

2016 Employee Engagement and Inclusion Survey Feedback

Introduction

During late April and early May, 2016, McKnight Associates, Inc. conducted an engagement and inclusion survey for the University of North Carolina Wilmington. Survey administration was done entirely on-line, and the survey was available for approximately four weeks.

The Survey Instrument

The questionnaire was divided into four sections:

- **Research categories** – items used to group survey respondents according to several personal and organizational demographics
- **Overall satisfaction** – a one-item measure of participants’ overall feelings about their work life at University of North Carolina Wilmington
- **Survey questionnaire** – 27 items asking participants about various aspects of engagement and inclusion
- **Additional comments** – one open-ended question allowing participants to offer additional insights into their opinions

Benchmark scores for the survey items are based on survey responses from approximately 108,300 faculty and staff in 66 four-year public universities surveyed nation-wide over the past two years.

Participation

Completed surveys were received from 823 UNCW participants, however, a total of 895 logged onto the web site, but 72 were incomplete. This level of participation represents approximately 44% of those who were eligible to participate compared to the average of 63% at the benchmarked universities. Survey results were generated only for groups having five or more respondents. Categories of responses are included below.

Supervisory Status

Description	Respondents
None - my position is non-supervisory	510.
Institutional Leadership	35..
Academic Department Leadership (inc. Dept. Heads/Dept. Chairs)	29..
Staff Leadership (Dept. Mgr., Director, Asst. Dir.)	89..
Staff Leadership (Supervisor)	100.
Would rather not say	51..
Supervisory responsibilities unidentified	9..

Length of Service

Description	Respondents
Less than 1 year.	95. .
1 - 5 years.	243. .
6 - 10 years.	181. .
11 - 20 years.	202. .
More than 20 years.	92. .
Would rather not say	9. . .
Tenure Unidentified.	1. . .

Employment Status

Description	Respondents
Faculty	270. .
EPA/EHRA, Non-Faculty.	142. .
SPA/SHRA (Exempt, Salaried)	230. .
SPA/SHRA (Non-Exempt, Hourly)	129. .
Would rather not say	44. . .
Employment Status Unidentified.	8. . .

Gender

Description	Respondents
Female	508. .
Male	283. .
Transgender.	3. . .
Prefer to designate in comments section	1. . .
Would rather not say	24. . .
Gender Unidentified	4. . .

Ethnicity

Description	Respondents
American Indian/Alaskan	4. . .
Asian.	15. . .
Black/African-American	63. . .
Hawaiian/Pacific Islander	1. . .
Hispanic/Latino.	17. . .
International.	10. . .
Two or more races	20. . .
White (Non-Hispanic).	624. .
Would rather not say	66. . .
Ethnicity Unidentified	3. . .

Sexual Orientation

Description	Respondents
Bisexual	15..
Gay/Lesbian	43..
Heterosexual	665.
Questioning	3 ..
Prefer to designate in comments section	5..
Would rather not say	78..
Sexual Orientation Unidentified	14..

