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:

<table>
<thead>
<tr>
<th>Category</th>
<th>Favorable Responses</th>
<th>Difference from UC Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Image/Brand</td>
<td>80%</td>
<td>+4</td>
</tr>
<tr>
<td>Career Development</td>
<td>60%</td>
<td>+4</td>
</tr>
<tr>
<td>Organizational Change</td>
<td>37%</td>
<td>+4</td>
</tr>
</tbody>
</table>
4. My campus/location is highly regarded by its employees.

* indicates a statistically significant difference

Red / Green Difference Bars are statistically significant
Category 4: Image/Brand

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

* indicates a statistically significant difference

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.

* indicates a statistically significant difference

Red / Green Difference Bars are statistically significant

Total Favorable Differences From Benchmark

-1
9. My campus/location provides people with the necessary information and resources to manage their own careers effectively.

* indicates a statistically significant difference
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.

* indicates a statistically significant difference

Red / Green Difference Bars are statistically significant
Category 1: Career Development

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

<table>
<thead>
<tr>
<th>A.  SAN DIEGO [W] (N=1,096)</th>
<th>B.  SAN DIEGO 2012 (N=959)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Favorable</td>
<td>Total Favorable</td>
</tr>
<tr>
<td>35</td>
<td>38</td>
</tr>
<tr>
<td>Total Unfavorable</td>
<td>Total Unfavorable</td>
</tr>
<tr>
<td>27</td>
<td>29</td>
</tr>
<tr>
<td>Differences From Benchmark</td>
<td></td>
</tr>
<tr>
<td>* indicates a statistically significant difference</td>
<td>Red / Green Difference Bars are statistically significant</td>
</tr>
</tbody>
</table>
ORGANIZATIONAL CHANGE
Category 5: Organizational Change

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

* indicates a statistically significant difference
Organizational Change Items
SAN DIEGO [W] (N=1,096) vs. SAN DIEGO 2012 (N=959)

Category 5: Organizational Change

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

* indicates a statistically significant difference

Red / Green Difference Bars are statistically significant

<table>
<thead>
<tr>
<th></th>
<th>Total Favorable</th>
<th>Total Unfavorable</th>
<th>Differences From Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>38</td>
<td>26</td>
<td>-4</td>
</tr>
<tr>
<td>B</td>
<td>43*</td>
<td>22*</td>
<td>-30</td>
</tr>
</tbody>
</table>

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

SAN DIEGO 2012 (N=959)
Organizational Change Items
SAN DIEGO [W] (N=1,096) vs. SAN DIEGO 2012 (N=959)

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

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

### 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

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item 3</td>
<td>+1</td>
<td>0</td>
<td>n/a</td>
<td>-5*</td>
</tr>
<tr>
<td>Item 11</td>
<td>+2</td>
<td>+7*</td>
<td>n/a</td>
<td>0</td>
</tr>
<tr>
<td>Item 15</td>
<td>+4*</td>
<td>+4</td>
<td>+3</td>
<td>-4*</td>
</tr>
<tr>
<td>Item 19</td>
<td>+5*</td>
<td>-1</td>
<td>+4*</td>
<td>+2</td>
</tr>
<tr>
<td>Item 21</td>
<td>-1</td>
<td>+1</td>
<td>-4*</td>
<td>-12*</td>
</tr>
<tr>
<td>Item 23</td>
<td>0</td>
<td>-2</td>
<td>+1</td>
<td>+7*</td>
</tr>
</tbody>
</table>

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

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

* indicates a statistically significant difference.
KEY DRIVERS FOR IMPROVEMENT

- Career Development
- Organizational Change
- Performance Management
### Bottom 10 Differences From Benchmark

**SAN DIEGO [W] (N=1,096) vs. UC OVERALL [W] (N=9,468)**

#### Bottom 10 Items

<table>
<thead>
<tr>
<th>Item</th>
<th>Total Favorable</th>
<th>Diff</th>
<th>Neutral</th>
<th>Total</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERFORMANCE MANAGEMENT: I feel my campus/locaton does a good job matching pay to performance.</td>
<td>27</td>
<td>-1</td>
<td>12</td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>SUPERVISION: Regarding suggestions for change from employees, my supervisor is usually responsive.</td>
<td>72</td>
<td>-1</td>
<td>13</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>SUPERVISION: My supervisor communicates effectively.</td>
<td>73</td>
<td>-1</td>
<td>9</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>ENGAGEMENT: There is usually sufficient staff in my department to handle the workload.</td>
<td>44</td>
<td>-1</td>
<td>12</td>
<td>45</td>
<td></td>
</tr>
<tr>
<td>WORKING RELATIONSHIPS: There is good cooperation between staff in my department.</td>
<td>78</td>
<td>-1</td>
<td>10</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>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</td>
<td>72</td>
<td>0</td>
<td>10</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>IMAGE/BRAND: I am proud to be associated with the UC system.</td>
<td>86</td>
<td>0</td>
<td>8</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>CAREER DEVELOPMENT: I believe I have the opportunity for personal development and growth within the UC system.</td>
<td>73</td>
<td>0</td>
<td>9</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>SUPERVISION: My supervisor keeps me informed about issues that affect me.</td>
<td>75</td>
<td>0</td>
<td>11</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>ENGAGEMENT: My work schedule allows sufficient flexibility to meet my personal/family needs.</td>
<td>84</td>
<td>0</td>
<td>4</td>
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ENGAGEMENT
11. Working for the UC system inspires me to do my best work.

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Engagement Items
SAN DIEGO [W] (N=1,096) vs. SAN DIEGO 2012 (N=959)

Category 3: Engagement

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

- **Total Favorable**
  - A. 66
  - B. 62

- **Total Unfavorable**
  - A. 12
  - B. 10

- **Total Favorable Differences From Benchmark**
  - A. 23
  - B. 28*

* indicates a statistically significant difference

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Engagement Items
SAN DIEGO [W] (N=1,096)
vs. SAN DIEGO 2012 (N=959)

Category 3: Engagement

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

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Category 3: Engagement

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

11. Working for the UC system inspires me to do my best work.

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

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

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Legend
A. SAN DIEGO [W] (N=1,096)  
B. SAN DIEGO 2012 (N=959)
Category 3: Engagement

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

* indicates a statistically significant difference
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
Billiekaï 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/
THANK YOU!