

*Custom Report with Additional Analysis for*  
**2011 Climate Survey Results**  
**Fresno**

**Department or Grouping:**

**Compare Department Groups within Admin Services**  
**All Respondents (Manager & Staff)**

Prepared by

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Quality Initiatives  
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Date

9/7/2011

## Compare Department Groups within Administrative Services Fresno 2011 Employee Climate Survey

### Average Scores in Question Order

Question	Auxiliary	Facilities	Financial Services	Human Resources	Public Safety	Tech Services	Division Average	Maximum Difference
1.a. I know how my job directly supports the division's goals.	4.04	4.36	4.14	4.58	4.13	4.01	4.15	0.57
1.b. I have guidelines to assist me in making decisions that affect my work.	4.09	4.02	3.67	4.04	3.87	3.42	3.82	0.67
1.c. My direct supervisor is accessible to me.	4.49	4.40	3.96	4.46	4.11	4.17	4.26	0.52
1.d. In my work group, we routinely talk about the quality of our work and the needs of those who we do business with.	4.16	3.64	3.67	4.21	3.68	3.84	3.86	0.57
1.e. I take pride in my work.	4.71	4.82	4.59	4.75	4.72	4.60	4.69	0.23
1.f. There is a direct connection between the work I do and the success of the university.	4.19	4.44	4.12	4.42	4.30	4.16	4.25	0.32
1.g. I receive constructive feedback from my supervisor about the quality of my work.	4.20	3.98	3.49	3.75	3.40	3.51	3.74	0.80
2.a. I would recommend Fresno State as a good place to work.	4.16	3.76	3.49	4.21	3.91	3.40	3.79	0.81
2.b. I would recommend The California State University as a good place to work.	3.97	3.58	3.67	4.08	3.74	3.45	3.72	0.63
2.c. My department is one of the best places to work.	4.21	4.18	3.49	4.04	3.57	3.45	3.81	0.76
2.d. My division is one of the best places to work.	4.09	3.84	3.39	4.00	3.62	3.18	3.65	0.90

**Compare Department Groups within Administrative Services  
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Question	Auxiliary	Facilities	Financial Services	Human Resources	Public Safety	Tech Services		Division Average	Maximum Difference
2.e. I feel like my ideas and opinions are listened to by my supervisor.	4.20	3.98	3.41	3.88	3.53	3.66		3.79	0.79
2.f. Employees in my work group respect each others' differences.	4.17	3.76	3.53	4.17	3.47	3.73		3.80	0.70
2.g. My supervisor, or someone at work, seems to care about me as a person.	4.34	4.14	3.76	4.00	3.77	3.71		3.96	0.63
2.h. I see career growth and advancement opportunities for myself at Fresno State.	3.36	3.30	2.63	2.96	2.81	2.32		2.90	1.03
3.a. I am encouraged to be creative to resolve problems or accomplish assignments.	4.17	4.22	3.41	3.92	3.57	3.64		3.83	0.81
3.b. My work group is receptive to my suggestions for improving our work.	4.03	3.80	3.55	3.92	3.45	3.62		3.73	0.58
3.c. Employees in my work group resolve conflicts directly with each other.	3.83	3.49	3.25	3.67	3.13	3.47		3.49	0.70
3.d. Teamwork is encouraged in my department.	4.20	3.86	3.82	3.96	3.91	3.74		3.93	0.46
3.e. My opinions are valued in my work group.	4.07	3.92	3.63	3.92	3.60	3.83		3.85	0.48
3.f. There is cooperation between the work groups in my department.	4.16	3.65	3.67	4.04	3.23	3.52		3.72	0.92
3.g. There is cooperation between departments in the division.	3.91	3.35	3.43	3.92	3.55	3.38		3.58	0.57

**Compare Department Groups within Administrative Services  
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Question	Auxiliary	Facilities	Financial Services	Human Resources	Public Safety	Tech Services		Division Average	Maximum Difference
4.a. I have access to sufficient information to do my job well.	4.14	3.92	3.49	3.92	3.79	3.49		3.77	0.65
4.b. The tools, resources and equipment (including computer equipment) I need to get my work done are readily available.	4.19	3.98	3.82	4.54	3.72	3.43		3.88	1.11
4.c. My department has provided me with opportunities to broaden my skills and knowledge.	3.81	3.86	3.25	4.08	3.55	3.27		3.59	0.83
4.d. I am empowered to make decisions that help me provide better service.	4.00	4.08	3.61	3.67	3.72	3.51		3.78	0.58
4.e. Employees in my immediate work group are highly motivated to contribute to the success of the university.	3.99	3.37	3.61	3.75	3.32	3.18		3.53	0.80
4.f. Meetings are well planned and executed at Fresno State.	3.66	3.27	3.02	3.54	3.53	2.91		3.30	0.75
5.a. Employees in my work group consistently look for more efficient and effective ways of getting the job done.	3.94	3.47	3.76	4.08	3.51	3.45		3.68	0.64
5.b. I handle the resources of the university as if they were my own.	4.30	4.39	4.27	4.46	4.11	4.17		4.27	0.35
6.a. I generally feel informed about changes that affect me.	3.81	3.22	3.00	3.67	3.28	3.09		3.33	0.81
6.b. An explanation is provided to me for short deadlines.	4.00	3.27	3.18	3.67	3.51	3.27		3.49	0.82
6.c. My supervisor fairly evaluates my performance.	4.01	4.02	3.51	3.79	3.28	3.22		3.63	0.80

