

**UCSD BUSINESS PROCESS SELF-ASSESSMENT SURVEY  
FOR MANAGEMENT & STAFF**

**General Survey Instructions:**

1. This survey is to be completed by checking one box (unless otherwise noted) for each survey statement directly on the paper survey. Please place in the envelope provided, seal the envelope, and forward to your department business officer. Please also forward the survey transmittal letter separately to your department business officer so they can check your name off as having completed the survey.
2. When answering the survey, please evaluate each statement as it relates to **your recent experience at UCSD**. Each statement may be interpreted to refer to your personal job-related experience or your perception of practices in your department overall. When answering, it is your option to evaluate each statement either based on your experience or your perceptions, as you prefer.
3. Generally, when completing the survey, please respond as to whether you agree or disagree with the statement within the seven-point scale if you can. However, if you do not feel that you can agree or disagree, two additional options are available.

Because the survey contains questions related to specialized work areas, particular questions may not be applicable to your department. In this case, please check the box for "Not Applicable."

Also, you may simply not know whether you agree or disagree with a survey statement regarding your department. In this case, please check the box for "Don't Know."

4. There are a few questions where a separate scale is provided for answer options unique to that question. Please select the answer option(s) as noted that best describes your answer(s) to these questions.
5. Please also feel free to provide any comments you have regarding the survey instrument anywhere on the survey itself. We anticipate modifying the survey periodically to meet users' needs, and any comments that we receive will be considered for incorporation in future survey revisions.

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**Demographic Questions** - Please complete the following:

1. Please write in the name of your department \_\_\_\_\_ ,
  
2. Please check one of the following based on your current job classification:
  - Management
  - Professional and Support Staff (PSS)
  - Represented Staff
  - Physician and/or Medical Principal Investigator
  
3. Please check one of the following based on your primary responsibility:
  - Business and administrative support
  - Research and/or laboratory support
  - Instructional support
  - Patient care and/or clinical support
  
4. How long have you worked at UCSD? (please check one)
  - 0-2 Years
  - 3-10 Years
  - 11-16 Years
  - 16+ Years

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*Please evaluate each statement as it relates to your recent experience at UCSD.*

Strongly Agree							Strongly Disagree	Not Applic	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Resources and Growth**

- |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. My department has the staff necessary to handle the workload currently generated by the faculty and students.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. My department has the office tools and technology necessary to handle the workload currently generated by the faculty and the students.                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. I am confident that my department will be provided the resources necessary to handle the additional workload generated by the projected growth of students and faculty. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. My work environment allows me to balance my professional and personal commitments.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. I am able to receive the training I need to accomplish my work responsibilities effectively and efficiently.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. I am able to receive the training I need to effectively utilize new automated tools and processes that the campus implements.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. I can accomplish my work within my regular work schedule.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. I feel that the pressures related to my work are reasonable.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. My department has not lost qualified employees due to unreasonable workload demands.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. The campus has done a good job of developing automated tools to manage business processes more efficiently.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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*Please evaluate each statement as it relates to your recent experience at UCSD.*

Strongly Agree						Strongly Disagree	Not Applic	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. The GREATEST contributor to my increased workload is (PLEASE CIRCLE ONE ANSWER):

- A - Increased use of, and reliance on, information technology in my daily work responsibilities.
- B - Increased complexity of the campus environment (e.g. academic program development, increasing federal contracts and grants, new faculty initiatives, increased student enrollment, etc.).
- C - Goals and priorities are not consistent with available staff, money, or space.
- D - Growth in overall department workload without commensurate growth in resources.
- E - Changing skills required to perform my job.
- F - Decentralization of work from central offices.
- G - My ability to manage my time as effectively as I could.
- H - Other

12. The NEXT GREATEST contributor to my increased workload is (PLEASE CIRCLE ONE ANSWER):

- A - Increased use of, and reliance on, information technology in my daily work responsibilities.
- B - Increased complexity of the campus environment (e.g. academic program development, increasing federal contracts and grants, new faculty initiatives, increased student enrollment, etc.).
- C - Goals and priorities are not consistent with available staff, money, or space.
- D - Growth in overall department workload without commensurate growth in resources.
- E - Changing skills required to perform my job.
- F - Decentralization of work from central offices.
- G - My ability to manage my time as effectively as I could.
- H - Other

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Strongly Agree						Strongly Disagree	Not Applic	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Which of the following would be the GREATEST help in managing your workload (PLEASE CIRCLE ONE ANSWER):

- A - Clear direction from my supervisor on priorities.
- B - Flexible work schedule to allow me more quiet work time.
- C - Streamlining campus processes.
- D - Matching our work unit goals and priorities with our resources.
- E - Increased resources.
- F - Increased access to training.
- G - Eliminating unnecessary or redundant work.
- H - Learning new ways to manage my work.
- I - Other
- J - No help needed - I can manage my workload.

