

*Underpaid and Overworked: The
Status of Unrepresented Staff at
UC—In Our Own Words*

An Overview of Survey Results



The UC Administrative Professionals Network has distributed three different surveys to UC administrative staff over the past 18 months to understand staff opinions on workload and compensation issues at UC. In all surveys, we received enough responses to constitute a statistically valid sample size. What follows is a brief overview of some of the more important responses in the surveys.

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Long Hours and Understaffing

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By the Numbers:

- 30.5 percent of the staff report working over 40 hours per week every week and another 19.5 percent report working over 40 hours per week one to three weeks per month.
- The majority of staff say their workload has increased in the past five years and they need to work overtime more frequently.
- 51.7 percent of staff surveyed indicated their current workload is unreasonable to unmanageable.
- 77.4 percent of staff reported they have been given more work without receiving additional compensation.

UC Staff also said:

- "I spend a lot of time on work when I come home after my commute;"
- "I find myself working over 60 hours per week;"
- "My husband and my dogs miss me, I get tired because my day is long;"
- "There are unreasonable requests from management produce a large workload;"
- "There are hostile attitudes towards employees who take admin time."

More UC Staff Comments

- *"With UCPATH it has become more work and I have told my boss she has done nothing to compensate me. She told me to get the work done."*
- *"We have had coworkers move to other positions and we have to absorb the work."*
- *"Since I started with this office, our patient load has increased from 2,000 to 5,000."*
- *"We cannot hire people because no one can live off the salary provided. Then the open position duties are spread out to the remaining staff who have to handle more and more work."*

Turnover at UC

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By the Numbers:

- 53.4 percent of staff report that they searched job postings or otherwise pursued job opportunities outside of UC last year.
- 60.6 percent of staff say they will likely search for a new job outside UC next year.
- 80.7 percent of staff who said that they are seeking another job report it is because they want better pay.
- 44.3 percent said they desired more respectful treatment, 42 percent wanted better job security and 34 percent considered leaving for a more reasonable workload.

UC Staff also said:

- "...constantly searching for a permanent job with better pay;"
- "Rent is extremely high in the Bay Area and UCSF is not at all competitive;"
- "I want a job closer to home to minimize long commute time;"
- "Management makes it seem I am expendable."

Compensation Issues

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By the Numbers:

- 81 percent of staff reported that their salary was not fair considering their experience and skill.
- 92.4 percent of staff indicated that their compensation doesn't keep pace with California's cost of living.
- 91 percent of staff believe that cost of living adjustments should be included in raises.
- 53.5 percent would choose an across-the-board pay raise over a merit pay raise.
- 72.7 percent of staff believe they are working at a higher classification but are not being paid for it.

UC Staff also said:

- "When I first started at UCLA we received an automatic five percent COLA increase every year. This stopped in 2008...now any raise is few and far between...yet the cost of living continues to rise rapidly."
- "Too often at UC, clinical roles are valued above administrative roles. When a clinical person manages administrative staff, they suffer. Clinical managers simply don't understand the importance of administrative functions, and very often don't have these skills themselves. This makes for a very unbalanced system when making assumptions about contribution value."
- "I do wish there was more upward mobility within individual positions in the university, rather than forcing people to search for new, different jobs in order to receive pay increases."

Economic Hardship

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By the Numbers:

- 42.5 percent staff report having a second job to make ends meet.
- 11 percent go without needed medication.
- 16.2 percent of the staff respondents say they have rented out a room in their house and 43.2 percent share living space.
- 41 percent are postponing retirement because of financial concerns.
- 70 percent have had difficulty paying their bills in the past two years.
- 86.9 percent say they have stress related to their financial situation.

UC Staff also said:

- "I have to live paycheck to paycheck. My first paycheck is for bills and groceries. Second one goes all to rent."
- "I cannot enjoy things like having savings, paying bills on time, good credit, a home of my own..."
- "I need to take equity from our house..."

Food Insecurity

- *In the last 12 months 50 percent of staff reported "the food we bought didn't last and we didn't have money to get more."*
- *60.4 percent of staff reported that in the past 12 months they or an adult in their household cut the size of a meal or skipped a meal because there wasn't enough money for food.*
- *72.7 percent of the staff respondents said they had been hungry in the past 12 months but didn't have enough money to buy food.*

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