



Staff Satisfaction Survey

TTUHSC Institutional Report
2010 2011

Summary

- Overall, staff employees seem to be satisfied with their experiences at TTUHSC.
- Across the institution, they have a satisfactory awareness of their job responsibilities and performance expectations.
- Employee benefits and interactions with immediate coworkers appear to be the most positive aspects of working at TTUHSC.
- In general, staff members are less satisfied with the awareness of staff needs by institutional leaders. Satisfaction was higher among staff in Rural & Community Health, Institutional Advancement, and Academic Affairs.
- Other potential areas of improvement across the institution include salary, reporting complaints without fear of retaliation, and effectiveness of Staff Senators in representing employee interests.
- Staff from Paul L. Foster School of Medicine and Correctional Managed Health Care (CMHC) may benefit from more recognition for their work accomplishments.
- Respondents from Information Technology and CMHC expressed

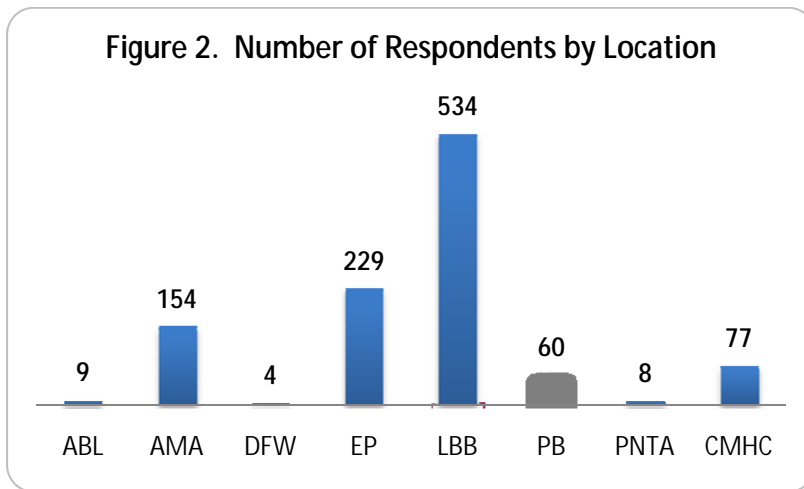
Demographics

When data collection ended, more than one thousand staff (n=1,075) had completed the survey, resulting in a response rate of 28%. (This compares favorably to a 24% response rate in 2008.) According to self reported data, respondents were affiliated with the following areas:

PRIMARY AFFILIATION	LOCATION
<ul style="list-style-type: none">• School of Allied Health Sciences (SOAHS)• School of Nursing (SON)• School of Pharmacy (SOP)• Graduate School of Biomedical Sciences (GSBS)• School of Medicine (SOM)• Paul L. Foster School of Medicine (PLFSOM)• Correctional Managed Health Care (CMHC)• Academic Affairs (AA)• Communications & Marketing (COMM)• Finance & Administration (F&A)• Information Technology (IT)• Institutional Advancement (ADV)• Research (RESEARCH)• Rural & Community Health (RURAL)	<ul style="list-style-type: none">• Abilene (ABL)• Amarillo (AMA)• Dallas/Ft. Worth (DFW)• El Paso (EP)• Lubbock (LBB)• Permian Basin (PB)

Figure 1 provides the number of respondents by primary affiliation. Employees who did not affiliate themselves with one of the given options could select "Other." A "Prefer not to answer"

Each campus had representation, excluding Highland Lakes/Marble Falls. In general, respondents were representative of the institution in terms of location. Lubbock was slightly over represented, and CMHC was slightly under represented compared to the TTUHSC population.



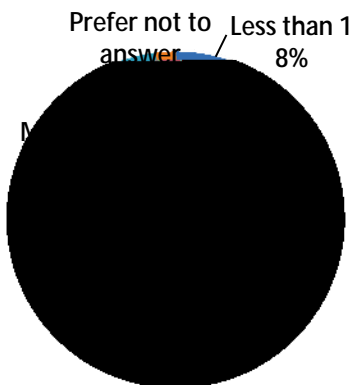
In addition to school and location, respondents provided information related to other demographic variables (see *Table 1*). In general, respondents were representative of the institution for these variables.

Table 1. Respondent Demographics

GENDER		RACE/ETHNICITY		CLASSIFICATION	
Male	20%	White, non Hispanic	59%	Full time	97%
Female	77%	Black, non Hispanic	2%	Part time	3%
Prefer not to answer	4%	Hispanic	29%		
		Asian	2%		
		American Indian or Alaska Native	1%		
		Other	1%		
		Prefer not to answer	7%		

Figure 3 provides the percent of respondents by years of service at TTUHSC. Approximately half of all respondents have worked at TTUHSC for at least six years.

