

Default Question Block

Thank you for your willingness to complete the annual Facilities Management and Safety Employee Survey.

APPA stands for Association of Physical Plant Administrators, though it has evolved to be Leadership in Educational Facilities in recent years. Facilities Management is a rapidly changing field, one that takes adaptation and agility. Through APPA, Ohio University's Facilities Management team gets a more personalized and direct contact with faculty and staff, as well as a value for the educational facilities.

The feedback you provide is reported to APPA and compared at a national level. As a team, our goal is to maintain efficiency on campus. By taking the survey, you are providing the Facilities Management team with input that we will use as an indicator to further improve upon. We pride ourselves on our commitment and diligence and would appreciate your responses regarding our Management teams. Thank you again!

On which campus do you work?

Athens

Chillicothe

Eastern

Lancaster

Southern

Zanesville

What is your gender?

Male

Female

What is your age group?

Under 40 years of age

40 years of age or older

My ethnicity/race is:

African-American/Black

American Indian/Alaskan Native

Asian American/Asian

White

Hispanic American/Hispanic

Other

Which best describes your facilities area?

Administration

Design & Construction

Maintenance & Operations

Custodial Services

Grounds Services

Energy/Utilities

Safety

Other

My employment status is:

Full-time Employee

Part-time Employee

Temporary Employee

Student Employee

INSTRUCTIONS FOR ENTERING ANSWERS ON THE SURVEY

Choose your answer by selecting the appropriate circle or "bubble". The questions in this survey ask you to indicate how much you agree or disagree with each statement. **"6- Strongly Agree" – "1 - Strongly Disagree"**

There are no right or wrong answers. What you think or feel is what is important for this survey.

If you choose not to answer a question or if you do not have information on the subject, leave the answer blank. But, please try to respond to all questions for which you have an opinion.

COMMUNICATION

Communication addresses how information flows in your department.

Generally speaking, how satisfied are you with communication within your work unit?

- 6 - Extremely Satisfied
- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Dissatisfied
- 2 - Very Dissatisfied
- 1 - Extremely Dissatisfied

COMPENSATION

Monetary compensation is an employee's gross payroll pay rate and benefits programs funded by the university.

How would you rate your compensation with payroll, benefits, training and other types of compensation?

- 6 - Extremely Satisfied
- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Dissatisfied
- 2 - Very Dissatisfied
- 1 - Extremely Dissatisfied

CUSTOMER SERVICE

Customer service is defined as meeting the needs, standards, and expectations of the persons who benefit from your work. For instance, if you report the payroll hours, the persons receiving the checks are the primary customers benefiting from your work. Co-workers who depend on your work to perform their job are also customers. Of course, the persons who request facilities services are customers.

How would you rate the level of customer service Facilities Management and Safety delivers to our customers?

- 6 - Extremely Satisfied
- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Dissatisfied
- 2 - Very Dissatisfied
- 1 - Extremely Dissatisfied

DECISION MAKING

Decision making is how we select a solution to a problem, decide how to distribute funds, space, equipment, and furniture, and determine how to reorganize work, among other things.

How would you rate the decisions that are made in the operations of Facilities Management and Safety?

- 6 - Extremely Satisfied
- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Dissatisfied
- 2 - Very Dissatisfied
- 1 - Extremely Dissatisfied

DIVERSITY

Diversity relates to differences among people in background, race, gender, sexual orientation, age, or religion.

How would you relate the level of diversity in Facilities Management and Safety?

- 6 - Extremely Satisfied
- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Dissatisfied
- 2 - Very Dissatisfied
- 1 - Extremely Dissatisfied

LEADERSHIP

Leadership is helping employees understand why it is important for their organization to provide services to the campus; is making employees aware of how their organization will operate differently in the future; is identifying what needs to happen to change from how things are done now to how things will be done in the future; is making employees aware of organization values and business principles; and is developing a workforce that allows the employees to follow with plans for the future.

What rating would you give the leadership of Facilities Management and Safety?

