

2018 Workplace Climate Survey Results

Admin & Finance - Business & Admin Svc

Survey Information—Data Collected June & July 2018

Purpose: Help CSUF leaders better understand the climate of CSUF as a workplace

Two Primary Areas of Focus:

1. CSUF Supervision
2. CSUF Climate

University employees that completed survey	1144
% Response Rate	26%

Survey Measures (Manager Measures are Evaluated by Manager’s Subordinates)		
Category	Measure	Definitions
Manager Orientations	Self Orientation (Lower Mean = Better)	Degree to which leader is focused on personal success
	Organizational Orientation	Degree to which leader is focused on organizational success
	Follower Orientation	Degree to which leader is focused on followers’ success
Manager Mindsets	Growth Mindset	Degree to which leader believes that people can change talents & abilities
	Open Mindset	Degree to which leader is open to the ideas and suggestions of others
	Promotion Mindset	Degree to which leader is focused on winning and gains
	Outward Mindset	Degree to which leader sees others as people and values them as such
Manager Behaviors	Relationship Behaviors	Degree to which leaders build positive job relationships
	Task Behaviors	Degree to which leaders effectively direct followers toward goal achievement
	Change Behaviors	Degree to which leaders facilitate and drive change in group/organization
Manager Feedback	Feedback Quality	Degree to which leaders provide high-quality feedback
	Feedback Quantity	Number of feedback episodes in prior two weeks
Manager Relationships	Trust in Manager	Belief in the reliability and ability of manager
	Leader-Follower Relationship Quality	Employee’s subjective evaluation of the association they have with their manager
Psychological Safety & Inclusiveness	Psychological Safety	Belief that one can express ideas and take risks without fear of repercussion
	Inclusiveness	Belief that one is fairly treated, valued for who they are, and included in core decision making
Engagement	Emotional Engagement	The emotional energy employees are exerting in their job
Turnover Intention	Turnover Intention (Lower Mean = Better)	The degree to which employees plan to leave CSUF

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Division Comparisons

Division employees that completed survey	35
% Response Rate	34%

Division Results				
(with ranked comparisons to 11 other divisions)				
Category	Measure	Division Mean	Rank	University Mean
(Means based on 1-7 scale)				
Manager Orientations	Self Orientation (Lower Mean = Better)	3.17	7	3.06
	Organizational Orientation	5.78	9	5.96
	Follower Orientation	5.06	8	5.28
Manager Mindsets	Growth Mindset	4.53	6	4.56
	Open Mindset	4.57	7	4.31
	Promotion Mindset	3.60	12	4.11
	Outward Mindset	4.78	9	5.05
Manager Behaviors	Relationship Behaviors	5.34	10	5.74
	Task Behaviors	5.29	9	5.43
	Change Behaviors	4.99	9	5.25
Manager Feedback	Feedback Quality	4.45	11	4.73
	Feedback Quantity (# of Feedback episodes in 2 weeks)	2.51	7	2.47
Manager Relationships	Trust in Manager	5.03	9	5.36
	Leader-Follower Relationship Quality	5.26	8	5.55
Psychological Safety & Inclusiveness	Psychological Safety	5.04	4	4.75
	Inclusiveness	5.16	5	4.85
Engagement	Emotional Engagement	6.24	5	6.17
Turnover Intention	Turnover Intention (Lower Mean = Better)	2.73	3	2.96

Key Takeaways:

