

**2008
Quality Improvement Program**

**Employee Climate Survey
Fresno**

**Department:
Auxiliary Services**

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Report Date: 12/16/08

2008 Satisfaction Survey Results

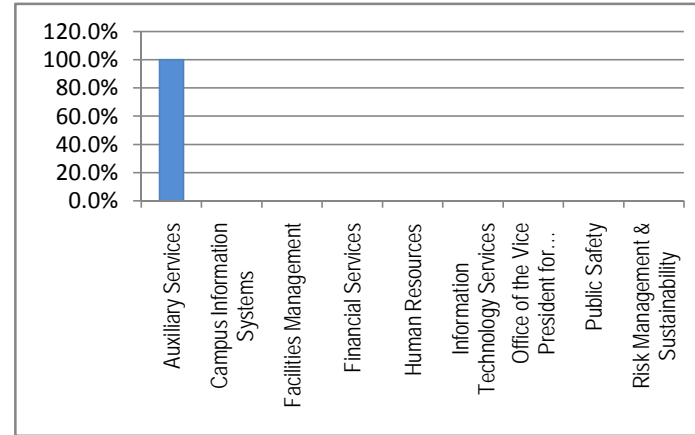
Employee Climate: Auxiliary Services

Fresno

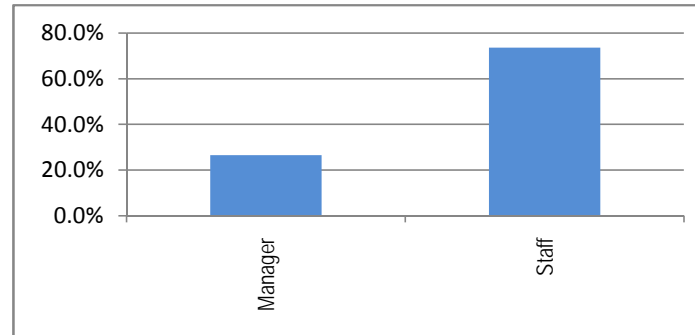
Total Number Responding for Campus

53

Please select your department	Total	Percent
Auxiliary Services	53	100.0%
Campus Information Systems	0	0.0%
Facilities Management	0	0.0%
Financial Services	0	0.0%
Human Resources	0	0.0%
Information Technology Services	0	0.0%
Office of the Vice President for Administration	0	0.0%
Public Safety	0	0.0%
Risk Management & Sustainability	0	0.0%
Grand Total	53	100.0%
Did not respond to this question	0	



Please select whether you are MPP or staff	Total	Percent
Manager	14	26.4%
Staff	39	73.6%
Grand Total	53	100.0%
Did not respond to this question	0	



2008 Satisfaction Survey Results Employee Climate: Auxiliary Services

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Total Number Responding for Campus

53

Agreement: Count of Responses

Weighting Value	1	2	3	4	5		Total	Did Not Answer	Average Score
Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree				
I know how my job directly supports the division's goals	0	3	9	23	18		53	0	4.06
I have guidelines to assist me in making decisions that affect my work	1	2	6	30	14		53	0	4.02
My direct supervisor is accessible to me	0	2	3	17	31		53	0	4.45
In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with	1	6	8	28	10		53	0	3.75
I take pride in my work	0	0	1	9	43		53	0	4.79
There is a direct connection between the work I do and the success of the university	0	0	11	27	15		53	0	4.08
I receive constructive feedback from my supervisor about the quality of my work	1	4	5	25	18		53	0	4.04
I would recommend Fresno State as a good place to work	0	2	12	20	19		53	0	4.06
I would recommend The California State University as a good place to work	0	1	9	26	17		53	0	4.11
My department is one of the best places to work	2	4	10	18	19		53	0	3.91
My division is one of the best places to work	1	3	14	23	12		53	0	3.79
I feel like my ideas and opinions are listened to by my supervisor	2	5	6	23	17		53	0	3.91
Employees in my work group respect each others' differences	2	3	10	28	10		53	0	3.77
My supervisor, or someone at work, seem to care about me as a person	1	2	4	29	17		53	0	4.11
I see career growth and advancement opportunities for myself at Fresno State	2	15	16	14	6		53	0	3.13
I am encouraged to be creative to resolve problems or accomplish assignments	2	2	9	26	14		53	0	3.91
My work group is receptive to my suggestions for improving our work	1	2	10	28	12		53	0	3.91
Employees in my work group resolve conflicts directly with each other	3	3	13	27	7		53	0	3.60
Teamwork is encouraged in my department	3	3	4	30	13		53	0	3.89
My opinions are valued in my work group	2	1	9	27	14		53	0	3.94

