STAFF AND MANAGEMENT SURVEYS PRESENTATION

Presented By
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PRESENTATION OBJECTIVES

- Survey Objectives
- Survey Approach and Response
- Survey Demographics
- Survey Results
- Actions Taken
- Next Steps
SURVEY OBJECTIVES

• Increase understanding of employee work attitudes and perceptions
• Identify ways the university might improve quality of life for staff
• Support university’s efforts to be the employer of choice
• Collect longitudinal data to track turnover and evaluate factors that affect retention
SURVEY APPROACH AND RESPONSE

- Collaborated with Mays Business School
- Conducted in 2007 & 2009
- Conducted electronically with some paper surveys to Dining Services, Residence Life and Facilities
- Included input from Vice President for Diversity Office and University Staff Council
SURVEY APPROACH AND RESPONSE

• **Staff Survey**
  – Employees below the title of Assistant Director
  – 34% response rate

• **Management Survey**
  – Employees at Assistant Director title or above
  – 50% response rate
Data Source for TAMU Demographics: Texas A&M University System B/P/P and Data Warehouse, September 2009.
SURVEY DEMOGRAPHICS - MANAGEMENT

Data Source for TAMU Demographics: Texas A&M University System B/P/P and Data Warehouse, September 2009.
SURVEY RESULTS

• Respondents are generally satisfied with their organization and working at Texas A&M

• 2007 & 2009 results are fairly consistent
SURVEY RESULTS: COMPARISON OF 2009 STAFF AND MANAGEMENT KEY ATTRIBUTES

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Staff Mean Score (1-6)</th>
<th>Mgmt Mean Score (1-6)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied with Pay</td>
<td>3.2</td>
<td>3.8</td>
</tr>
<tr>
<td>Satisfied with Supervisor</td>
<td>4.7</td>
<td>5.0</td>
</tr>
<tr>
<td>Work Itself</td>
<td>4.8</td>
<td>5.0</td>
</tr>
<tr>
<td>Voice Opportunity</td>
<td>3.9</td>
<td>4.3</td>
</tr>
<tr>
<td>Promotion</td>
<td>3.1</td>
<td>3.5</td>
</tr>
<tr>
<td>Development</td>
<td>4.2</td>
<td>4.4</td>
</tr>
<tr>
<td>Organizational Commitment</td>
<td>4.1</td>
<td>4.3</td>
</tr>
<tr>
<td>Job Search*</td>
<td>2.1</td>
<td>1.7</td>
</tr>
<tr>
<td>Perceived Employment Alternatives</td>
<td>3.5</td>
<td>3.4</td>
</tr>
<tr>
<td>Organization Respects Diversity</td>
<td>4.0</td>
<td>4.3</td>
</tr>
<tr>
<td>Work Life Conflict</td>
<td>2.9</td>
<td>3.8</td>
</tr>
</tbody>
</table>

1-Strongly Disagree  2-Disagree  3-Slightly Disagree  4-Slightly Agree  5-Agree  6-Strongly Agree

* Higher score indicates employees engaging in more job search behaviors
SURVEY RESULTS

• Interested in
  – job flexibility, parking, tuition assistance, career ladders, training, and work-family balance policies

• Preferred learning methods
  – Conferences, on-line courses and articles
SURVEY RESULTS

- Employees have the knowledge, skills and abilities to do their jobs and supervisors support their training offered by the university.

- Adoption support and infant care received least amount of support, but probably because programs would be valuable to smaller proportion of employees.
SURVEY RESULTS

Staff
- University climate is fairly accepting
- Department climate is neutral or friendly

Managers
- University climate fairly positive, more concerns than the staff
- Department climate is friendly
SURVEY RESULTS

Staff

- Satisfied with racial/ethnic diversity on campus
- Less satisfied with political and religious acceptance

Managers

- Concerned about racial/ethnic diversity, political and religious acceptance
SURVEY RESULTS

Staff and Managers

- Satisfied with overall sense of community
- Felt most discriminated upon race and gender
- Females were most likely to feel gender discrimination
SURVEY RESULTS

Staff and Managers

• The frequency of potential sexual harassment is consistent with the prior surveys
• Women are more likely than men to perceive unwanted sexual attention
• Vast majority that perceived it, did not report it
• Most respondents know of someone experiencing these potential situations, rather than experiencing it personally.
ACTIONS TAKEN

Implemented the following:

• Mentoring Resources web page
• New Employee Welcome (NEW) orientation
• Coffee Conversations: Hot Topics in Higher Education
• Inaugural Staff Conference
ACTIONS TAKEN

- Enhanced or implemented Certificate Programs
  - Leadership Institute
  - Group Leadership Forum
  - Principles of Supervision and Management
  - Personal Development Program
  - Four technology programs
ACTIONS TAKEN

• Collaborated with the Office of Vice President and Associate Provost for Diversity
  – Quarterly Meetings
  – Enhanced diversity factor on performance evaluation
  – Diversity Training
  – Provided demographic data for Annual Assessment Report
Office of Vice President and Associate Provost for Diversity implemented the following:

- University Diversity Plan

- Council on Climate and Diversity and Diversity Operations Committee
NEXT STEPS

• Staff and Management Survey—2012
  – Work with Mays Business College to update and distribute

• Continue to collaborate with the Office of Vice President and Associate Provost for Diversity

• Continue to implement programs and policies to support a positive work environment
SUMMARY

• Survey results were shared with the President, Office of the Vice President and Associate Provost for Diversity, University Staff Council, University Work Life Committee

• Communicated to campus community through Aggie Hotline; posted to HR website

• Objectives of the surveys were met

• Results were used to enhance or develop programs to support a positive work environment
SUMMARY

• Staff and management are generally satisfied

• The approach was effective but will explore gaining greater response from classified (hourly) staff; provide in Spanish
QUESTIONS?

If you have questions, contact

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