

# 2018 Workplace Climate Survey Results

## Information Technology

### 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	<b>1144</b>
% Response Rate	<b>26%</b>

<b>Survey Measures</b> (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	<b>34</b>
% Response Rate	<b>25%</b>

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)	3.58	9	3.06
	Organizational Orientation	5.55	11	5.96
	Follower Orientation	4.66	11	5.28
Manager Mindsets	Growth Mindset	4.21	11	4.56
	Open Mindset	3.83	11	4.31
	Promotion Mindset	4.01	9	4.11
	Outward Mindset	4.53	11	5.05
Manager Behaviors	Relationship Behaviors	5.30	11	5.74
	Task Behaviors	5.03	12	5.43
	Change Behaviors	4.76	11	5.25
Manager Feedback	Feedback Quality	4.67	9	4.73
	Feedback Quantity (# of Feedback episodes in 2 weeks)	1.81	11	2.47
Manager Relationships	Trust in Manager	4.81	11	5.36
	Leader-Follower Relationship Quality	5.15	10	5.55
Psychological Safety & Inclusiveness	Psychological Safety	4.59	9	4.75
	Inclusiveness	4.69	9	4.85
Engagement	Emotional Engagement	5.99	8	6.17
Turnover Intention	Turnover Intention (Lower Mean = Better)	3.13	9	2.96

### Key Takeaways:

- Results indicate that across management and climate quality, IT is performing in the bottom quartile

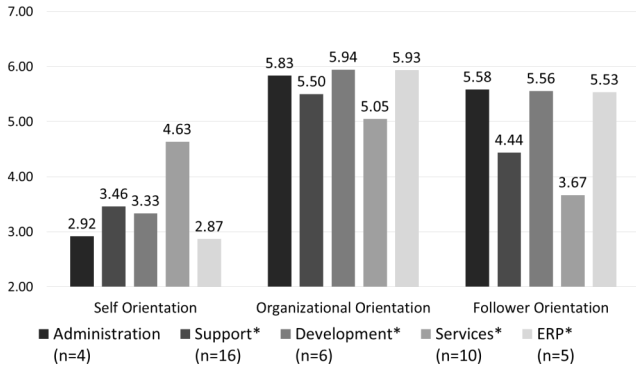
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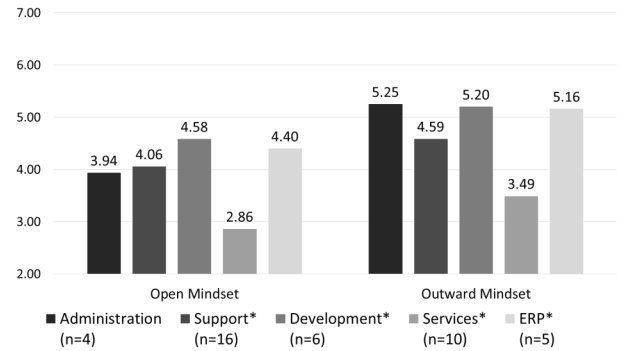
### Division Findings

