

**2008
Quality Improvement Program**

**Employee Climate Survey
Fresno**

**Department:
Financial Services**

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

2008 Satisfaction Survey Results

Employee Climate: Financial Services

Fresno

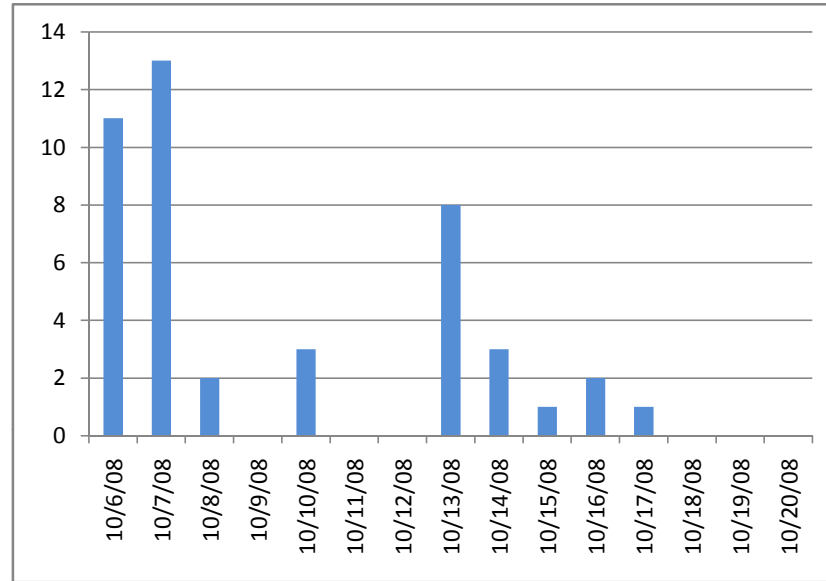
Total Number Responding for Campus

51

Responses to Survey

Date of Response	Count
10/6/08	11
10/7/08	13
10/8/08	2
10/9/08	0
10/10/08	3
10/11/08	0
10/13/08	8
10/14/08	3
10/15/08	1
10/16/08	2
10/17/08	1
10/20/08	0
Total	44

(Not including manually input responses from paper surveys)



2008 Satisfaction Survey Results

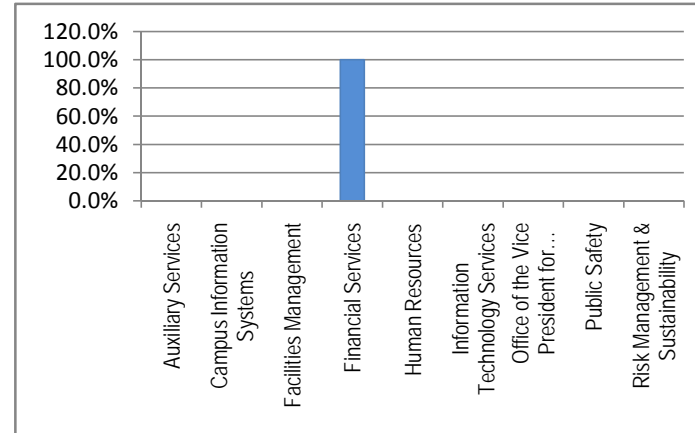
Employee Climate: Financial Services

Fresno

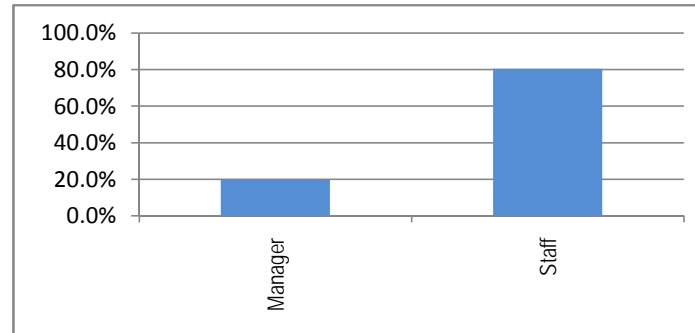
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Please select your department	Total	Percent
Auxiliary Services	0	0.0%
Campus Information Systems	0	0.0%
Facilities Management	0	0.0%
Financial Services	51	100.0%
Human Resources	0	0.0%
Information Technology Services	0	0.0%
Office of the Vice President for Administration	0	0.0%
Public Safety	0	0.0%
Risk Management & Sustainability	0	0.0%
Grand Total	51	100.0%
Did not respond to this question	0	



