

2020 - ANR@Work Survey

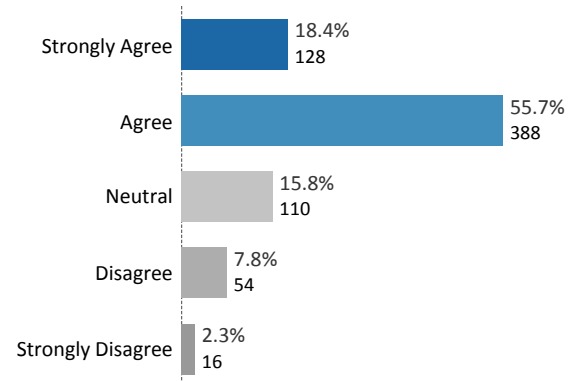
UC Agriculture & Natural Resources

2020 708 respondents
73% of 965 invited

3.89 mean score for 57 questions (scale 1-5)
8 questions in the excellent range (4.3 or greater)

Influential Strengths	Primary Opportunities
50 Feel Valued	2 Valued Member
52 All Welcomed	8 Have a Voice
25 Balance Work Life	5 Sr. Leaders Communicate Goals
57 Community- Excellence-Professional	6 Opportunities for Contact
24 Participate In Decisions	9 Career Advancement

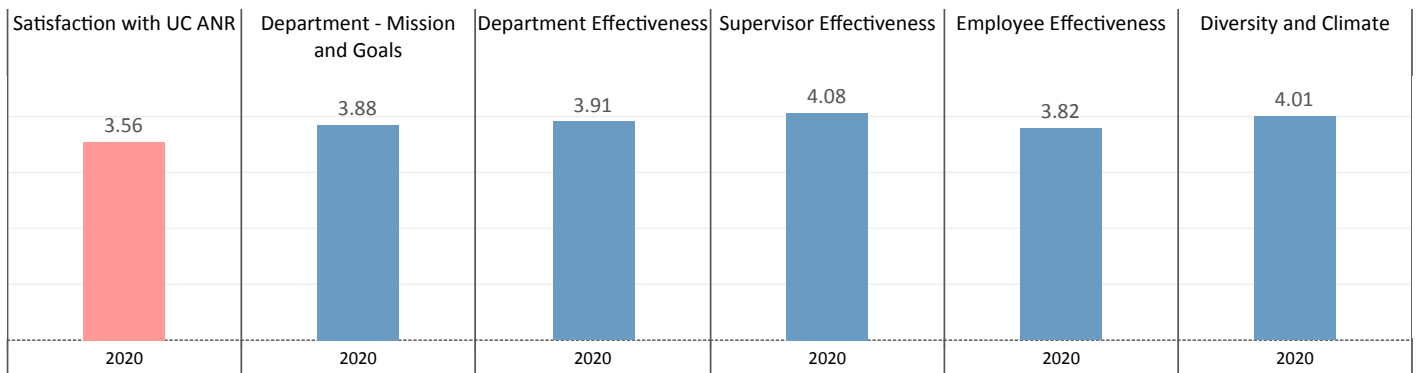
Overall, I am a satisfied UC ANR employee.



Mean = 3.80, Std Dev = 0.91

Dimension Mean Score Trending

Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent



Employee Net Promoter Score (eNPS)

"Overall, I am a satisfied employee...." by "How likely is it that you would recommend working..."

59 eNPS*
64.8% - 6.2%

Below 40 - Low
40 to 59 - Marginal
60 to 79 - Good
80 & above - Excellent

		Likelihood to Recommend											Total
		0	1	2	3	4	5	6	7	8	9	10	
Satisfied Employee	5						1	1	1	18	32	70	123
	4			1	5	8	17	32	77	114	78	49	381
	3	2	1	4	9	9	16	33	20	7	3	2	106
	2	1	2	12	9	5	13	5	3	1	1		52
	1	5	3	4	1		1	1					15
Total		8	6	21	24	22	48	72	101	140	114	121	677

Satisfied Promoters score 4-5 on the "Satisfied" item and 7-10 on the "Recommend" item. **Dissatisfied Non-Promoters** score 1-2 on the "Satisfied" item and 0-4 on the "Recommend" item. Subtract the percentage of Dissatisfied Non-Promoters from the percentage of Satisfied Promoters to calculate eNPS. **Passives** score 3 on the "Satisfied" item and 5-6 on the "Recommend" item.

