

## Staff Satisfaction Report 2023

The 2023 Staff Satisfaction Survey presents information in the form of response data to statements regarding attitudes toward job content, work policies, and professional interaction and development. This report provides a brief overview of the information presented in several sections. Rather than attempt an in-depth look at specific items by job family, this will be a snapshot of key observations concerning strengths and opportunities, followed by a look at the aggregate data over time.

Table 1. Response rates for MSU staff

Group	Total <i>n</i>	Response <i>n</i>	Response rate
All Staff	1,152	538	46.7%
Job Family 1	241	141	58.5%
Job Family 2	255	69	27.1%
Job Family 3	109	46	42.2%
Job Family 4	547	282	51.6%

Though varying by Job Family, the overall response rate is excellent and comparable to the 2021 administration. Participation by Job Family 2 is the lowest of the four, but this is understandable in that they are the least likely of the groups to use email regularly as part of work duties.

### Strengths across Job Families

Looking at the overall top items across all job families is instructive when placed in the context of top items by each job family. Table 2 shows the top seven items to receive favorable responses for all staff, as well as the scores for each job family on a particular item. Though not a perfect match across all job families, there was broad agreement in the areas of 1) understanding/use of benefits, 2) campus activity participation, and 3) workgroup cohesion.

Table 2. Most favorable items across categories

Item	All Staff	JF1	JF2	JF3	JF4
My supervisor allows me to participate in campus activities.	85.3%	83.0%	76.8%	97.8%	86.5%
I am satisfied with my ability to utilize accrued leave benefits.	84.8%	86.5%	81.2%	84.8%	84.8%
I enjoy working with my team.	82.3%	81.6%	65.2%	87.0%	86.1%
I have an adequate understanding of my benefits as an employee.	80.7%	86.5%	69.6%	84.8%	79.8%
I am able to participate in campus activities and events that I'm interested in.	80.3%	74.5%	75.4%	89.1%	83.0%
My work is challenging, stimulating, and rewarding.	79.4%	76.6%	60.9%	87.0%	84.8%
I am satisfied with the employee benefits, not including pay, offered at MSU.	79.2%	76.6%	72.5%	80.4%	81.9%

Note: Percentages are the total number of respondents who *agreed* or *strongly agreed* with the statement.

While attitudes are not universal, most of the top items are top items across all families. This suggests that despite some differences, staff generally view the same aspects of their university employment to be particular highlights.

## Opportunities across Job Families

It is also instructive to look at the least favorable responses by staff. *Table 3* combines the survey items that had the least favorable responses among all staff in 2023.

*Table 3.* Least favorable items across categories

Item	All Staff	JF1	JF2	JF3	JF4
My work is recognized and appreciated.	62.5%	60.3%	52.2%	71.7%	64.5%
Employee performance evaluations are fair and appropriate.	61.9%	58.2%	44.9%	84.8%	64.2%
I am given sufficient opportunities to engage in leadership-related activities.	61.2%	53.9%	50.7%	60.9%	67.4%
I prefer to work at MSU over any other employer in the Springfield area.	55.6%	58.9%	34.8%	60.9%	58.2%
I feel my input is taken into consideration when decisions or policies are made.	54.6%	48.9%	44.9%	60.9%	58.9%
Work responsibilities are appropriately distributed within my office.	54.3%	53.9%	44.9%	60.9%	55.7%
I am satisfied with my current rate of pay.	32.5%	29.8%	30.4%	39.1%	33.3%

Note: Percentages represent the sum of respondents who *agreed* or *strongly agreed* with the statement.

The items in *Table 3* had the lowest aggregate satisfaction scores, though they were not identical across all job families. As with areas of high satisfaction, these can be grouped into some broad categories. “Satisfaction with current rate of pay” is an obvious outlier in the survey, but there is also an interest in leadership opportunities among respondents, including decision-making.

## Longitudinal Data

We are able to look at responses to items across previous administrations, and the final table (see page 4) presents the available data for the four most recent versions. Rather than the ‘snapshot’ provided by a single year of data, we are able to look at changes over time and begin to make inferences about the staff of Missouri State University while avoiding potentially misleading generalizations.

A few observations:

- Responses are fairly stable over time. Individual items don’t show dramatic swings from year to year. For example, satisfaction with pay is perennially low, while campus activity participation is uniformly high.
- One notable exception is the 2021 response to the statement “I prefer to work at MSU over any other employer in the Springfield area,” which was very high in that year, perhaps indicating appreciation of the university’s pandemic response.
- There are differences from year to year in aggregate satisfaction. Numbers for 2019 were generally lower across the board, and some items have more variability in year-to-year satisfaction.

