



# ACADEMIC AFFAIRS

## Staff@Work Survey Analysis, 2010 - 2014

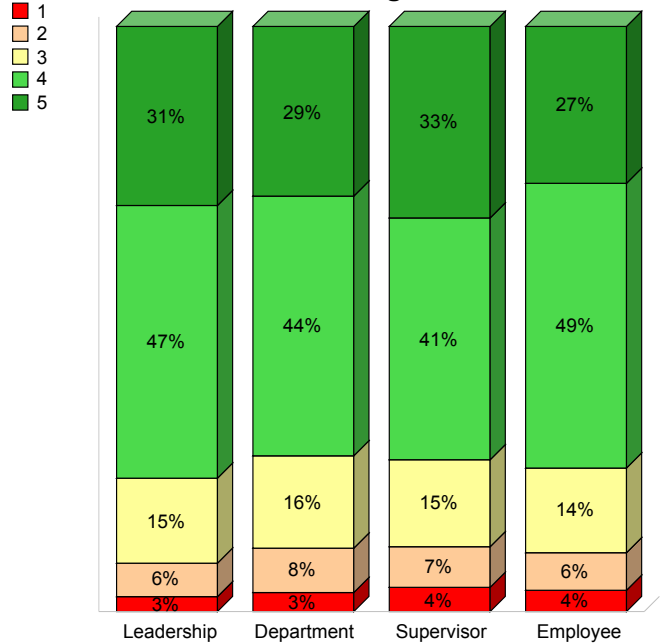
	2013	2014
Response	58%	59%
Average Mean Score	3.95	3.91

This year, of the 53 attribute mean scores:  
 34 are in the excellent range (>3.8)  
 0 increased from the previous year  
 2 decreased from the previous year

### Primary Opportunities:

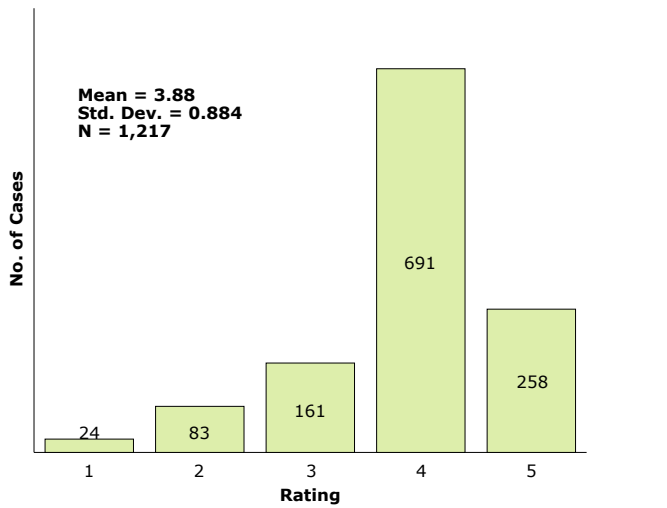
- 42 Salary and Benefits
  - 49 Career Advancement
  - 40 Resolves Staff Issues
- (see page 3 for more details)

