

Report of the Results of the BGSU Staff Questionnaire

**Office of Institutional Research
March, 2005**

CONTENTS

	page
Abstract	1
Background and Methodology	1
Results:	
Job Satisfaction	3
Satisfaction with the climate for supervision and empowerment	3
Satisfaction with department and coworkers	5
Satisfaction with the University and University policies	7
Satisfaction with workload and salary	10
Satisfaction with work conditions	11
Additional Comments	13
Summary and Conclusions	15

ABSTRACT

This report describes the results of the Fall 2004 administration of the BGSU Staff Questionnaire to administrative and classified staff at main campus and Firelands. The Staff Questionnaire is designed to collect information on staff members' satisfaction with their current jobs, with the environment for supervision and empowerment, with their department and coworkers, with the University and University policies, with workload and salary, and with their work conditions. The results of the questionnaire could be used to determine how well the University is successfully building community in the face of change.

BACKGROUND AND METHODOLOGY

The BGSU Staff Questionnaire was designed in late 1998 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 serves as a companion to the Faculty Survey, which is used every three years.

On November 15, 2004 the staff questionnaires were sent to all staff (full-time and part-time, main and Firelands campuses) employed as of October 1, 2004. A total of 634 questionnaires were returned. This represents a 43% (634/1470) response rate. The rate is lower than the one in 1998 (65%) and the one in 2001 (49%).

To examine how representative the survey respondents were of the entire staff population, the demographic characteristics of the survey respondents were compared to those of all staff. As shown in the table below, there was a reasonable degree of similarity

between the respondents and the population in terms of gender, ethnicity and employment category. Full-time respondents and respondents from the division of Executive VP as well as the division of Provost/Academic Affairs, however, were over represented. Respondents from the division of Student Affairs were under represented. These limitations and the low response rate require that results from the survey be interpreted with some caution.

	Survey Respondents	All Staff
Gender:		
Female	70%	67%
Male	30%	33%
Ethnicity:		
Minority	7%	8%
White/Caucasian	92%	90%
International	1%	2%
Employment Category:		
Administrative Staff	46%	40%
Classified Staff	54%	60%
Employment Status:		
Total Full-Time	99%	82%
Total Part-Time	1%	18%
Age:		
Less than 30	8%	NA
30 to 39	18%	NA
40 to 49	35%	NA
50 to 59	33%	NA
60 or Older	6%	NA
Years Employed at BGSU:		
Fewer than 5	24%	NA
5 to 9	20%	NA
10 to 14	11%	NA
15 to 19	20%	NA
20 or More	26%	NA
Years in Current Job:		
Fewer than 5	42%	NA
5 to 9	25%	NA
10 to 14	11%	NA
15 to 19	12%	NA
20 or More	10%	NA
University Division*:		
Executive Vice President	26%	14%
Finance and Administration	29%	24%
President's Office/General Counsel	1%	1%
Provost/Academic Affairs	38%	27%
Student Affairs	1%	31%
University Advancement	5%	3%

* Only about two thirds of the survey respondents identified their working area.

The thirty-two questionnaire items were grouped into six categories according to factor analysis: (1) satisfaction with one's current job (one item); (2) satisfaction with the climate for supervision and empowerment (six items); (3) satisfaction with department and coworkers (seven items); (4) satisfaction with the University and University policies (eight items); (5) satisfaction with workload and salary (four items); and (6) satisfaction with work conditions (six items). The percentage of respondents giving each answer to each item is reported in the next section, grouped by these categories. Percentages may not always sum to 100 due to rounding. In addition, the difference between gender, race, age, number of years employed at BGSU, employment category, and four University divisions were investigated and significant differences are noted where they occurred. President's Office/General Counsel as well as Students Affairs are excluded in the division comparisons due to the small survey size. Results were also compared with those of 1998 and 2001 administration of the survey.

RESULTS

1. Job Satisfaction

I am _____ with my current job at BGSU.

