

Chapter X: STAFF SURVEY

Who takes it?

Staff.

When is it administered?

The end of the spring semester every three years.

How long does it take to complete?

25 minutes.

What office administers it?

Staff Council.

Who originates the survey?

The University Assessment Committee.

When are results typically available?

Summer.

What type of information is sought?

Satisfaction levels, participation in various campus events such as development workshops, committees, and courses, use level of campus facilities, and importance of the University mission and institutional goals.

From whom are the results available?

Institutional Planning Office.

To whom are the results regularly distributed?

The University community through the summer Master Plan and Assessment Workshop and this *Almanac*.

Are results available by division or discipline?

No.

Are results comparable to data of other universities?

No.

Staff Survey 2006

In looking at the data from the Staff Survey, most questions had several recurring themes. These themes have been summarized and are presented with each question. The number following each theme is the number of responses to the theme. The last four questions of the survey were meant to be answered and read by all interested in the survey and are included in their entirety as written by those making the comments. There were a total of 174 surveys returned.

Parameters:

Which category best describes your job:

Answers:

1. Professional/ Administrative 28.31%
2. Director/ Manager/Supervisor 18.67%
3. Clerical/technical/trades 50.6%
4. Other 2.4%

How long have you been at Truman State University?

Answers

1. Less than one year 10.79%
2. 1-3 years 18.18%
3. 4-6 years 20.45%
4. 7-10 years 11.36%
5. More than 10 years 39.2 %

Do you have email access?

Answers

1. Yes 89.71%
2. No 10.28%

Question 1. The professional development opportunities are adequate to help me stay current in my job.

Answers:

1. Strongly disagree 16.29%
2. Disagree 9.55 %
3. Neutral 33.7%
4. Agree 33.14%
5. Strongly agree 7.3%

Summarized Responses:

1. There is a perception that resources for professional development is there for faculty and not staff. (2)
2. No or little professional development through the University (12)
3. Opportunities and support are available and adequate (6)

Question 2. My work load is consistent with other employees at our University who have similar jobs.

Answers:

1. Strongly disagree 12.92%
2. Disagree 25.28%
3. Neutral 20.78%
4. Agree 33.7%
5. Strongly agree 7.3%

Summarized Responses:

1. My office is short staffed (7)
2. In comparison to others at Truman, the workload is greater and see others collecting a paycheck for considerably less work. (7)
3. Job responsibilities have increased over time with no new help. (8)

Question 3. I have time to complete my job in a quality way.

Answers:

1. Strongly disagree 7.82%
2. Disagree 16.2%
4. Neutral 15.08%
5. Agree 51.95%
6. Strongly agree 8.93%

Summarized Responses:

1. Routinely work nights and weekends to get the job done. (9)
2. Rushed, not enough time. (5)
3. Depends on the time of year (3)

Question 4. The restructuring of Academic Affairs will be beneficial to my job and work environment.

Answers:

1. Strongly disagree 4.11%
2. Disagree 9.41%
3. Neutral 78.23%
4. Agree 2.94%
5. Strongly agree 5.29%

Summarized Responses:

1. Unsure (11)
2. No bearing on the job (5)
3. Staff has been left out of the loop (5)
4. It will make the job harder (4)

Question 5. I have a clear understanding of my job expectations.

Answers:

1. Strongly disagree 1.73%
2. Disagree 4.62%
3. Neutral 5.2%
4. Agree 54.33%
5. Strongly agree 34.1%

Summarized Responses:

1. Expectations have been clearly stated through a supervisor, training, and performance evaluations. (9)
2. Expectations have been clarified by seeking the answers, not through training or supervisor. (3)
3. Do not know what is expected. (4)

Question 6. I am given the opportunity to discuss job-related concerns.

Answers:

1. Strongly disagree 8.72%
2. Disagree 13.37%
3. Neutral 8.72%
4. Agree 43.6%
5. Strongly agree 25.58%

Summarized Responses:

1. Sense of being disenfranchised/not heard (7)
2. Fear of reprisal(3)
3. Good, safe opportunities (16)

Question 7. I am compensated adequately for the work I do in comparison to other employees who perform similar work.

Answers:

1. Strongly disagree 20.11%
2. Disagree 23.07%
3. Neutral 20.71%
4. Agree 31.36%
5. Strongly agree 4.73%

Summarized Responses:

1. Not adequately compensated with others doing the same work at other Universities or outside jobs. (19)
2. Raises lumped together rather than on merit. (6)
3. New employees starting wage is close to long time employees. (3)

Question 8. I am given the freedom to take on added responsibilities, opportunities to be creative, or opportunities to learn needed skills.

Answers:

1. Strongly disagree 6.39%
2. Disagree 6.97%
3. Neutral 11.62%
4. Agree 51.16%
5. Strongly agree 23.83%

Summarized Responses:

1. There is no time to take on more. (7)
2. Asked to do more without compensation or out of a sense of need. (9)
3. Can do this (5)

Question 9. I am given a fair evaluation of work performance.

Answers:

1. Strongly disagree 7.64%
2. Disagree 8.82%
3. Neutral 24.7%
4. Agree 42.35%
5. Strongly agree 16.47%

Summarized Responses:

1. Haven't had a formal evaluation. (19)
2. No connection between evaluation and action (3)

Question 10. I have been given adequate resources (equipment, training, instruction) to perform my job sufficiently.

Answers:

1. Strongly disagree 5.08%
2. Disagree 14.12%
3. Neutral 9.03%
4. Agree 57.06%
5. Strongly agree 14.68%

Summarized Responses:

1. Lacking training / ongoing support. (5)
2. Need specialized equipment/ training. (3)
3. Varies (2)

Question 11. I am treated with respect and am recognized for the contributions I make.

Answers:

1. Strongly disagree 5.64%
2. Disagree 12.42%
3. Neutral 16.38%
4. Agree 46.32%
5. Strongly agree 19.2%

Summarized Responses:

1. By students (4)
2. By other staff (7)
3. Not by Administration (6)
4. Only recognized when something goes wrong.

Question 12. I am given the flexibility to respond to personal and family emergencies during work hours.

Answers:

1. Strongly disagree 0.56%
2. Disagree 0.56%
3. Neutral 6.25%
4. Agree 45.45%
5. Strongly agree 47.15%

Summarized Responses:

1. Perk of the job (15)
2. Depends on staffing (7)

Question 13. I receive the appropriate amount of supervision for my job.

Answers:

1. Strongly disagree 2.89 %
2. Disagree 2.89%
3. Neutral 9.24%
4. Agree 60.11%
5. Strongly agree 24.85%

Summarized Responses:

1. Too much. (5)
2. Just right (5)

Question 14. I understand how my work affects the work of others and the success of the University.

Answers:

1. Strongly disagree 9.57%
2. Agree 45.66%
3. Strongly agree 49.71%
4. Neutral 4.04%

Summarized Responses:

1. Yes, I understand. (7)
2. Yes, but others don't understand (5)

Question 15. Others understand how my work affects the work of others and the success of the University.

Answers:

1. Strongly disagree 8.09%
2. Disagree 16.18%
3. Neutral 22.54%
4. Agree 38.15%
5. Strongly agree 15.02%

Summarized Responses:

1. Yes, others understand (3)
2. No, others do not understand. (12)