*How eNPS Works ►

Background

- 2020 was the inaugural ANR@Work Survey.
- Survey Period: March 17 to April 3, 2020.
- 965 academics, staff and county-paid employees were invited to take the survey; 708 (73%) responded.
- Survey consisted of 57 Satisfaction (including 8 Diversity & Climate questions), 1 eNPS, 5 Background, 17 Conduct and Behavioral, and 3 open-ended questions.

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Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

● Mean score greater than that of UCANR (rounded to two decimal places)

UCANR

UCANR

965 Invited (N)
708 Responded (n)
73% Response Rate

Dimension	#	Question	2020	2020
Satisfaction with UC ANR	1	Overall Satisfaction	3.80	3.80
	2	Valued Member	3.60	3.60
	3	Campus Faculty Value	3.74	3.74
	4	Staff Value Contributions	3.95	3.95
	5	Sr. Leaders Communicate Goals	3.43	3.43
	6	Opportunities for Contact	3.24	3.24
	7	Contribute to University Mission	4.18	4.18
	8	Have a Voice	3.18	3.18
	9	Career Advancement	3.13	3.13
Department - Mission and Goals	10	Understand Dept's Mission	4.34	4.34
	11	Contribute to Dept's Mission	4.38	4.38
	12	Annual Dept Goals	3.73	3.73
	13	Measures Dept Goals	3.62	3.62
	14	Measures Customer Satisfaction	3.44	3.44
	15	Improve Services Products	3.65	3.65
Department Effectiveness	16	Adequate Staffing	2.68	2.68
	17	Have Tools	3.73	3.73
	18	Physical Work Environment	3.87	3.87
	19	Safe Environment	4.24	4.24
	20	Spirit Of Cooperation	4.02	4.02
	21	Ethical Conduct	4.29	4.29
	22	Collaborate with Units Outside	4.10	4.10
	23	Perform Responsibilities	4.21	4.21
	24	Participate In Decisions	3.99	3.99
	25	Balance Work Life	4.25	4.25
	26	Resolves Staff Issues	3.71	3.71
	27	Better Ways Recognized	3.79	3.79
Supervisor Effectiveness	28	Recommends without Fear	4.15	4.15
	29	Sufficient Freedom	4.30	4.30
	30	Communicates Essential Info	4.07	4.07
	31	Work Assigned Equitably	3.85	3.85
	32	Gives Praise for Work	3.96	3.96
	33	Suggestions for Improvement	3.85	3.85
	34	Evaluated Fairly	4.05	4.05
	35	Performance Evaluation	3.71	3.71
	36	Advancement Opportunities	3.74	3.74
	37	Supports Training	4.17	4.17
	38	Treats with Respect	4.40	4.40
	39	Supportive of Personal Issues	4.45	4.45
	40	Disability Accommodation	4.36	4.36
Employee Effectiveness	41	Appropriate Stress	3.38	3.38
	42	Total Compensation	3.01	3.01
	43	Get Information	4.05	4.05
	44	Good Use of Skills	4.02	4.02
	45	Know How To Use Tools	4.31	4.31
	46	Manage Workload	3.85	3.85
	47	Valuable Training	3.57	3.57
	48	Enjoy Working with Coworkers	4.40	4.40
	49	Promotes Employee Wellness	3.75	3.75
Diversity and Climate	50	Feel Valued	4.04	4.04
	51	Satisfied with Diversity Programs	3.64	3.64
	52	All Welcomed	3.95	3.95
	53	Committed to Diversity	3.70	3.70
	54	All Cultures - Fair	4.19	4.19
	55	Sexual Orientation - Fair	4.27	4.27
	56	Support Diversity	4.13	4.13
	57	Community- Excellence-Professional	4.14	4.14

