

OCFO Communications Survey 2008

Results Reported by Angela White
Town Hall
April 30, 2008



During the Town Hall presentation, not all survey results were reported. Angela White picked some of the more interesting findings and included several summarized comments. In this full report all statistics and most comments are included in summary form. In the case where comments named particular individuals, those remarks were removed or cited in a more general way.

Please contact Angela, adwhite@lbl.gov, (510) 486-7873 or any member of the Communications Committee with questions or concerns you might have.

2008 OCFO Strategic Plan

- Major initiative to enhance internal communications
- Communications Committee to develop OCFO Communications Plan
- Results of this survey will contribute to the development of that plan
- Plan will recommend initiatives and ideas for improving communication



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Most of you are aware that there is a major initiative to enhance internal communications in the OCFO as part of the new Strategic Plan. One way that Jeffrey and the Senior Managers supported this effort was by establishing an independent Communications Committee to develop an OCFO Communications Plan that would recommend initiatives and ideas for improving communication.

The Committee decided to conduct a survey to get the pulse of the OCFO community, along with some good ideas and also constructive criticism. The intent of this approach was to include as many different voices as possible.

Background

- October 2007 – Invitation to join OCFO Communications Committee via level-1 email
- Committee met several times to develop a Project Charter

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In October an invitation was sent out via level-1 email to the entire OCFO community inviting anyone who was interested to join the new Communications Committee. 14 people joined. We met several times to develop a Project Charter.

Committee Members



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Feel free to contact any of these Committee members to provide feedback, ideas, suggestions.

Committee Mission

The mission of the OCFO Communications Committee is to develop an OCFO Communications Plan that will foster effective communication that supports a positive and productive work environment at every level within the OCFO.

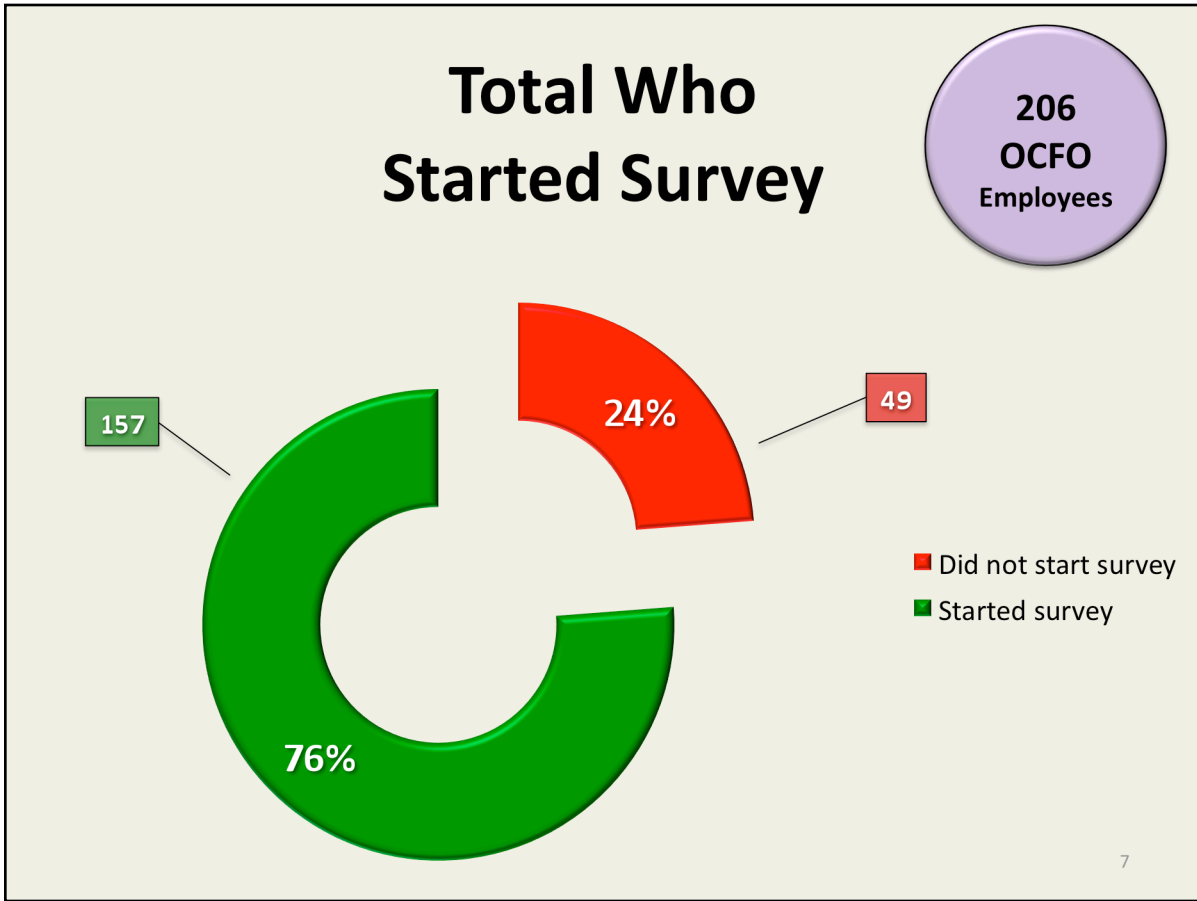
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How Survey Was Created

- Used collective brainstorming
- Referenced other communication surveys for ideas



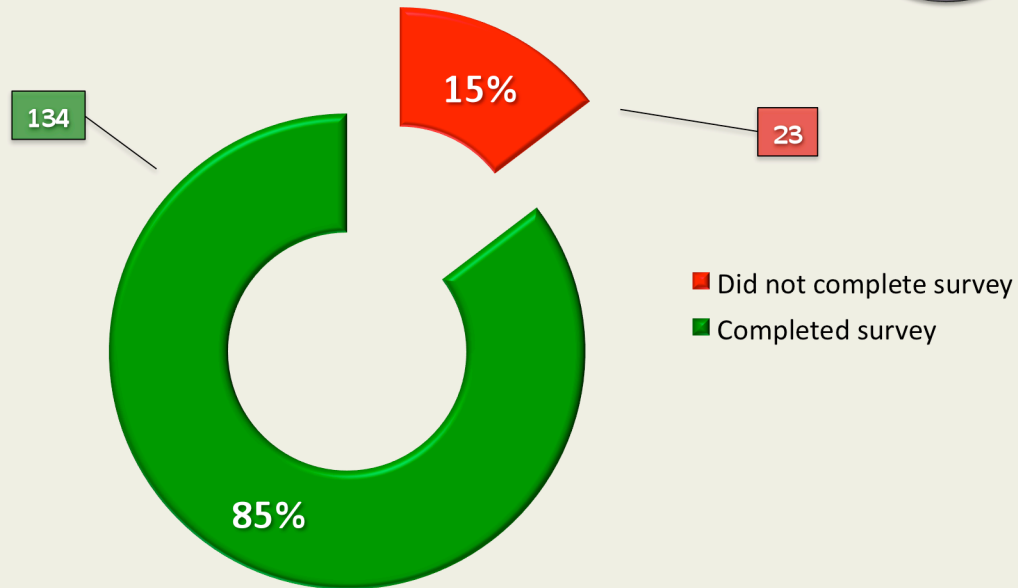
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There are a total of 206 employees in the OCFO who were sent the survey via email. 157 people started the survey, 76% of the OCFO community.

