



The California State University
QUALITY IMPROVEMENT PROGRAM

2008
Quality Improvement Program

Employee Climate Survey
Fresno

Department:
Human Resources

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

2008 Satisfaction Survey Results

Employee Climate: Human Resources

Fresno

Total Number Responding for Campus

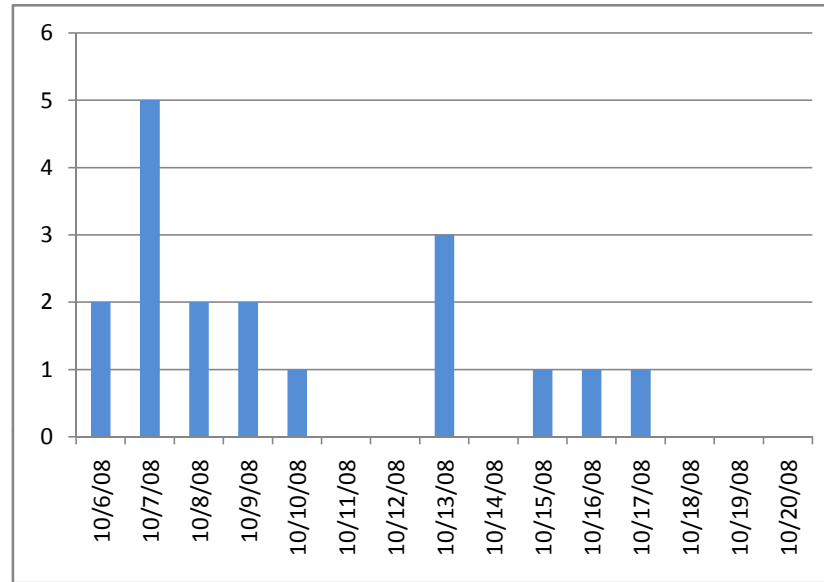
18



Responses to Survey

Date of Response	Count
10/6/08	2
10/7/08	5
10/8/08	2
10/9/08	2
10/10/08	1
10/11/08	0
10/13/08	3
10/14/08	0
10/15/08	1
10/16/08	1
10/17/08	1
10/20/08	0
Total	18

(Not including manually input responses from paper surveys)



2008 Satisfaction Survey Results

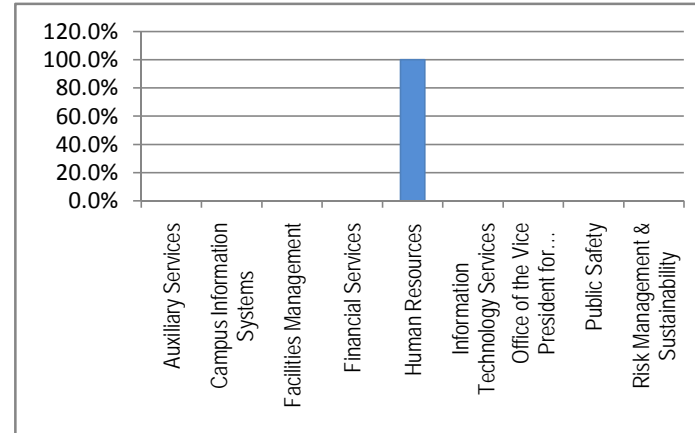
Employee Climate: Human Resources

Fresno

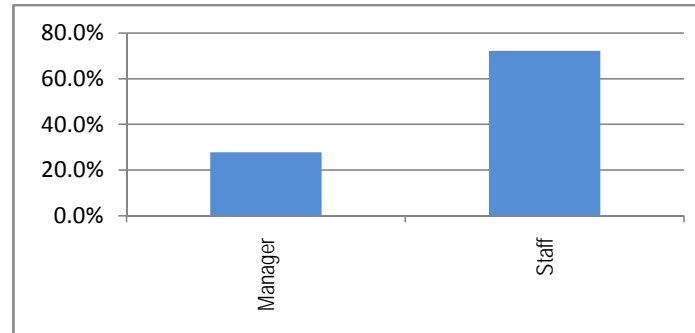
Total Number Responding for Campus

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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	0	0.0%
Human Resources	18	100.0%
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	18	100.0%
Did not respond to this question	0	



