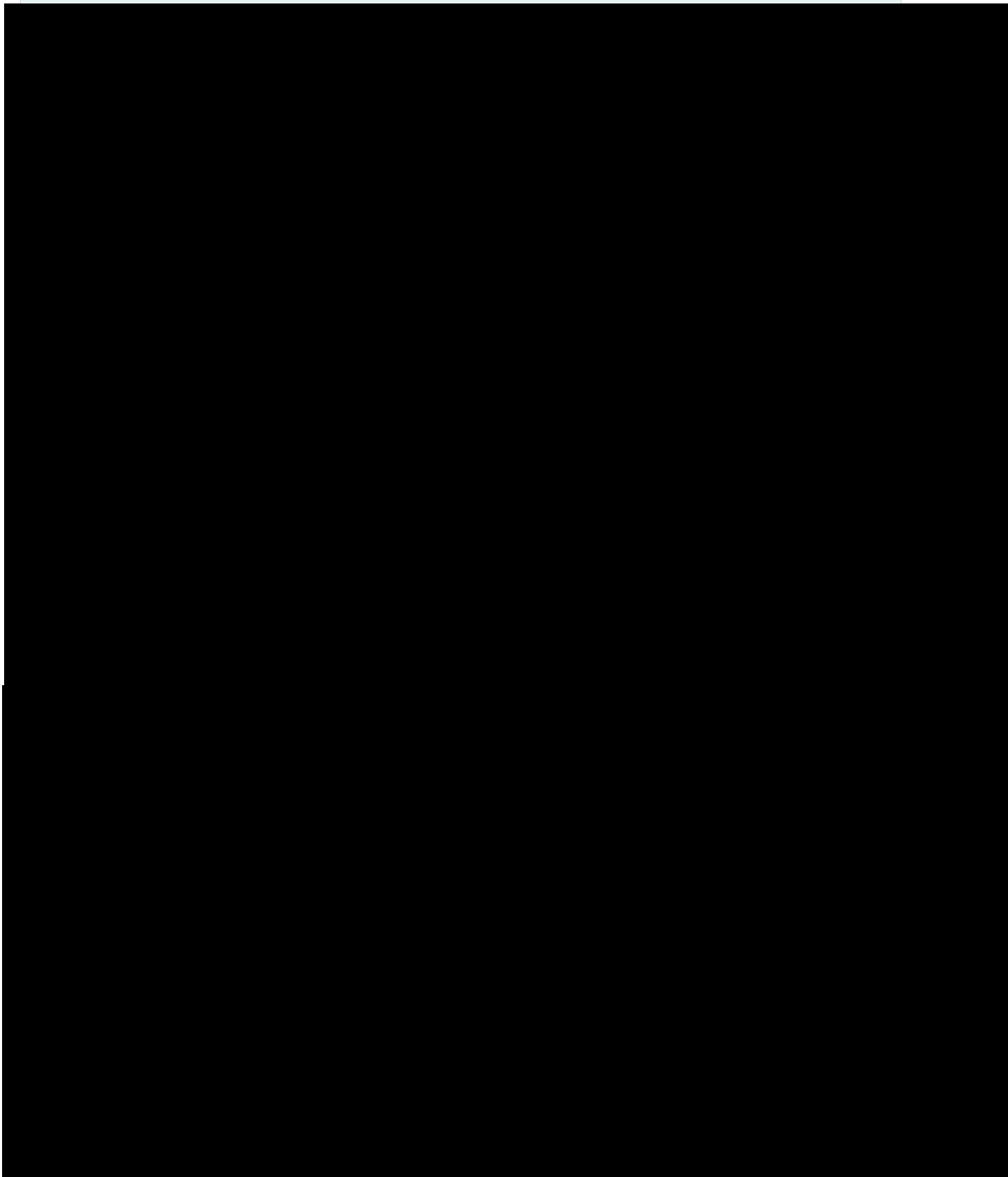
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	12.62% 27	45.79% 98	16.82% 36	19.16% 41	5.61% 12	214	2.59

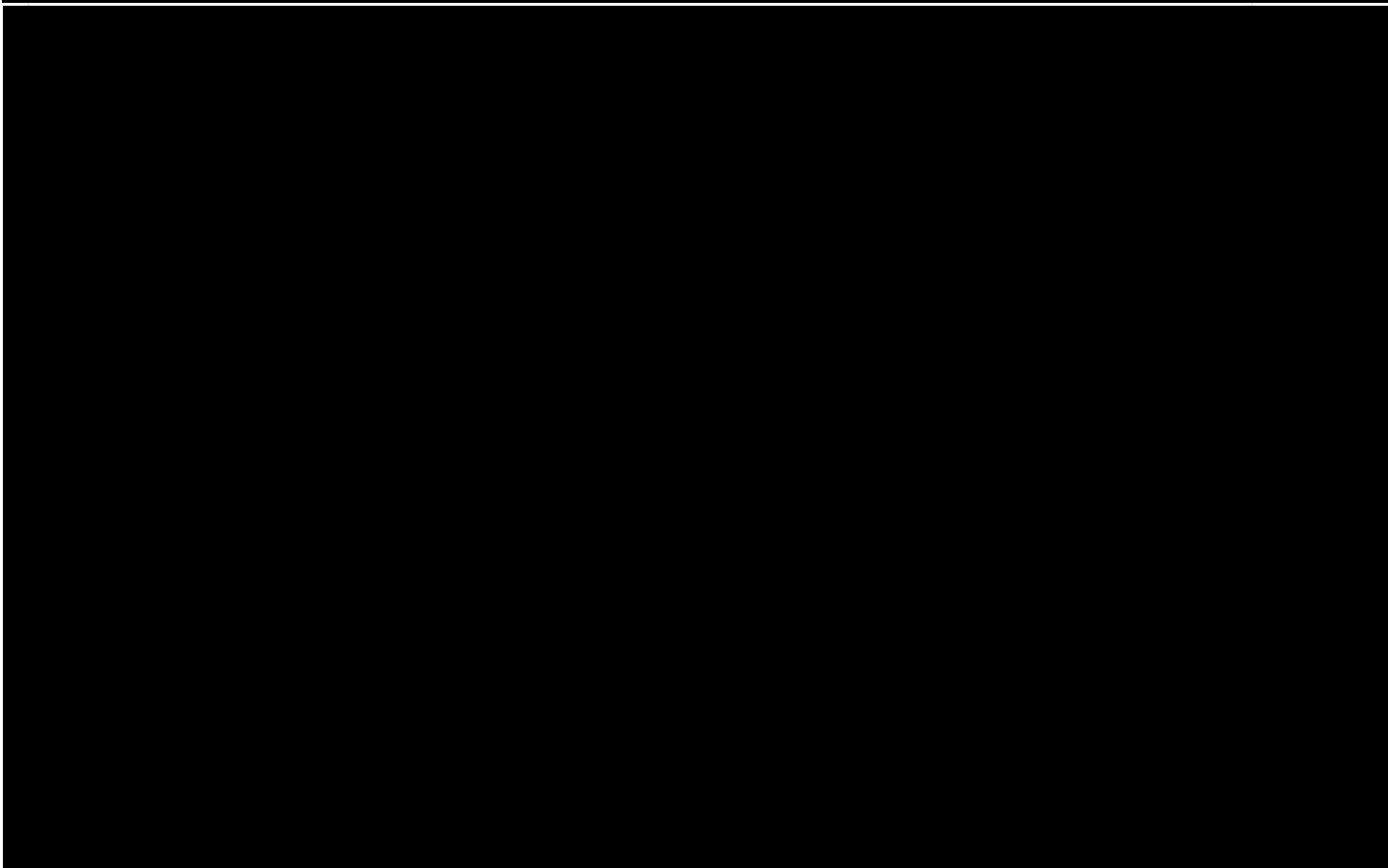
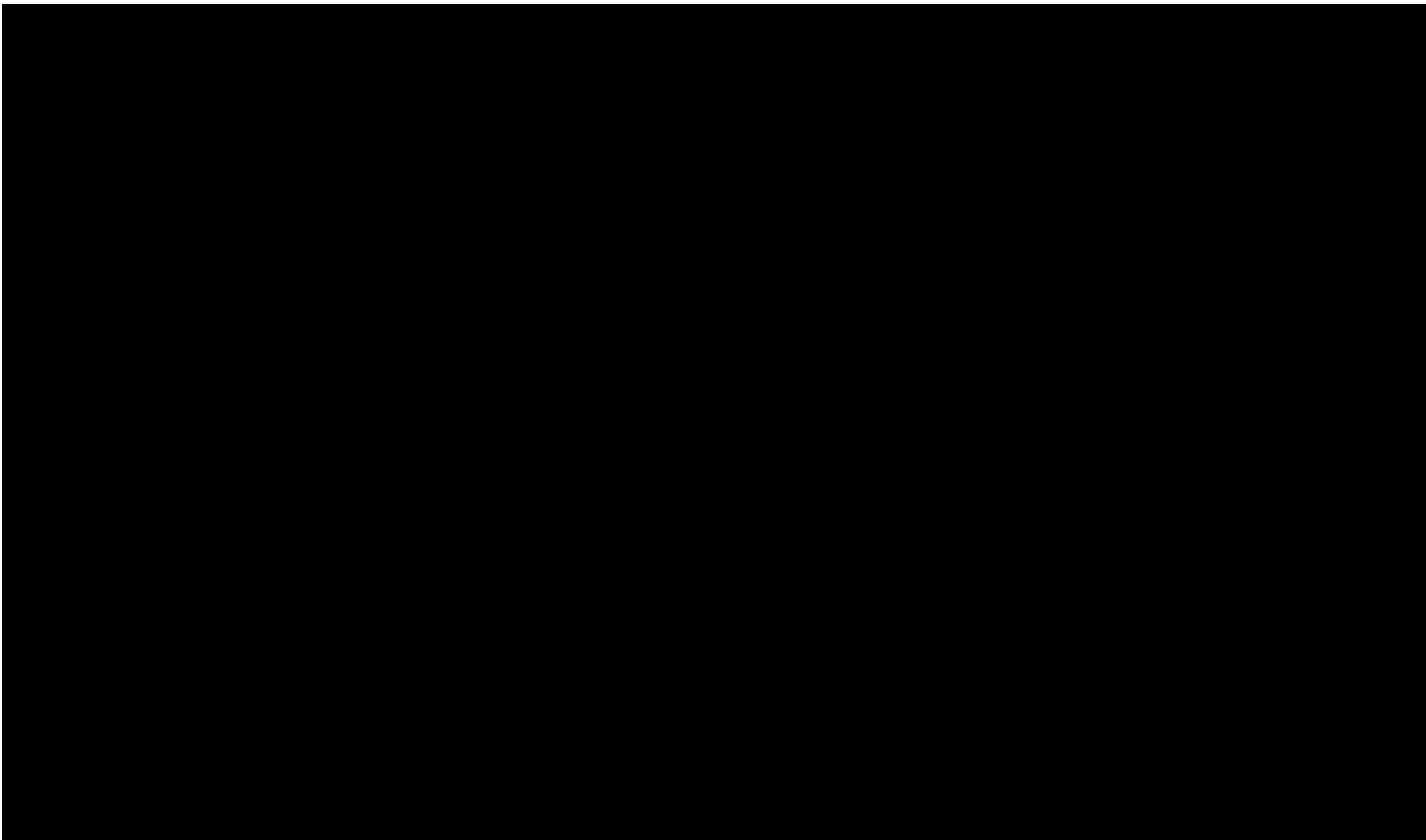
[Comments \(85\)](#)

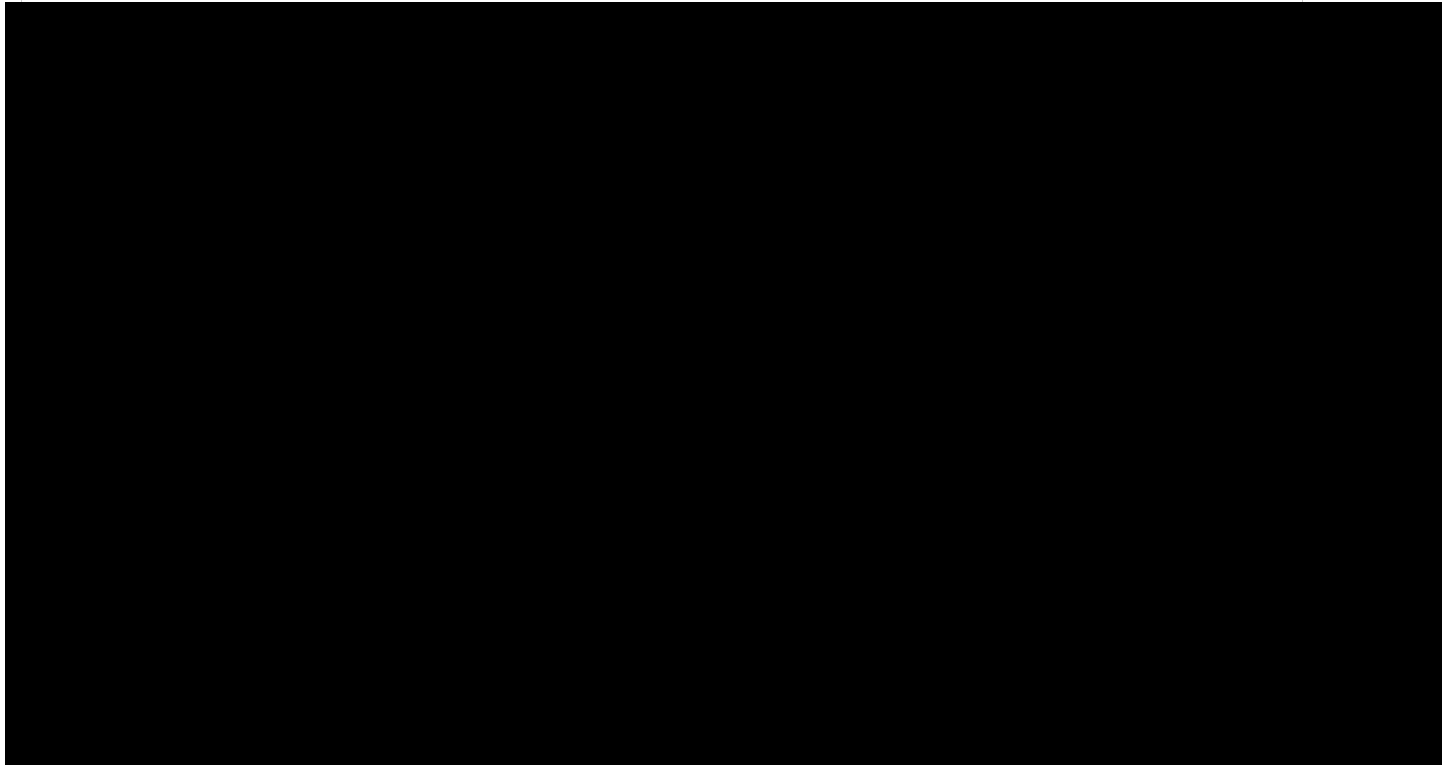


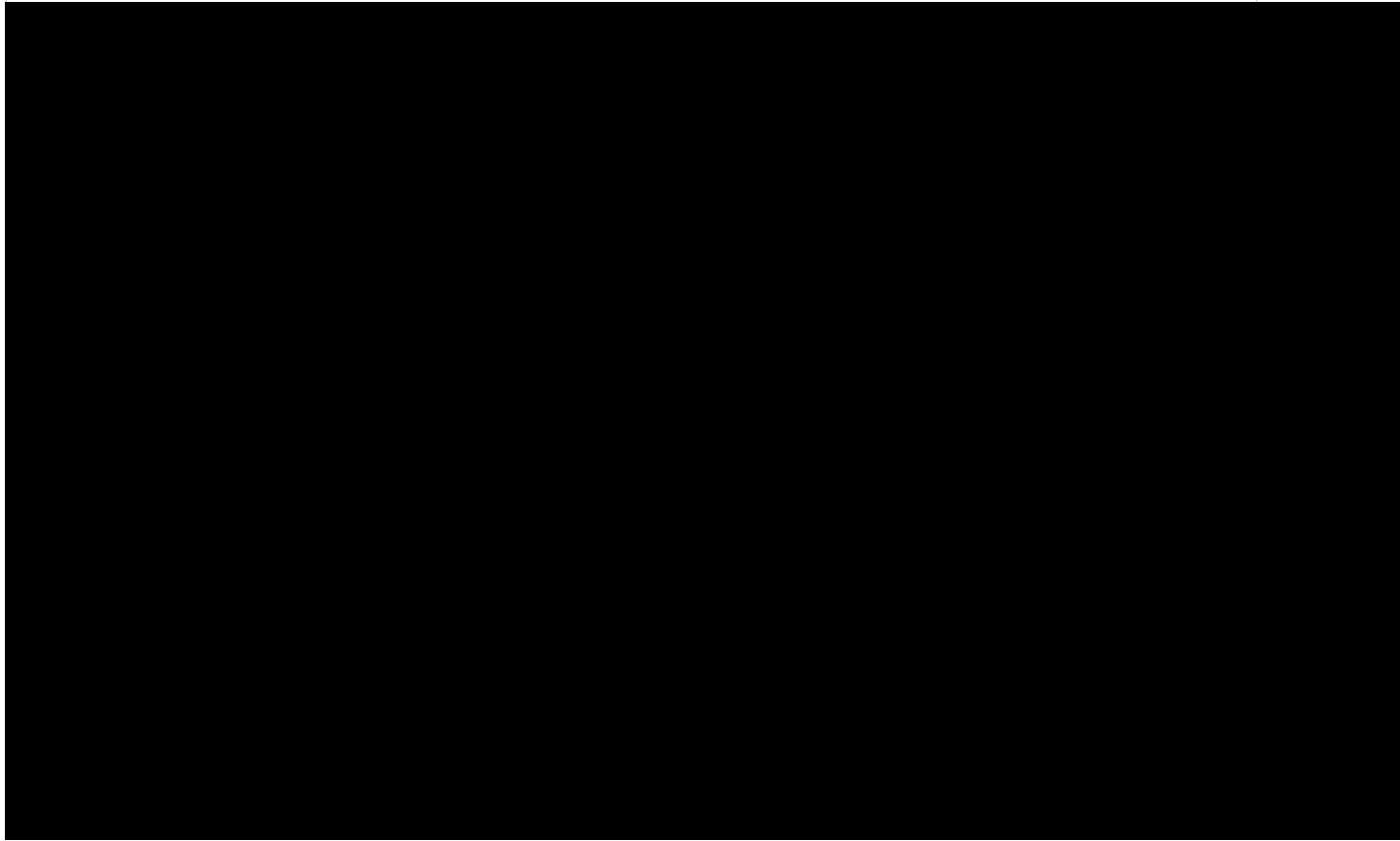




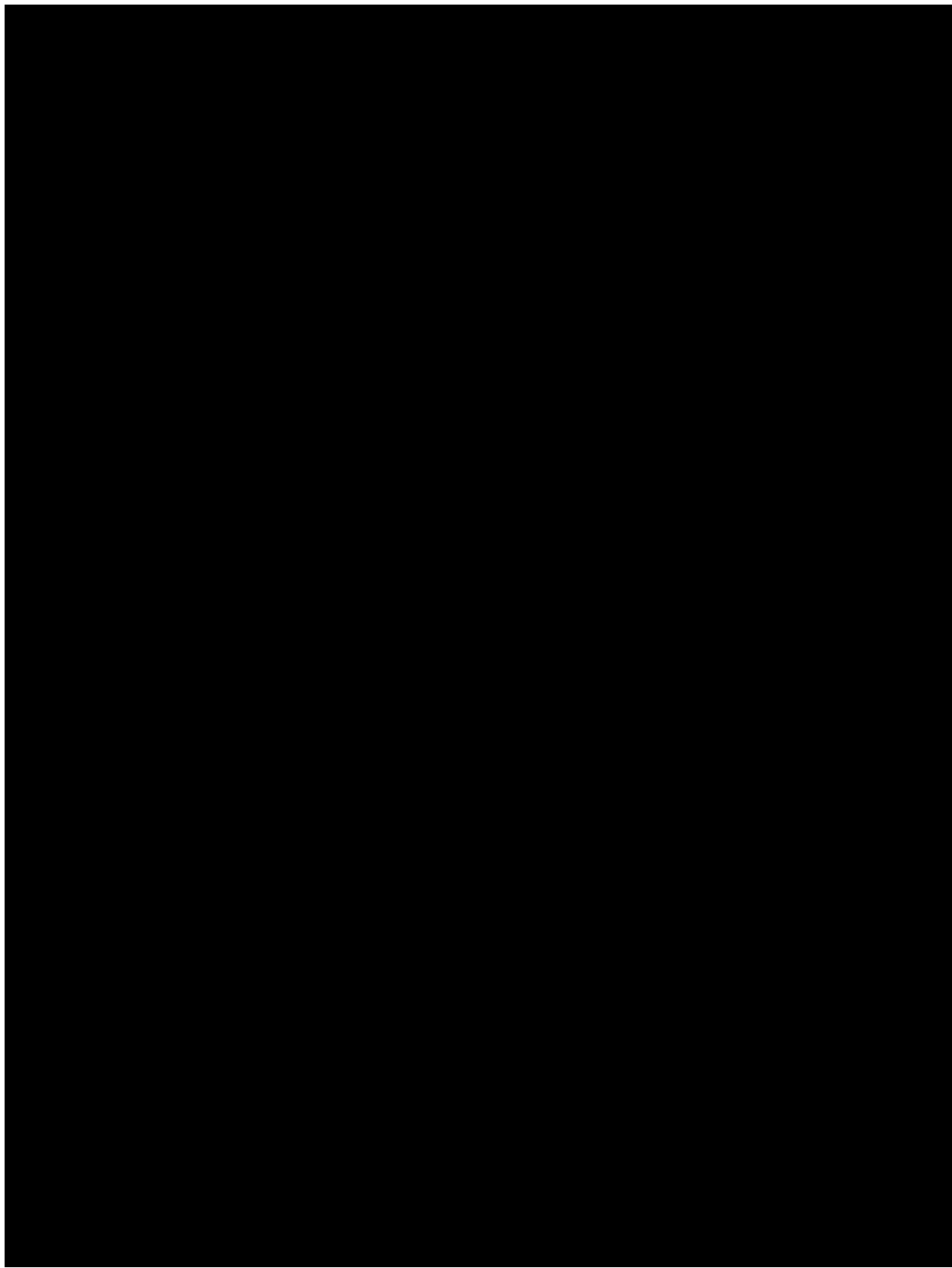












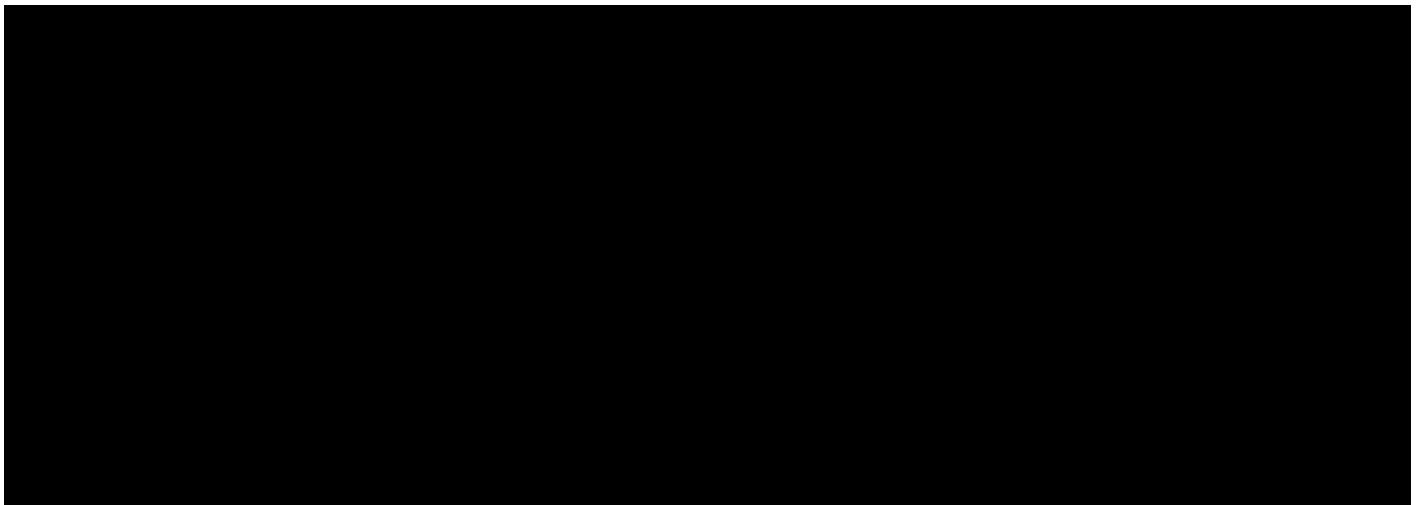
Q2 I feel that there are fair, clear, and consistent standards for work quality throughout the Taxation Division.

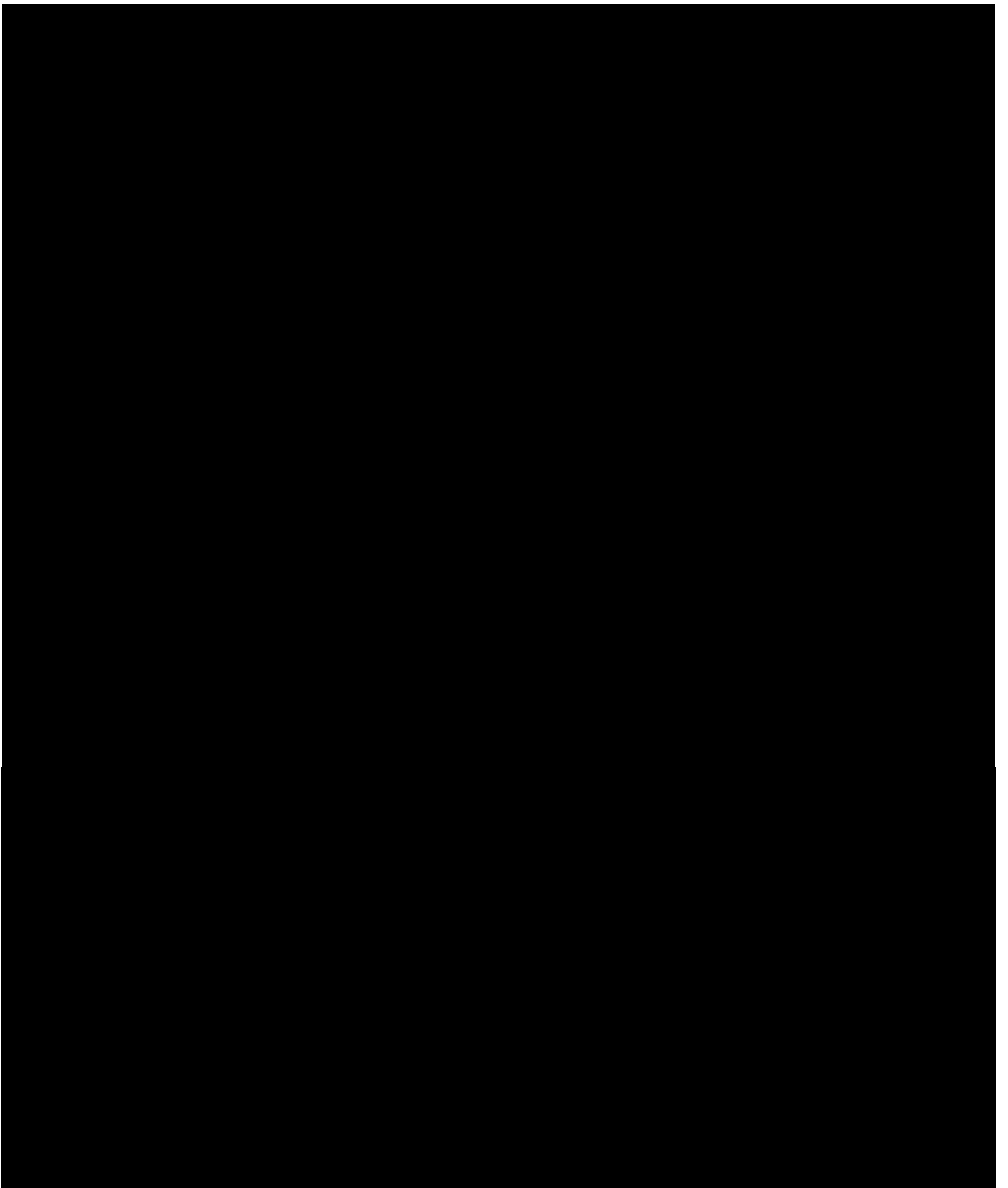
Answered: 214 Skipped: 0

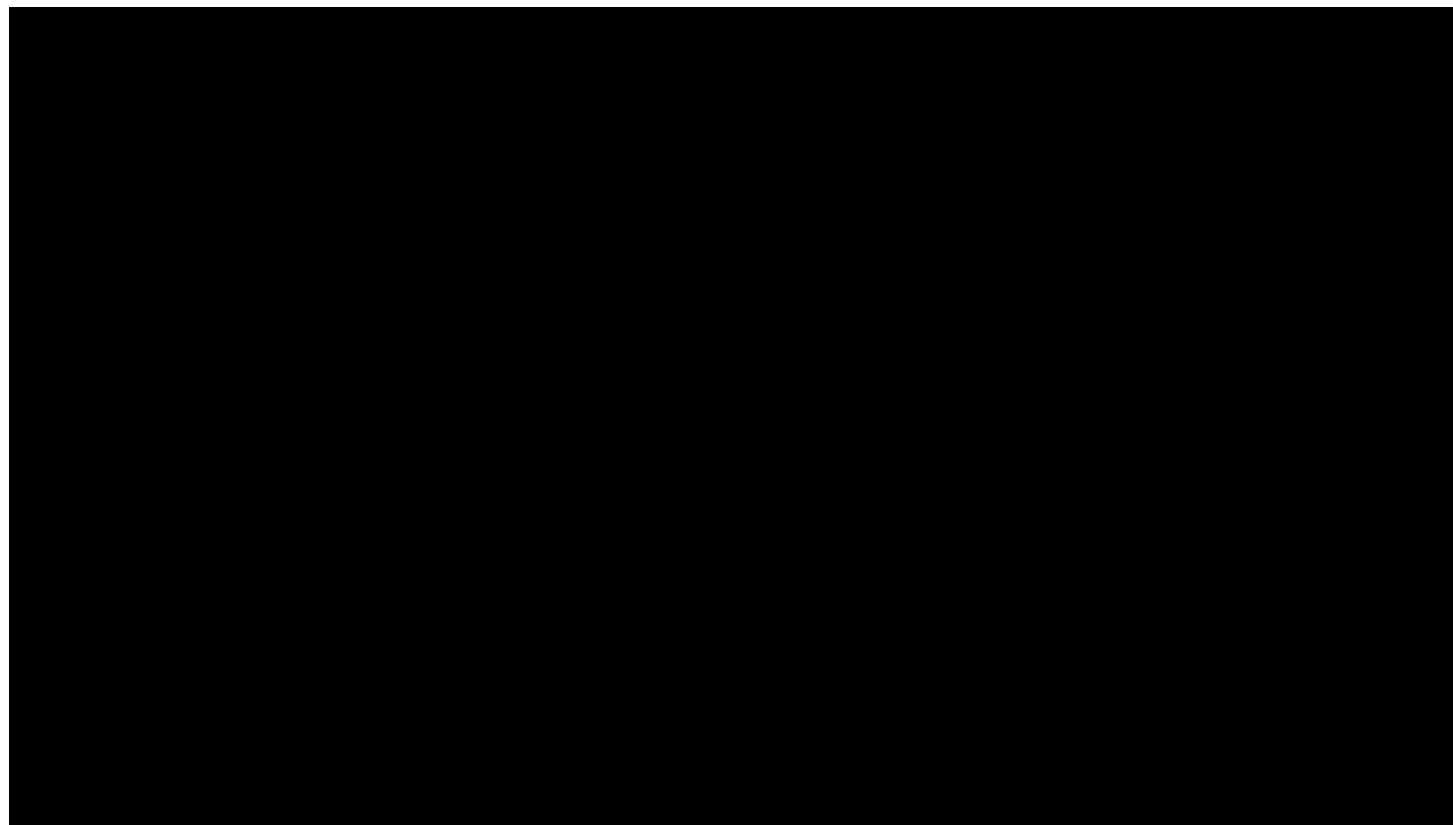
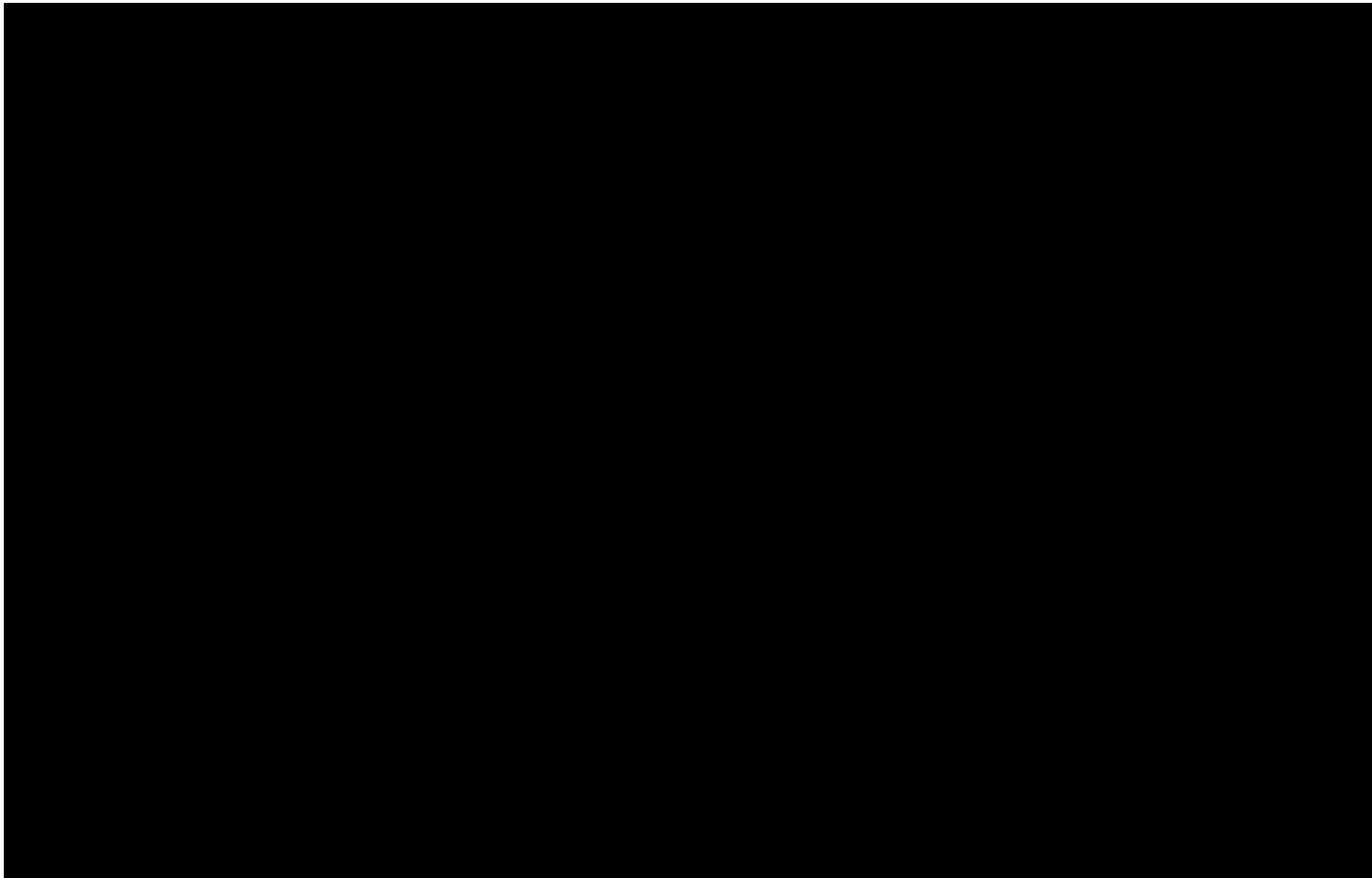
Trained Speak Workload Past Issues Evaluation
 Review Lost Account Priority
 Consistent Lower Work Quality
 Income Tax Department Wrong GenTax
 Favorites Expectations Rules Set Takes Auditors
 Tax Examiner

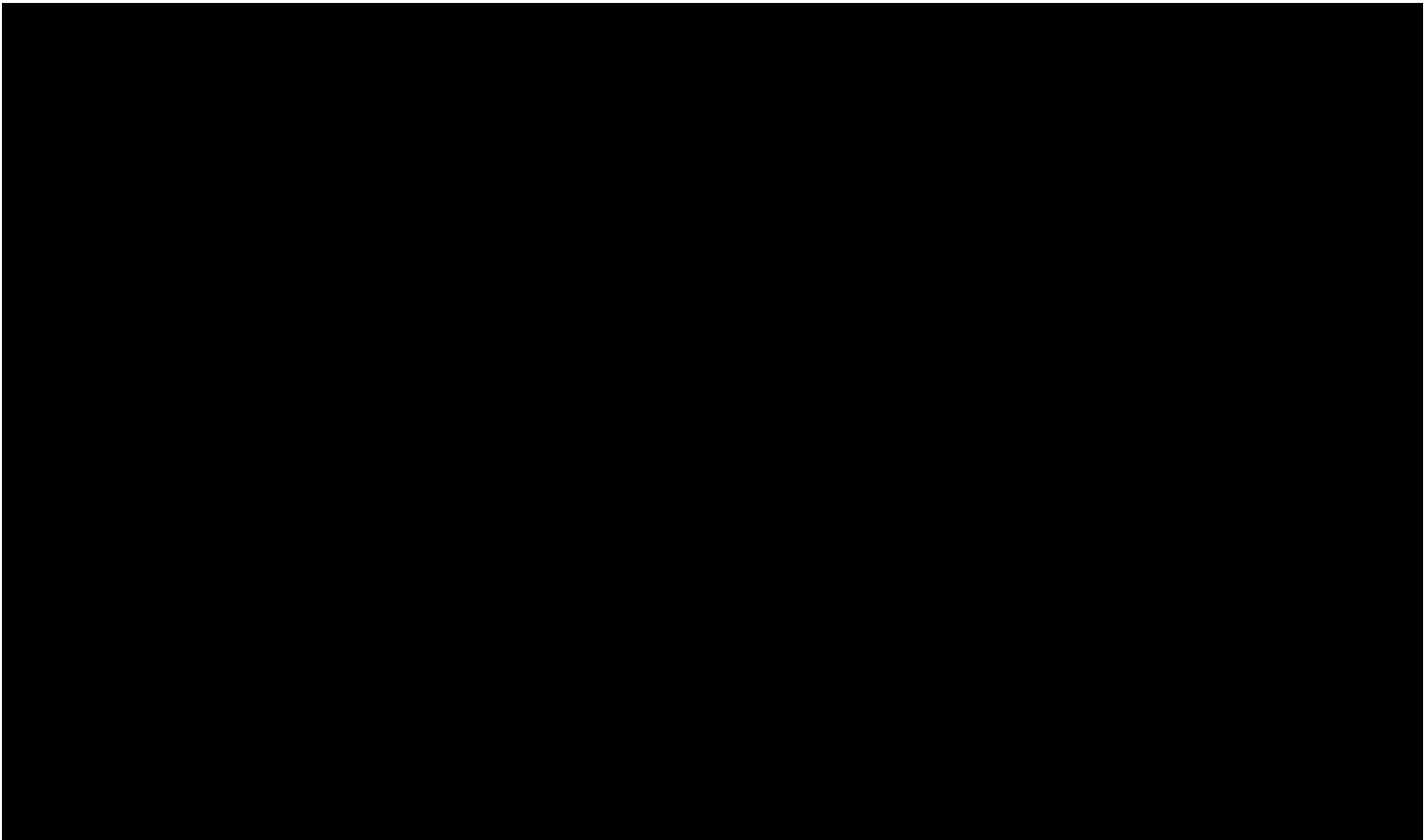
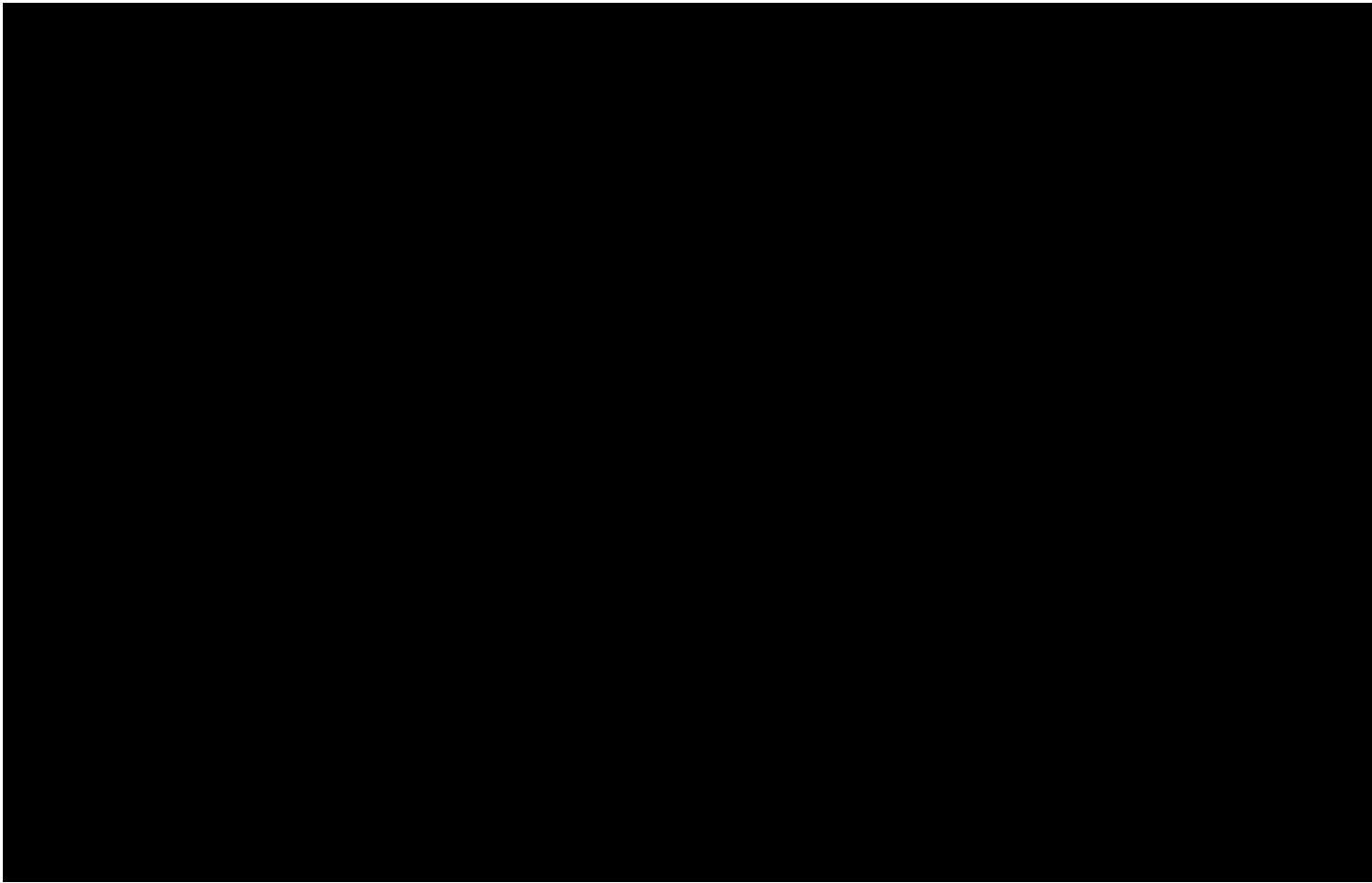
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	8.88% 19	25.70% 55	26.64% 57	23.36% 50	15.42% 33	214	3.11

