

2012 UAF Safety Perception Survey

University of Alaska Fairbanks 2012 Safety Perception Survey

EXECUTIVE SUMMARY

Overview

During November 2012, the University of Alaska Fairbanks (UAF) Department of Environmental, Health, Safety, and Risk Management (EHSRM) developed and sponsored a UAF employee safety perception survey. The purpose of this survey was to gauge UAF employee perception of various safety factors in their workplace which might influence their overall values regarding safety at UAF.

The survey, administered by Opinions Incorporated, polled employees on key safety areas to include accountability, general safety and safety programs, recognition and promotion, safety assessments, safety policies and procedures, management and supervision, and safety training. All survey responses received by Opinions Inc. and provided to EHSRM were anonymous.

UAF employees were provided a series of ranked and write-in questions pertaining to various aspects of safety. Of the 3,354 employees surveyed, 1,820 participated for a survey completion rate of 54 percent. The following is the breakdown of the responses by type of employee and location:

Type	Fairbanks	Outside Fairbanks	Unspecified Location
Executive/Management	47	7	--
Faculty	260	47	9
Staff	722	89	14
Student Employees	421	12	5
Supervisor	62	9	2
Unspecified	14	2	85

Ranking

Responses were ranked using the Likert Scale, also known as an agreement scale, where the ranking of 5 was very positive/highest and 1 was very negative/lowest. Mean average Likert scores were calculated from responses for the overall safety area and each question within the areas, as well as percentages of favorable, unfavorable and neutral. Areas of concern were triggered when the mean average was below 2 and the percentage of disagreement was 30 percent or greater; significance was defined by any percentage over 50. Worth noting is any safety area where the response was 30 percent or more neutral in its answer.

Findings

Employee responses were evaluated by EHSRM and Opinions Inc. to identify potential areas for improvement in the effort to enhance UAF's safety culture, as well as acknowledge positive safety behavior. In general, there was little discrepancy in question rankings between employee types; any significant discrepancies are noted below. The table below provides the response rankings by category.

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Category	Mean	Unfavorable	Neutral	Favorable
Accountability	2.56	56.8%	11.6%	31.5%
General Safety	3.60	14%	26.9	59.2%
Safety Programs	3.03	30.6%	36.3%	33.1%
Recognition, Rewards and Promotion	3.49	15.4%	30.4%	54.2%
Safety Assessments	3.61	16.3%	19.9%	63.7%
Safety Policies, Procedures, and Regulation	3.61	12.2%	27.4%	60.4%
Management	2.93	20.8%	30.3%	48.9%
Supervision	3.61	15.7%	22.9%	61.4%
Safety Training	3.98	20.6%	24.8%	54.6%

Favorable Findings

The most favorable findings were noted in the areas of Safety Training; Safety Assessments; and Policies, Procedures, and Regulations. The majority of respondents felt they worked in a safe environment and valued safety training as helping prevent workplace injuries. Employees also felt they were held responsible for unsafe actions and not tasked to perform tasks they thought were unsafe.

Unfavorable Findings

Areas noted as most unfavorable include Accountability, Safety Programs, and Management. Nearly all respondents reported they were not required to report accidents and injuries. Many also felt that supervisors were not concerned about their safety.

Probably the most concerning response was that the vast majority of respondents felt fearful of retaliation for reporting safety concerns to supervisors or management; this area also had the greatest discrepancy between management/supervisors with a 100 percent favorable response, and staff/student employees with a 100 percent unfavorable response. Faculty was 100 percent neutral.

Written Comments

Participants also provided over five thousand written comments in total regarding each of the key areas the table above. The comments are discussed in detail in the report section called write-in questions

Moving Forward

EHSRM next steps will be to take action to improve the key areas which drive an organization's safety culture, such as accountability and training. In conjunction with the Safety Compliance and Coordination Committee (SCCC), we have been working to develop safety policies, communicate with campus on safety programs, revitalize our safety training program to make it pertinent, simple and meet regulatory requirements, and resurrect the Department Safety Coordinator (DSC) role, both locally and at remote UAF locations, to fill the gap in completing routine safety assessments.

Finally, it is prudent to reevaluate UAF employees in 2-3 years after implementation of program changes. We believe the work discussed above will address the unfavorable ratings shown in this survey, and help build a great safety culture at UAF.

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SURVEY OVERVIEW

During November 2012, the University of Alaska Fairbanks (UAF) Department of Environmental, Health, Safety, and Risk Management (EHSRM) developed and sponsored a UAF employee safety perception survey. The purpose of this survey was to gauge UAF employee perception of various safety factors in their workplace which might influence their overall values regarding safety at UAF. The survey was administered by Opinions Incorporated, an established opinion survey organization with clientele to include Union Pacific, Emerson, and the Smithsonian Institute.

UAF employees were provided a series of ranked and write-in questions pertaining to various aspects of safety. A list of the ranked questions is provided in Attachment 2. Employee responses were evaluated by EHSRM and Opinions Inc. to identify potential areas for improvement in the effort to enhance UAF's safety culture, or how employees value safety. Of the 3,354 employees surveyed, 1,820 participated for a survey completion rate of 54 percent. All survey responses received by Opinions Inc. and provided to EHSRM were anonymous; no correlation exists between a specific ranked response or written comment, and any specific UAF employee's name or department.

Demographics

The survey included all levels of employment status to include student employees, staff, supervisors, faculty, and executive management. Responses were also categorized by tenure of employment at UAF. The tenure areas were grouped as follows: up to one year, 1-5 years, 5-10 years, 10-15 years, and more than 15 years. Finally, responses were also noted by location to include UAF locations within the Fairbanks area and UAF locations outside the Fairbanks area. Some responses did not list the specific employee status, employee tenure, and/or location and are noted as "unspecified" when used in our findings.

Data Collection

In partnership with EHSRM, Opinions Incorporated administered the 2012 UAF Safety Perception Survey. Using Survey-Feedback-Action (SFA) methodology, survey questions were developed with key UAF partners and vetted through Opinions Inc. Beginning 8 November 2012, the survey was administered online to 3354 UAF employees by the use of their own personal employee email address. The UAF office of Planning, Analysis and Institutional Research provided the employee email list. Two email follow-up reminders were sent to any original participant not yet completing the survey, prior to the conclusion of the survey on 28 November 2012. Opinions Inc. destroyed all UAF email documentation at the conclusion of the survey.

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Guidelines for Analysis

Opinions Inc. processed and tabulated the participant responses into graphical representations of each safety category and question, as well as providing a list of all written responses and comments. Question responses were ranked using the Likert Scale, also known as an agreement scale, where:

5 = **Very Positive/Highest**

4 = **Positive**

3 = **Neutral**

2 = **Negative**

1 = **Very Negative/Lowest**

Each question also has a set of data that includes a mean score (Likert Scale), an unfavorable percentage, a neutral percentage and a favorable percentage.

