

2022 Regent Universities
USS-UPS Survey

Report for University of Kansas (KU), including:
KU UPS Results
Statewide UPS Results



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*The staff of the Docking Institute of Public Affairs and its University Center for Survey Research
are dedicated to serving the people of Kansas and surrounding states.*

Mission:

To facilitate effective public policy decision-making among governmental and nonprofit entities



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KU UPS Results
Statewide UPS Results

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Introduction

Introduction

A coalition of representatives from University Support Staff (USS) and Unclassified Professional Staff (UPS) organizations from six Regent Universities in Kansas asked the Docking Institute of Public Affairs to conduct a survey of USS and UPS employees. The six universities included Emporia State University (ESU), Fort Hays State University (FHSU), Kansas State University (KSU), Pittsburg State University (PSU), Wichita State University (WSU), and the University of Kansas (KU).

The survey was conducted during spring 2022 using Qualtrics on-line survey software. Email addresses for USS and UPS employees of the six universities during the spring 2022 semester were provided to the Docking Institute. Invitations to participate in the survey (including a link to an online survey) were emailed to all USS and UPS employees listed. This research project was submitted to the FHSU Institutional Review Board (IRB) for review. Survey questions were developed in collaboration with the coalition of representatives from the USS and UPS organizations. The survey instrument can be found in Appendix E.

This report shows results from KU UPS survey respondents (KU UPS Employees) and all the UPS respondents (Statewide UPS Employees).

Methods

Email requests were sent to 9,190 USS and UPS employees at the six universities. The Institute received 4,053 completed interviews, a response rate of 44.1%. Since the lists provided by each university included all USS and UPS employees, no margin of error is calculated. The initial email was sent April 6, 2022. Follow-up email requests to non-responding employees were sent on April 14th, April 21st, and April 26th.

Regarding University of Kansas, emails were sent to 3,105 USS and UPS employees. The Institute received 1,678 completed surveys from 1,314 UPS employees and 364 USS employees.

Data were downloaded into SPSS software for analysis. Email addresses and the names of employees were deleted from the SPSS file before analysis began. Only grouped data were analyzed, and no attempt was made to link individual responses to individual respondents.

Summary

This report is for University of Kansas. Responses to each survey question are provided for all (Statewide) UPS Employees and KU UPS Employees. Responses are shown in tables and figures.

The Docking Institute's independent analysis shows the following:

- Smaller percentages of KU UPS Employees (57%) and Statewide UPS Employees (58.3%) have been employed at their universities for less than 10 years.
- When asked to rank (from first to fourth) the importance of various items, that “amount of pay or compensation” was ranked first among most respondents (77.4% for Statewide UPS Employees and 78% for KU UPS Employees). The item with the next highest percentages ranking it first is “recognition for work performed” at 14.8% among Statewide UPS Employees and 14.3% among KU UPS Employees. A smaller percentage of Statewide UPS Employees (35.9%) than KU UPS Employees (38.8%) ranked “recognition for work performed” second. A smaller percentage of KU UPS Employees (29.6%) than Statewide UPS Employees (32.7%) ranked “additional incentives or perks” second.
- Regarding work appreciation, most respondents report that their “work is greatly appreciated” by their immediate supervisors and co-workers. A slightly smaller percentage of KU UPS Employees (47.7%) than Statewide UPS Employees (48.2%) report that their “work is greatly appreciated” by department heads.
- Regarding work morale, the largest percentage of both groups rate morale as “somewhat positive.” About 47% of UPS Employees (statewide and KU) report that their morale has worsened “compared to two years ago.” When asked why their morale has worsened, about 40% of Statewide and KU UPS Employees report that they “had to take on additional work duties with no/minimal increases in pay.” Of those reporting that their morale improved, when asked why it had improved, 26.7% of KU UPS Employees and 33.5% of Statewide UPS Employees report that “the morale of those around me has improved.”
- When asked about wages, 48.7% of KU UPS Employees and 46.4% of Statewide UPS Employees report that their wages are *at least* “somewhat reasonable.” Similarly, 44.7% of KU UPS Employees and 47.2% of Statewide UPS Employees report that their wages are at least “somewhat unreasonable.”
- Essentially the same percentage of Statewide UPS Employees (28%) and KU UPS Employees (27.9%) report having a second job. Of those without second jobs, 38.8% of KU UPS Employees and 38.2% of Statewide UPS Employees report “considering taking a second job.” Of those with second jobs or considering taking second jobs, 41.4% and 44.3% (KU and Statewide, respectively) report that a second job will help them “provide better for their families.”

- Of those with second jobs or considering taking second jobs, more than 70% of both groups report that health insurance benefits and stable work are important reason for continued university employment.
- Regarding job satisfaction, more than 80% of KU UPS Employees and Statewide UPS Employees “agree” or “strongly agree” that they “enjoy the things they do at work” and that they are “sufficiently trained to complete their duties.” More than 75% “agree” or “strongly agree” that they “generally positive work environments,” and more than 50% “agree” or “strongly agree” that their workloads are “reasonable.”
- Regarding important incentives or opportunities, more than 70% of all UPS Employees consider “flextime or flexible hours” as “very important “ or “extremely important.” More than 60% consider “improved healthcare benefits” as “very important“ or “extremely important.” More than 50% consider “on-the-job training” as “very important“ or “extremely important.”
- When asked about the value of health insurance, the single largest percentage of both groups rate it as “fair value and fair cost” at 38.6% among Statewide UPS Employees and 38.2% among KU UPS Employees. About 35% of both groups report receiving “fair value at high cost.”
- When asked how budget limitations have impacted their jobs, more than 60% of all UPS Employees report that their “duties have increased“ and the “quantity of work they perform has increased.”
- A slightly larger percentage of KU UPS Employees (43.9%) than Statewide UPS Employees (42%) report looking for a different job within the past year or so. Of those looking for a different job, 56.3% of Statewide UPS Employees and 59.4% of KU UPS Employees report that they are interested in other on-campus employment, and in response to a separate question, 90.9% and 90.2% (Statewide and KU, respectively) report being interested in off-campus employment.

Findings

This section of the report provides percentage responses to each question in the survey. Questions were grouped by theme and do not necessarily follow the flow of the survey questions (see Appendix E). The tables and figures below show responses for Statewide UPS Employees and KU UPS Employees.

Table 1 shows that smaller percentages of KU UPS Employees (57%) and Statewide UPS Employees (58.3%) have been employed at their universities for less than 10 years.

Table 1: Years of Employment

	Statewide UPS Employees		KU UPS Employees	
	Freq.	Percent	Freq.	Percent
0-4 years	957	33.5	418	31.8
5-9 years	708	24.8	331	25.2
10-14 years	392	13.7	201	15.3
15-19 years	301	10.5	150	11.4
20 years or more	499	17.5	213	16.2
Total	2,857	100	1,313	100

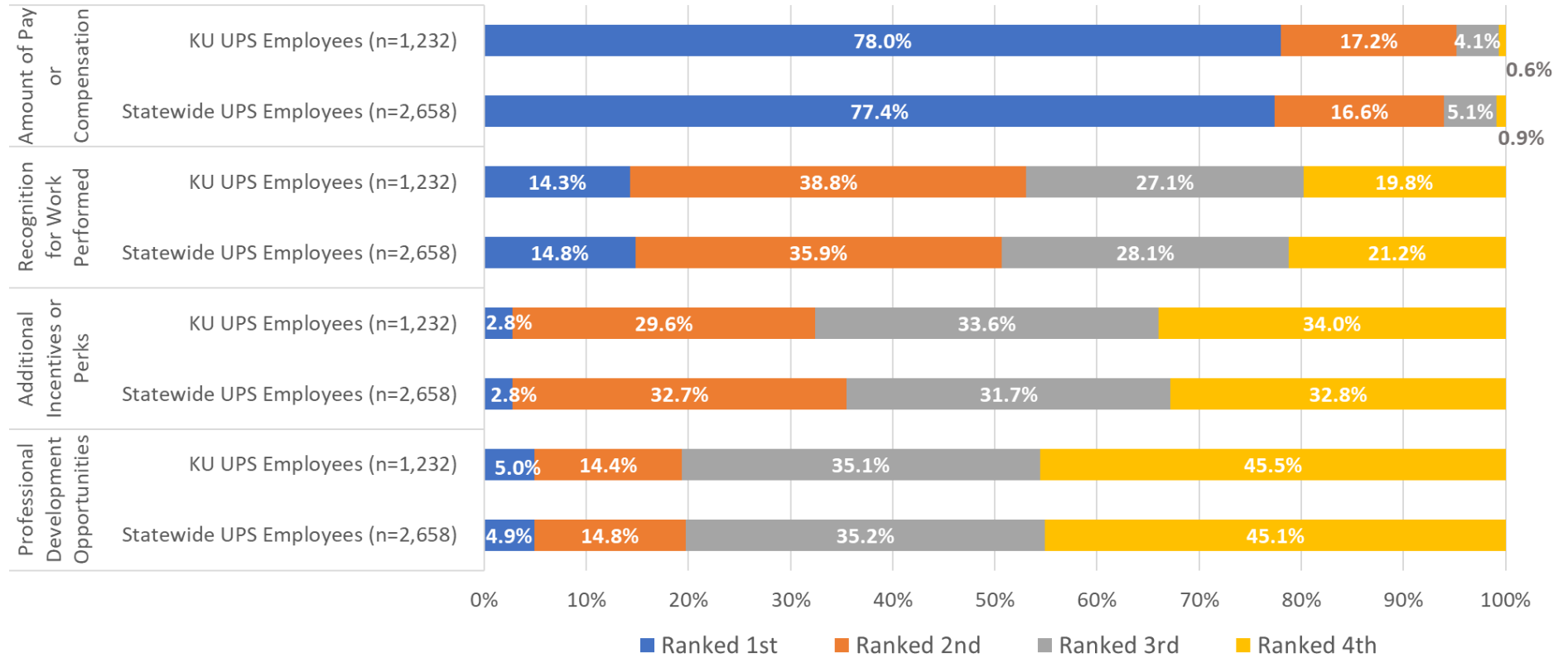
Item Importance and Appreciation of Work Performance

Figure 1 (next page) shows responses to four items. Respondents were asked to rank each according to importance from first to fourth. The items were:

- Recognition for the work you perform
- Amount of pay or compensation
- Additional incentives or perks
- Professional development opportunities

The figure shows that “amount of pay or compensation” was ranked first among most respondents (77.4% for Statewide UPS Employees and 78% for KU UPS Employees). The item with the next highest percentages ranking it first is “recognition for work performed” at 14.8% among Statewide UPS Employees and 14.3% among KU UPS Employees. A smaller percentage of Statewide UPS Employees (35.9%) than KU UPS Employees (38.8%) ranked “recognition for work performed” second. A smaller percentage of KU UPS Employees (29.6%) than Statewide UPS Employees (32.7%) ranked “additional incentives or perks” second.

