

AFT PSRP Office Employee Workload Survey

Posted February 26, 2007

Internet Survey – 638 responses



A Union of Professionals

AFT PSRP

Paraprofessionals and School-Related Personnel

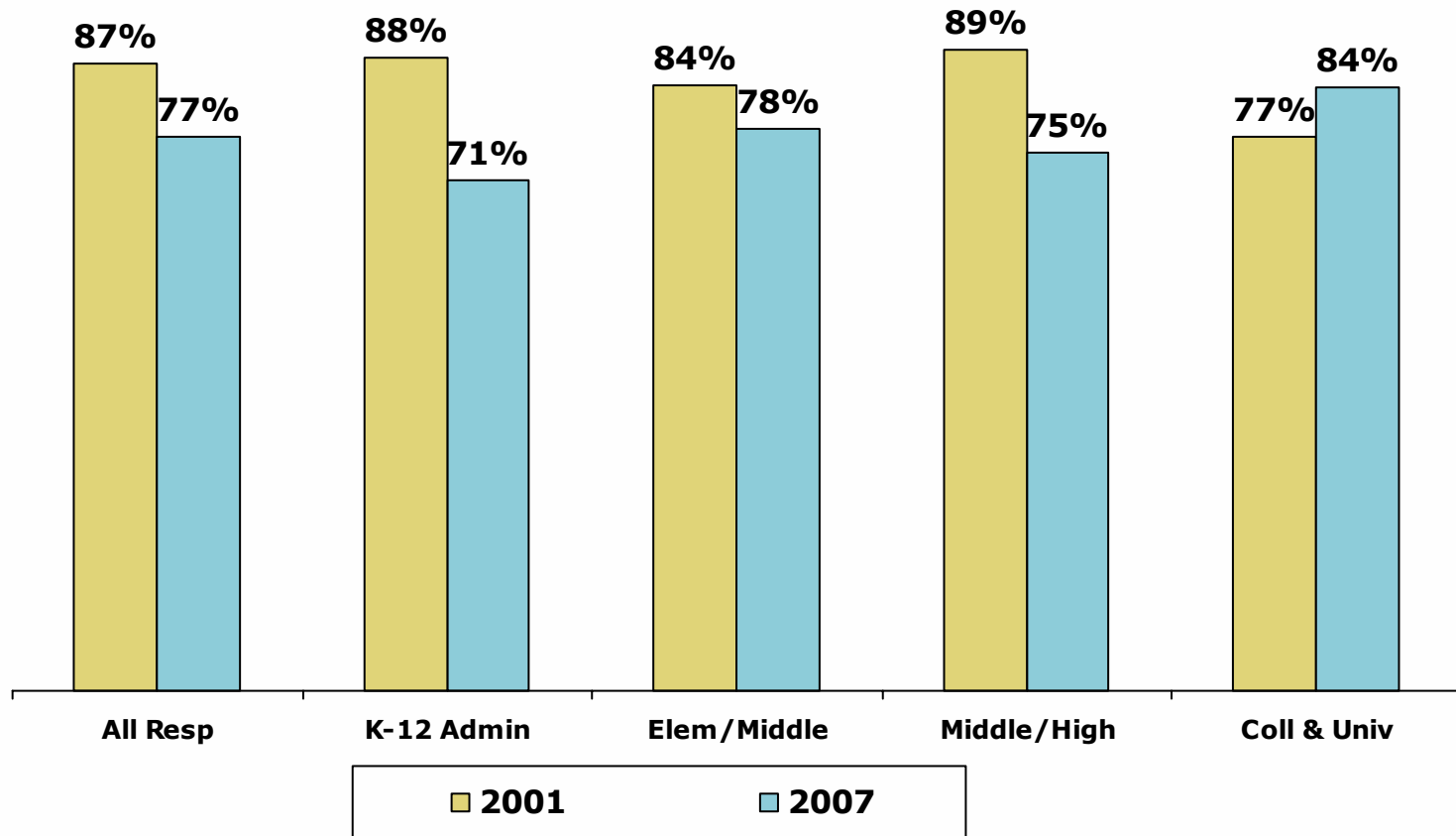


Comments

- Caution: Web-based, self-selecting surveys should not be viewed as scientifically accurate and should be used to monitor the *causes of workload* rather than the *degree of the problem*.
- We note a drop of 10% (87% in 2001 to 77% in 2007) of respondents who said “Yes – unfair workloads are a problem.” But many of the people who said “no” in 2007 went on to respond to other questions in ways that clearly contradict their “no” response. If we add to the “yes” pool those who said “no” but also said workload is a problem across their institution or district, the percent increases from 77% to 82%. What ever the number, more than $\frac{3}{4}$ of office employees have some concerns about their workload.
- Both are internet based surveys but the sample size in 2007 was significantly higher (236 in 2001 compared to 638 in 2007). In 2001, it’s likely that respondents *tended* to be those for whom excess workload was a concern.

