



UC San Diego

STAFF ASSOCIATION

HIGHLIGHT OF THE UC SAN DIEGO 2015 STAFF ENGAGEMENT SURVEY

AGENDA

- CUCSA Staff Engagement Survey Background
- IS Engagement Important?
- 2012 Staff Engagement Survey Outcomes
- 2015 Staff Engagement Survey Results
- Our areas of strength
- Our focus for improvement
- Get Involved!

BACKGROUND FOR THE SURVEY

- Non-represented staff system-wide survey was created at the request of **CUCSA**
- Survey was conducted by Towers Watson for UCOP and CUCSA
- Sample consisted of non-represented (policy covered) staff
- Conducted between March 30 – April 24, 2015
- Response rate for UC System 46% (range 40% - 56%)
- Response rate for UC San Diego 45% (n = 1,096/2,440)

WHY IS ENGAGEMENT IMPORTANT?

Employees benefits:

- Growth Opportunities (learning and advancement)
- Campus Climate
- Relationships (cooperative and collaborative)

Employer benefits:

- Productivity
- Innovation
- Commitment

SOME GOOD NEWS

- In each of the following categories our performance is above average when benchmarked against UC Overall. Our biggest differences were in the following three areas:

Category	Favorable Responses	Difference from UC Overall
Image/Brand	80%	+4
Career Development	60%	+4
Organizational Change	37%	+4

IMAGE/BRAND

Image/Brand Items

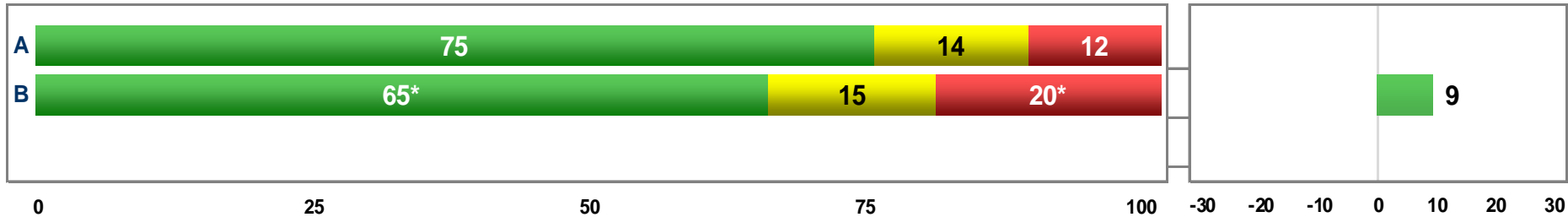
SAN DIEGO [W] (N=1,096)

vs. SAN DIEGO 2012 (N=959)

Category 4: Image/Brand

4. My campus/location is highly regarded by its employees.

Total Favorable ? Total Unfavorable



* indicates a statistically significant difference

Red / Green Difference Bars are statistically significant

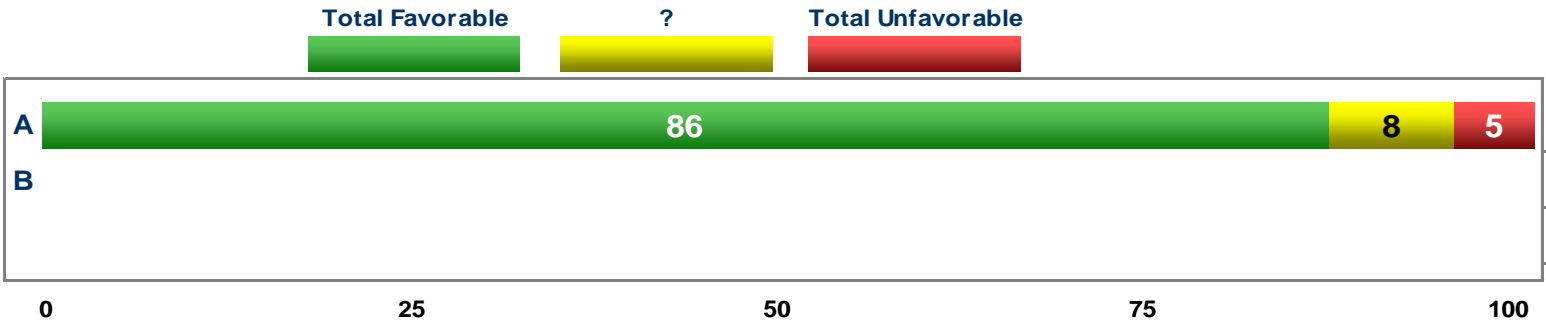
Image/Brand Items

SAN DIEGO [W] (N=1,096)

vs. SAN DIEGO 2012 (N=959)