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Question	Auxiliary	Facilities	Financial Services	Human Resources	Public Safety	Tech Services		Division Average	Maximum Difference
6.d. I trust the employees in my work group.	4.16	3.59	3.67	4.04	3.62	3.75		3.80	0.57
7.a. I am satisfied with the leadership in my department.	4.20	3.86	3.14	3.96	3.38	3.34		3.64	1.07
7.b. My work contributes to the division's mission and vision.	4.13	4.14	3.98	4.33	4.09	3.84		4.05	0.49
7.c. The mission and vision of the division make me feel that my job is important.	3.96	3.73	3.29	4.17	3.98	3.54		3.74	0.87
7.d. I have someone at work who encourages my professional development.	3.86	3.86	3.06	3.67	3.62	3.22		3.54	0.80
7.e. The division clearly communicates its goals and strategies to me.	3.83	3.45	3.04	3.88	3.72	3.00		3.44	0.88
7.f. Employees in my work group consistently put in extra effort beyond what is expected.	4.16	3.37	3.90	3.79	3.47	3.34		3.67	0.82
7.g. My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department.	4.04	3.71	3.22	3.75	3.36	3.24		3.55	0.83
7.h. My direct supervisor involves me in determining performance goals.	3.91	3.63	3.14	3.63	3.21	3.21		3.45	0.78
7.i. Disagreements among employees in my work group are managed effectively.	3.88	3.45	3.27	3.79	3.04	3.41		3.47	0.84
7.j. I receive recognition for my good work.	4.00	3.71	3.06	3.63	3.21	3.17		3.46	0.94

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Question	Auxiliary	Facilities	Financial Services	Human Resources	Public Safety	Tech Services		Division Average	Maximum Difference
10.a. I feel my safety is a priority on campus.	3.99	4.16	4.10	4.00	4.45	3.71		4.04	0.74
10.b. Physically the campus is well maintained?	3.97	3.27	3.71	3.84	3.62	3.49		3.64	0.71
10.c. I find the Division-Wide Meetings useful for communicating information.	3.94	3.27	3.53	4.24	3.51	3.18		3.55	1.06
10.d. I am encouraged to participate in Learning for Excellence And Development (LEAD) workshops.	3.37	3.45	3.24	4.08	2.98	3.08		3.30	1.10
10.e. The Learning for Excellence and Development (LEAD) program offers workshops relevant to the skills I need to progress	3.29	3.14	3.12	3.88	3.23	2.91		3.20	0.97
10.f. I am encouraged to participate in Employee Assistance/Wellness@Work programs and events.	3.24	3.20	3.14	4.12	2.94	3.11		3.22	1.18
10.g. The Wellness@Work program offers workshops and activities of benefit to me:	3.32	3.29	3.43	4.08	3.11	3.13		3.32	0.97

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**Average Scores Sorted with Largest Differences at Top of Table**

Question	Auxiliary	Facilities	Financial Services	Human Resources	Public Safety	Tech Services	Division Average	Maximum Difference
10.f. I am encouraged to participate in Employee Assistance/Wellness@Work programs and events.	3.24	3.20	3.14	4.12	2.94	3.11	3.22	1.18
4.b. The tools, resources and equipment (including computer equipment) I need to get my work done are readily available.	4.19	3.98	3.82	4.54	3.72	3.43	3.88	1.11
10.d. I am encouraged to participate in Learning for Excellence And Development (LEAD) workshops.	3.37	3.45	3.24	4.08	2.98	3.08	3.30	1.10
7.a. I am satisfied with the leadership in my department.	4.20	3.86	3.14	3.96	3.38	3.34	3.64	1.07
10.c. I find the Division-Wide Meetings useful for communicating information.	3.94	3.27	3.53	4.24	3.51	3.18	3.55	1.06
2.h. I see career growth and advancement opportunities for myself at Fresno State.	3.36	3.30	2.63	2.96	2.81	2.32	2.90	1.03
10.g. The Wellness@Work program offers workshops and activities of benefit to me:	3.32	3.29	3.43	4.08	3.11	3.13	3.32	0.97
10.e. The Learning for Excellence and Development (LEAD) program offers workshops relevant to the skills I need to progress	3.29	3.14	3.12	3.88	3.23	2.91	3.20	0.97

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Question	Auxiliary	Facilities	Financial Services	Human Resources	Public Safety	Tech Services	Division Average	Maximum Difference
7.j. I receive recognition for my good work.	4.00	3.71	3.06	3.63	3.21	3.17	3.46	0.94
3.f. There is cooperation between the work groups in my department.	4.16	3.65	3.67	4.04	3.23	3.52	3.72	0.92
2.d. My division is one of the best places to work.	4.09	3.84	3.39	4.00	3.62	3.18	3.65	0.90
7.e. The division clearly communicates its goals and strategies to me.	3.83	3.45	3.04	3.88	3.72	3.00	3.44	0.88
7.c. The mission and vision of the division make me feel that my job is important.	3.96	3.73	3.29	4.17	3.98	3.54	3.74	0.87
7.i. Disagreements among employees in my work group are managed effectively.	3.88	3.45	3.27	3.79	3.04	3.41	3.47	0.84
4.c. My department has provided me with opportunities to broaden my skills and knowledge.	3.81	3.86	3.25	4.08	3.55	3.27	3.59	0.83
7.g. My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department.	4.04	3.71	3.22	3.75	3.36	3.24	3.55	0.83



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6.b. An explanation is provided to me for short deadlines.	4.00	3.27	3.18	3.67	3.51	3.27	3.49	0.82
7.f. Employees in my work group consistently put in extra effort beyond what is expected.	4.16	3.37	3.90	3.79	3.47	3.34	3.67	0.82
6.a. I generally feel informed about changes that affect me.	3.81	3.22	3.00	3.67	3.28	3.09	3.33	0.81
3.a. I am encouraged to be creative to resolve problems or accomplish assignments.	4.17	4.22	3.41	3.92	3.57	3.64	3.83	0.81
2.a. I would recommend Fresno State as a good place to work.	4.16	3.76	3.49	4.21	3.91	3.40	3.79	0.81
4.e. Employees in my immediate work group are highly motivated to contribute to the success of the university.	3.99	3.37	3.61	3.75	3.32	3.18	3.53	0.80
6.c. My supervisor fairly evaluates my performance.	4.01	4.02	3.51	3.79	3.28	3.22	3.63	0.80
7.d. I have someone at work who encourages my professional development.	3.86	3.86	3.06	3.67	3.62	3.22	3.54	0.80

