

**2010 UNTHSC Faculty/Staff Survey of Organizational Excellence
Comparison of Survey Constructs for Schools and Administrative Units**

Higher Scoring Constructs
Lower Scoring Constructs

Constructs have been color coded to highlight areas of relative strength and concern. The five highest scoring constructs for each school/administrative unit are blue, and the lowest scoring constructs are red. Scores above 300 suggest that employees perceive the issue more positively than negatively, and scores of 400 or higher indicate areas of substantial strength. Conversely, scores below 300 are viewed more negatively by employees, and scores below 200 should be a significant source of concern for the organization and should receive immediate attention. In keeping with UNTHSC's organizational focus on continuous improvement, the red constructs, even if scoring 300 or better (i.e. viewed positively by respondents), represent opportunities for improvement.

		Responding School/Administrative Unit														
		All Respondents Benchmark ¹	UNTHSC	Academic Affairs	Community Engagement	Finance and Administration	GSBS	President's Office ²	Research	SHP ²	SPH	Strategy and Measurement	TCOM	UNT Health ³	UNT System	
Work Group	Supervisor Effectiveness	354	348	374	410	352	337	402	379	395	388	440	353	320	303	
	Fairness	352	342	358	398	336	341	400	380	377	388	413	347	317	308	
	Team Effectiveness	336	330	351	383	344	321	411	371	388	360	416	322	299	293	
	Diversity	361	356	379	407	355	348	429	393	405	381	445	363	328	317	
Accommodations	Fair Pay	272	273	281	298	276	275	366	301	316	309	411	277	245	269	
	Physical Environment	385	380	400	417	392	378	424	399	417	413	450	392	354	354	
	Benefits	383	363	367	375	368	365	383	370	379	371	416	366	356	350	
	Employment Development	373	367	376	393	373	354	403	387	403	395	459	373	352	346	
Organizational Features	Change Oriented	349	350	382	394	363	334	409	380	403	389	435	351	321	320	
	Goal Oriented	357	354	389	396	369	336	437	381	406	382	439	357	323	321	
	Holographic	356	352	379	404	365	339	421	384	401	378	421	349	322	317	
	Strategic	375	372	393	400	391	350	428	382	407	394	407	362	359	351	
	Quality	380	370	410	417	387	359	456	382	426	393	450	369	337	355	
Information	Internal	324	327	341	365	334	322	411	360	382	364	405	319	298	313	
	Availability	359	355	360	371	369	343	399	375	397	376	383	356	336	344	
	External	369	364	379	408	379	349	433	383	405	387	424	359	342	342	
Personal	Job Satisfaction	373	362	386	411	383	356	416	377	391	394	418	359	335	339	
	Time and Stress	366	358	382	399	380	347	412	376	385	385	425	351	331	338	
	Burnout	374	365	388	417	374	351	410	388	407	384	441	372	340	333	
	Empowerment	359	352	372	401	364	342	413	374	397	379	425	347	329	323	
<i>Number of Respondents</i>			820	64	26	98	98	6	57	18	34	6	72	232	21	
<i>% of Respondents</i>			100%	8%	3%	12%	12%	1%	7%	2%	4%	1%	9%	28%	3%	
<i>Survey Response Rate</i>		80%	56%													
<i>Survey Response Rate for All Respondents in Higher Education</i>		58%														

¹Participants in the survey include nonprofit state entities ranging from the THECB to the Department of State Health Services, and 21 higher education institutions including the Texas A&M University System, UT-Austin, and Texas Tech.

²2010 is the first year these units were reported as individual units

³2010 is the first year UMA results are included in UNTHHealth results

2010 UNTHSC Faculty/Staff Survey of Organizational Excellence Comparison of Survey Constructs for Faculty and Staff

Higher Scoring Constructs
Lower Scoring Constructs

Constructs have been color coded to highlight areas of relative strength and concern. The five highest scoring constructs for each school/administrative unit are blue, and the lowest scoring constructs are red. Scores above 300 suggest that employees perceive the issue more positively than negatively, and scores of 400 or higher indicate areas of substantial strength. Conversely, scores below 300 are viewed more negatively by employees, and scores below 200 should be a significant source of concern for the organization and should receive immediate attention. In keeping with UNTHSC's organizational focus on continuous improvement, the red constructs, even if scoring 300 or better (i.e. viewed positively by respondents), represent opportunities for improvement.