Please select whether you are MPP or staff	Total	Percent
Manager	5	27.8%
Staff	13	72.2%
Grand Total	18	100.0%
Did not respond to this question	0	



2008 Satisfaction Survey Results Employee Climate: Human Resources

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Total Number Responding for Campus

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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	0	3	4	11		18	0	4.44
I have guidelines to assist me in making decisions that affect my work	0	1	3	8	6		18	0	4.06
My direct supervisor is accessible to me	0	0	0	6	12		18	0	4.67
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	2	8	8		18	0	4.33
I take pride in my work	0	0	0	2	16		18	0	4.89
There is a direct connection between the work I do and the success of the university	0	0	1	7	10		18	0	4.50
I receive constructive feedback from my supervisor about the quality of my work	0	0	2	10	6		18	0	4.22
I would recommend Fresno State as a good place to work	0	0	1	7	10		18	0	4.50
I would recommend The California State University as a good place to work	0	0	1	7	10		18	0	4.50
My department is one of the best places to work	0	0	2	9	7		18	0	4.28
My division is one of the best places to work	0	0	2	10	6		18	0	4.22
I feel like my ideas and opinions are listened to by my supervisor	0	0	1	8	9		18	0	4.44
Employees in my work group respect each others' differences	0	0	1	8	9		18	0	4.44
My supervisor, or someone at work, seem to care about me as a person	0	0	1	4	13		18	0	4.67
I see career growth and advancement opportunities for myself at Fresno State	0	1	9	2	6		18	0	3.72
I am encouraged to be creative to resolve problems or accomplish assignments	0	0	2	9	7		18	0	4.28
My work group is receptive to my suggestions for improving our work	0	0	3	7	8		18	0	4.28
Employees in my work group resolve conflicts directly with each other	0	0	4	10	4		18	0	4.00
Teamwork is encouraged in my department	0	0	1	9	8		18	0	4.39
My opinions are valued in my work group	0	0	2	11	5		18	0	4.17

2008 Satisfaction Survey Results

Employee Climate: Human Resources

Fresno

Total Number Responding for Campus

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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	0	0	5	8	5	18	0	4.00
There is cooperation between departments in the division	0	0	5	9	4	18	0	3.94
I have access to sufficient information to do my job well	0	0	0	14	4	18	0	4.22
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	0	0	0	11	7	18	0	4.39
My department has provided me with opportunities to broaden my skills and knowledge	0	1	3	4	10	18	0	4.28
I am empowered to make decisions that help me provide better	0	0	3	11	4	18	0	4.06
Employees in my immediate work unit are highly motivated to contribute to the success of the university	0	0	3	9	6	18	0	4.17
Meetings are well planned and executed at Fresno State	0	1	6	7	4	18	0	3.78
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	0	0	5	7	6	18	0	4.06
I handle the resources of the university as if they were my own	0	0	1	6	11	18	0	4.56
I generally feel informed about changes that affect me	0	1	4	10	3	18	0	3.83
An explanation is provided to me for short deadlines	0	1	5	9	3	18	0	3.78
My supervisor fairly evaluates my performance	0	0	1	11	6	18	0	4.28
I trust the employees in my work group	0	0	0	9	9	18	0	4.50
I am satisfied with the leadership in my department	0	0	1	8	9	18	0	4.44
My work contributes to the division's mission and vision	0	0	1	7	10	18	0	4.50
The mission and vision of the division make me feel that my job is important	0	0	3	8	7	18	0	4.22
I have someone at work who encourages my professional development	0	1	3	7	7	18	0	4.11
The Division clearly communicates its goals and strategies to me	0	1	3	9	5	18	0	4.00
Employees in my immediate work unit consistently put in extra effort beyond what is expected	0	0	0	10	8	18	0	4.44
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	0	1	4	7	6	18	0	4.00
My direct supervisor involves me in determining performance goals	0	1	4	8	5	18	0	3.94
Disagreements among employees in my work group are managed effectively	0	0	6	9	3	18	0	3.83
I receive recognition for my good work	0	1	4	7	6	18	0	4.00
I feel my safety on campus is a priority	0	0	1	11	6	18	0	4.28

