Annual Employee Satisfaction Survey Process Underway

The first Employee Satisfaction Survey for Administrative Services was completed in 1995. That first survey, which serves as the baseline, provided ratings on the satisfaction level of employees. It also provided information on importance of issues. Efforts are underway to complete the annual survey again. In order to facilitate the effort, the survey process was improved in two ways.

✓ The survey was distributed through the campus mail system. Last year, only employees who attended special meetings had the opportunity to complete a survey. A lot of valuable input was missed due to this situation, so this year's survey has been sent through the mail. The downside to distributing the survey through this method is that employees may not take the time to complete the survey. Everyone is encouraged to take work time to complete the survey and mail it back in the envelope provided.

✓ The number of demographic questions (age, length of employment) was decreased. Feedback indicated that some employees felt uncomfortable giving a lot of demographic information -- that the information could be used to identify respondents. This year only four demographic questions are included: sex, classification, ethnic origin, and group/department. Employees are encouraged to at least designate the group/department they work in so that positive outcomes, as well as improvement opportunities, can be identified.

Quality Council members are anticipating that, over the years, the scores will improve through two mediums:

• Direct Involvement — Improvements made because of the survey results

• Indirect Involvement — Improvements made because of other activities of the Total Quality effort

Employees are encouraged to complete the survey. The input is important to efforts to improve employee satisfaction.

Tool of the Month

Five "Whys"

Purpose: To identify the root cause or causes of a problem.

Description: Asking "why," as many as five times, can eventually lead to identification of the root cause of a problem.

Procedure:
1. Define the problem.
2. Brainstorm to determine "why" the problem happened.
3. Keep asking "why" until the root cause or causes are identified.
4. Take corrective action to eliminate the root cause or causes.

Hint:
You've identified the root cause when "why?" doesn't yield any more useful information.

Example: A team missed an important delivery date, so they asked "why?" and here's what they learned:

Our contract delivery date slipped.

Why?
• There were a lot of engineering changes.

Why?
• The contractor didn't understand our initial requirements.

Why?
• We took only one week to prepare it.

Team members discovered poor requirements planning was a root cause of their problem. To improve their process, they decided to budget up-front time in the planning process for requirements analysis.

Employees Are Customers, Too

“The bottom line is that to satisfy our customers, we must first treat our employees as customers.”

—Frederick W. Smith, Chairman & CEO Federal Express Corp.
More Frequent Hourly Payroll Team Rollin'

A team, set up in August to investigate a more frequent pay schedule for hourly employees, is moving right along on its project. After a lot of hard work including several benchmarking efforts, the team made three important decisions.

✓ Provide hourly employees their payroll on a bi-weekly basis (every two weeks). The team considered both a bi-weekly and semi-monthly pay schedule and chose the bi-weekly method because it had more advantages for both employees and departments.

✓ Automate the time and attendance system. Through flowcharting and customer input, it became obvious that it would be very difficult for many departments to process the hourly payroll twice a month with the present system. With the automated system, the time worked will be recorded through the use of telephones or personal computers (PCs). This system will more accurately complete tasks which are now done by hand, such as the adding of hours.

✓ Utilize equipment and expertise already on campus to develop the new system. The equipment was identified and the necessary programming is being provided through university resources. Because the technology is on campus, the automated system will cost much less than anticipated.

The team is expediting the process and expects the new hourly payroll system to be up and running within 12 months. Team members include Ben Read, Tamara Agee, Lisa Allen-Hogensen, Ron Finch, Jolene Frazier, Pam Fritch, Andrea Gibson, Steve Nabor, and Kathleen Miller.

Custodial Crew Receives Praise

Editor's Note: The following letter of appreciation was received from June K. Phillips, Dean of the College of Arts and Humanities.

I want to convey to you how much the faculty and staff housed in the Browning Center, the students who use this building for classes and practice, and the public attending events have appreciated the extraordinary effort from the custodial crew during the horrendous January weather. Kim Powell and his custodians, regardless of shift worked, did their very best to keep stairways, parking, and access to this building as open as possible. The timing of several of the storms was such that this was no easy matter.

We have always been fortunate to have outstanding workers here and the public nature of this building means it really is open close to eighteen hours a day. The custodians went out of their way so many times this winter even going into the parking lots to help faculty or staff navigate through snow or across ice. On one heavy day, they cleared off cars for some of us leaving the building after a heavy day of snow.

Too often, you hear only the complaints. I want you to know that the Browning Center personnel deserve special praise. They do not just do the minimum in this building; they truly care for it and about it. Access in January tried and tested us all, but the crew here helped us get through it with uncommon effort.

Put this on your schedule!
Administrative Services Summer Social
Friday, 2 August 1996, 6 p.m., Mount Ogden Park