

Appendix: Survey Instrument

Civil Service 2010

Instructions

Please answer questions as they relate to you. For most answers, click the responses which are the most applicable to you or fill in the blanks.

About NEIU Administration

Do you agree or disagree with the following statements?

1. NEIU has a clear set of priorities and objectives in place.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

2. I have a clear understanding of NEIU's priorities and objectives.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

3. Bureaucratic procedures and delays are minimal at NEIU.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

4. Communication is encouraged at NEIU.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

5. NEIU's Senior Management (President, VP's, Directors, Deans) respects employees.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

6. Senior Management (President, VP's, Directors, Deans) communicates strategic goals and accomplishments clearly and openly.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

7. How can the NEIU administration improve?

(Provide one response only.)

About NEIU Values

Do you agree or disagree that the actions of Senior Management (President, VP's, Directors, Deans) support the following missions and values of NEIU? For a review of NEIU's Mission Statement, go to http://strategicplan.neiu.edu/NEIU_Strategic_Plan.html.

8. *Priorities and Objectives.*

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

9. *Values and Standards.*

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

10. *Mission and Values.*

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

11. *Strategic Goals and Accomplishments.*

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

About NEIU Atmosphere Trust

Do you agree or disagree with the following statements: There is an atmosphere of trust...

12. ...among civil service employees.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

13. ...between civil service employees and senior management.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

14. ...between civil service employees and immediate supervisors.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

15. ...between civil service employees and faculty.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

16. ...between civil service employees and students.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

About NEIU Atmosphere Respect

Do you agree or disagree with the following statements: There is an atmosphere of respect...

17. ...among civil service employees.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

18. ...between civil service employees and senior management.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

19. ...between civil service employees and immediate supervisors.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

20. ...between civil service employees and faculty.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

21. ...between civil service employees and students.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

About Your Job

Do you agree or disagree with the following statements?

22. The pace of the work at NEIU enables me to do a good job.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

23. I get the support I need from my Supervisor.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

24. I am treated fairly by my Supervisor.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

25. My Supervisor makes sure I am informed about decisions or changes that will affect my job.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

26. I respect my Supervisor as a competent professional.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

27. My Supervisor values my talents and my contributions.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

28. I can disagree with my Supervisor without fear of retribution.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

29. I am praised and recognized when I do a good job.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

30. My Supervisor addresses poor performance appropriately.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

31. My job does not cause stress or anxiety in my life.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

32. The amount of work I am asked to do is usually reasonable.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

33. I am given the freedom and authority needed to make necessary decisions.

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree

- Strongly Agree

- Not Applicable

34. *I am very satisfied with my Supervisor.*

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

About Your Job Open Ended

35. How can your Supervisor improve your working conditions?

(Provide one response only.)

About Professional Development

36. Are you aware of the Professional Development Opportunities at NEIU to improve job skills?

(Select only one.)

- Yes
- No

37. When did you last take a course at NEIU?

(Select only one.)

- Less than 1 year ago
- 1-3 years ago
- 3-5 years ago
- 5-10 years ago
- Never

38. When did you last attend a technology workshop offered to NEIU employees?

(Select only one.)

- Less than 1 year ago
- 1-3 years ago
- 3-5 years ago
- 5-10 years ago
- Never

39. Are you pursuing/have you pursued a degree at NEIU?

(Select only one.)

- Yes, BA
- Yes, MA/MS
- No

40. How helpful do you think the Great Service Matters professional development conferences are?

(Select only one.)

- Not at all helpful
- Not helpful
- Neutral
- Helpful
- Very Helpful

41. What professional development opportunities have you used in the past year to improve your workplace skills?

(Provide one response only.)

About Your Environment/Workplace

Do you agree or disagree with the following statements?

42. *My work environment is clean.*

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

43. *My work environment is safe.*

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

44. *My work environment is comfortable.*

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

45. *I have the necessary tools to do my job effectively.*

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

46. *We work together as a team.*

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

47. *I share my ideas/opinions freely.*

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

48. *My department holds regularly scheduled meetings.*

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

49. *Participation is encouraged at department meetings.*

(Select only one.)

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Not Applicable

About Your Environment (Continued)

50. How much do you agree with the following statement: "I am proud to tell people I work for NEIU."

(Select only one.)

- Strongly Disagree
- Disagree
- Somewhat Agree
- Agree
- Strongly Agree
- Not Applicable

Open Ended

Think about the one or two things you like the most about working for NEIU.

51. Name one:

(Provide one response only.)

52. Name another if you want:

(Provide one response only.)

Open Ended Improvement

Think about the one or two things that most need to be improved at NEIU.

53. Name one:

(Provide one response only.)

54. Name another if you want:

(Provide one response only.)

Open Ended Job Stress

Think about the one or two most stressful things about your job.

55. Name one:

(Provide one response only.)

56. Name another if you want:

(Provide one response only.)

Open Ended Wish

57. If you had two wishes to make you more satisfied as an NEIU employee, and one was a pay increase, what else would you wish for?

(Provide one response only.)

Open Ended Developments

Think about one or two recent developments/improvements around campus which you have noticed and/or utilized.

58. Name one:

(Provide one response only.)

59. Name another if you want:

(Provide one response only.)

About You

60. Which of the following best describes your work unit?

(Select only one.)

- Finance/Accounting
- Human Resources
- Information/Technology
- Administrative Office
- Academic Department Office
- College Administrative Office
- Facilities Management
- Enrollment Svc/Bursar/Registrar
- Marketing
- Other:

61. Which of the following best describes your position?

(Select only one.)

- Hourly Employee (Non-exempt)
- Salaried Employee (exempt)

About You (nonexempt)

62. Please select which category best describes your position.

(Select only one.)

- Support Staff
- Advisor
- Building/Grounds Maintenance
- Clerk
- Other:

About You (exempt)

63. Please select which category best describes your position.

(Select only one.)

- Support Staff
- Advisor
- Technician
- Supervisor
- Manager
- Director or Senior Manager
- Other:

About You (Continued)

64. How long have you worked for NEIU?

(Select only one.)

- Less than 1 year
- 1-2 years
- 3-5 years
- 6-9 years
- 10 years or more