Please select whether you are MPP or staff	Total	Percent
Manager	10	19.6%
Staff	41	80.4%
Grand Total	51	100.0%
Did not respond to this question	0	



2008 Satisfaction Survey Results Employee Climate: Financial Services

Fresno

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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	5	23	22		51	0	4.29
I have guidelines to assist me in making decisions that affect my work	0	5	7	22	17		51	0	4.00
My direct supervisor is accessible to me	0	2	2	17	30		51	0	4.47
In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with	4	6	7	17	17		51	0	3.73
I take pride in my work	0	0	2	10	39		51	0	4.73
There is a direct connection between the work I do and the success of the university	1	0	6	19	25		51	0	4.31
I receive constructive feedback from my supervisor about the quality of my work	7	4	8	13	19		51	0	3.65
I would recommend Fresno State as a good place to work	1	1	8	13	28		51	0	4.29
I would recommend The California State University as a good place to work	0	0	11	12	28		51	0	4.33
My department is one of the best places to work	2	6	6	15	22		51	0	3.96
My division is one of the best places to work	1	4	9	18	19		51	0	3.98
I feel like my ideas and opinions are listened to by my supervisor	5	2	9	18	17		51	0	3.78
Employees in my work group respect each others' differences	2	6	8	21	14		51	0	3.76
My supervisor, or someone at work, seem to care about me as a person	3	5	7	15	21		51	0	3.90
I see career growth and advancement opportunities for myself at Fresno State	9	8	10	16	8		51	0	3.12
I am encouraged to be creative to resolve problems or accomplish assignments	3	5	5	15	23		51	0	3.98
My work group is receptive to my suggestions for improving our work	3	3	9	22	14		51	0	3.80
Employees in my work group resolve conflicts directly with each other	5	2	10	24	10		51	0	3.63
Teamwork is encouraged in my department	5	4	5	14	23		51	0	3.90
My opinions are valued in my work group	3	1	10	23	14		51	0	3.86

2008 Satisfaction Survey Results

Employee Climate: Financial Services

Fresno

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51

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	3	6	4	25	13	51	0	3.76
There is cooperation between departments in the division	1	4	14	27	5	51	0	3.61
I have access to sufficient information to do my job well	2	1	7	25	16	51	0	4.02
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	1	2	4	25	19	51	0	4.16
My department has provided me with opportunities to broaden my skills and knowledge	5	3	13	18	12	51	0	3.57
I am empowered to make decisions that help me provide better	3	5	8	23	12	51	0	3.71
Employees in my immediate work unit are highly motivated to contribute to the success of the university	1	3	14	16	17	51	0	3.88
Meetings are well planned and executed at Fresno State	1	7	17	18	8	51	0	3.49
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	2	1	9	23	16	51	0	3.98
I handle the resources of the university as if they were my own	0	0	5	19	27	51	0	4.43
I generally feel informed about changes that affect me	5	10	6	17	13	51	0	3.45
An explanation is provided to me for short deadlines	2	7	13	17	12	51	0	3.59
My supervisor fairly evaluates my performance	0	9	9	13	20	51	0	3.86
I trust the employees in my work group	1	5	8	25	12	51	0	3.82
I am satisfied with the leadership in my department	3	9	10	14	15	51	0	3.57
My work contributes to the division's mission and vision	0	1	7	23	20	51	0	4.22
The mission and vision of the division make me feel that my job is important	1	3	7	23	17	51	0	4.02
I have someone at work who encourages my professional development	5	6	9	17	14	51	0	3.57
The Division clearly communicates its goals and strategies to me	2	4	14	22	9	51	0	3.63
Employees in my immediate work unit consistently put in extra effort beyond what is expected	0	5	7	20	19	51	0	4.04
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	6	5	8	13	19	51	0	3.67
My direct supervisor involves me in determining performance goals	6	3	12	18	12	51	0	3.53
Disagreements among employees in my work group are managed effectively	2	5	7	25	12	51	0	3.78
I receive recognition for my good work	7	4	13	13	14	51	0	3.45
I feel my safety on campus is a priority	0	1	10	15	25	51	0	4.25