- Ranked mean scores (1-5) clarify potential safety issues that need attention; the lower the score the higher the need for attention.
- The percentage of agreement and disagreement are key to identifying potential problem areas
 - 30% or more is worth noting
 - 30% or more disagreement is a concern which will trigger some level of investigation
 - 30% or more neutral indicates apathy or lack of knowledge about an issue

An executive summary from Opinions Inc. can be found in Attachment 1 of this report.

KEY FINDINGS

RANKED QUESTIONS

Survey questions were categorized into relevant safety areas to include safety training; safety assessments; safety policies, procedures, and regulations; supervision; general safety; recognition, rewards, and promotion; management; safety programs; and accountability. Each area consisted of several questions relevant to day-to-day operations related to workplace safety. A summary of all scored categories and questions from Opinions Inc. can be found as attachment 2. Each category is summarized below to include the overall mean rating, the overall percent of agreement, and findings and discussion related to the questions in that category.

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Category: Accountability	Mean	Unfavorable %	Neutral %	Favorable %
	2.56	56.8%	11.6%	31.5%

Findings: Accountability had the lowest overall rating of all the categories. Almost all participants noted they were not required to report accidents and injuries. Additionally, over 75% noted they feared retaliation from supervisors/management for reporting safety concerns. Finally, nearly 50% felt supervisors were not concerned about their safety. The one favorable response regarding accountability was that most all participants felt they were held accountable for unsafe actions.

Discussion: Low ratings in this category could be attributed to several factors. Accident and injury reporting procedures have been prominently posted on the EHSRM website and are communicated during employee safety orientation. We also believe most accidents/injuries are being reported appropriately. However, the gap may be in communicating the actual UAF requirement (UAF Safety System Policy and Procedure 401, Accident Reporting, Notification, and Investigation Procedures), and not the actual act of reporting. This policy is under revision and contains the specific requirements and provisions that clarify and mandate accident/injury reporting.

Employee concerns regarding fear of retaliation from supervisors/management for reporting safety concerns may be attributed to the lack of understanding throughout the UAF system that employees are protected by law from reporting conditions they feel are unsafe or unhealthy. Again, while this information is provided to new employees and supervisors in EHSRM training, it may not reach the more tenured employees, some faculty, student employees, or other part time employees who don't receive new employee safety training (which coincides with Human Resources Benefits Orientation).

A UAF safety policy is in the planning stages and will help address this issue and reassure employees that reporting safety concerns is both encouraged and must be without negative retribution. This lack of safety policy could have also be an indicator as to why nearly half of the participants felt supervisors were indifferent regarding their safety. A UAF Safety policy will also clarify accountability through all levels of employment helping to close this gap in the lack of supervisor confidence.

Tenure: Results indicated that employees with up to 5 years tenure were more likely to disapprove of safety accountability. From 5-10 years, employees grew increasing neutral, while those with 10 or more years tenure grew more favorable. Employee's neutrality to accountability grew by nearly 24% during the 5-10 year range of their employment. After 10 years and beyond, 50% of the employees felt accountability was favorable. These responses might indicate that newer employees are more safety savvy and expect more from their leadership. As employees grow into the existing safety culture they discover they might not understand the actual safety requirements and become complacent to the point of being comfortable with how things are as they progress past the 10 year employment point.

Employment Status: Student Employees rated this category very unfavorable at nearly 75%. The majority of Staff and Faculty also rated this area unfavorable. Supervisors rated this category favorable. The majority of Executive Management rated this area favorable; however, a third of this group rated it unfavorably.

Location: Finally, there were no significant gaps in responses between local or remote UAF locations.

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Category: General Safety	Mean	Unfavorable %	Neutral %	Favorable %
	3.60	14%	26.9	59.2%
<p>Findings: General Safety was rated very favorably. The majority of participants felt they have not been asked to perform unsafe tasks and agreed they knew which safety tasks they were responsible for. More than half felt their workplace was safe. The one concern in this area is that more than half the participants did not feel, or were uncertain if, employees cautioned other employees about unsafe practices.</p> <p>Discussion: General safety awareness is notable with the exception of interaction between employees in communicating caution when an unsafe condition is observed. While UAF does have a mechanism for reporting unsafe conditions to EHSRM, there might not be a clear process or requirement for employees to caution others internally when they see an unsafe condition or practice. This could also be due to the lack of accountability noted earlier. Better communication in these instances might be best accomplished through departmental “safety minute briefings” as part of a department’s normal training/meeting agendas.</p> <p>Tenure: Tenure did not play a factor in responses to General Safety, with ratings being consistent within all tenure groups, and overall responses being favorable.</p> <p>Employment Status: Student employees rated this favorably The majority of staff rated this area favorable. Faculty rated this area favorably with nearly a third also undecided. Supervisors rated this category favorable. The majority of Executive Management also rated this area favorable.</p> <p>Location: Finally, all UAF locations rated the General Safety category as favorable, with locations outside of the Fairbanks area rating this area slightly higher.</p>				

Category: Recognition, Rewards and Promotion	Mean	Unfavorable %	Neutral %	Favorable %
	3.49	15.4%	30.4%	54.2%
<p>Findings: There were no major concerns noted in this category. The majority of participants felt safe work behavior was recognized, both publically and by supervisors, and was a factor in promotion. The largest gaps were that participants felt uncertain whether positive recognition motivated them to be safer and whether promotion is tied to working safely.</p> <p>Discussion: We feel the gap noted above regarding positive recognition was due to the specific question being possibly unclear as to whether a worker that is already safe can be “safer, or “more safe”. Additionally, safety may not always be a consideration during all performance evaluations and promotion, reflecting in the apathy of ranking. As this category’s results show no noticeable negative concerns, further action is not required at this time.</p> <p>Tenure: Rankings were favorable throughout all tenure groups.</p> <p>Employment Status: Student Employees rated this category favorably, yet there was with a large undecided vote. Staff rated this area favorable; however, there was also a wide gap in neutral rankings. Faculty was split in this area, with about half rating it favorable, and the remaining rankings being neutral or unfavorable. Supervisors and Executive Management both rated this category favorable.</p> <p>Location: Finally, all UAF locations rated the recognition, rewards and promotion category as favorable. UAF locations outside of the Fairbanks area rating this area slightly higher.</p>				

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Category: Safety Programs	Mean	Unfavorable %	Neutral %	Favorable %
	3.03	30.6%	36.3%	33.1%

Findings: Safety program area ratings were fairly even with the majority of respondents being neutral on the subject. While scoring shows that most employees are involved with the development of safe work practices, the majority indicated that having safety meetings did not have a favorable effect on their safety performance. Additionally, most participants were unsure if safety rules were regularly reviewed, or not, with employees.

