

PHOENIX COLLEGE
Overall Summary - Section B

| Question Number | Question | College Average Score | Department Average Score | Frequencies of Ratings - College | | | Frequencies of Ratings - Department | | |
|-----------------|---|-----------------------|--------------------------|----------------------------------|-------|-------|-------------------------------------|-------|-------|
| | | 1=Better | 1=Better | Better | Same | Worse | Better | Same | Worse |
| 1 | Employee morale | 2.3 | 1.9 | 10.8% | 53.0% | 36.2% | 25.0% | 55.7% | 19.3% |
| 2 | My comfort in asking for supervisor's support | 2.0 | 1.8 | 16.8% | 64.9% | 18.2% | 30.2% | 58.4% | 11.4% |
| 3 | My job satisfaction | 2.0 | 1.9 | 20.1% | 58.8% | 21.1% | 28.0% | 56.5% | 15.5% |
| 4 | The respect I am shown | 2.0 | 1.9 | 15.4% | 67.3% | 17.3% | 24.6% | 64.9% | 10.5% |
| 5 | Use of my knowledge base, skills and abilities | 1.9 | 1.8 | 22.2% | 65.9% | 11.9% | 29.4% | 62.5% | 8.1% |
| 6 | My workload | 2.1 | 2.1 | 10.8% | 69.4% | 19.8% | 14.6% | 65.0% | 20.3% |
| 7 | Support from my supervisor | 1.9 | 1.8 | 21.0% | 63.9% | 15.0% | 31.4% | 57.0% | 11.6% |
| 8 | Resources necessary to do my job | 2.0 | 1.9 | 13.9% | 67.6% | 18.5% | 20.2% | 65.8% | 14.0% |
| 9 | Understanding of my work objectives | 2.0 | 1.9 | 12.0% | 79.6% | 8.4% | 18.3% | 75.2% | 6.5% |
| 10 | My supervisor's effectiveness | 2.1 | 1.9 | 16.4% | 57.1% | 26.5% | 27.9% | 55.7% | 16.4% |
| 11 | Feedback about my performance | 2.0 | 1.9 | 10.1% | 77.2% | 12.7% | 18.7% | 70.3% | 11.0% |
| 12 | Management's willingness to listen | 2.1 | 1.9 | 12.2% | 64.3% | 23.5% | 25.7% | 61.0% | 13.3% |
| 13 | Management's acceptance of my ideas for improvement | 2.1 | 1.9 | 10.4% | 68.2% | 21.4% | 22.0% | 64.9% | 13.0% |
| 14 | Training availability | 1.9 | 1.9 | 23.4% | 65.3% | 11.3% | 24.6% | 65.5% | 9.9% |
| 15 | Opportunities for improvement | 2.0 | 1.9 | 15.5% | 66.7% | 17.8% | 22.6% | 64.6% | 12.8% |