

# **The University of Texas at Dallas 2010 Faculty and Staff Work Climate Survey**

In April 2010 all university employees had the opportunity to participate in the third biennial Work Climate Survey conducted by Human Resources Management for the university's administration. These surveys are designed to measure faculty and staff perceptions of the work climate at The University of Texas at Dallas (UT Dallas) and are used to identify areas where the university can take action to improve its ability to attract and retain the talent needed to achieve its strategic objectives.

## **Survey Highlights**

- The majority of respondents, seven in ten, say they would recommend UT Dallas as a good place to work.
- Almost nine out of ten (87.8%) agree that they know what is expected from them at work.
- Two-thirds (66.8%) work in an environment where someone encourages their development.
- Over 70% report having a good friend at work
- More than 76% believe their co-workers are committed to doing quality work.

These results indicate the university currently enjoys a healthy level of employee engagement and a good work climate. As noted elsewhere in this report, a positive work climate is an important factor in improving success in the attraction and retention of quality talent.

There are, however, areas of concern expressed by faculty and staff.

- Externally competitive pay was a concern to many (48%) respondents.
- A significant minority, (33.1%) are concerned with their ability to speak their minds without fear of reprisal.

These were also the top two concerns in the 2008 survey. However the 2010 scores for these two measures showed improvement compared to the 2008 results.

## **2010 Survey Summary**

The 2010 survey responses showed improved scores for 16 of the 20 statements. The largest increase, 8.1%, occurred with statement 16: "UTD's benefit programs meet my needs." This is interesting since the 2008 survey recorded a 4.1% decrease in overall satisfaction with this

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statement compared to the 2006 survey. Perhaps this result can be partially explained by the relatively small changes in employee benefit plans over the last two years.

The second largest improvement occurred with statement 15: "Compared to other people doing similar work outside UTD, I think I am fairly paid." While this statement continues to represent the largest overall area of disagreement, the "positive" response to this statement increased 5.7% compared to the 2008 survey.

Of the four statements that had decreased scores in 2010, statement 11: "In the last six months, someone at work has talked to me about my progress" declined 3%. The other three statements in this category (statement 1, statement 10 and statement 12) declined between 1.5% and .1%.

A summary of the results from 2006, 2008 and 2010 appears on the next page.

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Summary of Survey Results									
Statement	2010			2008			2006		
	SA/A	N	D/SD	SA/A	N	D/SD	SA/A	N	D/SD
1. I know what is expected of me at work.	87.8%	6.5%	5.7%	89.3%	4.7%	6.1%	84.8%	7.3%	7.9%
2. I have the materials and equipment I need to do my work.	81.1%	8.2%	10.7%	76.3%	9.7%	14%	77.3%	7.8%	14.9%
3. At work I have the opportunity to do what I do best every day.	72.4%	16.1%	11.5%	70.2%	14.6%	15.2%	66.8%	15.9%	17.3%
4. In the last seven days, I have received recognition or praise for doing good work.	55.1%	16.7%	28.2%	49.6%	20%	30.3%	45.4%	16.2%	38.4%
5. My supervisor, or someone at work, seems to care about me as a person.	80.1%	9.6%	10.4%	77.1%	10.9%	12%	75.4%	12%	12.5%
6. There is someone at work who encourages my development.	66.8%	16%	17.2%	64%	16%	20%	57.6%	20.4%	22.0%
7. At work my opinions seem to count.	66.5%	17.1%	16.3%	62.8%	18.2%	19%	63.4%	16.4%	21.3%
8. The mission of UTD makes me feel my job is important.	66.6%	22.2%	11.3%	61.5%	23.1%	15.5%	61.6%	24.4%	14.0%
9. My co-workers are committed to doing quality work.	76.1%	14.4%	9.5%	72.2%	15.7%	12.1%	72.4%	15.9%	11.6%
10. I have a good friend at work.	71.2%	18.5%	10.3%	72.4%	17.8%	9.7%	74.0%	16.2%	9.8%
11. In the last six months, someone at work has talked to me about my progress	77.1%	9.4%	13.4%	80.1%	9.3%	10.6%	58.8%	14.8%	26.5%
12. In the last twelve months, I have had opportunities at work to learn and grow.	74.4%	14.4%	11.2%	74.5%	15%	10.6%	69.5%	17%	13.5%
13. At UTD my performance on the job is evaluated fairly	70.1%	18%	11.9%	69.3%	15.6%	15.1%	62.8%	20.5%	16.6%
14. Compared to other people doing similar work at UTD, I think I am paid fairly.	43.7%	24.2%	32.1%	40.3%	24.6%	35.1%	41.8%	21.8%	36.4%
15. Compared to other people doing similar work outside UTD, I think I am paid fairly.	27.3%	24.7%	48%	21.6%	22.2%	51.1%	16.8%	16.7%	63.0%
16. UTD's benefit programs meet my needs.	80.6%	12.3%	7.1%	72.5%	15.4%	12.2%	76.6%	14.4%	9.0%
17. UTD does an excellent job of keeping employees informed about matters that affect us.	67.3%	22%	10.7%	65.2%	19.9%	15%	67.3%	23.9%	18.7%
18. At UTD we can speak our minds without fear of reprisal.	36.4%	30.6%	33.1%	34.5%	29.9%	35.6%	29.4%	30.2%	40.5%
19. I have given serious thought to leaving UTD in the past six months.	33.7%	19.3%	47.1%	38%	16.7%	45.3%	41.3%	16%	42.7%
20. Overall, I would recommend UT Dallas as a good place to work.	70.7%	20.9%	8.4%	68.3%	17.7%	14%	62.8%	23.4%	13.9%

