

2021 - ANR@Work Survey

UCANR

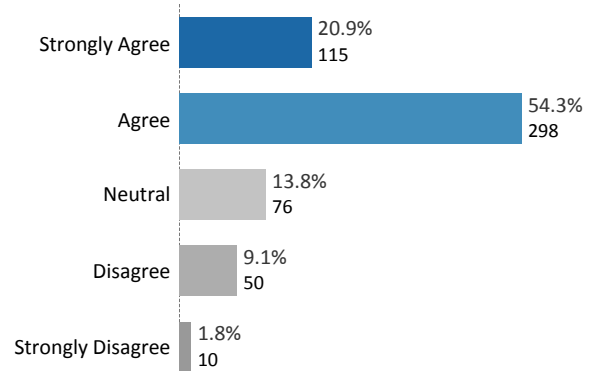
2021

560 respondents
57% of 980 invited

2020

708 respondents
73% of 965 invited

Overall, I am a satisfied UC ANR employee.



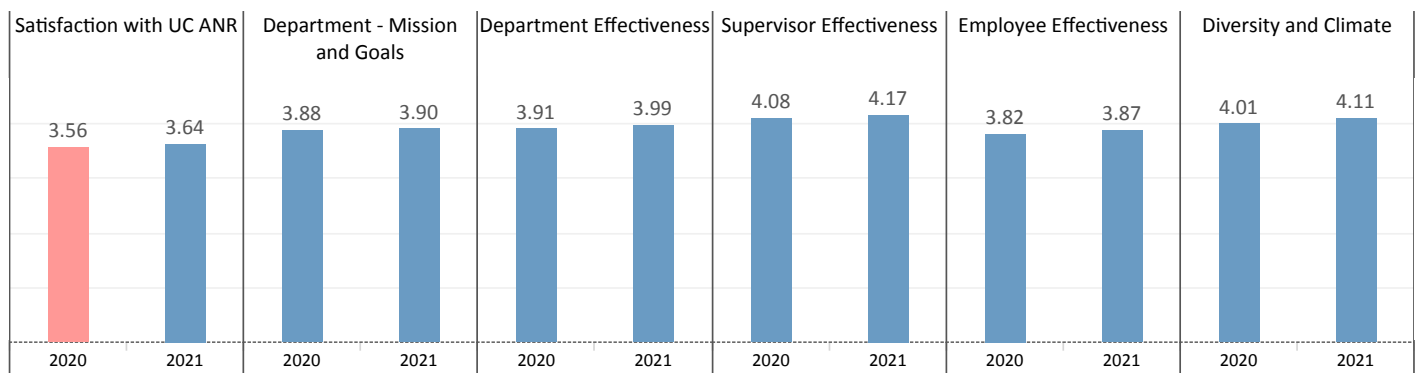
Mean = 3.83, Std Dev = 0.92

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

Influential Strengths	Primary Opportunities
49 Promotes Employee Wellness	2 Valued Member
52 University All Welcomed	8 Have a Voice
4 Staff Value Contributions	6 Opportunities for Contact
7 Contribute to University Mission	5 Sr. Leaders Communicate Goals
25 Balance Work Life	9 Career Advancement

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..."

60 eNPS*

66.4% - 6.8%

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	2	1	3	12	32	63	114
	4	1			2	5	17	19	59	105	53	34	295
	3	1		1	5	8	18	16	15	7	4		75
	2	3	3	7	11	4	11	6	3	2			50
	1	1	3	2	3				1				10
Total		6	6	10	21	18	48	42	81	126	89	97	544

*How eNPS Works ▶

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.