### 2014 Dimension Rating Breakdown

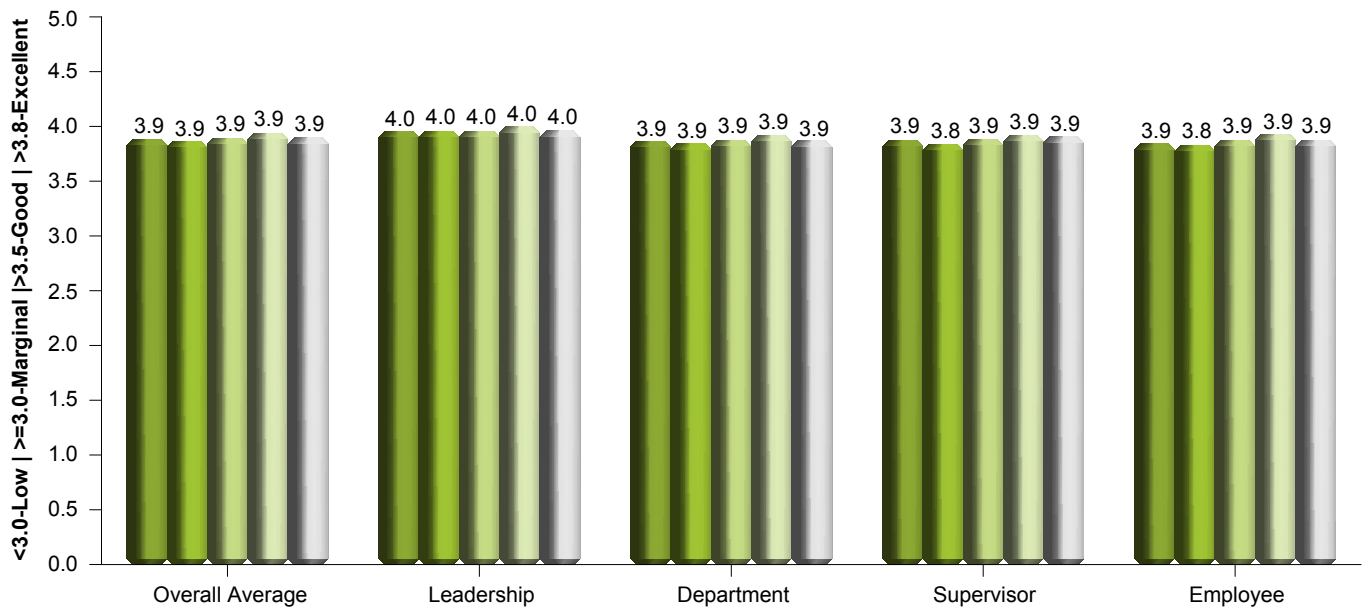


1 - Strongly Disagree, 2 - Disagree, 3 - Neutral, 4 - Agree, 5 - Strongly Agree

### Overall Satisfaction, 2014



### Average Mean Scores by Question Dimension, 2010 - 2014



**ACADEMIC AFFAIRS Staff@Work Survey Mean Score Trend Analysis, 2010 to 2014**

		2010	2011	2012	2013	2014	13 - 14	UCSD 2014 Total
Leadership	1 Satisfied Employee	3.7	3.7	3.9	3.94	3.88	➡	3.94
	2 Understands Mission	4.2	4.3	4.3	4.27	4.19	➡	4.21
	3 Understands Contribution	4.3	4.3	4.3	4.27	4.29	➡	4.30
	4 Leadership Communicates	3.6	3.6	3.6	3.70	3.63	➡	3.61
	5 Recommendations Without Fear	4.0	3.9	3.9	3.97	3.90	➡	3.87
	6 Sufficient Freedom	4.1	4.1	4.1	4.14	4.15	➡	4.10
	7 Faculty Respect	4.0	4.0	4.0	4.05	4.00	➡	4.04
	8 Staff Respect	4.2	4.2	4.2	4.21	4.19	➡	4.14
	9 Valued Member	3.6	3.7	3.7	3.81	3.76	➡	3.78
	10 Faculty Value Contributions	3.8	3.8	3.8	3.87	3.83	➡	3.83
	11 Staff Value Contributions	4.1	4.0	4.0	4.09	4.07	➡	4.01
	12 Receive Timely Information	3.6	3.6	3.6	3.66	3.64	➡	3.61
Department	13 Annual Dept Goals	3.5	3.6	3.6	3.67	3.56	⬇	3.65
	14 Measures Dept Goals	3.5	3.5	3.5	3.59	3.51	➡	3.58
	15 Measures Customer Satisfaction	3.5	3.5	3.5	3.56	3.56	➡	3.67
	16 Improves Services/Products	3.7	3.7	3.7	3.72	3.70	➡	3.73
	17 Adequate Staffing	2.9	2.9	3.0	3.05	2.97	➡	2.99
	18 Have Tools	4.0	3.9	3.9	3.97	3.96	➡	3.93
	19 Physical Environment	4.1	4.0	4.1	4.08	4.07	➡	4.02
	20 Safe Environment	4.2	4.2	4.2	4.26	4.24	➡	4.18
	21 Participate in Decisions	3.9	3.9	3.9	3.97	3.92	➡	3.87
	22 Better Ways Recognized	3.6	3.6	3.7	3.66	3.59	➡	3.60
	23 Balance Work/Life	4.1	4.0	4.1	4.08	4.03	➡	4.03
	24 All Cultures Treated Fairly	4.4	4.3	4.3	4.33	4.28	➡	4.19
	25 Sexual Orientations Treated Fairly	4.4	4.4	4.4	4.40	4.34	➡	4.28
	26 All Welcomed	4.2	4.2	4.1	4.23	4.16	➡	4.14