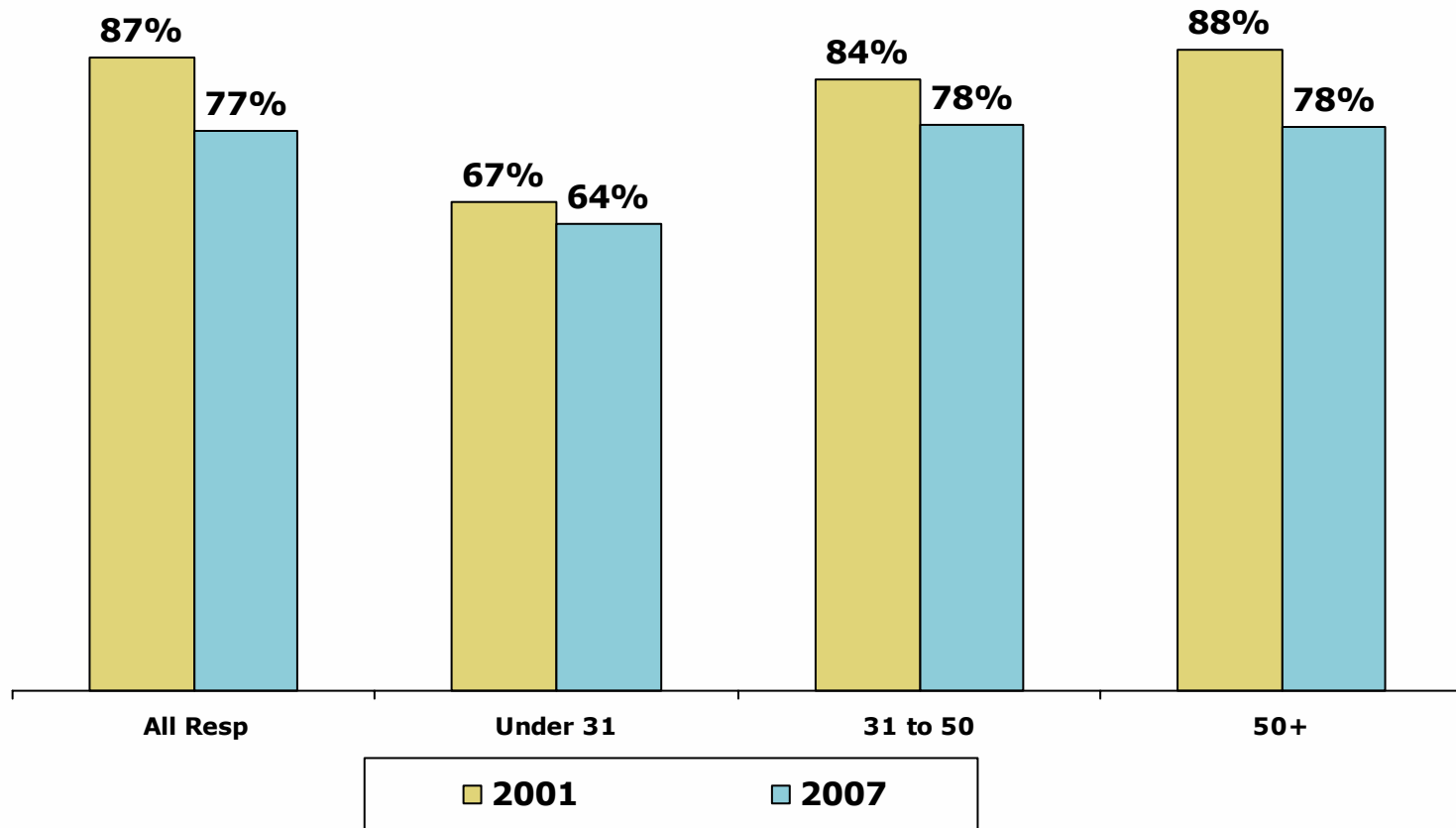


Yes, unrealistic workloads are a problem



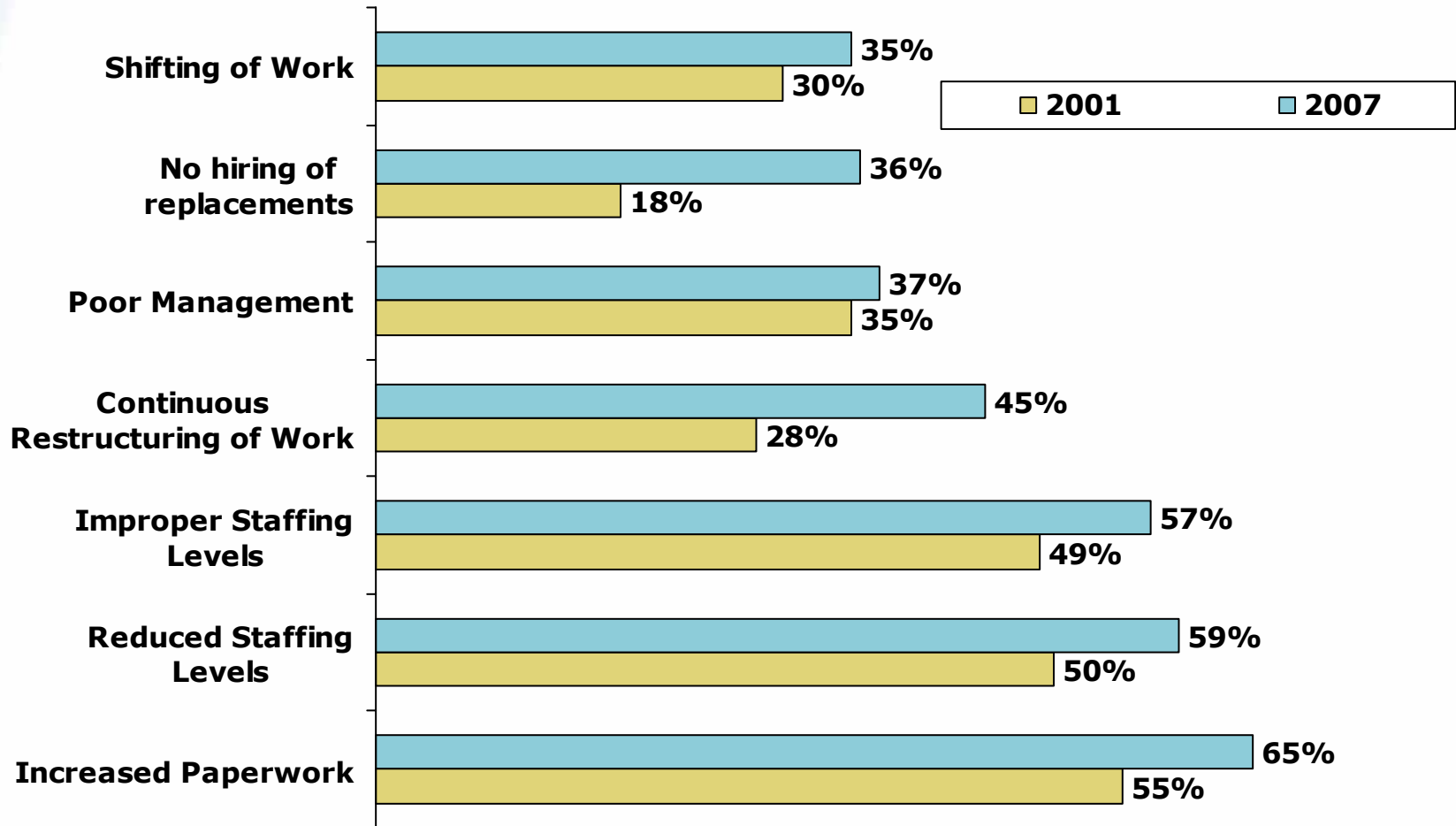


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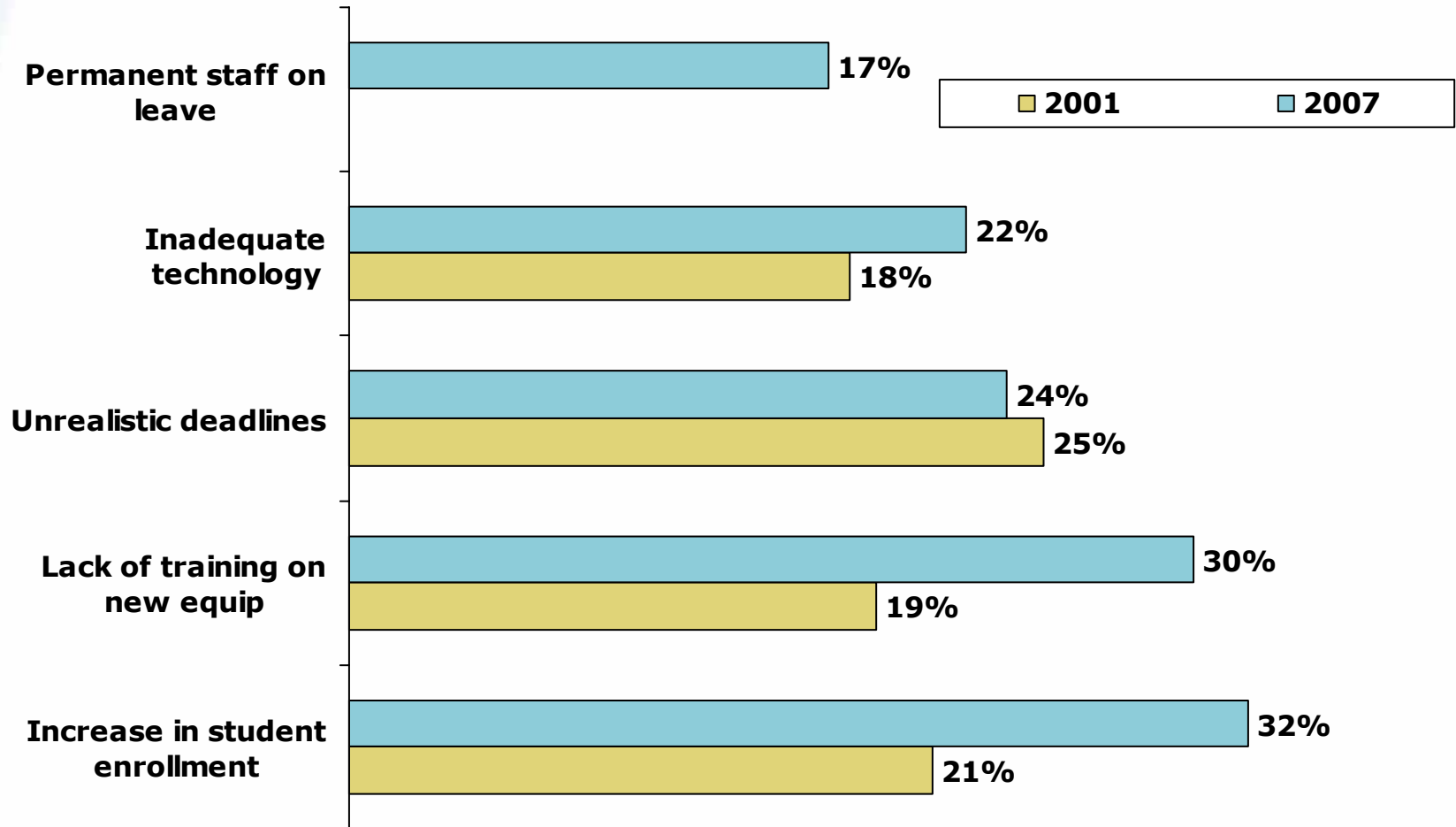


