

Report of the Results of the BGSU Staff Questionnaire

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ABSTRACT

This report describes the results of the Fall 1998 administration of the BGSU Staff Questionnaire to administrative and classified staff. The Staff Questionnaire is designed to act as one of several means of feedback to determine how well the University is successfully building community in the face of change. It collects information on staff members' satisfaction with their current jobs, with the environment for supervision/empowerment, with their department and coworkers, with the University and University policies, with workload and salary, and with work conditions. The questionnaire was used at the same time that BGSU faculty completed the UCLA Faculty survey.

The majority of staff respondents were satisfied or very satisfied with twenty of the twenty-seven items listed in the questionnaire. Staff, on average, were most satisfied with BGSU as an employer, how their departments treat or interact with students, their current job at BGSU, and their ability to influence the way work is done. They were least satisfied with BGSU's awards for employee excellence and service, their chances for a job promotion, how they hear about decisions and changes that affect their jobs, the job being done by BGSU's top management, and how well performance evaluations have helped them to do their jobs better. Several group differences were found between administrative and classified staff, across years of experience at BGSU and in respondents' current jobs, and across divisions of the University.

BACKGROUND AND METHODOLOGY

During this period of substantial change for the University, the Office of Institutional Research felt that it would be valuable to study administrative and classified staff members' satisfaction with their work environment. Such a study serves as a companion to the UCLA Faculty Survey which is used every three years. A new BGSU Staff Questionnaire was drafted and shared with the President's Cabinet, Human Resources, and Administrative and Classified Staff Councils. The revised questionnaire was sent to all staff (full- and part-time, Bowling Green and Firelands campuses) employed as of October 1, 1998. Of the 1,535 administrative (536) and classified (999) staff who received the questionnaire, 1003 or 65% responded.

Factor analysis of the twenty-seven questionnaire items suggest that they group into six categories: satisfaction with one's current job (one item), satisfaction with the climate for supervision and empowerment (six items), satisfaction with department and coworkers (seven items), satisfaction with the University and University policies (eight items), satisfaction with workload and salary (three items), and satisfaction with work conditions (two items). The percentage of respondents giving each answer to each item is reported in the next section of this report, grouped by these categories.

Since the questionnaire also collected information on gender, age, ethnicity, number of years employed at BGSU, number of years in one's current job, employment category (administrative or classified), employment status (full-time or part-time, permanent or temporary), and University division (President's division, Provost/Academic Affairs, Financial Affairs, Student Affairs, and University Advancement), staff who responded to the questionnaire were able to be compared to all staff according to these dimensions and questionnaire responses were compared across these groups. Significant group differences are noted where they occurred.

RESULTS

1. Questionnaire Respondents

As shown below, the profile of questionnaire respondents is similar to that of all administrative and classified staff ; unfortunately the distribution of staff by age, years employed at BGSU, and years employed in one's current job could not be provided.

	Questionnaire Respondents	All Staff
Gender:		
Female	73%	65%
Male	27%	35%

Age:

Less than 30	7%
30 to 39	24%
40 to 49	41%
50 to 59	24%
60 or Older	5%

Years Employed at BGSU:

Fewer than 5	22%
5 to 9	15%
10 to 14	25%
15 to 19	16%
20 or More	22%

Years in Current Job:

Fewer than 5	42%
5 to 9	17%
10 to 14	21%
15 to 19	12%
20 or More	9%

Employment Category:

Administrative Staff	37%	37%
Classified Staff	63%	63%

Employment Status:

Permanent Full-Time	87%	81%
Permanent Part-Time	11%	2%
Temporary Full-Time	2%	3%
Temporary Part-Time	1%	15%

Ethnicity:

African-American/Black	3%	3%
American Indian/Native American	0%	0%
Asian American	1%	1%
Hispanic/Latino/Latina	2%	4%
White/Caucasian	94%	91%
International		1%

University Division:

President's Office, Affirmative Action, General Counsel, Intercollegiate Athletics	5%	5%
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Provost/Academic Affairs (all colleges, Academic Enhancement, Admissions, Environmental Health and Safety, Facilities Services, Financial Aid, Human Resources, Information Technology Services, Public Safety, Registration and Records, WBGU-TV, etc.)	62%	64%
Financial Affairs (all departments)	8%	9%
Student Affairs (all departments, including residence and dining halls)	21%	19%
University Advancement (all departments)	3%	3%

2. Job Satisfaction

As shown below, the majority of respondents (76%) were satisfied or very satisfied with their current jobs at BGSU. There were no significant differences in responses to this item across groups.

