Climate Survey

Areas to Survey:
Climate/Work Environment
Employee to Employee
Growth Opportunities
Job Satisfaction
Job Value
Salary
Skills/Job Match
Treated Fairly
Trust of Management
Supervisor Relationship

Questions to Ask Employees:

1. Do I know what is expected of me at work?
2. Do I have the materials and equipment I need to do my work right?
3. At work, do I have the opportunity to do what I do best everyday?
4. In the last seven days, have I received recognition or praise for doing good work?
5. Does my supervisor or someone at work seem to care about me as a person?
6. Is there someone at work who encourages my development?
7. At work, do my opinions seem to count?
8. Does the mission/purpose of my company make me feel my job is important?
9. Are my co-workers committed to doing quality work?
10. Do I have a best friend at work?
11. In the last six months, has someone at work talked to me about my progress?
12. This last year, have I had the opportunity at work to learn and grow?

Break All the Rules – Marcus Buckingham and Curt Coffman

Statement of Confidentiality:

This survey is intended to assess your thoughts and feelings about your work experience at …

The analysis of this questionnaire will be done by an independent third party. Because we are interested in the views of various groups of employees and because we want to use this information to make improvements at the institution, we ask that you provide some demographic information about yourself. All results will be presented in aggregate form. No individual responses will be reported. Your anonymity will be protected. Of course, your participation in this survey is voluntary, and you may skip any item(s) that you prefer not to answer.
In this time of changing leadership at the institution, satisfaction and retention of quality faculty and staff are critical. Like you, we are concerned when colleagues we value choose to leave the institution or are not satisfied with their work life and career. This is a particularly appropriate time to inform the institution of what is going well for faculty and staff and what needs attention.

The enclosed questionnaires are designed to collect important information about the careers and working conditions of faculty at staff at .... We have designed these questionnaires to collect relevant information that will increase our understanding of how individuals perceive their work environment. Our study should provide a sound basis for recommendations concerning needed improvements to enhance the quality of work life. We need to know what’s important to you, and we can make changes with your help through the information you provide.

While we know you are busy, please take the time to complete the questionnaire. Most sections go very fast – a few may take some additional time, but are critical to understanding your issues and concerns. We need everyone’s perceptions and believes about our institution’s work life and how to improve it.

Two forms are enclosed. The shorter form asks for personal demographic information. It is to be returned separately from the longer form, which covers your activities, perceptions and beliefs as a faculty member or staff colleague. Separate handling of the two forms will protect the confidentiality of your responses. The two forms are marked with matching numbers to permit us to merge information in the two sets of data. We also need to get back to people who leave and/or express concerns they might want to talk about directly with us. The key linking those numbers will remain solely in our possession. It will not be available to anyone. We designed the survey procedures to ensure your anonymity. All reports will be based on data aggregated so that it will not be possible to identify any individual respondent.

Summary findings and recommendations from the survey will be made available to all members of the institution. We believe you will be interested in those results. The project is not aimed at identifying the “good” and the “bad” but rather to let the institution know where it might do better. Our analyses should suggest the kinds of changes that will benefit all faculty and staff.

(Random drawing of $500 prizes for those completing their questionnaires)

We look forward to receiving your completed questionnaires and thank you for your assistance in this important study.

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Questions: (Why include additional questions: Some individuals may feel that the questions in a survey do not adequately reflect their issues/concerns.)

