Employee Satisfaction Scorecard

Survey Response Rate

Comment Summary for Entire Division, Employee Satisfaction Survey 2002

Survey Adds More Data Points to Division Scorecard

One of the purposes of the Employee Satisfaction Survey process is to compare employee satisfaction over the years. This year’s survey results added two more data points to the Division Scorecard created in 1995, as shown at the right. The chart at the bottom of the page shows the types of comments received from the survey. As usual, salaries received the most comments. Response Rate Drops

Of the hundred eighty-seven (187) of 471 employees completed the employee satisfaction survey, which netted a participation rate of only 39%. The response rate was lower this year because Internet training/survey classes were not held for the Facilities custodial and landscaping employees.

Survey Results Remain Constant

During February, employees in Administrative Services were given the opportunity to take the annual Employee Satisfaction Survey on the web. This annual survey gives employees a chance to express their feelings regarding employment at Weber State University. For the division, this year’s results appear very similar to last year’s results. These similarities can be compared on pages 2 and 3 of this newsletter where division responses for all statements are given for five previous years. The Division Scorecard on page 4 also indicates similar scores. Also shown on page 4 of the newsletter is the division response rate and a summary of all employee comments. The response rate was lower this year because Internet training/survey classes were not held for the Facilities custodial and landscaping employees.

Team To Implement Recognition Plan

The Division Management Team recently approved the Recognition Plan developed by the Recognition Strategic Objective Implementation Team (SOFT). The Plan includes two parts:

1. First part provides for on-the-spot awards presented by the supervisor. A spot award is a non-monetary gift that managers use to recognize employees immediately. This type of recognition will encourage and allow managers to express their appreciation to an employee for extra effort while the event is fresh in the manager/employee’s mind.

2. Second part of the Recognition Plan is a division-wide program that provides recognition for “outstanding performance.” Any WSU employee can nominate an Administrative Services employee to receive this award. The nominations can be made throughout the year and will be reviewed May 1st through May 15th by the Division Rewards and Recognition committee. Awards will generally be made during the Summer Social in June. The recognition will include a cash award and a momento.

“Any company is an important part of our Division’s Strategic Plan,” stated Brian Shappy, leader of the Recognition Team. “Showcasing appreciation is an essential element of an excellent organization. I appreciate the support of the Administrative Services management group in making this happen.” The team will implement this plan during the next few months by providing formal and informal training sessions to staff and supervision. Formal implementation will begin 1 July 2002.

Survey Results Remain Constant

In This Issue

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Employees and managers had the opportunity to give feedback and suggestions on how to improve the work environment. This year, the response rate was lower because Internet training/survey classes were not held for the Facilities custodial and landscaping employees.

Survey Results Remain Constant

In This Issue

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Quality Improvement Newsletter

Working Together to Create a Quality Environment Where Students are Served

March/April 2001 Quality Improvement Newsletter

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Quality Improvement Newsletter
**The Results . . .**

Percentages indicate how Division employees responded to each question. Percentages may not total 100% due to rounding.

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Sometimes Agree/Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Don't Know</th>
<th>Average Score #1</th>
<th>Average Score #2</th>
<th>Average Score #3</th>
<th>Average Score #4</th>
<th>Average Score #5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grouping: Intrinsic</td>
<td>56.8%</td>
<td>43.2%</td>
<td>6.9%</td>
<td>6.9%</td>
<td>9.5%</td>
<td>8.5%</td>
<td>0.5%</td>
<td>1.22</td>
<td>1.21</td>
<td>1.21</td>
<td>1.21</td>
</tr>
<tr>
<td>I am treated as part of a team</td>
<td>20.2%</td>
<td>41%</td>
<td>26.4%</td>
<td>26.4%</td>
<td>26.4%</td>
<td>26.4%</td>
<td>26.4%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
<tr>
<td>The work I do</td>
<td>91.2%</td>
<td>8.8%</td>
<td>0.2%</td>
<td>0.2%</td>
<td>0.2%</td>
<td>0.2%</td>
<td>0.2%</td>
<td>1.22</td>
<td>1.21</td>
<td>1.21</td>
<td>1.21</td>
</tr>
<tr>
<td>Grouping: Basic Needs</td>
<td>41.8%</td>
<td>46.2%</td>
<td>10.3%</td>
<td>1.1%</td>
<td>0.5%</td>
<td>0.5%</td>
<td>0.5%</td>
<td>1.22</td>
<td>1.21</td>
<td>1.21</td>
<td>1.21</td>
</tr>
<tr>
<td>My job is secure as long as I do a good job</td>
<td>24%</td>
<td>53.6%</td>
<td>15.8%</td>
<td>3.3%</td>
<td>3.3%</td>
<td>3.3%</td>
<td>3.3%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
<tr>
<td>Grouping: System</td>
<td>18.7%</td>
<td>42.9%</td>
<td>19.8%</td>
<td>4.9%</td>
<td>2.2%</td>
<td>2.2%</td>
<td>2.2%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
<tr>
<td>The atmosphere at my workplace</td>
<td>42.5%</td>
<td>50.8%</td>
<td>6.1%</td>
<td>0.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
<tr>
<td>Grouping: Teamwork</td>
<td>31.1%</td>
<td>43.7%</td>
<td>14.8%</td>
<td>7.7%</td>
<td>2.2%</td>
<td>2.2%</td>
<td>2.2%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
<tr>
<td>Grouping: Supervision/Mgmt. Relationships</td>
<td>18.5%</td>
<td>42.9%</td>
<td>27.2%</td>
<td>4.3%</td>
<td>3.3%</td>
<td>3.3%</td>
<td>3.3%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
<tr>
<td>My supervisor supports my decisions</td>
<td>27.3%</td>
<td>48.6%</td>
<td>28.2%</td>
<td>1.6%</td>
<td>2.2%</td>
<td>2.2%</td>
<td>2.2%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
<tr>
<td>Grouping: Work Environment</td>
<td>19.9%</td>
<td>40.4%</td>
<td>32.2%</td>
<td>12%</td>
<td>4.4%</td>
<td>4.4%</td>
<td>4.4%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
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</tbody>
</table>