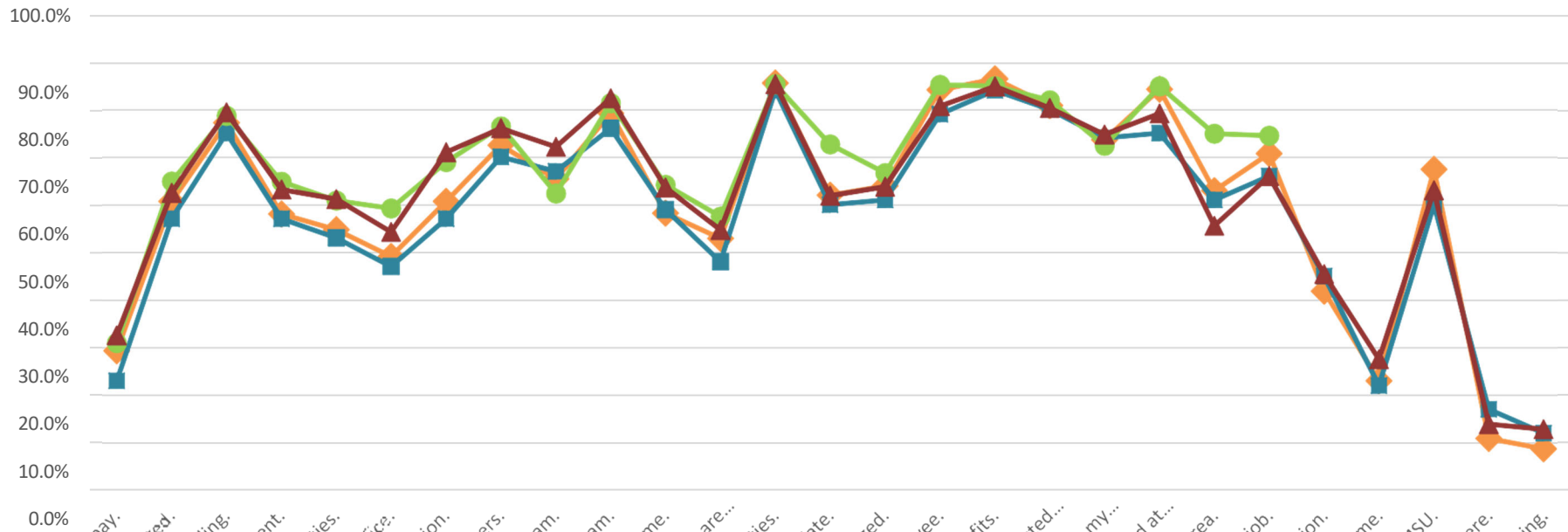
The relative stability in responses over time (the proximity of the three markers to one another for individual questions) is positive in that employees are not experiencing an unpredictable overall job experience at the university.

It is important to note that due to an administrative error, data for the final five items in the longitudinal table are unavailable for 2021.

## **Conclusion**

The groupings of most- and least- favorable items across job families is useful in providing a general sense of staff sentiment on the whole. It provides a useful way of looking at the “big picture” of staff satisfaction useful in general discussion and large-scale decision-making. Data for all administrations are available by job family as well and can be shared. Disaggregated data can provide additional insight into each of the job families.

### Favorable Staff Responses By Year



## Staff Satisfaction Survey Results 2023

All Staff (47% Completion)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Abstain	Verification
I am satisfied with my current rate of pay.	5%	28%	16%	30%	21%	0%	100%
My work is recognized and appreciated.	18%	44%	16%	14%	7%	0%	100%
My work is challenging, stimulating, and rewarding.	26%	54%	13%	5%	2%	1%	100%
I am satisfied with my opportunities for professional development.	21%	42%	21%	10%	6%	1%	100%
I am given sufficient opportunities to engage in leadership related activities.	19%	42%	20%	11%	6%	2%	100%
I feel stressed in my current position.	16%	30%	29%	19%	6%	1%	100%
Work responsibilities are appropriately distributed within my office.	16%	39%	17%	17%	10%	1%	100%
My office works to promote team cohesion.	29%	42%	12%	10%	6%	1%	100%
I feel that I can rely on my team members.	36%	40%	12%	8%	3%	1%	100%
I am comfortable bringing forward issues within my team.	30%	42%	12%	9%	5%	1%	100%
I enjoy working with my team.	43%	39%	13%	2%	2%	1%	100%
Important information is communicated to me.	17%	46%	14%	16%	6%	0%	100%
I feel my input is taken into consideration when decisions or policies are made.	17%	37%	18%	15%	10%	2%	100%
My supervisor allows me to participate in campus activities.	42%	43%	10%	2%	1%	1%	100%
Employee performance evaluations are fair and appropriate.	27%	35%	17%	11%	6%	4%	100%
I feel like my area is well managed.	28%	36%	17%	11%	7%	1%	100%
I have an adequate understanding of my benefits as an employee.	22%	59%	11%	7%	1%	1%	100%
I am satisfied with my ability to utilize accrued leave benefits.	33%	51%	7%	5%	2%	1%	100%
I am able to participate in campus activities and events that I'm interested in.	31%	49%	10%	6%	1%	2%	100%
I have the opportunity to interact with staff members outside my immediate department.	24%	50%	14%	7%	2%	2%	100%
I am satisfied with the employee benefits, not including pay, offered at MSU.	27%	52%	13%	5%	1%	1%	100%
Upward mobility is a possibility for me.	5%	22%	29%	22%	15%	5%	100%
I am likely to retire from MSU.	30%	33%	17%	7%	7%	6%	100%
I am currently looking for employment elsewhere.	4%	10%	21%	29%	32%	4%	100%
I am considering quitting.	4%	9%	17%	31%	36%	3%	100%
I prefer to work at MSU over any other employer in the Springfield area.	20%	36%	29%	7%	3%	6%	100%
How would you rate your overall satisfaction with your job?	20%	46%	21%	9%	3%	0%	100%