

# The Survey of Organizational Excellence

# Univ. North Texas Health Science Ctr. Fort Worth



Data Report

2010

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*Additional Items are not included if none were submitted. <b>Appendix:</b>	
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**Current Benchmark Data** 

Survey Interventions Example and Best Practices

Helpful Publications, and

Additional Survey Information

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Survey respondent information is returned on all demographic variables. However, if less than five respondents have selected a demographic variable, "Less Than Five" is reported as the number of survey respondents, and "Not Available" is reported as the percent of survey respondents.



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Total Respondents: 820 Survey Distributed: 1459 Response Rate: 56 20%	Number of Survey Respondents	Percent of Survey Respondents
Response Rate: 56.20%		
Gender		
Male:	240	29.27%
Female :	563	68.66%
Race/Ethnic Identification		
African-American/Black:	69	8.41%
Mexican-American/Hispanic:	114	13.90%
Anglo-American/White:	528	64.39%
Asian-American:	54	6.59%
Multiracial/Other:	30	3.66%
Age		
16 to 29 years old:	90	10.98%
30 to 39 years old:	175	21.34%
40 to 49 years old:	202	24.63%
50 to 59 years old:	231	28.17%
60 years and older:	108	13.17%
Education		
Did not finish high school:	Less Than 5	Not Available
High school diploma (or GED):	81	9.88%
Some college:	199	24.27%
Associate's Degree:	62	7.56%
Bachelor's Degree:	168	20.49%
Master's Degree:	136	16.59%
Doctoral Degree :	162	19.76%
I am currently in a supervisory role.		
Not Applicable :	41	5.00%
Yes:	270	32.93%
No :	490	59.76%



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Total Respondents: 820 Survey Distributed: 1459	Number of Survey	Percent of Survey
Response Rate: 56.20%	Respondents	Respondents
Hours per week employed:		
Less than 20 hours:	Less Than 5	Not Available
20 to 39 hours:	15	1.83%
40 or more hours:	782	95.37%
I received a promotion during the last two years:		
Not Applicable :	97	11.83%
Yes:	216	26.34%
No:	486	59.27%
I received a merit increase in the last two years:		
Not Applicable :	95	11.59%
Yes:	410	50.00%
No :	297	36.22%
I plan to be working for this organization in two years:		
Not Applicable :	49	5.98%
Yes:	681	83.05%
No :	62	7.56%
My length of service with this organization is:		
Less than 1 years :	105	12.80%
1-2 years :	147	17.93%
3-5 years :	206	25.12%
6-10 years :	146	17.80%
11-15 years :	83	10.12%
15+ years :	119	14.51%
I am the primary wage earner in my household:		
Not Applicable :	33	4.02%
Yes:	510	62.20%
No :	254	30.98%



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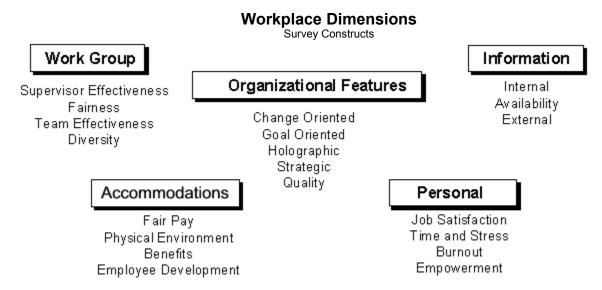
Total Respondents: 820 Survey Distributed: 1459 Response Rate: 56.20%		Number of Survey Respondents	Percent of Survey Respondents
There is more than one wage earne	r in my household:		
mere is more than one wage carne	Not Applicable :	38	4.63%
	Yes:	466	56.83%
	No :	298	36.34%
The number of persons in my house	ehold is:		
	1 person:	150	18.29%
	2 persons:	268	32.68%
	3 persons:	160	19.51%
	4 persons:	146	17.80%
	5 persons or more:	81	9.88%
My annual gross (before taxes) sala	ıry is:		
	Less than \$15,000:	Less Than 5	Not Available
	\$15,000-\$25,000:	88	10.73%
	\$25,001-\$35,000:	163	19.88%
	\$35,001-\$45,000:	141	17.20%
	\$45,001-\$60,000:	145	17.68%
	\$60,001-\$75,000:	68	8.29%
	\$75,001-\$90,000:	59	7.20%
	More than \$90,000 :	137	16.71%
I am primarily			
	Faculty:	166	20.24%
	Staff :	640	78.05%



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The Survey assessment is a framework, which at the highest level, consists of five Workplace Dimensions capturing the total work environment. Each Workplace Dimension is composed of several Survey Constructs designed to broadly profile areas of strength and concern so that interventions may be targeted appropriately. Survey Constructs are developed from the Primary Questions series. Appendix A1 contains a summary of Survey Constructs and related Primary Questions. Scores for the Constructs range from a low of 100 to a high of 500.

In this section, the reported data are categorized by Workplace Dimension and include the current score for each Dimension's Construct. If available, the past four Construct scores from previous survey iterations for your organization are provided. Comparative construct average benchmarks include an average score of all respondents, a construct average for organizations of similar size, and an average construct score for organizations of similar mission from the previous survey iteration.



# **Construct Summary**

П	gnesi S	coning Constructs. Areas of Strength	Lowest 5	coning Constructs. Areas of Concern
	Score	Construct	Score	Construct
	380	Physical Environment	273	Fair Pay
	372	Strategic	327	Internal
	370	Quality	330	Team Effectiveness
	367	Employment Development	342	Fairness
	365	Burnout	348	Supervisor Effectiveness



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# **Work Group**

This dimension relates to employees' activities within their immediate work vicinity. They include factors that concern how employees interact with peers, supervisors and all of the persons involved in day-to-day work activity. This is the immediate work environment of the employee.

Supervisor Effectiveness		
Supervisor Effectiveness provides insight in		
quality of communication, leadership, and fa	airness that employees perceive of	exist between supervisors and themselves.
Current Score: 348	2008 Score: 346	All Respondents: 354
	2006 Score: Not Available	
	2004 Score: Not Available	
<u>Fairness</u>		
Fairness measures the extent to which emp	ployees believe that equal and fair	r opportunity exists for all members of the
organization.		
Current Score: 342	2008 Score: 336	All Respondents: 352
	2006 Score: Not Available	
	2004 Score: Not Available	
Team Effectiveness		
Team Effectiveness captures employees' p		
the organizational environment supports ap	propriate teamwork among emplo	byees.
Current Score: 330	2008 Score: 324	All Respondents: 336
	2006 Score: Not Available	
	2004 Score: Not Available	
<u>Diversity</u>		
Diversity addresses the extent to which em		
Diversity addresses the extent to which emmay result in alienation and/or missed opportunity		
may result in alienation and/or missed opportunity	ortunities for learning or advancer	nent.
may result in alienation and/or missed oppo	ortunities for learning or advancer 2008 Score: 349	nent.



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## **Accommodations**

This dimension looks at the physical work setting and the factors associated with compensation, work technology and tools. It is the "total benefit package" provided to employees by the organization.

Fair Pay		
Fair Pay is an evaluation from the viewpoil addresses how well the package "holds up		
Current Score: 273	2008 Score: 257	All Respondents: 272
	2006 Score: Not Available	
	2004 Score: Not Available	
Physical Environment		
Adequacy of Physical Environment capture employees believe that a safe and pleasar		ork setting and the degree to which
Current Score: 380	2008 Score: 379	All Respondents: 385
	2006 Score: Not Available	
	2004 Score: Not Available	
Benefits		
Benefits provides an indication of the role employees.	that the employment benefit packa	ge plays in attracting and retaining
Current Score: 363	2008 Score: 364	All Respondents: 383
	2006 Score: Not Available	
	2004 Score: Not Available	
Employment Development		
Employment Development captures perce employees by the organization.	ptions of the priority given to the ca	areer and personal development of
Current Score: 367	2008 Score: 354	All Respondents: 373
	2006 Score: Not Available	
	2006 Score: Not Available 2004 Score: Not Available	

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# **Organizational Features**

This dimension addresses the organization's interface with external influences. It is an internal evaluation of the organization's ability to assess changes in the environment and make needed adjustments. Also included are assessments of the quality of relations the organization shares with the public. In essence, this dimension captures the "corporate" culture.

