

**2008
Quality Improvement Program**

**Employee Climate Survey
Fresno**

**Department:
Public Safety**

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

2008 Satisfaction Survey Results

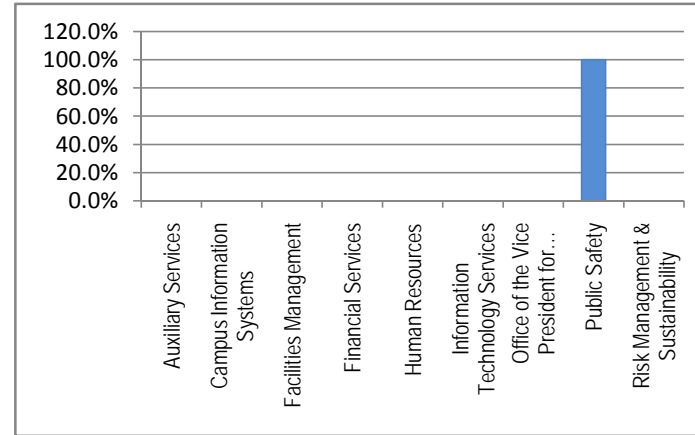
Employee Climate: Public Safety

Fresno

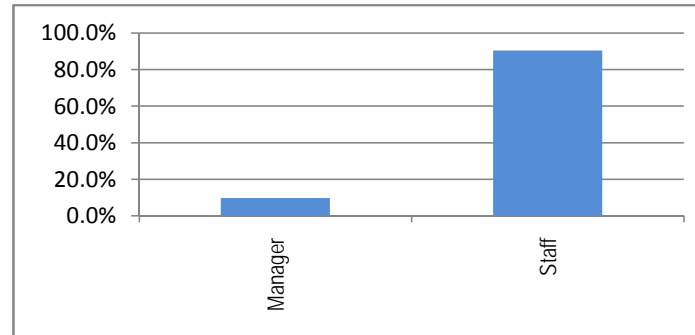
Total Number Responding for Campus

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	0	0.0%
Office of the Vice President for Administration	0	0.0%
Public Safety	31	100.0%
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	3	9.7%
Staff	28	90.3%
Grand Total	31	100.0%
Did not respond to this question	0	



2008 Satisfaction Survey Results Employee Climate: Public Safety

Fresno

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	2	5	11	13		31	0	4.13
I have guidelines to assist me in making decisions that affect my work	0	0	4	19	8		31	0	4.13
My direct supervisor is accessible to me	0	4	5	5	17		31	0	4.13
In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with	0	5	4	11	11		31	0	3.90
I take pride in my work	0	0	2	7	22		31	0	4.65
There is a direct connection between the work I do and the success of the university	0	3	5	7	16		31	0	4.16
I receive constructive feedback from my supervisor about the quality of my work	1	5	2	14	9		31	0	3.81
I would recommend Fresno State as a good place to work	0	3	3	14	11		31	0	4.06
I would recommend The California State University as a good place to work	0	1	5	13	12		31	0	4.16
My department is one of the best places to work	5	3	5	9	9		31	0	3.45
My division is one of the best places to work	1	5	4	13	8		31	0	3.71
I feel like my ideas and opinions are listened to by my supervisor	2	7	3	11	8		31	0	3.52
Employees in my work group respect each others' differences	3	5	5	12	6		31	0	3.42
My supervisor, or someone at work, seem to care about me as a person	2	4	5	11	9		31	0	3.68
I see career growth and advancement opportunities for myself at Fresno State	5	5	8	6	7		31	0	3.16
I am encouraged to be creative to resolve problems or accomplish assignments	1	5	6	12	7		31	0	3.61
My work group is receptive to my suggestions for improving our work	0	5	4	14	8		31	0	3.81
Employees in my work group resolve conflicts directly with each other	2	8	4	12	5		31	0	3.32
Teamwork is encouraged in my department	1	3	6	9	12		31	0	3.90
My opinions are valued in my work group	0	5	5	14	7		31	0	3.74