2008 Satisfaction Survey Results Employee Climate: Human Resources

Fresno

Total Number Responding for Campus

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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%	16.7%	22.2%	61.1%	100.0%	0.0%	83.3%
I have guidelines to assist me in making decisions that affect my work	0.0%	5.6%	16.7%	44.4%	33.3%	100.0%	5.6%	77.8%
My direct supervisor is accessible to me	0.0%	0.0%	0.0%	33.3%	66.7%	100.0%	0.0%	100.0%
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%	0.0%	11.1%	44.4%	44.4%	100.0%	0.0%	88.9%
I take pride in my work	0.0%	0.0%	0.0%	11.1%	88.9%	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%	5.6%	38.9%	55.6%	100.0%	0.0%	94.4%
I receive constructive feedback from my supervisor about the quality of my work	0.0%	0.0%	11.1%	55.6%	33.3%	100.0%	0.0%	88.9%
I would recommend Fresno State as a good place to work	0.0%	0.0%	5.6%	38.9%	55.6%	100.0%	0.0%	94.4%
I would recommend The California State University as a good place to work	0.0%	0.0%	5.6%	38.9%	55.6%	100.0%	0.0%	94.4%
My department is one of the best places to work	0.0%	0.0%	11.1%	50.0%	38.9%	100.0%	0.0%	88.9%
My division is one of the best places to work	0.0%	0.0%	11.1%	55.6%	33.3%	100.0%	0.0%	88.9%
I feel like my ideas and opinions are listened to by my supervisor	0.0%	0.0%	5.6%	44.4%	50.0%	100.0%	0.0%	94.4%
Employees in my work group respect each others' differences	0.0%	0.0%	5.6%	44.4%	50.0%	100.0%	0.0%	94.4%
My supervisor, or someone at work, seem to care about me as a person	0.0%	0.0%	5.6%	22.2%	72.2%	100.0%	0.0%	94.4%
I see career growth and advancement opportunities for myself at Fresno State	0.0%	5.6%	50.0%	11.1%	33.3%	100.0%	5.6%	44.4%
I am encouraged to be creative to resolve problems or accomplish assignments	0.0%	0.0%	11.1%	50.0%	38.9%	100.0%	0.0%	88.9%
My work group is receptive to my suggestions for improving our work	0.0%	0.0%	16.7%	38.9%	44.4%	100.0%	0.0%	83.3%
Employees in my work group resolve conflicts directly with each other	0.0%	0.0%	22.2%	55.6%	22.2%	100.0%	0.0%	77.8%
Teamwork is encouraged in my department	0.0%	0.0%	5.6%	50.0%	44.4%	100.0%	0.0%	94.4%
My opinions are valued in my work group	0.0%	0.0%	11.1%	61.1%	27.8%	100.0%	0.0%	88.9%