14. Which of the following would be the NEXT GREATEST help in managing your workload (PLEASE CIRCLE ONE ANSWER):

- A - Clear direction from my supervisor on priorities.
- B - Flexible work schedule to allow me more quiet work time.
- C - Streamlining campus processes.
- D - Matching our work unit goals and priorities with our resources.
- E - Increased resources.
- F - Increased access to training.
- G - Eliminating unnecessary or redundant work.
- H - Learning new ways to manage my work.
- I - Other
- J - No help needed - I can manage my workload.

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Strongly Agree							Strongly Disagree	Not Applic	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Organizational Culture**

- |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 15. Based on my personal experience, I believe that faculty value the contributions of staff.                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. Based on my personal experience, I believe that managers and supervisors value the contributions of staff. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Based on my personal experience, I believe that students value the contributions of staff.                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. The management in my department promotes and supports a diverse work environment.                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Employment Practices / Employee Development**

- |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 19. Our employees are provided opportunities to take advantage of campus sponsored employee development programs.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. Campus sponsored employee development programs have helped me to achieve professional growth.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21. My department encourages me to participate in employee development opportunities that allow me to keep pace with the changes to the campus business process systems. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. Campus orientation programs provide new employees with the information they need to effectively begin a successful career at UCSD.                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23. Opportunities for cross-training and on-the-job training are available in my department.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24. Opportunities for cross-training and on-the-job training are encouraged in my department.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Strongly Agree						Strongly Disagree	Not Applic	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. Of the following factors, which is the GREATEST challenge to your professional development? (PLEASE CIRCLE ONE ANSWER)

- A - Lack of approval of Release Time
- B - Unsupportive supervisor
- C - Workload is too heavy to allow time off.
- D - No available professional development programs
- E - No resources to pay the cost of available programs
- F - Other
- G - There are no challenges to my ability to obtain professional development

**Interaction with Central Offices**

26. When I have a problem that needs advice or assistance I always know who to contact in (PLEASE CIRCLE AS MANY ANSWERS AS ARE APPLICABLE TO YOUR EXPERIENCE IN THE LAST 12 MONTHS):

- A – Payroll
- B – Disbursements
- C – General Accounting
- D – Human Resources
- E – Purchasing
- F – Extramural Funds
- G – Contract and Grant Administration
- H – Resource Management (Budget Office)
- I – Technology Transfer
- J – Administrative Records
- K - My Department Business Office

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	Strongly Agree					Strongly Disagree		Not Applic	Don't Know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. When I have needed to contact a central administrative office for help in the last twelve months I generally received the assistance that I needed in a timely and helpful manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. When I have needed to contact a central administrative office for help, I have had problems with (PLEASE CIRCLE AS MANY ANSWERS AS ARE APPLICABLE TO YOUR EXPERIENCE IN THE LAST 12 MONTHS):									
A – Payroll									
B – Disbursements									
C – General Accounting									
D – Human Resources									
E – Purchasing									
F – Extramural Funds									
G – Contract and Grant Administration									
H – Resource Management (Budget Office)									
I – Technology Transfer									
J – Administrative Records									
29. It is always clear to me when I should contact a central campus office for advice or assistance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. It is always clear to me which central campus office I need to contact for the assistance I need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. I am satisfied with the support that I am able to obtain from central campus offices in order to conduct routine business activity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. I am satisfied with the support that I am able to obtain from central campus offices in order to solve unusual and crisis problems and situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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Strongly Agree							Strongly Disagree	Not Applic	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Performance Evaluations**

- |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 33. My job description accurately reflects my current responsibilities.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 34. The responsibilities described in my job description are realistic and achievable.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 35. My job classification fairly reflects my current responsibilities.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 36. My performance is evaluated formally and personally at least annually.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 37. My performance is evaluated fairly and objectively.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 38. My performance evaluation is conducted in a timely manner.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 39. I receive ongoing feedback on my performance including praise and comments on areas in which my performance could improve. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Policies and Procedures**

- |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 40. I sometimes need to refer to Policies and Procedures in order to do my job properly.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 41. I know where to find the Policies and Procedures I need to refer to for specific issues.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 42. I know that many of the Policies and Procedures are on line and I access them when I need to refer to them.                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 43. The Policies and Procedures that I require to do my job seem to apply to the situations I am faced with and to be reasonably up to date. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 44. My department has local policies and procedures and desk manuals that are available and helpful in resolving issues that come up.        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Strongly Agree							Strongly Disagree	Not Applic	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Integrity and Ethical Values**

(Definitions: Integrity - honesty, fairness, and straightforwardness of conduct. Ethical values - personal moral beliefs including a preference for doing the right thing.)