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Question	Auxiliary	Facilities	Financial Services	Human Resources	Public Safety	Tech Services	Division Average	Maximum Difference
1.g. I receive constructive feedback from my supervisor about the quality of my work.	4.20	3.98	3.49	3.75	3.40	3.51	3.74	0.80
2.e. I feel like my ideas and opinions are listened to by my supervisor.	4.20	3.98	3.41	3.88	3.53	3.66	3.79	0.79
7.h. My direct supervisor involves me in determining performance goals.	3.91	3.63	3.14	3.63	3.21	3.21	3.45	0.78
2.c. My department is one of the best places to work.	4.21	4.18	3.49	4.04	3.57	3.45	3.81	0.76
4.f. Meetings are well planned and executed at Fresno State.	3.66	3.27	3.02	3.54	3.53	2.91	3.30	0.75
10.a. I feel my safety is a priority on campus.	3.99	4.16	4.10	4.00	4.45	3.71	4.04	0.74
10.b. Physically the campus is well maintained?	3.97	3.27	3.71	3.84	3.62	3.49	3.64	0.71
2.f. Employees in my work group respect each others' differences.	4.17	3.76	3.53	4.17	3.47	3.73	3.80	0.70

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Question	Auxiliary	Facilities	Financial Services	Human Resources	Public Safety	Tech Services	Division Average	Maximum Difference
3.c. Employees in my work group resolve conflicts directly with each other.	3.83	3.49	3.25	3.67	3.13	3.47	3.49	0.70
1.b. I have guidelines to assist me in making decisions that affect my work.	4.09	4.02	3.67	4.04	3.87	3.42	3.82	0.67
4.a. I have access to sufficient information to do my job well.	4.14	3.92	3.49	3.92	3.79	3.49	3.77	0.65
5.a. Employees in my work group consistently look for more efficient and effective ways of getting the job done.	3.94	3.47	3.76	4.08	3.51	3.45	3.68	0.64
2.b. I would recommend The California State University as a good place to work.	3.97	3.58	3.67	4.08	3.74	3.45	3.72	0.63
2.g. My supervisor, or someone at work, seems to care about me as a person.	4.34	4.14	3.76	4.00	3.77	3.71	3.96	0.63
3.b. My work group is receptive to my suggestions for improving our work.	4.03	3.80	3.55	3.92	3.45	3.62	3.73	0.58
4.d. I am empowered to make decisions that help me provide better service.	4.00	4.08	3.61	3.67	3.72	3.51	3.78	0.58

**Compare Department Groups within Administrative Services  
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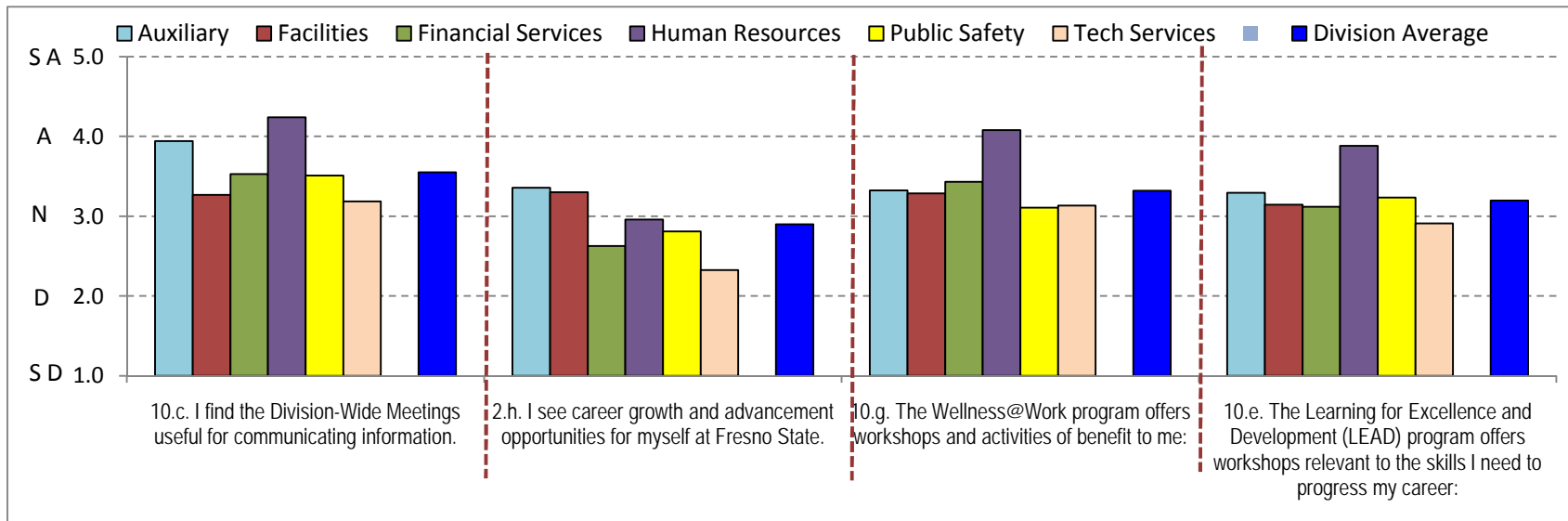
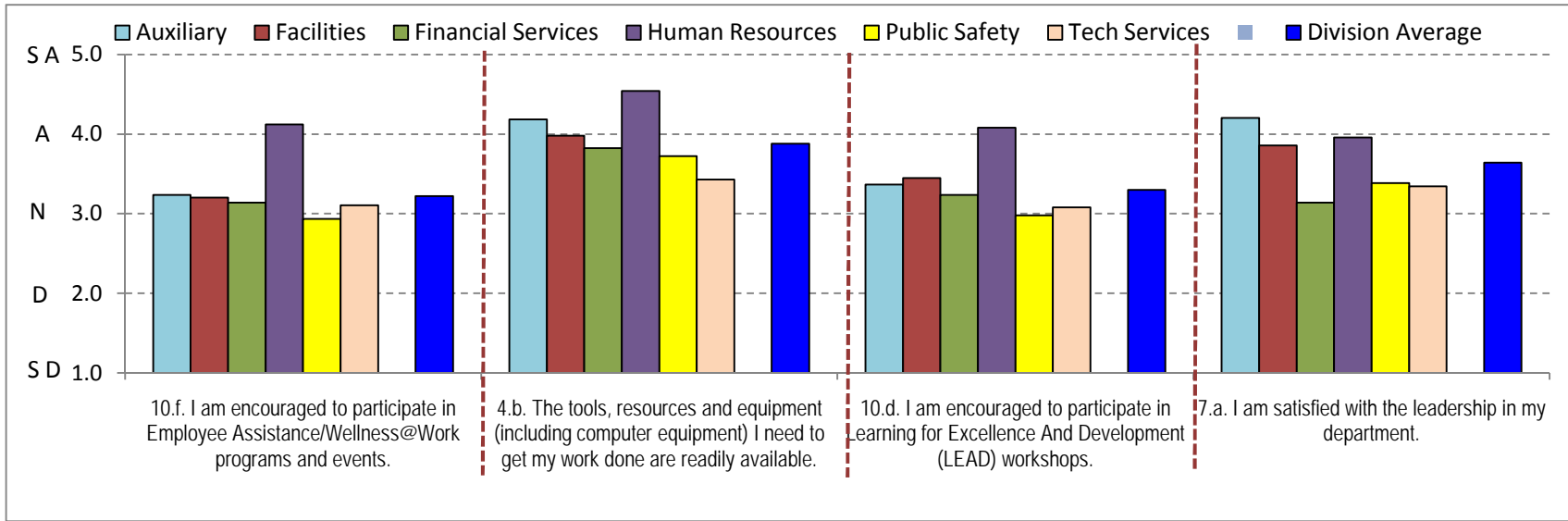
Question	Auxiliary	Facilities	Financial Services	Human Resources	Public Safety	Tech Services	Division Average	Maximum Difference
1.a. I know how my job directly supports the division's goals.	4.04	4.36	4.14	4.58	4.13	4.01	4.15	0.57
3.g. There is cooperation between departments in the division.	3.91	3.35	3.43	3.92	3.55	3.38	3.58	0.57
1.d. In my work group, we routinely talk about the quality of our work and the needs of those who we do business with.	4.16	3.64	3.67	4.21	3.68	3.84	3.86	0.57
6.d. I trust the employees in my work group.	4.16	3.59	3.67	4.04	3.62	3.75	3.80	0.57
1.c. My direct supervisor is accessible to me.	4.49	4.40	3.96	4.46	4.11	4.17	4.26	0.52
7.b. My work contributes to the division's mission and vision.	4.13	4.14	3.98	4.33	4.09	3.84	4.05	0.49
3.e. My opinions are valued in my work group.	4.07	3.92	3.63	3.92	3.60	3.83	3.85	0.48
3.d. Teamwork is encouraged in my department.	4.20	3.86	3.82	3.96	3.91	3.74	3.93	0.46

