

EXECUTIVE SUMMARY OF THE SPRING 2001 EMPLOYEE INVENTORY SURVEY

This report summarizes the main findings from the Spring 2001 Florida International University *Employee Inventory Survey*, a Continuous Quality Improvement study conducted by the Office of Planning and Institutional Effectiveness. This survey was adapted for FIU from a survey developed by the University of Central Florida. The survey was designed to measure employees' satisfaction with and attitudes about the work environment at Florida International University.

The Employee Inventory Survey was placed online at www.fiu.edu/~irsurvey/employee/htm and a notice was placed (three times over a three month period of time) in a university-wide mailing (univmail) which is sent daily via e-mail to all faculty and staff members with an FIU e-mail address. The survey was returned by 585 employees, for a response rate of at least 24%. This year (2001) was the initial implementation of this particular Continuous Quality Improvement Survey; therefore, we did not have comparative data for FIU from previous years.

Employees were asked to rate their level of agreement with 40 survey items. These statements ranged from items specific to each individual's job (I am given the opportunity to be creative in my work) to items that were of a more global nature (At FIU, an ethnically and culturally diverse environment is valued). The survey encompassed five topic areas: Formal Influence, Communication, Collaboration, Organizational Structure and Work Design. An item regarding employees' attitudes toward the upcoming (at that time) changes in the Board of Regents structure was also included at the end of the survey.

Ten survey items have been singled out to demonstrate employees' satisfaction, or lack thereof, with FIU. These particular items were selected because they garnered the most positive responses (top 5) and the lowest positive responses (lowest 5). Graphical analyses of these ten items appear on pages 12-16.

ITEMS WITH THE HIGHEST POSITIVE RESPONSE

- Accuracy is expected in my work: Approximately 94% of employees agreed with this statement (55% strongly agreed, 39% agreed).
- My job skills are appropriate for the work that I am expected to complete: Approximately 93% of employees agreed with this statement (54% strongly agreed, 39% agreed).
- I feel that my work is relevant to the university mission: Approximately 90% of employees agreed with this statement (52% strongly agreed, 38% agreed).
- I am responsible for completing meaningful tasks: Approximately 89% of employees agreed with this statement (48% strongly agreed, 41% agreed).
- I have the flexibility to organize my workday: Approximately 85% of employees agreed with this statement (35% strongly agreed, 50% agreed).

ITEMS WITH THE LOWEST POSITIVE RESPONSE

- I feel that the upcoming changes in the Board of Regents structure will bring positive changes to FIU. Approximately 9% of employees agreed with this statement (1% strongly agreed, 8% agreed).
- The university has been successful in influencing positive attitudes in its employees. Approximately 25% of employees agreed with this statement (3% strongly agreed, 22% agreed).
- A spirit of cooperation between departments exists at FIU. Approximately 28% of employees agreed with this statement (2% strongly agreed, 26% agreed).
- Information is shared within the university so that those who make decisions have access to accurate/current information. Approximately 31% of employees agreed with this statement (5% strongly agreed, 26% agreed).
- I have the opportunity for advancement within the university. Approximately 35% of employees agreed with this statement (12% strongly agreed, 23% agreed).

The results of this Continuous Quality Improvement Survey are mixed. While positive responses (at least 65% of respondents selected a response of Strongly Agree or Agree) were reported on 37.5% of the survey items (15 out of 40), there were a number of responses that show some cause for concern. Of the fifteen items that received positive responses, about 67% (10/15) of the items had positive responses between 65.0% and 79.9%. The remaining five items (5/15) had positive responses of higher than 80%. (See Tables 4-8; pages 10-11).

They were several very strong relationships detected between certain items on the survey: employees who agreed that they received quality feedback in their work, also agreed that they received sufficient feedback in their work; employees who agreed that their ideas are seriously considered by their supervisor, also agreed that their ideas are actively sought by their supervisor/chairperson; employees who agreed that they are satisfied with the amount of information about their job that they receive, also agreed that the information they receive is useful in their work; employees who agreed that they receive adequate information about policy decisions at FIU, also agreed that information is shared within the university so that those who make policy decisions have access to accurate/current information; employees who agreed that they are given quality guidance regarding their work they also agreed that their supervisor helps them to improve their work.

FIU employee respondents seemed more satisfied with their supervisor and their department than with the university as a whole. In addition, 93% of respondents reported that their job skills are appropriate for the work that they are expected to complete. However, respondents were significantly less positive about their workload, only 67% of respondents reported that their workload is appropriate.

There is some cause for concern in regard to the university climate as a whole. Only 25% of employee respondents believe that the university has been successful in influencing positive attitudes in employees. Barely 50% of employee respondents believe that they have the opportunity to express their ideas in appropriate forums, 28% believe that there exists a spirit

of cooperation between departments at FIU and only 35% of respondents believe that they have an opportunity for (career) advancement at the university.

Every effort has been made to ensure that the data contained in this document is accurate. For further information about this and other Continuous Quality Improvement Survey Reports, visit our website at <http://www.fiu.edu/~opie/effectiveness.htm>, or contact Yasmin LaRocca at larocca@fiu.edu or the Vice Provost for Planning and Institutional Effectiveness at 305-348-2731, (FAX) 305-348-1908. You may also visit the Office of Planning and Institutional Effectiveness at University Park, PC 543.