2018
Working at Iowa - Survey Results
Working at Iowa – Survey 2018

University Results:
11,148 participants
18,633 population
(regular FT/PT-50%+)
60% total participation

All Participants

PARTICIPATION RATES

Merit - 50%
P&S - 65%
Faculty - 56%

# who participated
Total Eligible
0 2000 4000 6000 8000 10000 12000
Areas of Strength

- 95% know my work expectations
- 94% know my contribution to mission
- 93% unit focus on customer service
- 91% supervisor treats with respect
Ongoing Challenges

- 72% workloads are distributed fairly in my unit
- 73% there are opportunities for promotion within the UI
- 74% UI does a good job of recognizing the accomplishments of faculty/staff
- 76% work conflicts are managed constructively in my unit
What Does It Mean To “Engage” At Work?

• “Harnessing yourself to your work role, employing and expressing your physical, mental, and emotional energy.” (Kahn, 1990)

• “Working with your hands, your head, and your heart.” (Ashforth & Humphrey, 1995)
Why Is Engagement Important?

Study of 956,000 people, 32,394 business units
Comparing Top 25% to Bottom 25%

- 18% higher productivity
- 49% lower turnover
- 37% less absenteeism
- 49% fewer injuries
- 41% fewer patient safety incidents
- 27% less theft

(Harter et al., 2009)
### New Survey Items

<table>
<thead>
<tr>
<th>Physical Engagement</th>
<th>Mental Engagement</th>
<th>Emotional Engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>I work with high energy</td>
<td>I give my full attention to my job</td>
<td>I put my emotions into what I do</td>
</tr>
<tr>
<td>I exert my full effort</td>
<td>I concentrate completely</td>
<td>I am emotionally connected</td>
</tr>
<tr>
<td>I devote a lot of my energy</td>
<td>My mind is focused on the work that I do</td>
<td>I put my feelings into my work</td>
</tr>
</tbody>
</table>
Connecting The Data

STANDING
20 standard Working at Iowa survey items

+ IMPACT
9 self-assessment items physical, mental & emotional effort

= FOCUS
Ability to prioritize and focus for greatest impact
Process of Analysis

**Standing**
WAI statements with high means (in green) represent areas of success.
WAI statements with low means (in red) represent areas for improvement.

**Impact**
WAI statements toward the top of the table represent greater potential impact on engagement than statements toward the bottom.
If building and maintaining engagement is the goal, work from top to bottom.

**Focus**
Prioritize green WAI statements toward the top of the table to preserve and maintain engagement.
Prioritize red WAI statements toward the top of the table to build and grow engagement.
Focus on the 2-3 areas that are most important for your organization.
Responses Supporting Engagement

- Knowing my work expectations
- Knowing my contribution to mission
- Unit focus on customer service
Insight Into Opportunities

- Opportunities for promotion and career advancement
- Recognition of accomplishments and performance
- Regular and useful feedback from supervisor
Next Steps

• December 2018
  • Public release of university level results
  • Distribute college/division and other breakout reports

• January 2019
  • UHR discuss university results with shared governance groups
  • College/Division leaders engage with local shared governance to share and discuss local results

• Ongoing in 2019
  • University/College/Division leaders develop plans that utilize survey results
  • Identify other relationships with existing data
Resources for Campus

- Questions about the survey or reports? http://hr.uiowa.edu/working

- Response planning/consultation
  - Senior HR Leader, Unit HR Representative
  - University HR/Organizational Effectiveness, Teresa Kulper- teresa-kulper@uiowa.edu or 335-2687