2008 Satisfaction Survey Results

Employee Climate: Public Safety

Fresno

Total Number Responding for Campus

31

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	1	6	3	13	8	31	0	3.68
There is cooperation between departments in the division	2	2	7	16	4	31	0	3.58
I have access to sufficient information to do my job well	1	2	4	17	7	31	0	3.87
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	4	3	4	12	8	31	0	3.55
My department has provided me with opportunities to broaden my skills and knowledge	4	3	5	11	8	31	0	3.52
I am empowered to make decisions that help me provide better	2	4	4	11	10	31	0	3.74
Employees in my immediate work unit are highly motivated to contribute to the success of the university	5	3	8	11	4	31	0	3.19
Meetings are well planned and executed at Fresno State	2	4	7	13	5	31	0	3.48
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	2	5	2	14	8	31	0	3.68
I handle the resources of the university as if they were my own	0	1	3	12	15	31	0	4.32
I generally feel informed about changes that affect me	3	6	6	13	3	31	0	3.23
An explanation is provided to me for short deadlines	2	5	7	12	5	31	0	3.42
My supervisor fairly evaluates my performance	1	1	9	12	8	31	0	3.81
I trust the employees in my work group	4	2	5	15	5	31	0	3.48
I am satisfied with the leadership in my department	3	8	5	10	5	31	0	3.19
My work contributes to the division's mission and vision	1	2	1	17	10	31	0	4.06
The mission and vision of the division make me feel that my job is important	3	1	6	12	9	31	0	3.74
I have someone at work who encourages my professional development	6	0	5	12	8	31	0	3.52
The Division clearly communicates its goals and strategies to me	3	5	5	11	7	31	0	3.45
Employees in my immediate work unit consistently put in extra effort beyond what is expected	3	2	3	16	7	31	0	3.71
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	5	4	6	10	6	31	0	3.26
My direct supervisor involves me in determining performance goals	2	7	8	13	1	31	0	3.13
Disagreements among employees in my work group are managed effectively	7	3	9	10	2	31	0	2.90
I receive recognition for my good work	1	8	7	11	4	31	0	3.29
I feel my safety on campus is a priority	0	0	6	8	17	31	0	4.35

2008 Satisfaction Survey Results Employee Climate: Public Safety

Fresno

Total Number Responding for Campus

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%	6.5%	16.1%	35.5%	41.9%	100.0%	6.5%	77.4%
I have guidelines to assist me in making decisions that affect my work	0.0%	0.0%	12.9%	61.3%	25.8%	100.0%	0.0%	87.1%
My direct supervisor is accessible to me	0.0%	12.9%	16.1%	16.1%	54.8%	100.0%	12.9%	71.0%
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%	16.1%	12.9%	35.5%	35.5%	100.0%	16.1%	71.0%
I take pride in my work	0.0%	0.0%	6.5%	22.6%	71.0%	100.0%	0.0%	93.5%
There is a direct connection between the work I do and the success of the university	0.0%	9.7%	16.1%	22.6%	51.6%	100.0%	9.7%	74.2%
I receive constructive feedback from my supervisor about the quality of my work	3.2%	16.1%	6.5%	45.2%	29.0%	100.0%	19.4%	74.2%
I would recommend Fresno State as a good place to work	0.0%	9.7%	9.7%	45.2%	35.5%	100.0%	9.7%	80.6%
I would recommend The California State University as a good place to work	0.0%	3.2%	16.1%	41.9%	38.7%	100.0%	3.2%	80.6%
My department is one of the best places to work	16.1%	9.7%	16.1%	29.0%	29.0%	100.0%	25.8%	58.1%
My division is one of the best places to work	3.2%	16.1%	12.9%	41.9%	25.8%	100.0%	19.4%	67.7%
I feel like my ideas and opinions are listened to by my supervisor	6.5%	22.6%	9.7%	35.5%	25.8%	100.0%	29.0%	61.3%
Employees in my work group respect each others' differences	9.7%	16.1%	16.1%	38.7%	19.4%	100.0%	25.8%	58.1%
My supervisor, or someone at work, seem to care about me as a person	6.5%	12.9%	16.1%	35.5%	29.0%	100.0%	19.4%	64.5%
I see career growth and advancement opportunities for myself at Fresno State	16.1%	16.1%	25.8%	19.4%	22.6%	100.0%	32.3%	41.9%
I am encouraged to be creative to resolve problems or accomplish assignments	3.2%	16.1%	19.4%	38.7%	22.6%	100.0%	19.4%	61.3%
My work group is receptive to my suggestions for improving our work	0.0%	16.1%	12.9%	45.2%	25.8%	100.0%	16.1%	71.0%
Employees in my work group resolve conflicts directly with each other	6.5%	25.8%	12.9%	38.7%	16.1%	100.0%	32.3%	54.8%
Teamwork is encouraged in my department	3.2%	9.7%	19.4%	29.0%	38.7%	100.0%	12.9%	67.7%
My opinions are valued in my work group	0.0%	16.1%	16.1%	45.2%	22.6%	100.0%	16.1%	67.7%