Category 4: Image/Brand

30. I am proud to be associated with the UC system.



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This question was added to the 2015 survey

CAREER DEVELOPMENT

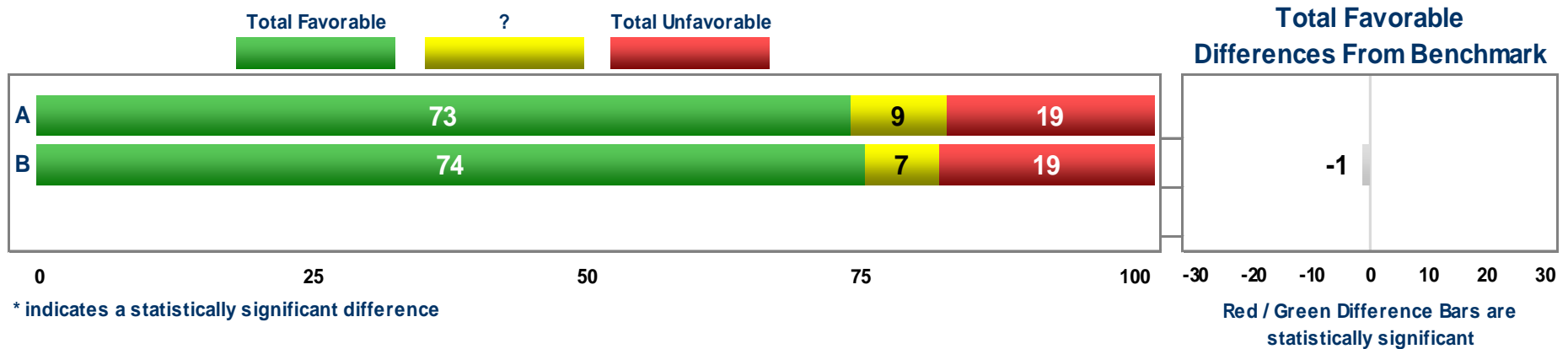
Career Development Items

SAN DIEGO [W] (N=1,096)

vs. SAN DIEGO 2012 (N=959)

Category 1: Career Development

1. I believe I have the opportunity for personal development and growth within the UC system.



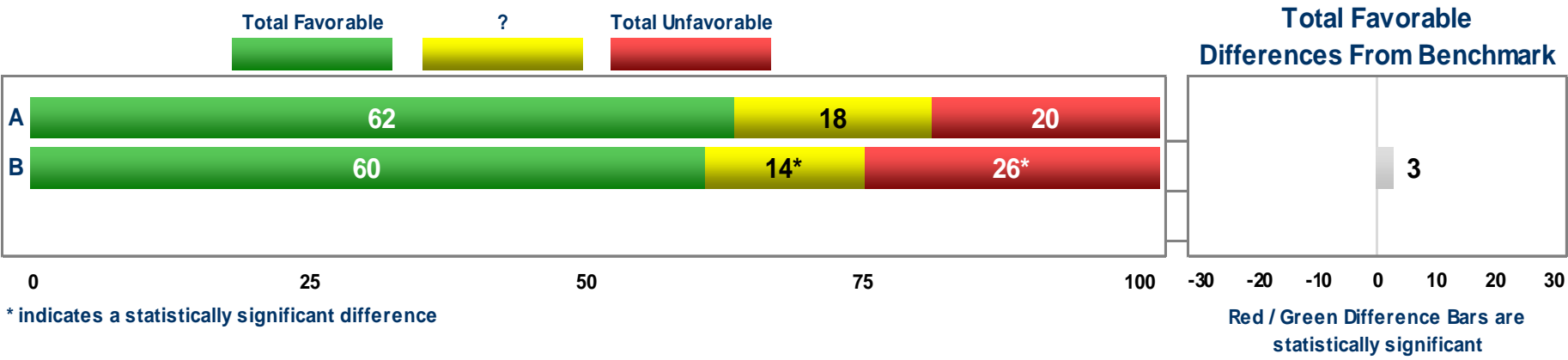
Career Development Items

SAN DIEGO [W] (N=1,096)

vs. SAN DIEGO 2012 (N=959)

Category 1: Career Development

9. My campus/location provides people with the necessary information and resources to manage their own careers effectively.