Factors that lead to unfair workloads





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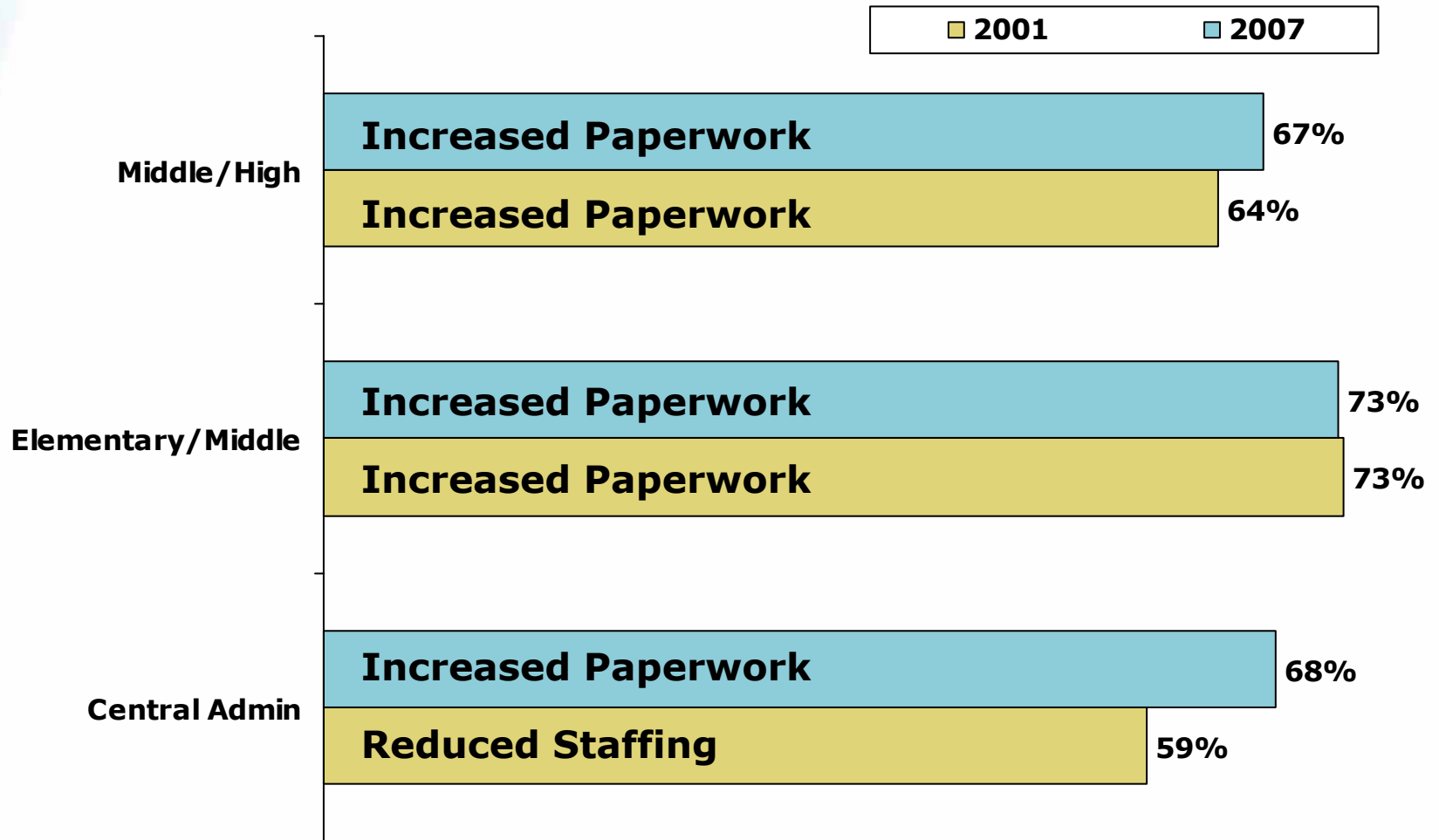


Most significant factors by type of institution

• K-12 Systems	2001	2007
– Increased paperwork	64%	69%
– Reduced staffing	49%	49%
– Improper staffing	45%	50%
– Restructuring of work		40%
– Shifting of Work	36%	31%
• Colleges		
– Improper staffing	62%	77%
– Reduced staffing levels	60%	85%
– Poor Management	43%	
– No hiring of replacements		63%
– Restructuring of work	32%	59%