I am ___ with my current job at BGSU.

Very Satisfied	24%
Satisfied	52%
Not Satisfied or Dissatisfied	13%
Dissatisfied	8%
Very Dissatisfied	3%

3. Satisfaction with the climate for supervision and empowerment

The six items in this category concerned staff members' relationships with their supervisors and their sense of empowerment in their jobs. Staff *employed for fewer years at BGSU* were more likely to be satisfied with how well performance evaluations have helped them to do their jobs better, with the help that they have received from their supervisors to do a good job, with their ability to influence the way work is done, with the freedom they have to express ideas, questions, or concerns to their supervisors, and with the fairness of their supervisors. Those *employed for fewer years in their current jobs* were more satisfied with the help that they have received from their supervisors to do a good job, with the freedom they have to express ideas, questions, or concerns to their supervisors, and with the fairness of their supervisors.

Administrative staff were more often satisfied with their ability to influence the way work is done, with the freedom they have to express ideas, questions, or concerns to their supervisors, and with the fairness of their supervisors. Staff reporting in the *President's division* were more satisfied with how well performance evaluations have helped them to do their jobs better and with the fairness of their supervisors.

I am ___ with how well performance evaluations have helped me to do my job better.

Very Satisfied	7%
Satisfied	33%
Not Satisfied or Dissatisfied	36%
Dissatisfied	12%
Very Dissatisfied	12%

I am ___ with the help that I have received from my supervisor to do a good job.

Very Satisfied	23%
Satisfied	38%
Not Satisfied or Dissatisfied	19%
Dissatisfied	11%
Very Dissatisfied	8%

I am ___ with understanding what is expected from me in my job.

Very Satisfied	20%
Satisfied	54%
Not Satisfied or Dissatisfied	16%
Dissatisfied	6%
Very Dissatisfied	4%

I am ___ with my ability to influence the way work is done.

Very Satisfied	24%
Satisfied	51%
Not Satisfied or Dissatisfied	14%
Dissatisfied	7%
Very Dissatisfied	3%

I am ___ with the freedom I have to express ideas, questions, or concerns to my supervisor.

Very Satisfied	34%
Satisfied	39%
Not Satisfied or Dissatisfied	12%
Dissatisfied	9%
Very Dissatisfied	6%

I am ___ with the fairness of my supervisor (in enforcing rules, determining salary raises, recognizing outstanding work, etc.)

Very Satisfied	22%
Satisfied	35%
Not Satisfied or Dissatisfied	19%
Dissatisfied	13%
Very Dissatisfied	12%

4. Satisfaction with department and coworkers

These seven items concerned staff members' satisfaction with their departments and their coworkers. *Administrative staff members* reported more satisfaction with their department as a place to work, with how University policies are followed in their department, with how well staff are treated in their department, with how their departments treat or interact with students, with how well their departments work with other departments, and with the help that they have received from other employees in their departments to do a good job. *Staff in the President's division* were more satisfied with their department as a place to work, with how University policies are followed in their department, and with the help that they have received from other employees in their departments to do a good job. Staff in *University Advancement* were less often satisfied with how well staff are treated in their department, with how well their departments work with other departments, and with the help that they have received from other employees in their departments to do a good job.

Staff with *fewer years experience in their current jobs* reported greater satisfaction with how University policies are followed in their department, with how well staff are treated in their department, with how the staff of their departments work together as a team, and with the help that they have received from other employees in their departments to do a good job. Staff with *fewer years experience at BGSU* were more satisfied with how University policies are followed in their department and with how well staff are treated in their department. *Younger staff* reported more satisfaction with their department as a place to work. *Male* staff showed greater satisfaction with how well staff are treated in their department. *Persons of color* were less satisfied with the help that they have received from other employees in their departments to do a good job.

I am ___ with my department as a place to work.

Very Satisfied	29%
Satisfied	40%
Not Satisfied or Dissatisfied	15%
Dissatisfied	10%
Very Dissatisfied	6%

I am ___ with how University policies are followed in my department.