Change Oriented	
Change Oriented secures employees' perceptions new information and ideas.	of the organization's capability and readiness to change based on
Current Score: 350 2008	Score: 343 All Respondents: 349
2006	Score: Not Available
2004	Score: Not Available
Goal Oriented	
Goal Oriented addresses the organization's ability taccomplishment.	o include all its members in focusing resources towards goal
Current Score: 354 2008	Score: 348 All Respondents: 357
2006	Score: Not Available
2004	Score: Not Available
Holographic	
	s of the organization "hang together" and are understood by all. It y of decision-making and activity within the organization.
Current Score: 352 2008	Score: 347 All Respondents: 356
2006	Score: Not Available
2004	Score: Not Available
Strategic	
Strategic orientation secures employees' thinking a those which play a role in defining the mission, serv	bout how the organization responds to external influence, including vices and products provided by the organization.
Current Score: 372 2008	Score: 372 All Respondents: 375
2006	Score: Not Available
2004	Score: Not Available
Quality	
Quality focuses upon the degree to which quality practice are a part of the organizational culture.	inciples, such as customer service and continuous improvement,
Current Score: 370 2008	Score: 370 All Respondents: 380
2006	Score: Not Available
2004	Score: Not Available



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## **Information**

This dimension refers to how consistent and structured communication flow is within the organization and to outside groups. It examines the degree to which communication is directed towards work concerns. How focused and effective it is, as well as, how accessible information is to employees.

Internal Internal Communication captures the nature extent to which employees view information Current Score: 327		
Availability  Availability of Information provides insight in they have the ability to access it in a timely  Current Score: 355		re to get needed information and whether  All Respondents: 359
External External Communication looks at how inforr organization to synthesize and apply extern Current Score: 364	•	

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## **Personal**

This dimension reports on how much internalization of stress is occurring and the extent to which debilitating social and psychological conditions appear to be developing at the level of the individual employee. It addresses the important interface between employees' home and work lives, and how this relationship may impact job performance and organizational efficiency.

Job Satisfaction			
are issues concerning employees' evaluation of the availability of time and resources needed to perform jobs effectively.  Current Score: 362 2008 Score: 358 All Respondents: 373  2006 Score: Not Available 2004 Score: Not Available  Time and Stress  Time and Stress Management looks how realistic job demands are given time and resource constraints, and also captures employees' feelings about their ability to balance home and work demands (note: The higher the score the lower the level of stress).  Current Score: 358 2008 Score: 354 All Respondents: 366  2006 Score: Not Available 2004 Score: Not Available  Burnout  Burnout  Burnout  Burnout sa feeling of extreme mental exhaustion that can negatively impact employees' physical health and job performance, leading to lost resources and opportunities in the organization (note: The higher the score the lower the level of burnout).  Current Score: 365 2008 Score: 365 All Respondents: 374  2006 Score: Not Available  Empowerment  Empowerment measures the degree to which employees feel that they have some control over their jobs and the outcome of their efforts.  Current Score: 352 2008 Score: 348 All Respondents: 359	Job Satisfaction		
Time and Stress Time and Stress Management looks how realistic job demands are given time and resource constraints, and also captures employees' feelings about their ability to balance home and work demands (note: The higher the score the lower the level of stress).  Current Score: 358 2008 Score: Not Available 2004 Score: Not A	are issues concerning employees' evaluatio		
Time and Stress  Time and Stress Management looks how realistic job demands are given time and resource constraints, and also captures employees' feelings about their ability to balance home and work demands (note: The higher the score the lower the level of stress).  Current Score: 358 2008 Score: Not Available 2004 Score: Not Available 2006 Score: Not	Current Score: 362	2008 Score: 358	All Respondents: 373
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2006 Score: Not Available 2004 Score: Not Available  Empowerment Empowerment measures the degree to which employees feel that they have some control over their jobs and the outcome of their efforts.  Current Score: 352 2008 Score: 348 All Respondents: 359 2006 Score: Not Available	performance, leading to lost resources and		
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	Current Score: 352	2008 Score: 348	All Respondents: 359
2004 Score: Not Available		2006 Score: Not Available	
2004 Score. [Not Available]		2004 Score: Not Available	



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For the following section employees are asked to indicate how strongly they agree or disagree that the statement describes their immediate workplace. Possible responses include: (1) Strongly Disagree, (2) Disagree, (3) Feel Neutral, (4) Agree, (5) Strongly Disagree and (6) Don't Know/ Not Applicable.

Any survey item with an average (mean) score above the neutral midpoint of "3.0" suggests that employees perceive the issue more positively than negatively. Scores of "4.0" or higher indicate areas of substantial strength for the organization. Conversely, scores below "3.0" are viewed more negatively by employees. Questions that receive below a "2.0" should be a significant source of concern for the organization and receive immediate attention.



Number of Respondents:

Number of Respondents:

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# 1. We are constantly improving our services.

Current Score: 3.80 Standard Deviation: 0.99

2008 Score: 3.81 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.91

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 192 374 149 66 24 18.30% 2.95% Percentage: 23.59% 45.95% 8.11% 1.11%

# 2. Our goals are consistently met or exceeded.

3.71 Current Score: Standard Deviation:

0.94 814

814

3.66 2008 Score: 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.74

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 381 75 17 148 183 10 Percentage: 18.18% 46.81% 22.48% 9.21% 2.09% 1.23%

#### 3. We provide high quality programs and services.

Current Score:

Standard Deviation:

Number of Respondents:

Number of Respondents:

3.96 0.98 817

2008 Score: 3.95 2006 Score: Not Available

2004 Score:

**Current Benchmarks** 

All Respondents: 4.06

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 254 359 121 50 22 11 Percentage: 31.09% 43.94% 14.81% 6.12% 2.69% 1.35%

### 4. We develop services to match the needs of those we serve.

815

Current Score: 3.90 Standard Deviation: 0.98

2008 Score: 2006 Score: Not Available

3.93 2004 Score: Not Available

Not Available

**Current Benchmarks** 

All Respondents: 4.00

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 216 387 115 52 25 20 Percentage: 26.50% 47.48% 14.11% 6.38% 3.07% 2.45%

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J. IVIV DELICITIALICE IS EVALUATED IAILIV.	5.	My performance	is evaluated fairly.
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Current Score: 3.83 Standard Deviation: 1.07 Number of Respondents: 816

2008 Score: 3.67 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.84

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 214 355 113 59 38 37 Percentage: 26.23% 43.50% 13.85% 7.23% 4.66% 4.53%

### 6. My supervisor is consistent when administering employee policies.

3.73 Current Score: Standard Deviation:

1.18 815

2008 Score: 3.63 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.78

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 335 104 84 57 223 12 Percentage: 27.36% 41.10% 12.76% 10.31% 6.99% 1.47%

#### 7. Every employee is valued.

Standard Deviation:

Number of Respondents:

Number of Respondents:

Number of Respondents:

Current Score:

3.56 1.23

816

815

2008 Score:

2004 Score:

3.46 2006 Score: Not Available Not Available **Current Benchmarks** 

All Respondents: 3.57

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 200 300 128 119 63 6 Percentage: 24.51% 36.76% 15.69% 14.58% 7.72% 74%

### 8. We work to attract, develop, and retain people with diverse backgrounds.

Current Score: 3.62 Standard Deviation: 1.06

2008 Score:

3.59 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.65

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 163 329 179 89 35 20 Percentage: 20.00% 40.37% 21.96% 10.92% 4.29% 2.45%

Number of Respondents:

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9.	We have adequate of	computer resources,	(hardware	and software).
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817

Current Score: 3.65 Standard Deviation: 1.08

2008 Score: 2006 Score: Not Available

3.68 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.84

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 152 412 104 107 41 18.60% Percentage: 50.43% 12.73% 13.10% 5.02% 12%

### 10. Information systems are in place and accessible for me to get my job done.

3.80 Current Score: Standard Deviation: 0.96 Number of Respondents: 816

3.76 2008 Score: 2006 Score: | Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.95

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 125 25 167 432 65 Percentage: 20.47% 52.94% 15.32% 7.97% 3.06% 25%

#### 11. Information is shared as appropriate with other organizations or institutions.

Current Score: 3.58 Standard Deviation: 0.92

Number of Respondents:

Number of Respondents:

2008 Score:

3.59 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.67

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 90 393 199 72 25 36 Percentage: 11.04% 48.22% 24.42% 8.83% 3.07% 4.42%

### 12. The right information gets to the right people at the right time.

817

815

Current Score: 3.19 Standard Deviation: 1.08

2008 Score:

3.11 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.21

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 67 314 180 198 49 9 Percentage: 8.20% 38.43% 22.03% 24.24% 6.00% 1.10%



Number of Respondents:

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# 13. We integrate information and act intelligently upon that information.