2008 Satisfaction Survey Results

Employee Climate: Auxiliary Services

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Total Number Responding for Campus

53

Agreement: Count of Responses, Continued

Question	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	Total	Did Not Answer	Average Score
There is cooperation between the work groups in my department	2	6	6	30	9	53	0	3.72
There is cooperation between departments in the division	1	4	12	29	7	53	0	3.70
I have access to sufficient information to do my job well	0	2	13	28	10	53	0	3.87
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	1	2	7	28	15	53	0	4.02
My department has provided me with opportunities to broaden my skills and knowledge	3	7	14	19	10	53	0	3.49
I am empowered to make decisions that help me provide better	2	3	10	24	14	53	0	3.85
Employees in my immediate work unit are highly motivated to contribute to the success of the university	1	5	12	27	8	53	0	3.68
Meetings are well planned and executed at Fresno State	0	6	14	27	6	53	0	3.62
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	1	2	13	31	6	53	0	3.74
I handle the resources of the university as if they were my own	0	0	3	28	22	53	0	4.36
I generally feel informed about changes that affect me	2	6	13	26	6	53	0	3.53
An explanation is provided to me for short deadlines	4	2	6	36	5	53	0	3.68
My supervisor fairly evaluates my performance	2	2	5	26	18	53	0	4.06
I trust the employees in my work group	2	2	7	24	18	53	0	4.02
I am satisfied with the leadership in my department	5	4	6	21	17	53	0	3.77
My work contributes to the division's mission and vision	0	0	8	27	18	53	0	4.19
The mission and vision of the division make me feel that my job is important	0	5	12	24	12	53	0	3.81
I have someone at work who encourages my professional development	3	7	12	23	8	53	0	3.49
The Division clearly communicates its goals and strategies to me	3	3	12	30	5	53	0	3.58
Employees in my immediate work unit consistently put in extra effort beyond what is expected	0	4	10	24	15	53	0	3.94
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	2	2	14	23	12	53	0	3.77
My direct supervisor involves me in determining performance goals	3	4	14	21	11	53	0	3.62
Disagreements among employees in my work group are managed effectively	5	2	14	27	5	53	0	3.47
I receive recognition for my good work	1	7	11	25	9	53	0	3.64
I feel my safety on campus is a priority	0	3	8	23	19	53	0	4.09

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Total Number Responding for Campus