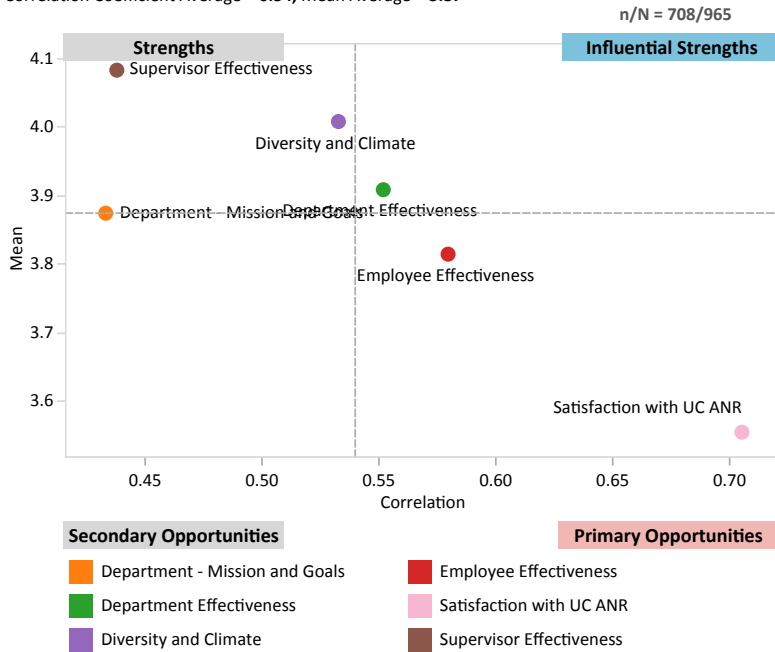
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ST - Strength | IS - Influential Strength | PO - Primary Opportunity | SO - Secondary Opportunity

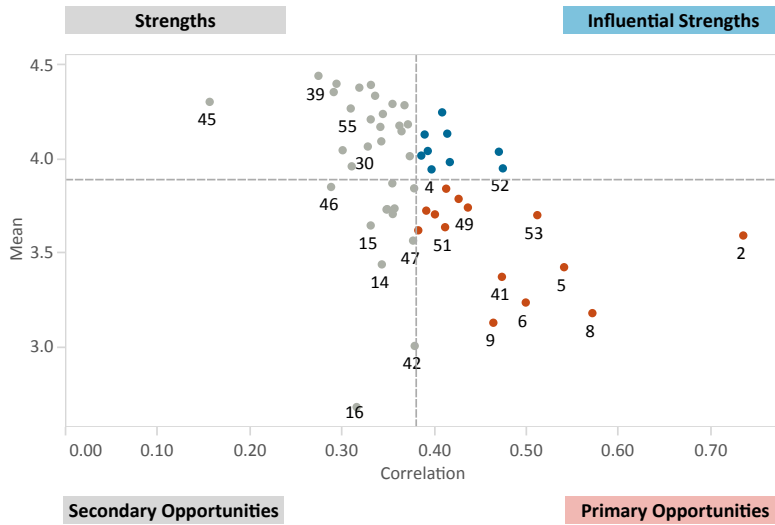
Strengths and Opportunities by Survey Question With Axes at the Average Dimension Mean and Average Dimension by Overall Satisfaction Correlation

Correlation Coefficient Average = 0.54, Mean Average = 3.87



Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation

Correlation Coefficient Average = 0.38, Mean Average = 3.89



Strengths Higher than average mean score, lower than average correlation. "Keep up the good work"	Influential Strengths Higher than average mean score, higher than average correlation "Keep an eye on"
Secondary Opps Lower than average mean score, lower than average correlation. "Low Priority"	Primary Opps Lower than average mean score, higher than average correlation. "Concentrate Efforts"

