

DAF Employee Satisfaction Survey Results Comparison

Procurement & Support Services Employee Survey Results (32 Respondents) Prepared by CSULB Institutional Research

| Decision Making | Work Unit | DAF |
|---|-----------|-------|
| | Agree | Agree |
| I am involved with decisions that affect my working conditions. | 61.3 | 61.5 |
| I am encouraged to be creative and use initiative. | 68.8 | 70.2 |
| Employees in my immediate work unit who look for better ways of doing things are respected. | 68.8 | 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. | 59.4 | 66.6 |
| I generally feel informed about the changes that affect me. | 53.1 | 60.0 |
| I rarely receive recognition for my good work. | 50.0 | 41.6 |

| Training & Resources | Work Unit | DAF |
|--|-----------|-------|
| | Agree | Agree |
| I get the training I need to do my job well. | 59.4 | 66.3 |
| I have access to sufficient information to do my job well. | 71.9 | 75.5 |
| The tools and equipment (including computer equipment) I need to get my work done are readily available. | 87.1 | 87.9 |

| Teamwork | Work Unit | DAF |
|---|-----------|-------|
| | Agree | Agree |
| Everyone in my immediate work unit contributes to a team effort in getting our work done. | 75.0 | 72.8 |
| Teamwork is valued in this division (DAF). | 75.0 | 70.4 |
| I feel favoritism is a problem in my immediate work unit. | 28.1 | 37.8 |

| Satisfaction | Work Unit | DAF |
|--|-----------|-------|
| | Agree | Agree |
| I am satisfied with my job. | 59.4 | 72.4 |
| I would recommend CSULB as a good place to work. | 78.1 | 83.8 |
| My job is boring. | 25.0 | 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. | 74.2 | 73.3 |
| We routinely talk about the quality of our work and the needs of our customers in my immediate work unit. | 53.1 | 64.3 |
| I believe that the quality of my work is important to the overall success of my department. | 90.6 | 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. | 71.0 | 80.9 |

| Immediate Work Group Leadership | Work Unit | DAF |
|---|-----------|-------|
| | Agree | Agree |
| I am satisfied with the leadership in my immediate work unit. | 65.6 | 62.8 |
| Work is distributed fairly in my immediate work unit | 59.4 | 68.4 |
| Leaders in my immediate work unit provide adequate support when needed. | 65.6 | 72.4 |

DAF Employee Satisfaction Survey Results Comparison

Procurement & Support Services Employee Survey Results (32 Respondents)

| Performance Management | Work Unit | DAF |
|---|-----------|-------|
| | Agree | Agree |
| My job requirements are clear. | 83.9 | 80.7 |
| My supervisor fairly evaluates my performance. | 64.5 | 74.4 |
| My supervisor tells me what he or she expects me to do. | 78.1 | 79.2 |

| Division Leadership | Work Unit | DAF |
|---|-----------|-------|
| | Agree | Agree |
| The Division of Administration and Finance (DAF) clearly communicates its goals and strategies to me. | 43.8 | 43.1 |
| I understand how my department contributes to the campus as a whole. | 81.3 | 92.8 |
| The contributions of my immediate work unit are recognized by the division leadership. | 40.6 | 49.4 |

| Importance Rankings | Work Unit | DAF |
|--|-----------|-------|
| | Agree | Agree |
| The following things are important to my job satisfaction: My pay rate | 96.9 | 96.6 |
| The following things are important to my job satisfaction: Opportunities to develop or improve my skills | 96.8 | 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) | 77.4 | 87.7 |
| The following things are important to my job satisfaction: Retirement plan | 96.8 | 95.8 |
| The following things are important to my job satisfaction: Benefits package | 96.9 | 97.7 |
| The following things are important to my job satisfaction: Campus rewards and recognition programs | 68.8 | 73.0 |
| The following things are important to my job satisfaction: Accomplishing something I had planned to do | 100.0 | 96.4 |
| The following things are important to my job satisfaction: Being recognized for doing a good job by my supervisor or department | 100.0 | 94.9 |
| The following things are important to my job satisfaction: Having my team recognized for doing outstanding work | 96.9 | 94.0 |
| The following things are important to my job satisfaction: Having my department recognized as exceptional | 93.5 | 88.4 |
| The following things are important to my job satisfaction: Other (5) | 100.0 | 85.9 |