Employee Pulse Survey Spring 2008 Summary Results

Response rate: The survey response rate was very good: 74% [90 of the 121 Libraries’ employees].

Satisfaction with working in the Libraries. This question elicited the highest percentage of respondents who answered strongly agree or agree: 92.9%.

Agreement/Disagreement with seven statements on work conditions. 70% or more of respondents agreed or strongly agreed with all statements except one. Following are the statements with the percentage who indicated they agreed or strongly agreed, in rank order.

I am satisfied working at the UNLV Libraries. 92.9%
I am gaining valuable skills and experiences working at the UNLV Libraries. 88.9%
I feel my supervisor appreciates my work. 81.1%
My job responsibilities are clear so that I know what is expected of me. 77.8%
I would recommend the UNLV Libraries to my friends as a great place to work. 76.7%
The environment at UNLV Libraries makes me want to go above and beyond what’s expected of me in my job. 72.9%
I am satisfied with my level of involvement in decisions that affect my work. 62.2%

Rating of items as excellent/adequate/poor.

Department level items. Department level items got the highest number of excellent ratings — more than 30% of respondents rated department communication, innovation, morale, and collaboration as excellent. Adding the percent who rated those areas adequate, the percentage for each respectively is 74% (communication), 80% (innovation), 71% (morale), 80% (collaboration).

Library-wide level items. 71% of respondents rated communication library-wide excellent or adequate. 88% said that sufficient people or resources for daily workload were excellent or adequate. 71% rated staff morale library-wide as excellent or adequate. 73% rated spirit of collaboration library-wide as excellent or adequate. 60% rated support for innovation library-wide as excellent or adequate.

Improved/Worsened/Stayed the same. Library-wide communication and departmental communication are the areas with the highest number seeing improvement – 24 (27%) and 23 (26%) respectively. Staff morale at all levels was the area with the highest number seeing worsening conditions – 24 (27%) library-wide morale, 19 (21%) division morale, 22 (24%) department morale.

Comments concerning “what you like best about working in the Libraries, “what two factors have the greatest positive impact on your job satisfaction,” and What two factors have the greatest negative impact on your job satisfaction” each generated comments from approximately 80% of respondents. Employees are positively impacted the most by a sense that there are opportunities and worthwhile experiences in their jobs, along with the ability to learn and grow. Employees are most negatively impacted by issues including staffing issues, being involved in decision-making, and perceived communication flaws.