		All Respondents Benchmark ¹	UNTHSC	UNTHSC Faculty	UNTHSC Staff	
Dimensions	Work Group	Supervisor Effectiveness	354	348	347	349
		Fairness	352	342	342	343
		Team Effectiveness	336	330	325	332
		Diversity	361	356	361	355
	Accommodations	Fair Pay	272	273	292	269
		Physical Environment	385	380	384	380
		Benefits	383	363	370	362
		Employment Development	373	367	373	366
	Organizational Features	Change Oriented	349	350	344	353
		Goal Oriented	357	354	344	357
		Holographic	356	352	343	354
		Strategic	375	372	352	378
		Quality	380	370	359	374
	Information	Internal	324	327	327	327
		Availability	359	355	342	358
		External	369	364	351	367
	Personal	Job Satisfaction	373	362	343	368
		Time and Stress	366	358	336	364
		Burnout	374	365	356	368
		Empowerment	359	352	340	356
<i>Number of Respondents</i>			820	166	640	
<i>% of Respondents</i>			100%	20%	78%	
<i>Survey Response Rate</i>		80%	56%	49% ²	58% ²	
<i>Survey Response Rate for All Respondents in Higher Education</i>		58%				

¹Participants in the survey include nonprofit state entities ranging from the THECB to the Department of State Health Services, and 21 higher education institutions including the Texas A&M University System, UT-Austin, and Texas Tech.

²Faculty/Staff response rates based on HR and Faculty Affairs data for February, 2010

UNTHSC Faculty/Staff Survey of Organizational Excellence

Comparison of Survey Constructs from 2008 to 2010 by Schools and Administrative Units

Higher Scoring Constructs

Lower Scoring Constructs

		Academic Affairs				
		All Respondents Benchmark ¹	UNTHSC	2010	2008	
Dimensions	Work Group	Supervisor Effectiveness	354	348	374	380
		Fairness	352	342	358	357
		Team Effectiveness	336	330	351	349
		Diversity	361	356	379	364
	Accommodations	Fair Pay	272	273	281	271
		Physical Environment	385	380	400	393
		Benefits	383	363	367	368
		Employment Development	373	367	376	394
	Organizational Features	Change Oriented	349	350	382	373
		Goal Oriented	357	354	389	387
		Holographic	356	352	379	369
		Strategic	375	372	393	387
		Quality	380	370	410	406
	Information	Internal	324	327	341	344
		Availability	359	355	360	353
		External	369	364	379	380
	Personal	Job Satisfaction	373	362	386	367
		Time and Stress	366	358	382	367
		Burnout	374	365	388	390
		Empowerment	359	352	372	365
	<i>Number of Respondents</i>			820	64	46
	<i>% of Respondents</i>			100%	8%	8%
	<i>Survey Response Rate</i>		80%	56%		
	<i>Survey Response Rate for All Respondents in Higher Education</i>		58%			

¹Participants in the survey

²2010 is the first year these units were reported as individual units

³2010 is the first year UMA results are included in UNTHHealth results

UNTHSC Faculty/Staff Survey of Organizational Excellence

Comparison of Survey Constructs from 2008 to 2010 by Schools and Administrative Units