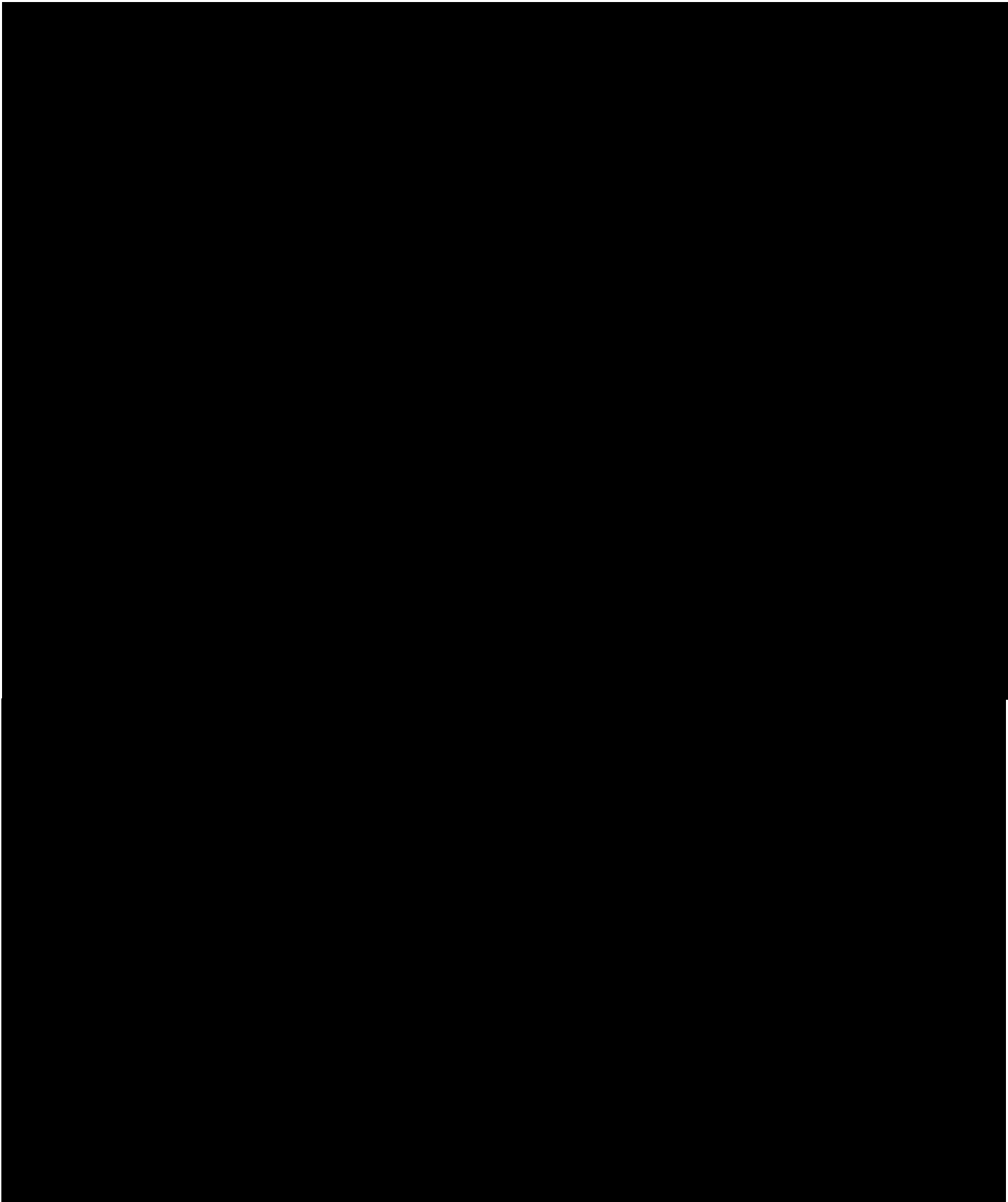
Comments (78)

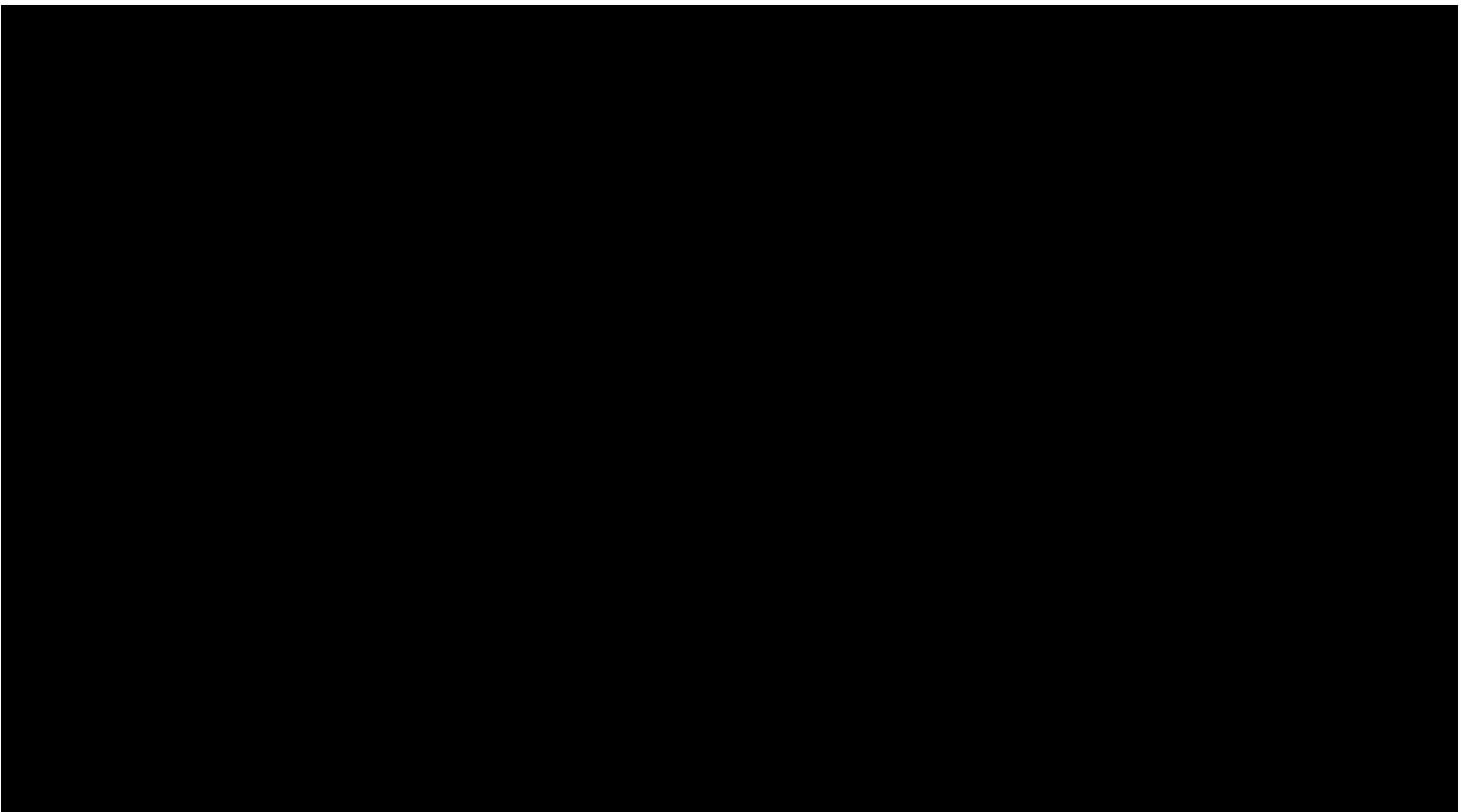
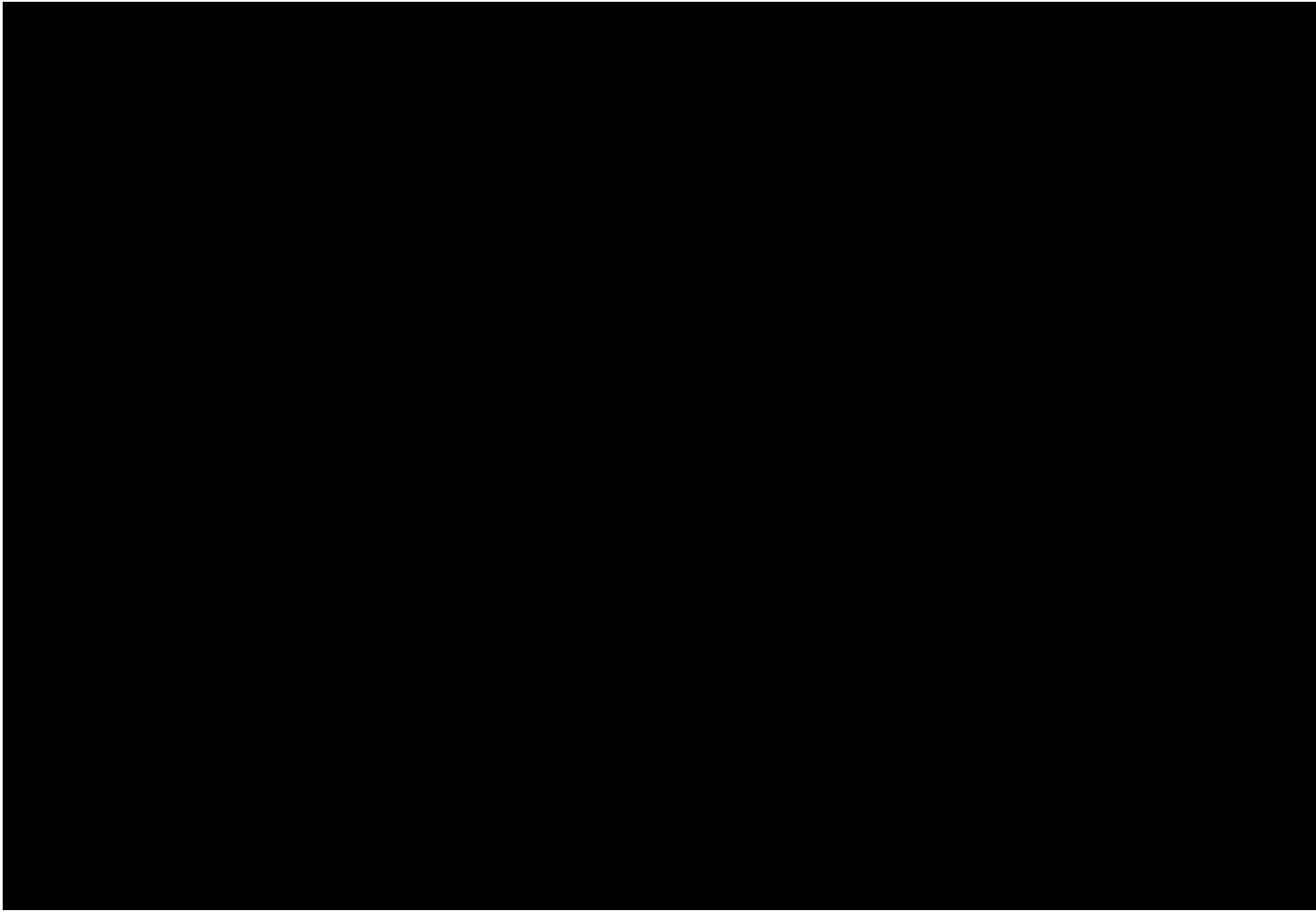


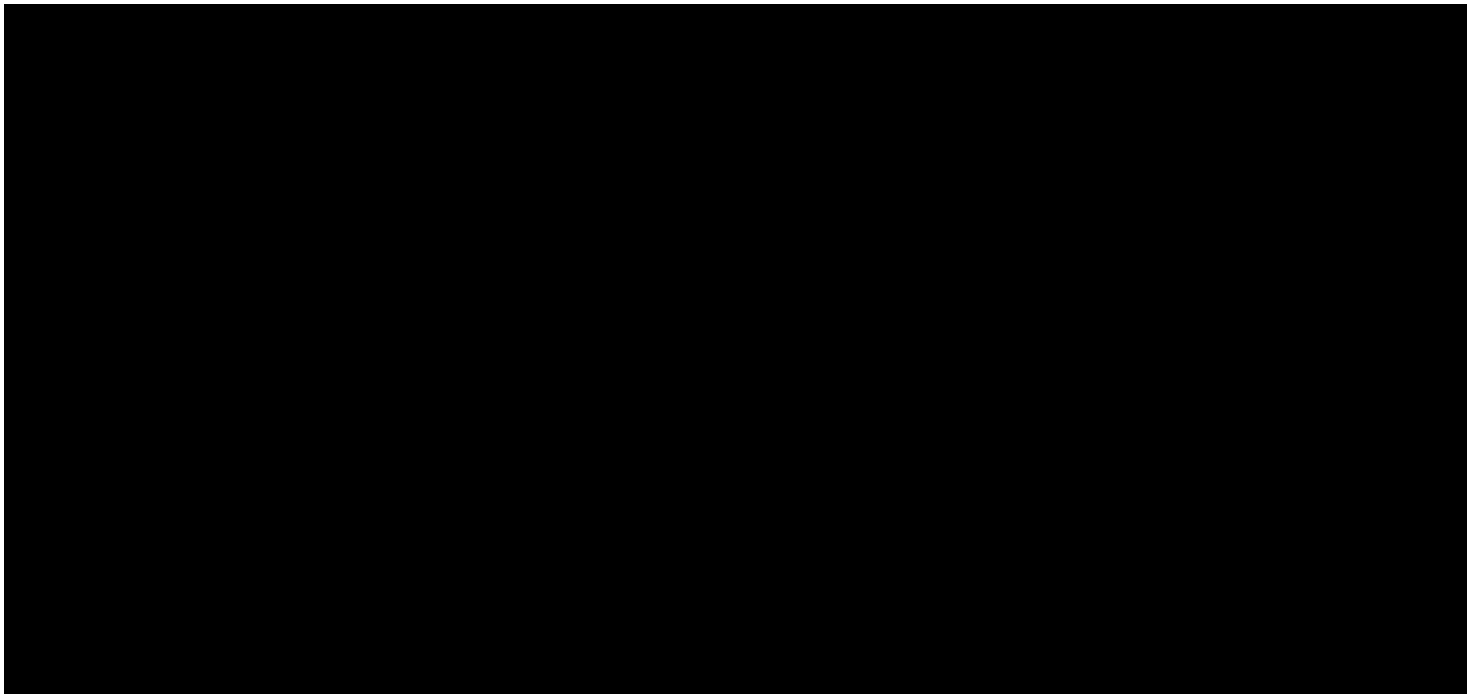
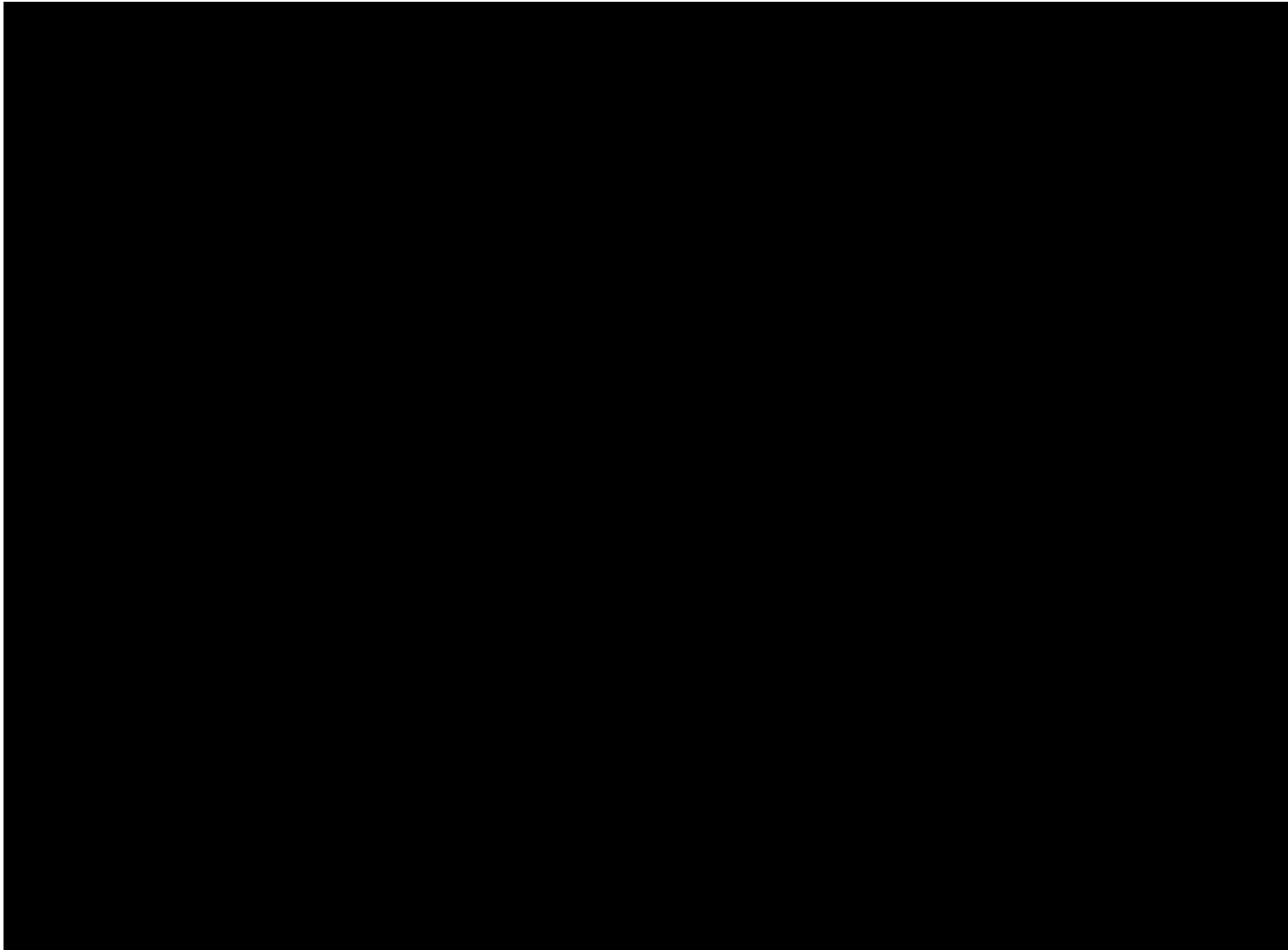


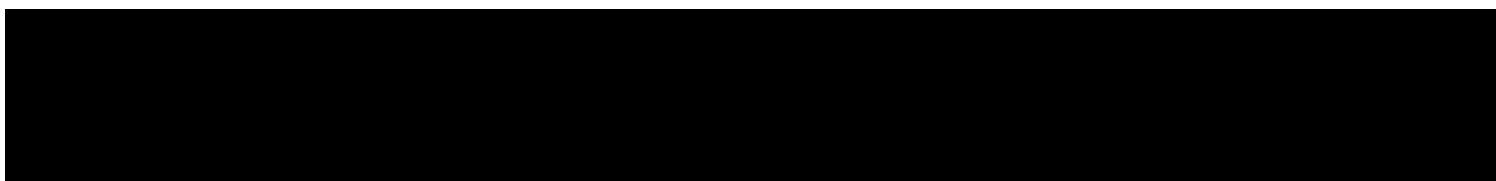
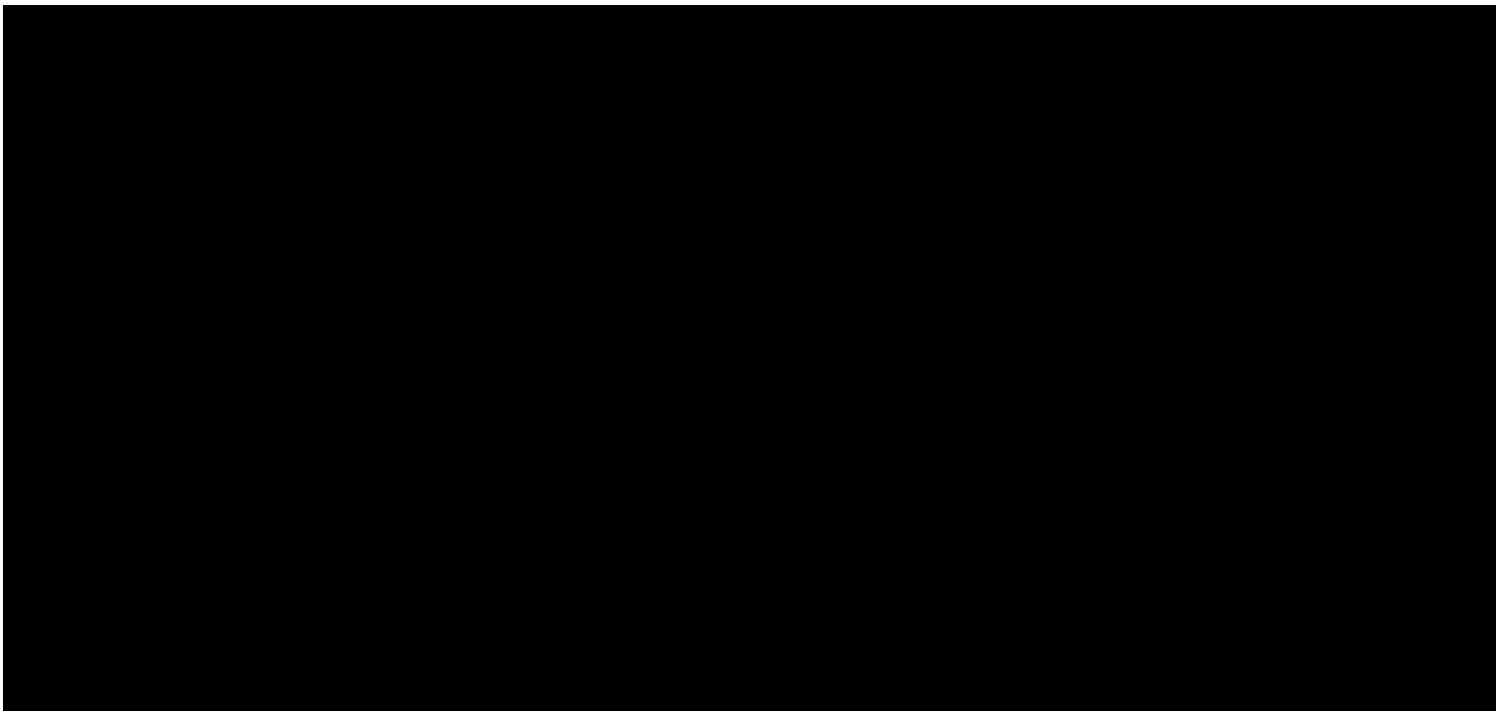












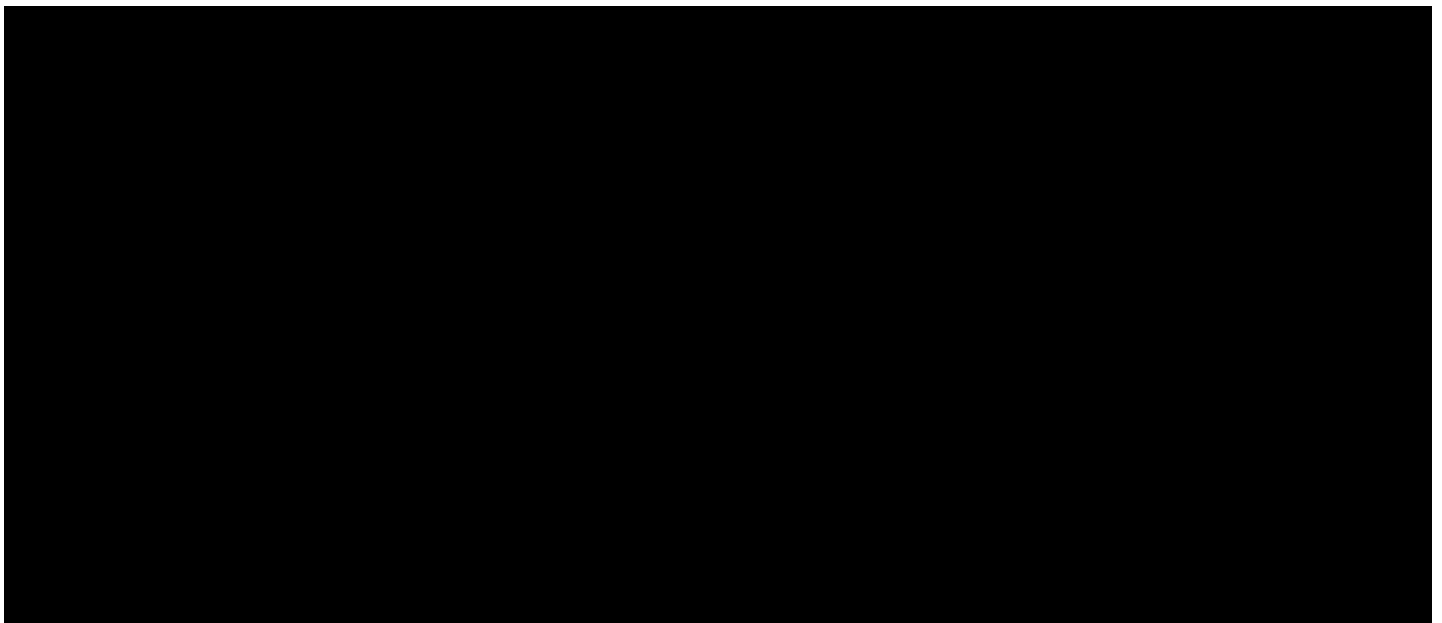
Q3 I'm satisfied with the information I receive from Taxation Division management about matters affecting the division as a whole.

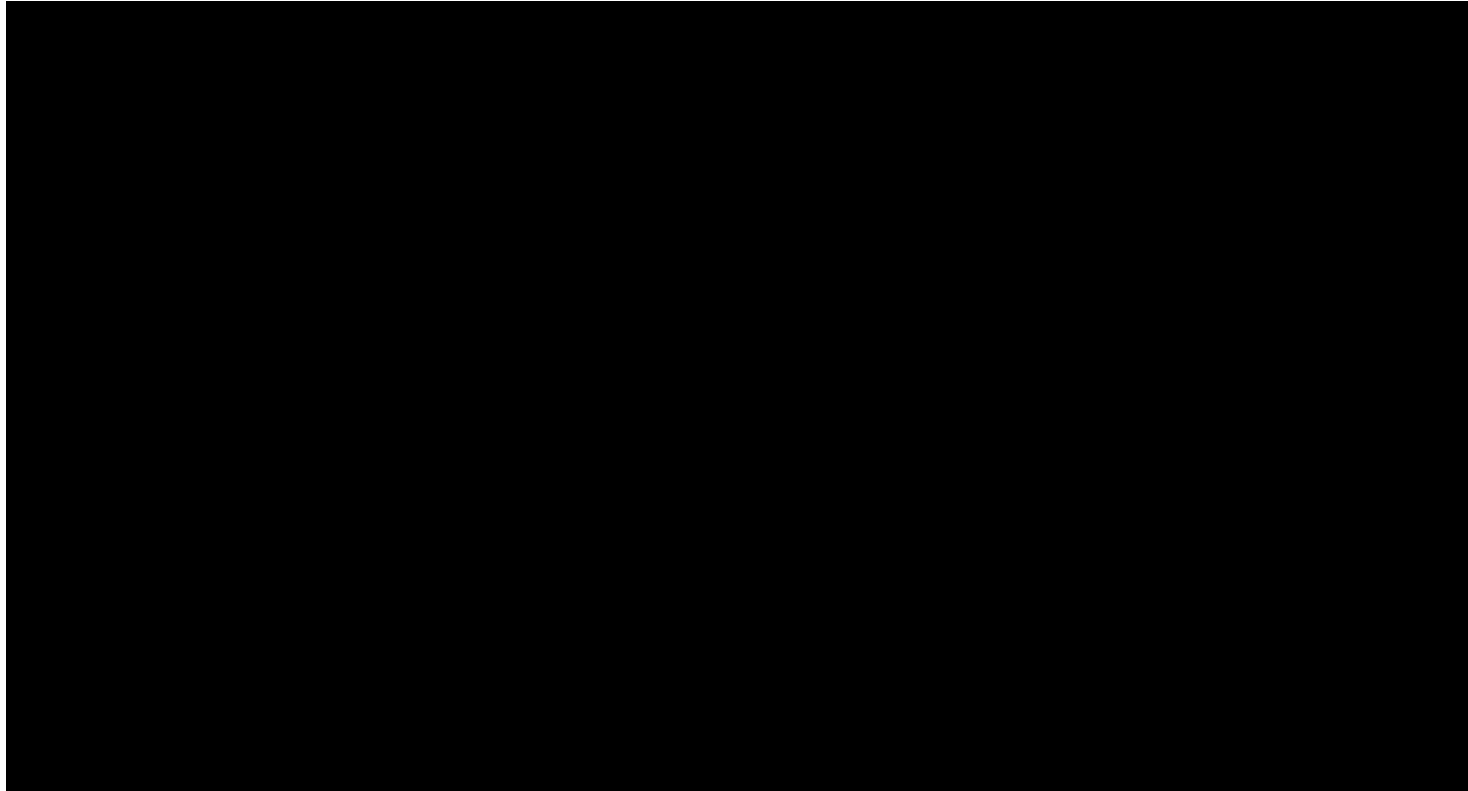
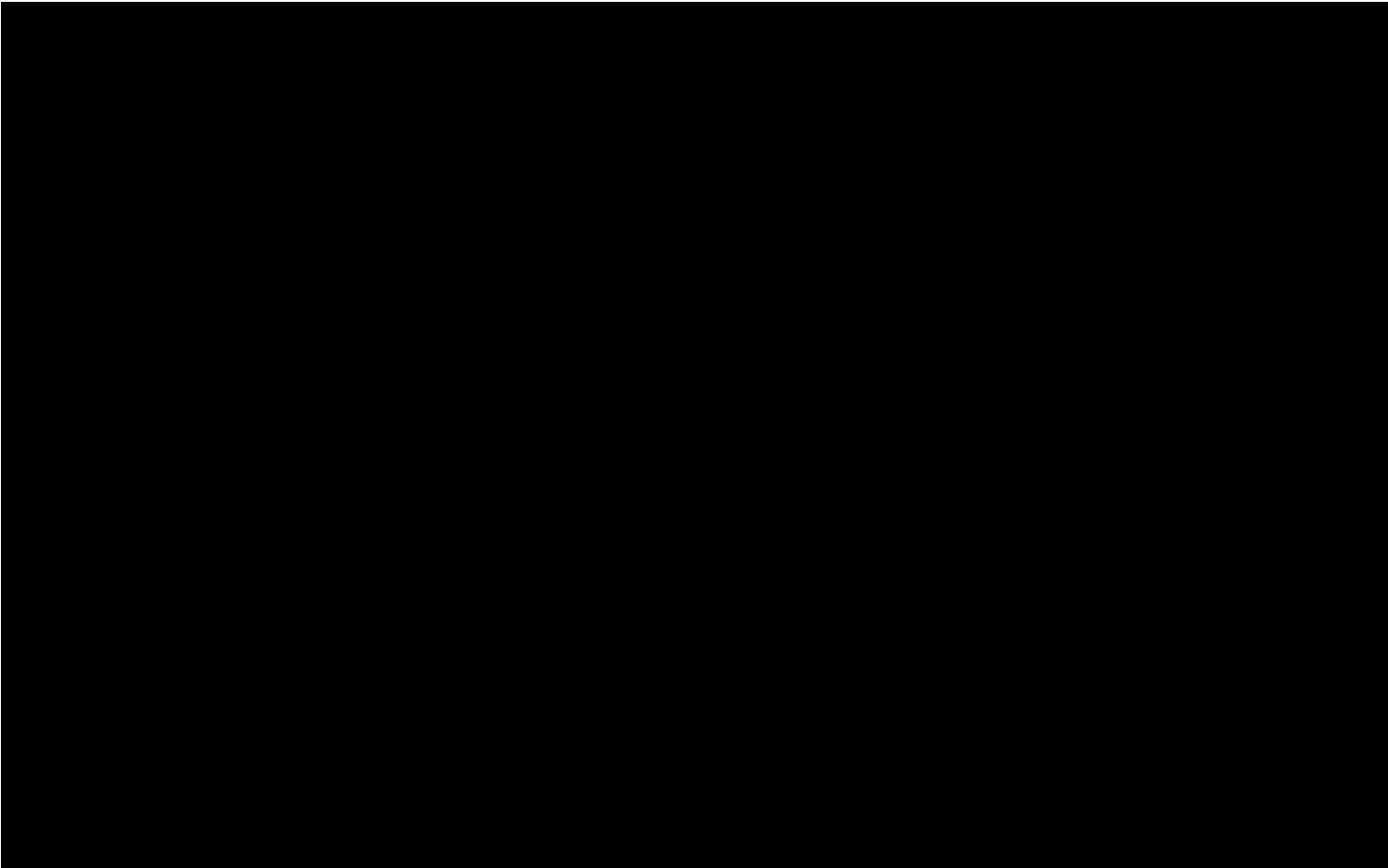
Answered: 213 Skipped: 1

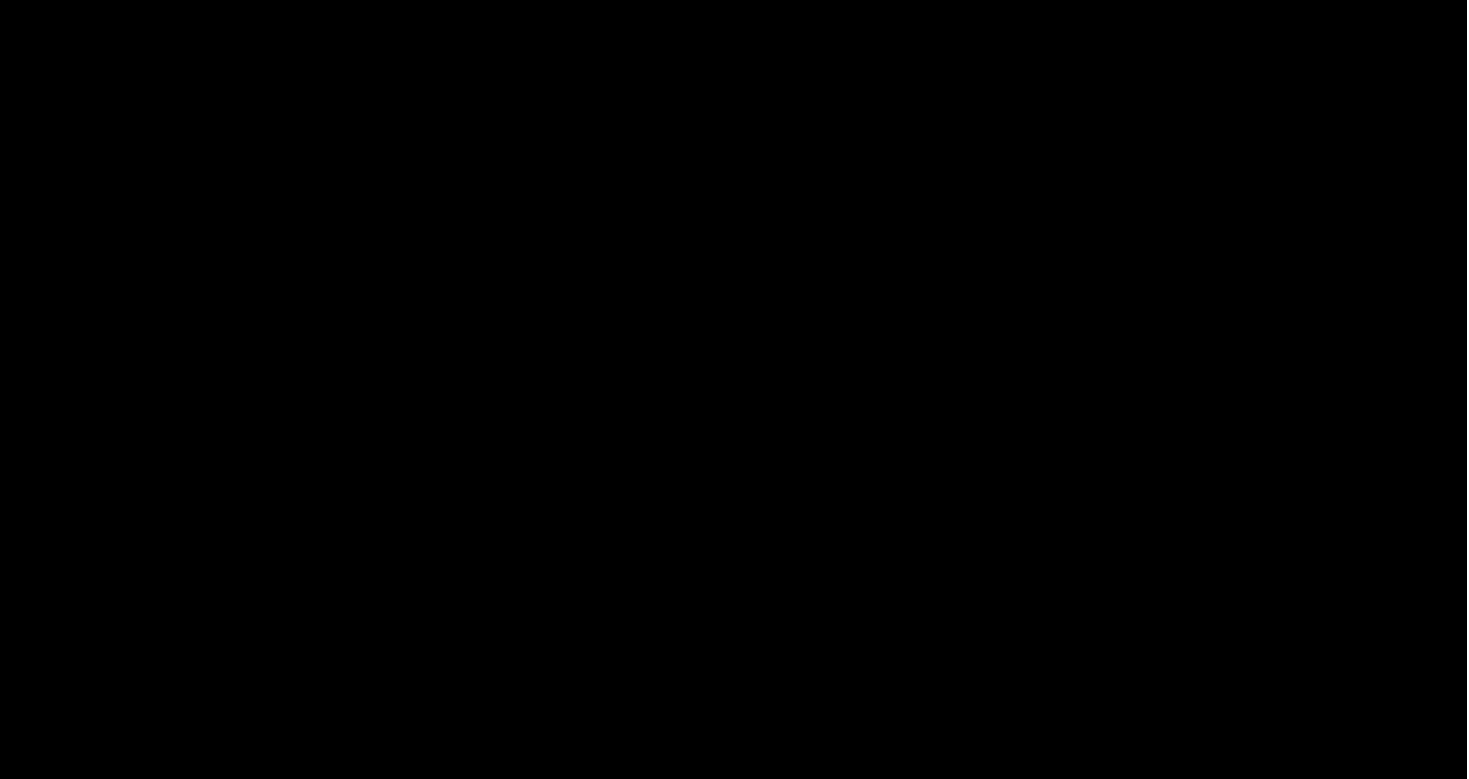
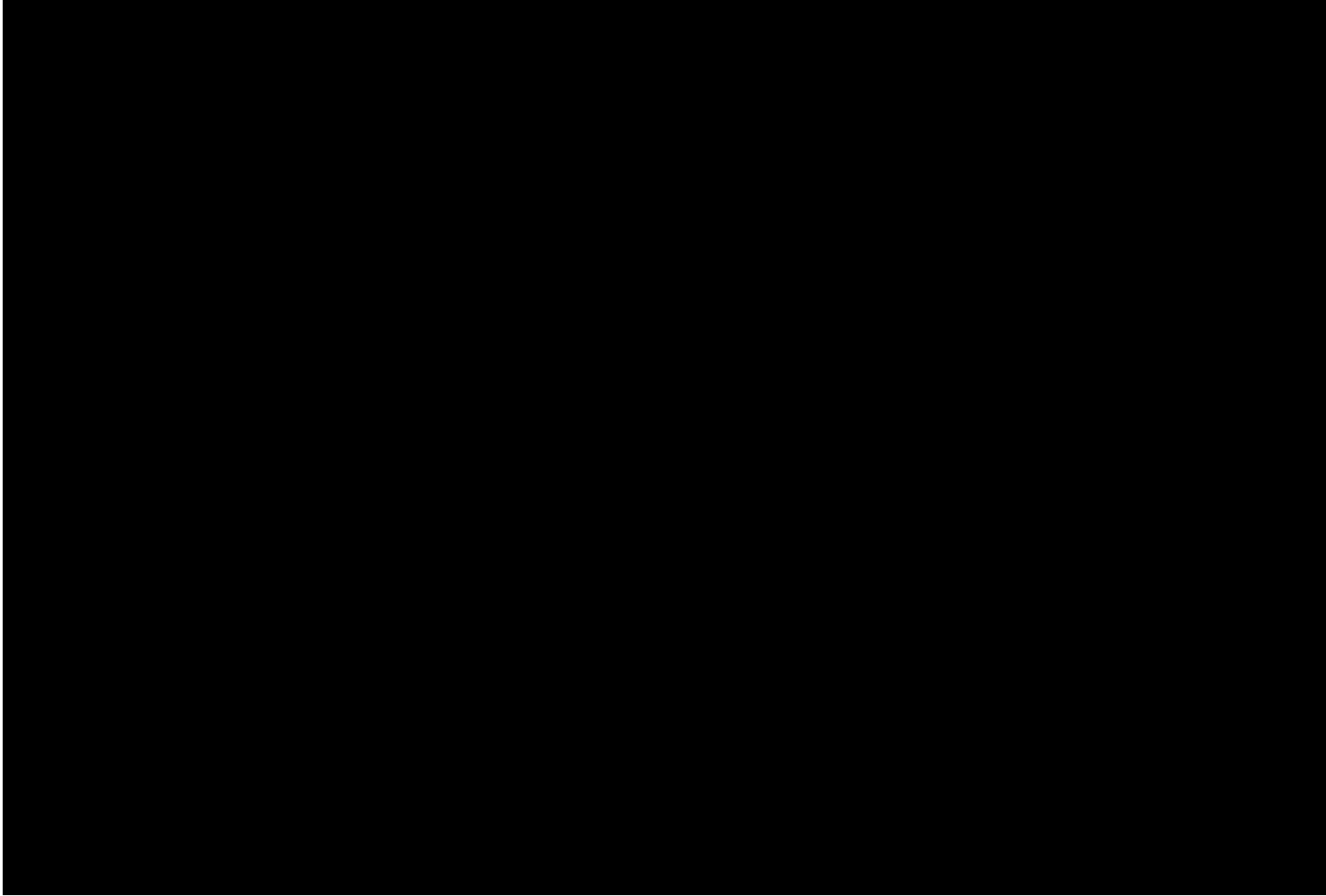
Hear Little Upper Management Goals Receive
 Answers Issue Happening Taxation
 Town Hall Meetings Employees Correct
 Communication Assessment Sections
 Important Email Understand Matters Passed

