

# Staff Satisfaction Survey 2018-2019

## Executive Summary from the Missouri State University Staff Senate

### Leadership

Chairperson: Jon Lee

Chair-elect: Adja Jones

Coordinator of Staff Senate Committees: William Hader

Secretary: Rut Munoz Aliaga

### Staff Satisfaction Survey Oversight Committee Members

Rob Moore (Past-chairperson)

Ryan Wilson (Past-chairperson and Job Family 3 Senator)

## Executive Summary

Staff participation in the Staff Satisfaction Survey ranged by question from 493 to 501 responses. This represents an overall response rate of 39% of staff on the Springfield campus. Job Family 1 saw a 51% response rate, Job Family 2 21%, Job Family 3 39%, and Job Family 4 a 42% response rate. These numbers are in line with the response rate from two years ago.

Responses continue to show positive sentiments on the part of staff as a whole. When broken out across populations, Job Family 2 responds more negatively than other Job Families. In addition when compared across years Job Family 1 and 4 show statistically even responses across the question set, while both Job Family 2 and 3 show a marked drop in positive responses throughout the questions with Job Family 3 in particular showing a significant drop in satisfaction across responses.

When responding to the question, “How would you rate your overall satisfaction with your job?” the responses across all Job Families show a continual majority of participants choosing a positive response with little change in two years for members of Job Families 1, 2, and 4. Job Family 3 has seen a reduction in participants choosing a positive response from 81% to 61%.

No Job Family shows a majority of positive responses for satisfaction regarding pay, and all Job Families have seen an increase in negative responses regarding their current rate of pay. Every Job Family is less positive in their responses regarding satisfaction with employee benefits, not including pay, with Job Families 1 and 2 showing a significant increase in negative responses.

## Purpose

The Staff Satisfaction Survey reports staff perceptions of university conditions impacting morale and productivity. We conduct this survey every two years to isolate opportunities and concerns amongst staff-at-large and within particular job classifications. Data collected is reported within the survey as a tool to improve staff circumstances through engaged communication with university leadership.

## Measures

The Survey contains 27 responses. Twenty-six of these responses are written as statements assessing participant agreement. They offer choices in the format of strongly agree, agree, neutral, disagree, and strongly disagree. One final response is a question asking, “How would you rate your overall satisfaction with your job?” This response offers the choices of very satisfied, satisfied, neutral, dissatisfied, and very dissatisfied.