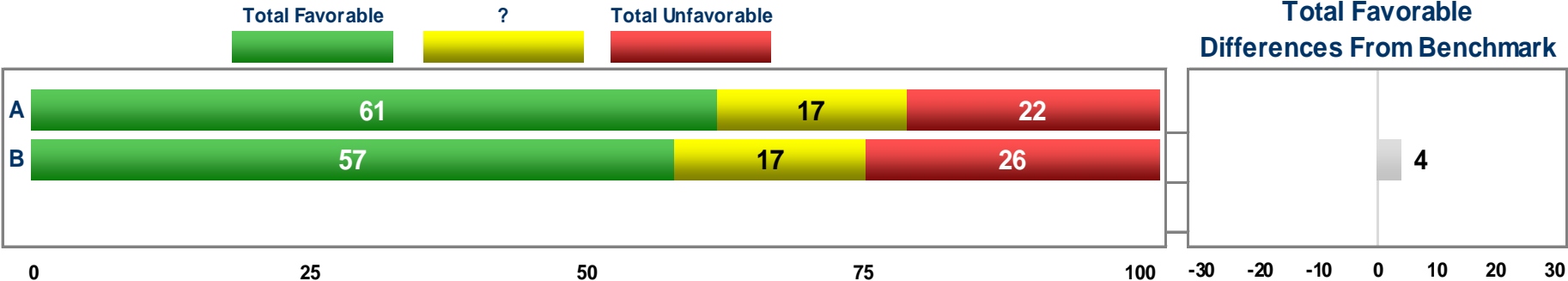
Career Development Items

SAN DIEGO [W] (N=1,096)

vs. SAN DIEGO 2012 (N=959)

Category 1: Career Development

14. I am confident I can achieve my personal career objectives within the UC system.



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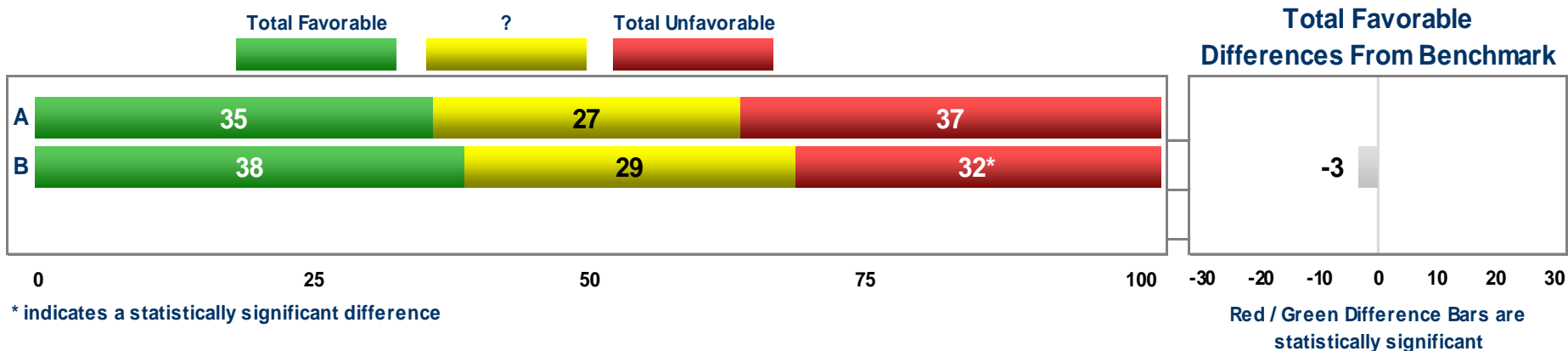
Career Development Items

SAN DIEGO [W] (N=1,096)

vs. SAN DIEGO 2012 (N=959)