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	24%	27%	24%
Satisfied	52%	53%	53%
Not Satisfied or Dissatisfied	13%	13%	17%
Dissatisfied	8%	6%	5%
Very Dissatisfied	3%	1%	1%

Near 80% of the survey respondents in 2004 indicated that they were satisfied or very satisfied with their current job at BGSU.

2. Satisfaction with the climate for supervision and empowerment

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	7%	4%	7%
Satisfied	33%	32%	33%
Not Satisfied or Dissatisfied	36%	42%	38%
Dissatisfied	12%	12%	14%
Very Dissatisfied	12%	10%	9%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	23%	21%	19%
Satisfied	38%	42%	44%
Not Satisfied or Dissatisfied	19%	20%	20%
Dissatisfied	11%	11%	10%
Very Dissatisfied	8%	7%	7%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	20%	17%	19%
Satisfied	54%	58%	55%
Not Satisfied or Dissatisfied	16%	15%	17%
Dissatisfied	6%	8%	7%
Very Dissatisfied	4%	2%	2%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	24%	22%	25%
Satisfied	51%	54%	53%
Not Satisfied or Dissatisfied	14%	15%	15%
Dissatisfied	7%	8%	6%
Very Dissatisfied	3%	2%	2%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	34%	34%	33%
Satisfied	39%	42%	39%
Not Satisfied or Dissatisfied	12%	12%	13%
Dissatisfied	9%	7%	9%
Very Dissatisfied	6%	4%	6%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	22%	20%	20%
Satisfied	35%	41%	37%
Not Satisfied or Dissatisfied	19%	17%	21%
Dissatisfied	13%	13%	13%
Very Dissatisfied	12%	10%	10%

As with the results of 1998 and 2001, most of the BGSU staff in 2004 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 50% satisfaction rate through out the years is "how well performance evaluations have helped me to do my job better."

Males were more likely than females to report that they were satisfied with understanding what is expected from them in their jobs. Minorities and staff who were 40-59 years old were more likely to report that they were satisfied with how well performance evaluations have helped them to do their job better than were European Americans and staff who are younger than 40 or older than 59. Administrative staff and staff in the divisions of Provost/Academic Affairs as well as Executive VP area were more likely to express their satisfactions with the fairness of their supervisors in enforcing rules, determining salary raises, recognizing outstanding work, etc. than were classified staff and the staff in the divisions of University Advancement as well as Finance and Administration. Administrative staff and the staff in Provost/Academic Affairs area were also more likely than classified staff and staff in the three other divisions to claim that they were satisfied with the freedom to express ideas, questions, or concerns to their supervisors.

3. Satisfaction with department and coworkers

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	29%	30%	29%
Satisfied	40%	45%	43%
Not Satisfied or Dissatisfied	15%	13%	16%
Dissatisfied	10%	10%	8%
Very Dissatisfied	6%	3%	5%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	23%	16%	17%
Satisfied	38%	47%	45%
Not Satisfied or Dissatisfied	19%	21%	21%
Dissatisfied	11%	10%	11%
Very Dissatisfied	8%	5%	6%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	21%	22%	22%
Satisfied	39%	42%	40%
Not Satisfied or Dissatisfied	16%	17%	16%
Dissatisfied	14%	13%	14%
Very Dissatisfied	10%	6%	8%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	35%	38%	40%
Satisfied	46%	50%	47%
Not Satisfied or Dissatisfied	12%	9%	10%
Dissatisfied	5%	3%	3%
Very Dissatisfied	2%	1%	1%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	21%	25%	26%
Satisfied	38%	40%	40%
Not Satisfied or Dissatisfied	20%	16%	18%
Dissatisfied	13%	14%	11%
Very Dissatisfied	9%	4%	5%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	18%	20%	20%
Satisfied	43%	52%	52%
Not Satisfied or Dissatisfied	24%	20%	20%
Dissatisfied	11%	6%	6%
Very Dissatisfied	4%	1%	2%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	25%	27%	25%
Satisfied	48%	49%	50%
Not Satisfied or Dissatisfied	19%	17%	17%
Dissatisfied	6%	5%	6%
Very Dissatisfied	3%	2%	3%

Seven survey items concerned staff members' satisfaction with their departments and their coworkers. As the data shown above, more than 60% of the survey respondents in 2004 were satisfied or very satisfied with all seven items, especially with how their departments treat or interact with students and with the help that they have received from other employees in their departments to do a good job.