Percentage of Starts Who Completed Survey

157
Survey
Starts

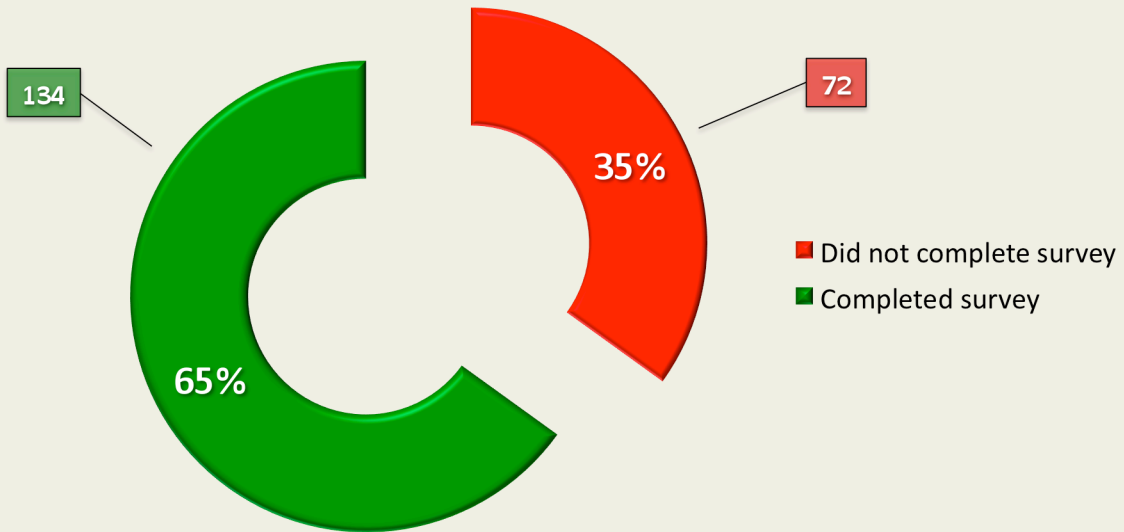


8

85% of those people who started the survey actually completed it. Of the 157 who started the survey, 19 dropped off at the third question about overall satisfaction. Another 4 slipped away at some other point before completing the survey.

Total Who Completed Survey

206
OCFO
Employees



9

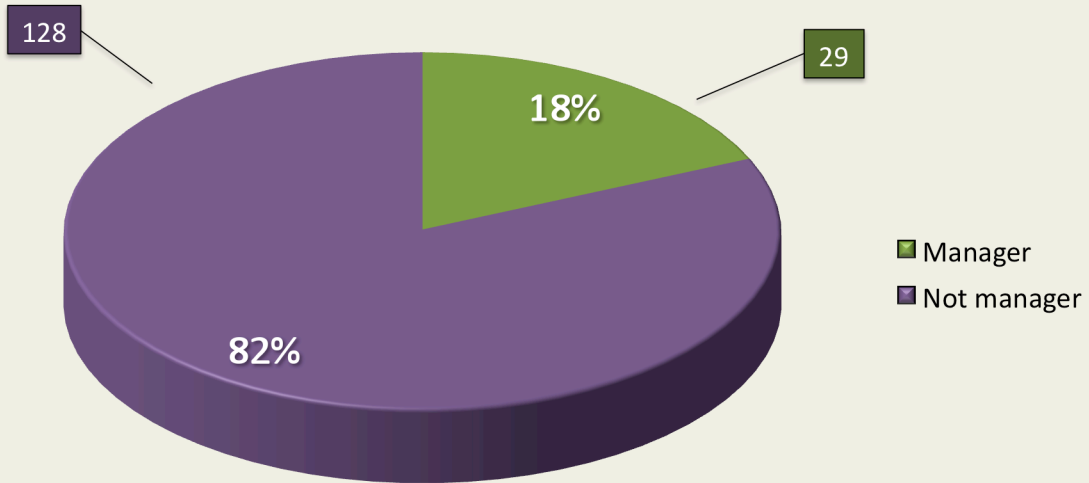
134 people completely finished the survey, answering all required questions. 5 of those surveys were done on paper and the rest online using the SurveyMonkey tool.

The Survey Tool

- SurveyMonkey tool allows for anonymous surveying
- Application tracks IP Addresses behind the scenes to prevent duplicate responses
- Administrator selected NOT to collect these IP Addresses
- No way for Lab to locate origins of responses

10

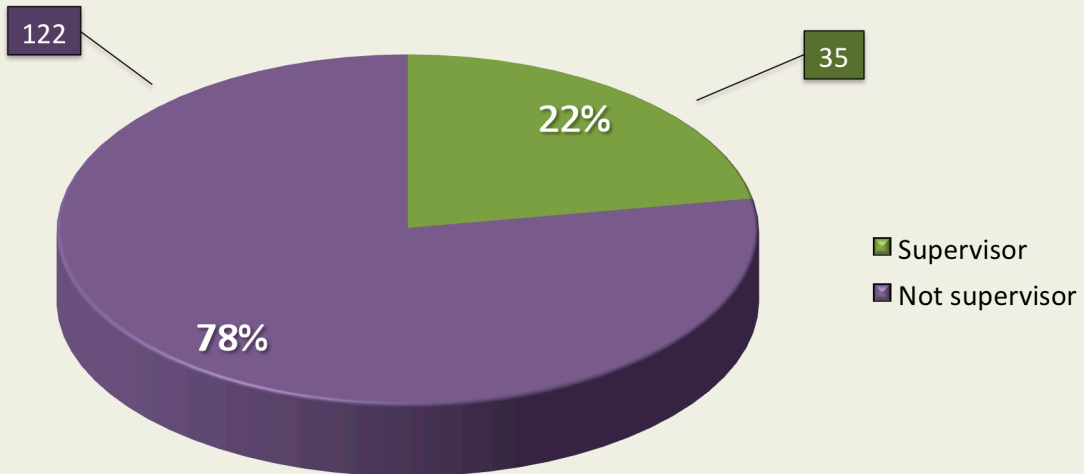
Are you a manager?



Percentage of total respondents who are or are not managers

1. Are you a manager? (Required)

Do you supervise one or more people?

