

# ***WORKING AT IOWA – SURVEY 2014***

IIHR

January 2015

## **INTRODUCTION**

The Working at Iowa survey responses for your department(s) are being provided to support the effectiveness and productivity of your department, as well as the achievement of the University's strategic goals. Responses to the individual survey items will provide you with an understanding of the strengths of your work culture, and identify changes to potentially improve the effectiveness of your workforce by building engagement. Encouraging dialogue to understand the survey data, utilizing strengths and acting upon results are opportunities for you to advance the strategic goals and initiatives of your department.

Each department is expected to share these survey results with your faculty and/or staff, utilizing whatever method is most effective and appropriate for your environment. Communicating your survey results is an opportunity for two-way communication with your faculty and/or staff to better understand their perceptions and the meaning of their collective responses. This communication also provides an opportunity to set expectations for how these survey results will be used. In considering strengths and opportunities for improvement, you will also want to consider other sources of related information that may help shape your understanding of their experiences.

Celebrating and promoting the strengths identified in the survey results is one way to respond to the data. Action plans to address opportunities for improvement should also be developed with and communicated to your staff and faculty. Your ability to improve the productivity and effectiveness of your department as a result of the survey will depend largely on the extent to which the communication within your department can be prompt and link specific actions taken with specific survey results.

When analyzing the data provided, it may be useful to keep in mind that:

- The survey data are a snapshot taken at a certain point in time. In comparison to past years, it does not represent the change within a constant cohort of respondents.
- Data are not provided for any question in which there are fewer than 15 (fifteen) responses, in order to protect the confidentiality of respondents.

## **SUMMARY OF “AGREES” BY EMPLOYEE CATEGORY**

The Summary of “Agrees” by Employee Category provides a one page summary and initial overview of survey responses by totaling the percentages that indicate some level of agreement to the individual survey items. Additional understanding of these results will be gained through the information provided in the following sections of this report.

## **SURVEY RESPONDENTS AND PARTICIPATION RATES**

The number of respondents in this report is summarized by employee category and percent participation of the eligible population to help you assess the results that follow. All response information is reported as percentages to protect the confidentiality of respondents.

## **SNAPSHOT RESULTS**

The snapshot section provides response data for all twenty (20) survey items from respondents in your department. The bar graph displays responses from faculty and/or staff in each of the employee categories within your organization: faculty (all regular), professional and scientific (including any represented by SEIU), and merit staff (all, including supervisory, confidential and represented by AFSCME), and the distribution of responses across the six response options (strongly agree, agree, slightly agree, slightly disagree, disagree, and strongly disagree). The 2014 data for your college/division are also displayed as a reference point. This will allow you to consider the strength of responses in any direction or where you may have the greatest potential for influence. This detail also allows for further analysis of any differences between the employee categories, and/or between individual survey items.

## **RESOURCES**

University Human Resources is available to support the communication and use of your department's survey results, working with the Senior Human Resources Leader for your organization. Just in time resources are available on the Working at Iowa – Survey 2014 website: <http://hr.uiowa.edu/working>

Contact information is also available at this site if you have questions about this report or would like assistance in its use.

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*Joni Troester*, Director UI Organizational Effectiveness/Health and Productivity

*Kevin Ward*, Assistant Vice President, Human Resources Administration, University Human Resources

## **ACKNOWLEDGEMENTS**

University Human Resources wishes to acknowledge the essential contributions to this report by the Center for Public Health Statistics in the College of Public Health. The leadership of Dr. Jane Pendergast and the work of Graduate Assistant John VanBuren in the design and production of the survey reports have been extremely valuable to the success of the Working at Iowa – Survey 2014, and for which we are very grateful.