Dim	Question	Mean	Corr	Str/Opps
DEP	Department Effectiveness	3.91	0.55	IS
DIV	Diversity and Climate	4.01	0.53	ST
EMP	Employee Effectiveness	3.82	0.58	PO
MIS	Department - Mission and Goals	3.88	0.43	SO
SAT	Satisfaction with UC ANR	3.56	0.70	PO
SUP	Supervisor Effectiveness	4.08	0.44	ST
SAT	4. Staff Value Contributions	3.95	0.40	IS
DIV	52. All Welcomed	3.95	0.47	IS
DEP	24. Participate In Decisions	3.99	0.42	IS
DEP	20. Spirit Of Cooperation	4.02	0.39	IS
DIV	50. Feel Valued	4.04	0.47	IS
SUP	34. Evaluated Fairly	4.05	0.39	IS
DIV	56. Support Diversity	4.13	0.39	IS
DIV	57. Community- Excellence-Professional	4.14	0.41	IS
DEP	25. Balance Work Life	4.25	0.41	IS
SAT	9. Career Advancement	3.13	0.46	PO
SAT	8. Have a Voice	3.18	0.57	PO
SAT	6. Opportunities for Contact	3.24	0.50	PO
EMP	41. Appropriate Stress	3.38	0.47	PO
SAT	5. Sr. Leaders Communicate Goals	3.43	0.54	PO
SAT	2. Valued Member	3.60	0.73	PO
MIS	13. Measures Dept Goals	3.62	0.38	PO
DIV	51. Satisfied with Diversity Programs	3.64	0.41	PO
DIV	53. Committed to Diversity	3.70	0.51	PO
DEP	26. Resolves Staff Issues	3.71	0.40	PO
MIS	12. Annual Dept Goals	3.73	0.39	PO
EMP	49. Promotes Employee Wellness	3.75	0.44	PO
DEP	27. Better Ways Recognized	3.79	0.43	PO
SUP	31. Work Assigned Equitably	3.85	0.41	PO
DEP	16. Adequate Staffing	2.68	0.31	SO
EMP	42. Total Compensation	3.01	0.38	SO
MIS	14. Measures Customer Satisfaction	3.44	0.34	SO
EMP	47. Valuable Training	3.57	0.38	SO
MIS	15. Improve Services Products	3.65	0.33	SO
SUP	35. Performance Evaluation	3.71	0.35	SO
DEP	17. Have Tools	3.73	0.35	SO
SAT	3. Campus Faculty Value	3.74	0.35	SO
SUP	36. Advancement Opportunities	3.74	0.36	SO
SUP	33. Suggestions for Improvement	3.85	0.38	SO
EMP	46. Manage Workload	3.85	0.29	SO
DEP	18. Physical Work Environment	3.87	0.35	SO
SUP	32. Gives Praise for Work	3.96	0.31	ST
EMP	44. Good Use of Skills	4.02	0.37	ST
EMP	43. Get Information	4.05	0.30	ST
SUP	30. Communicates Essential Info	4.07	0.33	ST
DEP	22. Collaborate with Units Outside	4.10	0.34	ST
SUP	28. Recommends without Fear	4.15	0.36	ST
SUP	37. Supports Training	4.17	0.34	ST
SAT	7. Contribute to University Mission	4.18	0.36	ST
DIV	54. All Cultures - Fair	4.19	0.37	ST
DEP	23. Perform Responsibilities	4.21	0.33	ST
DEP	19. Safe Environment	4.24	0.34	ST
DIV	55. Sexual Orientation - Fair	4.27	0.31	ST
DEP	21. Ethical Conduct	4.29	0.37	ST
SUP	29. Sufficient Freedom	4.30	0.35	ST
EMP	45. Know How To Use Tools	4.31	0.16	ST
MIS	10. Understand Dept's Mission	4.34	0.34	ST
SUP	40. Disability Accommodation	4.36	0.29	ST
MIS	11. Contribute to Dept's Mission	4.38	0.32	ST
SUP	38. Treats with Respect	4.40	0.33	ST
EMP	48. Enjoy Working with Coworkers	4.40	0.29	ST
SUP	39. Supportive of Personal Issues	4.45	0.27	ST

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Please indicate to what extent you agree or disagree with the following statements. Select 'N/A' if it is not applicable or you do not know.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