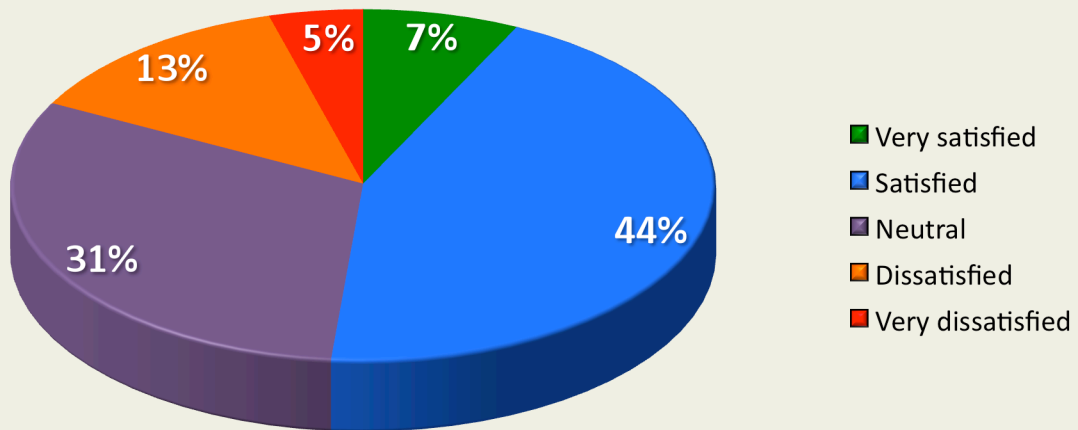


Percentage of total respondents who are or are not supervisors

12

2. Do you supervise one or more people? (Required)

Overall Satisfaction with Communications in the OCFO

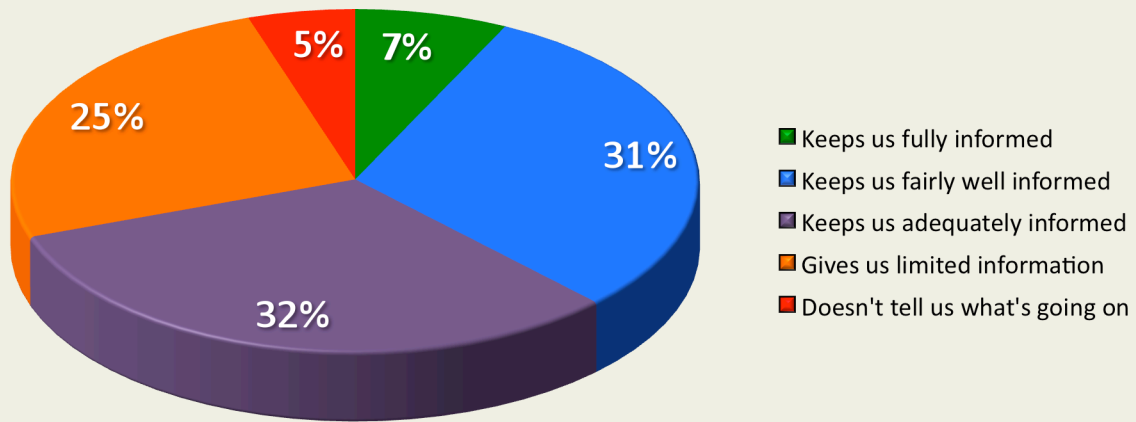


Percentage of total respondents per level of satisfaction

13

3. Overall, how satisfied are you with communications in the OCFO?
(Rating) (Required)

Overall Impression of Communications in the OCFO

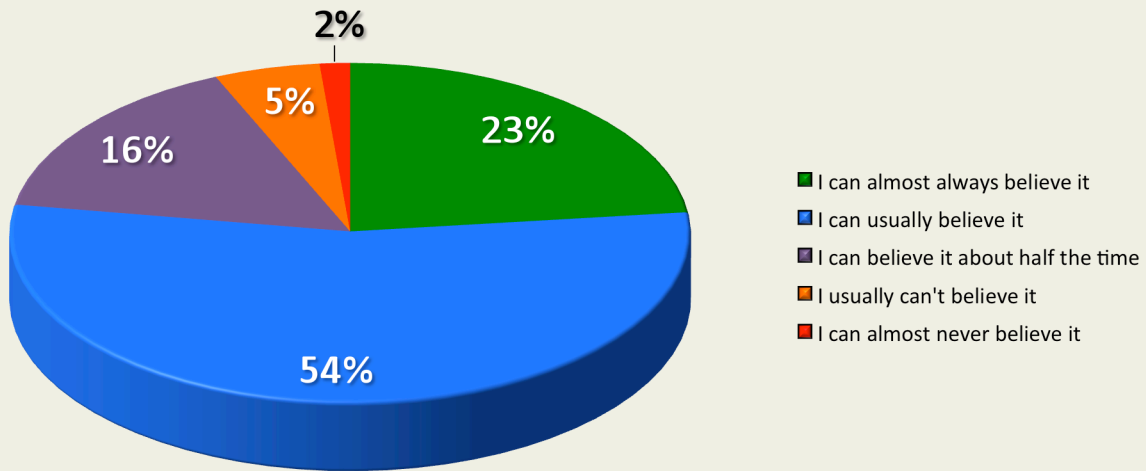


Percentage of total respondents per impression rating

14

4. Which best describes your impression of communications within the OCFO? (Rating) (Required)

Feeling About Information as to Believability

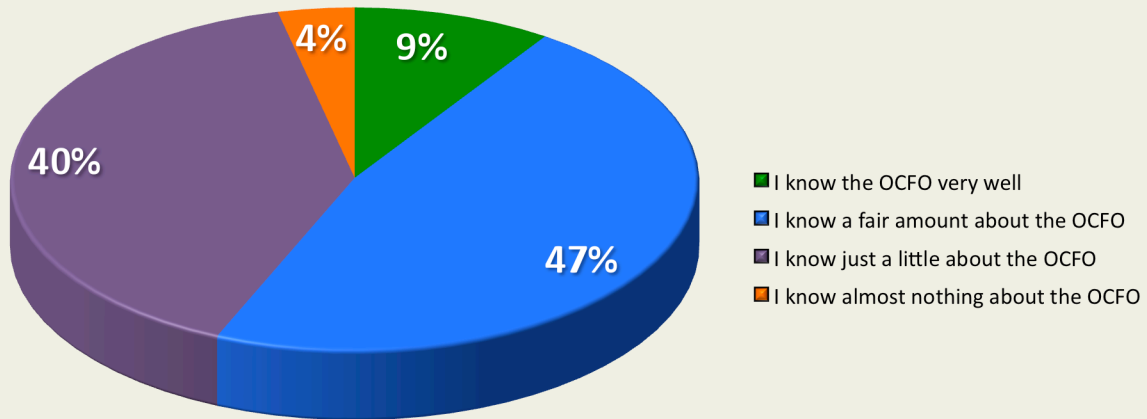


Percentage of total respondents per believability rating

15

5. How do you feel about the information you receive? (Rating)
(Required)

How well do you feel you know the OCFO organization?