Category 1: Career Development

18. My campus/location is doing a good job of planning for management succession.



ORGANIZATIONAL CHANGE

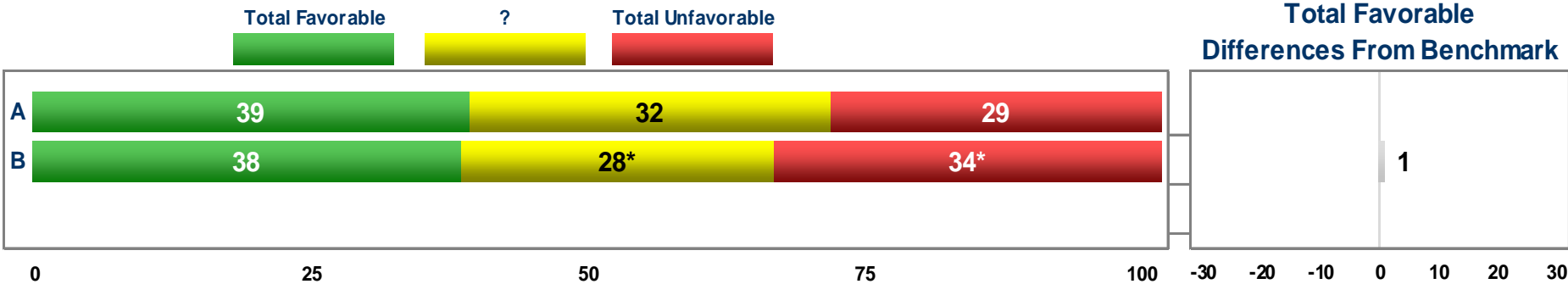
Organizational Change Items

SAN DIEGO [W] (N=1,096)

vs. SAN DIEGO 2012 (N=959)

Category 5: Organizational Change

5a. Generally, recent major organizational changes across the UC system have been: Planned well



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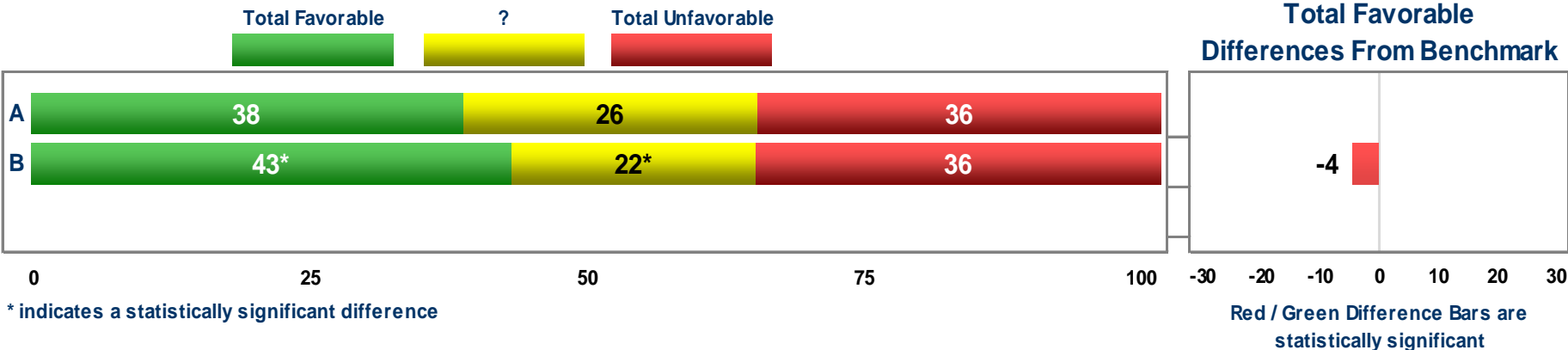
Organizational Change Items

SAN DIEGO [W] (N=1,096)

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Category 5: Organizational Change

5b. Generally, recent major organizational changes across the UC system have been: Explained well



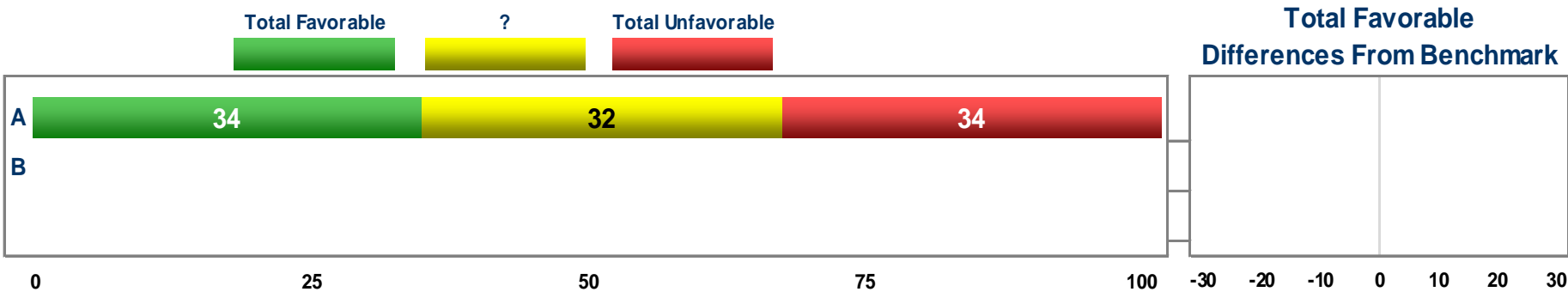
Organizational Change Items

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Category 5: Organizational Change

