

Report of the Results of the BGSU Staff Questionnaire

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ABSTRACT

This report describes the results of the Fall 2001 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.

BACKGROUND AND METHODOLOGY

The need for information about how well the University is successfully building community in the face of change prompted the development of the BGSU Staff Questionnaire in late 1998. It serves as a companion to the UCLA Faculty Survey that is used every three years. This year 1660 staff questionnaires were sent to all staff (full- and part-time, Bowling Green and Firelands campuses) employed as of October 1, 2001. A total of 818 questionnaires were returned. This represents a 49% response rate.

Factor analysis of the thirty-two 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 (four items), and satisfaction with work conditions (six 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, Executive Vice President, Finance and Administration, 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. Statistical group differences are noted where they occurred. Results were also compared with those of 1998 administration of survey.

RESULTS

1. Questionnaire Respondents

As shown in the table below, there was a high degree of similarity between the respondents and the population in terms of ethnicity and employment category. Women and full-time respondents, however, were over represented. Across the divisions, respondents in Executive Vice President areas tended to be over represented while respondents in Finance and Administration area tended to be underrepresented. These limitations require that results from the survey be interpreted with some caution. 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	74%	68%
	Male	26%	32%
Age:	Less than 30	7%	
	30 to 39	19%	
	40 to 49	38%	
	50 to 59	29%	
	60 or Older	6%	
Years Employed at BGSU:	Fewer than 5	27%	
	5 to 9	12%	
	10 to 14	16%	
	15 to 19	19%	
	20 or More	26%	
Years in Current Job:	Fewer than 5	47%	
	5 to 9	16%	

	10 to 14	14%	
	15 to 19	12%	
	20 or More	11%	
Employment Category:	Administrative Staff	39%	36%
	Classified Staff	61%	64%
Employment Status:	Permanent Full-Time	90%	
	Permanent Part-Time	8%	
	Temporary Full-Time	1%	
	Temporary Part-Time	1%	
	Total Full-Time	91%	82%
	Total Part-Time	9%	18%
Ethnicity:	African-American/Black	2%	3%
	American Indian/Native Am.	1%	0%
	Asian American	1%	1%
	Hispanic/Latino/Latina	2%	4%
	White/Caucasian	94%	92%
	International	1%	0%
University Division:			
	Executive Vice President (all departments)	23%	15%
	Finance and Administration (all departments)	14%	26%
	President's Office / General Counsel	1%	1%
	Provost/Academic Affairs (all colleges & departments)	33%	30%
	Student Affairs (all departments)	26%	25%
	University Advancement (all departments)	4%	3%

2. Job Satisfaction

As shown below, 80% of the survey respondents in 2001 were satisfied or very satisfied with their current jobs at BGSU. Respondents in the *division of University Advancement* were less likely to be satisfied with their current job than were the respondents in other divisions.

I am _____ with my current job at BGSU.

	1998	2001
Very Satisfied	24%	27%
Satisfied	52%	53%
Not Satisfied or Dissatisfied	13%	13%
Dissatisfied	8%	6%
Very Dissatisfied	3%	1%

3. Satisfaction with the climate for supervision and empowerment

As with the 1998 results, most of the BGSU staff were satisfied or very satisfied with five out of six survey items that concerned staff members' relationships with their supervisors and their sense of empowerment in their jobs. The only item that received a less than 40% satisfaction rate is how well performance evaluations have helped me to do my job better.

Staff employed for fewer years at BGSU and those employed less than 5 years in their current job were more satisfied with the fairness of their supervisor. *Administrative staff* were more often satisfied than classified staff with the help they have received from other employees in their department, with the fairness of their supervisors, and with the freedom they have to express ideas, questions, or concerns to their supervisors. *Females* and *staff in the President's division* were more likely to be satisfied with understanding what is expected from them in their job. *Staff in the University Advancement division* were less likely to report that they were satisfied with the help they have received from their supervisor to do a good job, with their ability to influence the way their work were done, and with the freedom they have to express ideas, questions, or concerns to their supervisors.

