



University of California  
San Francisco

# *Engagement Survey Update*

July 2018

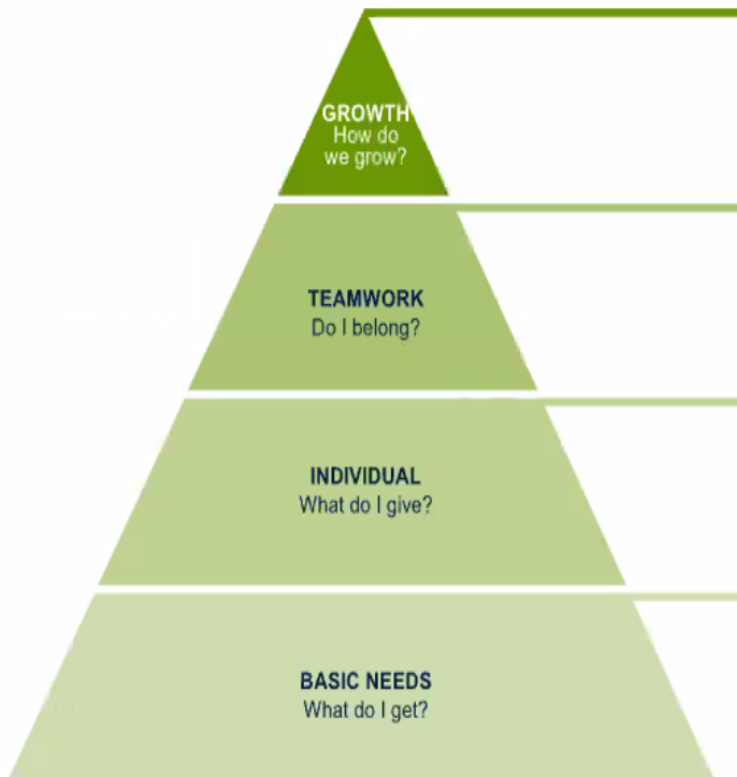
Financial & Administrative Services

# 2018 FAS Engagement Results

- 78% of FAS staff took the 2018 survey versus 76% in 2017.
- We met our True North target to improve our grand mean – up slightly from 3.96 to 3.98. This puts us in the 46<sup>th</sup> percentile; closer to our 2020 target of the 50<sup>th</sup> percentile. While we feel positive about this results, there is still more to do.
- Overall, FAS's 2018 grand mean is inline with rest of UCSF:
  - FAS 3.98 (46<sup>th</sup> percentile)
  - Campus 4.02 (49<sup>th</sup> percentile)
  - Health 3.88 (39<sup>th</sup> percentile)
  - UCSF 3.94 (43<sup>rd</sup> percentile)
- Since the survey started in 2011, FAS has increased the percent of engaged staff from 23% to 48% and decreased actively disengaged from 23% to 12%. This is inline with the rest of UCSF and better than the US working population overall.
- While strengths and opportunities vary among departments and work teams, overall:
  - FAS's greatest strengths are having supportive peers (best friend at work) and talking with staff about their progress.
  - FAS's greatest opportunities for improvement relative to benchmarks are helping staff know what is expected and feeling a supervisor or someone at work cares about us as a person.
- Developing team action plans is still considered best practice to impact engagement. Next steps shared UCSF-wide are:
  - Review results with teams by July 31
  - Complete and post action plans by August 31
- Broader UCSF-wide efforts to promote conversations and support action planning include: a Town Hall with the Chancellor, employee focus groups and manager trainings.