- 6 - Extremely Satisfied
- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Dissatisfied
- 2 - Very Dissatisfied
- 1 - Extremely Dissatisfied

MORALE

Morale is how an employee or group of employees feels about the workplace.

What do you feel the level of morale is in Facilities Management and Safety?

- 6 - Extremely Satisfied
- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Dissatisfied
- 2 - Very Dissatisfied
- 1 - Extremely Dissatisfied

PERFORMANCE MANAGEMENT

Performance management is continuous communication between a supervisor and employee about: (1) the most important parts of the employee's job and why those job duties are important to the campus; (2) developing job performance standards (how much work should be performed, how fast it should be performed, and how well it should be performed); (3) talking together about the employee's performance; and (4) planning how to support or improve the employee's work performance.

How would you rate the performance management system used by Facilities Management and Safety?

- 6 - Extremely Satisfied
- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Dissatisfied
- 2 - Very Dissatisfied
- 1 - Extremely Dissatisfied

TEAMWORK

Project Teamwork is working together with people within your department or with people in a number of departments to solve a problem, improve a work process, or do some other specific task. Organizational Teamwork is continuously working together with people in your organization who are allowed to decide how work will be performed, how problems will be solved, how team members will be rewarded, etc.

How would you rate the level of teamwork in Facilities Management and Safety?

- 6 - Extremely satisfied
- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Dissatisfied
- 2 - Very Dissatisfied
- 1 - Extremely Dissatisfied

TRAINING AND DEVELOPMENT

Training and development refer to work-related educational experiences offered by the university to its employees to increase their skills and knowledge.

How would you rate the opportunities and level of training and development in Facilities Management and Safety?

- 6 - Extremely Satisfied
- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Dissatisfied
- 2 - Very Dissatisfied

1 - Extremely Dissatisfied

VISION, VALUES AND BUSINESS PRINCIPLES, AND MISSION

Vision is an ideal description of how your department will operate in the future, e.g., five years from now. Values and business principles are the things that are important to your department and influence what and how things get done. The organization's mission is its purpose for providing services to the campus.

How would you rate the Vision and Mission of Facilities Management and Safety?

6 - Extremely Satisfied

5 - Very Satisfied

4 - Satisfied

3 - Dissatisfied

2 - Very Dissatisfied

1 - Extremely Dissatisfied

INSTRUCTIONS:

The next grouping of questions will help provide us with feedback regarding your preferences and direct us with the best methods, helping make us more effective and successful.

Please rank the items listed under each question by dragging and dropping to the preferred order. (1 = MOST IMPORTANT/EFFECTIVE – TOTAL NUMBER (e.g. 5) = LEAST IMPORTANT/EFFECTIVE)

COMMUNICATION

Communication addresses how information flows in your department.

Please rank your preferred method of receiving communication.

Rank: 1 - Most Preferred / 5 - Least Preferred

By informal, personal contacts, friends, co-workers, etc.

Talking with my manager or supervisor

Group meetings (All Staff, Shop Meetings, etc.)

Memos and/or newsletters printed on paper

E-mail/web

COMPENSATION

Monetary compensation is an employee's gross payroll pay rate and benefits programs funded by the university.

What are the most important types of compensation for you?

RANK: 1 - Most Important / 5 - Least Important

My pay rate

Opportunity to develop or improve my skills (training, seminars, conferences)

Programs that help me balance my home and work responsibilities; e.g., child care, flex-time, etc.

Benefits: Health, Retirement, Educational, Paid time off

Reward and recognition programs

CUSTOMER SERVICE

Customer service is defined as meeting the needs, standards and expectations of the person who benefits from your work. Co-workers who depend on your work to perform their jobs also are customers. Of course, the persons who request facilities services are customers.