Figure 3. Respondents by Years of TTUHSC Service



Quantitative Data

Staff were asked to indicate their level of satisfaction with each item using a 6 point scale (6=Very Satisfied, 5=Satisfied, 4=Somewhat Satisfied, 3=Somewhat Dissatisfied, 2=Dissatisfied, and 1=Very Dissatisfied). Respondents were also given a *Not Applicable* option, but these responses were not included in the calculation of item means.

Institutional Results (pp. 6 10): *Table 2* presents survey results for the institution as a whole. For each item, the following data are provided:

- Mean level of satisfaction
- Total number of respondents for all responses
- Percent distribution across response options
- Number of respondents for a specific response
- Color coded graph

In order to protect the identity of respondents, means are not provided for locations that had fewer than 5 respondents.






Means are color coded to highlight areas of strength and potential improvement across locations. See *Institutional Results* for a description of these codes. Note there are three red cells indicating areas of clear dissatisfaction. Unfortunately, these cells appear in the "Prefer not

means 1 Tf 3.093 0 Td (in)Tj /C2_0 Tc <00

TABLE 2. INSTITUTIONAL

	Mean*	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Distribution**
SECTION 00500-824463(11.0)-4694(954.48)C50.153 025p01 0 151.5 54.48 T7 0 8.3114 -8.3119 0 269.4 236.7 Tm(1)049M11. M21 Tm(1 8.31 und 25per 0 87n46.82d)ad	5.26	46.1	41.1	7.9	3.4	1.0	.5	-	
	1046	482	430	83	36	10	5	-	
	5.16	41.6	41.9	10.2	3.9	1.8	.6	-	
	1046	435	438	107	41	19	6	-	
	4.15	18.7	28.9	24.1	12.3	8.6	7.2	.2	
	1042	195	301	251	128	90	75	2	
	4.33	16.2	42.2	17.9	11.8	5.4	6.3	.2	
	1041	169	439	186	123	56	66	2	
	4.95	31.7	47.8	11.0	4.2	2.3	2.6	.3	
	1041	330	498	115	44	24	27	3	

* Red: <3.00, Yellow: 3.00-3.99, Green: 5.00

		Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Distribution**
SECTION II - cont.	Mean* n	% n	% n	% n	% n	% n	% n	% n	
6. My perceived job security in the current economy	4.37	13.5	38.9	28.9	11.0	4.2	3.3	.2	
	1037	140	403	300	114	44	34	2	
7. Contribution of my work to the institutional mission	4.98	28.1	48.8	15.6	3.7	.8	1.3	1.8	
	1039	292	507	162	38	8	13	19	
8. Meaningfulness of my work to society	4.97	29.3	48.2	14.6	3.2	1.9	1.4	1.4	
	1037	304	500	151	33	20	15	14	
9. My interactions with my immediate supervisor	4.74	34.3	35.6	13.2	7.0	4.6	4.9	.4	
	1043	358	371	138	73	48	51	4	
10. My interactions with my immediate coworkers	5.05	35.0	45.5	11.8	4.5	1.4	1.3	.5	
	1040	364	473	123	47	15	13	5	

