

# Pioneering Success

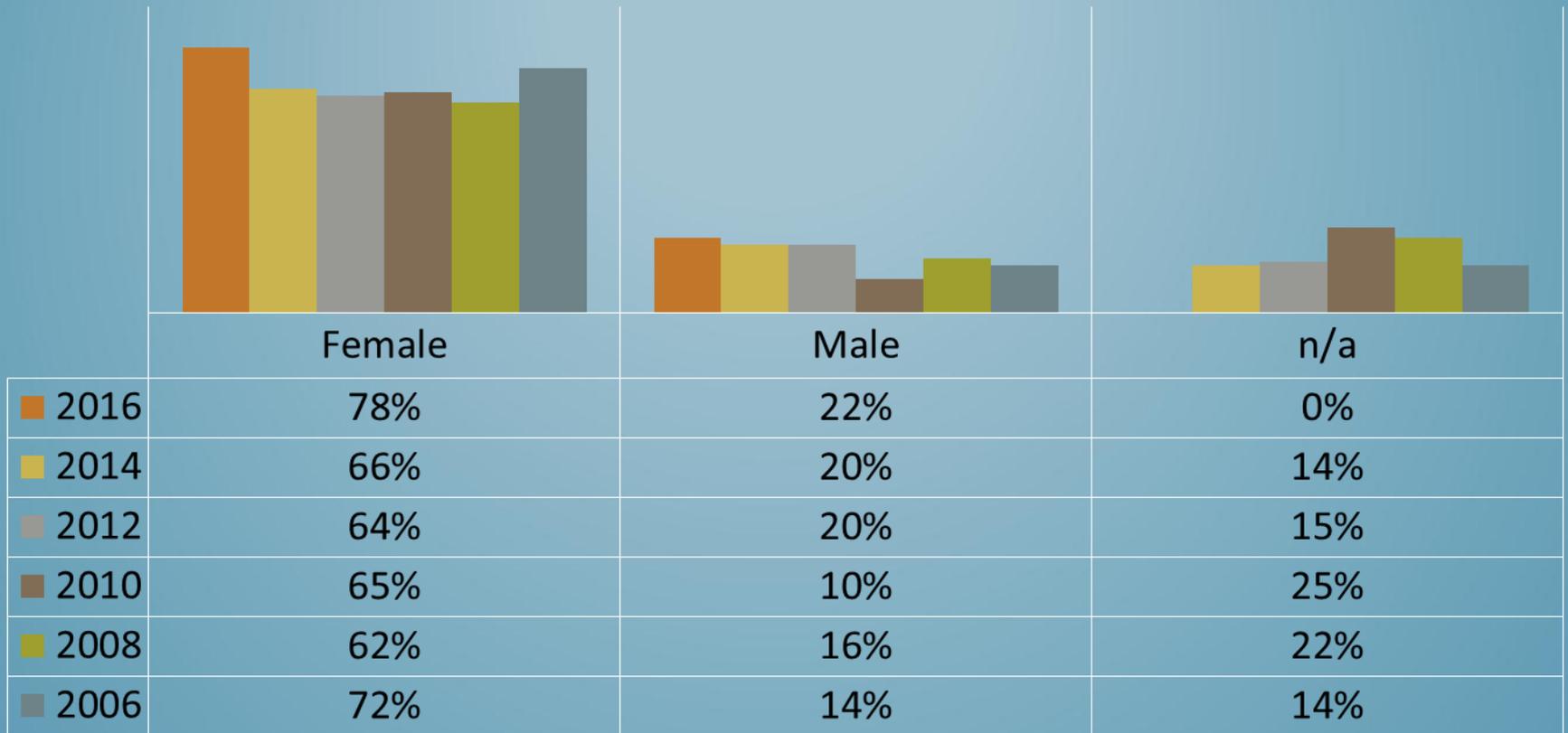
## Staff Employee Satisfaction Survey

2016

**Texas Woman's University**  
**Office of Human Resources**

# STAFF SATISFACTION SURVEY

## Employment

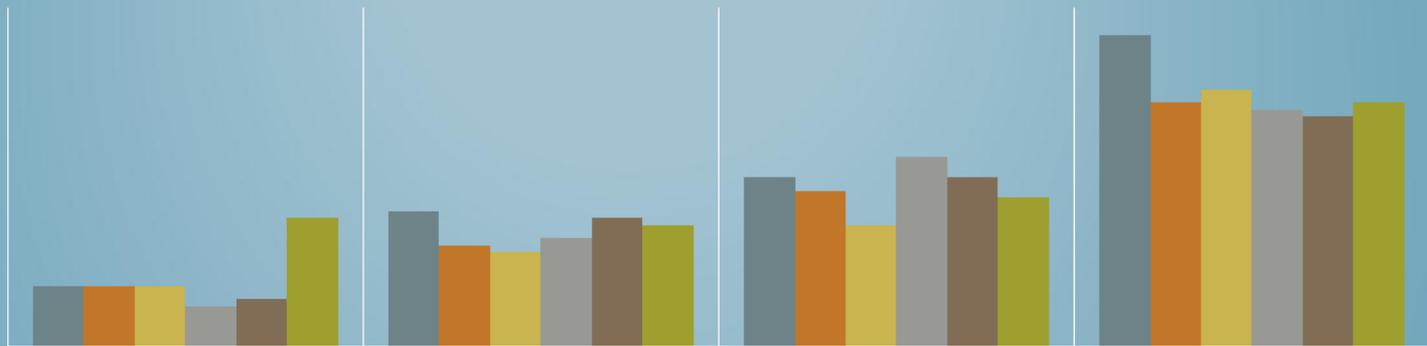


2016 2014 2012 2010 2008 2006

# STAFF SATISFACTION SURVEY

## Age

■ 2016 ■ 2014 ■ 2012 ■ 2010 ■ 2008 ■ 2006

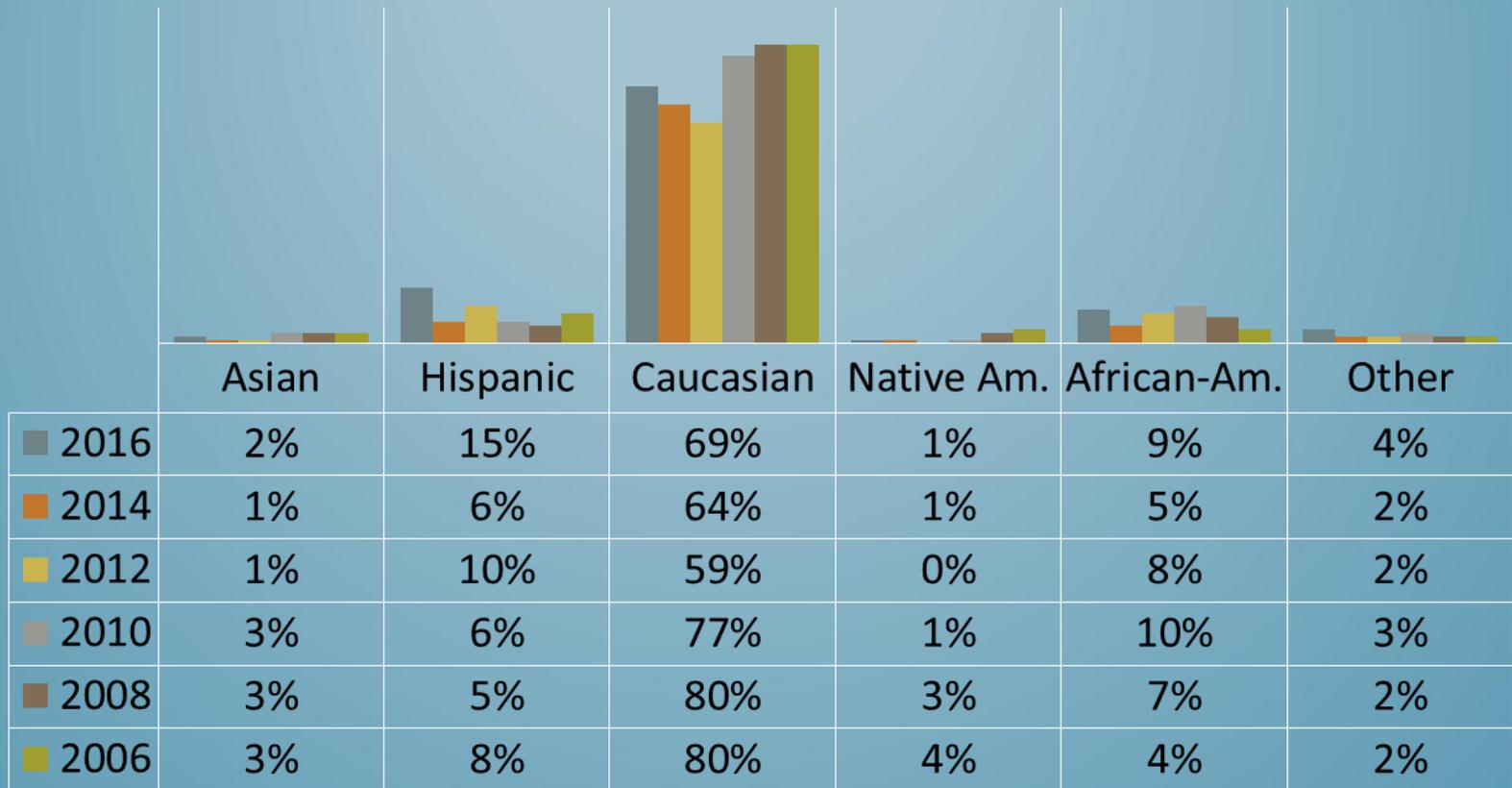


|        | Less than 30 | 31-39 | 40-49 | 50 and older |
|--------|--------------|-------|-------|--------------|
| ■ 2016 | 9%           | 20%   | 25%   | 46%          |
| ■ 2014 | 9%           | 15%   | 23%   | 36%          |
| ■ 2012 | 9%           | 14%   | 18%   | 38%          |
| ■ 2010 | 6%           | 16%   | 28%   | 35%          |
| ■ 2008 | 7%           | 19%   | 25%   | 34%          |
| ■ 2006 | 19%          | 18%   | 22%   | 36%          |

# STAFF SATISFACTION SURVEY

## Race/Ethnicity

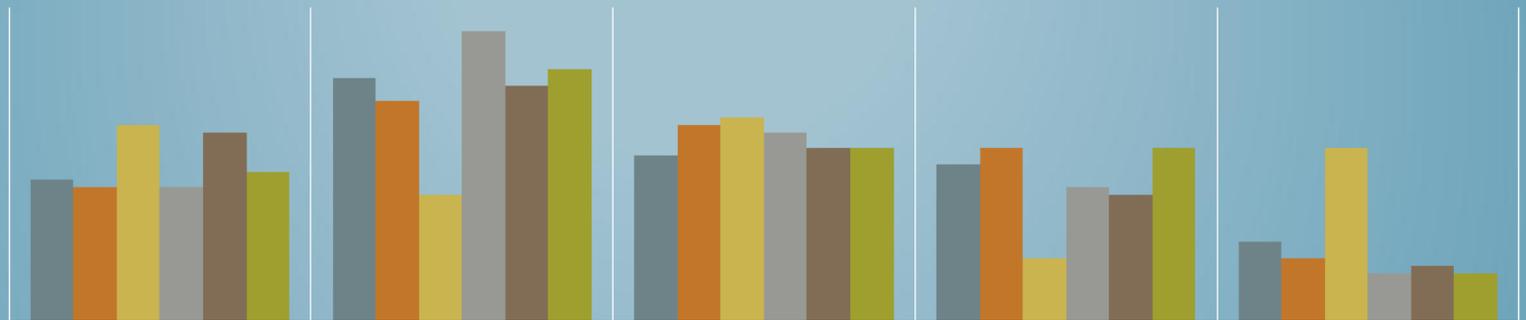
■ 2016 ■ 2014 ■ 2012 ■ 2010 ■ 2008 ■ 2006



# STAFF SATISFACTION SURVEY

## *Years of employment at TWU*

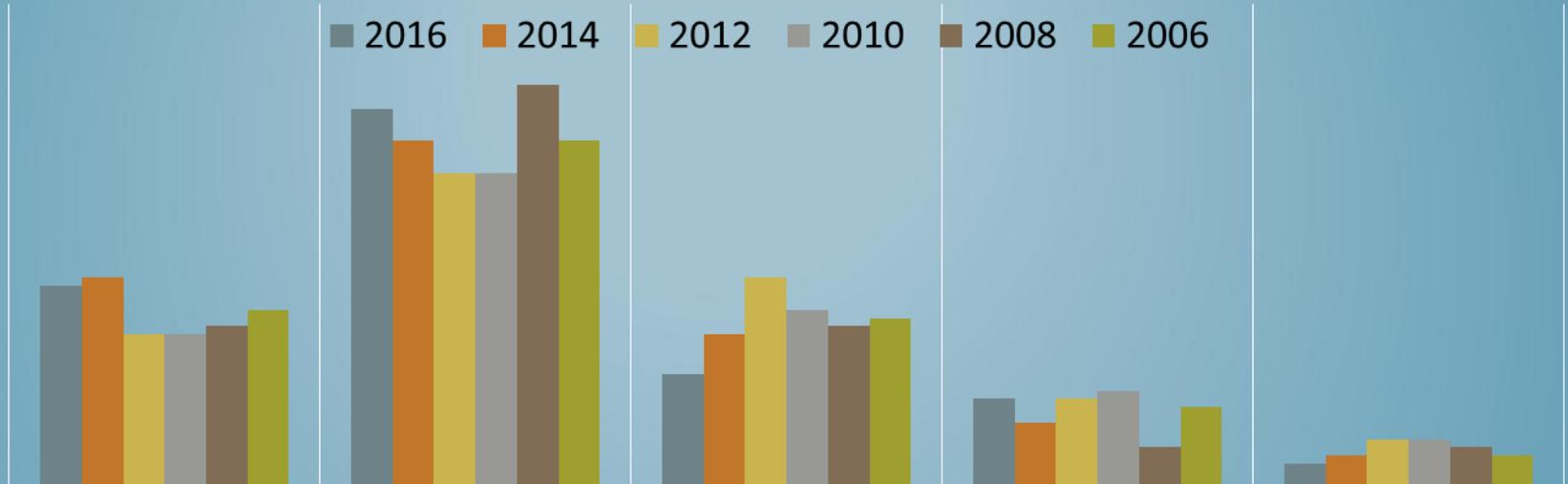
■ 2016 ■ 2014 ■ 2012 ■ 2010 ■ 2008 ■ 2006



|        | 1 yr or less | 2 to 5 | 6 to 10 | 11 to 20 | 21 or more |
|--------|--------------|--------|---------|----------|------------|
| ■ 2016 | 18%          | 31%    | 21%     | 20%      | 10%        |
| ■ 2014 | 17%          | 28%    | 25%     | 22%      | 8%         |
| ■ 2012 | 25%          | 16%    | 26%     | 8%       | 22%        |
| ■ 2010 | 17%          | 37%    | 24%     | 17%      | 6%         |
| ■ 2008 | 24%          | 30%    | 22%     | 16%      | 7%         |
| ■ 2006 | 19%          | 32%    | 22%     | 22%      | 6%         |