		VSA	SA	A	N	D	SD	VSD	Votes	2018-2019 Pos Percent	2016-2017 Pos Percent	2018-2019 Neg Percent	2016-2017 Neg Percent	2018-2019 Neut Percent	2016-2017 Neut Percent
I am satisfied with my current rate of pay.	JF1	0	1	33	25	56	39	0	154	22%	25%	62%	50%	16%	24%
	JF2	0	1	6	6	21	28	0	62	11%	9%	79%	75%	10%	16%
	JF3	0	2	5	11	18	13	0	49	14%	33%	63%	44%	22%	22%
	JF4	0	2	64	42	90	37	0	235	28%	35%	54%	47%	18%	18%
	<b>Total</b>	<b>0</b>	<b>6</b>	<b>108</b>	<b>84</b>	<b>185</b>	<b>117</b>	<b>0</b>	<b>500</b>	<b>23%</b>	<b>29%</b>	<b>60%</b>	<b>50%</b>	<b>17%</b>	<b>20%</b>
My work is recognized and appreciated.	JF1	0	28	64	31	19	11	0	153	60%	63%	20%	21%	20%	16%
	JF2	0	6	17	19	10	9	0	61	38%	48%	31%	16%	31%	36%
	JF3	0	9	20	13	5	2	0	49	59%	74%	14%	8%	27%	18%
	JF4	0	30	108	46	37	14	0	235	59%	58%	22%	21%	20%	21%
	<b>Total</b>	<b>0</b>	<b>73</b>	<b>209</b>	<b>109</b>	<b>71</b>	<b>36</b>	<b>0</b>	<b>498</b>	<b>57%</b>	<b>61%</b>	<b>21%</b>	<b>19%</b>	<b>22%</b>	<b>20%</b>
My work is challenging, stimulating, and rewarding.	JF1	0	24	81	31	14	3	0	153	69%	72%	11%	9%	20%	19%
	JF2	0	8	28	16	6	4	0	62	58%	57%	16%	16%	26%	27%
	JF3	0	12	26	6	2	6	0	52	73%	89%	15%	2%	12%	10%
	JF4	0	73	127	23	11	0	0	234	85%	83%	5%	4%	10%	13%
	<b>Total</b>	<b>0</b>	<b>117</b>	<b>262</b>	<b>76</b>	<b>33</b>	<b>13</b>	<b>0</b>	<b>501</b>	<b>76%</b>	<b>78%</b>	<b>9%</b>	<b>6%</b>	<b>15%</b>	<b>16%</b>
I am satisfied with my opportunities for professional development.	JF1	0	23	75	41	14	0	0	153	64%	61%	9%	13%	27%	26%
	JF2	0	4	20	17	10	11	0	62	39%	41%	34%	34%	27%	25%
	JF3	0	6	18	15	4	6	0	49	49%	45%	20%	29%	31%	26%
	JF4	0	38	100	44	38	14	0	234	59%	63%	22%	18%	19%	20%
	<b>Total</b>	<b>0</b>	<b>71</b>	<b>213</b>	<b>117</b>	<b>66</b>	<b>31</b>	<b>0</b>	<b>498</b>	<b>57%</b>	<b>58%</b>	<b>19%</b>	<b>19%</b>	<b>23%</b>	<b>23%</b>
I am given sufficient opportunities to engage in leadership related activities.	JF1	0	12	60	52	23	5	0	152	47%	51%	18%	22%	34%	27%
	JF2	0	5	13	20	13	11	0	62	29%	41%	39%	25%	32%	34%
	JF3	0	5	24	12	5	3	0	49	59%	60%	16%	15%	24%	26%
	JF4	0	43	105	47	31	9	0	235	63%	59%	17%	14%	20%	27%
	<b>Total</b>	<b>0</b>	<b>65</b>	<b>202</b>	<b>131</b>	<b>72</b>	<b>28</b>	<b>0</b>	<b>498</b>	<b>54%</b>	<b>55%</b>	<b>20%</b>	<b>18%</b>	<b>26%</b>	<b>27%</b>
I feel stressed in my current position.	JF1	0	17	38	37	43	19	0	154	36%	34%	40%	44%	24%	22%
	JF2	0	6	21	18	12	5	0	62	44%	34%	27%	34%	29%	32%
	JF3	0	10	13	11	11	3	0	48	48%	38%	29%	41%	23%	21%
	JF4	0	47	75	68	34	9	0	233	52%	51%	18%	20%	29%	29%
	<b>Total</b>	<b>0</b>	<b>80</b>	<b>147</b>	<b>134</b>	<b>100</b>	<b>36</b>	<b>0</b>	<b>497</b>	<b>46%</b>	<b>42%</b>	<b>27%</b>	<b>32%</b>	<b>27%</b>	<b>26%</b>
Work responsibilities are appropriately distributed within my office.	JF1	0	18	65	32	28	11	0	154	54%	51%	25%	30%	21%	19%
	JF2	0	5	17	14	15	11	0	62	35%	39%	42%	27%	23%	34%
	JF3	0	0	25	16	5	3	0	49	51%	57%	16%	21%	33%	22%
	JF4	0	24	81	43	59	28	0	235	45%	48%	37%	34%	18%	18%
	<b>Total</b>	<b>0</b>	<b>47</b>	<b>188</b>	<b>105</b>	<b>107</b>	<b>53</b>	<b>0</b>	<b>500</b>	<b>47%</b>	<b>50%</b>	<b>32%</b>	<b>31%</b>	<b>21%</b>	<b>20%</b>