**Compare Department Groups within Administrative Services  
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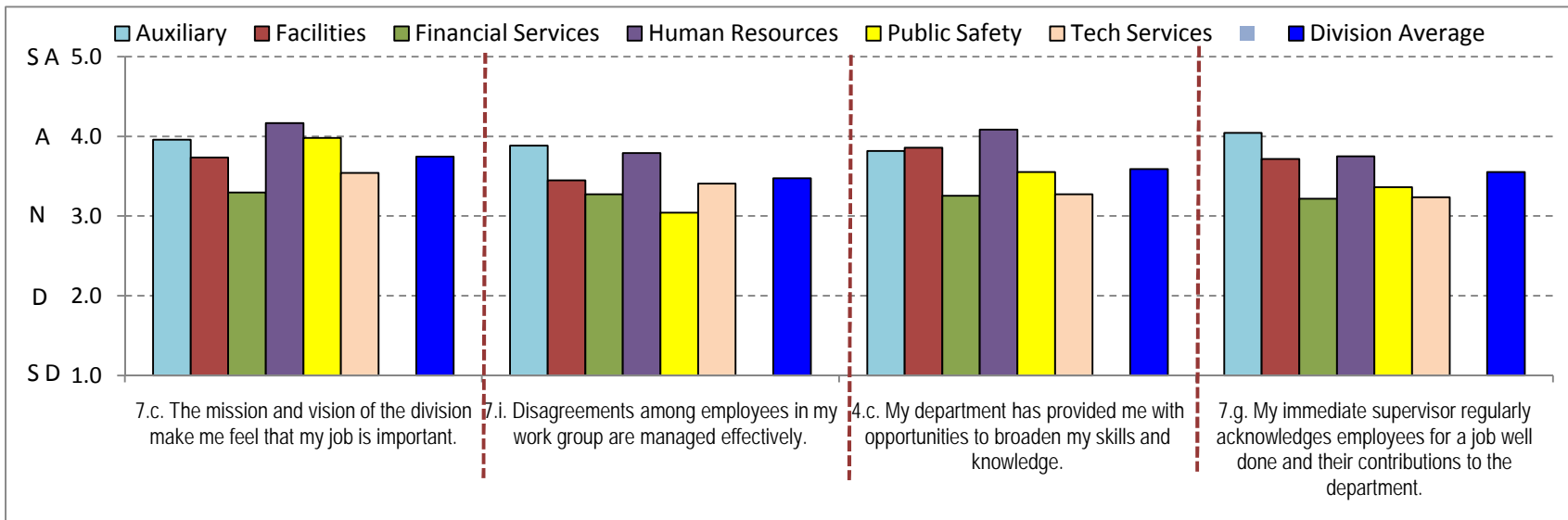
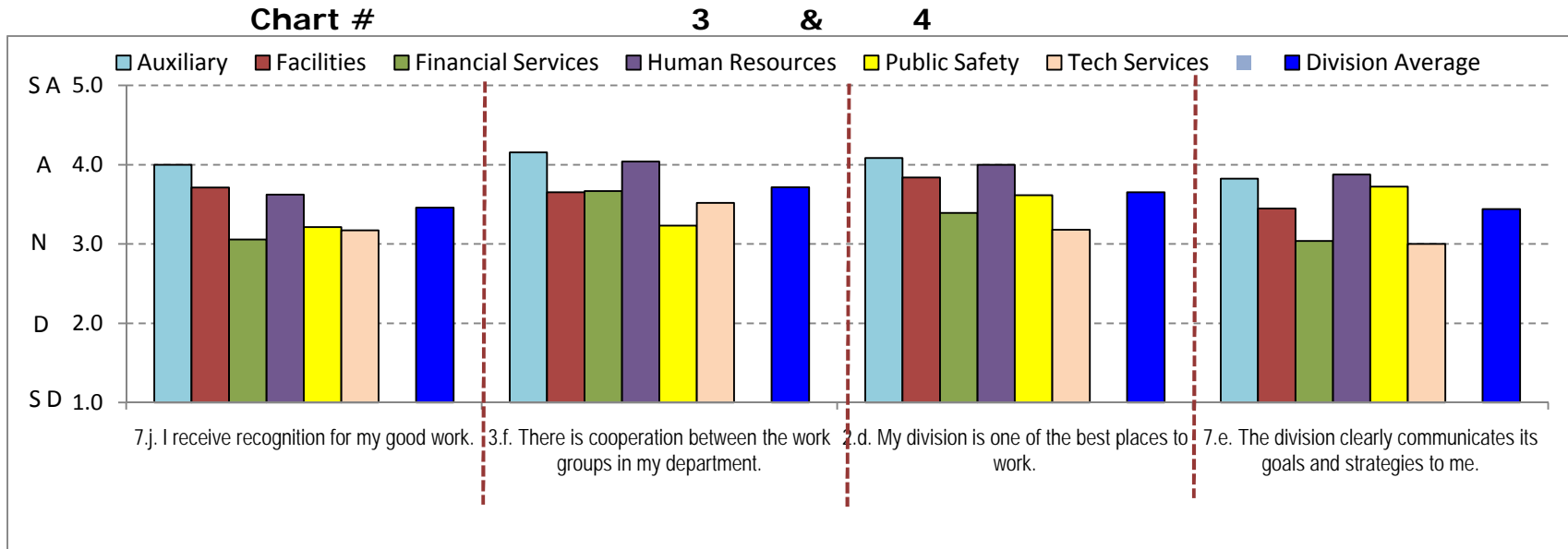
Question	Auxiliary	Facilities	Financial Services	Human Resources	Public Safety	Tech Services	Division Average	Maximum Difference
5.b. I handle the resources of the university as if they were my own.	4.30	4.39	4.27	4.46	4.11	4.17	4.27	0.35
1.f. There is a direct connection between the work I do and the success of the university.	4.19	4.44	4.12	4.42	4.30	4.16	4.25	0.32
1.e. I take pride in my work.	4.71	4.82	4.59	4.75	4.72	4.60	4.69	0.23