Discussion: Each question in this category showed a neutrality response of 29.2- 42.6%, indicating apathy or lack of knowledge about the questions asked. The responses in this area indicate a possible lack of communication of safe work practices. While employees have buy-in with the development of safe work practices, there is likely a gap in properly communicating those safe work practices. If safety rules are not being regularly reviewed with employees, during opportunities such as safety meetings, the information relating safety performance to safe work practices is not being passed on. This could account for why so many responses were low in this area. As noted in the General Safety category, communication is key to understanding both the negative and positive effects of work practices. Having employees participate in developing safe work practices is highly encouraged, but can't be effective unless that information is reviewed with affected employees. Reinforcement of those work practices through routine review should increase overall ratings on the value of safety rules and improved safety performance. Routine discussions of these areas, such as in safety meetings, should reduce the gap in neutrality and increase employee safety program knowledge.

Tenure: Participants tenured 5 years and beyond were very neutral regarding Safety Programs, and as tenure reached 10 years and beyond, participants responses grew predominantly unfavorable. This could be a sign of worker frustration growing over the years regarding safety accountability. When workers note they feel fear of retaliation for reporting safety concerns, it can directly impact an employee's belief that safety meetings or training will somehow have a positive effect on safety performance.

Employment Status: Student Employees rated this category favorably with a large undecided vote. A significant number of Staff found this category to be unfavorable or were undecided. Faculty rated this area unfavorable, with over a third rating it neutral. While Supervisors were fairly split in this category, over a third rated it unfavorable. Executive Management was also fairly split in this category between unfavorable, neutral, or favorable.

Location: There were no significant gaps in responses between local or remote UAF locations; however, neutral ratings were predominant over both locations. This is consistent with a lack of understanding regarding safety expectations and requirements through the UAF system. A UAF Safety Policy will help close this gap by clarifying safety accountability, requiring training schedules, and providing guidance on how to develop safe work practices which have a favorable effect on safety performance.

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Category: Safety Assessments	Mean	Unfavorable %	Neutral %	Favorable %
	3.61	16.3%	19.9%	63.7%

Findings: This category was the second highest scored (tied with supervision and safety policies, procedures, and regulations). Participants felt they were familiar with job hazard analysis, and that UAF seeks prompt corrective action of problems found during assessments or inspections. Employees also report that they participate in hazard assessments or inspections. While the majority of respondents note that their workplace has been inspected for safety hazards, nearly a third responded unfavorably, possibly indicating they had not.

Discussion: Scoring indicates that participants view the assessment program favorably. It is good practice for employees to participate in safety assessments which is indicated here. Employees have the working knowledge of their own processes and procedures to provide beneficial information crucial to a thorough hazard assessment. This continued practice should remain encouraged. There were also a significant number of unfavorable responses regarding assessments, indicative that departments had not received any assessment, or had not received an assessment on a frequent or routine basis. This could be directly related to the infinite number of potential assessments needed and the available staff at EHSRM. This gap could be addressed through the use of designated department safety coordinators, trained by EHSRM, to perform general assessments in their own workplace. This would supplement the EHSRM effort.

Tenure: Safety Assessment rankings were highly favorable and consistent throughout all tenure groups.

Employment Status: Student Employees rated this category favorably overall, but many rated it neutral. Staff, Faculty, Supervisors and Executive Management all rated this category as favorable.

Location: All UAF locations rated the Safety Assessments category as very favorable. UAF locations outside of the Fairbanks area rating this area slightly higher. This could be due to the lower number of outside locations requiring safety assessments compared to the higher number of locations within the Fairbanks area. EHSRM does not have the resources to visit every workplace locally on an annual basis, while the lower number of remote locations typically get at least an annual visit or contact.

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Category: Safety Policies, Procedures, and Regulation	Mean	Unfavorable %	Neutral %	Favorable %
	3.61	12.2%	27.4%	60.4%

Findings: This category was also tied for the second highest scored (tied with supervision and safety assessments). The majority of participants felt unsafe conditions are satisfactorily addressed and that safety policies, procedures, and regulations were readily accessible and protected employees. Participants noted that these safety provisions did not slow down their operations. Of note, while just over half the participants understood accident/incident reporting procedures, over 33% were unsure.

Discussion: The key area noted in this category is the employee gap in understanding accident/incident reporting procedures. This can be directly correlated with the previous discussion on the category of Accountability. As mentioned earlier, UAF Safety System Policy and Procedure 401, Accident Reporting, Notification, and Investigation Procedures, is under revision, and once published, will help close this gap

Tenure: All tenured groups consistently noted a favorable ranking in this category.

Employment Status: Student Employees rated this category favorably overall with a large undecided vote. Staff also found this category favorable. The majority of Faculty found this area favorable with over a third rating it neutral. The majority of Supervisors and Executive Management also rated this category favorable.

Location: All UAF locations rated the Safety Policies, Procedures, and Regulation category as favorable. UAF locations outside of the Fairbanks area rating this area slightly higher.

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Category: Management	Mean	Unfavorable %	Neutral %	Favorable %
	2.93	20.8%	30.3%	48.9%
<p>Findings: Participants generally felt that safety was stressed on prospective employee interviews, still many were undecided. They also consistently rated favorably that management communicated safety hazards in the workplace, provided safety policy and expectations, and that they were active in their safety programs. The largest gaps in this category were the 37.4% neutral perception and 34.8% unfavorable perception that managers were not receptive to ideas and processes to improve workplace safety.</p> <p>Discussion: Most respondents previously noted that they participate in the development of safe work practices, yet also note that managers were not receptive to ideas and processes to improve workplace safety. This disconnect could be a lack of hazard communication between staff/faculty and management. When personnel develop workplace safety provisions, they must be effectively communicated through the leadership chain. Management cannot make informed decisions without having the appropriate background safety information first. Management might be more receptive to safety ideas and process changes when they are in a better position to make informed decisions. An example might be ensuring that management understands that a process could present a safety hazard, potentially exposing their employees to significant danger. Explaining the benefits of implementing specific safety controls versus the cost of injury (manpower loss, production loss, medical claims, etc.) provides management with the information needed to make the best informed decision. This communication is key in closing the unfavorable and neutral gaps in management reception to improving workplace safety.</p> <p>Tenure: Management rankings were most favorable during the first year of employment. However, as employees gained tenure, favorable ratings decreased while neutrality increased. After five years employment, more than half of the responses were neutral to negative. Again, keeping management apprised with information such as identified safety provisions, workplace conditions, and outcomes of non-compliance, can result in more receptive interactions closing the gap in this area.</p> <p>Employment Status: Student Employees rated this favorably with a large undecided vote. While the majority of Staff rated this category favorable, nearly a third were neutral. Faculty ranked this category nearly even between unfavorable, neutral, and favorable. Supervisors rated this category favorable. While more than half of Executive Managers rated this category favorable, over a third rated it neutral.</p> <p>Location: All UAF locations rated the Management category of as favorable. However, nearly a third at both local and remote Fairbanks locations were neutral which could be reason for concern.</p>				

