

2019 College of Business
Human Resources Climate Survey
Results Summary

Date of Report: 4/25/2019

SECTION 1: SURVEY OVERVIEW

As part of the College of Business Strategy 2.0 process, we engaged with UTSA's Human Resources Office to help us collect data on two important College of Business issues: college staffing needs and organizational climate. This report is a summary of the organizational climate survey results.

The climate survey was sent to all faculty and staff on February 5, 2019. The survey was focused on matters related to our People First strategic goal, "To create a more engaging, collegial, inspiring and rewarding work environment in the College of Business." Over 100 faculty and staff responded to the survey.

SECTION 2: SURVEY RESULTS

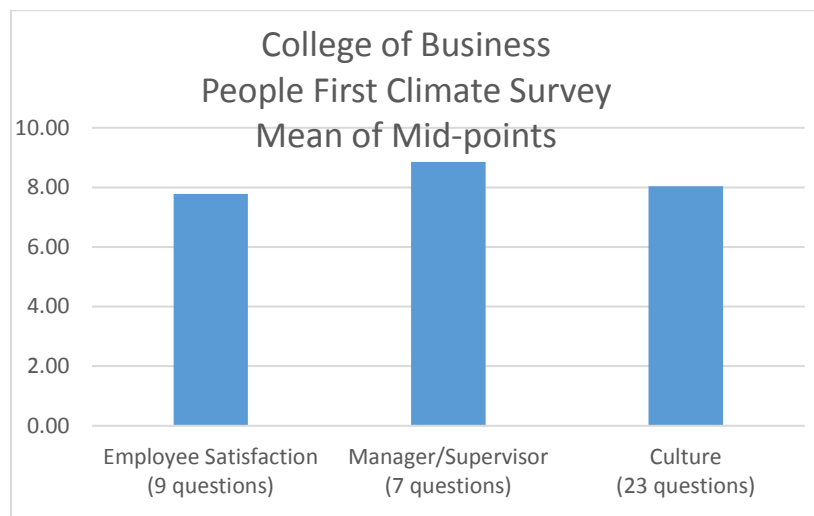
The Climate Survey focused on the three central topics related to our People First goal: (1) Employee Satisfaction, (2) Manager/Supervisor, and (3) Culture. Questions related to these three topics were asked with regards to the overall College of Business and to the respective department of the respondent. Each question permitted a response on a scale ranging from 0 to 10.

College of Business Results

The median scores for all questions about the overall College of Business ranged from 6.0 to 10.0, with an overall mean of the mid-points being 8.0. Detailed means and medians for every question are reported in an excel spreadsheet posted on the COB intranet. Because anonymity was promised to all survey participants, we will not post the responses to open-ended questions as some specific answers might be too suggestive of identify.

The mean of the mid-points for each topic is summarized in Table 1, below:

TABLE 1



The respondents' scores were at least one point above the overall mean for the following questions pertaining to (1) respect for the employee by the manager/supervisor, (2) treated with respect regardless of race, gender, etc. and, (3) value of diversity within the department and the COB.

The respondents' scores were at least one point below the overall mean for the following questions pertaining to the organization's culture, (1) communication, (2) contributing to a positive culture, (3) a fun environment, (4) transparency, and (5) feeling connected to other workers.

COB Department Results

Thirteen questions were specific to department climate. The following table presents the number of items for which each department scored at least one point above the overall mean, as well as the number of items for which each department scored at least one point below the overall mean.

TABLE 2

Department	Number of Items above the mean (at least 1 point)	Number of items below the mean (at least 1 point)
ISCS	11	0
Finance	10	0
Marketing	4	0
MSS	2	1
Management	1	2
Accounting	0	2
Economics	0	5
Other Areas*	1	3

*HR aggregated Business Graduate Studies, Ctr for Student Pro Dvlpmnt, Deans Office, International Engagement into "other areas."

The detailed results posted on the intranet (and provided to department chairs) will be of assistance to departments in charting department specific measures as necessary.

SECTION 3: INTERPRETATION OF RESULTS

The Climate Survey demonstrated that the overall employee satisfaction, management, and organizational culture within the college are positive with a median score of 8.0. Key strengths of the overall college are (1) respect for the employee by the manager/supervisor and (2) value of diversity. Furthermore, the employee satisfaction and culture is above the norm in the Finance, ISCS, and Marketing departments.

However, there are opportunities for improvement. A review of the respondents' scores and the verbatims for Question #60 ("What are the factors that prevent your department from being a great place to work?") and Question #61 ("What are the factors that prevent the COB from being a great place to work?") reveal two central themes as areas for improvement: (1) greater transparency and (2) improved communications. The verbatims also revealed "attitude against change" as a potential obstruction to improving the culture, but improved communication and transparency may counter this impediment to improvement.

Finally, the difference between the mean and median scores (i.e., the mean is almost 0.8 points or more below the median in all three categories, Employee Satisfaction, Manager/Supervisor, and Culture), indicates the presence of outliers in the survey responses.

SECTION 4: PROPOSED INITIATIVES

The importance of creating a positive work environment in the COB was recognized at the start of the strategic planning effort and as the focus of one of the six Strat Squads that we created. The climate study is one of five important projects we are launching to improve the work environment in the COB.

The Strat Squad also focused on the implementation of stress reduction activities and events, such as regular yoga and chair massage sessions.

To foster collegiality and enhance communication, we have launched staff appreciation lunches and enhanced the staff awards program.

We are also encouraging every department to meet at least three times each semester. The ISCS department scored above the mean in the areas of communication and transparency. One contributor to this positive sentiment may be the monthly meetings held by the department chair with all faculty. This is deemed a best practice and all departments are likely to benefit by convening regular meetings. Likewise, the dean met with all departments in the first quarter 2019 and will continue to meet with the departments on a regular basis.

In addition, the COB leadership will host forums to share the Climate Survey aggregate results with faculty and staff, with customized presentations to help individual groups better understand the opportunities for improvement within their specific organization and to an open exchange of ideas.

While the overall results of the survey are very positive and we have or are implementing a number of initiatives to further enhance the COB work environment. We will create a follow-up survey to better understand areas of improvement in the areas of transparency and communication.

SECTION 5: CONCLUSION

Most faculty and staff expressed a strongly positive sentiment in recognition of the progress toward our People First strategic goal, "To create a more engaging, collegial, inspiring and rewarding work environment in the College of Business." The Climate Survey revealed that the College and most departments were performing well in the areas of (1) Employee Satisfaction, (2) Manager/Supervisor, and (3) Culture. Nonetheless, opportunities for improvement exist at the College and departmental levels. The College and the departments have launched several initiatives to foster continued improvements.