

Facilities  
2016  
Employee  
Engagement  
Departmental Report

March 13, 2017

# Facilities

March 13, 2017

- Agenda
  - Welcome
  - General overview of Employee Engagement Survey Results
  - Update on goals
  - Questions

# Supervisor Interactions

This section is intended to help measure the overall effectiveness of supervisor-employee relations at a unit or department level.

Facilities – Fall 2016	Strongly Disagree		Disagree		Neither Agree nor Disagree		Agree		Strongly Agree		Total	Mean
	%	N	%	N	%	N	%	N	%	N	N	
My supervisor effectively communicates the department/unit's mission, goals and strategies to employees.	7.6	10	6.1	8	9.1	12	45.5	60	31.8	42	132	3.9
My supervisor provides clear expectations to employees.	6.2	8	7.7	10	10	13	44.6	58	31.5	41	130	3.9
My supervisor is an effective decision maker.	8.6	11	10.9	14	13.3	17	35.9	46	31.3	40	128	3.7
My supervisor is ethical in day-to-day practices.	7	9	3.1	4	11.6	15	43.4	56	34.9	45	129	4
My supervisor is professional in daily responsibilities.	11.6	15	4.7	6	6.2	8	44.2	57	33.3	43	129	3.8
My supervisor creates a work environment that fosters mutual trust.	12.5	16	7.8	10	10.9	14	36.7	47	32	41	128	3.7
My supervisor communicates well with members of my department/unit.	8.4	11	10.7	14	11.5	15	37.4	49	32.1	42	131	3.7
My supervisor is approachable and easy to talk with.	8.3	11	5.3	7	7.6	10	37.9	50	40.9	54	132	4

# Supervisor Interactions

Facilities – Fall 2016 continued	Strongly Disagree		Disagree		Neither Agree nor Disagree		Agree		Strongly Agree		Total N	Mean
	%	N	%	N	%	N	%	N	%	N		
My supervisor keeps employees informed about matters of importance to the department.	7.6	10	3.1	4	15.3	20	38.9	51	35.1	46	131	3.9
My supervisor shares customer feedback throughout my department/unit.	5.4	7	8.5	11	14	18	42.6	55	29.5	38	129	3.8
My supervisor recognizes my contributions.	7.7	10	5.4	7	7.7	10	45.4	59	33.9	44	130	3.9
My supervisor provides constructive feedback on employee performance.	7.7	10	6.2	8	12.3	16	40.8	53	33.1	43	130	3.9
My supervisor considers my ideas when making a decision.	8.5	11	2.3	3	17.8	23	38	49	33.3	43	129	3.9
Employees in my department/unit are encouraged to voice work-related opinions if they are different from more popular beliefs held by others.	9.5	12	7.9	10	14.2	18	44.9	57	23.6	30	127	3.7
My supervisor uses resources wisely.	5.3	7	6.1	8	17.6	23	42	55	29	38	131	3.8
My supervisor is concerned with workplace safety.	2.4	3	3.2	4	13.4	17	44.1	56	37	47	127	4.1
My supervisor promotes work/life balance (Leave, Health & Wellness, Family Care, Personal Development, Life & Culture, Employee Recognition, and Financial Planning).	8.5	11	3.9	5	13.2	17	41.9	54	32.6	42	129	3.9