Staff in Provost/Academic Affairs were more likely than the staff in the three other divisions to report that they are satisfied with how University policies are followed in their department, with how well staff are treated in their area, and with their department as a place to work.

Administrative staff were more likely than classified staff to indicate that they were satisfied with six out of seven items listed above. The only item that shows no difference across this group is "I am satisfied or very satisfied with how my department treats or interacts with students."

4. Satisfaction with the University and University policies

The University, its leadership, and personnel-related topics were among the eight items in this category.

As we can see from the data below about two thirds of the staff between 1998 and 2004 were happy with BGSU as an employer, with their health benefits, and with the training and professional development opportunities available to them. About half of them were satisfied with the opportunities they have to grow and develop in their jobs. Four items received lower satisfaction rates. They are chances for a job promotion, BGSU's awards for employee excellence and service, how employees hear about policies, decisions, and changes that affect their jobs, and the job being done by BGSU's top management. Moreover, 2004 survey respondents were less likely than 2001 respondents to express their satisfaction with those four items.

I am ___ with BGSU as an employer.

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	25%	31%	27%
Satisfied	58%	56%	59%
Not Satisfied or Dissatisfied	13%	9%	9%
Dissatisfied	4%	3%	5%
Very Dissatisfied	1%	1%	1%

I am ___ with my chances for a job promotion.

	1998	2001	2004
Very Satisfied	5%	5%	4%
Satisfied	31%	37%	32%
Not Satisfied or Dissatisfied	29%	29%	30%
Dissatisfied	21%	18%	22%
Very Dissatisfied	15%	11%	11%

I am ___ with my health benefits.

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	19%	17%	16%
Satisfied	47%	47%	53%
Not Satisfied or Dissatisfied	17%	20%	20%
Dissatisfied	10%	11%	10%
Very Dissatisfied	6%	6%	2%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	14%	16%	16%
Satisfied	48%	55%	53%
Not Satisfied or Dissatisfied	22%	19%	19%
Dissatisfied	13%	7%	9%
Very Dissatisfied	3%	3%	3%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	4%	7%	5%
Satisfied	33%	42%	35%
Not Satisfied or Dissatisfied	29%	24%	30%
Dissatisfied	22%	22%	20%
Very Dissatisfied	12%	6%	11%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	4%	8%	5%
Satisfied	28%	41%	37%
Not Satisfied or Dissatisfied	36%	33%	33%
Dissatisfied	24%	14%	18%
Very Dissatisfied	8%	4%	7%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	5%	7%	5%
Satisfied	33%	46%	35%
Not Satisfied or Dissatisfied	32%	27%	32%
Dissatisfied	20%	15%	19%
Very Dissatisfied	10%	5%	9%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	12%	15%	11%
Satisfied	38%	41%	45%
Not Satisfied or Dissatisfied	26%	25%	24%
Dissatisfied	15%	14%	13%
Very Dissatisfied	9%	5%	7%

Compared with staff who worked at BGSU for five years or more, staff who had only a few years experience at BGSU were more likely to say that they are satisfied with their chances for a job promotion, with the opportunity they have to grow and develop in their jobs, 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. Those who have been employed at BGSU between 15 and 19 years, however, were less likely to agree that they were satisfied or very satisfied with the training and professional development opportunities available to them than were those who had less than 15 years or more than 19 years working experience at BGSU.

Compared with classified staff, Administrative staff more frequently indicated that they were satisfied with BGSU as an employer, with their health benefits, 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.

