



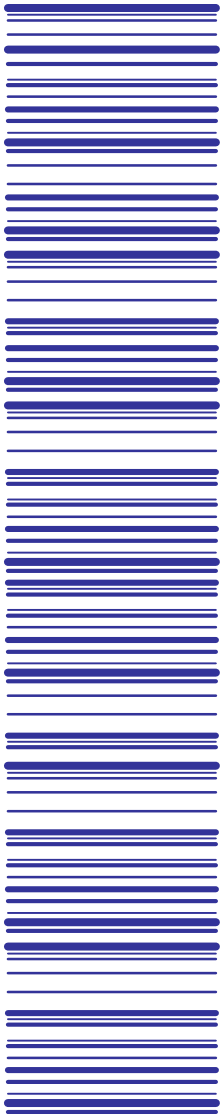
University of California  
San Diego

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UCSD STAFF@WORK SURVEY 2004

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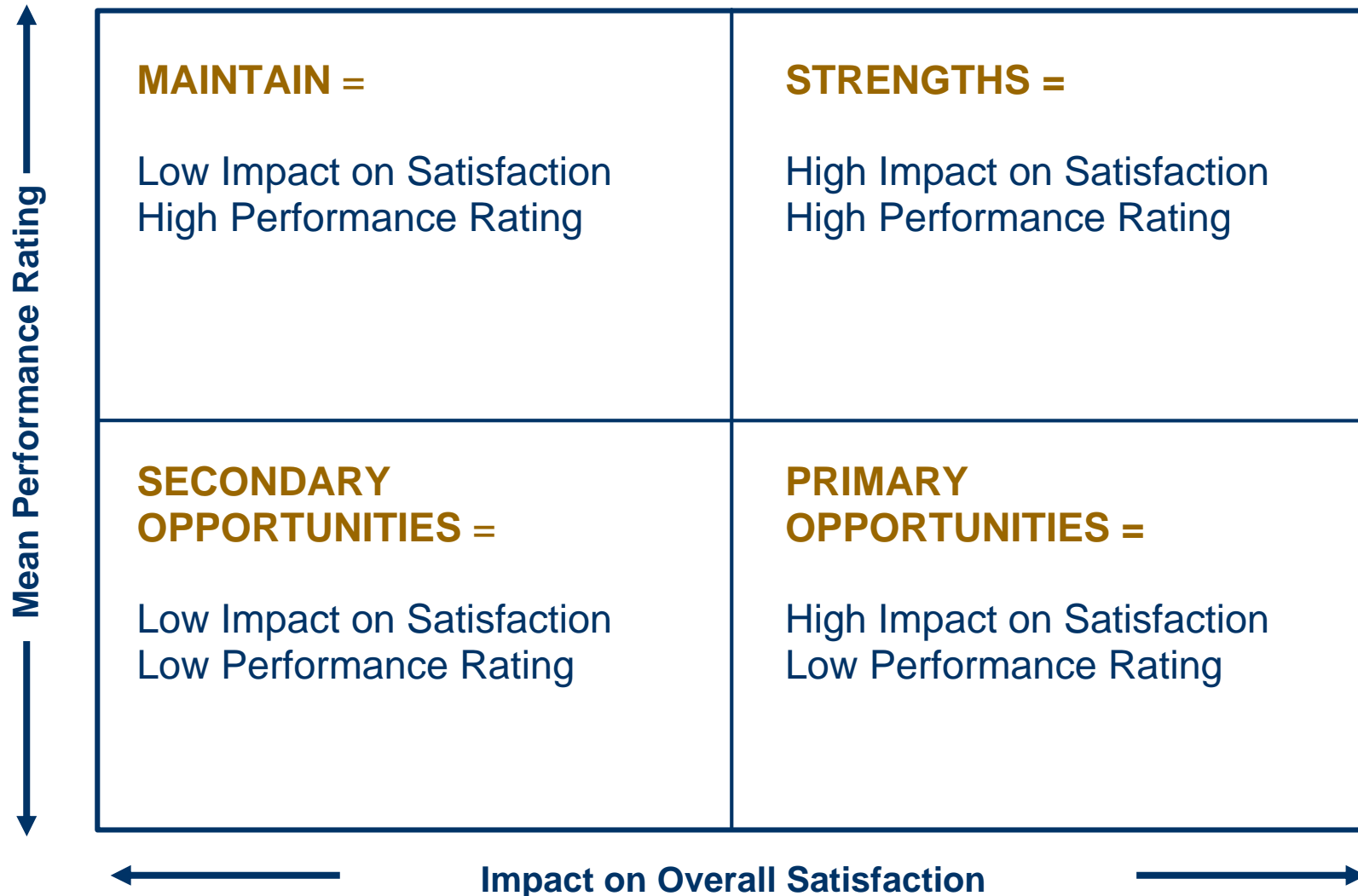
***Academic Affairs  
Results Analysis***



# Performance / Impact Analysis

- “Mean of Attribute” = What is the mean score for the attribute?
  - Can range from 1.0 to 5.0
  - Determined by the Staff@Work rating scale, where 1 = Strongly Disagree and 5 = Strongly Agree.
  - The higher the score, the stronger the attribute (i.e. higher = “better”).
  