814

Current Score: 3.54 Standard Deviation: 1.02

2008 Score: 2006 Score: Not Available

3.44 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.57

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	115	372	174	111	30	12
Percentage:	14.13%	45.70%	21.38%	13.64%	3.69%	1.47%

# 14. The work atmosphere encourages open and honest communication.

3.36 Current Score: Standard Deviation: 1.24 Number of Respondents: 817

3.29 2008 Score: 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.44

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 300 142 145 80 149 Percentage: 18.24% 36.72% 17.38% 17.75% 9.79% .12%

#### 15. We feel the channels we must go through at work are reasonable.

816

806

Current Score: 3.39 Standard Deviation: 1.09

Number of Respondents:

Number of Respondents:

2008 Score: 2006 Score: Not Available

3.30 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.44

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 89 386 151 132 56 Percentage: 10.91% 47.30% 18.50% 16.18% 6.86% 25%

### 16. Work groups or committees are trained to incorporate the opinions of each member.

Current Score: 3.36 Standard Deviation: 1.07 2008 Score:

3.26 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.37

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 86 306 200 112 48 54 Percentage: 10.67% 37.97% 24.81% 13.90% 5.96% 6.70%



Number of Respondents:

Number of Respondents:

Number of Respondents:

Number of Respondents:

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# 17. Work groups or committees receive adequate feedback that helps improve performance.

Current Score: 3.33 2008 Score: 3.26 2006 Score: Not Available Standard Deviation: 1.02

815

**Current Benchmarks** 2004 Score: Not Available

All Respondents: 3.33

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 72 305 233 109 43 53 Percentage: 37.42% 28.59% 8.83% 13.37% 5.28% 6.50%

### 18. We have an opportunity to participate in the goal setting process.

3.44 Current Score: Standard Deviation: 1.12

814

2008 Score: 3.41 2006 Score: | Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.46

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 359 59 111 153 111 21 Percentage: 13.64% 44.10% 18.80% 13.64% 7.25% 2.58%

#### 19. Decision making and control are given to employees doing the actual work.

Current Score: Standard Deviation:

3.23 1.17

812

808

2008 Score: 2006 Score: Not Available

3.22 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.36

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 86 321 166 153 79 Percentage: 10.59% 39.53% 20.44% 18.84% 9.73% .86%

### 20. We seem to be working toward the same goals.

Current Score: 3.50 Standard Deviation: 1.08

2008 Score:

3.51 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.58

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 119 361 168 100 50 10 Percentage: 14.73% 44.68% 20.79% 12.38% 6.19% 1.24%



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# 21. There is a sense of trust throughout the organization.

Current Score: 3.03 Standard Deviation: 1.20 Number of Respondents: 811

2008 Score: 2.91 2006 Score: Not Available

**Current Benchmarks** All Respondents: 3.14

2004 Score: Not Available

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 76 260 186 184 102 22.69% Percentage: 9.37% 32.06% 22.93% 12.58% .37%

# 22. We are given the opportunity to do our best work.

3.67 Current Score: Standard Deviation:

2008 Score: 2006 Score: Not Available **Current Benchmarks** 

All Respondents: 3.76

Number of Respondents:

Number of Respondents:

Number of Respondents:

1.06 812

2004 Score: Not Available

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 380 67 45 161 156 Percentage: 19.83% 46.80% 19.21% 8.25% 5.54% .37%

#### 23. I feel a sense of pride when I tell people that I work for this institution.

Current Score: Standard Deviation:

3.97 0.92

812

2008 Score:

3.97 2006 Score: Not Available 2004 Score: Not Available

3.64

**Current Benchmarks** 

All Respondents: 4.10

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 244 367 147 34 17 Percentage: 30.05% 45.20% 18.10% 4.19% 2.09% .37%

### 24. The amount of work that is expected of me is reasonable.

815

Current Score: 3.57 Standard Deviation: 1.06

2008 Score: 2006 Score: Not Available

3.60 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.68

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 123 409 126 116 39 Percentage: 15.09% 50.18% 15.46% 14.23% 4.79% 25%

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#### 25. We are efficient.

Current Score: 3.51 Standard Deviation: 1.10

2008 Score: 3.41 2006 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.53

Number of Respondents:

Response: Strongly Agree

811

2004 Score: Not Available

Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable

Frequency: 130 370 136 130 44 16.03% Percentage: 45.62% 16.77% 16.03% 5.43% 12%

### 26. Outstanding work is recognized.

3.36 Current Score: Standard Deviation: 1.19

2008 Score: 2006 Score: Not Available **Current Benchmarks** 

All Respondents: 3.43

Number of Respondents:

814

2004 Score: Not Available

3.39

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable

Frequency: 328 156 125 76 121 8 Percentage: 14.86% 40.29% 19.16% 15.36% 9.34% .98%

#### 27. There is a real feeling of teamwork.

Current Score:

Standard Deviation:

3.33 1.18

2008 Score: 3.26 2006 Score: Not Available

**Current Benchmarks** All Respondents:

3.40

Number of Respondents:

814

2004 Score: Not Available

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 122 306 170 147 67 Percentage: 14.99% 37.59% 20.88% 18.06% 8.23% 25%

#### 28. We feel that our efforts count.

Current Score: 3.37 Standard Deviation: 1.16

2008 Score:

3.40 2006 Score: Not Available **Current Benchmarks** 

All Respondents: 3.48

Number of Respondents: 811

2004 Score: Not Available

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not
_						Applicable
Frequency:	116	332	163	127	70	3
Percentage:	14.30%	40.94%	20.10%	15.66%	8.63%	.37%

Number of Respondents:

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# 29. We are encouraged to learn from our mistakes.

808

Current Score: 3.72 Standard Deviation: 0.93

2008 Score: 3.66 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.71

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 131 416 172 51 28 10 Percentage: 16.21% 51.49% 21.29% 6.31% 3.47% 1.24%

### 30. We have adequate resources to do our jobs.

3.52 Current Score: Standard Deviation: 1.05 Number of Respondents: 812

3.46 2008 Score: 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.64

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 404 96 47 104 159 Percentage: 12.81% 49.75% 19.58% 11.82% 5.79% 25%

#### 31. We are given accurate feedback about our performance.

Current Score: 3.59 Standard Deviation: 0.99

Response: Strongly Agree

Number of Respondents:

Frequency:

Percentage:

2008 Score: 3.45 2006 Score: Not Available

Neutral

158

19.43%

**Current Benchmarks** All Respondents: 3.58

Number of Respondents: 813

Agree

408

50.18%

814

2004 Score: Not Available

Disagree Strongly Disagree Don't Know/Not Applicable 94 31 13 11.56% 3.81% 1.60%

## 32. When possible, alternative work schedules (flex-time, compressed work weeks, job sharing, telecommuting) are offered to us.

Current Score: 3.36 Standard Deviation: 1.25

109

13.41%

2008 Score:

3.41 2006 Score: Not Available 2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.57

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	135	293	116	135	79	56
Percentage:	16.58%	36.00%	14.25%	16.58%	9.71%	6.88%



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# 33. Learning opportunities or training are made available for personal growth and development.

Current Score: 3.65 2008 Score: 3.38 Current Benchmarks
Standard Deviation: 1.01 2006 Score: Not Available
Number of Respondents: 813 2004 Score: Not Available

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 138 386 160 85 30 14 3.69% Percentage: 16.97% 47.48% 19.68% 10.46% 1.72%

### 34. Learning opportunities or training are made available for professional growth or skills development.

Current Score: 3.72 2008 Score: 3.52 Current Benchmarks
Standard Deviation: 0.99 2006 Score: Not Available All Respondents: 3.83

Number of Respondents: 811 2004 Score: Not Available

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 402 87 24 157 132 Percentage: 19.36% 49.57% 16.28% 10.73% 2.96% 1.11%

#### 35. We have access to information about job opportunities, conferences, workshops, and training.

Current Score: 3.75 2008 Score: 3.66 Current Benchmarks
Standard Deviation: 0.89 2006 Score: Not Available All Respondents: 3.83

Number of Respondents: 812 2004 Score: Not Available

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 125 453 141 69 16 8 Percentage: 15.39% 55.79% 17.36% 8.50% 1.97% .99%

### 36. My supervisor is supportive of my career goals.

Current Score: 3.90 2008 Score: 3.88 Current Benchmarks
Standard Deviation: 1.06 2006 Score: Not Available All Respondents: 3.95
Number of Respondents: 813 2004 Score: Not Available

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not
						Applicable
Frequency:	256	310	146	40	36	25
Percentage:	31.49%	38.13%	17.96%	4.92%	4.43%	3.08%
-						



Number of Respondents:

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# 37. We have sufficient procedures to ensure the safety of employees in the workplace.