Compared with staff in the three other divisions, staff in University Advancement were more likely to express their satisfaction with the training and professional development

opportunities available to them, with the chances they have to grow and develop in their jobs, and with the job being done by BGSU's top management.

5. Satisfaction with workload and salary

No significant changes are found through out the years on the four items that related to workload and salary. About 60% of the survey respondents were satisfied with their ability to get the job done in the time they have. Only about half or less than half of them were satisfied with their workload compared to others who do similar jobs, with their salary in comparison to their responsibilities, and with having enough staff in their departments to get the work done.

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	7%	8%	7%
Satisfied	40%	44%	42%
Not Satisfied or Dissatisfied	25%	24%	26%
Dissatisfied	17%	16%	17%
Very Dissatisfied	11%	9%	8%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	8%	8%	6%
Satisfied	34%	37%	37%
Not Satisfied or Dissatisfied	20%	21%	21%
Dissatisfied	24%	22%	25%
Very Dissatisfied	13%	12%	11%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	11%	10%	11%
Satisfied	50%	50%	46%
Not Satisfied or Dissatisfied	19%	20%	21%
Dissatisfied	14%	15%	18%
Very Dissatisfied	7%	6%	4%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	NA	7%	7%
Satisfied	NA	36%	36%
Not Satisfied or Dissatisfied	NA	19%	23%
Dissatisfied	NA	23%	20%
Very Dissatisfied	NA	14%	14%

Classified staff tended to be more satisfied with their ability to get the job done in the time that they have than did administrative staff. Staff who are 60 or over sixty reported greater satisfaction with their salary in comparison to their responsibilities than did younger staff. Staff in the division of Finance and Administration were less likely to say that they were satisfied with having enough staff in their department to get the work done than were staff in the divisions of Executive VP Area, Provost/Academic Affairs, and University Advancement.

6. Satisfaction with work conditions

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	15%	16%	19%
Satisfied	46%	49%	51%
Not Satisfied or Dissatisfied	17%	18%	14%
Dissatisfied	13%	13%	11%
Very Dissatisfied	10%	4%	5%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	16%	13%	13%
Satisfied	37%	40%	38%
Not Satisfied or Dissatisfied	18%	18%	19%
Dissatisfied	17%	20%	18%
Very Dissatisfied	12%	9%	12%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	NA	21%	19%
Satisfied	NA	59%	57%
Not Satisfied or Dissatisfied	NA	13%	15%
Dissatisfied	NA	6%	6%
Very Dissatisfied	NA	2%	3%

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

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	NA	18%	16%
Satisfied	NA	54%	53%
Not Satisfied or Dissatisfied	NA	17%	18%
Dissatisfied	NA	8%	9%
Very Dissatisfied	NA	2%	4%

I am ___ with the adequacy of training on fire safety and other job safety issues.

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	NA	NA	16%
Satisfied	NA	NA	55%
Not Satisfied or Dissatisfied	NA	NA	24%
Dissatisfied	NA	NA	3%
Very Dissatisfied	NA	NA	2%

I am ___ with my sense of personal safety on campus

	<u>1998</u>	<u>2001</u>	<u>2004</u>
Very Satisfied	NA	20%	21%
Satisfied	NA	66%	64%
Not Satisfied or Dissatisfied	NA	12%	11%
Dissatisfied	NA	2%	3%
Very Dissatisfied	NA	0%	1%

More than two thirds of the survey respondents indicated that they were satisfied with the equipment/supplies available to do their job, with the adequacy of training on fire safety and other job safety issues, with the overall safety conditions in their primary workplaces as well as within the buildings where they spend most of their time, and with their sense of personal safety on campus. About one third of the respondents, however, were unsatisfied with the conditions (amount of space, condition of the building, etc.) of their work sites.

Females were more likely than males to be satisfied with the equipment and supplies available to do their job. Minority staff were more likely to be satisfied with the conditions of their work sites than were European American staff. Administrative staff reported greater satisfaction than did classified staff with overall safety conditions in their offices and within the buildings where they spend most of their time. While staff over the University Advancement area were most likely to be satisfied with the overall safety conditions within the building where they are working, staff in the division of Finance and Administration were least likely to be happy with the equipment and supplies available to do their job.

7. Additional Comments

Three hundreds and thirty five staff expressed their feelings and concerns about the University in the comments section of the survey. They also provided suggestions and solutions to the areas that they are currently dissatisfied with.

7.1 If you marked that you are dissatisfied or very dissatisfied for any of the items on the questionnaire, what would you suggest to improve the situation?

	Count
Fix or improve pay-grade, performance evaluation, reward, audit, merit raise and hiring methods or systems. Provide a fair raise/hiring opportunity for all.	69
Upgrade/renovate buildings (fix problems like leaking, flooding, cracking; improve air circulation and quality; provide new carpet/furniture; increase working space) or build new facilities.	67
Improve the quality of managers, supervisors and their supervision styles (don't be a vindictive boss; respect and trust your staff and be honest with them; value your staff's opinion; treat people equally; follow rules just like everybody else; improve or set new management style)	56
Hire more qualified staff to get the job done.	48
Increase the chance for job promotion	45
Better health care benefits (vision, prescription, domestic partner, lower co-payment, more coverage for family members, free Recreation Center pass)	39
Top management should be fair and respect everyone when they make policies or decisions, work toward "transparency" in their operations, and acknowledge their employees' contribution to BGSU	35
Provide more funds and opportunities for staff's professional and personal development.	30
Better communication between people and between offices	27
Provide addition supplies or recourse for daily work as well as for increased work load.	24
Raise salary	17
Respect for each other	13
Cut administrator/boss/supervisor positions and stop eliminating classified staff positions	13
Enforce team work	10
Focus more on safety issues	8

Staff should be given the chance to evaluate their bosses not just the opposite.	6
Reward those who are loyal long time employees of BGSU	5
Fair funding for each department	5
Flexible working time for employees	3
Enforce vacation/personal/sick leave reporting	1
Forced retirement for those in a supervisory position in more than 30 years	1
Pay more attention to classified staff and “low” ranked employees	1
Get more funding from state	1
Stop using University resources and time to do homework	1
Build an on campus day care center	1
Pay more attention to students	1
Change “Events” (on BGSU website) to “B!G Events Calendar” or “Calendar of Events”	1

7.2. What other information would you like to share about how you feel about your job at BGSU?

	Count
BUSU is a very pleasant place to work/I enjoyed the people I work with.	50
Overall I love/like my job at BGSU. But there are some major issues that need to be addressed like the lack of the chances for job promotion and pay raises, lack of respect and trust, inconsistency in policies for employees, unfairness, doing more for less, the management style, etc.	37
Manager/management problems (they way they treat people and use their power/position; unfairness; poor management style; lack of care about their staff)	28
Too much work is added for the same pay, pay does not reflect work load	23
Morale is dropping. The administration and HR need to earn back the trust of their employees.	16
Staff are overworked but managers are overstuffed	11
I'd like to see employees regarded with respect and appreciation	9
Human Resource Office should play a positive role on this un-unionized campus	6
More resources are needed for service areas	2
I feel very stressed for current job	2
Degree shouldn't be the only factor to hire staff for some positions.	2
I am satisfied with top management.	2
Where I could find the university organizational charts? (You could find a few at http://www.bgsu.edu/offices/ir/factbook/generalinfo/chart/list.htm)	2
Classical staff should run for political office.	1
Look at duplication of services across campus to light some people's work load.	1
The ability to change in academe is just too slow	1
The job has became boring because absolutely nothing new is happening in this office	1
I'd like to see more environment related questions on the next survey	1
Full time staff should have the right to have holiday/overtime pay before weekend only staff.	1

