

CMR Benchmark: Staff

		Staff n = 315				
		%Fav	%Neut	%Unfav	Trend 2013	
Key Metrics	Commitment and Dedication	31. I feel proud to work for the University of Minnesota (my campus). (Commitment and Dedication)	86	11	4	-1
		32. I would recommend the University of Minnesota to family or friends as a place to work (my campus). (Commitment and Dedication)	77	15	8	-2
		33. Given your choice, how long would you plan to continue working for the University of Minnesota (your campus)? (Commitment and Dedication)	56	21	23	-3
		13. I feel motivated to go beyond my formal job responsibilities. (Commitment and Dedication)	72	14	14	0
	Effective Environment	10. My job provides me the opportunity to do challenging and interesting work. (Effective Environment)	79	13	8	-2
		11. In my work, I am able to make full use of my skills and abilities. (Effective Environment)	68	18	14	1
		12. Conditions in my job allow me to be as productive as I can be. (Effective Environment)	58	17	25	-3
23. My department proactively identifies and eliminates barriers to getting work done efficiently. (Effective Environment)		57	22	21	4	
Drivers	Clear & Promising Direction	17. My department has a strategy and goals that address our most important challenges and opportunities. (Clear & Promising Direction)	63	18	19	-17
		18. I understand what I can do to support my department's strategy and goals. (Clear & Promising Direction)	73	17	10	-12
	Commitment to Excellence	25. The people in my department are committed to delivering high quality services. (Commitment to Excellence)	84	10	6	-7
		27. Rate your department on the quality of customer support (i.e., responsiveness, flexibility, turnaround) provided. (Commitment to Excellence)	86	10	4	0
	Confidence in Leaders	29. Rate the overall trust and confidence you have in your college's leadership team. (Confidence in Leaders)	59	21	20	-2
		16. There is open and honest communication between me and my manager / supervisor. (Confidence in Leaders)	73	13	14	-8
	Development Opportunities	30. Rate your opportunities to achieve your personal career objectives at the University of Minnesota (your campus). (Development Opportunities)	51	23	27	0
		7. Rate your opportunities for learning and development. (Development Opportunities)	57	25	18	3
		15. My manager / supervisor coaches me in my development. (Development Opportunities)	50	24	27	-5
	Respect & Recognition	8. I am treated with respect as an individual. (Respect & Recognition)	79	10	12	0
		9. I receive recognition when I do a good job. (Respect & Recognition)	63	17	20	3
		19. My department demonstrates a commitment to supporting my overall wellbeing. (Respect & Recognition)	68	18	14	-1
		20. Overall, my department demonstrates a strong commitment to diversity and inclusion. (Respect & Recognition)	73	19	8	-6
	Authority & Empowerment	1. I have enough authority to carry out my job effectively. (Authority & Empowerment)	80	10	10	2
		2. I am encouraged to be innovative to find more effective ways of doing things. (Authority & Empowerment)	79	12	9	1
	Clear Expectations and Feedback	3. I understand the results expected of me in my work. (Clear Expectations and Feedback)	86	10	4	0
		14. My manager / supervisor provides clear and regular feedback on how well I do my work. (Clear Expectations and Feedback)	56	21	23	-8
	Collaboration	21. There is good cooperation and sharing of ideas between my department and other departments. (Collaboration)	56	23	21	-8
		22. There is good cooperation and teamwork within my department. (Collaboration)	71	15	14	-13
	Support and Resources	4. I have the resources I need to do my job effectively. (Support and Resources)	61	17	22	-5
5. I have the information I need to do my job well. (Support and Resources)		75	15	9	0	
6. I receive the training I need to handle my present job well. (Support and Resources)		66	20	15	-1	
26. New employees receive the training they need to do their jobs well. (Support and Resources)		53	23	24	1	
Work, Structure, & Process	24. There is an equitable distribution of workload within my department. (Work, Structure, & Process)	50	17	32	-1	
	28. Rate your department on being innovative in how work is done (using new technologies or creative approaches to improve internal processes). (Work, Structure, & Process)	69	24	8	-10	
Survey Follow-Up	34. The information from this survey will be used constructively. (Survey Follow-Up)	49	29	22	--	
	35. I participated in a feedback meeting about the previous survey results. (Survey Follow-Up)	65	16	19	--	
	36. Action was taken on issues raised in the last survey. (Survey Follow-Up)	31	40	29	--	

  %Fav of 70% or greater  
  %Unfav of 20% or greater  
  Increase of 10 points or more in %Fav  
  Decrease of 10 points or more in %Fav