- “Impact on Satisfaction” = What is the relationship between the attribute and overall satisfaction?
  - Can range from  $-1.0$  to  $1.0$
  - Determined by Pearson's R correlation technique. Attributes rated as a  $1.0$  or  $-1.0$  are perfectly correlated with overall satisfaction, while a coefficient of  $0$  means no relationship exists.
  - Positive relationships indicate the attributes vary in the same direction and negative relationships indicate that the attributes vary in opposite directions. The higher the coefficient, the stronger the relationship between the attribute and overall satisfaction.

# Performance / Impact Analysis



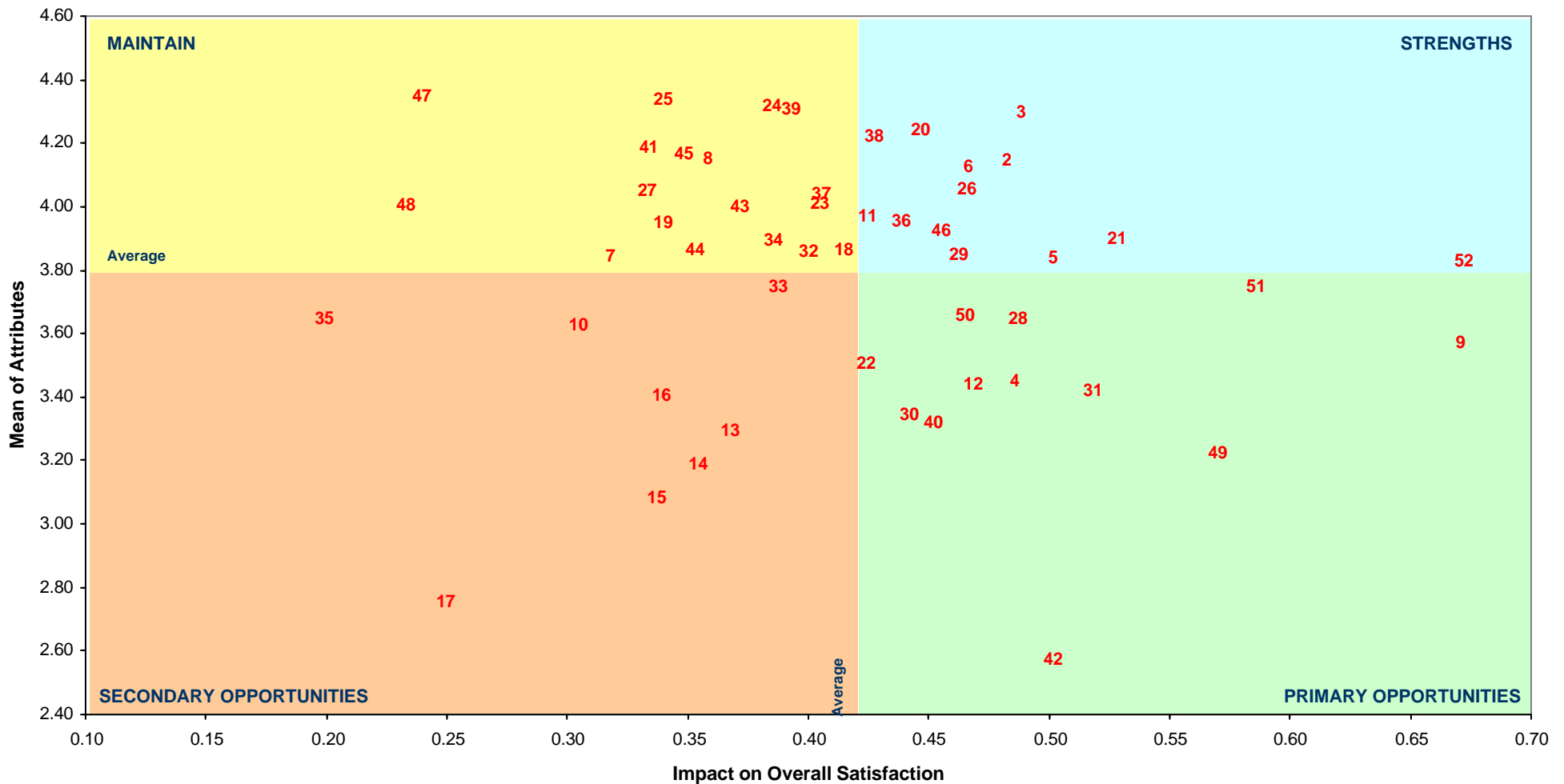
# UCSD STAFF@WORK SURVEY 2004

## Performance / Impact Analysis

Academic Affairs – All Respondents

n/N = 617/1943 for 2004

### Overall Ratings



# UCSD STAFF@WORK SURVEY 2004

## Academic Affairs – All Respondents

n/N = 617/1943 for 2004

<p><b>MAINTAIN</b></p> <ul style="list-style-type: none"> <li>7. Faculty members with whom I interact treat me with respect.</li> <li>8. Staff members with whom I interact treat me with respect.</li> <li>18. I have the tools (i.e., equipment and technology) needed to perform my work.</li> <li>19. My physical work environment (e.g. office, lab) is adequate for the job that I do.</li> <li>23. My department creates a flexible environment that allows me to balance my work and personal life.</li> <li>24. People of all ethnic groups, cultures, and backgrounds are treated fairly in my department.</li> <li>25. People of all sexual orientations are treated fairly in my department.</li> <li>27. My department actively supports a diverse work environment.</li> <li>32. The person to whom I report gives me praise for my work.</li> <li>34. My performance is evaluated fairly.</li> <li>37. The person to whom I report actively supports my participation in training and education programs related to my job responsibilities.</li> <li>39. The person to whom I report is supportive when personal issues arise.</li> <li>41. I understand how my job performance positively influences what members of the UCSD community think about my department.</li> <li>43. Most people in my department conduct themselves in an ethical manner.</li> <li>44. Most people in my department perform their responsibilities.</li> <li>45. I know how to get the information I need to be effective in my job.</li> <li>47. I know how to use the tools (i.e., equipment and technology) I have to do my work.</li> <li>48. I am able to manage my work load effectively.</li> </ul>	<p><b>STRENGTHS</b></p> <ul style="list-style-type: none"> <li>2. I understand my department's mission.</li> <li>3. I understand how my job contributes to my department's mission.</li> <li>5. I can make recommendations to leaders in my department without fear of negative consequences.</li> <li>6. I have sufficient freedom to decide how to best perform my work.</li> <li>11. Staff members value my contributions.</li> <li>20. I feel safe in my work environment.</li> <li>21. I have the opportunity to participate in making decisions that affect my work.</li> <li>26. UCSD promotes a work environment where all people are welcomed.</li> <li>29. My department practices UCSD's Principles of Community.</li> <li>36. The person to whom I report gives me opportunities to develop new skills to support my career advancement.</li> <li>38. The person to whom I report treats me with respect.</li> <li>46. My job makes good use of my skills and abilities.</li> <li>52. I would recommend UCSD to others as a good place to work.</li> </ul>
<p><b>SECONDARY OPPORTUNITIES</b></p> <ul style="list-style-type: none"> <li>10. Faculty members value my contributions.</li> <li>13. My department establishes annual departmental performance goals.</li> <li>14. My department routinely measures departmental performance goal achievement.</li> <li>15. My department routinely measures customer satisfaction with services and products delivered.</li> <li>16. My department routinely takes action to improve services and products based on customer feedback.</li> <li>17. My department has adequate staffing to handle our workload.</li> <li>33. The person to whom I report gives me useful suggestions for improvement.</li> <li>35. I receive formal performance appraisals at least annually.</li> </ul>	<p><b>PRIMARY OPPORTUNITIES</b></p> <ul style="list-style-type: none"> <li>4. Leadership in my department communicates essential information to all levels of the organization.</li> <li>9. I feel valued as a member of the UCSD Community.</li> <li>12. I receive essential information on a timely basis.</li> <li>22. People in my department are recognized for finding better ways of doing things.</li> <li>28. There is a spirit of cooperation within my department.</li> <li>30. Work is assigned equitably in my department.</li> <li>31. I feel that the amount of stress associated with my job is appropriate for my position.</li> <li>40. My department effectively resolves staff-related issues (i.e., staff work interactions).</li> <li>42. I am satisfied with my total compensation, including salary and benefits.</li> <li>49. I am satisfied with my opportunity for career advancement at UCSD.</li> <li>50. The training I receive at UCSD is valuable for improving my job performance.</li> <li>51. I feel valued by my department.</li> </ul>