

**2008
Quality Improvement Program**

**Employee Climate Survey
Fresno**

**Department:
Facilities Management**

Prepared by
Ken DeVane
Business Solutions Services
Office of the Chancellor
Report Date: 12/16/08

2008 Satisfaction Survey Results

Employee Climate: Facilities Management

Fresno

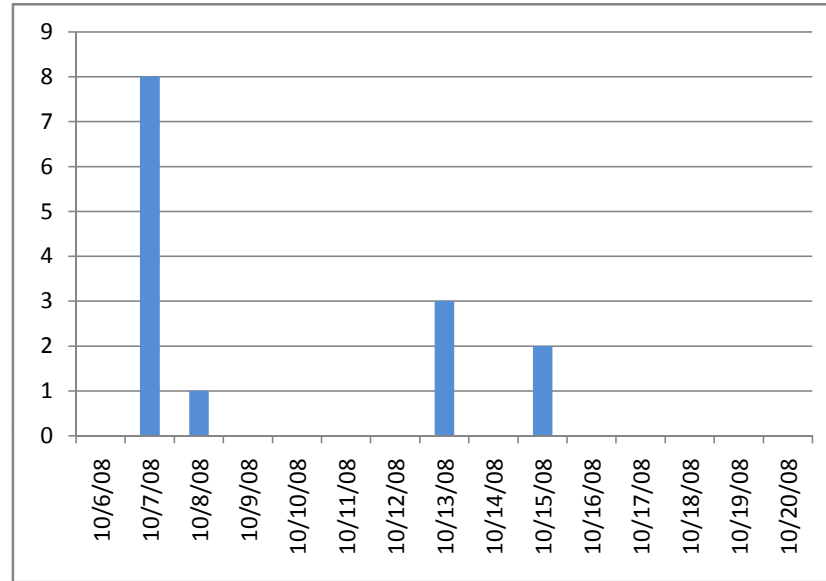
Total Number Responding for Campus

15

Responses to Survey

| Date of Response | Count |
|------------------|-------|
| 10/6/08 | 0 |
| 10/7/08 | 8 |
| 10/8/08 | 1 |
| 10/9/08 | 0 |
| 10/10/08 | 0 |
| 10/11/08 | 0 |
| 10/13/08 | 3 |
| 10/14/08 | 0 |
| 10/15/08 | 2 |
| 10/16/08 | 0 |
| 10/17/08 | 0 |
| 10/20/08 | 0 |
| | |
| | |
| Total | 14 |

(Not including manually input responses from paper surveys)



2008 Satisfaction Survey Results

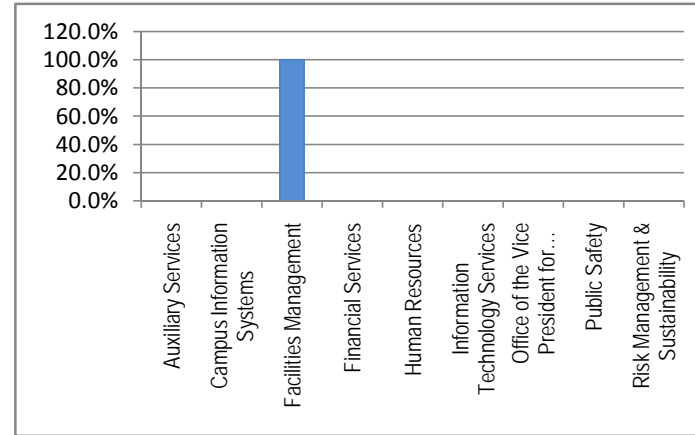
Employee Climate: Facilities Management

Fresno

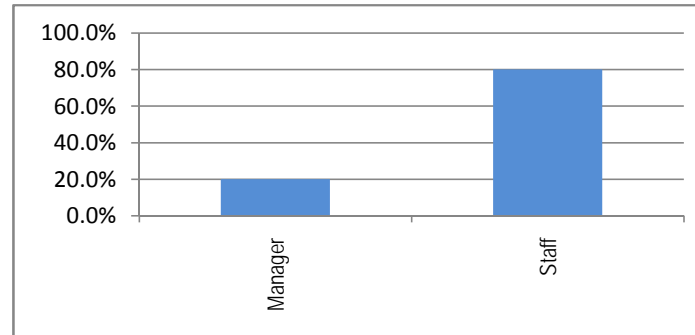
Total Number Responding for Campus

15

| Please select your department | Total | Percent |
|---|-------|---------|
| Auxiliary Services | 0 | 0.0% |
| Campus Information Systems | 0 | 0.0% |
| Facilities Management | 15 | 100.0% |
| 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 | 15 | 100.0% |
| Did not respond to this question | 0 | |



