

SUMMARY REPORT OF THE 2011 CIVIL SERVICE SURVEY

During the summer of 2011, the newly formed Civil Service Consultative Committee created and sent a survey to civil service employees on all University of Minnesota campuses. Of the approximately 4,500 civil service employees who received the survey, 42% participated.

The purpose of the survey was three-fold; first, it was utilized to determine the familiarity with the Civil Service Consultative Committee (formerly Civil Service Committee) second, to understand professional development opportunities within the departments/units and third, to identify those employment issues of greatest concerns to the Civil Service staff members across the University system.

The initial questions were posed with the intent of determining the civil service employees groups' familiarity with Civil Service governance which includes the Civil Service Consultative Committee, (CSCC) and Civil Service Senate (CSS). Individuals identified their familiarity with the Civil Service Committee, the transition process to a Civil Service Consultative Committee and Civil Service Senate, along with the familiarity of the sub-committee structure. **175 of 1980 (9%) respondents** indicated that they were VERY FAMILIAR with the civil service governance. **286 of 1986 (7%)** of the respondents identified they were VERY FAMILIAR in response to the questions on the sub-committee structure. The sub-committees of the CSCC are; Advocacy, Communications, Compensation and Benefits, Legislative, Staff Development, and Rules.

Follow up questions were posed to determine if the dissemination of the civil service newsletter was effective as a way of communication. The respondents stated that they read the e-InTouch newsletter; always (22%), often (23%), and sometimes (30%). Less than 12% of the respondents indicated that they "sometimes" refer to the website, with 1% of the (12%) indicating they often visit the site which is the other main source of information for the Civil Service employee group and the means of disseminating the agenda and ongoing work of the CSCC and CSS.

A review of the information gleaned from the three sections of the survey indicate that the CS CC and Senate must continue to work to advance its mission by ensuring that their constituent group is aware of the CSCC and CS Senate role within the university. Efforts to educate the staff include increased communication efforts (e-InTouch, Brief and CSCC website) and the actions of Civil Service Senators, (a total of 50 who represent the University campuses), to meet and communicate their role in the governance of this staff group. This survey was taken to assist the CSCC in developing a strategic plan identifying issues of concern that the committee will then address with University administrators. A group of questions and answers taken from the survey will be published monthly in the e-InTouch. If you have a question, please do not hesitate to e-mail, csc@umn.edu.

WORK LIFE ISSUES OF CONCERN

The top ten work-life issues of concern identified by survey respondents are listed below with the percentage of respondents who ranked this issue as extremely important or quite important. .

1. Benefit Changes/Reductions	92%
2. Compensation (current pay not adequate)	92%
3. Compensation (raises too small/too infrequent)	85%
4. Future success of the University	83%
5. Future success of work unit	78%
6. Job security /possible layoffs (of self)	73%
7. Adequate Advancement	72%
8. Respect at work	72%
9. Availability of Training and Professional Development	71%

10. Work/Life Balance 71%
Total percentage = % of Quite important + % Extremely Important

In addition to identifying the above ranked issues, Question 32 of the survey asked for of issues of concern that may or may not have been identified in the first part of the survey. 158 individuals responded with additional comments found below.

Most of the issues of concern identified by survey respondents ranked from 1-10 above were reiterated in the comments collected in Question #32. Question #32 asked respondents, "...which issues you believe are the most important for the Civil Service?"

Those concerns identified (in addition to those listed above) include issues with the University's Administration and Administrators, equity, workload issues, the desire to have regent's scholarship brought back with full tuition benefits, improved communication, issues with the authority of the Civil Service Consultative Committee, adherence to the civil service rules, diversity, merit pay and flexible work schedules.

The percentage of respondents expressing concern over the above issues is identified below.

Administration (University Level) 13% of responses

Concerns with lack of/or to much oversight,
Concern with business practices, how do other Big Ten schools compare, continued policy oversight and improvement,
Sustainability of the University's departments, units, colleges and the overall University

Administrators/Supervisory/including HR (Dept. Level) 10% of responses

Lack of training,
Failure to perform annual reviews,
Competency issues,
Inability to identify appropriate lines of reporting (supervisor to HR representative),
Knowledge base of supervisors and HR officials regarding CS Rules,
Lack of attention or disregard for the CS Rules.

Equity 8.8% of responses

Comparative salaries within the same classifications, job titles,
Clarification of roles and responsibilities so that they are in line with classification,
The merit pay "bonus" system addressing pay between male and females,
Equity based on workload,
Inequity of parental leave for civil service and P& A employees.

Compensation 7.5% of responses

University has not kept up with the cost of living
No compensation offered for over time
Difficult to change jobs increase salary and change benefit packages within the University
Replacement of retiring employees (higher salary) with lower pay for same job

Workload 6.9% of responses

Inability to take vacation due to staff shortage
Staff shortages because jobs are left vacant due to decreasing budgets
Increasing workload
Increased stressed due to higher work load

Regents Scholarship 5.6% of responses

Encouraged administration to review and change current policy to make it available to employees with no tuition costs.

Retirement **5.6% -of responses**

Expressed concerns about the changes in retirement and issues of pay out in the recent years (change from cash payout to payout in form of health account),
Inequity of retirement plans between CS/P&A and faculty, and the possibility of economy impacting retirement plans.

Respect **5.6% -of responses**

Requested that the issue of respect be addressed between all employee classifications and groups
The lack of respect results in stressful office situations and low employee morale

External Issues **5.6% -of responses**

Questioned the representation of the University externally, what do we look like from the outside.

Communication **5% of responses**

Lack of communication at all levels of University (Central, College, Dept.)
Failure to request staff input on major decisions affecting Dept/Divisions and their employees,
Ability to meet with administrators or human resources to discuss concerns
Lack of input from civil service employees

Less than 5% of the respondents identified their concern with the following issues:

Civil Service Consultative Committee

Ability to create change,
Ability to create leadership opportunities
Work on JEQ (review processes)
Respond to issues identified by constituents
Identify recognition processes for civil service employees.

Classification

Under classified
Identification of steps within a classification

Rules

How to get annual performance reviews done,
Change probationary rules,
Inattention to rules in departments,
Rules have grown too much

Diversity

Identify cultural insensitivities at the department level

Merit Pay and Flexible Work Schedules

Less than 2% of employees identified Merit Pay and Flexible Work Schedules as issues of concern.

PROFESSIONAL DEVELOPMENT

The second portion of the Civil Service Survey dealt with issues of professional development, asking respondents to identify what opportunities are available to them within the work unit.

The results follow:

Regents Scholarship being made readily available	59% responded affirmatively
Time is approved for participation in University programs, PEL, etc.	47% responded affirmatively
Formal mentorships exist in unit	64% responded no

Informal mentorships exist in unit	42% responded no
Funds are available for coursework, or training specific to job	51% responded affirmatively
Funds are available for coursework that goes beyond one's current job	38% responded no
Funds are available for conferences (travel and/or registration) deemed valuable to one's current job	48% responded affirmatively
Funds are available for conferences (travel and/or registration) not specific to one's job	55% responded no
Are other unit based funds available for professional development opportunities	62% responded that they did not know

The Civil Service Committee (prior to 2011) had a dedicated budget to assist individuals with funding related to professional development opportunities. The change from a committee to a senate necessitated that funds previously used by individuals for development be utilized for programs addressing the needs of all civil service employees. The second set of survey questions was posed to identify how many individuals were aware of the previous opportunity, and whether or not funding for professional development is available at the Unit level. It is the goal of the CSCC to identify current programming and assist with the development of new programming concentrating on civil service issues.

OTHER ISSUES OF CONCERN

The last section of the Civil Service Survey, Question 44 asked the open-ended question, “Are there any other areas of concern the Civil Service Consultative Committee should address?”

368 respondents once again identified benefit changes and reductions, compensation, success of the University of Minnesota and its programs, and advancement opportunities as areas of concern. Respect at work and supervisory and human resources issues were once again rated high. Some issues included: Type and amount of supervisor training, equity of treatment between staff members, access to supervisors and human resources to help identify and/or solve problems within departments. Equity issues identified included differences in the benefits for maternity leave, disability leave, funeral leave, and transplant donation policies between the different staff classifications. The importance of including minorities in all levels of governance and programs at the University was also cited.

DEMOGRAPHICS OF RESPONDENTS

<u>Gender</u>	<u>Age</u>	<u>Number of Years Employed at the University</u>	<u>Appointment</u>	<u>Primary Functional Area of Jobs</u>
Male – 31%	Under 25 – 2%	0 to 5 years – 29%	100% time – 91%	Research – 19%
Female – 69%	25 to 34 – 21%	6 to 10 years – 18%	75- 99% - 7%	Information Technology – 18%
	35 to 44 – 19%	11 to 15 years – 16%	50 – 74% - 1%	Finance/Accounting – 12%
	45 to 54 – 29%	16 to 20 years – 8%	Less than 50% - 0%	Other – 11%
	55 to 64 – 28%	Over 20 years 29%		Management – 10%

	65+ - 2%			Student Services – 9%
				Communications – 4%
				Health Care – 4%
				Human Resources – 4%
				Maintenance/Facilities Operations – 4%
				Grants Administration – 2%