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Category: Supervision	Mean	Unfavorable %	Neutral %	Favorable %
	3.61	15.7%	22.9%	61.4%
<p>Findings: Again, this category was also tied for the second highest scored (tied with safety assessments, and policies and procedures). Participants responded very favorably to supervisors discussing safety goals and performance with employees. They also felt that supervisors ensured them they are doing their job safely, review and discuss accidents/injuries they've been involved in, and provide adequate support for correcting hazardous conditions. Of concern in this category is that the majority of participants felt that job specific safety orientation was not provided to new employees.</p> <p>Discussion: It appears that most supervisors are actively involved with employees regarding safety. One aspect of this category this of concern is that nearly 66% of respondents felt that new employee safety orientation was not, or might not have been, provided. This is a very important element of providing a safe work environment, especially as it applies to new employees without specific knowledge of workplace hazards, safety provisions, etc. By law, occupational hazards must be communicated to employees <i>before</i> they are exposed. Providing a job-specific safety orientation to new employees is highly encouraged and will be an included element in the previously discussed UAF Safety Policy, currently in discussion.</p> <p>Tenure: Rankings for Supervision were favorable throughout all tenure groups.</p> <p>Employment Status: Most Student Employees rated this category favorably, while others were neutral. The majority of Staff, Faculty, Supervisors, and Executive Management rated this area as favorable.</p> <p>Location: All UAF locations rated the Supervision category as favorable.</p>				

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Category: Safety Training	Mean	Unfavorable %	Neutral %	Favorable %
	3.98	20.6%	24.8%	54.6%
<p>Findings: Participants rated safety training the highest of all categories. Respondents overwhelmingly felt that safety training helps prevent injuries on the job and is worth the time spent completing it. However, while nearly two-thirds reported receiving safety training prior to exposure to hazards on the job, nearly a third provided a neutral response, possibly indicating they had not or it was insufficient.</p> <p>Discussion: The findings in this category are interesting for several reasons. While the majority of participants thought the UAF safety training program was adequate, other rankings such as these and in the Supervision category indicate that training is not timely. Safety training should be completed prior to hazard exposures, especially as new employees with no experience are more likely to be injured on the job. Implementing mandatory workplace-specific safety orientation and ensuring timely completion of safety training, are paramount and a good way to close this gap. Additionally, our survey included a written response question regarding the effectiveness of safety training. Again, the results were surprising. While there were a significant number of positive responses, the majority of written responses indicated a neutral to unfavorable opinion of safety training. These results are concerning and EHSRM has initiated immediate action to address comments received in this area. EHSRM is in the initial phases of revising their entire safety training program which will ultimately result in a new UAF safety training policy which clarifies safety training requirements, timelines for completion, frequency, etc. A summary of those written comments can be found later in this report.</p> <p>Tenure: Rankings for Safety Training were favorable throughout all tenure groups.</p> <p>Employment Status: Student Employees rated this category favorably overall, but many were also neutral. Staff were fairly split in this category, with half ranking it favorably, and half ranking it unfavorable/neutral. Faculty rated this area favorable. The vast majority of Supervisors rated this category favorable with very few unfavorable ratings noted. The vast majority of Executive Management also rated this area as favorable.</p> <p>Location: All UAF locations rated Safety Training category as favorable.</p>				

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WRITE-IN QUESTIONS

Employees were asked several pertinent safety questions requiring a written response. In total, employees provided over 5,000 written responses. Due to the significant amount of replies, which we consider confidential, only the *most often-noted* comments are listed here, inclusive of all employee groups. Most responses noted came from staff which comprises the largest percent of the employee groups. These written comments were also interpreted and used to formulate action plans to improve safety processes at UAF.

What do you feel is the biggest hindrance to safety at UAF?

Comments	Most times noted/group	Fewest times noted/group
#1 Icy/snowy walkways	243/Staff	16/Supervisors
#2 Safety not taken seriously, lack of understanding safety, and complacency	68/Staff	5/Executive Management
#3 Training (inadequate and irrelevant, too much, and lack of)	19/Staff	1/Executive Management
#4 Funding for safety	23/Staff	3/Executive Management
#5 Indoor air quality	16/Staff	Tied with 1/Supervisors, Student Employees, and Unspecified
#6 Aging facilities/equipment	9/Staff	2/Unspecified
<p>Discussion: The number one written concern was the safety of UAF walkways in winter. This is not unexpected as slips and falls on ice/snow continue to be the highest reported accident during the year. Lack of taking safety “seriously” and complacency may again come down to a lack of safety continuity through safety policy and accountability. Training was mentioned often and addressed earlier in this report. Indoor air quality has also been an ongoing issue, particularly with idling vehicles near buildings during the winter months. EHS has initiated cooperative action with Facilities Services and Procurement to help deter UAF, vendor, or other 3rd party vehicles from idling near buildings. Funding for safety, and aging facilities and equipment, complete the top concerns in this area should be channeled through management and EH SRM for consultation.</p>		

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What suggestions would you make to improve safety programs at UAF?

Comment	Most times noted/group	Fewest times noted/group
#1 Improve training	102/Staff	3/Unspecified 9/Executive Management
#2 Mandatory safety meetings, safety minutes included in all meetings, safety officer-led safety meetings	23/Staff	3/Exec man. and Unspecified
#3 Enforce safety rules with consequences	23/Staff	1/Unspecified 3/Supervisors
#4 Incentive awards	10/Staff	2/Executive Management
#5 Better communication from EHSRM to customers	8/Staff	2/ Exec. Man. and Faculty
<p>Discussion: Training and safety meetings were previously addressed in the Safety Training and Safety Program categories, respectively. We believe the comment “Enforcement of safety rules with consequences” is a very important consideration when developing a culture of safety and will be addressed in UAFs pending Safety Policy. EHSRM initiated a Safety Awareness Incentive Program in 2012 and encourage all employees to voluntarily participate in the program. Doing so not only helps employees better understand some of UAF’s most important safety programs, but gives them an opportunity to win some great incentive awards. Better communication is also on the forefront of EHSRM’s to-do list of instilling better customer relations. We are currently working with the SCCC and UAF Marketing and Communication to develop a communication safety plan.</p>		

Do you feel UAF could use a safety policy for a specific program/area?

Comment	Most times noted/group	Fewest times noted/group
#1 No	160/Staff	5/Executive Management
Yes	139/Staff	6/Executive Management
Not Sure/Don’t Know	27/Staff	1/Executive Management
<p>Discussion: This question might not have been clearly stated. With the majority of respondents noting no need for safety policy in a specific area, the rated responses reflect differently. It is evident in the neutral and unfavorable discussions of Accountability and Supervision that UAF will greatly benefit from a specific Safety Policy as none currently exists.</p>		

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Explain your thoughts on the effectiveness of UAF Safety Training.

Comment	Most times noted/group	Fewest times noted/group
#1 Too long, repetitive, and poorly worded	158/Staff	4/Unspecified 7/Executive Management
#2 Effective and useful, better than it used to be	81/Staff	1/Executive Management
#3 Training not pertinent to job	7/Staff	1/Unspecified 5/Executive Management
#4 Training is ineffective (Reading the material and taking a quiz doesn't always result in retention.)	23/Staff	Tied with 2: Executive Management and Supervisors
#5 No feedback or follow-up	3/Faculty	Tied with 3: Executive Management, Supervisors, and Unspecified
#6 Difficult to access	Tied with 2: Faculty and Staff	1/Executive Management
<p>Discussion: EHSRM has initiated action to address these and other concerns noted with the safety training program. While there were many positive comments regarding safety training, EHSRM's focus is on correcting those areas keeping UAF employees from having a positive experience completing their training. Training should be easy to access, pertinent to the employee's job, effective at preventing accident/injury, and relevant in meeting regulatory requirements for compliance.</p>		

What major change would you make to enhance employee or student safety at UAF?

Comment	Most times noted/group	Fewest times noted by group
#1 Fix the training program	32/Staff	1/Unspecified 4/Executive Management
#2 Better snow and ice removal	28 Staff	Tied with 2: Supervisors and Unspecified
#3 Air Quality (Building filtration, smoking, and vehicle idling)	8/Staff	1/Supervisors
#3 Hold people accountable	13/Staff	1/Student Employees
<p>Discussion: These areas have been previously addressed in this report, and as noted, remain keys areas of focus as we move to enhance our safety culture.</p>		

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Please use the space below to comment on any additional issues that concern you.

Comment	Most times noted/group	Fewest times noted/group
#1 Better snow and ice removal	23/Staff	2/Supervisors
#2 Air Quality (Control idling vehicles and smoking near building air intakes and entrances)	14/Staff	2 ties with 1: Supervisors and Unspecified
#3 Training (ineffective, repetitive, poorly worded training, not easily accessible)	2 tied with 5: Staff and Student Employees	1/Executive Management
#4 Handicap accessibility	5/Staff	No other groups responded
#5 Lack of adequate safety equipment, fume hoods, and good ventilation	4/Student employees	No other group responded
<p>Discussion: Snow and ice removal, air quality, and safety training remain at the forefront of employee safety concerns and are being addressed. Handicap accessibility, while not a primary responsibility of EHSRM, is an important issue to the UAF community. Concerns regarding accessibility can be addressed with UAF Disabilities Services, at 907 474-5655, or http://www.uaf.edu/disability/; or the Office of Diversity and Equal Opportunity, 907 474-7300, http://www.uaf.edu/oeo/. Issues with inadequate safety equipment, fume hoods, ventilation, etc. should always be addressed directly with EHSRM. We can provide expert consultation in these areas as it applies to health and safety.</p>		

OTHER KEY SAFETY CONCERNS AND SUGGESTIONS

Write-in responses indicated several other employee safety concerns and suggestions. While many of these concerns or suggestions were only mentioned sporadically, or in some cases only once, we feel it important to identify them as they provide insight as to the potential improvements that can be made to improve overall safety at UAF. EHSRM is actively identifying methods to implement these recommendations. The other key responses include:

- Require annual safety audits for every department
- Provide an employee safety booklet
- Share examples of UAF accidents/ unsafe events and the outcome
- Better promotion of safety programs
- Sharing near misses between departments
- Each building or department should have a safety liaison
- Require boat safety course prior to operating UAF small boats

2012 UAF Safety Perception Survey

Conclusions

UAF employee's opinions were well represented with over 50 percent of all employees participating. With the intent of the survey being to identify areas of improvement to enhance safety at UAF, initial actions will tend to focus on the most unfavorable responses. This includes either a low ranking or where a 30 percent or greater neutral or negative response was noted. The most unfavorable areas ranked include Management; Safety Programs; Accountability; and Recognition, Rewards, and Promotion. Within these areas, there was an overwhelming response that employees believed they were not required to report accidents and injuries and that employees felt they could not report safety concerns without fear of retaliation from supervisors or management. Employees also generally felt that safety meetings did not favorably effect safety performance and that safety rules were not regularly reviewed with them. Nearly half of the responses indicated that supervisors were not concerned with their safety. Additionally, the most common unfavorable comments written by employees were in the areas of inadequate snow/ice removal on UAF walkways and ineffective safety training. Finally, there were several other written responses that indicated a general desire for better communication and sharing of safety information.

There were also many positive findings in the survey. The most favorably ranked areas included safety training; safety assessments; safety policies, procedures, and regulations; and supervision. Within these areas, most employees felt that safety training is worth the time spent taking it and makes it less likely they would be injured on the job. Of note, while we also noted many positive written comments about training, the most common written unfavorable comment regarded irrelevant and ineffective safety training. This is an area of concern. The majority of employees also felt they are held responsible for unsafe actions and that they were not asked to perform unsafe tasks or operations. With an overall mean score of 3.43 for all questions ranked, UAF falls between a neutral and positive ranking, indicting room for improvement.

MOVING FORWARD

EHSRM has listened to our employee's concerns and have already moved forward with actions to improve upon some of the key areas which drive an organization's safety culture, such as accountability and training. With assistance from the Safety Compliance and Coordination Committee (SCCC), we've begun the foundation of crafting a UAF safety policy, capturing all facets of safety to include occupational safety and health, fire prevention and safety, and public safety. This policy will define roles and responsibilities, safety program elements, provisions for safety training, and accountability for all employees. This policy will help shape and steer UAF towards success in implementing the aspect of safety into everything we do.

We also believe that a Department Safety Coordinator (DSC) role would be beneficial in many departments, both locally and at remote UAF locations, to fill the gap in completing routine safety assessments. While many labs already have designated Chemical Hygiene Officers to address lab safety concerns, a lateral position for non-lab safety issues is uncommon. We will address the possibility of implementing a DSC role as part of the UAF Safety Policy development.

We've also begun the process of revamping our safety training program. While ranked most favorable, written concerns indicate there are areas for improvement. We value everyone's comments and concerns regarding the process of identifying, accessing, completing, and documenting safety training and have initiated a course of action to streamline and simplify the training process. To do this, it is important that we

2012 UAF Safety Perception Survey

first define and prioritize our customers. Next, we'll identify provisions for a training needs assessment for these customers. It is also important that we focus on training which is required by law or our institution, rather than training that's "just good to have". Another important aspect of our training program review is how training is delivered, both in content and environment.

One important result of our training program upgrade will be the development of a UAF safety training policy which clarifies the training process. Again, to streamline how we train, our renewed focus will be in identifying who needs training based on their occupational hazards; determining what they actually require; identifying and developing training goals, objectives, and learning programs; and performing follow-up with trainees to determine the effectiveness of training.

