



FINANCE AND ADMINISTRATIVE SERVICES EMPLOYEE ENGAGEMENT SURVEY EXECUTIVE SUMMARY

The 2020 Employee Engagement Survey was the fourth year the CSU San Marcos Finance and Administrative Services (FAS) Division participated in the survey. The goal of the anonymous survey was to obtain feedback from staff about their work environment.

WHO RESPONDED

The survey was distributed to 254 individuals; of these invited, 177 responded (70%). The survey consisted of 54 satisfaction questions measured on a 5-point scale ranging from 1 (Strongly Disagree) to 5 (Strongly Agree) and grouped by six dimensions: Satisfaction with Finance & Administrative Services, Department Mission and Goals, Department Effectiveness, Department Diversity and Climate, Supervisor Effectiveness, and Employee Effectiveness.

In addition to the 54 satisfaction questions, the survey also had an Employee Net Promoter Score (eNPS) question, *"How likely is it that you would recommend working in the Finance & Administrative Services (FAS) Division? (10 being extremely likely and 0 being not at all likely)."* The eNPS is a combination of the score distributions of the two top-level questions: *"Overall, I am a satisfied employee..."* and *"How likely is it that you would recommend..."*

Survey respondents were also presented with open-ended questions regarding their work environment, and allowed respondents the opportunity to highlight colleagues or managers who have made an impact on creating a positive work environment.

WHAT WE HEARD

The goal of the survey was to identify key strengths (areas where CSU San Marcos FAS is doing well) and opportunities (areas where issues can be addressed).

Overall, the survey results were positive with a mean score of **4.18** for 54 questions (scale 1-5) and **18** questions were in the excellent range (4.30 or greater). **81%** of people said they are a "satisfied" or "extremely satisfied" FAS employee.

The Employee Net Promoter Score (eNPS) score was **76** which is "good." **10** respondents were "passive," rating FAS neutrally in Likelihood to Recommend and Satisfied Employee. These scores were not captured in the overall eNPS calculation, therefore understanding what contributes to higher overall satisfaction can result in a higher eNPS score.

Influential Strengths

Higher than average mean score and higher than average correlation ("keep an eye on"):

- Feel Valued (question #34)
- All Welcomed (question #31)
- Understand University Mission (question #6)
- Improve Services Products (question #15)
- Gives Praise for Work (question #39)

Primary Opportunities

Lower than average mean score and higher than average correlation (“concentrate efforts”):

- Valued Member (question #2)
- Career Advancement (question #9)
- Leadership Interested in Staff’s Ideas (question #3)
- Have a Voice (question #8)
- Total Compensation (question #48)

SATISFACTION QUESTIONS AND eNPS

Satisfaction with Finance & Administrative Services	<ol style="list-style-type: none"> 1. Overall, I am a satisfied FAS employee. 2. I feel valued as a member of FAS. 3. Senior leadership in FAS are genuinely interested in hearing the ideas and opinions of staff members. 4. Faculty members at CSUSM value my contributions. 5. Staff members at CSUSM value my contributions. 6. I understand the FAS mission. 7. I understand how my job performance positively contributes to the FAS mission. 8. I feel I have a voice to provide ideas and suggestions on how to improve FAS. 9. I am satisfied with my opportunities for career advancement at CSUSM.
Department - Mission and Goals	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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, cubicle) 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.
Department - Diversity & Climate	<ol style="list-style-type: none"> 28. I am satisfied with the diversity related initiatives and efforts within my department. 29. People of all ethnic groups, ages, cultures, and backgrounds are treated fairly in my department. 30. People of all sexual orientations are treated fairly in my department. 31. FAS promotes a work environment where all people are welcomed. 32. My department actively supports a diverse work environment. 33. My department provides an environment where everyone is treated in a professional manner. 34. I feel valued by my department.

<p>Supervisor Effectiveness</p>	<p>35. I can make recommendations to my supervisor without fear of negative consequences. 36. I have sufficient freedom to decide how to best perform my work. 37. My supervisor communicates essential information on a timely basis. 38. Work is assigned equitably in my department. 39. My supervisor gives me praise for my work. 40. My supervisor gives me useful suggestions for improvement. 41. My performance is evaluated fairly. 42. My last performance evaluation provided me with information I could use to improve my performance. 43. My supervisor gives me opportunities that support my career advancement. 44. My supervisor actively supports my participation in training and education programs related to my job responsibilities. 45. My supervisor treats me with respect. 46. My supervisor is supportive when personal issues arise.</p>
<p>Employee Effectiveness</p>	<p>47. I feel that the amount of stress associated with my job is appropriate for my position. 48. I am satisfied with my total compensation, including salary and benefits. 49. I know how to get the information I need to be effective in my job. 50. My job makes good use of my skills and abilities. 51. I know how to use the tools (i.e., equipment and technology) that I have to do my work. 52. I am able to manage my work load effectively. 53. The training that I receive at CSUSM is valuable for improving my job performance. 54. I enjoy working with my coworkers.</p>
<p>eNPS (Employee Net Promoter Score)</p>	<p>55. How likely is it that you would recommend working in the Finance & Administrative Services (FAS) Division? (10 being extremely likely and 0 being not at all likely)</p>