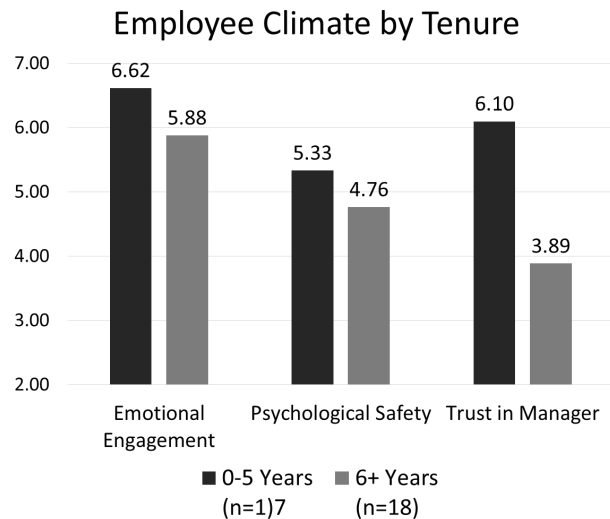
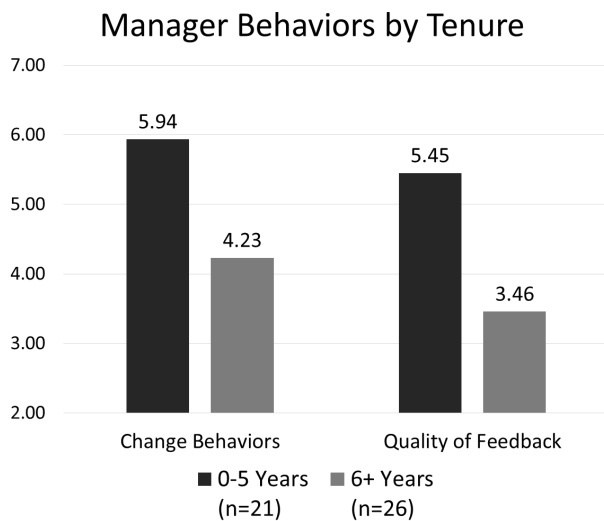
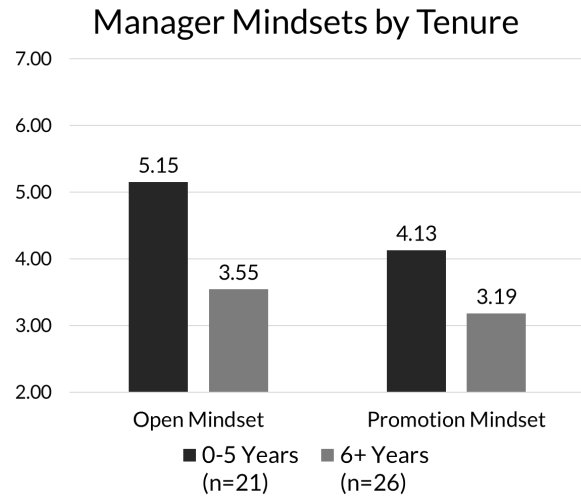
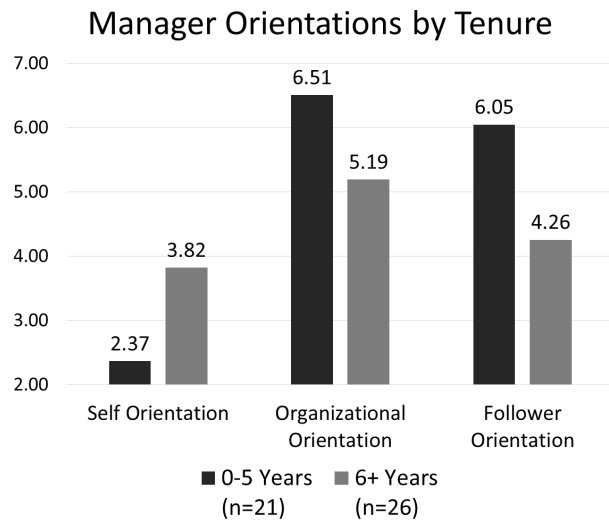
- Relative to the other divisions, the areas where Business & Admin Services are performing above average deals with turnover intention and the aspects of climate related to psychological safety and inclusion
- Business & Admin Services are performing below average in areas dealing with managerial effectiveness : more focused on avoiding problems than organizational goals, poor feedback, and low leader behaviors