2008 Satisfaction Survey Results

Employee Climate: Public Safety

Fresno

Total Number Responding for Campus

31

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	3.2%	19.4%	9.7%	41.9%	25.8%	100.0%	22.6%	67.7%
There is cooperation between departments in the division	6.5%	6.5%	22.6%	51.6%	12.9%	100.0%	12.9%	64.5%
I have access to sufficient information to do my job well	3.2%	6.5%	12.9%	54.8%	22.6%	100.0%	9.7%	77.4%
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	12.9%	9.7%	12.9%	38.7%	25.8%	100.0%	22.6%	64.5%
My department has provided me with opportunities to broaden my skills and knowledge	12.9%	9.7%	16.1%	35.5%	25.8%	100.0%	22.6%	61.3%
I am empowered to make decisions that help me provide better	6.5%	12.9%	12.9%	35.5%	32.3%	100.0%	19.4%	67.7%
Employees in my immediate work unit are highly motivated to contribute to the success of the university	16.1%	9.7%	25.8%	35.5%	12.9%	100.0%	25.8%	48.4%
Meetings are well planned and executed at Fresno State	6.5%	12.9%	22.6%	41.9%	16.1%	100.0%	19.4%	58.1%
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	6.5%	16.1%	6.5%	45.2%	25.8%	100.0%	22.6%	71.0%
I handle the resources of the university as if they were my own	0.0%	3.2%	9.7%	38.7%	48.4%	100.0%	3.2%	87.1%
I generally feel informed about changes that affect me	9.7%	19.4%	19.4%	41.9%	9.7%	100.0%	29.0%	51.6%
An explanation is provided to me for short deadlines	6.5%	16.1%	22.6%	38.7%	16.1%	100.0%	22.6%	54.8%
My supervisor fairly evaluates my performance	3.2%	3.2%	29.0%	38.7%	25.8%	100.0%	6.5%	64.5%
I trust the employees in my work group	12.9%	6.5%	16.1%	48.4%	16.1%	100.0%	19.4%	64.5%
I am satisfied with the leadership in my department	9.7%	25.8%	16.1%	32.3%	16.1%	100.0%	35.5%	48.4%
My work contributes to the division's mission and vision	3.2%	6.5%	3.2%	54.8%	32.3%	100.0%	9.7%	87.1%
The mission and vision of the division make me feel that my job is important	9.7%	3.2%	19.4%	38.7%	29.0%	100.0%	12.9%	67.7%
I have someone at work who encourages my professional development	19.4%	0.0%	16.1%	38.7%	25.8%	100.0%	19.4%	64.5%
The Division clearly communicates its goals and strategies to me	9.7%	16.1%	16.1%	35.5%	22.6%	100.0%	25.8%	58.1%
Employees in my immediate work unit consistently put in extra effort beyond what is expected	9.7%	6.5%	9.7%	51.6%	22.6%	100.0%	16.1%	74.2%
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	16.1%	12.9%	19.4%	32.3%	19.4%	100.0%	29.0%	51.6%
My direct supervisor involves me in determining performance goals	6.5%	22.6%	25.8%	41.9%	3.2%	100.0%	29.0%	45.2%
Disagreements among employees in my work group are managed effectively	22.6%	9.7%	29.0%	32.3%	6.5%	100.0%	32.3%	38.7%
I receive recognition for my good work	3.2%	25.8%	22.6%	35.5%	12.9%	100.0%	29.0%	48.4%
I feel my safety on campus is a priority	0.0%	0.0%	19.4%	25.8%	54.8%	100.0%	0.0%	80.6%