Background

- 2021 was the second annual ANR@Work Survey
- Survey Period: March 16 - April 9, 2021
- 980 academics, staff, and county-paid employees were invited to take the survey
- 560 (57%) 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

Change from 2020 to 2021
Arrows indicate change of .09 or greater

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980 Invited (N)
560 Responded (n)
57% Response Rate

↓ 1 36 ↑ 20

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

		2020	2021		2021
Satisfaction with UC ANR	1 Overall Satisfaction	3.80	3.83		3.83
	2 Valued Member	3.60	3.67		3.67
	3 Campus Faculty Value	3.74	3.80		3.80
	4 Staff Value Contributions	3.95	4.03		4.03
	5 Sr. Leaders Communicate Goals	3.43	3.60	★	3.60
	6 Opportunities for Contact	3.24	3.37		3.37
	7 Contribute to University Mission	4.18	4.19		4.19
	8 Have a Voice	3.18	3.36	★	3.36
	9 Career Advancement	3.13	3.09		3.09
Department - Mission and Goals	10 Understand Dept's Mission	4.34	4.40		4.40
	11 Contribute to Dept's Mission	4.38	4.44		4.44
	12 Annual Dept Goals	3.73	3.73		3.73
	13 Measures Dept Goals	3.62	3.64		3.64
	14 Measures Customer Satisfaction	3.44	3.45		3.45
	15 Improve Services Products	3.65	3.68		3.68
	16 Adequate Staffing	2.68	2.74		2.74
Department Effectiveness	17 Have Tools	3.73	3.72		3.72
	18 Physical Work Environment	3.87	3.90		3.90
	19 Safe Environment	4.24	4.28		4.28
	20 Spirit Of Cooperation	4.02	4.13		4.13
	21 Ethical Conduct	4.29	4.41	★	4.41
	22 Collaborate with Units Outside	4.10	4.15		4.15
	23 Perform Responsibilities	4.21	4.30		4.30
	24 Participate In Decisions	3.99	4.15	★	4.15
	25 Balance Work Life	4.25	4.33		4.33
	26 Resolves Staff Issues	3.71	3.82		3.82
Supervisor Effectiveness	27 Better Ways Recognized	3.79	3.89		3.89
	28 Recommends without Fear	4.15	4.25		4.25
	29 Sufficient Freedom	4.30	4.41		4.41
	30 Communicates Essential Info	4.07	4.08		4.08
	31 Work Assigned Equitably	3.85	3.94		3.94
	32 Gives Praise for Work	3.96	4.10		4.10
	33 Suggestions for Improvement	3.85	3.96		3.96
	34 Evaluated Fairly	4.05	4.12		4.12
	35 Performance Evaluation	3.71	3.75		3.75
	36 Advancement Opportunities	3.74	3.78		3.78
Employee Effectiveness	37 Supports Training	4.17	4.27		4.27
	38 Treats with Respect	4.40	4.48		4.48
	39 Supportive of Personal Issues	4.45	4.54		4.54
	40 Disability Accommodation	4.36	4.45		4.45
	41 Appropriate Stress	3.38	3.36		3.36
	42 Total Compensation	3.01	2.88	↓	2.88
	43 Get Information	4.05	4.09		4.09
	44 Good Use of Skills	4.02	4.10		4.10
	45 Know How To Use Tools	4.31	4.32		4.32
	46 Manage Workload	3.85	3.87		3.87
Diversity and Climate	47 Valuable Training	3.57	3.66		3.66
	48 Enjoy Working with Coworkers	4.40	4.49		4.49
	49 Promotes Employee Wellness	3.75	4.08	★	4.08
	50 Feel Valued	4.04	4.18	★	4.18
	51 Satisfied with Diversity Programs	3.64	3.80	★	3.80
	52 University All Welcomed	3.95	4.01		4.01
	53 Committed to Diversity	3.70	3.88	★	3.88
54 All Cultures - Fair	4.19	4.22		4.22	
55 Sexual Orientation - Fair	4.27	4.32		4.32	
56 Support Diversity	4.13	4.21		4.21	
57 Community- Excellence-Professional	4.14	4.24		4.24	