# STAFF SATISFACTION SURVEY

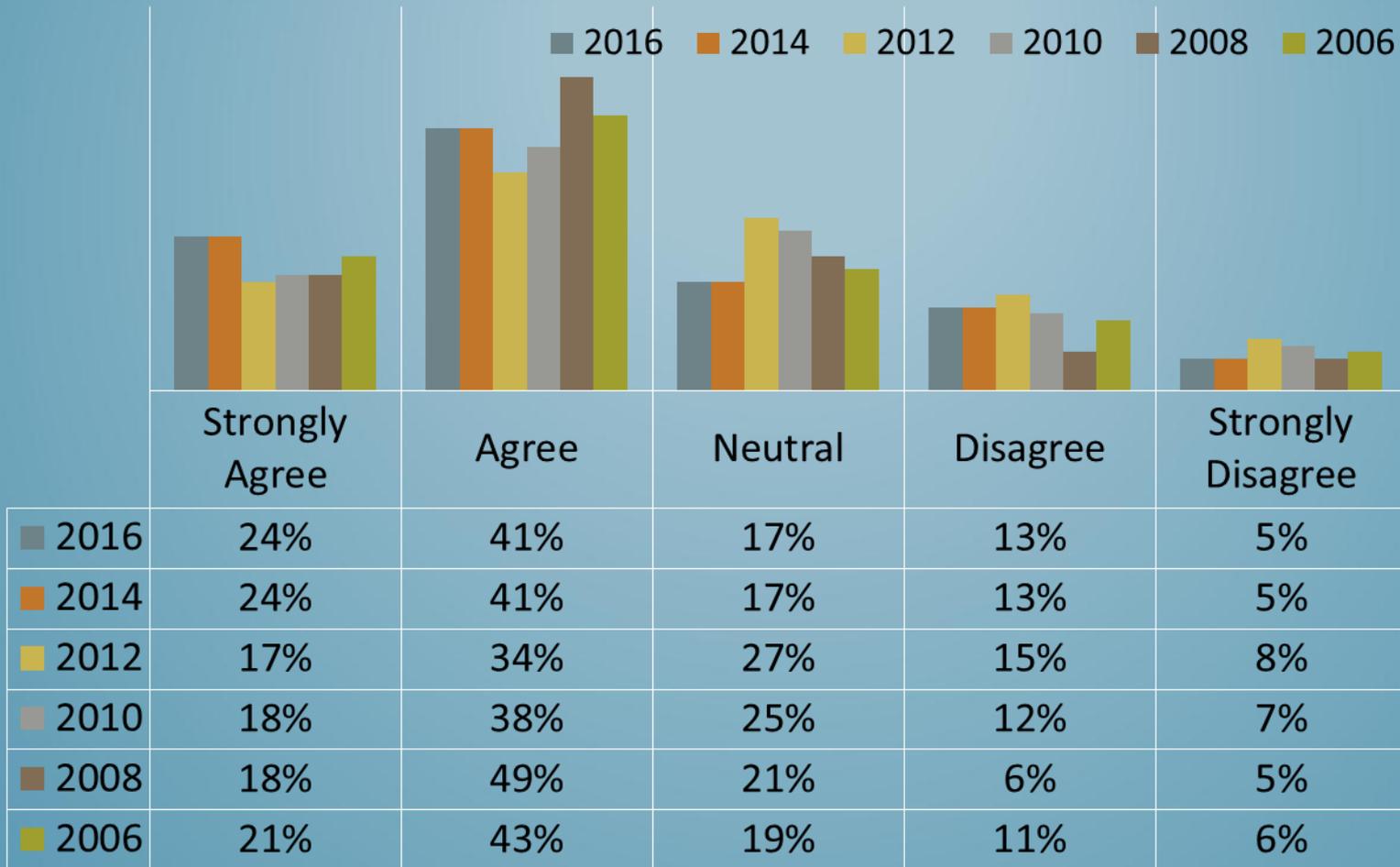
*I have been given an opportunity to improve my career skills*



|      | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|------|----------------|-------|---------|----------|-------------------|
| 2016 | 25%            | 47%   | 14%     | 11%      | 3%                |
| 2014 | 26%            | 43%   | 19%     | 8%       | 4%                |
| 2012 | 19%            | 39%   | 26%     | 11%      | 6%                |
| 2010 | 19%            | 39%   | 22%     | 12%      | 6%                |
| 2008 | 20%            | 50%   | 20%     | 5%       | 5%                |
| 2006 | 22%            | 43%   | 21%     | 10%      | 4%                |

# STAFF SATISFACTION SURVEY

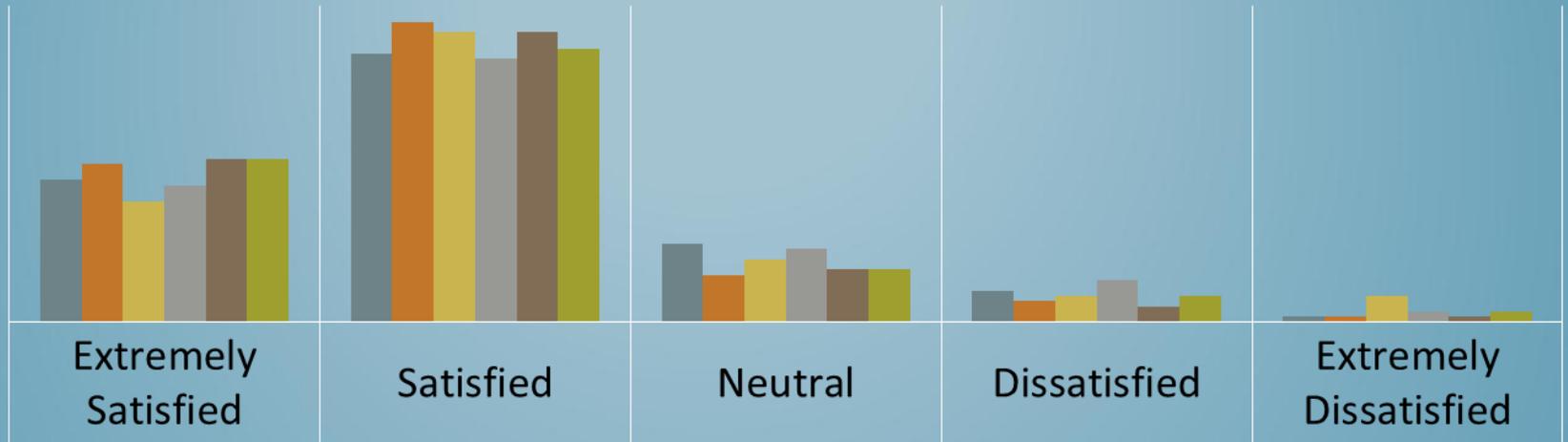
*I have the opportunity for personal growth and development as a professional at TWU*



# STAFF SATISFACTION SURVEY

*How satisfied are you with your job at TWU?*

■ 2016 ■ 2014 ■ 2012 ■ 2010 ■ 2008 ■ 2006

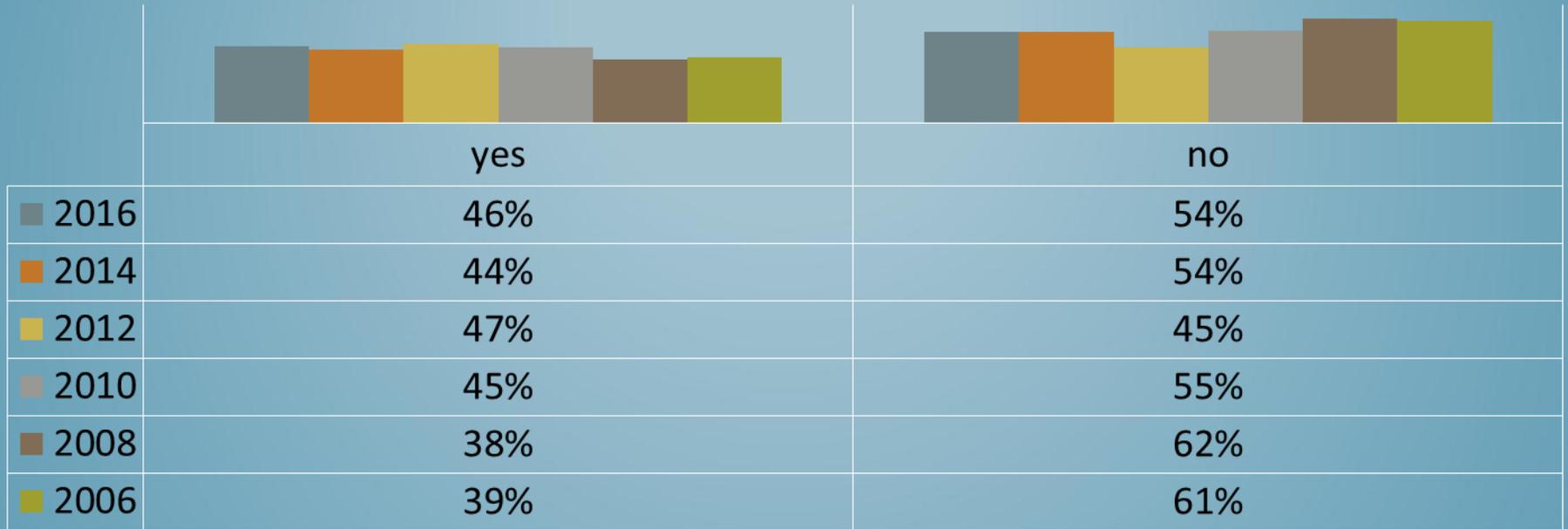


|        |     |     |     |    |    |
|--------|-----|-----|-----|----|----|
| ■ 2016 | 27% | 51% | 15% | 6% | 1% |
| ■ 2014 | 30% | 57% | 9%  | 4% | 1% |
| ■ 2012 | 23% | 55% | 12% | 5% | 5% |
| ■ 2010 | 26% | 50% | 14% | 8% | 2% |
| ■ 2008 | 31% | 55% | 10% | 3% | 1% |
| ■ 2006 | 31% | 52% | 10% | 5% | 2% |

# STAFF SATISFACTION SURVEY

*How satisfied are you with your job at TWU?*

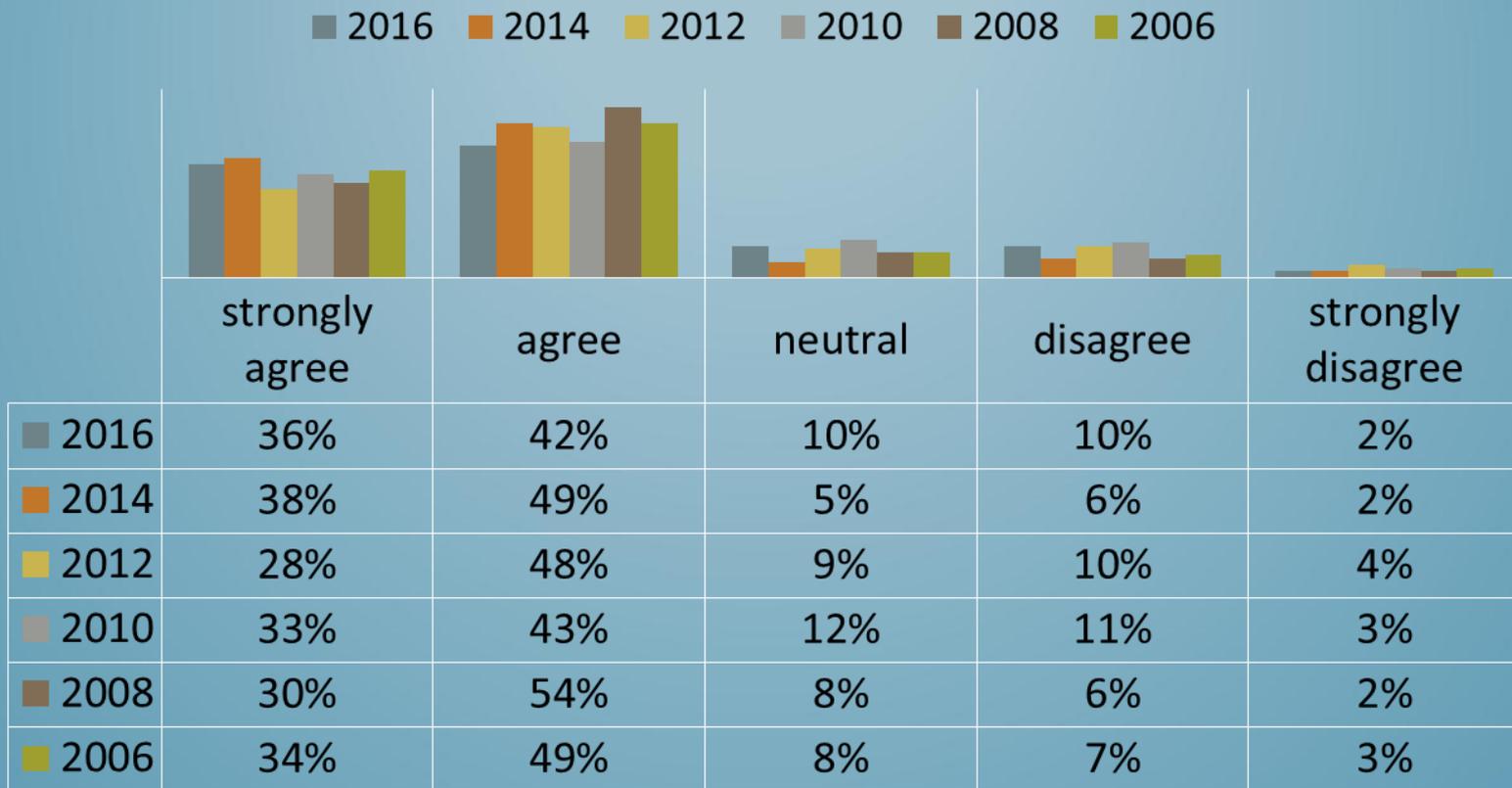
2016 2014 2012 2010 2008 2006



|        | 2016 | 2014 | 2012 | 2010 | 2008 | 2006 |
|--------|------|------|------|------|------|------|
| Better | 25%  | 34%  | 18%  | 10%  | 20%  | 17%  |
| Worse  | 21%  | 14%  | 33%  | 35%  | 18%  | 24%  |