Finally, it will be prudent to reevaluate our employees in 2-3 years after implementation of program changes. We believe a UAF Safety Policy, the implementation of Department Safety Coordinators Program, and a revitalized Safety Training Program will address the unfavorable ratings shown in this survey, and help build a great safety culture moving forward.

2 Attachments:

1. Opinions Inc. Summary Page
2. Opinions Inc. Survey Results by Question and Overall Category

Attachment 1
Opinions Inc. Summary Page

2012 UAF Safety Perception Survey



University of Alaska Fairbanks Overall - All Questions

2012 Safety Perception Survey

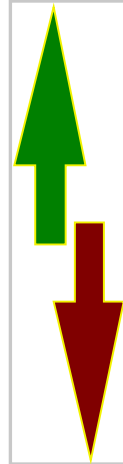
Mean 3.43

Survey Participation

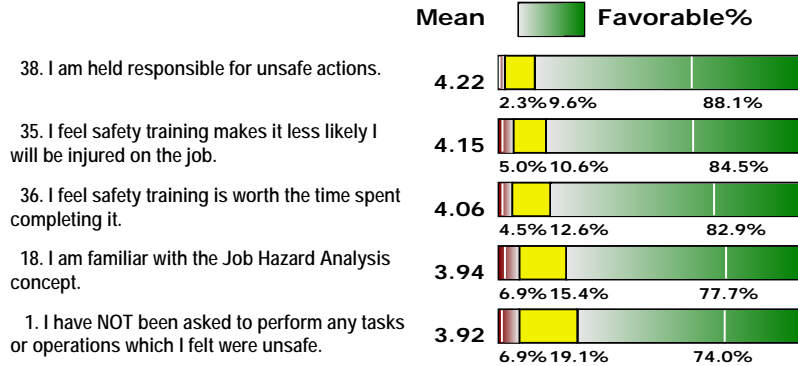
1820 Participants

Categories Ranked by Mean Highest to Lowest

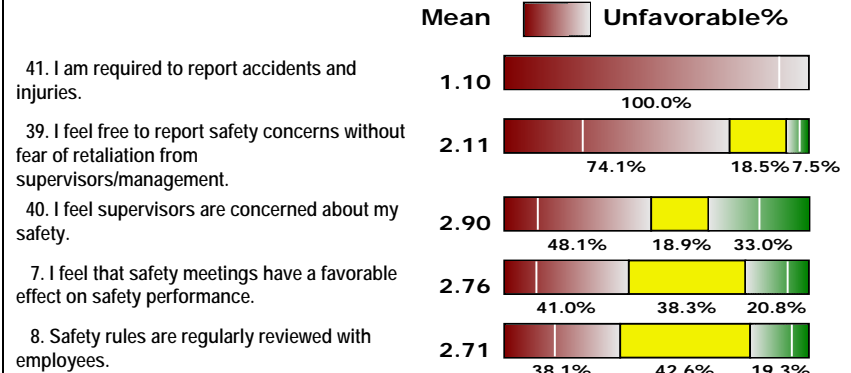
CATEGORIES	MEAN
SAFETY TRAINING	3.98
SAFETY ASSESSMENTS	3.61
SAFETY POLICIES, PROCEDURES, AND REGULATIONS	3.61
SUPERVISION	3.61
GENERAL SAFETY	3.60
RECOGNITION, REWARDS, AND PROMOTION	3.49
MANAGEMENT	3.37
SAFETY PROGRAMS	3.03
ACCOUNTABILITY	2.56



Most Favorable Questions



Most Unfavorable Questions



Attachment 2
Opinions Inc. Survey Results
by
Question and Overall Category

2012 UAF Safety Perception Survey

Graphical

University of Alaska Fairbanks 2012 Safety Perception Survey University of Alaska Fairbanks Overall - All Questions Categories and Questions

3/18/2013



Unfavorable% Neutral% Favorable%
E,D,C,B,A Represent the % of Responses

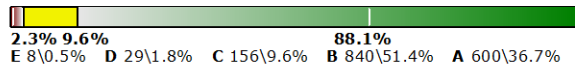
Count

< The Range is from 1 to 5 >

Mean

ACCOUNTABILITY

38. I am held responsible for unsafe actions.



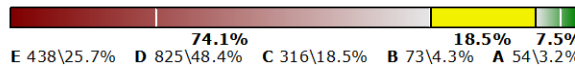
1633

2012 4.22



E 8\0.5% D 29\1.8% C 156\9.6% B 840\51.4% A 600\36.7%

39. I feel free to report safety concerns without fear of retaliation from supervisors/management.



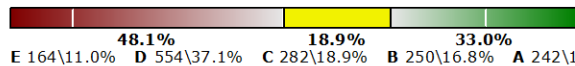
1706

2012 2.11



E 438\25.7% D 825\48.4% C 316\18.5% B 73\4.3% A 54\3.2%

40. I feel supervisors are concerned about my safety.



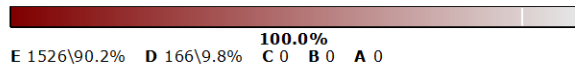
1492

2012 2.90



E 164\11.0% D 554\37.1% C 282\18.9% B 250\16.8% A 242\16.2%

41. I am required to report accidents and injuries.



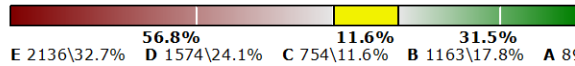
1692

2012 1.10



E 1526\90.2% D 166\9.8% C 0 B 0 A 0

ACCOUNTABILITY (4)



6523

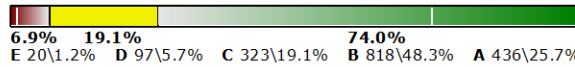
2012 2.56



E 2136\32.7% D 1574\24.1% C 754\11.6% B 1163\17.8% A 896\13.7%

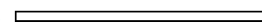
GENERAL SAFETY

1. I have NOT been asked to perform any tasks or operations which I felt were unsafe.



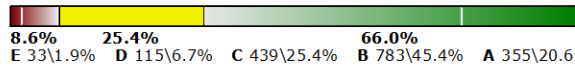
1694

2012 3.92



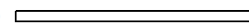
E 20\1.2% D 97\5.7% C 323\19.1% B 818\48.3% A 436\25.7%

2. It is clear which safety tasks I am responsible for.



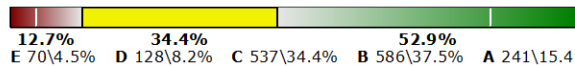
1725

2012 3.76



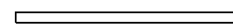
E 33\1.9% D 115\6.7% C 439\25.4% B 783\45.4% A 355\20.6%