53

Agreement: % of Responses

Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Sum of Adverse (SD + D)	Sum of Positive (A + SA)
I know how my job directly supports the division's goals	0.0%	5.7%	17.0%	43.4%	34.0%	100.0%	5.7%	77.4%
I have guidelines to assist me in making decisions that affect my work	1.9%	3.8%	11.3%	56.6%	26.4%	100.0%	5.7%	83.0%
My direct supervisor is accessible to me	0.0%	3.8%	5.7%	32.1%	58.5%	100.0%	3.8%	90.6%
In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with	1.9%	11.3%	15.1%	52.8%	18.9%	100.0%	13.2%	71.7%
I take pride in my work	0.0%	0.0%	1.9%	17.0%	81.1%	100.0%	0.0%	98.1%
There is a direct connection between the work I do and the success of the university	0.0%	0.0%	20.8%	50.9%	28.3%	100.0%	0.0%	79.2%
I receive constructive feedback from my supervisor about the quality of my work	1.9%	7.5%	9.4%	47.2%	34.0%	100.0%	9.4%	81.1%
I would recommend Fresno State as a good place to work	0.0%	3.8%	22.6%	37.7%	35.8%	100.0%	3.8%	73.6%
I would recommend The California State University as a good place to work	0.0%	1.9%	17.0%	49.1%	32.1%	100.0%	1.9%	81.1%
My department is one of the best places to work	3.8%	7.5%	18.9%	34.0%	35.8%	100.0%	11.3%	69.8%
My division is one of the best places to work	1.9%	5.7%	26.4%	43.4%	22.6%	100.0%	7.5%	66.0%
I feel like my ideas and opinions are listened to by my supervisor	3.8%	9.4%	11.3%	43.4%	32.1%	100.0%	13.2%	75.5%
Employees in my work group respect each others' differences	3.8%	5.7%	18.9%	52.8%	18.9%	100.0%	9.4%	71.7%
My supervisor, or someone at work, seem to care about me as a person	1.9%	3.8%	7.5%	54.7%	32.1%	100.0%	5.7%	86.8%
I see career growth and advancement opportunities for myself at Fresno State	3.8%	28.3%	30.2%	26.4%	11.3%	100.0%	32.1%	37.7%
I am encouraged to be creative to resolve problems or accomplish assignments	3.8%	3.8%	17.0%	49.1%	26.4%	100.0%	7.5%	75.5%
My work group is receptive to my suggestions for improving our work	1.9%	3.8%	18.9%	52.8%	22.6%	100.0%	5.7%	75.5%
Employees in my work group resolve conflicts directly with each other	5.7%	5.7%	24.5%	50.9%	13.2%	100.0%	11.3%	64.2%
Teamwork is encouraged in my department	5.7%	5.7%	7.5%	56.6%	24.5%	100.0%	11.3%	81.1%
My opinions are valued in my work group	3.8%	1.9%	17.0%	50.9%	26.4%	100.0%	5.7%	77.4%

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Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Sum of Adverse (SD + D)	Sum of Positive (A + SA)
There is cooperation between the work groups in my department	3.8%	11.3%	11.3%	56.6%	17.0%	100.0%	15.1%	73.6%
There is cooperation between departments in the division	1.9%	7.5%	22.6%	54.7%	13.2%	100.0%	9.4%	67.9%
I have access to sufficient information to do my job well	0.0%	3.8%	24.5%	52.8%	18.9%	100.0%	3.8%	71.7%
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	1.9%	3.8%	13.2%	52.8%	28.3%	100.0%	5.7%	81.1%
My department has provided me with opportunities to broaden my skills and knowledge	5.7%	13.2%	26.4%	35.8%	18.9%	100.0%	18.9%	54.7%
I am empowered to make decisions that help me provide better	3.8%	5.7%	18.9%	45.3%	26.4%	100.0%	9.4%	71.7%
Employees in my immediate work unit are highly motivated to contribute to the success of the university	1.9%	9.4%	22.6%	50.9%	15.1%	100.0%	11.3%	66.0%
Meetings are well planned and executed at Fresno State	0.0%	11.3%	26.4%	50.9%	11.3%	100.0%	11.3%	62.3%
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	1.9%	3.8%	24.5%	58.5%	11.3%	100.0%	5.7%	69.8%
I handle the resources of the university as if they were my own	0.0%	0.0%	5.7%	52.8%	41.5%	100.0%	0.0%	94.3%
I generally feel informed about changes that affect me	3.8%	11.3%	24.5%	49.1%	11.3%	100.0%	15.1%	60.4%
An explanation is provided to me for short deadlines	7.5%	3.8%	11.3%	67.9%	9.4%	100.0%	11.3%	77.4%
My supervisor fairly evaluates my performance	3.8%	3.8%	9.4%	49.1%	34.0%	100.0%	7.5%	83.0%
I trust the employees in my work group	3.8%	3.8%	13.2%	45.3%	34.0%	100.0%	7.5%	79.2%
I am satisfied with the leadership in my department	9.4%	7.5%	11.3%	39.6%	32.1%	100.0%	17.0%	71.7%
My work contributes to the division's mission and vision	0.0%	0.0%	15.1%	50.9%	34.0%	100.0%	0.0%	84.9%
The mission and vision of the division make me feel that my job is important	0.0%	9.4%	22.6%	45.3%	22.6%	100.0%	9.4%	67.9%
I have someone at work who encourages my professional development	5.7%	13.2%	22.6%	43.4%	15.1%	100.0%	18.9%	58.5%
The Division clearly communicates its goals and strategies to me	5.7%	5.7%	22.6%	56.6%	9.4%	100.0%	11.3%	66.0%
Employees in my immediate work unit consistently put in extra effort beyond what is expected	0.0%	7.5%	18.9%	45.3%	28.3%	100.0%	7.5%	73.6%
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	3.8%	3.8%	26.4%	43.4%	22.6%	100.0%	7.5%	66.0%
My direct supervisor involves me in determining performance goals	5.7%	7.5%	26.4%	39.6%	20.8%	100.0%	13.2%	60.4%
Disagreements among employees in my work group are managed effectively	9.4%	3.8%	26.4%	50.9%	9.4%	100.0%	13.2%	60.4%
I receive recognition for my good work	1.9%	13.2%	20.8%	47.2%	17.0%	100.0%	15.1%	64.2%
I feel my safety on campus is a priority	0.0%	5.7%	15.1%	43.4%	35.8%	100.0%	5.7%	79.2%

