

## Staff Satisfaction Report 2020-21

The 2020-21 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 reports 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 in longitudinal terms.

Table 1. Response rates for MSU staff

Group	Total <i>n</i>	Response <i>n</i>	Response rate
All Staff	1130	621	55%
Job Family 1	250	174	70%
Job Family 2	250	73	29%
Job Family 3	114	58	51%
Job Family 4	515	316	61%

Though varying by Job Family, the overall response rate was excellent and higher than the previous administration across all groups (the overall 2018-19 overall response rate was 39%). By Job Family, it was similar to previous administrations, with participation by Job Family 2 providing a lower but sufficient sample.

### Strengths across Job Families

Looking at the overall top items across all job families is particularly 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%	83.6%	57.1%	92.9%	91.1%
I have an adequate understanding of my benefits as an employee.	85.2%	86.7%	71.2%	91.4%	86.4%
I am satisfied with the employee benefits, not including pay, offered at MSU.	84.9%	84.2%	70.8%	86.2%	88.3%
I am satisfied with my ability to utilize accrued leave benefits.	84.9%	86.7%	74.6%	87.9%	85.6%
I am able to participate in campus activities and events that I'm interested in.	81.9%	80.2%	58.6%	89.5%	86.7%
I enjoy working with my team.	81.3%	83.6%	56.9%	93.0%	83.5%
My work is challenging, stimulating, and rewarding.	78.7%	72.8%	57.5%	92.9%	84.3%

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 2021.

Table 3. Least favorable items across categories

Item	All Staff	JF1	JF2	JF3	JF4
I am satisfied with my opportunities for professional development.	64.8%	69.9%	31.9%	77.2%	67.3%
Important information is communicated to me.	64.2%	60.9%	42.5%	75.9%	68.9%
I am comfortable bringing forward issues within my team.	62.3%	70.8%	47.9%	89.7%	74.6%
I am given sufficient opportunities to engage in leadership-related activities.	60.9%	55.7%	30.6%	70.2%	68.9%
Work responsibilities are appropriately distributed within my office.	59.2%	61.8%	39.7%	64.9%	61.4%
I feel my input is taken into consideration when decisions or policies are made.	57.5%	53.8%	34.2%	75.4%	61.7%
I am satisfied with my current rate of pay.	31.0%	31.6%	17.8%	31.0%	33.7%

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

The items in Table 2 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 *p* 5) presents the available data for the three 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.
- There are differences from year to year in aggregate satisfaction. Numbers for 2019 are generally lower across the board, while numbers for 2021 are generally higher.

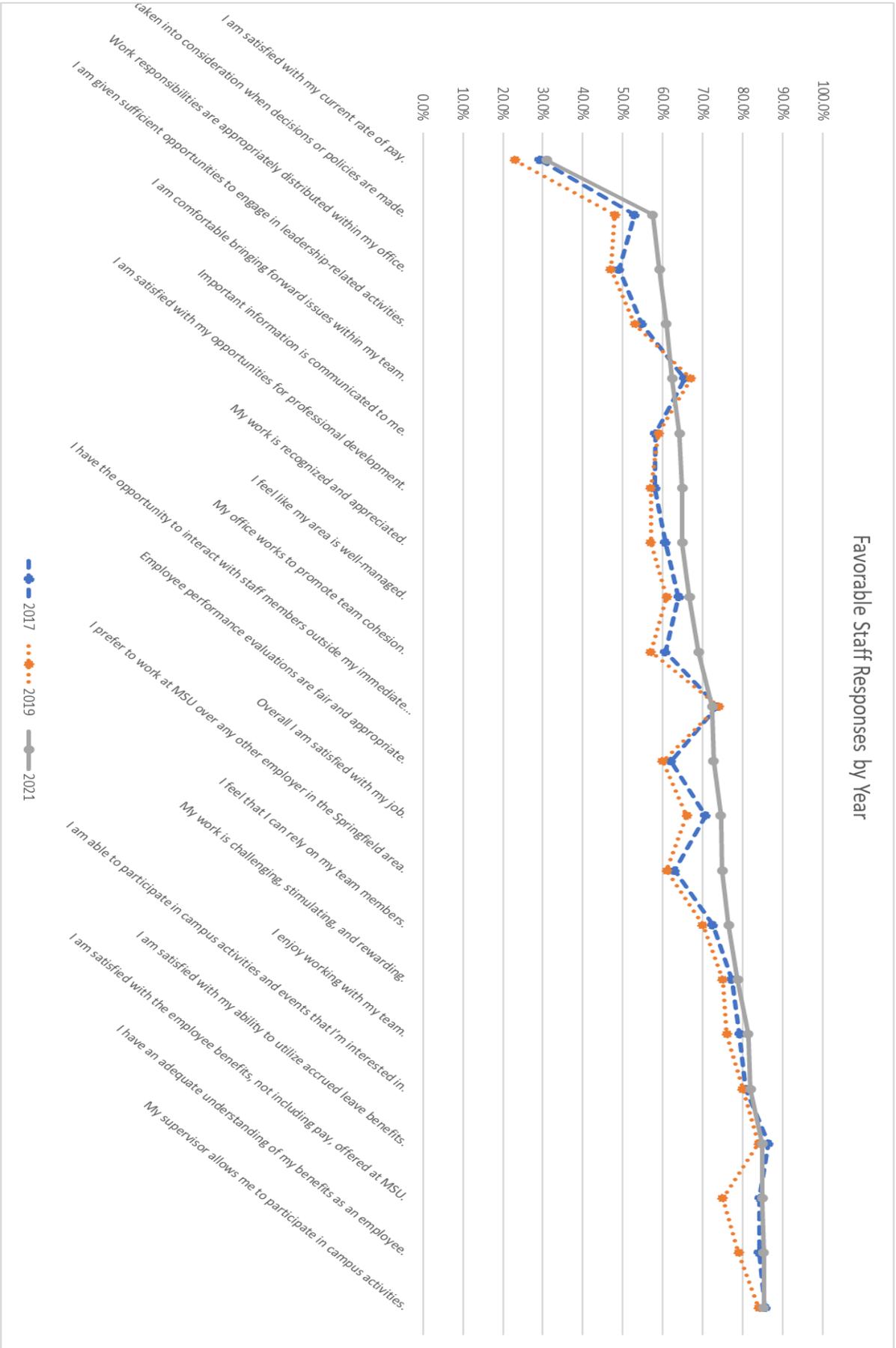
The relative stability in responses over time (the proximity of the three markers to one another for individual questions) is positive in that employees are not experiencing an unpredictable overall job experience at the university. Furthermore, when looking at how satisfaction rates have changed from 2017 to 2021, they are generally higher, indicating increased satisfaction in the aggregate during the past four years. However, a dip in satisfaction levels is also clear when looking at the 2019 rates in comparison to the other years. While it can’t be stated definitively, this variance makes sense in terms of larger events and the use of university Town Hall events to transparently communicate the “big picture” of the university’s situation at a given time. The 2019 survey was administered during a period of budget cuts and limited wage growth for the university as a whole. Conversely, the 2021 administration occurred nearly a year into the global pandemic as the university had not been forced to cut personnel or enact harsh austerity measures otherwise affecting much of the economy. Put another way, it’s not a stretch to see 2019 as a year of lower confidence, and 2021 as a year of increased confidence given larger trends. Whatever the case, the generally higher satisfaction in 2021 is a good sign, even if it is difficult to get a true picture of how it fits within a tumultuous four-year window.

