

EBS Time Management Redesign

ESS/MSS Survey Results

Overview

In June 2013, the new ESS time sheet, time request, and MSS approval tools rolled out to most bureaus in the City. Enterprise Business Solutions Division (EBS) and Bureau of Human Resources (BHR) conducted a survey in September 2013, three months after the implementation of the new tools. The purpose of the survey was to find out if the new tools were being used and to get an overall impression of the new tools from the users. Of approximately 2500 users surveyed, 450 users responded.

EBS will respond to these survey results during the next few months. We will reach out to the bureaus which have identified more issues or low survey results to get more detail. In addition, we are already working on an improvement list for the new time management tools, based on the feedback received from this survey.

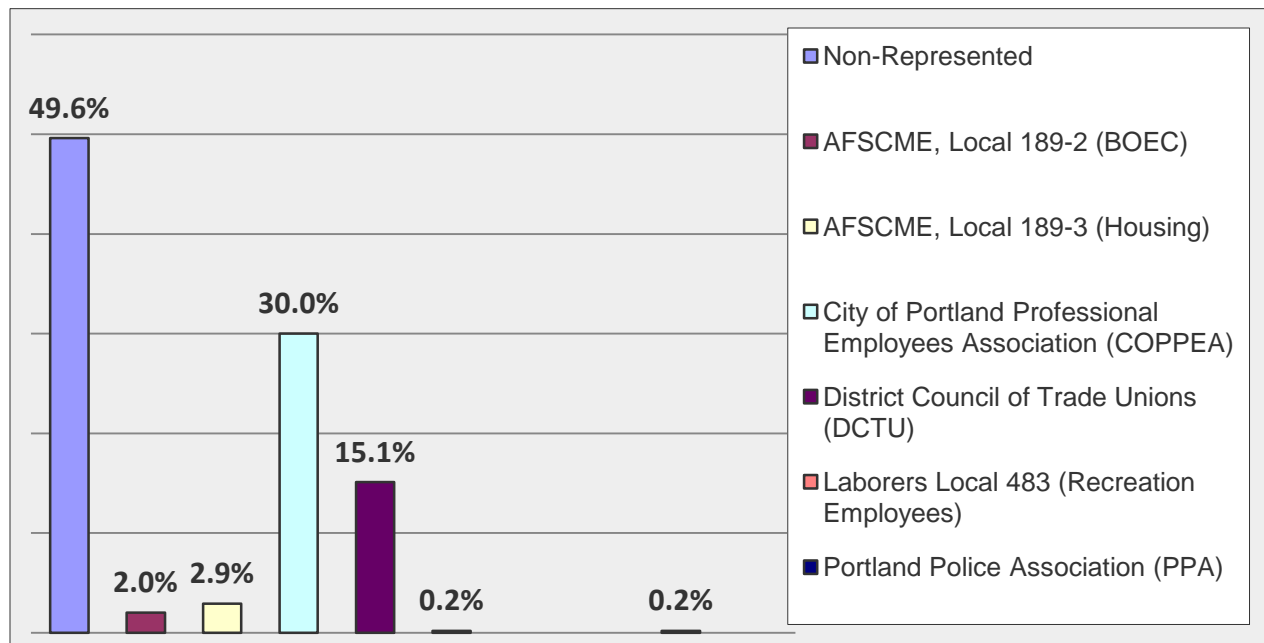
Who Responded?

Bureau: Below is a breakdown of the percent of the completed surveys we received back for each personnel area.

Which bureau are you employed with?		
Answer Options	Percent	Count
Auditor's Office	3.1%	14
Bureau of Development Services (BDS)	8.0%	36
Bureau of Emergency Communication (BOEC)	0.0%	0
Bureau of Environmental Services (BES)	24.2%	109
Bureau of Fire and Police Disability & Retirement	0.4%	2
Bureau of Planning & Sustainability	2.7%	12
City Budget Office	0.4%	2
Council Offices: Commissioners or Mayor	1.1%	5
Office of the City Attorney	0.0%	0
Office of Equity and Human Rights	0.7%	3
Office of Government Relations	0.0%	0
Office of Neighborhood Involvement	1.8%	8
OMF: Admin Offices (CAO's Office, Policy, Business Operations, BIBS Admin, and PSSRP)	4.4%	20
OMF: Bureau of Financial Services (Accounting, Public Finance & Treasury, and Grants Office)	1.8%	8

OMF: Bureau of Human Resources	4.0%	18
OMF: Bureau of Technology Services	6.9%	31
OMF: CityFleet Services	0.9%	4
OMF: City Risk	0.7%	3
OMF: Enterprise Business Solution	1.3%	6
OMF: Facilities Services	0.2%	1
OMF: Printing & Distribution	0.0%	0
OMF: Procurement Services	1.8%	8
OMF: Revenue Bureau	2.7%	12
Portland Bureau of Transportation (PBOT)	10.7%	48
Portland Fire & Rescue	0.0%	0
Portland Housing Bureau	2.7%	12
Portland Office of Emergency Management (POEM)	0.4%	2
Portland Parks & Recreation	3.1%	14
Portland Police Bureau	1.1%	5
Portland Water Bureau	14.9%	67
<i>answered question</i>		450

Personnel Sub Areas: Users were asked if they were a member of a bargaining unit and, if so, which one. The majority were Non-Represented with 49.6 percent. City of Portland Professional Employees Association (COPPEA) had the highest number of represented employees, 30 percent.