| Please select whether you are MPP or staff | Total | Percent |
|--|-------|---------|
| Manager | 3 | 20.0% |
| Staff | 12 | 80.0% |
| Grand Total | 15 | 100.0% |
| Did not respond to this question | 0 | |



2008 Satisfaction Survey Results

Employee Climate: Facilities Management

Fresno

Total Number Responding for Campus

15

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 | 0 | 1 | 7 | 7 | | 15 | 0 | 4.40 |
| I have guidelines to assist me in making decisions that affect my work | 0 | 1 | 2 | 10 | 2 | | 15 | 0 | 3.87 |
| My direct supervisor is accessible to me | 0 | 0 | 1 | 5 | 9 | | 15 | 0 | 4.53 |
| In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with | 0 | 1 | 0 | 7 | 7 | | 15 | 0 | 4.33 |
| I take pride in my work | 0 | 0 | 0 | 1 | 14 | | 15 | 0 | 4.93 |
| There is a direct connection between the work I do and the success of the university | 0 | 0 | 1 | 4 | 10 | | 15 | 0 | 4.60 |
| I receive constructive feedback from my supervisor about the quality of my work | 0 | 1 | 1 | 8 | 5 | | 15 | 0 | 4.13 |
| I would recommend Fresno State as a good place to work | 0 | 0 | 2 | 9 | 4 | | 15 | 0 | 4.13 |
| I would recommend The California State University as a good place to work | 0 | 0 | 2 | 10 | 3 | | 15 | 0 | 4.07 |
| My department is one of the best places to work | 0 | 0 | 2 | 5 | 8 | | 15 | 0 | 4.40 |
| My division is one of the best places to work | 0 | 0 | 2 | 9 | 4 | | 15 | 0 | 4.13 |
| I feel like my ideas and opinions are listened to by my supervisor | 0 | 1 | 2 | 5 | 7 | | 15 | 0 | 4.20 |
| Employees in my work group respect each others' differences | 0 | 1 | 2 | 11 | 1 | | 15 | 0 | 3.80 |
| My supervisor, or someone at work, seem to care about me as a person | 0 | 0 | 0 | 9 | 6 | | 15 | 0 | 4.40 |
| I see career growth and advancement opportunities for myself at Fresno State | 0 | 0 | 4 | 10 | 1 | | 15 | 0 | 3.80 |
| I am encouraged to be creative to resolve problems or accomplish assignments | 0 | 0 | 2 | 5 | 8 | | 15 | 0 | 4.40 |
| My work group is receptive to my suggestions for improving our work | 0 | 0 | 1 | 11 | 3 | | 15 | 0 | 4.13 |
| Employees in my work group resolve conflicts directly with each other | 1 | 0 | 4 | 10 | 0 | | 15 | 0 | 3.53 |
| Teamwork is encouraged in my department | 0 | 1 | 3 | 7 | 4 | | 15 | 0 | 3.93 |
| My opinions are valued in my work group | 0 | 0 | 1 | 11 | 3 | | 15 | 0 | 4.13 |