**SA/A = Strongly Agree/Agree**

**N=Neither Agree or Disagree**

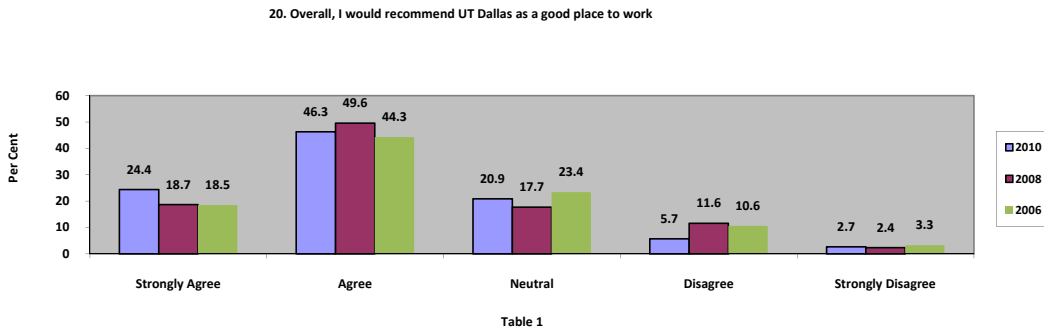
**D/SD=Disagree/Strongly Disagree**

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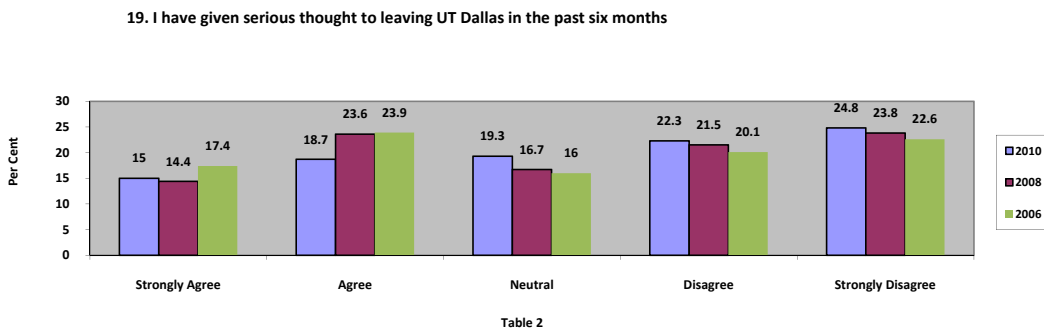
## 2010 Survey Results

### Overall Satisfaction

The majority of respondents say they would recommend UT Dallas as a good place to work. 70.7% agreed with the statement, an increase of more than 2% over the 2008 survey results (Table 1). The percent of respondents not satisfied with the work climate declined from 14% to 8.4% between 2008 and 2010.



Although over two-thirds of respondents say they would recommend the university as a good place to work in 2010, about one-third of respondents indicated that they have considered leaving UT Dallas within the last six months. 33.7% said they agreed with the statement: I have given serious thought to leaving UT Dallas in the past six months (Table 2). 47.1% disagreed with this statement. As noted in Table 2 below, a smaller group considered leaving the university in 2010 than in 2008 (33.7% versus 38%).



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## Work Climate

Two questions address basics of success on the job, knowing what is expected of them in their positions, and having the tools needed to be successful on the job. Almost nine out of ten (87.8%) respondents reported that they know what is expected of them at work (Table 3). This measure declined slightly in 2010 compared to 2008 (89.3%). 81.1% agree that they have the tools needed to do their jobs (Table 4), up about 4.8% (76.3%) from 2008. The gap between knowing what is expected and having the tools needed to successfully complete their tasks may reflect successive years of little or no growth in operating budgets.

1. I know what is expected of me at work

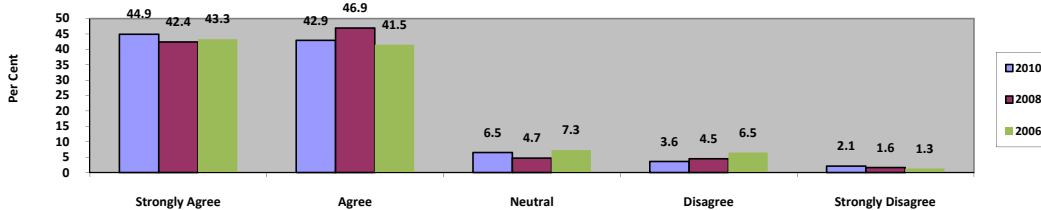


Table 3

2. I have the materials and equipment I need to do my work

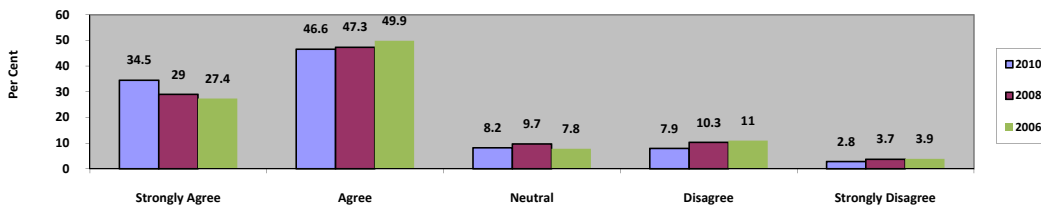


Table 4

Four questions address recognition of work well done and the opportunity for advancement. Two-thirds (66.8%) of respondents agree that they are encouraged in their development at work (Table 5). Even more (74.4%) report that they have had opportunities at work to learn and grow (Table 6).

