

SCDD Organizational Climate Preliminary Results

By

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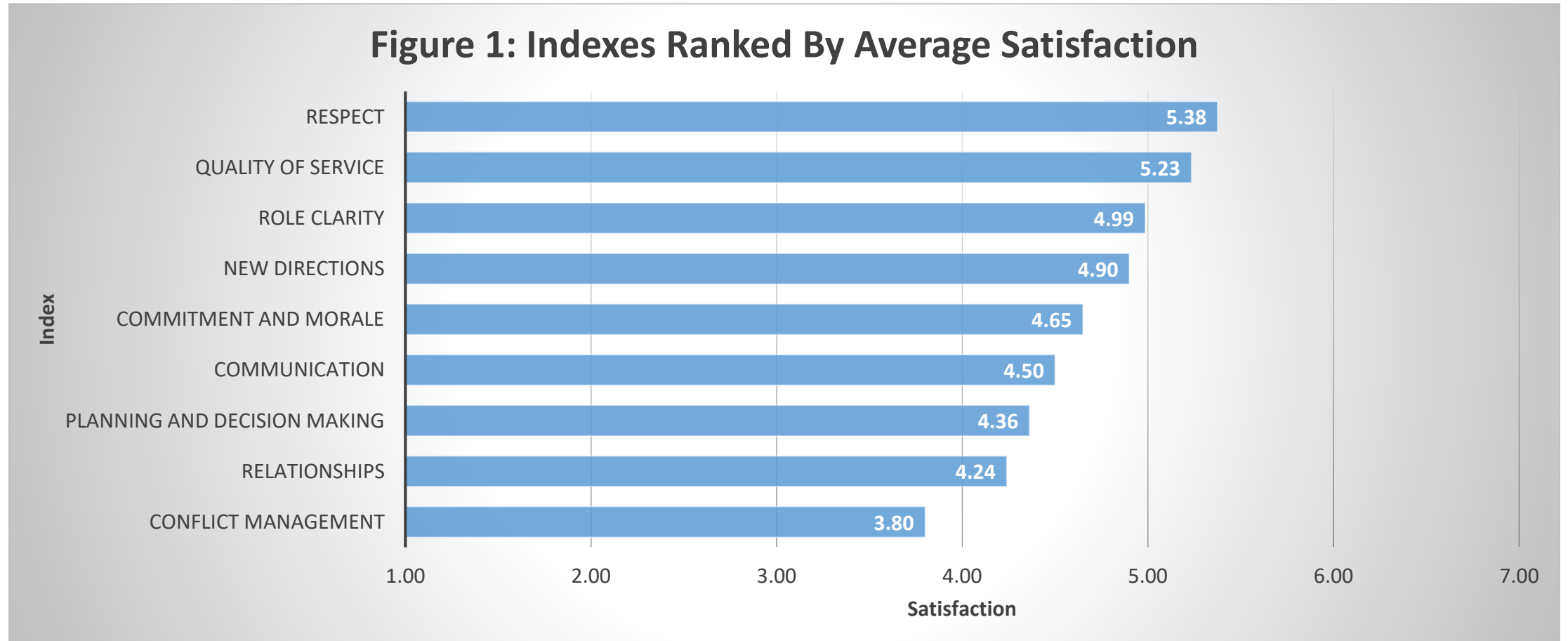
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Project Overview

- Interviewed all SCDD managers.
- Surveyed all SCDD employees.
- Survey achieved a 75% response rate.
- Employee rated satisfaction with 9 aspects of SCDD as an organization.

SCDD Employees Report High Satisfaction (4+) on 8 of 9 Indexes



Scores over 4.0 are considered “High Satisfaction.” Scores < 2.0 “Low Satisfaction.”

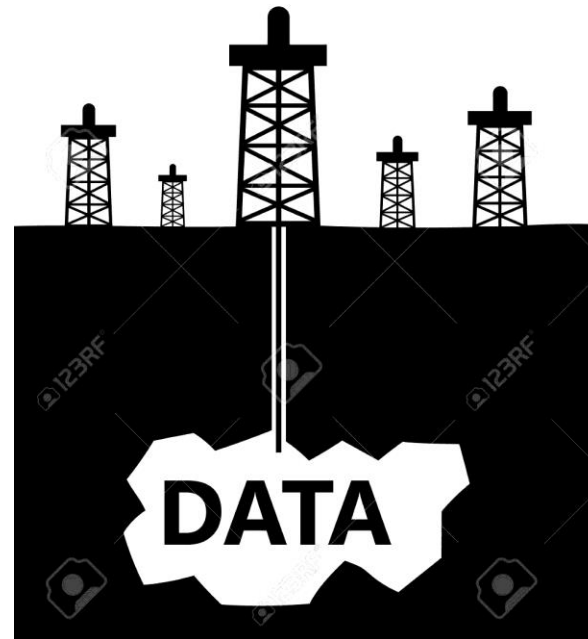
Highlights of Results

- **Respect** and **Quality of Service** were highest rated indexes. (Average 5+ on 7 point scale).
- **Role Clarity, New Directions, Commitment and Morale, Communications, Planning and Decision Making** and **Relationships**, were also high (Average between 4.2 and 4.9).
- **Conflict Management** was lowest rated index (Average 3.9). Scores below 2.0 are considered low.