Very Satisfied	23%
Satisfied	38%
Not Satisfied or Dissatisfied	19%
Dissatisfied	11%
Very Dissatisfied	8%

I am ___ with how well staff are treated in my department.

Very Satisfied	21%
Satisfied	39%

Not Satisfied or Dissatisfied	16%
Dissatisfied	14%
Very Dissatisfied	10%

I am ___ with how my department treats or interacts with students.

Very Satisfied	35%
Satisfied	46%
Not Satisfied or Dissatisfied	12%
Dissatisfied	5%
Very Dissatisfied	2%

I am ___ with how the staff of my department work together as a team.

Very Satisfied	21%
Satisfied	38%
Not Satisfied or Dissatisfied	20%
Dissatisfied	13%
Very Dissatisfied	9%

I am ___ with how my department works with other departments.

Very Satisfied	18%
Satisfied	43%
Not Satisfied or Dissatisfied	24%
Dissatisfied	11%
Very Dissatisfied	4%

I am ___ with the help that I have received from other employees in my department (not my supervisor) to do a good job.

Very Satisfied	25%
Satisfied	48%
Not Satisfied or Dissatisfied	19%
Dissatisfied	6%
Very Dissatisfied	3%

5. Satisfaction with the University and university policies

The University, its leadership, and personnel-related topics were among the eight items in this category. Staff who had *fewer years experience at BGSU* were more satisfied with their chances for a job promotion, with how they hear about policies, decisions, and changes that affect their jobs, with BGSU's awards for employee excellence and service, with the job being done by BGSU's top management, and with the opportunity they have to grow and develop in their jobs. Staff who had *fewer years experience in their current jobs* reported greater satisfaction with their chances for a job promotion, with BGSU's awards for employee excellence and service, with the job being done by BGSU's top management, and with the opportunity they have to grow and develop in their jobs.

Administrative staff were more satisfied with their health benefits, with the professional development opportunities available to them, with how they hear about policies, decisions, and changes that affect their jobs, with the job being done by BGSU's top management, and with the opportunity they have to grow and develop in their jobs. *Staff in the President's division* were more frequently satisfied with BGSU's awards for employee excellence and service.

Younger staff were more satisfied with BGSU as an employer and with their chances for a job promotion. *Full-time staff* reported greater satisfaction with their health benefits. *Female* staff were more satisfied with the professional development opportunities available to them. *Male* noted greater satisfaction with the job being done by BGSU's top management.

I am ___ with BGSU as an employer.

Very Satisfied	25%
Satisfied	58%
Not Satisfied or Dissatisfied	13%
Dissatisfied	4%
Very Dissatisfied	1%

I am ___ with my chances for a job promotion.

Very Satisfied	5%
Satisfied	31%
Not Satisfied or Dissatisfied	29%
Dissatisfied	21%
Very Dissatisfied	15%

I am ___ with my health benefits.

Very Satisfied	19%
Satisfied	47%
Not Satisfied or Dissatisfied	17%
Dissatisfied	10%
Very Dissatisfied	6%

I am ___ with the training and professional development opportunities available to me.

Very Satisfied	14%
Satisfied	48%
Not Satisfied or Dissatisfied	22%
Dissatisfied	13%
Very Dissatisfied	3%

I am ___ with how I hear about policies, decisions, and changes that affect my job.

Very Satisfied	4%
Satisfied	33%
Not Satisfied or Dissatisfied	29%
Dissatisfied	22%
Very Dissatisfied	12%

I am ___ with BGSU's awards for employee excellence and service.

Very Satisfied	4%
Satisfied	28%
Not Satisfied or Dissatisfied	36%
Dissatisfied	24%
Very Dissatisfied	8%

I am ___ with the job being done by BGSU's top management.

Very Satisfied	5%
Satisfied	33%
Not Satisfied or Dissatisfied	32%
Dissatisfied	20%
Very Dissatisfied	10%

I am ___ with the opportunity I have to grow and develop in my job.

Very Satisfied	12%
Satisfied	38%
Not Satisfied or Dissatisfied	26%
Dissatisfied	15%
Very Dissatisfied	9%

6. Satisfaction with workload and salary

The three items in this section deal with workload and salary. Staff with *fewer years experience at BGSU* were more satisfied with their workload and with their salaries. *Classified staff* tended to be more satisfied with their salaries and with their ability to get the job done in the time that they have. *Permanent full-time staff* were less satisfied with their salaries than were temporary or part-time staff. Staff in the President's division reported greater satisfaction with their ability to get the job done in the time that they have than those in other groups, while those in *University Advancement* were less satisfied.