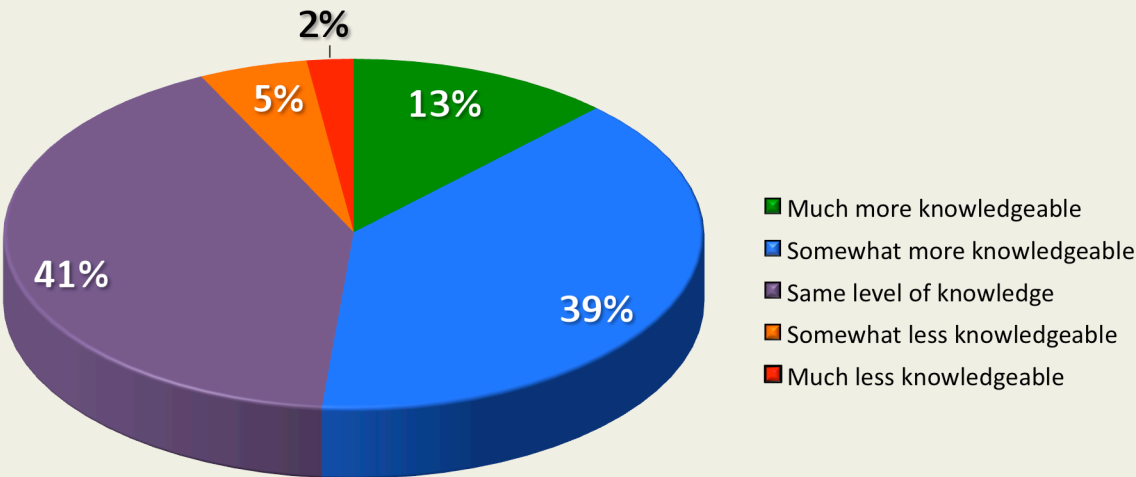


Percentage of total respondents per OCFO familiarity rating

16

6. How well do you feel you know the OCFO organization? (Rating)
(Required)

Compared to Last Year, Level of Knowledge of OCFO



Percentage of total respondents per amount of knowledge

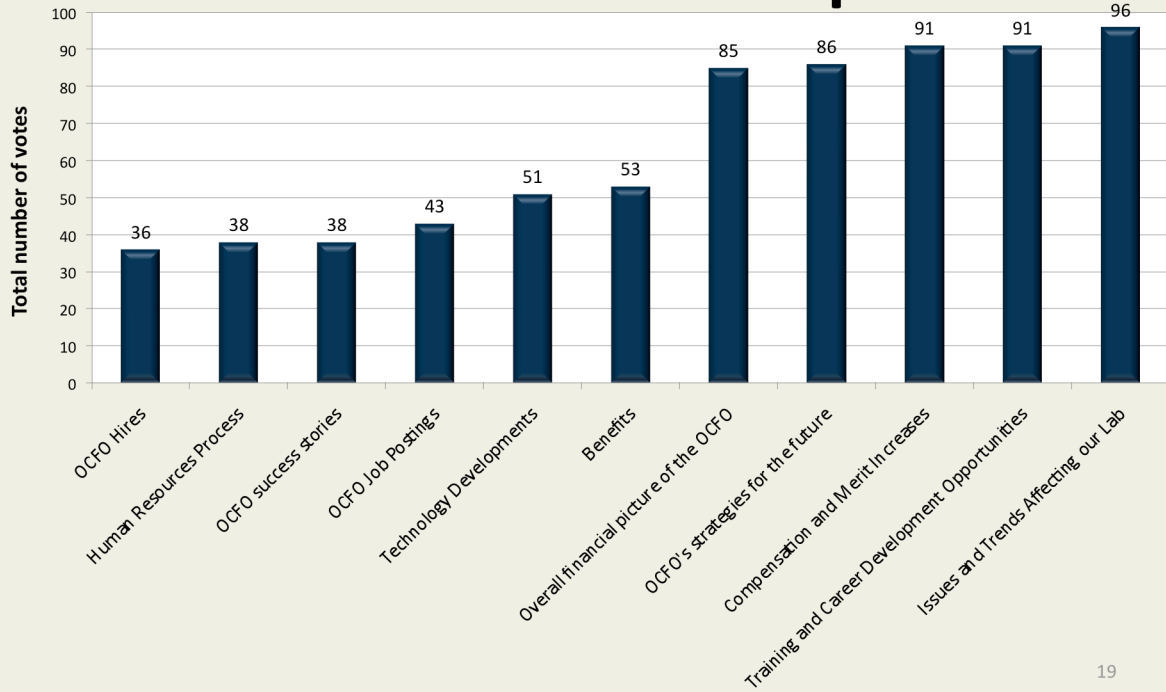
7. Compared with a year ago, how would you rate your knowledge of the OCFO, its strategies, and its ongoing accomplishments? (Rating)
(Required)

Summary of “Best Thing” Comments

Category	Total	Type
Email is a good source of communications	13	Positive
Described being well-informed	11	Positive
Acknowledged the efforts being made as a good thing	10	Positive
Described the communications as short, brief, and timely	8	Positive
Finance Network	6	Positive
Described an example of good customer service	5	Positive
Felt that communication efforts from management are good	5	Positive
Meetings are a good source of information	5	Positive
Appreciated openness, honesty, and/or enthusiasm to communicate in some way	5	Positive
Town Hall is a good source of information	5	Positive
Described a way in which Jeffrey or other managers were accessible	4	Positive
Appreciated the survey or efforts of the Communication Committee	4	Positive
Cited the OCFO Website as a best communications tool	4	Positive
Felt that members of the OCFO community receive collective information equally	3	Positive
Cited the OCFO Newsletters as effective tools for communication	3	Positive
Cited the Budget Updates	1	Positive
Cited communications between DBC and OCFO	1	Positive
Mentioned that personal touches in communications have made a difference	1	Positive
Cited the Policies and Procedures	1	Positive
Cited the RMLC Meetings	1	Positive
N/A - made an incomplete statement that was too ambiguous to understand	5	N/A
Simply provided commentary in general about what good communications means	3	N/A
Said that they were too new to comment	2	N/A
Said there was nothing good or best about the OCFO communications	7	Negative
Felt that information received is limited in some way	3	Negative
Felt that members of the OCFO community do not receive collective information equally	2	Negative
Said that the way we structure our email needs to be improved - audiences defined, duplicates addressed	1	Negative
Grand Total	119	

8. What is the best thing about communications in the OCFO? (Required)

Most Important Communications Topic?



19

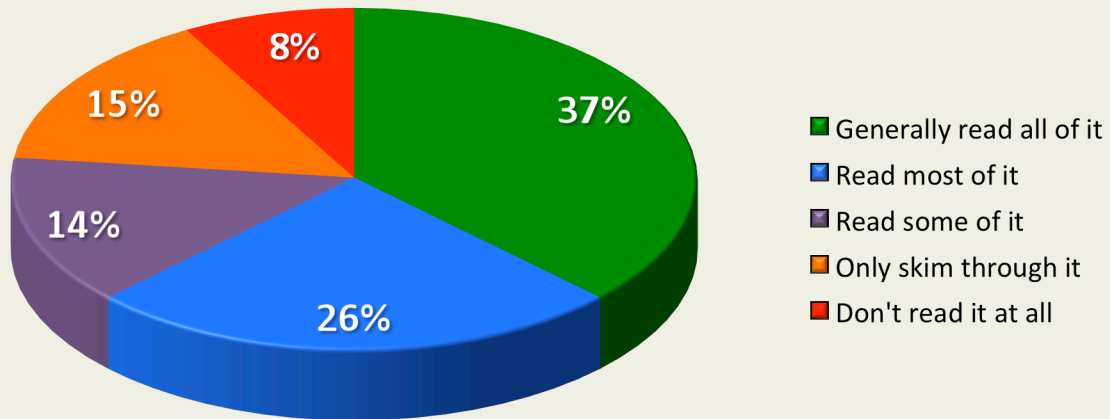
9. Select the items below that are very important to receive communications about? (TOP FIVE) (Required)

Other Important Topics by Category

Category	Total
Benefits, Compensation and Merit Increases	2
Budget cuts, implications, and/or layoff information	4
Career development	3
Color of money issues	1
Committees and task force information	2
Important decisions made and by whom	1
Job Postings	2
Just Great already!	2
More about Divisional side of things	1
New hires	1
OCFO Success Stories	2
OCFO's strategies for the future	3
Overall financial picture of the OCFO/Lab	4
Personal profiles	1
Policy and/or procedural changes	3
Process re-engineering plans and its effects on departments	5
Rate structures	1
Relationship to UC/DOE	1
Scientific news of larger projects	1
Staffing projections	1
System changes	1
Technology Developments	1
The move	3
Grand Total	58

10. What other topics do you feel are important for you to know more about and would like the OCFO to include in future communications?
(Optional)