5c. Generally, recent major organizational changes across the UC system have been: Executed well



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MOST IMPROVED
BETWEEN 2015-2012

Benchmarks Summary for Items

SAN DIEGO [W] (N=1,096)

Category 3: Engagement

Items	Total Favorable		Total Unfavorable	
	Favorable	Unfavorable	Favorable	Unfavorable
3. I feel motivated to go beyond my formal job responsibilities to get the job done.	84	5	11	?
11. Working for the UC system inspires me to do my best work.	73	13	14	
15. I am satisfied with my involvement in decisions that affect my work.	66	12	23	
19. I have the equipment/tools/resources I need to do my job effectively.	78	8	14	
21. There is usually sufficient staff in my department to handle the workload.	44	12	45	
23. My work schedule allows sufficient flexibility to meet my personal/family needs.	84	4	11	

Benchmarks

- A. UC OVERALL [W] (N=9,468)
- B. SAN DIEGO 2012 (N=959)
- C. 2014 US UNIVERSITIES STAFF NORM (N=14,560)
- D. TOWERS WATSON US NATIONAL NORM (N=160,417)

Differences in Total Favorable From

	A	B	C	D
3. I feel motivated to go beyond my formal job responsibilities to get the job done.	+1	0	n/a	-5*
11. Working for the UC system inspires me to do my best work.	+2	+7*	n/a	0
15. I am satisfied with my involvement in decisions that affect my work.	+4*	+4	+3	-4*
19. I have the equipment/tools/resources I need to do my job effectively.	+5*	-1	+4*	+2
21. There is usually sufficient staff in my department to handle the workload.	-1	+1	-4*	-12*
23. My work schedule allows sufficient flexibility to meet my personal/family needs.	0	-2	+1	+7*

Colored Cells indicate a statistically significant difference

TOP FAVORABLE
DIFFERENCES FROM 2012
TO 2015

Top 10 Items

SAN DIEGO [W] (N=1,096)

vs. UC OVERALL [W] (N=9,468)

Top 10 Differences From Benchmark

	Total Favorable	Diff	Neutral Midpoint	Total Unfavorable	Don't Know (Other)
CAREER DEVELOPMENT: My campus/location provides people with the necessary information and resources to manage their own careers effectively.	62	+9*	18	20	
IMAGE/BRAND: My campus/location is highly regarded by its employees.	75	+8*	14	12	
ENGAGEMENT: I have the equipment/tools/resources I need to do my job effectively.	78	+5*	8	14	
ORGANIZATIONAL CHANGE: Generally, recent major organizational changes across the UC system have been: Planned well	39	+5*	32	29	
PERFORMANCE MANAGEMENT: I think my performance on the job is evaluated fairly.	78	+4*	11	11	
SUPERVISION: My supervisor gives me regular feedback on my performance.	73	+4*	7	19	
CAREER DEVELOPMENT: There are sufficient opportunities for me to receive training to improve my skills in my current job.	71	+4*	12	17	
ENGAGEMENT: I am satisfied with my involvement in decisions that affect my work.	66	+4*	12	23	
CAREER DEVELOPMENT: My campus/location is doing a good job of planning for management succession.	35	+4*	27	37	
ORGANIZATIONAL CHANGE: Generally, recent major organizational changes across the UC system have been: Executed well	34	+4*	32	34	

0 25 50 75 100

* indicates a statistically significant difference

KEY DRIVERS FOR IMPROVEMENT

- Career Development
- Organizational Change
- Performance Management

Bottom 10 Items

SAN DIEGO [W] (N=1,096)

vs. UC OVERALL [W] (N=9,468)

Bottom 10 Differences From Benchmark

	Total Favorable	Diff	Neutral Midpoint	Total Unfavorable	Don't Know (Other)
PERFORMANCE MANAGEMENT: I feel my campus/location does a good job matching pay to performance.	27	-1	12	60	
SUPERVISION: Regarding suggestions for change from employees, my supervisor is usually responsive.	72	-1	13	15	
SUPERVISION: My supervisor communicates effectively.	73	-1	9	17	
ENGAGEMENT: There is usually sufficient staff in my department to handle the workload.	44	-1	12	45	
WORKING RELATIONSHIPS: There is good cooperation between staff in my department.	78	-1	10	12	
SUPERVISION: Please indicate the extent to which you agree with the following statements about your supervisor: Listens carefully to different points of view before coming to conclusions	72	0	10	18	
IMAGE/BRAND: I am proud to be associated with the UC system. <input type="checkbox"/>	86	0	8	5	
CAREER DEVELOPMENT: I believe I have the opportunity for personal development and growth within the UC system.	73	0	9	19	
SUPERVISION: My supervisor keeps me informed about issues that affect me. <input type="checkbox"/>	75	0	11	14	
ENGAGEMENT: My work schedule allows sufficient flexibility to meet my personal/family needs.	84	0	4	11	

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ENGAGEMENT

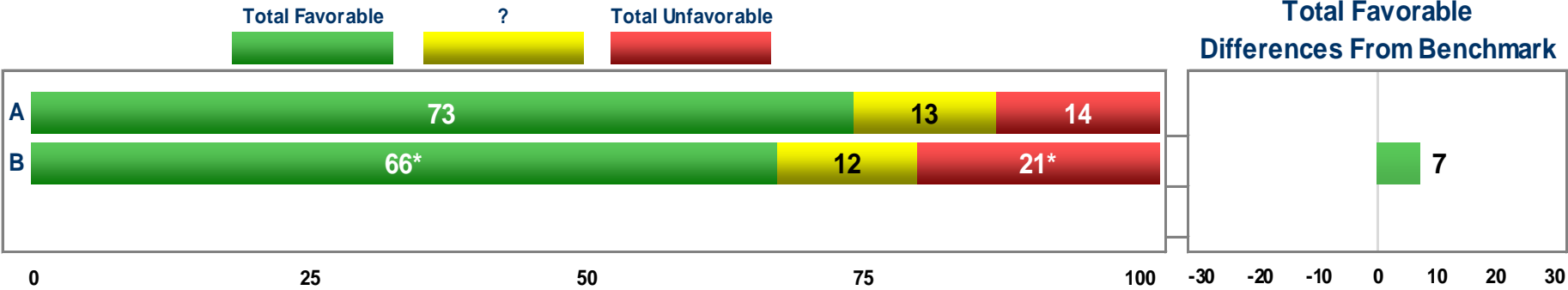
Engagement Items

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vs. SAN DIEGO 2012 (N=959)

Category 3: Engagement

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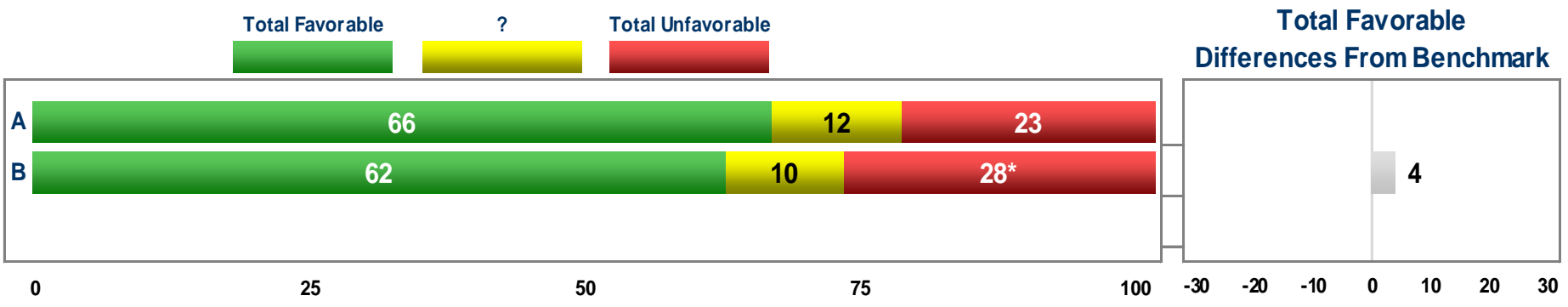
Engagement Items

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Category 3: Engagement

15. I am satisfied with my involvement in decisions that affect my work.



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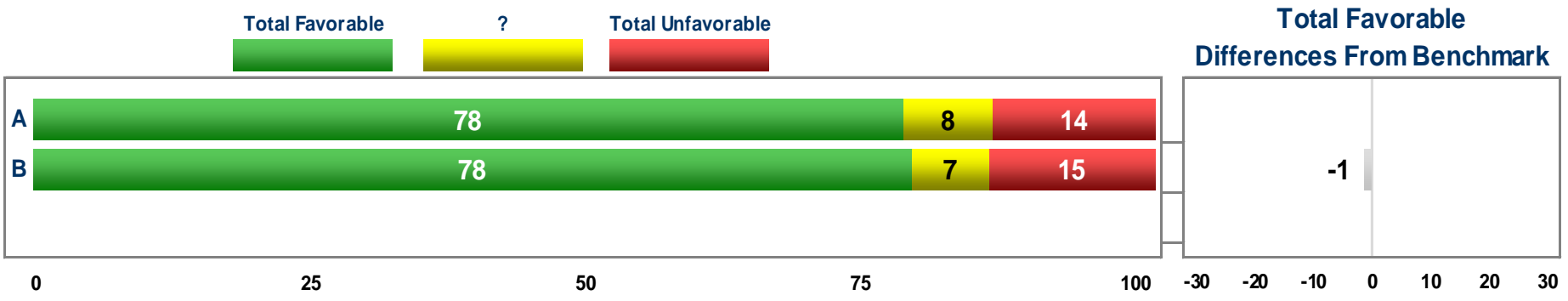
Engagement Items

SAN DIEGO [W] (N=1,096)

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Category 3: Engagement

19. I have the equipment/tools/resources I need to do my job effectively.



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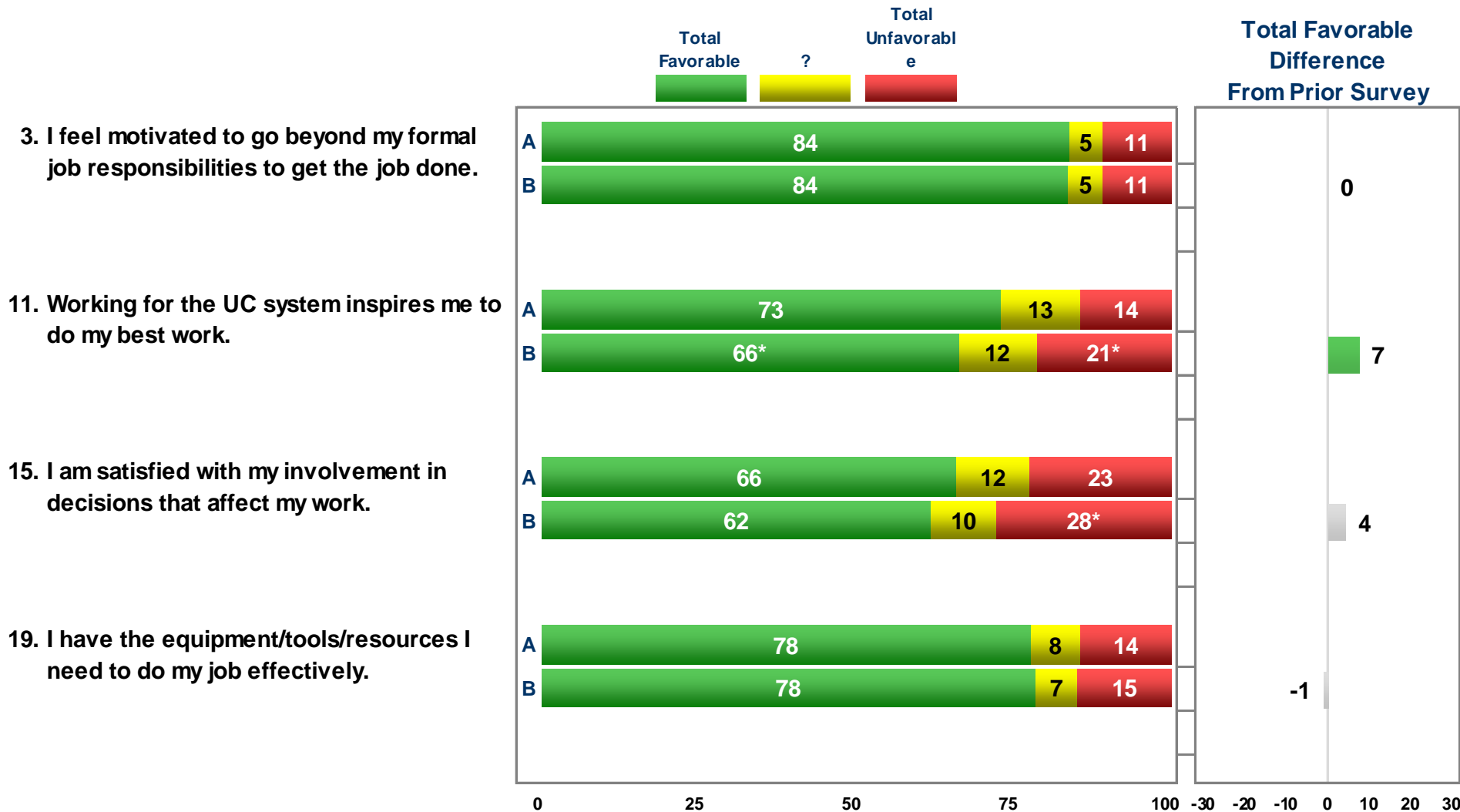
Red / Green Difference Bars are statistically significant