2008 Satisfaction Survey Results
Employee Climate: Facilities Management
Fresno

Total Number Responding for Campus

15

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 | 0 | 0 | 3 | 10 | 2 | 15 | 0 | 3.93 |
| There is cooperation between departments in the division | 0 | 2 | 6 | 6 | 1 | 15 | 0 | 3.40 |
| I have access to sufficient information to do my job well | 0 | 0 | 2 | 11 | 2 | 15 | 0 | 4.00 |
| The tools, resources and equipment (including computer equipment I need to get my work done are readily available | 1 | 0 | 3 | 8 | 3 | 15 | 0 | 3.80 |
| My department has provided me with opportunities to broaden my skills and knowledge | 0 | 0 | 2 | 10 | 3 | 15 | 0 | 4.07 |
| I am empowered to make decisions that help me provide better | 0 | 0 | 2 | 9 | 4 | 15 | 0 | 4.13 |
| Employees in my immediate work unit are highly motivated to contribute to the success of the university | 0 | 2 | 3 | 6 | 4 | 15 | 0 | 3.80 |
| Meetings are well planned and executed at Fresno State | 0 | 5 | 2 | 7 | 1 | 15 | 0 | 3.27 |
| Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done | 0 | 1 | 2 | 10 | 2 | 15 | 0 | 3.87 |
| I handle the resources of the university as if they were my own | 0 | 0 | 0 | 9 | 6 | 15 | 0 | 4.40 |
| I generally feel informed about changes that affect me | 0 | 3 | 4 | 7 | 1 | 15 | 0 | 3.40 |
| An explanation is provided to me for short deadlines | 0 | 3 | 4 | 5 | 3 | 15 | 0 | 3.53 |
| My supervisor fairly evaluates my performance | 0 | 0 | 2 | 8 | 5 | 15 | 0 | 4.20 |
| I trust the employees in my work group | 0 | 1 | 3 | 7 | 4 | 15 | 0 | 3.93 |
| I am satisfied with the leadership in my department | 0 | 1 | 3 | 5 | 6 | 15 | 0 | 4.07 |
| My work contributes to the division's mission and vision | 0 | 0 | 0 | 9 | 6 | 15 | 0 | 4.40 |
| The mission and vision of the division make me feel that my job is important | 0 | 1 | 1 | 9 | 4 | 15 | 0 | 4.07 |
| I have someone at work who encourages my professional development | 0 | 1 | 3 | 7 | 4 | 15 | 0 | 3.93 |
| The Division clearly communicates its goals and strategies to me | 0 | 2 | 5 | 5 | 3 | 15 | 0 | 3.60 |
| Employees in my immediate work unit consistently put in extra effort beyond what is expected | 1 | 1 | 2 | 7 | 4 | 15 | 0 | 3.80 |
| My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department | 0 | 1 | 2 | 6 | 6 | 15 | 0 | 4.13 |
| My direct supervisor involves me in determining performance goals | 0 | 1 | 3 | 7 | 4 | 15 | 0 | 3.93 |
| Disagreements among employees in my work group are managed effectively | 1 | 0 | 3 | 10 | 1 | 15 | 0 | 3.67 |
| I receive recognition for my good work | 0 | 1 | 2 | 7 | 5 | 15 | 0 | 4.07 |
| I feel my safety on campus is a priority | 0 | 0 | 2 | 8 | 5 | 15 | 0 | 4.20 |

2008 Satisfaction Survey Results Employee Climate: Facilities Management

Fresno

Total Number Responding for Campus

15

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% | 0.0% | 6.7% | 46.7% | 46.7% | 100.0% | 0.0% | 93.3% |
| I have guidelines to assist me in making decisions that affect my work | 0.0% | 6.7% | 13.3% | 66.7% | 13.3% | 100.0% | 6.7% | 80.0% |
| My direct supervisor is accessible to me | 0.0% | 0.0% | 6.7% | 33.3% | 60.0% | 100.0% | 0.0% | 93.3% |
| 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% | 6.7% | 0.0% | 46.7% | 46.7% | 100.0% | 6.7% | 93.3% |
| I take pride in my work | 0.0% | 0.0% | 0.0% | 6.7% | 93.3% | 100.0% | 0.0% | 100.0% |
| There is a direct connection between the work I do and the success of the university | 0.0% | 0.0% | 6.7% | 26.7% | 66.7% | 100.0% | 0.0% | 93.3% |
| I receive constructive feedback from my supervisor about the quality of my work | 0.0% | 6.7% | 6.7% | 53.3% | 33.3% | 100.0% | 6.7% | 86.7% |
| I would recommend Fresno State as a good place to work | 0.0% | 0.0% | 13.3% | 60.0% | 26.7% | 100.0% | 0.0% | 86.7% |
| I would recommend The California State University as a good place to work | 0.0% | 0.0% | 13.3% | 66.7% | 20.0% | 100.0% | 0.0% | 86.7% |
| My department is one of the best places to work | 0.0% | 0.0% | 13.3% | 33.3% | 53.3% | 100.0% | 0.0% | 86.7% |
| My division is one of the best places to work | 0.0% | 0.0% | 13.3% | 60.0% | 26.7% | 100.0% | 0.0% | 86.7% |
| I feel like my ideas and opinions are listened to by my supervisor | 0.0% | 6.7% | 13.3% | 33.3% | 46.7% | 100.0% | 6.7% | 80.0% |
| Employees in my work group respect each others' differences | 0.0% | 6.7% | 13.3% | 73.3% | 6.7% | 100.0% | 6.7% | 80.0% |
| My supervisor, or someone at work, seem to care about me as a person | 0.0% | 0.0% | 0.0% | 60.0% | 40.0% | 100.0% | 0.0% | 100.0% |
| I see career growth and advancement opportunities for myself at Fresno State | 0.0% | 0.0% | 26.7% | 66.7% | 6.7% | 100.0% | 0.0% | 73.3% |
| I am encouraged to be creative to resolve problems or accomplish assignments | 0.0% | 0.0% | 13.3% | 33.3% | 53.3% | 100.0% | 0.0% | 86.7% |
| My work group is receptive to my suggestions for improving our work | 0.0% | 0.0% | 6.7% | 73.3% | 20.0% | 100.0% | 0.0% | 93.3% |
| Employees in my work group resolve conflicts directly with each other | 6.7% | 0.0% | 26.7% | 66.7% | 0.0% | 100.0% | 6.7% | 66.7% |
| Teamwork is encouraged in my department | 0.0% | 6.7% | 20.0% | 46.7% | 26.7% | 100.0% | 6.7% | 73.3% |
| My opinions are valued in my work group | 0.0% | 0.0% | 6.7% | 73.3% | 20.0% | 100.0% | 0.0% | 93.3% |

2008 Satisfaction Survey Results
Employee Climate: Facilities Management
Fresno

Total Number Responding for Campus

15

| 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 | 0.0% | 0.0% | 20.0% | 66.7% | 13.3% | 100.0% | 0.0% | 80.0% |
| There is cooperation between departments in the division | 0.0% | 13.3% | 40.0% | 40.0% | 6.7% | 100.0% | 13.3% | 46.7% |