- |   |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 45. The management in my department has communicated their expectations for ethical behavior to me and this includes full compliance with all laws, regulations, policies and procedures. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 46. The advice and directions I receive from management in my department are consistent with ethical behavior.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 47. In my department, unethical workplace behavior is corrected.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Organizational Structure**

- |   |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 48. I understand my responsibilities including the limits of my authority and to whom I am accountable.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 49. My department has effectively implemented internal controls including the assignment of responsibilities such that no one employee has complete control over key financial and business responsibilities. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 50. In my department business decisions (for example purchasing and hiring) are usually made by the persons most qualified to make these decisions.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Communication**

- |   |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 51. I believe the campus does a good job of communicating necessary job related information to me.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 52. I understand my department's mission, business objectives and core responsibilities.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 53. I receive sufficient instruction and direction in order to adequately carry out my responsibilities.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 54. When questions or problems arise in the course of my work I receive appropriate and sufficient direction from my supervisor or assigned designee to complete the job. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Strongly Agree							Strongly Disagree	Not Applic	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

55. My supervisor tells me when I do a good job.

56. My supervisor tells me when I should have done something in a different way.

**Information Systems** (definition: computer hardware and software, telecommunications equipment, etc.)

57. The information systems (hardware and software) available to me are adequate to serve my job related needs.

58. My department does a good job of keeping the information systems up-to-date in order to take advantage of the on line tools and processes that the campus has made available to departments.

59. I have access to the technical support I need when I have questions or need some trouble shooting with my computer or software that I need to do my job.

60. My department follows campus policies that outline security and authorization requirements including controls on the assignment and use of passwords.

61. I have received the training/guidance that I need to utilize both department and campus automated information systems.

**Internal Controls** (Definition: Specific procedures designed to provide reasonable assurance that an organization achieves its objectives: effectiveness & efficiency of operations, compliance with applicable laws & regulations, & accurate financial reporting.)

62. I believe my department conducts business in compliance with applicable laws and regulations.

63. I would feel comfortable alerting the management in my department to issues involving possible inefficiencies, waste, fraud, or abuse without fear of retaliation.

64. I believe the management in my department would seriously evaluate reports of inefficiency, waste, fraud, or abuse and take corrective action if the reports were determined to be accurate.

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Strongly Agree							Strongly Disagree	Not Applic	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Conflict of Interest**

65. The management in my department does not condone or knowingly allow business decisions to be made that may unduly benefit an employee or the near relative of an employee.

66. The management in my department would consult the appropriate central campus department (Purchasing, Human Resources, etc.) if an appropriate business decision might create the appearance of a conflict of interest.

**Budgetary Control**

67. My department has an annual financial plan including an annual budget.

68. Regular ledger reconciliation is accomplished in my department.

69. The management in my department routinely reviews financial progress reports including variance analyses and projection reports.

70. The management in my department implements corrective action, which may include cost controls, as necessary to avoid overdrafts.

**Financial Activity and Reporting**

71. Expenditure activity in my department is consistent with University policies and procedures, laws and regulations.

72. My responsibilities include processing or approving financial transactions and I receive adequate guidance on what expenditures are appropriate, what fund sources should be charged, and what documentation is required to support various kinds of expenditures.

73. In my department, business transactions are reviewed prior to being authorized, and exceptions to policy are approved and documented.

**UCSD BUSINESS PROCESS SELF-ASSESSMENT SURVEY  
FOR MANAGEMENT & STAFF**

*Please evaluate each statement as it relates to your recent experience at UCSD.*

	Strongly Agree					Strongly Disagree		Not Applic	Don't Know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
74. In my department cash receipts are handled in accordance with University policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75. Purchases made in my department are made in accordance with policies and procedures and via the appropriate mechanisms, e.g. procurement cards, low or high value purchase orders, requests for payment etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76. Travel and entertainment expenses in my department are processed in accordance with all applicable policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
77. Payroll expenditures in my department reflect actual hours worked at authorized salary rates in accordance with personnel policies and compensation plans.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
78. Equipment inventories are periodically performed in my department in accordance with the requirements of the UCSD equipment management system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
79. Expense transfer activity in my department is appropriate and conforms to all applicable policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Environment, Health &amp; Safety</b>									
80. Opportunities are provided to employees in my department to attend educational programs for training staff about health and safety practices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
81. My department has designated and trained employees to handle emergencies, e.g. earthquake, fire, chemical spills, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
82. Emergency procedures and first aid kits are readily available in my department.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**UCSD BUSINESS PROCESS SELF-ASSESSMENT SURVEY  
FOR MANAGEMENT & STAFF**

*Please evaluate each statement as it relates to your recent experience at UCSD.*

Strongly Agree							Strongly Disagree	Not Applic	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Risk Identification and Management**

(Definition: Departmental procedures for acknowledging and addressing conditions that impact our ability to achieve our primary objectives. Significant risks may cause harm to students, employees, patients, research, etc.)

- |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 83. My department's management team has a process for identifying risks (including human, financial, safety, and material risks).                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 84. When risks are identified by my department the risks are appropriately understood, and if corrective actions are needed they are taken in a timely manner. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 85. My department periodically evaluates the effectiveness of its risk assessment processes.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |