Employee Survey Results Are In!

During March, all employees in Administrative Services were given the opportunity to express their feelings regarding their employment at Weber State University. This opportunity was presented through the annual Employee Satisfaction Survey process. This issue of the Quality Newsletter shares the results of this process for the entire Division. Directors will share department survey results during the next several weeks. There’s some good news regarding this year’s survey process.

n The Good News: The overall response rate improved from 55% to 66%. This was primarily due to more hourly employees participating in the survey process. Last year only 39 hourly employees participated while 74 hourly employees completed the survey this year.

n More Good News: Athletics joined us in this year’s survey effort. Thirty-two (32) of the department’s 49 employees responded to the survey -- a 65% participation rate. Athletics was not included in the first round of the survey exercise because of management changes.

Even though the response rate improved, employees feel there is room for improvement in the survey process. Some of the suggestions include:

Ö "If the Administration wants to develop a team atmosphere, I think it would help to eliminate the adjective ‘upper’ and to rewrite ‘my level’ in question #24. That choice of words feels more like it stratifies rather than unifies."

Ö "No activity on prior surveys has been observed."

These and other improvement opportunities will be reviewed. Special thanks goes to Institutional Research and the Vice President's Office staff who compiled the data.

A HISTOGRAM FOR THE HEIGHT OF 100 MEN

Tool of the Month

Histogram

Purpose: To provide a visual summary of data.

Description: The histogram is a graphic method of displaying numerous data in a form that indicates the central tendency, the spread, and the frequency of occurrence of the values.

Procedure:
1. Determine the type of data you want to collect. Make sure the data are measurable (i.e., times, lengths, speeds).
2. Obtain a random sample of data from the process, then count the total number of points collected.
3. Determine the number of intervals (or bars) the graph should have using the following information:
   - If you have this many data points of intervals
   - <50 5 - 7
   - 50 - 99 6 - 10
   - 100 - 249 7 - 12
   - >250 10 - 20
4. Determine the range by subtracting the smallest value from the largest.
5. Determine the interval width by dividing the range by the number of intervals.
6. Determine the starting point of each interval and label these on the chart.
7. Count the number of data points that fall within each interval and plot the data.

Application: The histogram is used to display process performance and variability, and is used in problem solving and process improvement.
The Results . . .