2008 Satisfaction Survey Results Employee Climate: Human Resources

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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	0.0%	0.0%	27.8%	44.4%	27.8%	100.0%	0.0%	72.2%
There is cooperation between departments in the division	0.0%	0.0%	27.8%	50.0%	22.2%	100.0%	0.0%	72.2%
I have access to sufficient information to do my job well	0.0%	0.0%	0.0%	77.8%	22.2%	100.0%	0.0%	100.0%
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	0.0%	0.0%	0.0%	61.1%	38.9%	100.0%	0.0%	100.0%
My department has provided me with opportunities to broaden my skills and knowledge	0.0%	5.6%	16.7%	22.2%	55.6%	100.0%	5.6%	77.8%
I am empowered to make decisions that help me provide better	0.0%	0.0%	16.7%	61.1%	22.2%	100.0%	0.0%	83.3%
Employees in my immediate work unit are highly motivated to contribute to the success of the university	0.0%	0.0%	16.7%	50.0%	33.3%	100.0%	0.0%	83.3%
Meetings are well planned and executed at Fresno State	0.0%	5.6%	33.3%	38.9%	22.2%	100.0%	5.6%	61.1%
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	0.0%	0.0%	27.8%	38.9%	33.3%	100.0%	0.0%	72.2%
I handle the resources of the university as if they were my own	0.0%	0.0%	5.6%	33.3%	61.1%	100.0%	0.0%	94.4%
I generally feel informed about changes that affect me	0.0%	5.6%	22.2%	55.6%	16.7%	100.0%	5.6%	72.2%
An explanation is provided to me for short deadlines	0.0%	5.6%	27.8%	50.0%	16.7%	100.0%	5.6%	66.7%
My supervisor fairly evaluates my performance	0.0%	0.0%	5.6%	61.1%	33.3%	100.0%	0.0%	94.4%
I trust the employees in my work group	0.0%	0.0%	0.0%	50.0%	50.0%	100.0%	0.0%	100.0%
I am satisfied with the leadership in my department	0.0%	0.0%	5.6%	44.4%	50.0%	100.0%	0.0%	94.4%
My work contributes to the division's mission and vision	0.0%	0.0%	5.6%	38.9%	55.6%	100.0%	0.0%	94.4%
The mission and vision of the division make me feel that my job is important	0.0%	0.0%	16.7%	44.4%	38.9%	100.0%	0.0%	83.3%
I have someone at work who encourages my professional development	0.0%	5.6%	16.7%	38.9%	38.9%	100.0%	5.6%	77.8%
The Division clearly communicates its goals and strategies to me	0.0%	5.6%	16.7%	50.0%	27.8%	100.0%	5.6%	77.8%
Employees in my immediate work unit consistently put in extra effort beyond what is expected	0.0%	0.0%	0.0%	55.6%	44.4%	100.0%	0.0%	100.0%
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	0.0%	5.6%	22.2%	38.9%	33.3%	100.0%	5.6%	72.2%
My direct supervisor involves me in determining performance goals	0.0%	5.6%	22.2%	44.4%	27.8%	100.0%	5.6%	72.2%
Disagreements among employees in my work group are managed effectively	0.0%	0.0%	33.3%	50.0%	16.7%	100.0%	0.0%	66.7%
I receive recognition for my good work	0.0%	5.6%	22.2%	38.9%	33.3%	100.0%	5.6%	72.2%
I feel my safety on campus is a priority	0.0%	0.0%	5.6%	61.1%	33.3%	100.0%	0.0%	94.4%