2008 Satisfaction Survey Results

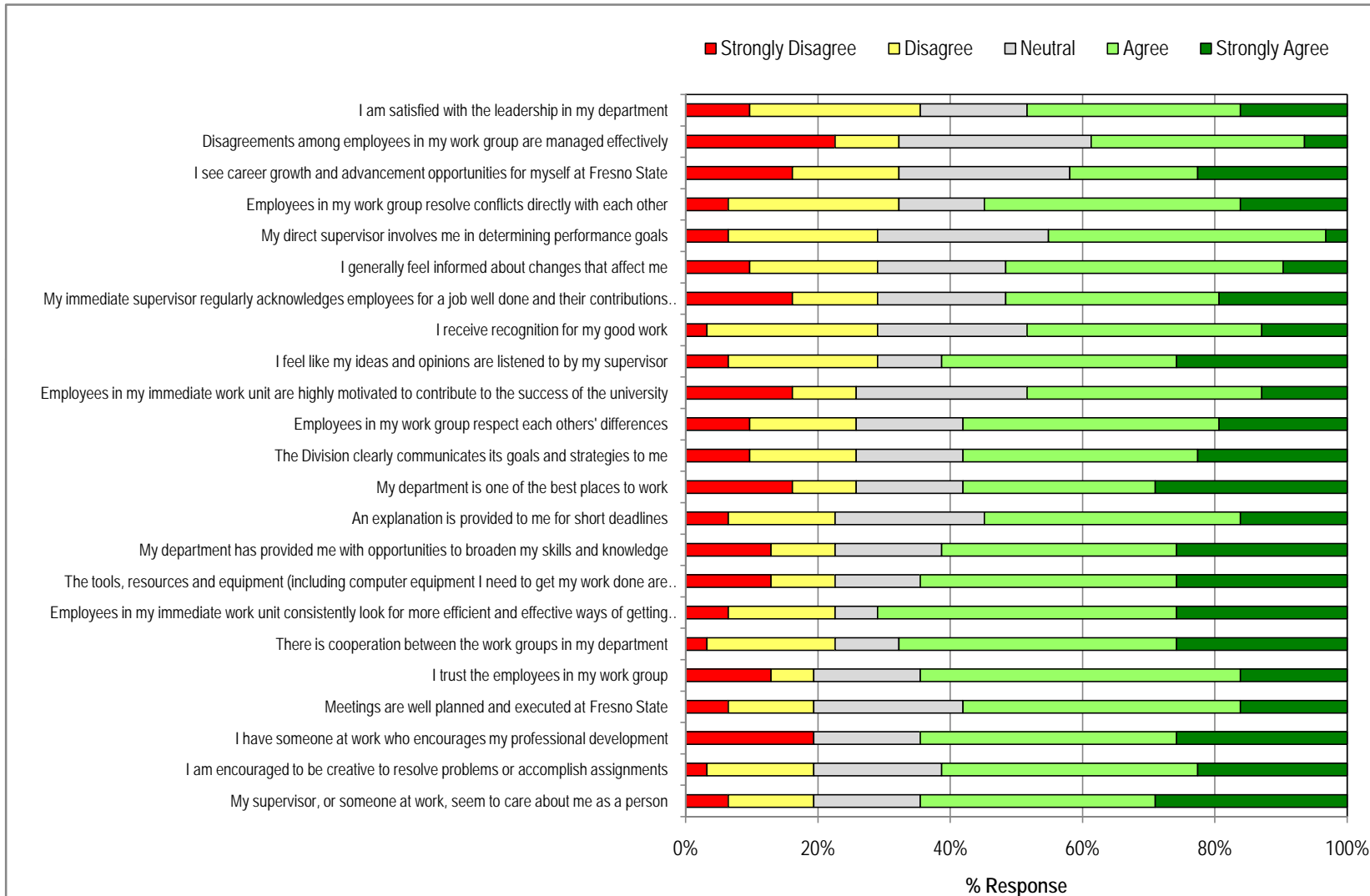
Employee Climate: Public Safety

Fresno

Total Number Responding for Campus

31

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



2008 Satisfaction Survey Results

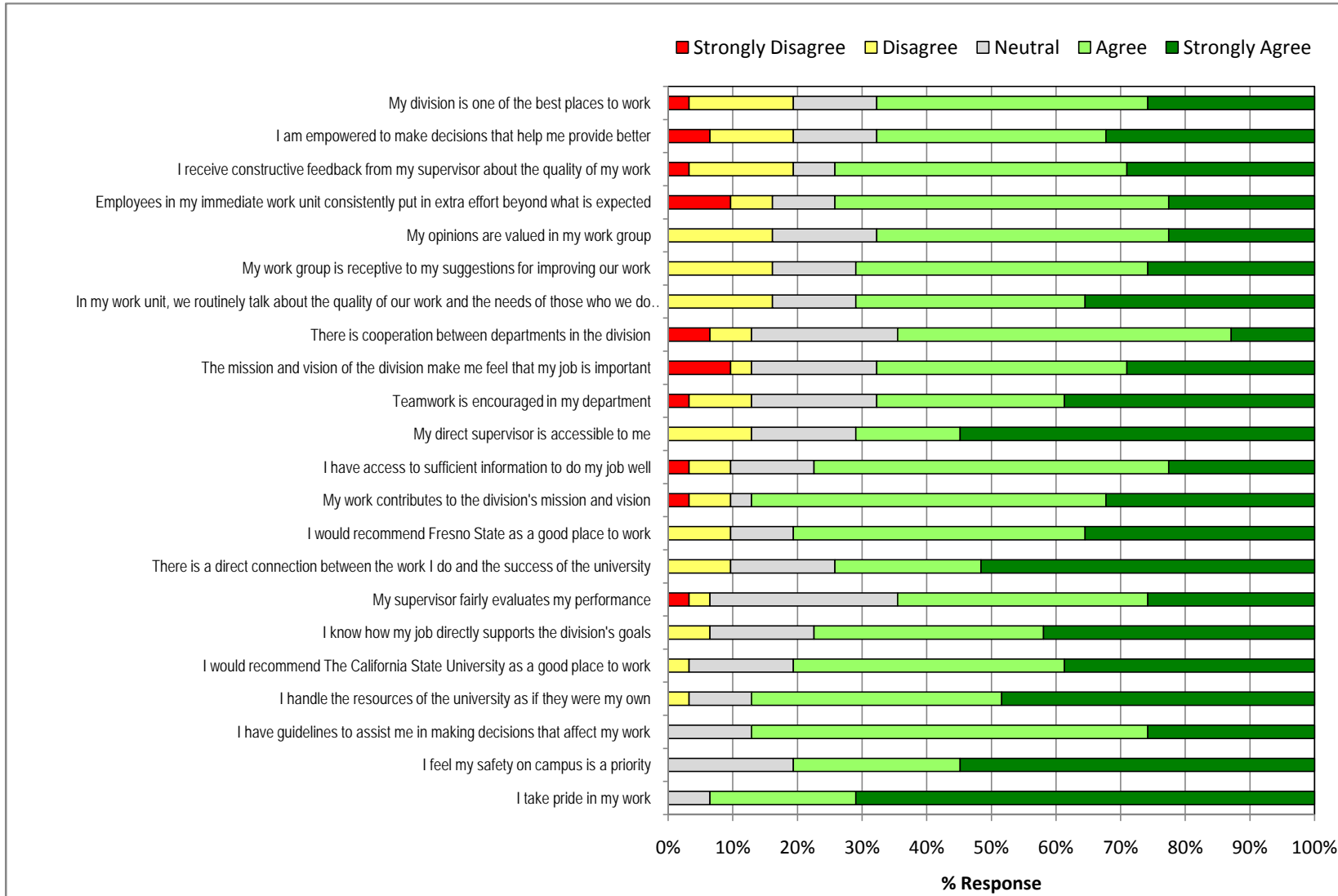
Employee Climate: Public Safety

Fresno

Total Number Responding for Campus

31