Higher Scoring Constructs

Lower Scoring Constructs

		Community Engagement				
		All Respondents Benchmark ¹	UNTHSC	2010	2008	
Dimensions	Work Group	Supervisor Effectiveness	354	348	410	375
		Fairness	352	342	398	363
		Team Effectiveness	336	330	383	348
		Diversity	361	356	407	383
	Accommodations	Fair Pay	272	273	298	275
		Physical Environment	385	380	417	397
		Benefits	383	363	375	352
		Employment Development	373	367	393	406
	Organizational Features	Change Oriented	349	350	394	378
		Goal Oriented	357	354	396	362
		Holographic	356	352	404	386
		Strategic	375	372	400	390
		Quality	380	370	417	404
	Information	Internal	324	327	365	336
		Availability	359	355	371	364
		External	369	364	408	396
	Personal	Job Satisfaction	373	362	411	372
		Time and Stress	366	358	399	359
		Burnout	374	365	417	389
		Empowerment	359	352	401	378
<i>Number of Respondents</i>			820	26	12	
<i>% of Respondents</i>			100%	3%	2%	
<i>Survey Response Rate</i>		80%	56%			
<i>Survey Response Rate for All Respondents in Higher Education</i>		58%				

¹Participants in the survey

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UNTHSC Faculty/Staff Survey of Organizational Excellence

Comparison of Survey Constructs from 2008 to 2010 by Schools and Administrative Units

Higher Scoring Constructs

Lower Scoring Constructs

		Finance and Administration				
		All Respondents Benchmark ¹	UNTHSC	2010	2008	
Dimensions	Work Group	Supervisor Effectiveness	354	348	352	341
		Fairness	352	342	336	325
		Team Effectiveness	336	330	344	324
		Diversity	361	356	355	340
	Accommodations	Fair Pay	272	273	276	221
		Physical Environment	385	380	392	384
		Benefits	383	363	368	379
		Employment Development	373	367	373	336
	Organizational Features	Change Oriented	349	350	363	349
		Goal Oriented	357	354	369	359
		Holographic	356	352	365	356
		Strategic	375	372	391	392
		Quality	380	370	387	386
	Information	Internal	324	327	334	317
		Availability	359	355	369	368
		External	369	364	379	371
	Personal	Job Satisfaction	373	362	383	368
		Time and Stress	366	358	380	358
		Burnout	374	365	374	366
		Empowerment	359	352	364	352
	<i>Number of Respondents</i>			820	98	69
	<i>% of Respondents</i>			100%	12%	12%
	<i>Survey Response Rate</i>		80%	56%		
	<i>Survey Response Rate for All Respondents in Higher Education</i>		58%			

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UNTHSC Faculty/Staff Survey of Organizational Excellence

Comparison of Survey Constructs from 2008 to 2010 by Schools and Administrative Units

Higher Scoring Constructs

Lower Scoring Constructs

GSBS

		All Respondents Benchmark ¹	UNTHSC	2010	2008	
Dimensions	Work Group	Supervisor Effectiveness	354	348	337	341
		Fairness	352	342	341	331
		Team Effectiveness	336	330	321	313
		Diversity	361	356	348	345
	Accommodations	Fair Pay	272	273	275	275
		Physical Environment	385	380	378	377
		Benefits	383	363	365	370
		Employment Development	373	367	354	347
	Organizational Features	Change Oriented	349	350	334	336
		Goal Oriented	357	354	336	334
		Holographic	356	352	339	337
		Strategic	375	372	350	347
		Quality	380	370	359	363
	Information	Internal	324	327	322	315
		Availability	359	355	343	347
		External	369	364	349	343
	Personal	Job Satisfaction	373	362	356	354
		Time and Stress	366	358	347	354
		Burnout	374	365	351	355
		Empowerment	359	352	342	340
<i>Number of Respondents</i>			820	98	42	
<i>% of Respondents</i>			100%	12%	8%	
<i>Survey Response Rate</i>		80%	56%			
<i>Survey Response Rate for All Respondents in Higher Education</i>		58%				

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UNTHSC Faculty/Staff Survey of Organizational Excellence

Comparison of Survey Constructs from 2008 to 2010 by Schools and Administrative Units