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

	1998	2001
Very Satisfied	7%	4%
Satisfied	33%	32%
Not Satisfied or Dissatisfied	36%	42%
Dissatisfied	12%	12%
Very Dissatisfied	12%	10%

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

	1998	2001
Very Satisfied	23%	21%
Satisfied	38%	42%
Not Satisfied or Dissatisfied	19%	20%
Dissatisfied	11%	11%
Very Dissatisfied	8%	7%

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

	1998	2001
Very Satisfied	20%	17%
Satisfied	54%	58%
Not Satisfied or Dissatisfied	16%	15%

Dissatisfied	6%	8%
Very Dissatisfied	4%	2%

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

	1998	2001
Very Satisfied	24%	22%
Satisfied	51%	54%
Not Satisfied or Dissatisfied	14%	15%
Dissatisfied	7%	8%
Very Dissatisfied	3%	2%

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

	1998	2001
Very Satisfied	34%	34%
Satisfied	39%	42%
Not Satisfied or Dissatisfied	12%	12%
Dissatisfied	9%	7%
Very Dissatisfied	6%	4%

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

	1998	2001
Very Satisfied	22%	20%
Satisfied	35%	41%
Not Satisfied or Dissatisfied	19%	17%
Dissatisfied	13%	13%
Very Dissatisfied	12%	10%

4. Satisfaction with department and coworkers

Seven survey items concerned staff members' satisfaction with their departments and their coworkers. As shown below, 60% or more of the survey respondents were satisfied or very satisfied with their department and coworkers. Compared with the respondents in 1998, respondents in 2001 were more likely to report that they were satisfied with how their department works with other departments.

Staff with fewer years experience in the current job were more satisfied with how University policies are followed in their department. *Female staff* reported more satisfaction with how their department works with other departments.

Administrative staff members reported more 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 department 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 in the divisions of Provost, Executive Vice President, and Finance and Administration reported greater satisfaction with their department as a place to work. *Staff in the President's division* were less likely to be satisfied with how their department treats or interacts with students, with how their department works with other departments, and with how the staff of their department work together as a team. *Staff in University Advancement division* were less often satisfied with how well staff are treated in their department and with how University policies are followed in their department.

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

	1998	2001
Very Satisfied	29%	30%
Satisfied	40%	45%
Not Satisfied or Dissatisfied	15%	13%
Dissatisfied	10%	10%
Very Dissatisfied	6%	3%

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

	1998	2001
Very Satisfied	23%	16%
Satisfied	38%	47%
Not Satisfied or Dissatisfied	19%	21%
Dissatisfied	11%	10%
Very Dissatisfied	8%	5%

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

	1998	2001
Very Satisfied	21%	22%
Satisfied	39%	42%
Not Satisfied or Dissatisfied	16%	17%
Dissatisfied	14%	13%
Very Dissatisfied	10%	6%

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

	1998	2001
Very Satisfied	35%	38%
Satisfied	46%	50%

Not Satisfied or Dissatisfied	12%	9%
Dissatisfied	5%	3%
Very Dissatisfied	2%	1%

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

	1998	2001
Very Satisfied	21%	25%
Satisfied	38%	40%
Not Satisfied or Dissatisfied	20%	16%
Dissatisfied	13%	14%
Very Dissatisfied	9%	4%

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

	1998	2001
Very Satisfied	18%	20%
Satisfied	43%	52%
Not Satisfied or Dissatisfied	24%	20%
Dissatisfied	11%	6%
Very Dissatisfied	4%	1%

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

	1998	2001
Very Satisfied	25%	27%
Satisfied	48%	49%
Not Satisfied or Dissatisfied	19%	17%
Dissatisfied	6%	5%
Very Dissatisfied	3%	2%

5. Satisfaction with the University and university policies

The University, its leadership, and personnel-related topics were among the eight items in this category. Compared with the results in 1998, respondents in 2001 were more likely to report that they were satisfied or very satisfied with the training and professional development opportunities available to them, with how they hear about policies, decisions, and changes that affect their job, with BGSU's awards for employee excellence and service, and with the job being done by BGSU's top management.

Staff who had less than five years experience at BGSU and who had fewer years experience in their current jobs reported greater satisfaction with their chances for a job promotion. Staff who had fewer years experience at BGSU were more likely to be

satisfied with how they hear about policies, decisions, and changes that affect their jobs, with BGSU's awards for employee excellence and service, and with the job being done by BGSU's top management.

Administrative staff were more satisfied with their health benefits, 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 their health benefits. *Staff in the divisions of Provost and Executive Vice President* were more frequently satisfied with how they hear about policies, decisions, and changes that affect their jobs.

Full-time staff reported greater satisfaction with their health benefits. *Female* staff were more satisfied with BGSU as an employer, with the professional development opportunities available to them, and with BGSU's awards for employee excellence and service than were male staff.