# Supervisor Interactions

<b>Facilities - Three year Comparison</b>	2014 Combined Total of % Agree or Strongly Agree	2015 Combined Total of % Agree or Strongly Agree	% Change in Agree and Strongly Agree from 14-15 to 15-16	2016 Combined Total of % Agree or Strongly Agree	% Change in Agree and Strongly Agree from 15-16 to 16-17
My supervisor effectively communicates the department/unit's mission, goals and strategies to employees.	71.3	78.3	9.8	77.3	-1.3
My supervisor provides clear expectations to employees.	74.1	80.3	8.4	76.1	-5.2
My supervisor is an effective decision maker.	62.5	76.9	23	67.2	-12.6
My supervisor is ethical in day-to-day practices.	77.2	81.6	5.6	78.3	-4
My supervisor is professional in daily responsibilities.	76.6	81.8	6.8	77.5	-5.3
My supervisor creates a work environment that fosters mutual trust.	64.7	73.4	13.5	68.7	-6.4
My supervisor communicates well with members of my department/unit.	68.9	75.5	9.6	69.5	-8
My supervisor is approachable and easy to talk with.	78.4	82.6	5.5	78.8	-4.6
My supervisor keeps employees informed about matters of importance to the department.	75.2	84.8	12.8	74	-12.8
My supervisor shares customer feedback throughout my department/unit.	71.4	77.2	8.1	72.1	-6.7
My supervisor recognizes my contributions.	73.9	74	0.1	79.3	7.2
My supervisor provides constructive feedback on employee performance.	74.4	76.6	2.8	73.9	-3.5
My supervisor considers my ideas when making a decision.	66.4	69.9	5.3	71.3	2
Employees in my department/unit are encouraged to voice work-related opinions if they are different from more popular beliefs held by others.	63.7	62.1	-2.5	68.5	10.2
My supervisor uses resources wisely.	71.9	74.8	4.1	71	-5.1
My supervisor is concerned with workplace safety.	88.1	89.7	1.7	81.1	-9.5
My supervisor promotes work/life balance (Leave, Health & Wellness, Family Care, Personal Development, Life & Culture, Employee Recognition, and Financial Planning).	70.5	77.5	9.8	74.5	-3.8

# Department Level Leadership

This section refers to the Assoc./Asst. Vice Chancellor (AVC) responsible for the strategic and operational management of your unit/dept who reports directly to the Vice Chancellor of Business Affairs.

Facilities – Fall 2016	Strongly Disagree		Disagree		Neither Agree Nor Disagree		Agree		Strongly Agree		Total N	Mean
	%	N	%	N	%	N	%	N	%	N		
A climate of mutual respect exists within the Business Affairs Division.	4.7	6	8.6	11	28.1	36	46.1	59	12.5	16	128	3.5
The current management structure provides for clear direction and decisions.	4.8	6	11.9	15	25.4	32	50	63	7.9	10	126	3.4
Department Level Leadership has a clear view of where my department/unit is going and how to get there.	4.7	6	13.4	17	31.5	40	44.1	56	6.3	8	127	3.3
Department Level Leadership provides appropriate support to my department/unit.	4.7	6	8.7	11	28.4	36	47.2	60	11	14	127	3.5
Department Level Leadership communicates reasons for making changes to all levels before changes are made.	6.3	8	18.9	24	31.5	40	37	47	6.3	8	127	3.2
Overall, Department Level Leadership is committed to making my department a great place to work.	6.3	8	13.3	17	25.8	33	41.4	53	13.3	17	128	3.4

# Department Level Leadership

<b>Facilities – Two year Comparison</b>	<b>2015 Combined Total of % Agree or Strongly Agree</b>	<b>2016 Combined Total of % Agree or Strongly Agree</b>	<b>% Change in Agree and Strongly Agree from 15-16 to 16-17</b>
A climate of mutual respect exists within the Business Affairs Division.	62.4	58.6	-6.1
The current management structure provides for clear direction and decisions.	63.1	57.9	-8.3
Department Level Leadership has a clear view of where my department/unit is going and how to get there.	58.2	50.4	-13.3
Department Level Leadership provides appropriate support to my department/unit.	54.6	58.2	6.6
Department Level Leadership communicates reasons for making changes to all levels before changes are made.	48.2	43.3	-10.2
Overall, Department Level Leadership is committed to making my department a great place to work.	61.5	54.7	-11.1

# Employee Opportunities & Job Classification

This section is intended to help measure the overall opportunity for employee growth and development as well as classification at the unit/dept level.

Facilities – Fall 2016	Strongly Disagree		Disagree		Neither Agree Nor Disagree		Agree		Strongly Agree		Total	Mean
	%	N	%	N	%	N	%	N	%	N	N	
Employees who apply for open positions receive fair consideration as candidates.	9.6	12	9.6	12	29.6	37	35.2	44	16	20	125	3.4
The process of applying for open positions is easy.	1.6	2	16	20	18.4	23	52	65	12	15	125	3.6
Advancement or promotion opportunities exist within Business Affairs.	5.8	7	20	24	35	42	32.5	39	6.7	8	120	3.1
I have a good understanding of Career Banding and how it is used at UNCG.	7.2	9	15.2	19	28.8	36	40.8	51	8	10	125	3.3
The Career Band for my position is accurate.	12.3	15	17.2	21	37.7	46	27.9	34	4.9	6	122	3
I understand how my salary or base pay rate is determined.	10.2	13	18	23	26.6	34	36.7	47	8.6	11	128	3.2
My pay has increased consistently with changes in job responsibilities.	23.3	28	30	36	25	30	18.3	22	3.3	4	120	2.5