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## SUMMARY OF “AGREES” BY EMPLOYEE CATEGORY

	Overall DEPT	ORG 15
Q1: I know my work expectations	98.4%	92.3%
Q2: I receive work feedback regularly	96.9%	84.0%
Q3: My supervisor's feedback is helpful	93.8%	84.2%
Q4: My supervisor acknowledges my good work	93.8%	85.4%
Q5: My professional development is encouraged	92.2%	84.4%
Q6: My supervisor treats me with respect	93.7%	91.3%
Q7: My unit goals are clear	96.9%	88.2%
Q8: My unit focuses on excellent service	96.8%	89.9%
Q9: My unit distributes workloads fairly	86.9%	79.3%
Q10: My unit supports work and personal life	96.7%	82.8%
Q11: Constructive management of work conflicts	93.2%	83.7%
Q12: My supervisor is open to hearing concerns	93.8%	90.1%
Q13: Civil and respectful coworkers	93.8%	88.7%
Q14: Supportive environment for diversity	92.1%	91.5%
Q15: I say great things about working in my unit	95.1%	89.8%
Q16: Understand how job fits overall mission of UI	98.4%	94.2%
Q17: Recommend UI to friend seeking employment	96.9%	91.3%
Q18: UI recognizes accomplishments of faculty/staff	87.3%	77.6%
Q19: The UI treats faculty/staff with respect	96.8%	86.8%
Q20: Promotion opportunities at UI	84.1%	77.6%

## DISTRIBUTION OF SURVEY RESPONDENTS AND PARTICIPATION BY JOB CLASSIFICATION

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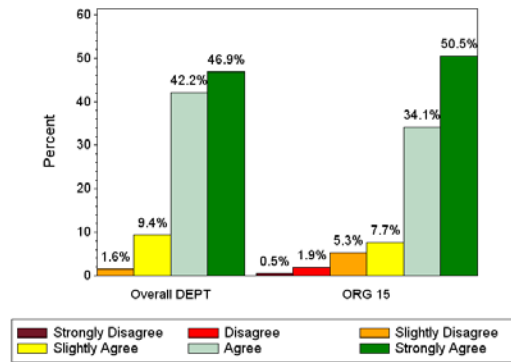
	<i>Number in population</i>	<i>% of total in population</i>	<i>Number participated</i>	<i>% of total participated</i>	<i>% participated of number in population</i>
<i>PS/SEIU</i>	76	97.4%	64	98.5%	84.2%
<i>MSE/Merit</i>	2	2.6%	1	1.5%	50.0%
<i>Total</i>	78	.	65	.	83.3%

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# **SURVEY ANALYSIS – SNAPSHOT RESULTS FOR 2014**

## QUESTION 1: I KNOW WHAT IS EXPECTED OF ME IN MY WORK

**Percentages of Responses for IIHR and College of Engineering in 2014**

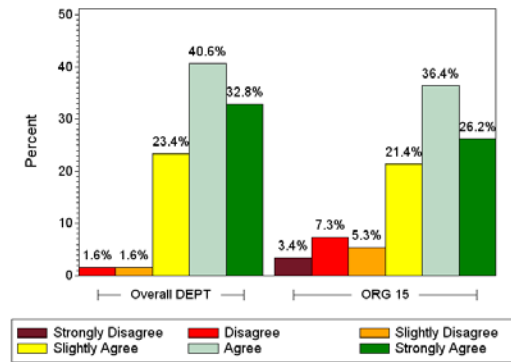


	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	-	0.5%
<i>Disagree</i>	-	1.9%
<i>Slightly Disagree</i>	1.6%	5.3%
<i>Slightly Agree</i>	9.4%	7.7%
<i>Agree</i>	42.2%	34.1%
<i>Strongly Agree</i>	46.9%	50.5%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