## Compare Department Groups within Administrative Services Fresno 2011 Employee Climate Survey

Chart # 1 & 2

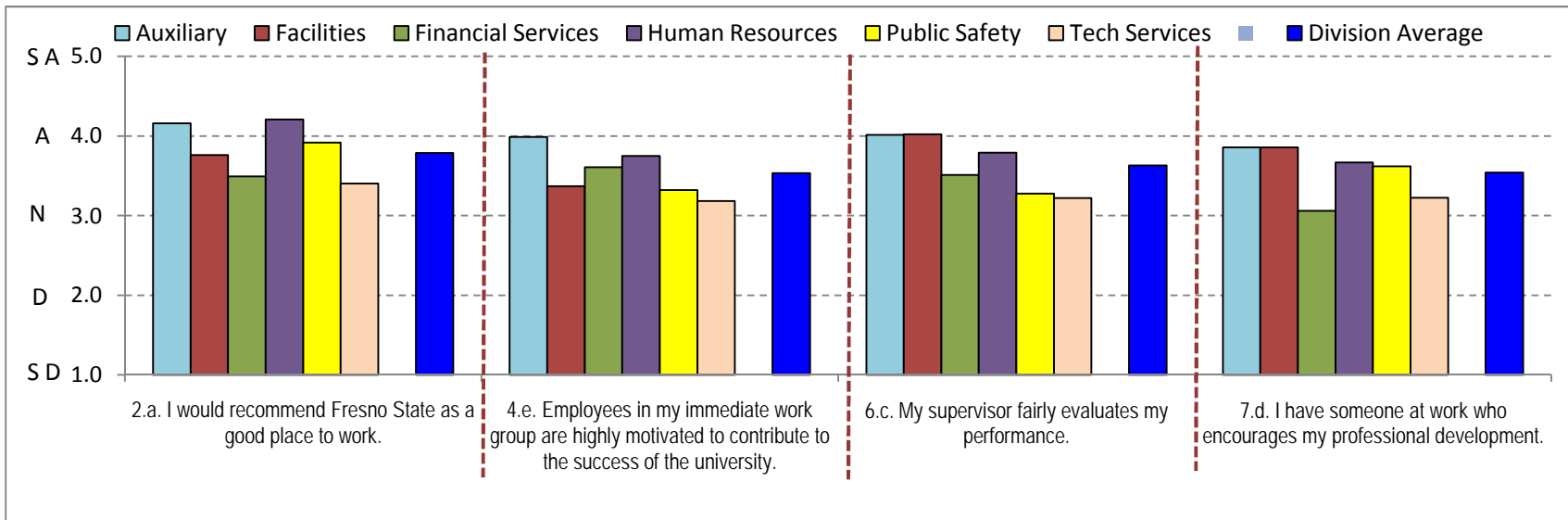
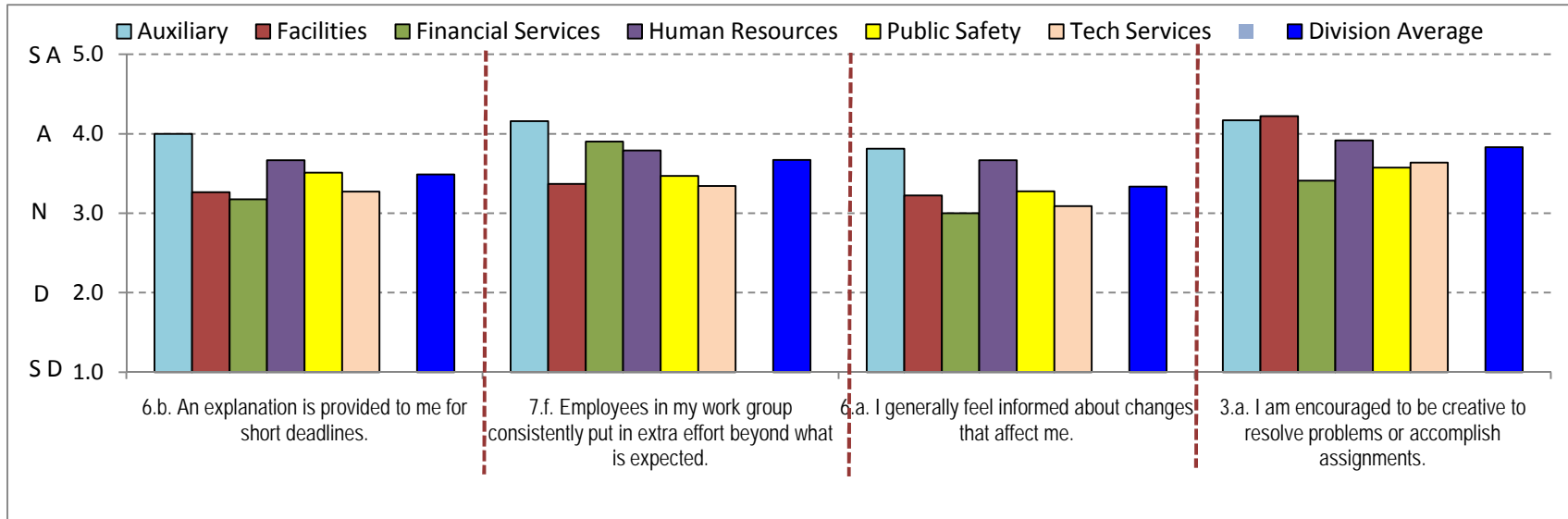