2008 Satisfaction Survey Results

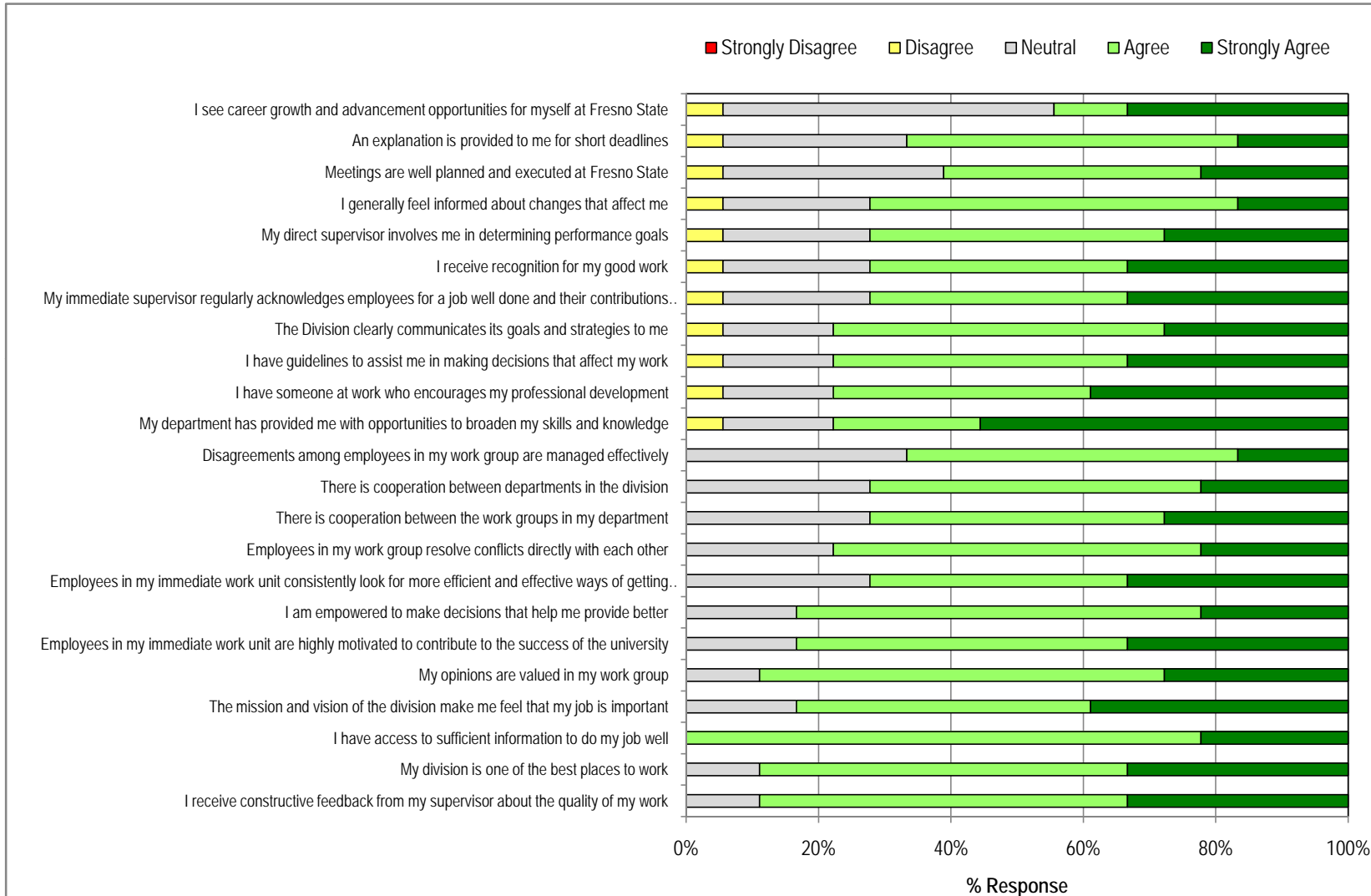
Employee Climate: Human Resources

Fresno

Total Number Responding for Campus

18

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



2008 Satisfaction Survey Results

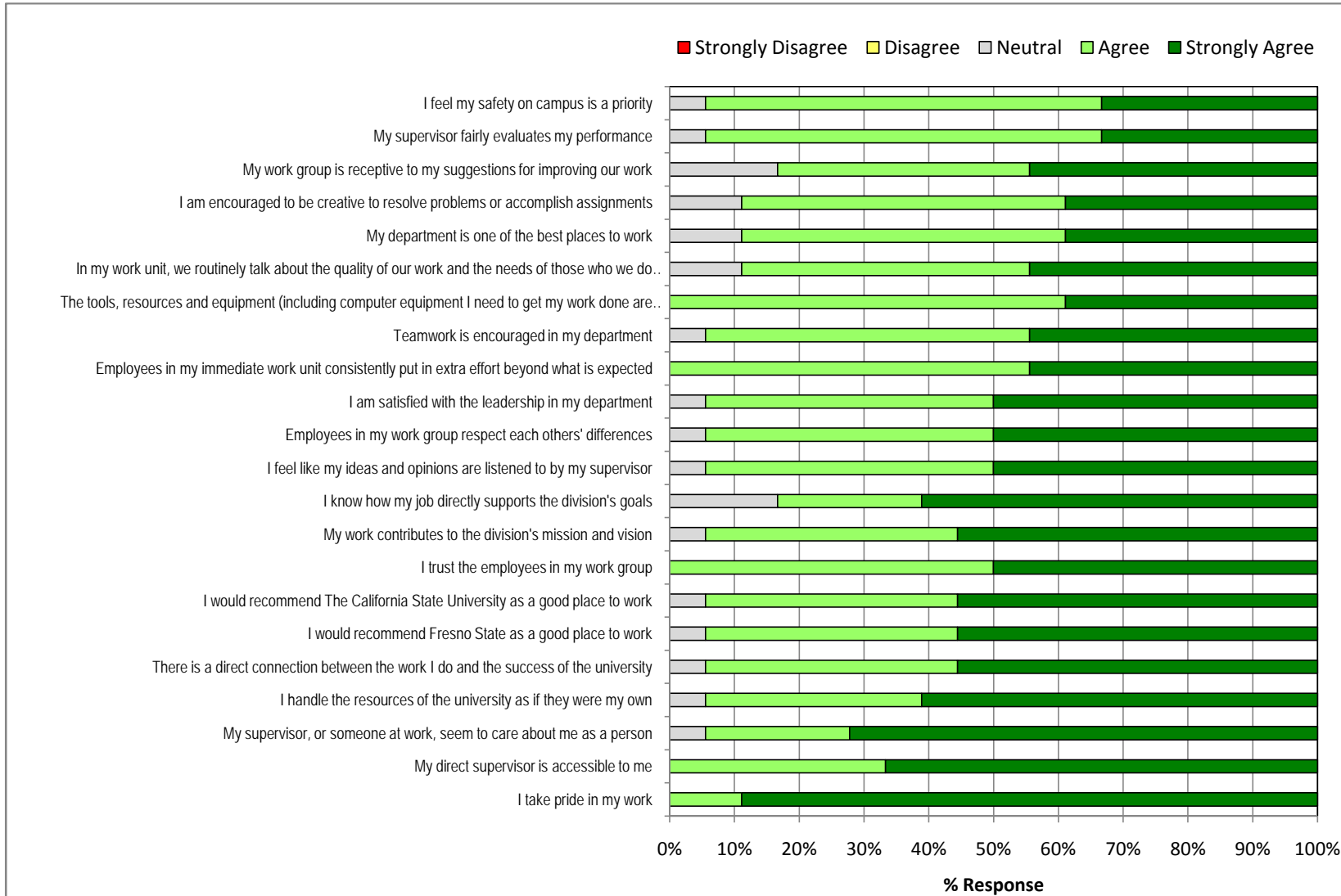
Employee Climate: Human Resources

Fresno

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18

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



2008 Satisfaction Survey Results Employee Climate: Human Resources

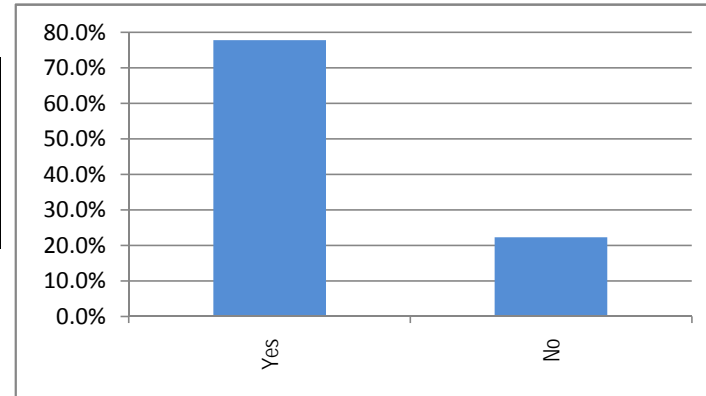
Fresno