## QUESTION 2: I RECEIVE REGULAR FEEDBACK ABOUT MY WORK

**Percentages of Responses for IIHR and College of Engineering in 2014**



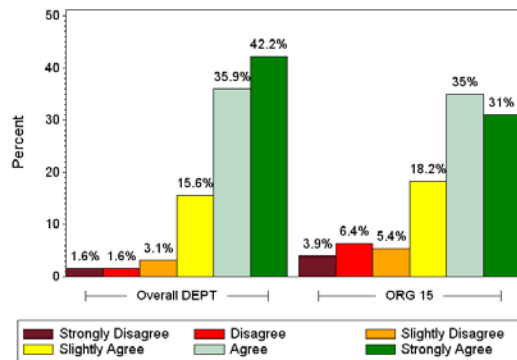
	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	-	3.4%
<i>Disagree</i>	1.6%	7.3%
<i>Slightly Disagree</i>	1.6%	5.3%
<i>Slightly Agree</i>	23.4%	21.4%
<i>Agree</i>	40.6%	36.4%
<i>Strongly Agree</i>	32.8%	26.2%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.



### QUESTION 3: THE FEEDBACK I RECEIVE FROM MY SUPERVISOR HELPS ME TO IMPROVE MY PERFORMANCE

**Percentages of Responses for IIHR and College of Engineering in 2014**

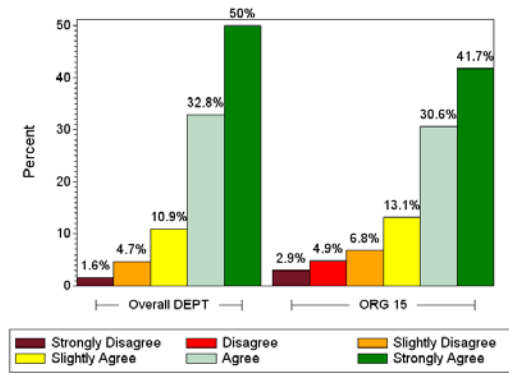


	Overall DEPT	ORG 15
<i>Strongly Disagree</i>	1.6%	3.9%
<i>Disagree</i>	1.6%	6.4%
<i>Slightly Disagree</i>	3.1%	5.4%
<i>Slightly Agree</i>	15.6%	18.2%
<i>Agree</i>	35.9%	35.0%
<i>Strongly Agree</i>	42.2%	31.0%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

**QUESTION 4: MY SUPERVISOR ACKNOWLEDGES ME FOR DOING GOOD WORK**

**Percentages of Responses for IHR and College of Engineering in 2014**

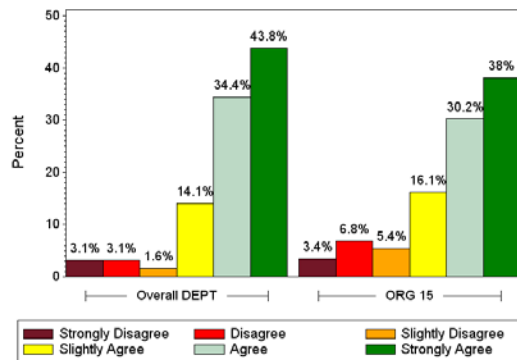


	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	1.6%	2.9%
<i>Disagree</i>	-	4.9%
<i>Slightly Disagree</i>	4.7%	6.8%
<i>Slightly Agree</i>	10.9%	13.1%
<i>Agree</i>	32.8%	30.6%
<i>Strongly Agree</i>	50.0%	41.7%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

## QUESTION 5: I AM ENCOURAGED TO PARTICIPATE IN PROFESSIONAL DEVELOPMENT

**Percentages of Responses for IIHR and College of Engineering in 2014**

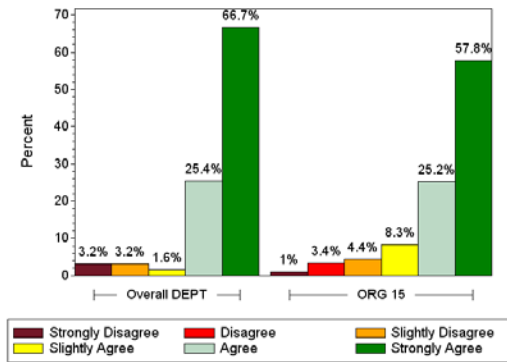


	Overall DEPT	ORG 15
<i>Strongly Disagree</i>	3.1%	3.4%
<i>Disagree</i>	3.1%	6.8%
<i>Slightly Disagree</i>	1.6%	5.4%
<i>Slightly Agree</i>	14.1%	16.1%
<i>Agree</i>	34.4%	30.2%
<i>Strongly Agree</i>	43.8%	38.0%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