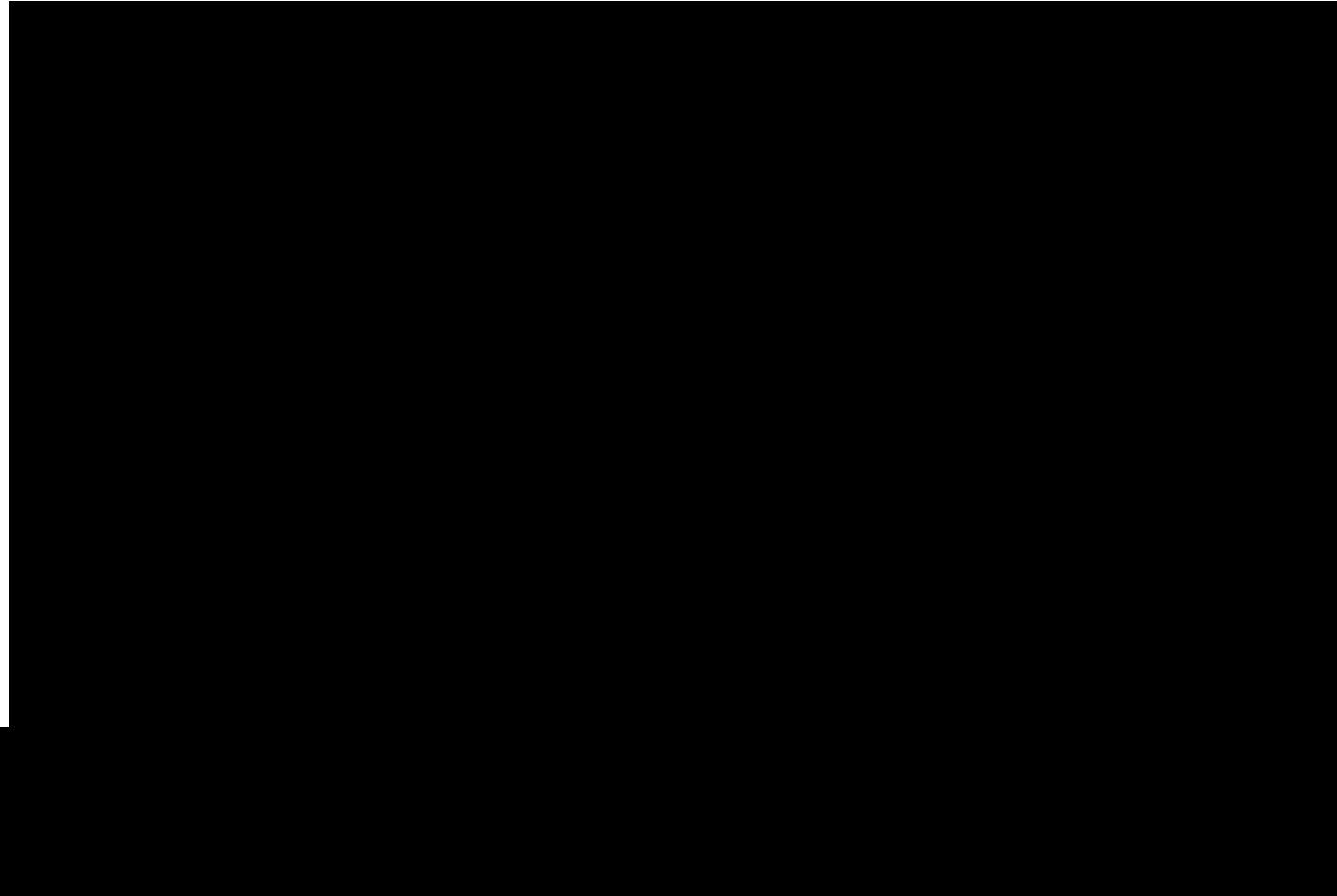
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	10.33% 22	35.21% 75	23.00% 49	21.13% 45	10.33% 22	213	2.86

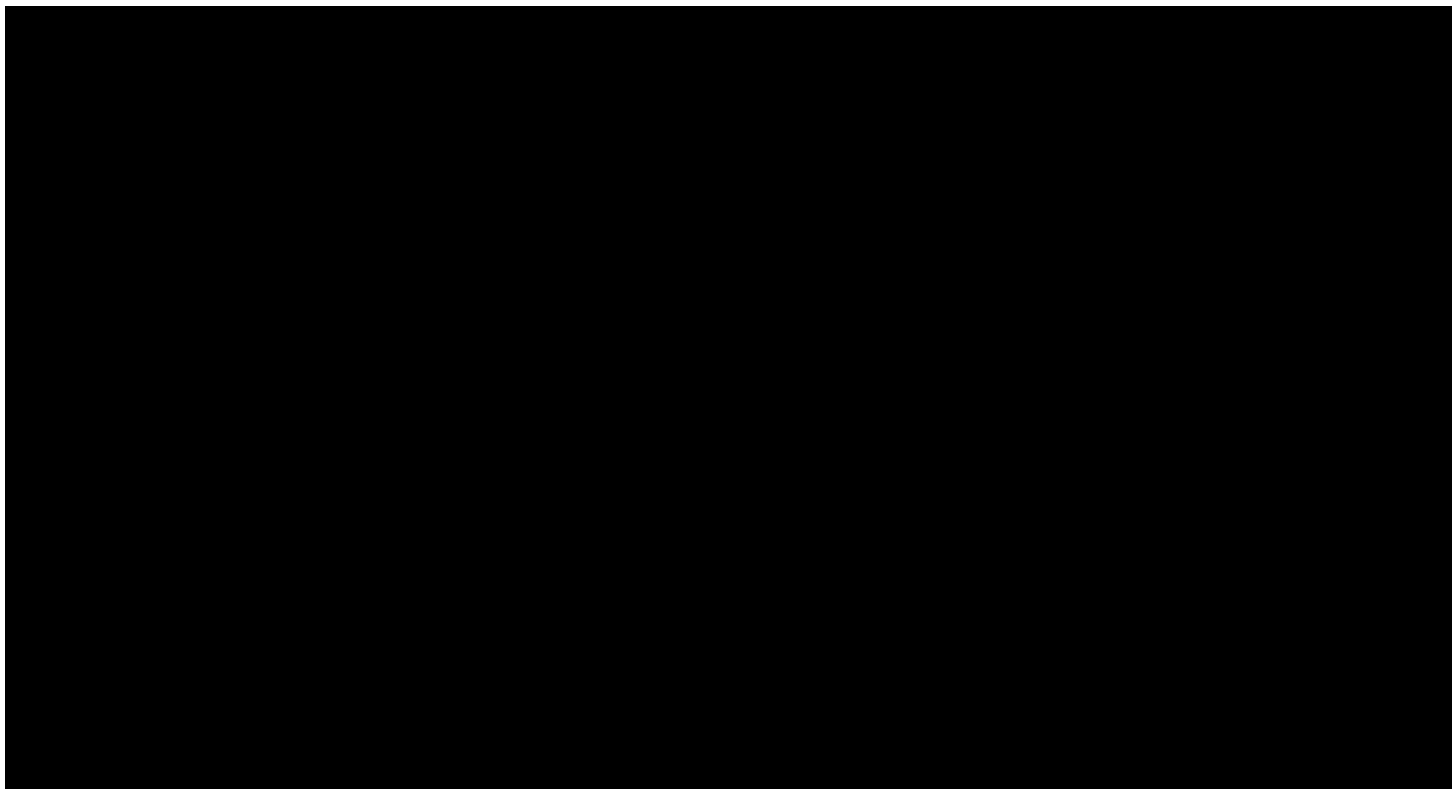
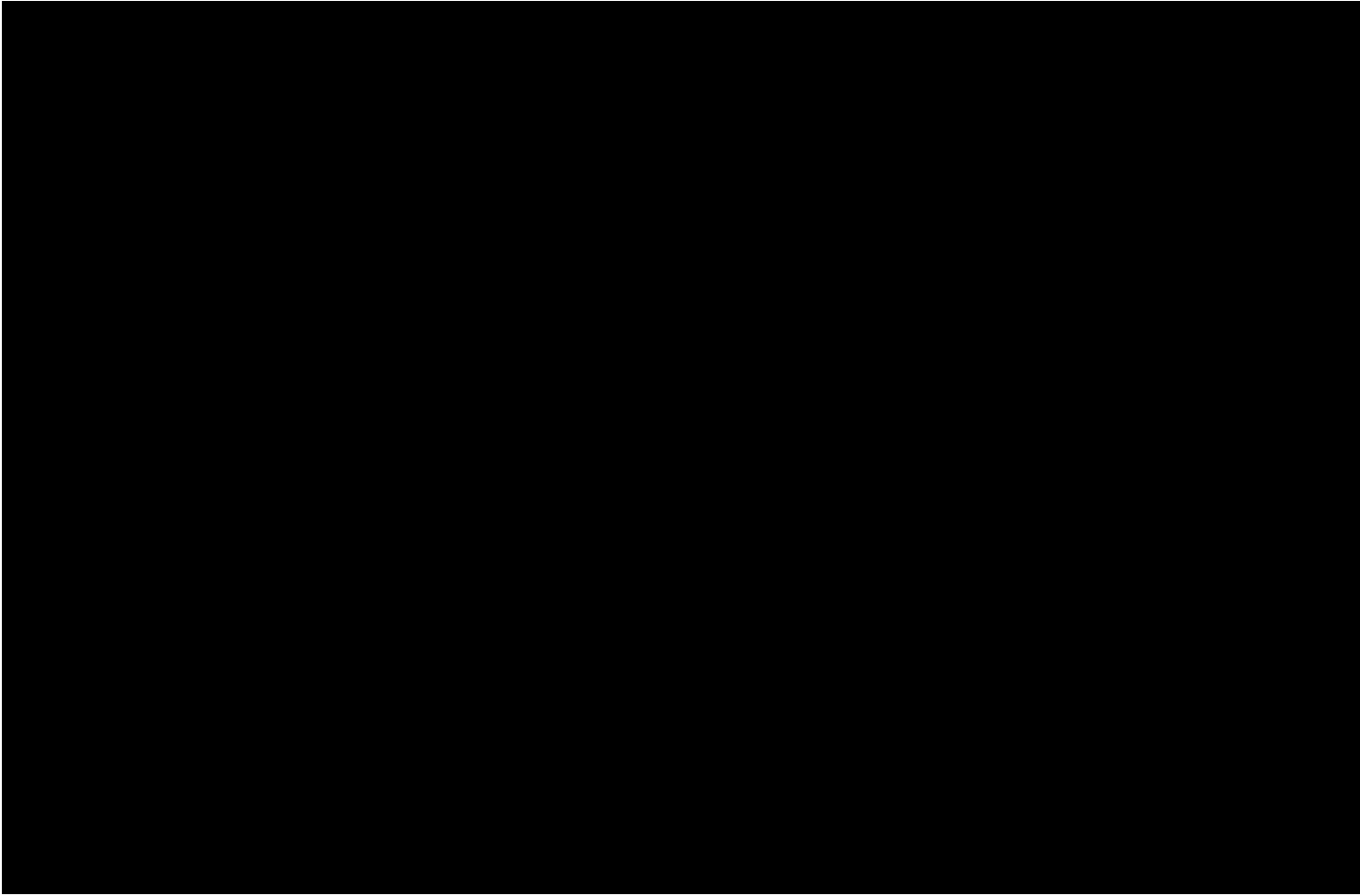
Comments (60)

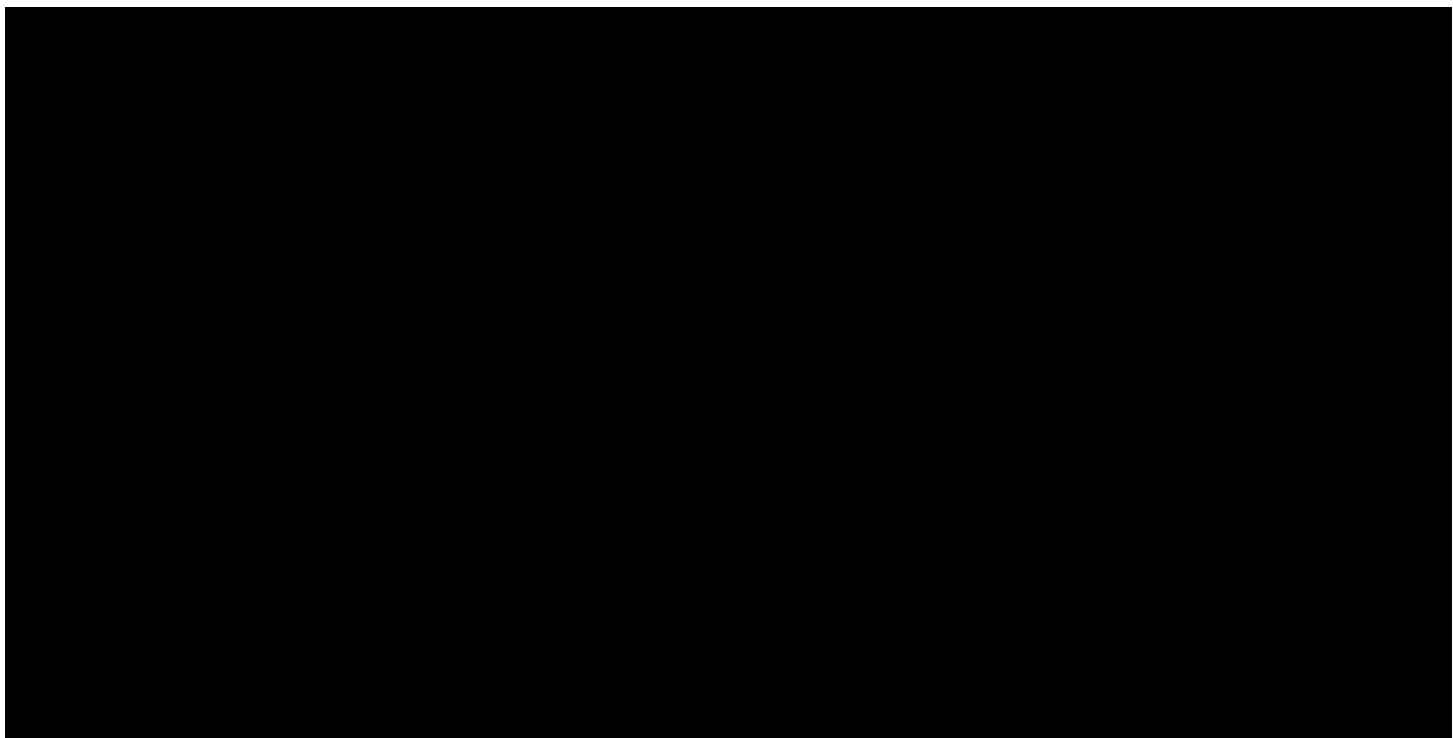
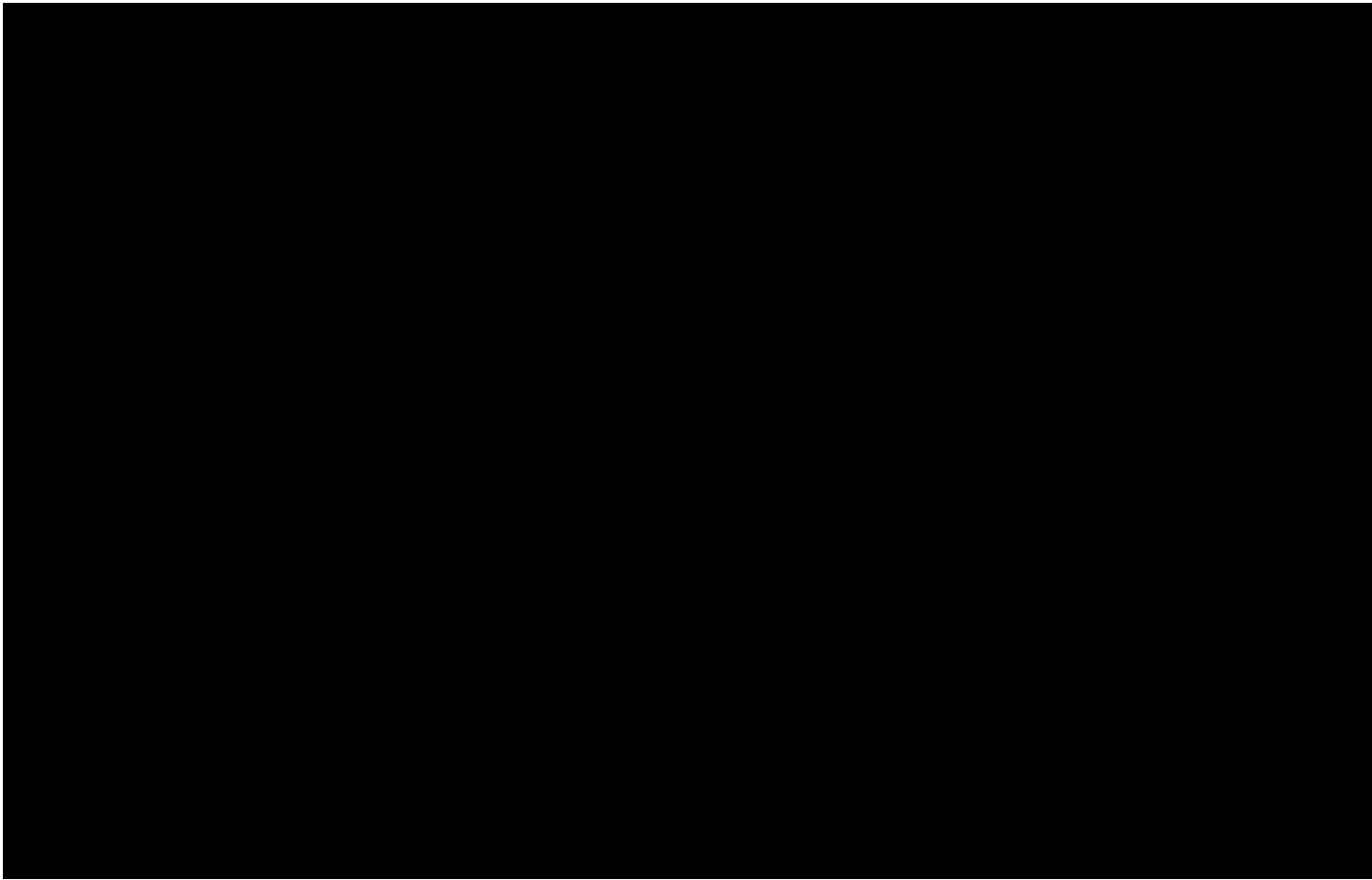


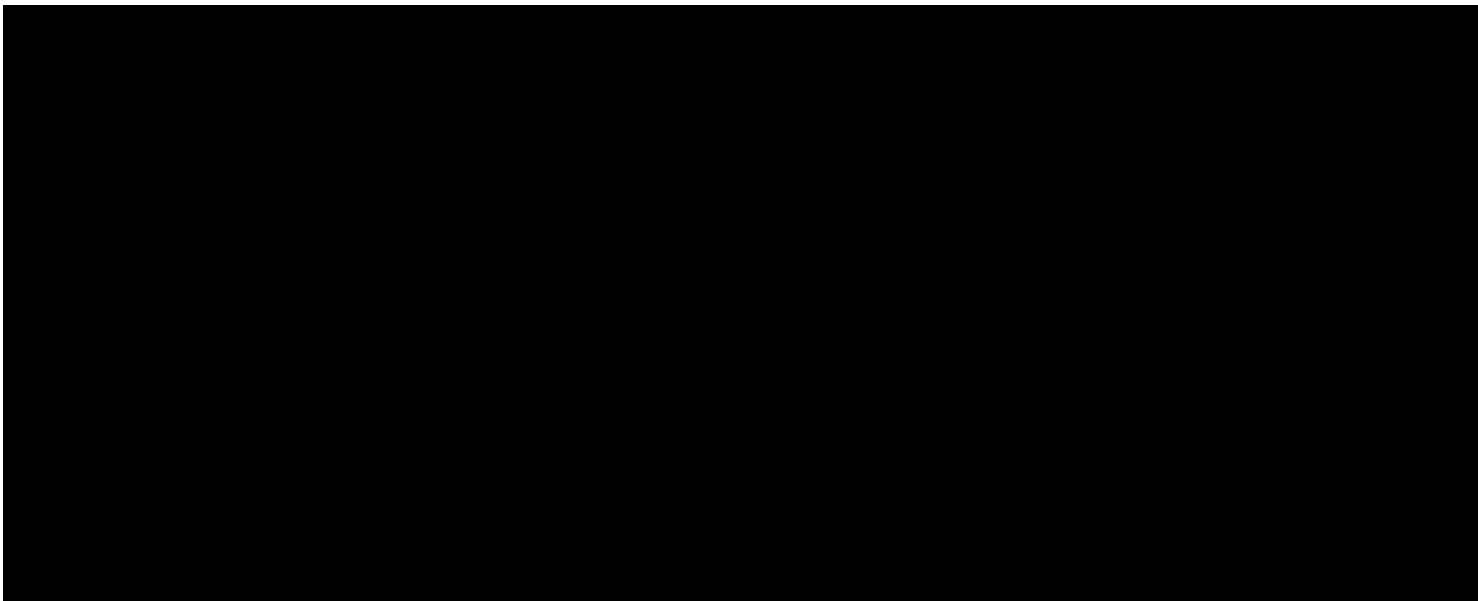












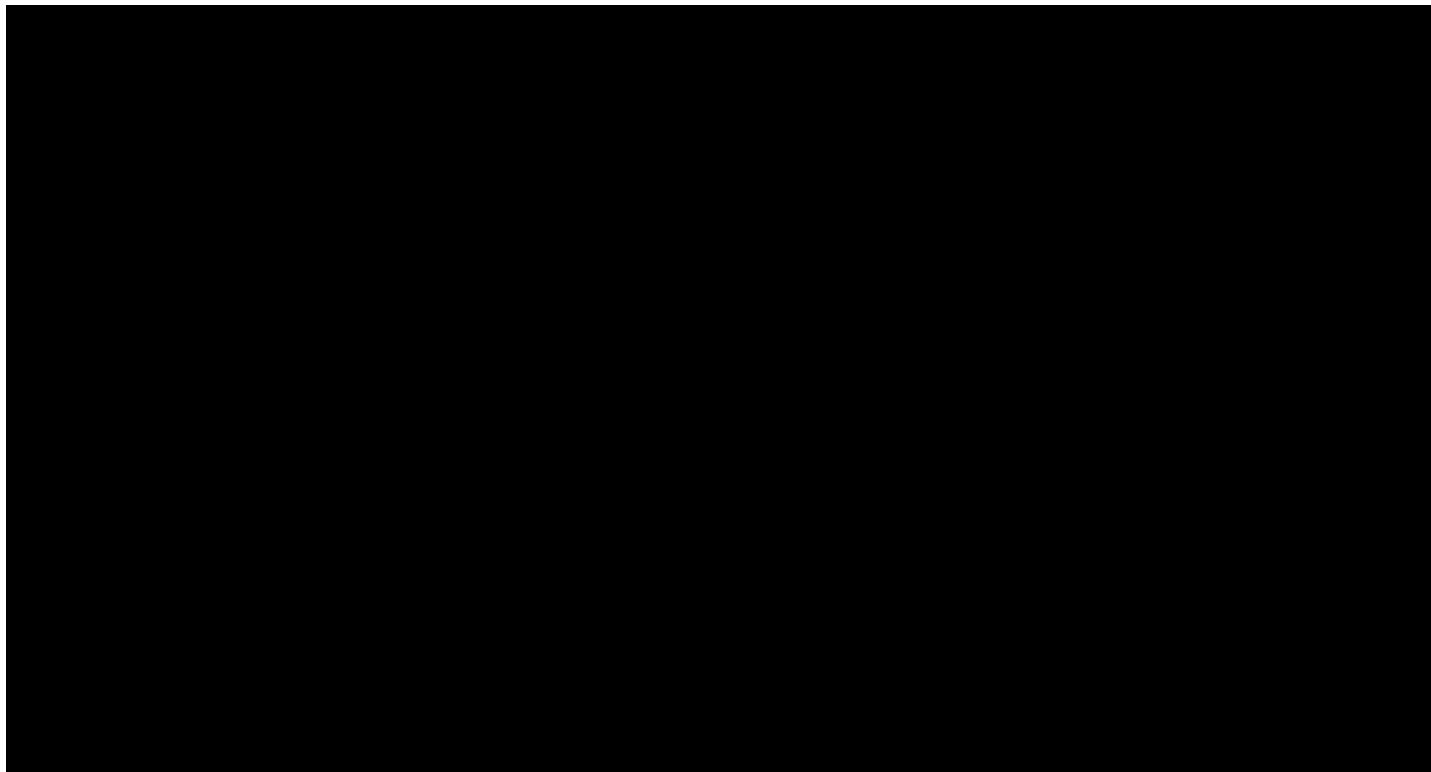
Q4 I feel encouraged to suggest new and better ways of doing things.

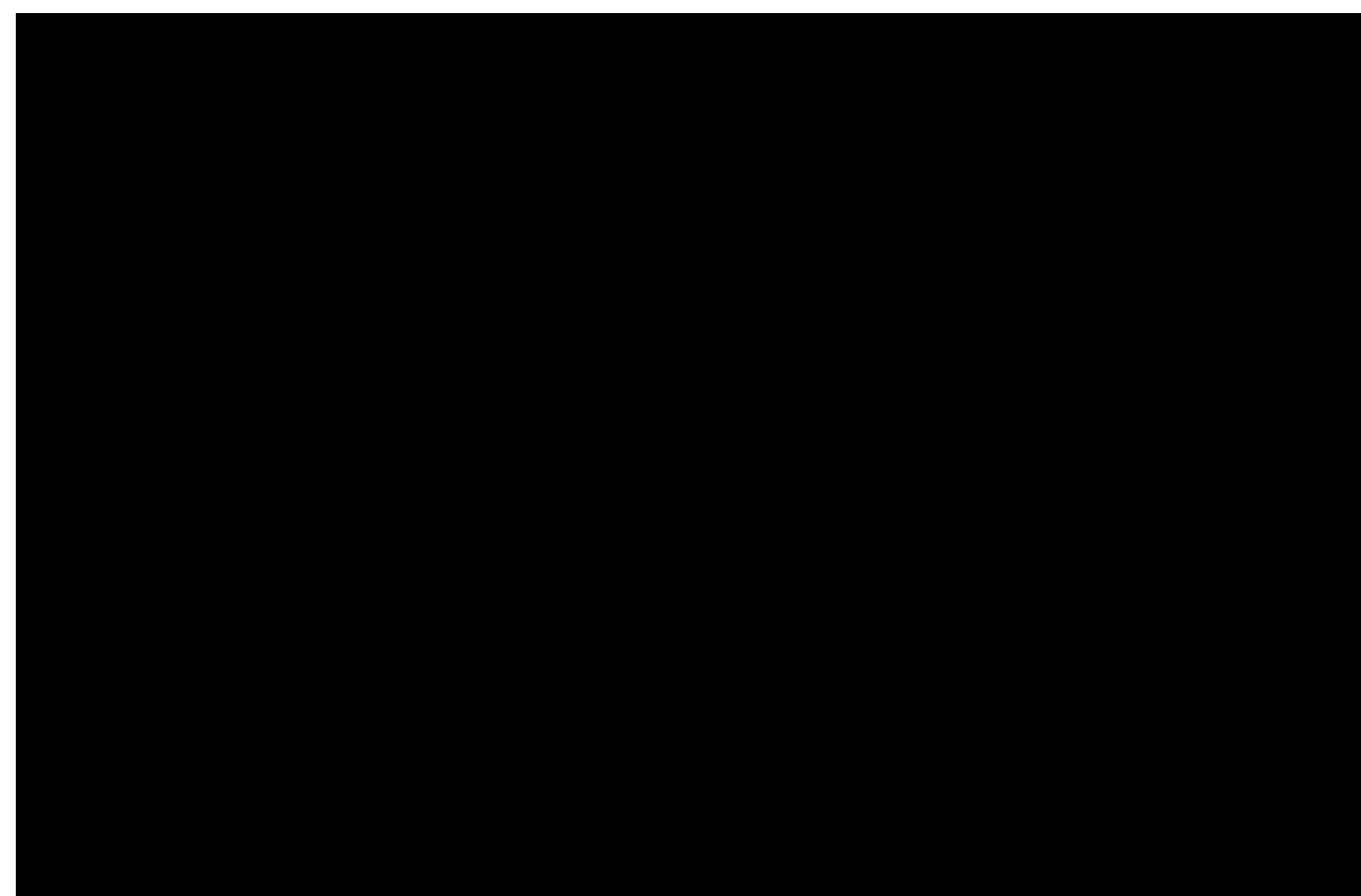
Answered: 212 Skipped: 2

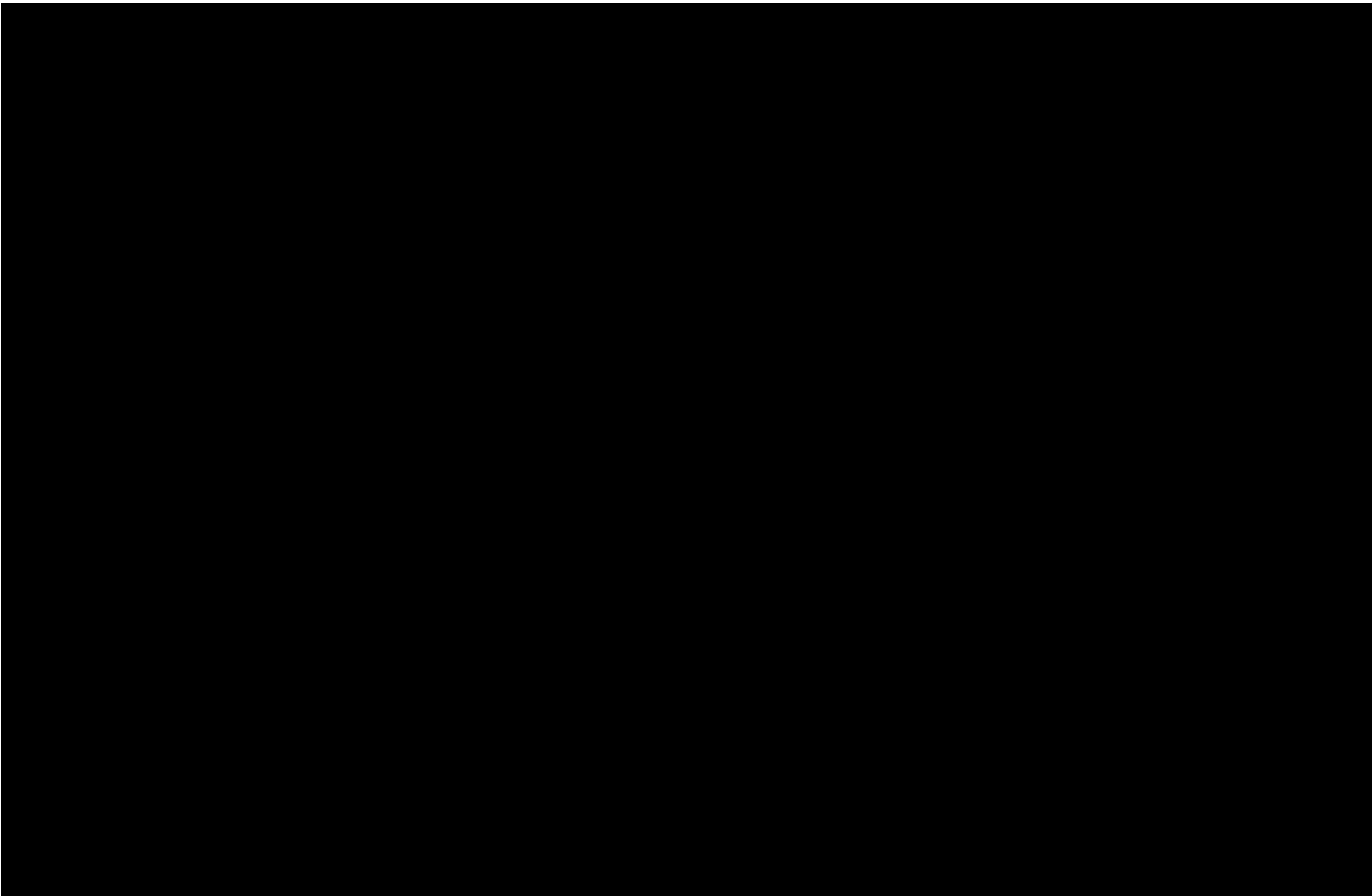
LEAN Fairly Work Arounds Result Discouraged
 Prioritized Ideas Not Agree Supervisor SQR
 Section Taxation Management Hard
 Department Period GenTax Promotion
 Going Disregarded Not Listen Tax

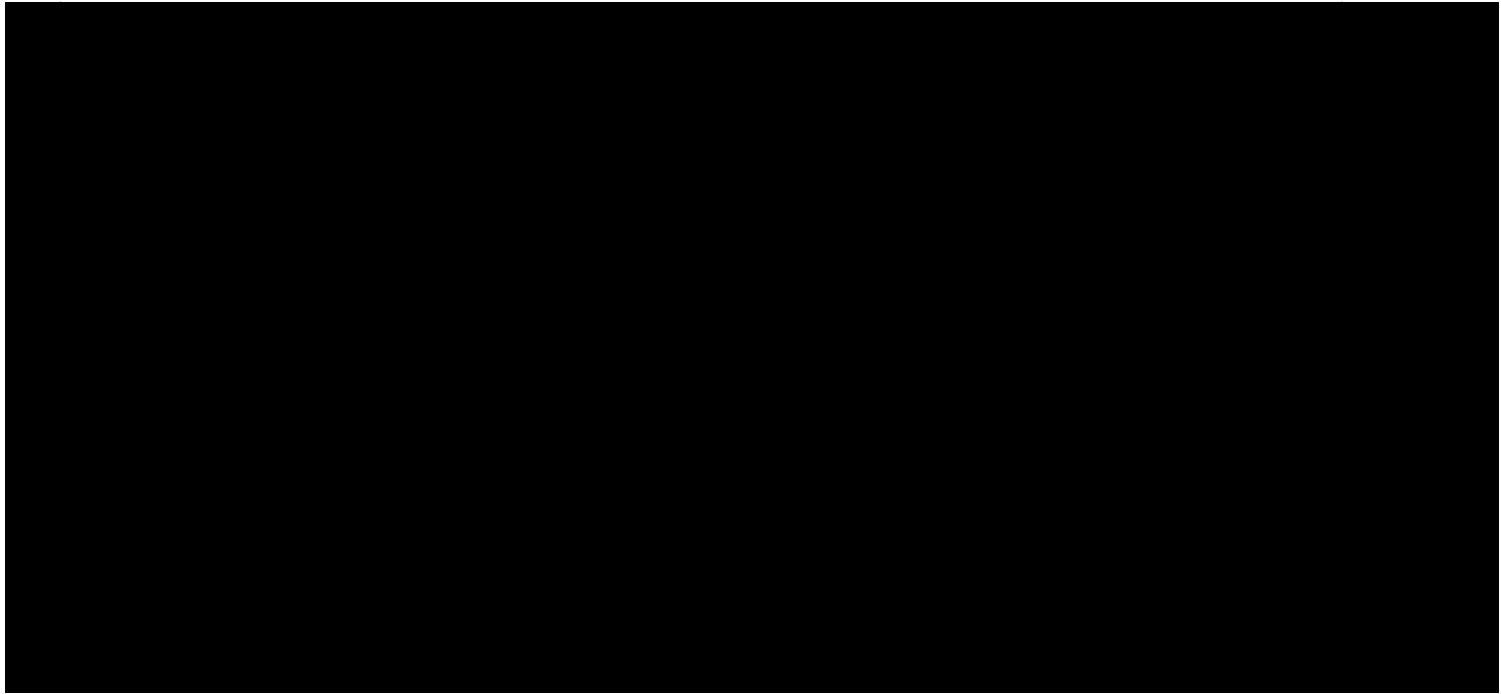
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	10.85% 23	30.19% 64	25.00% 53	24.06% 51	9.91% 21	212	2.92

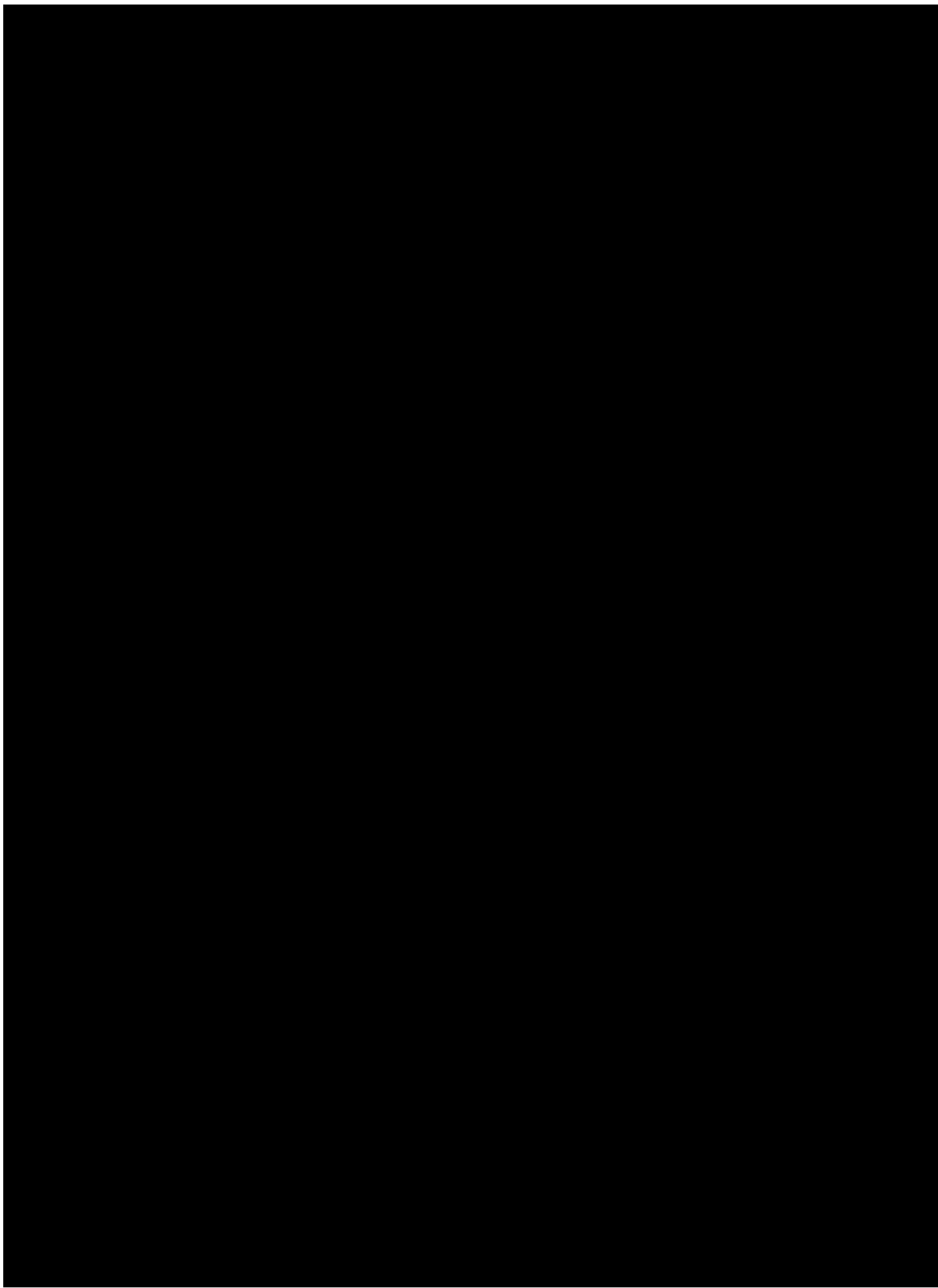
Comments (60)

