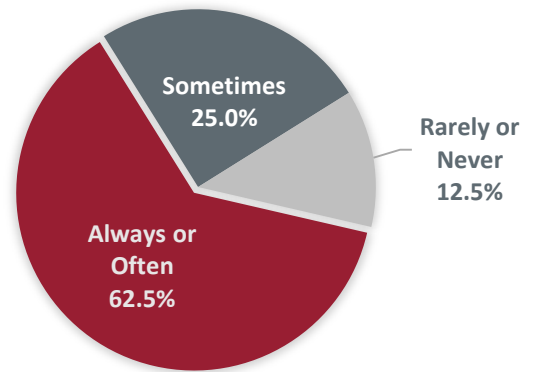


For the 2018 Employee Engagement Survey (EES) there were 92 respondents in 2018 compared to 41 respondents in 2016 who identified their department within the Office of Research. For 2018, the survey was sent to 135 active employees within the Office of Research resulting in a 68.1% response rate. The response average for statements 1-39 was 3.80 for 2018 compared to 4.12 in 2016 resulting in a decrease in the overall response average from 2016. For 2018 57.8% identified as Administrative Professional, 32.2% identified themselves as Civil Service and 10.0% identified themselves as Faculty.

As explained in the 2018 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.

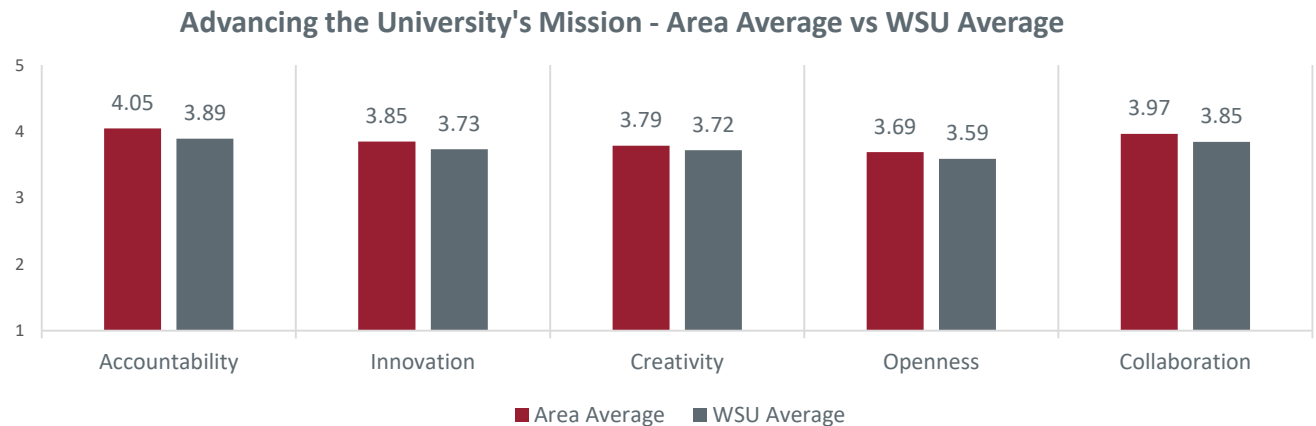
For the 2018 survey, 62.5% of respondents said they always or often enjoy being part of their department (statement 28). Additionally, the response average for overall satisfaction at work (statement 39), decreased to 3.71 from 4.00 for 2016. A breakdown of response averages can be found at the end of this report on page 4.



ENJOY BEING PART OF THEIR DEPARTMENT

ADVANCING THE UNIVERSITY’S MISSION:

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 Office of Research compared to the overall WSU average:



HIGHEST 2018 RESPONSE AVERAGE:

Statements	Area Average 2014	Area Average 2016	Area Average 2018	WSU Average 2018
I know what is expected of me at work.	4.13	4.68	4.39	4.35
My supervisor treats me with dignity and respect.	-	4.49	4.25	4.27
I have positive interactions with my co-workers.	-	4.37	4.22	4.17

**Updated for 2018; **New for 2018*

LOWEST 2018 RESPONSE AVERAGE:

Statements	Area Average 2014	Area Average 2016	Area Average 2018	WSU Average 2018
I utilize wellbeing programs and resources available to employees.	-	-	2.60	2.49
I feel appropriately compensated for my level of position.	-	3.20	2.98	3.05
My department fosters a culture of health and wellness.	-	-	3.05	3.27

**Updated for 2018; **New for 2018*

SIGNIFICANT RESPONSE CHANGE (HIGHEST/LOWEST RESPONSE CHANGES):

Statements	Area Average 2014	Area Average 2016	Area Average 2018	Change
My supervisor encourages me to use the University resources available to me.	-	3.89	3.23	-0.66
I have concerns regarding work climate.	-	3.95	3.33	-0.61
I feel comfortable bringing work climate concerns to my supervisor.	-	4.22	3.62	-0.60
My supervisor promotes open communication and feedback.	-	4.34	3.77	-0.57
I know how my work contributes to the success of my department.	3.69	4.41	3.89	-0.53
I know how my department measures success.	2.87	3.83	3.33	-0.50

**Updated for 2018; **New for 2018*

ACTION ITEMS:

In reviewing the lowest area response averages and the statements with negative change from 2016 to 2018 in Office of Research, initiatives to improve employee engagement and perceptions of the workplace may include, but are not limited to:

- *Provide employees with resources regarding employee wellness and encourage the use of WSU employee wellness programs.*
- *Ensure supervisors are familiar with resources and provide employees with resources as appropriate and encourage the use of University resources.*
- *Identify positions with inappropriate compensation.*
- *Evaluate how input is solicited and taken into consideration.*
- *Encourage communication with employees on how success is measured and provide on-going feedback on how to improve performance.*