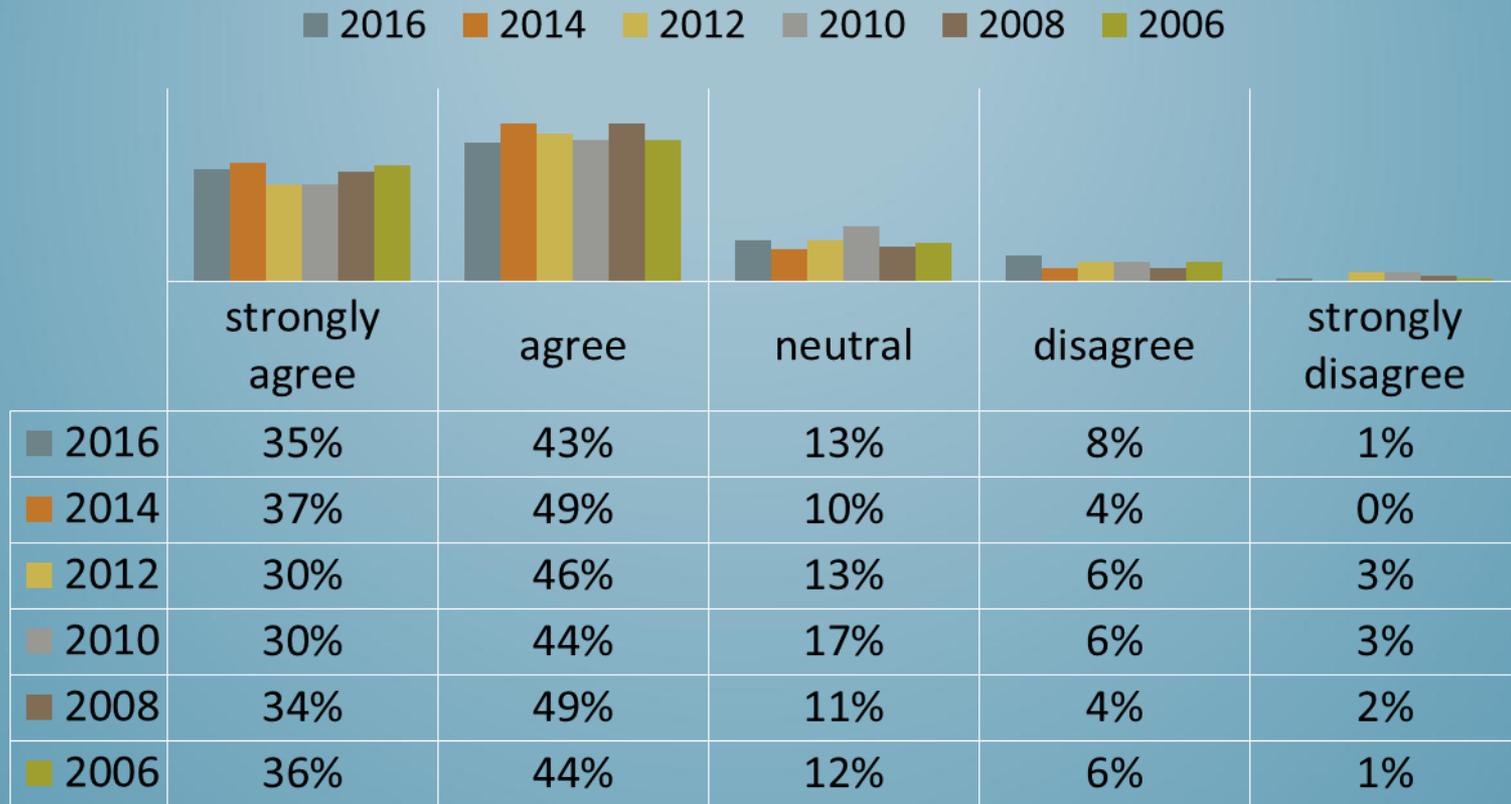
# STAFF SATISFACTION SURVEY

*Job makes good use of skills and abilities*



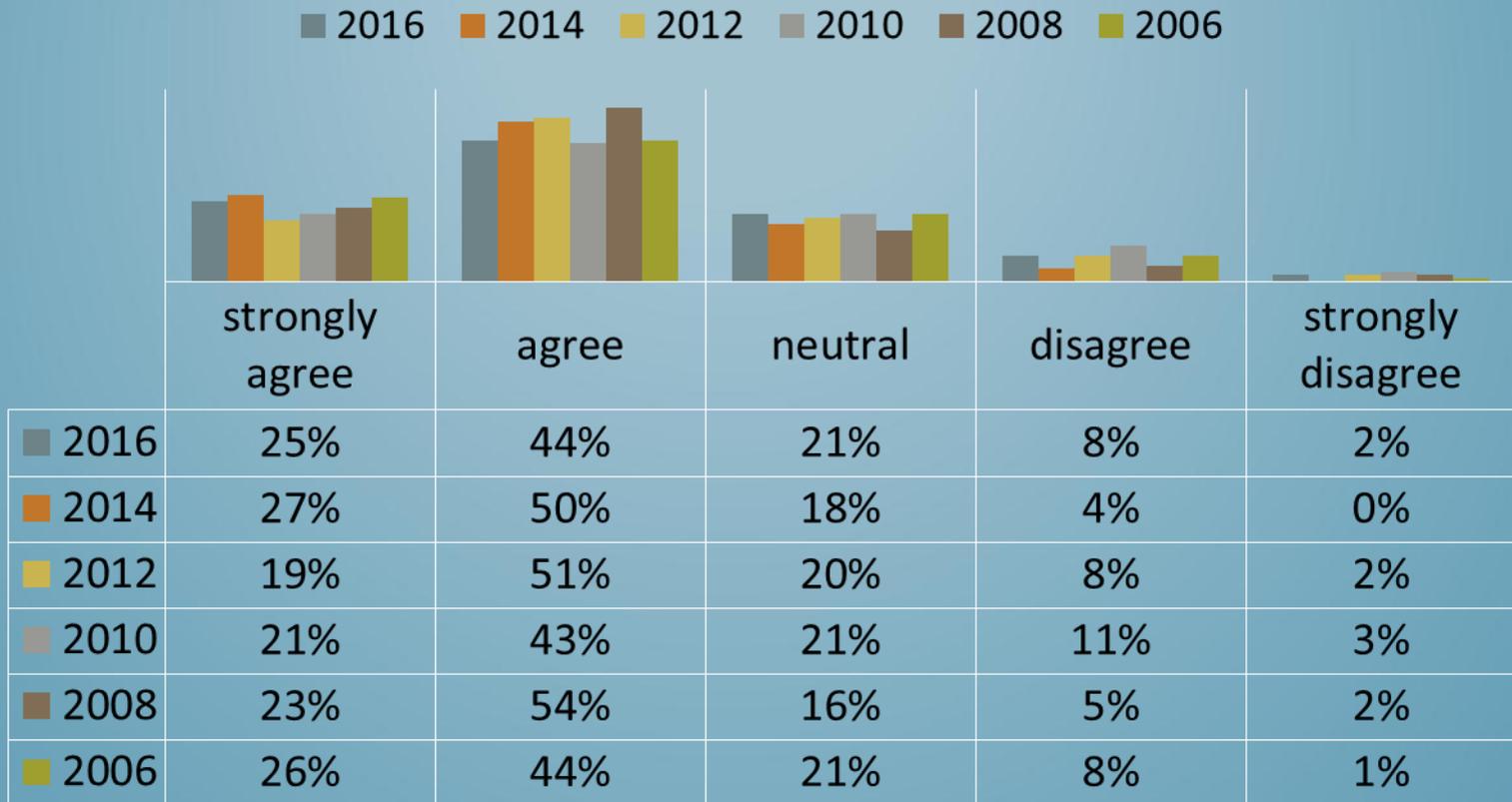
# STAFF SATISFACTION SURVEY

*Work gives me a feeling of personal accomplishment*



# STAFF SATISFACTION SURVEY

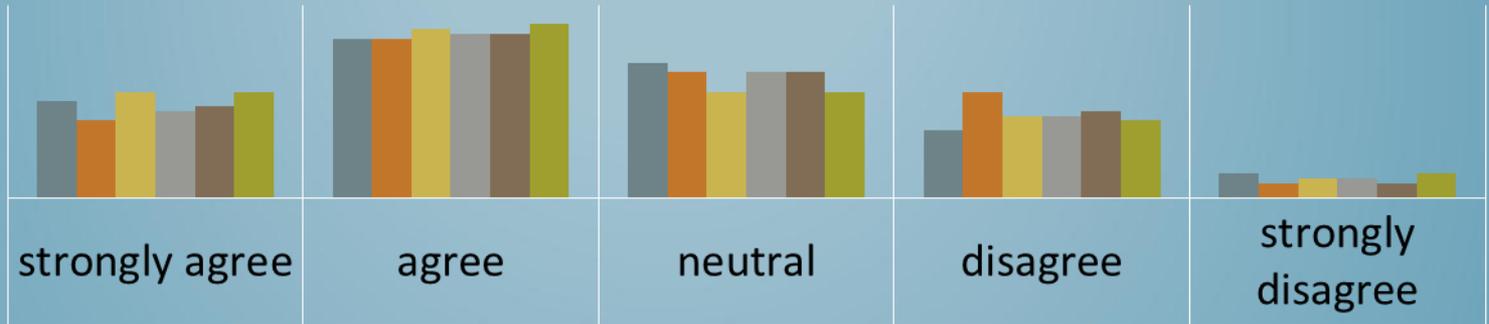
*My job is fun and enjoyable*



# STAFF SATISFACTION SURVEY

*My job is stressful*

■ 2016 ■ 2014 ■ 2012 ■ 2010 ■ 2008 ■ 2006

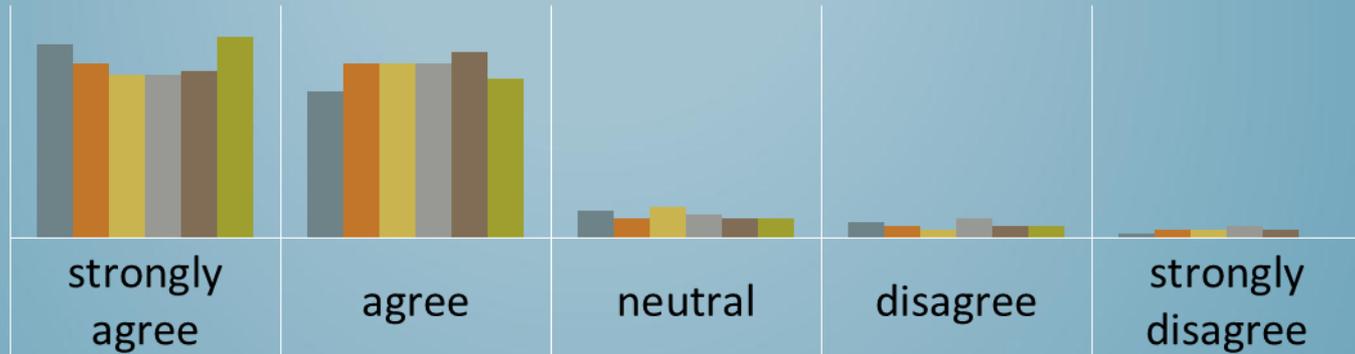


|        | strongly agree | agree | neutral | disagree | strongly disagree |
|--------|----------------|-------|---------|----------|-------------------|
| ■ 2016 | 20%            | 33%   | 28%     | 14%      | 5%                |
| ■ 2014 | 16%            | 33%   | 26%     | 22%      | 3%                |
| ■ 2012 | 22%            | 35%   | 22%     | 17%      | 4%                |
| ■ 2010 | 18%            | 34%   | 26%     | 17%      | 4%                |
| ■ 2008 | 19%            | 34%   | 26%     | 18%      | 3%                |
| ■ 2006 | 22%            | 36%   | 22%     | 16%      | 5%                |

# STAFF SATISFACTION SURVEY

*I understand my job responsibilities*

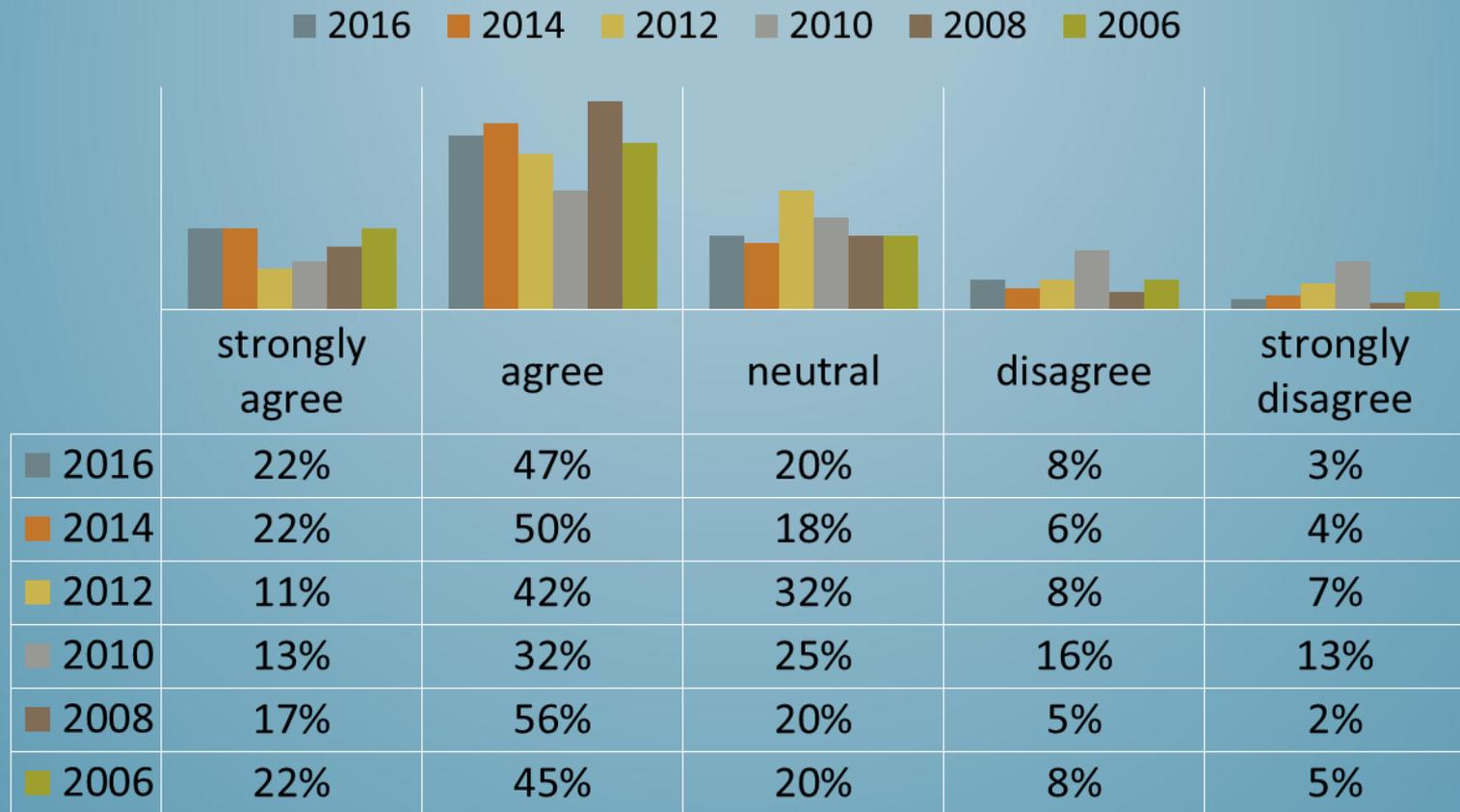
■ 2016 ■ 2014 ■ 2012 ■ 2010 ■ 2008 ■ 2006



|        | strongly agree | agree | neutral | disagree | strongly disagree |
|--------|----------------|-------|---------|----------|-------------------|
| ■ 2016 | 50%            | 38%   | 7%      | 4%       | 1%                |
| ■ 2014 | 45%            | 45%   | 5%      | 3%       | 2%                |
| ■ 2012 | 42%            | 45%   | 8%      | 2%       | 2%                |
| ■ 2010 | 42%            | 45%   | 6%      | 5%       | 3%                |
| ■ 2008 | 43%            | 48%   | 5%      | 3%       | 2%                |
| ■ 2006 | 52%            | 41%   | 5%      | 3%       | 0%                |

