



The California State University
QUALITY IMPROVEMENT PROGRAM

2008
Quality Improvement Program

Employee Climate Survey
Fresno

Department:
Information Technology Services

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Office of the Chancellor
Report Date: 12/16/08

2008 Satisfaction Survey Results

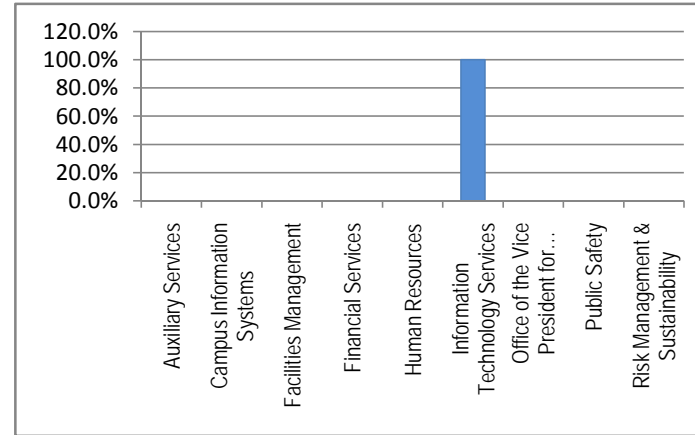
Employee Climate: Information Technology Services

Fresno

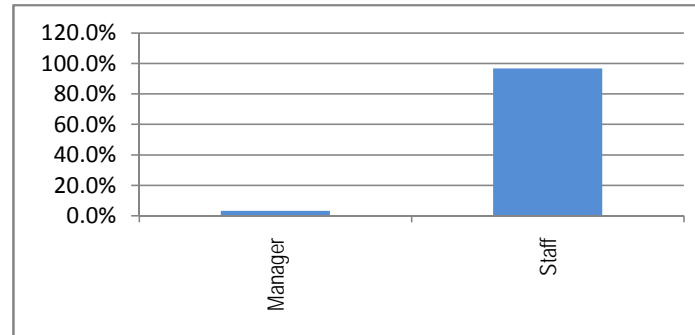
Total Number Responding for Campus

31

Please select your department	Total	Percent
Auxiliary Services	0	0.0%
Campus Information Systems	0	0.0%
Facilities Management	0	0.0%
Financial Services	0	0.0%
Human Resources	0	0.0%
Information Technology Services	31	100.0%
Office of the Vice President for Administration	0	0.0%
Public Safety	0	0.0%
Risk Management & Sustainability	0	0.0%
Grand Total	31	100.0%
Did not respond to this question	0	



Please select whether you are MPP or staff	Total	Percent
Manager	1	3.2%
Staff	30	96.8%
Grand Total	31	100.0%
Did not respond to this question	0	



2008 Satisfaction Survey Results

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Total Number Responding for Campus

31

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	1	3	19	8		31	0	4.10
I have guidelines to assist me in making decisions that affect my work	2	2	6	16	5		31	0	3.65
My direct supervisor is accessible to me	0	1	4	10	16		31	0	4.32
In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with	0	2	5	11	13		31	0	4.13
I take pride in my work	0	0	3	6	22		31	0	4.61
There is a direct connection between the work I do and the success of the university	1	1	9	12	8		31	0	3.81
I receive constructive feedback from my supervisor about the quality of my work	2	1	6	15	7		31	0	3.77
I would recommend Fresno State as a good place to work	2	3	7	13	6		31	0	3.58
I would recommend The California State University as a good place to work	1	1	8	14	7		31	0	3.81
My department is one of the best places to work	3	5	9	9	5		31	0	3.26
My division is one of the best places to work	2	2	10	11	6		31	0	3.55
I feel like my ideas and opinions are listened to by my supervisor	3	3	3	17	5		31	0	3.58
Employees in my work group respect each others' differences	1	4	6	17	3		31	0	3.55
My supervisor, or someone at work, seem to care about me as a person	0	3	4	17	7		31	0	3.90
I see career growth and advancement opportunities for myself at Fresno State	8	4	8	8	3		31	0	2.81
I am encouraged to be creative to resolve problems or accomplish assignments	0	5	6	15	5		31	0	3.65
My work group is receptive to my suggestions for improving our work	1	3	7	18	2		31	0	3.55
Employees in my work group resolve conflicts directly with each other	2	6	12	11	0		31	0	3.03
Teamwork is encouraged in my department	0	6	4	15	6		31	0	3.68
My opinions are valued in my work group	2	2	7	17	3		31	0	3.55

