

STAFF CLIMATE SURVEY

AN OVERVIEW



FULL SURVEY

University wide, the average response was 4.02 out of 5.0. The lowest scoring sections were Opportunities & Resources (3.70 average score) and Team Performance (3.79 average score). The Personal Satisfaction & Meaning section (Work/Life balance) scored the highest, with a rating of 4.24. Below are all survey questions, ranked from most to least favorable in response.

Question	Section Grouping	2011 Rating	2008 Rating
Pepperdine offers a comprehensive benefits package.	Satisfaction & Meaning	4.63	
I know the value of my benefits package.	Satisfaction & Meaning	4.60	
I am a part of the University's mission.	Sense of Belonging-University	4.60	4.26
I understand the University's affiliation with the Churches of Christ.	Sense of Belonging-University	4.58	
I know how my job impacts the mission of the University.	Satisfaction & Meaning	4.54	
I am aware of the benefits available to me and where to find additional information (tuition remission, childcare subsidy, pre-paid legal services, etc.).	Satisfaction & Meaning	4.53	
I have a very clear idea of the goals and objectives set for my job.	Individual Performance	4.49	4.38
My school/department has a clear purpose.	Sense of Belonging-Department	4.47	4.20
In my job, I make good use of my skills and abilities.	Individual Performance	4.46	4.44
I feel that Pepperdine University is a good place to work.	Satisfaction in Association	4.46	4.44
I am aware of and know where to locate the University's policies and Code of Ethics.	Individual Performance	4.35	
I am satisfied with the University facilities/services available to me (Center for the Arts, athletic facilities and games, libraries, lecture series, etc.).	Satisfaction & Meaning	4.32	
I am satisfied with opportunities available to me to be involved in service at the University.	Satisfaction & Meaning	4.31	
My work responsibilities contribute to my professional development.	Opportunities & Resources	4.30	
I find purpose and a sense of personal accomplishment in my work.	Satisfaction & Meaning	4.28	
I understand how my 403(b) retirement plan functions and how to contact Diversified Investments for additional information.	Satisfaction & Meaning	4.27	
In my department, we care about one another, not just as colleagues but as people.	Sense of Belonging-Department	4.25	
I am satisfied with the Wellness opportunities available to me.	Satisfaction & Meaning	4.23	
I have received the training I need to perform my job well.	Opportunities & Resources	4.21	4.09
My job is enjoyable and satisfying.	Satisfaction in Association	4.21	4.06
The University views/values me not just as an employee, but as a person.	Satisfaction & Meaning	4.21	
My department encourages diversity.	Sense of Belonging-Department	4.18	
I am provided with the resources to do my work.	Individual Performance	4.17	4.06
My supervisor encourages innovative and creative thinking.	Team Performance	4.14	4.11
There are opportunities for me to grow, not just professionally but also spiritually and personally.	Satisfaction & Meaning	4.13	
My input is perceived as valuable.	Individual Performance	4.11	4.08

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The University encourages a working atmosphere of mutual trust and respect.	Sense of Belonging-University	4.10	4.05
I am an equal member of our departmental team.	Sense of Belonging-Department	4.09	3.99
Opportunities to serve in a responsible role on an assignment/project are available to me.	Opportunities & Resources	4.08	
I agree with the direction our institution is headed.	Satisfaction in Association	4.08	4.03
My supervisor inspires our team to do our best.	Team Performance	4.03	
My supervisor provides me with regular feedback that is summarized in my annual performance assessment.	Individual Performance	4.01	
My work group/department is well motivated to do its job.	Satisfaction in Association	3.99	4.00
In order to achieve its mission, Pepperdine University encourages diversity.	Sense of Belonging-University	3.91	
The University is well managed.	Satisfaction in Association	3.91	3.94
I experience Pepperdine University as an inclusive organization.	Sense of Belonging-University	3.91	3.95
My supervisor regularly provides me with fair, accurate, and constructive feedback about my job performance.	Individual Performance	3.91	3.89
I am seldom required to get approval for decisions I am capable of making myself.	Individual Performance	3.90	3.87
Our department communicates together openly and effectively on a regular basis.	Sense of Belonging-Department	3.89	3.76
My supervisor models effective leadership.	Team Performance	3.88	
Pepperdine is committed to ensuring equal opportunities for all employees.	Opportunities & Resources	3.88	
I am familiar with the content of the University's strategic plan.	Sense of Belonging-University	3.86	
My department is well managed.	Satisfaction in Association	3.84	3.78
I am satisfied with the balance between my work life and my personal life.	Satisfaction & Meaning	3.83	3.92
Employees have the opportunity to give feedback within the University.	Satisfaction in Association	3.79	3.76
Workplace issues are resolved fairly and in a timely manner.	Sense of Belonging-Department	3.79	
If I do my job well, I will be recognized for my accomplishments.	Individual Performance	3.78	3.82
Information flows effectively in my area.	Team Performance	3.77	3.59
University policies are administered fairly and consistently.	Satisfaction in Association	3.75	3.66
There are professional development opportunities at Pepperdine that specifically make me more effective in my role.	Opportunities & Resources	3.71	
The morale in my department is usually high.	Sense of Belonging-Department	3.71	
When conflicts arise in the department, there is problem solving rather than finger pointing.	Team Performance	3.69	3.69
There is little likelihood that I will seek employment outside the University within the next year.	Satisfaction in Association	3.66	3.73
The University adequately monitors employee satisfaction.	Satisfaction in Association	3.60	3.47
I have attended at least one Wellness event in the past twelve months.	Satisfaction & Meaning	3.59	
I take advantage of the University's fitness facilities and/or programming.	Satisfaction & Meaning	3.57	
Promotions are based on performance and skills.	Team Performance	3.52	3.48
My supervisor and I have identified goals that will further my professional development.	Opportunities & Resources	3.52	
I feel that my total compensation, including benefits, is fair.	Opportunities & Resources	3.48	3.38
Poor performance is not tolerated in my department.	Team Performance	3.47	3.55

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I believe there are a variety of ways for me to develop my career at the University.	Opportunities & Resources	3.46	
I have the opportunity to progress within the University.	Opportunities & Resources	3.32	
My pay is fair and competitive when compared with employees in similar jobs working for comparable organizations.	Opportunities & Resources	3.04	3.03
In the past year, I have personally observed acts that would not support Pepperdine's mission of encouraging a diverse environment.*	Sense of Belonging-University	2.74	

*This question is written in the negative, so the optimal response is a low score. On a 5.0 scale however, this is a mid-range response; a desirable response would be under 2. This score could be an accurate reflection of the climate, or employees may have misread the question (it being the only negatively-phrased question in the survey) and scored it higher in error.