

**THE NES™**  
The National Employee Survey™

**THE NCS™**  
The National Citizen Survey™

**Greer, SC**

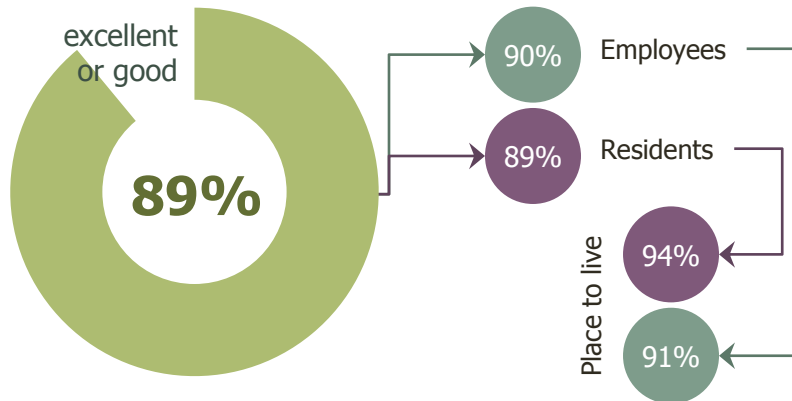
Resident and Employee  
Comparisons  
2016

The NES is presented by NRC in collaboration with ICMA



# Greer Overall

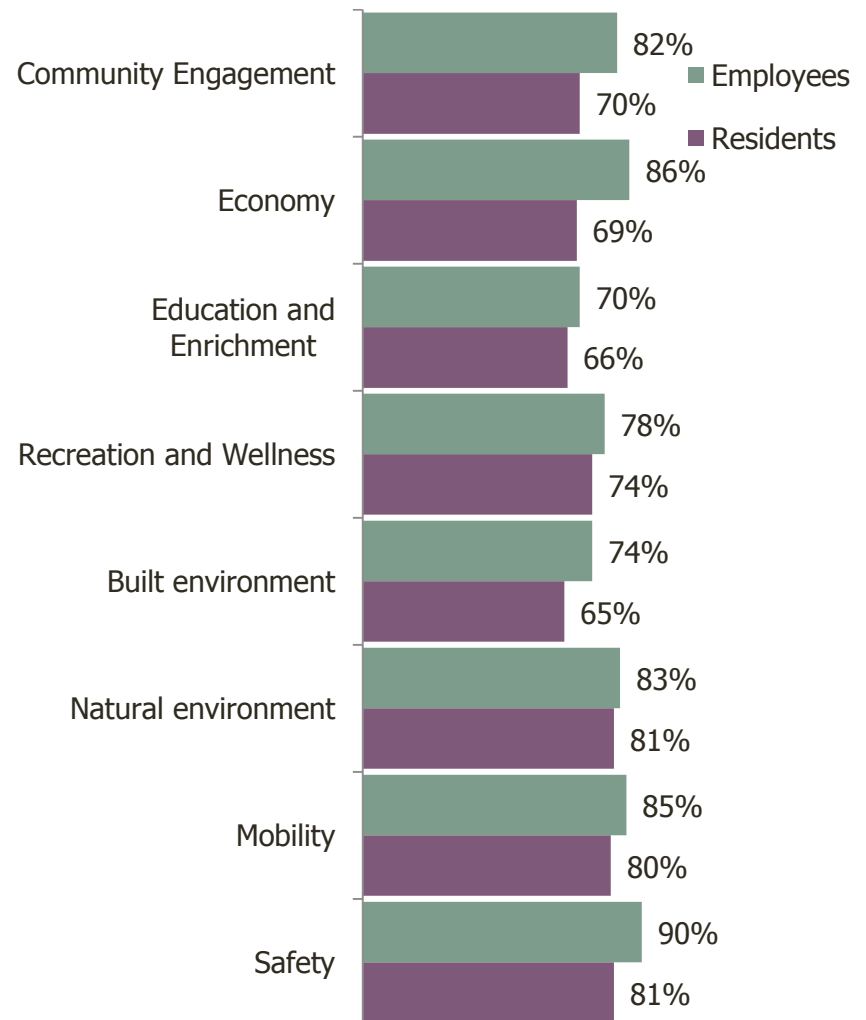
## Overall Quality of Life in Greer



## Community Focus Areas for Next Two Years



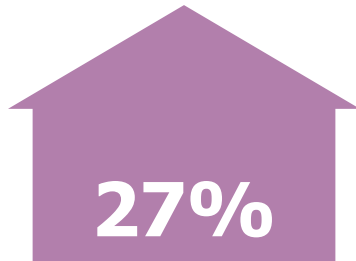
## Aspects of Greer



# Living and Working in Greer

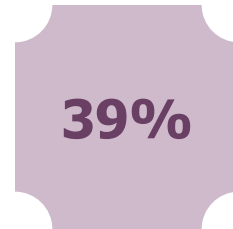
## Location and Tenure

### Residents



Work in Greer

Lived more than 10 years



### Employees

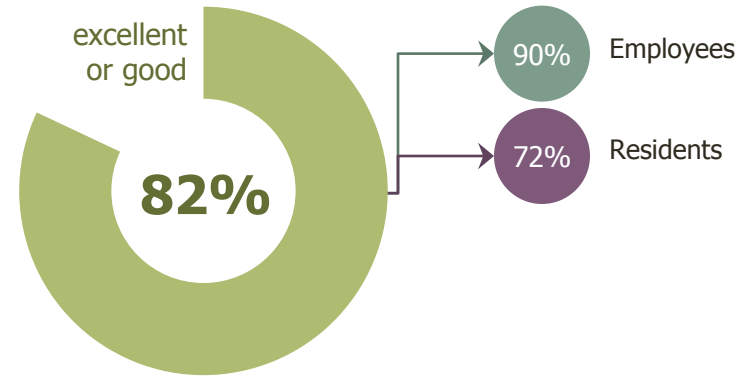


Live in Greer