Percentage Read of OCFO Newsletter

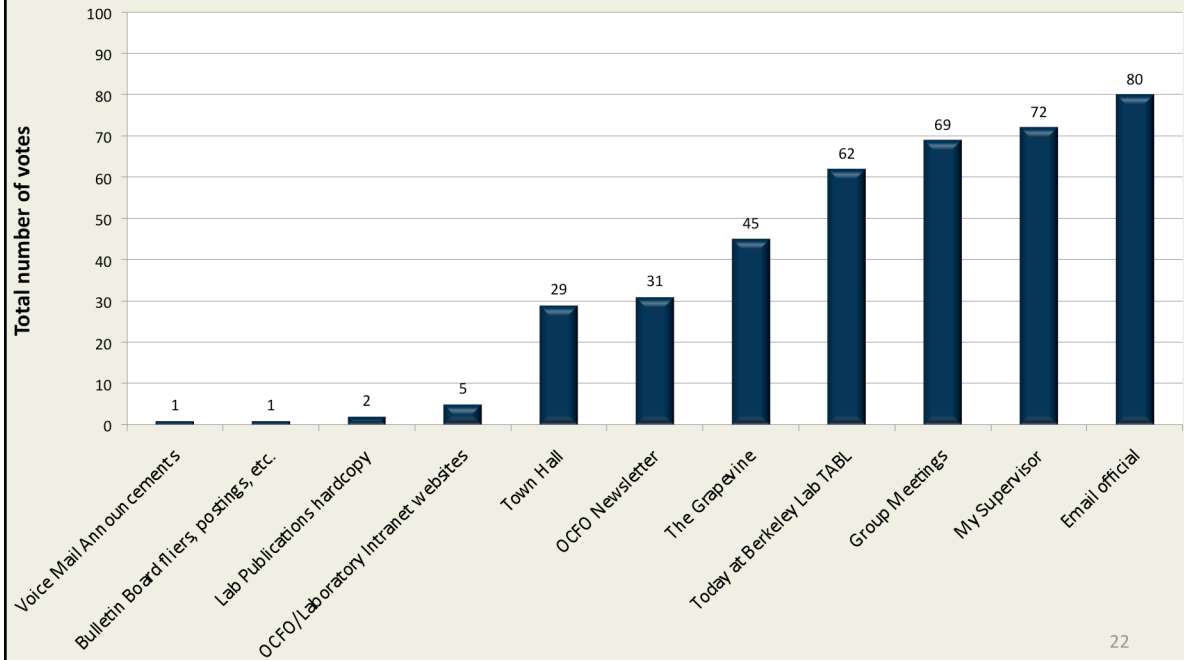


Percentage of total respondents per amount of newsletter read

21

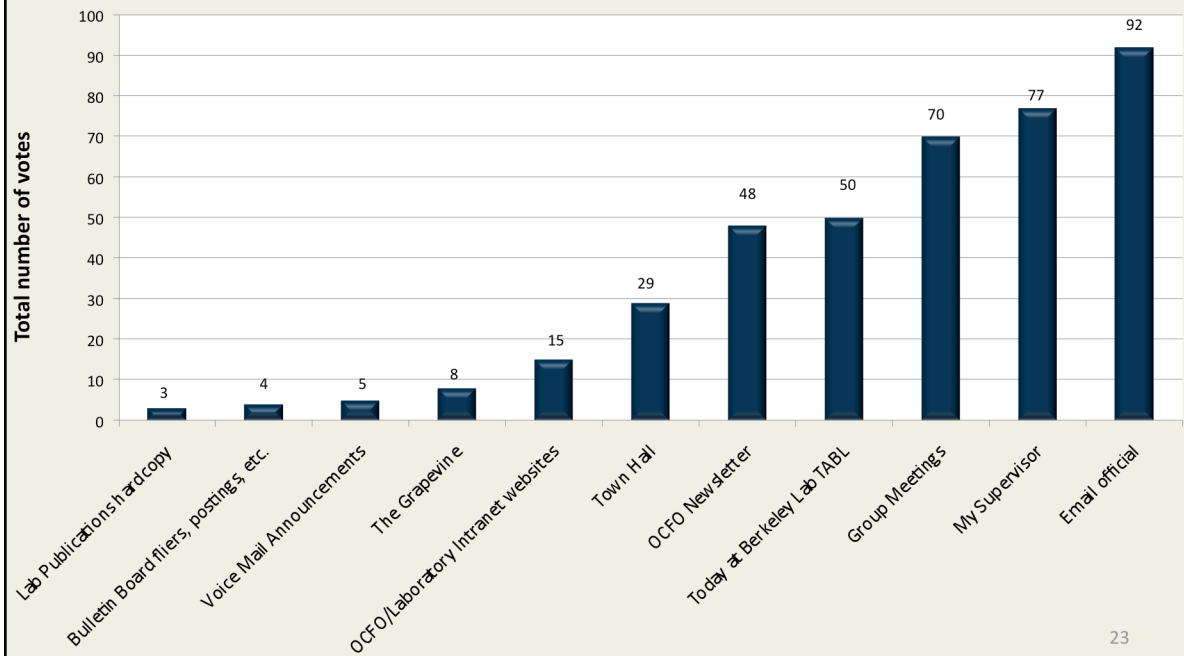
11. How much of the OCFO newsletter do you read? (Required)

Current Method for Communications



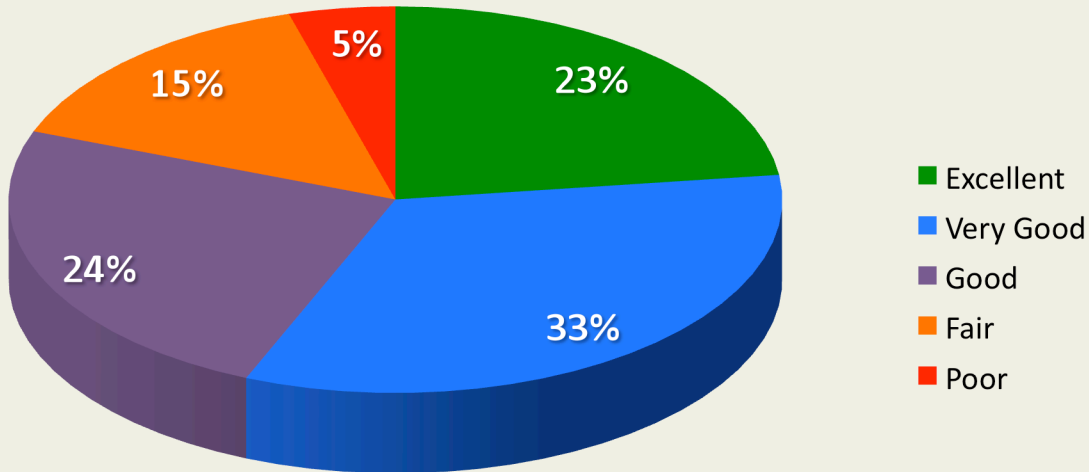
12. From which of the following sources do you now receive most of your information about what is going on in the OCFO? (TOP THREE) (Required)

Preferred Method for Communications



13. From which of the following sources would you prefer to receive most of your information about what is going on in the OCFO? (TOP THREE)
(Required)

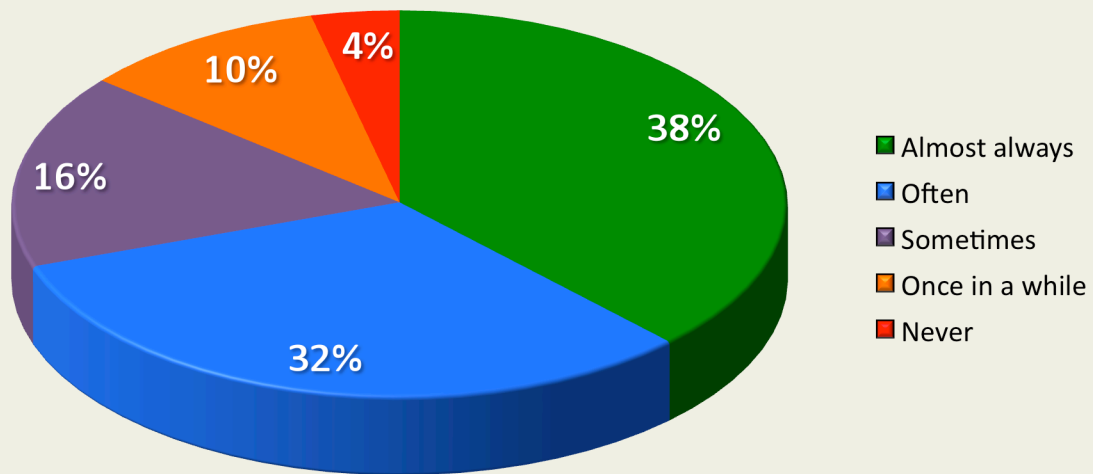
Rate Your Supervisor's Communication Skills