Figure 1: Item Ranking



Respondents were asked “if there is another work-related item that you consider to be of high importance.” Table 2 shows all comments collapsed into 13 categories, ranked in order by Statewide UPS Employees. (NOTE: Some respondents provided more than one item. The categories below show the first item listed.) Appendix A shows all responses from KU UPS Employees.

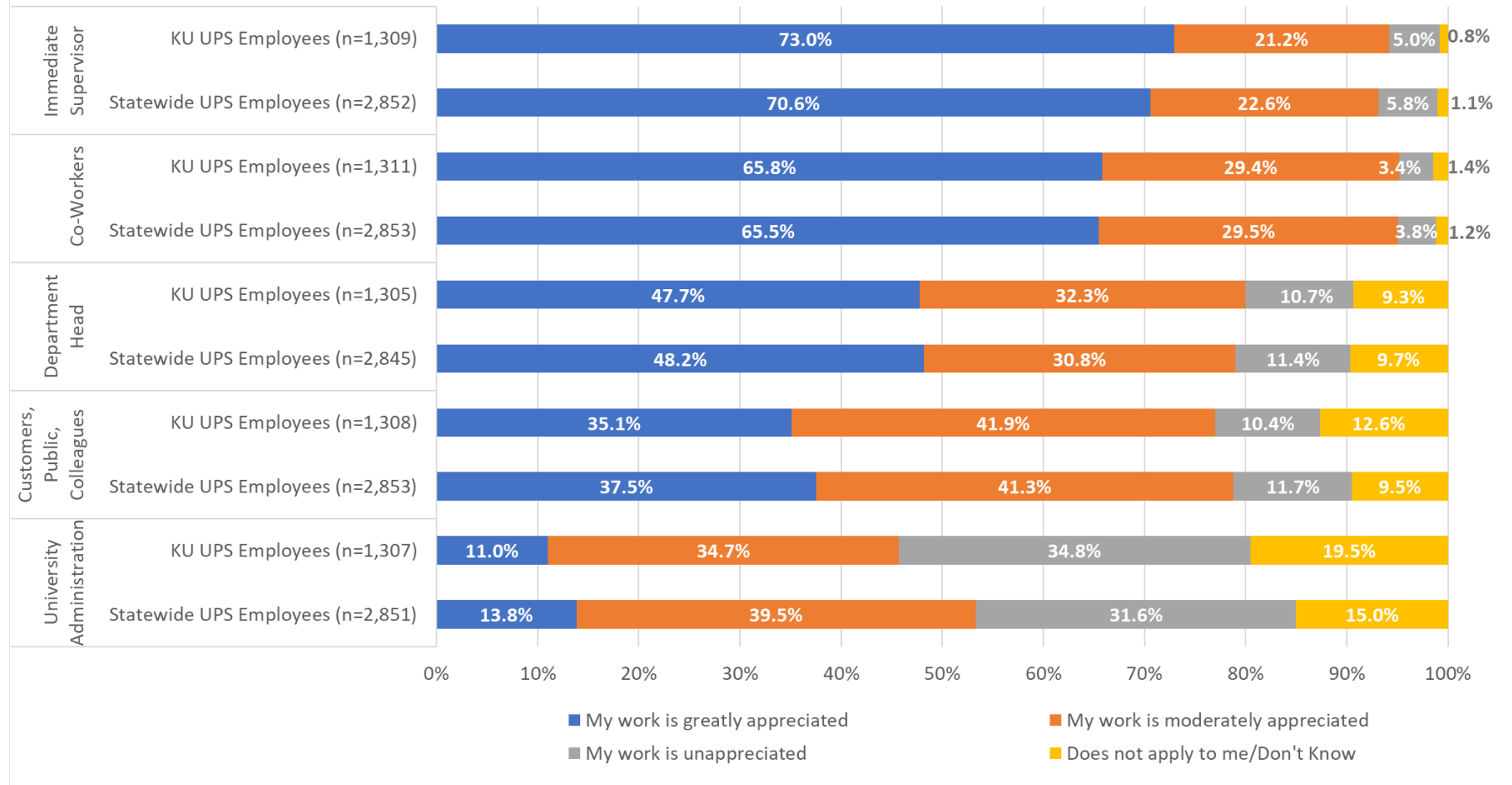
Table 2: Additional High Importance Items (Categories)

	Statewide UPS Employees		KU UPS Employees	
	Freq.	Percent	Freq.	Percent
Healthy workplace culture, inclusion, sense of belonging	149	14.2	78	13.9
Flexible work hours & shifts, four-day work week	124	11.8	69	12.3
Better work-life balance, adequate time-off, appropriate workload	119	11.3	61	10.8
Respect, to be included in decision-making, have autonomy	116	11.1	54	9.6
Doing meaningful work, mentoring opportunities, collaboration	108	10.3	68	12.1
Opportunities for advancement, continuous learning, stability in employment	87	8.3	46	8.2
For pay/title/duties to correlate, valued/compensated for experience, cost of living pay increases	68	6.5	34	6.0
Better/more extensive benefits package, tuition assistance, paid time-off, parking	66	6.3	41	7.3
Adequate staffing/funding/resources	61	5.8	26	4.6
Opportunities for remote work, hybrid work	55	5.2	30	5.3
More equity & fairness, better workplace safety	47	4.5	30	5.3
More knowledgeable management, transparency, communication	41	3.9	21	3.7
Other comment	8	0.8	5	0.9
Total	1,049	100	563	100

Figure 2 (next page) shows responses to statements addressing the work performance appreciation by various groups and individuals. The groups and individuals include co-workers, immediate supervisors, department heads, and university administrators. The statements include “my work is unappreciated,” “my work is moderately appreciated,” “my work is greatly appreciated,” and “this item does not apply to me.”

Figure 2 shows that most respondents report that their “work is greatly appreciated” by their immediate supervisors and co-workers. A slightly smaller percentage of KU UPS Employees (47.7%) than Statewide UPS Employees (48.2%) report that their “work is greatly appreciated” by department heads.

Figure 2: Appreciation of Work Performed



Work Morale

This section of the report addresses work morale. Figure 3 shows responses to the question “generally speaking, how do you rate your morale at work?” Answer options ranged from “extremely positive” to “extremely negative.”

Figure 3 shows that the largest percentage of both groups rate morale as “somewhat positive.” A slightly smaller percentage of KU UPS Employees (17%) than Statewide UPS Employees (18.7%) rate their morale as “extremely positive.”

Figure 3: Morale at Work

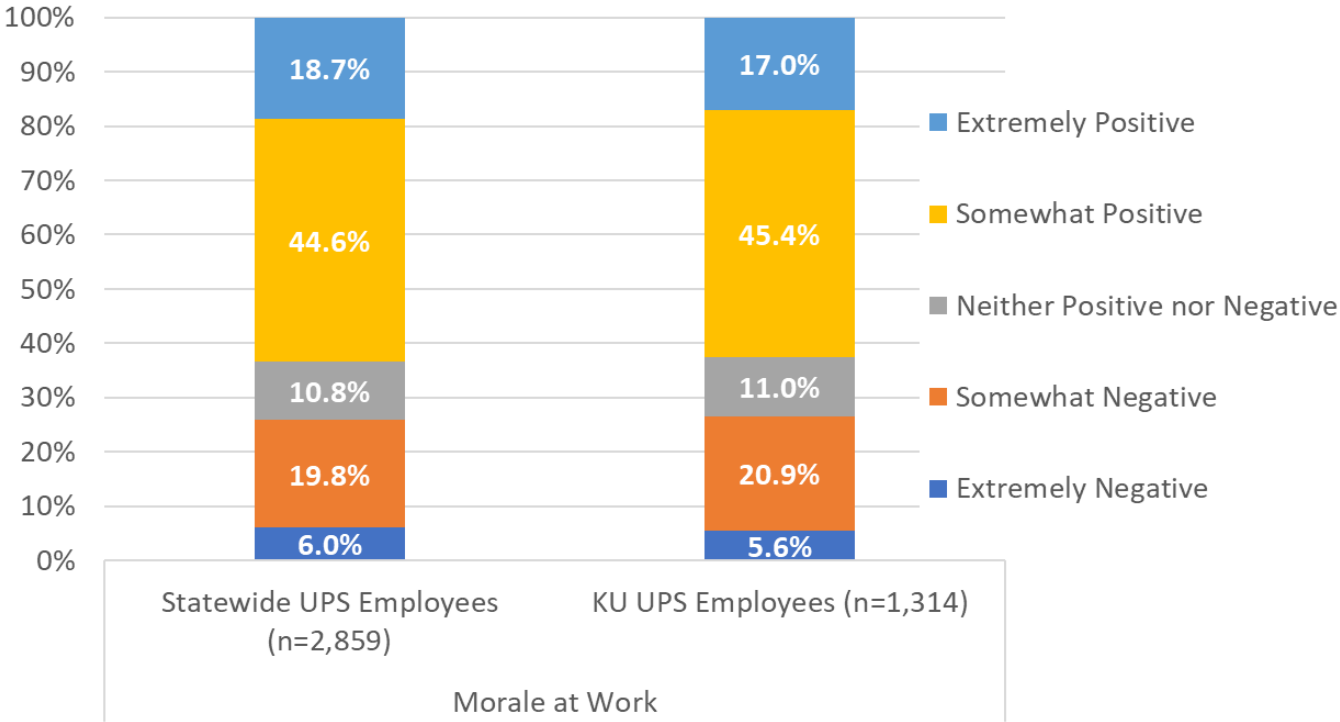
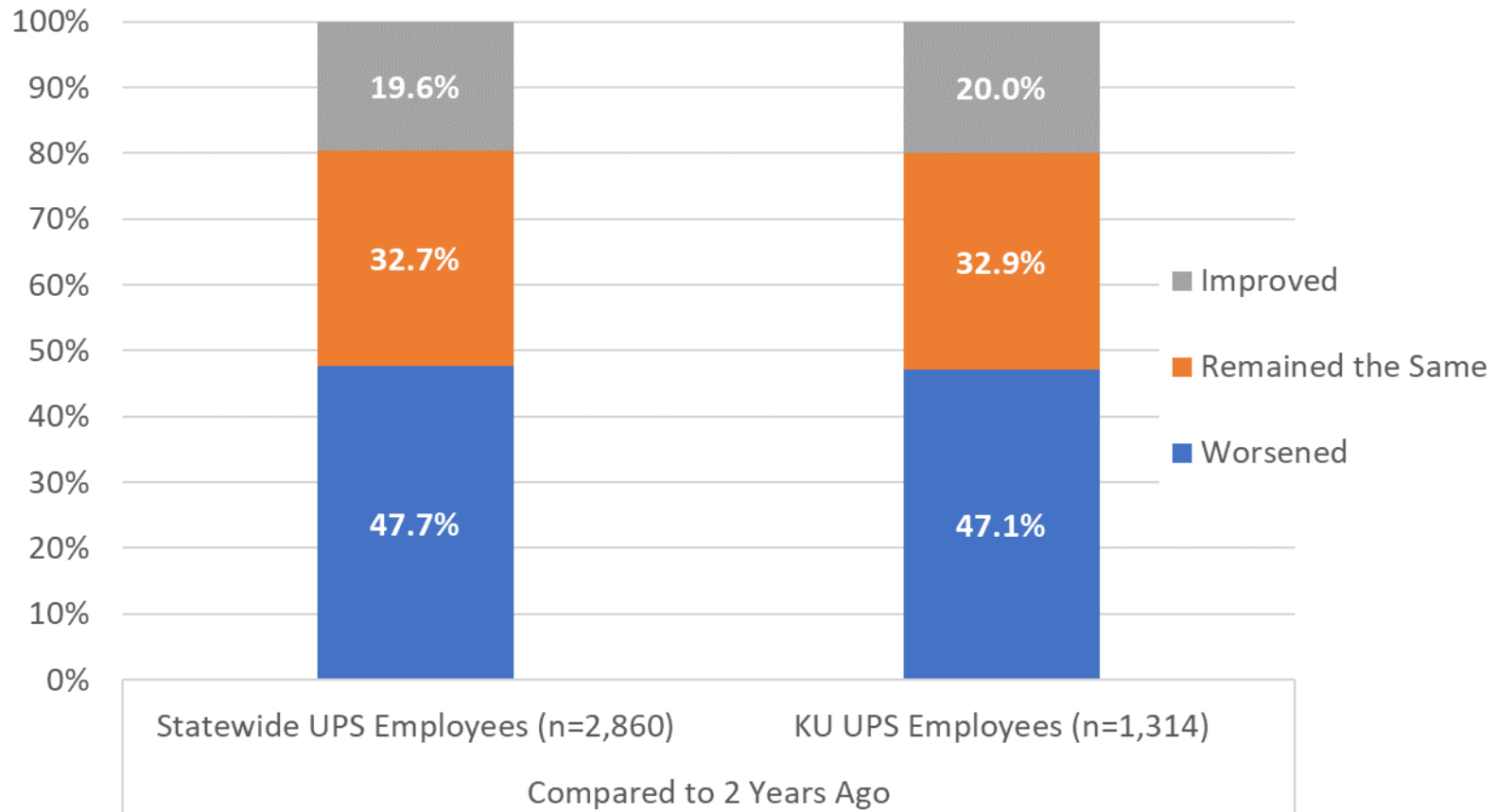