2008 Satisfaction Survey Results

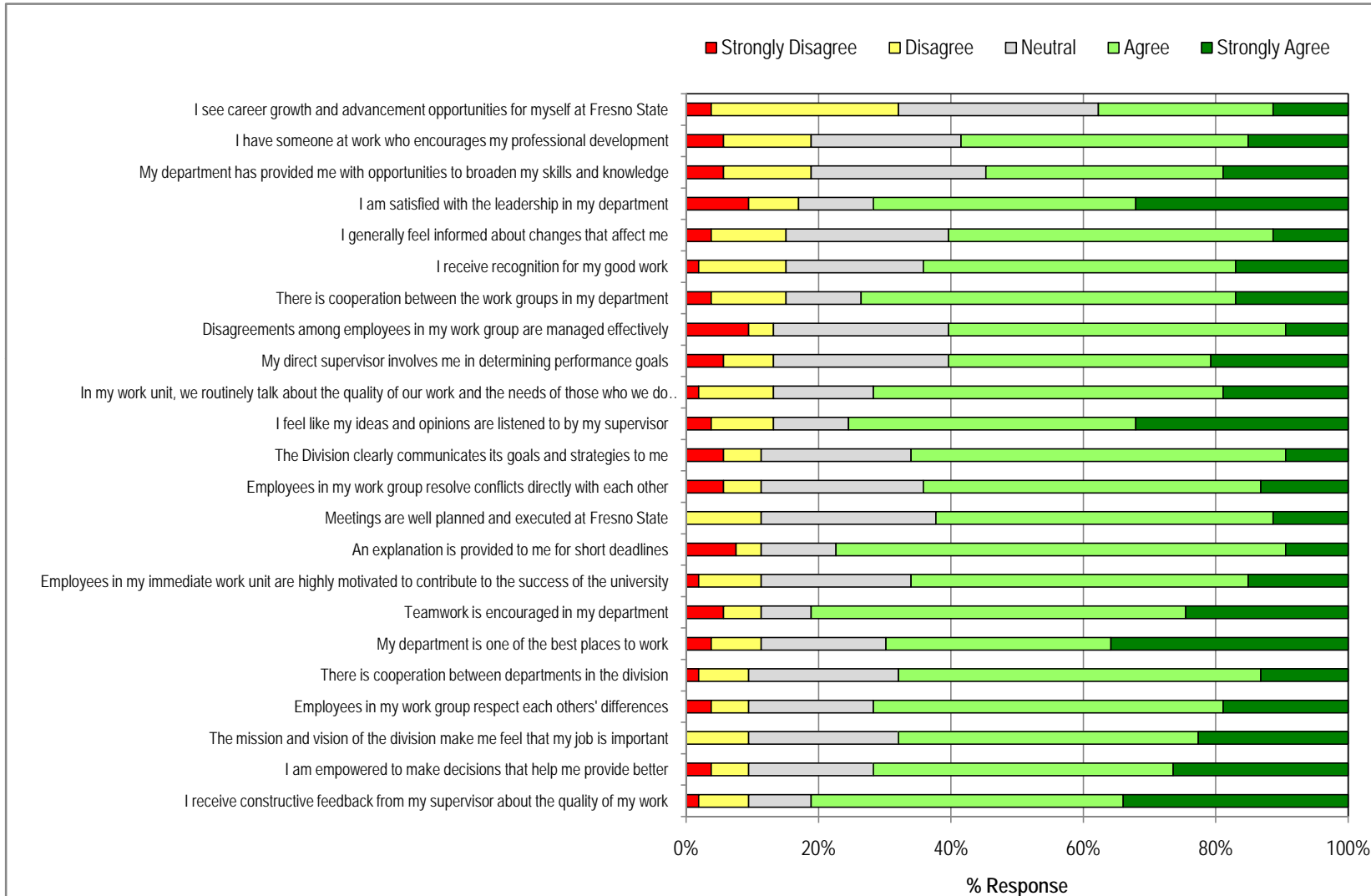
Employee Climate: Auxiliary Services

Fresno

Total Number Responding for Campus

53

Chart # 1: Responses Sorted with Most Adverse at Top of Chart



2008 Satisfaction Survey Results

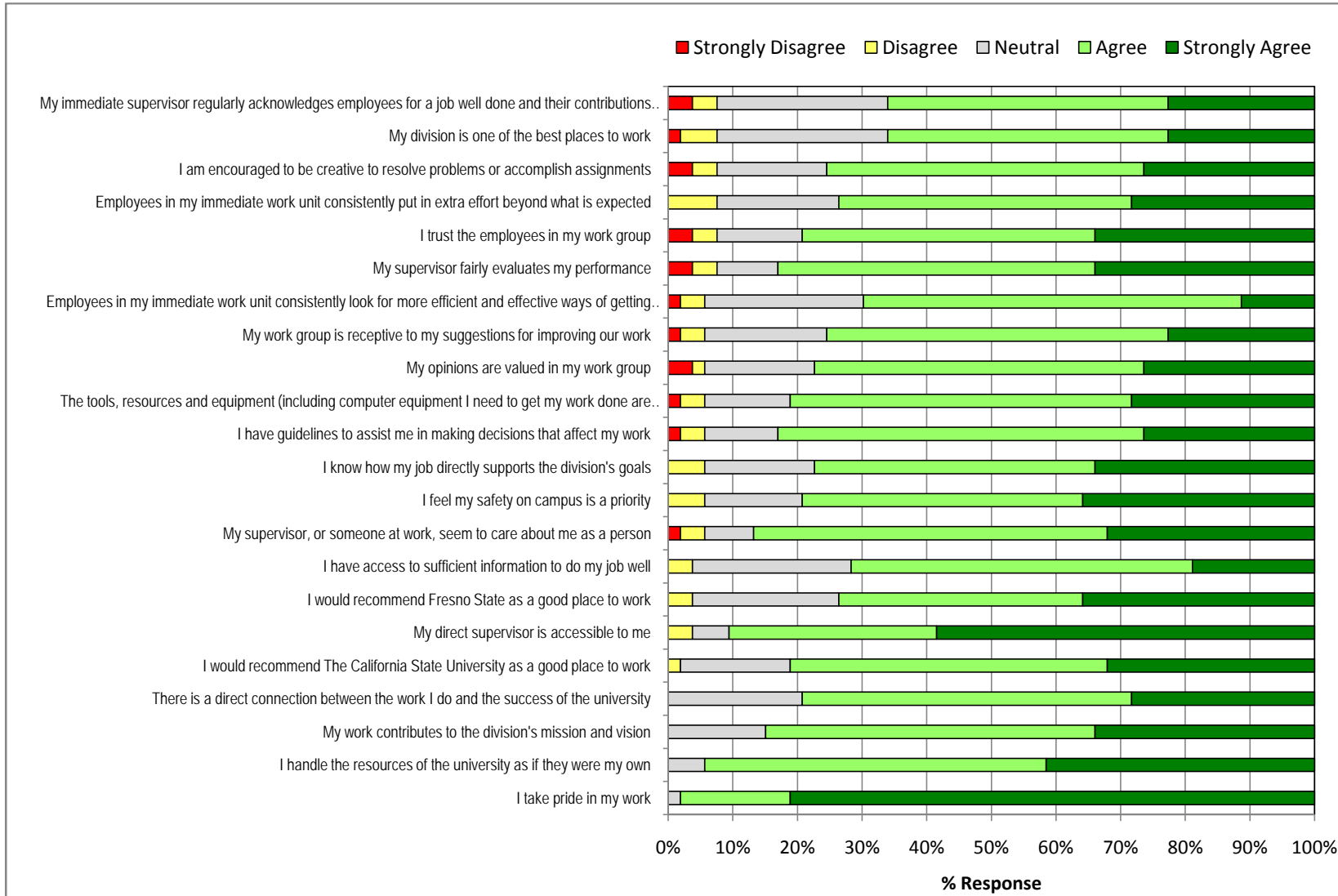
Employee Climate: Auxiliary Services

Fresno

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53

Chart # 2: Continued Responses Sorted with Most Adverse at Top of Chart