**More of the Results**

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Sometimes Agree/Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Don't Know</th>
<th>Average Score #1</th>
<th>Average Score #2</th>
<th>Average Score #3</th>
<th>Average Score #4</th>
<th>Average Score #5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grouping: Supervision/Mgmt. Relationships</td>
<td>32.4%</td>
<td>53.3%</td>
<td>12%</td>
<td>1.1%</td>
<td>2.7%</td>
<td>0.5%</td>
<td>0.5%</td>
<td>1.22</td>
<td>1.21</td>
<td>1.21</td>
<td>1.21</td>
</tr>
<tr>
<td>My supervisor lets me do my job without interfering</td>
<td>16.2%</td>
<td>55.2%</td>
<td>13.3%</td>
<td>2.2%</td>
<td>2.8%</td>
<td>1.1%</td>
<td>0.5%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
<tr>
<td>My supervisor lets me know what's expected of me</td>
<td>28.2%</td>
<td>44%</td>
<td>16.3%</td>
<td>1.1%</td>
<td>3.3%</td>
<td>1.1%</td>
<td>1.1%</td>
<td>1.22</td>
<td>1.21</td>
<td>1.21</td>
<td>1.21</td>
</tr>
<tr>
<td>Upper management pays attention to ideas/suggestions from people at my level</td>
<td>7.6%</td>
<td>31.9%</td>
<td>38.4%</td>
<td>10.8%</td>
<td>6.5%</td>
<td>4.9%</td>
<td>4.9%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
<tr>
<td>Grouping: Systems</td>
<td>20.2%</td>
<td>30.2%</td>
<td>9.1%</td>
<td>8.1%</td>
<td>9.1%</td>
<td>9.1%</td>
<td>9.1%</td>
<td>1.22</td>
<td>1.21</td>
<td>1.21</td>
<td>1.21</td>
</tr>
<tr>
<td>Rules and procedures do not interfere with how well I am able to do my job</td>
<td>41.1%</td>
<td>53.5%</td>
<td>4.3%</td>
<td>1.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
<tr>
<td>I can get the supplies and resources I need to do my job</td>
<td>56.1%</td>
<td>43.2%</td>
<td>18%</td>
<td>1.6%</td>
<td>1.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.22</td>
<td>1.21</td>
<td>1.21</td>
<td>1.21</td>
</tr>
<tr>
<td>Grouping: Customer</td>
<td>19.9%</td>
<td>40.4%</td>
<td>32.2%</td>
<td>12%</td>
<td>4.4%</td>
<td>4.4%</td>
<td>4.4%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
<tr>
<td>My customers understand my work process</td>
<td>32.4%</td>
<td>53.3%</td>
<td>12%</td>
<td>1.1%</td>
<td>2.7%</td>
<td>0.5%</td>
<td>0.5%</td>
<td>1.22</td>
<td>1.21</td>
<td>1.21</td>
<td>1.21</td>
</tr>
<tr>
<td>My workgroup does a good job for its customers</td>
<td>41.8%</td>
<td>46.7%</td>
<td>8.7%</td>
<td>0.5%</td>
<td>1.6%</td>
<td>0.5%</td>
<td>0.5%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
<tr>
<td>Grouping: Summary</td>
<td>40.5%</td>
<td>63.5%</td>
<td>13%</td>
<td>1.1%</td>
<td>0.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
<tr>
<td>All things considered, working with WSU is a good deal for me</td>
<td>25%</td>
<td>60.5%</td>
<td>30%</td>
<td>1.1%</td>
<td>0.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
<tr>
<td>Additional Question</td>
<td>25.3%</td>
<td>48.9%</td>
<td>15.4%</td>
<td>3.3%</td>
<td>1.6%</td>
<td>5.5%</td>
<td>5.5%</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
<td>2.22</td>
</tr>
</tbody>
</table>