

# APSS SURVEY RESULTS 2017

264 Responses

330 Active members

80% response rate

## DEMOGRAPHICS

### What is your age:

Under 25 = 5 responses

25 – 35 = 41

36 – 45 = 41

46 – 50 = 35

51 – 60 = 100

61 – 67 = 32

68 or older = 2

### How many years have you worked at the university?

2 years or less = 26 responses

3 – 5 years = 39

6 – 10 years = 45

11 – 15 years = 62

16 – 20 years = 46

More than 20 years = 45

Prefer not to answer = 1

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## WISH LIST

On a scale of one to five with one being the least important and five being the most important, please rank the following contractual issues that indicates the level of importance to you:

### Wages:

1 = 2 responses

2 = 1

3 = 15

4 = 68

5 (most important) = 176

### Retirement Defined Contribution Plan

1 = 9 responses

2 = 14

3 = 38

4 = 95

5 (most important) = 104

### Vacation days

1 = 3

2 = 5

3 = 32

4 = 93

5 (most important) = 130

### Salary Continuation

1 = 3

2 = 10

3 = 45

4 = 78

5 (most important) = 128

### Pension Defined Benefit Plan

1 = 26

2 = 11

3 = 27

4 = 74

5 (most important) = 124

### Paid Holidays

1 = 5

2 = 3

3 = 44

4 = 82

5 (most important) = 129

**Shift Premiums**

1 = 106 responses  
 2 = 57  
 3 = 59  
 4 = 28  
 5 (most important) = 12

**Discipline**

1 = 148 responses  
 2 = 50  
 3 = 109  
 4 = 39  
 5 (most important) = 18

**Attendance at Community Events**

1 = 93  
 2 = 70  
 3 = 70  
 4 = 19  
 5 (most important) = 9

**Complaint procedures**

1 = 40  
 2 = 53  
 3 = 109  
 4 = 241  
 5 (most important) = 20

**Classification Review**

1 = 28  
 2 = 47  
 3 = 96  
 4 = 58  
 5 (most important) = 33

**Vacancies and Transfers**

1 = 34  
 2 = 43  
 3 = 106  
 4 = 48  
 5 (most important) = 31

**Have you had problems receiving approval for professional development programs that you have attended?**

No = 244 responses  
 Yes = 19

**PRODUCTIVITY AND QUALITY****Over the last three years how has your appointing officer / hiring supervisor typically responded to cost-saving suggestions from PSS staff?**

Does not apply = 125 responses  
 Implements with appropriate credit given = 93  
 Not implemented = 20  
 Implements, but management takes credit = 12  
 Supervisor ignores = 8

**Over the last three years, how have changes in your department impacted****Staffing levels:**

Negative impact = 95 responses  
 No impact = 117  
 Positive Impact = 45

**Work load:**

Negative impact = 123 responses  
 No impact = 95  
 Positive Impact = 38

**Work stress:**

Negative impact = 131  
 No impact = 91  
 Positive Impact = 34

**Skills training:**

Negative impact = 37  
 No impact = 146  
 Positive Impact = 71

**How have those changes impacted you?**

Negative impact = 111  
 No impact = 91  
 Positive impact = 52

**Which of the following stand in the way of doing your job more effectively?**

Poor planning = 43 responses  
Poor leadership = 67  
Poor ergonomics = 25  
Process changes = 47  
Inadequate training = 32  
Lack of training = 27  
Work environment = 62  
Other workers = 56  
Poor quality equipment = 20  
Nothing – all's well = 30

**Do you agree or disagree with the statement "I've been provided with the opportunity to improve myself and learn new skills."**

1 (completely disagree) = 11 responses  
2 = 21  
3 = 35  
4 = 97  
5 (completely agree) = 99

**In a typical work week, how often is your work flow interrupted?**

1 (never) = 11 responses  
2 = 18  
3 = 46  
4 = 87  
5 (all the time) = 102

**If interrupted, what do you feel is the cause?**

**Lack of supervisor response:**

Never = 79 responses  
Rarely = 69  
Sometimes = 41  
Often = 19  
Always = 2

**Lack of supplies:**

Never = 104 responses  
Rarely = 79  
Sometimes = 17  
Often = 6  
Always = 1

**Lack of direction:**

Never = 71  
Rarely = 60  
Sometimes = 49  
Often = 23  
Always = 6

**Noise/activity near your cubicle:**

Never = 33  
Rarely = 30  
Sometimes = 43  
Often = 71  
Always = 62

**MANAGEMENT AND SUPERVISORY PRACTICE**

On average, how would you evaluate your supervisor's contribution to your department? Please indicate which way your supervisor (s) lean in their response to various situations.

