

APPENDIX I: 2005 B&F Employee Survey Questions and OVERALL Index Scores

Workplace Dimensions

77- Job Satisfaction
79- I enjoy the type of work I do
78- I make a difference in my unit/department
76- My job is interesting
75- My job gives me a sense of accomplishment

72- Co-workers
77- Someone in my unit/department cares about me as a person
75- I can count on my co-workers to help out when needed
72- My co-workers and I work as part of a team
73- I am consistently treated with respect by my co-workers
73- When I joined my unit/department, I was made to feel welcome
70- I trust my co-workers
70- People care about each other in my unit/department
65- My workgroup collaborates effectively with other workgroups or departments

72- Task Significance
80- I know what is expected of me at work
80- I understand how my work supports the mission of my unit/department
75- I understand how my work supports U of M's mission
74- I understand how my work supports the mission of Business and Finance

66- The goals of my unit/department are clear to me
63- Work is organized so each person can see the relationship between the job and the goals of the organization
63- My supervisor has a clear view of where unit/department is going

72- Benefits
75- U of M's benefits package has been adequately explained to me
75- The benefits package is a significant factor in my decision to stay at U of M
72- U of M's benefits package meets my needs
65- My costs associated with the benefits plan are reasonable

71- Resources/Environment
72- The physical environment allows me to do my job
71- I have the necessary resources, tools or equipment to do my job

69-Supervisor
75- My supervisor treats me with respect
75- My supervisor trusts me
73- My supervisor is approachable and easy to talk with
73- My supervisor is ethical in day to day practices
72- My supervisor cares about me as a person
71- My supervisor considers my ideas
69- My supervisor recognizes me for doing good work
67- My supervisor gives me constructive feedback on my performance
66- My supervisor communicates well
65- My supervisor is an effective decision-maker
64- My supervisor creates an environment that fosters trust
60- My supervisor manages people effectively
57- My supervisor deals effectively with poor performance

64- Autonomy/Involvement
70- I have control over how I do my work
62- My opinion counts at work
61- I have a say in decisions that affect my work

64- Advancement
73- Information about job vacancies within U of M is readily available
59- Opportunities for advancement or promotion exist with U of M
56- I know what is required of me to advance within U of M

61- Workload
63- Work is distributed fairly within my workgroup
56- My workgroup has enough employees to handle the work

60-Recognition
69- My customers recognize my good work
56- I get appropriate recognition when I have done something extraordinary
59- My contributions are valued by members of the U of M Community
53- Expressions of thanks and appreciation are common in my unit/department

60- Training and Development
64- I have received the necessary training to do my job well
62- have had opportunities at work to learn and grow in the past year
59- Someone has talked to me about my progress in the past year
58- There is someone at work who encourages my development
57- My unit/department offers the training/education that I need to grow in my job
59- Climate
62- Integrity is a hallmark of my unit/department
61- I am comfortable expressing my opinions even if contrary to prevailing beliefs
60- People in my unit/department are treated fairly
60- I am able to express my opinions without fear of repercussions
57- A climate of trust exists in my unit/department
55- If I am unfairly treated, I believe I will be given a fair shake if I appeal
56- Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs
58- Business & Finance Core Values
62- Ignoring Business and Finance core values will get you in trouble
59- There is a clear/consistent set of values that governs the way we do business
54- All units/departments of Business and Finance share common values
58- Communication
63- I am informed about matters that affect my job
62- I am informed about activities occurring within my unit/department
60- Information about the University is shared openly in my unit/department
54- Customer feedback is shared throughout my unit/department
47- Reasons for making changes are communicated before changes are made
54- Senior Management
55- Senior management effectively communicates the goals of our unit/department
55- Senior management demonstrates practices consistent with unit/department values
53- Senior management keeps employees informed
51- Compensation
59- I understand how my base salary is determined
54- My salary/pay is a significant factor in my decision to stay at UM
51- I am fairly paid for the work I do
45- Salary/pay increases are appropriate
45- My salary/pay is competitive compared to similar jobs at other organizations

<i>Behavioral Outcomes</i>
83- Customer Focus
86- I enjoy helping solve customers' problems
83- I do all that I can within budgetary constraints to satisfy customers
79- I am able to address my clients'/customers' concerns
81- U of M Commitment
84- I care about the future of the U of M
83- I am proud to work for the U of M
82- I have a strong commitment to the U of M
77- I feel a strong sense of belonging to the U of M
75- I enjoy discussing the U of M with people who do not work here
75- U of M Loyalty
82- If it is up to me, I will be working at U of M one year from now
75- I stay at U of M if offered a similar job at the same salary
61- I stay at U of M if offered a similar job at a 5% higher salary
74- Unit/Dept. Commitment
82- I care about the future of my unit/department
77- I have a strong commitment to my unit/department
74- I am proud to work for my unit/department
70- I feel a strong sense of belonging to my unit/department
63- I enjoy discussing my unit/department with people who do not work here
67- Unit/Dept. Recommend
67- I recommend my unit/department to someone looking for a good place to work
63- Unit/Dept. Loyalty
70- If it is up to me, I will be working in my unit/department one year from now
65- I would stay in my unit/department if offered a similar job at the same salary
44- I would stay in my unit/department if offered a similar job at a 5% higher salary