2008 Satisfaction Survey Results

Employee Climate: Information Technology Services

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Total Number Responding for Campus

31

Agreement: Count of Responses, Continued

Question	Weighting Value					Total	Did Not Answer	Average Score
	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree			
There is cooperation between the work groups in my department	2	5	12	12	0	31	0	3.10
There is cooperation between departments in the division	2	3	19	6	1	31	0	3.03
I have access to sufficient information to do my job well	1	4	10	14	2	31	0	3.39
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	3	0	8	14	6	31	0	3.65
My department has provided me with opportunities to broaden my skills and knowledge	2	5	12	9	3	31	0	3.19
I am empowered to make decisions that help me provide better	1	4	7	15	4	31	0	3.55
Employees in my immediate work unit are highly motivated to contribute to the success of the university	4	5	8	14	0	31	0	3.03
Meetings are well planned and executed at Fresno State	3	6	17	5	0	31	0	2.77
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	2	2	8	16	3	31	0	3.52
I handle the resources of the university as if they were my own	0	1	6	16	8	31	0	4.00
I generally feel informed about changes that affect me	1	5	14	10	1	31	0	3.16
An explanation is provided to me for short deadlines	5	4	9	12	1	31	0	3.00
My supervisor fairly evaluates my performance	2	5	9	11	4	31	0	3.32
I trust the employees in my work group	1	6	4	17	3	31	0	3.48
I am satisfied with the leadership in my department	5	6	5	14	1	31	0	3.00
My work contributes to the division's mission and vision	0	1	8	16	6	31	0	3.87
The mission and vision of the division make me feel that my job is important	3	1	14	12	1	31	0	3.23
I have someone at work who encourages my professional development	2	7	9	8	5	31	0	3.23
The Division clearly communicates its goals and strategies to me	1	6	7	15	2	31	0	3.35
Employees in my immediate work unit consistently put in extra effort beyond what is expected	3	4	13	9	2	31	0	3.10
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	4	6	4	15	2	31	0	3.16
My direct supervisor involves me in determining performance goals	5	4	9	11	2	31	0	3.03
Disagreements among employees in my work group are managed effectively	7	0	15	9	0	31	0	2.84
I receive recognition for my good work	7	4	9	11	0	31	0	2.77
I feel my safety on campus is a priority	1	0	12	11	7	31	0	3.74