## Conclusion

The rather clear groupings of most- and least- favorable items across job families is useful in providing a general sense of staff sentiment on the whole. The increase in reported satisfaction over time is encouraging, if affected to an unknown degree by external events that had a big impact on the university as a whole. It nevertheless provides a useful way of looking at the “big picture” of staff satisfaction useful in general discussion and large-scale decision-making.

However, the availability of responses by job family are an important part of the picture, and the Office of Assessment is happy to work with partners across campus to examine the results on a more fine-grained level to further improve staff satisfaction.

### Favorable Staff Responses by Year



### Staff Satisfaction Survey Results 2021

	All Staff (55% Completion)					Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Abstain		Verification					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Abstain	Verification	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Abstain	Verification	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Abstain	Verification		
I am satisfied with my current rate of pay.	5%	27%	17%	31%	20%	0%	100%	21%	44%	16%	13%	5%	1%	100%	30%	49%	14%	4%	2%	1%	100%		
My work is recognized and appreciated.	21%	44%	16%	13%	5%	1%	100%	My work is challenging, stimulating, and rewarding.	30%	49%	14%	4%	2%	1%	100%	20%	44%	19%	9%	6%	1%	100%	
I am satisfied with my opportunities for professional development.	20%	44%	19%	9%	6%	1%	100%	I am given sufficient opportunities to engage in leadership-related activities.	21%	40%	20%	11%	6%	2%	100%	19%	40%	17%	15%	7%	2%	100%	
Work responsibilities are appropriately distributed within my office.	21%	40%	20%	11%	6%	2%	100%	My office works to promote team cohesion.	31%	37%	15%	8%	7%	2%	100%	I feel that I can rely on my team members.	35%	40%	14%	6%	3%	2%	100%
I am comfortable bringing forward issues within my team.	31%	40%	12%	9%	6%	1%	100%	I enjoy working with my team.	41%	39%	14%	2%	2%	2%	100%	Important information is communicated to me.	22%	43%	17%	11%	7%	0%	100%
I feel my input is taken into consideration when decisions or policies are made.	22%	36%	21%	11%	8%	1%	100%	My supervisor allows me to participate in campus activities.	47%	37%	11%	1%	2%	2%	100%	Employee performance evaluations are fair and appropriate.	34%	37%	15%	8%	3%	3%	100%
I feel like my area is well-managed.	32%	35%	15%	9%	7%	1%	100%	I have an adequate understanding of my benefits as an employee.	28%	56%	9%	6%	0%	0%	100%	I am satisfied with my ability to utilize accrued leave benefits.	36%	48%	8%	5%	2%	1%	100%
I am satisfied with the opportunity to interact with staff members outside my immediate department.	34%	48%	12%	3%	2%	1%	100%	I am satisfied with the employee benefits, not including pay, offered at MSU.	32%	51%	9%	5%	1%	1%	100%	I prefer to work at MSU over any other employer in the Springfield area.	35%	38%	18%	3%	2%	3%	100%
Overall I am satisfied with my job.	23%	51%	17%	5%	2%	1%	100%																