# Employee Opportunities & Job Classification

<b>Facilities – Two year Comparison</b>	2015 Combined Total of % Agree or Strongly Agree	2016 Combined Total of % Agree or Strongly Agree	% Change in Agree and Strongly Agree from 15-16 to 16-17
Employees who apply for open positions receive fair consideration as candidates.	50.4	51.2	1.7
The process of applying for open positions is easy.	56.7	64	12.8
Advancement or promotion opportunities exist within Business Affairs.	42	39.2	-6.6
I have a good understanding of Career Banding and how it is used at UNCG.	46.5	48.8	4.9
The Career Band for my position is accurate.	34.8	32.8	-5.6
I understand how my salary or base pay rate is determined.	41.4	45.3	9.5
My pay has increased consistently with changes in job responsibilities.	17.8	21.6	21.5

# Professional Development

This section is intended to help measure the overall opportunity for participation in professional development programs related to your work at the unit/dept level.

Facilities – Fall 2016	Strongly Disagree		Disagree		Neither Agree Nor Disagree		Agree		Strongly Agree		Total	Mean
	%	N	%	N	%	N	%	N	%	N		
Professional development and training are encouraged within my department/unit.	5.4	7	10.8	14	15.4	20	44.6	58	23.9	31	130	3.7
I receive training, including updates, necessary for me to do my job.	4.6	6	8.4	11	13	17	52.7	69	21.4	28	131	3.8
I have opportunities for training that improve my current job performance.	5.3	7	13.7	18	15.3	20	45	59	20.6	27	131	3.6
I have opportunities for cross-training to learn skills utilized within my department/unit.	6.1	8	15.9	21	25	33	39.4	52	13.6	18	132	3.4
I have opportunities for training that support my development and/or advancement.	7.7	10	12.3	16	20.8	27	38.5	50	20.8	27	130	3.5

# Professional Development

Facilities - Two year Comparison	2015 Combined Total of % Agree or Strongly Agree	2016 Combined Total of % Agree or Strongly Agree	% Change in Agree and Strongly Agree from 15-16 to 16-17
Professional development and training are encouraged within my department/unit.	74.5	68.5	-8
I receive training, including updates, necessary for me to do my job.	76.4	74.1	-3
I have opportunities for training that improve my current job performance.	75.2	65.6	-12.7
I have opportunities for cross-training to learn skills utilized within my department/unit.	60.8	53	-12.9
I have opportunities for training that support my development and/or advancement.	68.5	59.3	-13.5

# Co-worker Relations

This section is intended to help measure the quality of relationships between co-workers at the unit/dept level.

Facilities – Fall 2016	Strongly Disagree		Disagree		Neither Agree nor Disagree		Agree		Strongly Agree		Total	Mean
	%	N	%	N	%	N	%	N	%	N	N	
My co-workers and I work as part of a team.	4.6	6	5.3	7	8.4	11	51.9	68	29.8	39	131	4
I can count on my co-workers to help me out when needed.	3.1	4	6.9	9	7.6	10	45.8	60	36.6	48	131	4.1
My co-workers and I share a relationship of mutual respect.	6.1	8	5.3	7	8.4	11	46.6	61	33.6	44	131	4
My co-workers and I share a relationship of mutual trust.	4.6	6	8.4	11	11.5	15	48.1	63	27.5	36	131	3.9
Expression of thanks and appreciation among co-workers is common in my department.	3	4	11.3	15	14.3	19	42.9	57	28.6	38	133	3.8
There is a high level of communication and collaboration within my department.	6.8	9	9.1	12	19.7	26	40.2	53	24.2	32	132	3.7

# Co-worker Relations

<b>Facilities - Two year Comparison</b>	2015 Combined Total of % Agree or Strongly Agree	2016 Combined Total of % Agree or Strongly Agree	% Change in Agree and Strongly Agree from 15-16 to 16-17
My co-workers and I work as part of a team.	80.1	81.7	2
I can count on my co-workers to help me out when needed.	82.2	82.4	0.3
My co-workers and I share a relationship of mutual respect.	80	80.2	0.3
My co-workers and I share a relationship of mutual trust.	70	75.6	8
Expression of thanks and appreciation among co-workers is common in my department.	73.3	71.5	-2.4
There is a high level of communication and collaboration within my department.	64.4	64.4	0

# Job Commitment

This section is intended to help measure the self-described level of commitment employees as a whole have at the unit/dept level.