2008 Satisfaction Survey Results

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31

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%	3.2%	9.7%	61.3%	25.8%	100.0%	3.2%	87.1%
I have guidelines to assist me in making decisions that affect my work	6.5%	6.5%	19.4%	51.6%	16.1%	100.0%	12.9%	67.7%
My direct supervisor is accessible to me	0.0%	3.2%	12.9%	32.3%	51.6%	100.0%	3.2%	83.9%
In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with	0.0%	6.5%	16.1%	35.5%	41.9%	100.0%	6.5%	77.4%
I take pride in my work	0.0%	0.0%	9.7%	19.4%	71.0%	100.0%	0.0%	90.3%
There is a direct connection between the work I do and the success of the university	3.2%	3.2%	29.0%	38.7%	25.8%	100.0%	6.5%	64.5%
I receive constructive feedback from my supervisor about the quality of my work	6.5%	3.2%	19.4%	48.4%	22.6%	100.0%	9.7%	71.0%
I would recommend Fresno State as a good place to work	6.5%	9.7%	22.6%	41.9%	19.4%	100.0%	16.1%	61.3%
I would recommend The California State University as a good place to work	3.2%	3.2%	25.8%	45.2%	22.6%	100.0%	6.5%	67.7%
My department is one of the best places to work	9.7%	16.1%	29.0%	29.0%	16.1%	100.0%	25.8%	45.2%
My division is one of the best places to work	6.5%	6.5%	32.3%	35.5%	19.4%	100.0%	12.9%	54.8%
I feel like my ideas and opinions are listened to by my supervisor	9.7%	9.7%	9.7%	54.8%	16.1%	100.0%	19.4%	71.0%
Employees in my work group respect each others' differences	3.2%	12.9%	19.4%	54.8%	9.7%	100.0%	16.1%	64.5%
My supervisor, or someone at work, seem to care about me as a person	0.0%	9.7%	12.9%	54.8%	22.6%	100.0%	9.7%	77.4%
I see career growth and advancement opportunities for myself at Fresno State	25.8%	12.9%	25.8%	25.8%	9.7%	100.0%	38.7%	35.5%
I am encouraged to be creative to resolve problems or accomplish assignments	0.0%	16.1%	19.4%	48.4%	16.1%	100.0%	16.1%	64.5%
My work group is receptive to my suggestions for improving our work	3.2%	9.7%	22.6%	58.1%	6.5%	100.0%	12.9%	64.5%
Employees in my work group resolve conflicts directly with each other	6.5%	19.4%	38.7%	35.5%	0.0%	100.0%	25.8%	35.5%
Teamwork is encouraged in my department	0.0%	19.4%	12.9%	48.4%	19.4%	100.0%	19.4%	67.7%
My opinions are valued in my work group	6.5%	6.5%	22.6%	54.8%	9.7%	100.0%	12.9%	64.5%

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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	6.5%	16.1%	38.7%	38.7%	0.0%	100.0%	22.6%	38.7%
There is cooperation between departments in the division	6.5%	9.7%	61.3%	19.4%	3.2%	100.0%	16.1%	22.6%
I have access to sufficient information to do my job well	3.2%	12.9%	32.3%	45.2%	6.5%	100.0%	16.1%	51.6%
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	9.7%	0.0%	25.8%	45.2%	19.4%	100.0%	9.7%	64.5%
My department has provided me with opportunities to broaden my skills and knowledge	6.5%	16.1%	38.7%	29.0%	9.7%	100.0%	22.6%	38.7%
I am empowered to make decisions that help me provide better	3.2%	12.9%	22.6%	48.4%	12.9%	100.0%	16.1%	61.3%
Employees in my immediate work unit are highly motivated to contribute to the success of the university	12.9%	16.1%	25.8%	45.2%	0.0%	100.0%	29.0%	45.2%
Meetings are well planned and executed at Fresno State	9.7%	19.4%	54.8%	16.1%	0.0%	100.0%	29.0%	16.1%
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	6.5%	6.5%	25.8%	51.6%	9.7%	100.0%	12.9%	61.3%
I handle the resources of the university as if they were my own	0.0%	3.2%	19.4%	51.6%	25.8%	100.0%	3.2%	77.4%
I generally feel informed about changes that affect me	3.2%	16.1%	45.2%	32.3%	3.2%	100.0%	19.4%	35.5%
An explanation is provided to me for short deadlines	16.1%	12.9%	29.0%	38.7%	3.2%	100.0%	29.0%	41.9%
My supervisor fairly evaluates my performance	6.5%	16.1%	29.0%	35.5%	12.9%	100.0%	22.6%	48.4%
I trust the employees in my work group	3.2%	19.4%	12.9%	54.8%	9.7%	100.0%	22.6%	64.5%
I am satisfied with the leadership in my department	16.1%	19.4%	16.1%	45.2%	3.2%	100.0%	35.5%	48.4%
My work contributes to the division's mission and vision	0.0%	3.2%	25.8%	51.6%	19.4%	100.0%	3.2%	71.0%
The mission and vision of the division make me feel that my job is important	9.7%	3.2%	45.2%	38.7%	3.2%	100.0%	12.9%	41.9%
I have someone at work who encourages my professional development	6.5%	22.6%	29.0%	25.8%	16.1%	100.0%	29.0%	41.9%
The Division clearly communicates its goals and strategies to me	3.2%	19.4%	22.6%	48.4%	6.5%	100.0%	22.6%	54.8%
Employees in my immediate work unit consistently put in extra effort beyond what is expected	9.7%	12.9%	41.9%	29.0%	6.5%	100.0%	22.6%	35.5%
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	12.9%	19.4%	12.9%	48.4%	6.5%	100.0%	32.3%	54.8%
My direct supervisor involves me in determining performance goals	16.1%	12.9%	29.0%	35.5%	6.5%	100.0%	29.0%	41.9%
Disagreements among employees in my work group are managed effectively	22.6%	0.0%	48.4%	29.0%	0.0%	100.0%	22.6%	29.0%
I receive recognition for my good work	22.6%	12.9%	29.0%	35.5%	0.0%	100.0%	35.5%	35.5%
I feel my safety on campus is a priority	3.2%	0.0%	38.7%	35.5%	22.6%	100.0%	3.2%	58.1%