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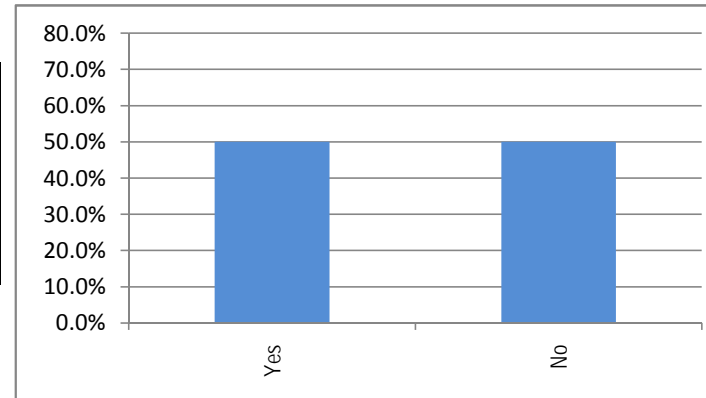
Have you participated in any of our Wellness at Work programs?	Total	Percent
Yes	14	77.8%
No	4	22.2%
Grand Total	18	100.0%

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	9	50.0%
No	9	50.0%
Grand Total	18	100.0%

Did not respond to this question 0



2008 Satisfaction Survey Results Employee Climate: Human Resources

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I would be interested in working four 10-hour workdays during the summer	Total	Percent
Yes	17	94.4%
No	1	5.6%
Grand Total	18	100.0%
Did not respond to this question	0	