Figure 4 shows that a about 47% of UPS Employees (statewide and KU) report that their morale has worsened “compared to two years ago.”

Figure 4: Morale Compared to Two Years Ago



Respondents indicating that their morale has worsened compared to two years ago (represented by the blue bars in the previous figure) were asked follow-up questions about why morale has worsened. Responses included “salary increases haven’t kept up with increased costs,” “had to take on additional work duties with no/minimal increases in pay,” “morale of those around me has worsened,” and “layoffs have created uncertainty about the future of my position.”

Figure 5 shows that about 40% of Statewide and KU UPS Employees report that they “had to take on additional work duties with no/minimal increases in pay.” Figure 6 (next page) shows that of those reporting that their morale improved, when asked why it had improved, 26.7% of KU UPS Employees and 33.5% of Statewide UPS Employees report that “the morale of those around me has improved.”

Figure 5: Why Morale Has Worsened

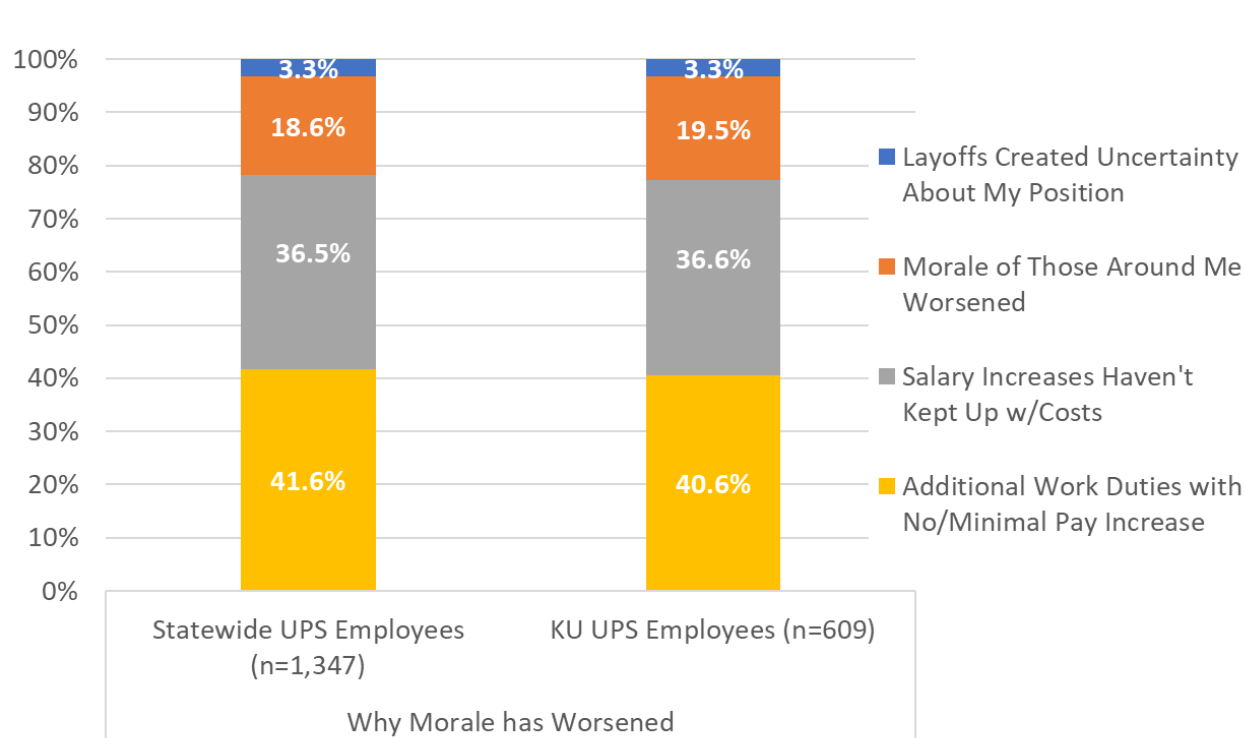
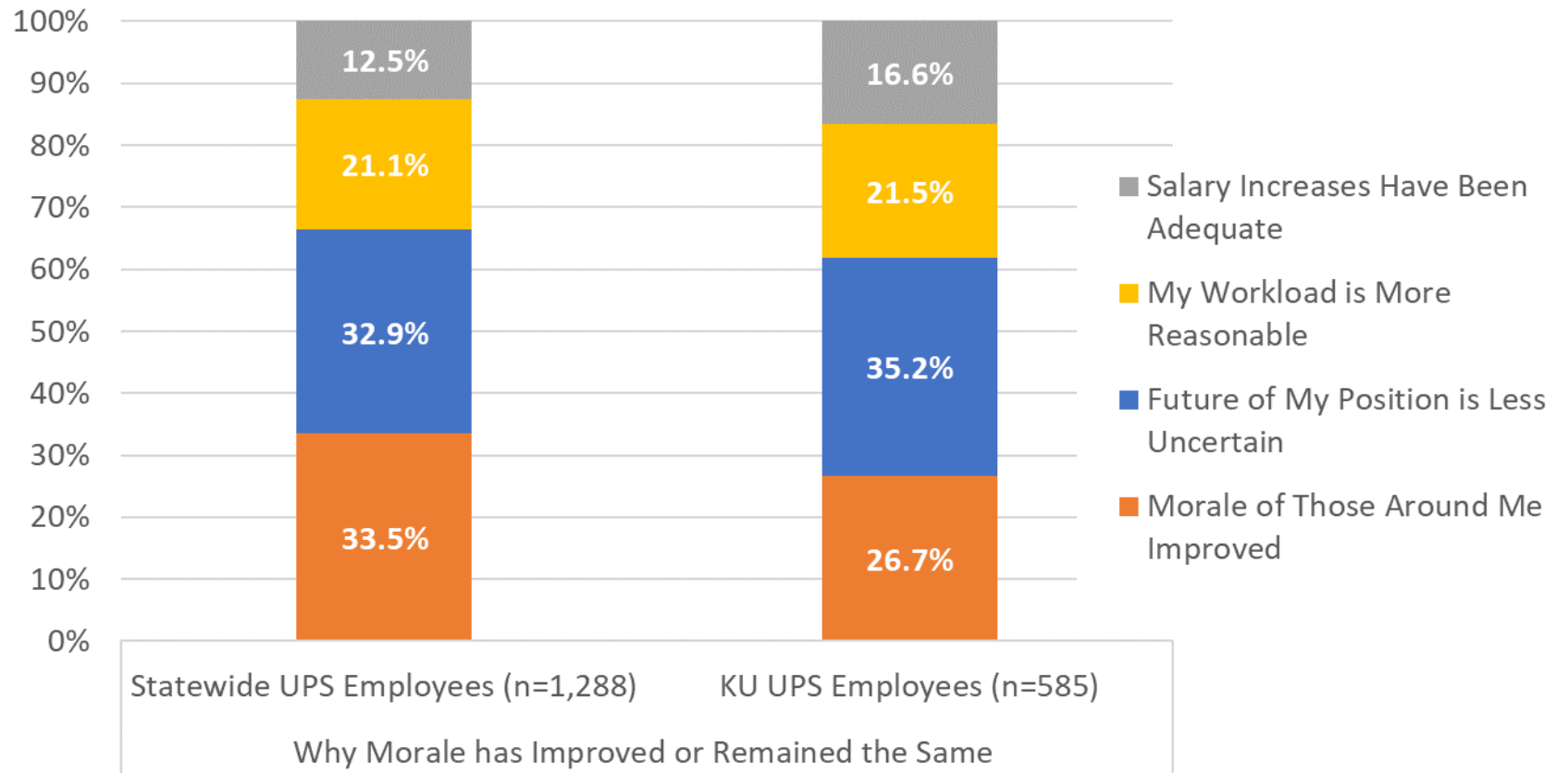


Figure 6: Why Morale has Improved or Remained the Same



Wages and Second Job

This section of the report addresses wages and a second job (if workers have a second job and/or if they have considered one).