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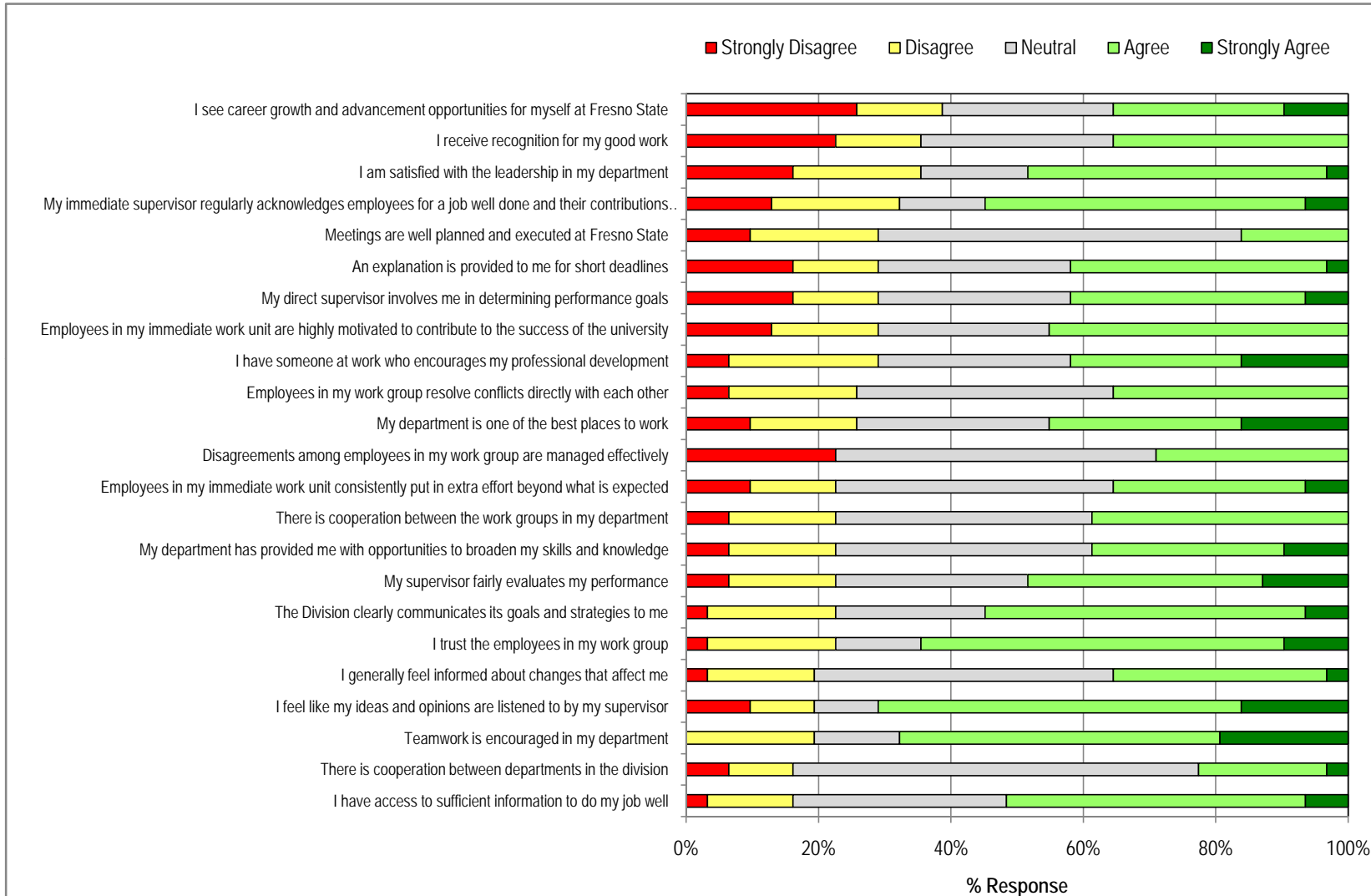
Employee Climate: Information Technology Services

