

## DAF Employee Satisfaction Survey Results Comparison

### Bursar Employee Survey Results (28 Respondents) Prepared by CSULB Institutional Research

Decision Making	Work Unit	DAF
	Agree	Agree
I am involved with decisions that affect my working conditions.	46.4	61.5
I am encouraged to be creative and use initiative.	39.3	70.2
Employees in my immediate work unit who look for better ways of doing things are respected.	51.9	69.8

Communication	Work Unit	DAF
	Agree	Agree
Information necessary for me to do my job flows freely and honestly in my immediate work unit.	42.9	66.6
I generally feel informed about the changes that affect me.	53.6	60.0
I rarely receive recognition for my good work.	59.3	41.6

Training & Resources	Work Unit	DAF
	Agree	Agree
I get the training I need to do my job well.	34.6	66.3
I have access to sufficient information to do my job well.	60.7	75.5
The tools and equipment (including computer equipment) I need to get my work done are readily available.	75.0	87.9

Teamwork	Work Unit	DAF
	Agree	Agree
Everyone in my immediate work unit contributes to a team effort in getting our work done.	55.6	72.8
Teamwork is valued in this division (DAF).	59.3	70.4
I feel favoritism is a problem in my immediate work unit.	75.0	37.8

Satisfaction	Work Unit	DAF
	Agree	Agree
I am satisfied with my job.	50.0	72.4
I would recommend CSULB as a good place to work.	78.6	83.8
My job is boring.	23.1	17.6

Customer Service	Work Unit	DAF
	Agree	Agree
In my work group, we ask our customers (internal and external) what they require from us.	71.4	73.3
We routinely talk about the quality of our work and the needs of our customers in my immediate work unit.	70.4	64.3
I believe that the quality of my work is important to the overall success of my department.	96.4	96.2

Diversity	Work Unit	DAF
	Agree	Agree
I am comfortable working with people who are different from me.	100.0	97.1
People from all backgrounds are treated fairly in my immediate work unit.	74.1	80.9

Immediate Work Group Leadership	Work Unit	DAF
	Agree	Agree
I am satisfied with the leadership in my immediate work unit.	28.6	62.8
Work is distributed fairly in my immediate work unit	51.9	68.4
Leaders in my immediate work unit provide adequate support when needed.	40.7	72.4

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Performance Management	Work Unit	DAF
	Agree	Agree
My job requirements are clear.	64.3	80.7
My supervisor fairly evaluates my performance.	61.5	74.4
My supervisor tells me what he or she expects me to do.	71.4	79.2

Division Leadership	Work Unit	DAF
	Agree	Agree
The Division of Administration and Finance (DAF) clearly communicates its goals and strategies to me.	39.3	43.1
I understand how my department contributes to the campus as a whole.	96.4	92.8
The contributions of my immediate work unit are recognized by the division leadership.	44.4	49.4

Importance Rankings	Work Unit	DAF
	Agree	Agree
The following things are important to my job satisfaction: My pay rate	100.0	96.6
The following things are important to my job satisfaction: Opportunities to develop or improve my skills	100.0	95.6
The following things are important to my job satisfaction: Programs that help me balance my home and work responsibilities (e.g., flex time)	92.6	87.7
The following things are important to my job satisfaction: Retirement plan	92.9	95.8
The following things are important to my job satisfaction: Benefits package	100.0	97.7
The following things are important to my job satisfaction: Campus rewards and recognition programs	82.1	73.0
The following things are important to my job satisfaction: Accomplishing something I had planned to do	96.4	96.4
The following things are important to my job satisfaction: Being recognized for doing a good job by my supervisor or department	96.4	94.9
The following things are important to my job satisfaction: Having my team recognized for doing outstanding work	100.0	94.0
The following things are important to my job satisfaction: Having my department recognized as exceptional	85.7	88.4
The following things are important to my job satisfaction: Other (3)	33.3	85.9