2008 Satisfaction Survey Results Employee Climate: Financial Services

Fresno

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51

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%	2.0%	9.8%	45.1%	43.1%	100.0%	2.0%	88.2%
I have guidelines to assist me in making decisions that affect my work	0.0%	9.8%	13.7%	43.1%	33.3%	100.0%	9.8%	76.5%
My direct supervisor is accessible to me	0.0%	3.9%	3.9%	33.3%	58.8%	100.0%	3.9%	92.2%
In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with	7.8%	11.8%	13.7%	33.3%	33.3%	100.0%	19.6%	66.7%
I take pride in my work	0.0%	0.0%	3.9%	19.6%	76.5%	100.0%	0.0%	96.1%
There is a direct connection between the work I do and the success of the university	2.0%	0.0%	11.8%	37.3%	49.0%	100.0%	2.0%	86.3%
I receive constructive feedback from my supervisor about the quality of my work	13.7%	7.8%	15.7%	25.5%	37.3%	100.0%	21.6%	62.7%
I would recommend Fresno State as a good place to work	2.0%	2.0%	15.7%	25.5%	54.9%	100.0%	3.9%	80.4%
I would recommend The California State University as a good place to work	0.0%	0.0%	21.6%	23.5%	54.9%	100.0%	0.0%	78.4%
My department is one of the best places to work	3.9%	11.8%	11.8%	29.4%	43.1%	100.0%	15.7%	72.5%
My division is one of the best places to work	2.0%	7.8%	17.6%	35.3%	37.3%	100.0%	9.8%	72.5%
I feel like my ideas and opinions are listened to by my supervisor	9.8%	3.9%	17.6%	35.3%	33.3%	100.0%	13.7%	68.6%
Employees in my work group respect each others' differences	3.9%	11.8%	15.7%	41.2%	27.5%	100.0%	15.7%	68.6%
My supervisor, or someone at work, seem to care about me as a person	5.9%	9.8%	13.7%	29.4%	41.2%	100.0%	15.7%	70.6%
I see career growth and advancement opportunities for myself at Fresno State	17.6%	15.7%	19.6%	31.4%	15.7%	100.0%	33.3%	47.1%
I am encouraged to be creative to resolve problems or accomplish assignments	5.9%	9.8%	9.8%	29.4%	45.1%	100.0%	15.7%	74.5%
My work group is receptive to my suggestions for improving our work	5.9%	5.9%	17.6%	43.1%	27.5%	100.0%	11.8%	70.6%
Employees in my work group resolve conflicts directly with each other	9.8%	3.9%	19.6%	47.1%	19.6%	100.0%	13.7%	66.7%
Teamwork is encouraged in my department	9.8%	7.8%	9.8%	27.5%	45.1%	100.0%	17.6%	72.5%
My opinions are valued in my work group	5.9%	2.0%	19.6%	45.1%	27.5%	100.0%	7.8%	72.5%