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, is a synopsis of comments provided by respondents who identified themselves within Office of Research:

- *I want to compliment WSU for moving some many services online. As an employee in a remote worksite, increasing access really helps support engagement.*
- *I love my department and supervisors.*
- *Compensation:*
 - *The pay for employees has NOT kept up with inflation and I feel many people are not getting compensated adequately for the jobs.*
 - *Many of the employees are paid significantly below their peers.*
 - *There are inequities in salaries and promotions in my unit that are consistently not addressed.*
- *I do not feel employees in civil service are given enough positive feedback or encouragement to improve themselves by training.*
- *There is no flexibility in the work hours for civil service employees whereas A/P employees get flexibility in their schedules.*
- *I don't feel like WSU supports the well-being of it's staff. If the University were truly invested in the well-being of it's employees, then we would at least get a discount to utilize the student rec center and other well-being services that are available to the students.*
- *Supervisors who oversee AP positions should be required to take the HR supervisor training courses.*
- *I do wish there was more support on learning what is needed from above my department.*
- *Our leadership lacks vision and management skills; amazing that the leadership would have been appointed in their roles. Poor management skills, vision and initiative.*
- *While I feel supported by my supervisor, there are major culture issues within our department.*
- *The current situation in my work environment is hostile, harassing and there has been bullying to the point people have resigned, been fired, or upset enough to involve ombudsman.*

RESPONSE AVERAGE BREAKDOWN:

	# of Respondents	Area Average			WSU
		2014	2016	2018	Average
Statement 1-39 Overall Average		3.51	4.12	3.80	3.76
1	I know what is expected of me at work.	4.13	4.68	4.39	4.35
2	I receive the information I need to perform my job.	3.81	4.22	4.00	4.02
3	I have the training to do my job effectively.*	3.75	4.22	4.10	4.10
4	I have the resources I need to do my job efficiently.*	-	-	3.73	3.75
5	I have the technology I need to do my job efficiently.	4.38	4.15	4.09	3.96
6	I am recognized for doing a good job.	3.13	3.78	3.40	3.45
7	My supervisor values me and the work I do.	3.75	4.20	3.89	3.91
8	I feel encouraged to have a good balance between work and personal life.	3.00	3.90	3.69	3.59
9	I feel appropriately compensated for my level of position.	-	3.20	2.98	3.05
10	I am encouraged to develop myself professionally.	3.53	3.95	3.63	3.58
11	I am encouraged to provide input on decisions impacting my work.	3.27	4.08	3.63	3.61
12	I am encouraged to come up with better ways of doing things.	3.27	4.15	3.79	3.66
13	I am given opportunities to be innovative or creative.	-	4.12	3.67	3.66
14	I am given opportunities to be collaborative.	-	4.18	3.98	3.77
15	A spirit of cooperation and teamwork exists between my co-workers and me.	3.38	4.12	3.92	3.83
16	Knowledge and information sharing is practiced between my co-workers and me.	3.63	4.27	3.83	3.79
17	Those around me are committed to doing quality work.	3.60	4.22	4.10	4.10
18	I have positive interactions with my co-workers.	-	4.37	4.22	4.17
19	I enjoy the work climate that exists between my co-workers and me.	-	4.32	3.97	3.97
20	My supervisor gives me ongoing feedback to help me improve my performance.	3.06	3.80	3.42	3.43
21	My supervisor encourages a positive work climate.	-	4.28	3.80	3.88
22	My supervisor promotes open communication and feedback.	-	4.34	3.77	3.83
23	My supervisor treats me with dignity and respect.	-	4.49	4.25	4.27
24	Clear reporting structures are established within my department.	3.80	4.18	3.89	3.80
25	I receive clear information about changes being made within my department.	2.88	3.73	3.33	3.37
26	I know how my department measures success.	2.87	3.83	3.33	3.35
27	I know how my work contributes to the success of my department.	3.69	4.41	3.89	3.87
28	My department demonstrates support for a diverse workforce.	3.69	4.26	4.06	4.00
29	I enjoy being part of my department.	3.80	4.20	3.83	3.96
Rate the extent to which your department approached the following to advance the University Mission:					
30	Accountability	-	4.38	4.05	3.89
31	Innovation	-	4.28	3.85	3.73
32	Creativity	-	4.18	3.79	3.72
33	Openness	-	4.10	3.69	3.59
34	Collaboration	-	4.33	3.97	3.85
35	I am encouraged to improve work processes to benefit students and other University constituents or colleagues.	3.40	4.00	3.71	3.65
36	I receive clear information about changes being made within my college or area.	2.94	3.74	3.40	3.22
37	I receive clear information about changes being made within WSU.	3.19	3.70	3.41	3.22
38	I enjoy being part of Washington State University.	4.00	4.34	4.10	3.93
39	Overall, I am satisfied at work.	3.80	4.00	3.71	3.76
	I am comfortable with utilizing University resources.	-	3.84	3.46	3.62
	My supervisor encourages me to use the University resources available to me.	-	3.89	3.23	3.67
	I have concerns regarding work climate.	-	3.95	3.33	3.46
	I feel comfortable bringing work climate concerns to my supervisor.	-	4.22	3.62	3.73
	I utilize wellbeing programs and resources available to employees.**	-	-	2.60	2.49
	My department fosters a culture of health and wellness.**	-	-	3.05	3.27
	I feel encouraged to focus on my wellbeing both at work and in my personal life.**	-	-	3.37	3.28

*Updated for 2018; **New for 2018