## Compare Department Groups within Administrative Services Fresno 2011 Employee Climate Survey



## Compare Department Groups within Administrative Services Fresno 2011 Employee Climate Survey

Chart # 5 & 6

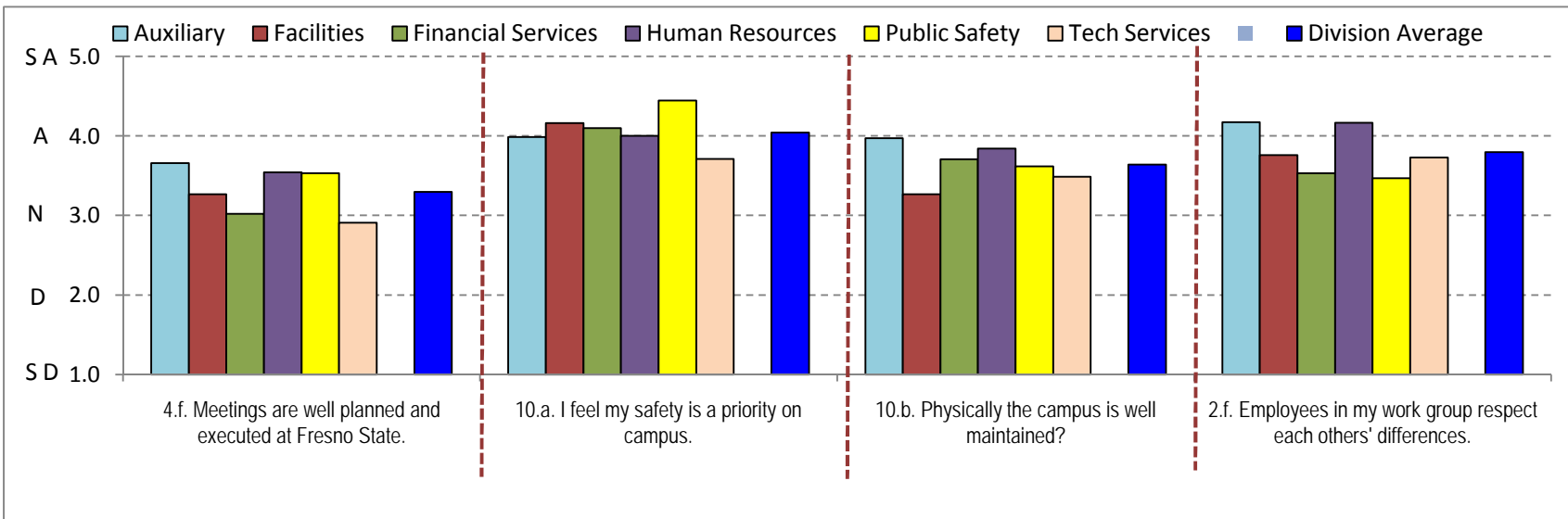
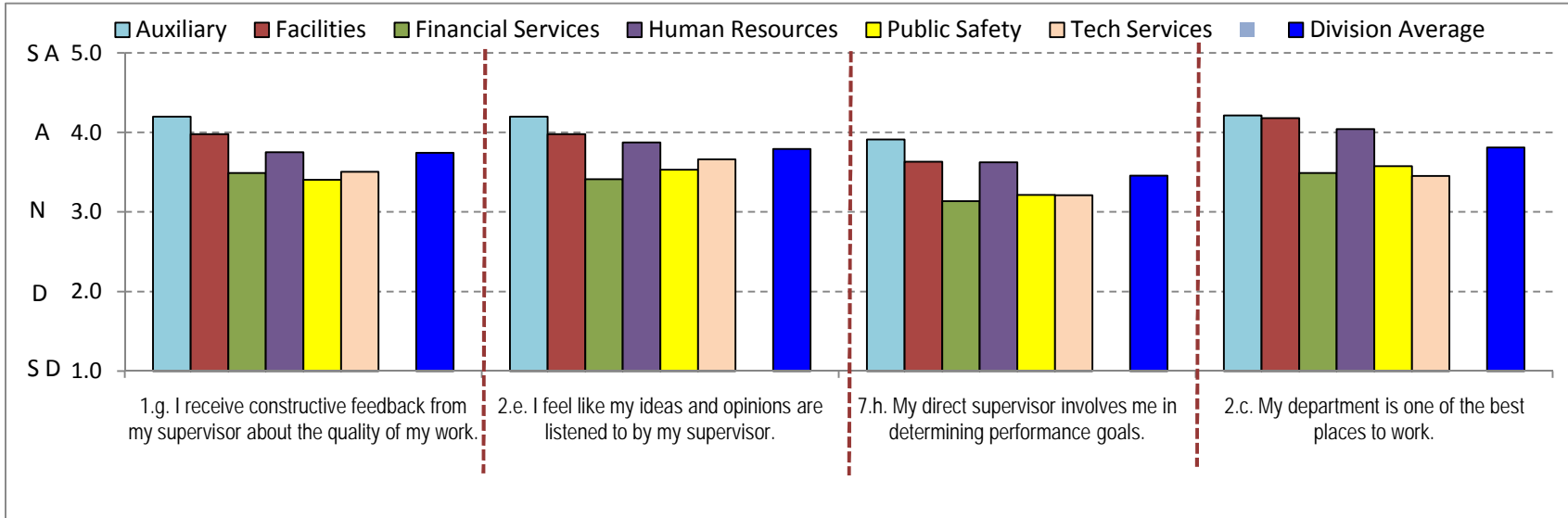




