

SUBJECT: SUMMARY REPORT OF STAFF SURVEY

DATE: February 19, 2010

TO: Murray State University Staff

FROM: Phil Schooley, Staff Regent

Enclosed you will find the results of the 2009 Staff Survey conducted during the months of August through October, 2009. This year, with the assistance of the Center for Teaching, Learning, and Technology, the survey was administered electronically online. An initial summary outlines the methodology, data collected, descriptive statistics, and interpretative results. In addition, you will find a copy of statistical tabulation of the results. The results of this survey will be shared with the Board of Regents, President, Provost, Vice Presidents, Staff Congress, and with staff across campus.

One important note regarding this year's survey is that it was administered two months prior to the Board approving a raise which was the first raise in almost three years. Most of the comments regarding pay would have been significantly different had the survey gone out after the December meeting. Many of the staff have expressed their appreciation and expressed their hope that you will take that into consideration when reviewing the results.

Thank you for your continued support!

## SUMMARY REPORT OF STAFF SURVEY

### I. Background and Data Collection

Having experienced success in conducting a Staff Survey during the fall of 2006, 2007, and 2008, it was the desire of the Staff Congress to conduct the survey again in the fall of 2009. The same survey was utilized with the addition of one question in the general section and more space provided for comments. Working with the staff in the Center for Teaching, Learning, and Technology, (CTLT) in particular Beth Sloan, we were able to convert the paper version of the survey into a Survey Monkey format which was presented to staff electronically online. An email listing was obtained with the help of Human Resources and Linda Miller and the survey was sent to 1136 staff. Approximately two months allowed 654 staff to respond giving a 57.6% response rate. These numbers were up from previous years. See results below:

	Total Mailed	Total Returned	Total Comments	Response Rate
Fall 2006	973	406	284	42%
Fall 2007	973	370	271	38%
Fall 2008	959	402	272	42%

### II. Descriptive Statistics

The survey is divided into three sections. The first section asked general questions to determine demographics. The second section is weighted on a scale of 1 to 4 with one representing strongly disagree and four representing strongly agree. It contains 34 specific questions in six categories: overall organization impression, administration, staffing/work environment, benefits/pay, recognition and communication/teamwork. A place for comments was provided at the end of each section. The third section asked three general open response questions to allow for employee feedback.

Based on the responses to the survey, there was almost equal representation of the employees by years of service with the majority of 36% coming from employees who had 10 years or more of service. Of the four employment categories listed, executive/manAGERIAL/professional and secretarial/clERICAL provide the most responses with 78%. In addition, the majority of respondents were full-time 12 month employees, working on the day shift and paid bi-weekly. A total of 611 or 94.7% planned to be working at MSU next year as compared to 91% last year. When asked if working conditions were better, about the same, or worse compared to a year ago, the majority at 75% said they were the same or better. Last year the same response was 80% and the year before it was 85%. The main reasons as noted from the comments for the decline in this percentage from two years ago were pay raises and the implementation of the new computer Banner system. The one new question asked this year in the general sections was: If the university implemented a shuttle service for the campus would you use it? The response was an overwhelming no at 69%.

### III. Results and Interpretations

From the second section with the weighted questions the overall responses to the questions were positive. However, there were three statistically significant results noted:

1. Employees at MSU for less than 2 years responded statistically more significant in agreement with the following statements than did all other employees.
  - MSU is highly regarded in the community
  - MSU does its best to provide job security for employees
  - My work provides continuing education opportunities
  - The equipment and resources in my work area are adequate to do my job well.
  - Physical conditions and safety in my work environment are well provided.
2. Executive/managerial/professional employees responded statistically more significant in agreement with the following statements than did facilities management.
  - The University charges reasonable fees
  - Compared to other universities my pay is fair.
  - I have opportunities to influence policies and decisions that affect m work.
3. Executive/managerial/professional employees responded statistically more significant in agreement with the following statements than did secretarial/clerical or general/facilities management.
  - I have opportunities to influence policies and decisions that affect m work.
  - Administration can be trusted to be straight and honest
  - Raises are given adequately and fairly for job performance.
  - Compared to other universities my pay is fair.
  - The University charges reasonable fees