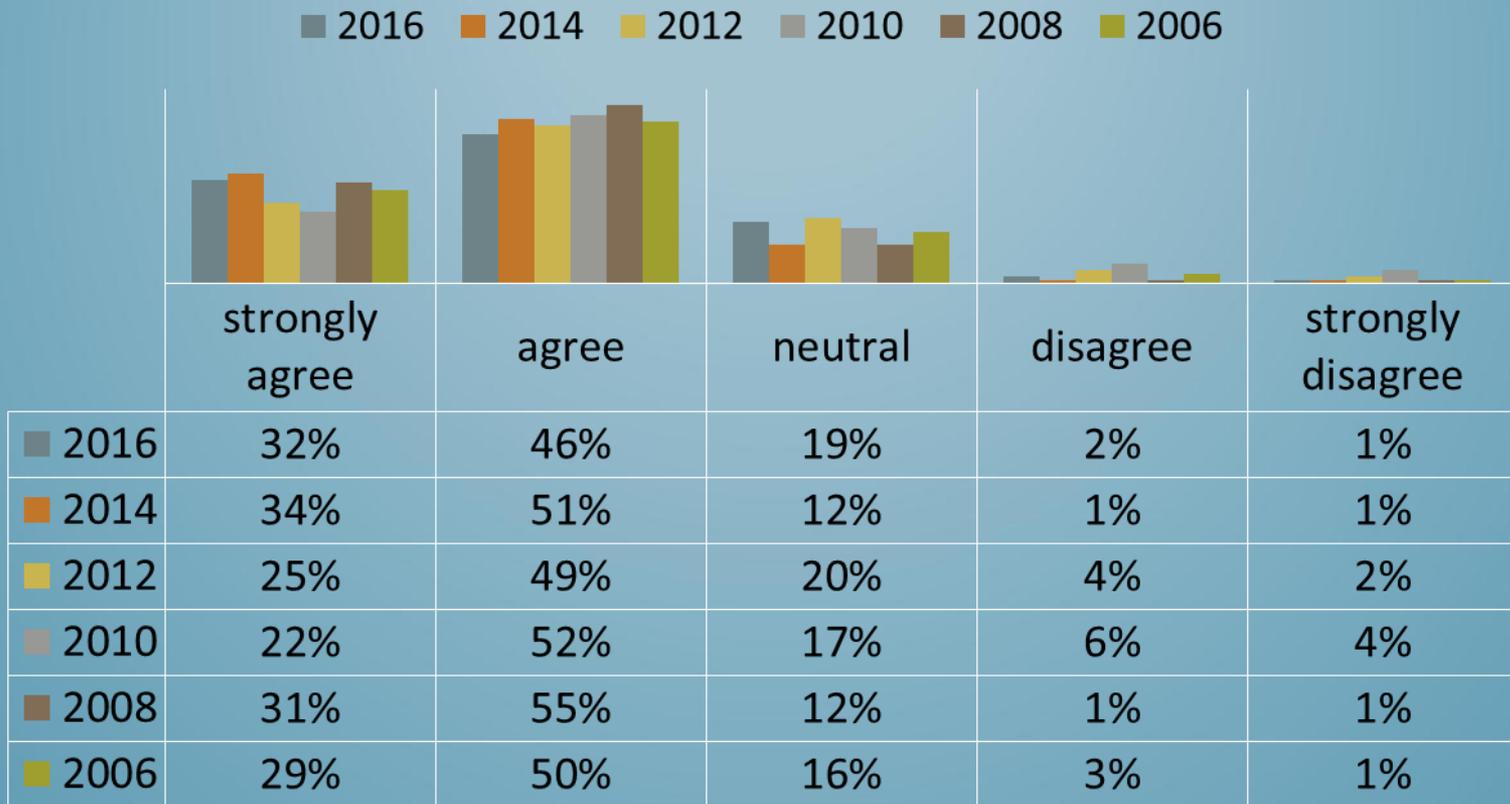
# STAFF SATISFACTION SURVEY

*I feel a sense of job security at TWU*



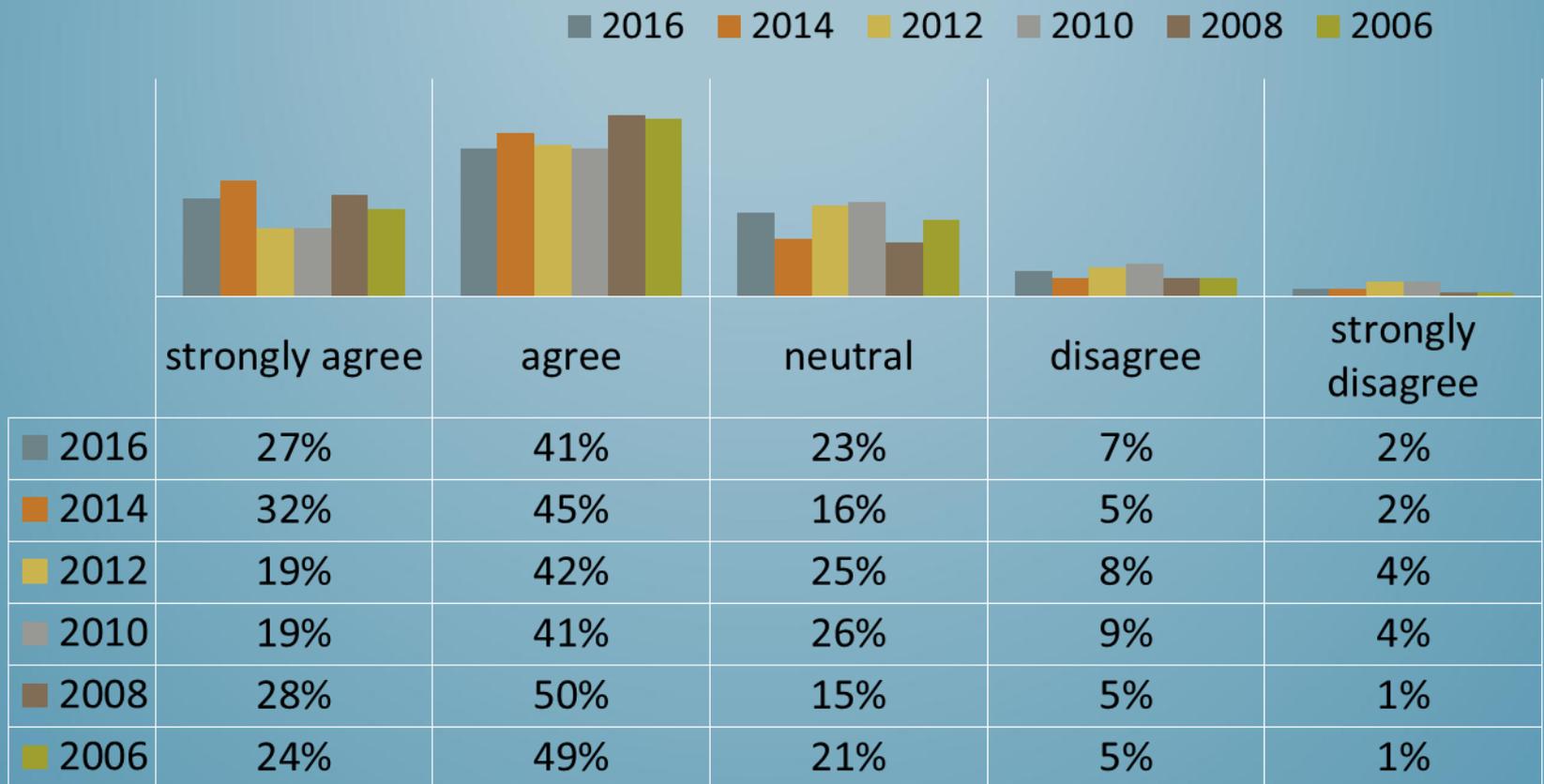
# STAFF SATISFACTION SURVEY

*I am proud of my employment at TWU*



# STAFF SATISFACTION SURVEY

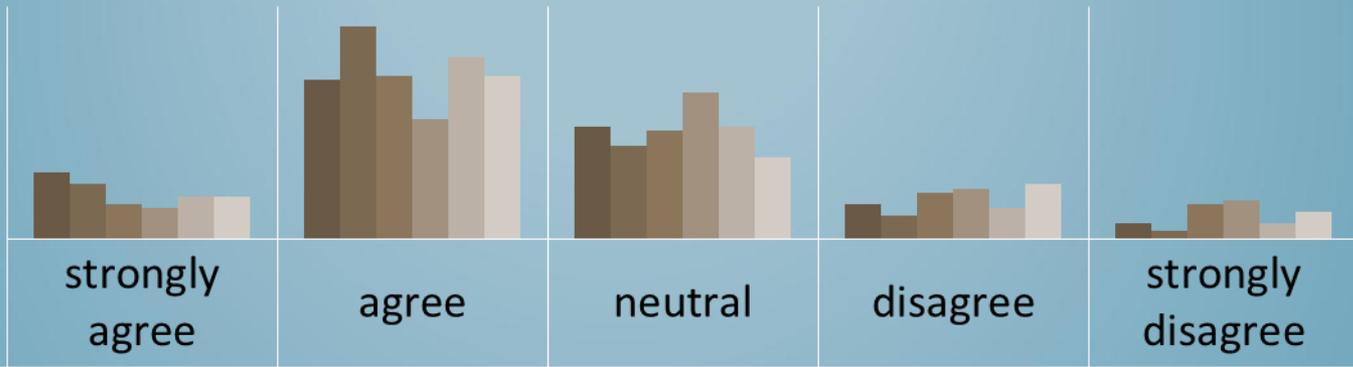
*I would recommend TWU to others as a good place to work*



# STAFF SATISFACTION SURVEY

*TWU cares about the well being of its employees*

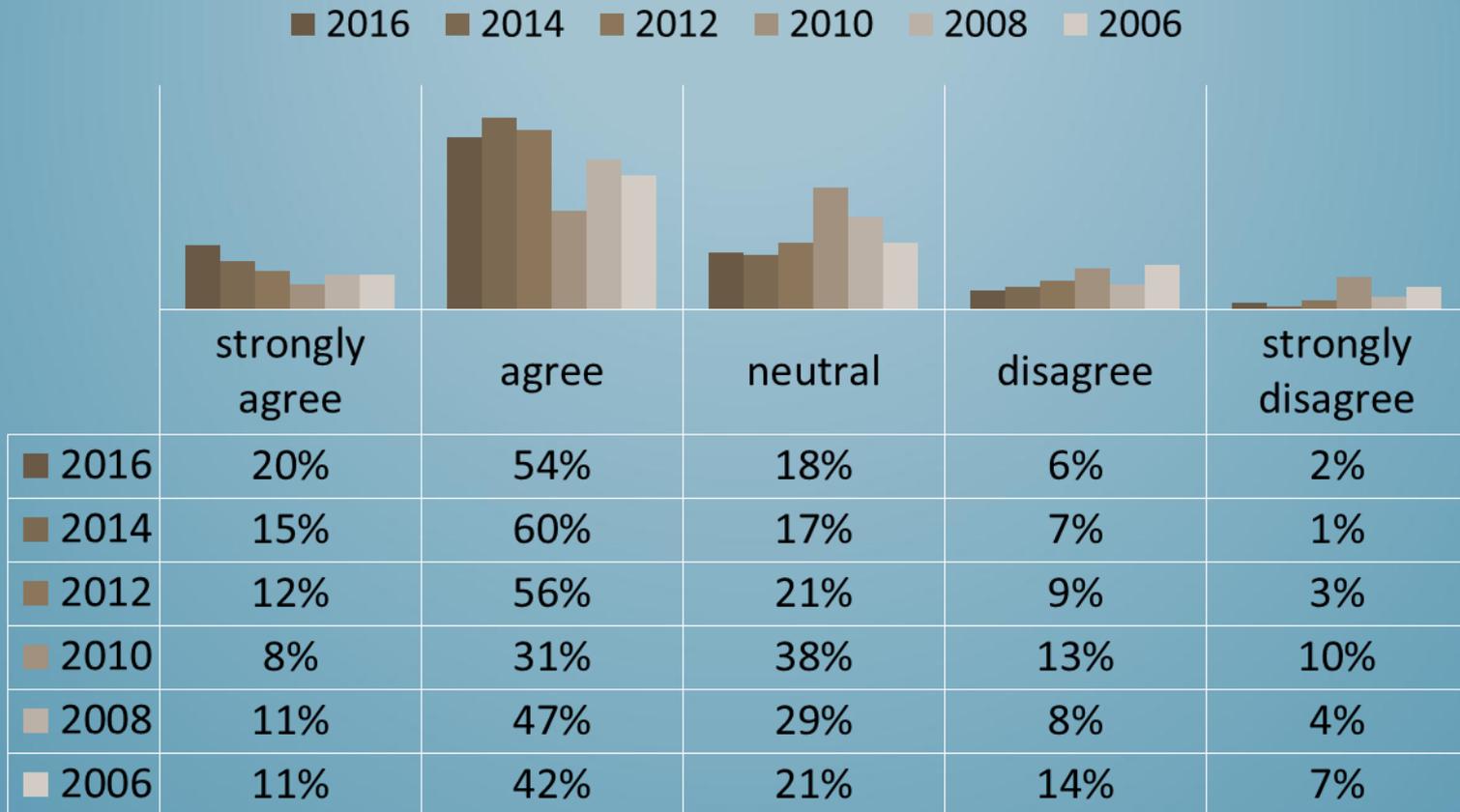
■ 2016 ■ 2014 ■ 2012 ■ 2010 ■ 2008 ■ 2006



|        | strongly agree | agree | neutral | disagree | strongly disagree |
|--------|----------------|-------|---------|----------|-------------------|
| ■ 2016 | 17%            | 41%   | 29%     | 9%       | 4%                |
| ■ 2014 | 14%            | 55%   | 24%     | 6%       | 2%                |
| ■ 2012 | 9%             | 42%   | 28%     | 12%      | 9%                |
| ■ 2010 | 8%             | 31%   | 38%     | 13%      | 10%               |
| ■ 2008 | 11%            | 47%   | 29%     | 8%       | 4%                |
| ■ 2006 | 11%            | 42%   | 21%     | 14%      | 7%                |

