

CPS Energy, San Antonio

Great Place to Work Inventory



Objective

To measure employee satisfaction in an annual survey and monitor employee perceptions of how well the organization practices six core values.

Approach

NuStats administered a confidential employee-wide survey through web, in-person, and mail data collection modes. Baseline was conducted in 2005, and the first annual follow-up in 2006. NuStats developed a battery of items that measured satisfaction on core value indicators and used factor analysis to reduce the data to measures for benchmarking. The resulting information was disseminated in “user friendly” formats for both managers and employees.

Outcome

Findings are used by CPS Energy managers to make organizational changes and by employees to gauge their business unit’s progress in practicing the core values. The board of trustees is tracking CPS progress toward meeting the organization’s Big Audacious Goal: *By 2020, CPS will be No. 1 in customer satisfaction and a great place to work.*

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