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



2008 Satisfaction Survey Results Employee Climate: Public Safety

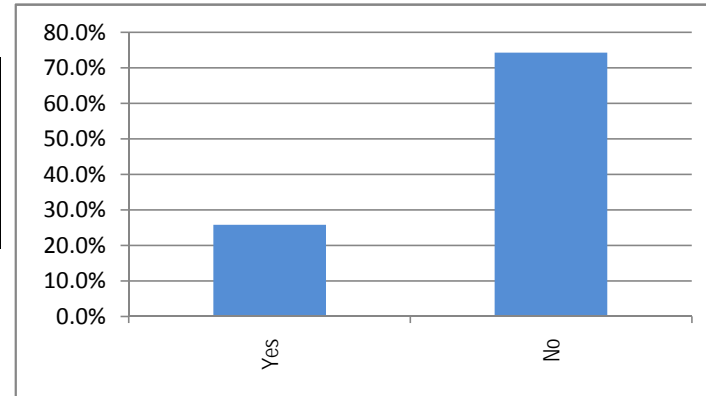
Fresno

Total Number Responding for Campus

31

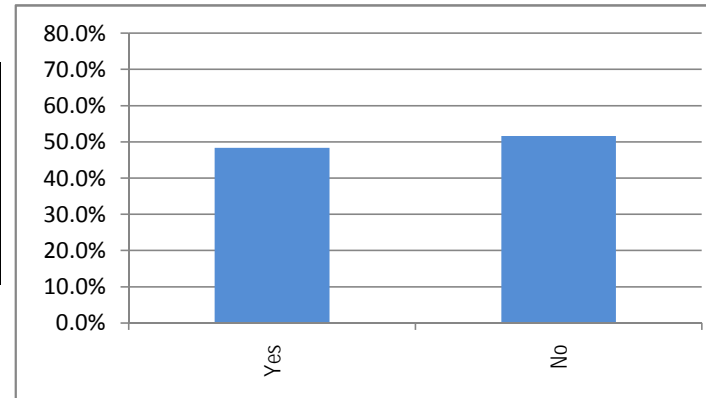
Have you participated in any of our Wellness at Work programs?	Total	Percent
Yes	8	25.8%
No	23	74.2%
Grand Total	31	100.0%

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	15	48.4%
No	16	51.6%
Grand Total	31	100.0%

Did not respond to this question 0



2008 Satisfaction Survey Results Employee Climate: Public Safety

Fresno

Total Number Responding for Campus

31

I would be interested in working four 10-hour workdays during the summer	Total	Percent
Yes	20	64.5%
No	11	35.5%
Grand Total	31	100.0%
Did not respond to this question	0	

