

Los Angeles City College
Administrative Services Staff Survey
Summer 2008, n = 113

Distribution By Office / Program

	<u># of Replies</u>	<u>% of Replies</u>
Administrative Services / Budget Office	5	4%
Bookstore	12	11%
Business Office / Accounting	7	6%
Facilities Administration	4	4%
Information Technology / AVMS / Reprogram	15	13%
Operations	37	33%
Personnel/Payroll	9	8%
Physical Plant	18	16%
Purchasing / Contracts / Accounts Payable	6	5%
<u>Total</u>	113	100%

Total Response Distribution

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.	80%	17%	0%	2%	100% 3.75
I value the work that I do.	73%	24%	0%	1%	100% 3.69
I feel good about where I work.	50%	33%	8%	6%	100% 3.28
Faculty & staff appreciate what we do for them.	24%	47%	21%	6%	100% 2.90
Students appreciate what we do for them.	24%	53%	17%	4%	100% 2.98
We work effectively to help students.	40%	52%	3%	2%	100% 3.31
We work efficiently to get the job done.	50%	42%	2%	4%	100% 3.38
I have an opportunity to provide ideas.	33%	35%	18%	13%	100% 2.89
I am kept informed and up-to-date.	19%	52%	16%	10%	100% 2.82
I have been given adequate training.	23%	55%	13%	7%	100% 2.94
My immediate supervisor supports me in my work.	46%	40%	7%	5%	100% 3.28
The office is clean and comfortable.	20%	49%	16%	13%	100% 2.77
Employee concerns are handled appropriately.	25%	42%	20%	11%	100% 2.81
We have adequate and appropriate equipment and supplies.	20%	40%	25%	13%	100% 2.69

*Mean calculation based on the following values:

Strongly agree = 4

Agree = 3

Disagree = 2

Strongly Disagree = 1

Mean* Response by Office / Program

	Administrative Services / Budget Office	Bookstore	Business Office / Accounting	Facilities Administration	Information Technology / AVMS / Reprographics	Operations	Personnel/Payroll	Physical Plant	Purchasing / Contracts / Accounts Payable	Overall Mean
We provide an important service.	4.0	3.8	3.9	3.8	3.9	3.5	4.0	3.8	3.8	3.7
I value the work that I do.	4.0	3.9	3.9	3.8	3.6	3.4	3.8	3.8	3.8	3.7
I feel good about where I work.	4.0	3.3	3.6	3.5	3.5	2.9	3.0	3.5	3.4	3.3
Faculty & staff appreciate what we do for them.	3.5	2.8	3.3	2.5	3.3	2.6	2.8	3.0	3.0	2.9
Students appreciate what we do for them.	3.8	2.7	3.1	3.0	3.4	2.8	3.0	2.9	3.0	3.0
We work effectively to help students.	3.8	3.3	3.1	2.7	3.3	3.2	3.4	3.5	3.2	3.3
We work efficiently to get the job done.	3.8	3.4	3.1	2.0	3.5	3.3	3.3	3.5	3.8	3.4
I have an opportunity to provide ideas.	4.0	3.5	3.1	3.5	3.0	2.4	3.1	2.8	3.0	2.9
I am kept informed and up-to-date.	3.8	3.1	2.9	2.5	2.7	2.6	3.0	2.9	2.8	2.8
I have been given adequate training.	3.0	3.5	3.2	3.0	2.6	2.8	2.9	3.0	3.2	2.9
My immediate supervisor supports me in my work.	3.6	3.6	3.7	3.5	3.1	2.8	3.1	3.6	3.8	3.3
The office is clean and comfortable.	3.8	2.7	3.0	3.3	2.9	2.3	2.3	3.1	3.6	2.8
Employee concerns are handled appropriately.	3.5	3.2	3.2	2.7	3.1	2.3	3.0	2.8	3.2	2.8
We have adequate and appropriate equipment	3.8	2.9	3.1	2.8	2.6	2.3	2.6	2.7	3.6	2.7

*Mean calculation based on the following values:

Strongly agree = 4

Agree = 3

Disagree =2

Strongly Disagree =1

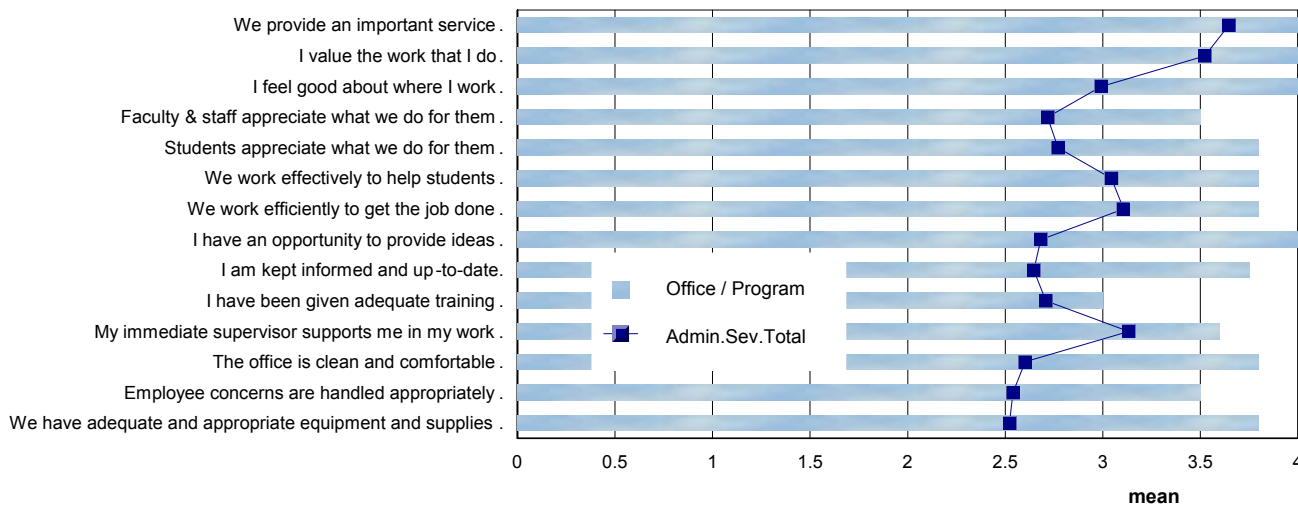
Administrative Services / Budget

Office

of Replies: 5

	Strongly Agree	Agree	Disagree	Total % & Mean
We provide an important service.	100%			100% 4.00
I value the work that I do.	100%			100% 4.00
I feel good about where I work.	100%			100% 4.00
Faculty & staff appreciate what we do for them.	50%	50%		100% 3.50
Students appreciate what we do for them.	80%	20%		100% 3.80
We work effectively to help students.	80%	20%		100% 3.80
We work efficiently to get the job done.	80%	20%		100% 3.80
I have an opportunity to provide ideas.	100%			100% 4.00
I am kept informed and up-to-date.	75%	25%		100% 3.75
I have been given adequate training.	20%	60%	20%	100% 3.00
My immediate supervisor supports me in my work.	60%	40%		100% 3.60
The office is clean and comfortable.	80%	20%		100% 3.80
Employee concerns are handled appropriately.	50%	50%		100% 3.50
We have adequate and appropriate equipment and supplies	80%	20%		100% 3.80
Total	75%	22%	1%	100% 3.74

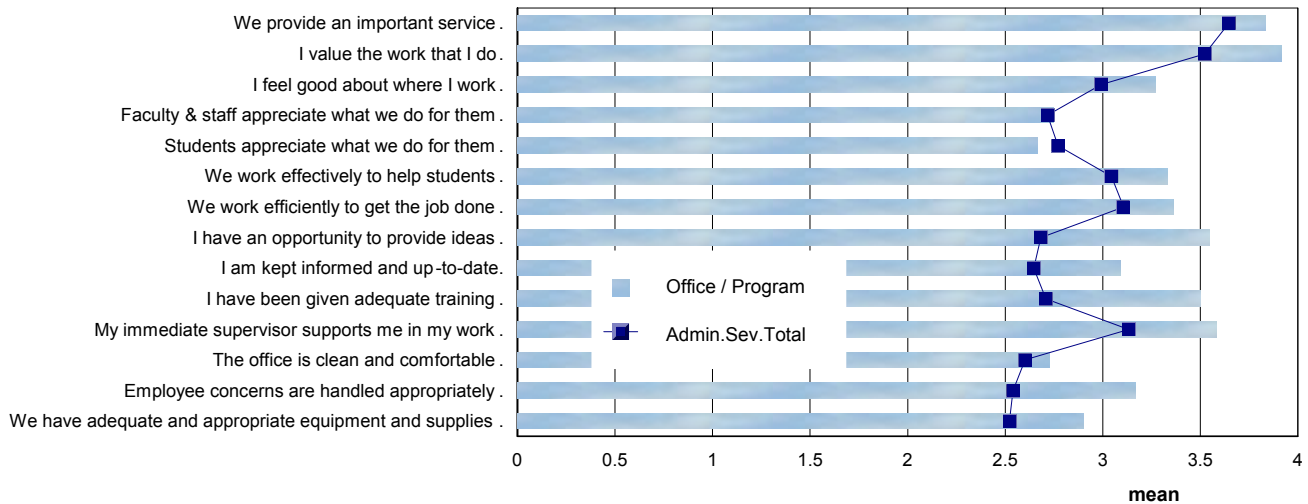
Comparison of Means: Office/Program & Admin. Services Total



Bookstore

	# of Replies: 12	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.		83%	16%			100% 3.83
I value the work that I do.		91%	8%			100% 3.92
I feel good about where I work.		45%	36%	18%		100% 3.27
Faculty & staff appreciate what we do for them.		16%	41%	41%		100% 2.75
Students appreciate what we do for them.		8%	50%	41%		100% 2.67
We work effectively to help students.		41%	50%	8%		100% 3.33
We work efficiently to get the job done.		54%	36%		9%	100% 3.36
I have an opportunity to provide ideas.		63%	27%	9%		100% 3.55
I am kept informed and up-to-date.		27%	63%		9%	100% 3.09
I have been given adequate training.		50%	50%			100% 3.50
My immediate supervisor supports me in my work.		66%	25%	8%		100% 3.58
The office is clean and comfortable.		9%	63%	18%	9%	100% 2.73
Employee concerns are handled appropriately.		41%	41%	8%	8%	100% 3.17
We have adequate and appropriate equipment and supplies		30%	40%	20%	10%	100% 2.90
Total		45%	39%	12%	3%	100% 3.27

