Greer, SC

Resident and Employee Comparisons
2016

The NES is presented by NRC in collaboration with ICMA
### Greer Overall

**Overall Quality of Life in Greer**

- **89% overall quality of life**
  - **Employees**: 90%
  - **Residents**: 89%
  - **Place to live**: 94%
  - **91%**

**Community Focus Areas for Next Two Years**

- **Safety**
  - **Employees**: 97%
  - **Residents**: 92%
  - **Essential or very important**: 96%
  - **94%**

### Aspects of Greer

- **Community Engagement**
  - **Employees**: 82%
  - **Residents**: 70%

- **Economy**
  - **Employees**: 86%
  - **Residents**: 69%

- **Education and Enrichment**
  - **Employees**: 70%
  - **Residents**: 66%

- **Recreation and Wellness**
  - **Employees**: 78%
  - **Residents**: 74%

- **Built environment**
  - **Employees**: 74%
  - **Residents**: 65%

- **Natural environment**
  - **Employees**: 83%
  - **Residents**: 81%

- **Mobility**
  - **Employees**: 85%
  - **Residents**: 80%

- **Safety**
  - **Employees**: 90%
  - **Residents**: 81%
Living and Working in Greer

Location and Tenure

Residents
- Lived more than 10 years: 27%
- Work in Greer: 39%

Employees
- Worked more than 10 years: 25%
- Live in Greer: 39%

Greer as a Place to Work
- Employees: 90%
- Residents: 72%
- Recommendation: 82%

Recommend Living in Greer
- Residents: 91%
- Employees: 93%
- Recommend working for City: 94%
Greer Leadership

Trust in City

<table>
<thead>
<tr>
<th>Residents</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>54% Value of services</td>
<td>86% Managing costs</td>
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<tr>
<td>62% Overall confidence</td>
<td>85% Overall confidence in leadership</td>
</tr>
<tr>
<td>59% Welcoming citizen involvement</td>
<td>89% Welcoming employee involvement</td>
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<tr>
<td>76% Overall direction</td>
<td>93%</td>
</tr>
<tr>
<td>68% Acting in best interest</td>
<td>87%</td>
</tr>
<tr>
<td>69% Being honest</td>
<td>89%</td>
</tr>
<tr>
<td>68% Treating residents fairly</td>
<td>88%</td>
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</tbody>
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Reputation of Greer

- Residents: 78% excellent or good
- Employees: 84% excellent or good
- Reputation among staff: 83% excellent or good
To better understand the partnership between a government, its employees and its residents, The NES and The NCS gauge these stakeholder opinions related to key issues of the community:

- The quality of broad community characteristics such as the economy, safety and recreation
- The community as a place to work and live
- The quality and responsiveness of community leadership
- The key focus areas for the community over the next two years

Each stakeholder group provides a meaningful perspective and when ratings converge, evidence of a shared vision for the community emerges. When ratings contrast, a gap may exist between the stakeholder groups and their priorities for the communities. When employees provide higher ratings than residents, perhaps more public education or outreach may be needed or expectations may need clarification. When residents provide higher ratings than employees, perhaps a morale problem may exist.

Regardless of direction, large gaps in opinion deserve attention to better identify ways to align expectations, perceptions and values of residents, employees and other key groups. Communities are more successful when stakeholders share a vision and mission.