2008 Satisfaction Survey Results

Employee Climate: Auxiliary Services

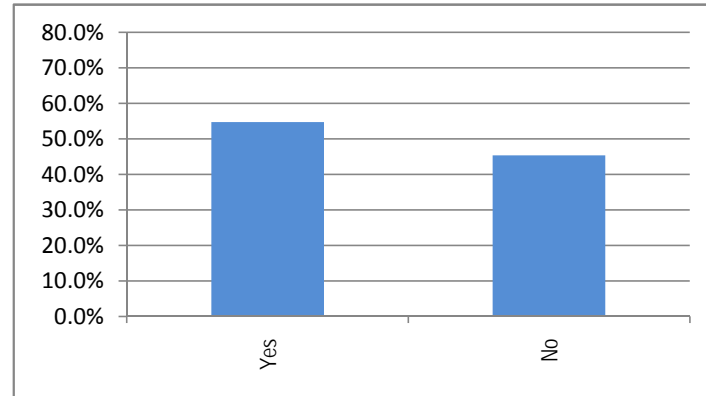
Fresno

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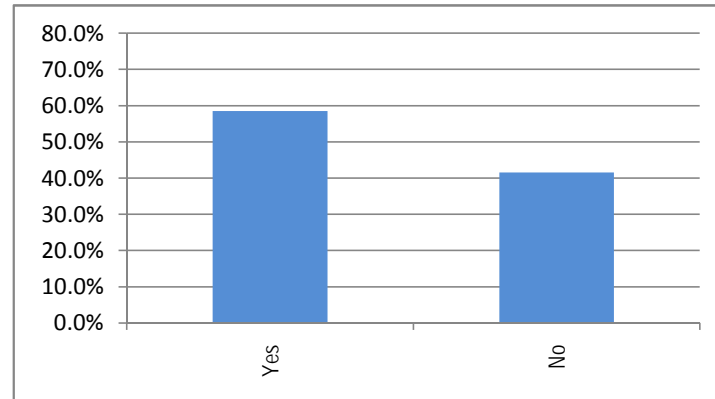
Have you participated in any of our Wellness at Work programs?	Total	Percent
Yes	29	54.7%
No	24	45.3%
Grand Total	53	100.0%

Did not respond to this question 0



As expanded programs become available, are you interested in participating in alternative transportation (bus, carpool, biking) programs?	Total	Percent
Yes	31	58.5%
No	22	41.5%
Grand Total	53	100.0%

Did not respond to this question 0



2008 Satisfaction Survey Results Employee Climate: Auxiliary Services

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53

I would be interested in working four 10-hour workdays during the summer	Total	Percent
Yes	49	92.5%
No	4	7.5%
Grand Total	53	100.0%
Did not respond to this question	0	