My office works to promote team cohesion.	JF1	0	33	63	33	12	13	0	154	84%	79%	8%	7%	8%	14%
	JF2	0	5	16	11	17	11	0	60	35%	45%	47%	34%	18%	20%
	JF3	0	11	21	8	4	5	0	49	65%	73%	18%	11%	16%	16%
	JF4	0	58	79	41	36	20	0	234	59%	61%	24%	20%	18%	18%
	Total	0	107	179	93	69	49	0	497	58%	61%	24%	21%	19%	18%
I feel that I can rely on my team members.	JF1	0	39	69	26	11	8	0	153	71%	71%	12%	12%	17%	17%
	JF2	0	7	27	20	3	5	0	62	55%	61%	13%	18%	32%	20%
	JF3	0	19	18	6	3	3	0	49	76%	79%	12%	11%	12%	10%
	JF4	0	82	93	37	16	6	0	234	75%	74%	9%	7%	16%	19%
	Total	0	147	207	89	33	22	0	498	71%	73%	11%	10%	18%	17%
I am comfortable bringing forward issues within my team.	JF1	0	26	76	22	15	14	0	153	67%	67%	19%	19%	14%	14%
	JF2	0	9	29	7	10	7	0	62	61%	66%	27%	14%	11%	20%
	JF3	0	13	23	5	4	4	0	49	73%	75%	16%	11%	10%	13%
	JF4	0	60	98	32	27	18	0	235	67%	62%	19%	20%	14%	18%
	Total	0	108	226	66	56	43	0	499	67%	66%	20%	18%	13%	17%
I enjoy working with my team.	JF1	0	52	65	25	7	5	0	154	76%	81%	8%	3%	16%	15%
	JF2	0	7	37	11	3	4	0	62	71%	75%	11%	7%	18%	18%
	JF3	0	18	22	5	1	3	0	49	82%	84%	8%	5%	10%	11%
	JF4	0	77	103	33	12	4	0	229	79%	78%	7%	5%	14%	17%
	Total	0	154	227	74	23	16	0	494	77%	80%	8%	4%	15%	16%
Important information is communicated to me.	JF1	0	20	72	31	22	8	0	153	60%	54%	20%	26%	20%	20%
	JF2	0	6	18	14	13	11	0	62	39%	36%	39%	43%	23%	20%
	JF3	0	7	20	14	3	5	0	49	55%	65%	16%	17%	29%	17%
	JF4	0	45	105	41	30	12	0	233	64%	64%	18%	19%	18%	17%
	Total	0	78	215	100	68	36	0	497	59%	58%	21%	23%	20%	18%
I feel my input is taken into consideration when decisions or policies are made.	JF1	0	14	57	37	30	16	0	154	46%	50%	30%	22%	24%	28%
	JF2	0	2	15	11	20	14	0	62	27%	36%	55%	39%	18%	25%
	JF3	0	4	21	11	9	4	0	49	51%	67%	27%	16%	22%	17%
	JF4	0	39	87	48	34	26	0	234	54%	55%	26%	23%	21%	22%
	Total	0	59	180	107	93	60	0	499	48%	53%	31%	23%	21%	24%
My supervisor allows me to participate in campus activities.	JF1	0	61	71	17	3	2	0	154	86%	85%	3%	7%	11%	8%
	JF2	0	16	31	11	4	0	0	62	76%	77%	6%	5%	18%	18%
	JF3	0	23	20	3	2	1	0	49	88%	92%	6%	3%	6%	5%
	JF4	0	115	85	18	8	7	0	233	86%	87%	6%	4%	8%	9%
	Total	0	215	207	49	17	10	0	498	85%	86%	5%	5%	10%	9%

