



## The Survey of Organizational Excellence: Overview and Results



### Survey Overview



- History
- Strategic Planning
- Framework
- Purpose



## Administration Profile

- Online Distribution
- All Employees
- December
- 9 Additional Items

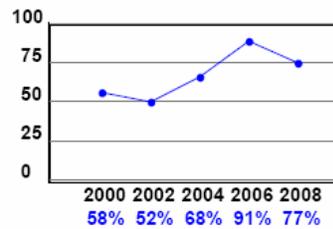


## Response Rates

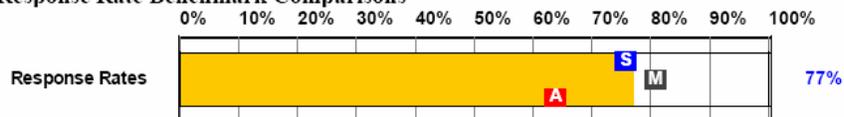


■ Responded 77%  
■ Did Not Respond 23%

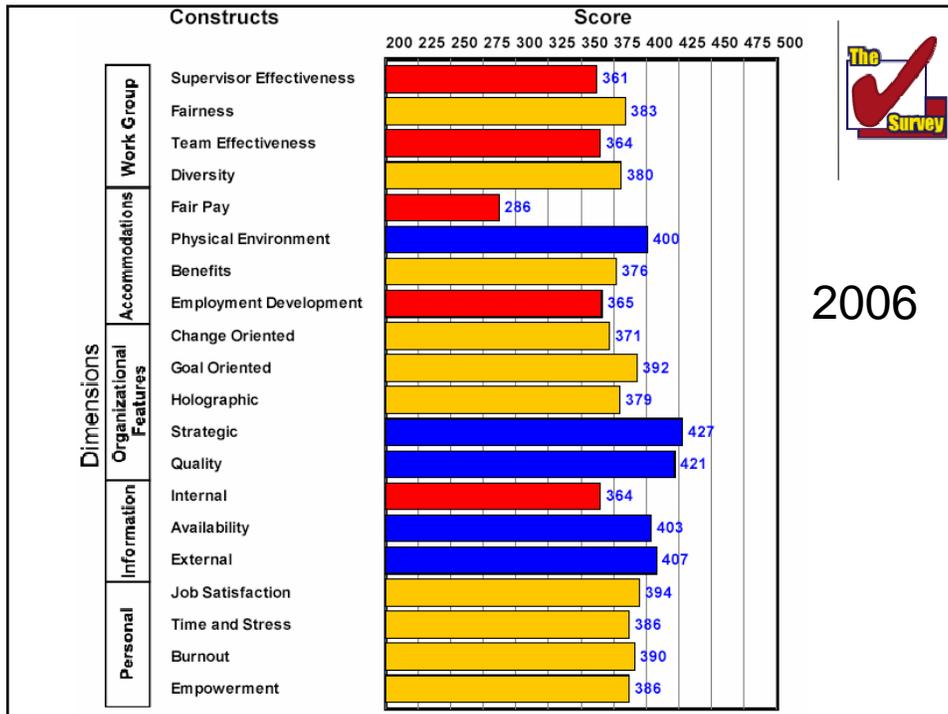
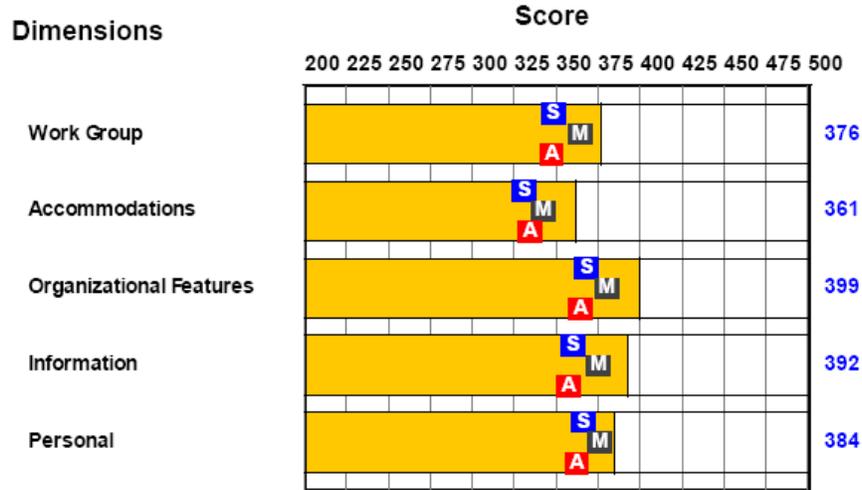
Response Rate Over Time

