



# BASELINE FINDINGS

Organizational Civility Survey: Informing the Values-Based Culture Initiative

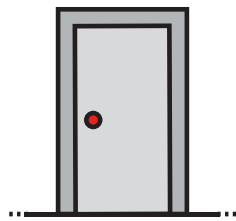
On January 31, 2019, our research team launched a survey, which was approved by the Institutional Review Board, concerning TTUHSC's new Values-Based Culture initiative.

The survey was confidential and went out to all employees of TTUHSC. All results are reported in aggregate so that no responses are identifiable or linked to any individuals.

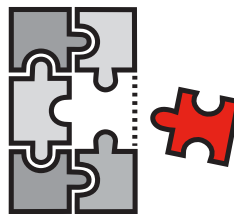
## THE AIMS OF THE STUDY ARE:

1. To characterize the extent of incivilities experienced by staff and faculty at TTUHSC.
2. Explore the influences of job classification, the area of work, gender, age, race/ethnicity, education level, and years of service with TTUHSC on the perception of incivilities.
3. Conduct root cause analysis to **identify the root cause of incivilities** at TTUHSC.

## TOP 6 INCIVILITIES EMPLOYEES EXPERIENCED WITH A COLLEAGUE OR SUPERVISOR



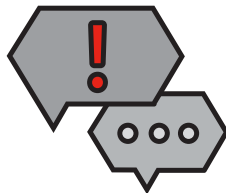
1) Engaged in secretive meetings behind closed doors



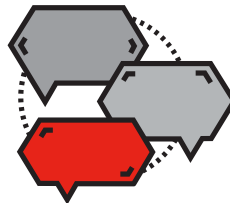
2) Intentionally excluded or left others out



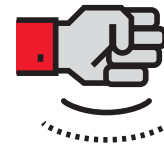
3) Consistently failed to perform his or her share of the workload



4) Made rude remarks or putdowns toward you or others



5) Gossiped or started rumors about you or other people



6) Abused his or her position or authority

## NEXT STEPS:

*This infographic was developed for all employees and highlights base-line results of 6 incivilities employees reported experiencing rarely or occasionally.* Initial study findings were shared with the TTUHSC Values-Based Culture (VBC) team. Our team will continue to analyze data to meet the study aims. As results are finalized we will share them with employees and the TTUHSC VBC team. Our goal is to inform strategies to create a sustainable VBC at TTUHSC and help to **improve not only job satisfaction but also well-being, performance, treatment outcomes, employee retention, and institutional risk reduction.** We will conduct a follow-up study after the VBC initiatives are fully implemented to determine what improvement was made.