Figure 7 (below) shows responses to the question “how do you rate your salary or hourly wage with regard to the work you currently perform?” Answer options ranged from “extremely reasonable” to “extremely unreasonable.” The figure shows that 48.7% of KU UPS Employees and 46.4% of Statewide UPS Employees report that their wages are at least “somewhat reasonable.” Similarly, 44.7% of KU UPS Employees and 47.2% of Statewide UPS Employees report that their wages are at least “somewhat unreasonable.”

Figure 7: Perception of Current Wages

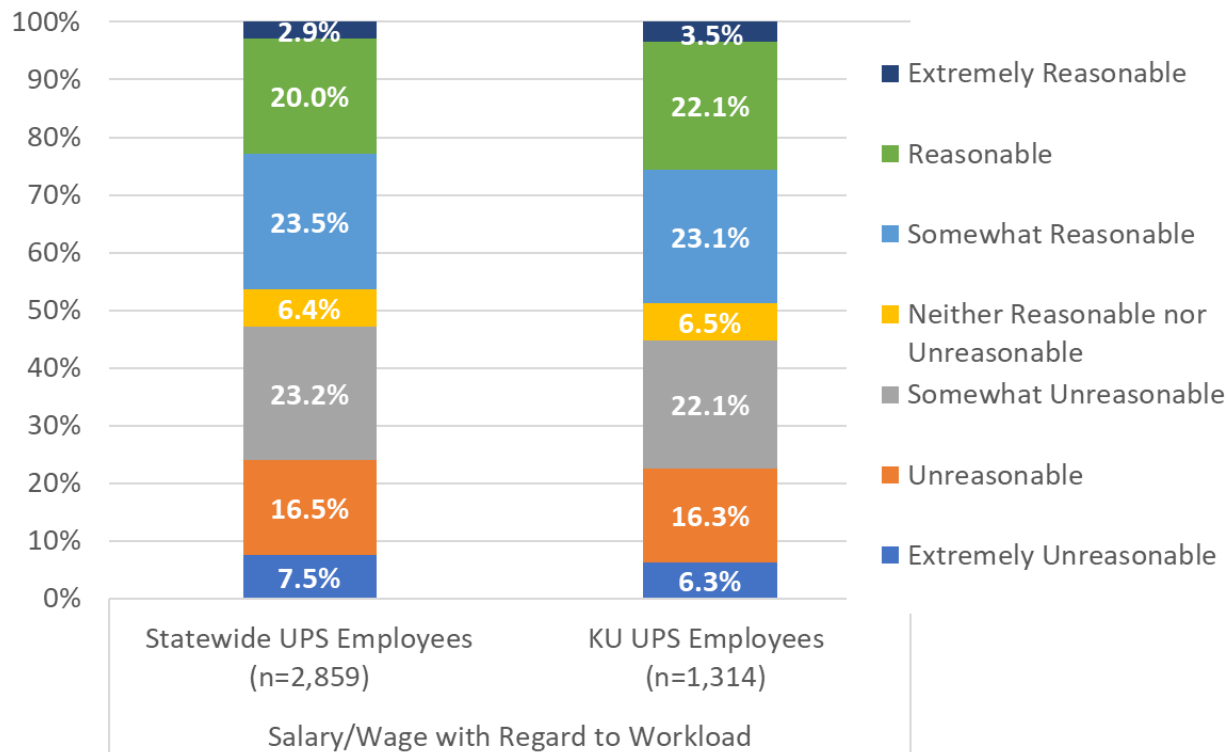
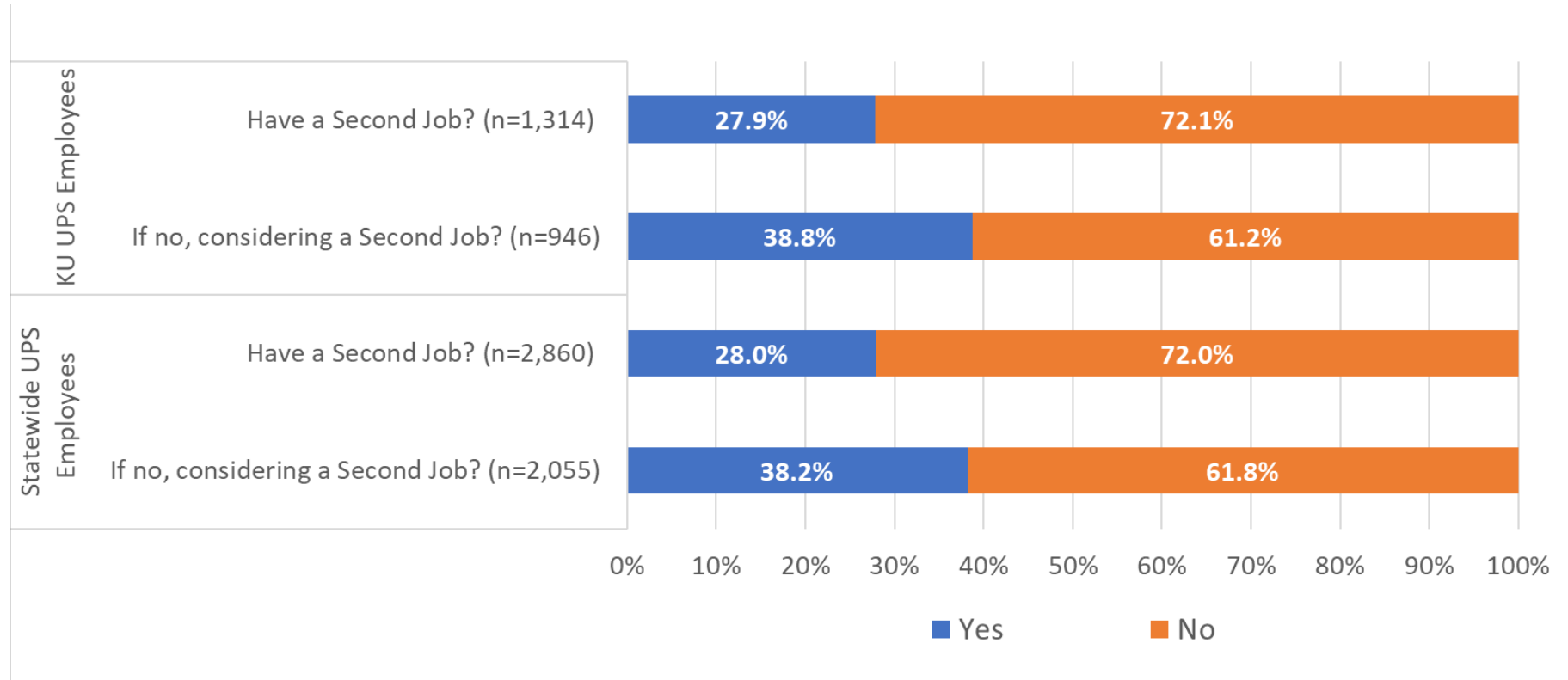


Figure 8 shows that essentially the same percentage of Statewide UPS Employees (28%) and KU UPS Employees (27.9%) report having a second job. Of those without second jobs, 38.8% of KU UPS Employees and 38.2% of Statewide UPS Employees report “considering taking a second job.”

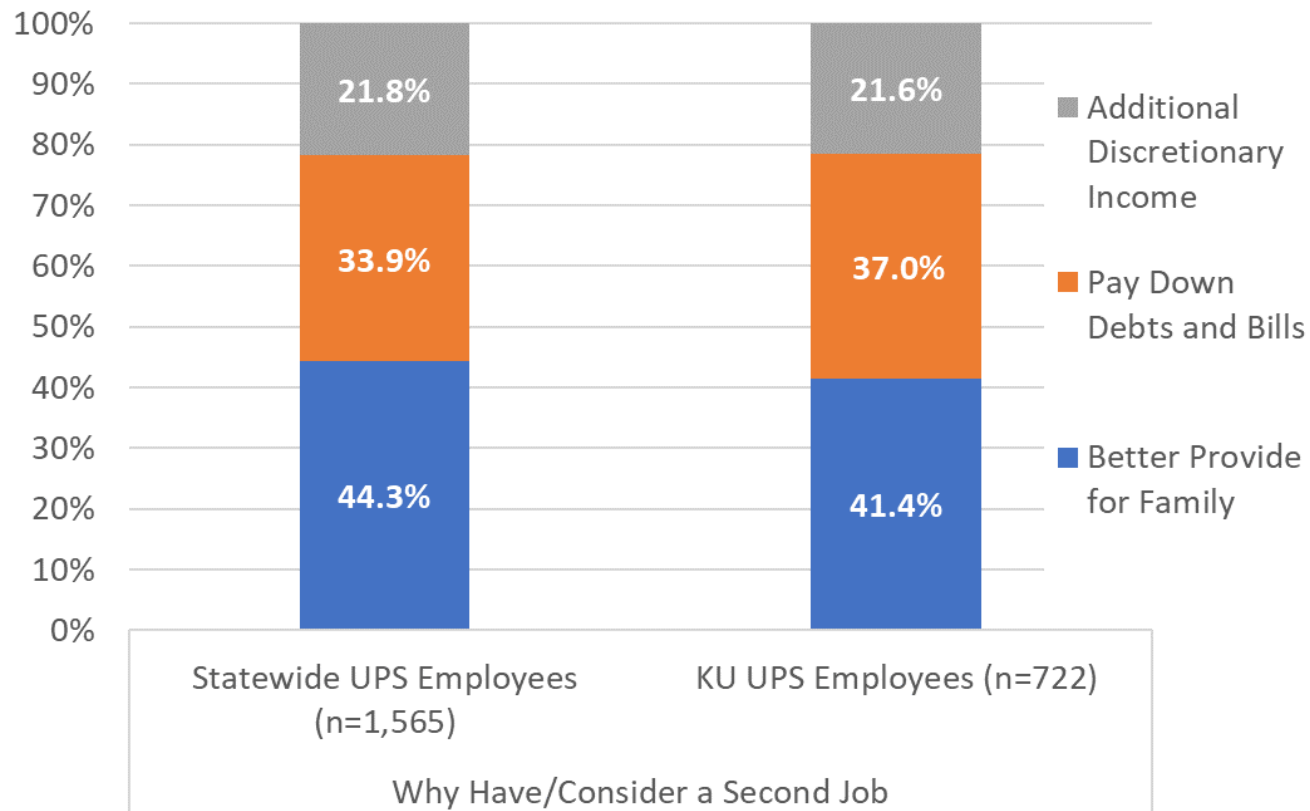
Figure 8: Have or Consider a Second Job or Other Income



Respondents with a second job or considering a second job (“yes” answers shown in Figure 8) were asked the question “of the following, which BEST describes the reason you have taken a second job or are considering a second job?”

Answer options included to “be able to better provide for family,” “help to pay down debts/bills,” and “be able to have additional discretionary income (i.e., to spend on vacations, upgraded car, etc.)” Figure 9 (below) shows that of those with second jobs or considering taking second jobs, 41.4% and 44.3% (KU and Statewide, respectively) report that a second job will help them “provide better for their families.”

Figure 9: Why Have/Consider a Second Job or Other Income



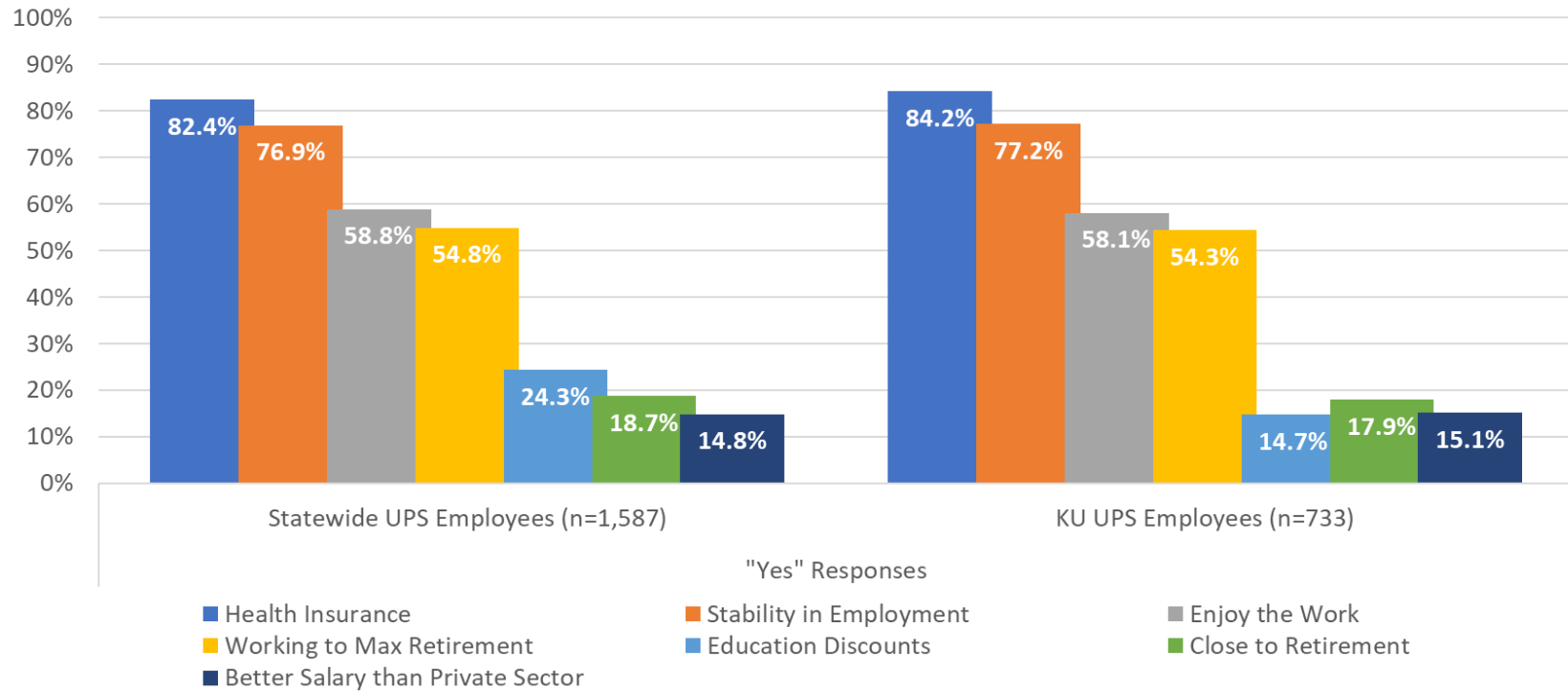
Respondents with a second job or considering a second job (“yes” answers shown in Figure 8) were asked the question “Regarding your job with the University, which of the following reasons have encouraged you to *remain employed* there?”

Answer options included the following:

- I earn a better salary than a comparable job in the private sector
- The stability in employment
- I need the health insurance
- I need access to the education discounts offered (i.e., tuition waivers) for self/dependents
- I am close to retirement age
- I want to continue working here to receive maximum retirement benefits
- I enjoy the work so much that I remain

Figure 10 (next page) shows that of those with second jobs or considering taking second jobs, more than 70% of both groups report that health insurance benefits and stable work are important reason for continued university employment.

Figure 10: Reasons for Continued University Employment



Job Satisfaction, Incentives, and Health Insurance

This section of the report addresses job satisfaction, incentives or opportunities that might be of interest to employees, and opinions about health insurance.

Regarding job satisfaction, respondents were presented with several statements and asked to respond to each with answer options ranging from “strongly agree” to “strongly disagree.” The statements included the following:

- I enjoy the things I do at work
- I have a generally positive work environment
- I am sufficiently trained to complete my required job duties
- I have a reasonable workload
- I have a fair chance of advancement in my job
- I have a fair chance for future salary or wage increases

Figures 11a and 11b (following pages) show responses to the statements above. Figure 11a shows that more than 80% of KU UPS Employees and Statewide UPS Employees “agree” or “strongly agree” that they “enjoy the things they do at work” and that they are “sufficiently trained to complete their duties.” More than 75% “agree” or “strongly agree” that they “generally positive work environments. Figure 11b shows that more than 50% of all UPS Employees “agree” or “strongly agree” that their workloads are “reasonable.”

Figure 11a: Job Satisfaction

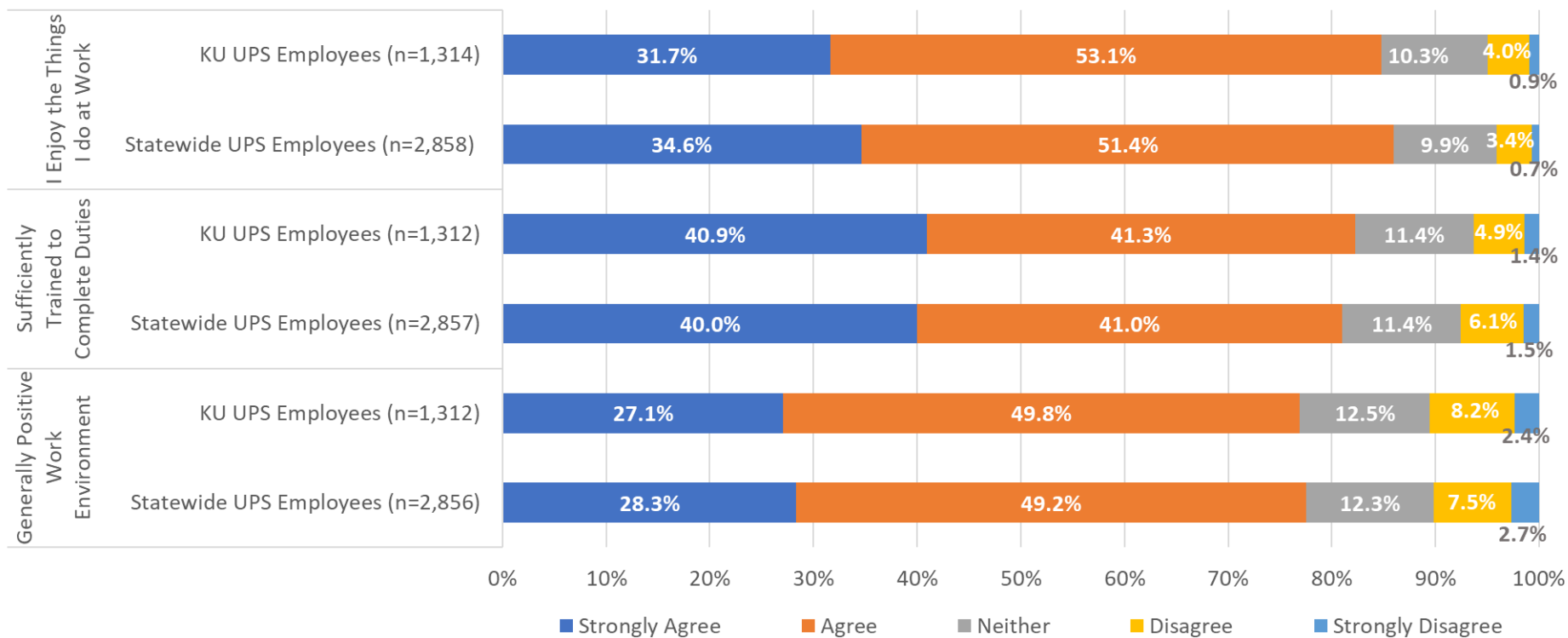
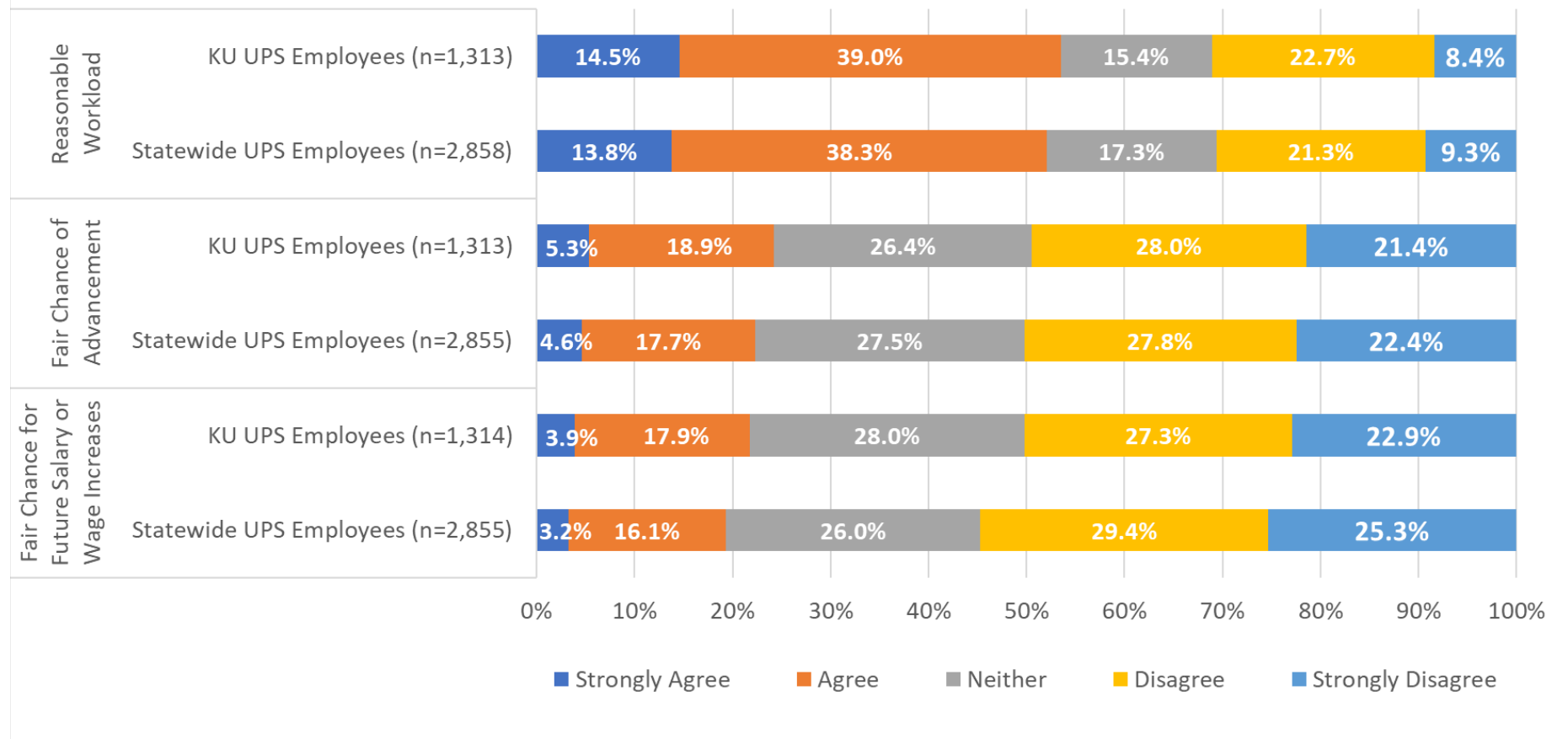


Figure 11b: Job Satisfaction (Continued)



Respondents were asked to provide another item or issue that they feel strongly about in a text box. Table 3 shows comments collapsed into 15 categories, ranked in order by Statewide UPS Employees. (NOTE: Some respondents provided more than one item or issue. The categories below show the first item/issue listed.) Appendix B shows all responses from KU UPS Employees.

Table 3: Additional Job Satisfaction Items/Issues (Categories)

	Statewide UPS Employees		KU UPS Employees	
	Freq.	Percent	Freq.	Percent
Leadership and/or supervisors are unsupportive & hinder problem solving	115	15.9	62	17.6
We need raises to meet expenses	78	10.8	31	8.8
I now have more than one position/have added duties with no/little support/compensation	65	9.0	33	9.3
I am concerned about job security/stability/future raises/advancement	63	8.7	36	10.2
I enjoy my job/coworkers/supervisor/position	63	8.7	40	11.3
Pay equity should be addressed/Salary compression is unfair	56	7.7	24	6.8
Workplace biases, favoritism, cliques are problems on campus	53	7.3	27	7.6
I must work 40+ hours/skip lunches/vacations due to staff reductions	47	6.5	24	6.8
I lack resources/training/staff/support to perform my duties well	38	5.2	12	3.4
Leadership and/or supervisors lack transparency/communication	37	5.1	14	4.0
We need cost of living increases	34	4.7	15	4.2
I benefit from/would benefit from remote/hybrid/flexible work	24	3.3	13	3.7
I am overqualified/should earn more given my skills and/or education	21	2.9	7	2.0
Other comment	16	2.2	7	2.0
I feel the tuition assistance/parking/HR/PTO/holiday policies need modification	15	2.1	8	2.3
Total	725	100	353	100

Figures 12a and 12b show responses to the series of statements regarding incentives or opportunities that might be of interest to employees. Respondents were asked to respond to each with answer options ranging from “extremely important” to “not at all important.” The incentives or opportunities are listed below:

- Flextime or flexible hours
- On-the-job training
- Childcare assistance (such as financial assistance or care at work)
- Improved healthcare benefits
- Tuition assistance for dependents attending another university
- Tuition assistance for dependents attending a nearby community college or technical school

Figures 12a and 12b (following pages) show responses to the statements above. Figure 12a shows that more than 70% of all UPS Employees consider “flextime or flexible hours” as “very important” or “extremely important.” More than 60% consider “improved healthcare benefits” as “very important” or “extremely important.” More than 50% consider “on-the-job training” as “very important” or “extremely important.”

Figure 12a: Incentives or Opportunities

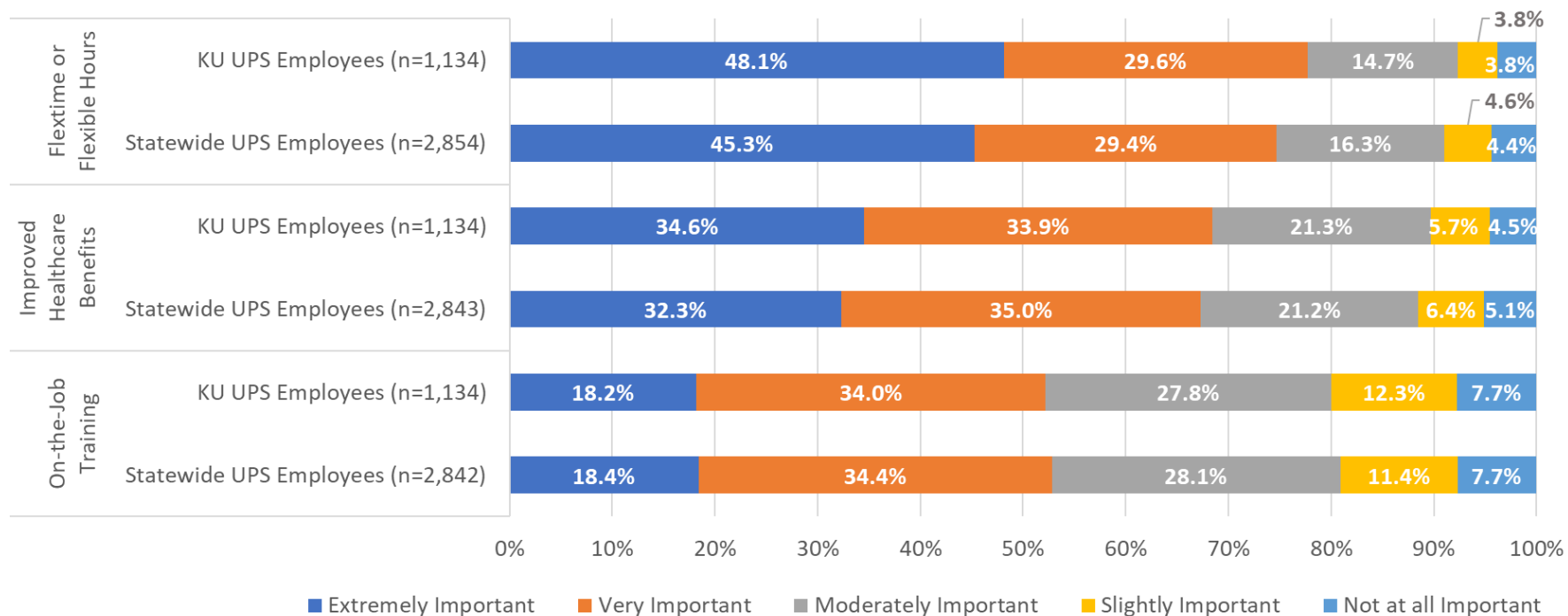
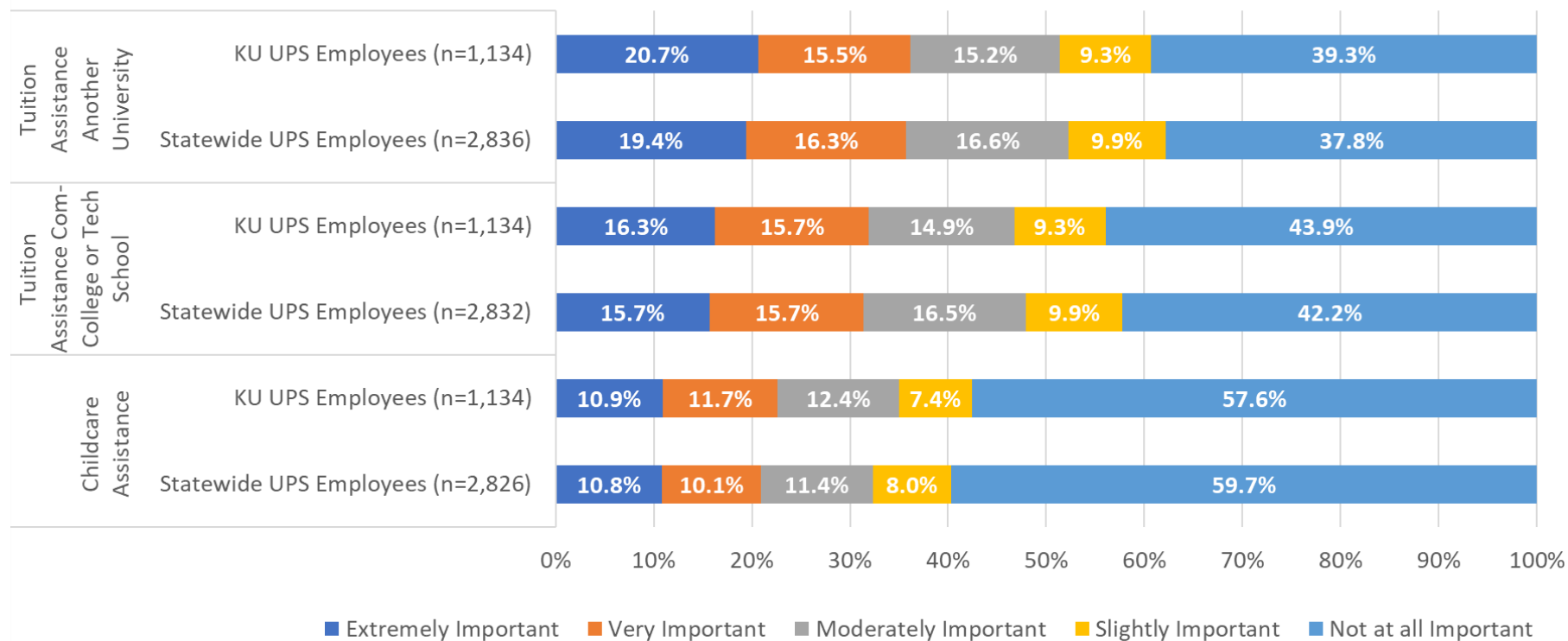


Figure 12b: Incentives or Opportunities (Continued)



Respondents were asked to provide another incentive in a text box. Table 4 shows comments collapsed into 14 categories, ranked in order by Statewide UPS Employees. (NOTE: Some respondents provided more than item. The categories below show the first item listed.) Appendix C shows all responses from KU UPS Employees.