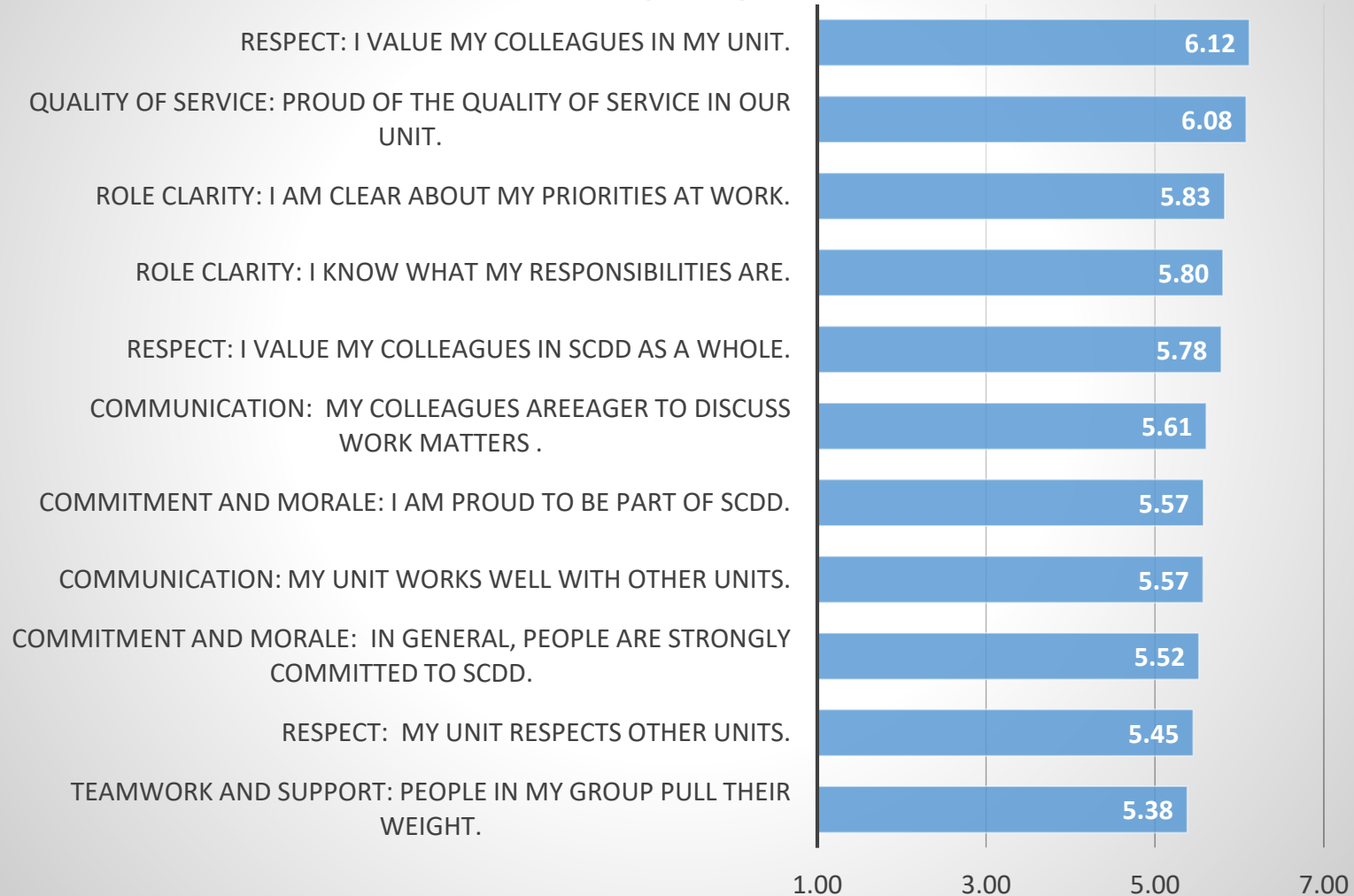


Drilling Down

- Each Index had multiple individual items.
- Here are the 10 highest rated items across all Indexes.
- And 10 lowest rated items.



**Figure 2: Ten Highest Rated Items
Average Agreement**



Strengths

- SCDD Employees:
 - Believe they provide good service,
 - Understand their job and what is expected of them,
 - Feel they are treated with respect,
 - Communication with colleagues and other units is good,
 - Employees are committed to SCDD and its purpose.



**Figure 3: Ten Lowest Rated Items
Average Agreement**



Areas for Development

- Lowest rated items are between 3.3 and 3.8, which is not “low” based on the scale, but are lowest ranked by SCDD employees.
- Employees are concerned that:
 - Conflicts are not resolved promptly,
 - Sometimes they are overworked,
 - See morale problems outside their own units,
 - Have concerns about the planning and decision making process.



Next Steps

- Management team reviews full report and discusses with consultants.
- Share report summary with all employees
- Develop plans for improvement.