I am ___ with my workload compared to others who do similar jobs.

Very Satisfied	7%
Satisfied	40%
Not Satisfied or Dissatisfied	25%
Dissatisfied	17%
Very Dissatisfied	11%

I am ___ with my salary in comparison to my responsibilities.

Very Satisfied	8%
Satisfied	34%
Not Satisfied or Dissatisfied	20%
Dissatisfied	24%
Very Dissatisfied	13%

I am ___ with my ability to get the job done in the time that I have.

Very Satisfied	11%
Satisfied	50%
Not Satisfied or Dissatisfied	19%
Dissatisfied	14%
Very Dissatisfied	7%

7. Satisfaction with work conditions

The two items in this last category concern equipment and supplies and the condition of the workplace. *Administrative staff, staff in the Provost's division, and those with fewer years at BGSU* were more satisfied with the conditions of their work sites.

I am ___ with the equipment and supplies available to do my job.

Very Satisfied	15%
Satisfied	46%
Not Satisfied or Dissatisfied	17%
Dissatisfied	13%
Very Dissatisfied	10%

I am ___ with the conditions (amount of space, condition of the building, etc.) of my work site.

Very Satisfied	16%
Satisfied	37%
Not Satisfied or Dissatisfied	18%
Dissatisfied	17%
Very Dissatisfied	12%

SUMMARY AND CONCLUSIONS

Bowling Green State University can conclude on the basis of the results from the first use of the Staff Questionnaire that it is generally doing well at building community in the face of change. The majority of staff respondents were satisfied or very satisfied with twenty of the twenty-seven items listed in the questionnaire. Questionnaire items associated with the greatest degree of satisfaction ranged across categories including the University and University policies, department and coworkers, current job, and supervision/empowerment, and included:

- BGSU as an employer (83% very satisfied or satisfied)
- how my department treats or interacts with students (81%)
- my current job at BGSU (77%)
- my ability to influence the way work is done (76%)

Nevertheless, some of the questionnaire results invite concern and continued scrutiny. The items associated with the lowest degree of satisfaction all fell into the category called the University and University policies. They were:

- BGSU's awards for employee excellence and service (32% very satisfied or satisfied)
- my chances for a job promotion (36%)
- how I hear about policies, decisions, and changes that affect my job (38%)
- the job being done by BGSU's top management (38%)
- how well performance evaluations have helped me to do my job better (40%)

Examining questionnaire responses across various categories of respondents also led to interesting findings. Of the sixty-three significant group differences found among the twenty-seven questionnaire items:

- seventeen (27%) were between administrative and classified staff, with administrative staff almost always being more satisfied.
- sixteen (25%) were across years of experience at BGSU, with those with fewer years at the University consistently being more satisfied.
- eleven (17%) were across years of experience in one's current job, with fewer years on the job being consistently associated with greater satisfaction.
- ten (16%) were across divisions, with staff in the President's division being more satisfied than staff in other divisions for seven of the questionnaire items, staff in the Provost's area more satisfied once, and staff in University Advancement less satisfied for four of the items.
- three (5%) were by age, with younger staff being more satisfied.
- three (5%) were by gender, with males more satisfied on two items and females on one.
- two (3%) were by employment status; full-time staff were more satisfied with benefits while part-time and temporary staff were more satisfied with their salaries.

- one (2%) was by ethnicity, with persons of color being less satisfied with the help that they have received from other employees in their department (not their supervisors) to do a good job.

The large number of significant differences in the questionnaire results across administrative/classified staff, years experience at BGSU, years experience in one's current job, and University divisions suggests that there exists not one single BGSU staff group, but many, each with their own experiences and perceptions. The questionnaire results reinforce the need for dialogue within and among various sectors of the university.

While this report may, and hopefully will, lead to numerous discussions, it should be remembered that the BGSU Staff Questionnaire is a new instrument and that additional use will be necessary to affirm its reliability and validity. The response rate, while high at 65%, could still have been improved upon and hopefully will in the future. Most importantly, these results only scratch the surface concerning staff work satisfaction; it may be desirable to study underlying causes more deeply.