Percentage of total respondents per rating

14. How would you rate your immediate supervisor's communication skills? (Rating) (Required)

Supervisor Asks for Feedback

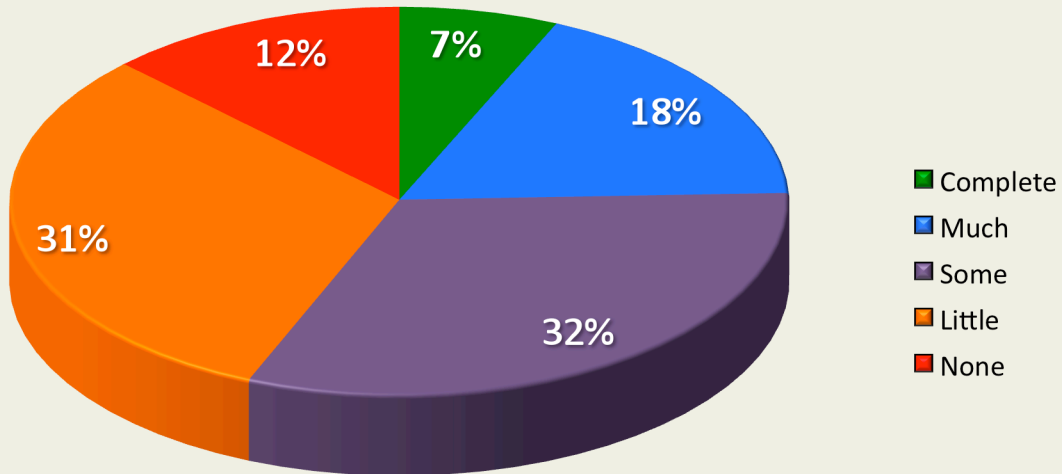


Percentage of total respondents per frequency rating

25

15. My immediate supervisor welcomes and encourages feedback, ideas, and communication from me. (Rating) (Required)

Level of Understanding of the Hiring/Reclassification process

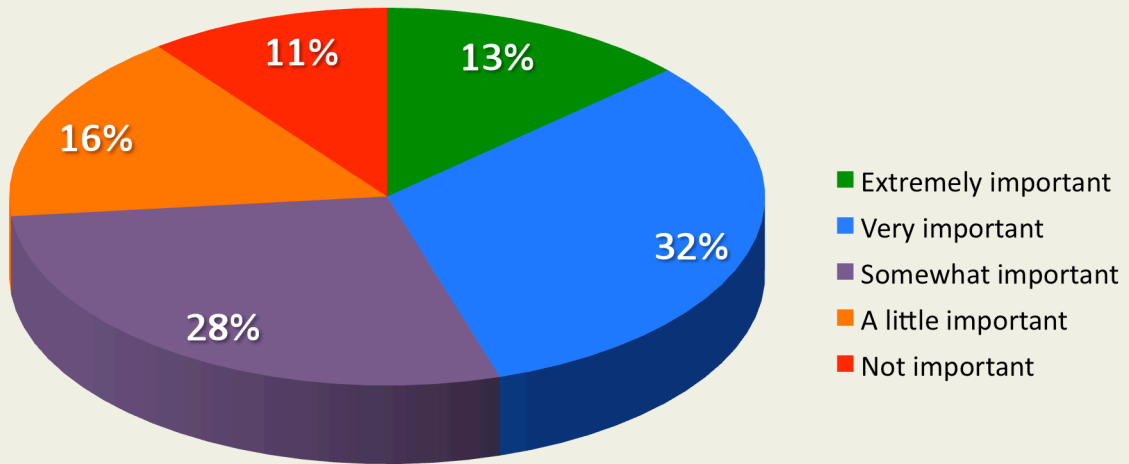


Percentage of total respondents per amount of process understood

26

16. How much understanding do you have of the hiring/reclassification processes in the OCFO? (Required)

How Important is it to Know about all Job Postings?

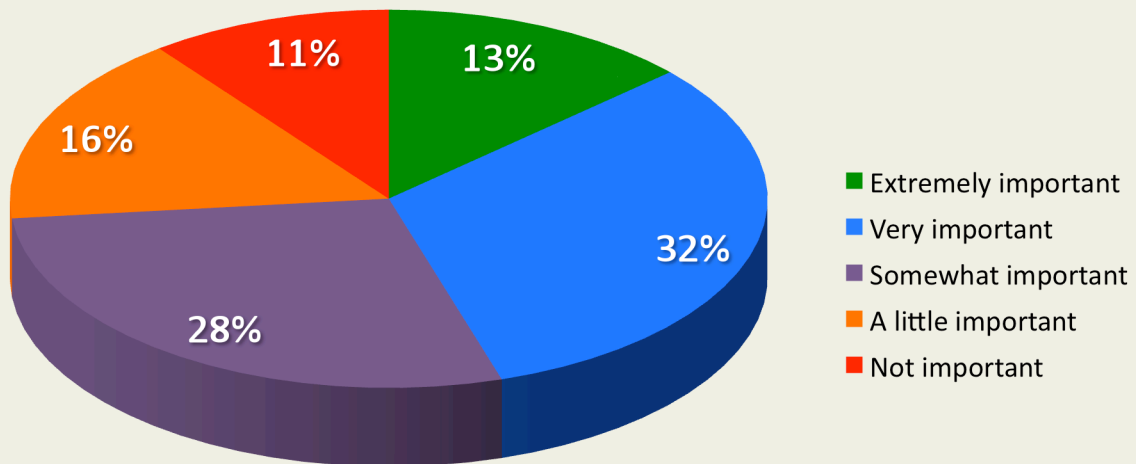


Percentage of total respondents per importance rating

27

17. How important is it to you to have all job openings (internal/external) announced via email to all of OCFO? (Rating) (Required)

How Important is it to Know About all New Hires?

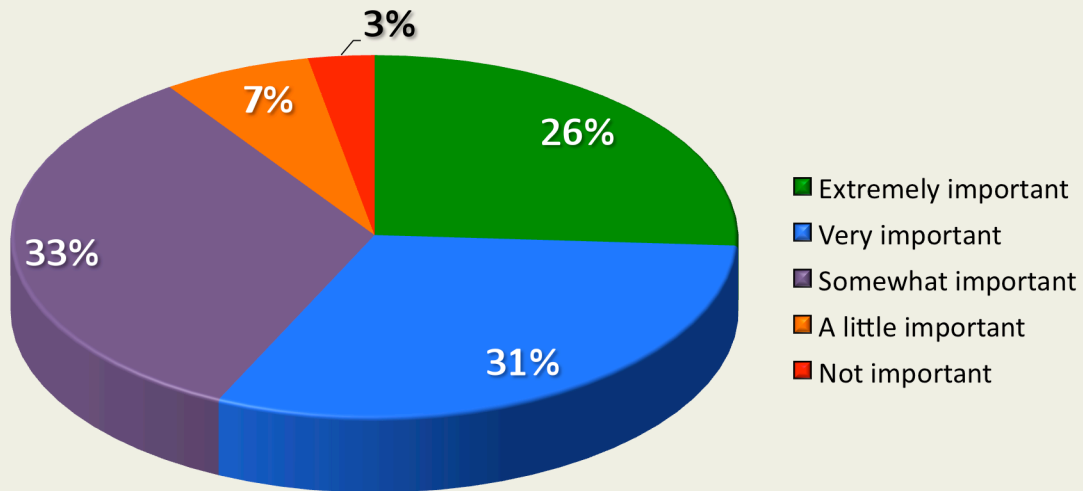


Percentage of total respondents per importance rating

28

18. How important is it for you to receive an email to announce all new OCFO hires? (Rating) (Required)

Input Re: Supervisor as part of PRD Process

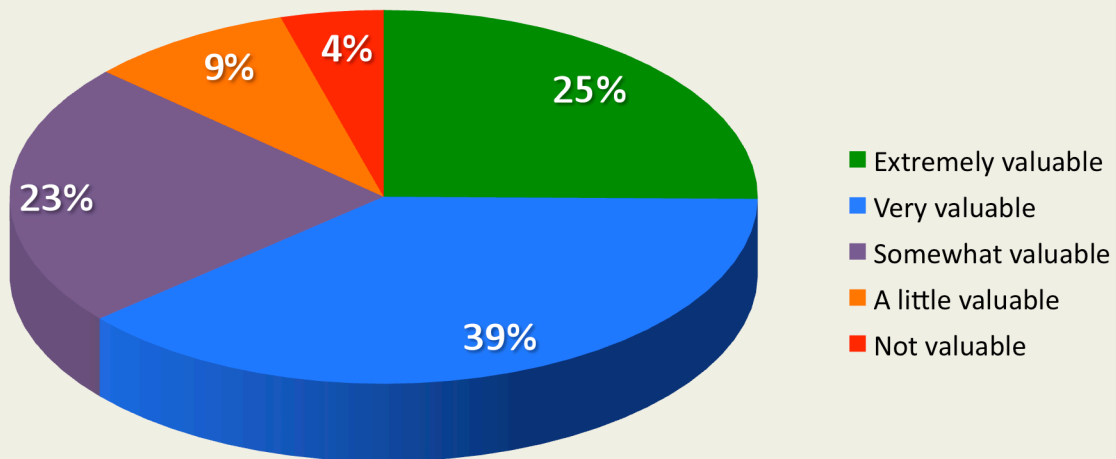


Percentage of total respondents per level of importance rating

29

19. How important is it to you to have an opportunity to provide input about your supervisor as part of the PRD process? (Rating) (Required)

Value of Communication Skills Training for the OCFO?