## Compare Department Groups within Administrative Services Fresno 2011 Employee Climate Survey

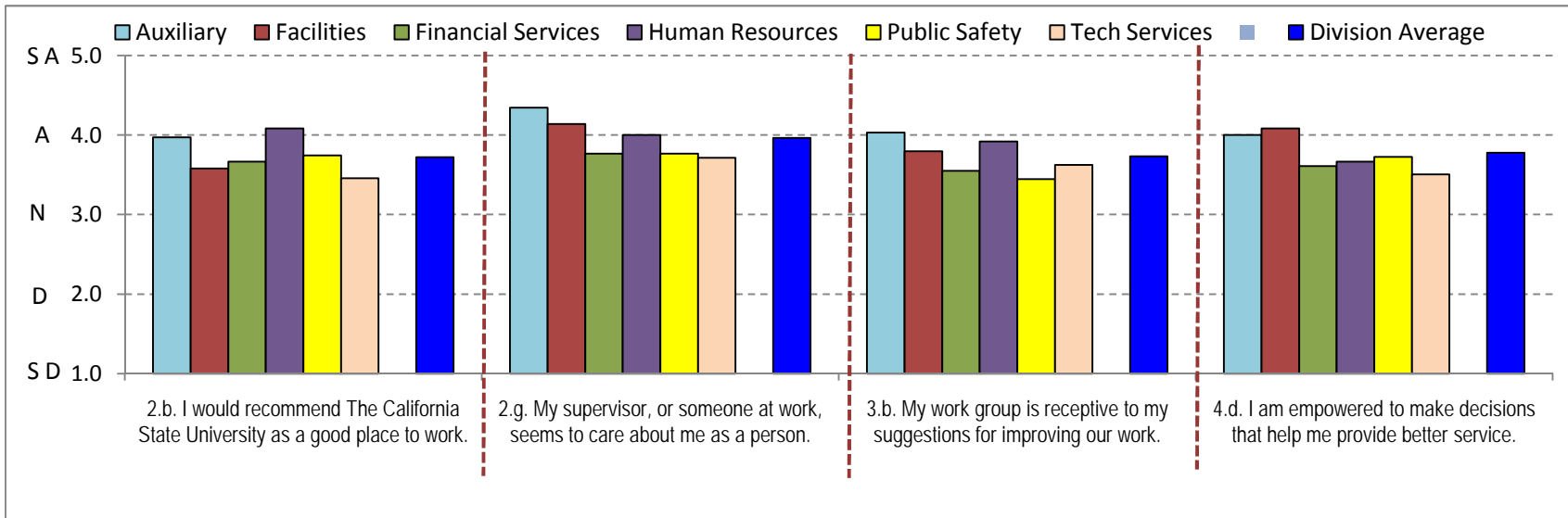
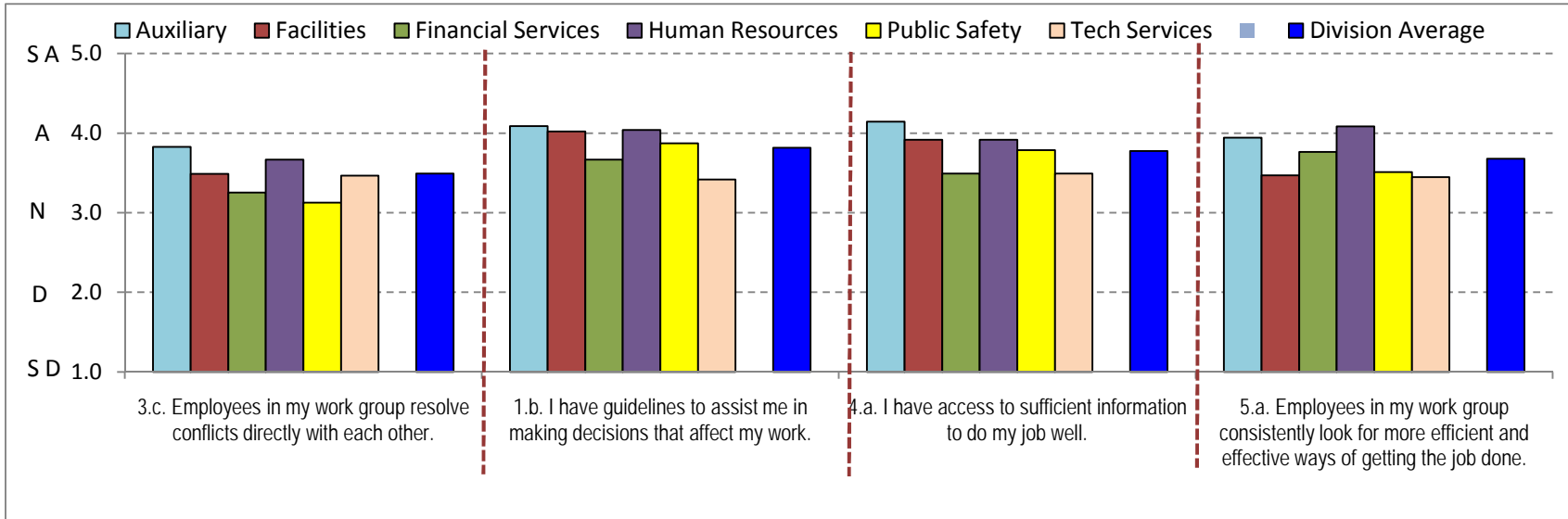
Chart #