Of the 34 questions the two that staff agreed most strongly with was:

1. MSU is highly regarded in the community. (96.2%)
2. I am proud to tell people I work for MSU (95.9%)

Two additional questions that came in closely behind these two were:

1. I understand our benefits program. (92.9%)
2. MSU does its best to provide job security for employees. (90.1%)

The one question that MSU staff most strongly disagreed with was:

1. Raises are given adequately and fairly for job performance. (73.5%)

Two additional questions that were similar and strongly disagreed with were:

1. Compared to other universities, my pay is fair. (59.6%)
2. Compared to employees in jobs like mine, my pay is fair. (57.9%)

The four questions that the staff was somewhat divided on were:

1. Promotions are encouraged and handled fairly in my work group (52.1%)
2. Overall, I am satisfied with my salary and benefits (54.4%)
3. There is adequate staffing in my work group (58.7%)
4. I am satisfied with the current performance review system (58.8%)

Two questions that showed improvement from last year were:

1. Overall, I feel good about MSU's direction on Mission and Goals (80% to 89%)
2. Overall, I feel good about the Board of Regents Leadership (67% to 82%)

#### **IV. Summary of Comments**

Individual comments were collected from all six categories as well as three specific questions listed at the end of the survey. A complete list of all comments is available. Below summarizes each section and question:

**Overall Organization Impression** – comments were divided as expressed by one individual who said “My impression of MSU is high in some respects and low in others”. The positive comments were centered on Dr. Dunn’s leadership and the quality of people who work at MSU. The negative comments reflected concern with communication, compensation, and work load.

**Administration** – almost all the comments in this section centered on lack of communication with Banner being the example most cited for improvement.

**Staffing/Work Environment** – negative comments on working conditions especially temperature control, electrical/plumbing issues, and space/staffing concerns were most noted. However, parking fees and pay raises received their fair share of negative comments.

**Benefits/Pay** – the majority of comments reflected the need/desire to increase wages, while keeping cost of insurance low and improving benefits.

**Recognition** – comments were overwhelming negative due to the fact that raises have not been given in two years; and, therefore, evaluations or performance reviews were meaningless.

**Communication/Teamwork** – One comment seemed to sum it up “The left hand doesn’t know what the right hand is doing.” Although communication and teamwork in small areas is good, the overall communication is lacking as noted by the majority of comments.

## **General Comment Questions:**

### **Question 1** – What do you feel is the best thing about working for MSU?

With 358 total responses to this question, the answers to this question fell into three overarching categories. First, were **benefits** which included: health insurance, retirement, vacations, holidays, tuition waivers, sick leave, steady pay, discounts, and access to facilities/activities.. Second, was **people** including: quality faculty, dedicated staff and good students. Third, was **atmosphere** including: safety, job security, flexible hours, location, family/education environment, feeling of pride in university, involvement with the community, helping students, and sense of accomplishment.

### **Question 2** – How can MSU improve its services and working conditions?

With 308 total responses to this question, the answers to this question also fell into three categories. First, **pay raises** need to be addressed. Second, overall **communication** needs work. Third, **adequate staffing** to handle the new technology and increased enrollment demands. One comment seemed to sum it all up.

“MSU can improve its services by continuing to reach out to the community and region to form partnerships. MSU can improve its services by not forgetting that students come here for a good quality education at an affordable price. Lowering academic standards would be a mistake. MSU has a loyal work force. They will continue to be hard working and loyal if there are not too many years of no pay raises. However, inflation is likely to erode their loyalty if pay raises continue to be put on the back burner.”

### **Question 3** – What suggestions do you have for the Staff Regent?

The responses to this question varied from specific directives to general words of support. Positive comments like, “keep up the good work” to “embrace Dr. Dunn’s vision and leadership” stood out. More specific concerns were “connect with all levels of staff” to “keep us informed”. But, the overwhelming comment was “get us a raise”.