Current Score: 4.05 Standard Deviation: 0.85

2008 Score: 4.05 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 4.02

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 235 444 83 30 16 Percentage: 28.83% 54.48% 10.18% 3.68% 1.96% .86%

### 38. Our workplace is well maintained.

3.95 Current Score: Standard Deviation: 0.86

3.87 2008 Score: 2006 Score: Not Available **Current Benchmarks** 

All Respondents: 3.87

Number of Respondents:

813

815

2004 Score: Not Available

Disagree Strongly Disagree Don't Know/Not

Response: Strongly Agree Agree Neutral Applicable Frequency: 444 119 38 15 196 Percentage: 24.11% 54.61% 14.64% 4.67% 1.85% .12%

#### 39. Within my workplace, there is a feeling of community.

Current Score:

Standard Deviation:

Number of Respondents:

Number of Respondents:

3.59 1.10

807

2008 Score: 3.58 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** All Respondents:

3.71

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not

Applicable Frequency: 151 363 147 96 48 Percentage: 18.71% 44.98% 18.22% 11.90% 5.95% 25%

# 40. The environment supports a balance between work and personal life.

814

Current Score: 3.59 Standard Deviation: 1.03

2008 Score:

3.53 2006 Score: Not Available 2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.70

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 129 385 173 84 40 Percentage: 15.85% 47.30% 21.25% 10.32% 4.91% .37%



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# 41. The pace of the work in this organization enables me to do a good job.

Current Score: 3.62 2008 Score: 3.57 Current Benchmarks
Standard Deviation: 0.98 2006 Score: Not Available All Respondents: 3.73

Number of Respondents: 811 2004 Score: Not Available

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 113 431 139 98 28 Percentage: 13.93% 53.14% 17.14% 12.08% 3.45% 25%

### 42. My job meets my expectations.

Current Score: 3.68 2008 Score: 3.65 Current Benchmarks
Standard Deviation: 0.98 2006 Score: Not Available All Respondents: 3.78

Number of Respondents: 805 2004 Score: Not Available

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 413 148 79 28 134 Percentage: 16.65% 51.30% 18.39% 9.81% 3.48% .37%

#### 43. We balance our focus on both long range and short term goals.

 Current Score:
 3.65
 2008 Score:
 3.58
 Current Benchmarks

 Standard Deviation:
 0.96
 2006 Score:
 Not Available
 All Respondents:
 3.65

Number of Respondents: 807 2004 Score: Not Available

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 116 420 156 79 26 10 Percentage: 14.37% 52.04% 19.33% 9.79% 3.22% 1.24%

### 44. My ideas and opinions count at work.

Current Score: 3.53 2008 Score: 3.58 Current Benchmarks

Standard Deviation: 1.11 2006 Score: Not Available

Number of Respondents: 811 2004 Score: Not Available

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	134	370	150	96	56	5
Percentage:	16.52%	45.62%	18.50%	11.84%	6.91%	.62%



Number of Respondents:

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# 45. People who challenge the status quo are valued.

Current Score: 3.11 Standard Deviation: 1.14 2008 Score: 3.15 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.17

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 70 267 215 148 85 23 Percentage: 8.66% 33.04% 26.61% 18.32% 10.52% 2.85%

### 46. Work groups or committees are involved in making work processes more effective.

3.42 Current Score: Standard Deviation:

2008 Score: 2006 Score: | Not Available **Current Benchmarks** 

3.43 All Respondents:

Number of Respondents:

Number of Respondents:

Number of Respondents:

1.00 806

808

2004 Score: Not Available

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable 323 89 38 80 221 55

Frequency: Percentage: 9.93% 40.07% 27.42% 11.04% 4.71% 6.82%

#### 47. The people I work with treat each other with respect.

Current Score: 3.71 Standard Deviation:

1.08

810

2008 Score: 2006 Score: Not Available

3.65 2004 Score: Not Available

3.41

**Current Benchmarks** 

All Respondents: 3.86

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 188 358 141 83 39 Percentage: 23.21% 44.20% 17.41% 10.25% 4.81% 12%

### 48. The appropriate information is shared with the public.

807

Current Score: 3.71 Standard Deviation: 0.90

2008 Score:

3.67 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.75

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 102 431 153 49 25 47 Percentage: 12.64% 53.41% 18.96% 6.07% 3.10% 5.82%



6.03%

# **Primary Items**

Number of Respondents:

Number of Respondents:

Number of Respondents:

Number of Respondents:

Percentage:

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# Favoritism (special treatment) is not an issue in raises and promotions.

31.40%

Current Score: 3.21 Standard Deviation: 1.27

14.16%

2008 Score: 3.19 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** All Respondents: 3.32

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 115 255 170 118 105 49

20.94%

### 50. Our employees are generally ethical in the workplace.

3.97 Current Score: Standard Deviation:

0.86 812

812

3.94 2008 Score: 2006 Score: | Not Available

2004 Score: Not Available

14.53%

**Current Benchmarks** 

12.93%

All Respondents: 4.02

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 450 34 17 201 108 Percentage: 24.75% 55.42% 13.30% 4.19% 2.09% 25%

#### 51. I am confident that any ethics violation I report will be properly handled.

Current Score: Standard Deviation:

3.68 1.03 810

810

2008 Score: 2006 Score: Not Available

3.66 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.80

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 149 383 161 60 42 15 Percentage: 18.40% 47.28% 19.88% 7.41% 5.19% 1.85%

### 52. Harassment is not tolerated at my workplace.

Current Score: 4.07 Standard Deviation: 0.92

2008 Score:

3.99 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 4.10

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 261 411 75 28 25 10 Percentage: 32.22% 50.74% 9.26% 3.46% 3.09% 1.23%

Number of Respondents:

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# 53. I am satisfied with the opportunities I have to evaluate my supervisor's performance.

Current Score: 3.25 2008 Score: 2.98 Standard Deviation:

1.24 2006 Score: | Not Available 814 2004 Score: Not Available

**Current Benchmarks** All Respondents: 3.18

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 114 252 155 126 84 83 Percentage: 14.00% 30.96% 19.04% 15.48% 10.32% 10.20%

### 54. When possible, problems are solved before they become a crisis.

3.56 Current Score: Standard Deviation: 1.08

Number of Respondents: 812 2008 Score: 3.43 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.59

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 394 99 49 127 137 6 Percentage: 15.64% 48.52% 16.87% 12.19% 6.03% 74%

#### 55. We use feedback from those we serve to improve our performance.

Current Score: Standard Deviation:

Number of Respondents:

Number of Respondents:

3.80 0.91

810

2008 Score: 2006 Score: | Not Available

3.80 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.82

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 144 433 131 55 21 26 Percentage: 17.78% 53.46% 16.17% 6.79% 2.59% 3.21%

### 56. I believe we will use the information from this survey to improve our performance.

Current Score: 3.47 Standard Deviation:

1.07 811

2008 Score: 3.47 2006 Score: | Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.49

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 116 332 226 67 59 11 Percentage: 14.30% 40.94% 27.87% 8.26% 7.27% 1.36%



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57.	l have regular i	nvolvement (	once a month	or more) in	community a	activities or gr	oups	
							_	_

 Current Score:
 3.60

 Standard Deviation:
 1.05

 Number of Respondents:
 812

2008 Score: 3.54
2006 Score: Not Available
2004 Score: Not Available

Current Benchmarks
All Respondents: 3.69

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	142	294	157	103	21	95
Percentage:	17.49%	36.21%	19.33%	12.68%	2.59%	11.70%



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For the following section employees are asked to indicate how strongly they agree or disagree that the statement describes their level of satisfaction with their compensation. Possible responses include: (1) Strongly Disagree, (2) Disagree, (3) Feel Neutral, (4) Agree, (5) Strongly Agree and (6) Don't Know/Not Applicable.

Any survey item with an average (mean) score above the neutral midpoint of "3.0" suggests that employees perceive the issue more positively than negatively. Scores of "4.0" or higher indicate areas of substantial strength for the organization. Conversely, scores below "3.0" are viewed more negatively by employees. Questions that receive below a "2.0" should be a significant source of concern for the organization and receive immediate attention.