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6. There is someone at work who encourages my development

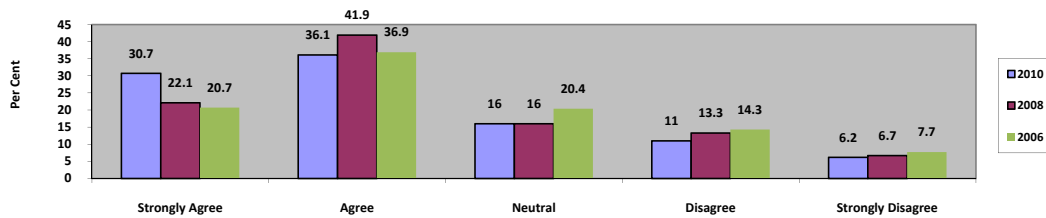


Table 5

12. In the last twelve months, I have had opportunities at work to learn and grow

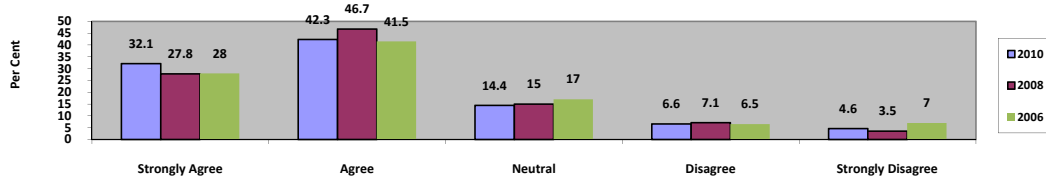


Table 6

Regular feedback about one’s progress on the job is another important factor in the work climate. Over one- half (55.1%) indicate that they have received recognition for doing good work (Table 7). While over three-fourth (77.1%) reported that someone spoke to them about their progress in the last six months (Table 8). We believe that these scores support our contention that UT Dallas is a good place to work; and that it is becoming an even better place to work.

4. In the last seven days I have received recognition or praise for doing good work

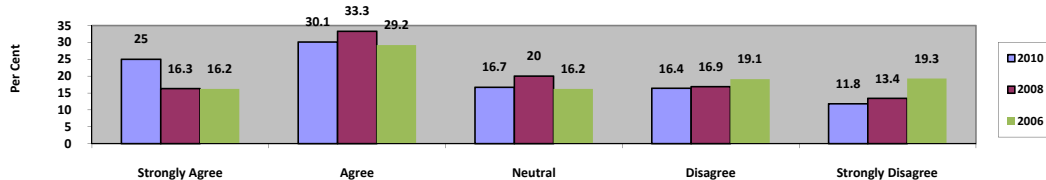


Table 7

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11. In the last six months, someone at work has talked to me about my progress

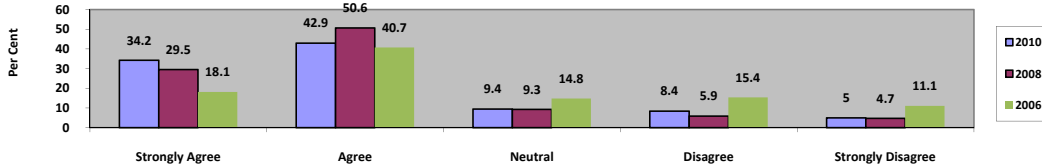


Table 8

One statement on the survey addressed the formal job performance appraisal processes used at UT Dallas. Table 9 indicates that more than two-thirds of respondents agree that the processes are fair. Agreement with this statement increased from 69.3% in 2008 to 70.1% in 2010.

13. At UT Dallas my performance on the job is evaluated fairly

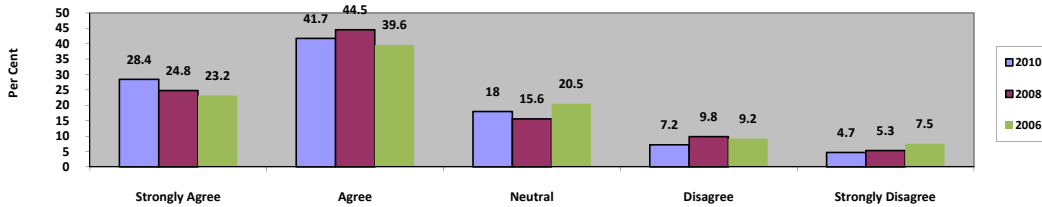


Table 9

Research by the Corporate Leadership Council indicates that the key factor for employee retention is the quality of the interpersonal relationships at work.<sup>1</sup> The survey measures the interpersonal relationship dimension in the work place with the next statements.

Statement 10 addresses whether or not the employee feels he or she has a good friend at work. 71.2% of respondents agreed with the statement in 2010, essentially the same response as in 2008 (72.4%).

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10. I have a good friend at work

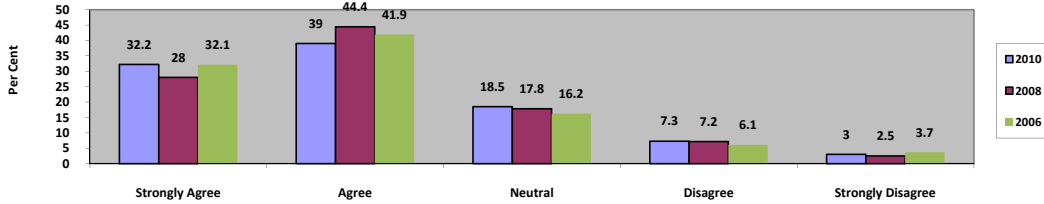


Table 10

Statement 5 tests an employee’s perception that someone at work seems to care about them as a person. In 2010, 80.1% of respondents agreed with the statement, which is a slight increase over the 2008 agreement rate of 77.1%.