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Sometimes Agree/Dis.</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Don't Know</th>
<th>Average Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grouping: Intrinsic</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2.15</td>
</tr>
<tr>
<td>I have pride in my work.</td>
<td>60.1%</td>
<td>33.2%</td>
<td>4.2%</td>
<td>0.3%</td>
<td>1.0%</td>
<td>1.0%</td>
<td></td>
</tr>
<tr>
<td>I am recognized when I do a good job.</td>
<td>19.6%</td>
<td>32.6%</td>
<td>36.1%</td>
<td>7.7%</td>
<td>3.2%</td>
<td>0.7%</td>
<td>2.42</td>
</tr>
<tr>
<td>I am treated as an equal.</td>
<td>21.3%</td>
<td>33.5%</td>
<td>28.9%</td>
<td>10.2%</td>
<td>5.6%</td>
<td>0.4%</td>
<td>2.45</td>
</tr>
<tr>
<td>I feel that my job is valued.</td>
<td>24.6%</td>
<td>39.3%</td>
<td>26.0%</td>
<td>7.4%</td>
<td>2.5%</td>
<td>0.4%</td>
<td>2.24</td>
</tr>
<tr>
<td>I feel that I am trusted.</td>
<td>34.7%</td>
<td>41.4%</td>
<td>15.8%</td>
<td>4.6%</td>
<td>3.2%</td>
<td>0.4%</td>
<td>2.00</td>
</tr>
<tr>
<td>I feel empowered to make decisions.</td>
<td>20.1%</td>
<td>33.1%</td>
<td>34.5%</td>
<td>6.7%</td>
<td>4.9%</td>
<td>0.7%</td>
<td>2.43</td>
</tr>
<tr>
<td>I am treated with respect and dignity.</td>
<td>23.4%</td>
<td>41.1%</td>
<td>24.5%</td>
<td>5.0%</td>
<td>5.3%</td>
<td>0.7%</td>
<td>2.27</td>
</tr>
<tr>
<td>I am proud to work for WSU.</td>
<td>35.2%</td>
<td>45.3%</td>
<td>14.6%</td>
<td>1.9%</td>
<td>1.5%</td>
<td>1.5%</td>
<td>1.87</td>
</tr>
<tr>
<td>Grouping: Basic Needs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2.24</td>
</tr>
<tr>
<td>I am paid fairly for the kind of work I do.</td>
<td>11.7%</td>
<td>21.2%</td>
<td>27.6%</td>
<td>25.1%</td>
<td>14.5%</td>
<td>0.0%</td>
<td>3.10</td>
</tr>
<tr>
<td>I feel my job is secure as long as I do good work.</td>
<td>25.2%</td>
<td>50.0%</td>
<td>18.1%</td>
<td>4.6%</td>
<td>2.1%</td>
<td>0.0%</td>
<td>2.09</td>
</tr>
<tr>
<td>Our benefit programs meet my needs.</td>
<td>25.2%</td>
<td>42.9%</td>
<td>12.4%</td>
<td>5.3%</td>
<td>5.0%</td>
<td>9.2%</td>
<td>2.14</td>
</tr>
<tr>
<td>I feel safe at WSU.</td>
<td>31.6%</td>
<td>51.2%</td>
<td>12.6%</td>
<td>1.4%</td>
<td>2.1%</td>
<td>1.1%</td>
<td>1.90</td>
</tr>
<tr>
<td>I deal with the stress associated with my job.</td>
<td>22.2%</td>
<td>52.8%</td>
<td>18.7%</td>
<td>2.8%</td>
<td>1.8%</td>
<td>1.8%</td>
<td>2.08</td>
</tr>
<tr>
<td>I have flexibility in the hours I work.</td>
<td>29.4%</td>
<td>44.3%</td>
<td>13.8%</td>
<td>6.7%</td>
<td>4.6%</td>
<td>1.1%</td>
<td>2.12</td>
</tr>
<tr>
<td>Grouping: Teamwork</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2.28</td>
</tr>
<tr>
<td>There is cooperation between my workgroup and other groups at WSU.</td>
<td>12.7%</td>
<td>33.6%</td>
<td>42.0%</td>
<td>4.6%</td>
<td>4.9%</td>
<td>2.1%</td>
<td>2.55</td>
</tr>
<tr>
<td>People in my workgroup cooperate with each other to get the job done.</td>
<td>26.5%</td>
<td>41.7%</td>
<td>23.3%</td>
<td>5.3%</td>
<td>3.2%</td>
<td>0.0%</td>
<td>2.17</td>
</tr>
<tr>
<td>I am treated as part of the team.</td>
<td>27.8%</td>
<td>43.7%</td>
<td>20.1%</td>
<td>4.6%</td>
<td>3.5%</td>
<td>0.4%</td>
<td>2.12</td>
</tr>
<tr>
<td>Grouping: Supervisor/Mgmt. Relationships</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2.27</td>
</tr>
<tr>
<td>My supervisor supports my decisions.</td>
<td>29.4%</td>
<td>39.7%</td>
<td>22.3%</td>
<td>4.3%</td>
<td>3.2%</td>
<td>1.1%</td>
<td>2.11</td>
</tr>
<tr>
<td>I feel free to tell my supervisor what I think.</td>
<td>31.8%</td>
<td>33.9%</td>
<td>24.4%</td>
<td>4.9%</td>
<td>4.9%</td>
<td>0.0%</td>
<td>2.17</td>
</tr>
<tr>
<td>I feel free to tell upper management what I think.</td>
<td>18.1%</td>
<td>25.6%</td>
<td>32.7%</td>
<td>13.5%</td>
<td>7.8%</td>
<td>2.1%</td>
<td>2.67</td>
</tr>
<tr>
<td>My supervisor lets me do my job without interfering.</td>
<td>29.4%</td>
<td>45.0%</td>
<td>18.4%</td>
<td>3.2%</td>
<td>3.5%</td>
<td>0.4%</td>
<td>2.06</td>
</tr>
<tr>
<td>My supervisor lets me know what's expected of me.</td>
<td>27.4%</td>
<td>48.0%</td>
<td>18.9%</td>
<td>3.9%</td>
<td>1.4%</td>
<td>0.4%</td>
<td>2.04</td>
</tr>
</tbody>
</table>
## More of the Results

Average Score is on a scale of 1 to 5 -- lower score = better rating.  
1 = Strongly Agree  
3 = Sometimes Agree/  
4 = Disagree  
2 = Agree  
5 = Strongly Disagree

<table>
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<tr>
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<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Don't Know</th>
<th>Average Score</th>
</tr>
</thead>
</table>

