

2009 & 2007 Employee Opinion Survey Summary Results

	Overall					
	FY 2007	FY 2009	% Change	Percentile		
Total Respondents	3896	6480	66%	25%	50%	75%
ORGANIZATIONAL LEVEL						
My pay is fair compared to other healthcare employers in the area	2.82	3.24	15%	2.96	3.24	3.60
My work unit is adequately staffed	3.12	3.30	6%	2.88	3.38	3.81
Different work units work well at UCLA	3.49	3.63	4%	3.44	3.67	3.92
Different levels of UCLA communicate effectively with each other	3.26	3.46	6%	3.15	3.50	3.84
UCLA provides career development opportunities	3.62	3.70	2%	3.49	3.77	4.00
I get tools and resources to do my job	3.64	3.83	5%	3.63	3.89	4.06
UCLA contributes to the community	3.89	4.24	9%	4.00	4.25	4.50
I would like to be working at UCLA three years from now	4.00	3.76	-6%	3.50	3.81	4.00
UCLA supports me in balancing my work life and personal life	3.62	3.80	5%	3.57	3.89	4.06
I feel UCLA Health System supports an environment free of disruptive and abusive behaviors		3.89		3.69	3.94	4.13
MANAGER LEVEL						
I am satisfied with the recognition I receive for doing a good job	3.30	3.55	8%	3.24	3.57	3.92
My work unit works well together		3.99		3.75	4.00	4.33
My job responsibilities are clear		4.07		3.95	4.10	4.33
The person I report to gives useful feedback		3.94		3.71	4.00	4.25
The person I report to is a good communicator		3.92		3.68	4.00	4.30
The person I report to treats me with respect		4.10		3.92	4.11	4.40
I respect the abilities of the person to whom I report		4.14		4.00	4.18	4.46
The person I report to values great customer service		4.20		4.00	4.25	4.50
The person I report to encourages teamwork		4.09		3.92	4.13	4.39
I get the training I need to do a good job		4.05		3.86	4.00	4.20

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	RRUCLA					
	FY 2007	FY 2009	% Change	Percentile		
Total Respondents	2931	4928	68%	25%	50%	75%
ORGANIZATIONAL LEVEL						
My pay is fair compared to other healthcare employers in the area	2.81	3.19	14%	2.91	3.20	3.57
My work unit is adequately staffed	3.11	3.37	8%	2.85	3.37	3.75
Different work units work well at UCLA	3.48	3.60	3%	3.38	3.65	3.89
Different levels of UCLA communicate effectively with each other	3.25	3.47	7%	3.15	3.47	3.76
UCLA provides career development opportunities	3.60	3.73	4%	3.45	3.75	4.00
I get tools and resources to do my job	3.62	3.83	6%	3.63	3.88	4.00
UCLA contributes to the community	3.87	4.19	8%	4.00	4.25	4.46
I would like to be working at UCLA three years from now	3.99	3.74	-6%	3.52	3.77	4.00
UCLA supports me in balancing my work life and personal life	3.62	3.81	0.05	3.50	3.82	4.00
I feel UCLA Health System supports an environment free of disruptive and abusive behaviors		3.87		3.67	3.91	4.08
MANAGER LEVEL						
I am satisfied with the recognition I receive for doing a good job	3.27	3.42	5%	3.19	3.54	3.88
My work unit works well together		3.95		3.70	4.00	4.25
My job responsibilities are clear		4.07		3.94	4.04	4.25
The person I report to gives useful feedback		3.89		3.67	4.00	4.22
The person I report to is a good communicator		3.88		3.67	4.00	4.21
The person I report to treats me with respect		4.05		3.86	4.08	4.33
I respect the abilities of the person to whom I report		4.11		4.00	4.16	4.42
The person I report to values great customer service		4.15		4.00	4.22	4.48
The person I report to encourages teamwork		4.07		3.88	4.12	4.35
I get the training I need to do a good job		3.97		3.84	4.00	4.15

2009 & 2007 Employee Opinion Survey Summary Results

	SMH					
	FY 2007	FY 2009	% Change	Percentile		
Total Respondents	756	1193	58%	25%	50%	75%
ORGANIZATIONAL LEVEL						
My pay is fair compared to other healthcare employers in the area	2.77	3.29	19%	3.00	3.37	3.70
My work unit is adequately staffed	3.01	3.34	11%	2.96	3.40	3.81
Different work units work well at UCLA	3.48	3.63	4%	3.50	3.72	3.92
Different levels of UCLA communicate effectively with each other	3.31	3.51	6%	3.25	3.62	3.94
UCLA provides career development opportunities	3.68	3.79	3%	3.50	3.86	4.00
I get tools and resources to do my job	3.64	3.82	5%	3.68	3.99	4.20
UCLA contributes to the community	3.92	4.18	7%	4.01	4.32	4.58
I would like to be working at UCLA three years from now	4.00	3.77	-6%	3.50	3.88	4.08
UCLA supports me in balancing my work life and personal life	3.59	3.87	8%	3.72	4.00	4.20
I feel UCLA Health System supports an environment free of disruptive and abusive behaviors		3.90		3.77	4.00	4.29
MANAGER LEVEL						
I am satisfied with the recognition I receive for doing a good job	3.33	3.43	3%	3.24	3.67	4.00
My work unit works well together		3.93		3.80	4.02	4.38
My job responsibilities are clear		4.07		4.00	4.25	4.43
The person I report to gives useful feedback		3.85		3.78	4.00	4.38
The person I report to is a good communicator		3.84		3.71	4.00	4.33
The person I report to treats me with respect		3.97		3.94	4.13	4.49
I respect the abilities of the person to whom I report		4.05		3.98	4.24	4.50
The person I report to values great customer service		4.12		4.01	4.31	4.56
The person I report to encourages teamwork		4.01		3.95	4.19	4.50
I get the training I need to do a good job		4.05		4.00	4.05	4.31

2009 & 2007 Employee Opinion Survey Summary Results

	NPH					
	FY 2007	FY 2009	% Change	Percentile		
Total Respondents	209	359	72%	25%	50%	75%
ORGANIZATIONAL LEVEL						
My pay is fair compared to other healthcare employers in the area	3.17	3.36	6%	3.00	3.50	3.67
My work unit is adequately staffed	3.64	3.51	-4%	3.00	3.47	4.00
Different work units work well at UCLA	3.62	3.61	0%	3.45	3.68	4.00
Different levels of UCLA communicate effectively with each other	3.32	3.44	4%	3.00	3.42	4.00
UCLA provides career development opportunities	3.57	3.73	4%	3.33	3.94	4.00
I get tools and resources to do my job	3.85	3.90	1%	3.59	4.00	4.24
UCLA contributes to the community	4.00	4.14	3%	3.94	4.15	4.50
I would like to be working at UCLA three years from now	4.05	3.89	-4%	3.69	4.00	4.32
UCLA supports me in balancing my work life and personal life	3.68	3.96	8%	3.73	4.00	4.13
I feel UCLA Health System supports an environment free of disruptive and abusive behaviors		3.86		3.61	3.89	4.50
MANAGER LEVEL						
I am satisfied with the recognition I receive for doing a good job	3.58	3.77	5%	3.50	3.80	4.08
My work unit works well together		4.17		4.02	4.33	4.50
My job responsibilities are clear		4.21		4.00	4.27	4.47
The person I report to gives useful feedback		4.16		4.00	4.02	4.39
The person I report to is a good communicator		4.18		4.00	4.20	4.50
The person I report to treats me with respect		4.32		4.06	4.38	4.51
I respect the abilities of the person to whom I report		4.37		4.14	4.40	4.59
The person I report to values great customer service		4.31		4.00	4.33	4.52
The person I report to encourages teamwork		4.30		4.20	4.33	4.52
I get the training I need to do a good job		3.97		3.93	4.00	4.13