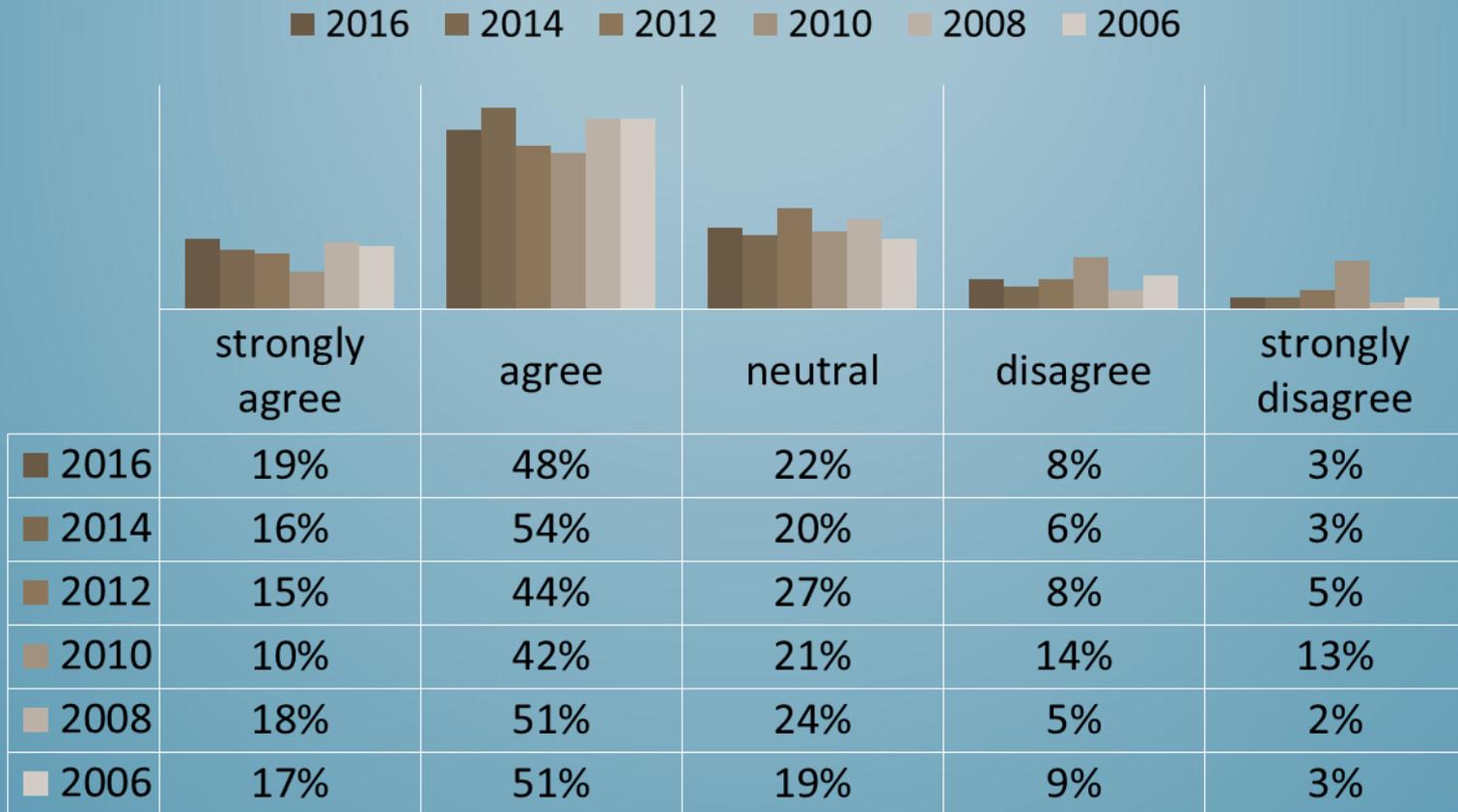
# STAFF SATISFACTION SURVEY

*TWU Administration keeps employees regularly updated by providing information about current happenings at TWU*



# STAFF SATISFACTION SURVEY

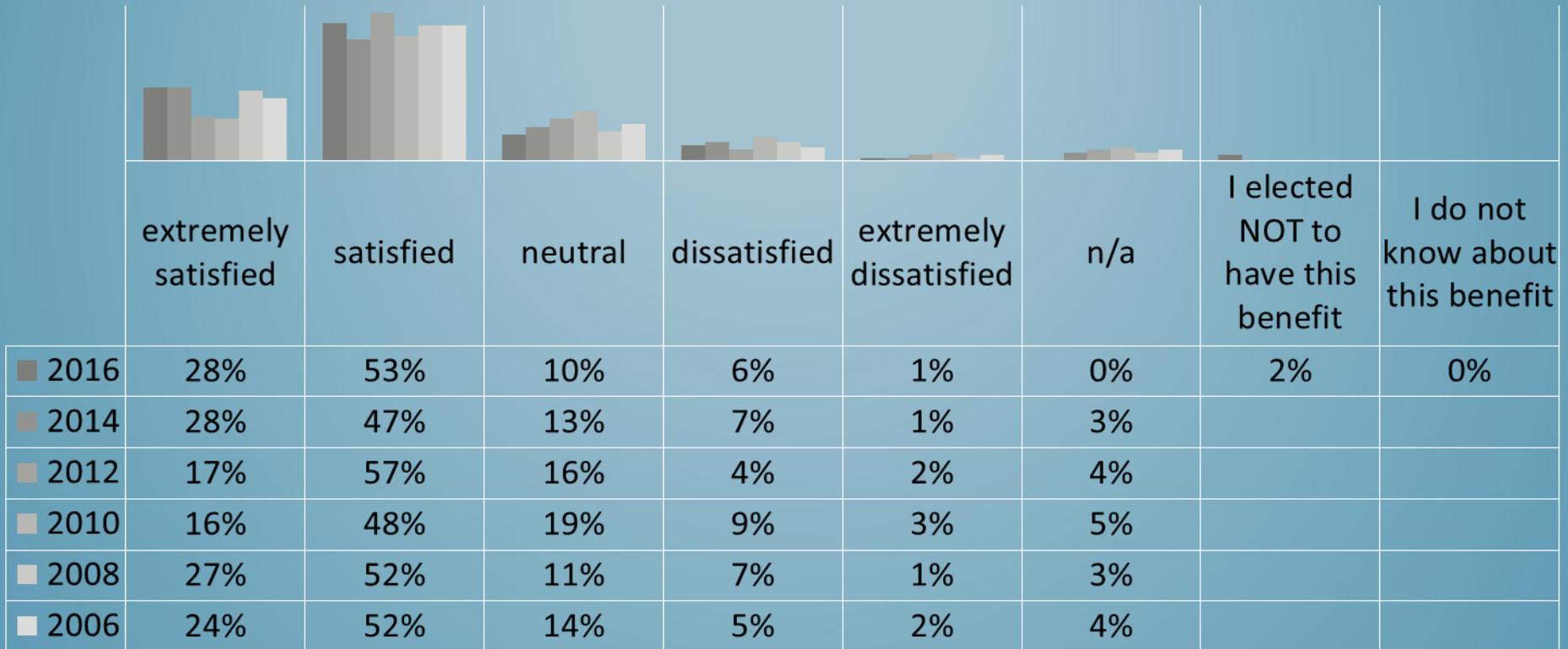
*TWU leadership is concerned with improving the quality of work performance and the services we provide*



# STAFF SATISFACTION SURVEY

## Medical

■ 2016 ■ 2014 ■ 2012 ■ 2010 ■ 2008 ■ 2006

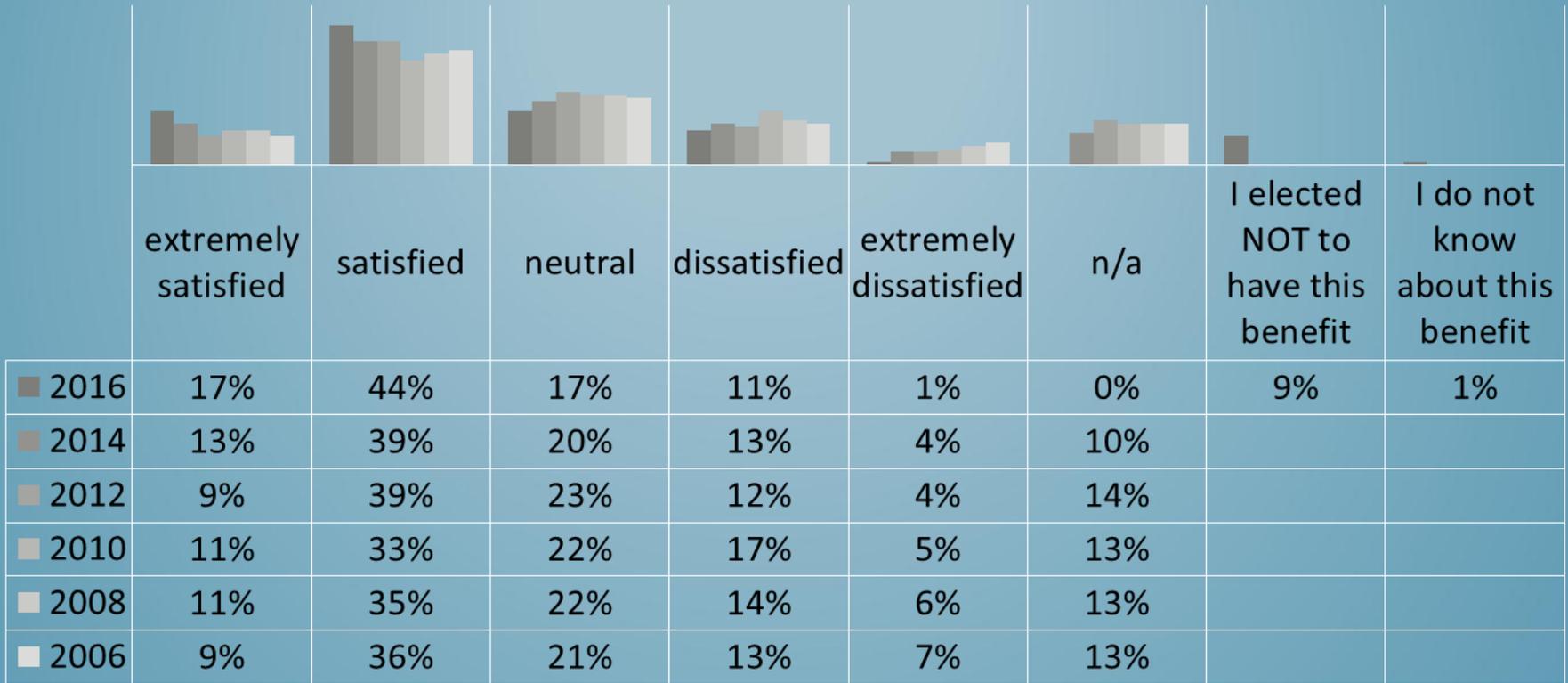


\*2016 there were some options added to this question that were not included in previous years.

# STAFF SATISFACTION SURVEY

## Dental

■ 2016 ■ 2014 ■ 2012 ■ 2010 ■ 2008 ■ 2006

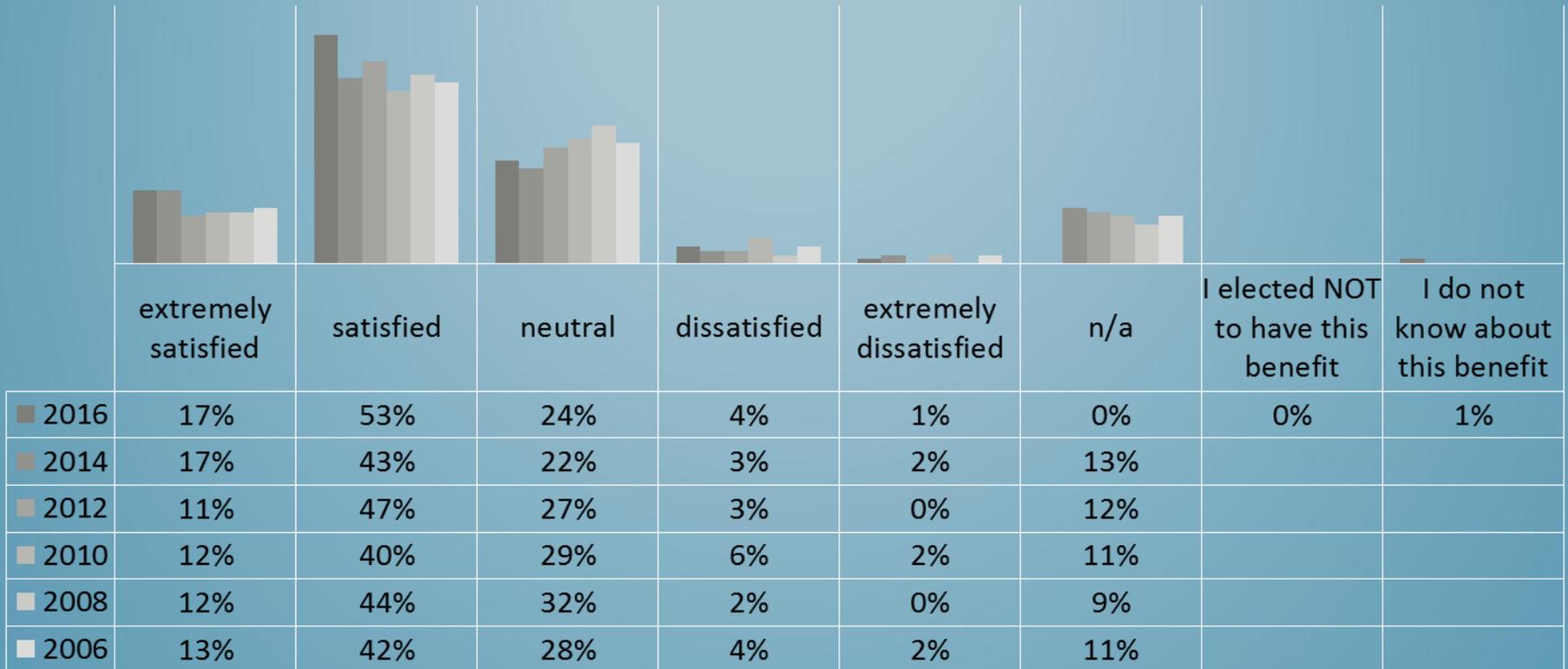


\*2016 there were some options added to this question that were not included in previous years.

# STAFF SATISFACTION SURVEY

## Life Insurance

■ 2016 ■ 2014 ■ 2012 ■ 2010 ■ 2008 ■ 2006

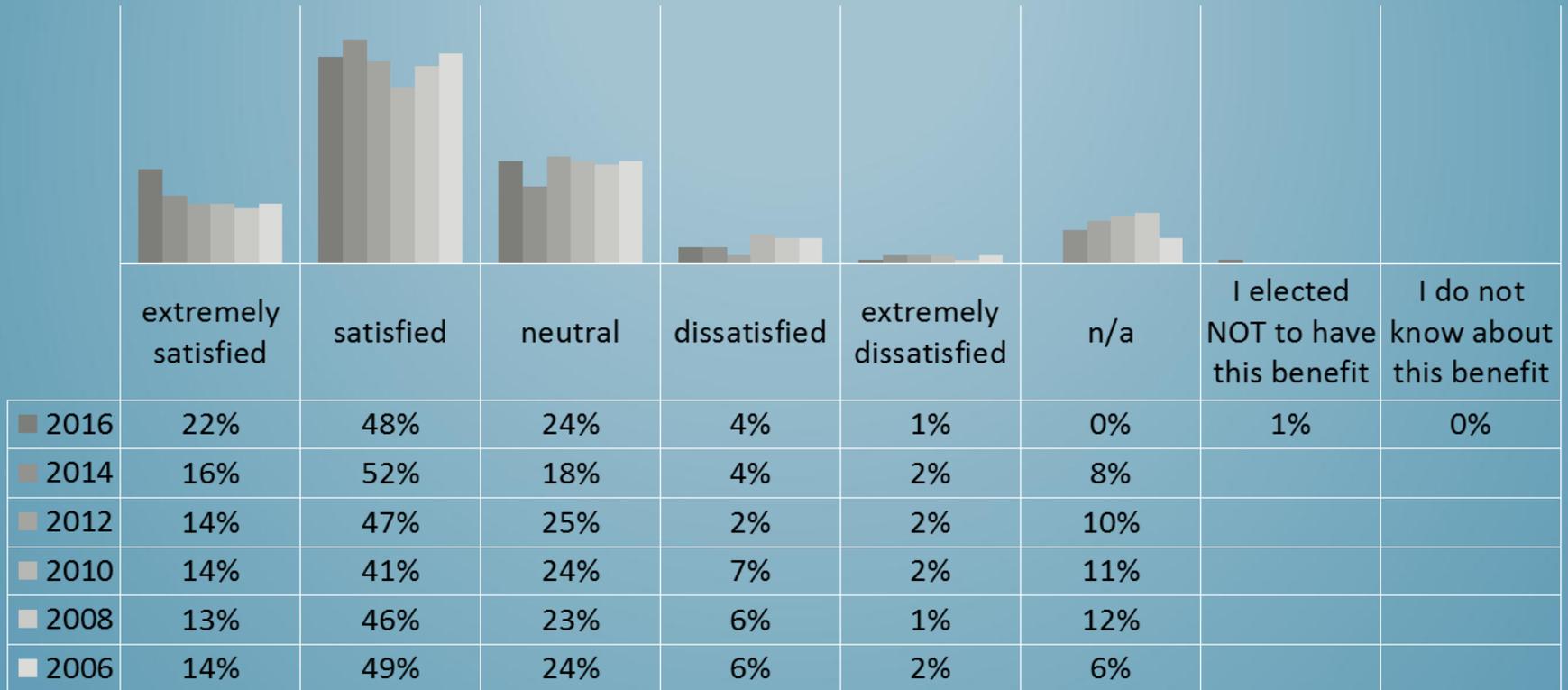


\*2016 there were some options added to this question that were not included in previous years.

# STAFF SATISFACTION SURVEY

## Retirement Benefits

■ 2016 ■ 2014 ■ 2012 ■ 2010 ■ 2008 ■ 2006

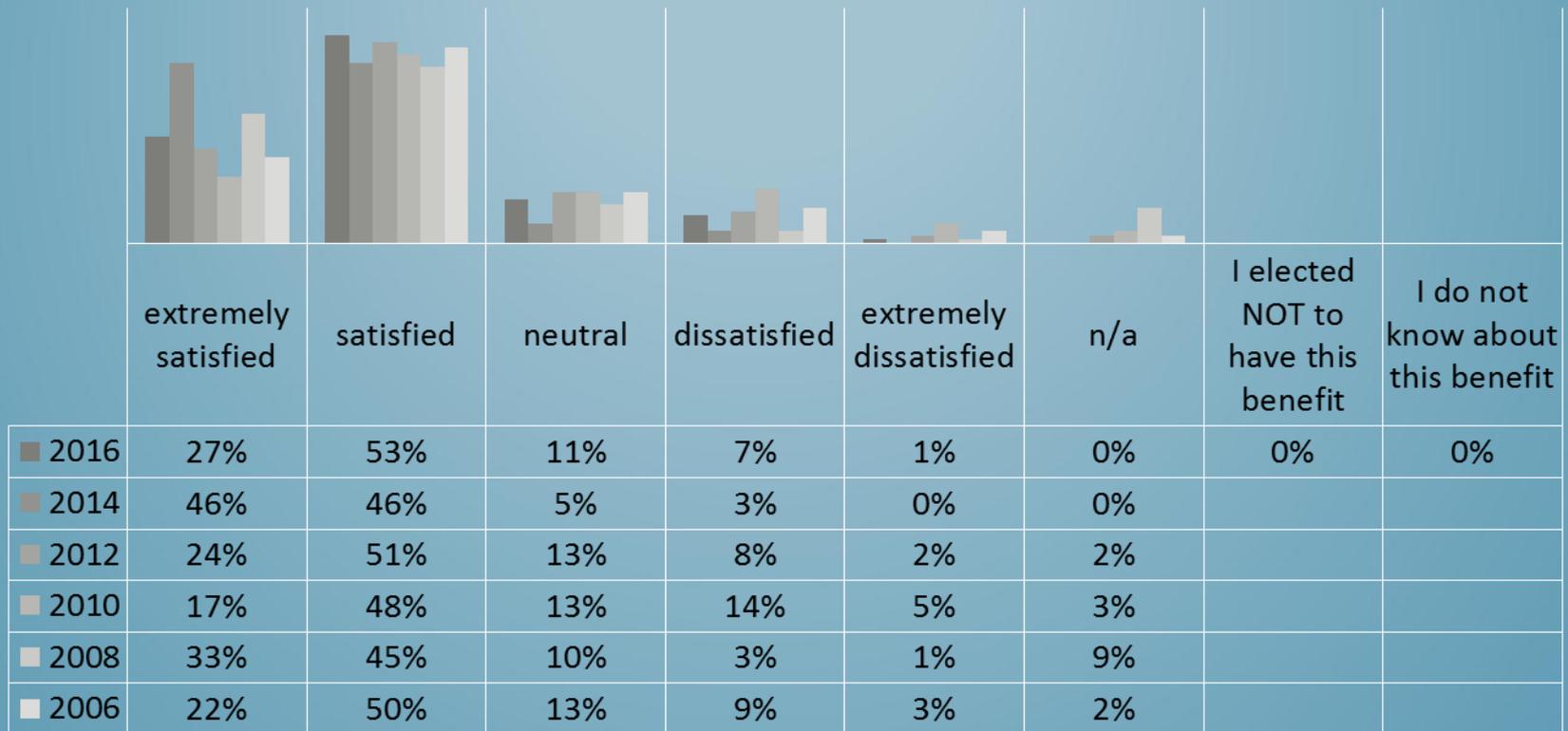


\*2016 there were some options added to this question that were not included in previous years.

# STAFF SATISFACTION SURVEY

## *Holiday Leave*

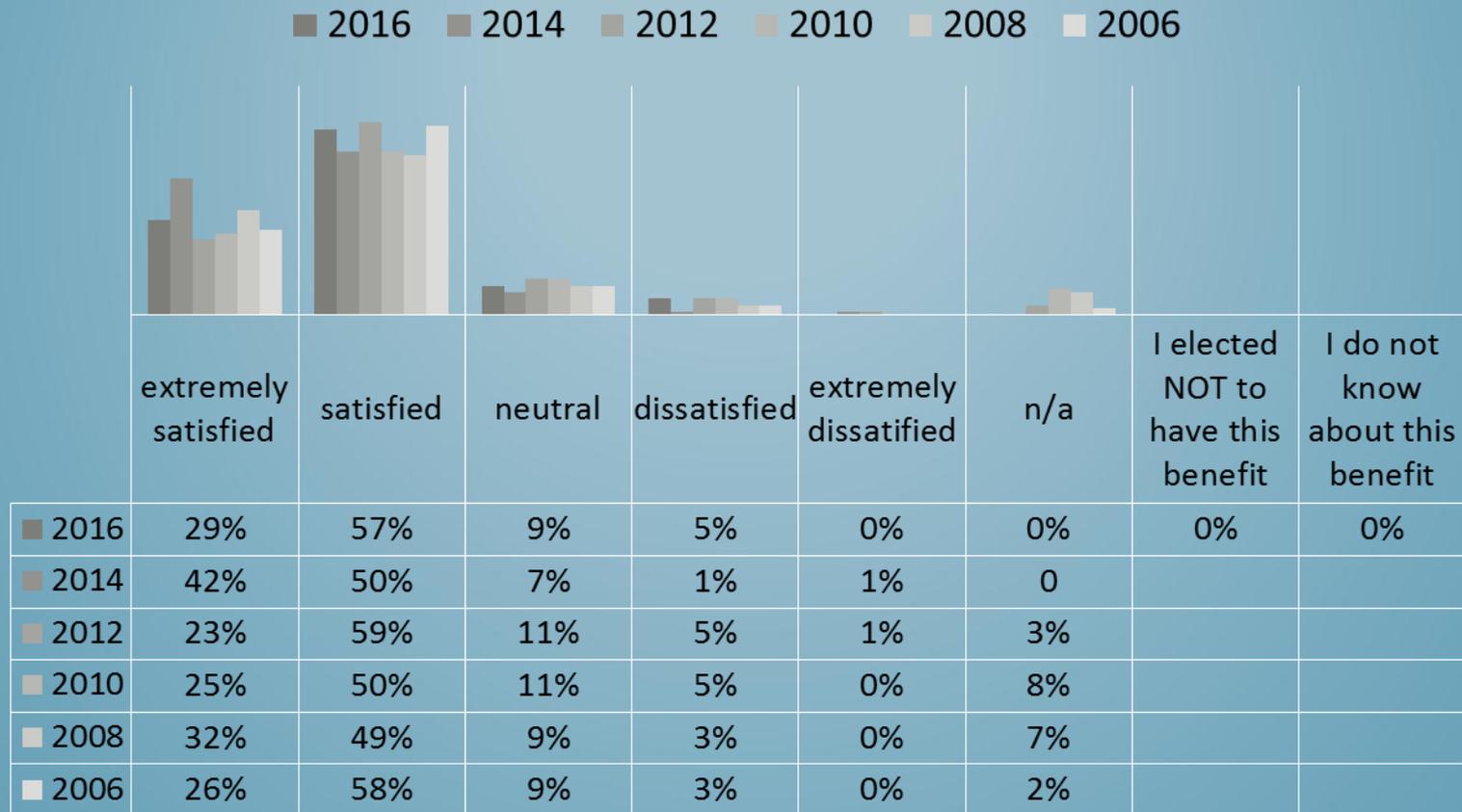
■ 2016 ■ 2014 ■ 2012 ■ 2010 ■ 2008 ■ 2006



\*2016 there were some options added to this question that were not included in previous years.

# STAFF SATISFACTION SURVEY

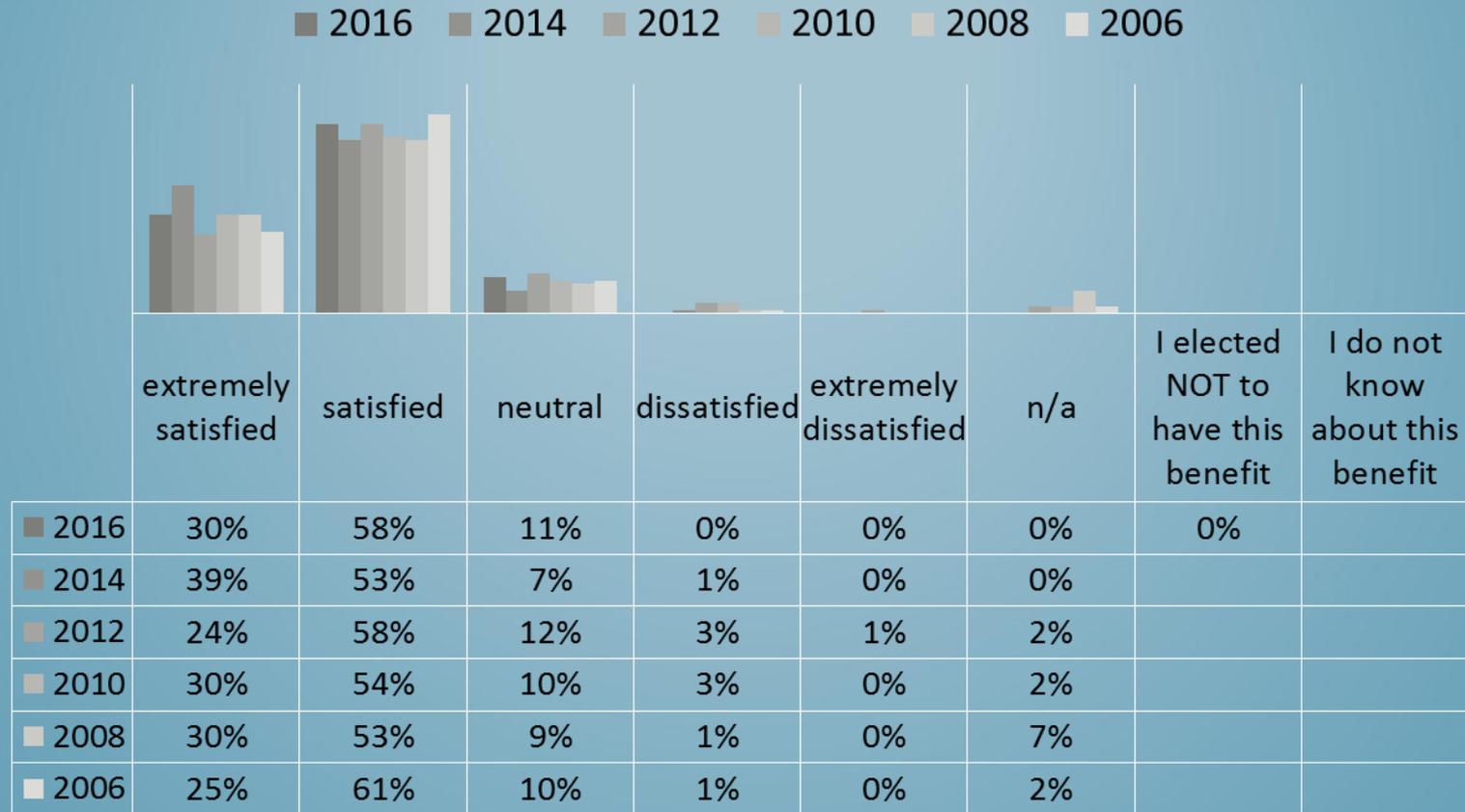
## Vacation Time



\*2016 there were some options added to this question that were not included in previous years.

# STAFF SATISFACTION SURVEY

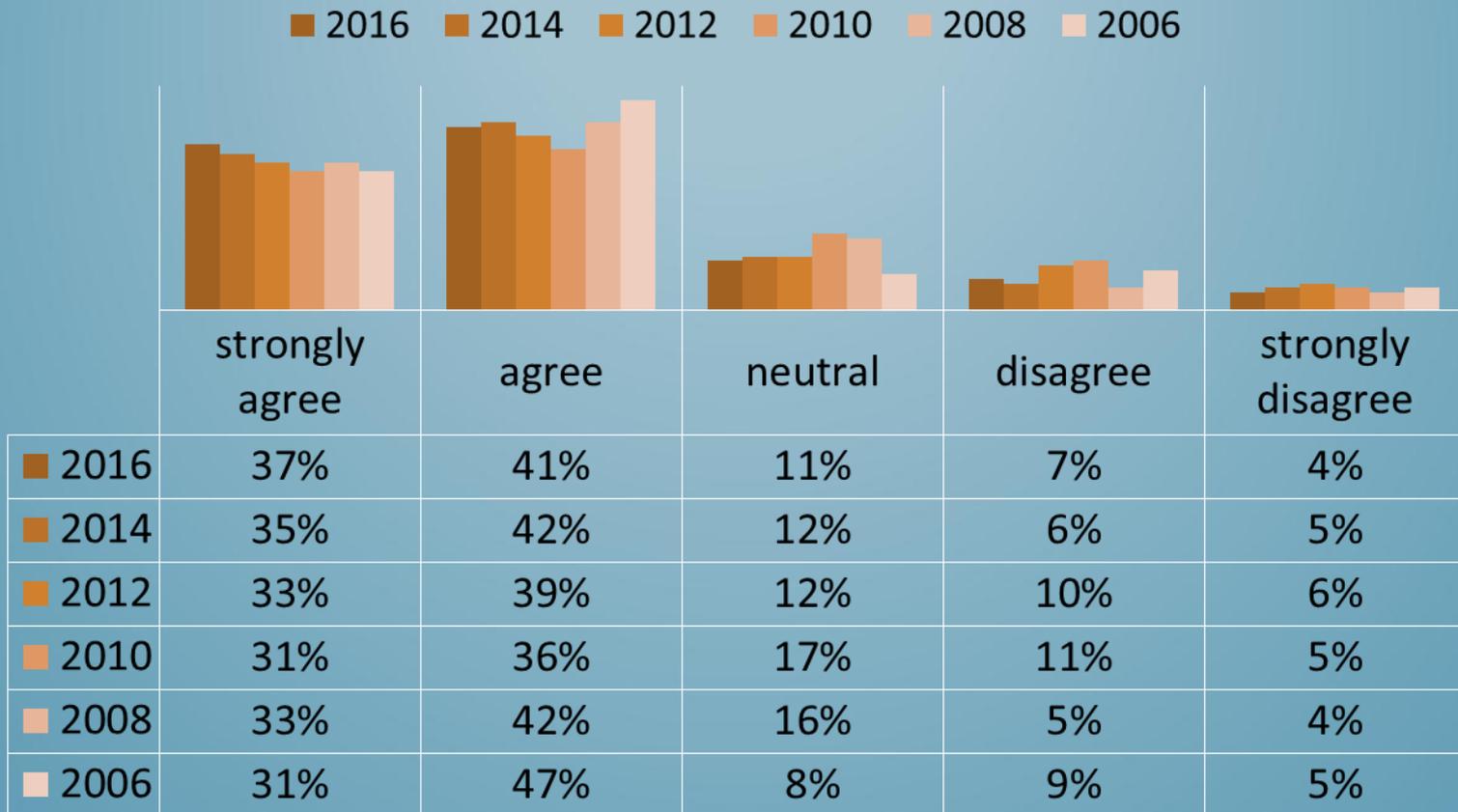
## Sick Leave Time



\*2016 there were some options added to this question that were not included in previous years.

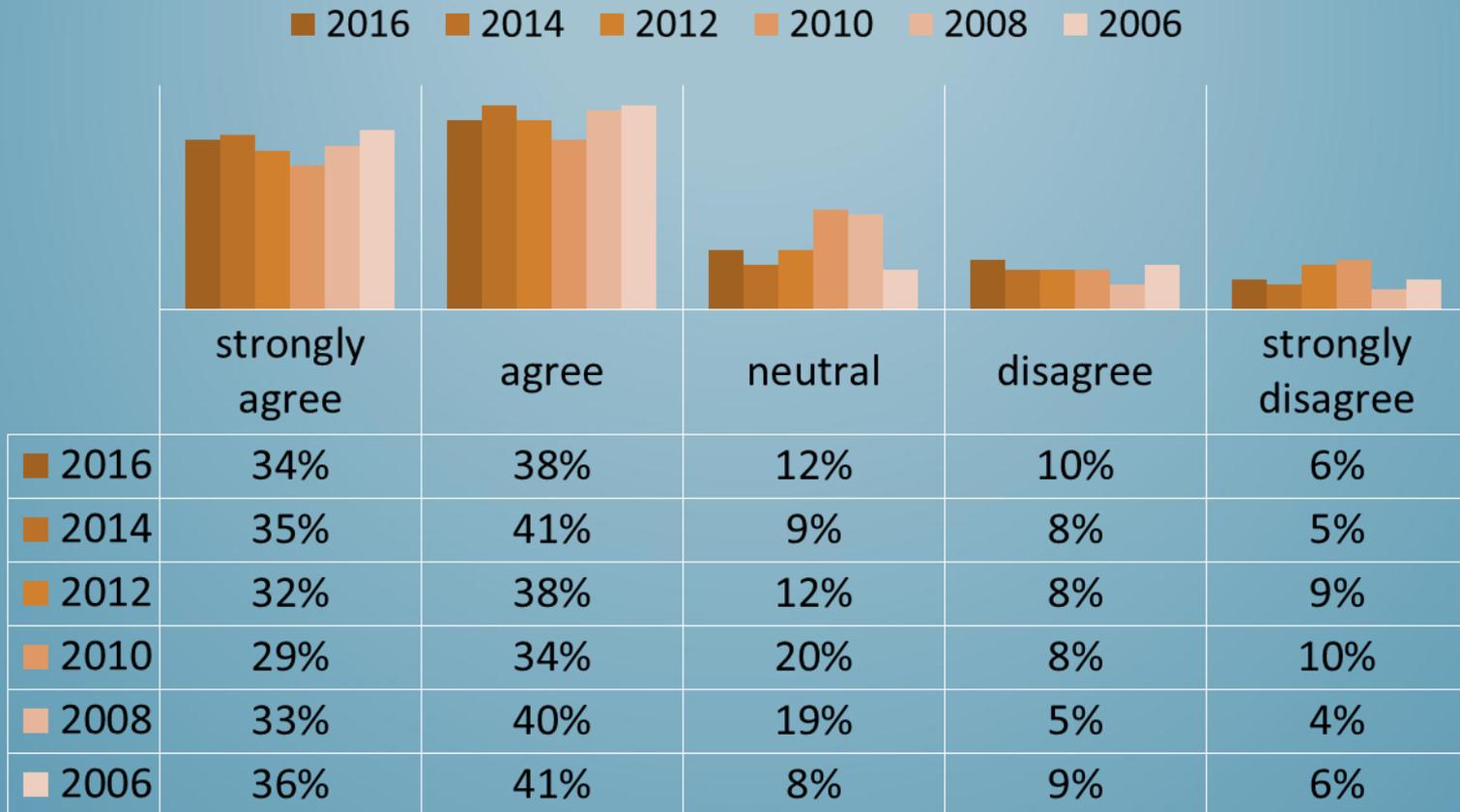
# STAFF SATISFACTION SURVEY

*My supervisor adequately explained the job responsibilities and performance standards for my job*