### Grouping: Supervisor/Mgmt. Relationships (Cont.)

- My supervisor is willing to listen to my concerns.  
  - 34.0%  
  - 41.1%  
  - 18.4%  
  - 2.8%  
  - 3.2%  
  - 0.4%  
  - 2.00

- My supervisor asks for my ideas about things affecting our work.  
  - 25.6%  
  - 38.4%  
  - 24.9%  
  - 4.3%  
  - 6.0%  
  - 0.7%  
  - 2.26

- Upper management pays attention to ideas and suggestions from people at my level.  
  - 10.2%  
  - 19.5%  
  - 44.4%  
  - 12.0%  
  - 9.8%  
  - 4.1%  
  - 2.91

### Grouping: Systems

- Rules and procedures do not interfere with how well I am able to do my job.  
  - 15.0%  
  - 44.2%  
  - 28.1%  
  - 8.2%  
  - 3.4%  
  - 1.1%  
  - 2.52

- We use safe work practices.  
  - 34.2%  
  - 54.1%  
  - 9.8%  
  - 0.8%  
  - 0.4%  
  - 0.8%  
  - 1.78

- I can get the supplies and resources I need to do my job.  
  - 28.5%  
  - 41.2%  
  - 24.0%  
  - 3.7%  
  - 2.2%  
  - 0.4%  
  - 2.10

### Grouping: Work Environment

- I enjoy working with the people in my work group.  
  - 36.3%  
  - 42.7%  
  - 17.2%  
  - 2.6%  
  - 0.7%  
  - 0.4%  
  - 1.88

- I feel comfortable working at WSU.  
  - 34.1%  
  - 51.3%  
  - 12.0%  
  - 1.1%  
  - 0.0%  
  - 1.5%  
  - 1.80

- I feel that WSU has a friendly environment.  
  - 28.5%  
  - 46.1%  
  - 21.7%  
  - 2.2%  
  - 0.7%  
  - 0.7%  
  - 2.00

- I feel that my working environment is acceptable.  
  - 21.0%  
  - 53.6%  
  - 17.6%  
  - 5.2%  
  - 1.9%  
  - 0.7%  
  - 2.13

### Grouping: Customers

- My customers understand my work process.  
  - 6.7%  
  - 21.3%  
  - 46.8%  
  - 14.2%  
  - 6.7%  
  - 4.1%  
  - 2.93

- My workgroup does a good job for its customers.  
  - 32.6%  
  - 50.9%  
  - 13.5%  
  - 1.1%  
  - 0.0%  
  - 1.9%  
  - 1.83

- My workgroup is involved in activities to improve service to our group's customers.  
  - 25.0%  
  - 43.2%  
  - 20.1%  
  - 6.8%  
  - 1.1%  
  - 3.8%  
  - 2.13

- I think WSU does a good job for our customers.  
  - 17.6%  
  - 52.8%  
  - 24.0%  
  - 2.6%  
  - 1.9%  
  - 1.1%  
  - 2.17

### Summary

- All things considered, working for WSU is a good deal for me.  
  - 34.2%  
  - 45.5%  
  - 18.4%  
  - 0.8%  
  - 1.1%  
  - 0.0%  
  - 1.89

- I think this survey will be used to make improvements.  
  - 17.9%  
  - 32.4%  
  - 26.0%  
  - 11.5%  
  - 7.3%  
  - 5.0%  
  - 2.55
Employee Survey Adds More Data Points to Division Scorecard

One of the purposes of the Employee Satisfaction Survey process is to compare progress in employee satisfaction over the years. This year’s survey results have added two more data points to the division Scorecard created last year.

The scorecard shows two "overall" measurements. The first shows the division average for the question: "All things considered, working for WSU is a good deal for me." The second measurement shows the division average for the questions that asked for a rating (how employees feel).

Over nine pages of comments were collected from the survey responses. A pareto chart (shown below the scorecard) indicates the number of comments received. The comments were grouped into similar topics.

Just like last year, the majority of the comments (81) centered on salaries. Management comments came in second place with 29. Eighteen (18) employees stated that they are happy working at WSU and 17 employees commented on benefits. Being treated with respect is still a big issue with our employees (13 comments).

A summary of the Employee Satisfaction Survey has been presented in this newsletter. If you would like a detailed copy of the survey results, or a comparison between this year’s and last year’s results, please talk to your Department Director, Steve Kerr at extension 7587, or Cherrie Nelson at extension 7496.

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Mount Ogden Park

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Please direct newsworthy items or questions to Cherrie Nelson, mail code 1006, or call extension 7496.