2012 CUCSA Staff Engagement Survey
Summary - Local OP Campus
Survey objectives

• Understand the current state of engagement of the UC workforce system-wide and how it differs according to key organizational segments and demographics.

• Determine what drives engagement at UC specifically.

• Identify strengths to build on and opportunities to address; create a shortlist of actions to respond to these issues and improve employee engagement across the system.

• Involve and communicate with leaders and employees throughout the process.
Target population

• Non-represented UC Career staff with at least 1 year of service were invited to take the survey from May 31st to July 12th, 2012.

• All UC locations participated except Hastings, ASUCLA and the Medical Centers.
Key findings

• Employee favorability overall is moderate, with most categories falling below external norms (both a national all-industry employee norm and a university employee benchmark).

• There are positive engagement signs — e.g., 82% of employees are motivated to go beyond their job responsibilities and 68% would recommend UC as a good place to work.
Key findings

• Supervisor relationships and schedule flexibility are also both perceived positively, yet there is a clear opportunity to further engage employees.

• Only about 2/3 are generally engaged — this is below the national average and university benchmark.
Employee engagement breakdown

Local OP’s opportunities to further engage employees and address their concerns (i.e., the lowest scoring areas and most prevalently commented upon) are as follows...
Strengths on which to build

Supervisor Relationships

• Most employees feel favorable about their relationship with their supervisor.

• Most indicate that they feel treated with respect and have a clear understanding of how their job contributes to departmental objectives.

• Most see their supervisor as listening to different points of views before forming conclusions, encouraging new ideas, and supporting their participation in training and development opportunities.
Strengths on which to build

Work-Life Balance

• 84% of Local OP employees report that their schedule affords them the flexibility they need to meet their personal/family responsibilities.
Strengths on which to build

‘Natural’ Development

• 71% of employees do feel they have opportunities for professional growth and development at Local OP as a result of just doing their jobs on a daily basis (i.e. the very nature of their job contributes to their growth).
## Strengths on which to build

### Top 5 Items

<table>
<thead>
<tr>
<th>Item</th>
<th>Total Favorable</th>
<th>Diff</th>
<th>Neutral</th>
<th>Total Unfavorable</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUPERVISION: My supervisor helps me make time to participate in training and development activities.</td>
<td>67</td>
<td>+13*</td>
<td>23</td>
<td>10</td>
</tr>
<tr>
<td>SUPERVISION: Please indicate the extent to which you agree with the following statements about your supervisor: Listens carefully to different points of view before coming to conclusions</td>
<td>66</td>
<td>+8*</td>
<td>10</td>
<td>24</td>
</tr>
<tr>
<td>ENGAGEMENT: My work schedule allows sufficient flexibility to meet my personal/family needs.</td>
<td>84</td>
<td>+6*</td>
<td>7</td>
<td>10</td>
</tr>
<tr>
<td>SUPERVISION: Please indicate the extent to which you agree with the following statements about your supervisor: Effectively deals with poor performers</td>
<td>39</td>
<td>+5</td>
<td>26</td>
<td>35</td>
</tr>
<tr>
<td>CAREER DEVELOPMENT: I believe I have the opportunity for personal development and growth at UC.</td>
<td>71</td>
<td>+2</td>
<td>6</td>
<td>23</td>
</tr>
</tbody>
</table>

* indicates a statistically significant difference
Opportunities to address

UC's Support of Development

- confident that they can achieve their personal/career objectives at UC: 54%
- feel their UC campus/location is planning for management succession well: 23%
- supervisors are directly involved in developing them: 54%
- UC provides them with the information and resources they need to manage their careers: 42%
Opportunities to address

Involving by communicating and managing performance

- Local OP matches pay and performance well: 25%
- Local OP does an excellent job of keeping them informed: 66%
- Say they can share their honest views: 51%
- Satisfied with their involvement in decisions that affect their work: 55%