* Red: <3.00, Yellow: 3.00-3.99, Green: 5.00

** Dark green indicates the highest level of satisfaction. Bright red indicates the highest level of dissatisfaction.

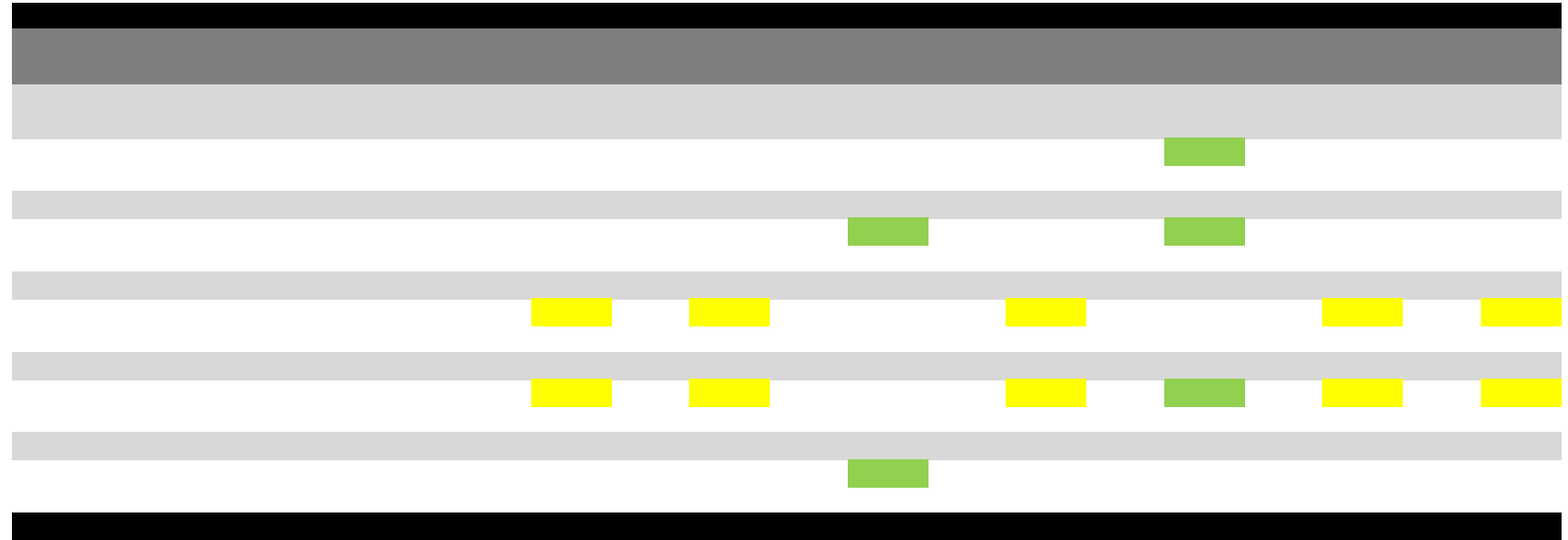
	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Distribution**
Mean*	%	%	%	%	%	%	%	
n	n	n	n	n	n	n	n	
4.15	5.9	38.0	29.2	11.9	6.3	3.6	5.1	
1027	61	390	300	122	65	37	52	
4.24	14.8	38.7	21.8	10.4	7.4	6.5	.3	
1026	152	397	224	107	76	67	3	
4.13	15.6	33.6	21.8	12.8	8.0	7.8	.4	
1026	160	345	224	131	82	80	4	
3.86	13.2	31.6	18.0	11.8	11.1	12.7	1.7	
1026	135	324	185	121	114	130	17	
4.25	13.8	38.6	22.1	10.8	7.8	5.2	1.7	
1022	141	395	226	110	80	53	17	

* Red: <3.00, Yellow: 3.00-3.99, Green: 5.00

** Dark green indicates the highest level of satisfaction. Bright red indicates the lowest level of satisfaction. (B) indicates a statistically significant difference between the two groups.

TABLE 3. RESULTS BY PRIMARY AFFILIATION

	SOAHS		SON		SOP		GSBS		SOM		PLFSOM		ACADEMIC AFFAIRS		RESEARCH	
SECTION I-A	n	Mean* SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
1. My awareness of the President's vision for TTUHSC	60	4.57 0.93	35	5.11 0.58	33	4.61 1.03	8	4.13 1.46	262	4.62 0.96	112	4.54 0.90	10	4.80 1.14	22	4.73 1.08
2. Commitment of institutional leaders to ongoing improvement	61	4.20 1.03	35	4.86 0.97	34	4.47 1.02	9	3.67 1.12	275	4.28 1.10	113	4.02 1.22	11	4.55 0.69	25	4.40 0.96
3. Institutional leaders' awareness of staff needs	63	3.49 1.20	35	3.91 1.22	34	3.65 1.15	7	3.14 1.21	277	3.52 1.25	114	3.23 1.41	11	4.00 1.10	24	3.92 1.02
4. Effectiveness of Staff Senators in representing my interests	50	3.88 1.12	31	4.42 1.26	31	4.10 1.25	7	4.29 0.49	234	3.94 1.21	100	3.36 1.32	11	4.36 1.03	22	4.18 1.33
5. Effectiveness of my immediate supervisor	64	4.02 1.73	36	5.25 1.05	35	4.97 1.20	8	5.25 0.89	278	4.40 1.50	117	4.09 1.67	11	5.09 1.04	27	4.93 1.36



SECTION II-A

	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	Mean SD	Mean SD	Mean SD
1. My understanding of my job responsibilities	62	5.10 1.00	34	5.59 0.61	35	5.51 0.66	9	5.44 0.73	275	5.34 0.88	5.16 0.88	5.36 0.81	5.13 1.23
2. My awareness of performance expectations for my position	62	4.97 1.44	34	5.59 1.38	35	5.49 1.44	9	5.33 1.12	275	5.24 1.46	5.07 1.40	5.27 1.08	4.83 1.53
3. My confidence in my supervisor	62	4.35 1.29	34	5.06 0.98	35	4.51 1.20	9	5.11 0.78	275	4.33 1.37	4.05 1.50	5.00 1.00	4.46 1.38
5. Sense of personal safety/security in the work environment	61	4.90 1.09	33	5.18 1.16	35	5.29 0.75	9	5.44 0.53	275	4.95 1.17	4.88 1.00	5.64 0.50	4.88 1.30

TABLE 4. RESULTS BY LOCATION

[REDACTED]
[REDACTED]
[REDACTED]

