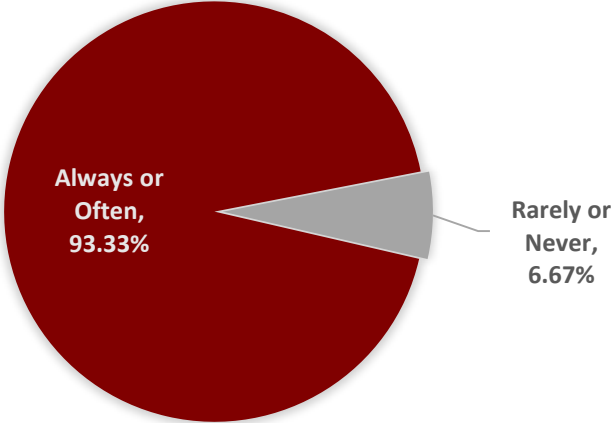


# FINANCIAL SERVICES

For the 2016 Employee Engagement Survey (EES) there were 15 respondents in 2016 compared to 32 respondents in 2014 who identified their department within Financial Services. Of the 15 respondents, 8 identified as Administrative Professional and 7 identified as Civil Service. Within Financial Services, the response average for statements 1-38 was 4.03, resulting in a 17.5% increase in the overall response average from 2014.

As explained in the 2016 EES Results Report, responses were measured using a 5-option Likert scale with “Never” equaling 1 and “Always” equaling 5 to determine the frequency in which employees identified with the statements.

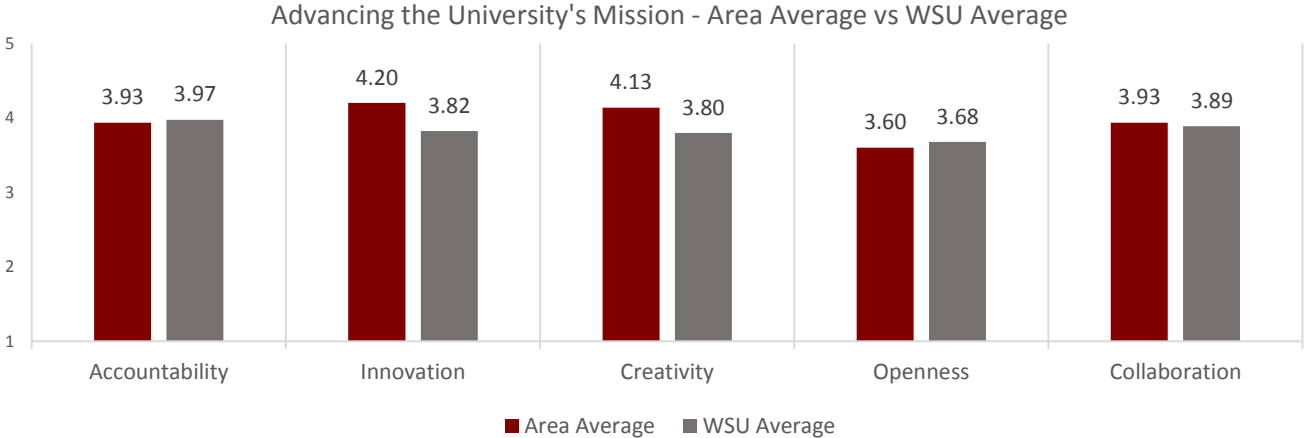
The overall satisfaction at work (statement 38) increased from 3.64 in 2014 to 4.33 for 2016. Additionally, for the 2016 survey, 93.33% of respondents said they always or often enjoy being part of their department (statement 28). A breakdown of response averages can be found at the end of this report on page 4.



ENJOY BEING PART OF THEIR DEPARTMENT

## ADVANCING THE UNIVERSITY’S MISSION:

For 2016, the survey asked respondents to identify the extent to which their department approached advancement of the University’s mission, specifically as it related to the University goals of accountability, innovation, creativity, openness, and collaboration. This graph demonstrates the response average within Financial Services compared to the overall WSU average:



## HIGHEST 2016 AREA RESPONSE AVERAGE:

Statements	Area Average 2014	Area Average 2016	2016 WSU Average
I know what is expected of me at work.	4.45	4.67	4.37
I enjoy being part of Washington State University.	4.00	4.67	4.08
I have positive interactions with my co-workers. **	-	4.40	4.19
Overall, I am satisfied at work.	3.64	4.33	3.86

*\*Updated for 2016 ; \*\*New for 2016*

## LOWEST 2016 AREA RESPONSE AVERAGE:

Statements	Area Average 2014	Area Average 2016	2016 WSU Average
My supervisor encourages me to use the University resources available to me. **	-	3.29	3.47
I receive clear information about changes being made within my department.	2.97	3.33	3.43
I have concerns regarding work climate.**	3.28	3.40	3.54

*\*Updated for 2016 ; \*\*New for 2016*

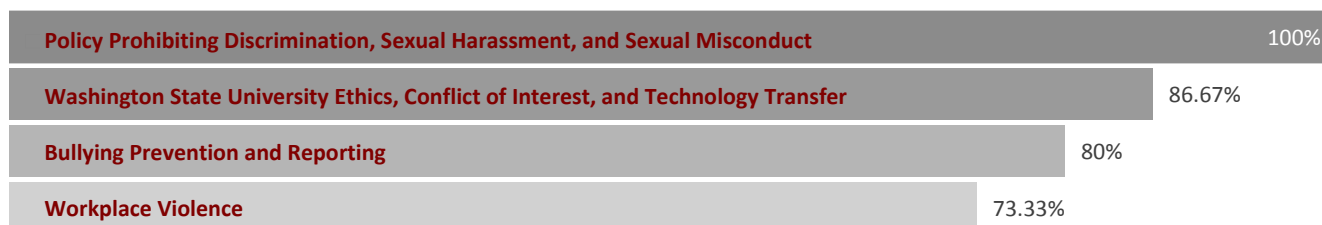
## SIGNIFICANT AREA RESPONSE CHANGE:

Statements	Area Average 2014	Area Average 2016	Change
I am encouraged to provide input on decisions impacting my work.	3.03	4.27	+1.24
My supervisor encourages me to use the University resources available to me. **	3.11	4.20	+1.09
I am encouraged to come up with better ways of doing things.	3.17	4.20	+1.03

*\*Updated for 2016 ; \*\*New for 2016*

## UNIVERSITY RESOURCES:

Based on feedback, the 2016 survey added additional statements regarding workplace concerns and employee awareness of WSU resources, specifically those resources related to Workplace Violence, Bullying, State Ethics, Discrimination, Sexual Harassment and Sexual Misconduct. This graph demonstrates the percentage of employees who identified awareness of the following University policies within Financial Services:



## EMPLOYEE FEEDBACK:

At the end of the survey, employees were given the opportunity to provide feedback regarding subjects not addressed in the survey. The following feedback, specifically related to employee perceptions of the workplace, was provided by respondents who identified themselves within Financial Services:

- Pride in working for Washington State University
- Lack of equality between departments across the University (old broken chairs create an uncomfortable work environment compared to departments that receive ergonomic comforts)
- Ergonomic assessments and sit/stand work stations are needed

## ACTION ITEMS:

In reviewing the data for those respondents who identified themselves within a unit reporting through Financial Services, initiatives to improve employee engagement and perceptions of the workplace may include, but are not limited to:

- Improve communication regarding the WSU policy concerning Workplace Violence and provide employees with resources as appropriate
- Provide employees with resources as appropriate and encourage the use of University resources
- Improve communication efforts regarding changes at the department level
- Provide employees with resources for workplace climate concerns and encourage the reporting of concerns

## RESPONSE AVERAGE BREAKDOWN:

		Area Average		WSU Average	
		2014	2016	2014	2016
# of Respondents		32	15	1891	1958
Overall Average		3.43	4.03	3.72	3.81
<b>SECTION 1: Do employees feel they have what is needed to do their job?</b>					
1	I know what is expected of me at work.	4.45	4.67	4.38	4.37
2	I receive the information I need to perform my job.	3.93	4.27	4.06	4.03
3	I have the resources and training to do my job effectively.*	3.97	4.00	3.99	4.00
4	I have the technology I need to do my job efficiently.	3.75	4.20	4.15	4.09
<b>SECTION 2: Do employees feel they are valued?</b>					
5	I am recognized for doing a good job.	3.21	3.93	3.41	3.50
6	My supervisor values me and the work I do.	3.38	4.13	3.84	3.93
7	I feel encouraged to have a good balance between work and personal life.	3.24	3.86	3.41	3.63
8	I feel appropriately compensated for my level of position. **	-	3.50	-	3.17
<b>SECTION 3: Do employees feel they provide individual contributions?</b>					
9	I am encouraged to develop myself professionally.	3.11	4.20	3.44	3.59
10	I am encouraged to provide input on decisions impacting my work.	3.03	4.27	3.54	3.64
11	I am encouraged to come up with better ways of doing things.	3.17	4.20	3.56	3.72
12	I am given opportunities to be innovative or creative. **	-	3.80	-	3.69
13	I am given opportunities to be collaborative. **	-	4.13	-	3.78
<b>SECTION 4: Do employees feel connected to their co-workers?</b>					
14	A spirit of cooperation and teamwork exists between my co-workers and me.	3.57	4.27	3.85	3.88
15	Knowledge and information sharing is practiced between my co-workers and me.	3.45	4.13	3.80	3.84
16	Those around me are committed to doing quality work.	3.93	3.87	4.12	4.10
17	I have positive interactions with my co-workers. **	-	4.40	-	4.19
18	I enjoy the work climate that exists between my co-workers and me. **	-	4.27	-	4.00
<b>SECTION 5: Do employees feel satisfied with their supervisor? **</b>					
19	My supervisor gives me ongoing feedback to help me improve my performance.*	3.07	3.73	3.29	3.45
20	My supervisor encourages a positive work climate. **	-	4.20	-	3.90
21	My supervisor promotes open communication and feedback. **	-	4.07	-	3.90
22	My supervisor treats me with dignity and respect. **	-	4.13	-	4.29
<b>SECTION 6: Do employees feel connected to their department?</b>					
23	Clear reporting structures are established within my department.	3.45	4.00	3.79	3.87
24	I receive clear information about changes being made within my department.	2.97	3.33	3.32	3.43
25	I know how my department measures success.	2.70	3.40	3.26	3.41
26	I know how my work contributes to the success of my department.	3.57	4.13	3.84	3.92
27	My department demonstrates support for a diverse workforce.	3.39	3.93	4.00	4.08
28	I enjoy being part of my department.	3.46	4.20	3.96	4.00
Rate the extent to which your department approaches the following to advance the University Mission: **					
29	Accountability	-	3.93	-	3.97
30	Innovation	-	4.20	-	3.82
31	Creativity	-	4.13	-	3.80
32	Openness	-	3.60	-	3.68
33	Collaboration	-	3.93	-	3.89
<b>SECTION 7: Do employees feel connected to WSU as a whole?</b>					
34	I am encouraged to improve work processes to benefit students and other University constituents or colleagues.*	3.48	4.14	3.71	3.70
35	I receive clear information about changes being made within my college/area.	2.79	3.47	3.18	3.29
36	I receive clear information about changes being made within WSU.	3.07	3.67	3.16	3.33
37	I enjoy being part of Washington State University.	4.00	4.67	4.07	4.08
38	Overall, I am satisfied at work.	3.64	4.33	3.84	3.86
<b>EMPLOYEE RESOURCES: Are employees aware of WSU resources or do they have concerns in the workplace? **</b>					
	I am comfortable with utilizing University resources. **	-	3.57	-	3.75
	My supervisor encourages me to use the University resources available to me. **	-	3.29	-	3.47
	I have concerns regarding work climate. **	-	3.40	-	3.54
	I feel comfortable bringing work climate concerns to my supervisor. **	-	3.77	-	3.77

\*Updated for 2016; \*\*New for 2016