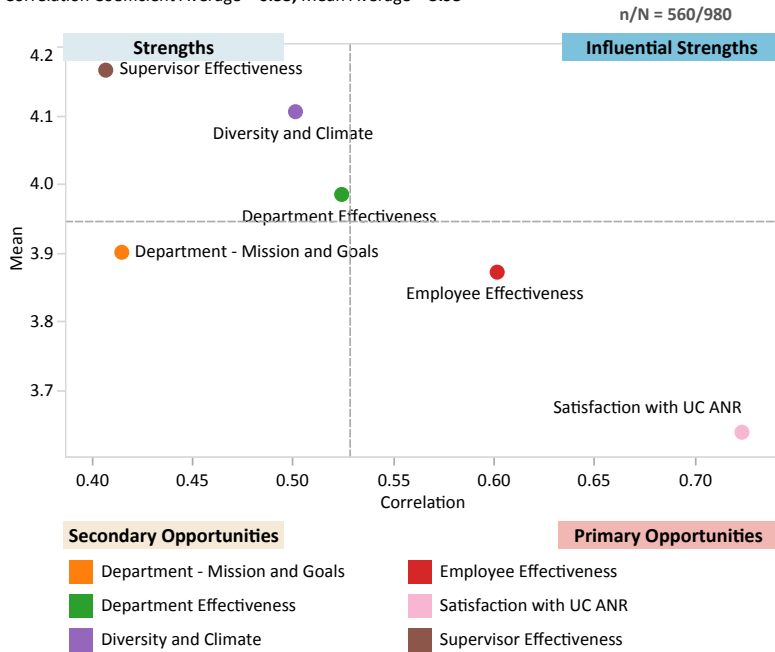
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ST - Strength | IS - Influential Strength | PO - Primary Opportunity | SO - Secondary Opportunity

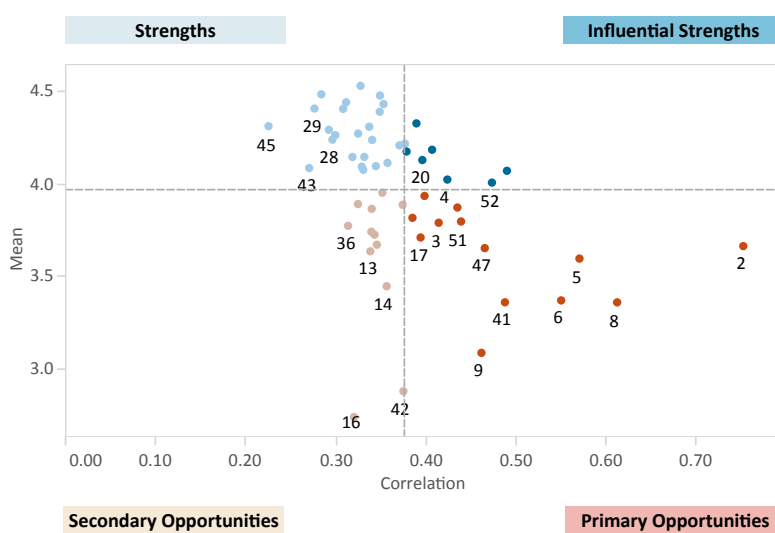
Strengths and Opportunities by Survey Question With Axes at the Average Dimension Mean and Average Dimension by Overall Satisfaction Correlation