**Helps solve problems:**

Rarely = 34 responses  
Usually = 47  
Often = 87  
Always = 96

**Seeks someone to blame:**

Rarely = 221 responses  
Usually = 18  
Often = 15  
Always = 10

**Listens to people:**

Rarely = 22 responses  
 Usually = 75  
 Often = 62  
 Always = 105

**Lectures to people:**

Rarely = 215 responses  
 Usually = 26  
 Often = 18  
 Always = 5

**Responds to people needs:**

Rarely = 24  
 Usually = 79  
 Often = 65  
 Always = 96

**Rigid and by the book:**

Rarely = 155  
 Usually = 73  
 Often = 24  
 Always = 12

**Praises good work:**

Rarely = 48  
 Usually = 64  
 Often = 66  
 Always = 86

**Finds fault:**

Rarely = 219  
 Usually = 22  
 Often = 17  
 Always = 6

**Reliable:**

Rarely = 21  
 Usually = 76  
 Often = 59  
 Always = 108

**Arbitrary:**

Rarely = 165  
 Usually = 59  
 Often = 24  
 Always = 16

**Treats all people the same:**

Rarely = 42  
 Usually = 94  
 Often = 56  
 Always = 72

**Plays favorites:**

Rarely = 187  
 Usually = 31  
 Often = 29  
 Always = 17

**The university is committed to maintaining a climate conducive to an educational, living, and employment environment that is free from unlawful acts of harassment and discrimination, as well as those defined by university policy. All members of the community are expected to conduct themselves in a manner that does not infringe upon the rights of others. To what degree has your appointing officer / hiring supervisor supported these principles in your area:**

1(not supportive) = 2 responses  
 2 = 12  
 3 = 22  
 4 = 46  
 5(most supportive) = 179

**Since the university strives to build an inclusive community while encouraging teamwork and trust, how much do you think your appointing officer / hiring supervisor really trusts hourly PSS workers?**

1(Does not trust) = 6  
 2 = 18 responses  
 3 = 27  
 4 = 71  
 5 = 141

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**Workload, working conditions, work rules**

**My work load has:**

Increased = 179 responses  
Stayed the same = 73  
Decreased = 12

**My work intensity is:**

Harder = 138  
Hasn't changed = 116  
Easier = 8

**My training for the job is:**

Increased = 76  
Hasn't changed = 175  
Decreased = 13

**My supervisor treats me:**

Better = 58  
The same = 192  
Worse = 14

**How would you rate your current workload?**

Properly balanced = 116 responses  
Heavy = 75  
Stressful = 44  
Can't sustain = 2  
Other = 24

**Have you had conversations with your supervisor regarding workload and/or stress?**

Yes = 152 responses  
No = 112

**If you answered yes, is your supervisor responsive and helpful when looking for resolutions?**

Always = 77 responses  
Sometimes = 63  
Rarely = 19  
Never = 4

**Considering the current responsibilities of your job and the value you create for the company, how do you feel about your current level of compensation?**

It is too low = 114 responses  
It is about right = 148  
It is too high = 1

**My job responsibilities have changed without my consultation:**

Never = 115 responses  
Once = 47  
Several times = 73  
Many times = 27

**My weekly overtime hours are:**

0 = 224 responses  
1-5 = 36  
5 or more = 3

**I find my job interesting:**

More so = 81  
The same = 156  
Less = 25

**My suggestions count:**

Often = 107  
Sometimes = 121  
Rarely = 34

**I am asked for my opinion:**

Frequently = 88  
Sometimes = 121  
Seldom = 5

**The changes made my job:**

Easier = 10 responses

No difference = 115

Harder = 108

**Are job openings posted fairly so that all employees are aware of new opportunities?**

Always = 97 responses

Often = 63

Sometimes = 28

Rarely = 15

Never = 4

No opinion = 57

**In filling job openings, what do you think is/are the typical criteria for selection (choose no more than three):**

Length of service = 64 responses

Affirmative action = 58

Ability and training to do the particular job = 157

First to apply = 2

Favoritism = 80

Nepotism = 25

Discriminatory (gender, race &/or ethnicity determines choice) = 29

I don't know = 58

**Are you able to use your salary continuation when you need and want to for the following situations?**

**Bereavement**

Yes = 245 responses

No = 11

**Medical – self**

Yes = 254 responses

No = 5

**Medical – family**

Yes = 247

No = 9

**Inclement weather**

Yes = 216 responses

No = 36

**Personal time**

Yes = 166 responses

No = 83

**Are you able to use your vacation time when you need and want to?**

Yes = 201 responses

No = 15

Other = 47