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Total Number Responding for Campus

31

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



2008 Satisfaction Survey Results

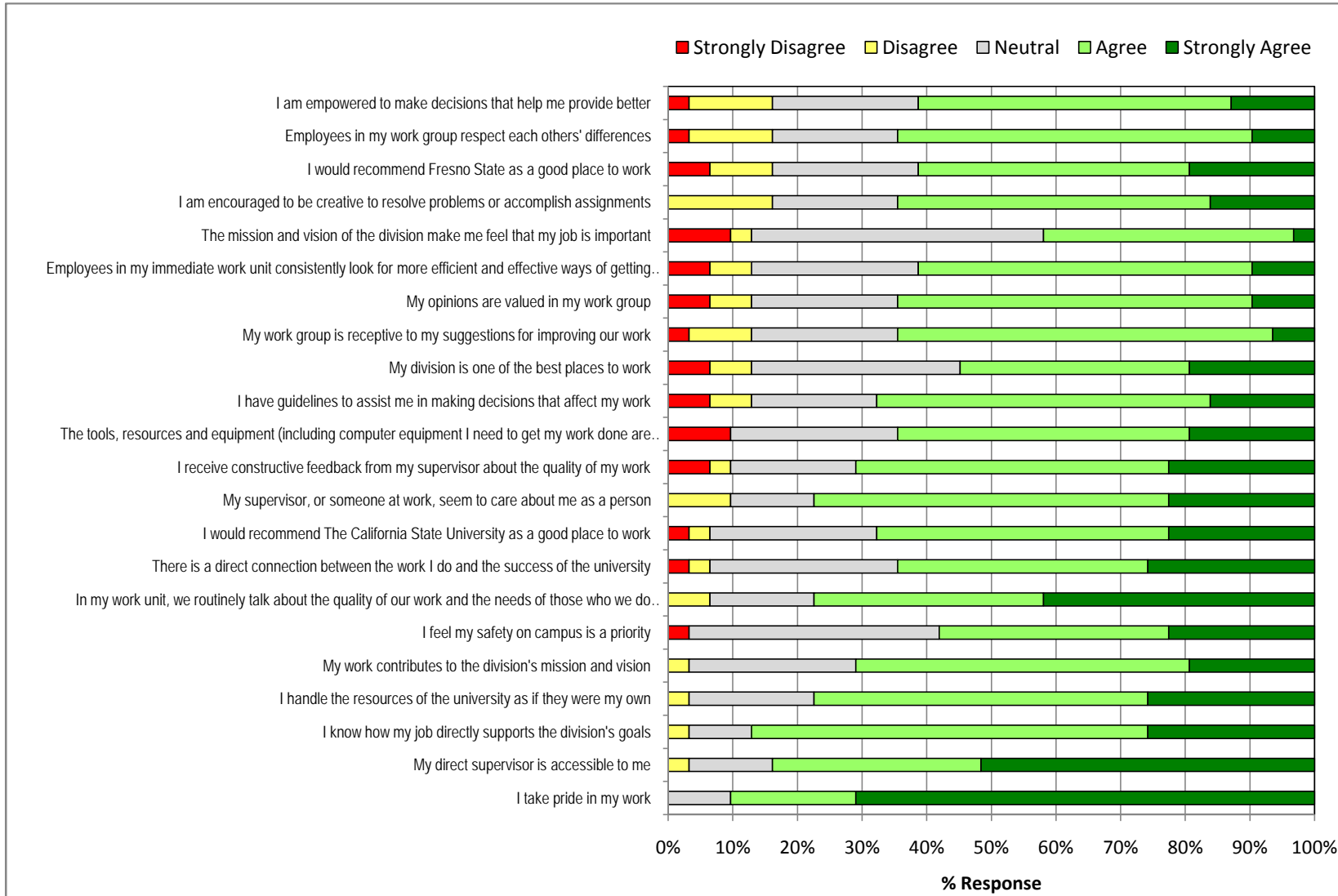
Employee Climate: Information Technology Services