1. I am kept up to date on what is happening within the University
2. I am an important part of the University community.
3. Employees are committed to the University
4. The University has formal ways for me to raise concerns or problems.
5. I feel appreciated at the University
6. I feel accepted at the University
7. I am kept up to date on what is happening in my department.
8. Faculty respects the staff in my department.
9. Staff respect the faculty in my department.
10. Students respect the faculty in my department.
11. Faculty respect the students in my department.
12. Safety risks are promptly addressed.
13. Senior leaders make themselves accessible to me.
14. Senior leaders encourage change and innovation.
15. My department chair/supervisor supports my ideas for improvement.
16. My department chair/supervisor provides feedback about my performance.
17. My department chair/supervisor is accessible to me.
18. My department chair/supervisor cares about my job satisfaction.
19. I trust my department chair/supervisor.
20. My work area is suitable for my work requirements.
21. All in all, I am satisfied with my current work.
22. Know this job now, I would take it all over again.
23. I would encourage someone else to work here at the University.
24. I would encourage someone to work in my department.
25. My job gives me an opportunity to do the things I do best.
26. The people I work with are friendly and helpful.
27. I am satisfied that my pay reflects the effort that I put into my work.
28. The workload in my group is evenly and fairly distributed.
29. I understand my customers’ needs.
30. The amount of time I work is fair.
31. My job makes a positive contribution to my overall happiness.
32. I am encouraged to improve my professional knowledge or job skills.
33. I am satisfied with my specific job assignment.
34. There is cooperation amongst members within my division.
35. I feel positive about my future professional development.
36. The work I do is important to the University.
37. I have confidence in the fairness of the management.
38. I often leave work with a feeling of accomplishment about the work I did that day.
39. The management of this organization is genuinely concerned about the employees.
40. To much comes to me through the grapevine rather than through proper channels.
41. My supervisor provides me the opportunity to improve my professional knowledge or job skills.
42. The University view my job as important.
43. I feel that job promotions in this organization are fair.
44. Management is approachable.
45. I feel there is good communication between my division and other divisions within my organization.
46. The evaluation of my performance by my supervisor is fair.
47. My customers understand the value of my work.
48. I am comfortable with the balance between my work and personal life.
49. My job makes the best use of my skills and abilities.
50. My supervisor is helpful.
51. I feel a strong tie to my department.
52. I feel that my work is personally rewarding in and of itself.
53. My supervisor is receptive to feedback.
54. I am comfortable with the quantity of work I have to do.
55. My supervisor treats all members of my work group fairly.
56. People in other divisions that I depend on are doing a good job.
57. Performance issues or disciplinary problems are handled fairly.
58. I am comfortable with the amount of time I spend on work.
59. I feel a sense of belonging my my department.
60. I feel a strong tie to the University.
61. I frequently feel overwhelmed because of the pace of technology.
62. I feel I have the skills to handle my customers’ needs.
63. The organization encourages employees to suggest ways of improving.
64. The overall organizational structure is fair.
65. I am fairly paid for the work I do.
66. My organization values my work.
67. I am familiar with my unit’s goals and objectives.
68. I usually know what to do in order to perform my job properly.
69. What happens in the organization is important to me.
70. I receive adequate job feedback.
71. Hard work is worthwhile given my future growth opportunities.
72. All things considered, working for my organization is a good deal for me.
73. I have a desire to work with more supportive or congenial colleagues.
74. I have a desire to achieve greater job security.
75. I have a desire to join a work unit when I would be more appreciated.
76. I have a desire to enhance my spouse/partner’s career opportunities.
77. I have a desire to obtain a position of higher responsibility or title.
78. I have a desire to join a more prestigious unit or organization.
79. In my unit, ethnicity affects my salary.
80. In my unit, gender affects my salary.
81. In my unit, ethnicity affects my assignments.
82. In my unit, gender affects my assignments.
83. There are many unwritten rules concerning how I am expected to interact with my colleagues.
84. I have clear goals and objectives for my job.
85. I am clear about my priorities at work.
86. I know what my responsibilities are.
87. I know exactly what is expected of me.
88. I know what most people in the organization do.
89. Work in the organization makes the best use of people’s experience.
90. I know what most people around me do.
91. I know what most working groups do.
92. The organization has good quality workers.
93. I feel valued by my colleagues in the organization.
94. I value my colleagues in the organization.
95. I feel valued by my colleagues in the organization as a whole.
96. I value my colleagues in the organization as a whole.
97. My working group respects other working groups in the organization.
98. Other working groups in the organization respect my working group.
99. I receive all the information I need to carry out my work.
100. People in this organization do not spend much time on unessentials.
101. I am kept adequately informed about significant issues in the company as a whole.
102. I am kept appropriately informed by the grapevine and other informal means.
103. My working group interacts well with other groups.
104. My working group receives all the information it needs to carry out its function well.
105. My working group is kept adequately informed about significant issues in the organization as a whole.
106. I understand clearly how I can contribute to the general goals of the organization.
107. I have adequately opportunities to express my views.
108. My colleagues are generally eager to discuss work matters with me.
109. In general communication is effective in this organization.