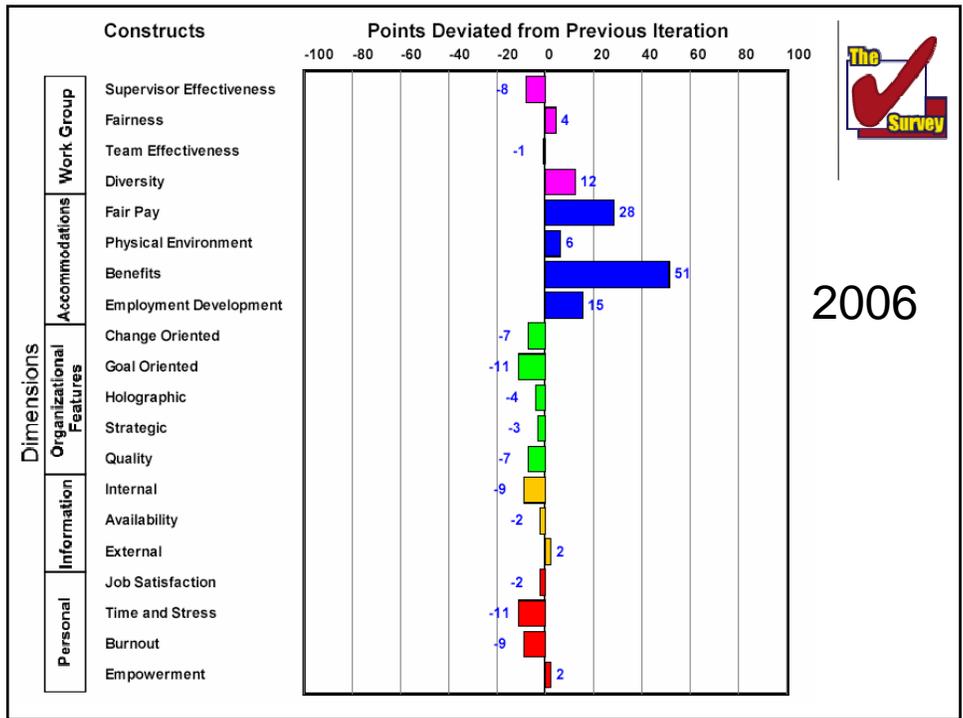
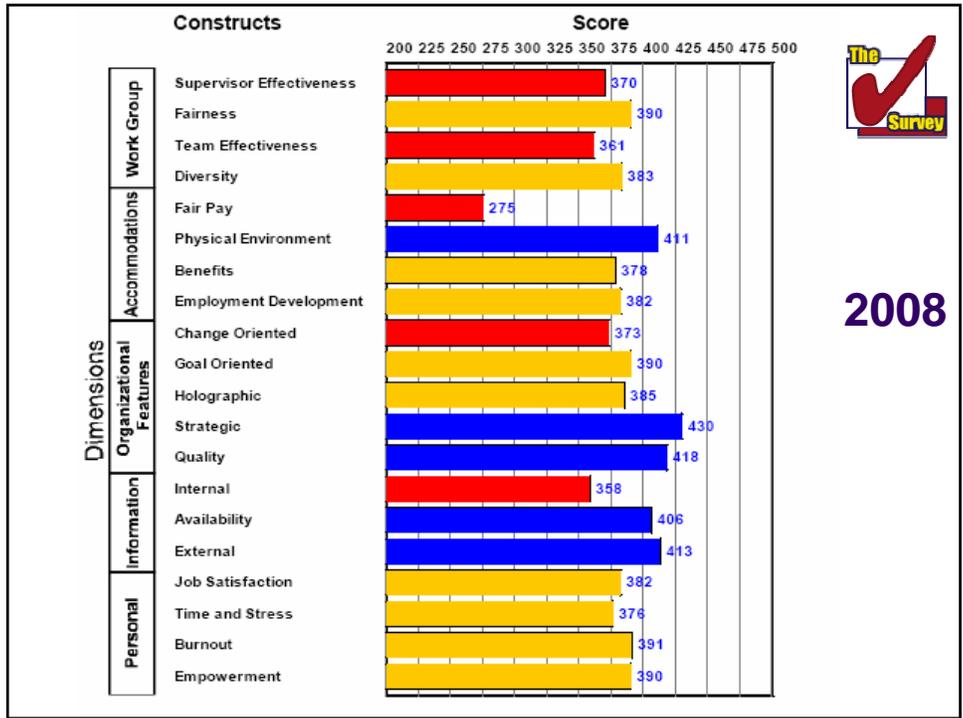