Number of Respondents:

Number of Respondents:

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58.	People are	paid fairly fo	r the work they do.
•••	. 00p.0 a. 0	paia iaiii, io	. and morn and, acr

Current Score: 2.87 2008 Score: Standard Deviation: 1.14

815

2.73 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 2.84

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 37 249 203 201 113 12 Percentage: 4.54% 30.55% 24.91% 24.66% 13.87% 1.47%

### 59. Salaries are competitive with similar positions in the community or at comparable institutions.

2.73 Current Score: Standard Deviation:

1.15 809

2.60 2008 Score: 2006 Score: Not Available

2004 Score: Not Available

All Respondents:

**Current Benchmarks** 2.74

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 34 206 201 214 136 18 Percentage: 4.20% 25.46% 24.85% 26.45% 16.81% 2.22%

# 60. Benefits can be selected to meet individual needs.

Current Score:

3.50 0.99

2008 Score: 3.45 2006 Score: Not Available **Current Benchmarks** 

All Respondents: 3.77

Standard Deviation: Number of Respondents: 813

2004 Score: Not Available

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 69 436 171 79 47 11 Percentage: 8.49% 53.63% 21.03% 9.72% 5.78% 1.35%

# 61. I understand my benefits plan.

Current Score: 3.85 Standard Deviation: 0.72

2008 Score: 2006 Score: Not Available

3.84

**Current Benchmarks** 

3.94 All Respondents:

Number of Respondents: 810 2004 Score: Not Available

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	99	536	123	44	4	4
Percentage:	12.22%	66.17%	15.19%	5.43%	.49%	.49%



Number of Respondents:

Number of Respondents:

Number of Respondents:

Number of Respondents:

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# 62. Benefits are comparable to those offered in other jobs.

Current Score: 3.57 Standard Deviation: 0.93

812

2008 Score: 3.64 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.79

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 80 425 179 77 28 23 22.04% Percentage: 9.85% 52.34% 9.48% 3.45% 2.83%

### 63. My pay keeps pace with the cost of living.

Current Score: 2.61 Standard Deviation:

1.13 812

2008 Score: 2.40 2006 Score: | Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 2.60

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 189 246 153 25 185 14 Percentage: 3.08% 23.28% 22.78% 30.30% 18.84% 1.72%

#### 64. Changes in benefits and compensation packages have been explained during the last two years.

Current Score: 3.59 Standard Deviation: 0.92

811

2008 Score: 3.44 2006 Score: | Not Available **Current Benchmarks** 

3.77 All Respondents:

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 65 442 130 81 25 68 Percentage: 8.01% 54.50% 16.03% 9.99% 3.08% 8.38%

2004 Score: Not Available

### 65. I am satisfied with my continuing education/training opportunities.

809

Current Score: 3.41 Standard Deviation: 1.01

2008 Score:

3.30 2006 Score: Not Available 2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.62

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 73 357 196 107 40 36 Percentage: 9.02% 44.13% 24.23% 13.23% 4.94% 4.45%



Number of Respondents:

Number of Respondents:

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# 66. I am satisfied with my medical insurance.

Current Score: 3.44 Standard Deviation: 1.08

2008 Score: 3.41 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.71

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	94	376	161	103	55	26
Percentage:	11.53%	46.13%	19.75%	12.64%	6.75%	3.19%

### 67. I am satisfied with my sick leave.

4.04 Current Score: Standard Deviation:

0.72 815

815

2008 Score: 4.00 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 4.08

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 178 522 76 19 10 10 Percentage: 21.84% 64.05% 9.33% 2.33% 1.23% 1.23%

#### 68. I am satisfied with my vacation.

Current Score:

Standard Deviation:

Number of Respondents:

Number of Respondents:

3.98 0.77

812

809

2008 Score:

3.93 2006 Score: Not Available **Current Benchmarks** 

All Respondents: 4.05

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 165 510 86 31 11 Percentage: 20.32% 62.81% 10.59% 3.82% 1.35% 1.11%

2004 Score: Not Available

### 69. I am satisfied with my retirement.

Current Score: 3.65 Standard Deviation: 0.89

2008 Score:

3.73 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.79

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 101 398 188 65 17 40 Percentage: 12.48% 49.20% 23.24% 8.03% 2.10% 4.94%

Number of Respondents:

Number of Respondents:

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# 70. I am satisfied with my dental insurance.

Current Score: 3.07 Standard Deviation: 1.21 2008 Score: 3.06 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** All Respondents:

3.37

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 65 258 143 147 94 102 Percentage: 8.03% 31.89% 17.68% 18.17% 11.62% 12.61%

### 71. I am satisfied with my vision insurance.

2.88 Current Score: Standard Deviation:

1.10 813

809

2008 Score: 2.86 2006 Score: | Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.43

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 171 171 144 75 27 225 Percentage: 3.32% 21.03% 21.03% 17.71% 9.23% 27.68%

#### 72. I am satisfied with my holiday benefit.

Current Score:

Standard Deviation:

Number of Respondents:

Number of Respondents:

3.99 0.87

813

2008 Score:

2004 Score:

3.89 2006 Score: Not Available Not Available **Current Benchmarks** 

All Respondents: 3.96

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 206 444 97 27 21 18 Percentage: 25.34% 54.61% 11.93% 3.32% 2.58% 2.21%

# 73. I am satisfied with my Employee Assistance Program (E.A.P.).

Current Score: 3.38 Standard Deviation: 0.90

2008 Score: 810

3.28 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.60

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 44 223 257 24 32 230 Percentage: 5.43% 27.53% 31.73% 2.96% 3.95% 28.40%

# **Institution Wide**

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For the following section employees are asked to indicate how strongly they agree or disagree that the statement describes the institution as a whole. Possible responses include: (1) Strongly Disagree, (2) Disagree, (3) Feel Neutral, (4) Agree, (5) Strongly Disagree and (6) Don't Know/ Not Applicable.

Any survey item with an average (mean) score above the neutral midpoint of "3.0" suggests that employees perceive the issue more positively than negatively. Scores of "4.0" or higher indicate areas of substantial strength for the institution. Conversely, scores below "3.0" are viewed more negatively by employees. Questions that receive below a "2.0" should be a significant source of concern for the organization and receive immediate attention.



# **Organization Wide**

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# 74. Information and knowledge are shared openly within this organization.

Current Score: 3.30 2008 Score: 3.21 **Current Benchmarks** 2006 Score: Not Available Standard Deviation: 1.04 Number of Respondents: 813 2004 Score: Not Available

All Respondents: 3.18

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 55 350 200 118 56 34 Percentage: 24.60% 6.77% 43.05% 14.51% 6.89% 4.18%

### 75. An effort is made to get the opinions of people throughout the organization.

3.47 Current Score: Standard Deviation: 1.02 Number of Respondents: 809

2008 Score: 3.31 2006 Score: Not Available

**Current Benchmarks** 3.19 All Respondents:

2004 Score: Not Available

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 72 86 52 415 160 24 Percentage: 8.90% 51.30% 19.78% 10.63% 6.43% 2.97%

#### 76. We work well with other organizations.

Current Score: 3.64 Standard Deviation: 0.89

2008 Score: 3.62 2006 Score: Not Available

**Current Benchmarks** All Respondents: 3.67

Number of Respondents: 811 2004 Score: Not Available

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 76 402 175 35 93 Percentage: 9.37% 49.57% 21.58% 4.32% 3.70% 11.47%

### 77. We work well with our governing bodies (the legislature, the board of regents, etc.).

Current Score: 3.59 Standard Deviation: 0.89

2008 Score: 3.69 2006 Score: Not Available

**Current Benchmarks** 3.75 All Respondents:

Number of Respondents: 812 2004 Score: Not Available

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	74	340	203	34	27	134
Percentage:	9.11%	41.87%	25.00%	4.19%	3.33%	16.50%



# **Organization Wide**

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78.	We	work	well	with	the	public.
<i>,</i> 0.	***	WOIN	***	** :	1110	public.

Number of Respondents:

Current Score: 3.81 Standard Deviation: 0.82

812

2008 Score: 3.74 2006 Score: Not Available

Not Available

**Current Benchmarks** 

All Respondents: 3.89

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 111 448 151 25 19 58 Percentage: 13.67% 55.17% 18.60% 3.08% 2.34% 7.14%

### 79. We understand the state, local, national and global issues that impact this organization.

2004 Score:

3.75 Current Score: Standard Deviation: 0.85 Number of Respondents: 812

3.75 2008 Score: 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** 

3.77 All Respondents:

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 35 20 101 431 153 72 Percentage: 12.44% 53.08% 18.84% 4.31% 2.46% 8.87%

#### 80. We know how our work impacts other employees.

Current Score: 3.66 Standard Deviation: 0.90

Number of Respondents:

Number of Respondents:

Percentage:

2008 Score: 3.56 2006 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.68

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 93 433 153 65 23 45

18.84%

### 81. Our web site is easy to use and contains helpful information.

811

53.33%

812

Current Score: 3.52 Standard Deviation: 1.03

11.45%

2008 Score:

2004 Score:

3.48 2006 Score: Not Available 2004 Score: Not Available

8.00%

Not Available

**Current Benchmarks** 

2.83%

5.54%

All Respondents: 3.53

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 86 439 137 98 48 Percentage: 10.60% 54.13% 16.89% 12.08% 5.92% .37%



### **Organization Wide**

Number of Respondents:

Number of Respondents:

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#### 82. I have a good understanding of our mission, vision, and strategic plan.

Current Score: 3.95 Standard Deviation: 0.75 2008 Score:

3.95 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.82

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 150 518 103 25 12 Percentage: 12.68% 18.47% 63.79% 3.08% 1.48% 49%

#### 83. I believe we communicate our mission effectively to the public.

812

3.54 Current Score: Standard Deviation:

0.94 812

2008 Score: 3.50 2006 Score: Not Available

2004 Score: Not Available

**Current Benchmarks** 

All Respondents: 3.54

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 80 395 189 83 28 37 Percentage: 9.85% 48.65% 23.28% 10.22% 3.45% 4.56%

#### 84. My organization encourages me to be involved in my community.

Current Score:

Standard Deviation:

Number of Respondents:

3.66 0.86 810

2008 Score:

3.55 2006 Score: Not Available 2004 Score: Not Available **Current Benchmarks** 

All Respondents: 3.61

Response: Strongly Agree Agree Neutral Disagree Strongly Disagree Don't Know/Not Applicable Frequency: 411 195 65 12 28 Percentage: 12.22% 50.74% 24.07% 8.02% 1.48% 3.46%



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Organizations participating in the Survey are invited to submit up to 20 additional items for inclusion in the Survey. These items are printed on an insert and included in each employee's survey packet. Please refer to the insert that has been included later in this binder for more information on additional items submitted by this organization.

\*Additional Items are not included if none were submitted.



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1. I have goo	d understanding	g about how my	work contribute	es to our missio	n, vision and go	als.					
Average Sco	re: 3.98	Standard Devia	ation: 0.80	Number of R	tespondents:	809					
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable					
Frequency:	186	460	113	27	11	12					
Percentage:	22.99%	56.86%	13.97%	3.34%	1.36%	1.48%					
1 Groomago.	22.0070	00.0070	10.07 70	0.0470	1.0070	1.4070					
2. Merit pay is fairly distributed within my department/unit.											
Average Sco	re: 2.98	Standard Devia	ation: 1.21	Number of R	tespondents:	810					
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable					
Frequency:	63	218	191	131	112	95					
Percentage:	7.78%	26.91%	23.58%	16.17%	13.83%	11.73%					
,											
3. Work that is done well is effectively recognized.											
Average Sco	re: 3.24	Standard Devia	ation: 1.15	Number of R	tespondents:	811					
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable					
Frequency:	87	316	165	166	67	10					
Percentage:	10.73%	38.96%	20.35%	20.47%	8.26%	1.23%					
					•						
4. My superv		s my unit to plar	n, evaluate how	we are doing, aı	nd improve our p	performance in an					
Average Sco	re: 3.69	Standard Devia	ation: 1.07	Number of R	tespondents:	814					
Response:		Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable					
Frequency:	176	352	144	83	37	22					
Percentage:	21.62%	43.24%	17.69%	10.20%	4.55%	2.70%					
5. The expec	tations for my jo	ob are clearly st	ated and effective	vely evaluated.							
Average Sco	re: 3.65	Standard Devia	ation: 1.03	Number of R	tespondents:	806					
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable					
Frequency:	136	403	139	82	37	9					
Percentage:	16.87%	50.00%	17.25%	10.17%	4.59%	1.12%					
I											



			763 -Univ.	North Texas Health	n Science Ctr. Fort W
6. Our institution invests in	the skills of its e	employees.			
Average Score: 3.29	Standard Devia	ation: 1.04	Number of F	Respondents:	809
Response: Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency: 64 Percentage: 7.91%	326 40.30%	225 27.81%	121 14.96%	53 6.55%	20 2.47%
7. There is good alignment o	of goals through	out the organiza	tion.		
Average Score: 3.36	Standard Devia	ation: 0.98	Number of F	Respondents:	807
Response: Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency: 56	347	231	89	45	39
Percentage: 6.94%	43.00%	28.62%	11.03%	5.58%	4.83%
Response: Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Applicable
Frequency: 77 Percentage: 9.48%	329 40.52%	232 28.57%	93 11.45%	44 5.42%	37 4.56%
Average Score: 3.69  Response: Strongly Agree	upervisor to part Standard Devia	·		ng opportunities.  Respondents:  Strongly Disagree	813
				1 00	Applicable
	260	161	60		25
Frequency: 156 Percentage: 19.19%	369 45.39%	161 19.80%	69 8.49%	33 4.06%	25 3.08%
Percentage: 19.19%  10. Internal education and tr  Average Score: 3.51	45.39%  raining offerings  Standard Devia	19.80% are as valuable ation: 1.01	8.49%  as those offered  Number of F	4.06% ed externally. Respondents:	3.08%
Percentage: 19.19%  10. Internal education and tr  Average Score: 3.51  Response: Strongly Agree	45.39%  raining offerings  Standard Devia	19.80% s are as valuable ation:  Neutral	as those offered Number of F	4.06% ed externally. Respondents: Strongly Disagree	3.08%  812  Don't Know/Not Applicable
Percentage: 19.19%  10. Internal education and tr  Average Score: 3.51	45.39%  raining offerings  Standard Devia	19.80% are as valuable ation: 1.01	8.49%  as those offered  Number of F	4.06% ed externally. Respondents:	3.08%  812  Don't Know/Not



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11. My departn	nent/unit prov	ides funding for	required job ski	II(s) training.		
Average Score	3.28	Standard Devia	ation: 1.11	Number of I	Respondents:	811
·	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	79	292	186	121	61	72
Percentage:	9.74%	36.00%	22.93%	14.92%	7.52%	8.88%
12. The results	of institution	al surveys are p	romptly commu	nicated to me.		
Average Score	3.42	Standard Devia	ation: 0.97	Number of l	Respondents:	813
Response: S	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	68	341	207	100	30	67
Percentage:	8.36%	41.94%	25.46%	12.30%	3.69%	8.24%
<u> </u>						Applicable
Response: S	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
Frequency: Percentage:	60 7.39%	282 34.73%	239 29.43%	69 8.50%	33 4.06%	129 15.89%
	1.0070	J4.7 J /0	20.7070	0.0070	7.0070	
14 My job initi	ativos align w	ith the institutio	n2s overall goal			10.0070
• •		_	on?s overall goal		Deanandanta	
<b>14. My job initi</b> Average Score		ith the institutio			Respondents:	808
Average Score Response: S	: 3.87 Strongly Agree	Standard Devia	ation: 0.75  Neutral	Number of l	Respondents:  Strongly Disagree	808
Average Score Response: S	: 3.87 Strongly Agree	Standard Devia	ation: 0.75  Neutral	Number of Disagree	Strongly Disagree	808  Don't Know/Not Applicable 31
Average Score Response: S	: 3.87 Strongly Agree	Standard Devia	ation: 0.75  Neutral	Number of l	Strongly Disagree	808  Don't Know/Not Applicable
Average Score  Response: S  Frequency: Percentage:   15. I have a go teamwork).  Average Score	: 3.87 Strongly Agree 139 17.20%	Standard Devia Agree 430 53.22%	Neutral  184 22.77%  values (compas	Number of Disagree  17 2.10%  sion, excellence	Strongly Disagree	808  Don't Know/Not Applicable 31 3.84%  egrity, pride an
Average Score Response: S Frequency: Percentage:   15. I have a go teamwork).  Average Score Response: S	: 3.87 Strongly Agree  139 17.20%  od understand : 4.08 Strongly Agree	Standard Devia Agree  430 53.22%  ding of our core  Standard Devia Agree	ation: 0.75  Neutral  184 22.77%  values (compas  ation: 0.72  Neutral	Number of Disagree  17 2.10%  sion, excellent  Number of Disagree	Strongly Disagree  7 87%  ce, innovation, int  Respondents:  Strongly Disagree	808  Don't Know/Not Applicable 31 3.84%  egrity, pride and 807  Don't Know/Not Applicable
Average Score  Response: S  Frequency: Percentage:   15. I have a go teamwork).  Average Score	: 3.87 Strongly Agree  139 17.20%  ood understand : 4.08	Standard Devia Agree  430 53.22%  ding of our core  Standard Devia	184 22.77% values (compas	Number of Disagree  17 2.10%  sion, excellence	Strongly Disagree 7 87% ce, innovation, int	808  Don't Know/Not Applicable 31 3.84%  egrity, pride an



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### **Dimension 1: Work Group**

Supervisor Effectiveness Construct Score = 348	Avg S.D.
<ul> <li>18: We have an opportunity to participate in the goal setting process.</li> <li>20: We seem to be working toward the same goals.</li> <li>22: We are given the opportunity to do our best work.</li> <li>31: We are given accurate feedback about our performance.</li> <li>36: My supervisor is supportive of my career goals.</li> <li>45: People who challenge the status quo are valued.</li> <li>49: Favoritism (special treatment) is not an issue in raises and promotions.</li> </ul>	3.44 1.12 3.50 1.08 3.67 1.06 3.59 0.99 3.90 1.06 3.11 1.14 3.21 1.27
Fairness Construct Score = 342	Avg S.D.
<ul> <li>5: My performance is evaluated fairly.</li> <li>6: My supervisor is consistent when administering employee policies.</li> <li>21: There is a sense of trust throughout the organization.</li> <li>32: When possible, alternative work schedules (flex-time, compressed work weeks, job sharing, telecommuting) are offered to us.</li> <li>49: Favoritism (special treatment) is not an issue in raises and promotions.</li> </ul>	3.83 1.07 3.73 1.18 3.03 1.20 3.36 1.25 3.21 1.27
Team Effectiveness Construct Score = 330	Avg S.D.
<ul> <li>17: Work groups or committees receive adequate feedback that helps improve performance.</li> <li>19: Decision making and control are given to employees doing the actual work.</li> <li>21: There is a sense of trust throughout the organization.</li> <li>25: We are efficient.</li> <li>27: There is a real feeling of teamwork.</li> <li>46: Work groups or committees are involved in making work processes more effective.</li> </ul>	3.33 1.02 3.23 1.17 3.03 1.20 3.51 1.10 3.33 1.18 3.42 1.00
Diversity Construct Score = 356	Avg S.D.
<ul><li>7: Every employee is valued.</li><li>8: We work to attract, develop, and retain people with diverse backgrounds.</li><li>16: Work groups or committees are trained to incorporate the opinions of each member.</li><li>47: The people I work with treat each other with respect.</li></ul>	3.56 1.23 3.62 1.06 3.36 1.07 3.71 1.08



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### **Dimension 2: Accommodations**

Fair	Pay Construct Score = 273	Avg	<u>S.D.</u>
59:	People are paid fairly for the work they do. Salaries are competitive with similar positions in the community or at comparable institutions. My pay keeps pace with the cost of living.	2.73	1.14 1.15 1.13
Phys	sical Environment Construct Score = 380	<u>Avg</u>	<u>S.D.</u>
37: 38:	We have adequate computer resources, (hardware and software).  We have sufficient procedures to ensure the safety of employees in the workplace.  Our workplace is well maintained.  Within my workplace, there is a feeling of community.	4.05 3.95	1.08 0.85 0.86 1.10
Bene	efits Construct Score = 363	Avg	<u>S.D.</u>
61:	Benefits can be selected to meet individual needs. I understand my benefits plan. Benefits are comparable to those offered in other jobs.	3.85	0.99 0.72 0.93
Emp	loyment Development Construct Score = 367	Avg	<u>S.D.</u>
33:	Work groups or committees are trained to incorporate the opinions of each member.  Learning opportunities or training are made available for personal growth and development.  Learning opportunities or training are made available for professional growth or skills	3.65	1.07 1.01 0.99
	development. We have access to information about job opportunities, conferences, workshops, and training. My supervisor is supportive of my career goals.	3.75 3.90	0.89 1.06



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### **Dimension 3: Organizational Features**

Char	nge Oriented Construct Score = 350	<u>Avg</u>	<u>S.D.</u>
18: 44: 54:	We integrate information and act intelligently upon that information. We have an opportunity to participate in the goal setting process. My ideas and opinions count at work. When possible, problems are solved before they become a crisis. An effort is made to get the opinions of people throughout the organization.	3.44 3.53 3.56	1.02 1.12 1.11 1.08 1.02
Goal	Oriented Construct Score = 354	<u>Avg</u>	<u>S.D.</u>
13: 18:	Our goals are consistently met or exceeded.  We integrate information and act intelligently upon that information.  We have an opportunity to participate in the goal setting process.  We are efficient.	3.54 3.44	0.94 1.02 1.12 1.10
Holo	graphic Construct Score = 352	<u>Avg</u>	<u>S.D.</u>
19: 23: 28: 39: 75:	The work atmosphere encourages open and honest communication.  Decision making and control are given to employees doing the actual work.  I feel a sense of pride when I tell people that I work for this institution.  We feel that our efforts count.  Within my workplace, there is a feeling of community.  An effort is made to get the opinions of people throughout the organization.  We know how our work impacts other employees.	3.23 3.97 3.37 3.59 3.47	1.24 1.17 0.92 1.16 1.10 1.02 0.90
Strat	tegic Construct Score = 372	<u>Avg</u>	<u>S.D.</u>
76: 77: 78: 79: 82:	We use feedback from those we serve to improve our performance.  We work well with other organizations.  We work well with our governing bodies (the legislature, the board of regents, etc.).  We work well with the public.  We understand the state, local, national and global issues that impact this organization.  I have a good understanding of our mission, vision, and strategic plan.  I believe we communicate our mission effectively to the public.	3.64 3.59 3.81 3.75 3.95	0.91 0.89 0.89 0.82 0.85 0.75 0.94
Qual	ity Construct Score = 370	<u>Avg</u>	<u>S.D.</u>
3: 4: 26:	We are constantly improving our services. We provide high quality programs and services. We develop services to match the needs of those we serve. Outstanding work is recognized. We have adequate resources to do our jobs.	3.96 3.90 3.36	0.99 0.98 0.98 1.19 1.05



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### **Dimension 4: Information**

Inter	nal Construct Score = 327	<u>Avg</u>	<u>S.D.</u>
17:	The right information gets to the right people at the right time.  Work groups or committees receive adequate feedback that helps improve performance.  Information and knowledge are shared openly within this organization.	3.33	1.08 1.02 1.04
Avail	ability Construct Score = 355	<u>Avg</u>	<u>S.D.</u>
12: 15: 79: 80:	Information systems are in place and accessible for me to get my job done.  The right information gets to the right people at the right time.  We feel the channels we must go through at work are reasonable.  We understand the state, local, national and global issues that impact this organization.  We know how our work impacts other employees.  Our web site is easy to use and contains helpful information.	3.19 3.39 3.75 3.66	0.96 1.08 1.09 0.85 0.90 1.03
Exte	rnal Construct Score = 364	<u>Avg</u>	<u>S.D.</u>
14: 35: 48: 78: 79:	Information is shared as appropriate with other organizations or institutions. The work atmosphere encourages open and honest communication. We have access to information about job opportunities, conferences, workshops, and training. The appropriate information is shared with the public. We work well with the public. We understand the state, local, national and global issues that impact this organization. I believe we communicate our mission effectively to the public.	3.36 3.75 3.71 3.81 3.75	0.92 1.24 0.89 0.90 0.82 0.85 0.94



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### **Dimension 5: Personal**

Job Satisfaction	Construct Score = 362	Avg S.D.
	to do our best work. balance between work and personal life. organization enables me to do a good job.	3.67 1.06 3.59 1.03 3.62 0.98
Time and Stress	Construct Score = 358	Avg S.D.
• •	•	3.57 1.06 3.52 1.05 3.59 1.03 3.65 0.96
Burnout	Construct Score = 365	Avg S.D.
<ul><li>23: I feel a sense of pride when</li><li>28: We feel that our efforts coun</li><li>29: We are encouraged to learn</li><li>42: My job meets my expectation</li><li>44: My ideas and opinions count</li></ul>	from our mistakes. ns.	3.97 0.92 3.37 1.16 3.72 0.93 3.68 0.98 3.53 1.11
Empowerment	Construct Score = 352	Avg S.D.
21: There is a sense of trust thro 22: We are given the opportunity 23: I feel a sense of pride when 29: We are encouraged to learn 45: People who challenge the st 80: We know how our work impa	r to do our best work. I tell people that I work for this institution. from our mistakes. atus quo are valued.	3.03 1.20 3.67 1.06 3.97 0.92 3.72 0.93 3.11 1.14 3.66 0.90



### **Key to the Data Files (Provided in Excel format)**

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This key can be used to interpret the layout of the

763 \_Org\_Items.xls, 763 \_OC1\_Items.xls, and 763 \_OC2\_Items.xls

# 763 \_Org\_Additional\_Items.xls, 763 \_OC1\_Additional\_Items.xls, and 763 OC2 Additional Items.xls

Microsoft Excel data files found on the returned disks.