**QUESTION 6: MY SUPERVISOR TREATS ME WITH RESPECT**

**Percentages of Responses for IHR and College of Engineering in 2014**

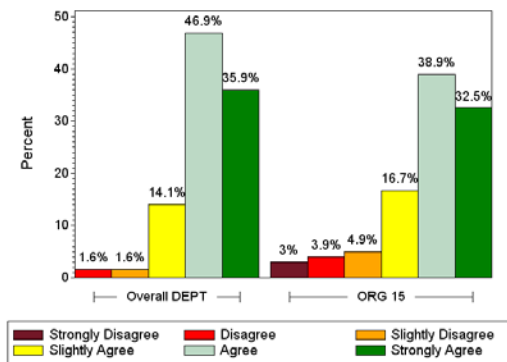


	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	3.2%	1.0%
<i>Disagree</i>	-	3.4%
<i>Slightly Disagree</i>	3.2%	4.4%
<i>Slightly Agree</i>	1.6%	8.3%
<i>Agree</i>	25.4%	25.2%
<i>Strongly Agree</i>	66.7%	57.8%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

## QUESTION 7: MY UNIT GOALS ARE CLEAR

**Percentages of Responses for IIHR and College of Engineering in 2014**

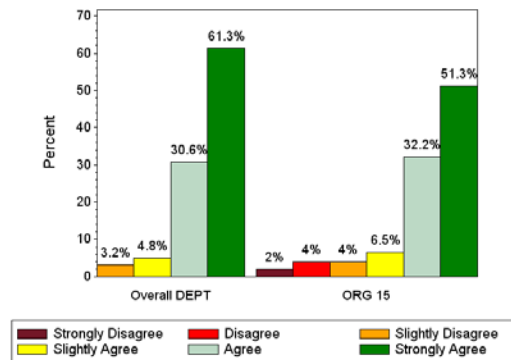


	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	-	3.0%
<i>Disagree</i>	1.6%	3.9%
<i>Slightly Disagree</i>	1.6%	4.9%
<i>Slightly Agree</i>	14.1%	16.7%
<i>Agree</i>	46.9%	38.9%
<i>Strongly Agree</i>	35.9%	32.5%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

**QUESTION 8: MY UNIT HAS A STRONG FOCUS ON PROVIDING EXCELLENT SERVICE TO THOSE WITH WHOM WE INTERACT**

**Percentages of Responses for IHR and College of Engineering in 2014**

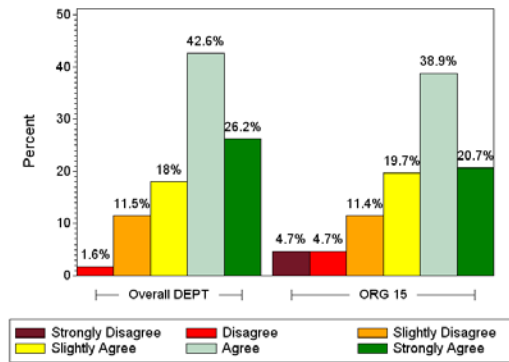


	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	-	2.0%
<i>Disagree</i>	-	4.0%
<i>Slightly Disagree</i>	3.2%	4.0%
<i>Slightly Agree</i>	4.8%	6.5%
<i>Agree</i>	30.6%	32.2%
<i>Strongly Agree</i>	61.3%	51.3%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