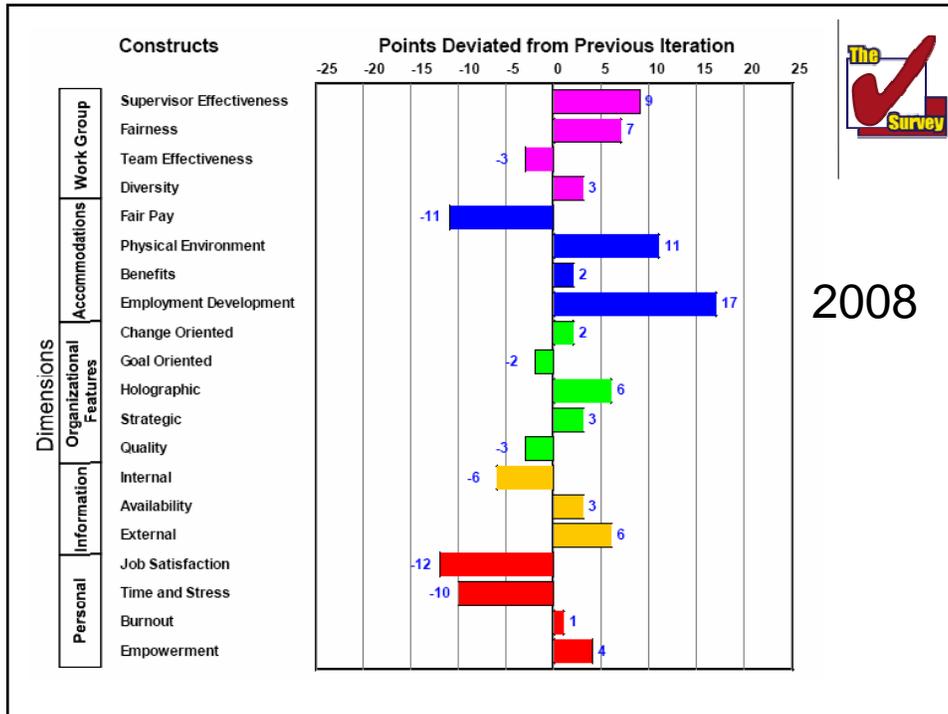
Response Rate Benchmark Comparisons



# Dimension 2008







## A Closer Look (Low Items)

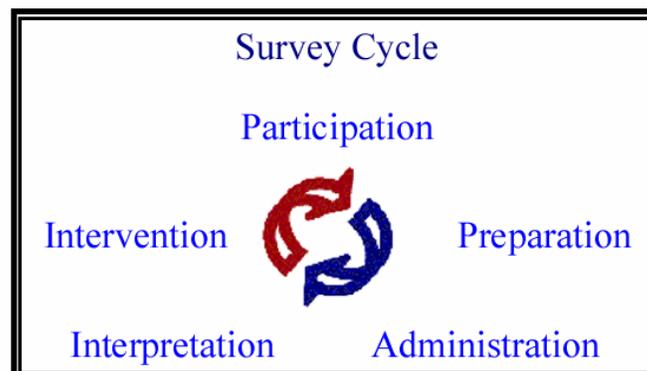
- Pay Items
- Specific Benefit Items
- People who challenge the status quo are valued.
- The amount of work I am asked to do is reasonable.\*\*
- An effort is made to get the opinions of people throughout the organization.
- I am satisfied with the opportunities I have to evaluate my supervisor's performance.
- Work groups are trained to incorporate the opinions of each member.

## A Closer Look (High Items)



- We know who our customers are.
- We are constantly improving our services.
- We are known for the quality of service we provide.
- I have a good understanding of our mission, vision, and strategic plan.
- Harassment is not tolerated at my workplace.\*\*
- We understand the state, local, national, and global issues that impact the organization.
- We feel a sense of pride when we tell people that we work for this organization.

## Next Steps



**Thank You!**



Organizational Excellence Group  
The University of Texas at Austin

Noel Landuyt

[nlanduyt@mail.utexas.edu](mailto:nlanduyt@mail.utexas.edu)

[www.survey.utexas.edu](http://www.survey.utexas.edu)