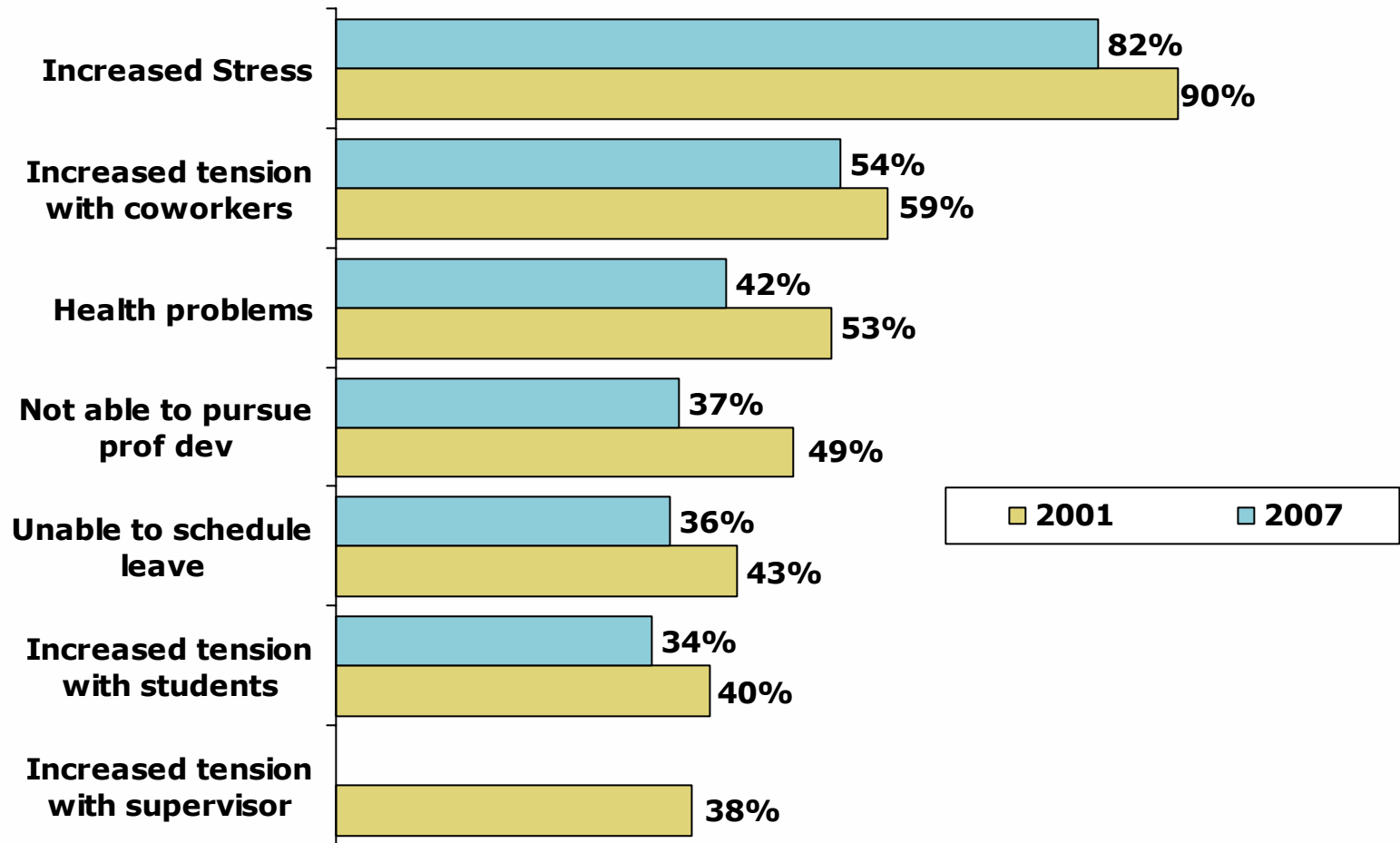


Factors that lead to unfair workloads – by worksite





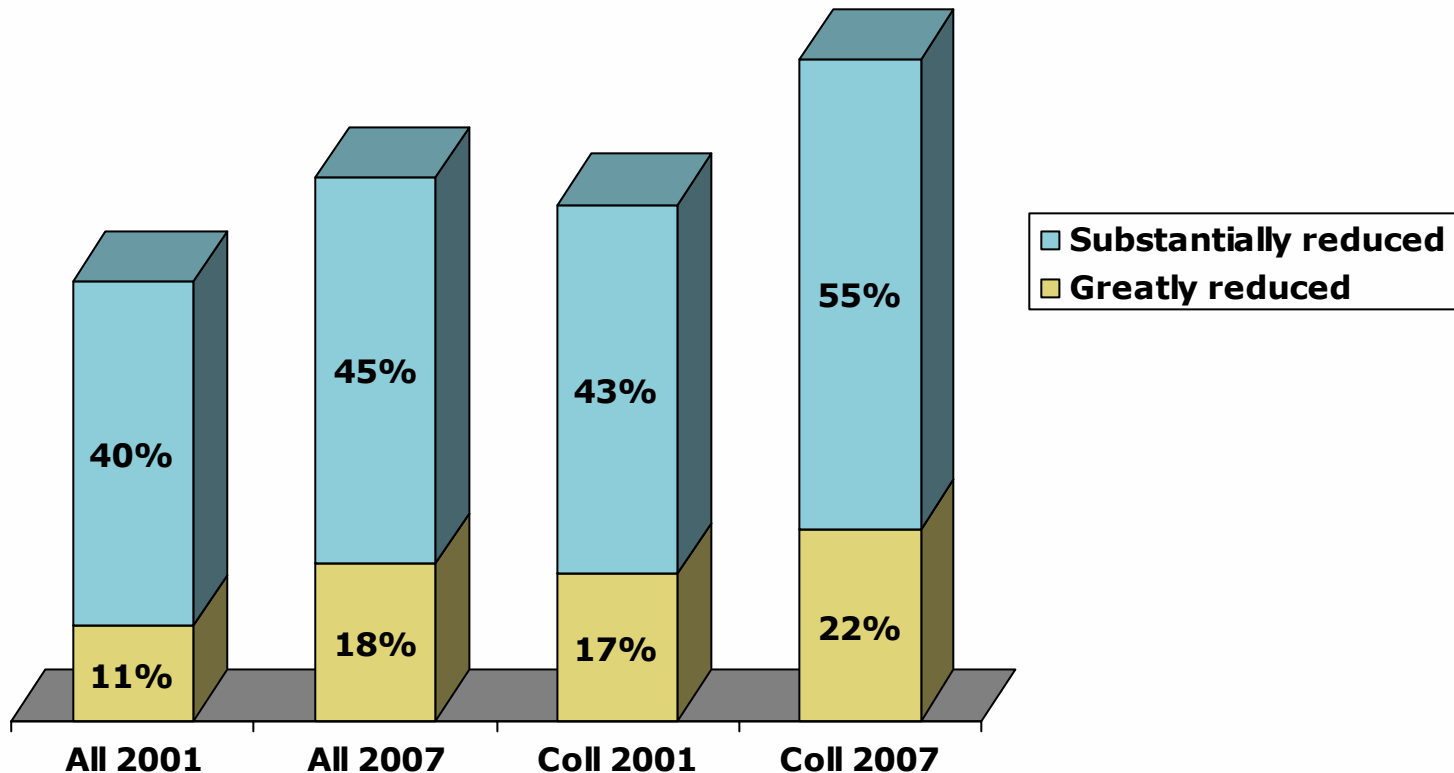
Effect on office employees of workload





Quality of work suffers

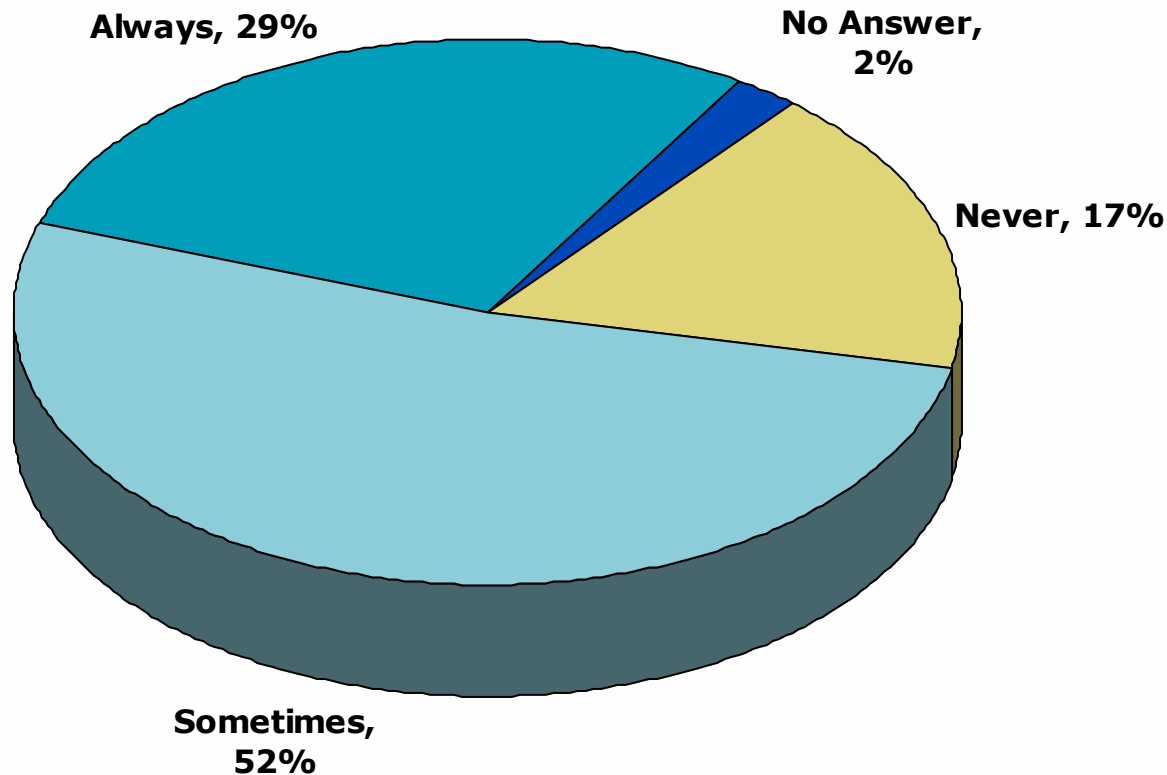
Slightly over half (51%) of all respondents in 2001 said their ability to control the quality of their work had been greatly or substantially reduced. That rose to 63% in 2007. Colleges increased more dramatically from 60% to 77%.