	27 Diverse Environment	4.1	4.1	4.1	4.18	4.12	➡	4.09
	28 Spirit of Cooperation	3.8	3.8	3.8	3.92	3.85	➡	3.77
	29 Principles of Community	4.0	4.0	4.0	4.08	4.04	➡	3.98
Supervisor	30 Work Assigned Equitably	3.5	3.5	3.6	3.63	3.58	➡	3.52
	31 Appropriate Stress	3.6	3.5	3.6	3.63	3.59	➡	3.58
	32 Praise Work	4.0	3.9	3.9	3.98	4.03	➡	3.93
	33 Suggestions for Improvement	3.9	3.8	3.9	3.91	3.92	➡	3.85
	34 Evaluated Fairly	4.0	3.9	4.0	3.98	3.99	➡	3.91
	35 Annual Appraisals	3.7	3.6	3.7	3.73	3.69	➡	3.68
	36 Advancement Opportunities	4.0	3.9	3.9	4.01	3.97	➡	3.88
	37 Supports Training	4.1	4.0	4.1	4.08	4.08	➡	4.00
	38 Treats With Respect	4.3	4.2	4.2	4.27	4.29	➡	4.22
	39 Supportive	4.4	4.3	4.4	4.37	4.38	➡	4.30
	40 Resolves Staff Issues	3.5	3.5	3.5	3.61	3.54	➡	3.50
Employee	41 Influence Community	4.2	4.2	4.2	4.27	4.19	➡	4.18
	42 Salary and Benefits	2.5	2.6	2.9	2.98	2.89	➡	2.93
	43 Ethical Conduct	4.1	4.1	4.1	4.13	4.10	➡	4.02
	44 Most Perform	4.0	4.0	4.0	4.07	4.02	➡	3.93
	45 Get Information	4.2	4.2	4.2	4.22	4.19	➡	4.14
	46 Good Use of Skills	4.0	4.0	4.0	4.00	3.96	➡	3.98
	47 Know How To Use Tools	4.4	4.3	4.4	4.37	4.37	➡	4.34
	48 Manage Workload	4.1	4.0	4.1	4.12	4.09	➡	4.06
	49 Career Advancement	3.2	3.2	3.3	3.37	3.23	⬇	3.33
	50 Valuable Training	3.7	3.7	3.7	3.78	3.68	➡	3.73
	51 Feel Valued	3.8	3.8	3.9	3.90	3.83	➡	3.79
	52 Recommend UCSD	3.8	3.8	3.9	4.01	3.95	➡	3.98
	53 Friends At Work	4.0	4.0	3.9	3.98	3.98	➡	3.98
Average Score of 53 Questions		3.9	3.9	3.9	3.95	3.91	➡	3.89
Total Surveyed (N)		2,182	2,086	2,096	2,058	2,077		8,623
Total Responded (n)		1,040	1,149	1,242	1,184	1,223		4,604
		48%	55%	59%	58%	59%		53%

Mean score change from the prior year statistically significant (P < 0.05)

2014 mean score greater than that of UCSD

\*Increase/Decrease: a change of more than 0.09

Highest - 39 Supportive (4.4)

Lowest - 42 Salary and Benefits (2.9)