3. I do not feel my workplace is unsafe in any way (equipment, facilities, practices, etc.).



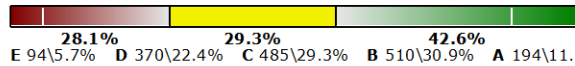
1562

2012 3.51



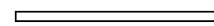
E 70\4.5% D 128\8.2% C 537\34.4% B 586\37.5% A 241\15.4%

4. Employees caution other employees about unsafe practices.



1653

2012 3.21



E 94\5.7% D 370\22.4% C 485\29.3% B 510\30.9% A 194\11.7%

2012 UAF Safety Perception Survey

Graphical

University of Alaska Fairbanks 2012 Safety Perception Survey University of Alaska Fairbanks Overall - All Questions Categories and Questions

3/18/2013



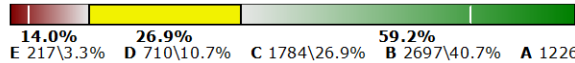
Unfavorable% Neutral% Favorable%
E,D,C,B,A Represent the #\% of Responses

Count

< The Range is from 1 to 5 >

Mean

GENERAL SAFETY (4)

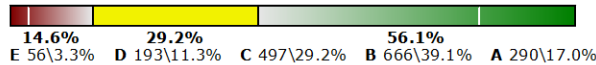


6634

2012 3.60

SAFETY PROGRAMS

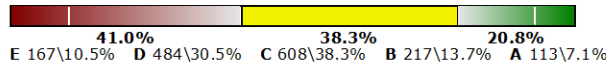
6. Employees participate in the development of safe work practices.



1702

2012 3.55

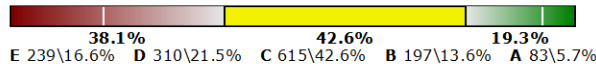
7. I feel that safety meetings have a favorable effect on safety performance.



1589

2012 2.76

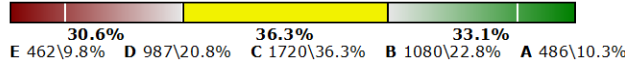
8. Safety rules are regularly reviewed with employees.



1444

2012 2.71

SAFETY PROGRAMS (3)

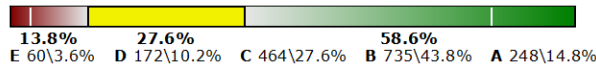


4735

2012 3.03

RECOGNITION, REWARDS, AND PROMOTION

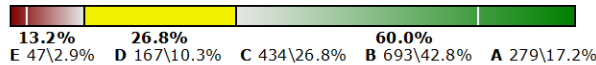
11. Safe work behavior is recognized by supervisors.



1679

2012 3.56

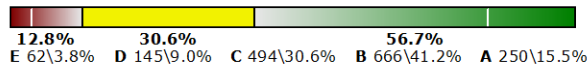
12. My department publically recognizes safe workers.



1620

2012 3.61

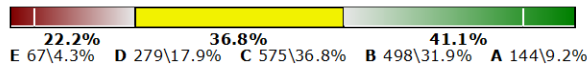
13. Promotion to higher level grades is dependent upon good safety performance.



1617

2012 3.55

14. I feel positive recognition motivates me to be safer.



1563

2012 3.24

2012 UAF Safety Perception Survey

Graphical

University of Alaska Fairbanks 2012 Safety Perception Survey

3/18/2013

University of Alaska Fairbanks Overall - All Questions Categories and Questions



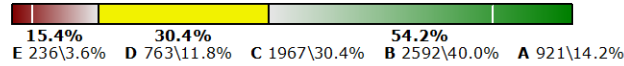
Unfavorable% Neutral% Favorable%
E,D,C,B,A Represent the %\% of Responses

Count

< The Range is from 1 to 5 >

Mean

RECOGNITION, REWARDS, AND PROMOTION (4)

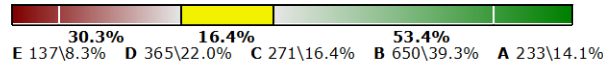


6479

2012 3.49

SAFETY ASSESSMENTS

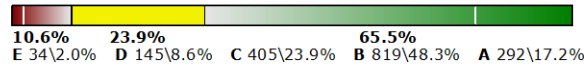
15. My workplace has been inspected for safety hazards.



1656

2012 3.29

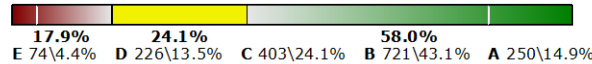
16. I think UAF seeks prompt correction of problems found during inspections.



1695

2012 3.70

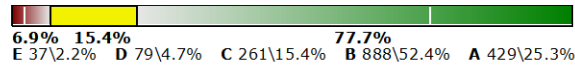
17. Employees participate in inspections for potential hazards.



1674

2012 3.51

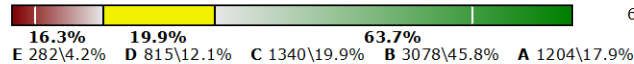
18. I am familiar with the Job Hazard Analysis concept.



1694

2012 3.94

SAFETY ASSESSMENTS (4)

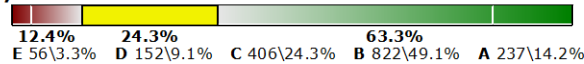


6719

2012 3.61

SAFETY POLICIES, PROCEDURES, AND REGULATIONS

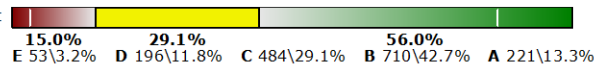
19. UAF safety policies and procedures are readily accessible.



1673

2012 3.62

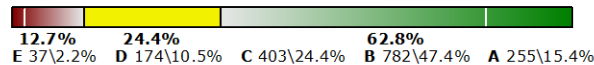
20. Compliance with safety rules and regulations does not slow down the operation.