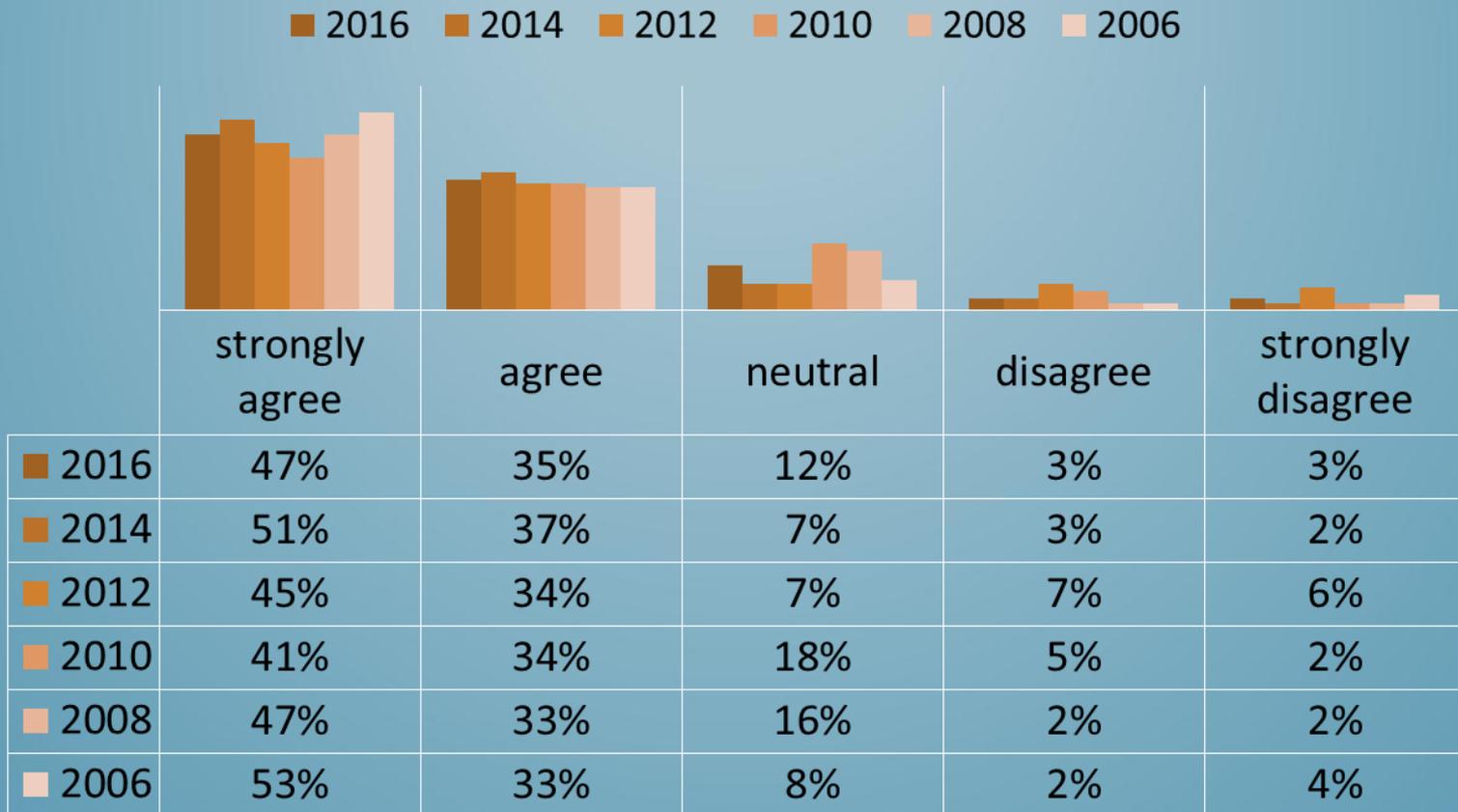
# STAFF SATISFACTION SURVEY

*My supervisor effectively communicates organizational goals and/or objectives*



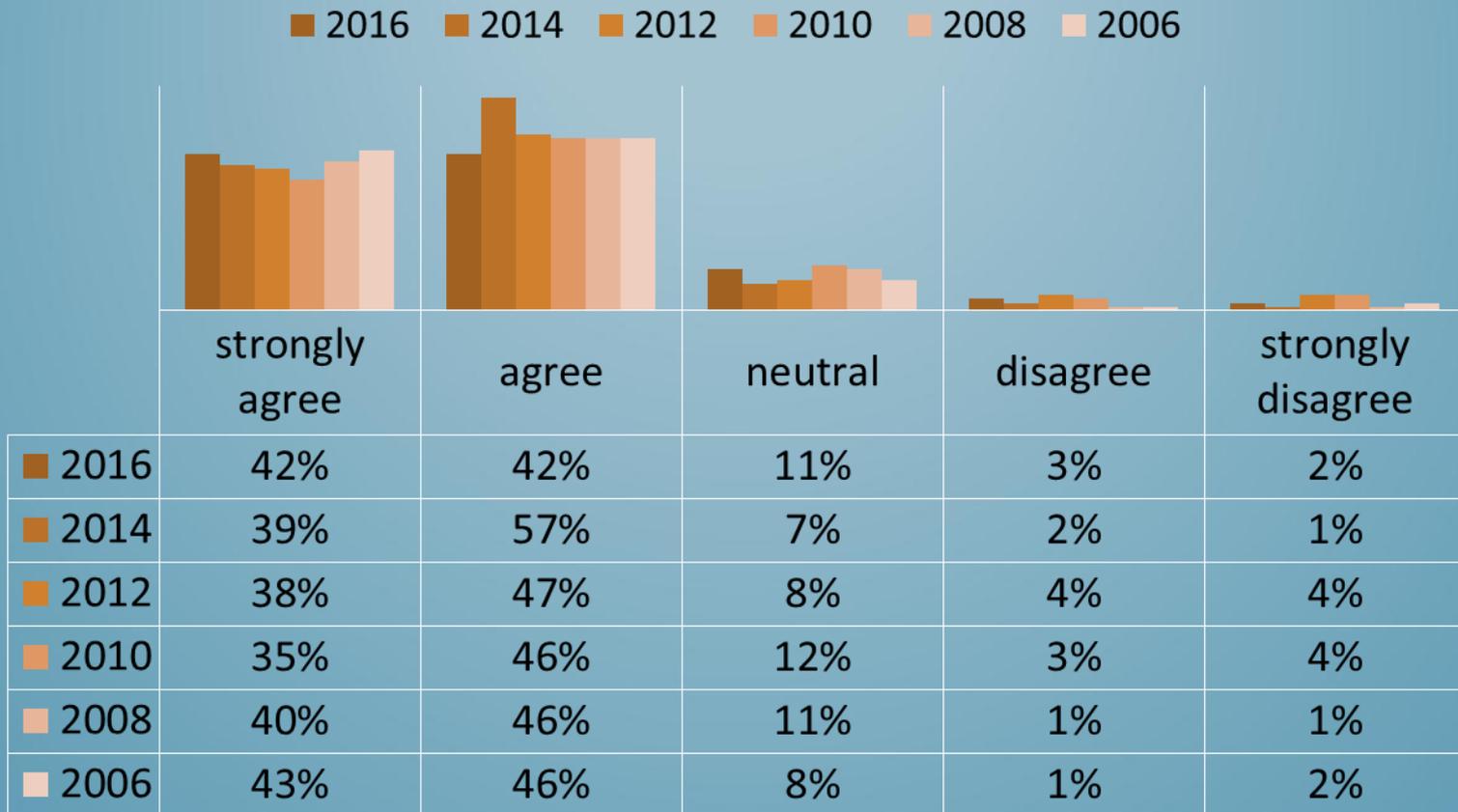
# STAFF SATISFACTION SURVEY

*My Supervisor treats me well*



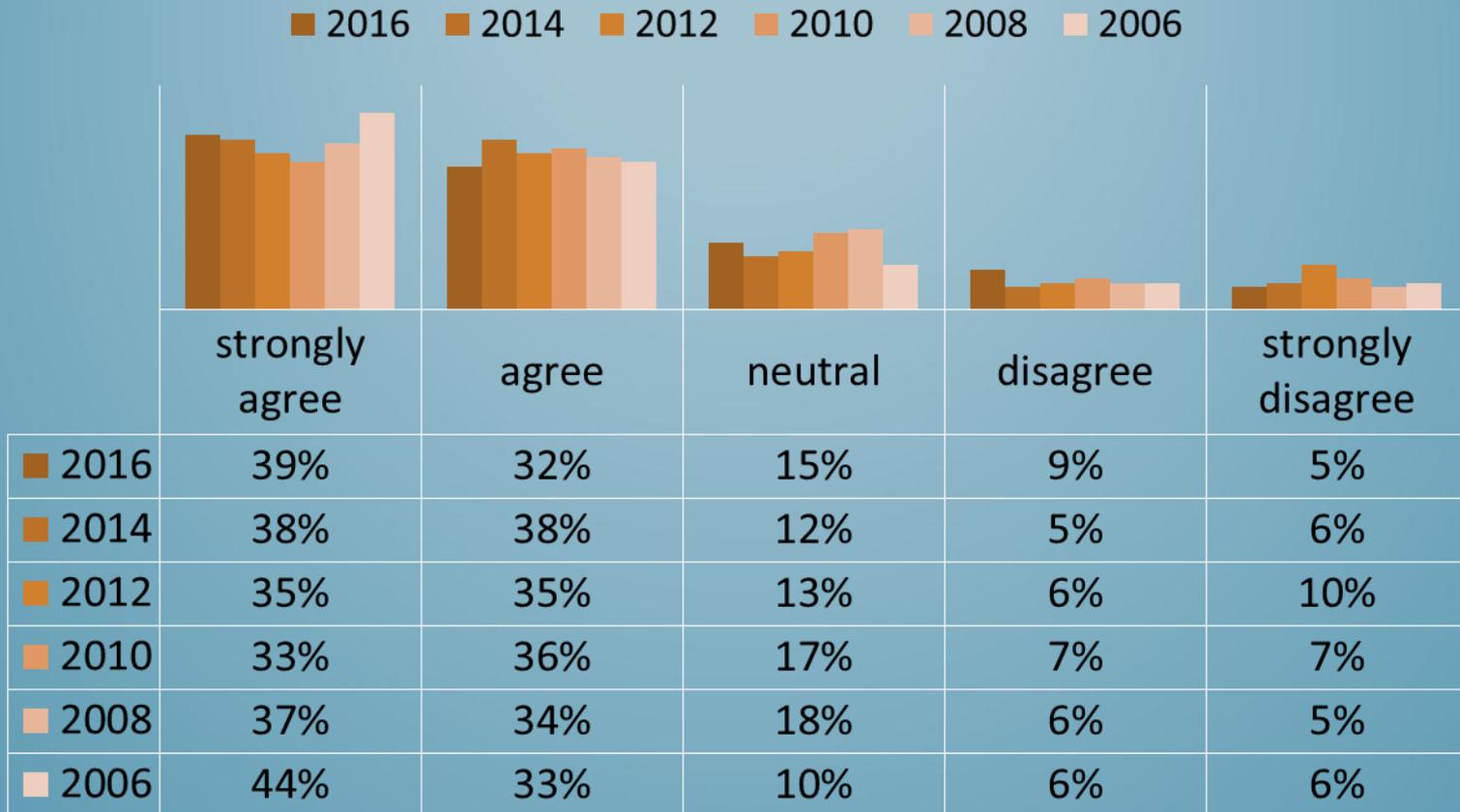
# STAFF SATISFACTION SURVEY

*My supervisor holds me accountable for the quality of my work performance*



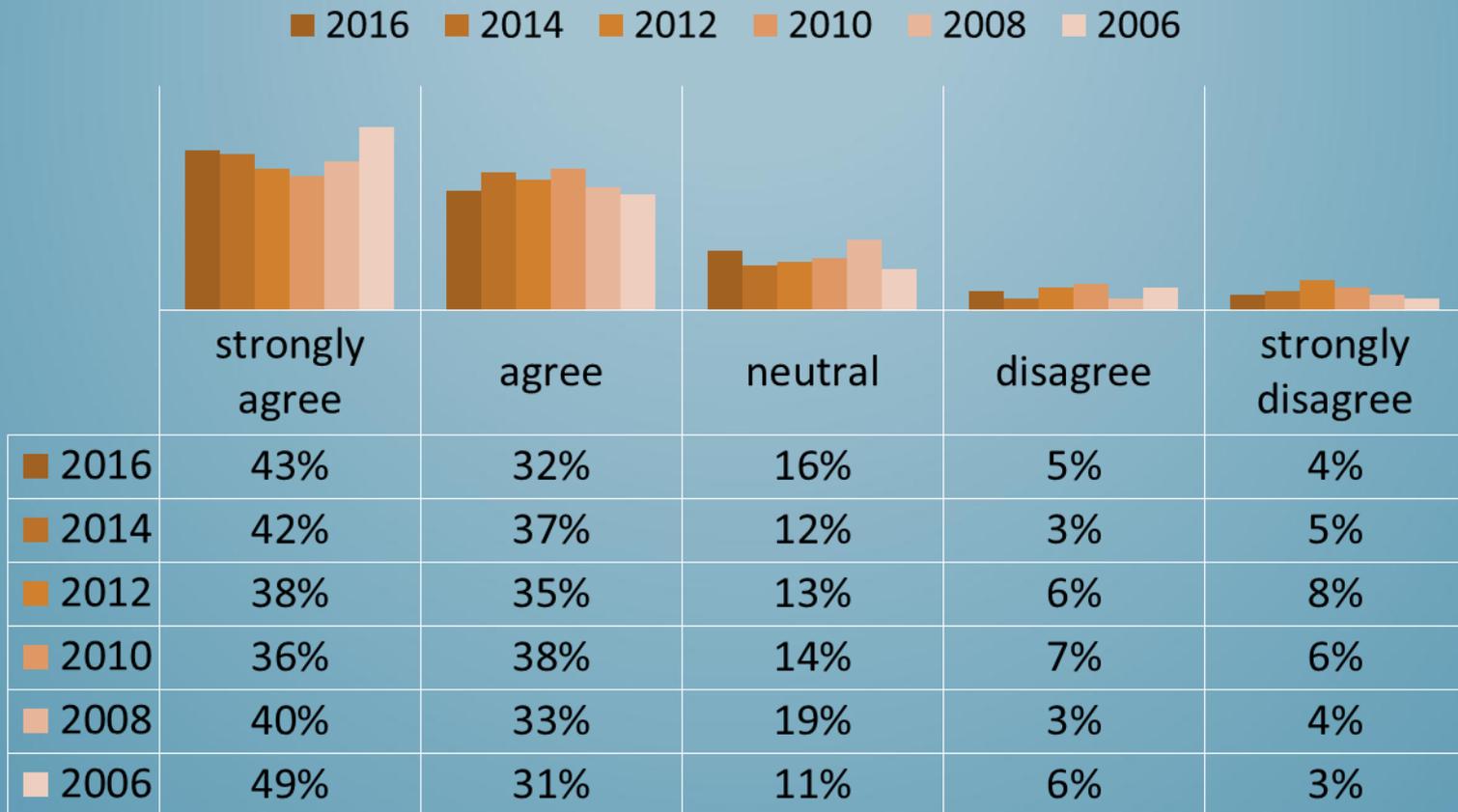
# STAFF SATISFACTION SURVEY

*My supervisor possesses good leadership qualities*



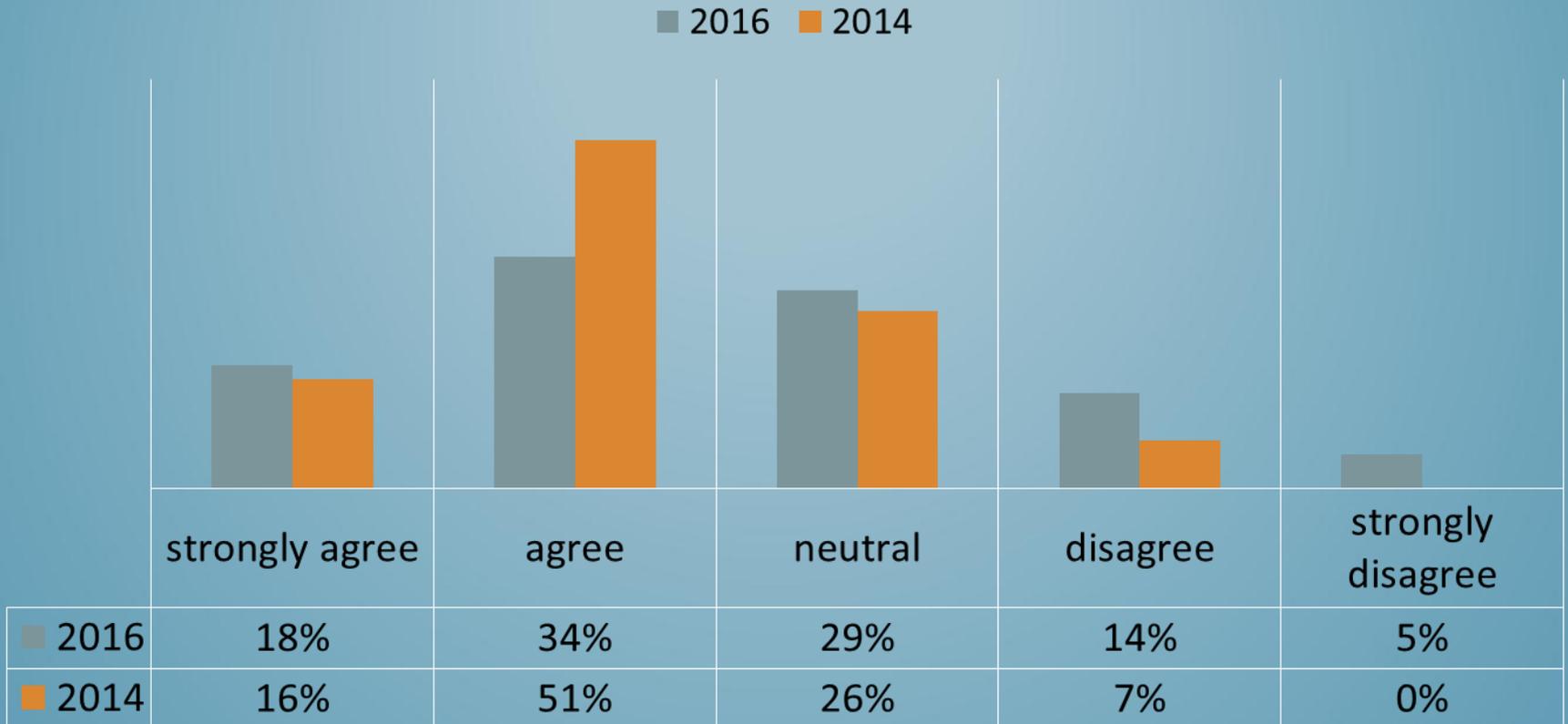
# STAFF SATISFACTION SURVEY

*My supervisor performs his/her job well*



# STAFF SATISFACTION SURVEY

*The Pioneer Proud recognition program is important to me*



Question was changed in 2014

# Staff Council Questions

- 1. Does your department currently utilize a schedule which consistently falls outside of the 8am to 5pm standard?  
30%-Yes      70%-No*
- 2. Does your department's schedule change during Spring Break?  
11%-Yes      89%-No*
- 3. Does your department's schedule change during the summer?  
13%-Yes      87%-No*
- 4. Could your department better service the student population by extending its hours beyond the standard 8am to 5pm?  
34%-Yes      66%-No*
- 5. If your department offered the option of working four contiguous 10-hour work days per week instead of five 8-hour days, would you be interested in working a four day work week?  
83%-Yes      17%-No*