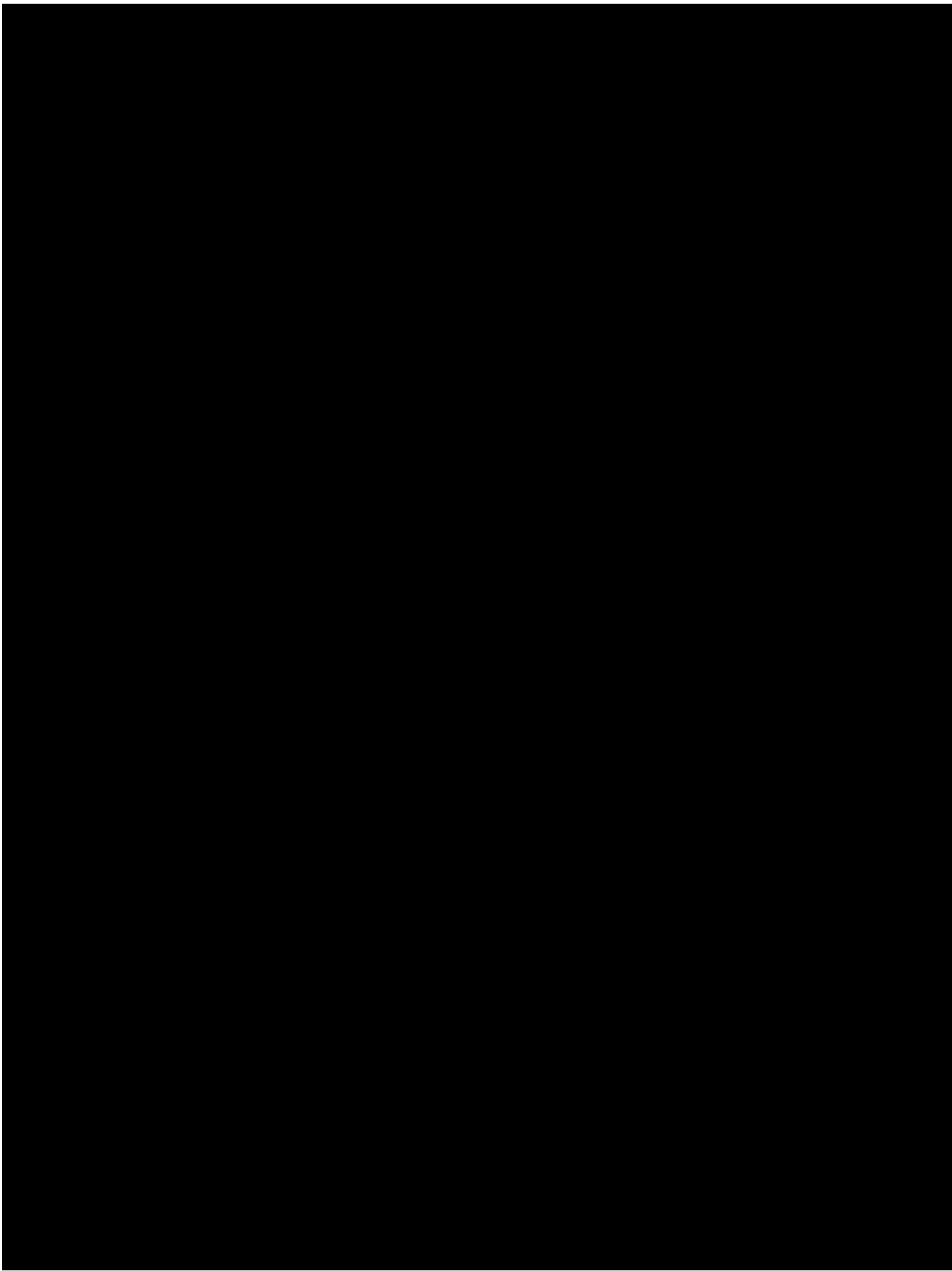












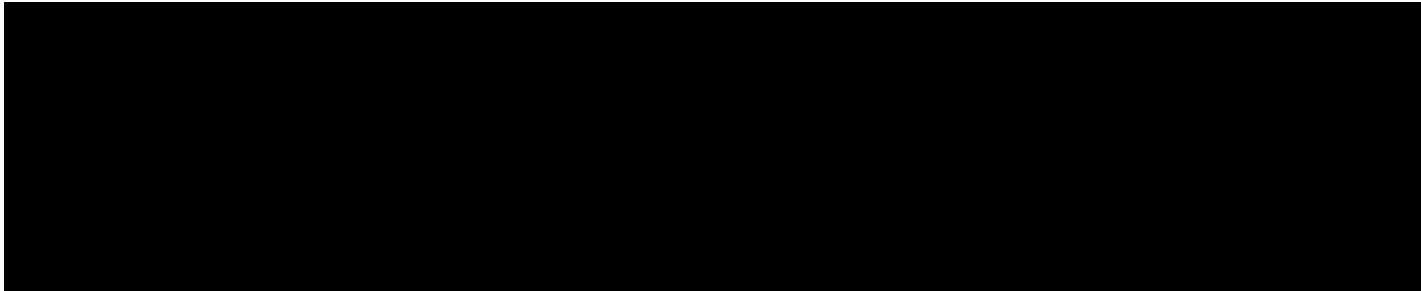
Q5 I feel that the expertise and suggestions of front-line employees are respected.

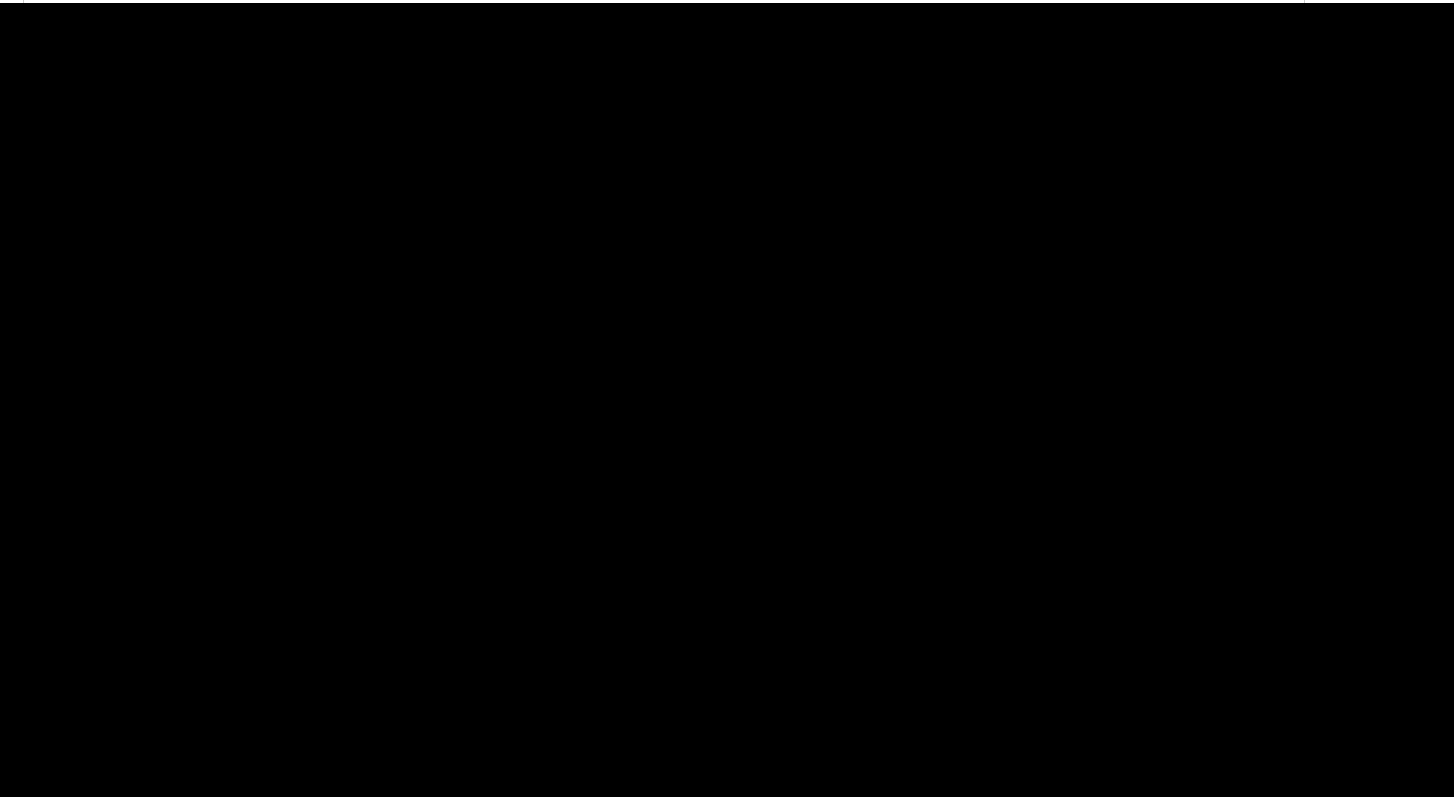
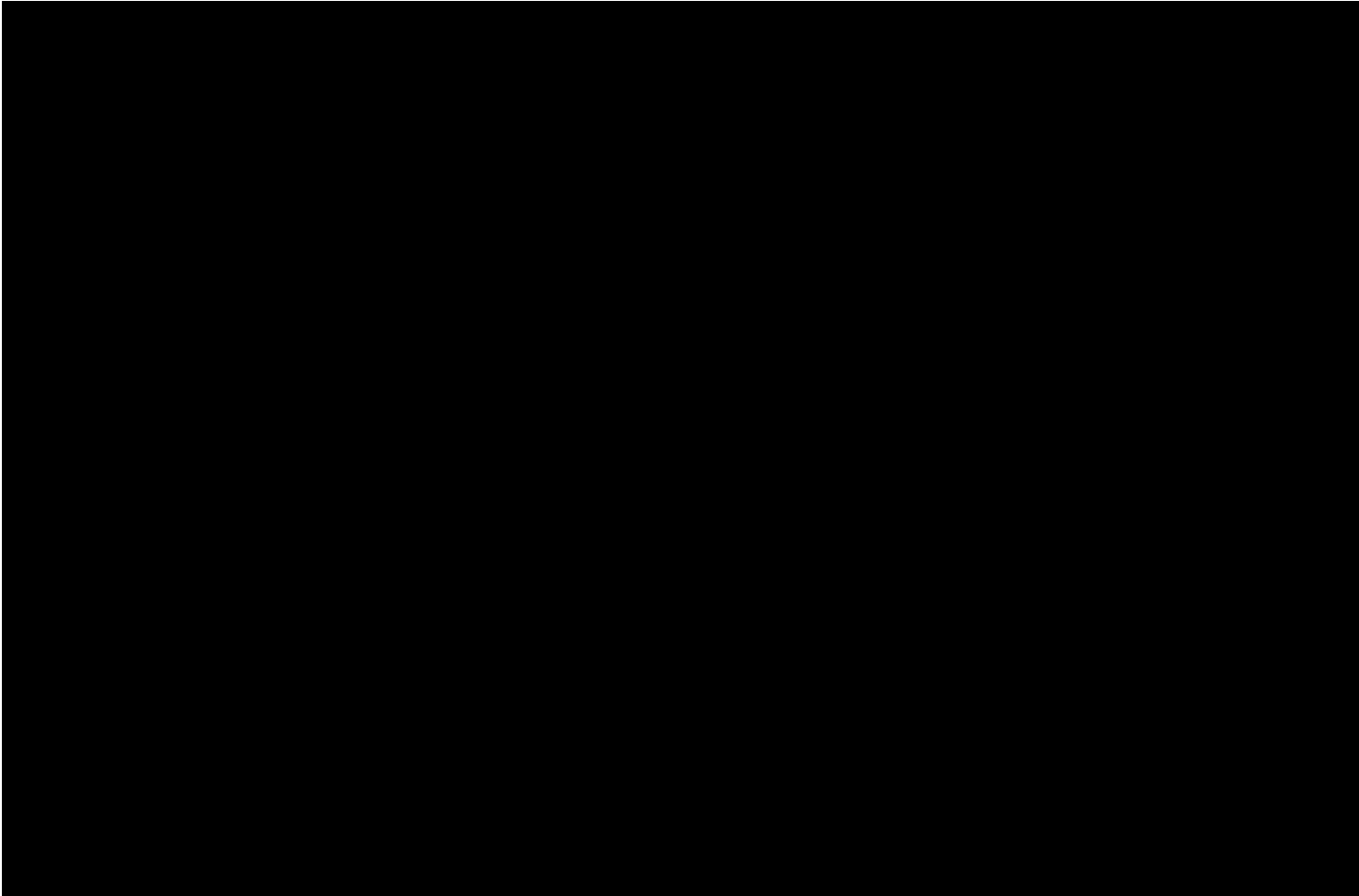
Answered: 214 Skipped: 0

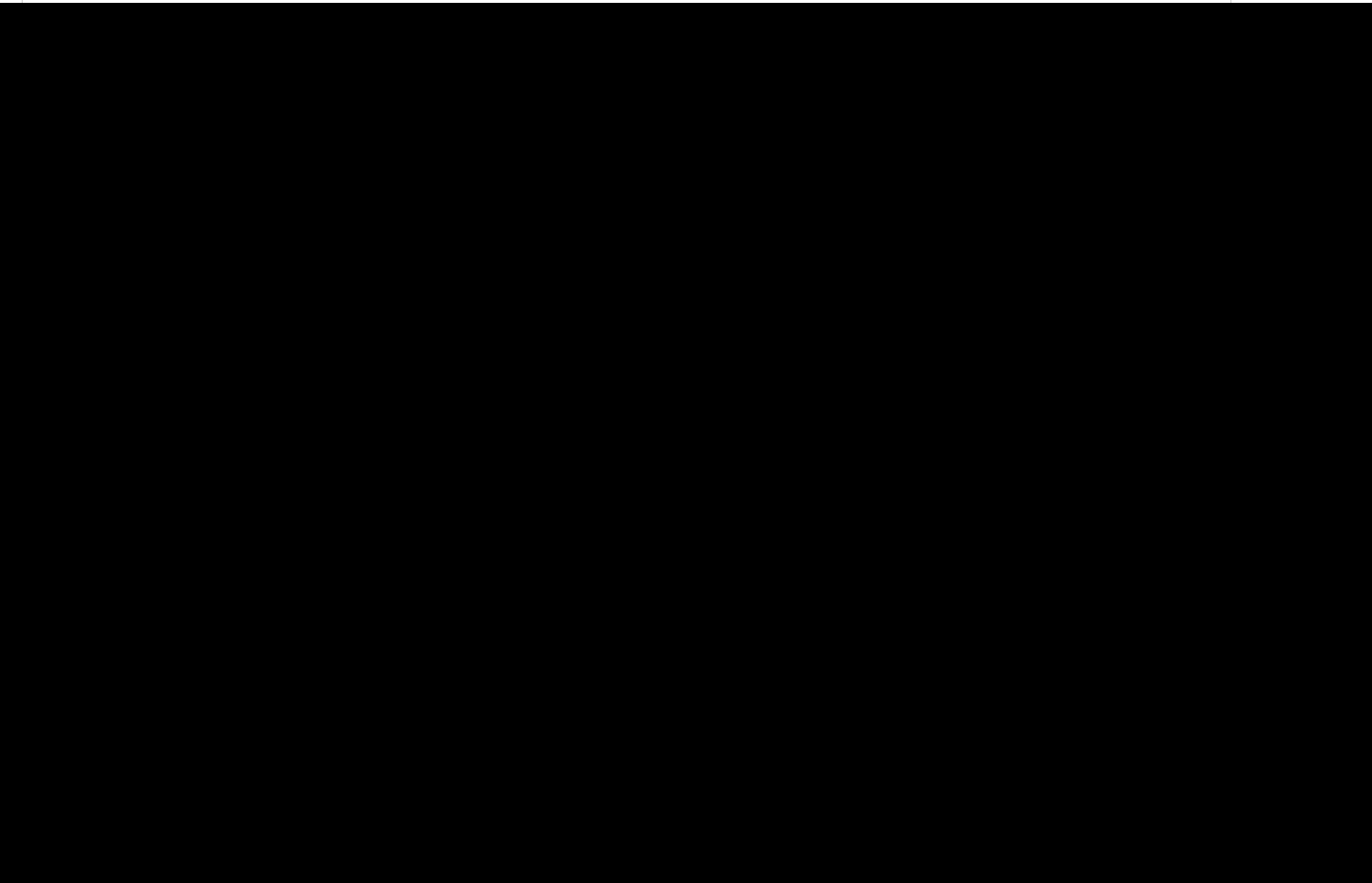
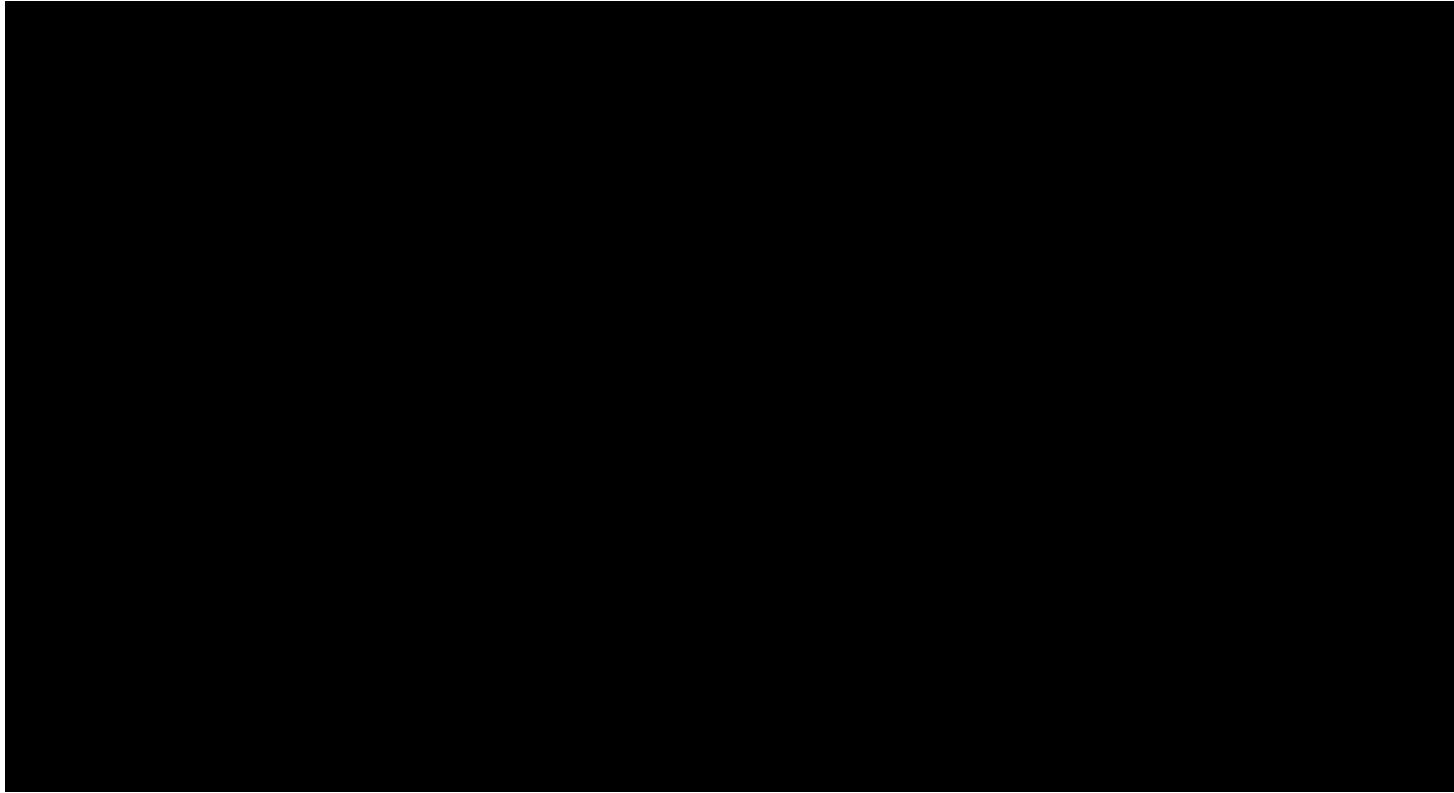
Rodney Johnson Heard Front Line Lead Listen
 Consulted Executive Complaining
 Supervisor Ideas
 Front-line Employees Call Center
 Suggestions Deputy
 Upper Management Revenue
 Section Examples Experience Respond Believe
 Point Taxpayers Valued

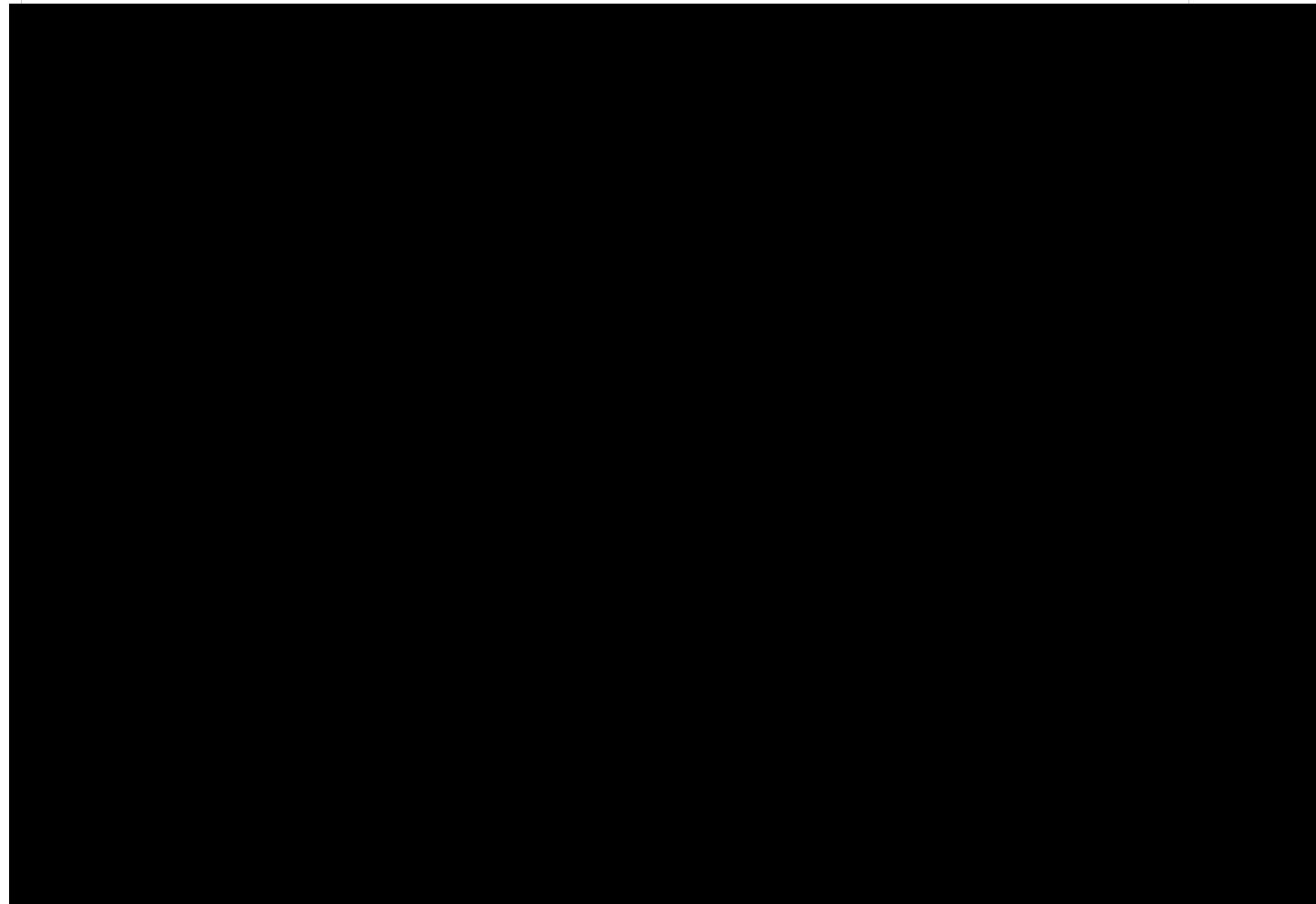
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	7.48% 16	32.71% 70	21.50% 46	27.57% 59	10.75% 23	214	3.01

Comments (59)





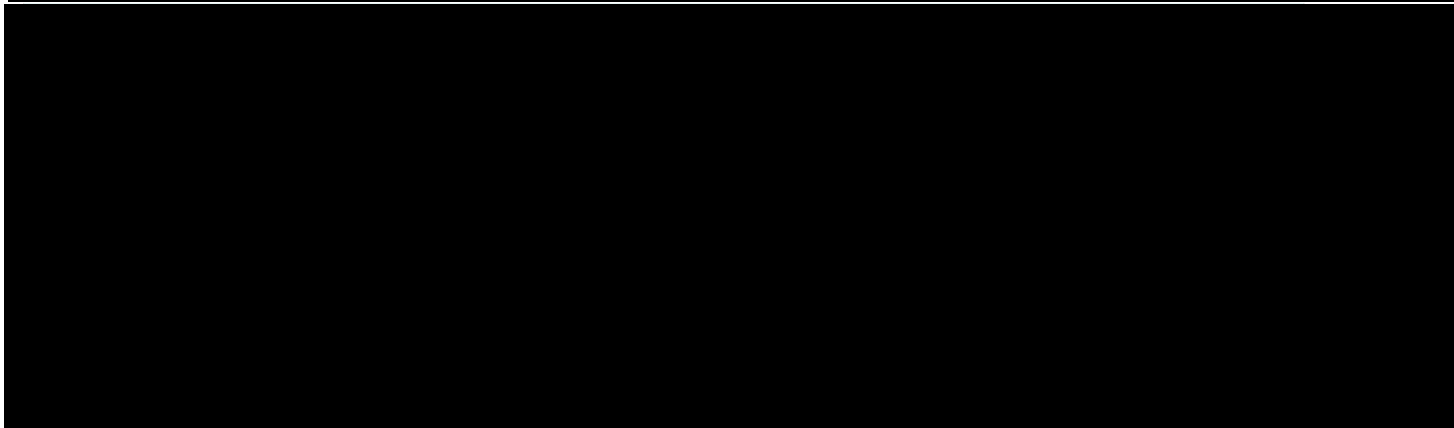
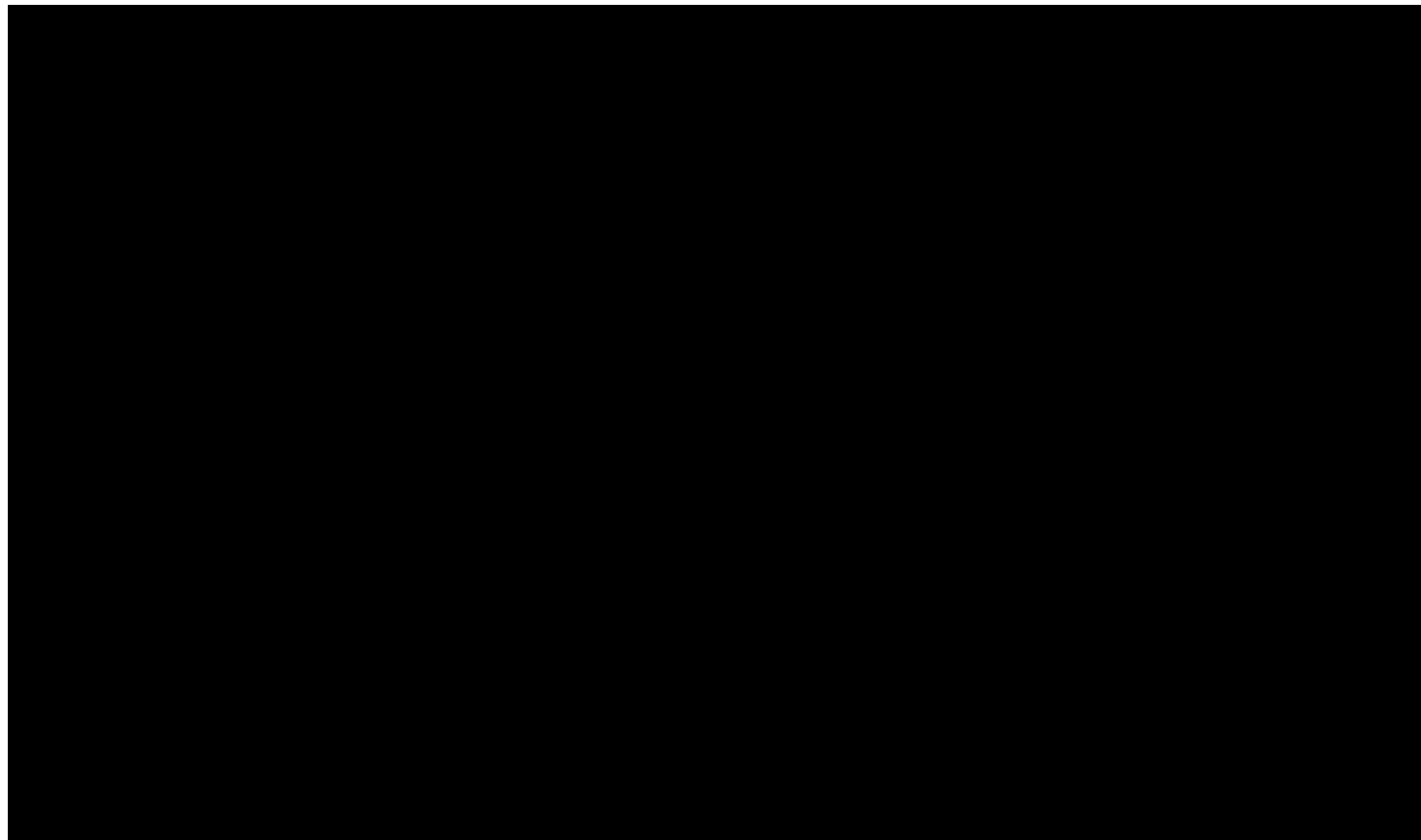




[REDACTED]

[REDACTED]

[REDACTED]



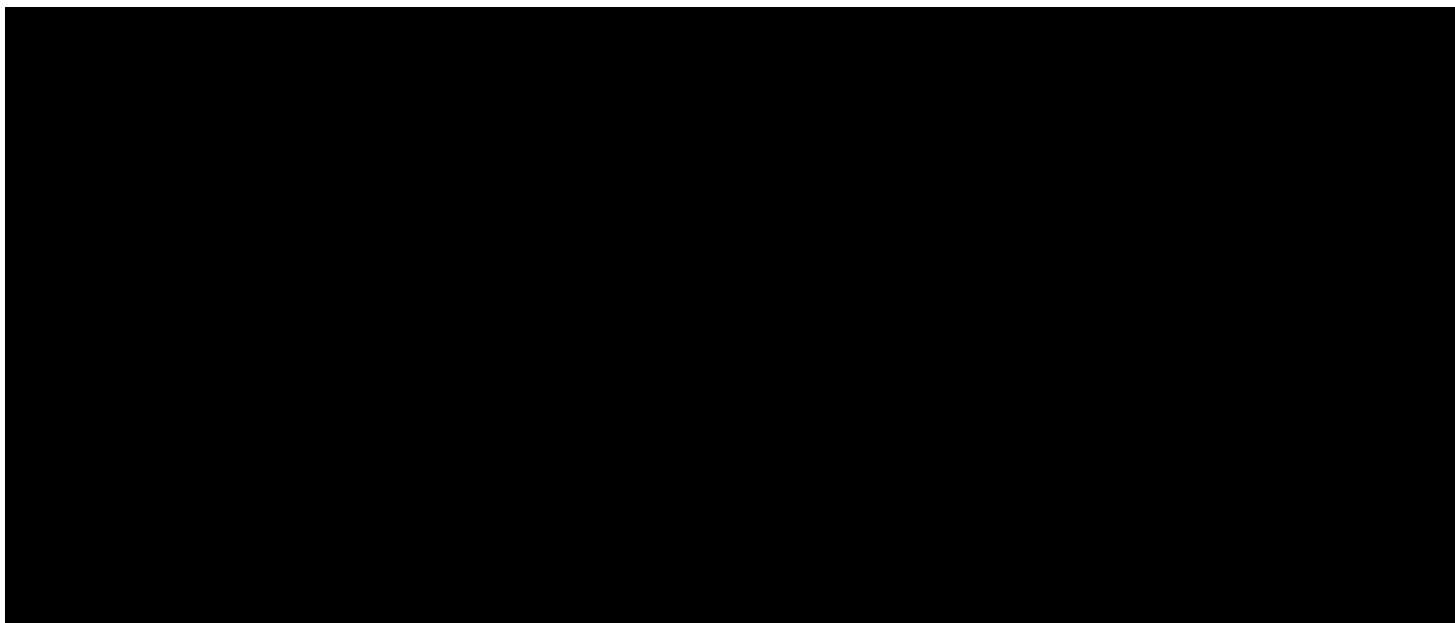
Q6 I believe that acting on employee and customer feedback to improve processes is a priority for the Taxation Division management.

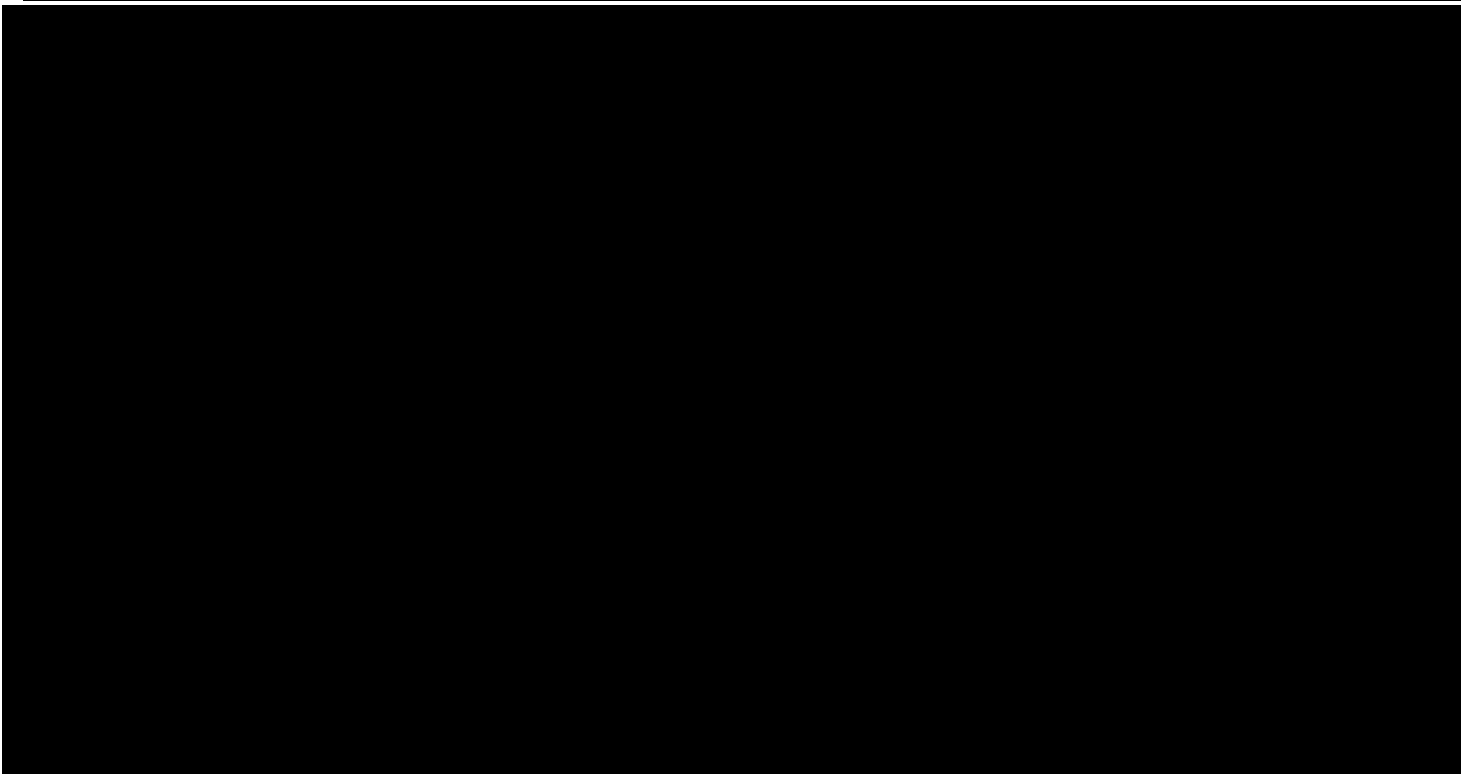
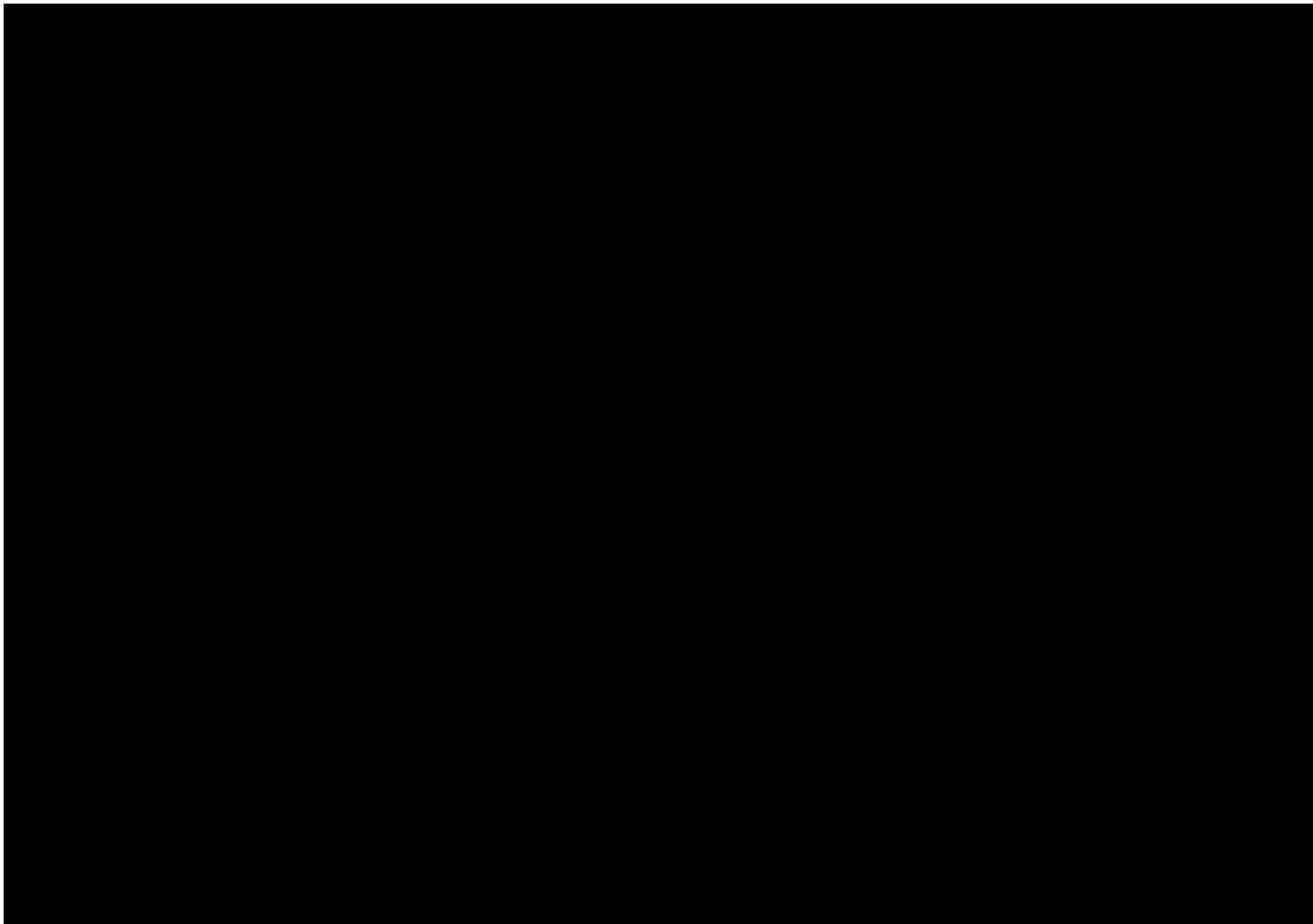
Answered: 214 Skipped: 0