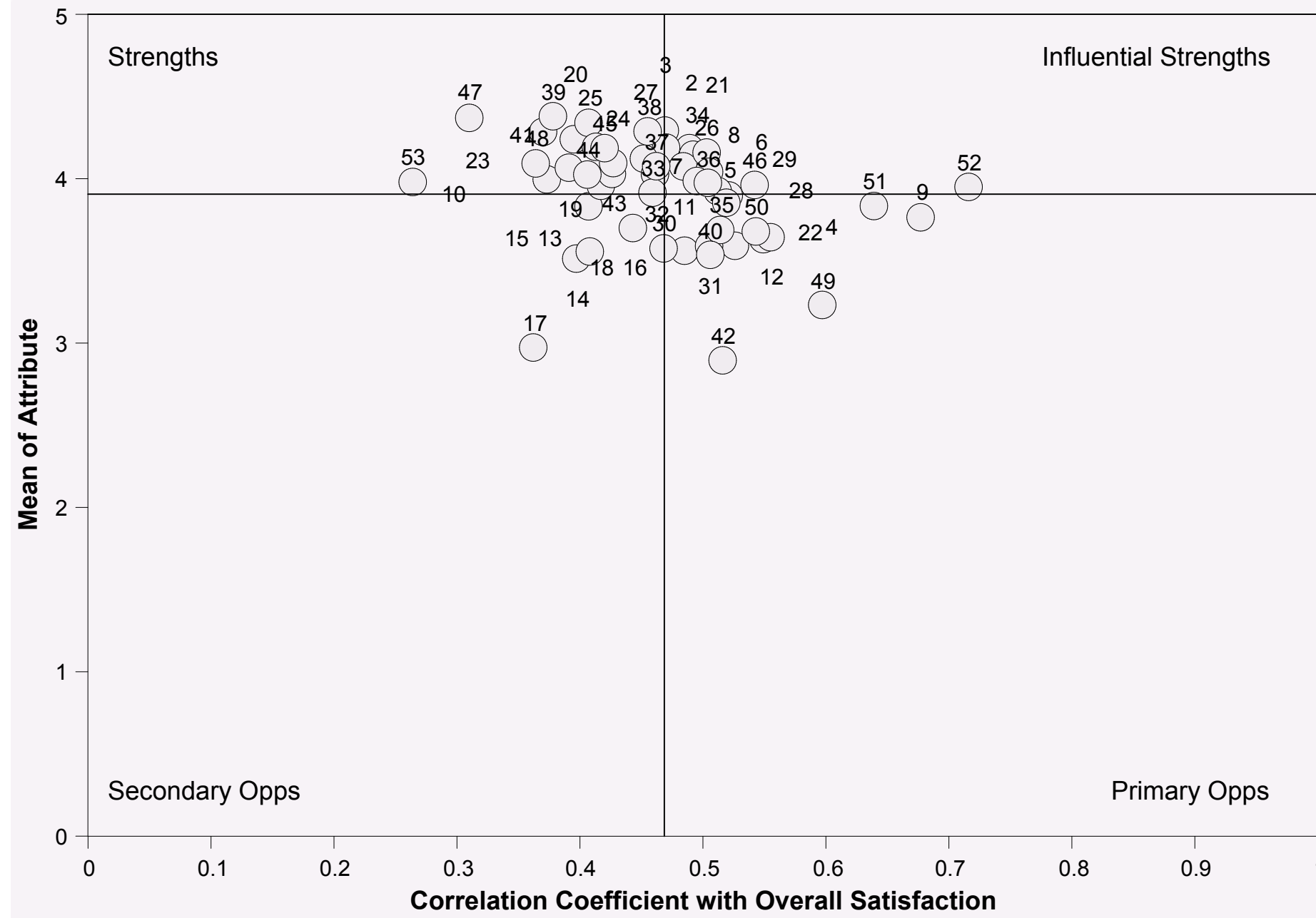
Increase	0
Decrease	2
Excellent >3.8 -	34 (64%)

