HEO Quality of Work Life Survey
Preliminary Results

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CUNY John Jay College of Criminal Justice
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Survey Contributors

- Ricardo Anzaldua, Institutional Research
- Sandrine Dikambi, International Studies & Programs
- Michele Doney, Math & Science Resource Center
- Anila Duro, Psychology
- Nikki Hancock-Nicholson, Undergraduate Studies
- Tahera Jaffer, Facilities Management
- Betty Taylor-Leacock, Counseling
- Nancy Marshall, Theater & Event Support Services
- Katherine Outlaw, Center for Student Involvement & Leadership
- Suzanne Riela, Institutional Research
- Rubina Shafi, Theater & Event Support Services
- Janet Winter, Public Safety
- Barbara Young, Center for Career & Professional Development
Methodology

- Population = HEO-series employees
  - 273 contacted ÷ 171 participated = 63% response rate
  - Sample ≈ JJ’s FA14 HEO population

- Quality of Work Life (QOWL) measurements:
  - personal and employee characteristics
  - work-related quality of life attitudes
  - work environment
  - workload
  - professional development and satisfaction
Employee Characteristics

Title/Classification

Service Length

Office Building

FLSA Status

Supervisor

Division
# Attitudes

<table>
<thead>
<tr>
<th></th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Well-Being</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Generally things work out well for me.</td>
<td>8.0</td>
<td>19.6</td>
<td>72.4</td>
</tr>
<tr>
<td>I feel well at the moment.</td>
<td>22.7</td>
<td>14.7</td>
<td>62.6</td>
</tr>
<tr>
<td><strong>Job-Career Satisfaction</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>When I have done a good job, it is acknowledged by my immediate supervisor.</td>
<td>20.2</td>
<td>12.3</td>
<td>67.5</td>
</tr>
<tr>
<td>I feel motivated to do my best in my current job.</td>
<td>17.8</td>
<td>19.0</td>
<td>63.2</td>
</tr>
<tr>
<td>My work is as interesting and varied as I would want it to be.</td>
<td>16.6</td>
<td>21.5</td>
<td>62.0</td>
</tr>
<tr>
<td><strong>Home-Work Interface</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>My current working hours/patterns suit my personal circumstances.</td>
<td>14.7</td>
<td>11.0</td>
<td>74.2</td>
</tr>
<tr>
<td>I am able to achieve a healthy balance between my work and home life.</td>
<td>24.5</td>
<td>26.4</td>
<td>49.1</td>
</tr>
</tbody>
</table>

Color coding: **red** = 0 - 35%;  **orange** = 36 - 65%;  **green** = 66 - 100%
# Attitudes

<table>
<thead>
<tr>
<th>Working Conditions</th>
<th>% Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>I work in a safe environment.</td>
<td>9.8</td>
</tr>
<tr>
<td>John Jay College provides me with what I need to do my job effectively.</td>
<td>41.7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Stress at Work</th>
<th>% Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>I often feel excessive levels of stress at work. <em>(negatively phrased)</em></td>
<td>30.1</td>
</tr>
<tr>
<td>I have unachievable deadlines. <em>(negatively phrased)</em></td>
<td>58.9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Control at Work</th>
<th>% Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am involved in decisions that affect me in my own area of work.</td>
<td>28.2</td>
</tr>
<tr>
<td>I feel able to voice opinions and influence changes at John Jay College.</td>
<td>42.3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employee Engagement</th>
<th>% Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would recommend John Jay College as a good one to work for.</td>
<td>22.8</td>
</tr>
<tr>
<td>John Jay College communicates well with its employees.</td>
<td>39.9</td>
</tr>
</tbody>
</table>

Color coding: red = 0 - 35% ; orange = 36 - 65% ; green = 66 - 100%
Environment

- 97.5% reported 1+ problems with office/building

- 76% agreed that supervisors and coworkers respect personal differences
Workload

Changes in Responsibilities

- Yes-increased: 71%
- No change: 25%
- Yes-decreased: 4%

Compensated for Increased Responsibilities?

- Yes: 28%
- No: 72%

Enough Time to Complete Duties?

- Always: 13%
- Often: 28%
- Sometimes: 37%
- Rarely: 14%
- Never: 8%

Worked <8hr Turnaround

- Yes: 16%
- No: 84%

# Days Taking 1hr Lunch

- 0: 24%
- 1: 15%
- 2: 18%
- 3: 15%
- 4: 6%
- 5: 22%
Workload

**Ever Worked Overtime?**
- No: 17%
- Yes: 83%

**OT in a Typical Month**
- 76% to 100% (3-8 wks): 15%
- 51% to 75% (2-3 wks): 9%
- 26% to 50% (1-2 wks): 27%
- 1% to 25% (<1 wk): 47%
- 0% (never): 2%

**OT in a Typical Week**
- 0 hrs: 1%
- 1 hr: 8%
- 2 hrs: 15%
- 4 hrs: 12%
- 5 hrs: 17%
- 6-10 hrs: 29%
- 11+ hrs: 9%

**Typical Overtime Situation**
- Voluntary without compensation: 52%
- Involuntary without compensation: 10%
- Involuntary with compensation: 8%
- Voluntary with compensation: 20%
Development & Satisfaction

<table>
<thead>
<tr>
<th>Development</th>
<th>% Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developed and/or improved skills relevant to your current position?</td>
<td>None/Little: 12.7</td>
</tr>
<tr>
<td></td>
<td>Some: 31.2</td>
</tr>
<tr>
<td></td>
<td>Very/Extreme: 56.1</td>
</tr>
<tr>
<td>Have opportunities to engage in professional development activities?</td>
<td>Never/Rarely: 27.4</td>
</tr>
<tr>
<td></td>
<td>Some: 43.3</td>
</tr>
<tr>
<td></td>
<td>Often/Always: 29.3</td>
</tr>
<tr>
<td>Have opportunities to engage in other college-wide activities?</td>
<td>40.8</td>
</tr>
<tr>
<td></td>
<td>37.6</td>
</tr>
<tr>
<td></td>
<td>21.7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Satisfaction</th>
<th>Dissatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opportunities to engage in professional development activities</td>
<td>21.0</td>
<td>35.0</td>
<td>43.9</td>
</tr>
<tr>
<td>Health and safety conditions of your workspace</td>
<td>28.0</td>
<td>30.6</td>
<td>41.4</td>
</tr>
<tr>
<td>Working at John Jay College in general</td>
<td>22.3</td>
<td>28.0</td>
<td>49.7</td>
</tr>
</tbody>
</table>

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The Big Picture

- Positive and negative Work-Related Quality of Life (WRQOL) attitudes
- Increased responsibilities and overtime, typically without compensation
- Lack opportunities to engage in professional development
- 50% worker satisfaction
Next Steps

- Differences in gender, age, ethnicity/race, HEO-series title, supervisor rank, college division

- How can we make workload manageable?

- What are the positives of working at JJ? What are your reasons for staying at JJ?

- Are there issues in the survey that need more in-depth exploration?
Thank You!

Questions? Comments?

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