Employee performance evaluations are fair and appropriate.	JF1	0	28	72	32	11	9	0	152	66%	64%	13%	18%	21%	19%
	JF2	0	5	12	16	12	17	0	62	27%	42%	47%	42%	26%	16%
	JF3	0	10	21	16	1	1	0	49	63%	58%	4%	15%	33%	27%
	JF4	0	62	90	51	25	5	0	233	65%	66%	13%	14%	22%	20%
	<b>Total</b>	<b>0</b>	<b>105</b>	<b>195</b>	<b>115</b>	<b>49</b>	<b>32</b>	<b>0</b>	<b>496</b>	<b>60%</b>	<b>63%</b>	<b>16%</b>	<b>18%</b>	<b>23%</b>	<b>20%</b>
I feel like my area is well managed.	JF1	0	44	61	32	5	10	0	152	69%	69%	10%	16%	21%	15%
	JF2	0	6	20	13	12	11	0	62	42%	52%	37%	30%	21%	18%
	JF3	0	8	19	12	6	4	0	49	55%	70%	20%	11%	24%	19%
	JF4	0	57	89	42	24	22	0	234	62%	61%	20%	20%	18%	18%
	<b>Total</b>	<b>0</b>	<b>115</b>	<b>189</b>	<b>99</b>	<b>47</b>	<b>47</b>	<b>0</b>	<b>497</b>	<b>61%</b>	<b>64%</b>	<b>19%</b>	<b>19%</b>	<b>20%</b>	<b>17%</b>
I have an adequate understanding of my benefits as an employee.	JF1	0	30	97	23	1	0	0	151	84%	86%	0%	0%	15%	8%
	JF2	0	9	31	16	4	2	0	62	65%	77%	10%	11%	26%	11%
	JF3	0	11	34	2	1	1	0	49	92%	94%	4%	2%	4%	5%
	JF4	0	59	125	31	19	1	0	235	78%	82%	9%	6%	13%	12%
	<b>Total</b>	<b>0</b>	<b>109</b>	<b>287</b>	<b>72</b>	<b>25</b>	<b>4</b>	<b>0</b>	<b>497</b>	<b>80%</b>	<b>85%</b>	<b>6%</b>	<b>5%</b>	<b>14%</b>	<b>10%</b>
I am satisfied with my ability to utilize accrued leave benefits.	JF1	0	43	90	16	3	0	0	152	88%	88%	2%	5%	11%	7%
	JF2	0	17	32	8	2	3	0	62	79%	86%	8%	5%	13%	9%
	JF3	0	17	27	2	2	1	0	49	90%	94%	6%	0%	4%	6%
	JF4	0	65	133	16	14	7	0	235	84%	85%	9%	6%	7%	9%
	<b>Total</b>	<b>0</b>	<b>142</b>	<b>282</b>	<b>42</b>	<b>21</b>	<b>11</b>	<b>0</b>	<b>498</b>	<b>85%</b>	<b>87%</b>	<b>6%</b>	<b>5%</b>	<b>8%</b>	<b>8%</b>
I am able to participate in campus activities and events that I'm interested in.	JF1	0	44	79	17	9	2	0	151	81%	78%	7%	10%	11%	12%
	JF2	0	13	34	12	3	0	0	62	76%	70%	5%	7%	19%	23%
	JF3	0	17	24	3	3	1	0	48	85%	89%	8%	5%	6%	6%
	JF4	0	84	104	29	11	6	0	234	80%	84%	7%	5%	12%	11%
	<b>Total</b>	<b>0</b>	<b>158</b>	<b>241</b>	<b>61</b>	<b>26</b>	<b>9</b>	<b>0</b>	<b>495</b>	<b>81%</b>	<b>81%</b>	<b>7%</b>	<b>7%</b>	<b>12%</b>	<b>12%</b>
I have the opportunity to interact with staff outside my immediate department.	JF1	0	22	93	22	12	3	0	152	76%	69%	10%	11%	14%	20%
	JF2	0	10	34	10	6	2	0	62	71%	73%	13%	14%	16%	14%
	JF3	0	18	21	7	2	1	0	49	80%	79%	6%	8%	14%	13%
	JF4	0	61	111	36	20	6	0	234	74%	77%	11%	10%	15%	13%
	<b>Total</b>	<b>0</b>	<b>111</b>	<b>259</b>	<b>75</b>	<b>40</b>	<b>12</b>	<b>0</b>	<b>497</b>	<b>74%</b>	<b>74%</b>	<b>10%</b>	<b>10%</b>	<b>15%</b>	<b>16%</b>
I am satisfied with the employee benefits, not including pay, offered at MSU.	JF1	0	32	89	16	15	0	0	152	80%	86%	10%	4%	11%	10%
	JF2	0	11	25	9	11	6	0	62	58%	80%	27%	11%	15%	9%
	JF3	0	9	23	13	2	2	0	49	65%	78%	8%	6%	27%	16%
	JF4	0	57	126	34	16	1	0	234	78%	87%	7%	5%	15%	8%
	<b>Total</b>	<b>0</b>	<b>109</b>	<b>263</b>	<b>72</b>	<b>44</b>	<b>9</b>	<b>0</b>	<b>497</b>	<b>75%</b>	<b>85%</b>	<b>11%</b>	<b>5%</b>	<b>14%</b>	<b>10%</b>

