

Are We Making Progress? – Faculty and Staff Perceptions

Baldrige Criteria for Performance Excellence – Morehead State University



Executive Summary

- ✓ A total of 473 faculty and staff completed the survey conducted in Spring 2008.
- ✓ Respondents were primarily from main campus, and represented every college and administrative division.
- ✓ Approximately three-quarters of the faculty and staff said that they were satisfied with their job (72.1% agreed or strongly agreed). However, overall job satisfaction declined slightly from the 2006 survey, where 76.6% of faculty and staff reported satisfaction. Driving this decline was lower overall job satisfaction among staff (from 81.2% in 2006 to 73.3% in 2008). Faculty satisfaction was up slightly from 67.1% to 68.5%. Despite these changes from the last survey administration, staff members still report higher satisfaction on average than faculty members.
- ✓ The main themes of the survey results remain consistent with the results from 2006:
 - Faculty and staff once again highlighted their commitment to quality work. They reported that they know how to measure the quality of their work, they analyze their work for improvement, they have good processes, and they use these analyses to make decisions about their work. The natural result of good processes and measurements is that the work product of faculty and staff meets all requirements (just over 92% of faculty and staff said they agreed or strongly agreed with this statement).
 - Faculty and staff also highlighted their strong commitment to MSU's students again this year. They provided high scores on items such as "I keep in touch with my students/stakeholders" and "I know who my most important students/ stakeholders are." They also strongly agreed that they understand what we are trying to accomplish here at MSU (81.7% agreed or strongly agreed with "I know our organization's mission"). Therefore, students are satisfied with their work, according to 89% of faculty and staff.
 - Once again, faculty and staff focused on the need to remove barriers to progress. In particular, 28% of faculty and staff disagreed that they can get everything they need to do their job, while 26% stated that they disagreed with the statement "my organization removes things that get in the way of progress." These two items garnered the largest percentage of negative responses among faculty and staff; however, fewer respondents had negative responses this year when compared with the last survey. So, while the same areas remain the most problematic, the magnitude of the dissatisfaction seems to have abated somewhat.
 - Faculty and staff also pointed to a lack of engagement in decision-making once more. Just over one-quarter (26.6%) of faculty and staff disagreed that their

organization asks what they think, and a similar number (26.2%) said that their organization does not ask for their ideas as it plans for the future. On a possibly related note, 22% stated that their senior leaders did not create a work environment that helps them do their jobs, and 21% said that the organization does not use their time and talents well.

- Information sharing was another consistent theme that came from the survey results. A substantial portion (22%) of faculty and staff said that they disagreed that university leaders share information about the organization. This result is nearly identical to the proportion in 2006. Similarly, approximately one in five faculty and staff state that they do not know the parts of the organization's plans that affect them and their work, and said that they do not know how well their organization is doing financially (21% disagreed with each statement).
- ✓ Although the general themes remain the same, respondents indicate that improvement has been made. In fact, faculty and staff were directly asked their opinion of the improvement made in the areas of communications and removing barriers to progress, and the majority affirmed there had been improvement. Concerning communications, 80% of faculty and staff thought there had been at least some degree of improvement, with 15% saying this area was very much improved. Likewise, 75% said there had been at least slight improvement in the area of removing barriers to progress, with nearly 12% stating that this area was very much improved.

Complete survey results can be found at:
<http://www.moreheadstate.edu/adminsurvey/>