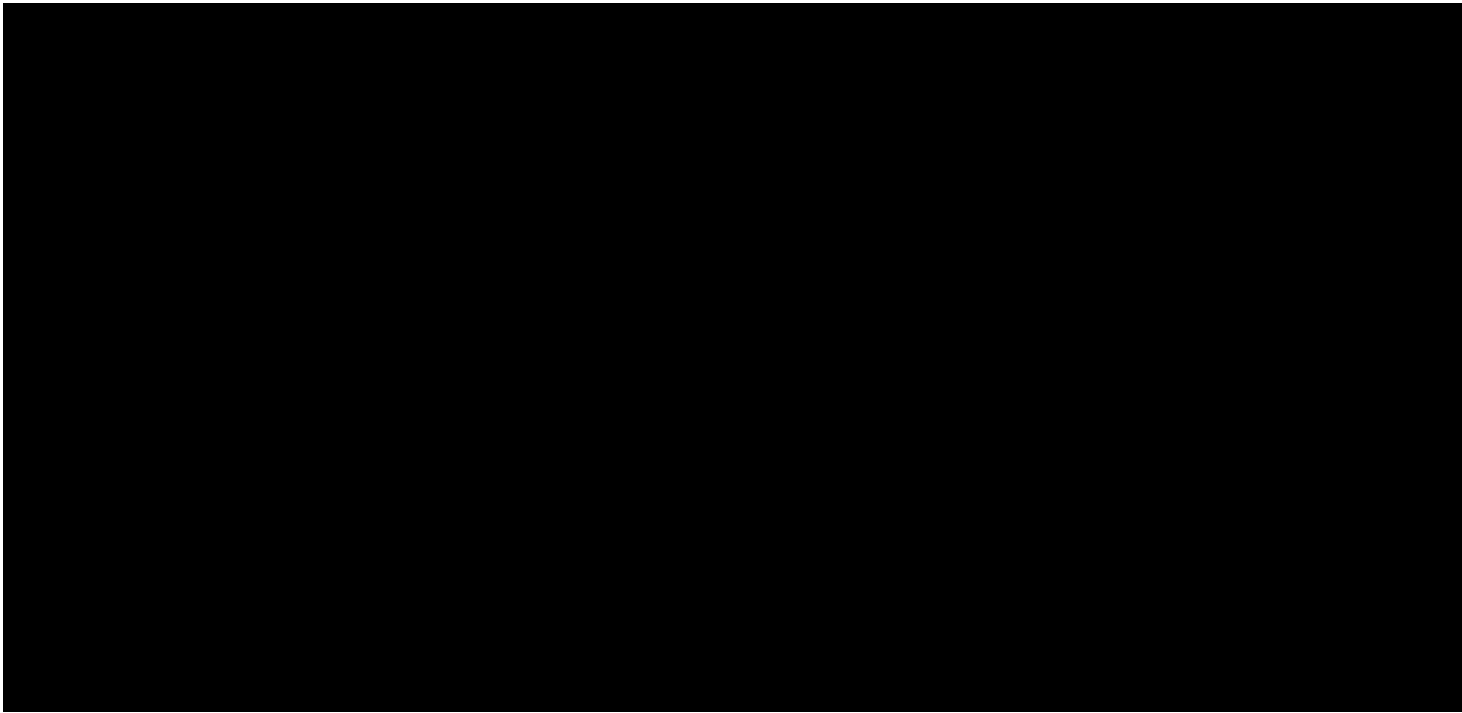
Understand Answer Think Hard Surveys Accounts
 Believe Pay Management Say
 Customer Numbers Look Process Gotten
 GenTax Agree Not Heard Goals Support
 Revenue

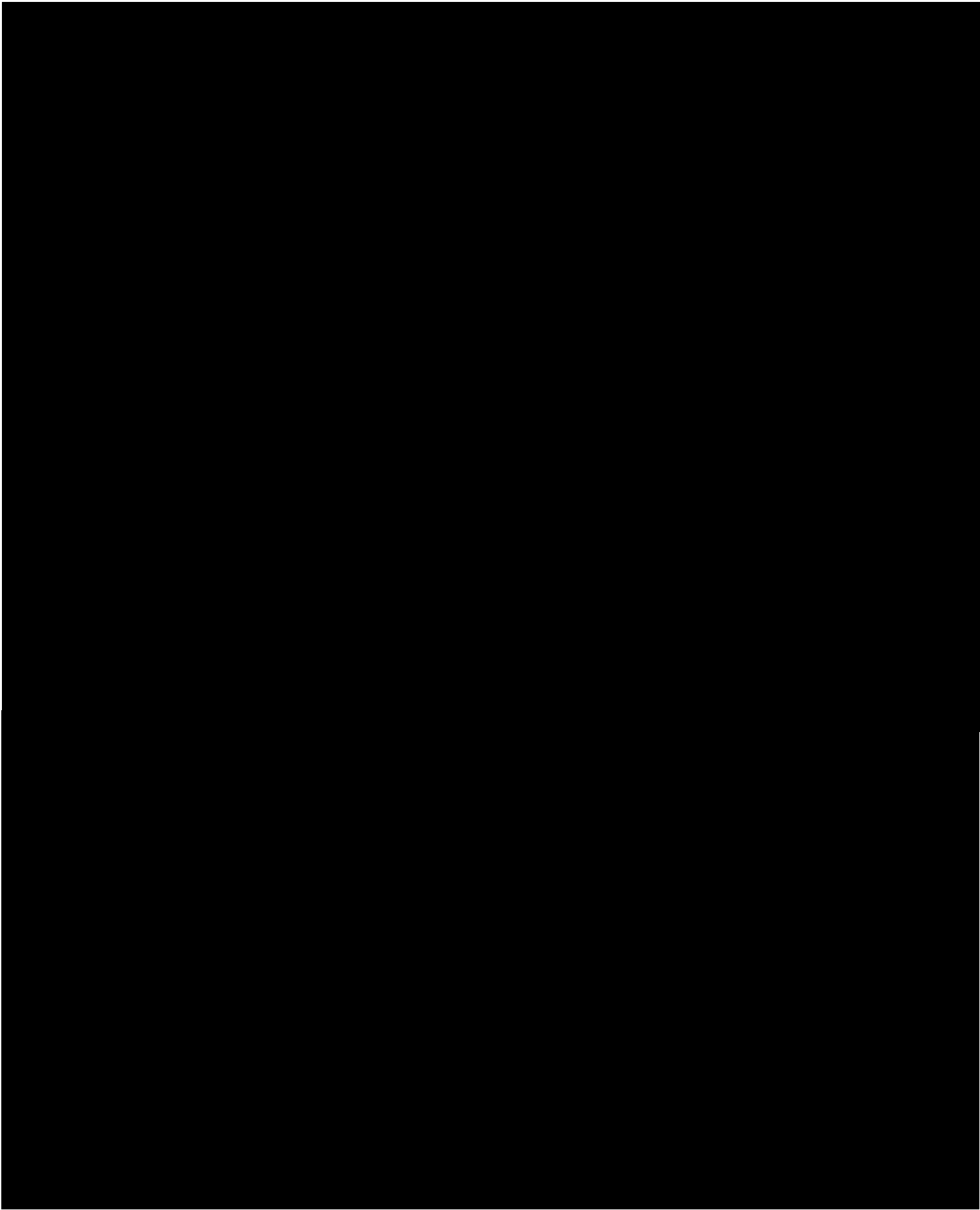
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	16.36% 35	30.37% 65	23.36% 50	21.03% 45	8.88% 19	214	2.76

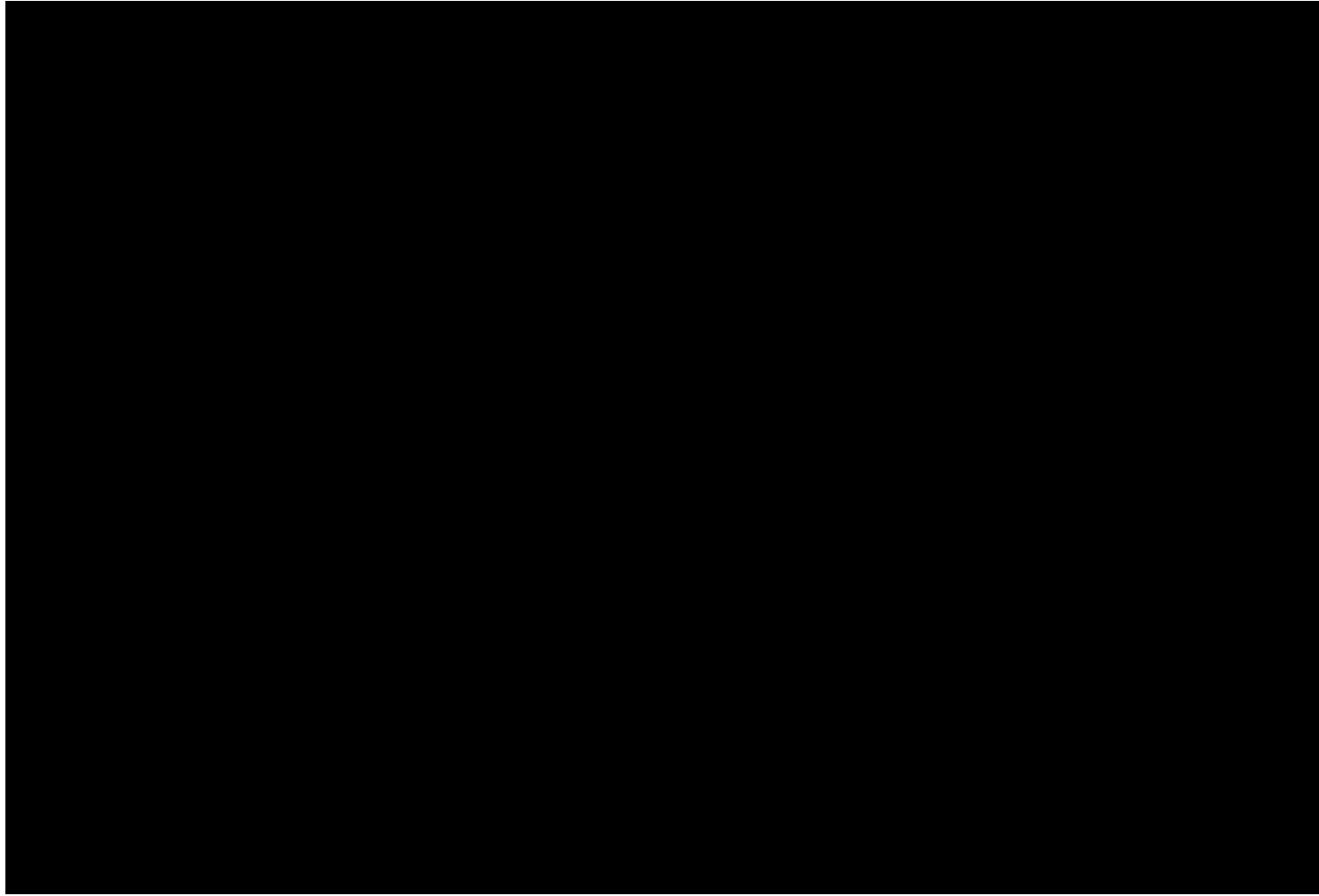
Comments (59)

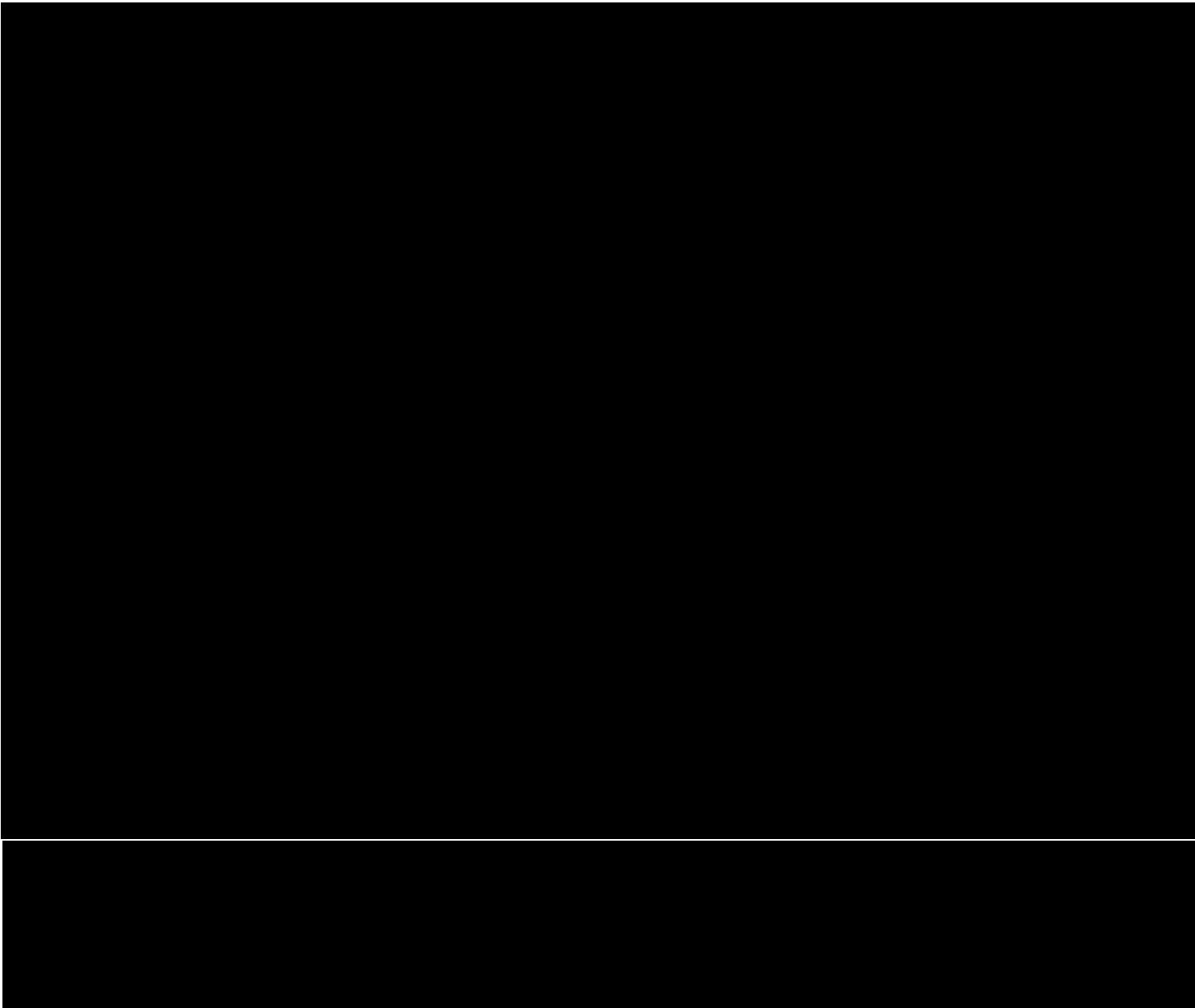












3/3/2017 11:34 AM

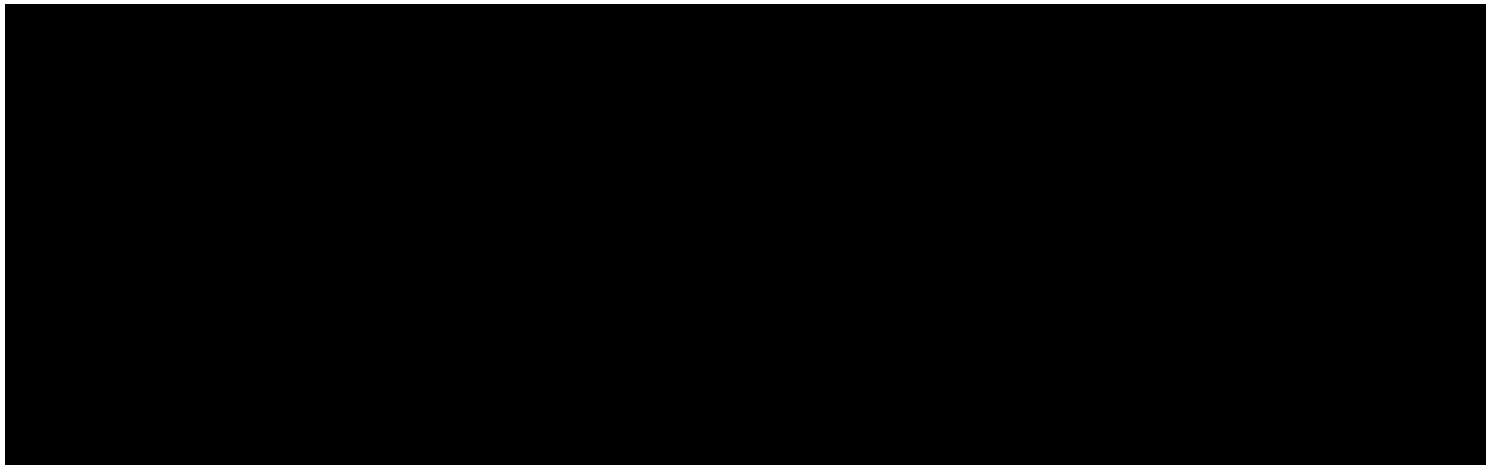
Q7 There are formal ways for me to raise concerns or problems without fear of retaliation.

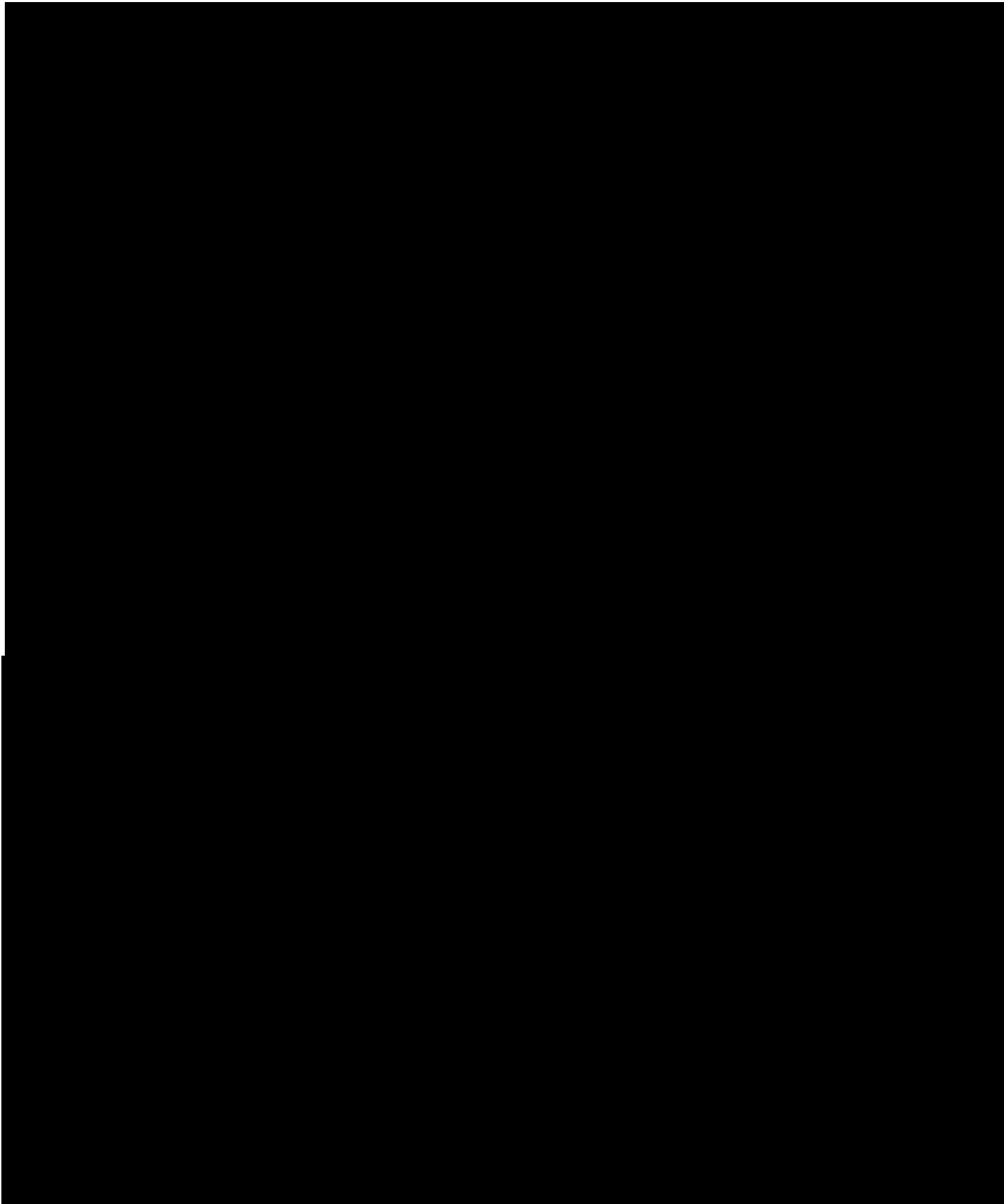
Answered: 213 Skipped: 1

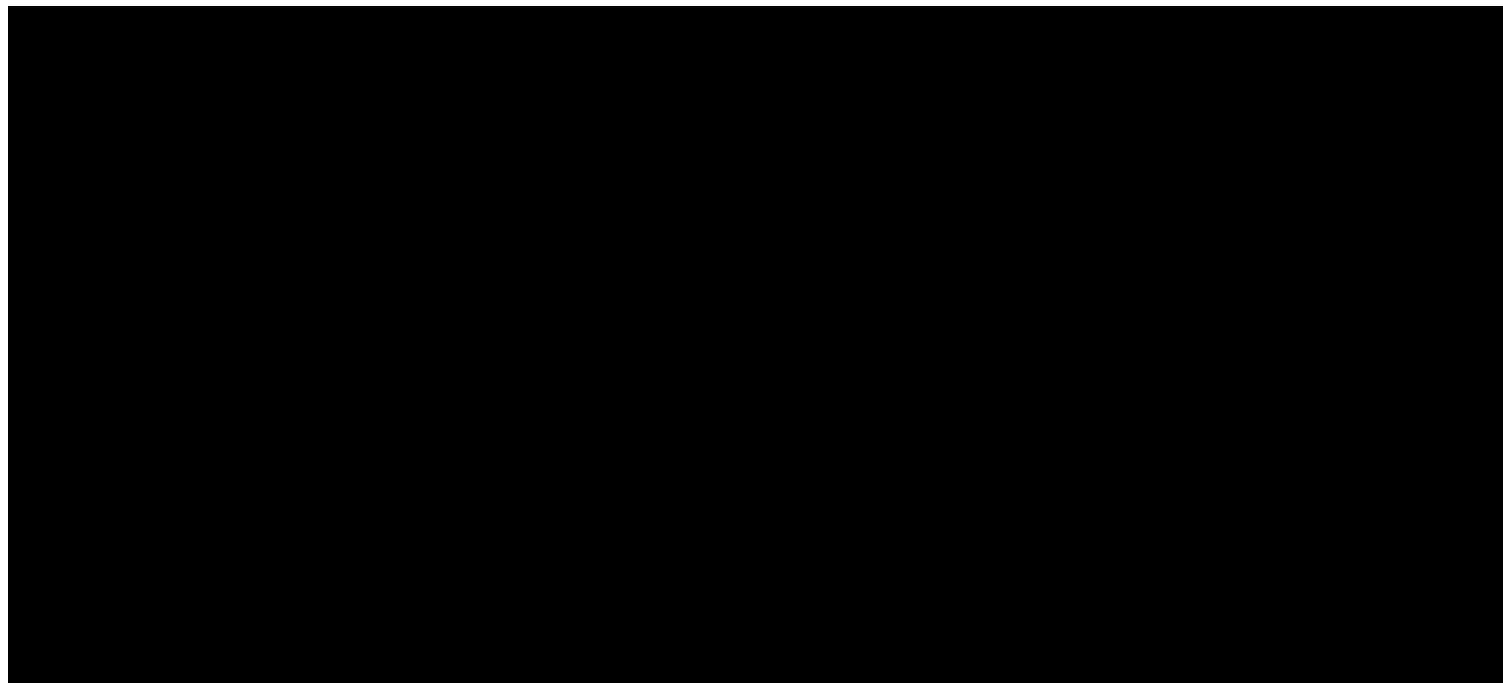
Section Treated Supervisor Poorly Issues Voice
 Management Risk
 Raise Concerns Process
 Employees Shot
 Concerns or Problems Fact
 Trouble Maker Survey Anonymous

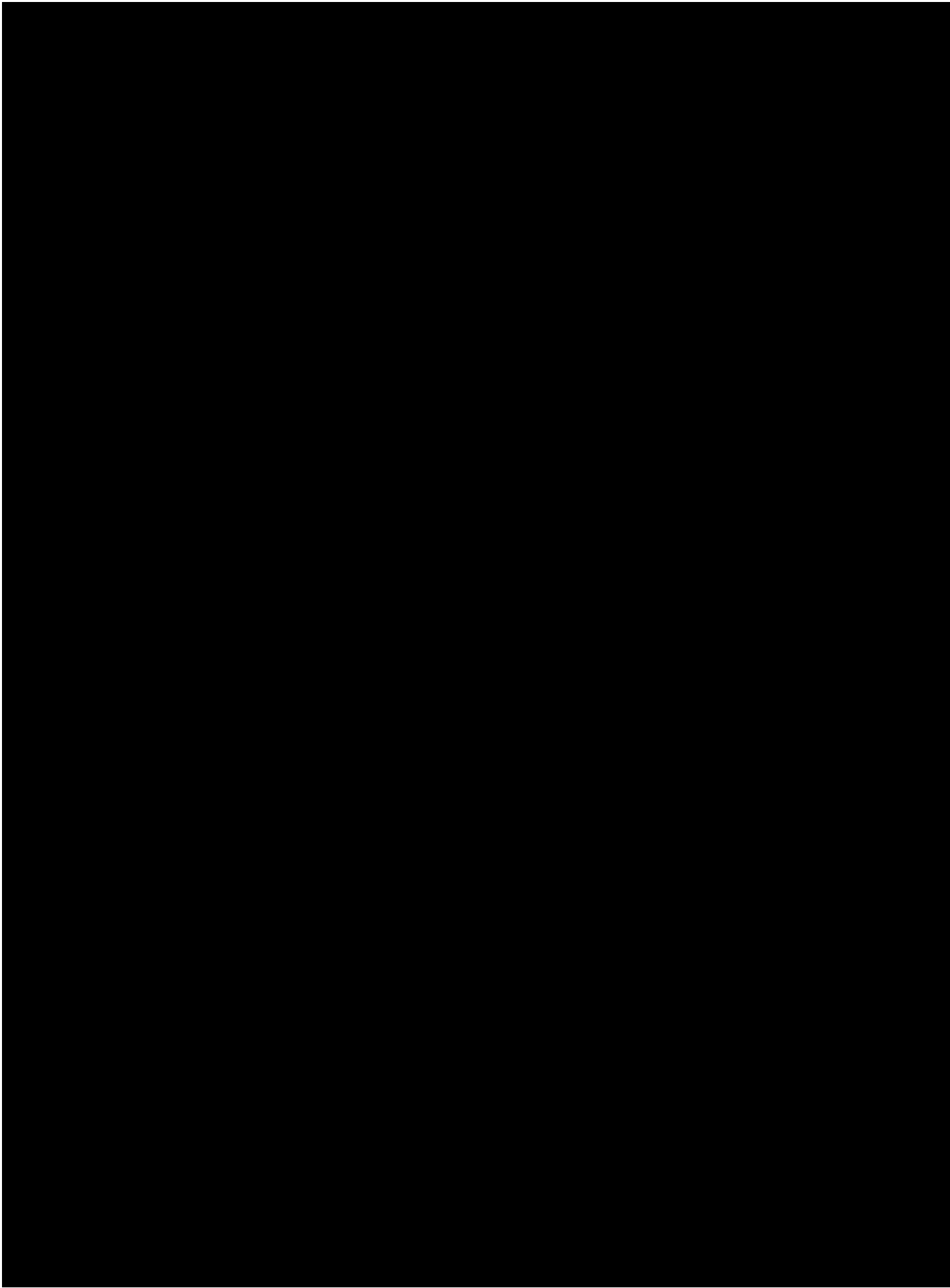
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	9.86% 21	38.50% 82	23.47% 50	14.08% 30	14.08% 30	213	2.84

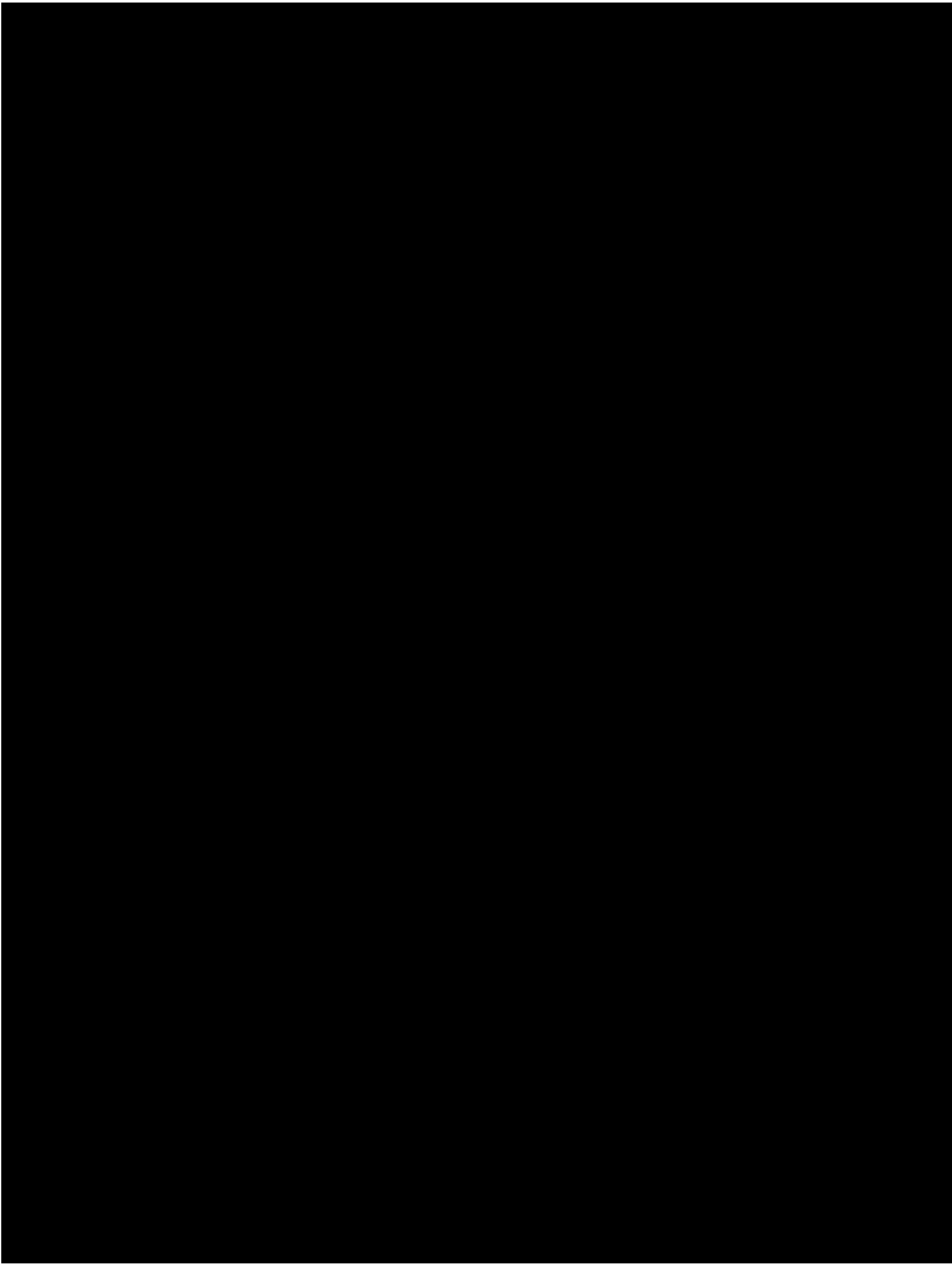
[Comments \(52\)](#)











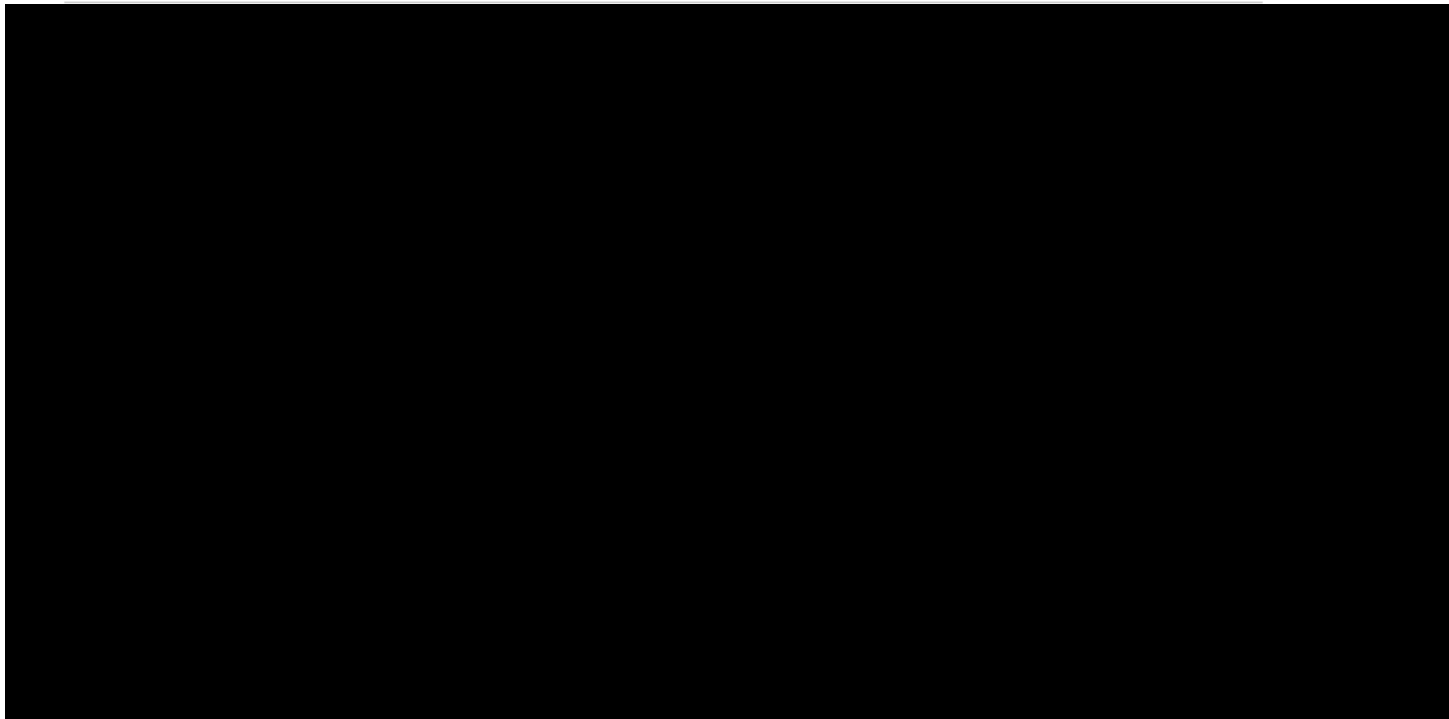
**Q8 I have confidence in the fairness of the
Taxation Division management.**

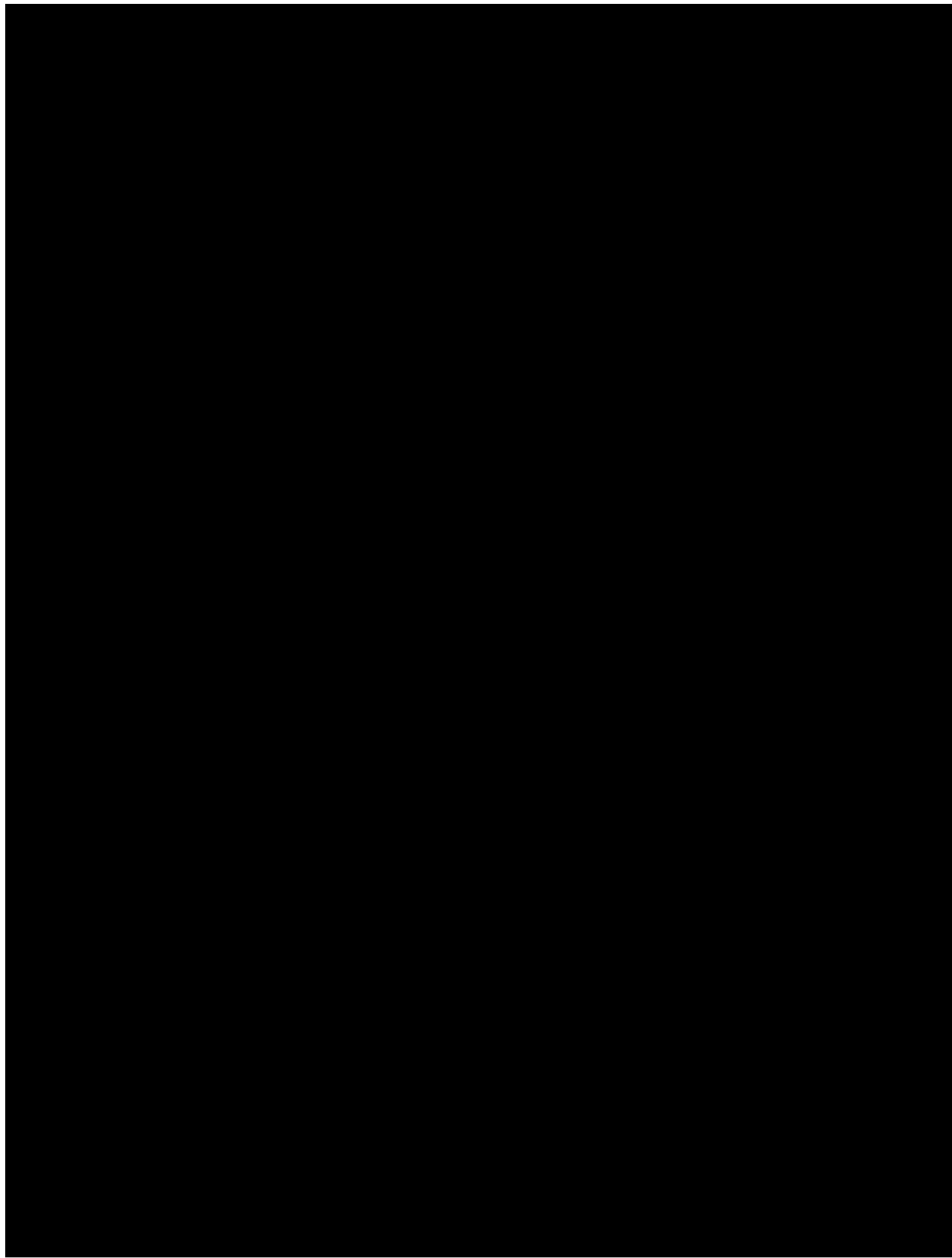
Answered: 214 Skipped: 0

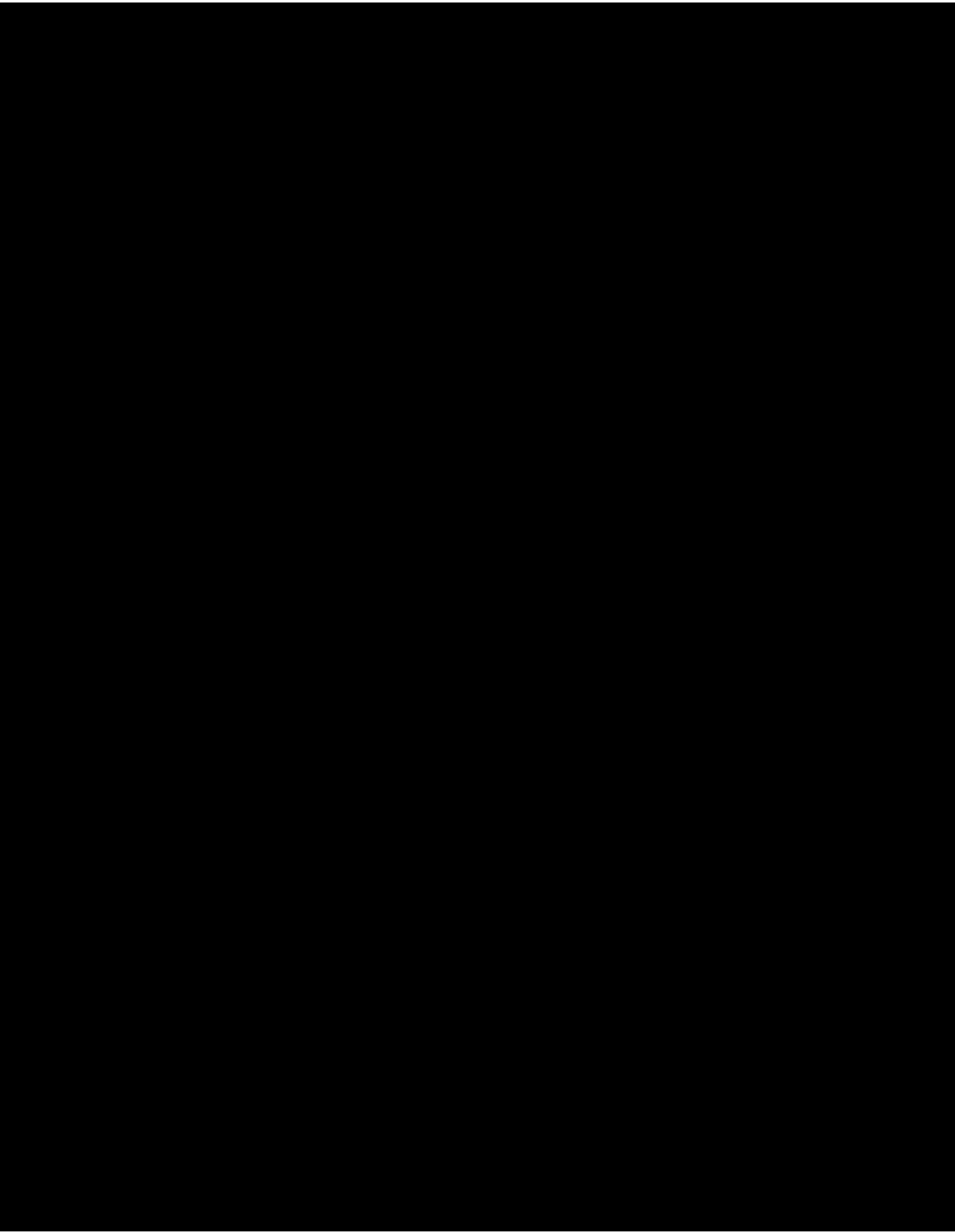
Happened Depends
Taxation Division Management sets
Employees Lower Positions Going
Fairness Tax Examiners Section
Matthew Upper Management Experienced
GenTax Treatment Department