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Division Findings

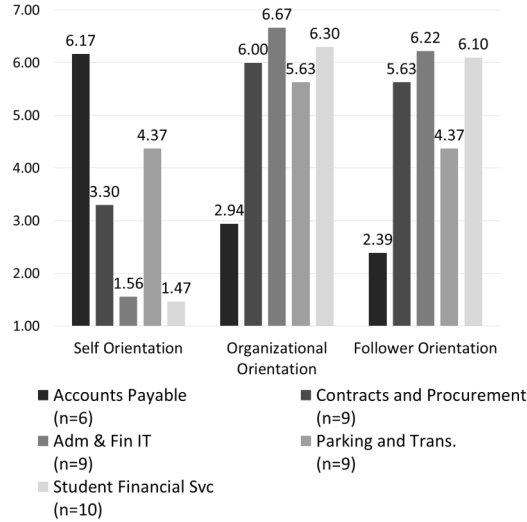
By Tenure



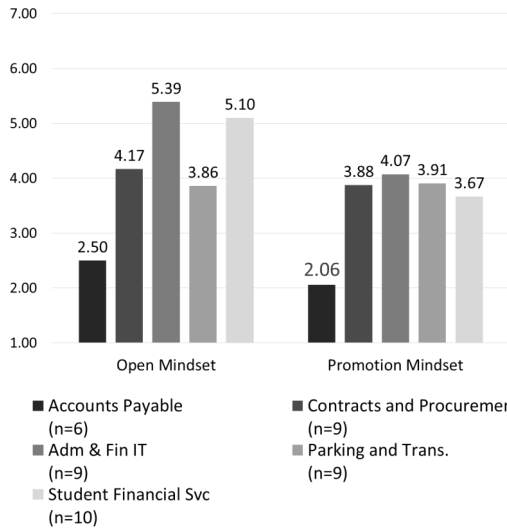
The overall experience of high-tenured employees is much more negative than the experience of low-tenured employees

By Department

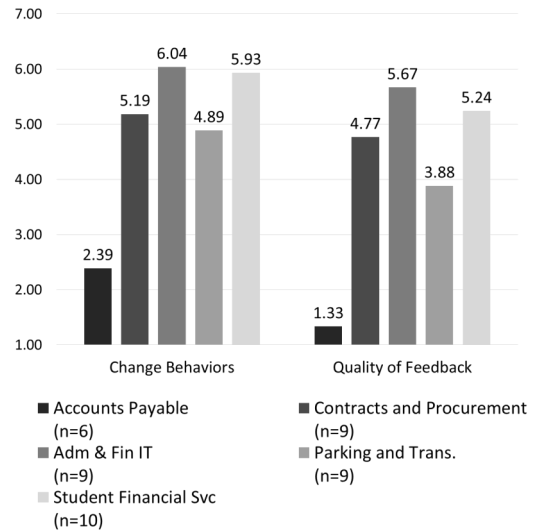
Manager Orientations by Department



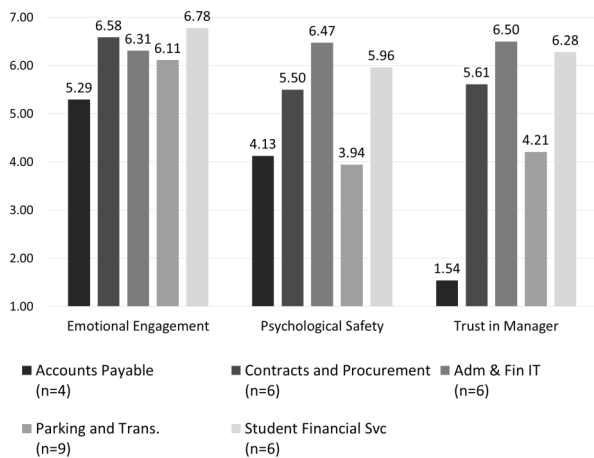
Manager Mindsets by Department



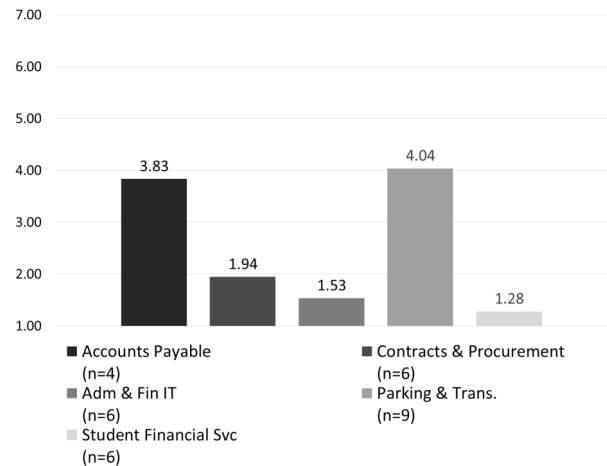
Manager Behaviors by Department



Employee Climate by Department



Employee Climate by Department



- The two departments that seem to have a much more healthy management and climate are Admin and Finance IT and Student Financial Services
- The two departments of biggest concern are Accounts Payable and Parking and Transportation