



University of California  
San Francisco

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*advancing health worldwide™*

# A Confidential Survey of Staff Opinions 2008

*Conducted by*



**MOREHEAD**  
*Opinion Surveys & Consulting*

Thank you for participating in this survey. Your responses will be combined with those of your coworkers and reported as group information. Survey results will be used to improve this organization.

**Pledge of Confidentiality**  
**Morehead Associates assures you of confidentiality. Your individual responses will never be identified or revealed.**

## Survey Instructions

Please respond to each survey item in two ways:

**Performance Scale:** In the **left-hand** six-column block, darken the numbered circle under the response that most closely describes **how much you agree** with the item. Neutral (3) means you "somewhat agree" and "somewhat disagree."

**Importance Scale:** In the **right-hand** six-column block, darken the numbered circle under the response that most closely describes **how important** the item is to you.

If you feel you are unable to respond to an item, **please select Not Applicable**.

<ul style="list-style-type: none"> <li>• Use No. 2 pencil only.</li> <li>• Do <b>not</b> use ink or ballpoint pen.</li> </ul>	<b>CORRECT MARK</b> 	<b>INCORRECT MARKS</b> 
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**Sample Item**

I like the work I do .....

Performance	Importance																								
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="writing-mode: vertical-rl; transform: rotate(180deg);">Strongly Disagree</td> <td style="writing-mode: vertical-rl; transform: rotate(180deg);">Disagree</td> <td style="writing-mode: vertical-rl; transform: rotate(180deg);">Neutral</td> <td style="writing-mode: vertical-rl; transform: rotate(180deg);">Agree</td> <td style="writing-mode: vertical-rl; transform: rotate(180deg);">Strongly Agree</td> <td style="writing-mode: vertical-rl; transform: rotate(180deg);">Not Applicable</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">NA</td> </tr> </table>	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	1	2	3	4	5	NA	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="writing-mode: vertical-rl; transform: rotate(180deg);">Not Important</td> <td style="writing-mode: vertical-rl; transform: rotate(180deg);">Somewhat Important</td> <td style="writing-mode: vertical-rl; transform: rotate(180deg);">Important</td> <td style="writing-mode: vertical-rl; transform: rotate(180deg);">Very Important</td> <td style="writing-mode: vertical-rl; transform: rotate(180deg);">Extremely Important</td> <td style="writing-mode: vertical-rl; transform: rotate(180deg);">Not Applicable</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">NA</td> </tr> </table>	Not Important	Somewhat Important	Important	Very Important	Extremely Important	Not Applicable	1	2	3	4	5	NA
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable																				
1	2	3	4	5	NA																				
Not Important	Somewhat Important	Important	Very Important	Extremely Important	Not Applicable																				
1	2	3	4	5	NA																				

If you darken the numbered circle "4" in the **left block**, you are saying that you "**Agree**" with the item.

If you darken the numbered circle "3" in the **right block**, you are saying that the item is "**Important**" to you.

# DEMOGRAPHICS

The following items help ensure that survey results are reported in meaningful ways. To assure your confidentiality, your individual responses will be combined with those of others for reporting purposes. Your individual comments will never be identified. Completion of the demographic items B-G is optional.

**A. Please select your work unit using the provided coding document and complete the six-digit coding space. The code ensures that all responses for your work unit will be collected and reported together.**

0	0	0	0	0	0
1	1	1	1	1	1
2	2	2	2	2	2
3	3	3	3	3	3
4	4	4	4	4	4
5	5	5	5	5	5
6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9

**B. Please select how long you have worked for UCSF.**

- Less than 1 year of service
- 1+ to 3 years of service
- 3+ to 5 years of service
- 5+ to 10 years of service
- 10+ to 19 years of service
- Over 20 years of service

**C. Please select your sex.**

- Male
- Female
- Transgender - MTF
- Transgender - FTM
- Other

**D. Please select your sexual orientation.**

- Heterosexual
- Lesbian/ gay/ homosexual
- Bisexual
- Other

**E. Please select your ethnic category.**

- White (not of Hispanic origin)
- Black/ African-American (not of Hispanic origin)
- Chinese/ Chinese-American
- Japanese/ Japanese-American
- Filipino/ Pilipino
- Pakistan/ East Indian
- Other Asian
- American Indian or Alaska Native
- Mexican/ Mexican-American/ Chicano
- Latin-American/ Latino
- Other Spanish/ Spanish-American
- Other

**F. Please select the category that best fits your age.**

- Under 30 years of age
- 30 to 39 years of age
- 40 to 49 years of age
- 50 to 59 years of age
- 60 years of age and over

**G. Please select the category that best fits the type of work you do.**

- Administrative or Business Services
- Nursing
- Other Patient Care
- Research
- Teaching/ Academic Services
- Support Services
- IT/ Computing Services

*Please continue on the next page.*

## Definitions of Key Terms

**When you see the term . . . .**

**Senior management:** consider Chancellor, Deans, Vice Chancellors, and Medical Center CEO; Medical Center Chief Officers and Executive Directors.