Pay for lunch breaks	1
Provide a tenure equivalent system for staff	1
The enrollment increase have changed BGSU for the worse and made BG a less friendly place to live. More residence halls are needed.	1
I am so grateful for the tuition waiver given to me and my children	1
A fair distribution of money among all student organizations/activities	1
Reclassifications for classified staff are a joke. It's completely politics and has nothing to do with staff's duties.	1
Embrace diversity and related issues as institutional priority	1
It's ridiculous to close the Heath Center Lab	1
Increasing vacation time earning so the sick time used by employees would go down	1
I am dissatisfied with cutting the Pre College Enrichment Program	1
The situation with the evaluation and subsequent "reallocation of resources" at the Student Health Service should be studied.	1
Faculty should treat students nicely and show up during their office hours.	1
Bring back Printing Services	1
Don't raise student fees every year	1
A+ for coming up with the WellAware Program to help employees to earn discounts for their Rec. Center pass.	1
Administrative office should be closed after 5:00 pm and during certain break time	1

SUMMARY AND CONCLUSIONS

Bowling Green State University is generally doing well at building community over the past few years. The majority of respondents (60% or more) were satisfied or very satisfied with twenty out of the thirty-two survey items that ranged across categories such as the department and coworkers, current job, work conditions, University and University policies, and supervision/empowerment. Questionnaire items associated with the greatest degree of satisfaction are:

- how my department treats or interacts with students (87% satisfied or very satisfied);
- BGSU as an employer (86% satisfied or very satisfied);
- the sense of personal safety on campus (85% satisfied or very satisfied);
- my ability to influence the way work is done (78% satisfied or very satisfied);
- my current job at BGSU (77% satisfied or very satisfied);
- the overall safety conditions in my office or primary workplace (76% satisfied or very satisfied);
- the help that I have received from other employees (not my supervisor) in my department to do a good job (75% satisfied or very satisfied);
- understanding what is expected from me in my job (74% satisfied or very satisfied)

Nevertheless, some of the questionnaire results invite concern and continued scrutiny, and most of them fell into the category called the University and University Policies and Workload and Salary. The items associated with the lowest degree of satisfaction are:

- my chances for a job promotion
 - 36% satisfied or very satisfied in 2004
 - 42% satisfied or very satisfied in 2001
 - 36% satisfied or very satisfied in 1998
- how I hear about policies, decisions, and changes that affect my job
 - 40% satisfied or very satisfied in 2004
 - 49% satisfied or very satisfied in 2001
 - 37% satisfied or very satisfied in 1998
- the job being done by BGSU's top management
 - 40% satisfied or very satisfied in 2004
 - 53% satisfied or very satisfied in 2001
 - 38% satisfied or very satisfied in 1998
- how well performance evaluations have helped me to do my job better (40% satisfied or very satisfied in 2004)
- BGSU's awards for employee excellence and service (42% satisfied or very satisfied in 2004);
- my salary in comparison to my responsibilities (43% satisfied or very satisfied in 2004);
- Having enough staff in my department to get the work done (43% satisfied or very satisfied in 2004).

The comments provided by more than half of the survey respondents also confirm the findings above. That is, overall BGSU is a very pleasant place to work. But there are some major issues need to be addressed, such as a fair reward/hiring system and opportunity for all, renovation of old buildings, improving the quality of supervisors/managers as well as their supervision styles, increasing the chance for job promotion, providing additional resources (staff, supplies, money) for increased work load, and a better health care benefits for all.

Examining questionnaire responses across various groups of respondents also led to some interesting findings. Perhaps the most disturbing one is: classified staff were less likely to be satisfied with half of the survey items than were administrative staff, especially in the areas of Department and Coworkers (see page 5-7) as well as the University and University Policies (see page 7-10).

The major limitations of this study were the low response rate (43%) for the questionnaire, the over-representation of full time staff as well as staff from the divisions of Executive VP as well as Provost/Academic Affairs, and the under representation of staff from Student Affairs 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.