Comparison of Means: Office/Program & Admin. Services Total

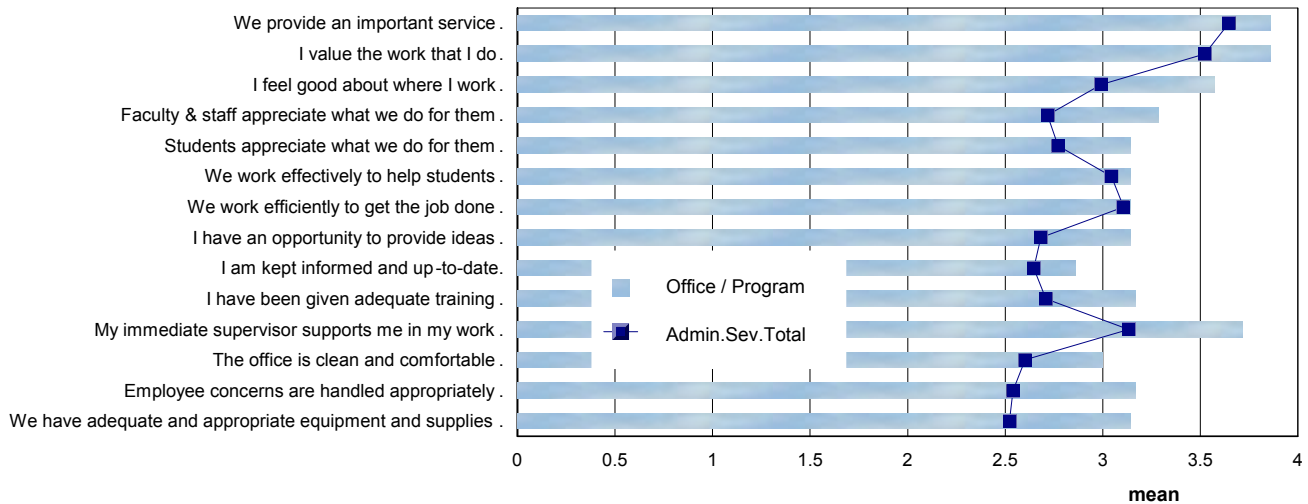


Business Office / Accounting

of Replies: 7

	Strongly Agree	Agree	Disagree	Total % & Mean
We provide an important service.	85%	14%		100% 3.86
I value the work that I do.	85%	14%		100% 3.86
I feel good about where I work.	57%	42%		100% 3.57
Faculty & staff appreciate what we do for them.	28%	71%		100% 3.29
Students appreciate what we do for them.	14%	85%		100% 3.14
We work effectively to help students.	14%	85%		100% 3.14
We work efficiently to get the job done.	14%	85%		100% 3.14
I have an opportunity to provide ideas.	14%	85%		100% 3.14
I am kept informed and up-to-date.		85%	14%	100% 2.86
I have been given adequate training.	16%	83%		100% 3.17
My immediate supervisor supports me in my work.	71%	28%		100% 3.71
The office is clean and comfortable.		100%		100% 3.00
Employee concerns are handled appropriately.	16%	83%		100% 3.17
We have adequate and appropriate equipment and supplies	28%	57%	14%	100% 3.14
Total	32%	65%	2%	100% 3.30

