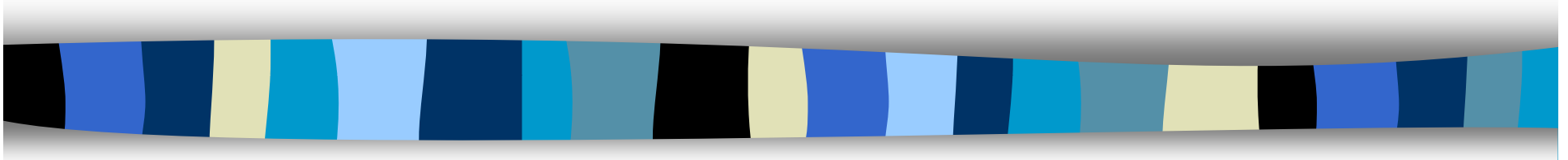


# HEO Quality of Work Life Survey

## Preliminary Results



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November 2015



# 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

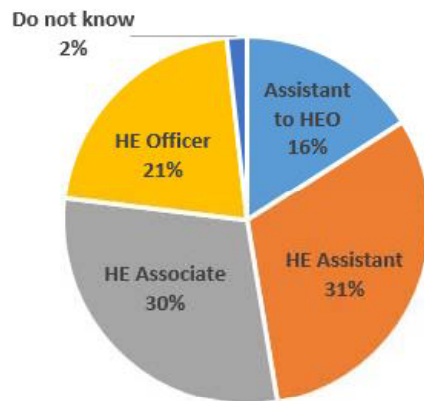


# Methodology

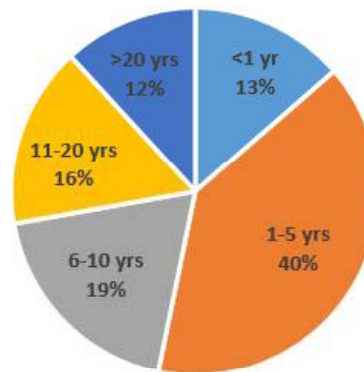
- Population = HEO-series employees
  - 273 contacted ÷ 171 participated = 63% response rate
  - Sample ≈ JJ's FA14 HEO population
- Quality of Work Life (QOWL) measurements:
  - personal and employee characteristics
  - work-related quality of life attitudes
  - work environment
  - workload
  - professional development and satisfaction

# Employee Characteristics

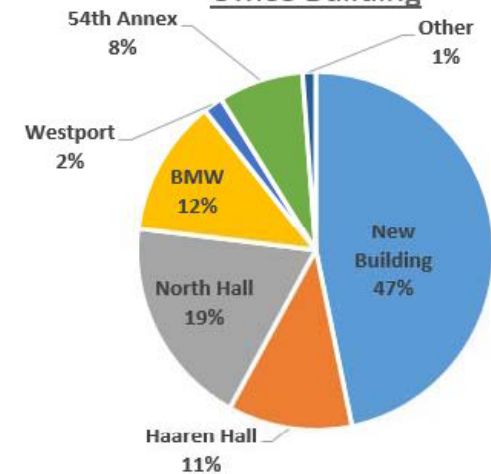
Title/Classification



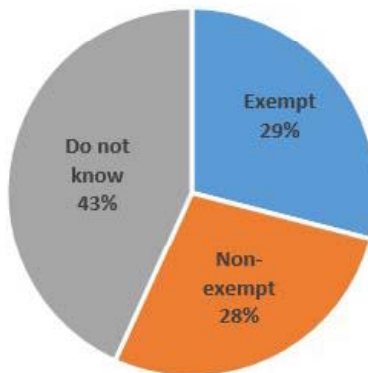
Service Length



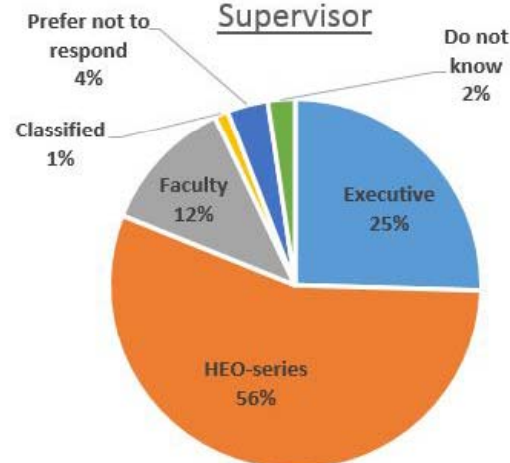
Office Building



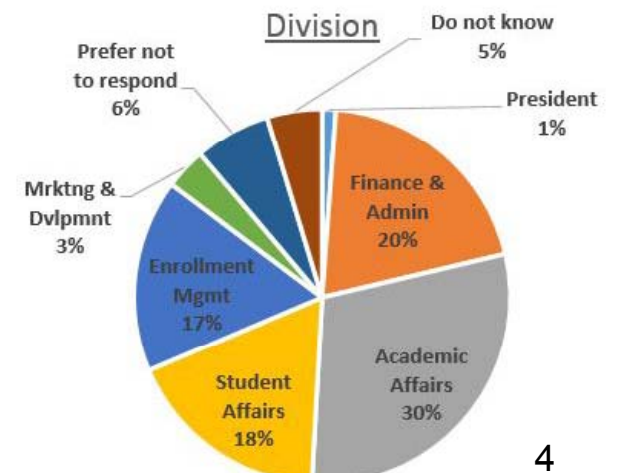
FLSA Status



Supervisor



Division





# Attitudes

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

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

# Attitudes

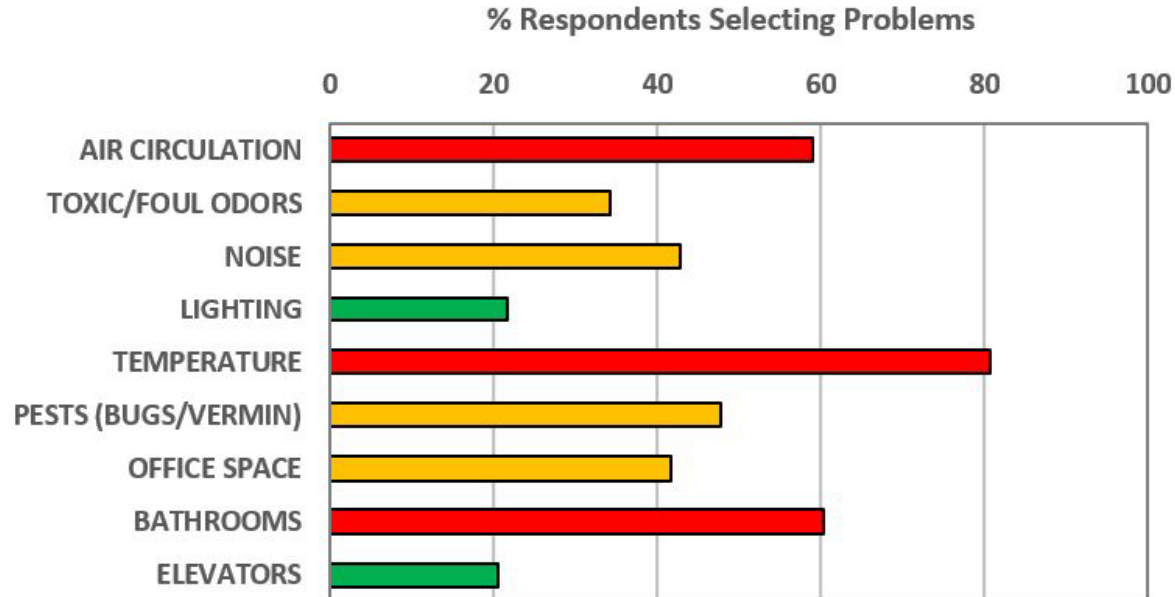
## % Respondents

<i>Working Conditions</i>	Disagree	Neutral	Agree
I work in a safe environment.	9.8	16.6	73.6
John Jay College provides me with what I need to do my job effectively.	41.7	20.2	38.0
<i>Stress at Work</i>	Disagree	Neutral	Agree
I often feel excessive levels of stress at work. (negatively phrased)	30.1	22.1	47.9
I have unachievable deadlines. (negatively phrased)	58.9	18.4	22.7
<i>Control at Work</i>	Disagree	Neutral	Agree
I am involved in decisions that affect me in my own area of work.	28.2	19.6	52.1
I feel able to voice opinions and influence changes at John Jay College.	42.3	29.4	28.2
<i>Employee Engagement</i>	Disagree	Neutral	Agree
I would recommend John Jay College as a good one to work for.	22.8	27.2	50.0
John Jay College communicates well with its employees.	39.9	25.2	35.0

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

# Environment

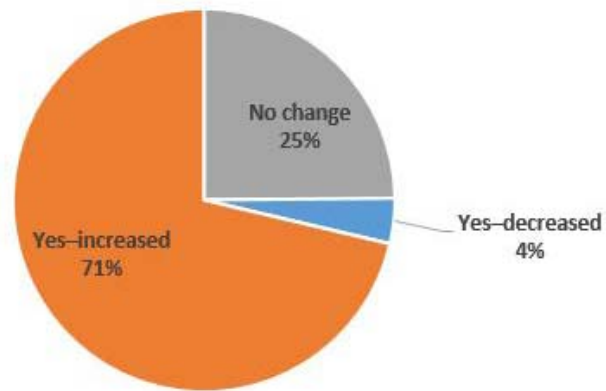
- 97.5% reported 1+ problems with office/building



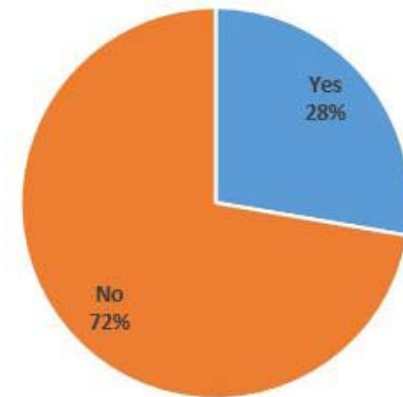
- 76% agreed that supervisors and coworkers respect personal differences

# Workload

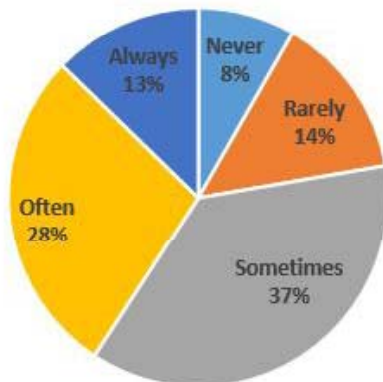
Changes in Responsibilities



Compensated for Increased Responsibilities?



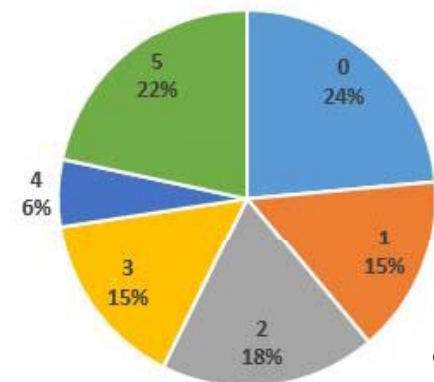
Enough Time to Complete Duties?



Worked <8hr Turnaround



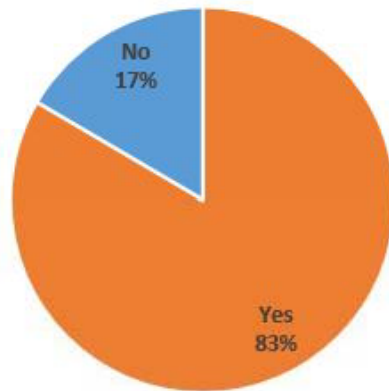
# Days Taking 1hr Lunch



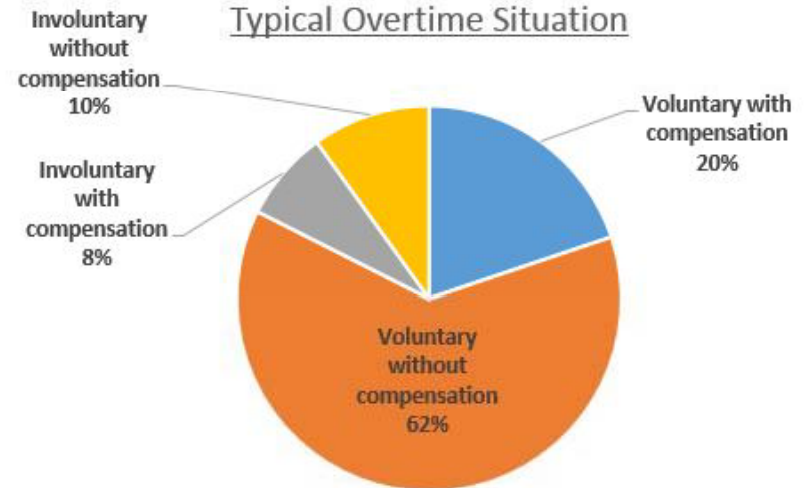


# Workload

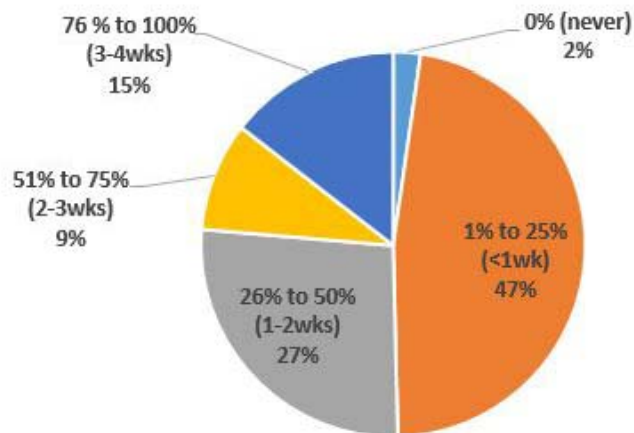
Ever Worked Overtime?



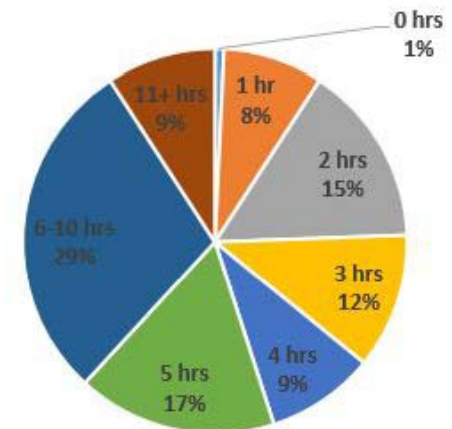
Typical Overtime Situation



OT in a Typical Month



OT in a Typical Week



# Development & Satisfaction

	% Respondents		
<i>Development</i>	None/ Little	Some	Very/ Extreme
Developed and/or improved skills relevant to your current position?	12.7	31.2	56.1
<i>Development</i>	Never/ Rarely	Some	Often/ Always
Have opportunities to engage in professional development activities?	27.4	43.3	29.3
Have opportunities to engage in other college-wide activities?	40.8	37.6	21.7
<i>Satisfaction</i>	Dissatisfied	Neutral	Satisfied
Opportunities to engage in professional development activities	21.0	35.0	43.9
Health and safety conditions of your workspace	28.0	30.6	41.4
Working at John Jay College in general	22.3	28.0	49.7

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# The Big Picture

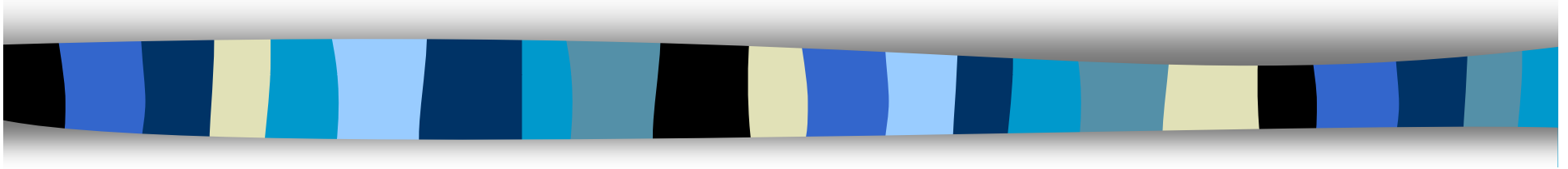
- Positive and negative Work-Related Quality of Life (WRQOL) attitudes
- Increased responsibilities and overtime, typically without compensation
- Lack opportunities to engage in professional development
- 50% worker satisfaction



## 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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