Items By Category

SAN DIEGO [W] (N=1,096)

vs. SAN DIEGO 2012 (N=959)

Category 3: Engagement



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Red / Green Difference Bars are statistically significant

Legend

A. SAN DIEGO [W] (N=1,096)

B. SAN DIEGO 2012 (N=959)

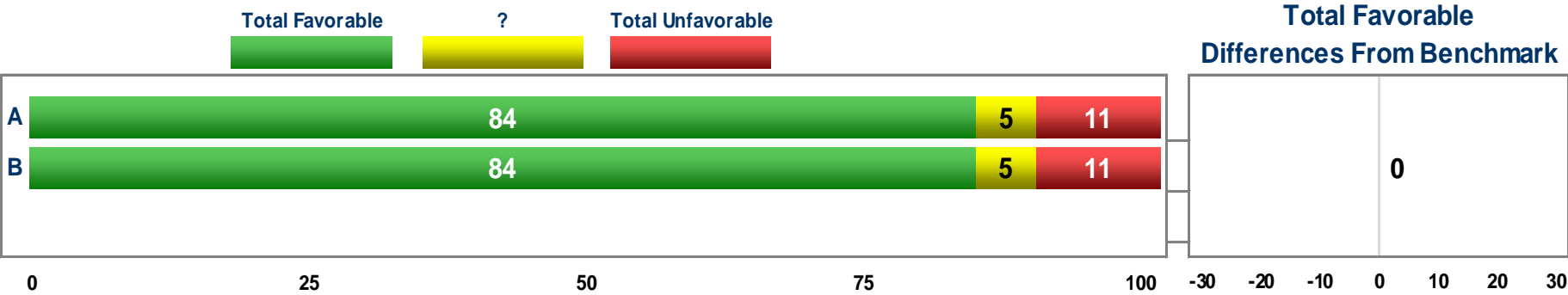
Engagement Items

SAN DIEGO [W] (N=1,096)

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Category 3: Engagement

3. I feel motivated to go beyond my formal job responsibilities to get the job done.



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“I HAVE IDEAS TO HELP IMPROVE OUR WORKING ENVIRONMENT.

WHERE CAN I GO TO OFFER THEM?”

The Staff Association is holding a Town Hall for this express purpose!

May 19th, 11:30 – 1:00

Forum Room

4th Floor, Price Center East

*Refreshments and Refreshing Conversation will be available

Come out and meet your Staff Association leadership and the leadership for the staff affiliate groups. We all want to meet you!

HOW CAN I GET INVOLVED?

<http://staffassociation.ucsd.edu>

<https://twitter.com/UCSDStaff>

<https://www.facebook.com/ucsdstaffassociation>

Contact Us!

SAChair@ucsd.edu

Billiekai Boughton, Chair: 858-822-5450

Amanda Chavez, Chair-Elect: 858-534-9659

For more information about CUCSA and each Staff Assembly:

[http://cucsa.ucr.edu/](http://cucsa.ucr.edu)



UC San Diego

STAFF ASSOCIATION

THANK YOU!