Comparison of Means: Office/Program & Admin. Services Total

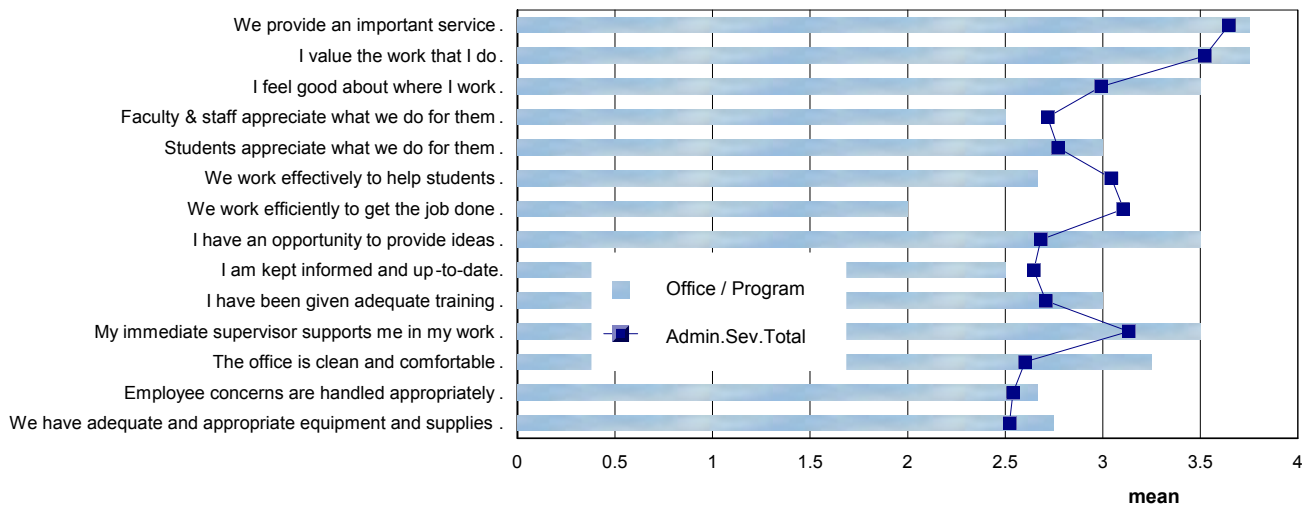


Facilities Administration

of Replies: 4

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.	75%	25%			100% 3.75
I value the work that I do.	75%	25%			100% 3.75
I feel good about where I work.	50%	50%			100% 3.50
Faculty & staff appreciate what we do for them.		50%	50%		100% 2.50
Students appreciate what we do for them.		100%			100% 3.00
We work effectively to help students.		66%	33%		100% 2.67
We work efficiently to get the job done.		50%		50%	100% 2.00
I have an opportunity to provide ideas.	50%	50%			100% 3.50
I am kept informed and up-to-date.	25%	25%	25%	25%	100% 2.50
I have been given adequate training.	25%	50%	25%		100% 3.00
My immediate supervisor supports me in my work.	50%	50%			100% 3.50
The office is clean and comfortable.	50%	25%	25%		100% 3.25
Employee concerns are handled appropriately.		66%	33%		100% 2.67
We have adequate and appropriate equipment and supplies	25%	25%	50%		100% 2.75
Total	34%	44%	17%	4%	100% 3.09

Comparison of Means: Office/Program & Admin. Services Total

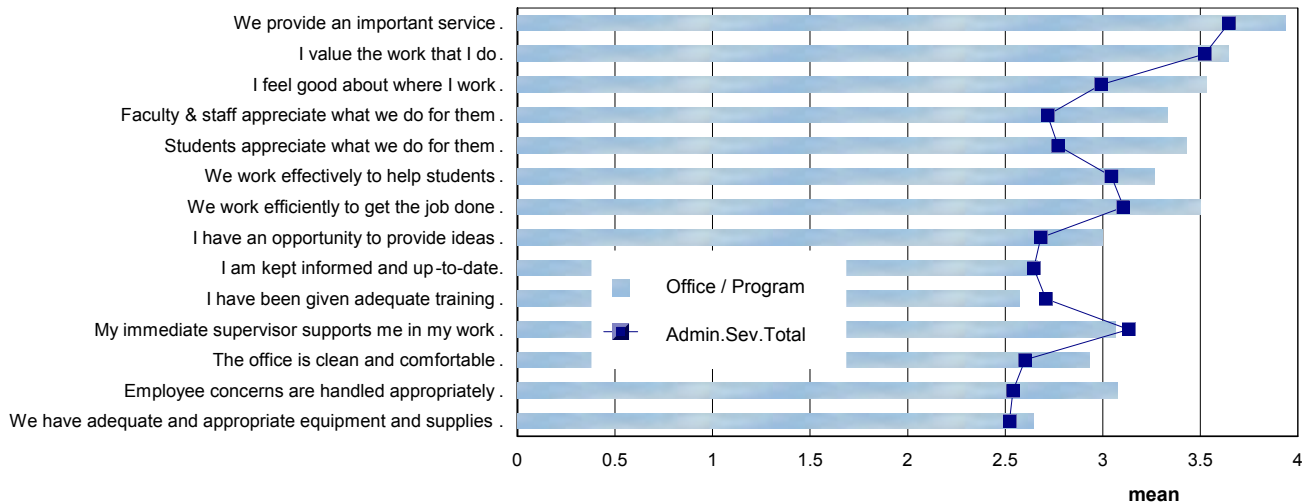


**Information Technology / AVMS /
Reprographics**

of Replies: 15

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.	93%	6%			100% 3.93
I value the work that I do.	64%	35%			100% 3.64
I feel good about where I work.	60%	33%	6%		100% 3.53
Faculty & staff appreciate what we do for them.	33%	66%			100% 3.33
Students appreciate what we do for them.	42%	57%			100% 3.43
We work effectively to help students.	33%	60%	6%		100% 3.27
We work efficiently to get the job done.	57%	35%	7%		100% 3.50
I have an opportunity to provide ideas.	40%	33%	13%	13%	100% 3.00
I am kept informed and up-to-date.		73%	20%	6%	100% 2.67
I have been given adequate training.	7%	57%	21%	14%	100% 2.57
My immediate supervisor supports me in my work.	20%	73%		6%	100% 3.07
The office is clean and comfortable.	20%	60%	13%	6%	100% 2.93
Employee concerns are handled appropriately.	30%	53%	7%	7%	100% 3.08
We have adequate and appropriate equipment and supplies	7%	64%	14%	14%	100% 2.64
Total	36%	50%	7%	4%	100% 3.19

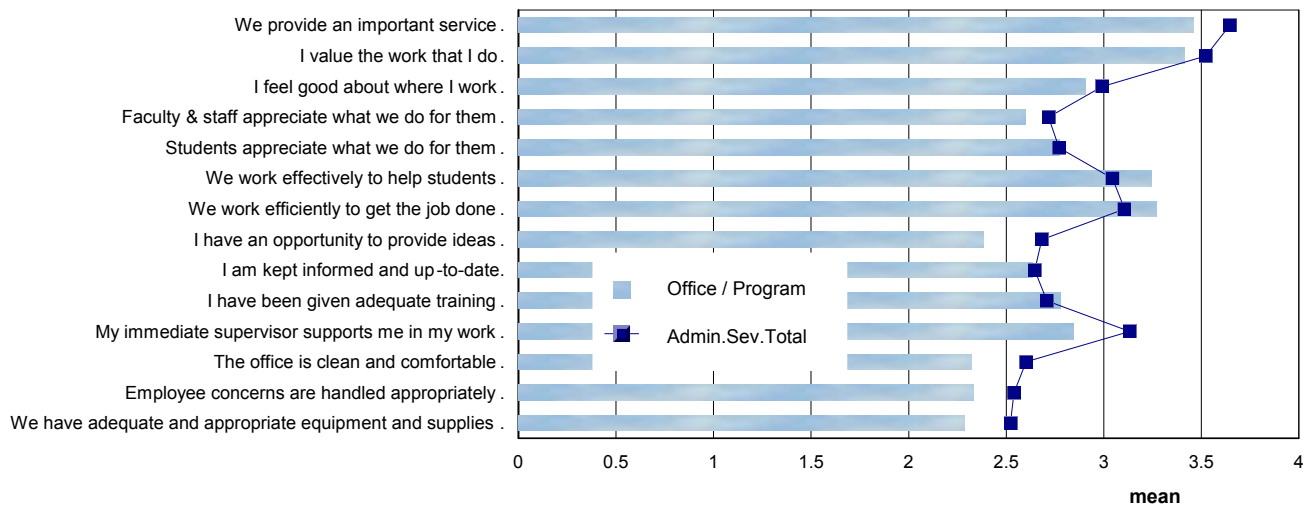
Comparison of Means: Office/Program & Admin. Services Total



Operations

	# of Replies: 37	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.		62%	28%		8%	100% 3.46
I value the work that I do.		55%	35%	2%	5%	100% 3.41
I feel good about where I work.		37%	34%	9%	18%	100% 2.91
Faculty & staff appreciate what we do for them.		25%	28%	25%	20%	100% 2.60
Students appreciate what we do for them.		25%	40%	20%	14%	100% 2.77
We work effectively to help students.		45%	42%	3%	9%	100% 3.24
We work efficiently to get the job done.		45%	45%		9%	100% 3.27
I have an opportunity to provide ideas.		20%	26%	23%	29%	100% 2.38
I am kept informed and up-to-date.		21%	39%	21%	18%	100% 2.64
I have been given adequate training.		25%	43%	15%	15%	100% 2.78
My immediate supervisor supports me in my work.		31%	37%	15%	15%	100% 2.84
The office is clean and comfortable.		11%	32%	32%	23%	100% 2.32
Employee concerns are handled appropriately.		18%	24%	30%	27%	100% 2.33
We have adequate and appropriate equipment and supplies		11%	31%	31%	25%	100% 2.29
Total		31%	34%	16%	17%	100% 2.80