Breaks never occur

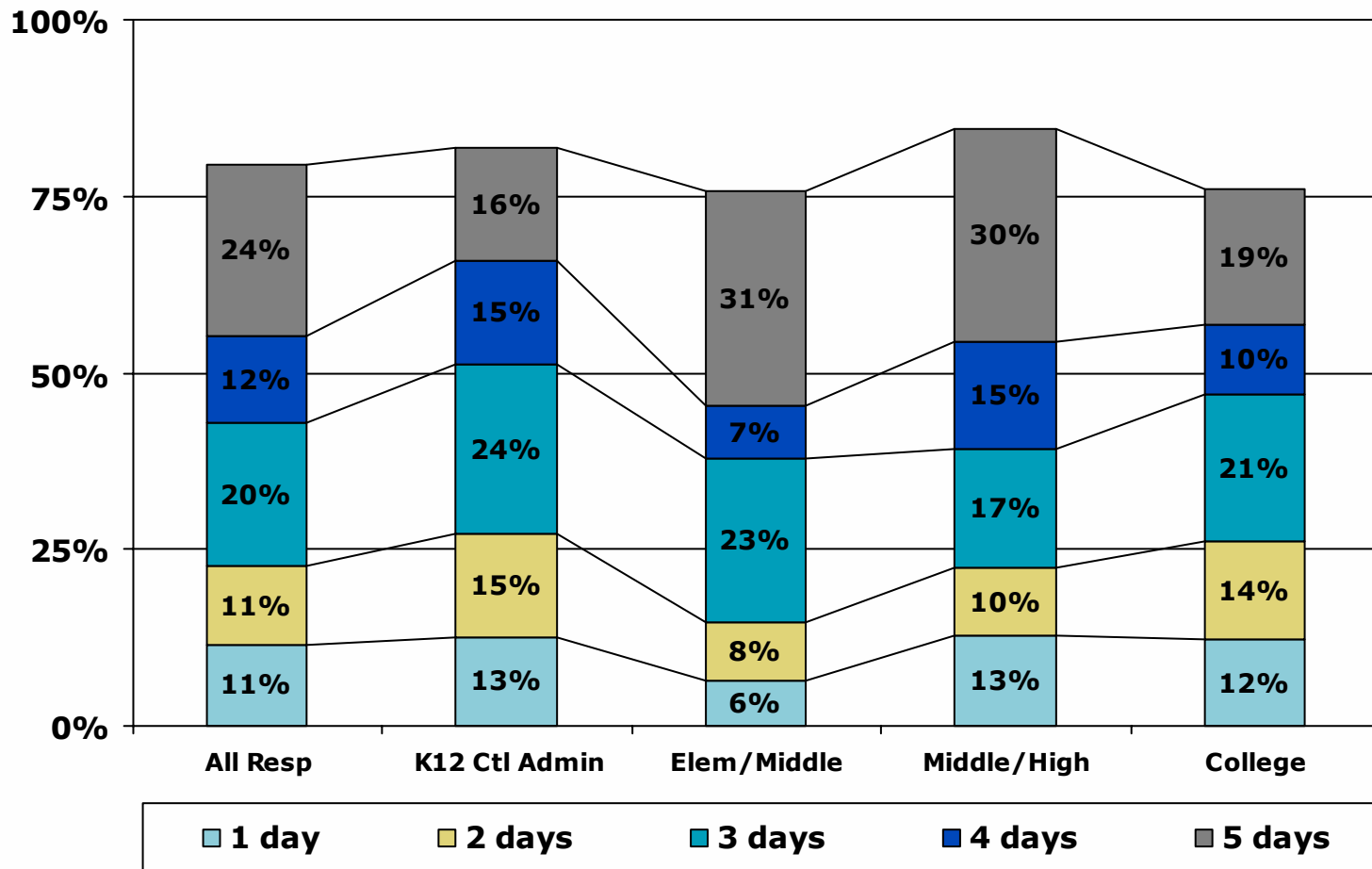
Nearly one in 5 office employees never take a break and 3 in 5 don't get all of their contractual breaks.





Working past regular hours – Inst.

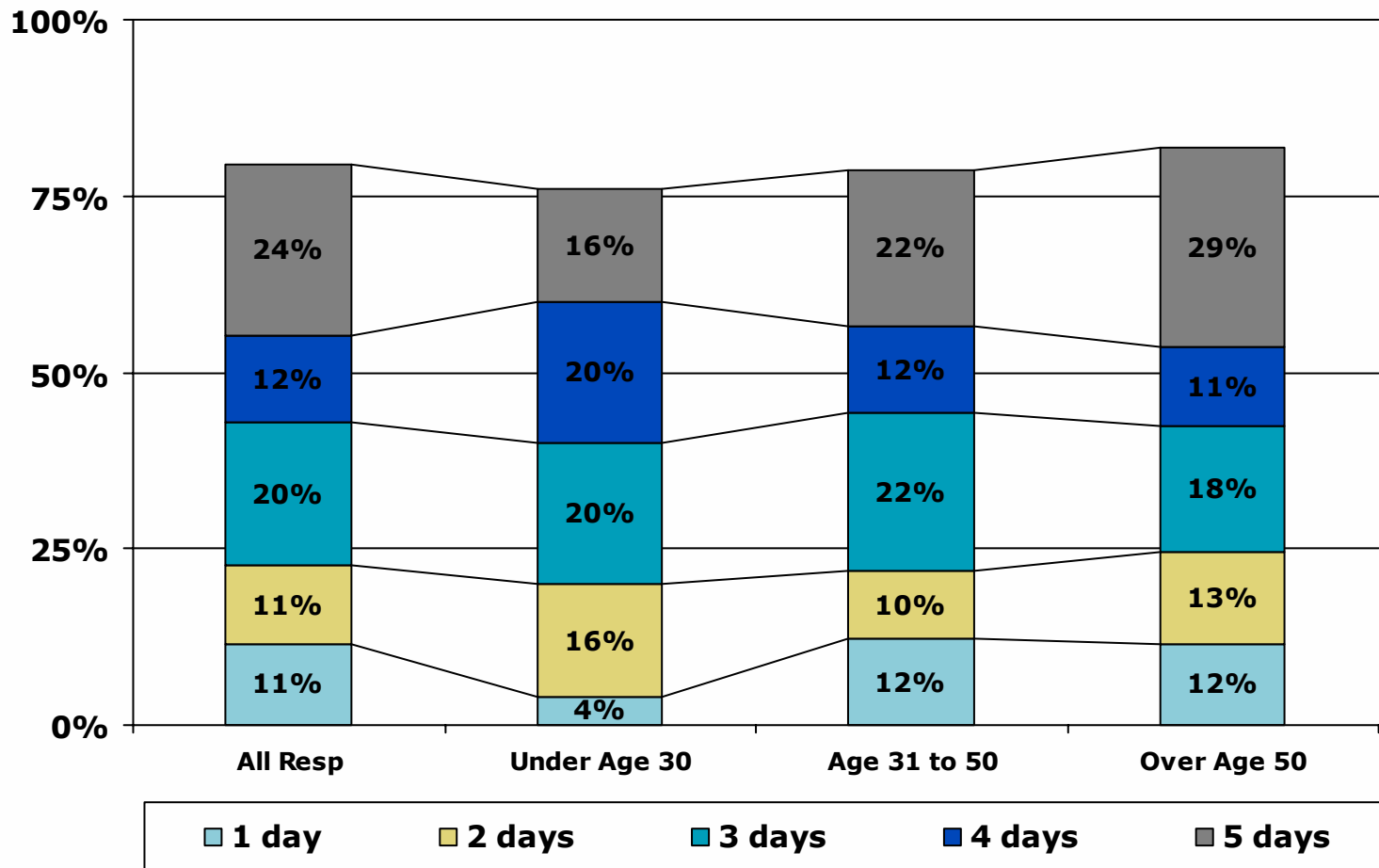
78% work past regular hours at least one day a week.





Working past regular hours – Age

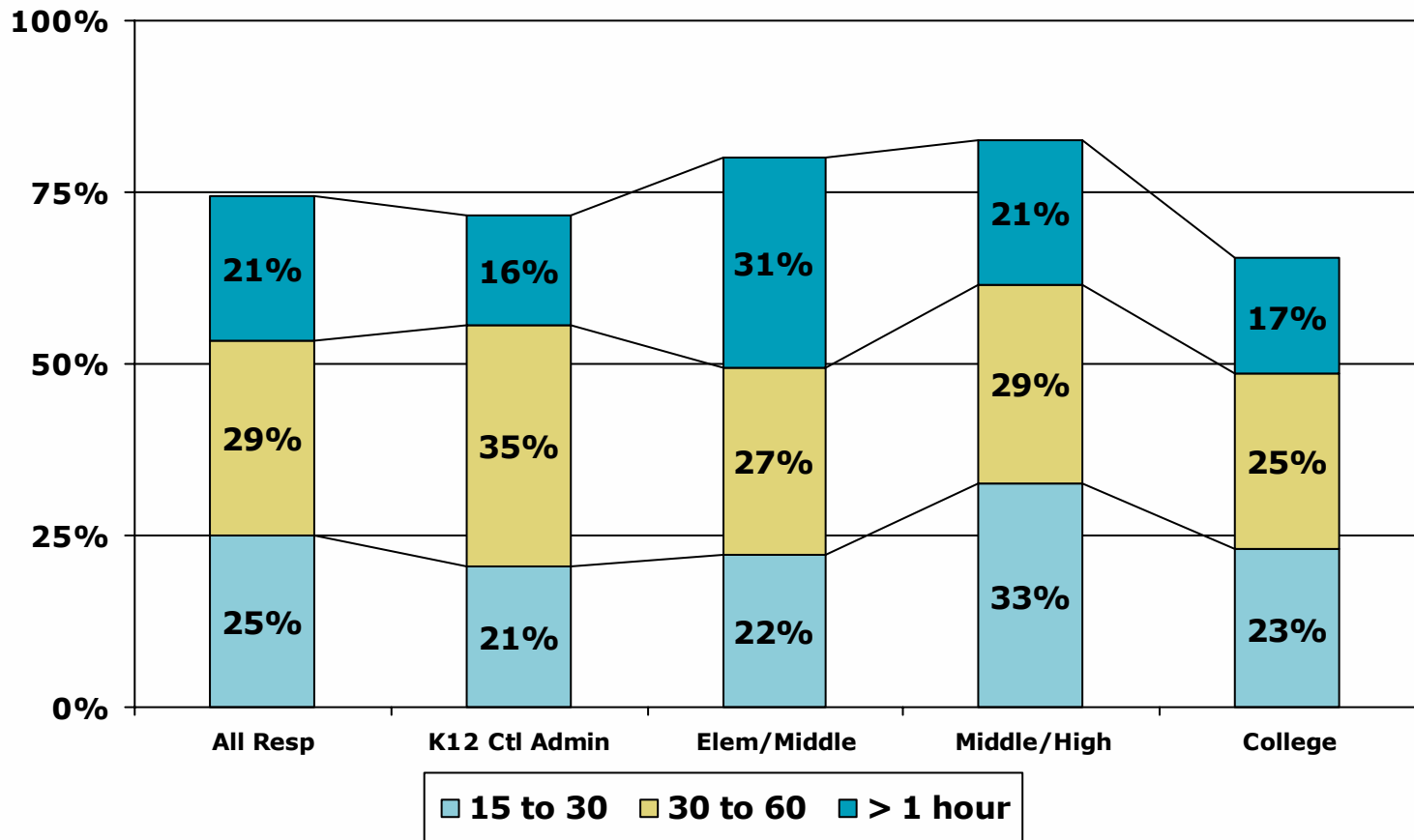
78% work past regular hours at least one day a week.