2008 Satisfaction Survey Results

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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	5.9%	11.8%	7.8%	49.0%	25.5%	100.0%	17.6%	74.5%
There is cooperation between departments in the division	2.0%	7.8%	27.5%	52.9%	9.8%	100.0%	9.8%	62.7%
I have access to sufficient information to do my job well	3.9%	2.0%	13.7%	49.0%	31.4%	100.0%	5.9%	80.4%
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	2.0%	3.9%	7.8%	49.0%	37.3%	100.0%	5.9%	86.3%
My department has provided me with opportunities to broaden my skills and knowledge	9.8%	5.9%	25.5%	35.3%	23.5%	100.0%	15.7%	58.8%
I am empowered to make decisions that help me provide better	5.9%	9.8%	15.7%	45.1%	23.5%	100.0%	15.7%	68.6%
Employees in my immediate work unit are highly motivated to contribute to the success of the university	2.0%	5.9%	27.5%	31.4%	33.3%	100.0%	7.8%	64.7%
Meetings are well planned and executed at Fresno State	2.0%	13.7%	33.3%	35.3%	15.7%	100.0%	15.7%	51.0%
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	3.9%	2.0%	17.6%	45.1%	31.4%	100.0%	5.9%	76.5%
I handle the resources of the university as if they were my own	0.0%	0.0%	9.8%	37.3%	52.9%	100.0%	0.0%	90.2%
I generally feel informed about changes that affect me	9.8%	19.6%	11.8%	33.3%	25.5%	100.0%	29.4%	58.8%
An explanation is provided to me for short deadlines	3.9%	13.7%	25.5%	33.3%	23.5%	100.0%	17.6%	56.9%
My supervisor fairly evaluates my performance	0.0%	17.6%	17.6%	25.5%	39.2%	100.0%	17.6%	64.7%
I trust the employees in my work group	2.0%	9.8%	15.7%	49.0%	23.5%	100.0%	11.8%	72.5%
I am satisfied with the leadership in my department	5.9%	17.6%	19.6%	27.5%	29.4%	100.0%	23.5%	56.9%
My work contributes to the division's mission and vision	0.0%	2.0%	13.7%	45.1%	39.2%	100.0%	2.0%	84.3%
The mission and vision of the division make me feel that my job is important	2.0%	5.9%	13.7%	45.1%	33.3%	100.0%	7.8%	78.4%
I have someone at work who encourages my professional development	9.8%	11.8%	17.6%	33.3%	27.5%	100.0%	21.6%	60.8%
The Division clearly communicates its goals and strategies to me	3.9%	7.8%	27.5%	43.1%	17.6%	100.0%	11.8%	60.8%
Employees in my immediate work unit consistently put in extra effort beyond what is expected	0.0%	9.8%	13.7%	39.2%	37.3%	100.0%	9.8%	76.5%
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	11.8%	9.8%	15.7%	25.5%	37.3%	100.0%	21.6%	62.7%
My direct supervisor involves me in determining performance goals	11.8%	5.9%	23.5%	35.3%	23.5%	100.0%	17.6%	58.8%
Disagreements among employees in my work group are managed effectively	3.9%	9.8%	13.7%	49.0%	23.5%	100.0%	13.7%	72.5%
I receive recognition for my good work	13.7%	7.8%	25.5%	25.5%	27.5%	100.0%	21.6%	52.9%
I feel my safety on campus is a priority	0.0%	2.0%	19.6%	29.4%	49.0%	100.0%	2.0%	78.4%