I am ____ with BGSU as an employer.

	1998	2001
Very Satisfied	25%	31%
Satisfied	58%	56%
Not Satisfied or Dissatisfied	13%	9%
Dissatisfied	4%	3%
Very Dissatisfied	1%	1%

I am ____ with my chances for a job promotion.

	1998	2001
Very Satisfied	5%	5%
Satisfied	31%	37%
Not Satisfied or Dissatisfied	29%	29%
Dissatisfied	21%	18%
Very Dissatisfied	15%	11%

I am ____ with my health benefits.

	1998	2001
Very Satisfied	19%	17%
Satisfied	47%	47%
Not Satisfied or Dissatisfied	17%	20%
Dissatisfied	10%	11%
Very Dissatisfied	6%	6%

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

	1998	2001
Very Satisfied	14%	16%
Satisfied	48%	55%
Not Satisfied or Dissatisfied	22%	19%
Dissatisfied	13%	7%
Very Dissatisfied	3%	3%

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

	1998	2001
Very Satisfied	4%	7%
Satisfied	33%	42%
Not Satisfied or Dissatisfied	29%	24%
Dissatisfied	22%	22%
Very Dissatisfied	12%	6%

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

	1998	2001
Very Satisfied	4%	8%
Satisfied	28%	41%
Not Satisfied or Dissatisfied	36%	33%
Dissatisfied	24%	14%
Very Dissatisfied	8%	4%

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

	1998	2001
Very Satisfied	5%	7%
Satisfied	33%	46%
Not Satisfied or Dissatisfied	32%	27%
Dissatisfied	20%	15%
Very Dissatisfied	10%	5%

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

	1998	2001
Very Satisfied	12%	15%
Satisfied	38%	41%
Not Satisfied or Dissatisfied	26%	25%
Dissatisfied	15%	14%

Very Dissatisfied	9%	5%
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6. Satisfaction with workload and salary

The four items in this section deal with workload and salary. *Classified staff* tended to be more satisfied with their ability to get the job done in the time that they have. *Females* and *staff who were sixty years old or older* reported greater satisfaction with having enough staff in their department to get the work done. *Permanent full-time staff* were less likely to be satisfied with their salaries and with having enough staff in their department to get the work done than were temporary or part-time staff. *Staff with 5-9 years experience in their current job* were less likely to be satisfied with their workload, salary, and their ability to get the job done in the time that they have. *Staff in the University Advancement division* reported less satisfaction with their workload, with their ability to get the job done in the time that they have, and with having enough staff in their department to get the work done than those in other divisions.

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

	1998	2001
Very Satisfied	7%	8%
Satisfied	40%	44%
Not Satisfied or Dissatisfied	25%	24%
Dissatisfied	17%	16%
Very Dissatisfied	11%	9%

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

	1998	2001
Very Satisfied	8%	8%
Satisfied	34%	37%
Not Satisfied or Dissatisfied	20%	21%
Dissatisfied	24%	22%
Very Dissatisfied	13%	12%

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

	1998	2001
Very Satisfied	11%	10%
Satisfied	50%	50%
Not Satisfied or Dissatisfied	19%	20%
Dissatisfied	14%	15%
Very Dissatisfied	7%	6%

I am ____ with having enough staff in my department to get the work done

	1998	2001
Very Satisfied	NA	7%
Satisfied	NA	36%
Not Satisfied or Dissatisfied	NA	19%
Dissatisfied	NA	23%
Very Dissatisfied	NA	14%

7. Satisfaction with work conditions

BGSU staff, in general, were satisfied with their work conditions, especially with the overall safety conditions of their primary workplace and their sense of personal safety on campus. *Females* were more satisfied with the adequacy of training on fire safety and safe work practices. *Staff of age 60 and over* were more satisfied with the equipment and supplies available to do their job than were the younger staff. *European American staff* were more satisfied with conditions of their work site than were minority staff. *Staff* in the President's division tended to be more satisfied than the staff in other divisions with the equipment and supplies available to do their job, the conditions of their work sites, the overall safety conditions in their office, and the overall safety conditions within the building where they spend most of their time.

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

	1998	2001
Very Satisfied	15%	16%
Satisfied	46%	49%
Not Satisfied or Dissatisfied	17%	18%
Dissatisfied	13%	13%
Very Dissatisfied	10%	4%

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

	1998	2001
Very Satisfied	16%	13%
Satisfied	37%	40%
Not Satisfied or Dissatisfied	18%	18%
Dissatisfied	17%	20%
Very Dissatisfied	12%	9%

I am ____ with overall safety conditions in my office or primary workplace.