Upward mobility is a possibility for me.	JF1	0	5	29	51	46	19	0	150	23%	29%	43%	36%	34%	35%
	JF2	0	1	16	19	17	9	0	62	27%	18%	42%	41%	31%	41%
	JF3	0	2	6	17	11	12	0	48	17%	30%	48%	43%	35%	27%
	JF4	0	7	42	74	65	45	0	233	21%	18%	47%	52%	32%	30%
	<b>Total</b>	<b>0</b>	<b>15</b>	<b>93</b>	<b>161</b>	<b>139</b>	<b>85</b>	<b>0</b>	<b>493</b>	<b>22%</b>	<b>23%</b>	<b>45%</b>	<b>44%</b>	<b>33%</b>	<b>32%</b>
I am likely to retire from MSU.	JF1	0	55	54	35	7	1	0	152	72%	80%	5%	5%	23%	15%
	JF2	0	24	17	9	5	7	0	62	66%	66%	19%	5%	15%	30%
	JF3	0	10	17	19	1	2	0	49	55%	81%	6%	2%	39%	17%
	JF4	0	57	68	54	34	22	0	235	53%	56%	24%	21%	23%	23%
	<b>Total</b>	<b>0</b>	<b>146</b>	<b>156</b>	<b>117</b>	<b>47</b>	<b>32</b>	<b>0</b>	<b>498</b>	<b>61%</b>	<b>68%</b>	<b>16%</b>	<b>12%</b>	<b>23%</b>	<b>20%</b>
I am currently looking for employment elsewhere.	JF1	0	2	12	36	44	57	0	151	9%	9%	67%	72%	24%	19%
	JF2	0	11	11	12	12	16	0	62	35%	18%	45%	61%	19%	20%
	JF3	0	3	8	9	16	13	0	49	22%	5%	59%	69%	18%	26%
	JF4	0	13	22	55	79	65	0	234	15%	13%	62%	63%	24%	24%
	<b>Total</b>	<b>0</b>	<b>29</b>	<b>53</b>	<b>112</b>	<b>151</b>	<b>151</b>	<b>0</b>	<b>496</b>	<b>17%</b>	<b>11%</b>	<b>61%</b>	<b>67%</b>	<b>23%</b>	<b>22%</b>
I am considering quitting.	JF1	0	4	8	35	42	63	0	152	8%	6%	69%	80%	23%	13%
	JF2	0	4	8	19	12	19	0	62	19%	7%	50%	66%	31%	27%
	JF3	0	4	5	7	17	16	0	49	18%	3%	67%	79%	14%	18%
	JF4	0	10	20	45	69	90	0	234	13%	12%	68%	70%	19%	18%
	<b>Total</b>	<b>0</b>	<b>22</b>	<b>41</b>	<b>106</b>	<b>140</b>	<b>188</b>	<b>0</b>	<b>497</b>	<b>13%</b>	<b>9%</b>	<b>66%</b>	<b>74%</b>	<b>21%</b>	<b>17%</b>
I prefer to work at MSU over any other employer in the Springfield area.	JF1	0	44	54	44	8	1	0	151	65%	64%	6%	6%	29%	30%
	JF2	0	9	16	24	5	8	0	62	40%	45%	21%	11%	39%	43%
	JF3	0	10	17	17	4	1	0	49	55%	74%	10%	3%	35%	23%
	JF4	0	50	105	64	13	2	0	234	66%	63%	6%	7%	27%	30%
	<b>Total</b>	<b>0</b>	<b>113</b>	<b>192</b>	<b>149</b>	<b>30</b>	<b>12</b>	<b>0</b>	<b>496</b>	<b>61%</b>	<b>63%</b>	<b>8%</b>	<b>7%</b>	<b>30%</b>	<b>30%</b>
How would you rate your overall satisfaction with your job?	JF1	0	30	76	33	11	2	0	152	70%	73%	9%	11%	22%	16%
	JF2	0	4	30	17	6	5	0	62	55%	55%	18%	14%	27%	32%
	JF3	0	6	24	12	6	1	0	49	61%	81%	14%	6%	24%	13%
	JF4	0	40	120	46	26	2	0	234	68%	70%	12%	8%	20%	22%
	<b>Total</b>	<b>0</b>	<b>80</b>	<b>250</b>	<b>108</b>	<b>49</b>	<b>10</b>	<b>0</b>	<b>497</b>	<b>66%</b>	<b>71%</b>	<b>12%</b>	<b>9%</b>	<b>22%</b>	<b>20%</b>