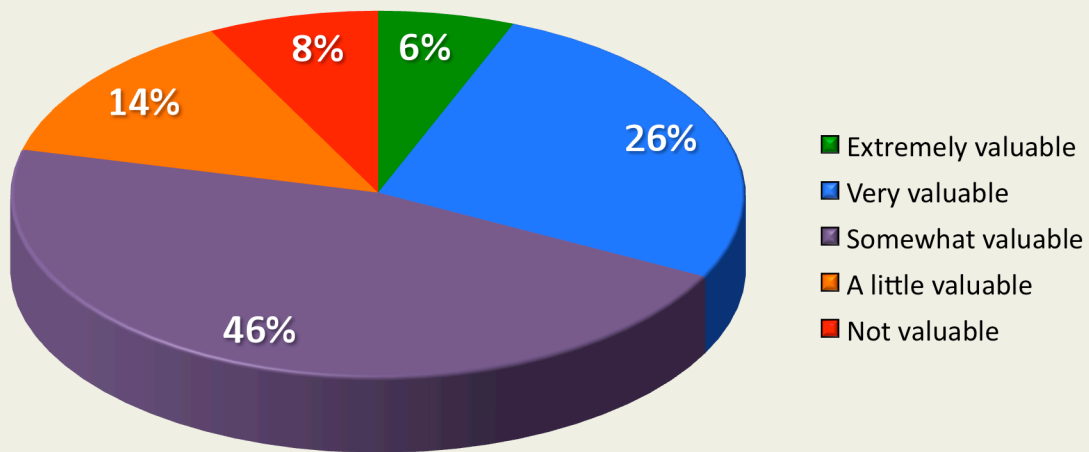


Percentage of total respondents per value rating

30

20. How valuable do you think it would be to the OCFO community to take communications skills training? (Rating) (Required)

How Valuable are the Town Halls in Regards to Communication?



Percentage of total respondents per value rating

31

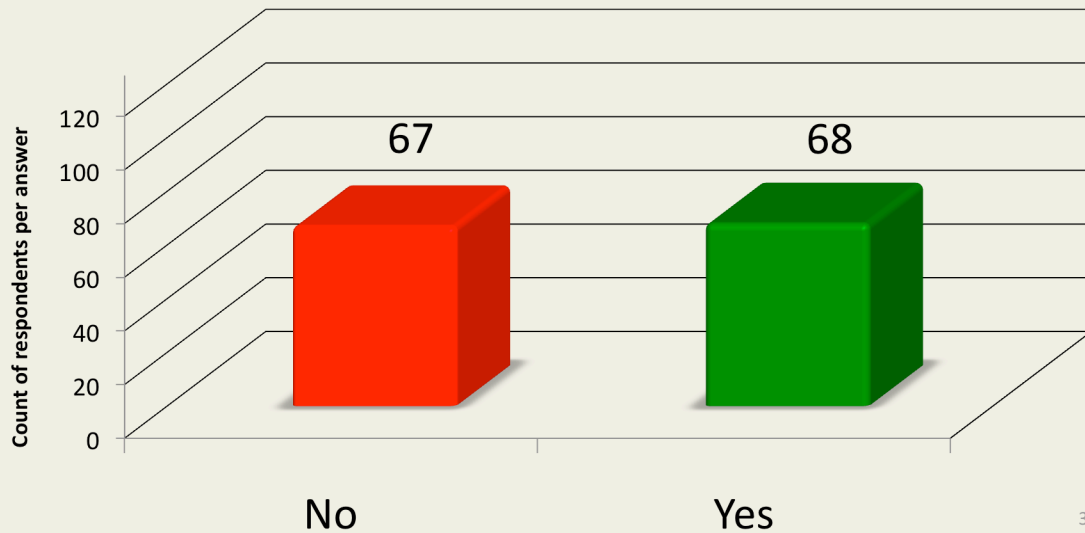
21. How valuable are the Town Hall meetings for you in regard to communications? (Rating) (Required)

Summary of Town Hall Suggestions

Summary of Town Hall Suggestions	Total
Town Halls should be held more often	7
Town Halls are good the way they are	5
Should include Departmental presentations and accomplishments	4
Some people do not attend the Town Halls	4
Some people are too new to have attended	4
Should be held on a more regular schedule	4
There should not be any Town Halls	3
There should be fewer Town Halls	3
An agenda should go out ahead of the meeting	2
Agenda should be created based upon community input	2
Keep them brief and on time	2
Coffee should be served	2
Should be on a date that is good for all groups	1
Should be held in variable locations	2
Less videos like Meerkats	1
More Videos like Meerkats	1
Should cover topics like Merit information	1
Should focus on staff recognition	1
Should not focus on staff recognition	1
Remove the filler and the fluff	1
Should focus on OCFO priorities	1
Should be put on everyone's calendar	1
Should include Q&A session	1
Attending scientific presentations should be optional	1
Should announce terminations and new hires	1
Grand Total	56

22. If the Town Halls could be improved, what would you suggest?
(Optional)

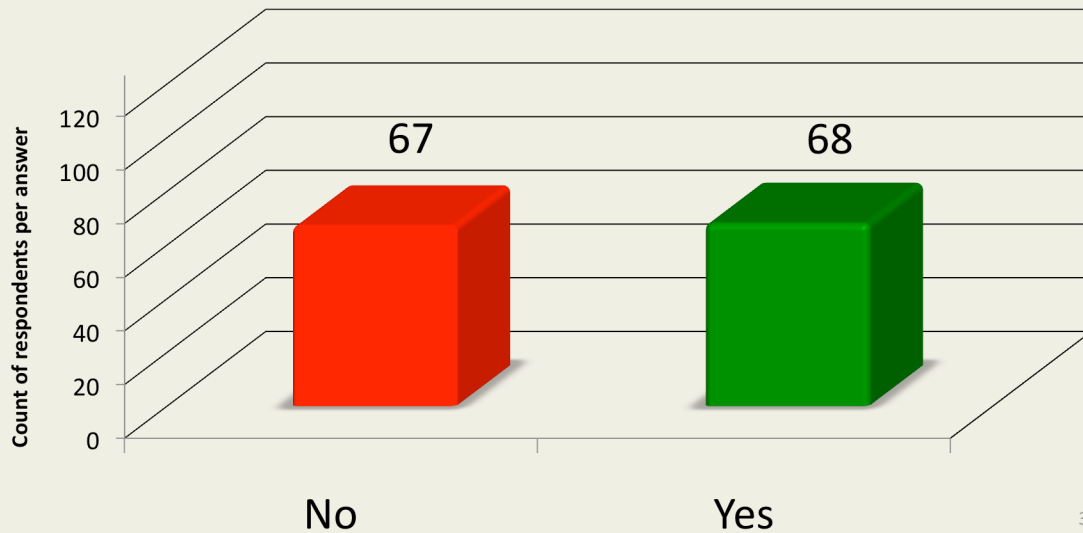
Are you Aware of the Senior Managers' Meeting?



33

23. Are you aware that the Senior Managers meet weekly with Jeffrey Fernandez? (Required)

Is Relevant Information Passed from Senior Managers' Meeting?