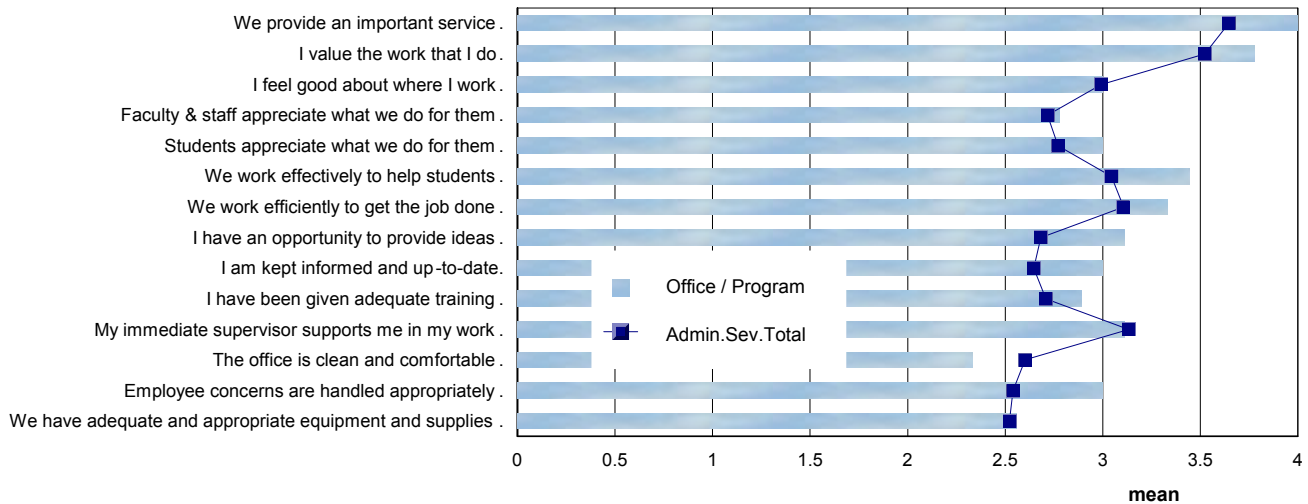
Comparison of Means: Office/Program & Admin. Services Total



Personnel/Payroll

	# of Replies: 9	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.		100%				100% 4.00
I value the work that I do.		77%	22%			100% 3.78
I feel good about where I work.		44%	22%	22%	11%	100% 3.00
Faculty & staff appreciate what we do for them.		22%	33%	44%		100% 2.78
Students appreciate what we do for them.		11%	77%	11%		100% 3.00
We work effectively to help students.		44%	55%			100% 3.44
We work efficiently to get the job done.		44%	44%	11%		100% 3.33
I have an opportunity to provide ideas.		44%	22%	33%		100% 3.11
I am kept informed and up-to-date.		33%	33%	33%		100% 3.00
I have been given adequate training.		11%	66%	22%		100% 2.89
My immediate supervisor supports me in my work.		33%	44%	22%		100% 3.11
The office is clean and comfortable.		22%	22%	22%	33%	100% 2.33
Employee concerns are handled appropriately.		33%	33%	33%		100% 3.00
We have adequate and appropriate equipment and supplies		11%	33%	55%		100% 2.56
Total		38%	36%	22%	3%	100% 3.10