Higher Scoring Constructs

Lower Scoring Constructs

		Research				
		All Respondents Benchmark ¹	UNTHSC	2010	2008	
Dimensions	Work Group	Supervisor Effectiveness	354	348	379	379
		Fairness	352	342	380	376
		Team Effectiveness	336	330	371	363
		Diversity	361	356	393	390
	Accommodations	Fair Pay	272	273	301	283
		Physical Environment	385	380	399	404
		Benefits	383	363	370	375
		Employment Development	373	367	387	390
	Organizational Features	Change Oriented	349	350	380	375
		Goal Oriented	357	354	381	382
		Holographic	356	352	384	374
		Strategic	375	372	382	380
		Quality	380	370	382	401
	Information	Internal	324	327	360	342
		Availability	359	355	375	362
		External	369	364	383	376
	Personal	Job Satisfaction	373	362	377	387
		Time and Stress	366	358	376	385
		Burnout	374	365	388	396
		Empowerment	359	352	374	372
	<i>Number of Respondents</i>			820	57	22
	<i>% of Respondents</i>			100%	7%	4%
<i>Survey Response Rate</i>		80%	56%			
<i>Survey Response Rate for All Respondents in Higher Education</i>		58%				

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UNTHSC Faculty/Staff Survey of Organizational Excellence

Comparison of Survey Constructs from 2008 to 2010 by Schools and Administrative Units

Higher Scoring Constructs
Lower Scoring Constructs

		SPH				
		All Respondents Benchmark ¹	UNTHSC	2010	2008	
Dimensions	Work Group	Supervisor Effectiveness	354	348	388	344
		Fairness	352	342	388	327
		Team Effectiveness	336	330	360	333
		Diversity	361	356	381	347
	Accommodations	Fair Pay	272	273	309	229
		Physical Environment	385	380	413	396
		Benefits	383	363	371	369
		Employment Development	373	367	395	350
	Organizational Features	Change Oriented	349	350	389	349
		Goal Oriented	357	354	382	339
		Holographic	356	352	378	347
		Strategic	375	372	394	353
		Quality	380	370	393	352
	Information	Internal	324	327	364	320
		Availability	359	355	376	339
		External	369	364	387	347
	Personal	Job Satisfaction	373	362	394	357
		Time and Stress	366	358	385	349
		Burnout	374	365	384	354
		Empowerment	359	352	379	336
	<i>Number of Respondents</i>			820	34	25
	<i>% of Respondents</i>			100%	4%	5%
	<i>Survey Response Rate</i>		80%	56%		
	<i>Survey Response Rate for All Respondents in Higher Education</i>		58%			

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UNTHSC Faculty/Staff Survey of Organizational Excellence

Comparison of Survey Constructs from 2008 to 2010 by Schools and Administrative Units

Higher Scoring Constructs
Lower Scoring Constructs

		Strategy and Measurement				
		All Respondents Benchmark ¹	UNTHSC	2010	2008	
Dimensions	Survey Constructs					
	Work Group	Supervisor Effectiveness	354	348	440	437
		Fairness	352	342	413	387
		Team Effectiveness	336	330	416	399
		Diversity	361	356	445	420
	Accommodations	Fair Pay	272	273	411	420
		Physical Environment	385	380	450	435
		Benefits	383	363	416	420
		Employment Development	373	367	459	411
	Organizational Features	Change Oriented	349	350	435	415
		Goal Oriented	357	354	439	400
		Holographic	356	352	421	408
		Strategic	375	372	407	400
		Quality	380	370	450	440
	Information	Internal	324	327	405	353
		Availability	359	355	383	326
		External	369	364	424	397
	Personal	Job Satisfaction	373	362	418	420
		Time and Stress	366	358	425	419
		Burnout	374	365	441	436
Empowerment		359	352	425	409	
<i>Number of Respondents</i>			820	6	5	
<i>% of Respondents</i>			100%	1%	1%	
<i>Survey Response Rate</i>		80%	56%			
<i>Survey Response Rate for All Respondents in Higher Education</i>		58%				

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UNTHSC Faculty/Staff Survey of Organizational Excellence

Comparison of Survey Constructs from 2008 to 2010 by Schools and Administrative Units