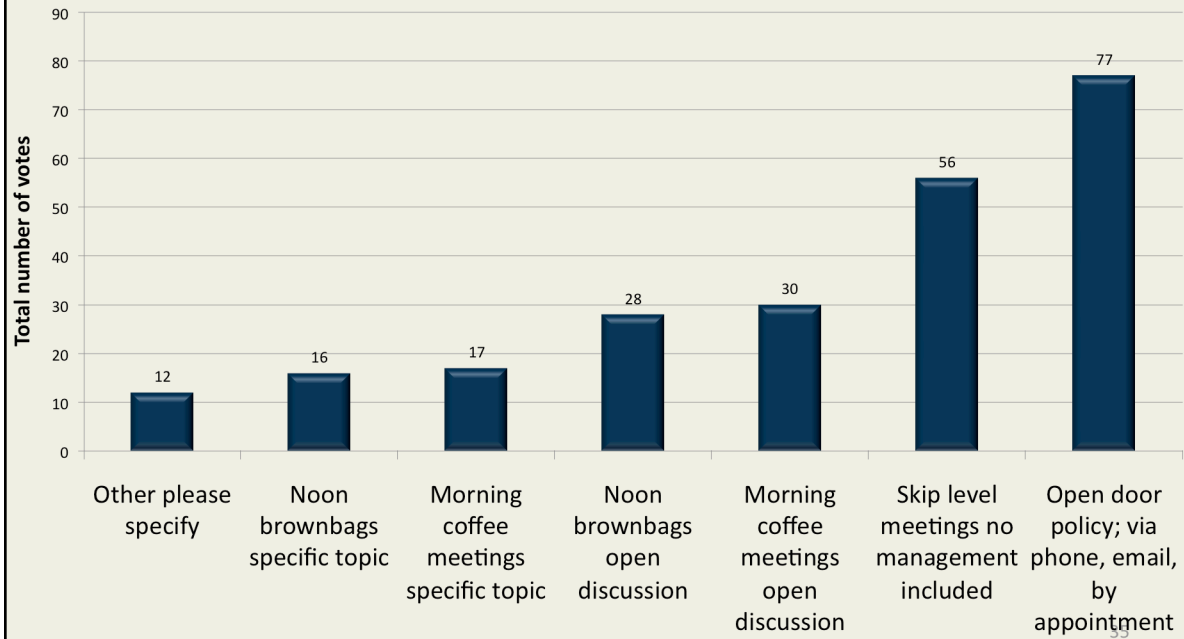


34

24. Do you believe that relative information discussed at the Senior Managers' meeting with Jeffrey is shared with you/your group?
(Required)

A third of the people who knew about the meetings do not think information is being passed down. A third of the people who didn't know about the meetings believe that it is.

Preferred Communication Method with Jeffrey Fernandez



25. In order to talk to Jeffrey Fernandez informally, which format do you prefer? (TOP TWO) (Required)

Other Ways to Communicate with Jeffrey Fernandez

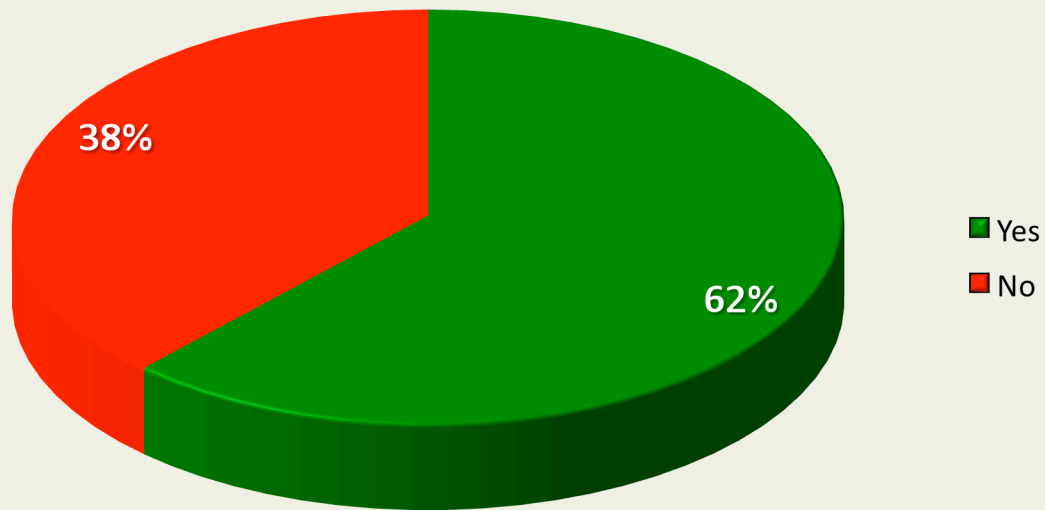
- Meetings by building
- Meetings by Procurement groups
- Morning coffee without management
- Off-site events like the picnic, retreats
- One-on-one meetings
- Skip level meeting without Jeffrey's direct reports or key administrative support to department managers
- Talk to him directly

36

25. (Cont'd)

Some examples of the "Other" choices given.

Would You Use an Online or Manual Suggestion Box?



37

26. Are you likely to use an anonymous online and/or physical suggestion box? (Required)

Overall Suggestions, cont'd

Category	Total	Type
2-way communication with Managers is good	1	Positive
Keep it up, it's great!	1	Positive
Access to Jeffrey	1	Improvement
All employees contributing to Strategic Plan	1	Improvement
Better communication of Senior Managers meetings	2	Improvement
Changes of policies/systems should be better communicated	1	Improvement
Cross-departmental sharing improvements	1	Improvement
Expressing view of administrative staff	1	Improvement
Know information before decisions are made	1	Improvement
less sharing meetings, more decisions	1	Improvement
Make people feel more a part of team and less in a hierarchy	1	Improvement
More direct information flow	1	Improvement
More frequent OCFO newsletters	3	Improvement
More frequent Town Halls	1	Improvement
More informal gatherings	1	Improvement
More structured communication and posting on web	1	Improvement
More video options for information	1	Improvement
Name change to Business Office	1	Improvement
Performance Measures and Ratings	2	Improvement
Policy and procedure changes out to more people first	1	Improvement
2-way communication with Managers needs to improve	2	Negative
Blog for Jeffrey with ability to comment	1	Negative
Email structure needs to be addressed - audience, duplicates	2	Negative
Less secrets, more authenticity	3	Negative
Male managers issues	2	Negative
Managers should learn employees' names	2	Negative
Specific individuals cited	2	Negative
Training needs to be improved	2	Negative
Grand Total	40	

27. Do you have any suggestions for the OCFO to help improve its internal communications? (Optional)

Possible Conclusions

- Valuable information was gathered
- Overall most people are fairly happy with communication but there could be improvements
- Some feel communication is very poor and major improvement is needed

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A Few Specifics

- Increase frequency of OCFO newsletter
- Continue with skip level meetings
- Improve structure of email communication
- Improve 2-way communication with supervisors
- Increase direct communication, avoiding middlemen

40

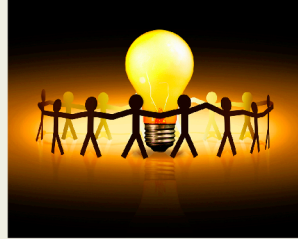
A Few Specifics, cont'd

- Increase communications on:
 - Committees and key meetings
 - Issues and trends affecting the Lab
 - Training and development opportunities
 - Departmental accomplishments

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What's Next?

- Post on the web:
 - Town Hall presentation
 - Full Report
- Committee to complete draft of Communications Plan by end of June
- Plan will be made available to the OCFO community for comment
- Jeffrey and the Committee will prioritize and finalize the Plan



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If you have any questions about the survey results report, feel free to contact Angela Dawn White, adwhite@lbl.gov, (510) 486-7873.

If you would like to continue providing your comments or suggestions, please use our online [Suggestion Box](#) found on the OCFO website from the “Contact Us” link on the home page.