Rate the New Tools

Users were asked to rate the ESS time sheet and time request tools by responding to seven questions. Four hundred and fifty users responded to the questions which were rated on a scale from Strongly Agree, Agree, Disagree, to Strongly Disagree.

- 95% agreed that they use the new time request tool
- 66% disagree that they are still using other process to capture time
- 83% agreed that they are able to complete their time sheet without assistance
- 64% agreed that it takes less time per pay period to enter time
- 89% agreed it was easy to certify the time sheet at the end of the pay period
- 75% agreed that the training for these new tools is helpful
- 96% agreed that managers are using these new tools to approve time off requests and time sheets

ESS Time Sheet and Time Request Tools: Please rate the following statements from strongly disagree to strongly agree. If you have not used the feature referenced in the statement choose N/A.						
Answer Options	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average
1. I am using the new Time Request tool to communicate with my manager about time off and overtime.	10	8	183	237	12	3.48
2. We are still using other processes to capture time off for our office (email, spreadsheets, paper forms, etc.)	139	135	89	48	39	2.11
3. I am able to complete my time sheet without assistance.	17	57	204	170	2	3.18
4. It takes me less time per pay period to enter my time now.	38	113	162	110	27	2.81
5. It is easy to certify my time sheet at the end of the pay period.	13	33	205	192	7	3.30
6. The training for these new tools was helpful (cheat sheets, videos, demos and web-ex sessions).	25	68	234	53	70	2.83
7. My manager is using these new tools to approve my time off requests and time sheets.	8	5	191	229	17	3.48
<i>answered question</i>						450

How long does it take?

Eighty-eight employees responded to the question when asked the average time it took to complete a time sheet per pay period.

Select the average amount of time it takes each pay period to complete your time sheet:		
Answer Options	Response Percent	Response Count
Less than 5 minutes	27.8%	125
5 - 15 minutes	42.2%	190
15 - 30 minutes	17.1%	77
30 minutes - 1 hour	9.3%	42
More than 1 hour	3.6%	16
<i>answered question</i>		450

What do you like about the new tools?

When asked what users like about the ESS time sheet and time request tool, they responded:

- It is an improvement from the previous version
- Electronic method to submit and record all the time requests
- Fast time entry and easy time request processing
- Drop down menus to help find correct project numbers and codes
- We don't have to enter lunch breaks
- Requests, quotas, and timesheet information all in one view
- Quick and easy to use
- Integrated with Outlook notifications

How could the new tools be improved?

Users were asked how the new tool could be improved.

- Having an exit button on the Time Request tool
- Free up some space on the time sheet to view more dates
- Add hours to the template
- More custom views to remove columns hardly used (i.e. Job Key, Premium, etc)
- Being able to move rows up and down
- Having Standby time (On Call) as an entry on the time sheet
- Having the ability for the time request that has have been approved, to automatically populate on to the time sheet and into SAP

Manager (MSS) Questions

Twenty percent of those surveyed indicated they were managers. The managers were asked six questions about the new approval and delegation tools. The questions were on a rating scale from Strongly Agree, Agree, Disagree, to Strongly Disagree.

- 94% agreed that it was easy to approve their employee’s time
- 87% agreed that the new employee time approval gives them all the information they need to approve time each pay period
- 85% agreed that it takes less time each pay period to approve
- 94% agreed that they can easily delegate approvals to the right person
- 88% agreed that their employees are certifying their time sheets
- 91% agreed overall the tools have allowed them to better track and report on time related information for employees

MSS Time Sheet and Time Request Approvals and Delegations: Please rate the following statements from strongly disagree to strongly agree. If you don't have access to the MSS page in CityLink, then choose N/A from the selection.						
Answer Options	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average
1. It is easy to approve my employee's time off and overtime requests using the new tools.	2	3	39	42	2	3.41
2. The new employee time approval tool gives me all the information I need to approve time each pay period.	3	8	44	31	2	3.20
3. It takes me less time each pay period to approve and track time for my employees with the new tools (versus the old process we used prior to June 2013).	3	9	35	35	6	3.24
4. I can easily delegate approvals to the right people in my org structure.	0	4	43	26	14	3.30
5. My employees are certifying their time sheets each pay period in a timely fashion.	0	10	53	22	2	3.14
6. Overall, these tools allow us to better track and report on time related information for employees.	0	7	45	31	5	3.29
<i>answered question</i>						88

How much time is spent approving employees’ time per pay period?

Answer Options	Response Percent	Response Count
Less than 5 minutes	21.6%	19
5 - 15 minutes	38.6%	34
15 - 30 minutes	25.0%	22
30 minutes - 1 hour	11.4%	10
More than 1 hour	3.4%	3
<i>answered question</i>		88