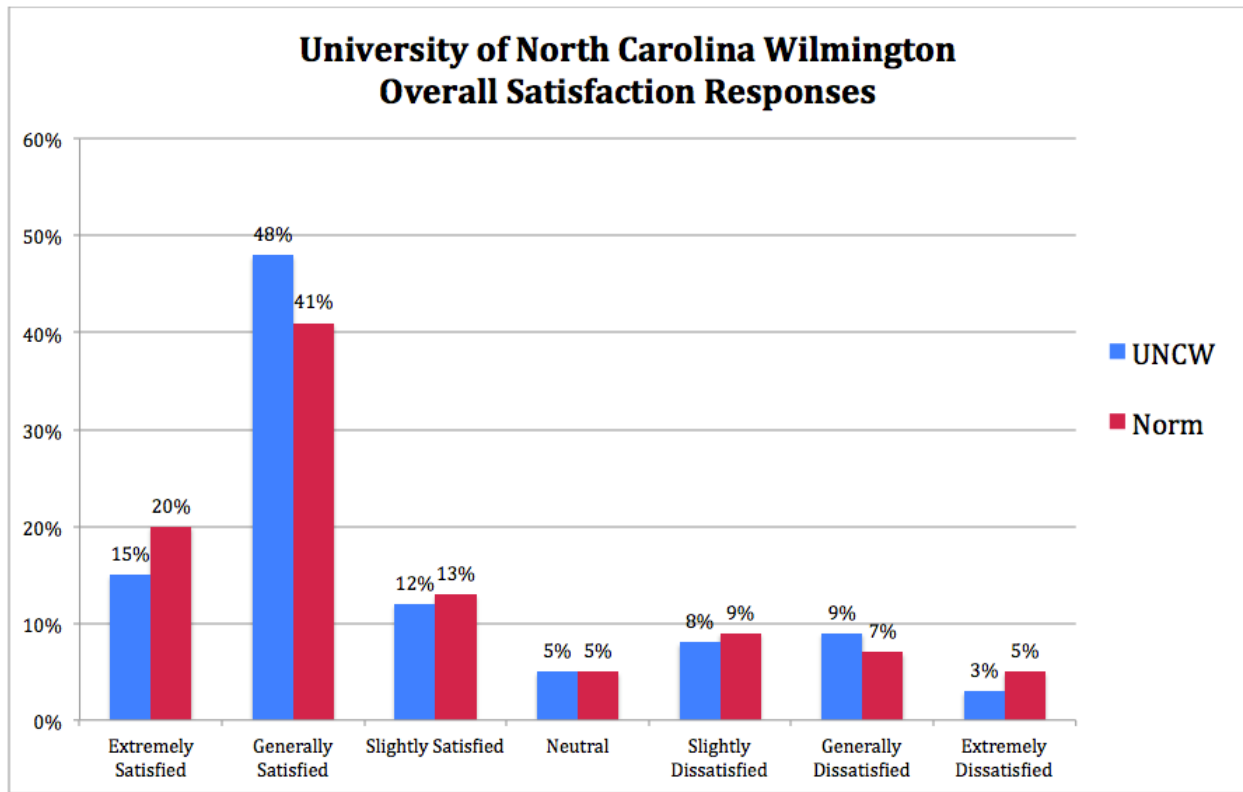
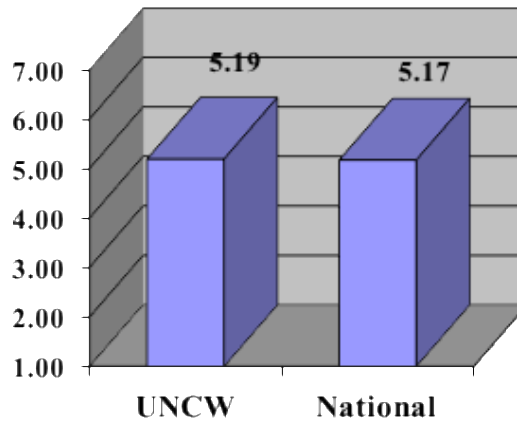
Age

Description	Respondents
20 and under	0..
21 - 30	83..
31 - 40	197.
41 - 50	193.
51 - 60	214.
61 - 70	104.
Over 70	7..
Would rather not say	23..
Age Unidentified	2 ..

Overall Satisfaction

The seven-point scale measuring participants' overall sense of satisfaction with their work lives produced positive results. Participants throughout University of North Carolina Wilmington averaged 5.19 compared to a national norm of 5.17, far above the neutral mid-point of the scale (4.00).

Overall Satisfaction Results



Item-By-Item Results

Each score is out of a possible 5, with 1 = extremely negative, 3 = neutral, and 5 = extremely positive. The average score for the UNCW is indicated as the “Mean” score. Benchmark data represents the “Norm” score. Items #1-12 and #21-27 comprise the “Engagement” dimension.