ACADEMIC AFFAIRS - All Respondents

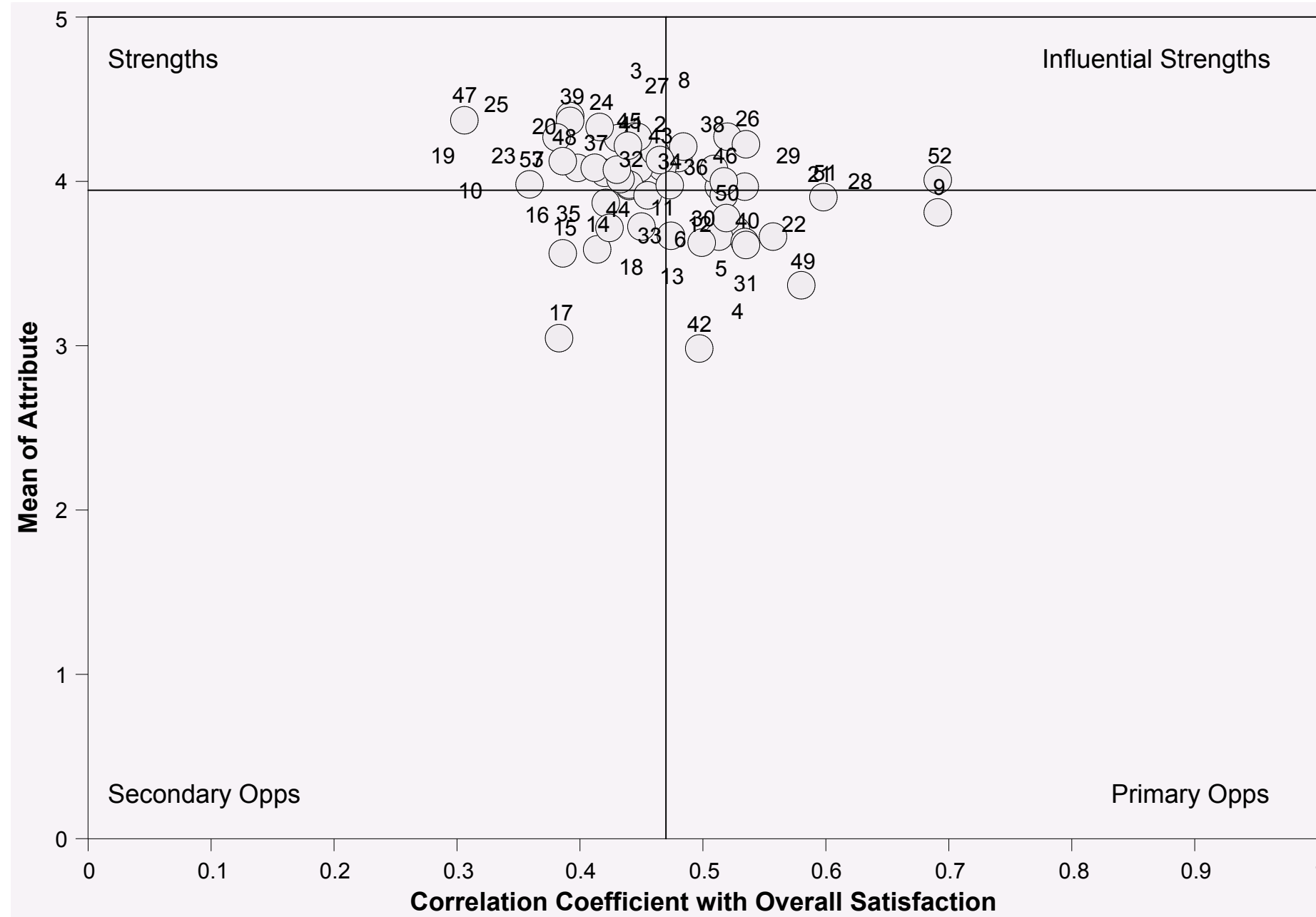
Attribute movements between quadrants from 2013 to 2014 Green - Positive, Red - Negative, Black - Neutral or same

Area: E - Employee, D - Department, L - Leadership, S - Supervisor

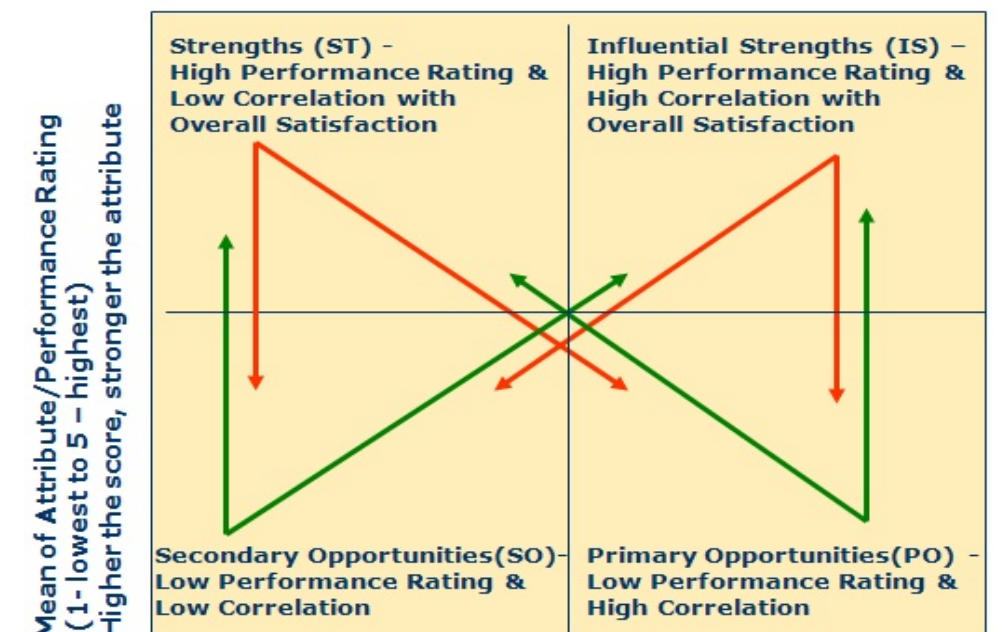
2014 : n/N = 1,223/ 2,077 (59%)  
 Mean Average = 3.90  
 Correlation Coefficient Average = 0.47



2013 : n/N = 1,184/ 2,058 (58%)  
 Mean Average = 3.95  
 Correlation Coefficient Average = 0.47



Area	Question	2013	2014	2014 Mean	2014 Corr
D	21 Participate in Decisions	IS	IS	3.93	0.51
E	52 Recommend UCSD	IS	IS	3.95	0.72
E	46 Good Use of Skills	IS	IS	3.96	0.54
S	36 Advancement Opportunities	ST	IS	3.98	0.50
S	34 Evaluated Fairly	IS	IS	3.99	0.50
D	29 Principles of Community	IS	IS	4.04	0.51
L	11 Staff Value Contributions	ST	IS	4.08	0.48
L	6 Sufficient Freedom	IS	IS	4.15	0.49
D	26 All Welcomed	IS	IS	4.16	0.50
L	8 Staff Respect	IS	IS	4.19	0.47
L	2 Understands Mission	IS	IS	4.19	0.49
L	3 Understands Contribution	ST	IS	4.29	0.47
E	42 Salary and Benefits	PO	PO	2.90	0.52
E	49 Career Advancement	PO	PO	3.23	0.60
S	40 Resolves Staff Issues	PO	PO	3.54	0.51
D	13 Annual Dept Goals	PO	PO	3.56	0.49
S	31 Appropriate Stress	PO	PO	3.59	0.51
D	22 Better Ways Recognized	PO	PO	3.59	0.53
L	4 Leadership Communicates	PO	PO	3.63	0.55
L	12 Receive Timely Information	PO	PO	3.64	0.56
E	50 Valuable Training	PO	PO	3.68	0.54
S	35 Annual Appraisals	SO	PO	3.69	0.51
L	9 Valued Member	PO	PO	3.77	0.68
E	51 Feel Valued	PO	PO	3.83	0.64
D	28 Spirit of Cooperation	PO	PO	3.85	0.52
L	5 Recommendations Without Fear	IS	PO	3.90	0.52
D	17 Adequate Staffing	SO	SO	2.97	0.36
D	14 Measures Dept Goals	SO	SO	3.51	0.40
D	15 Measures Customer Satisfaction	SO	SO	3.56	0.41
S	30 Work Assigned Equitably	PO	SO	3.58	0.47
D	16 Improves Services/Products	SO	SO	3.70	0.44
L	10 Faculty Value Contributions	SO	SO	3.83	0.41
S	33 Suggestions for Improvement	SO	ST	3.92	0.46
D	18 Have Tools	ST	ST	3.96	0.42
E	53 Friends At Work	ST	ST	3.98	0.26
L	7 Faculty Respect	ST	ST	4.00	0.37
E	44 Most Perform	ST	ST	4.03	0.41
D	23 Balance Work/Life	ST	ST	4.03	0.43
S	32 Praise Work	ST	ST	4.03	0.46
D	19 Physical Environment	ST	ST	4.07	0.39
S	37 Supports Training	ST	ST	4.08	0.46
E	48 Manage Workload	ST	ST	4.09	0.36
E	43 Ethical Conduct	ST	ST	4.10	0.43
D	27 Diverse Environment	ST	ST	4.12	0.45
E	41 Influence Community	ST	ST	4.19	0.41
E	45 Get Information	ST	ST	4.19	0.42
D	20 Safe Environment	ST	ST	4.24	0.40
D	24 All Cultures Treated Fairly	ST	ST	4.29	0.37
S	38 Treats With Respect	ST	ST	4.29	0.46
D	25 Sexual Orientations Treated Fairly	ST	ST	4.34	0.41
E	47 Know How To Use Tools	ST	ST	4.37	0.31
S	39 Supportive	ST	ST	4.38	0.38



Correlation Coefficient – strength of a linear relationship between an attribute and Overall Satisfaction (-1 to +1. Weak: 0.1, Moderate: 0.3, Strong: 0.5) Higher the coefficient, stronger the relationship between the attribute and Overall Satisfaction. Correlation between two variables does not necessarily imply any casual relationship.



## Staff at Work Survey Questions

Please indicate to what extent you agree or disagree with the following statements. Results will be summarized to ensure anonymity. Please select 'N/A' if it is not applicable or you don't know.

**Strongly Agree**

**Agree**

**Neutral**

**Disagree**

**Strongly Disagree**

**N/A**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Overall, I am a satisfied UCSD employee.</li> <li>2. I understand my department's mission.</li> <li>3. I understand how my job contributes to my department's mission.</li> <li>4. Leadership in my department communicates essential information to all levels of the organization.</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 best to perform my work.</li> <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>9. I feel valued as a member of the UCSD Community.</li> <li>10. Faculty members value my contributions.</li> <li>11. Staff members value my contributions.</li> <li>12. I receive essential information on a timely basis.</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>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>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>22. People in my department are recognized for finding better ways of doing things.</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>26. UCSD promotes a work environment where all people are welcomed.</li> </ol> | <ol style="list-style-type: none"> <li>27. My department actively supports a diverse work environment.</li> <li>28. There is a spirit of cooperation within my department.</li> <li>29. My department practices UCSD's Principles of Community.</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>32. The person to whom I report gives me praise for my work.</li> <li>33. The person to whom I report gives me useful suggestions for improvement.</li> <li>34. My performance is evaluated fairly.</li> <li>35. My annual performance review is beneficial to me</li> <li>36. The person to whom I report gives me opportunities to develop new skills to support my career advancement.</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>38. The person to whom I report treats me with respect.</li> <li>39. The person to whom I report is supportive when personal issues arise.</li> <li>40. My department effectively resolves staff-related issues (i.e., staff work interactions).</li> <li>41. I understand how my job performance positively influences what members of the UCSD community think about my department.</li> <li>42. I am satisfied with my total compensation, including salary and benefits.</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>46. My job makes good use of my skills and abilities.</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 workload effectively.</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> <li>52. I would recommend UCSD to others as a good place to work.</li> <li>53. I consider some of the people I work with to be good friends.</li> </ol> |
|---|---|

**Question Number**

- Leadership: 2 - 12
- Department: 13 - 29
- Supervisor: 30 - 40
- Employee: 1, 41 - 53