5. My supervisor, or someone at work, seems to care about me as a person

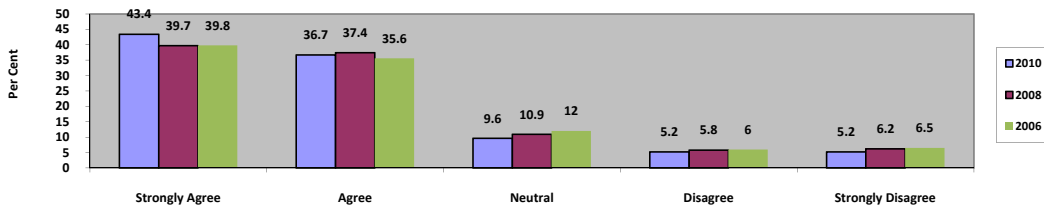


Table 11

76.1% of respondents agreed that their co-workers are committed to doing quality work (Table 12), an increase over 2008 (72.2%). 72.4% agreed that they have the opportunity to do what they do best every day (Table 13), a 2.2% increase since 2008.

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9. My co-workers are committed to doing quality work

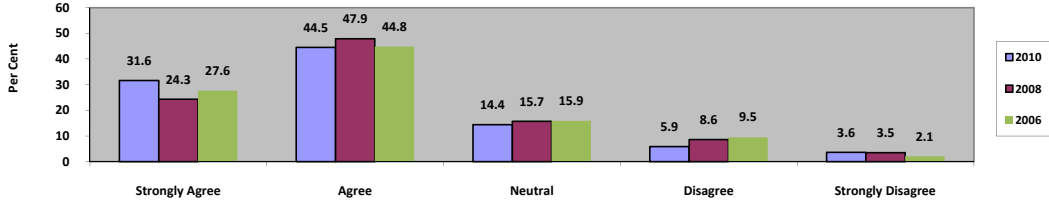


Table 12

3. At work I have the opportunity to do what I do best every day

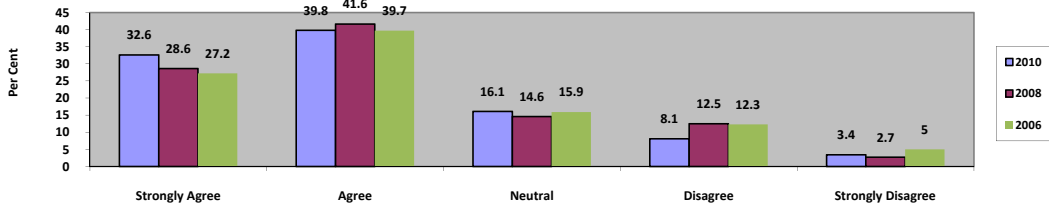


Table 13

The opportunity for employees to express concerns about their individual work environment, or about issues affecting their school, division or the university is important to the positive, collegial climate UT Dallas wants to foster. Table 14 indicates that a majority of employees agree that their opinions are heard and considered in the workplace.

7. At work, my opinions seem to count

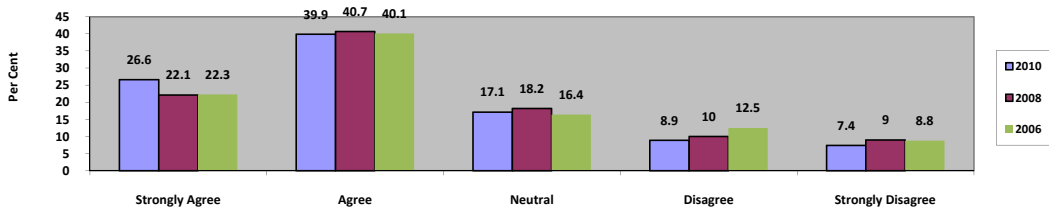
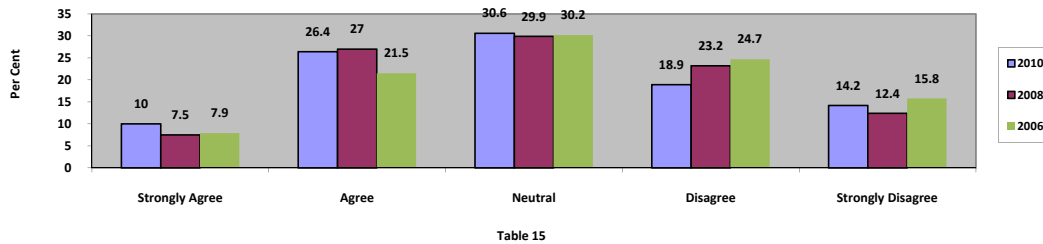


Table 14

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A related issue is whether or not an employee believes he or she can speak up without fear of reprisal. While an increasing number of respondents agreed that such is the case (36.4% in 2010 compared to 34.5% in 2008), about one-third of respondents (33.1%) disagreed (Table 15). Clearly there is room for significant improvement in this regard.

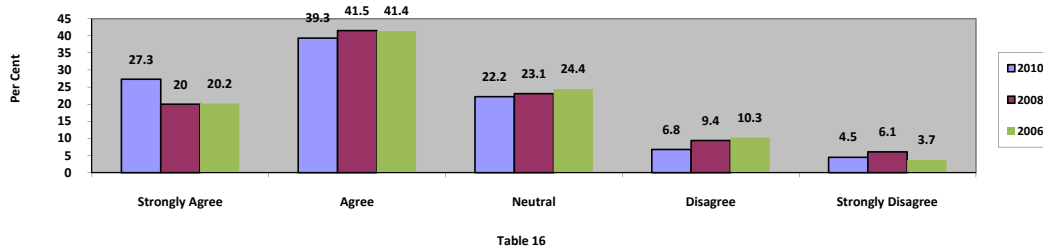
18. At UTD we can speak our minds without fear of reprisal



## Engagement

Whether or not an employee feels that his or her job is connected to, and makes important contributions to, the university’s mission and purpose is a key element in whether or not that employee is fully engaged at work. Statement 8 measures this factor, as noted in Table 16. In 2010, two-thirds (66.6%) of the faculty and staff respondents agreed. That is an increase over the 61.5% agreement rate in 2008.