	1998	2001
Very Satisfied	NA	21%

Satisfied	NA	59%
Not Satisfied or Dissatisfied	NA	13%
Dissatisfied	NA	6%
Very Dissatisfied	NA	2%

I am ____ with overall safety conditions within the building where I spend most of my time.

	1998	2001
Very Satisfied	NA	18%
Satisfied	NA	54%
Not Satisfied or Dissatisfied	NA	17%
Dissatisfied	NA	8%
Very Dissatisfied	NA	2%

I am ____ with the adequacy of training on fire safety and safe work practices

	1998	2001
Very Satisfied	NA	14%
Satisfied	NA	54%
Not Satisfied or Dissatisfied	NA	25%
Dissatisfied	NA	6%
Very Dissatisfied	NA	1%

I am ____ with my sense of personal safety on campus

	1998	2001
Very Satisfied	NA	20%
Satisfied	NA	66%
Not Satisfied or Dissatisfied	NA	12%
Dissatisfied	NA	2%
Very Dissatisfied	NA	0%

SUMMARY AND CONCLUSIONS

Bowling Green State University is generally doing well and has improved several aspects of building community over the past few years. The majority of staff respondents (60% or more) were satisfied or very satisfied with twenty-three of the thirty-two items listed in the questionnaire. Staff, on average, were most satisfied with how their department treats or interacts with students (88% satisfied or very satisfied), with BGSU as an employer (87% satisfied or very satisfied), with their sense of personal safety on campus (86% satisfied or very satisfied), with their current job at BGSU (80% satisfied or very satisfied), and with overall safety conditions in their office or primary workplace (80%

satisfied or very satisfied). They were least satisfied with how well performance evaluations have helped them to do their job better (36% satisfied or very satisfied), their chances for a job promotion (42% satisfied or very satisfied), and having enough staff in their department to get the work done (43% satisfied or very satisfied).

Improvements were shown in these areas between 1998 and 2001 (satisfaction rate increased 10% or more for the past three years):

- BGSU's awards for employee excellence and service (17% increase)
- the job being done by BGSU's top management (15% increase)
- how I hear about policies, decisions, and changes that affect my job (12% increase)
- how my departments works with other departments (11% increase)

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

- one (2%) was by race, with minority staff being less satisfied with the the conditions (amount of space, condition of the building, etc.) of their work site.
- two (4%) were by age, with staff of age 60 and over being more satisfied with the equipment/supplies available to do their job and having enough staff in their department to get the work done.
- three (5%) were by employment status; full-time staff (both permanent and temporary) were more satisfied with health benefits; permanent full-time staff were less satisfied with their salaries as well as having enough staff in their department to get the work done.
- five (9%) were across years of experience at BGSU, with those with fewer years at the University associated with greater satisfaction.
- six (11%) were across years of experience in one's current job. Staff with fewer years on the job were more satisfied with their chances for a job promotion, with the fairness of their supervisor, and with how University policies are followed in their department. Staff with 5-9 years on their current job were less likely to be satisfied with their workload, their salary and their ability to get their job done in the time their have.
- seven (13%) were by gender, with females being more satisfied on six items and males on one.
- eleven (20%) were between administrative and classified staff, with administrative staff being more satisfied on ten items and classified staff on one.
- twenty (36%) were across divisions; Staff in the Provost, Finance & Administration and Executive Vice President areas were more satisfied than staff in other divisions with their department as a place to work. Staff in the Provost and Executive Vice President areas were also more satisfied with how they hear about policies, decisions and change that affect their job. While staff in President's division were more satisfied with six questionnaire items, they were also less satisfied with three other items. Staff in University Advancement

division were less satisfied for nine of the items. When considering the implications of these results, readers should keep in mind that there were only five questionnaire respondents from the President's Division and twenty-six from the Division of University Advancement.

The large number of significant differences in the questionnaire results across groups 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.

The major limitations of this study were the low response rate (49%) for the questionnaire, the over-representation of staff in Executive Vice President areas, and the under-representation of male and part-time staff, as well as the staff in Finance and Administration area. These limitations require that all results from this survey be interpreted with some caution.

The Office of Institutional Research welcomes feedback concerning this and other studies and how they can continue to be improved.