**QUESTION 9: WORKLOADS ARE DISTRIBUTED FAIRLY IN MY UNIT**

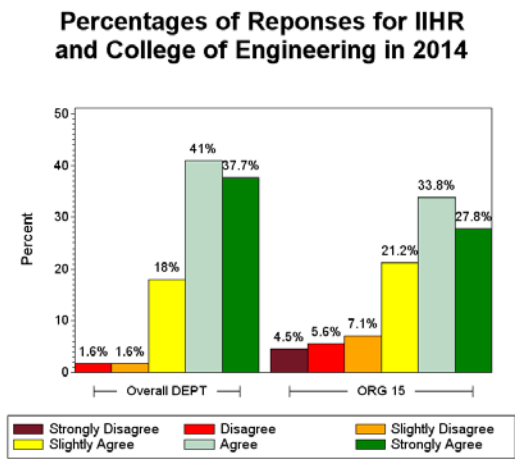
**Percentages of Reponses for IHR and College of Engineering in 2014**



	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	-	4.7%
<i>Disagree</i>	1.6%	4.7%
<i>Slightly Disagree</i>	11.5%	11.4%
<i>Slightly Agree</i>	18.0%	19.7%
<i>Agree</i>	42.6%	38.9%
<i>Strongly Agree</i>	26.2%	20.7%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

**QUESTION 10: MY UNIT PROVIDED SUPPORT TO HELP FACULTY/STAFF BALANCE  
WORK AND PERSONAL LIFE RESPONSIBILITIES**



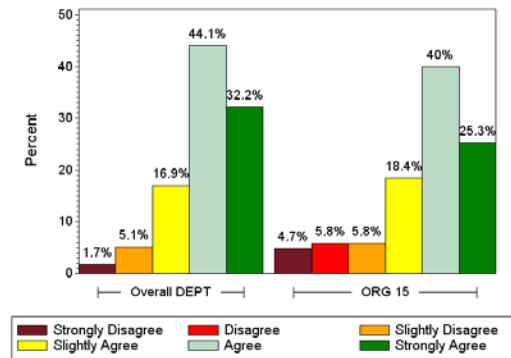
	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	-	4.5%
<i>Disagree</i>	1.6%	5.6%
<i>Slightly Disagree</i>	1.6%	7.1%
<i>Slightly Agree</i>	18.0%	21.2%
<i>Agree</i>	41.0%	33.8%
<i>Strongly Agree</i>	37.7%	27.8%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.



**QUESTION 11: WORK-RELATED CONFLICTS ARE MANAGED CONSTRUCTIVELY IN MY UNIT**

**Percentages of Responses for IIHR and College of Engineering in 2014**

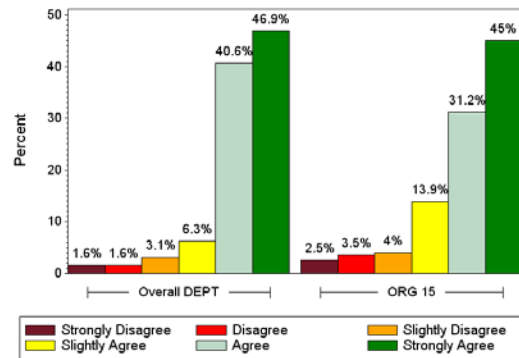


	Overall DEPT	ORG 15
<i>Strongly Disagree</i>	1.7%	4.7%
<i>Disagree</i>	-	5.8%
<i>Slightly Disagree</i>	5.1%	5.8%
<i>Slightly Agree</i>	16.9%	18.4%
<i>Agree</i>	44.1%	40.0%
<i>Strongly Agree</i>	32.2%	25.3%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

## QUESTION 12: I CAN SPEAK OPENLY ABOUT WORK-RELATED CONCERNS WITH MY SUPERVISOR

**Percentages of Responses for IHR and College of Engineering in 2014**

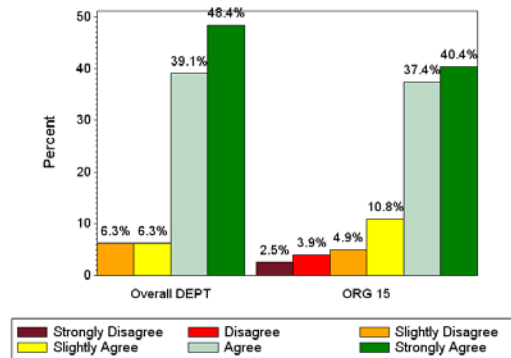


	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	1.6%	2.5%
<i>Disagree</i>	1.6%	3.5%
<i>Slightly Disagree</i>	3.1%	4.0%
<i>Slightly Agree</i>	6.3%	13.9%
<i>Agree</i>	40.6%	31.2%
<i>Strongly Agree</i>	46.9%	45.0%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

**QUESTION 13: INDIVIDUALS IN MY UNIT ARE CIVIL AND RESPECTFUL TO EACH OTHER**

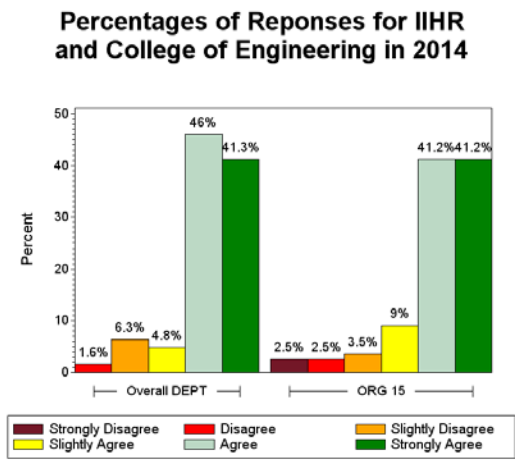
**Percentages of Responses for IHR and College of Engineering in 2014**



	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	-	2.5%
<i>Disagree</i>	-	3.9%
<i>Slightly Disagree</i>	6.3%	4.9%
<i>Slightly Agree</i>	6.3%	10.8%
<i>Agree</i>	39.1%	37.4%
<i>Strongly Agree</i>	48.4%	40.4%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

**QUESTION 14: MY UNIT PROVIDES A SUPPORTIVE ENVIRONMENT TO RETAIN INDIVIDUALS FROM DIVERSE BACKGROUNDS**

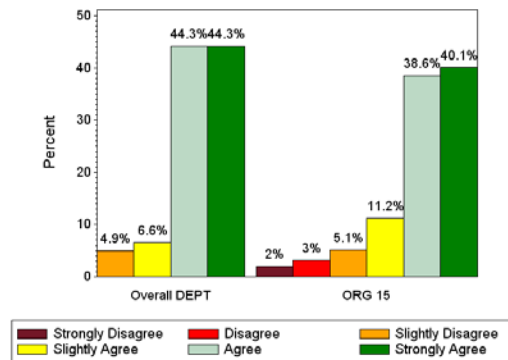


	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	-	2.5%
<i>Disagree</i>	1.6%	2.5%
<i>Slightly Disagree</i>	6.3%	3.5%
<i>Slightly Agree</i>	4.8%	9.0%
<i>Agree</i>	46.0%	41.2%
<i>Strongly Agree</i>	41.3%	41.2%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

**QUESTION 15: GIVEN THE OPPORTUNITY, I TELL OTHER PEOPLE GREAT THINGS ABOUT WORKING IN MY UNIT**

**Percentages of Responses for IHR and College of Engineering in 2014**

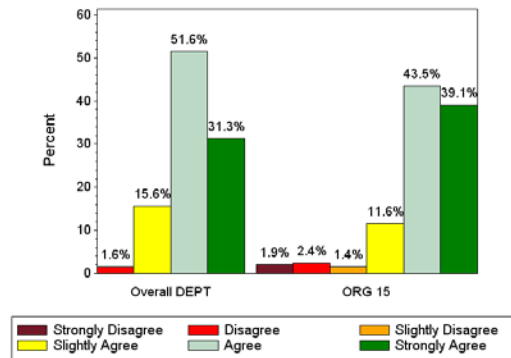


	Overall DEPT	ORG 15
<i>Strongly Disagree</i>	-	2.0%
<i>Disagree</i>	-	3.0%
<i>Slightly Disagree</i>	4.9%	5.1%
<i>Slightly Agree</i>	6.6%	11.2%
<i>Agree</i>	44.3%	38.6%
<i>Strongly Agree</i>	44.3%	40.1%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

**QUESTION 16: I UNDERSTAND HOW MY JOB FITS INTO THE OVERALL MISSION OF THE UI**

**Percentages of Responses for IIHR and College of Engineering in 2014**

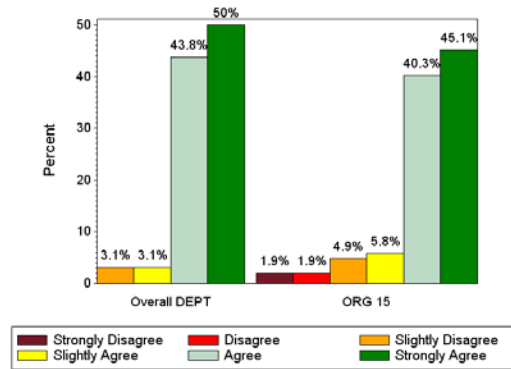


	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	-	1.9%
<i>Disagree</i>	1.6%	2.4%
<i>Slightly Disagree</i>	-	1.4%
<i>Slightly Agree</i>	15.6%	11.6%
<i>Agree</i>	51.6%	43.5%
<i>Strongly Agree</i>	31.3%	39.1%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

**QUESTION 17: I WOULD RECOMMEND THE UI TO A FRIEND SEEKING EMPLOYMENT**

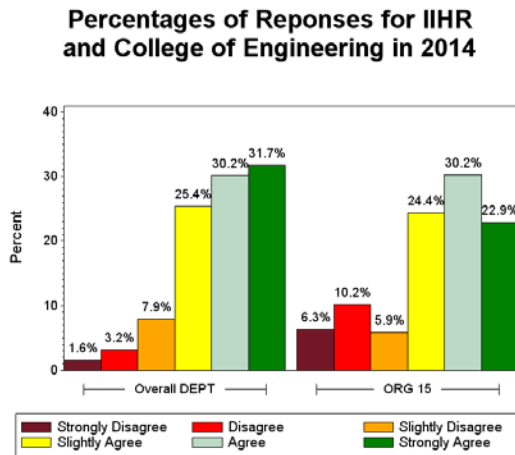
**Percentages of Responses for IHR and College of Engineering in 2014**



	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	-	1.9%
<i>Disagree</i>	-	1.9%
<i>Slightly Disagree</i>	3.1%	4.9%
<i>Slightly Agree</i>	3.1%	5.8%
<i>Agree</i>	43.8%	40.3%
<i>Strongly Agree</i>	50.0%	45.1%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

**QUESTION 18: THE UI DOES A GOOD JOB OF RECOGNIZING THE ACCOMPLISHMENTS OF FACULTY/STAFF**



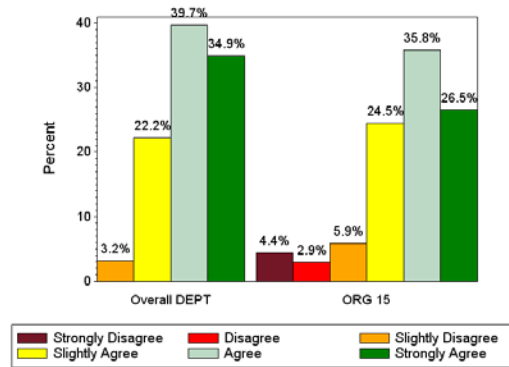
	Overall DEPT	ORG 15
<i>Strongly Disagree</i>	1.6%	6.3%
<i>Disagree</i>	3.2%	10.2%
<i>Slightly Disagree</i>	7.9%	5.9%
<i>Slightly Agree</i>	25.4%	24.4%
<i>Agree</i>	30.2%	30.2%
<i>Strongly Agree</i>	31.7%	22.9%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.