110. I work effectively because other employees communicate regularly with me.
111. Good work is recognized appropriately.
112. I think my boss is too tolerant of poor performers.
113. Work that is not of the highest importance is dealt with appropriately.
114. In general, people are adequately rewarded in this organization.
115. The organization’s pay scale is competitive with similar organizations.
116. I receive appropriate salary.
117. I receive appropriate benefits.
118. There is an appropriate difference between pay awarded to good and bad performers.
119. I feel a strong sense of job satisfaction.
120. Virtually everyone in the organization receives an appropriate salary.
121. My work is regularly reviewed with my professional development in mind.
122. I understand how the performance appraisal system works.
123. There is an adequate means of appraising my performance.
124. I can develop my career within this organization.
125. I have an opportunity to see my appraisal report and discuss it with my supervisor.
126. In general, there is an adequate system for professional development in this organization.
127. There is opportunity to work for this organization until I retire.
128. My current job makes full use of my talents.
129. Professional development is taken seriously by this organization.
130. Work within the organization is well-coordinated.
131. People here rarely start new projects without deciding in advance how they will proceed.
132. In general, planning is carried out appropriately in the organization.
133. I am allowed to participate sufficiently in significant decisions that affect my work.
134. I am delegated work and authority appropriate to my expertise.
135. I am made responsible only for things I can influence.
136. My supervisor likes me to consult him/her before I take action.
137. I have confidence in the process by which important decisions are made in this organization.
138. I am kept well enough informed for me to make decisions well.
139. I feel that I have the right amount of authority over my subordinates.
140. Delegation, responsibility, and decision making are all handled well in this organization.
141. I am encouraged to be innovative in my work.
142. My working group is encouraged to be innovative.
143. The organization plans adequately for the future.
144. The organization responds promptly to new technical innovations.
145. Work methods here are changed quickly to meet new conditions.
146. Workers needs are well met by this organization.
147. The needs of women and minority employees are greatly respected in this organization.
148. Virtually everybody in this organization is aware of people’s special needs.
149. This organization is flexible in order to meet people’s needs.
150. The way in which women and minority employees are treated in this organization is likely to attract other women and minority workers.
151. My working group collaborates well with other groups.
152. In general, conflict is managed well here.
153. Motivation is kept at high levels in this organization.
154. Morale is high in most working groups.
155. This organization is moving in positive directions that make me want to be a part of it.
156. Morale is high in most working groups.
157. Morale is high in my working group.
158. My personal morale is high.
159. The commitment of the staff is high in this organization.
160. This organization solves the vast majority of its major problems.
161. I am proud to be part of this organization.
162. I feel I am a valued member of this organization.
163. In general, people are strongly committed to the organization.
164. Most working groups review their work on a regular basis.
165. There are appropriate orientation procedures in this organization for new employees.
166. I have received the training I need to do a good job.
167. Most of us in the organization are committed to helping one another learn from our work.
168. In general, this organization leans as much as is practically possible from its activities.
169. The training I receive is of high quality.
170. This institution is a better place to work compared to three years ago.
171. If I had an opportunity to get another job with equal pay, benefits and working conditions, I would probably leave this institution.
172. I am committed to the institution’s progress and success.
173. Within my department or unit, we help each other out and work together as a team.
174. In my department or unit, we have the necessary tools and equipment that need to do high quality work efficiently.
175. People from different departments or units at my location often work cooperatively together to achieve a common goal.
176. In my department or unit, we receive the necessary training and professional development to do high quality work efficiently.
177. In my department or unit, we focus on understanding who are clients are and how we can provide better service to them.
178. Communication is poor between faculty and staff in my department or unit.
179. Communication is poor between administration and staff in my department or unit.
180. Communication is poor between administration and faculty in my department or unit.
181. In general, there is a sense of mutual respect between administration and faculty in my department or unit.
182. The person to whom I report communicates to me the values important to the institution.
183. I get good ideas from the person to whom I report about how to improve my work.
184. The person to whom I report does not value my suggestions.
185. Do you think the quality of an individual’s job performance should be rewarded Much More, rewarded Somewhat More, rewarded Somewhat Less, rewarded Much Less or are the rewards given for the quality of an individual’s job performance ok as they are?
186. Do you think that excellence in service to the institution should be rewarded Much More, rewarded Somewhat More, rewarded Somewhat Less, rewarded Much Less or are the rewards given for excellence in service to the institution ok as they are?
187. Do you think that excellence in teaching and instruction should be rewarded Much More, rewarded Somewhat More, rewarded Somewhat Less, rewarded Much Less or are the rewards given for excellence in teaching instruction ok as they are?
188. Do you think increasing the revenue or your unit and the institution should be rewarded Much More, rewarded Somewhat More, rewarded Somewhat Less,
rewarded Much Less or are the rewards given for increasing the revenue ok as they are?