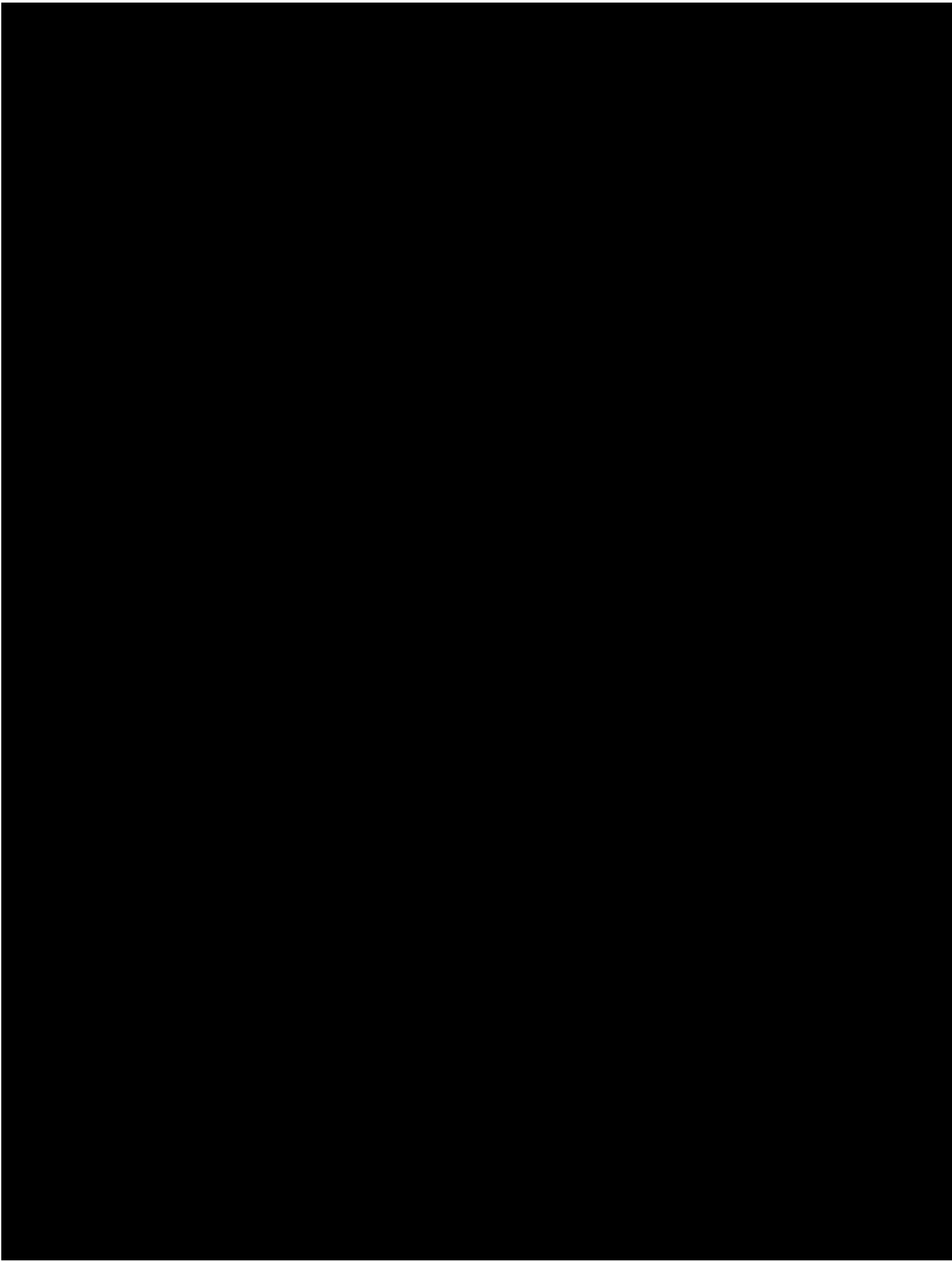
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	9.35% 20	32.24% 69	28.04% 60	17.76% 38	12.62% 27	214	2.92

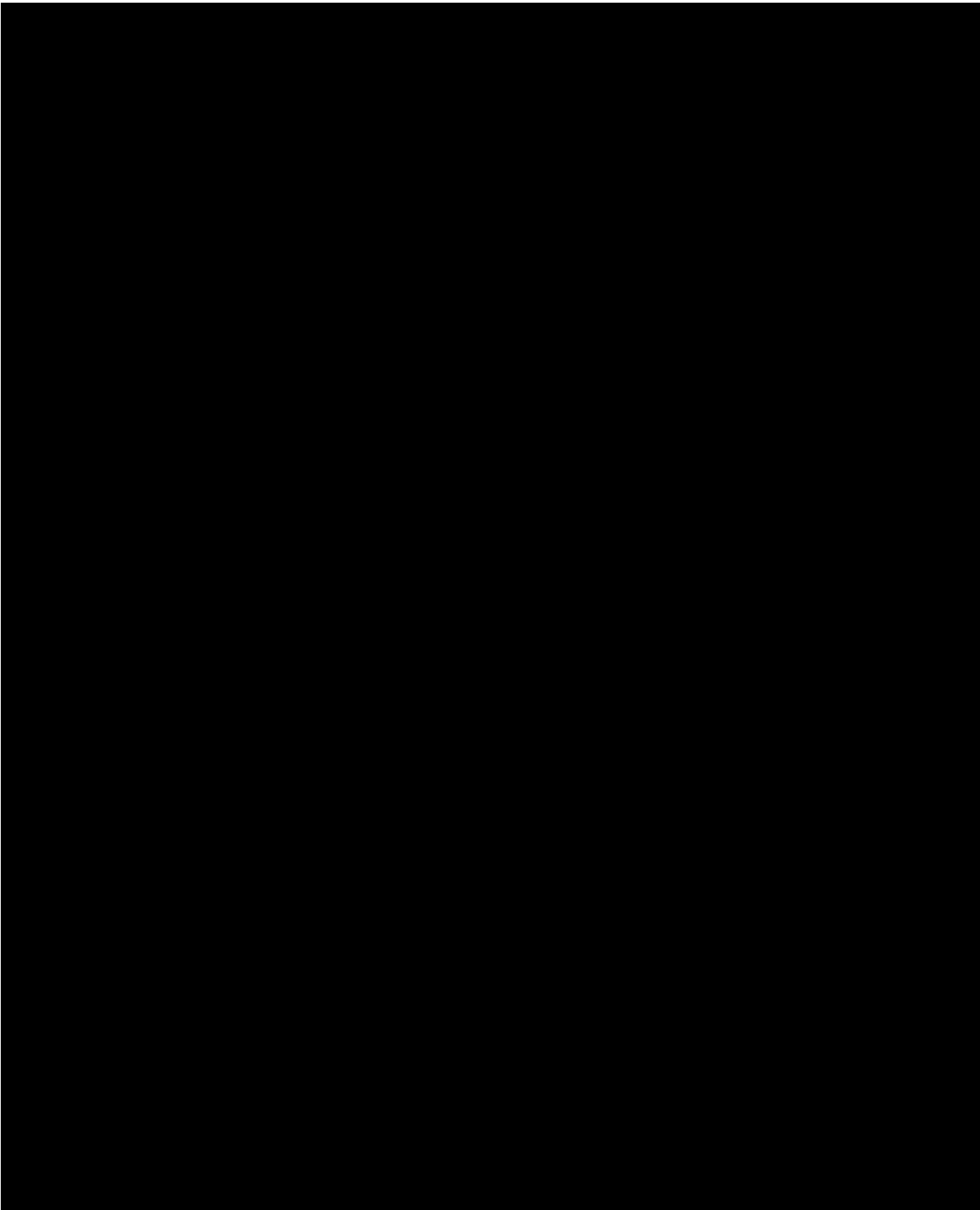
Comments (45)







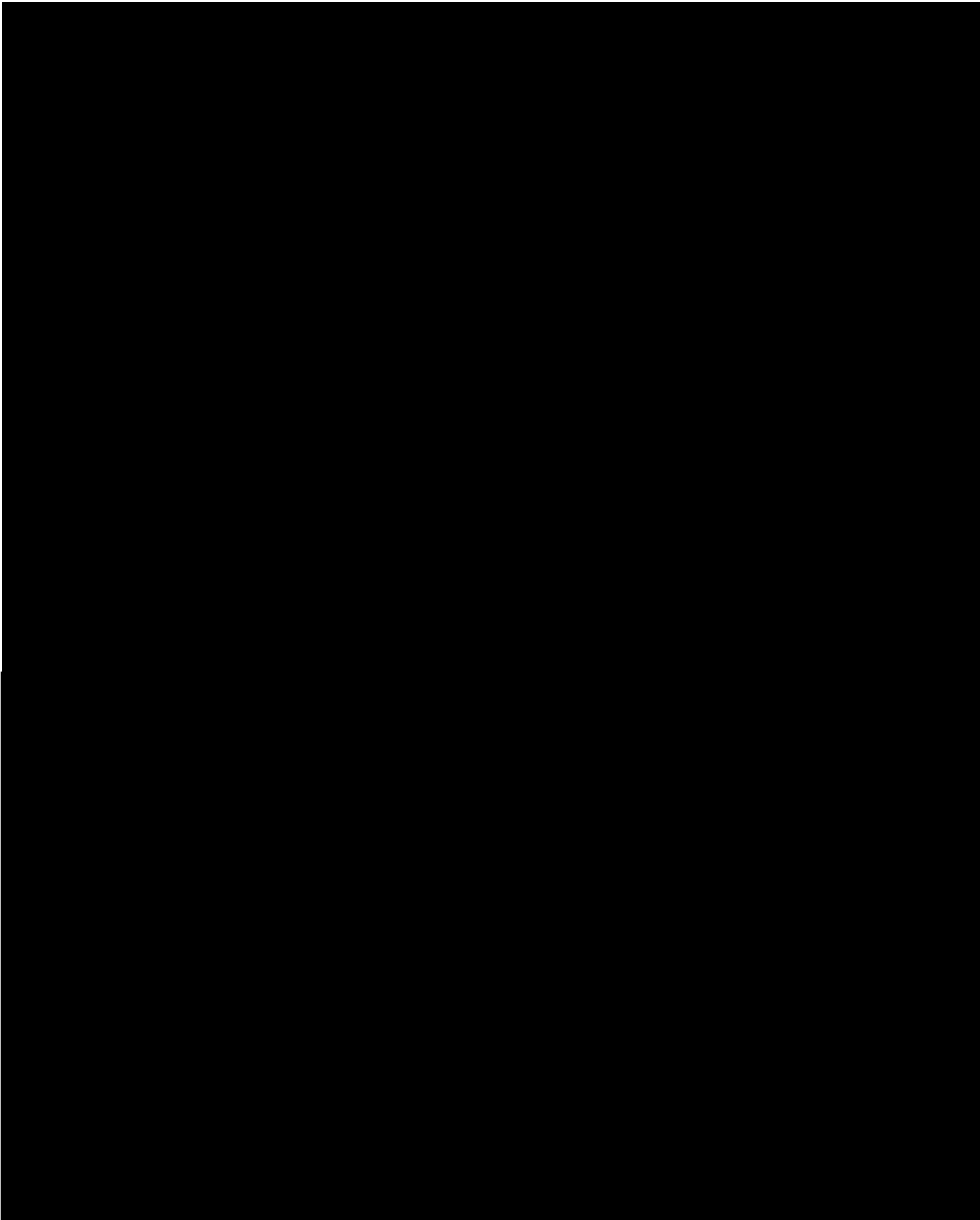


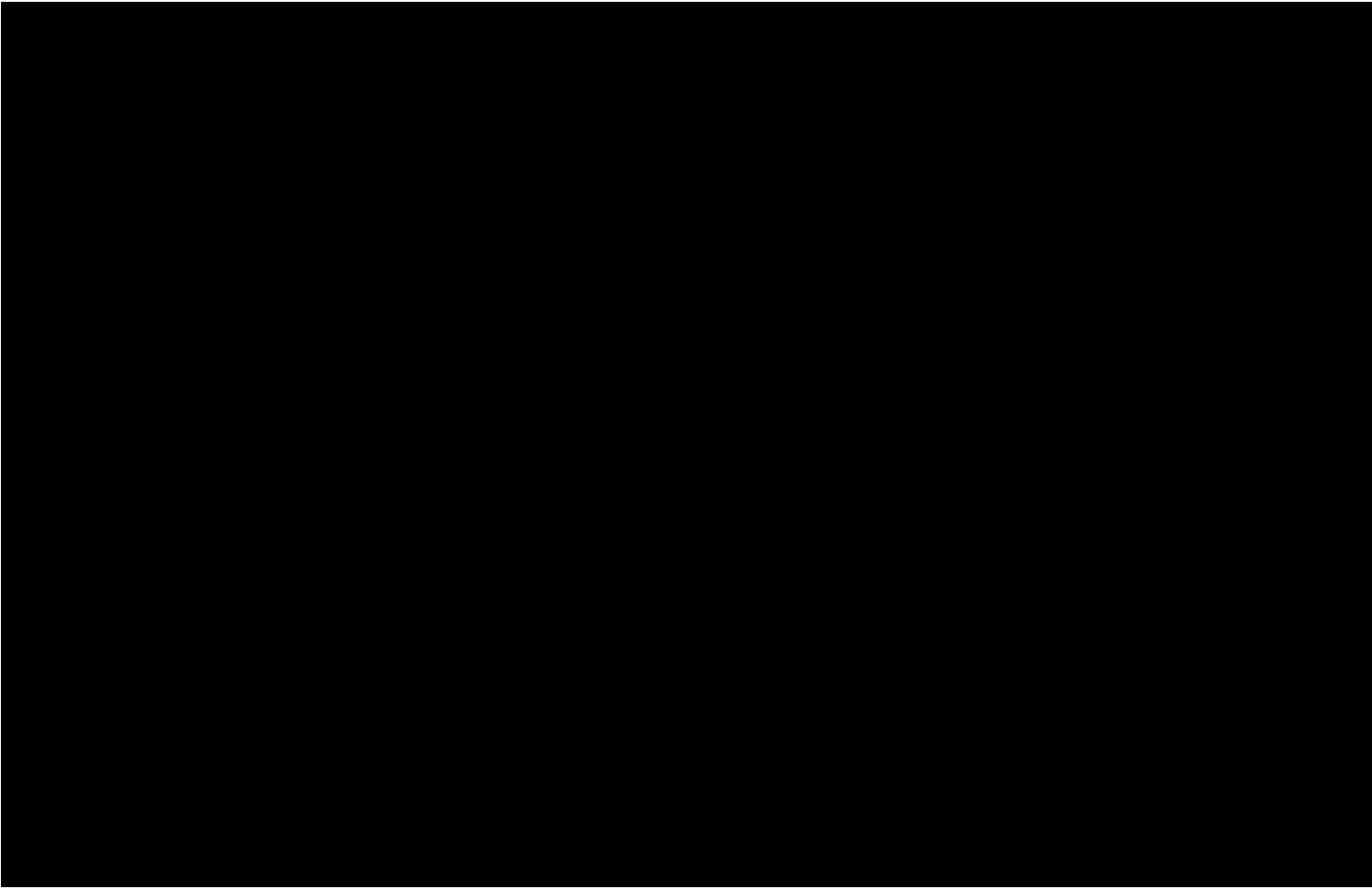


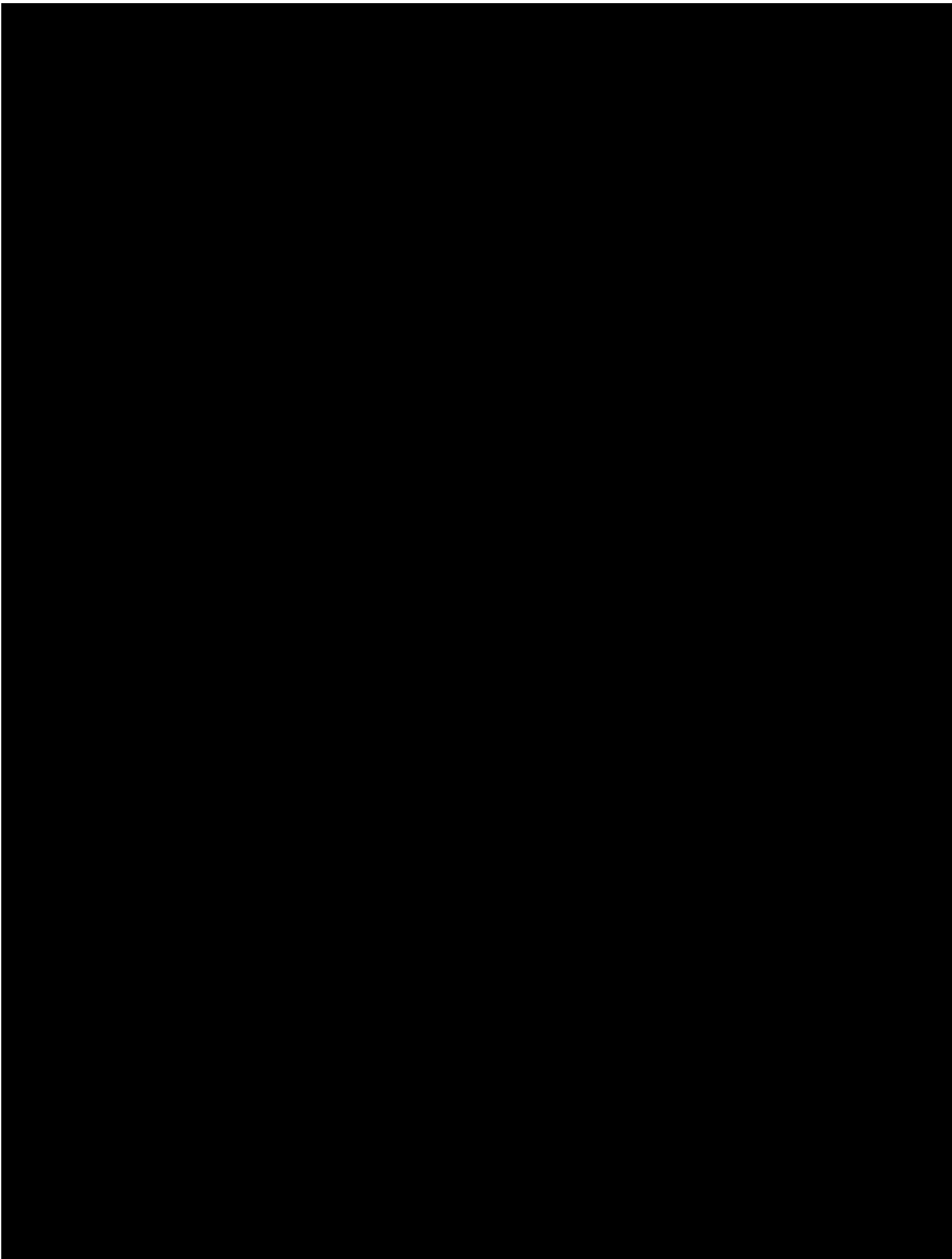
Q9 What's the biggest challenge in doing your job well?

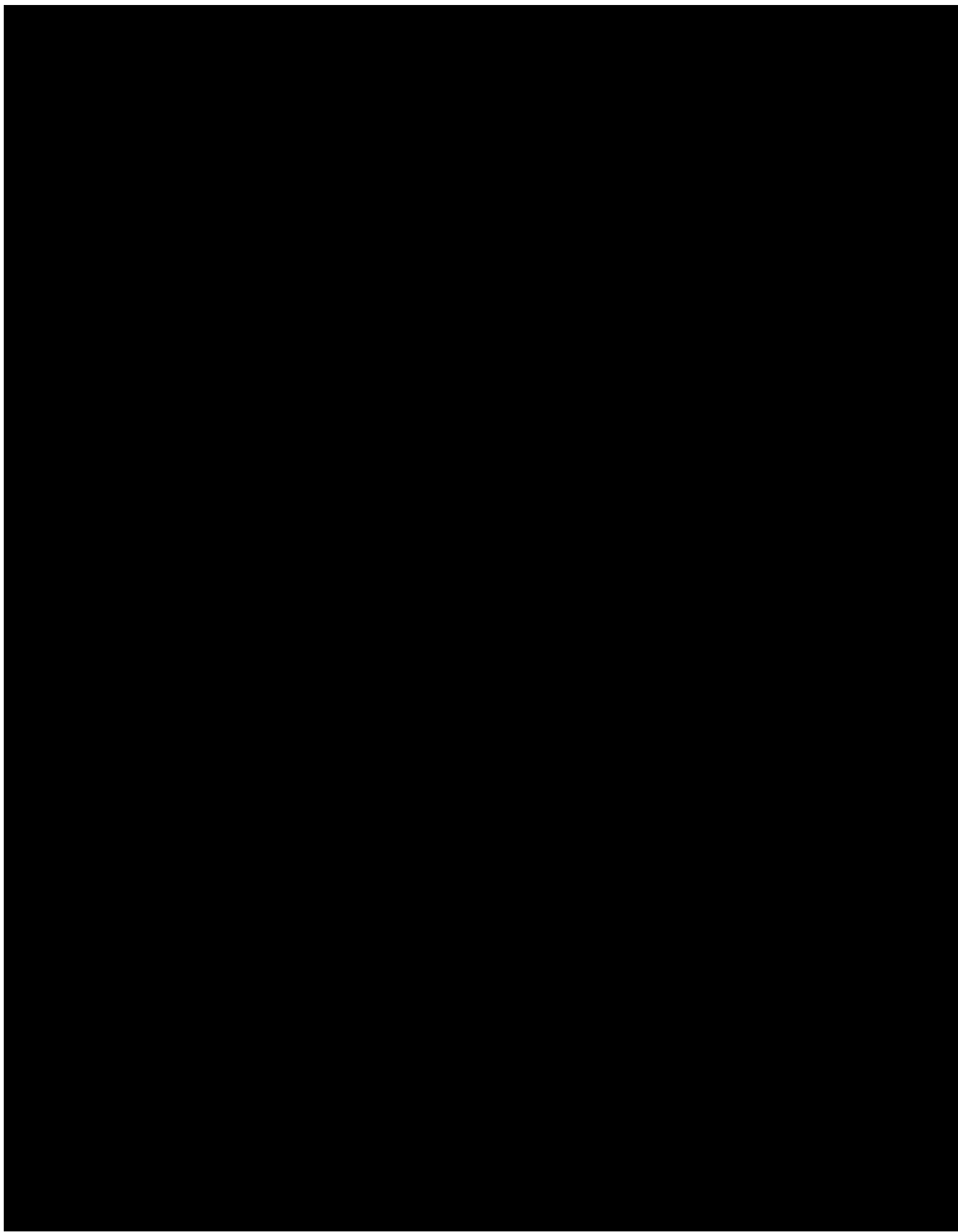
Answered: 151 Skipped: 63

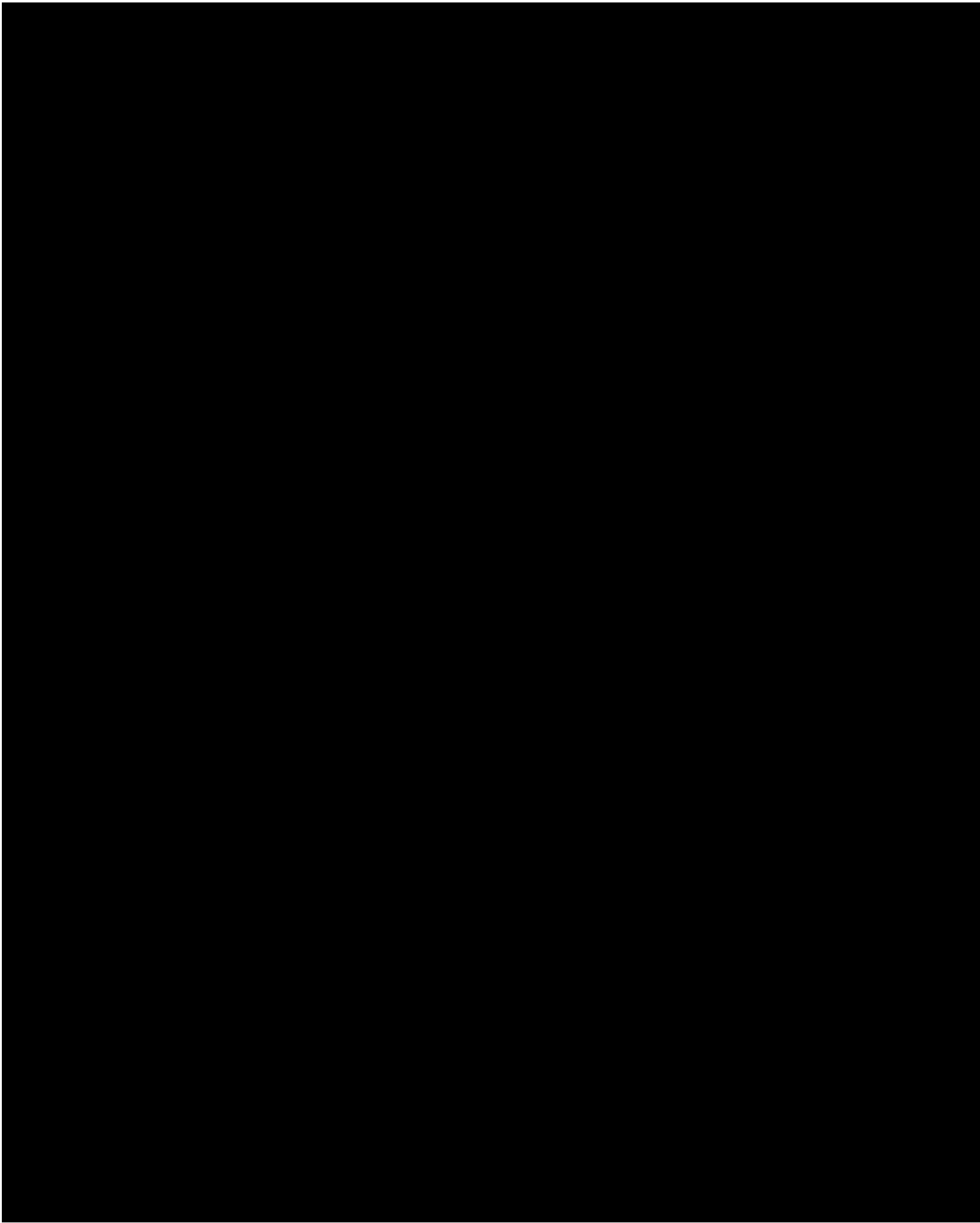
Production Performance Functions Finding
Processing Clear Taxpayers Programs Tax
Learning Job Pay Not Working
Limitations Gentax Staff
Management Fear Section Unnecessary
Department Everyday Understand Letters
Training Slow Knowledge