1664

2012 3.51

21. UAF's safety rules and regulations protect the employee.



1651

2012 3.63

2012 UAF Safety Perception Survey

Graphical

University of Alaska Fairbanks

2012 Safety Perception Survey

3/18/2013

University of Alaska Fairbanks Overall - All Questions Categories and Questions



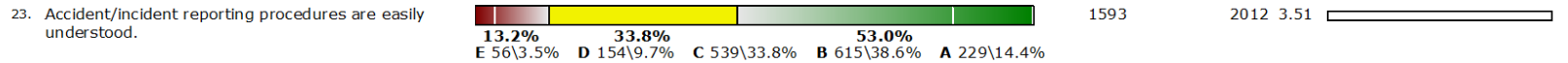
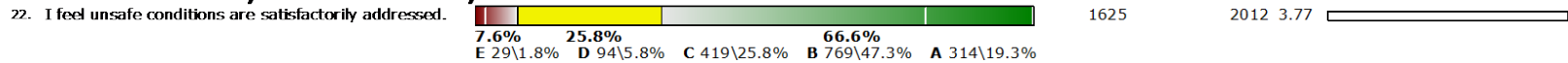
Unfavorable% Neutral% Favorable%

E,D,C,B,A Represent the #\% of Responses Count

< The Range is from 1 to 5 >

Mean

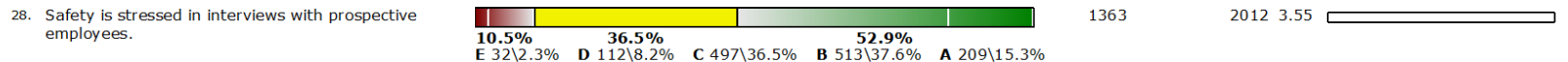
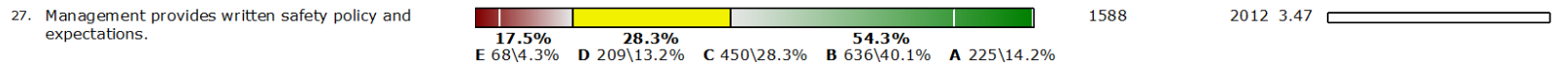
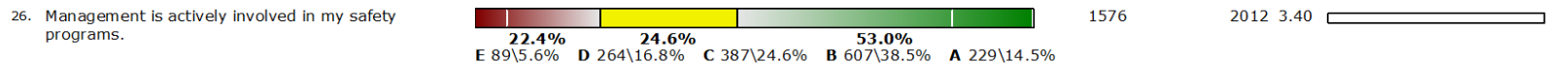
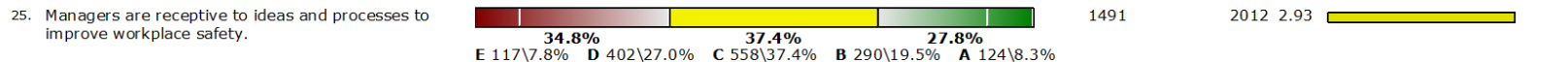
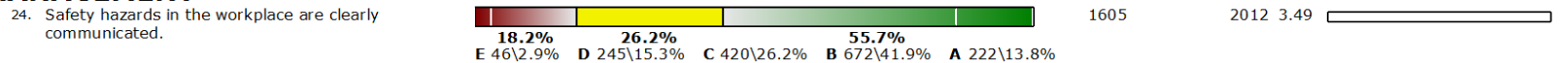
SAFETY POLICIES, PROCEDURES, AND REGULATIONS



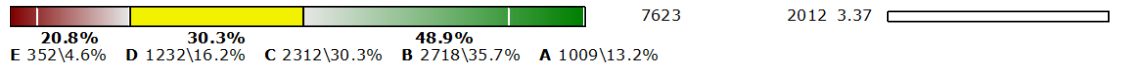
SAFETY POLICIES, PROCEDURES, AND REGULATIONS (5)



MANAGEMENT



MANAGEMENT (5)



2012 UAF Safety Perception Survey

Graphical

University of Alaska Fairbanks 2012 Safety Perception Survey University of Alaska Fairbanks Overall - All Questions Categories and Questions

3/18/2013



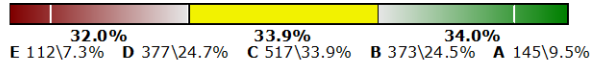
Unfavorable% Neutral% Favorable%
E,D,C,B,A Represent the #\% of Responses

Count

< The Range is from 1 to 5 >
Mean

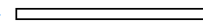
SUPERVISION

29. Supervisors provide job-specific safety orientation with new employees.

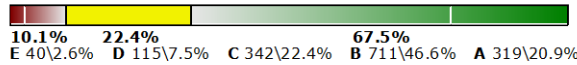


1524

2012 3.04

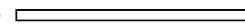


30. Supervisors ensure I am doing my job safely.

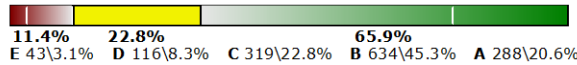


1527

2012 3.76

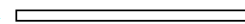


31. Supervisors review and discuss accidents/injuries with the employees involved.

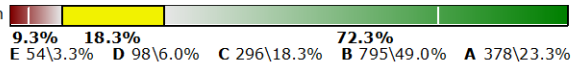


1400

2012 3.72

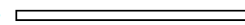


32. Supervisors discuss safety goals and performance with employees regularly.

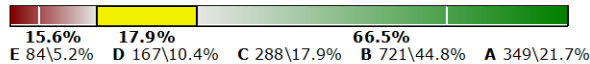


1621

2012 3.83

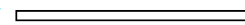


33. I do not have problems obtaining support for the correction of hazardous conditions.

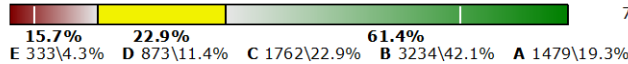


1609

2012 3.67

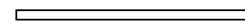


SUPERVISION (5)



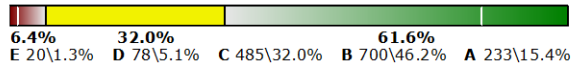
7681

2012 3.61



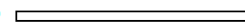
SAFETY TRAINING

34. I receive safety training prior to exposure to job hazards.

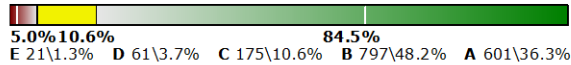


1516

2012 3.69



35. I feel safety training makes it less likely I will be injured on the job.

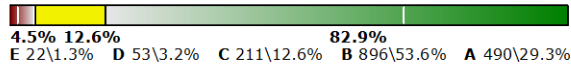


1655

2012 4.15



36. I feel safety training is worth the time spent completing it.



1672

2012 4.06



2012 UAF Safety Perception Survey

Graphical

University of Alaska Fairbanks

2012 Safety Perception Survey

3/18/2013

University of Alaska Fairbanks Overall - All Questions Categories and Questions



Unfavorable% Neutral% Favorable%

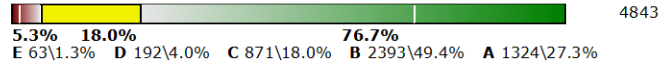
< The Range is from 1 to 5 >

E,D,C,B,A Represent the #\% of Responses

Count

Mean

SAFETY TRAINING (3)

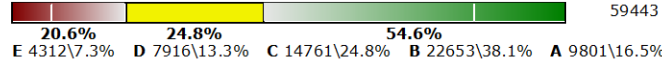


4843

2012 3.98

E 63\1.3% D 192\4.0% C 871\18.0% B 2393\49.4% A 1324\27.3%

All Questions Avg



59443

2012 3.43

E 4312\7.3% D 7916\13.3% C 14761\24.8% B 22653\38.1% A 9801\16.5%