763 \_Org\_Items.xls lists the scores for each of the Survey Items for the organization as a whole. 763 \_OC1\_Items.xls lists the scores for each of the Survey Items for each of the organizational categories filled in Organization Code Box # 2. 763 \_OC2\_Items.xls lists the scores for each of the Survey Items for each of the organizational categories filled in Organization Code Box # 3. If an Organizational Category did not have five or more respondents no Survey Item scores will appear for that category.

763 Org\_Additional\_Items.xls lists the scores for each of the Additional Items for the organization as a whole. 763 OC1\_Additional\_Items.xls lists the scores for each of the Additional Items for each of the organizational categories filled in Organization Code Box # 2. 763 OC2\_Additional\_Items.xls lists the scores for each of the Additional Items for each of the organizational categories filled in Organization Code Box # 3. If an Organizational Category did not have five or more respondents no Additional Item scores will appear for that category.

Sample Data Excerpt\*:

	Α	В	Ç	D	E	F	G	Н		J	K	L	М	Ņ	0	Р	Q	R	S	T
														Se.						
														PRES	g.\					
		ss.	12/2	C.	0/3	/ )	1	./ `	10	/ )	\&		1/4		Note:	./ ,	/ 0	( کړ		
	10/4	, Y	/ /	3 \ E	17/2	િજ	18 M	(જે)	(\$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	જિ	0/1	(P)	// (S)	(P)	80	િજ		(0)		
1	10/3	\$ /\s	<u>6\</u>	9x /	87/c	7	$\mathcal{V}/c$	7/2	<i>Y</i> /c	7/3	<i>\$</i> /c	7/2	$\mathcal{V}/c$	7/2	$\mathcal{Y}_{c}$	7/	12 AT	<u>ي/ر</u>	5/2	3
2	Α	В	С	D	E	F	G	Н	- 1	J	K	L	M	N	0	Р	Q	R	S	T
3	111	Texas	1	We are	3	0.6	2	0.4	0	0	0	0	0	0	0	0	5	4.6	0.5	5
4	111	Texas	2	We are	2	0.4	1	0.2	2	0.4	0	0	0	0	0	0	5	4	0.5	5
5																				

<sup>\*</sup>This is sample has been formatted to allow it to fit on one page. Actual Data Files will not have the header column formatted at a 45 degree angle and will not have a sub-header row with letters "A"-"T".

#### **Key:**

#### A: "ID"

This column contains either the Organization's ID number or the Organizational Category Number.

#### C: "ITEM NO"

This column contains the item number.

#### E, G, I, K, M, O: "R COUNT"

These columns contain the number of respondents who selected response "R", where R=SA (Strongly Agree), A (Agree), N (Neutral), D (Disagree), SD (Strongly Disagree), or NA (Not Applicable/Don't Know").

#### Q: "RESPONSE COUNT"

This column contains the total number of respondents to this item.

#### S: "STD\_DEV"

This column contains the Standard Deviation of the responses Strongly Agree through Strongly Disagree as explained in the "AVG" definition.

#### **B: "NAME"**

This column contains either the Organization's Name or the Organizational Category Name.

#### D: "ITEM TEXT"

This column contains the text of the item.

#### F. H. J. L. N. P: "R PCT"

These columns contain the ratios of the number of respondents who selected response "R" (defined under "R\_COUNT") to the total number of respondents for this item. Multiplying by 100 will yield the percent of respondents who selected response "R" out of the total number of respondents to this item.

#### R: "AVG"

This column contains the average score on this item. This is done by assigning values 5-1 to the responses Strongly Agree to Strongly Disagree respectively, summing these values for the item, and dividing by the total number of respondents who answered with a response Strongly Agree through Strongly Disagree.

#### T: "VR"

This column contains the number of "valid" responses; i.e. the number of respondents who selected responses Strongly Agree through Strongly Disagree. It is used as the number of respondents when computing the Average and Standard Deviation.



### **Key to the Data Files**

763 -Univ. North Texas Health Science Ctr. Fort Worth

This key can be used to interpret the layout of the

## 763 \_Org\_Constructs.xls, 763 \_OC1\_Constructs.xls, and 763 \_OC2\_Contructs.xls Microsoft Excel data files found on the returned disks.

763 \_Org\_Constructs.xls lists the scores for each of the Survey Constructs for the organization as a whole. 763 \_OC1\_Constructs.xls lists the scores for each of the Survey Constructs for each of the organizational categories filled in Organization Code Box # 2. 763 \_OC2\_Items.xls lists the scores for each of the Survey Constructs for each of the organizational categories filled in Organization Code Box # 3. If an Organizational Category did not have five or more respondents no Survey Construct scores will appear for that category.

**Sample Data Excerpt:** 

	Α	В	С	D	Е
1	ID	NAME	CONS_NO	CONS_NAME	SCORE
2	250	Texas State Organization	1	Effectiveness	365
3	250	Texas State Organization	2	Fairness	338
4	250	Texas State Organization	3	Effectiveness	341
5	250	Texas State Organization	4	Diversity	353
6	250	Texas State Organization	5	Fair Pay	357
7	250	Texas State Organization	6	Work Setting	392

#### **Key:**

#### A: "ID"

This column contains either the Organization's ID number or the Organizational Category Number.

#### C: "CONS NO"

This column contains the construct number.

#### E: "SCORE"

This column contains the score of the construct.

#### B: "NAME"

This column contains either the Organization's Name or the Organizational Category Name.

#### D: "CONS NAME"

This column contains the text of the constructs.



### **Survey Insert**

763 -Univ. North Texas Health Science Ctr. Fort Worth

#### **Organization Codes**

1. In Code Box 1, all employees of the Univ. North Texas Health Science Ctr. Fort Worth should fill in code 763.

#### 2. In Code Box 2, Please select a code from the list:

<u>Code</u>	<u>Category</u>	<u>Code</u>	Category
101	Academic Affairs	102	Community Engagement
103	Finance and Administration	104	Graduate School of Biomedical Sciences
105	President's Office	106	Research
107	School of Health Professions	108	School of Public Health
109	Strategy and Measurement	110	Texas College of Osteopathic Medicine
111	UNT Health	112	UNT System

#### 3. In Code Box 3, Please select a code from the list:

<u>Code</u>	Faculty/Staff	<u>Code</u>	Faculty/Staff
1	Faculty	2	Staff

#### **Additional Items**

- 1. I have good understanding about how my work contributes to our mission, vision and goals.
- 2. Merit pay is fairly distributed within my department/unit.
- 3. Work that is done well is effectively recognized.
- 4. My supervisor encourages my unit to plan, evaluate how we are doing, and improve our performance in an ongoing manner.
- 5. The expectations for my job are clearly stated and effectively evaluated.
- 6. Our institution invests in the skills of its employees.
- 7. There is good alignment of goals throughout the organization.
- 8. UNTHSC makes decisions based on our values (compassion, excellence, innovation, integrity, pride and teamwork).
- 9. I am encouraged by my supervisor to participate in education and training opportunities.
- 10. Internal education and training offerings are as valuable as those offered externally.
- 11. My department/unit provides funding for required job skill(s) training.
- 12. The results of institutional surveys are promptly communicated to me.
- 13. We have made improvements based on the findings of previous assessments and surveys.
- 14. My job initiatives align with the institution?s overall goals.
- 15. I have a good understanding of our core values (compassion, excellence, innovation, integrity, pride and teamwork).

