



Finance and Operations Working at Iowa – Survey 2020 Executive Summary

Finance and Operation staff continue to report a high level of engagement with their work in support of the University and organization’s goals, according to the results from the 2020 Working at Iowa Survey.

The 2020 survey was administered to 942 staff (357 P &S, 585 Merit) in Finance and Operations from October 19-30, 2020; 54.8% of P &S participating and 45.2% of our merit staff.

Data Highlights

Of the twenty questions asked, eighteen of the questions saw improvement; scores stayed the same or went down slightly for the remaining two. Staff consistently have agreement with understanding how their job fits into the overall mission, work expectations, and service. This is impressive to see based on the pandemic that was facing all of us during this time.

Engagement Strengths and Areas for Improvement

Compared to the UI, Finance and Operations has three areas of strength and three areas for improvement identified.

Strengths

Working at Iowa Survey Item	Agreement in 2018	Agreement in 2020	UI Agreement 2020
My unit distributes workloads fairly	72%	79%	74%
Supportive environment for diversity	86%	90%	86%
Understands how job fits overall mission of UI	94%	96%	95%

Opportunities

Working at Iowa Survey Item	Agreement in 2018	Agreement in 2020	UI Agreement 2020
My supervisor treats me with respect	90%	91%	92%
My supervisor acknowledges my good work	82%	84%	88%
My professional development is encouraged	72%	76%	85%

P & S vs Merit Responses

Of the twenty questions answered by P & S vs Merit, based on their level of agreement, fifteen are rated lower by merit staff compared to P &S staff. This is important to note as Merit staff comprise 62% of our total population, and their experience is notably different in some areas; two areas.

Working at Iowa Survey Item	Agreement in 2018 Merit	Agreement in 2020 Merit	UI Agreement 2020
My supervisor is open to hearing concerns*	80%	79%	85%
Civil and respectful coworkers	82%	81%	90%

*overall org went down a percentage (83% vs 84%)

Where there were responses of ten or more, departmental reports have also been distributed to gain local perspective, celebrating successes, and driving area specific improvement efforts.

Analysis of data by Tippie researchers, and the College of Public Health demonstrated that Working at Iowa survey items are correlated with one another and with their engagement index. Thus, improvements made in any items will positively contribute to improvements for the whole.

The full report for Finance and Operations can be found on [F & O's website](#).