Overtime issues – Inst.

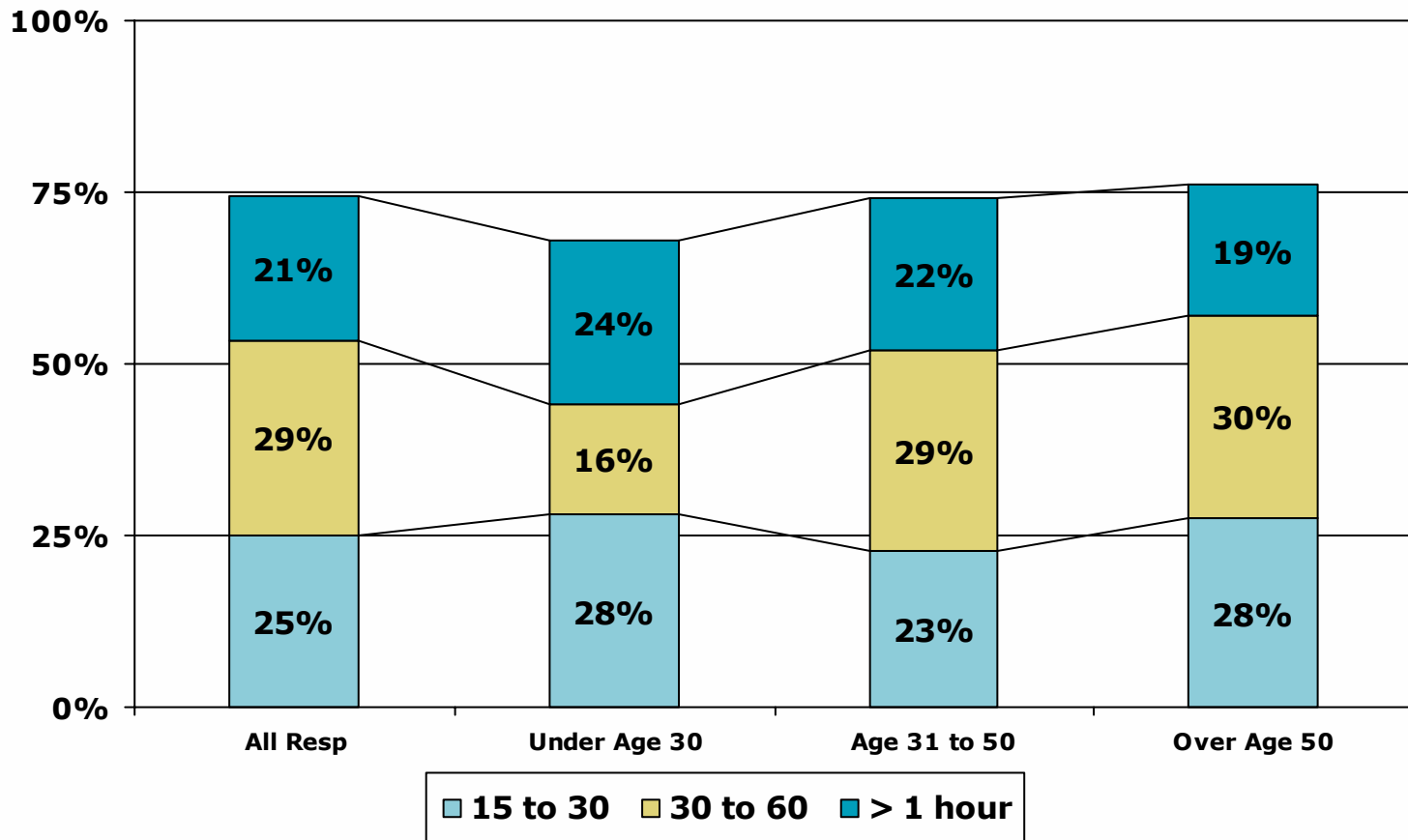
75% of office employees work 15 or more minutes daily outside their regularly scheduled hours





Overtime issues - Age

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Overtime issues - Inst.

Percent who **NEVER** receive overtime for this work.