| I have access to sufficient information to do my job well | 0.0% | 0.0% | 13.3% | 73.3% | 13.3% | 100.0% | 0.0% | 86.7% |
| The tools, resources and equipment (including computer equipment I need to get my work done are readily available | 6.7% | 0.0% | 20.0% | 53.3% | 20.0% | 100.0% | 6.7% | 73.3% |
| My department has provided me with opportunities to broaden my skills and knowledge | 0.0% | 0.0% | 13.3% | 66.7% | 20.0% | 100.0% | 0.0% | 86.7% |
| I am empowered to make decisions that help me provide better | 0.0% | 0.0% | 13.3% | 60.0% | 26.7% | 100.0% | 0.0% | 86.7% |
| Employees in my immediate work unit are highly motivated to contribute to the success of the university | 0.0% | 13.3% | 20.0% | 40.0% | 26.7% | 100.0% | 13.3% | 66.7% |
| Meetings are well planned and executed at Fresno State | 0.0% | 33.3% | 13.3% | 46.7% | 6.7% | 100.0% | 33.3% | 53.3% |
| Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done | 0.0% | 6.7% | 13.3% | 66.7% | 13.3% | 100.0% | 6.7% | 80.0% |
| I handle the resources of the university as if they were my own | 0.0% | 0.0% | 0.0% | 60.0% | 40.0% | 100.0% | 0.0% | 100.0% |
| I generally feel informed about changes that affect me | 0.0% | 20.0% | 26.7% | 46.7% | 6.7% | 100.0% | 20.0% | 53.3% |
| An explanation is provided to me for short deadlines | 0.0% | 20.0% | 26.7% | 33.3% | 20.0% | 100.0% | 20.0% | 53.3% |
| My supervisor fairly evaluates my performance | 0.0% | 0.0% | 13.3% | 53.3% | 33.3% | 100.0% | 0.0% | 86.7% |
| I trust the employees in my work group | 0.0% | 6.7% | 20.0% | 46.7% | 26.7% | 100.0% | 6.7% | 73.3% |
| I am satisfied with the leadership in my department | 0.0% | 6.7% | 20.0% | 33.3% | 40.0% | 100.0% | 6.7% | 73.3% |
| My work contributes to the division's mission and vision | 0.0% | 0.0% | 0.0% | 60.0% | 40.0% | 100.0% | 0.0% | 100.0% |
| The mission and vision of the division make me feel that my job is important | 0.0% | 6.7% | 6.7% | 60.0% | 26.7% | 100.0% | 6.7% | 86.7% |
| I have someone at work who encourages my professional development | 0.0% | 6.7% | 20.0% | 46.7% | 26.7% | 100.0% | 6.7% | 73.3% |
| The Division clearly communicates its goals and strategies to me | 0.0% | 13.3% | 33.3% | 33.3% | 20.0% | 100.0% | 13.3% | 53.3% |
| Employees in my immediate work unit consistently put in extra effort beyond what is expected | 6.7% | 6.7% | 13.3% | 46.7% | 26.7% | 100.0% | 13.3% | 73.3% |
| My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department | 0.0% | 6.7% | 13.3% | 40.0% | 40.0% | 100.0% | 6.7% | 80.0% |
| My direct supervisor involves me in determining performance goals | 0.0% | 6.7% | 20.0% | 46.7% | 26.7% | 100.0% | 6.7% | 73.3% |
| Disagreements among employees in my work group are managed effectively | 6.7% | 0.0% | 20.0% | 66.7% | 6.7% | 100.0% | 6.7% | 73.3% |
| I receive recognition for my good work | 0.0% | 6.7% | 13.3% | 46.7% | 33.3% | 100.0% | 6.7% | 80.0% |
| I feel my safety on campus is a priority | 0.0% | 0.0% | 13.3% | 53.3% | 33.3% | 100.0% | 0.0% | 86.7% |