7 & 8



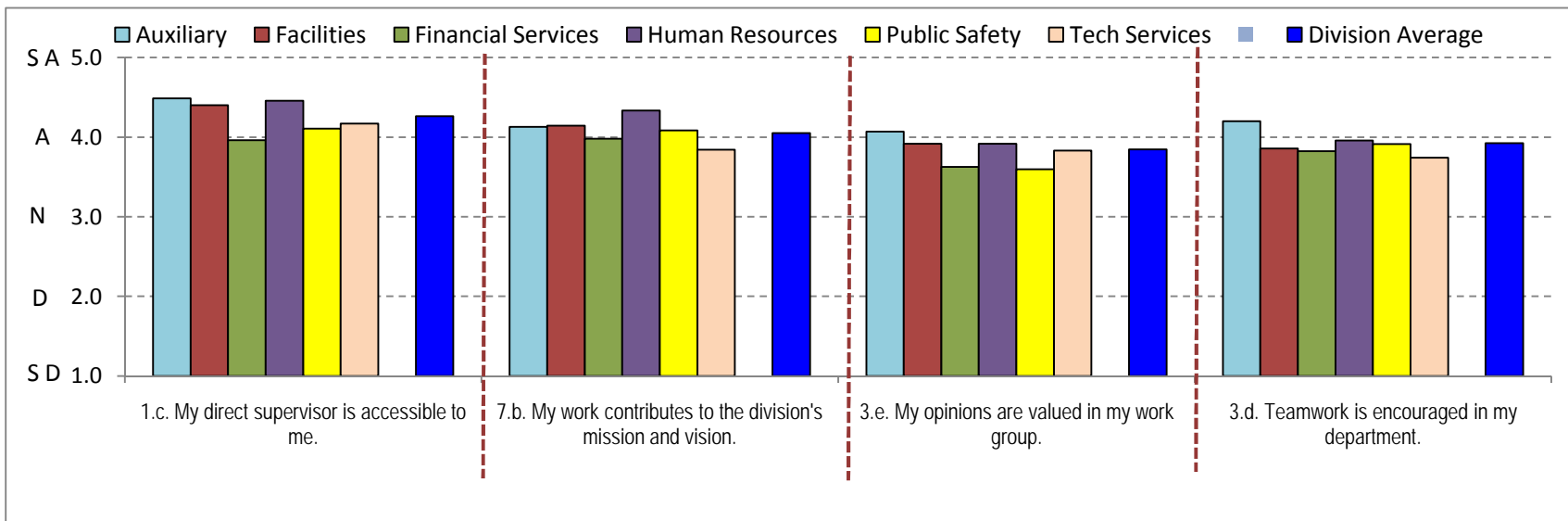
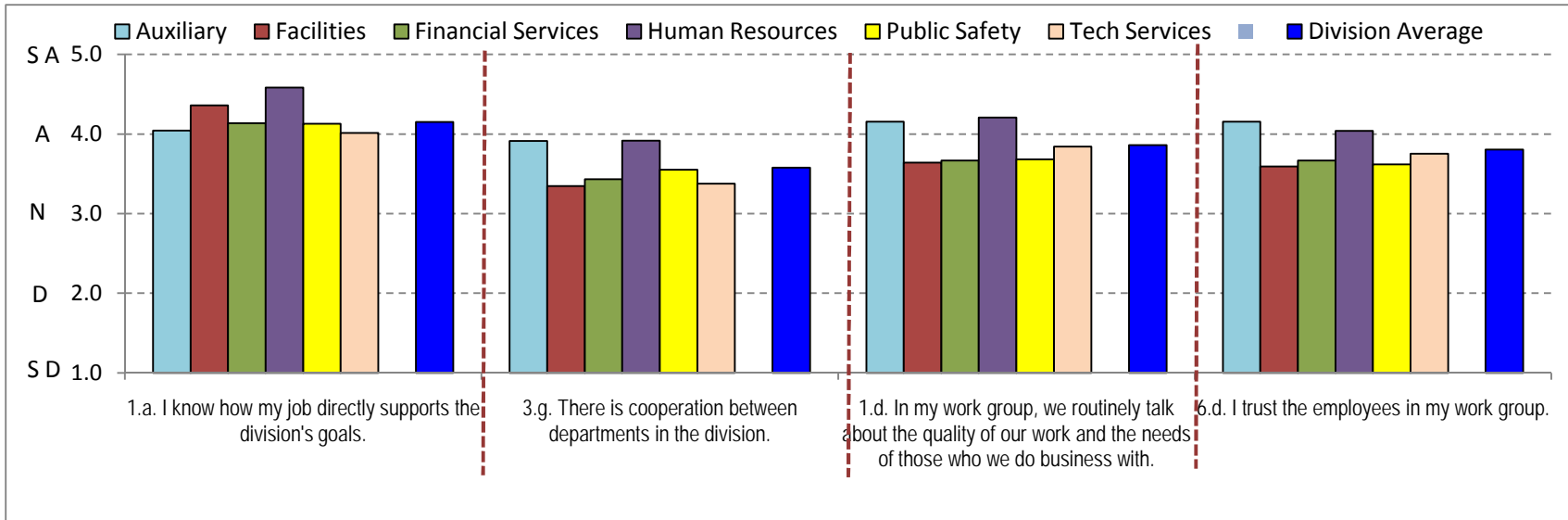
## Compare Department Groups within Administrative Services Fresno 2011 Employee Climate Survey

Chart # 9 & 10



## Compare Department Groups within Administrative Services Fresno 2011 Employee Climate Survey

Chart # 11 & 12



**Compare Department Groups within Administrative Services  
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