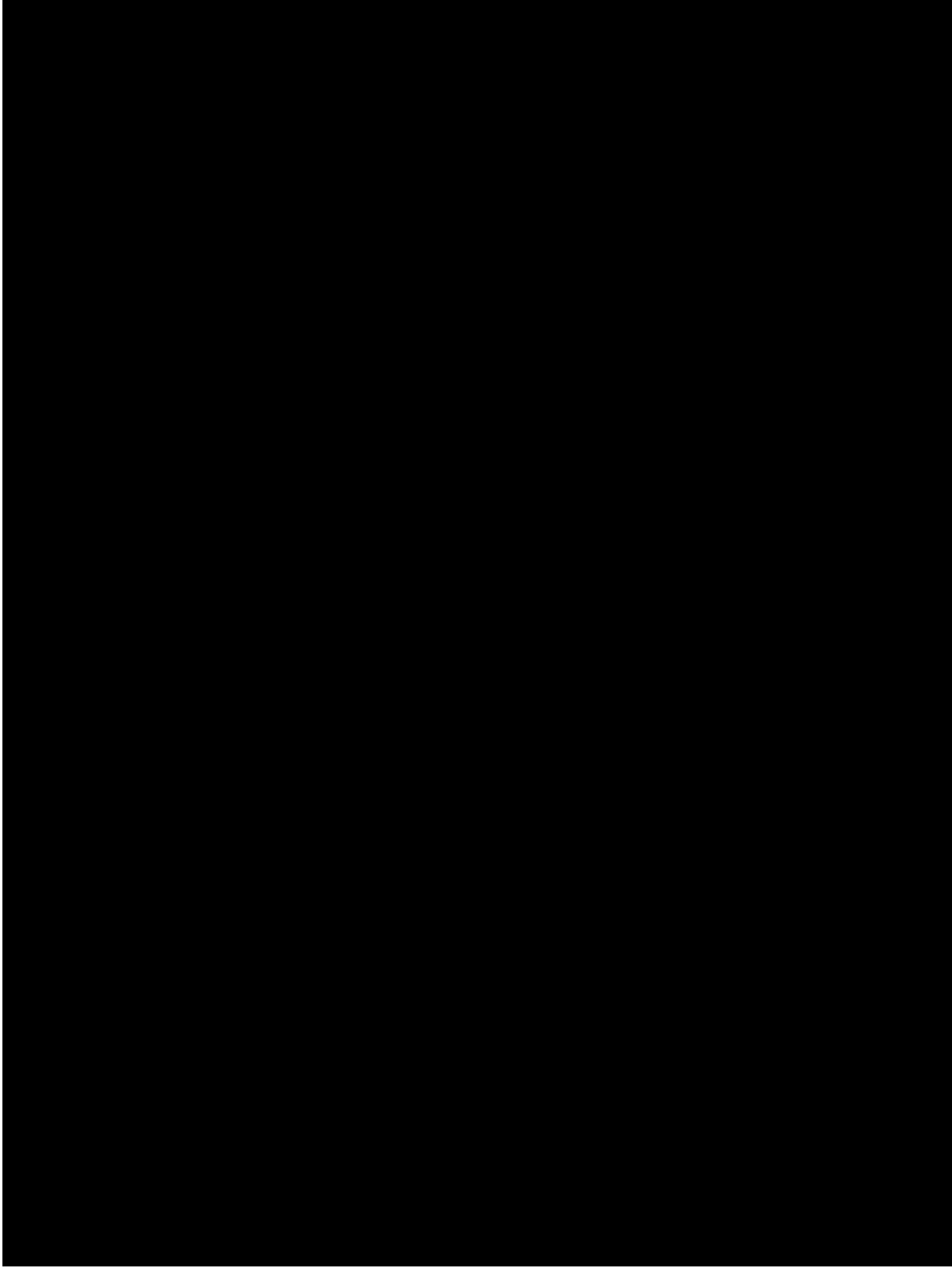


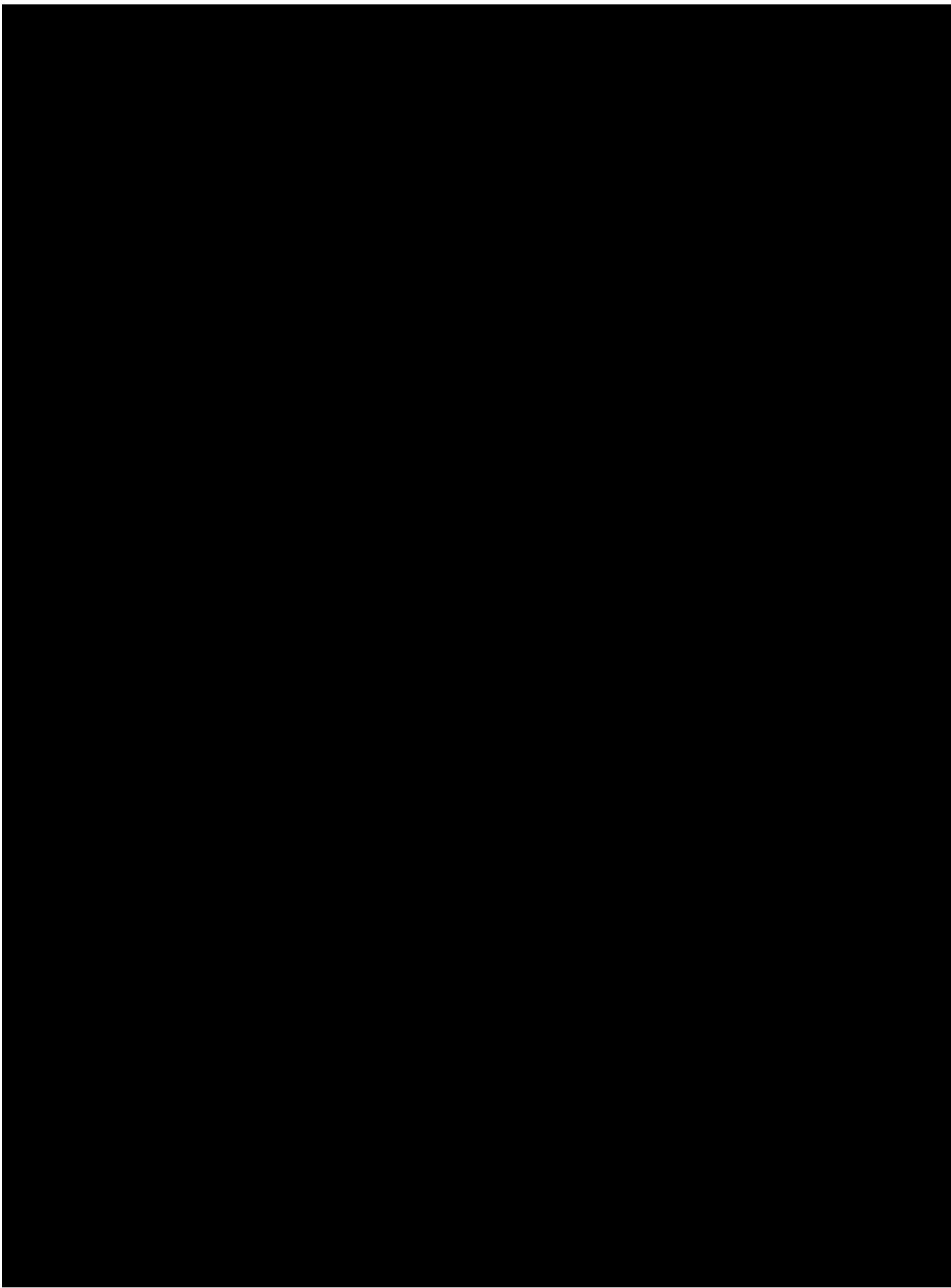


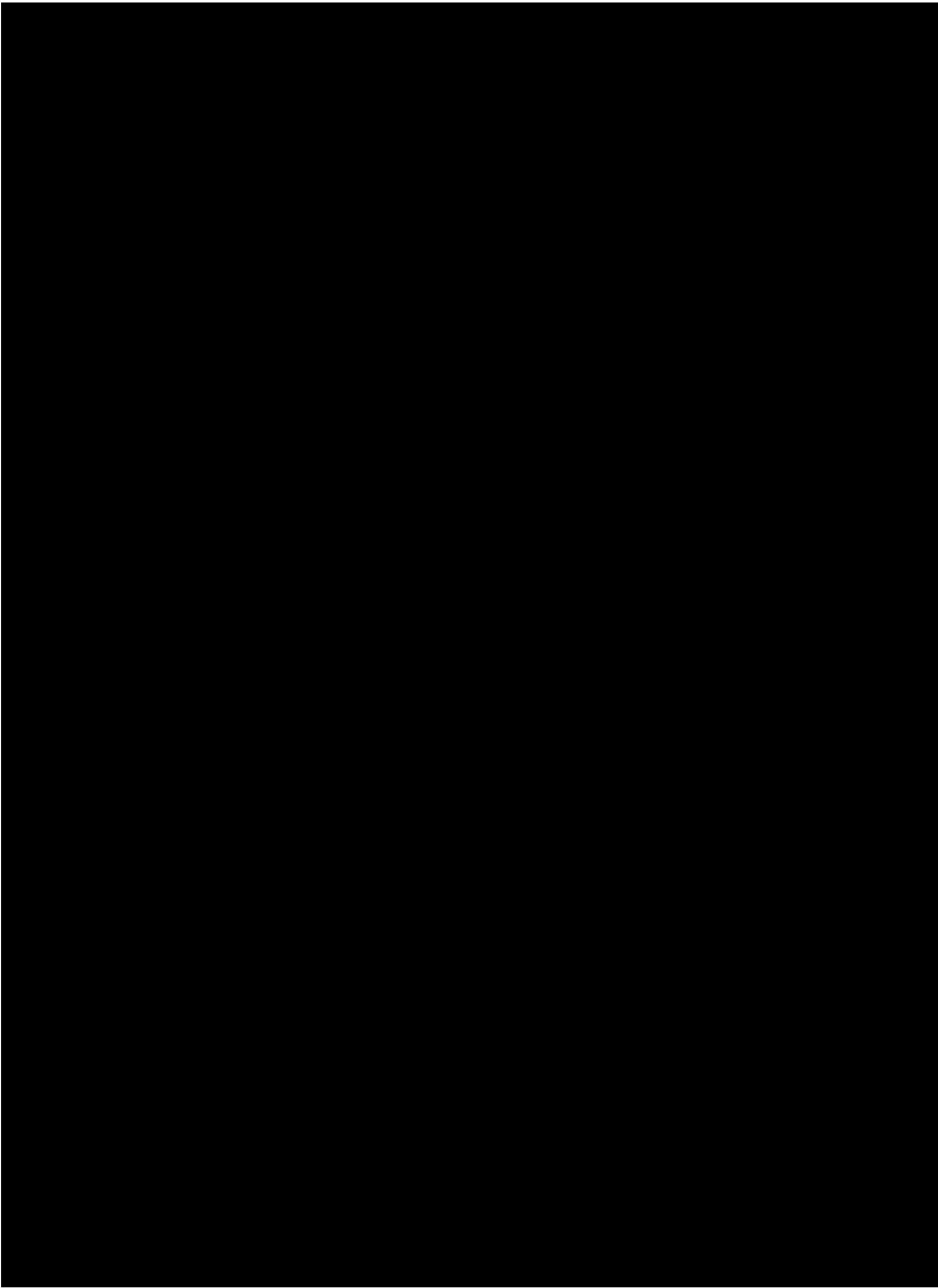


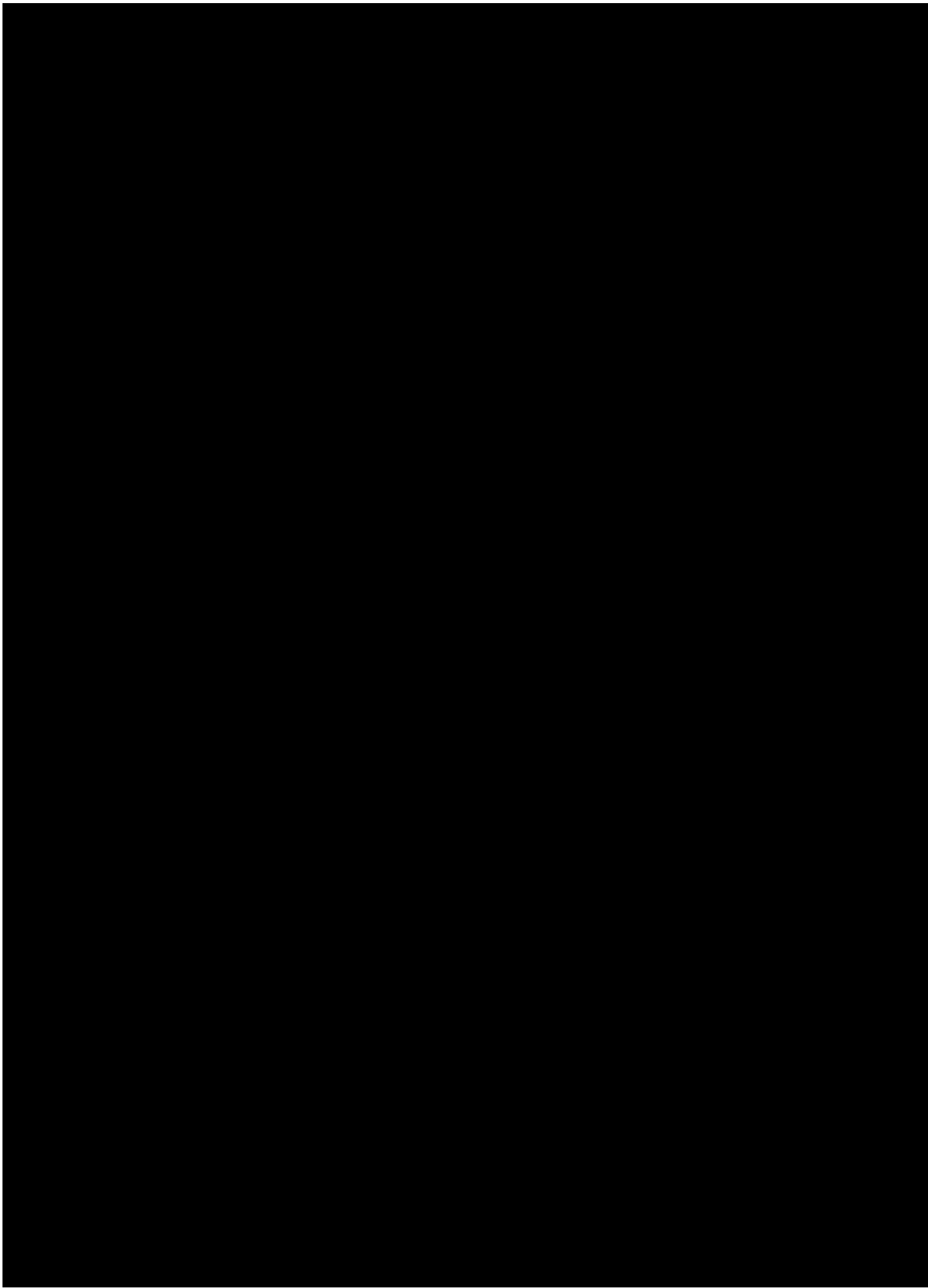


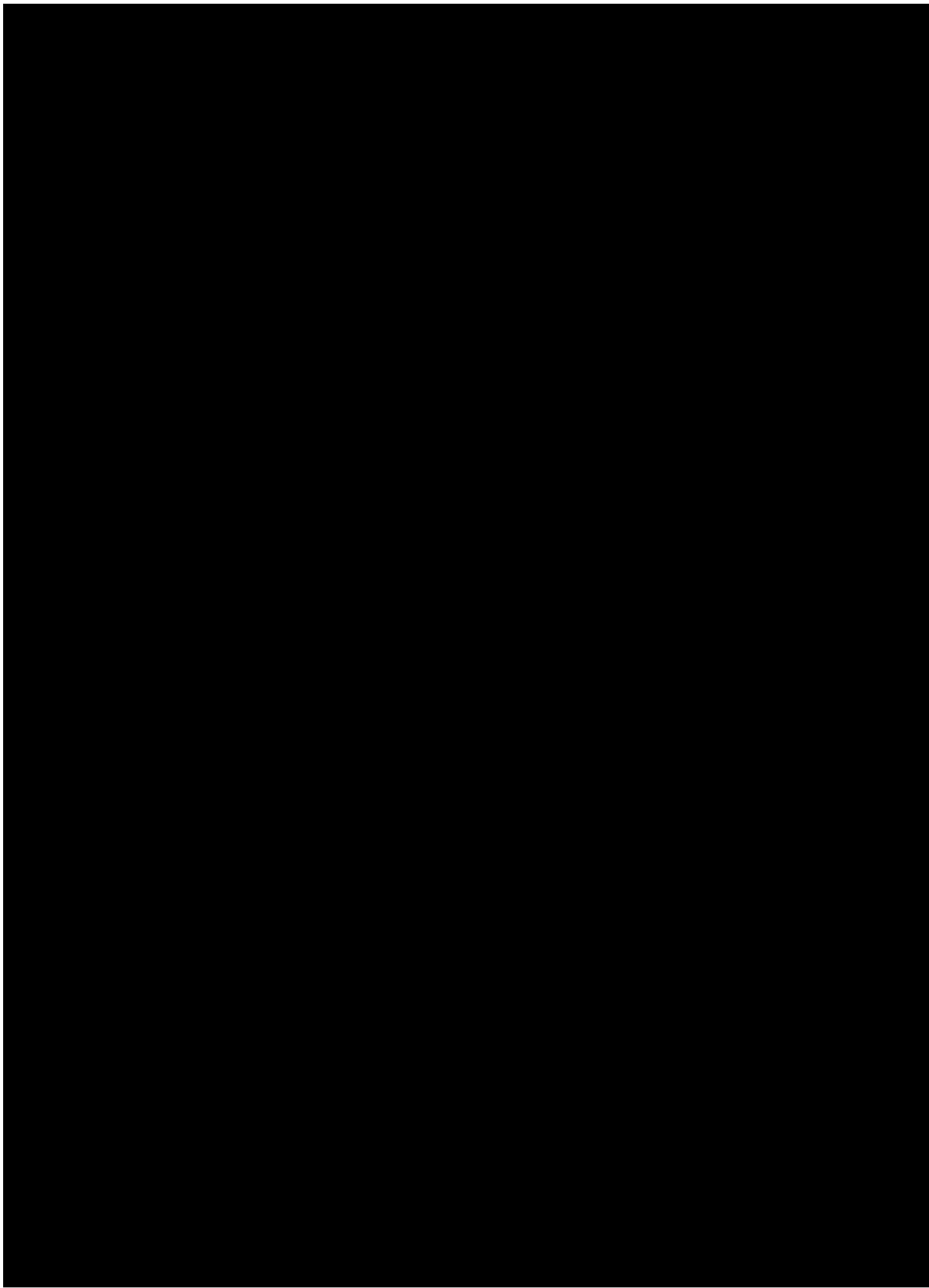


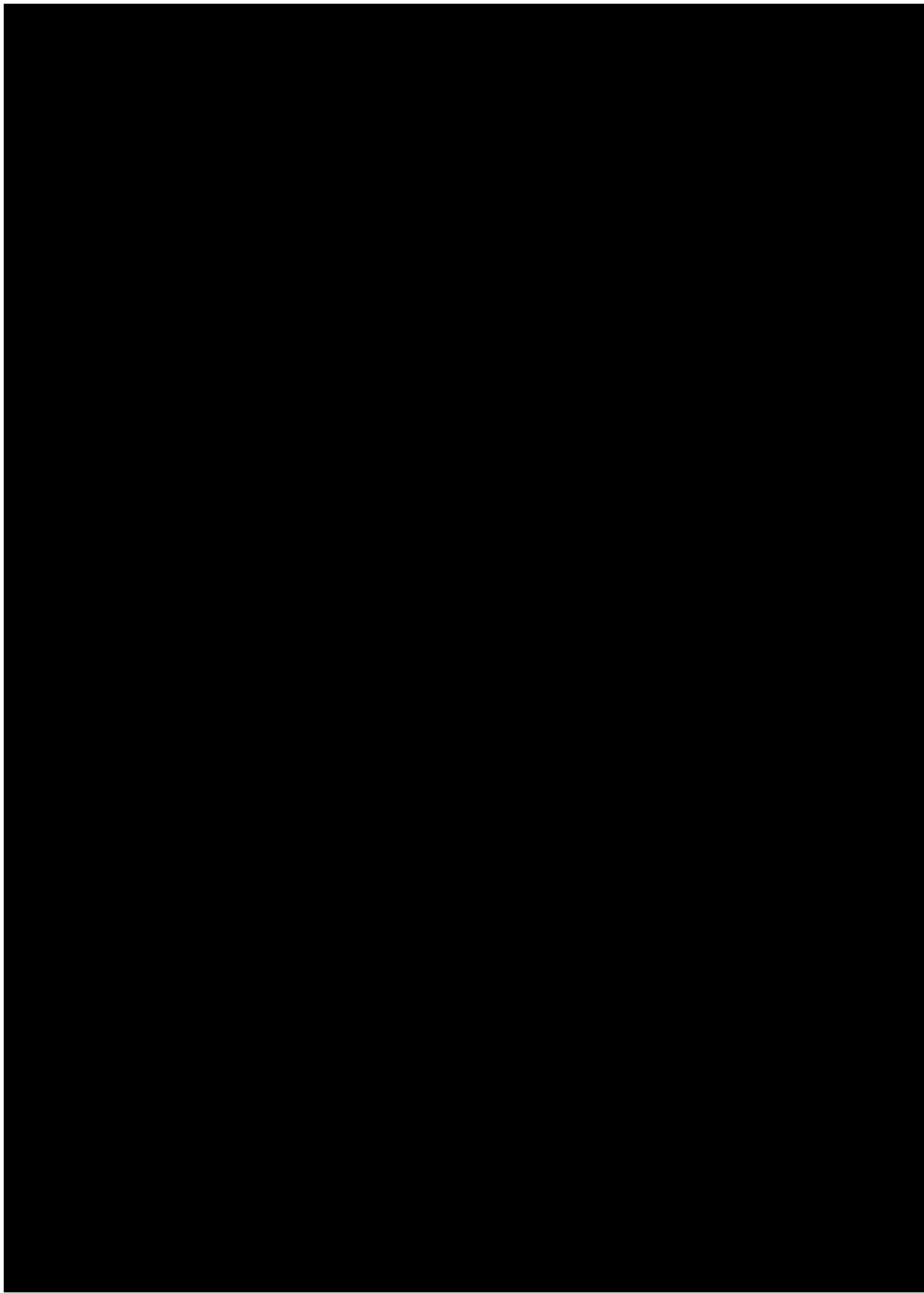








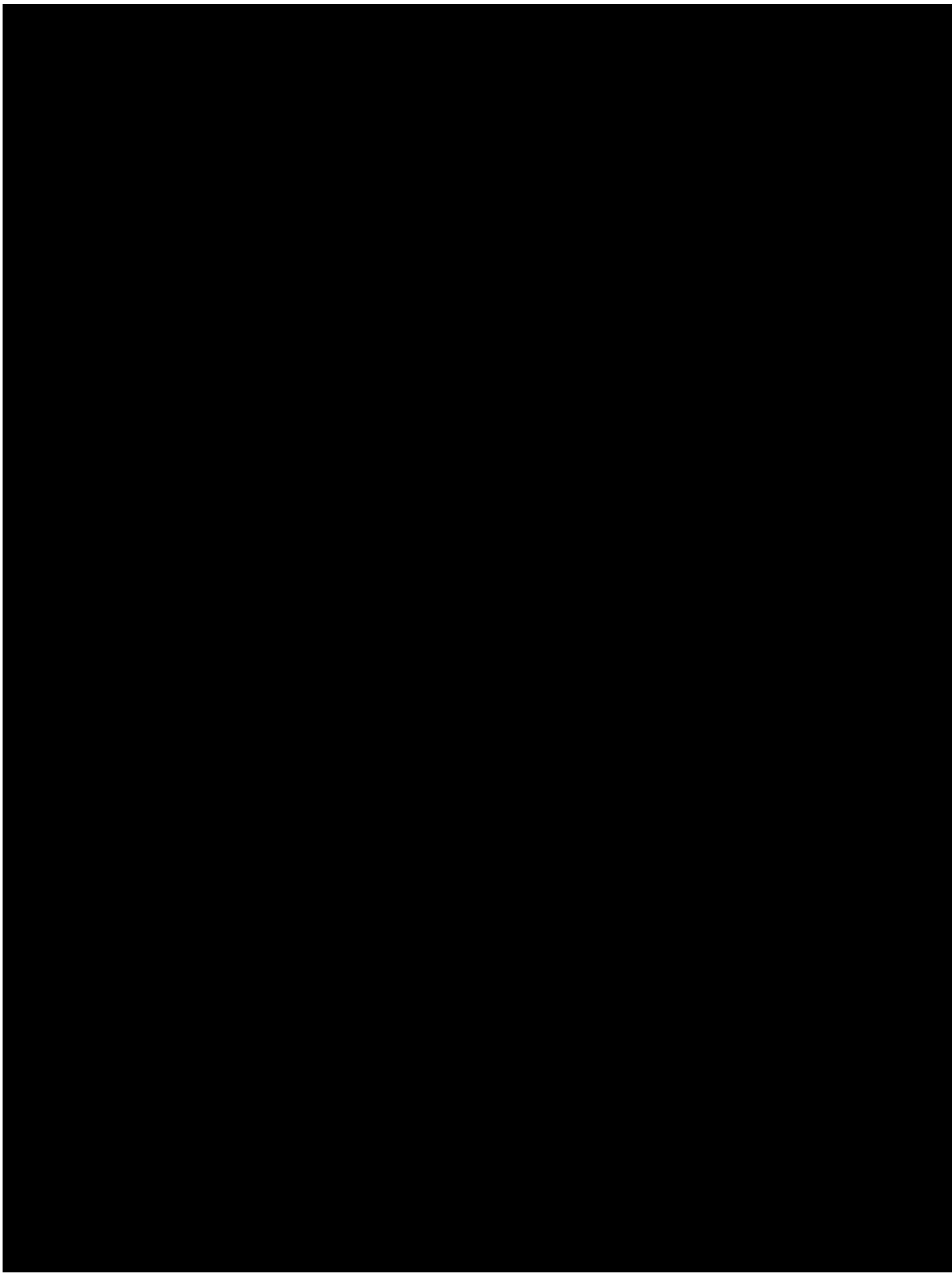


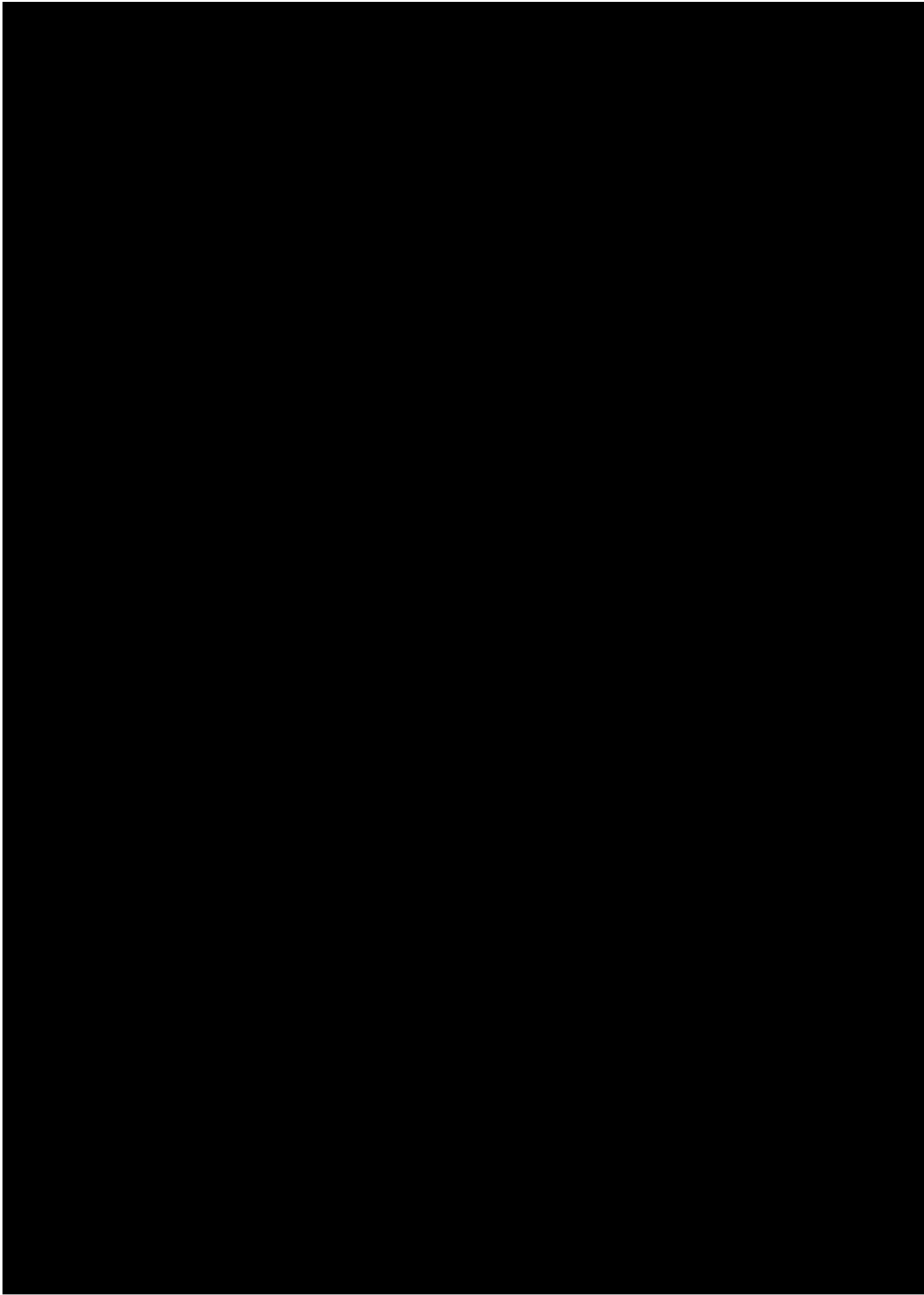


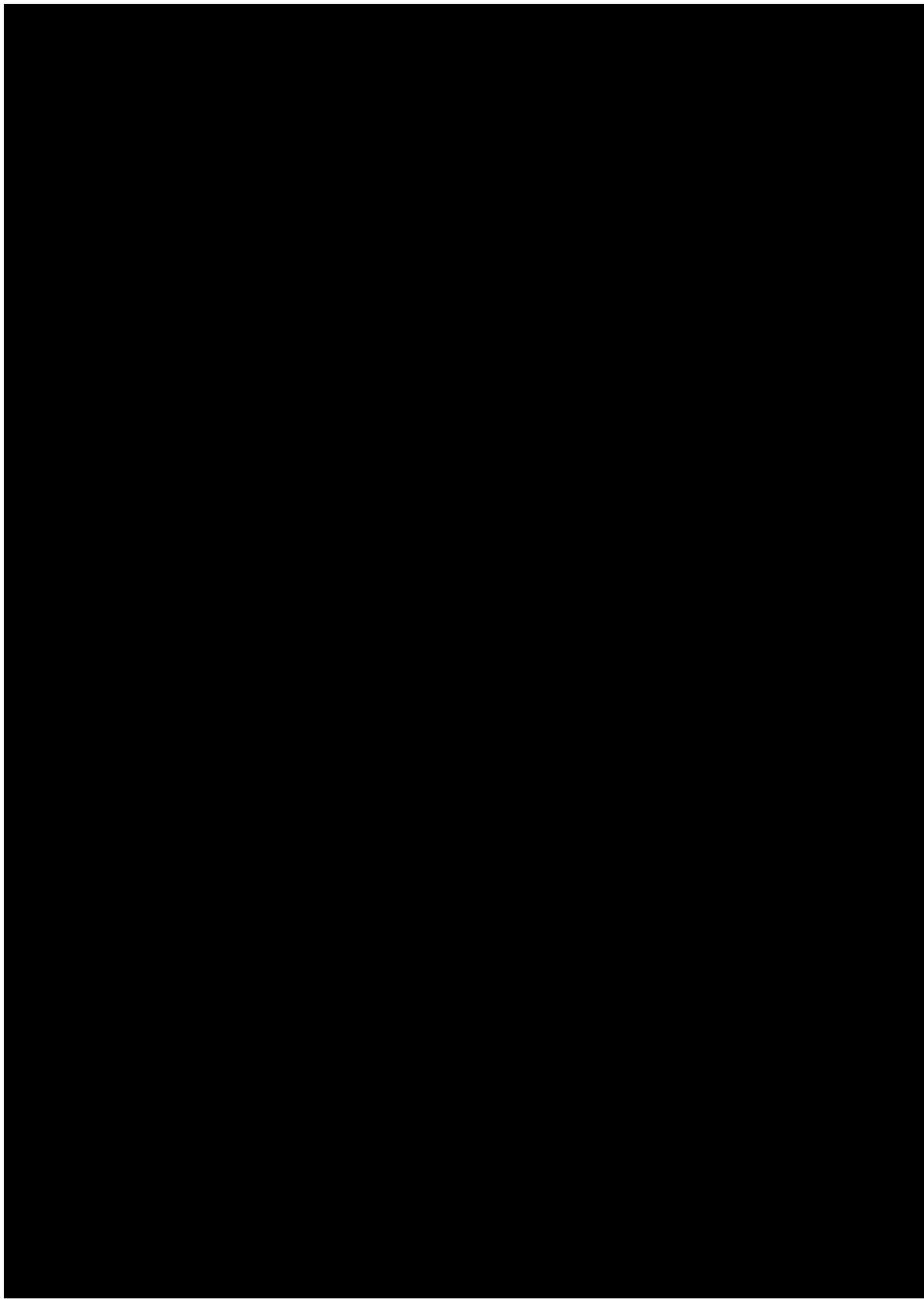
Q10 Please share any additional comments.

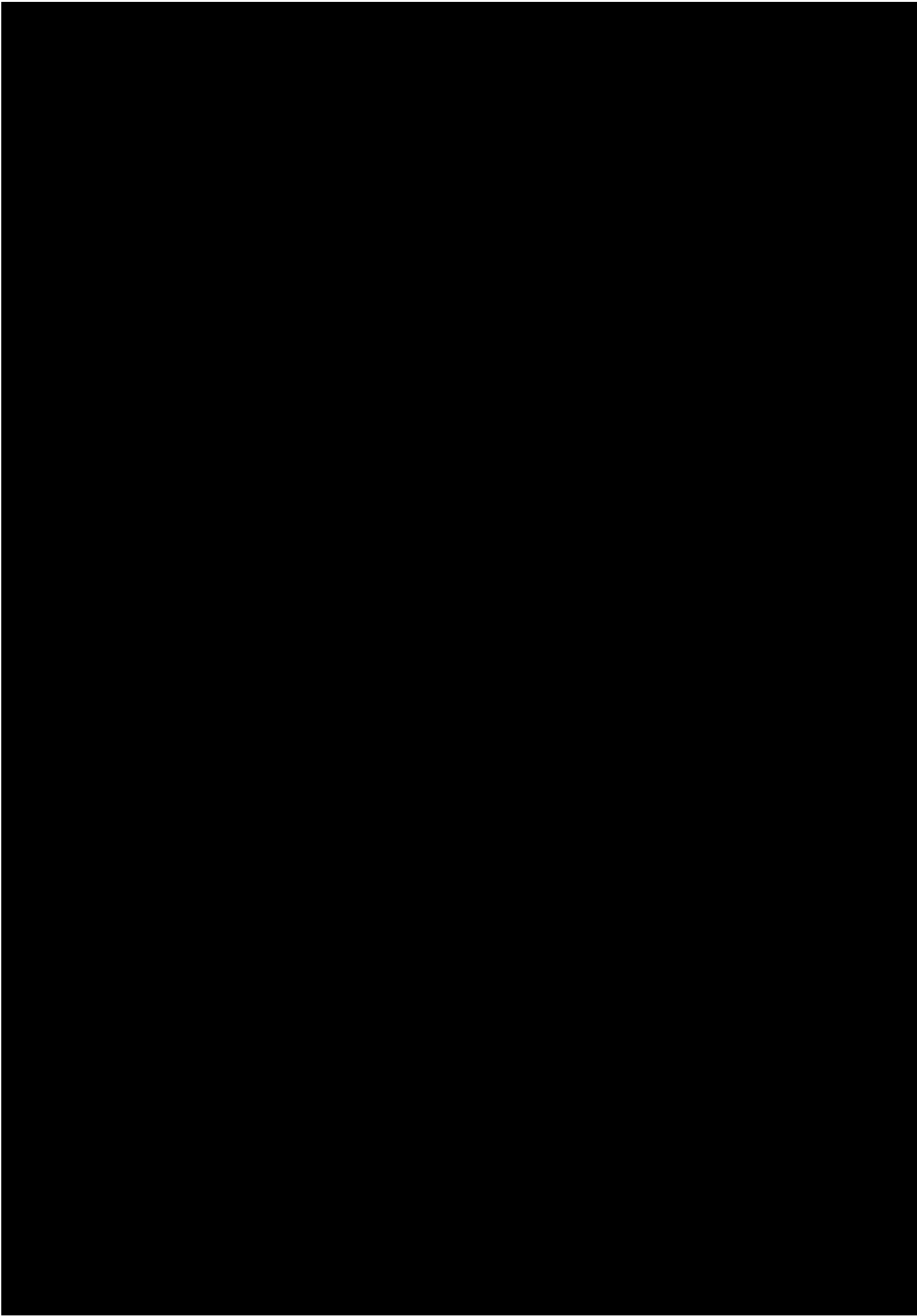
Answered: 74 Skipped: 140

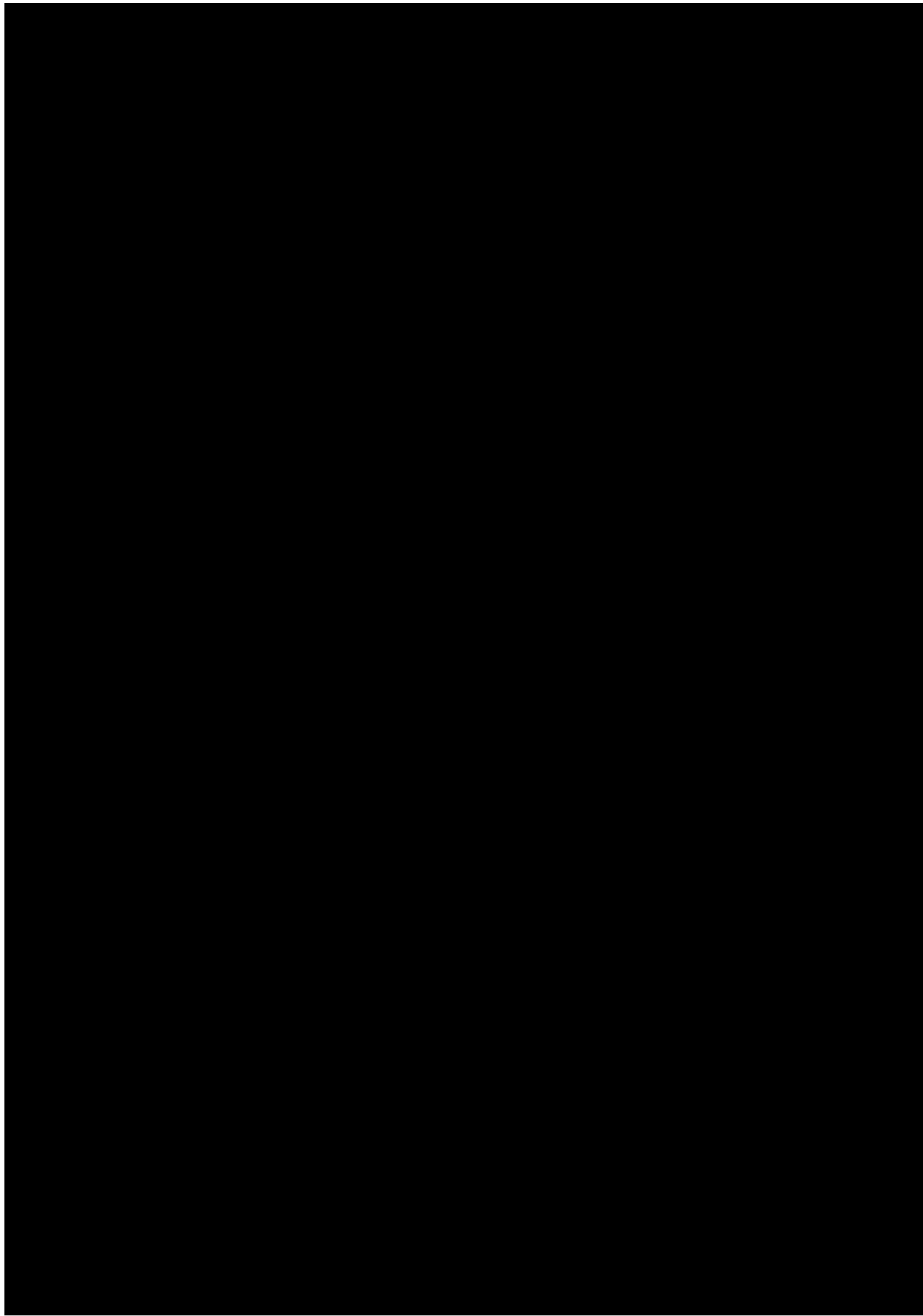
Co-workers Remaining Tax Examiners Fairly Gentax
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Management Rewarding
Employees Fast Enterprises
Department Taxpayers of Colorado Job
Expressed Morale Learn Appreciate Better Way

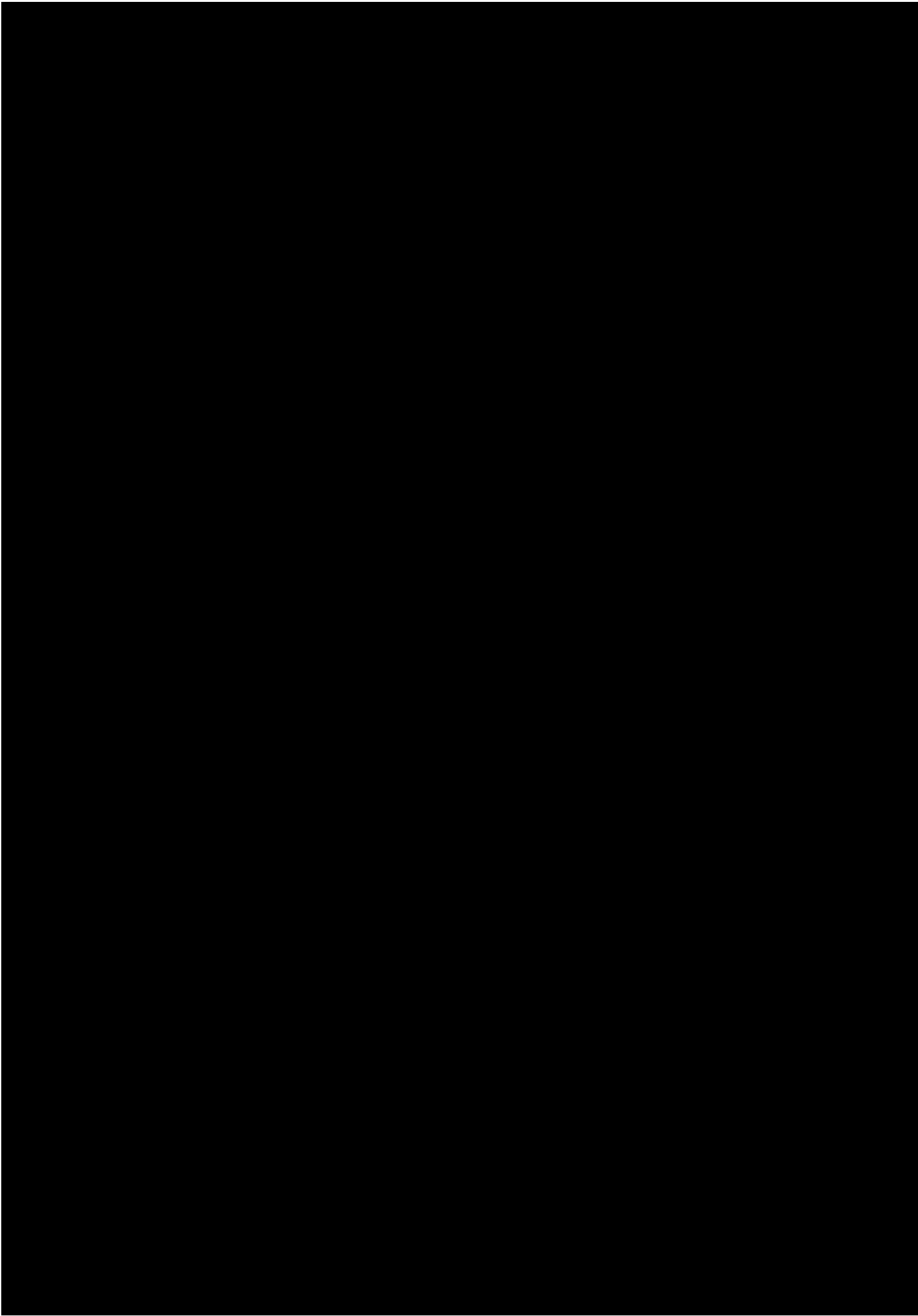


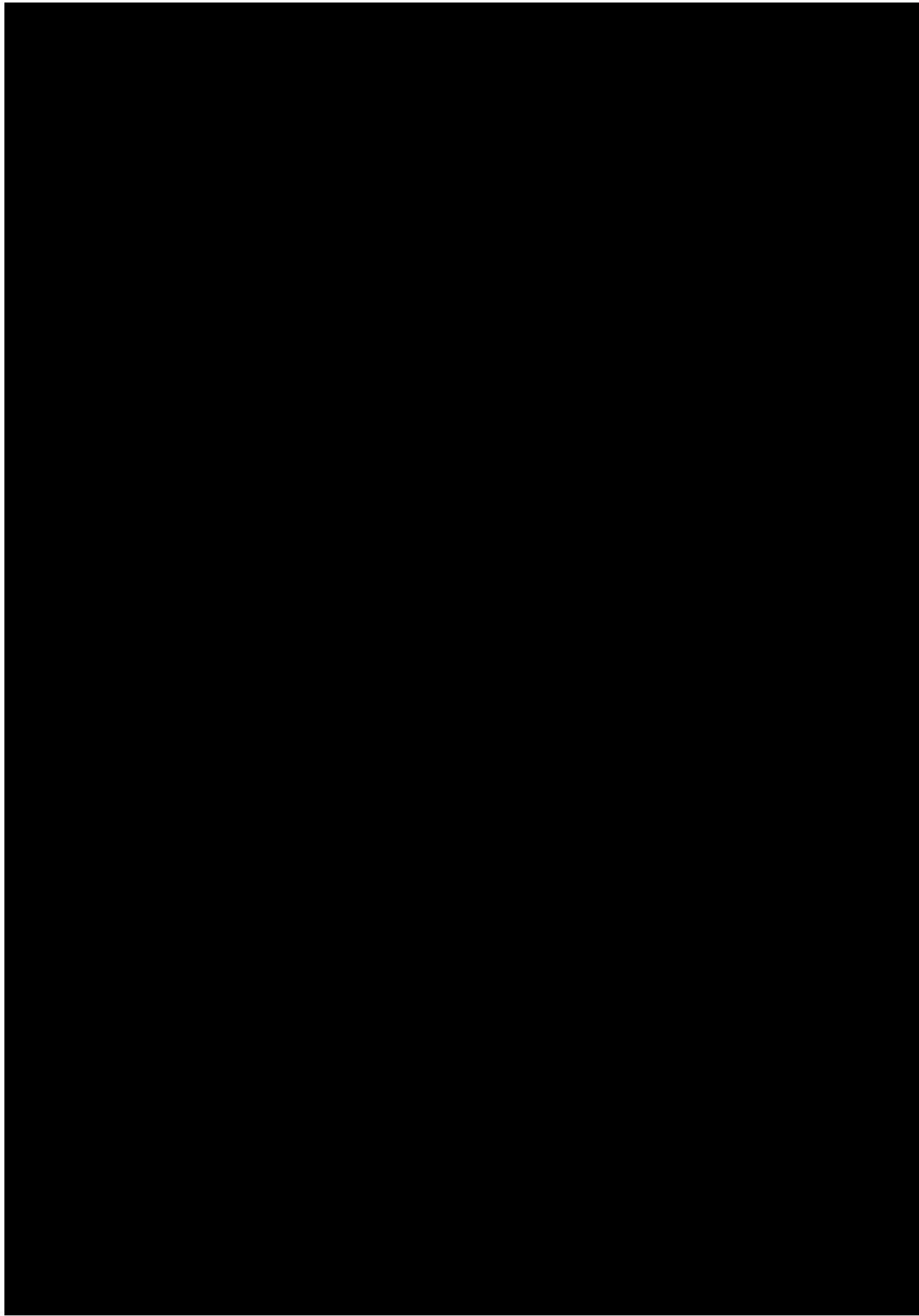












Q1 I have the necessary tools, training and equipment to do high quality work. Please provide examples of valuable resources, whether or not you have them, to help us prioritize spending.