Please rank the following statements regarding Customer Service

Rank: 1 - Most Important / 5 - Least Important

Quality of work performed for customer

Timeliness/response time to customer's request/need

Unified in appearance, easily identified by the customer

Communication with customer throughout process

Customer satisfaction at task completion

DECISION MAKING

Decision making is how we select a solution to a problem, decide how to distribute funds, space, equipment, and furniture, and determine how to reorganize work, among other things.

Please rank the following statements regarding most important things to consider when making decisions.

Rank: 1 - Most Important / 5 - Least Important

Understanding why a decision is made

Budgetary implications of why a decision is made

Direction from your supervisor on how to prioritize work

Provided freedom and creativity within reasonable boundaries to make decisions to successfully complete the task

Collaboratively making a decision with your team and arriving at a solution with which most agree

LEADERSHIP

Leadership is helping employees understand why it is important for their organization to provide services to the campus; is making employees aware of how their organization will operate differently in the future; is identifying what needs to happen to change from how things are done now to how things will be done in the future; is making employees aware of organization values and business principles; and is developing a workforce that allows the employees to follow with plans for the future.

Please rank the following statements regarding Leadership.

1 - Most Important / 5 - Least Important

Leadership/management being on the same page

Leadership/management having the expertise and ability to help you and your team succeed

Leadership/management manages conflict effectively

Leadership/management creating a trusting and open environment

Leaders in my work unit usually talk to everyone and use teamwork to get things done

MORALE

Morale is how an employee or group of employees feels about the workplace.

Please rank the following statements regarding Morale.

What makes you feel really good about yourself and your job? How do the following things affect your morale?

1 - Most Important / 5 - Least Important

Accomplishing tasks

Being rewarded with money

Individual, team, or departmental recognition

Enjoyable work atmosphere

Being given new projects, challenges, opportunities to gain new skills

PERFORMANCE MANAGEMENT

Performance management is continuous communication between a supervisor and employee about: (1) the most important parts of the employee's job and why those job duties are important to the campus; (2) developing job performance standards (how much work should be performed, how fast it should be performed, and how well it should be performed); (3) talking together about the employee's performance; and (4) planning how to support or improve the employee's work performance.

Please rank the following statements regarding Performance Management.

1 - Most Important / 5 - Least Important

Setting and communicating clear performance expectations

Delivering regular relevant job feedback

Identifying organizational career paths for employees

Evaluating performance and delivering incentives in a fair and consistent manner

Providing appropriate learning and development opportunities

TEAMWORK

Teamwork is working together with people within your department or with people in a number of departments to solve a problem, improve a work process, or do some other specific task. Organizational Teamwork is continuously working together with people in your organization who are allowed to decide how work will be performed, how problems will be solved, how team members will be rewarded, etc.

Please rank the following statements regarding Teamwork

1 - Most Important / 5 - Least Important

In sharing expertise, the team contributes towards achieving goals

I feel valued as a team member

People in my team treat each other with respect

Work assigned is distributed fairly

Team members are held accountable for the decisions they make

TRAINING AND DEVELOPMENT

Training and development refer to work-related educational experiences offered by the university to its employees to increase their skills and knowledge.

Please rank the following statements regarding Training and Development.

1 - Most Important / 5 - Least Important

I am offered training on new technology which affects my job

I am offered opportunities to collaborate with peers (similar jobs) outside of Ohio University

I have access to safety training and feel prepared performing my daily work

I am encouraged by someone at work to continue my professional development

I receive hands-on training applicable to my daily job

VISION, VALUES AND BUSINESS PRINCIPLES, AND MISSION

Vision is an ideal description of how your department will operate in the future, e.g., five years from now.

Values and business principles are the things that are important to your department and influence what and how things get done. The organization's mission is its purpose for providing services to the campus.

Please rank the following statements regarding Vision, Value and Business Principles, and Mission

1 - Most Important / 5 - Least Important

I clearly understand how my job contributes to my department's mission

I understand how my department contributes to the campus as a whole

I am familiar with my department's mission and vision

My department has a long-term vision which I understand

The values and mission promoted by my department effect how I do my work

COMMENTS / SUGGESTIONS:

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