

Diversity Council  
Cultural Survey Subcommittee

*Assessment of  
Secretarial Skill Group*

November 2000

# Diversity Council - Cultural Survey Subcommittee

## *Secretarial Skill Group Assessment*

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### ***Background***

- Culture survey divided into 12 areas:
  - External Environment (3.82)
  - Mission and Strategy (3.63)
  - Leadership (3.48)
  - Culture (3.46)
  - Structure (3.38)
  - Management Practices (4.07)
  - Systems (3.27)
  - Work Group Climate (3.79)
  - Skills Job Match (4.07)
  - Motivation (3.84)
  - Individual Needs and Values (3.65)
  - Performance (3.83)

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## *Secretarial Skill Group Assessment*

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### ***Background (cont.)***

- Skill group data collected for Engineers, Computer/Data Systems, Scientific, Professional Administrative, Technicians and Secretarial functions
- Secretarial skill group scored highest scores for 7 out of 12 areas:
  - mission and strategy, leadership, structure, management practices, systems, skills job match, and performance
- 68 Secretaries responded to Culture Survey
  - 1572 total responses for Center

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### *Findings*

- Common Themes Among All Skill Groups
  - High personal motivation and satisfaction with their immediate work environment
  - Individual needs and values and work group climate resulted in overall high scores for all skill groups
  - High scores on questions 1, 95, 97, 104 and 107 indicate that people feel good about themselves and proud of GSFC
    - Question 104, Are you proud to work for GSFC (high scores among all skill groups - 4.18 to 4.38)

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### *Findings*

- Common Themes Among All Skill Groups (cont.)
  - Non-value added administrative processes
    - Question 116, Has the Center streamlined administrative and technical processes by removing obstacles that do not add value to the work - all skill groups answered with low scores (2.17 to 3.15)
  - Dissatisfaction with the reorganization
    - Questions 66 - 68 pertaining to structure - all skill groups answered with low scores (1.95 to 3.14)
  - Inadequate salary and benefits necessary for attracting and retaining skilled workforce
    - Question 13 - Recruiting and sustaining a vital workforce - all skill groups answered with low scores (2.25 to 3.25)
  - Center's leaders inability to provide vision, guidance and leadership

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### *Findings*

- Secretarial Skill Group
  - Great disparity in scores among skill group (9 of the 12 areas are significant)
    - If secretaries were removed as a skill group - 6 of the 12 areas would remain as significant (external environment, mission and strategy, structure, systems, skills job match and motivation)
    - If secretaries and professional admin were removed as a skill group - 1 out of 12 areas would remain as significant (motivation)
  - Secretaries were most positive of all skill groups
    - Largest positive increase from 97
    - Lowest questions 19, 92, 102, 103 and 110 (indicates they feel a lack of respect)

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### *Findings*

- Secretarial Skill Group
  - Question 110, Do you feel that you are a full, equal member of the GSFC community - secretaries and technicians are significantly lower than other skill groups
  - However, survey results could indicate that Secretaries feel a lack of inclusion and respect

# Cultural Survey Subcommittee

## *Skill Group Assessment*

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### *Recommendations*

- Supervisors talk with Secretaries to discuss the overall high scores for their skill group
- Specifically discuss questions
  - 19 - Employees are treated fairly and equitably (Secretarial skill group score 3.06, Center Mean 3.42)
  - 110 - Do you feel that you are a full, equal member of the GSFC community (Secretarial skill group score 3.21, Center Mean 3.46)
- Discussion possible issue of inclusion and respect to see if it's relevant to your organization