8. The mission of UTD makes me feel my job is important



# The University of Texas at Dallas 2010 Faculty and Staff Work Climate Survey

## Communication

Statement 17 measures employees' perceptions of how well the university communicates with them. Given the very diverse mix of faculty and staff members, and the variety of communication methods and subjects, this is not an easy task. As noted in Table 17, a majority of respondents (67.3%) agree that UT Dallas is doing an excellent job of communicating with them.

17. UTD does an excellent job of keeping employees informed about matters that affect us

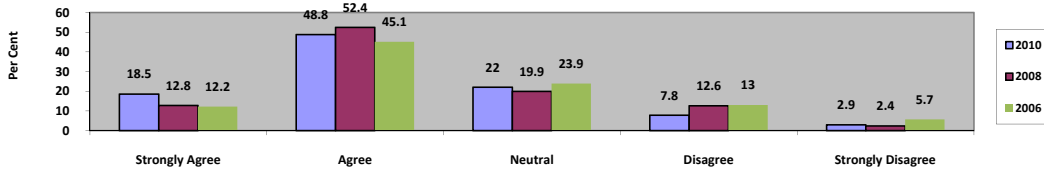


Table 17

## Compensation

Compensation issues are addressed in two statements in the survey. As was true in 2008, perceptions of salaries paid for similar work outside of UT Dallas yielded the lowest scores on the survey. Slightly less than half of employees continue to believe their pay is not competitive (48% in 2010 and 51.1% in 2008, Table 18).

15. Compared to other people doing similar work outside UTD, I think I am paid fairly

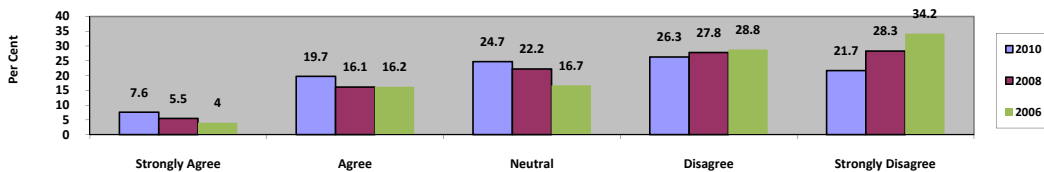


Table 18

# The University of Texas at Dallas 2010 Faculty and Staff Work Climate Survey

UT Dallas fares somewhat better when the pay comparison is made to other UT Dallas faculty and staff. 43.7% of respondents agreed that compared to UTD employees doing similar work they are paid fairly, while about three out of ten (32.1%) disagreed (Table 19).

14. Compared to other people doing similar work at UT Dallas I think I am paid fairly

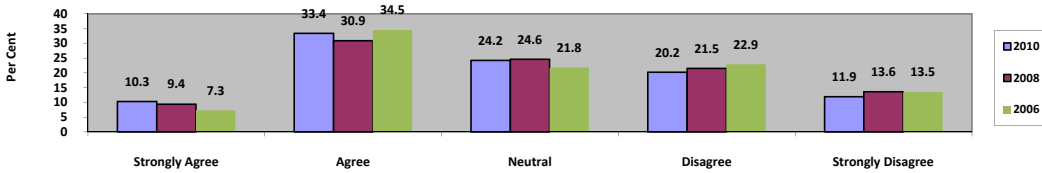


Table 19

## Benefits

Table 20 portrays the results obtained by asking survey participants if the current benefit plans meet their needs. Eight out of ten respondents agreed with that statement (80.6% compared to 72.5% in 2008). These results affirm the conventional wisdom that our relatively strong benefits package helps attract and retain our faculty and staff.

16. UTD's benefit programs meet my needs

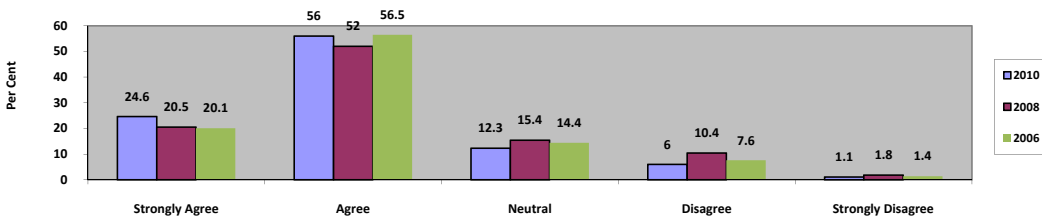


Table 20

# The University of Texas at Dallas

## 2010 Faculty and Staff Work Climate Survey

### **Communication Methods**

In times of change, effective communication is seen as a key to keeping faculty and staff members informed and engaged. The second section of the survey allowed respondents to identify their preferred method of contact from Human Resources Management. Email was the overwhelming preference.

Based on this feedback, Human Resources will be working with Information Resources to develop improved email functionality that will allow faculty and staff to opt in or out of receiving emails based on the subject matter of the email.

### **Demographics**

Respondents to the survey were invited to self-disclose some basic demographic data. Responses were voluntary and were completed by most faculty and employee respondents. A small percentage (3% to 5.8%) of respondents opted not to provide demographic information. Additional information about respondent self-reported demographics is available in the response totals contained in Attachment A.

### **Survey Details**

The survey was administered on-line using the survey tool SurveyMonkey. Each member of the faculty and staff with a campus email address received an invitation to participate in the anonymous survey via email sent to [faculty@utdallas.edu](mailto:faculty@utdallas.edu) and [staff@utdallas.edu](mailto:staff@utdallas.edu). As part of the good-faith effort to ensure that all employees had an opportunity to participate, an e-mail reminder was sent to faculty and staff. Of the 3,517 faculty and staff employees working in April 2010, 815 responded, a response rate of 23%.

A copy of the survey, including response totals, is included as Attachment A of this report. The survey included three sections:

- Twenty statements about the work climate, engagement, communication, compensation and benefits
- A question about preferred communications methods from Human Resources to faculty and staff
- A section for open-ended comments by faculty and staff.

## The University of Texas at Dallas 2010 Faculty and Staff Work Climate Survey

As is true of any survey, it is expected that the results of this third biennial survey reflects both the external and internal environment of UT Dallas at the time the survey was conducted. This fact should be considered when comparing results of this survey with results from surveys completed in 2008 and 2006.

For more information about this survey, please contact Human Resources Management at extension 2221.

<sup>1</sup>Corporate Leadership Council, *Attracting and Retaining Critical Talent Segments (Volume I)*, Washington, D.C.: Corporate Executive Board, 2006

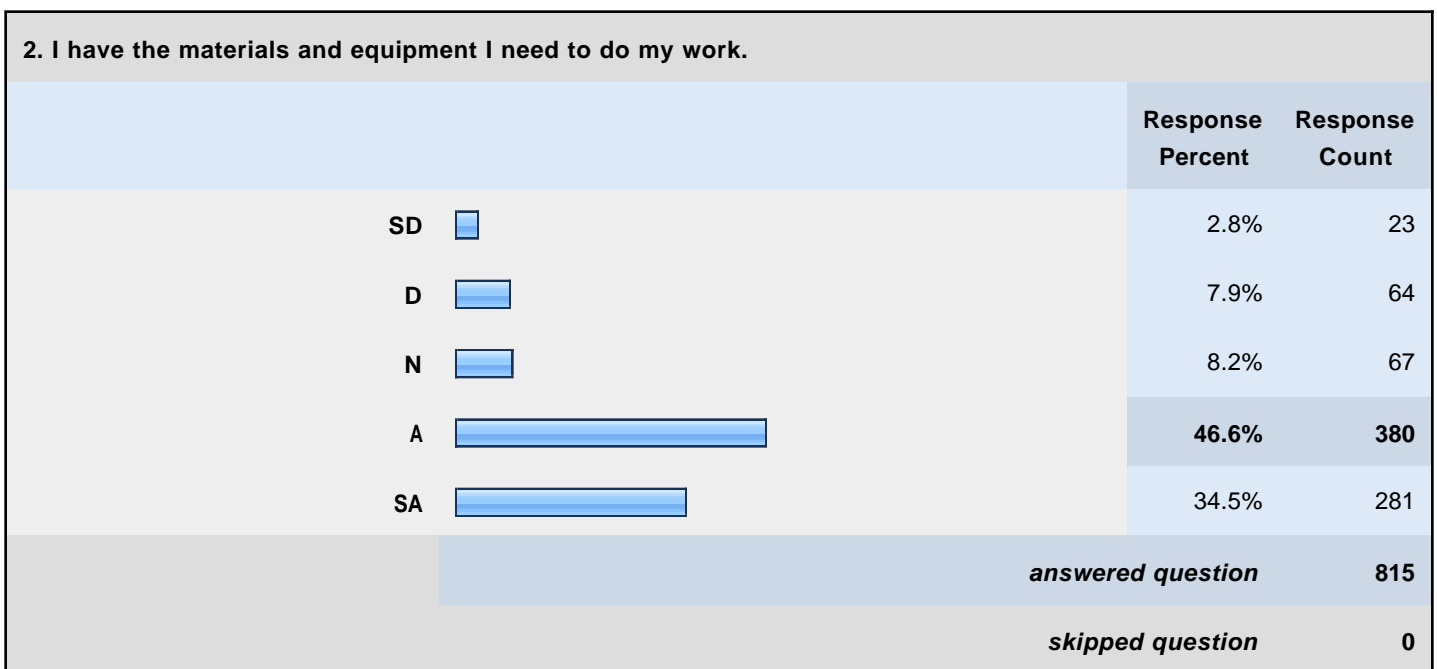
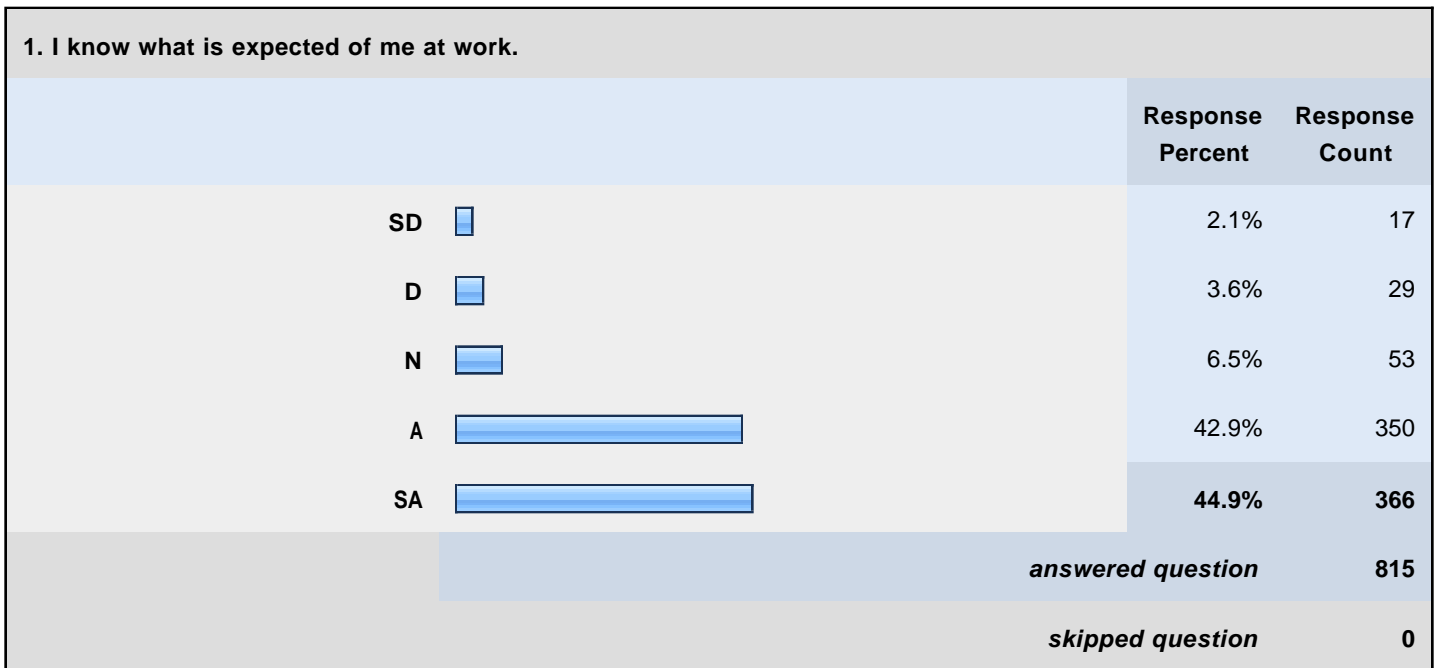
### Notes:

- Special thanks are due to David Gleason, Director of Employee Services for his role in technical support of the survey.
- A number of university and private sector surveys were reviewed in the process of designing the original UT Dallas survey in 2006. The format of both the UT Dallas survey and this report is very similar to a survey and report completed by the University of Tennessee System in 2005.
- The wording of statement 20 was changed in 2010. UT Dallas HR research indicated that the statement “Overall, I would recommend UT Dallas as a good place to work” is a better indicator of employee job satisfaction than the statement “Overall, I am satisfied with UTD as a place to work” which was used in 2006 and 2008.




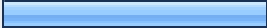

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**ATTACHMENT A**



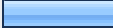
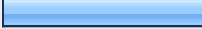

# Work Climate Survey (2010)







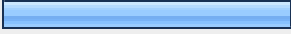
3. At work I have the opportunity to do what I do best every day.

	Response Percent	Response Count
SD 	3.4%	28
D 	8.1%	66
N 	16.1%	131
A 	<b>39.8%</b>	<b>324</b>
SA 	32.6%	266
<b>answered question</b>		<b>815</b>
<b>skipped question</b>		<b>0</b>






4. In the last seven days, I have received recognition or praise for doing good work.

	Response Percent	Response Count
SD 	11.8%	96
D 	16.4%	134
N 	16.7%	136
A 	<b>30.1%</b>	<b>245</b>
SA 	25.0%	204
<b>answered question</b>		<b>815</b>
<b>skipped question</b>		<b>0</b>




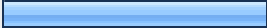

5. My supervisor, or someone at work, seems to care about me as a person.

	Response Percent	Response Count
SD 	5.2%	42
D 	5.2%	42
N 	9.6%	78
A 	36.7%	299
SA 	43.4%	354
<b>answered question</b>		<b>815</b>
<b>skipped question</b>		<b>0</b>





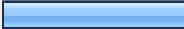
6. There is someone at work who encourages my development.

	Response Percent	Response Count
SD 	6.2%	50
D 	11.0%	89
N 	16.0%	129
A 	36.1%	291
SA 	30.7%	248
<b>answered question</b>		<b>807</b>
<b>skipped question</b>		<b>8</b>




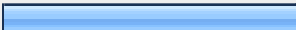
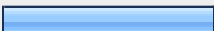
7. At work my opinion seems to count.

	Response Percent	Response Count
SD 	7.4%	60
D 	8.9%	72
N 	17.1%	138
A 	<b>39.9%</b>	<b>322</b>
SA 	26.6%	215
<i>answered question</i>		<b>807</b>
<i>skipped question</i>		<b>8</b>



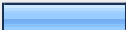
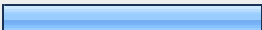

8. The mission of UT Dallas makes me feel my job is important.

	Response Percent	Response Count
SD 	4.5%	36
D 	6.8%	55
N 	22.2%	179
A 	<b>39.3%</b>	<b>317</b>
SA 	27.3%	220
<i>answered question</i>		<b>807</b>
<i>skipped question</i>		<b>8</b>




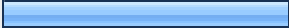

9. My co-workers are committed to doing quality work.

	Response Percent	Response Count
SD 	3.6%	29
D 	5.9%	48
N 	14.4%	116
A 	<b>44.5%</b>	<b>359</b>
SA 	31.6%	255
<i>answered question</i>		<b>807</b>
<i>skipped question</i>		<b>8</b>





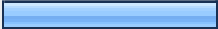
10. I have a good friend at work.