Correlation Coefficient Average = 0.53, Mean Average = 3.95



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 = 3.97



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

Dim	Question	Mean	Corr	Str/Opps
SAT	Satisfaction with UC ANR	3.64	0.72	PO
DEP	Department Effectiveness	3.99	0.52	ST
DIV	Diversity and Climate	4.11	0.50	ST
EMP	Employee Effectiveness	3.87	0.60	PO
MIS	Department - Mission and Goals	3.90	0.41	SO
SUP	Supervisor Effectiveness	4.17	0.41	ST
DIV	52. University All Welcomed	4.01	0.47	IS
SAT	4. Staff Value Contributions	4.03	0.42	IS
EMP	49. Promotes Employee Wellness	4.08	0.49	IS
DEP	20. Spirit Of Cooperation	4.13	0.39	IS
DIV	50. Feel Valued	4.18	0.38	IS
SAT	7. Contribute to University Mission	4.19	0.41	IS
DEP	25. Balance Work Life	4.33	0.39	IS
SAT	9. Career Advancement	3.09	0.46	PO
SAT	8. Have a Voice	3.36	0.61	PO
EMP	41. Appropriate Stress	3.36	0.49	PO
SAT	6. Opportunities for Contact	3.37	0.55	PO
SAT	5. Sr. Leaders Communicate Goals	3.60	0.57	PO
EMP	47. Valuable Training	3.66	0.46	PO
SAT	2. Valued Member	3.67	0.75	PO
DEP	17. Have Tools	3.72	0.39	PO
SAT	3. Campus Faculty Value	3.80	0.41	PO
DIV	51. Satisfied with Diversity Programs	3.80	0.44	PO
DEP	26. Resolves Staff Issues	3.82	0.38	PO
DIV	53. Committed to Diversity	3.88	0.43	PO
SUP	31. Work Assigned Equitably	3.94	0.40	PO
DEP	16. Adequate Staffing	2.74	0.32	SO
EMP	42. Total Compensation	2.88	0.37	SO
MIS	14. Measures Customer Satisfaction	3.45	0.36	SO
MIS	13. Measures Dept Goals	3.64	0.34	SO
MIS	15. Improve Services Products	3.68	0.34	SO
MIS	12. Annual Dept Goals	3.73	0.34	SO
SUP	35. Performance Evaluation	3.75	0.34	SO
SUP	36. Advancement Opportunities	3.78	0.31	SO
EMP	46. Manage Workload	3.87	0.34	SO
DEP	27. Better Ways Recognized	3.89	0.37	SO
DEP	18. Physical Work Environment	3.90	0.32	SO
SUP	33. Suggestions for Improvement	3.96	0.35	SO
SUP	30. Communicates Essential Info	4.08	0.33	ST
EMP	43. Get Information	4.09	0.27	ST
SUP	32. Gives Praise for Work	4.10	0.33	ST
EMP	44. Good Use of Skills	4.10	0.34	ST
SUP	34. Evaluated Fairly	4.12	0.36	ST
DEP	24. Participate In Decisions	4.15	0.32	ST
DEP	22. Collaborate with Units Outside	4.15	0.33	ST
DIV	56. Support Diversity	4.21	0.37	ST
DIV	54. All Cultures - Fair	4.22	0.38	ST
DIV	57. Community- Excellence-Professional	4.24	0.34	ST
SUP	28. Recommends without Fear	4.25	0.30	ST
SUP	37. Supports Training	4.27	0.30	ST
DEP	19. Safe Environment	4.28	0.32	ST
DEP	23. Perform Responsibilities	4.30	0.29	ST
DIV	55. Sexual Orientation - Fair	4.32	0.34	ST
EMP	45. Know How To Use Tools	4.32	0.22	ST
MIS	10. Understand Dept's Mission	4.40	0.35	ST
DEP	21. Ethical Conduct	4.41	0.31	ST
SUP	29. Sufficient Freedom	4.41	0.28	ST
MIS	11. Contribute to Dept's Mission	4.44	0.35	ST
SUP	40. Disability Accommodation	4.45	0.31	ST
SUP	38. Treats with Respect	4.48	0.35	ST
EMP	48. Enjoy Working with Coworkers	4.49	0.28	ST
SUP	39. Supportive of Personal Issues	4.54	0.33	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
		5	4	3	2	1	
	1	Overall, I am a satisfied UC ANR employee.					
Satisfaction with UC ANR	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?					