#### By Department

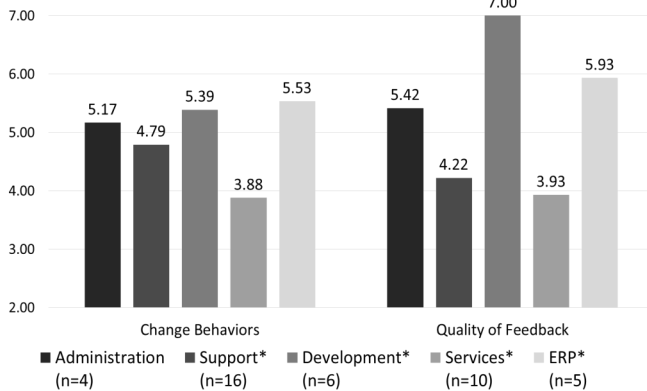
Manager Orientations by Department



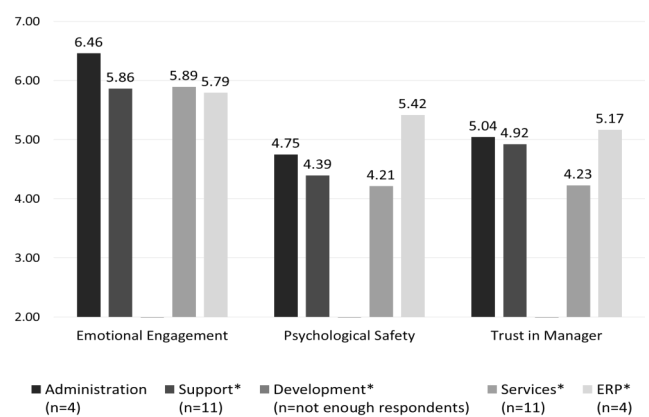
Manager Mindsets by Department



Manager Behaviors by Department



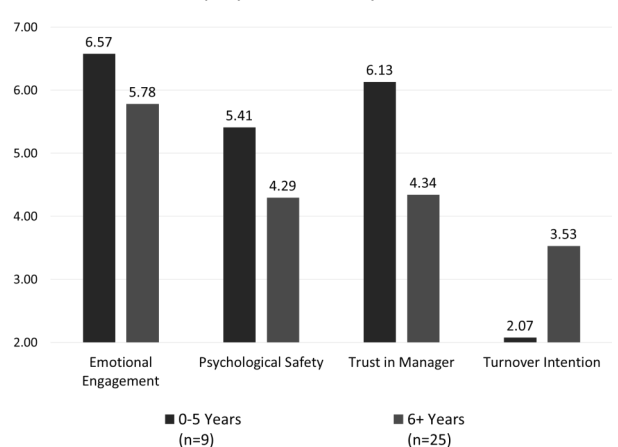
Employee Climate by Department



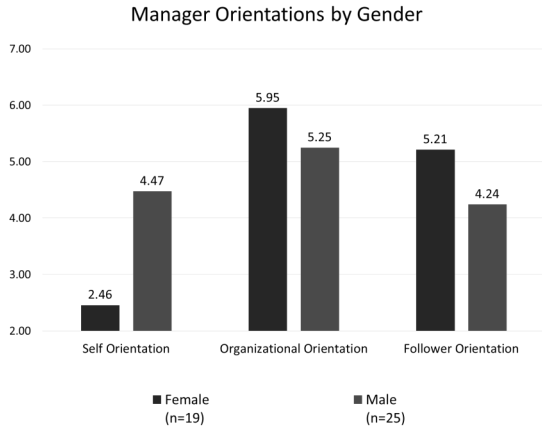
Department Breakdown			
Support	Development	Services	ERP
Call Center Support	Academic Technology Development	Data Center	Enterprise Resource Planning
Center for Academic Tech		Audio Visual Tech Support	Analytic Services
Rollout	Applications Services	Digital Print Services	Operating Systems & Database
Training		Information Security	
User Service Center	Development & App Support	Network Operations	
A&R Info Technology		Infrastructure Services	

#### By Tenure

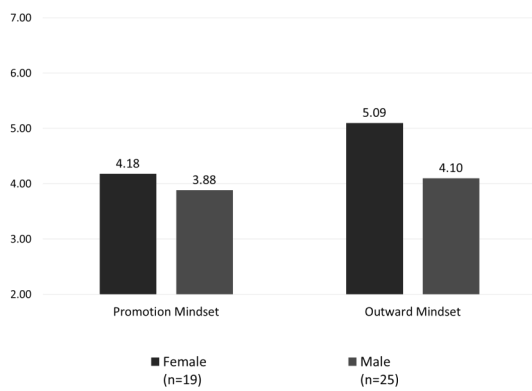
Employee Climate by Tenure



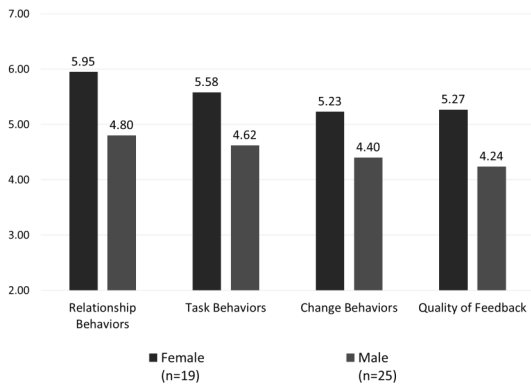
## By Gender



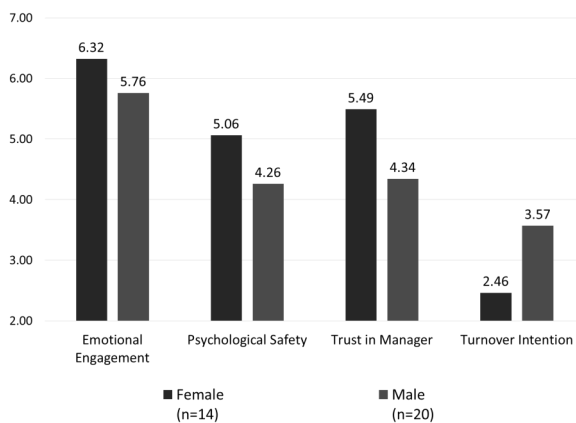
## Manager Mindsets by Gender



## Manager Behaviors by Gender



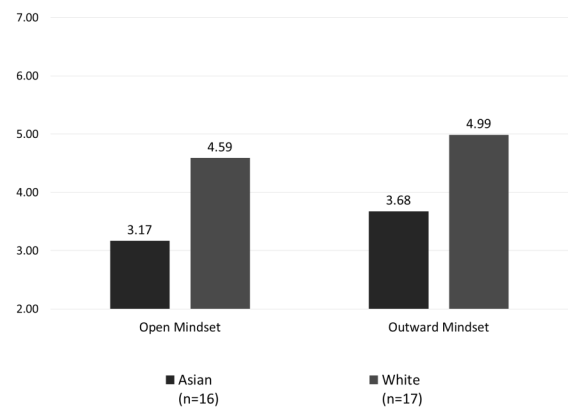
## Manager Climate by Gender



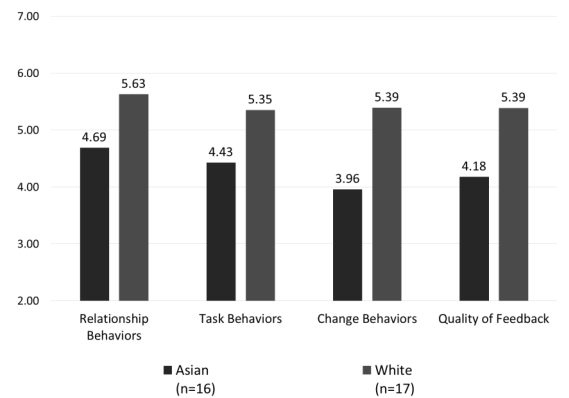
## By Ethnicity



## Manager Mindsets by Ethnicity



## Manager Behaviors by Ethnicity



## Employee Climate by Ethnicity