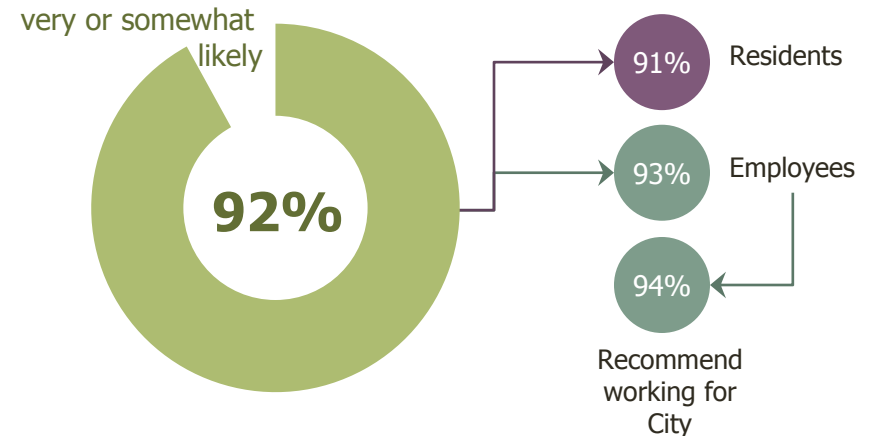
Worked more than 10 years



## Greer as a Place to Work



## Recommend Living in Greer



# Greer Leadership

## Trust in City

### Residents

### Employees

54%

Value of services

86%

62%

Overall confidence

85%

59%

Welcoming citizen involvement

89%

76%

Overall direction

93%

68%

Acting in best interest

87%

69%

Being honest

89%

68%

Treating residents fairly

88%

Managing costs

88%

Overall confidence in leadership

89%

Welcoming employee involvement

75%

## Reputation of Greer

excellent or good

81%

78% Residents

84% Employees

83%

Reputation among staff

# About

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.