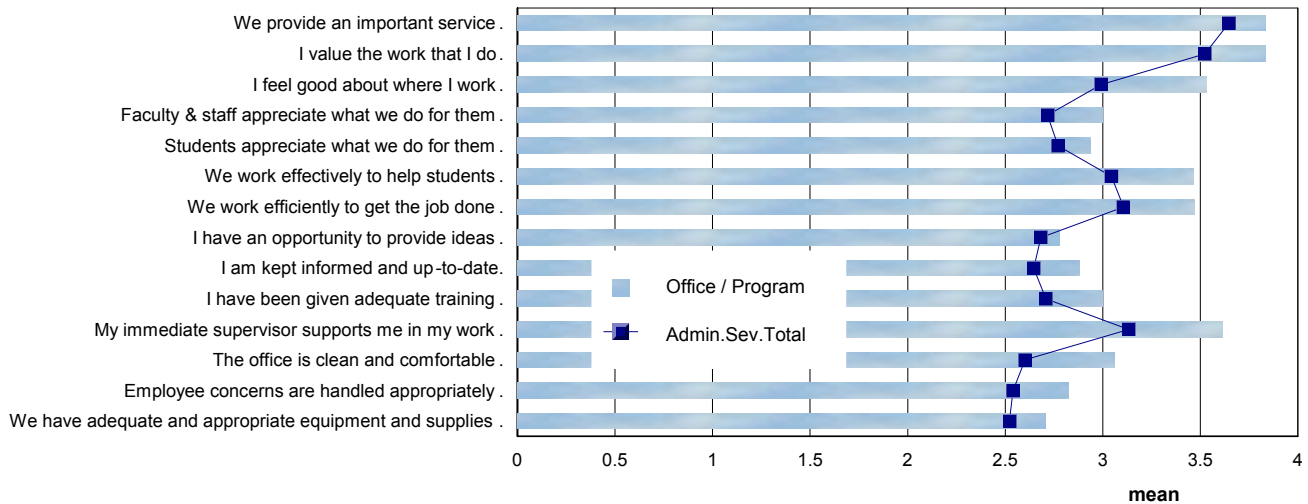
Comparison of Means: Office/Program & Admin. Services Total



Physical Plant

	# of Replies: 18	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.		83%	16%			100% 3.83
I value the work that I do.		83%	16%			100% 3.83
I feel good about where I work.		60%	33%	6%		100% 3.53
Faculty & staff appreciate what we do for them.		17%	64%	17%		100% 3.00
Students appreciate what we do for them.		18%	56%	25%		100% 2.94
We work effectively to help students.		46%	53%			100% 3.47
We work efficiently to get the job done.		52%	41%	5%		100% 3.47
I have an opportunity to provide ideas.		22%	44%	22%	11%	100% 2.78
I am kept informed and up-to-date.		17%	64%	5%	11%	100% 2.88
I have been given adequate training.		23%	58%	11%	5%	100% 3.00
My immediate supervisor supports me in my work.		61%	38%			100% 3.61
The office is clean and comfortable.		18%	75%		6%	100% 3.06
Employee concerns are handled appropriately.		17%	52%	23%	5%	100% 2.82
We have adequate and appropriate equipment and supplies		17%	47%	23%	11%	100% 2.71
Total		38%	47%	10%	3%	100% 3.21

Comparison of Means: Office/Program & Admin. Services Total



Purchasing / Contracts / Accounts

Payable

of Replies: 6

	Strongly Agree	Agree	Disagree	Total % & Mean
We provide an important service.	80%	20%		100% 3.80
I value the work that I do.	80%	20%		100% 3.80
I feel good about where I work.	40%	60%		100% 3.40
Faculty & staff appreciate what we do for them.	20%	60%	20%	100% 3.00
Students appreciate what we do for them.	25%	50%	25%	100% 3.00
We work effectively to help students.	20%	80%		100% 3.20
We work efficiently to get the job done.	83%	16%		100% 3.83
I have an opportunity to provide ideas.	20%	60%	20%	100% 3.00
I am kept informed and up-to-date.	16%	50%	33%	100% 2.83
I have been given adequate training.	20%	80%		100% 3.20
My immediate supervisor supports me in my work.	83%	16%		100% 3.83
The office is clean and comfortable.	60%	40%		100% 3.60
Employee concerns are handled appropriately.	40%	40%	20%	100% 3.20
We have adequate and appropriate equipment and supplies	60%	40%		100% 3.60
Total	47%	44%	8%	100% 3.39

Comparison of Means: Office/Program & Admin. Services Total