Table 4: Additional Incentives or Opportunities (Categories)

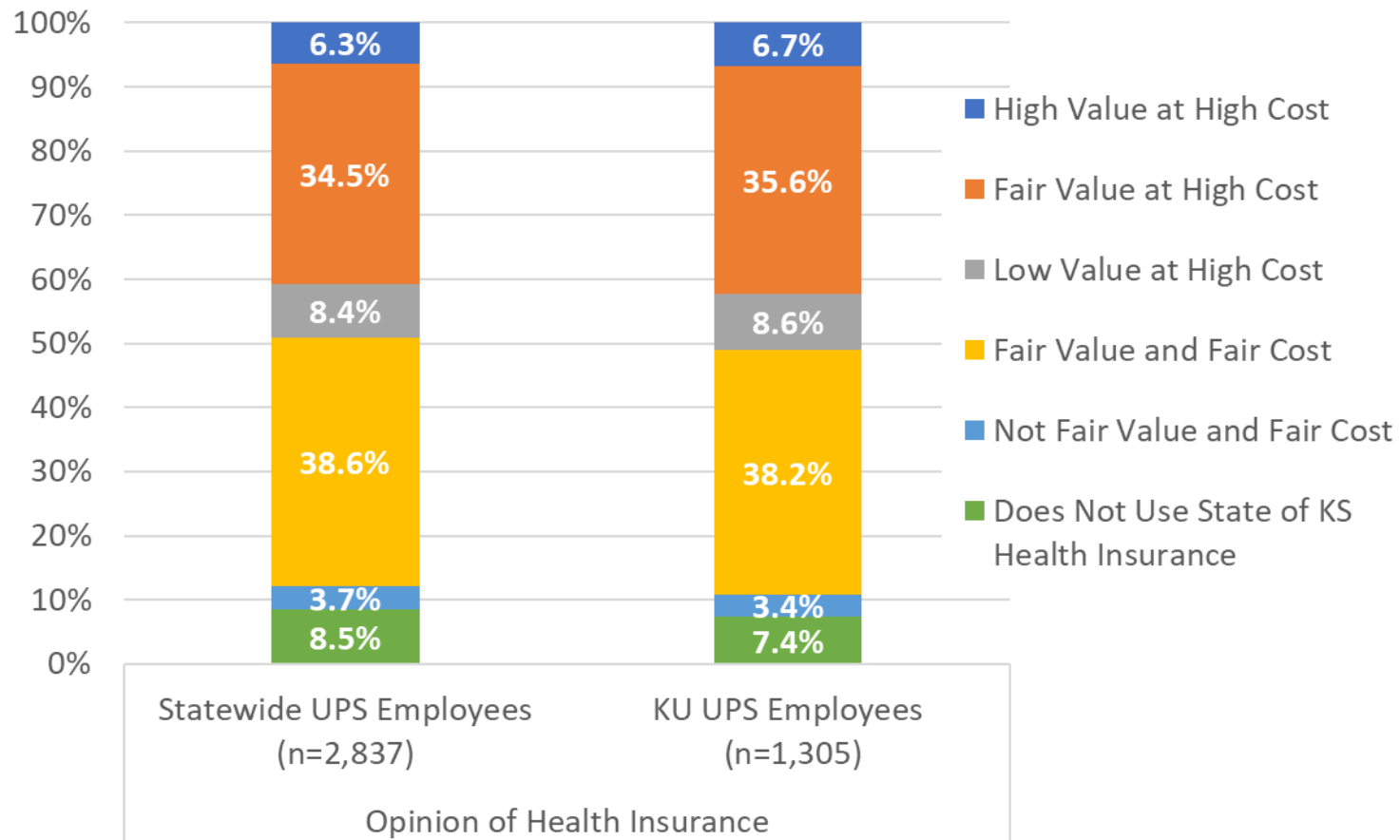
	Statewide UPS Employees		KU UPS Employees	
	Freq.	Percent	Freq.	Percent
Remote work, hybrid work, equipment for remote work	167	24.9	94	25.8
Tuition assistance, more opportunities to receive/use tuition assistance	139	20.7	88	24.2
Wage increases, livable wages, cost of living increases	61	9.1	27	7.4
Adequate staffing/resources, improved work environment/management	48	7.2	27	7.4
Free parking, access to pool, exercise & recreation facilities, gift cards	43	6.4	26	7.1
Merit pay, cost of living increases, longevity bonus	41	6.1	18	4.9
Support for better work-life balance, appropriate workload, PTO, adequate time off	41	6.1	20	5.5
Improved primary, mental, dental benefits/coverage, more affordable	26	3.9	10	2.7
Support for/time off for professional development	26	3.9	12	3.3
Flexible schedule/hours/days, four-day workweek	24	3.6	10	2.7
Childcare assistance, parental leave, dependent care, funeral leave	18	2.7	8	2.2
Improved retirement packages, retirement incentives	15	2.2	10	2.7
Opportunities for advancement/merit and transparency about process	12	1.8	7	1.9
Other comment	10	1.5	7	1.9
Total	671	100	364	100

Respondents were next asked to respond to the statement “with regard to your health insurance through the State of Kansas, which of the following statements MOST applies to you.” The following items were provided:

- I'm receiving high value at high cost
- I'm receiving fair value at high cost
- I'm receiving low value at high cost
- I'm receiving fair values at fair cost
- I'm not receiving fair value at a fair cost
- I don't use the State of Kansas Health Insurance

Figure 13 (next page) shows that the single largest percentage of both groups rate it as “fair value and fair cost” at 38.6% among Statewide UPS Employees and 38.2% among KU UPS Employees. About 35% of both groups report receiving “fair value at high cost.”

Figure 13: Opinions about Health Insurance



Budget Limitation Impacts

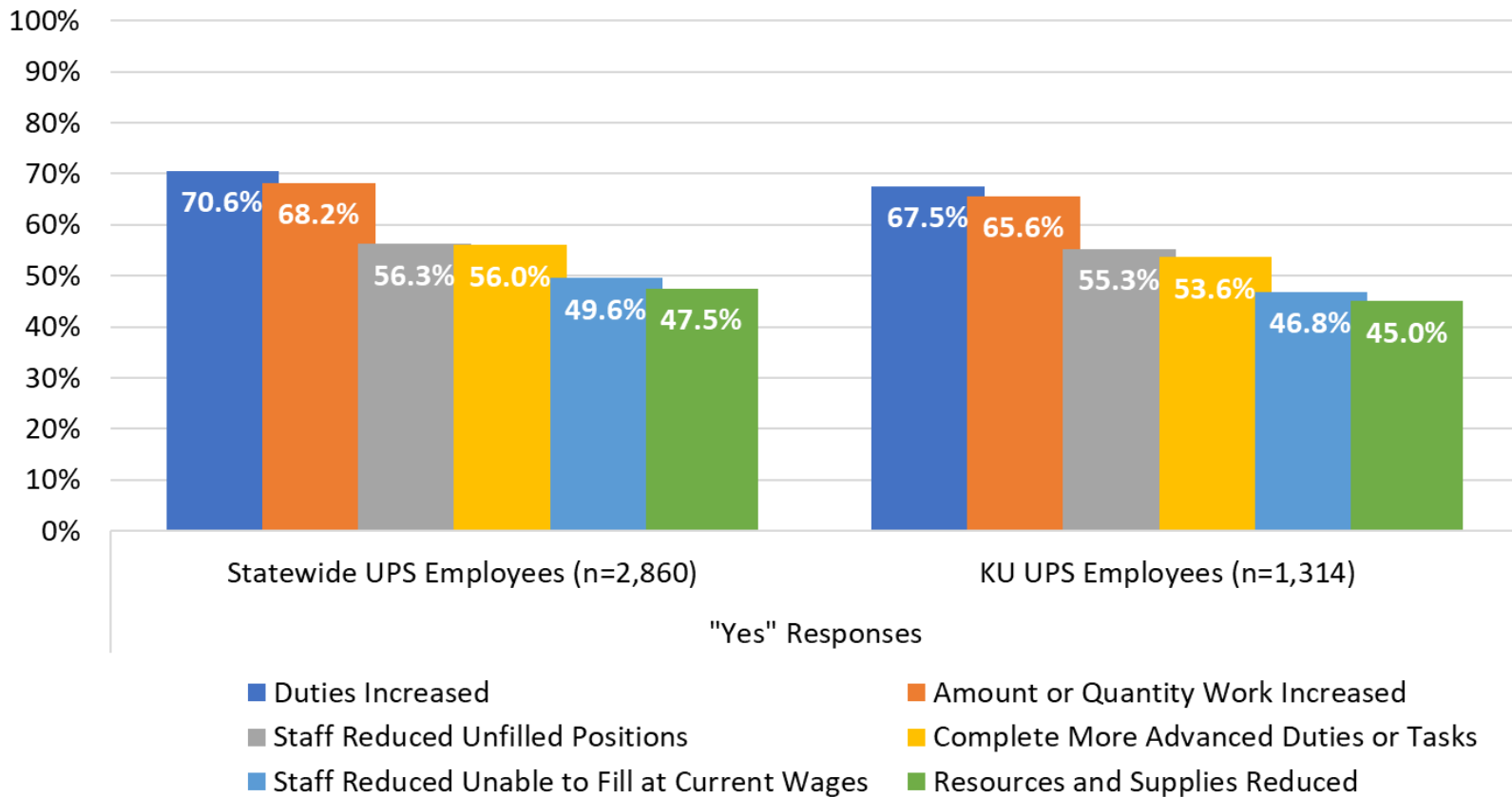
This section of the report addresses opinions about the impacts of budget limitations. Respondents were presented with the following question and statement: “Have budget limitations impacted your job? If so, please mark all the areas below that have been impacted by budget limitations.”