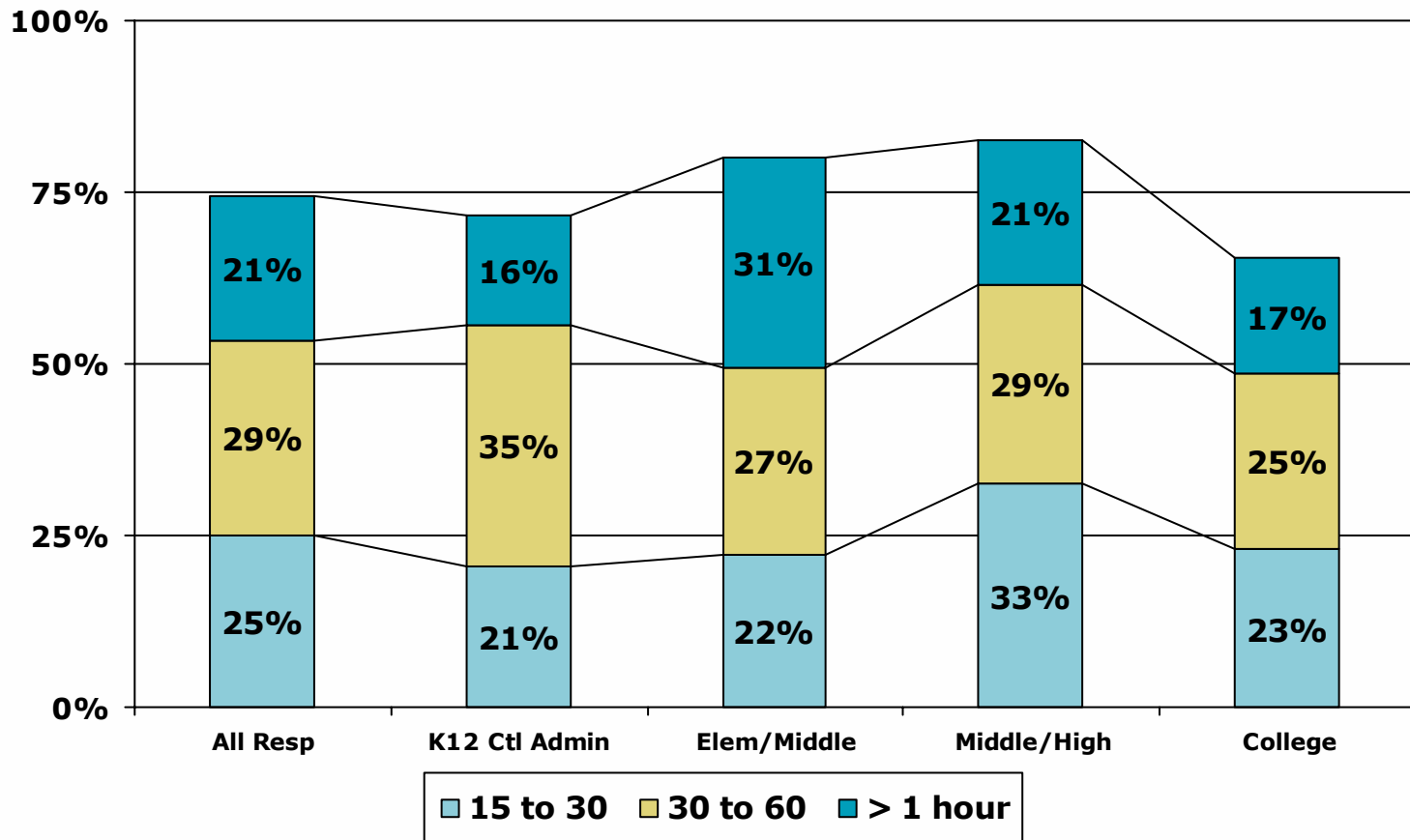
60%

53%

74%

65%

52%





Overtime issues – by Age

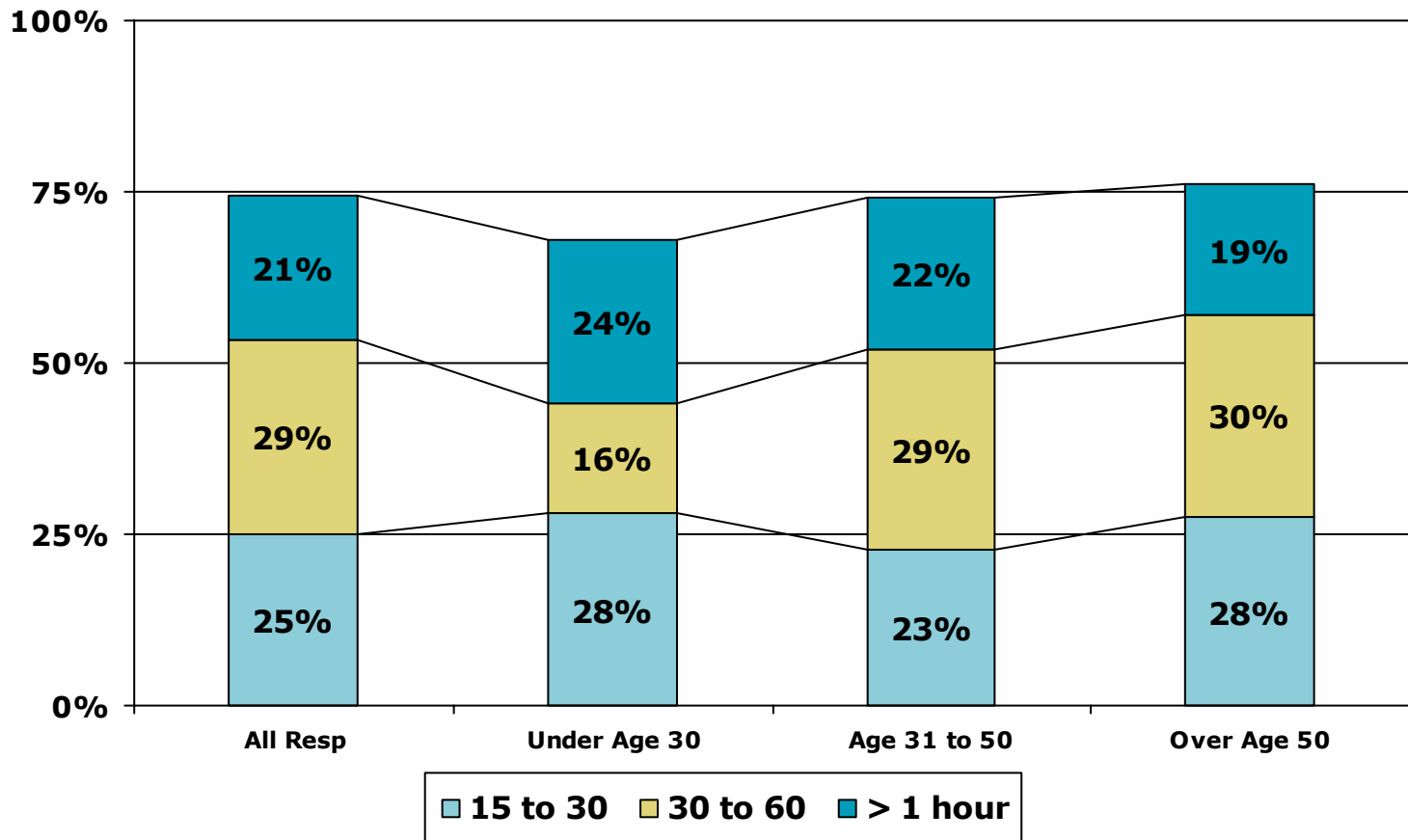
Percent who **NEVER** receive overtime for this work.

60%

68%

61%

59%





Employer response to work overload

	2001	2007
• Increased authorized overtime	15%	10%
• Upgraded current workplace tech/equip	13%	10%
• Provided additional training	11%	8%
• Hired temp non-barg unit employees	9%	13%
– Colleges		34%
• Provided new technology/equipment	8%	5%
• Developed new systems or reorg work	8%	17%
• Hired additional part-time staff	6%	6%
• Hired additional full-time staff	4%	5%

No significant differences between age groups' knowledge of employer response ... but



Union response to work overload

	2001	2007
• Filed grievances	29%	25%
– Under 30		20%
– Over 50		25%
• Negotiated contract language	26%	31%
– Under 30		12%
– Over 50		39%
• Created Labor/Management committee	12%	9%
• Formed union committee	8%	11%

Knowledge of the UNION'S response is significantly different ... Fewer than 1/2 of young respondents had ANY knowledge of the union's response, and they didn't know much!