2008 Satisfaction Survey Results

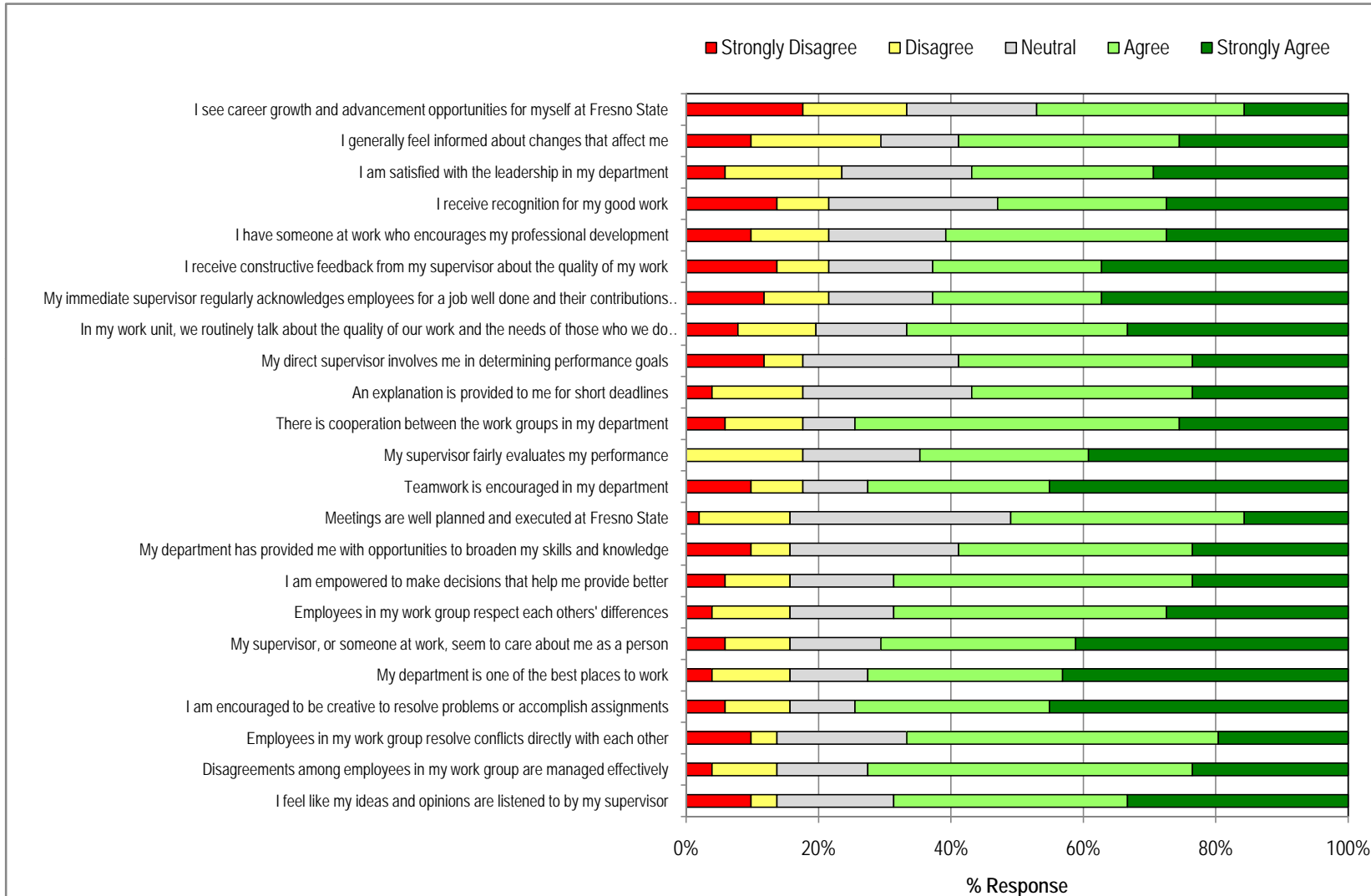
Employee Climate: Financial Services

Fresno

Total Number Responding for Campus

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



2008 Satisfaction Survey Results

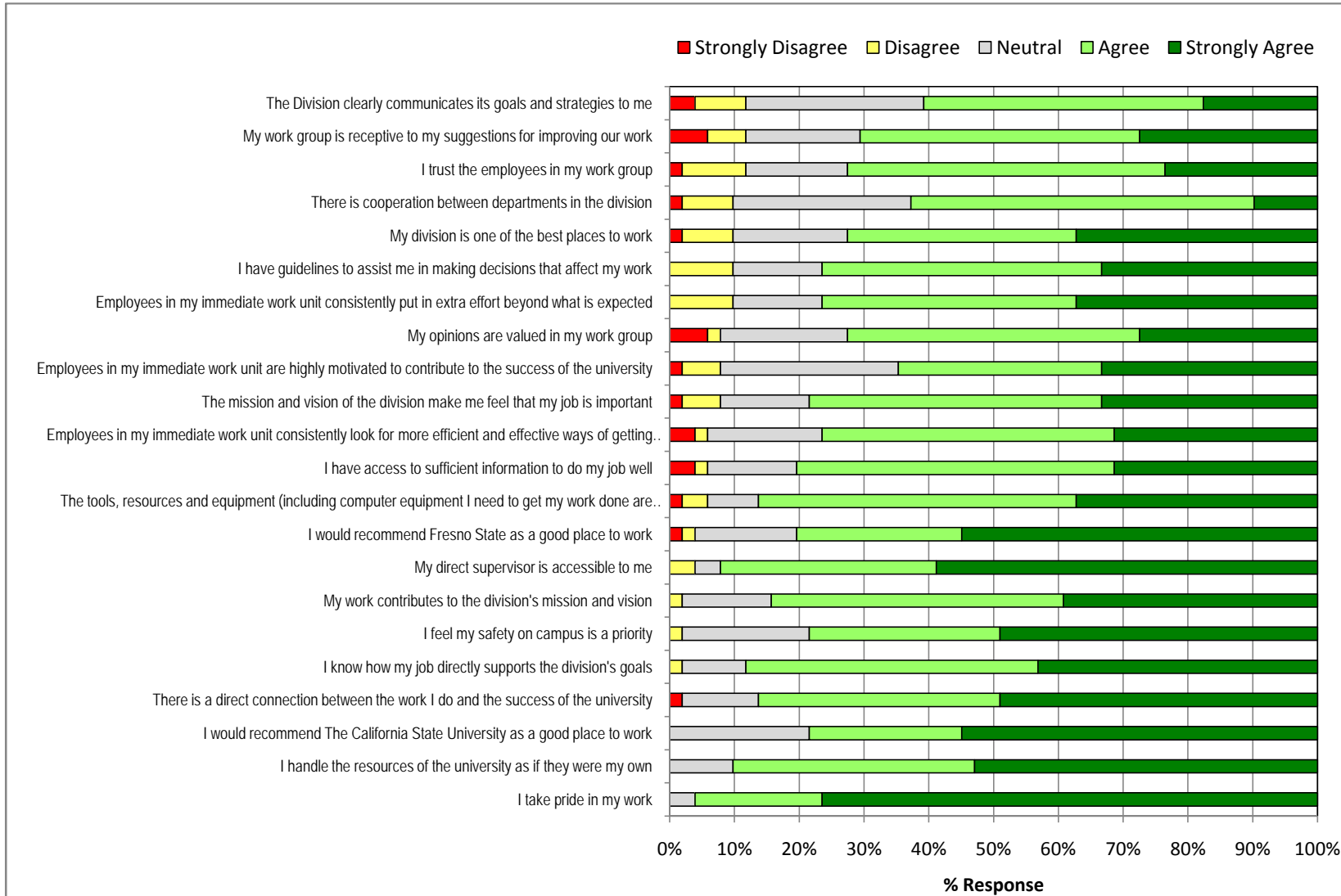
Employee Climate: Financial Services

Fresno

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



2008 Satisfaction Survey Results

Employee Climate: Financial Services

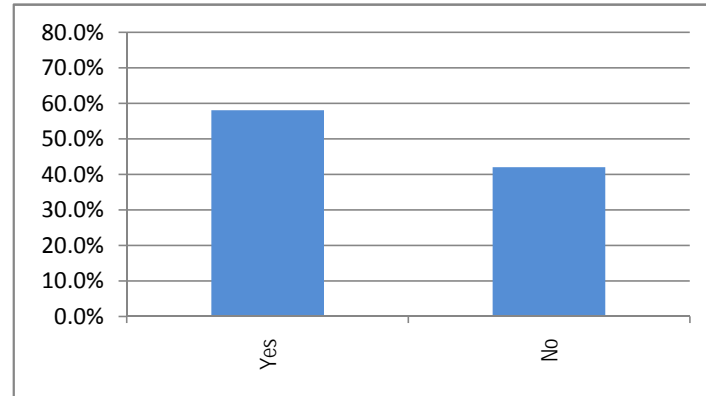
Fresno

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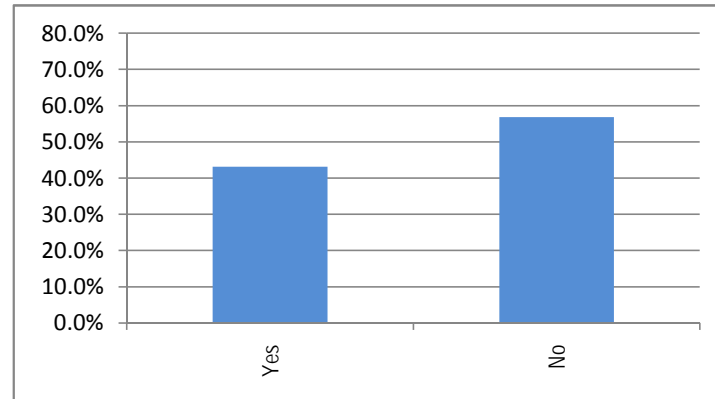
Have you participated in any of our Wellness at Work programs?	Total	Percent
Yes	29	58.0%
No	21	42.0%
Grand Total	50	100.0%

Did not respond to this question 1



As expanded programs become available, are you interested in participating in alternative transportation (bus, carpool, biking) programs?	Total	Percent
Yes	22	43.1%
No	29	56.9%
Grand Total	51	100.0%

Did not respond to this question 0



2008 Satisfaction Survey Results Employee Climate: Financial Services

Fresno

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I would be interested in working four 10-hour workdays during the summer	Total	Percent
Yes	35	68.6%
No	16	31.4%
Grand Total	51	100.0%
Did not respond to this question	0	