**The person I report to:** consider the person you report to directly; the person who conducts your performance evaluation.

**Work unit:** consider the group of employees you work with on a regular basis, usually reporting to one manager.

**Employees:** consider the people who work for UCSF.

*Read each item carefully. Then use both scales to mark your responses.*

	Performance					Importance						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	Not Important	Somewhat Important	Important	Very Important	Extremely Important	Not Applicable
1. The person I report to supports me in developing new skills . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
2. The person I report to is a good communicator . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
3. There is a climate of trust at UCSF . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
4. My work unit conducts business in an ethical manner . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
5. I respect the abilities of the person to whom I report . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
6. My job makes good use of my skills and abilities . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
7. I have confidence in senior management's leadership . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
8. There is effective communication up and down organizational levels at UCSF . .	1	2	3	4	5	NA	1	2	3	4	5	NA
9. My work unit provides excellent service . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
10. UCSF cares about employee safety . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
11. My job responsibilities are clear . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
12. I would like to be working at UCSF three years from now . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
13. The person I report to cares about quality improvement . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
14. UCSF provides adequate mentoring opportunities for employees . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
15. The person I report to encourages teamwork . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
16. My pay is fair when compared with similar positions and employers in this area . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
17. I feel free to report instances of misconduct within UCSF . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
18. The person I report to treats me with respect . . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA

**Performance**

**Importance**

*Read each item carefully. Then use both scales to mark your responses.*

	Performance					Importance						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	Not Important	Somewhat Important	Important	Very Important	Extremely Important	Not Applicable
19. UCSF hires qualified people .....	1	2	3	4	5	NA	1	2	3	4	5	NA
20. UCSF provides high-quality care and service.....	1	2	3	4	5	NA	1	2	3	4	5	NA
21. I am satisfied with the information I receive about what is going on at UCSF . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
22. Physicians/ faculty treat other UCSF staff members with respect .....	1	2	3	4	5	NA	1	2	3	4	5	NA
23. My work unit demonstrates a commitment to workforce diversity .....	1	2	3	4	5	NA	1	2	3	4	5	NA
24. My work unit makes adequate use of recognition and rewards other than money to encourage good performance .....	1	2	3	4	5	NA	1	2	3	4	5	NA
25. I like the work I do .....	1	2	3	4	5	NA	1	2	3	4	5	NA
26. The person I report to holds employees accountable for being productive . . . .	1	2	3	4	5	NA	1	2	3	4	5	NA
27. The person I report to supports me in balancing my work life and personal life .	1	2	3	4	5	NA	1	2	3	4	5	NA
28. UCSF treats employees with respect .....	1	2	3	4	5	NA	1	2	3	4	5	NA
29. Communication between work units is effective within UCSF .....	1	2	3	4	5	NA	1	2	3	4	5	NA
30. I get the tools and resources I need to do my job .....	1	2	3	4	5	NA	1	2	3	4	5	NA
31. I would recommend UCSF to family and friends who need care .....	1	2	3	4	5	NA	1	2	3	4	5	NA
32. There is a climate of trust within my work unit .....	1	2	3	4	5	NA	1	2	3	4	5	NA
33. I would recommend UCSF as a good place to work .....	1	2	3	4	5	NA	1	2	3	4	5	NA
34. My work unit uses our existing technology and equipment effectively .....	1	2	3	4	5	NA	1	2	3	4	5	NA
35. I am satisfied with the recognition I receive from the person I report to for doing a good job .....	1	2	3	4	5	NA	1	2	3	4	5	NA
36. My work unit's incentive pay/performance award programs positively influence my performance .....	1	2	3	4	5	NA	1	2	3	4	5	NA
37. Different work units work well together within UCSF .....	1	2	3	4	5	NA	1	2	3	4	5	NA
38. I am satisfied with my benefits .....	1	2	3	4	5	NA	1	2	3	4	5	NA
39. UCSF provides career development opportunities .....	1	2	3	4	5	NA	1	2	3	4	5	NA
40. I would stay at UCSF if offered a similar job elsewhere for slightly higher pay.....	1	2	3	4	5	NA	1	2	3	4	5	NA

*Please continue on the next page.*



**Open-ended Item**

Please share your comments. Do not write outside the box. Your written comments will be transcribed by Morehead Associates and grouped with other comments before they are shared.

1. Please offer one suggestion on how to make UCSF a better place to work.

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***Thank you for completing this survey.***

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