Facilities – Fall 2016	Strongly Disagree		Disagree		Neither Agree nor Disagree		Agree		Strongly Agree		Total	Mean
	%	N	%	N	%	N	%	N	%	N		
I have a strong commitment to my department/unit.	0	0	1.6	2	10.1	13	43.4	56	45	58	129	4.3
I would recommend my department/unit to someone who is looking for a good place to work at UNCG.	4.6	6	6.1	8	16.8	22	42.8	56	29.8	39	131	3.9
I have a good understanding of how my work contributes to the success of UNCG.	0.8	1	2.3	3	10.5	14	42.9	57	43.6	58	133	4.3
Doing my job well gives me a sense of personal satisfaction.	0	0	2.3	3	6.8	9	34.9	46	56.1	74	132	4.4
Overall, I am satisfied with my job.	0.8	1	6.1	8	12.1	16	50.8	67	30.3	40	132	4

# Job Commitment

Facilities - Two year Comparison	2015 Combined Total of % Agree or Strongly Agree	2016 Combined Total of % Agree or Strongly Agree	% Change in Agree and Strongly Agree from 15-16 to 16-17
I have a strong commitment to my department/unit.	86.7	88.4	1.9
I would recommend my department/unit to someone who is looking for a good place to work at UNCG.	76.2	72.6	-4.8
I have a good understanding of how my work contributes to the success of UNCG.	91.1	86.5	-5
Doing my job well gives me a sense of personal satisfaction.	93.7	91	-2.9
Overall, I am satisfied with my job.	81.4	81.1	-0.3

# Workplace Environment

This section is intended to measure the quality of the conditions in the workplace at the unit/dept level.

Facilities – Fall 2016	Strongly Disagree		Disagree		Neither Agree nor Disagree		Agree		Strongly Agree		Total	Mean
	%	N	%	N	%	N	%	N	%	N		
My workplace is well-maintained and physically comfortable.	1.5	2	1.5	2	11.5	15	58	76	27.5	36	131	4.1
My workplace is one that provides for my physical safety.	0.8	1	1.5	2	8.3	11	56.8	75	32.6	43	132	4.2
My workplace allows me to do my job effectively.	1.5	2	2.3	3	10.8	14	53.1	69	32.3	42	130	4.1
I have the necessary resources or equipment to do my job effectively.	3.9	5	4.6	6	11.5	15	49.2	64	30.8	40	130	4
I have access to a computer during my work hours to complete tasks requiring a computer, and have permission and support to read and respond to work-related emails during work hours.	0	0	3.2	4	4	5	49.2	61	43.6	54	124	4.3
Computers in my area are fully functional and in good repair.	1.6	2	2.4	3	5.7	7	48	59	42.3	52	123	4.3



# Workplace Environment

<b>Facilities – Two year Comparison</b>	2015 Combined Total of % Agree or Strongly Agree	2016 Combined Total of % Agree or Strongly Agree	% Change in Agree and Strongly Agree from 15-16 to 16-17
My workplace is well-maintained and physically comfortable.	86.2	85.5	-0.8
My workplace is one that provides for my physical safety.	93.1	89.4	-3.9
My workplace allows me to do my job effectively.	88	85.4	-3
I have the necessary resources or equipment to do my job effectively.	80.7	80	-0.9
I have access to a computer during my work hours to complete tasks requiring a computer, and have permission and support to read and respond to work-related emails during work hours.	80.1	92.8	15.8
Computers in my area are fully functional and in good repair.	76.3	90.3	18.4

# Interdepartmental Collaboration & Communication

This question is intended to help measure the level of collaboration and communication between departments in Business Affairs.