Item	Mean	Norm
1. One or more people in leadership positions have clearly explained what is expected of me in my work.	3.84	3.78
2. I am provided with the supplies, equipment and information I need to do my job well.	3.87	3.66
3. One or more people in leadership positions have given me recognition and praise for doing good work.	3.89	3.61
4. One or more people in leadership positions have encouraged my development as a professional here.	3.70	3.69
5. My opinions and suggestions are listened to and respected by people in leadership positions here.	3.50	3.58
6. The mission/purpose of UNCW helps me to feel that my job is important.	3.61	4.06
7. The mission/purpose of my department helps me to feel that my job is important.	3.77	4.09
8. Too many of the people I work with here don't seem to care about doing excellent work.	3.42	3.63
9. The people I consider my close friends and colleagues at work generally seem to like working here.	3.58	3.82
10. One or more people in leadership positions here have talked to me about my progress at work.	3.49	3.66
11. In my job, I have opportunities to learn and grow as a professional.	3.60	3.81
12. When I have a problem or complaint, I feel I can speak up without fear of retaliation or reprisals.	3.33	3.59
13. I feel included in and respected by the UNCW community.	3.65	3.86
14. At UNCW, people are treated respectfully regardless of their differences (race/ethnicity, color, gender, age, sexual orientation, gender identity or expression, veteran's status, religious beliefs, disability or socio-economic status).	3.62	4.02
15. In my department or work unit, people are treated respectfully regardless of their differences (race/ethnicity, color, gender, age, sexual orientation, gender identity or expression, veteran's status, religious beliefs, disability or socio-economic status).	3.98	4.11
16. At UNCW, people have equal employment opportunities are treated respectfully regardless of their differences (race/ethnicity, color, gender, age, sexual orientation, gender identity or expression, veteran's status, religious beliefs, disability or socio-economic status).	3.58	3.82
17. Campus resources, programs and services are equally available to everyone regardless of their differences (race/ethnicity, color, gender, age, sexual orientation, gender identity or expression, veteran's status, religious beliefs, disability or socioeconomic status).	3.89	3.84
18. At UNCW, I see strong leadership support for our institutional value of diversity.	3.51	3.72
19. I have personally witnessed instances of bias toward diverse groups here.	3.63	3.71
20. If I had a concern about harassment or discriminatory treatment, I would feel comfortable knowing where and how to report that concern.	3.63	3.89
21. UNCW Administration genuinely seems to care about the well-being of faculty and staff.	3.32	3.56

22. My supervisor gives me feedback that helps me to improve my work performance.	3.56	3.79
23. Generally, I feel I am kept well-informed about things I should know.	3.24	3.52
24. I am actively looking for another job in a different company due to dissatisfaction with my current situation.	3.61	4.02
25. I feel my professional/work responsibilities allow enough time for my family and personal life.	3.45	3.52
26. My physical work environment promotes getting my work done efficiently and effectively.	3.67	3.45
27. Generally, I feel safe from accident, injury or harm while working here.	4.28	4.06

Next Steps

Over the next several months this website will be designed as a repository for sharing strategies and information focused on improving organizational engagement and inclusion. With the guidance and support of the Offices of Human Resources and Institutional Diversity and Inclusion, we encourage unit heads to create action steps for their areas of responsibility and monitor individual and group progress utilizing the Full Cycle Performance Program to foster strategic thinking, planning, and measuring achievements.

The Conference Board¹ emphasized two factors that lie at the heart of “engagement:” feelings toward the organization (“connection”) and the effort people devote to their work (“contribution”). Both of these items highlight the importance of communication and will be the initial area highlighted on this site. Additionally, we encourage department/division level discussion and ideas on how to achieve needed improvements within and between units. Please contact the Offices of Human Resources and Institutional Diversity and Inclusion should you have follow up questions.

1. Conference Board (2006), *Employee Engagement: A review of current research and its implications*, The Conference Board