	Response Percent	Response Count
SD 	3.0%	24
D 	7.3%	59
N 	18.5%	149
A 	<b>39.0%</b>	<b>315</b>
SA 	32.2%	260
<i>answered question</i>		<b>807</b>
<i>skipped question</i>		<b>8</b>




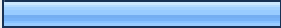

11. In the last six months, someone at work has talked to me about my progress.

	Response Percent	Response Count
SD 	5.0%	40
D 	8.4%	68
N 	9.4%	76
A 	<b>42.9%</b>	<b>346</b>
SA 	34.2%	276
<i>answered question</i>		<b>806</b>
<i>skipped question</i>		<b>9</b>



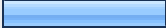
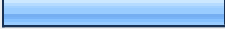

12. In the last twelve months, I have had opportunities at work to learn and grow.

	Response Percent	Response Count
SD 	4.6%	37
D 	6.6%	53
N 	14.4%	116
A 	<b>42.3%</b>	<b>341</b>
SA 	32.1%	259
<i>answered question</i>		<b>806</b>
<i>skipped question</i>		<b>9</b>






13. At UT Dallas my performance on the job is evaluated fairly.

	Response Percent	Response Count
SD 	4.7%	38
D 	7.2%	58
N 	18.0%	145
A 	41.7%	336
SA 	28.4%	229
<b>answered question</b>		<b>806</b>
<b>skipped question</b>		<b>9</b>


14. Compared to other people doing similar work [at UT Dallas](#) I think I am paid fairly.

	Response Percent	Response Count
SD 	11.9%	96
D 	20.2%	163
N 	24.2%	195
A 	33.4%	269
SA 	10.3%	83
<b>answered question</b>		<b>806</b>
<b>skipped question</b>		<b>9</b>



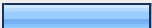
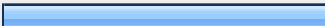

15. Compared to other people doing similar work [outside UT Dallas](#), I think I am paid fairly.

	Response Percent	Response Count
SD 	21.7%	175
D 	<b>26.3%</b>	<b>212</b>
N 	24.7%	199
A 	19.7%	159
SA 	7.6%	61
<b>answered question</b>		<b>806</b>
<b>skipped question</b>		<b>9</b>

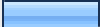
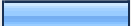

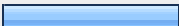

16. The benefit programs at UT Dallas meet my needs.

	Response Percent	Response Count
SD 	1.1%	9
D 	6.0%	48
N 	12.3%	99
A 	<b>56.0%</b>	<b>450</b>
SA 	24.6%	198
<b>answered question</b>		<b>804</b>
<b>skipped question</b>		<b>11</b>





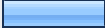
17. UT Dallas does an excellent job of keeping employees informed about matters that affect us.

	Response Percent	Response Count
SD 	2.9%	23
D 	7.8%	63
N 	22.0%	177
A 	<b>48.8%</b>	<b>392</b>
SA 	18.5%	149
<b>answered question</b>		<b>804</b>
<b>skipped question</b>		<b>11</b>




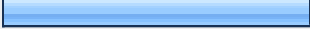

18. At UT Dallas we can speak our minds without fear of reprisal.

	Response Percent	Response Count
SD 	14.2%	114
D 	18.9%	152
N 	<b>30.6%</b>	<b>246</b>
A 	26.4%	212
SA 	10.0%	80
<b>answered question</b>		<b>804</b>
<b>skipped question</b>		<b>11</b>

**19. I have given serious thought to leaving UT Dallas in the past six months.**

	Response Percent	Response Count
SD 	24.8%	199
D 	22.3%	179
N 	19.3%	155
A 	18.7%	150
SA 	15.0%	121
<i>answered question</i>		<b>804</b>
<i>skipped question</i>		<b>11</b>

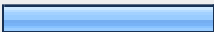
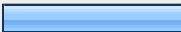
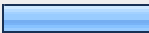


**20. I would recommend UT Dallas as a good place to work.**

	Response Percent	Response Count
SD 	2.7%	22
D 	5.7%	46
N 	20.9%	168
A 	46.3%	372
SA 	24.4%	196
<i>answered question</i>		<b>804</b>
<i>skipped question</i>		<b>11</b>

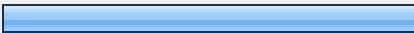

**21. Please list your most preferred delivery method for communication coming from the Human Resources Management office to UT Dallas staff and faculty. (i.e. HRM home page, email, letter, Facebook, Twitter, etc.)**

	Response Count
	737
<i>answered question</i>	<b>737</b>
<i>skipped question</i>	<b>78</b>

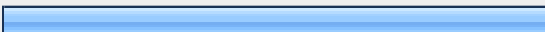


**22. I have worked at UT Dallas:**

	Response Percent	Response Count
0-2 Years 	31.8%	250
3-5 Years 	26.7%	210
6-10 Years 	21.9%	172
11-20 Years 	13.1%	103
21 Years or More 	6.6%	52
<b>answered question</b>		<b>787</b>
<b>skipped question</b>		<b>28</b>

**23. I supervise other employees at UT Dallas.**

	Response Percent	Response Count
No 	62.5%	490
Yes 	37.5%	294
<b>answered question</b>		<b>784</b>
<b>skipped question</b>		<b>31</b>

**24. Which of the following best describes your employment status at UT Dallas?**

	Response Percent	Response Count
Staff 	82.5%	645
Faculty (Tenured or tenure track position) 	7.5%	59
Faculty (Non tenure track position) 	10.0%	78
<b>answered question</b>		<b>782</b>
<b>skipped question</b>		<b>33</b>

25. Gender			
		Response Percent	Response Count
Female		65.2%	506
Male		34.8%	270
<b>answered question</b>			<b>776</b>
<b>skipped question</b>			<b>39</b>

26. Age:			
		Response Percent	Response Count
Under 25 years		3.9%	30
26-35 years		22.0%	169
36-45 years		22.0%	169
46-55 years		25.0%	192
56 or over		27.0%	207
<b>answered question</b>			<b>767</b>
<b>skipped question</b>			<b>48</b>

27. Please enter any additional comments or questions you have below. Thanks.	
	Response Count
	158
<b>answered question</b>	<b>158</b>
<b>skipped question</b>	<b>657</b>