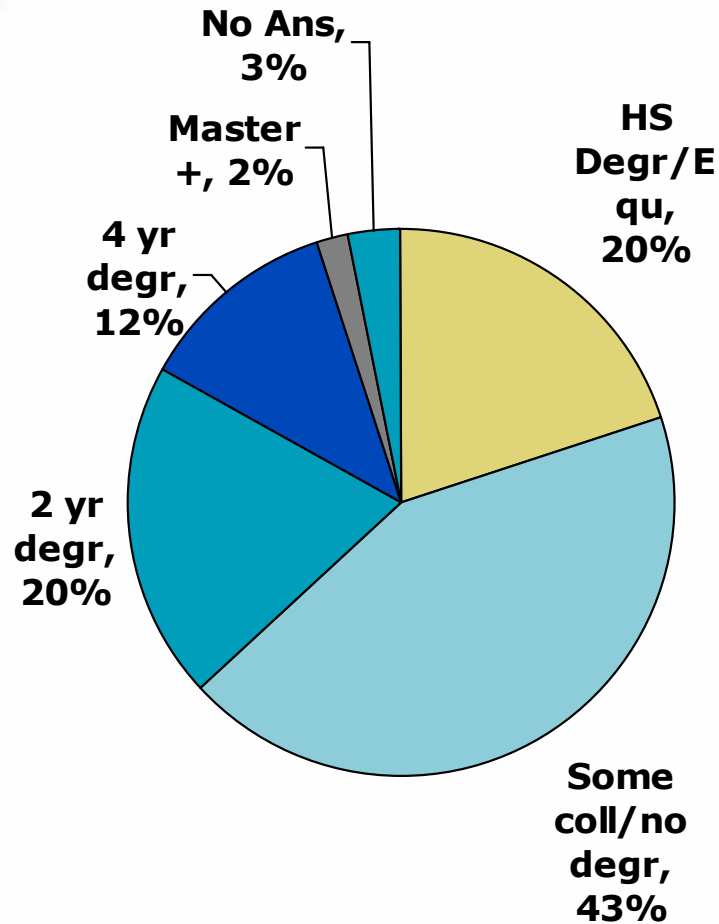


Demographics

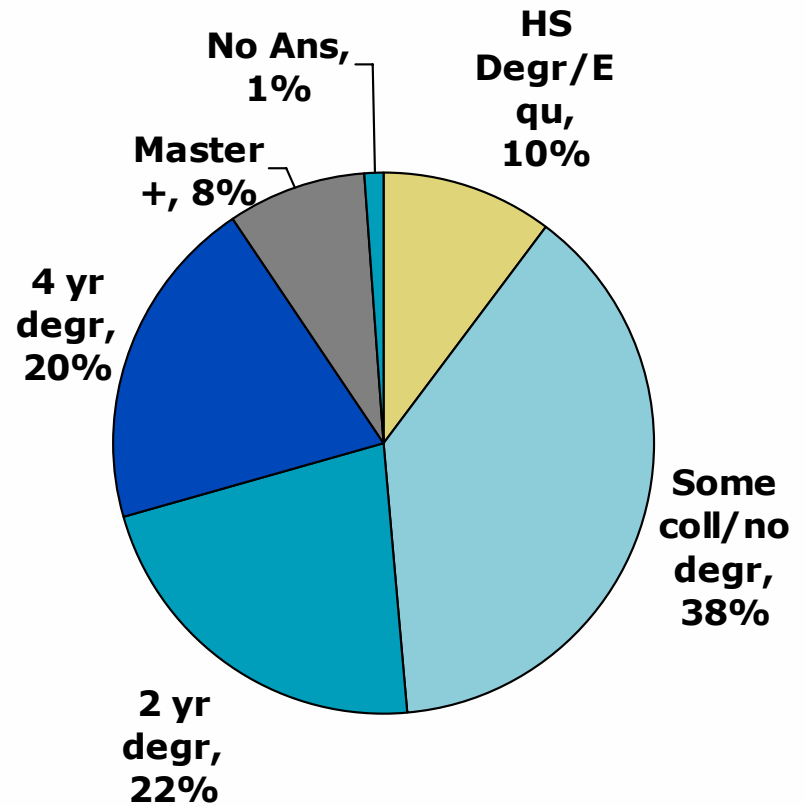


Education level

Percent with only a high school diploma has dropped significantly.



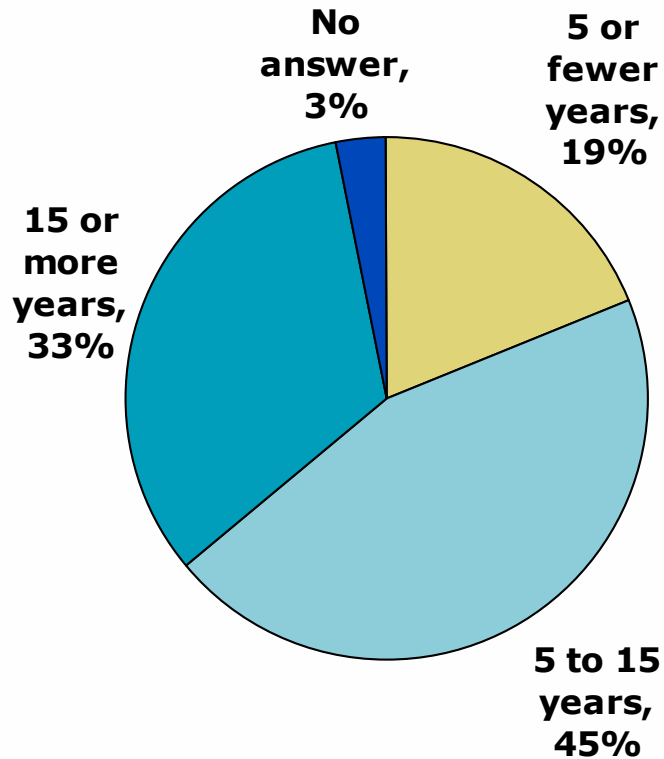
2001



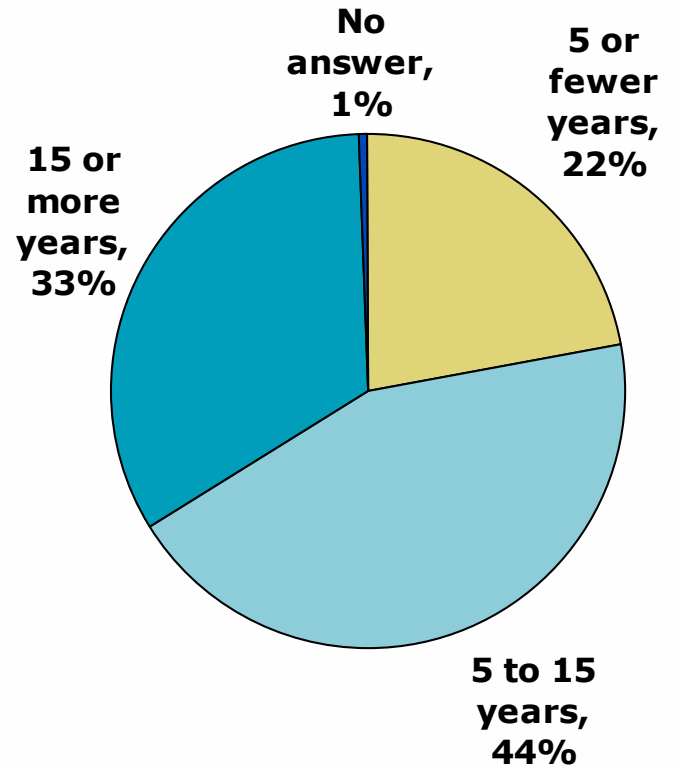
2007



Number of years working in education



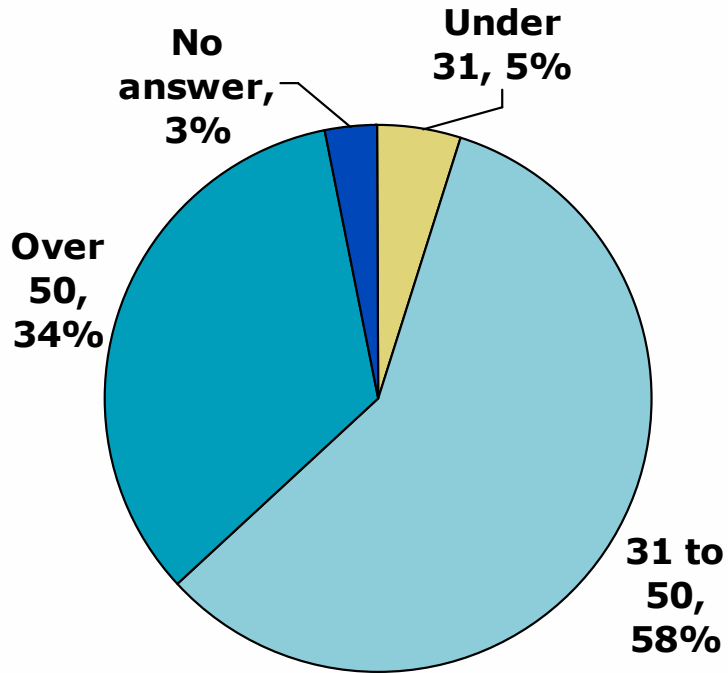
2001



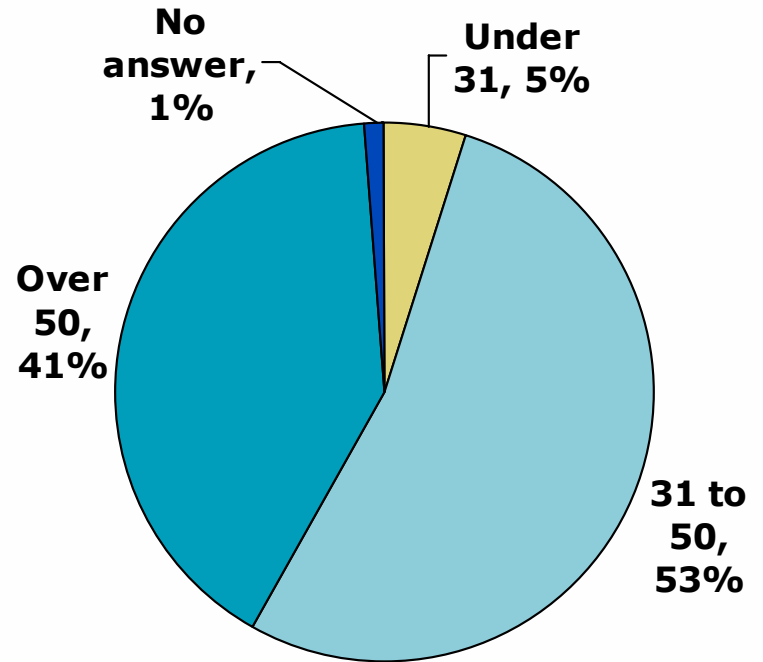
2007



Age



2001



2007