N/A

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Satisfaction with UC ANR	1	Overall, I am a satisfied UC ANR employee.					
	2	I feel valued as a member of the UC ANR community.					
	3	Academics at UC ANR value my contributions.					
	4	Staff members at UC ANR value my contributions.					
	5	Senior leadership at UC ANR has adequately communicated the organization's long-range goals and strategic direction.					
	6	There are sufficient opportunities for contact between senior leadership and employees at UC ANR.					
	7	I understand how my job performance positively contributes to UC ANR's Mission.					
	8	I feel I have a voice to provide my ideas and suggestions on how to improve UC ANR.					
	9	I am satisfied with my opportunities for career advancement at UC ANR.					
Department - Mission and Goals	10	I understand my department's mission.					
	11	I understand how my job performance positively contributes to my department's mission.					
	12	My department establishes annual departmental performance goals.					
	13	My department routinely measures departmental performance goal achievements.					
	14	My department routinely measures customer satisfaction with services and products delivered.					
	15	My department routinely takes action to improve services and products based on customer feedback.					
Department Effectiveness	16	My department has adequate staffing to handle our workload.					
	17	I have the tools (i.e., equipment and technology) needed to perform my work.					
	18	My physical work environment (e.g., office, lab) is adequate for the job that I do.					
	19	I feel physically safe in my work environment.					
	20	There is a spirit of cooperation within my department.					
	21	Most people in my department conduct themselves in an ethical manner.					
	22	People in my department are encouraged to work collaboratively with units outside of my immediate area.					
	23	Most people in my department perform their responsibilities.					
	24	I have the opportunity to participate in making decisions that affect my work.					
	25	My department creates a flexible environment that allows me to balance my work and personal life.					
	26	My department effectively resolves staff-related issues (i.e., staff work interactions).					
	27	People in my department are recognized for finding better ways of doing things.					
Supervisor Effectiveness	28	I can make recommendations to my supervisor without fear of negative consequences.					
	29	I have sufficient freedom to decide how to best perform my work.					
	30	My supervisor communicates essential information on a timely basis.					
	31	Work is assigned equitably in my department.					
	32	My supervisor gives me praise for my work.					
	33	My supervisor gives me useful suggestions for improvement.					
	34	My performance is evaluated fairly.					
	35	My last annual evaluation provided me with information I could use to improve my performance.					
	36	My supervisor gives me opportunities that support my career advancement.					
	37	My supervisor actively supports my participation in training and education programs related to my job responsibilities.					
	38	My supervisor treats me with respect.					
	39	My supervisor is supportive when personal issues arise.					
	40	I would be comfortable speaking with my supervisor about my need for accommodation on the job due to a disability.					
Employee Effectiveness	41	I feel that the amount of stress associated with my job is appropriate for my position.					
	42	I am satisfied with my total compensation, including salary, benefits, and retirement.					
	43	I know how to get the information I need to be effective in my job.					
	44	My job makes good use of my skills and abilities.					
	45	I know how to use the tools that I have (i.e., equipment and technology) to do my work.					
	46	I am able to manage my work load effectively.					
	47	The training that I receive at UC ANR is valuable for improving my job performance.					
	48	I enjoy working with my coworkers.					
	49	ANR provides opportunities and programs promoting employee wellness.					
Diversity and Climate	50	I feel valued by my department.					
	51	Overall, I am satisfied with the diversity related programs and services available at UC ANR.					
	52	UC ANR promotes a work environment where all people are welcomed.					
	53	Top leaders at UC ANR are committed to diversity.					
	54	People of all ethnic groups, cultures, and backgrounds are treated fairly in my department.					
	55	People of all sexual orientations are treated fairly in my department.					
	56	My department actively supports a diverse work environment.					
	57	My department practices UC ANR's Principles of Community.					
eNPS	58	How likely is it that you would recommend working at UC ANR to a friend or colleague?					

Conduct and Behavioral Mean Scores by Gender

Below 2 - Excellent | 2.0 to 2.3 - Good | 2.4 to 2.6 - Marginal | 2.70 & above - Low

During the past year, how often have you experienced the following conduct where someone:

	Gender	
	Male	Female
Was condescending to you	2.03	2.18
Paid little attention to your statement or showed little interest in your opinion	2.21	2.24
Made demeaning or derogatory remarks about you	1.45	1.45
Made jokes at your expense	1.43	1.31
Interrupted or spoke over you	2.08	2.29
Talked about you behind your back	1.86	1.84
Excluded you	1.82	1.85
Kept you out-of-the-loop on information that is important	1.97	2.08
Treated you as if you are invisible	1.53	1.59
Ignored you during conversation	1.50	1.56
Treated you differently because of your gender	1.20	1.43
Made derogatory comments about your gender	1.14	1.18
Made you feel as if you have to give up your gender identity to get along at work	1.06	1.13
Treated you differently because of your race/ethnicity	1.33	1.23
Made derogatory comments about your race/ethnicity	1.23	1.16
Made you feel as if you have to give up your race/ethnicity to get along at work	1.17	1.14
At UC ANR, you feel the need to minimize various characteristics of your culture (e.g., language, dress) to fit in.	1.28	1.36

2020 - ANR@Work Survey
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White 390 respondents
 Black 16 respondents
 Latino 113 respondents
 Asian/Pacific Islander 42 respondents
 Am In/Ala Native 5 respondents
 Multi-Ethnic 24 respondents

Conduct and Behavioral Mean Scores by Ethnicity

Below 2 - Excellent | 2.0 to 2.3 - Good | 2.4 to 2.6 - Marginal | 2.70 & above - Low

During the past year, how often have you experienced the following conduct where someone:

	Ethnicity					
	White	Black	Latino	Asian/ Pacific Islander	Am In/Ala Native	Multi-Eth..
Was condescending to you	2.06	2.29	2.24	2.05	2.80	2.35
Paid little attention to your statement or showed little interest in your opinion	2.14	2.47	2.33	2.17	2.60	2.26
Made demeaning or derogatory remarks about you	1.38	1.47	1.54	1.58	1.60	1.64
Made jokes at your expense	1.31	1.43	1.32	1.49	1.60	1.52
Interrupted or spoke over you	2.20	2.27	2.15	2.33	2.60	2.48
Talked about you behind your back	1.78	2.15	1.90	1.74	3.67	2.05
Excluded you	1.79	1.93	1.99	1.92	2.40	1.86
Kept you out-of-the-loop on information that is important	2.02	2.20	2.21	1.85	2.60	1.91
Treated you as if you are invisible	1.48	1.86	1.71	1.62	1.60	1.83
Ignored you during conversation	1.46	1.93	1.59	1.70	1.80	1.83
Treated you differently because of your gender	1.39	1.21	1.31	1.25	2.00	1.43
Made derogatory comments about your gender	1.14	1.14	1.14	1.20	1.60	1.35
Made you feel as if you have to give up your gender identity to get along at work	1.09	1.00	1.11	1.10	1.75	1.18
Treated you differently because of your race/ethnicity	1.11	1.93	1.42	1.49	2.20	1.27
Made derogatory comments about your race/ethnicity	1.06	1.33	1.36	1.38	1.80	1.17
Made you feel as if you have to give up your race/ethnicity to get along at work	1.05	1.40	1.26	1.36	1.80	1.13
At UC ANR, you feel the need to minimize various characteristics of your culture (e.g., language, dress) to fit in.	1.25	1.63	1.48	1.51	1.33	1.26

Conduct and Behavioral Mean Scores by Years of Service

Below 2 - Excellent | 2.0 to 2.3 - Good | 2.4 to 2.6 - Marginal | 2.70 & above - Low

During the past year, how often have you experienced the following conduct where someone:

Question Text	Less than 1 year	1 to 5 years	6 to 15 years	Over 15 years
Was condescending to you	1.69	2.25	2.28	2.06
Paid little attention to your statement or showed little interest in your opinion	1.72	2.32	2.40	2.25
Made demeaning or derogatory remarks about you	1.31	1.48	1.55	1.44
Made jokes at your expense	1.12	1.36	1.41	1.41
Interrupted or spoke over you	1.83	2.33	2.26	2.26
Talked about you behind your back	1.61	1.88	1.99	1.89
Excluded you	1.51	1.93	1.98	1.94
Kept you out-of-the-loop on information that is important	1.67	2.12	2.27	2.06
Treated you as if you are invisible	1.22	1.61	1.69	1.68
Ignored you during conversation	1.27	1.57	1.64	1.60
Treated you differently because of your gender	1.33	1.43	1.35	1.32
Made derogatory comments about your gender	1.12	1.18	1.20	1.18
Made you feel as if you have to give up your gender identity to get along at work	1.10	1.12	1.14	1.06
Treated you differently because of your race/ethnicity	1.12	1.33	1.25	1.26
Made derogatory comments about your race/ethnicity	1.07	1.24	1.15	1.21
Made you feel as if you have to give up your race/ethnicity to get along at work	1.05	1.21	1.13	1.18
At UC ANR, you feel the need to minimize various characteristics of your culture (e.g., language, dress) to fit in.	1.10	1.46	1.39	1.32

Conduct and Behavioral Mean Scores by Appointment Type

Below 2 - Excellent | 2.0 to 2.3 - Good | 2.4 to 2.6 - Marginal | 2.70 & above - Low

<i>During the past year, how often have you experienced the following conduct where someone:</i>	ACAD	CTW	STAFF
Was condescending to you	2.16	2.39	2.17
Paid little attention to your statement or showed little interest in your opinion	2.35	2.39	2.25
Made demeaning or derogatory remarks about you	1.45	1.74	1.48
Made jokes at your expense	1.38	1.50	1.37
Interrupted or spoke over you	2.30	2.35	2.24
Talked about you behind your back	1.81	2.00	1.92
Excluded you	1.93	2.30	1.89
Kept you out-of-the-loop on information that is important	2.05	2.35	2.14
Treated you as if you are invisible	1.61	1.59	1.63
Ignored you during conversation	1.60	1.67	1.56
Treated you differently because of your gender	1.46	1.38	1.34
Made derogatory comments about your gender	1.20	1.23	1.17
Made you feel as if you have to give up your gender identity to get along at work	1.14	1.00	1.10
Treated you differently because of your race/ethnicity	1.34	1.14	1.25
Made derogatory comments about your race/ethnicity	1.23	1.00	1.19
Made you feel as if you have to give up your race/ethnicity to get along at work	1.17	1.14	1.17
At UC ANR, you feel the need to minimize various characteristics of your culture (e.g., language, dress) to fit in.	1.40	1.23	1.38