## QUESTION 19: THE UI TREATS FACULTY/STAFF WITH RESPECT

**Percentages of Responses for IHR and College of Engineering in 2014**

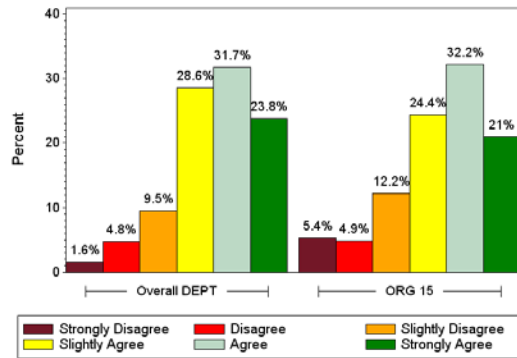


	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	-	4.4%
<i>Disagree</i>	-	2.9%
<i>Slightly Disagree</i>	3.2%	5.9%
<i>Slightly Agree</i>	22.2%	24.5%
<i>Agree</i>	39.7%	35.8%
<i>Strongly Agree</i>	34.9%	26.5%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

**QUESTION 20: THERE ARE OPPORTUNITIES FOR PROMOTION WITHIN THE UI**

**Percentages of Responses for IHR and College of Engineering in 2014**



	<i>Overall DEPT</i>	<i>ORG 15</i>
<i>Strongly Disagree</i>	1.6%	5.4%
<i>Disagree</i>	4.8%	4.9%
<i>Slightly Disagree</i>	9.5%	12.2%
<i>Slightly Agree</i>	28.6%	24.4%
<i>Agree</i>	31.7%	32.2%
<i>Strongly Agree</i>	23.8%	21.0%
<i>Total</i>	100.0%	100.0%

Notes: A dash (-) indicates no responses.

## TECHNICAL NOTES

1. Each question must have fifteen (15) respondents for percentage data to be displayed graphically and in tables. Questions with fewer than 15 respondents do not have data displayed, but those respondents are included in reports for larger units of which they are members.
2. If an Organizational Unit or Department has two job categories with 14 or fewer respondents in each, those responses are combined with others to protect confidentiality in the 2014 Snapshot results. The rules for combining job classifications are listed below. If the combined group still has fewer than 15 respondents, only the Organizational Unit or Department results are presented.
  - a. Faculty and Merit each have fewer than 15 – Combined both with PS/SEIU and provide only Organizational Unit or Departmental results.
  - b. PS/SEIU and Merit each have fewer than 15 – Combine as PS/SEIU/Merit.
  - c. Faculty and PS/SEIU each have fewer than 15 – Combine as Faculty/PS/SEIU.
3. If an Organizational Unit or Department has one job category with 14 or fewer respondents, the following combined categories are reported in the 2014 Snapshot results.
  - a. Faculty has fewer than 15 – Combine with PS/SEIU as Faculty/PS/SEIU
  - b. PS/SEIU has fewer than 15 – Combine with Merit as PS/SEIU/Merit
  - c. Merit has fewer than 15 – Combine with PS/SEIU as PS/SEIU/Merit
4. The bar charts displayed for trended and snapshot questions represent the percentages of responses at each level of the Likert scale and are color coded as follows:
  - a. Strongly Disagree – Dark Red (Burgundy)
  - b. Disagree – Red
  - c. Slightly Disagree – Orange
  - d. Slightly Agree – Yellow
  - e. Agree – Light Green
  - f. Strongly Agree – Green
5. Job category is based upon primary, regular appointments and grouped as faculty (all appointment types), Professional and Scientific (including those represented by SEIU) and Merit staff (including those represented by AFSCME, as well as supervisory and confidential staff).
6. The statistical analyses and production of this report has been provided by the Center for Public Health Statistics in the University of Iowa College of Public Health.