Higher Scoring Constructs

Lower Scoring Constructs

		TCOM			
		All Respondents Benchmark ¹	UNTHSC	2010	2008
Survey Constructs					
Work Group	Supervisor Effectiveness	354	348	353	346
	Fairness	352	342	347	337
	Team Effectiveness	336	330	322	308
	Diversity	361	356	363	350
Accommodations	Fair Pay	272	273	277	270
	Physical Environment	385	380	392	397
	Benefits	383	363	366	361
	Employment Development	373	367	373	353
Organizational Features	Change Oriented	349	350	351	334
	Goal Oriented	357	354	357	338
	Holographic	356	352	349	343
	Strategic	375	372	362	365
	Quality	380	370	369	371
Information	Internal	324	327	319	307
	Availability	359	355	356	347
	External	369	364	359	357
Personal	Job Satisfaction	373	362	359	357
	Time and Stress	366	358	351	346
	Burnout	374	365	372	366
	Empowerment	359	352	347	338
<i>Number of Respondents</i>			820	72	61
<i>% of Respondents</i>			100%	9%	11%
<i>Survey Response Rate</i>		80%	56%		
<i>Survey Response Rate for All Respondents in Higher Education</i>		58%			

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UNTHSC Faculty/Staff Survey of Organizational Excellence

Comparison of Survey Constructs from 2008 to 2010 by Schools and Administrative Units

Higher Scoring Constructs

Lower Scoring Constructs

		UNTHHealth				
		All Respondents Benchmark ¹	UNTHSC	2010	2008	
Dimensions	Work Group	Supervisor Effectiveness	354	348	320	322
		Fairness	352	342	317	318
		Team Effectiveness	336	330	299	302
		Diversity	361	356	328	328
	Accommodations	Fair Pay	272	273	245	243
		Physical Environment	385	380	354	361
		Benefits	383	363	356	358
		Employment Development	373	367	352	332
	Organizational Features	Change Oriented	349	350	321	317
		Goal Oriented	357	354	323	322
		Holographic	356	352	322	322
		Strategic	375	372	359	361
		Quality	380	370	337	344
	Information	Internal	324	327	298	297
		Availability	359	355	336	332
		External	369	364	342	343
	Personal	Job Satisfaction	373	362	335	338
		Time and Stress	366	358	331	338
		Burnout	374	365	340	343
		Empowerment	359	352	329	331
<i>Number of Respondents</i>			820	232	134	
<i>% of Respondents</i>			100%	28%	24%	
<i>Survey Response Rate</i>		80%	56%			
<i>Survey Response Rate for All Respondents in Higher Education</i>		58%				

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UNTHSC Faculty/Staff Survey of Organizational Excellence

Comparison of Survey Constructs from 2008 to 2010 by Schools and Administrative Units

Higher Scoring Constructs
Lower Scoring Constructs

		UNT System				
		All Respondents Benchmark ¹	UNTHSC	2010	2008	
Dimensions	Work Group	Supervisor Effectiveness	354	348	303	359
		Fairness	352	342	308	333
		Team Effectiveness	336	330	293	349
		Diversity	361	356	317	344
	Accommodations	Fair Pay	272	273	269	281
		Physical Environment	385	380	354	383
		Benefits	383	363	350	379
		Employment Development	373	367	346	361
	Organizational Features	Change Oriented	349	350	320	349
		Goal Oriented	357	354	321	352
		Holographic	356	352	317	358
		Strategic	375	372	351	403
		Quality	380	370	355	364
	Information	Internal	324	327	313	343
		Availability	359	355	344	377
		External	369	364	342	379
	Personal	Job Satisfaction	373	362	339	366
		Time and Stress	366	358	338	383
		Burnout	374	365	333	376
		Empowerment	359	352	323	355
	<i>Number of Respondents</i>			820	21	12
	<i>% of Respondents</i>			100%	3%	2%
	<i>Survey Response Rate</i>		80%	56%		
	<i>Survey Response Rate for All Respondents in Higher Education</i>		58%			

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