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31

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



2008 Satisfaction Survey Results

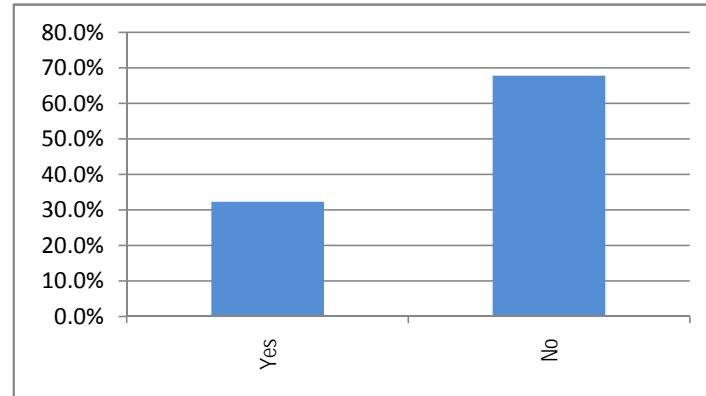
Employee Climate: Information Technology Services

Fresno

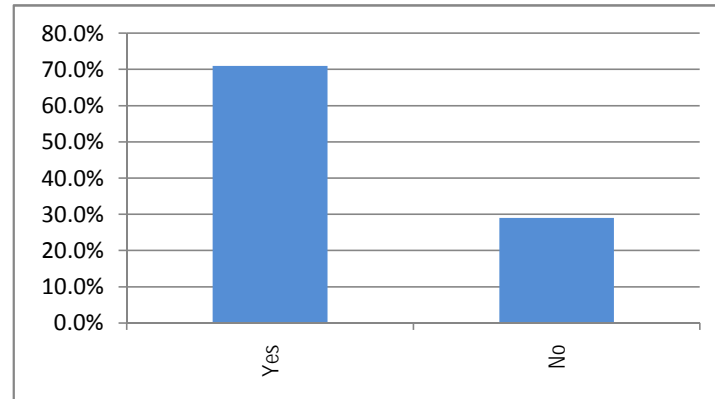
Total Number Responding for Campus

31

Have you participated in any of our Wellness at Work programs?	Total	Percent
Yes	10	32.3%
No	21	67.7%
Grand Total	31	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	22	71.0%
No	9	29.0%
Grand Total	31	100.0%
Did not respond to this question	0	



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I would be interested in working four 10-hour workdays during the summer	Total	Percent
Yes	24	77.4%
No	7	22.6%
Grand Total	31	100.0%
Did not respond to this question	0	