Facilities – Fall 2016	Strongly Disagree		Disagree		Neither Agree nor Disagree		Agree		Strongly Agree		Total	Mean
	%	N	%	N	%	N	%	N	%	N	N	
Campus Enterprises collaborates and communicates effectively with my department.	1.5	2	6.9	9	30.8	40	42.3	55	10	13	130	3.6
Facilities collaborates and communicates effectively with my department.	2.3	3	6.1	8	23.7	31	43.5	57	19.1	25	131	3.8
Finance collaborates and communicates effectively with my department.	3.1	4	6.1	8	26.7	35	42.8	56	9.9	13	131	3.6
Foundation Finance collaborates and communicates effectively with my department.	1.5	2	7.6	10	32.1	42	34.4	45	7.6	10	131	3.5
Human Resources collaborates and communicates effectively with my department.	4.6	6	7.7	10	24.6	32	40	52	20.8	27	130	3.7
Police and Emergency Management collaborates and communicates effectively with my department.	1.5	2	4.6	6	16.8	22	53.4	70	20.6	27	131	3.9
Risk Compliance and Insurance collaborates and communicates effectively with my department.	0.8	1	6.2	8	27.7	36	46.2	60	10.8	14	130	3.7

# Interdepartmental Collaboration & Communication

<b>Facilities – Two year Comparison</b>	2015 Combined Total of % Agree or Strongly Agree	2016 Combined Total of % Agree or Strongly Agree	% Change in Agree and Strongly Agree from 15-16 to 16-17
Campus Enterprises collaborates and communicates effectively with my department.	53.4	52.3	-2.1
Facilities collaborates and communicates effectively with my department.	65.2	62.6	-4
Finance collaborates and communicates effectively with my department.	48.1	52.7	9.6
Foundation Finance collaborates and communicates effectively with my department.	40.2	42	4.6
Human Resources collaborates and communicates effectively with my department.	64.7	60.8	-6
Police and Emergency Management collaborates and communicates effectively with my department.	68.8	74	7.5
Risk Compliance and Insurance collaborates and communicates effectively with my department.	53.9	57	5.7

# Policies and Procedures

This section is intended to measure employee access to and understanding of policies at the unit/dept level.

Facilities – Fall 2016	Strongly Disagree		Disagree		Neither Agree nor Disagree		Agree		Strongly Agree		Total	Mean
	%	N	%	N	%	N	%	N	%	N		
I am able to access resources relating to policies and procedures.	0	0	8.3	11	20.3	27	58.7	78	12.8	17	133	3.8
I know who to ask for clarification on various policies or procedures.	0.8	1	6.8	9	19.7	26	59.9	79	12.9	17	132	3.8
I am able to clearly understand policies and procedures.	0	0	7.5	10	21.8	29	53.4	71	17.3	23	133	3.8

# Policies and Procedures

<b>Facilities – Two year Comparison</b>	2015 Combined Total of % Agree or Strongly Agree	2016 Combined Total of % Agree or Strongly Agree	% Change in Agree and Strongly Agree from 15-16 to 16-17
I am able to access resources relating to policies and procedures.	77.2	71.5	-7.4
I know who to ask for clarification on various policies or procedures.	73.2	72.8	-0.5
I am able to clearly understand policies and procedures.	71.1	70.7	-0.6

# Alignment with University Values

This question is intended to help measure unit engagement and alignment with key university values.

Facilities – Fall 2016	Strongly Disagree		Disagree		Neither Agree nor Disagree		Agree		Strongly Agree		Total	Mean
	%	N	%	N	%	N	%	N	%	N		
I understand how my job contributes to student success.	0	0	0	0	10.8	14	50	65	39.2	51	130	4.3
I have a good understanding of the functions and duties of Business Affairs other than my own.	0.8	1	3.8	5	19.9	26	56.5	74	19.1	25	131	3.9
I know how my work contributes to the University's mission	0.8	1	2.3	3	10.7	14	48.9	64	37.4	49	131	4.2

# Alignment with University Values

<b>Facilities – Two year Comparison</b>	2015 Combined Total of % Agree or Strongly Agree	2016 Combined Total of % Agree or Strongly Agree	% Change in Agree and Strongly Agree from 15-16 to 16-17
I understand how my job contributes to student success.	89.6	89.2	-0.4
I have a good understanding of the functions and duties of Business Affairs other than my own.	69.4	75.6	8.9
I know how my work contributes to the University's mission	88.4	86.3	-2.3

# Next Steps

- Focus on three areas where there is clear opportunity:
  - Supervisor interactions
  - Departmental level leadership
  - Professional Development
- Are these the right areas to focus, other?
  - Let your supervisor know that you want to be involved in initiatives to improve in these areas
  - Implementation plans to improve in these areas are due by mid March



# Get involved

- *You must be the change you wish to see in the world.....Ghandi*

THANK  
YOU!