2008 Satisfaction Survey Results

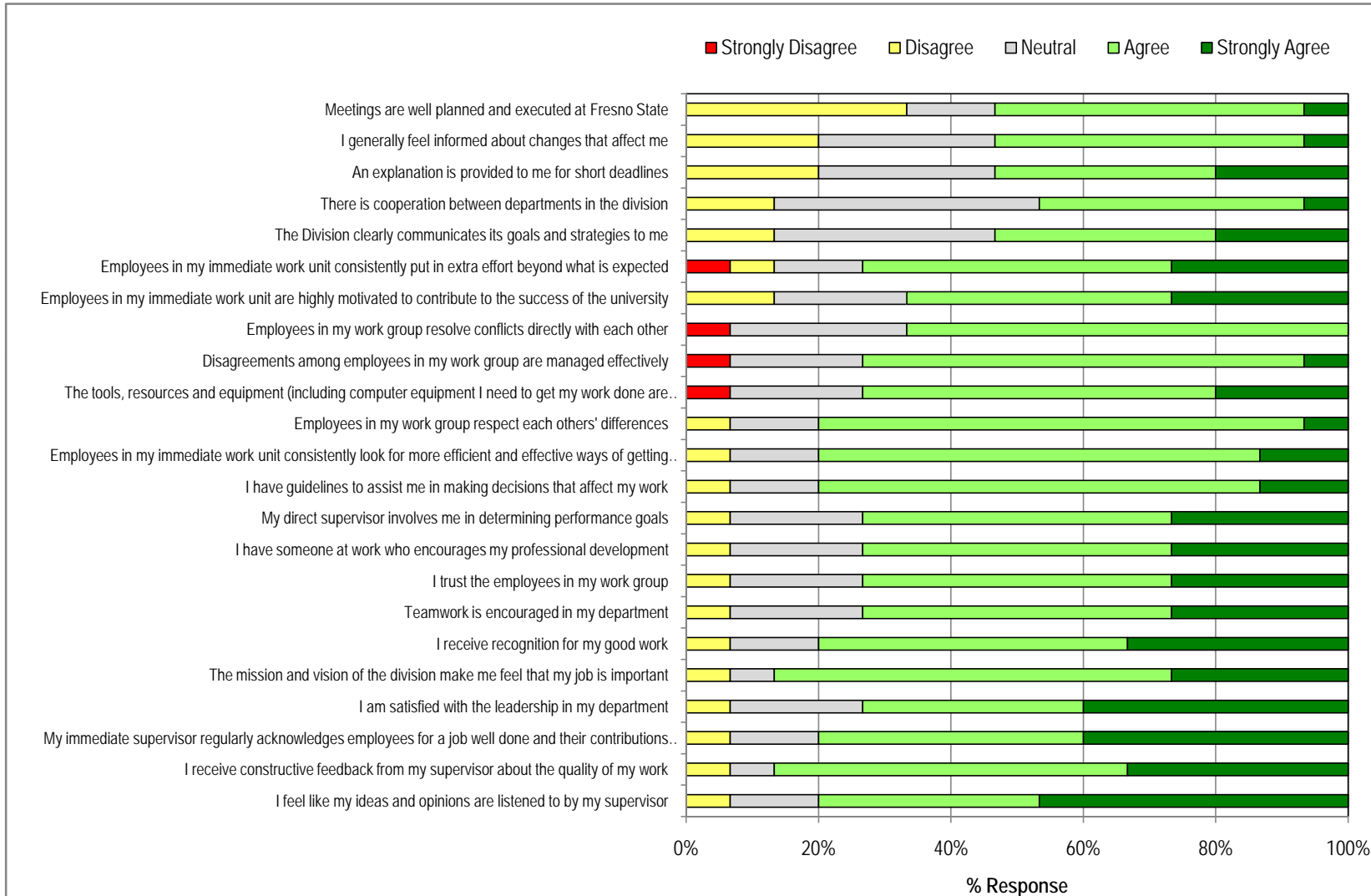
Employee Climate: Facilities Management

Fresno

Total Number Responding for Campus

15

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



2008 Satisfaction Survey Results

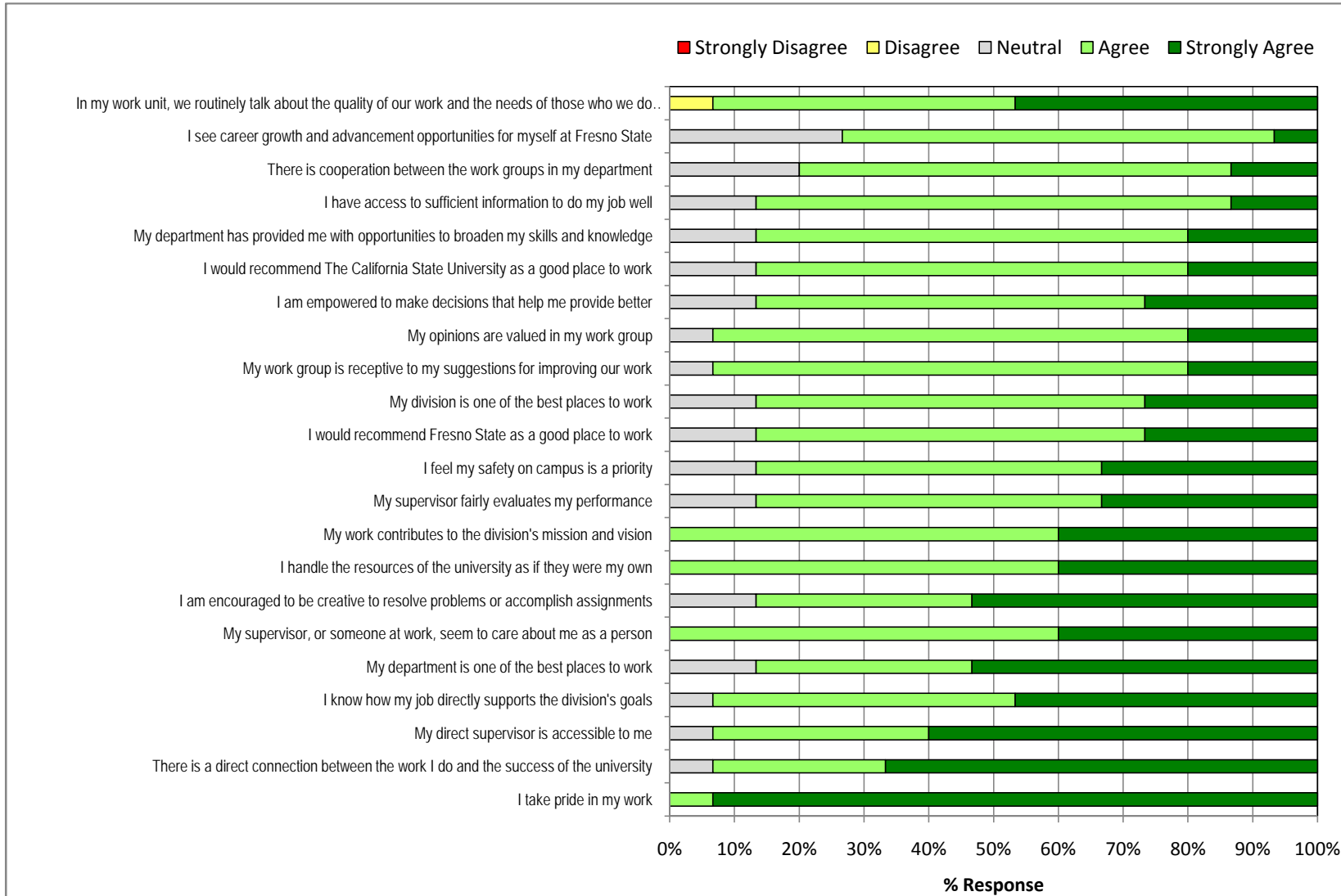
Employee Climate: Facilities Management

Fresno

Total Number Responding for Campus

15

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

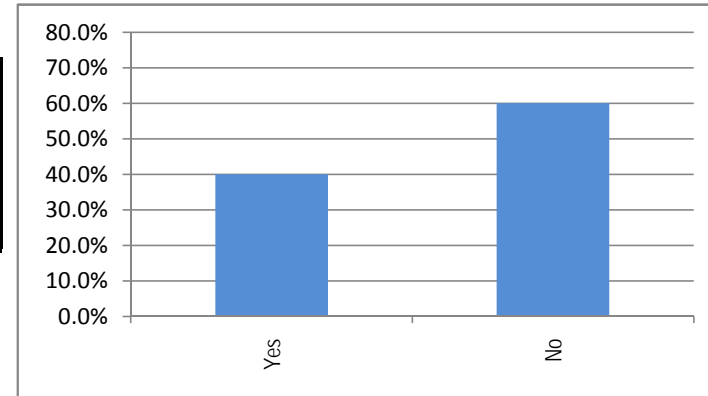


2008 Satisfaction Survey Results Employee Climate: Facilities Management Fresno

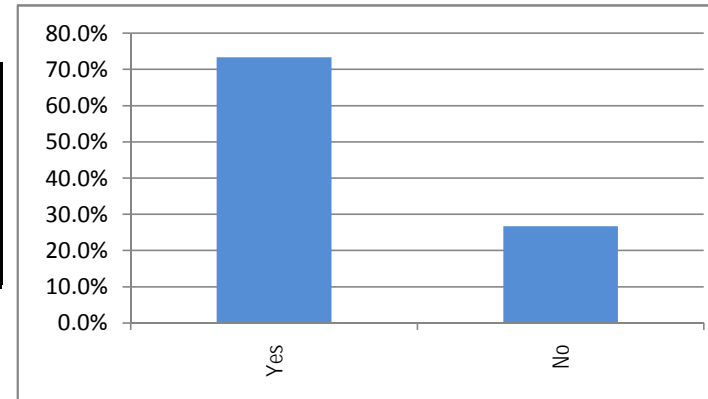
Total Number Responding for Campus

15

| Have you participated in any of our Wellness at Work programs? | Total | Percent |
|--|-------|---------|
| Yes | 6 | 40.0% |
| No | 9 | 60.0% |
| Grand Total | 15 | 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 | 11 | 73.3% |
| No | 4 | 26.7% |
| Grand Total | 15 | 100.0% |
| Did not respond to this question | 0 | |



2008 Satisfaction Survey Results Employee Climate: Facilities Management Fresno

Total Number Responding for Campus

15

| I would be interested in working four 10-hour workdays during the summer | Total | Percent |
|--|-------|---------|
| Yes | 10 | 66.7% |
| No | 5 | 33.3% |
| Grand Total | 15 | 100.0% |
| Did not respond to this question | 0 | |