189. Do you think teamwork within and among departments and organizational areas should be rewarded Much More, rewarded Somewhat More, rewarded Somewhat Less, rewarded Much Less or are the rewards given for teamwork within and among departments and organizational areas ok as they are?

190. Do you think creativity and innovation should be rewarded Much More, rewarded Somewhat More, rewarded Somewhat Less, rewarded Much Less or are the rewards given for creativity and innovation ok as they are?

191. Do you think the efficient use of unit and institutional resources should be rewarded Much More, rewarded Somewhat More, rewarded Somewhat Less, rewarded Much Less or are the rewards given for efficient use ok as they are?

192. Do you think job-related knowledge should be rewarded Much More, rewarded Somewhat More, rewarded Somewhat Less, rewarded Much Less or are the rewards given for job-related knowledge ok as they are?

193. Do you think support for diversity in the workplace should be rewarded Much More, rewarded Somewhat More, rewarded Somewhat Less, rewarded Much Less or are the rewards given for support for diversity in the workplace ok as they are?

194. Do you think ethics and integrity should be rewarded Much More, rewarded Somewhat More, rewarded Somewhat Less, rewarded Much Less or are the rewards given for ethics and integrity ok as they are?

195. Do you think individual initiative should be rewarded Much More, rewarded Somewhat More, rewarded Somewhat Less, rewarded Much Less or are the rewards given for individual initiative ok as they are?

196. I would recommend this institution as a good place to work.

197. Communication is good between people in my department or unit.

198. People from different departments work cooperatively to achieve a common goal.

199. People in my department help each other out and work well as a team.

200. In my department, sincere efforts are made to obtain the opinions and thoughts of the people who work here.

201. In my department there is opportunity to employee feedback.

202. Collaboration is good between faculty/staff in my department.

203. Teamwork is rewarded in my department.

204. Management and employees in my department agree as to what constitutes good work.

Diversity

205. In my department employees are aware of activities, projects, and plans for the department as a whole.

206. People in my department are sensitive to one another’s needs.

207. People in my department trust one another.

208. People in my department treat one another with dignity and respect.

209. People in my department actively seek the participation of people who represent different backgrounds and viewpoints.
Leadership
210. The person to whom I report practices open communication.
211. The person to whom I report provides useful feedback on my job performance.
212. My management is visible to me on a regular basis.
213. The person to whom I report acts in fair and ethical ways.
214. My management is accessible to me on a regular basis.
215. I clearly understand the mission and goals of my department.
216. The person to whom I report understands what is required to do my job.
217. My management values my suggestions.
218. Policies administered in my department are consistent and fair.
219. A clear sense of direction exists in my department.
220. My management embraces quality principles.

I clearly understand the mission and goals of:

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<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree/disagree</th>
<th>Strongly Disagree</th>
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<td>My department</td>
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<td>The institution</td>
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Open-Ended Questions:
What is the best part about working at the University?
What would you most like to see changed at the University?
What are the most satisfying aspects of your current position?
What aspects of your current position are most disappointing, disheartening, or problematic?
What steps could the unit/institution take to maximize the positive and/or minimize the negative?

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Rating scales:
(These first two scales may be used separately or together)
Strongly agree
Agree
Slightly agree
Neither agree or disagree
Slightly disagree
Disagree
Strongly disagree

Essential
Important
Somewhat important
Neither important or unimportant
Somewhat unimportant
Unimportant
Quite unimportant

Satisfaction (1 to 5)

Strongly agree
Agree
Indifferent
Disagree
Strongly disagree

Very important
Somewhat important
Slightly important
Not very important

Very satisfied
Somewhat satisfied
Slightly satisfied
Not at all satisfied

Strongly agree
Tend to agree
Tend to disagree
Strongly disagree

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Demographics:

Position – faculty, staff, non-exempt staff, tech service? Other – please specify
Title
Years of service
Work unit
Administrative area

Ethnicity – check one

I think the content of this survey is relevant to my position – yes/no