Respondents were then presented with a table containing the items below and asked to select “yes” or “no” to each.

- My amount or quantity of my work has increased
- My duties have increased
- I now complete more advanced level duties/tasks
- Our staff has been reduced because of unfilled positions
- Our staff has been reduced because we are unable to fill open positions at current salary/wage levels
- Resources and supplies have been reduced
- None of the above

Figure 14 (next page) shows that more than 60% of all UPS Employees report that their “duties have increased” and the “quantity of work they perform has increased.”

Figure 14: Opinions about Budget Limitation Impacts

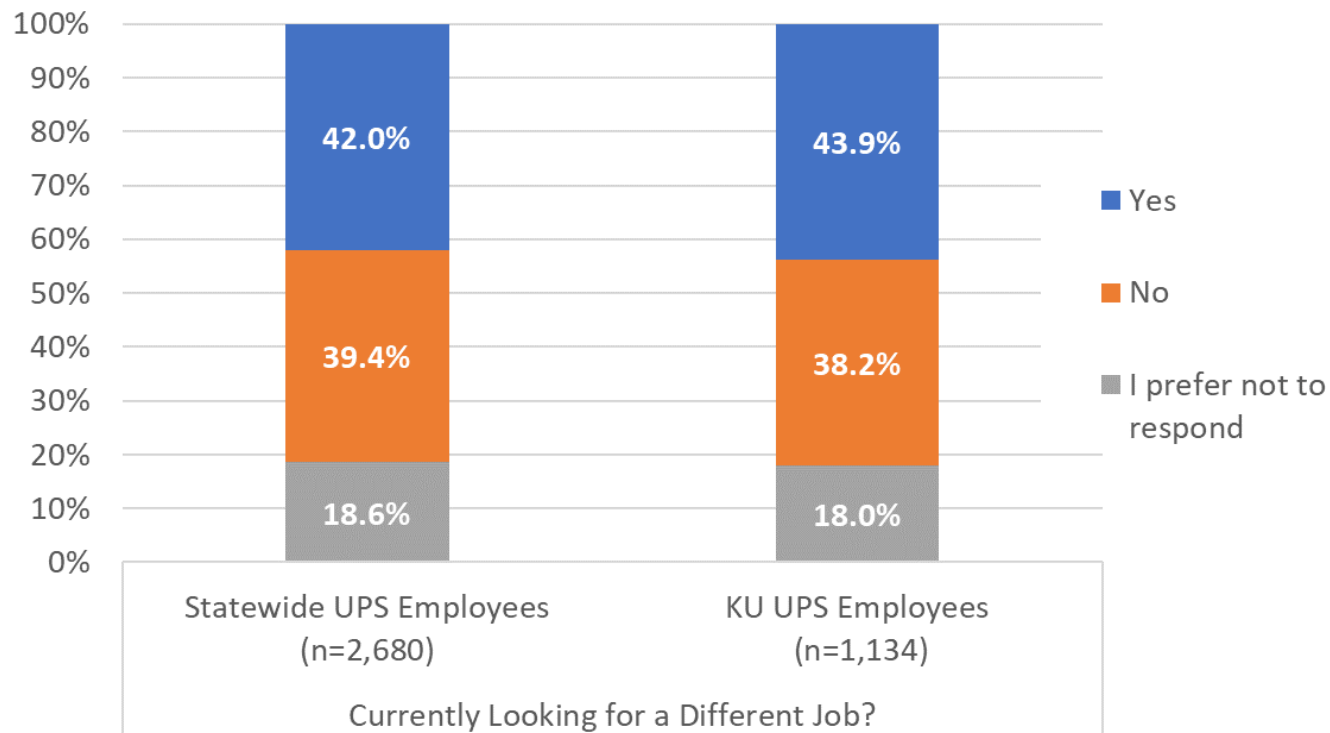


Different Job

Respondents were asked “are you currently looking for a different job or have you looked for a new job in the past year or so?”

Figure 15 below shows that a slightly larger percentage of KU UPS Employees (43.9%) than Statewide UPS Employees (42%) report looking for a different job within the past year or so. Notable percentages of both groups preferred not to respond to this question.

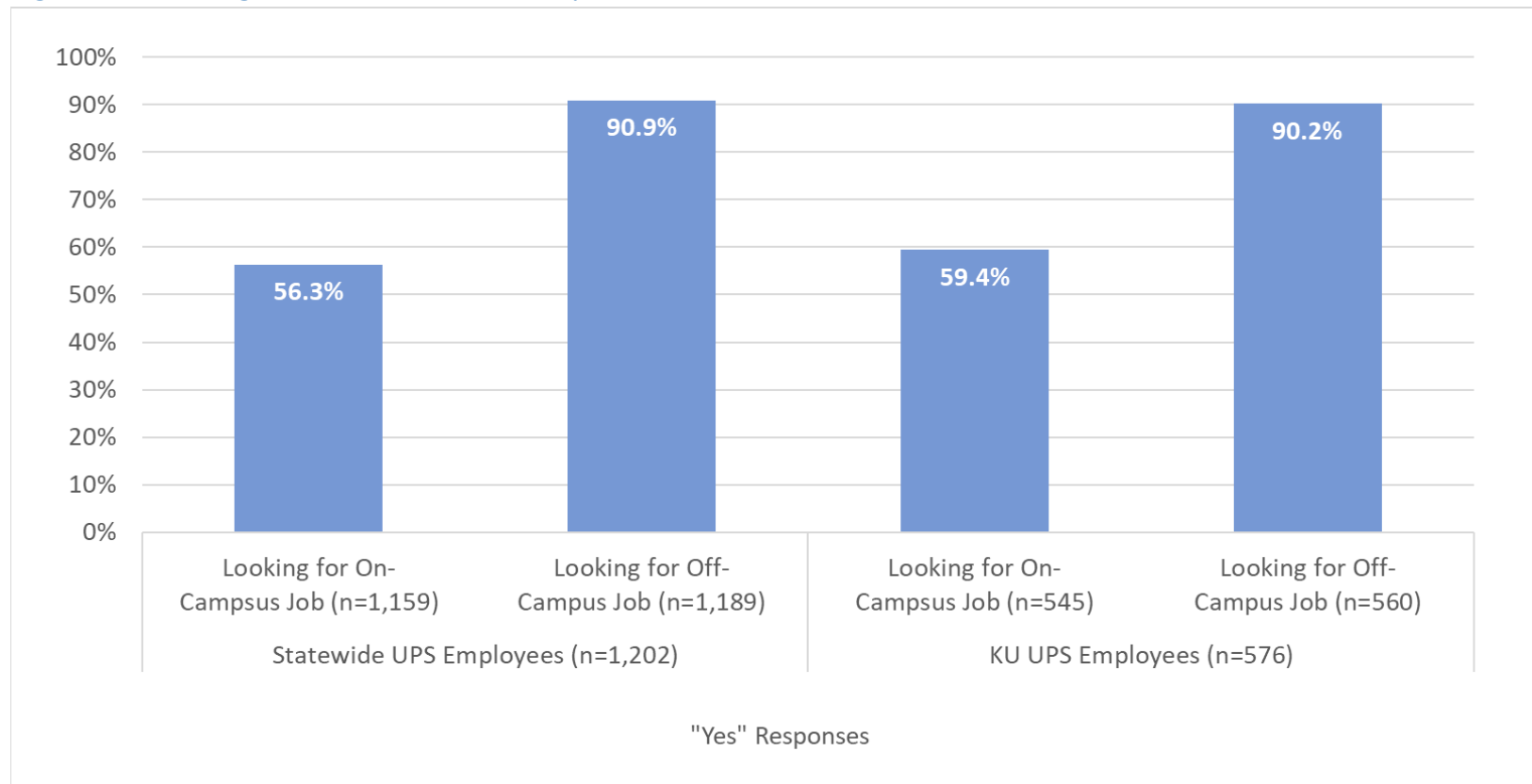
Figure 15: Looking for Different Job



Respondents who answered “yes” to the question “are you currently looking for a different job or have you looked for a new job in the past year or so” were asked two questions: “are you looking for an on-campus job” and “are you looking for an off-campus job.”

Figure 16 shows that, of those currently looking for a different job, 56.3% of Statewide UPS Employees and 59.4% of KU UPS Employees report that they are interested in other on-campus employment, and in response to a separate question, 90.9% and 90.2% (Statewide and KU, respectively) report being interested in off-campus employment.

Figure 16: Looking for On- and/or Off-Campus Job



Finally, respondents were asked if they had any other comments they would like to add. Table 5 shows responses collapsed into 16 categories, ranked in order of Statewide UPS Employees. (NOTE: Many respondents provided more than one comment. The categories below show the first listed.) Appendix D shows all responses from KU UPS Employees.

Table 5: Additional Comments

	Statewide UPS Employees		KU UPS Employees	
	Freq.	Percent	Freq.	Percent
Wage increases, wage equity, cost of living adjustments, merit pay, bonuses	151	19.4	66	17.6
Leadership/management unresponsive, unsupportive, untrusted, micromanage	93	12.0	42	11.2
Generalized frustration/low morale expressed	88	11.3	41	10.9
Understaffed, under-resourced, overworked, and overloaded	78	10.0	31	8.2
Favorable comments about university employment, supervisor, coworkers	70	9.0	39	10.4
Tuition assistance, health insurance, childcare, parking	52	6.7	32	8.5
Wages should better match skills, output, and/or loyalty/longevity	45	5.8	18	4.8
Considering retirement or new job	41	5.3	20	5.3
Top heavy administration, wage increases go to top. favoritism regarding departments	28	3.6	13	3.5
Positive comments about survey/participation	26	3.3	18	4.8
Kansas Legislature imprudent/unsupportive	23	3.0	14	3.7
Opportunities for advancement are lacking	23	3.0	9	2.4
More flexibility in work hours and locations (remote/hybrid)	21	2.7	8	2.1
Critique of survey, recommendations for survey/analysis	14	1.8	9	2.4
Other comment	14	1.8	9	2.4
Pessimism expressed regarding the use of survey findings	10	1.3	7	1.9
Total	777	100	376	100