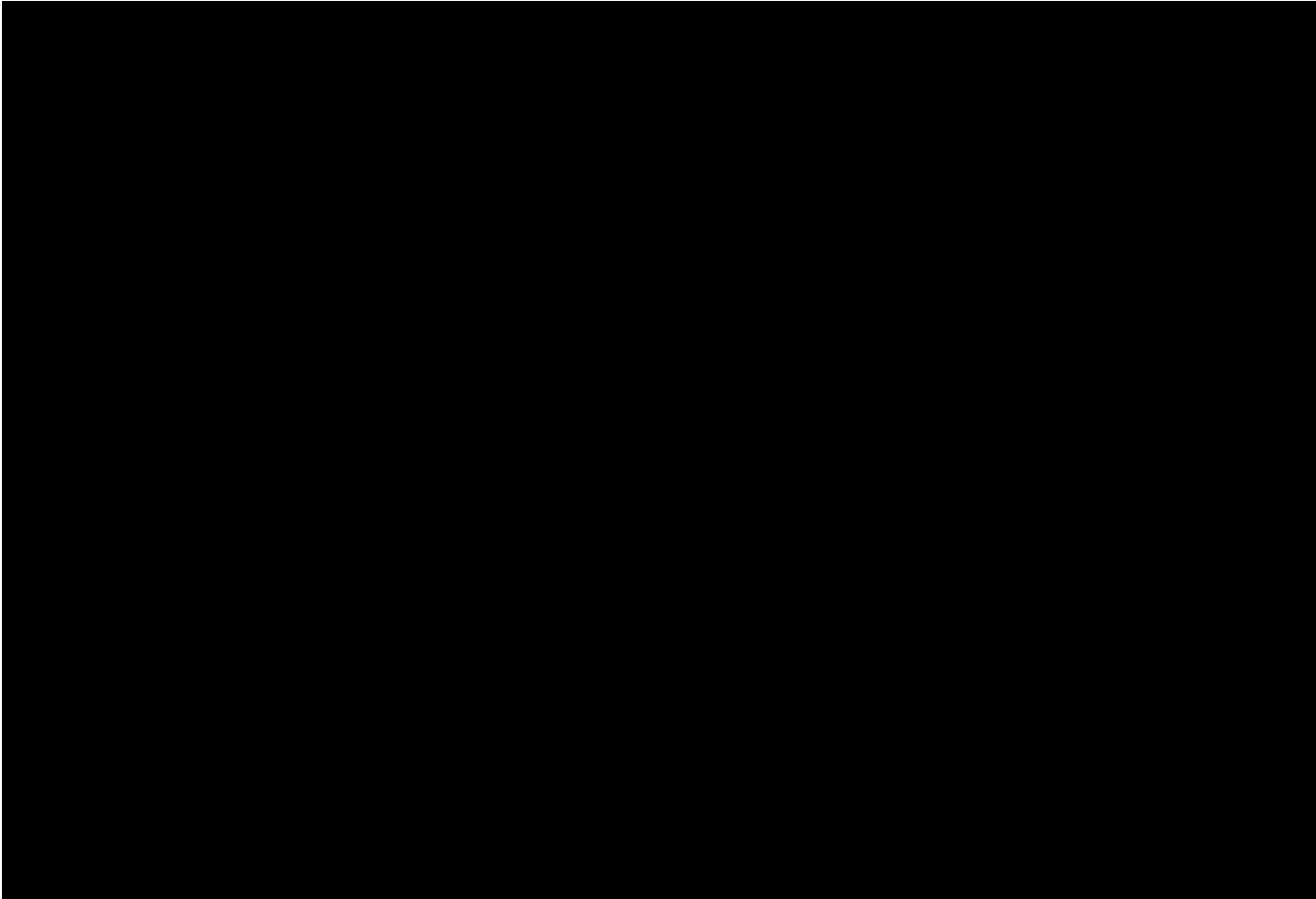
Answered: 121 Skipped: 1

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2017	12.62% 27	45.79% 98	16.82% 36	19.16% 41	5.61% 12	214	2.59

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2018	15.70% 19	39.67% 48	22.31% 27	16.53% 20	5.79% 7	121	2.57

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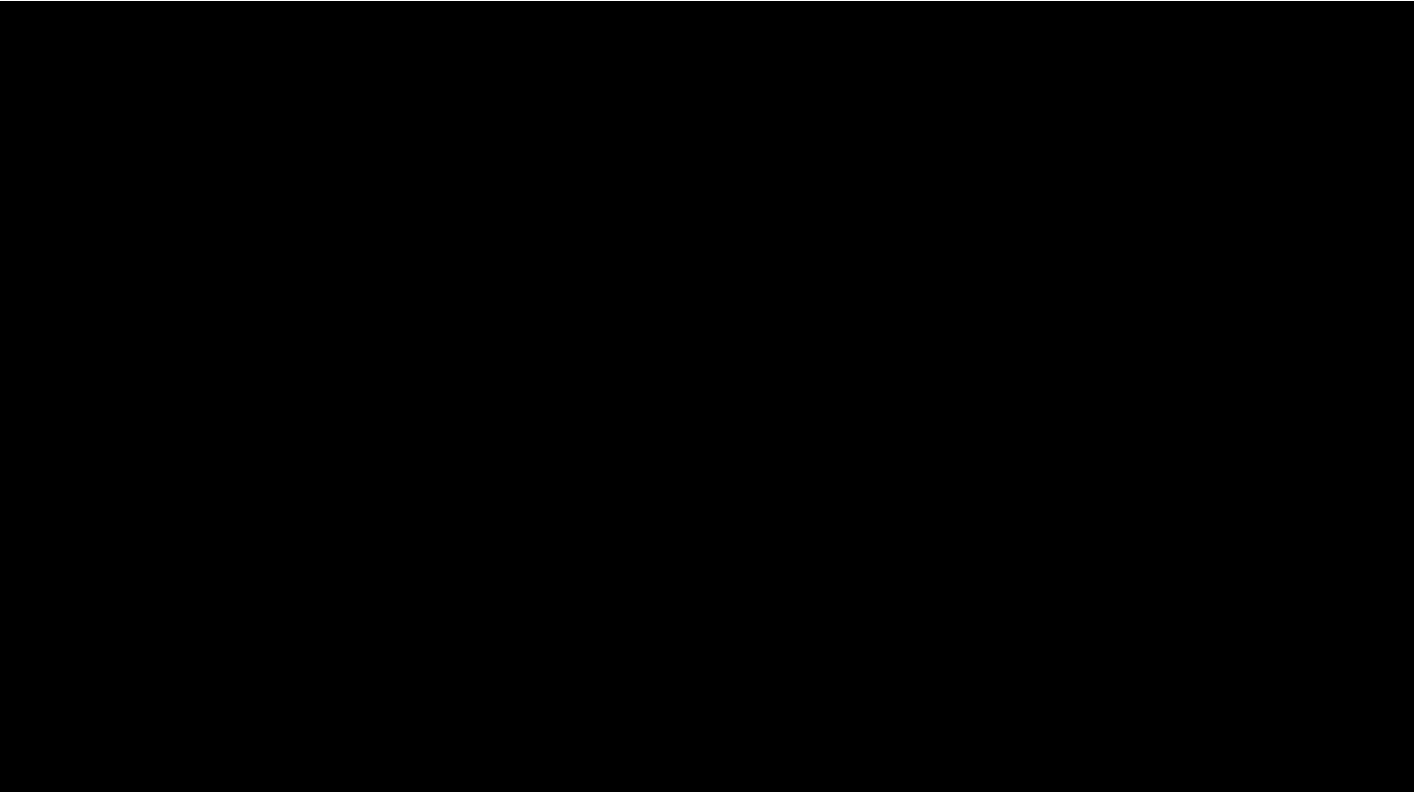
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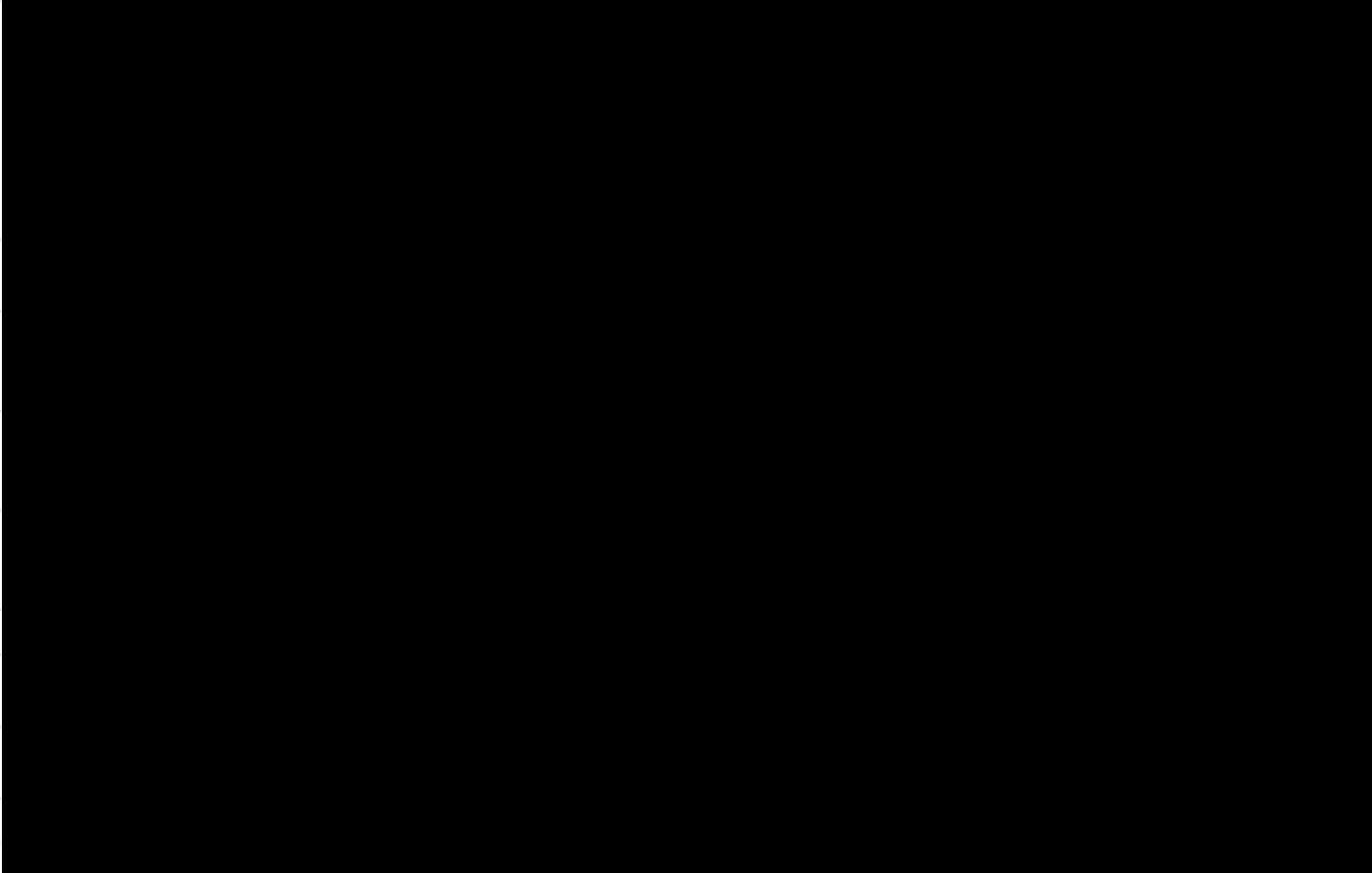
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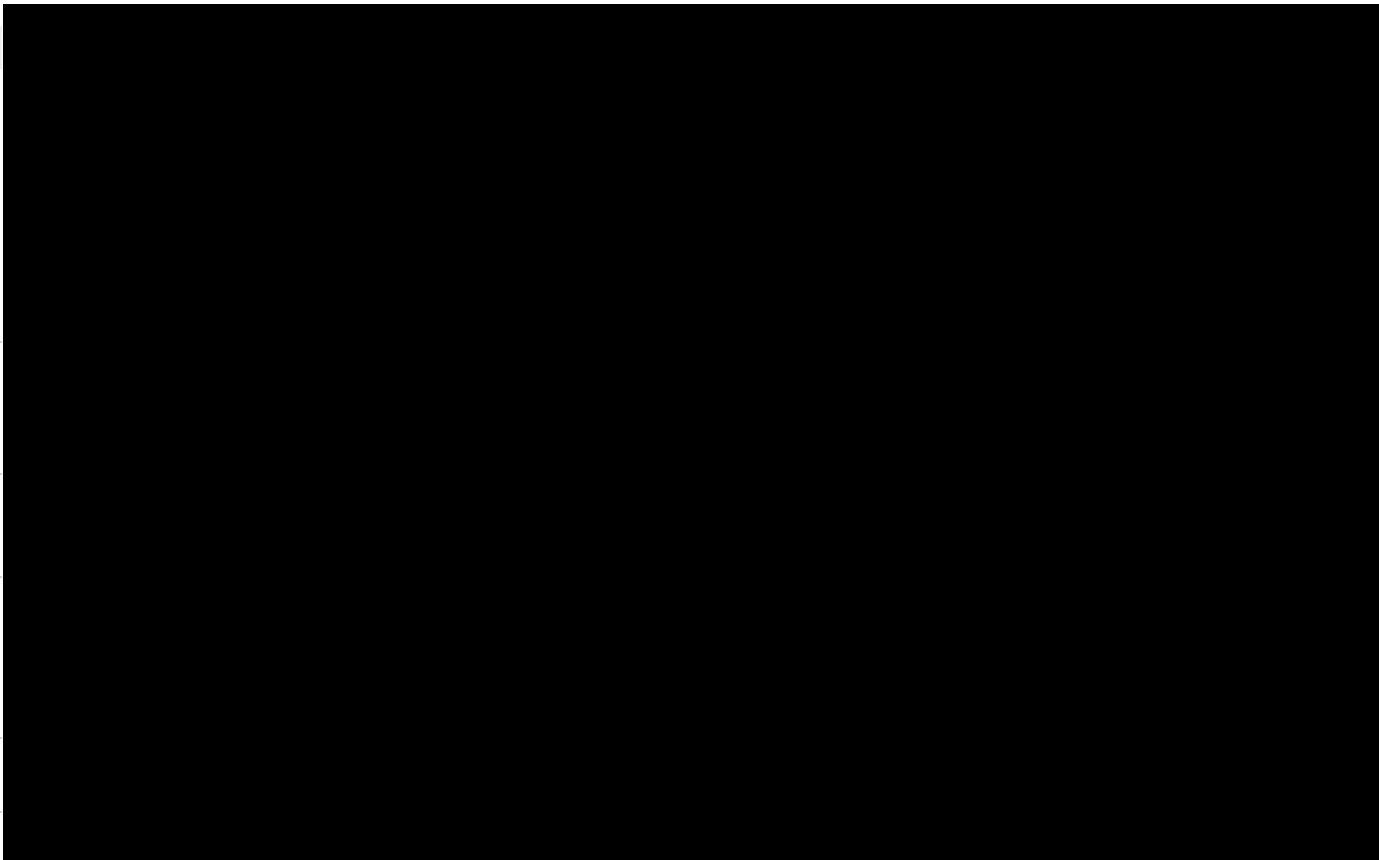


Q2 I feel that there are fair, clear, and consistent standards for work quality throughout the Taxation Division.

Answered: 122 Skipped: 0

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2017	8.88% 19	25.70% 55	26.64% 57	23.36% 50	15.42% 33	214	3.11

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2018	8.20% 10	31.97% 39	25.41% 31	22.13% 27	12.30% 15	122	2.98

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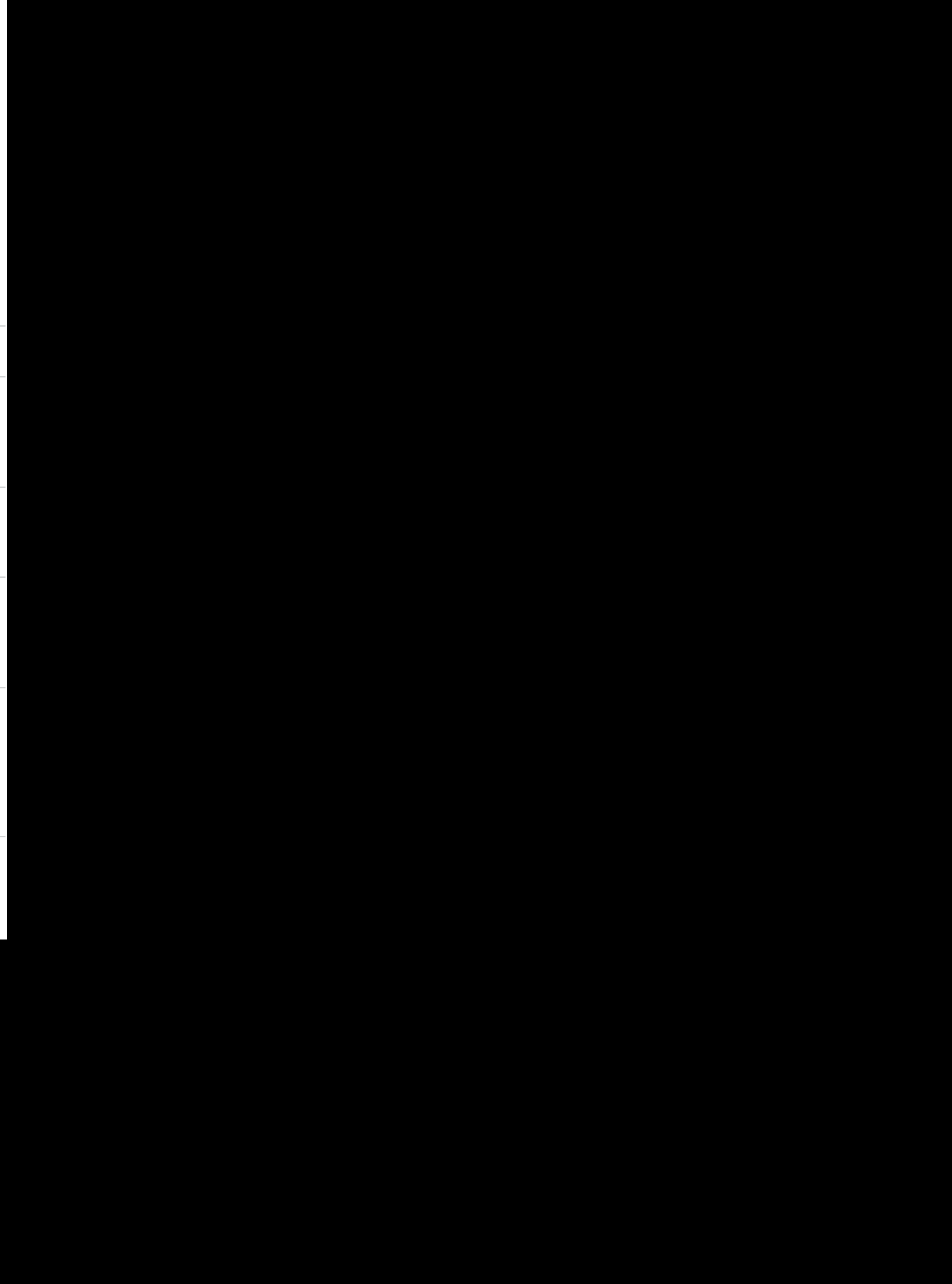
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Q3 I'm satisfied with the information I receive from Taxation Division management about matters affecting the division as a whole.

Answered: 122 Skipped: 0

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2017	10.33% 22	35.21% 75	23.00% 49	21.13% 45	10.33% 22	213	2.86

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2018	12.30% 15	44.26% 54	27.87% 34	12.30% 15	3.28% 4	122	2.50

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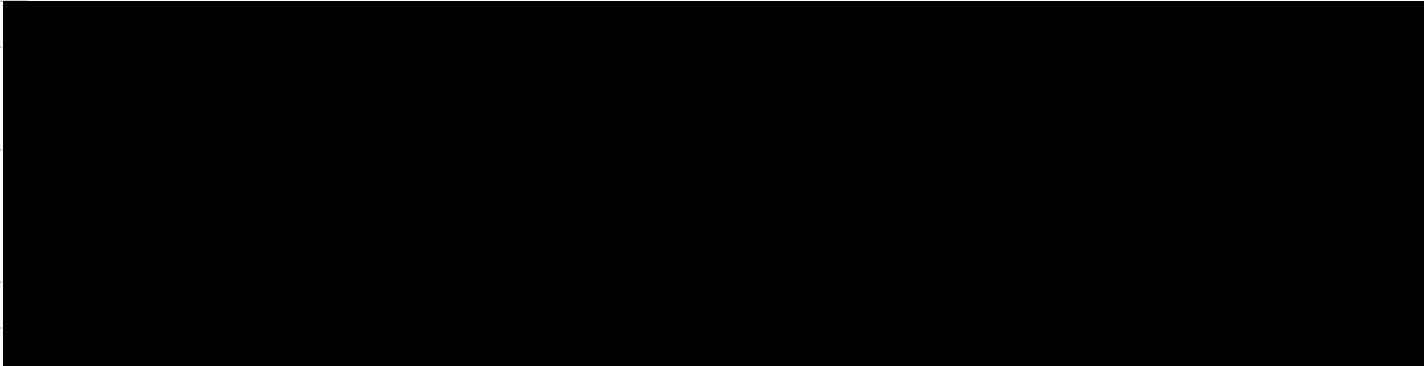
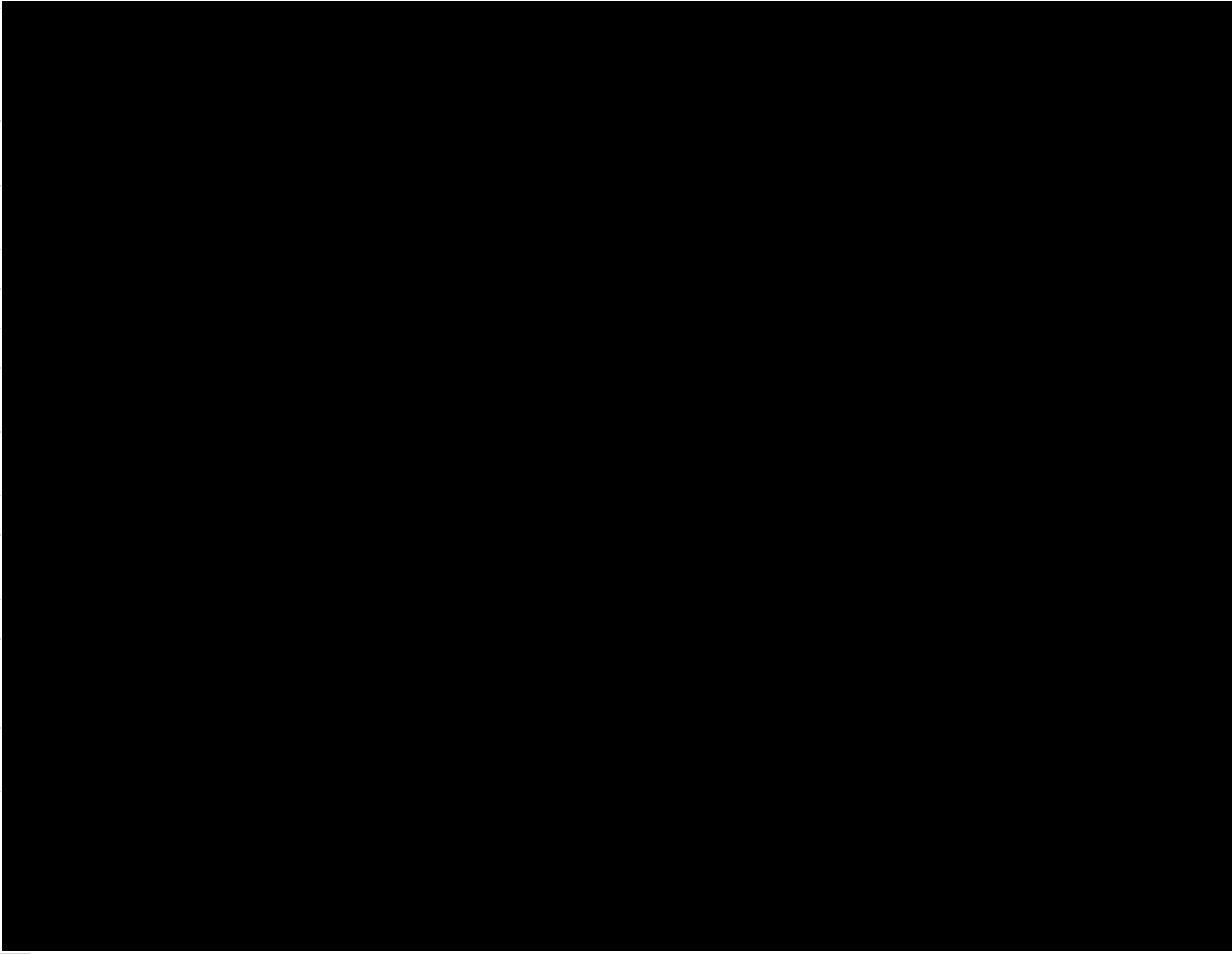
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Q4 I feel encouraged to suggest new and better ways of doing things.

Answered: 121 Skipped: 1

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2017	10.85% 23	30.19% 64	25.00% 53	24.06% 51	9.91% 21	212	2.92

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2018	14.05% 17	38.02% 46	24.79% 30	15.70% 19	7.44% 9	121	2.64

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Q5 I feel that the expertise and suggestions of front-line employees are respected.

Answered: 121 Skipped: 1

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2017	7.48%	32.71%	21.50%	27.57%	10.75%	214	3.01
	16	70	46	59	23		

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2018	7.44%	32.23%	30.58%	16.53%	13.22%	121	2.96
	9	39	37	20	16		

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Q6 I believe that acting on employee and customer feedback to improve processes is a priority for the Taxation Division management.

Answered: 122 Skipped: 0

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2017	16.36% 35	30.37% 65	23.36% 50	21.03% 45	8.88% 19	214	2.76

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2018	13.93% 17	38.52% 47	27.05% 33	13.11% 16	7.38% 9	122	2.61

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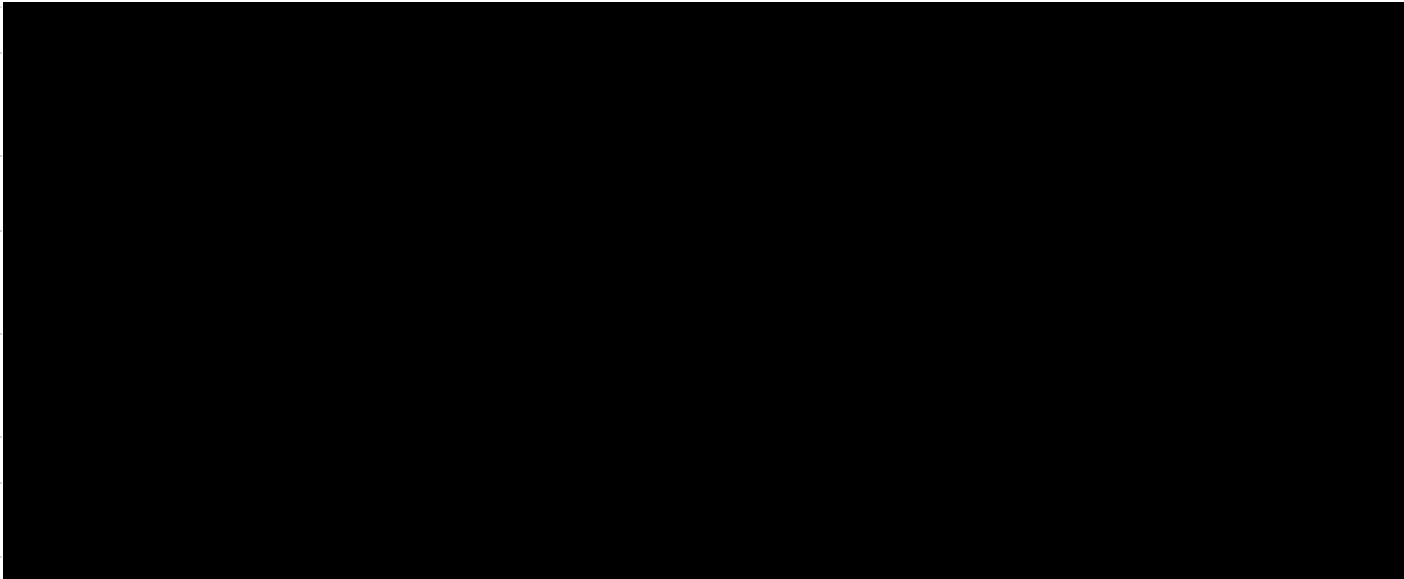
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Q7 There are formal ways for me to raise concerns or problems without fear of retaliation.

Answered: 122 Skipped: 0

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2017	9.86% 21	38.50% 82	23.47% 50	14.08% 30	14.08% 30	213	2.84

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2018	13.93% 17	46.72% 57	18.85% 23	14.75% 18	5.74% 7	122	2.52

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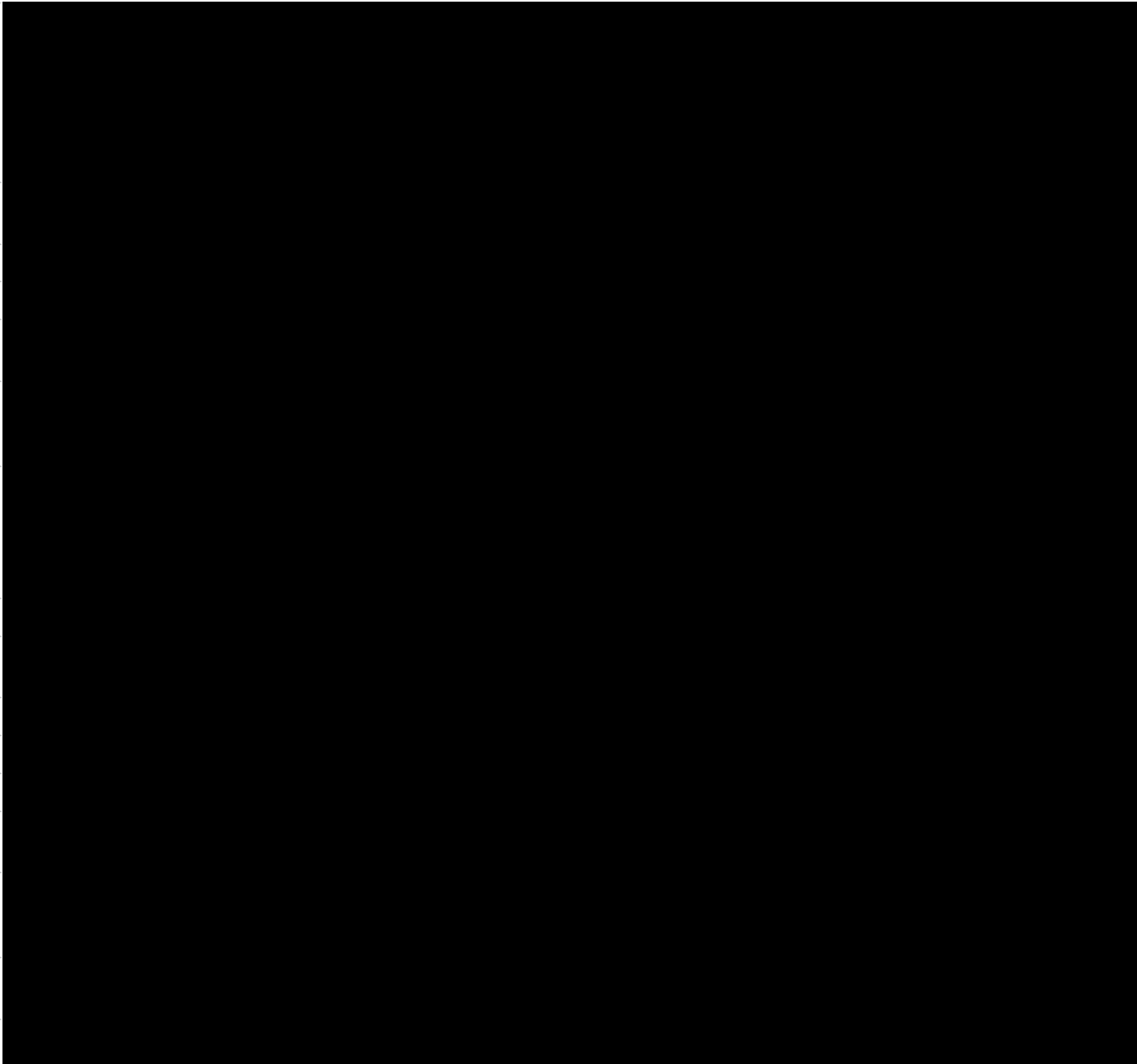
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Q8 I have confidence in the fairness of the Taxation Division management.

Answered: 122 Skipped: 0

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2017	9.35% 20	32.24% 69	28.04% 60	17.76% 38	12.62% 27	214	2.92

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
2018	10.66% 13	36.07% 44	26.23% 32	17.21% 21	9.84% 12	122	2.80

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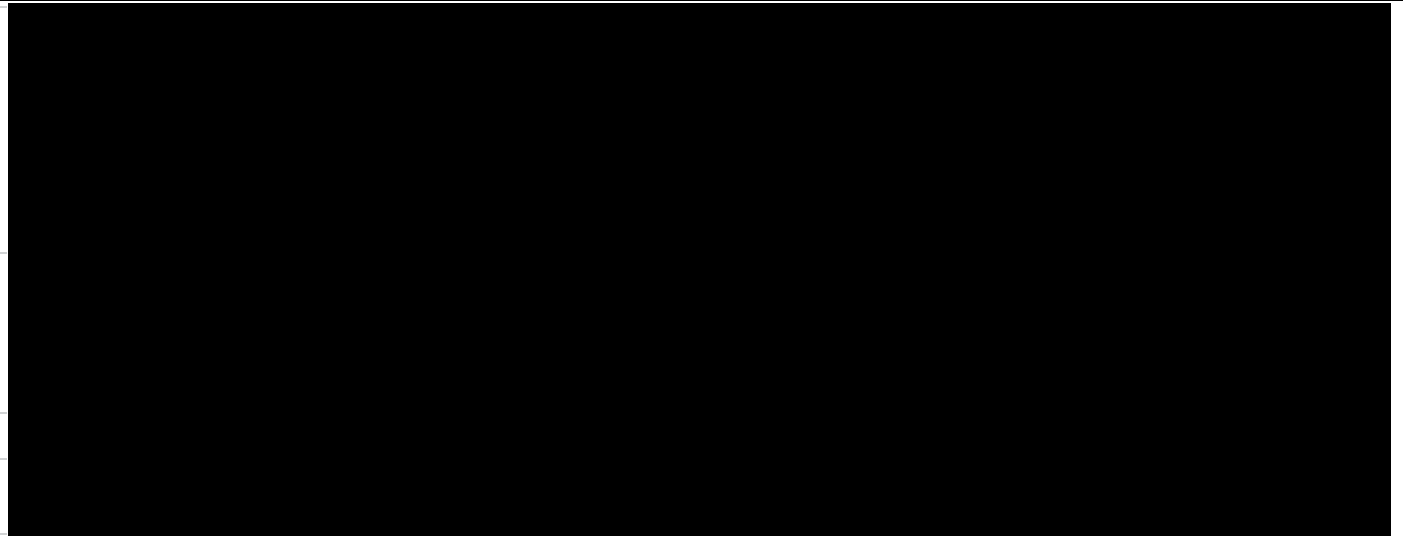
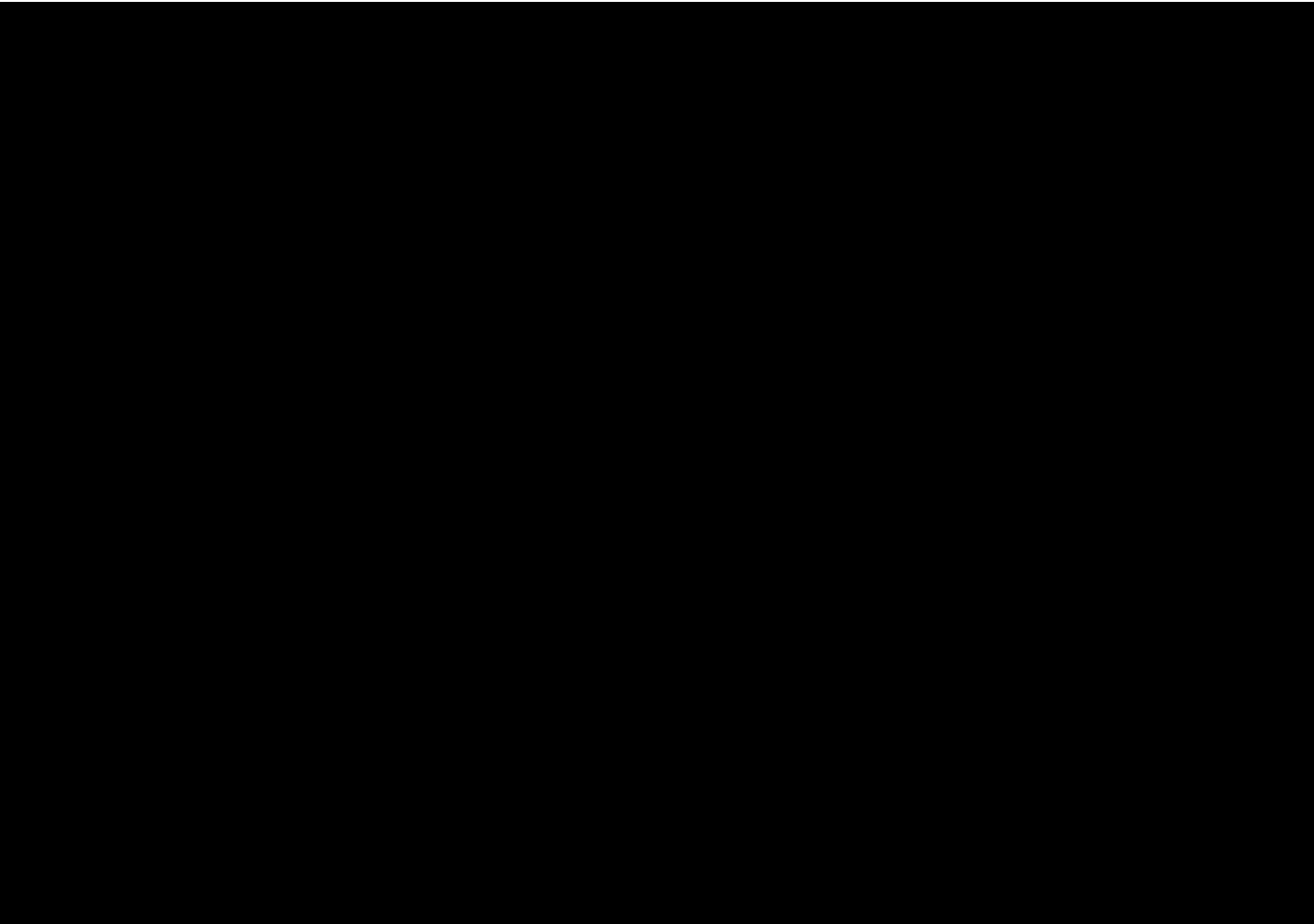
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Q9 What's the biggest challenge in doing your job well?

Answered: 78 Skipped: 44

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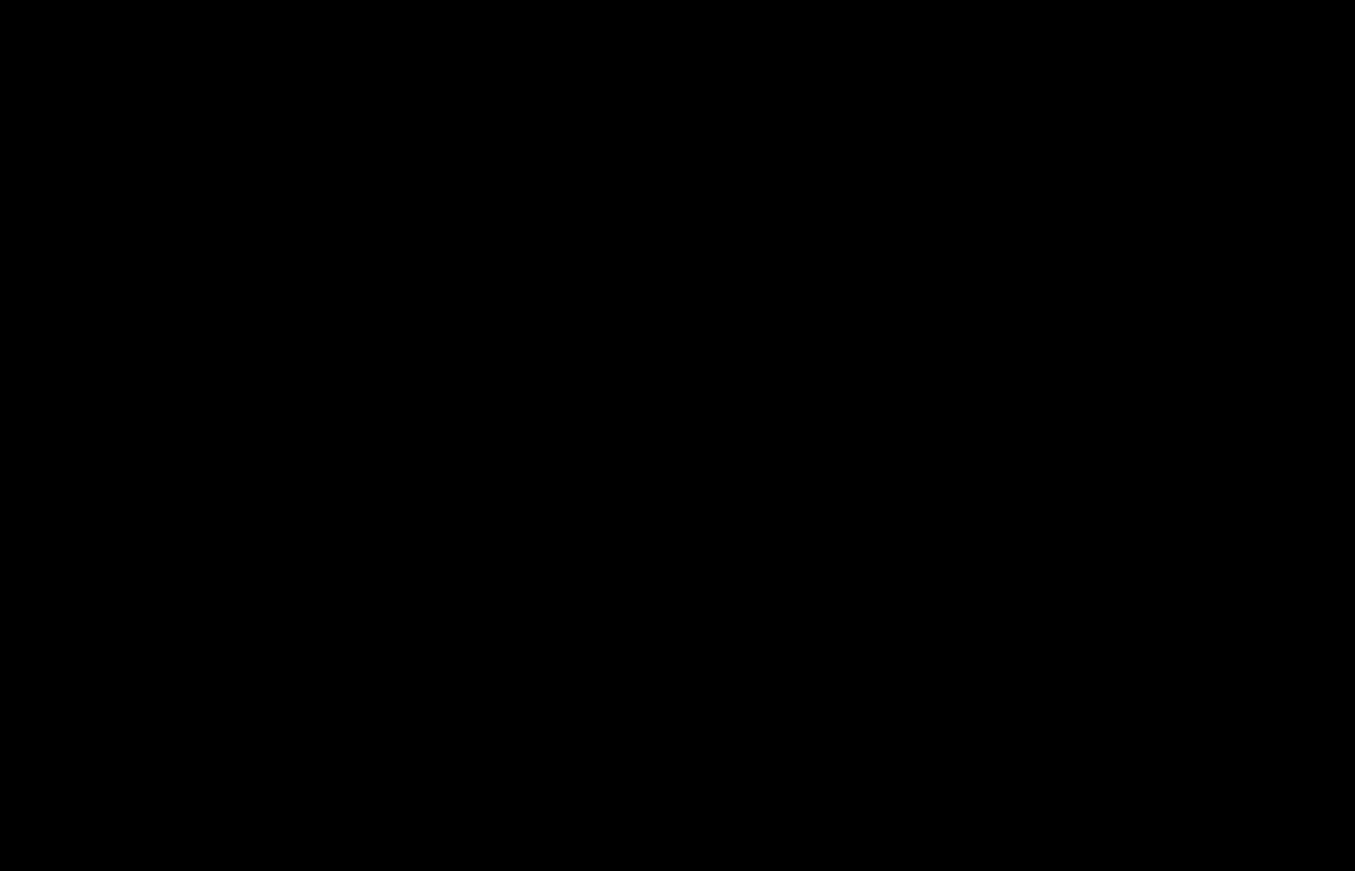
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Q10 Please share any additional comments.

Answered: 43 Skipped: 79

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