ClimateQUAL: Organizational Climate & Diversity Assessment

MIT Libraries All-Staff Meeting
November 1 & 2, 2012

The institutional context

- "a diverse campus community"
- MIT Mission statement

- "I will lead MIT to continue to make significant contributions in the area of race and diversity, equity and inclusion."
- President Reif’s inaugural address

- "...promote an understanding and value of diversity and inclusion within the MIT Libraries..."
- MIT Libraries’ Committee on the Promotion of Diversity & Inclusion (CPDI) charge
What is ClimateQUAL?

• A healthy organization leads to an improved customer perception of service quality.

• The survey addresses climate issues such as
  – ethnic and gender diversity
  – teamwork
  – learning
  – fairness
  – current managerial practices
  – staff attitudes and beliefs

Why ClimateQUAL?

• Broad look at organizational health
• Includes diversity
• Results will help us shape our goals
• Benchmarking
• Confidentiality
• Library-specific
Who’s involved

• Assessment Team, headed by Lisa Horowitz
• Committee for the Promotion of Diversity and Inclusion (CPDI)

Who takes it

• All support staff and administrative staff
• Not temps or students

Survey Specifics

• Survey available November 2 – 23
  – Link & instructions will be sent via email
• 150 questions
• Takes 30-45 minutes
What about privacy?

- Confidential and anonymous
- ARL administered
  - Responses are stored at a central location at ARL
- ARL reports on subgroups, but only if the group size is sufficient to protect anonymity.
- Your comments will not be linked to you directly; however, if you write something that reveals who you are, it will not be edited.

Format of Results

- ARL will provide an overview report
- Steering Committee and the Assessment Team will see the verbatim comments

<table>
<thead>
<tr>
<th>Organizational Attitude Measures</th>
<th>Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Satisfaction</td>
<td>62.03%</td>
</tr>
<tr>
<td>Organizational Commitment</td>
<td>69.93%</td>
</tr>
<tr>
<td>Organizational Citizenship Behaviors</td>
<td>81.90%</td>
</tr>
<tr>
<td>Organizational Withdrawal</td>
<td>32.81%</td>
</tr>
<tr>
<td>Psychological Empowerment in the Workplace</td>
<td>33.56%</td>
</tr>
<tr>
<td>Task Engagement</td>
<td>92.30%</td>
</tr>
<tr>
<td>Work Unit Conflict</td>
<td>20.67%</td>
</tr>
<tr>
<td>Interpersonal</td>
<td>15.54%</td>
</tr>
<tr>
<td>Task</td>
<td>15.54%</td>
</tr>
</tbody>
</table>
What we will do with the results

• Preliminary results expected at winter All-Staff meeting
• Benchmark ourselves against peer institutions
• Shape the priorities and goals set by CPDI and Steering Committee over the coming years

Our goal: 100% participation

• It is only through broad participation that we will be able to develop a true understanding of the organizational climate at the MIT Libraries.
• Having more participants provides important results while preserving confidentiality
• Those who complete the survey will have the option to enter a drawing for twenty $50 gift cards.
Things to Remember

• November 2 – 23
• DIRC available (with snacks!)
  – Wednesday, November 7, 3-5pm
  – Thursday, November 15, 10-11:30am
• Questions, please email CQ-lib@mit.edu
• For more information, go to https://wikis.mit.edu/confluence/display/LABI/ClimateQual