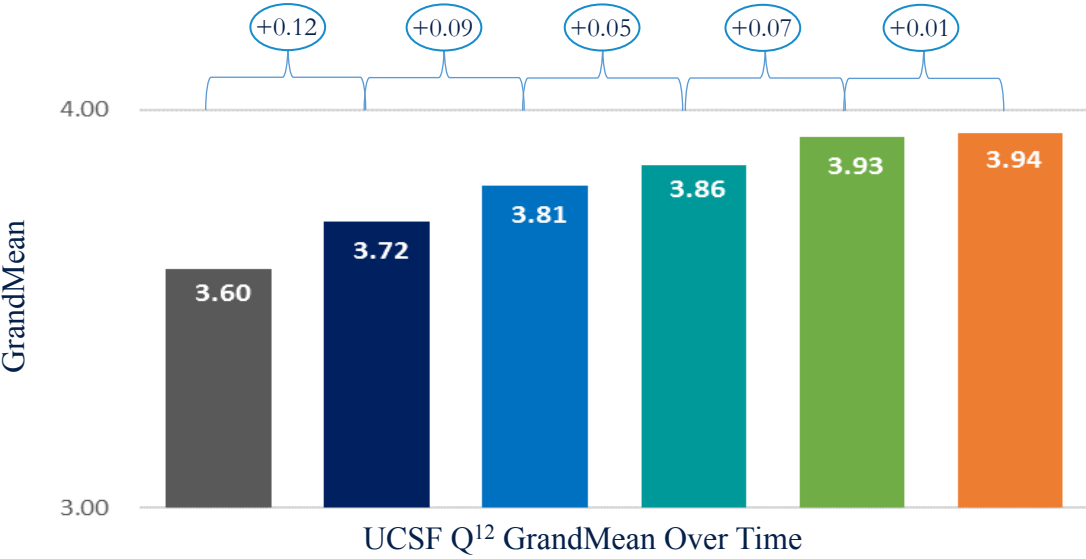
# The Employee Engagement metric (Q<sup>12</sup><sup>®</sup>) is built around 12 core items

The items were chosen specifically based on their link back to business and clinical outcomes.



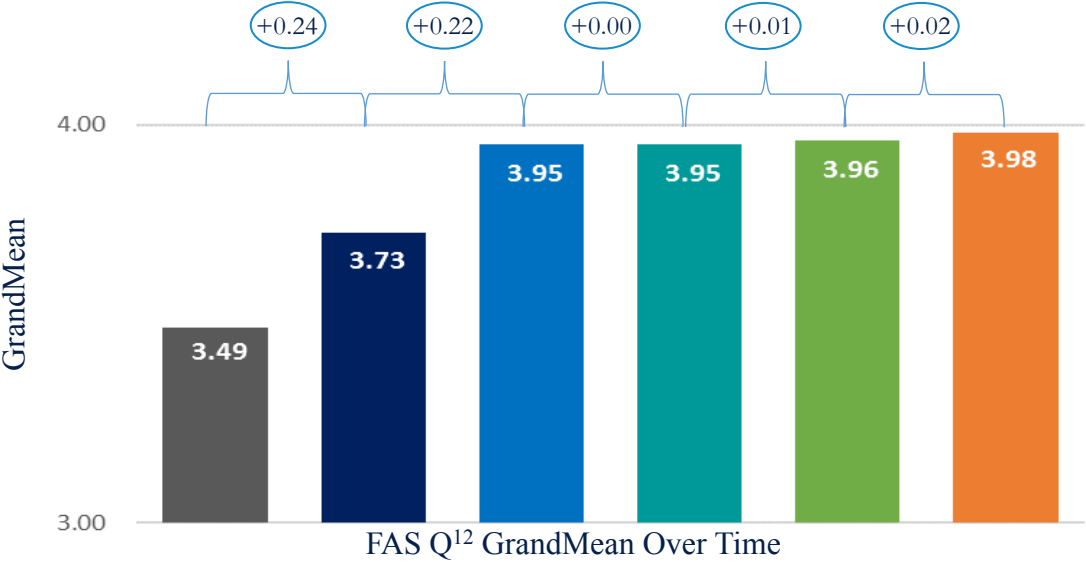
- Q12.** This last year, I have had opportunities at work to learn and grow.
- Q11.** In the last six months, someone at work has talked to me about my progress.
- Q10.** I have a best friend at work.
- Q09.** My associates or fellow employees are committed to doing quality work.
- Q08.** The mission or purpose of my company makes me feel my job is important.
- Q07.** At work, my opinions seem to count.
- Q06.** There is someone at work who encourages my development.
- Q05.** My supervisor, or someone at work, seems to care about me as a person.
- Q04.** In the last seven days, I have received recognition or praise for doing good work.
- Q03.** At work, I have the opportunity to do what I do best every day.
- Q02.** I have the materials and equipment I need to do my work right.
- Q01.** I know what is expected of me at work.

# UCSF Campus + Health engagement showed a slight increase in 2018



Current mean percentile rank<sup>1</sup> 43rd

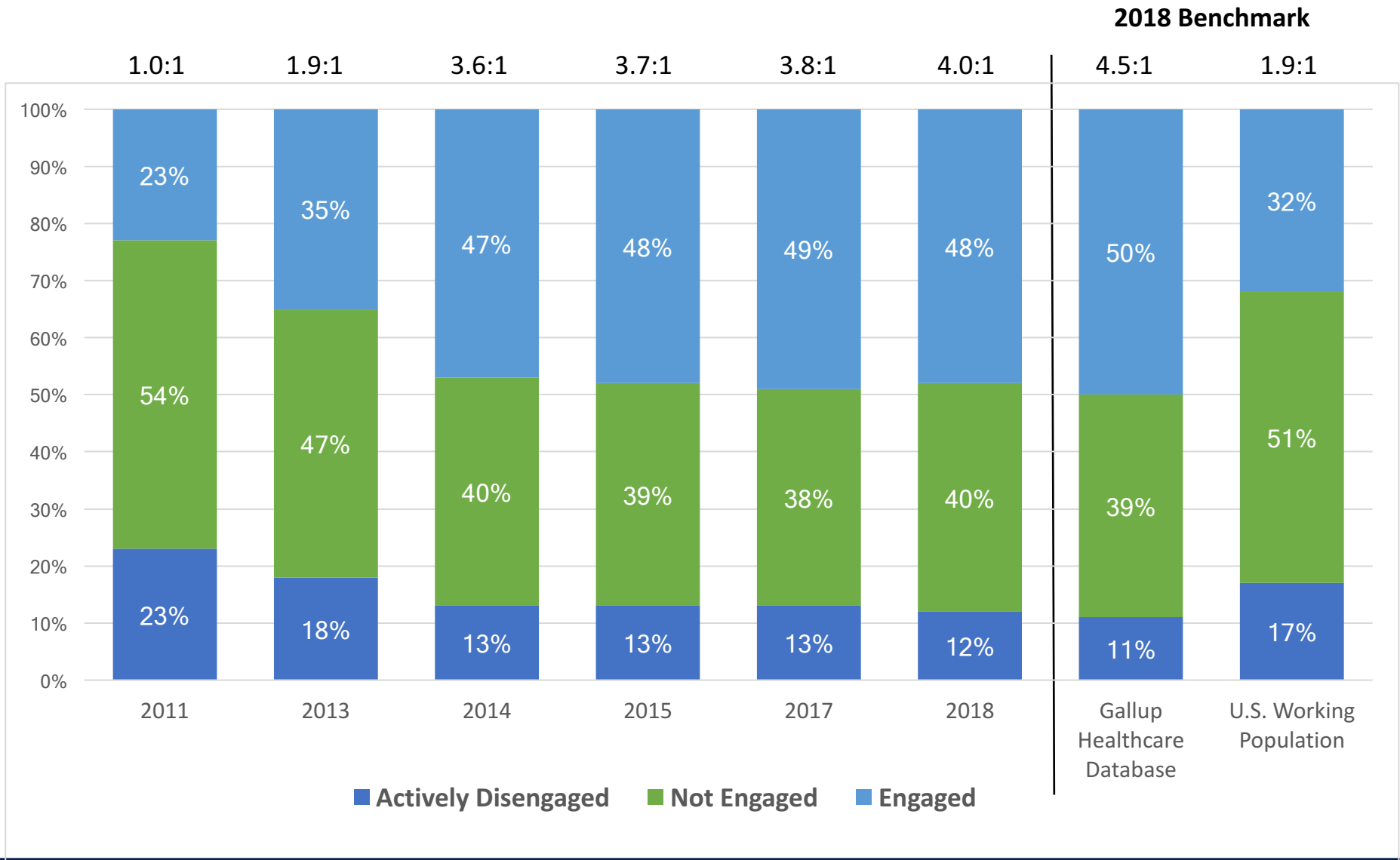
# FAS engagement is inline with UCSF



Current mean percentile rank<sup>1</sup> 46th

<sup>1</sup> Gallup Overall Workgroup-level database

# FAS Engagement Index Over Time



# FAS Q12 Summary 2018 vs 2017

## FAS Rollup

N = 1,201

## Grand Mean

2018: 3.98

2017: 3.96

Var: +0.02

## Accountability Index

2018: 4.01

2017: 3.96

Var: +0.05

## Survey Participation Rate

2018: 78%

2017: 76%

	GRAND MEAN			PERCENTILE RANKING		
	2018	2017	var	2018	2017	var
Q00 Overall Satisfaction	3.86	3.93	(0.07)	46	40	6
What do I get?	4.18	4.15	0.03	41	38	3
Q 01 Know What's Expected	4.32	4.26	0.06	37	31	6
Q 02 Materials and Equipment	4.05	4.03	0.02	45	45	0
What do I give?	3.90	3.91	(0.01)	42	42	0
Q 03 Opportunity to do Best	4.01	3.97	0.04	43	39	4
Q 04 Recognition	3.65	3.7	(0.05)	46	47	(1)
Q 05 Cares About Me	4.07	4.1	(0.03)	37	40	(3)
Q 06 Development	3.86	3.86	0.00	42	42	0
Do I belong?	3.95	3.91	0.04	47	43	4
Q 07 Opinions Count	3.74	3.77	(0.03)	41	43	(2)
Q 08 Mission/Purpose	4.12	4.08	0.04	47	44	3
Q 09 Committed to Quality	4.08	4.08	0.00	43	42	1
Q 10 Best Friend	3.85	3.71	0.14	54	41	13
How can we grow?	4.01	3.96	0.05	45	41	4
Q 11 Progress	4.05	3.93	0.12	51	41	10
Q 12 Learn and Grow	3.96	3.98	(0.02)	38	40	(2)

□ = Strength as measured by highest 2018 percentile ranking

□ = Opportunity as measured by lowest 2018 percentile ranking

# FAS Q12 Summary 2011 - 2018

2018 Rollup Name	Jenny, Paul E. Rollup							
N	1023	1165	1270	1416	1216	1201		
	2011	2013	2014	2015	2017	2018	Trend	
Engaged	NA	35%	47%	48%	49%	48%		
Not Engaged	NA	47%	40%	39%	38%	40%		
Actively Disengaged	NA	18%	13%	13%	13%	12%		
Ratio of Engaged to Actively	NA	1.94	3.62	3.69	3.77	4.00		
Q00 Overall Satisfaction	3.57	3.69	3.92	3.94	3.93	3.86		
What do I get?	3.95	4.03	4.18	4.16	4.15	4.18		
Q 01 Know What's Expected	4.09	4.14	4.27	4.3	4.26	4.32		
Q 02 Materials and Equipment	3.81	3.91	4.08	4.03	4.03	4.05		
What do I give?	3.41	3.7	3.91	3.91	3.91	3.90		
Q 03 Opportunity to do Best	3.67	3.84	4.00	4.00	3.97	4.01		
Q 04 Recognition	3.01	3.41	3.68	3.71	3.70	3.65		
Q 05 Cares About Me	3.69	3.94	4.08	4.09	4.10	4.07		
Q 06 Development	3.28	3.60	3.87	3.85	3.86	3.86		
Do I belong?	3.44	3.67	3.89	3.93	3.91	3.95		
Q 07 Opinions Count	3.27	3.57	3.74	3.75	3.77	3.74		
Q 08 Mission/Purpose	3.75	3.89	4.11	4.13	4.08	4.12		
Q 09 Committed to Quality	3.62	3.86	4.02	4.07	4.08	4.08		
Q 10 Best Friend	3.13	3.36	3.70	3.76	3.71	3.85		
How can we grow?	3.28	3.65	3.92	3.89	3.96	4.01		
Q 11 Progress	3.16	3.6	3.86	3.84	3.93	4.05		
Q 12 Learn and Grow	3.39	3.70	3.97	3.94	3.98	3.96		