	ABILENE		AMARILLO		DFW		EL PASO		LUBBOCK		PERMIAN BASIN (MIDLAND/ODESSA)		CMHC**		PREFER NOT TO ANSWER	
SECTION II	n	Mean* SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD	n	Mean SD
1. My understanding of my job responsibilities	9	5.33 1.00	153	5.32 0.82	<5	- -	221	5.17 0.85	517	5.31 0.91	58	5.07 0.97	77	5.29 0.72	7	4.57 0.79
2. My awareness of performance expectations for my position	9	5.44 0.53	153	5.25 0.82	<5	- -	220	5.09 0.88	518	5.21 0.99	58	4.86 1.07	77	4.99 1.07	7	4.86 0.69
3. Recognition for my work accomplishments	9	4.00 1.94	153	4.34 1.39	<5	- -	219	3.98 1.44	515	4.21 1.49	57	4.16 1.28	77	3.83 1.49	6	4.17 1.83
4. Workload for my position	9	4.78 1.64	153	4.51 1.28	<5	- -	217	4.17 1.38	515	4.35 1.39	58	4.41 1.28	77	4.18 1.37	6	3.83 1.60
5. Sense of personal safety/security in the work environment	9	5.56 0.53	153	4.93 1.06	<5	- -	220	4.84 1.06	512	5.05 1.12	57	4.98 0.86	76	4.50 1.30	7	4.71 1.11

* Red: <3.00, Yellow: 3.00-3.99, Green: 5.00

** CMHC respondents were not asked to indicate a specific unit. Data are provided for comparative purposes only.

	Mean*	Mean	Mean	Mean	Mean	Mean	Mean	Mean
	SD	SD	SD	SD	SD	SD	SD	SD
	4.11	4.47	-	4.28	4.42	4.36	4.09	3.67
	1.45	1.04	-	1.19	1.18	1.21	1.24	0.82
	5.00	4.99	-	4.95	5.02	4.98	4.79	4.29
	1.00	0.85	-	0.93	0.92	0.92	1.12	1.50
	5.00	4.99	-	4.92	5.00	4.98	4.85	5.14
	1.00	0.92	-	1.06	0.99	1.04	0.97	0.69
	5.00	4.76	-	4.63	4.78	4.59	4.69	5.00
	1.80	1.31	-	1.34	1.41	1.27	1.42	1.41
	5.33	5.13	-	4.93	5.06	5.05	5.11	5.00
	1.00	1.00	-	0.96	1.04	0.82	0.86	1.00

* Red: <3.00, Yellow: 3.00-3.99, Green:



											CMHC**	
	Mean*	Mean	Mean	Mean	Mean	Mean	Mean	n	Mean	Mean		
	SD	SD	SD	SD	SD	SD	SD		SD	SD		
	3.71	4.16	-	4.21	4.25	3.92	75	3.61	3.43			
	1.70	1.17	-	1.12	1.11	1.19		0.76	1.51			
	4.63	4.45	-	4.16	4.19	57	4.63	74	4.09	2.86		
	1.69	1.31	-	1.34	1.43	1.05		1.44	1.68			
	3.88	4.34	<5	-	211	3.99	510	4.14	4.36	76	3.87	3.29
	1.55	1.36	-	-	1.47	1.46		1.15	1.60	1.80		
	3.43	4.08	-	3.65	3.92	3.91	75	3.63	2.86			
	1.81	1.47	-	1.57	1.62	1.35		1.86	1.86			
	3.67	4.38	-	4.05	4.32	54	4.20	76	4.09	3.86		
	1.51	1.27	-	1.34	1.35	1.22		1.41	1.77			

* Red: <3.00, Yellow: 3.00-3.99, Green: 5.00

Qualitative Data

At the end of the survey, staff were asked to respond to two open ended questions: (1) What do you like most about working at TTUHSC; and (2) how can your work experiences at TTUHSC be improved? Approximately 666 staff employees provided responses to the first question, and 496 employees responded to the latter. In total, the *Staff Satisfaction Survey* generated 1,162 open ended comments.

These comments have been organized into separate reports by primary affiliation. Each report by affiliation is also organized by location to enhance the usability of the information. However, specific locations are not provided if there were fewer than 5 respondents. Comment reports will be distributed using the following guidelines:

- Due to the sensitive nature of some of the comments, comment reports will not be posted online.
- Members of the President's Executive Council will receive comments only from respondents in their respective areas.
- The President of Texas Tech University Health Sciences Center and Assistant Vice President for Human Resources will receive the comments in their entirety.

It may be possible to conduct additional analyses using formal qualitative methods. Please contact the *Office of Institutional Planning & Assessment* to discuss your specific needs.

Using Information for Continuous Improvement

More often than not, it's difficult to determine what to do with information collected from