

STAFF OPINION SURVEY 2017

Faculty of Maths & Physical Sciences

RESPONSE RATE:

55%

RESPONSES:

498
of 898



YOUR EMPLOYEE ENGAGEMENT SCORE:



68%

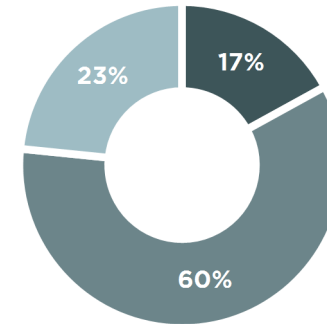
VARIANCE from PREVIOUS SURVEY: -3

VARIANCE from ORGANISATION OVERALL: -3

Employee engagement is about more than just satisfaction. It's a mutually beneficial relationship between the employee and organisation. Engagement is a good indicator of how connected they are to the organisation and in helping it to achieve its goals.

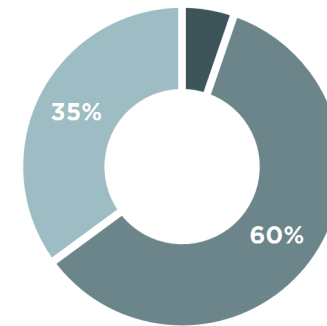
VARIANCE FROM PREVIOUS SURVEY

- 8 questions above
- 28 questions in line
- 11 questions below



VARIANCE FROM ORGANISATION OVERALL

- 3 questions above
- 34 questions in line
- 20 questions below



WHAT NOW?

1. TAKE THE TIME TO EXPLORE

AND UNDERSTAND THE RESULTS IN THIS REPORT.

2. DISCUSS THE RESULTS WITH YOUR TEAM

IDENTIFY THE THINGS TO CELEBRATE (STRENGTHS) OR IMPROVE (ACTION AREAS).

3. DEVELOP A PLAN OF ACTION

SEE THE SUGGESTED TEMPLATE AT THE BACK OF THIS REPORT.



TOP 3 MOST IMPROVED QUESTIONS:

VARIANCE FROM PREVIOUS SURVEY

Q25. I am aware of UCL's range of benefits for its staff (eg Pension, childcare vouchers, employee assistance scheme)	+27
Q13. My last appraisal helped identify opportunities for personal development	+10
Q7. Where I work I have the resources and equipment I need to work effectively	+10



TOP 3 HIGHEST SCORING QUESTIONS:

% POSITIVE

Q33. As long as I get the job done, I have the freedom to work in a way that suits me	88%
Q2. I understand how my work contributes to the objectives of my department/division	88%
Q1. My work gives me a sense of personal accomplishment	86%

KEY QUESTIONS TO FOCUS ON



WHAT TO FOCUS ON?

THESE KEY QUESTIONS HAVE BEEN IDENTIFIED AS BEING IMPORTANT TO EMPLOYEES IN YOUR BUSINESS UNIT.

THEY ARE NOT NECESSARILY THE QUESTIONS WITH THE LOWEST SCORES.

SOME WILL BE AREAS TO IMPROVE UPON AND SOME WILL BE AREAS TO MAINTAIN.

DEVELOP ACTIONS AND ACTIVITIES TO IMPROVE UPON THESE, WHERE POSSIBLE, TO DRIVE HIGHER LEVELS OF PERFORMANCE.

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

%
POSITIVE

VARIANCE FROM PREVIOUS SURVEY

VARIANCE FROM ORGANISATION OVERALL

		% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
.1	Q58. I feel that my work/professional goals and objectives are aligned to those of UCL	58%	-6	-3
.2	Q1. My work gives me a sense of personal accomplishment	86%	-3	+3
.3	Q52. I understand the values of UCL	66%	+2	-5
.4	Q28. I am encouraged to show initiative and be proactive at UCL	68%	-1	+1
.5	Q40. I am treated with fairness and respect at UCL	79%	0	+3
.6	Q20. I am optimistic about the future of UCL	47%	-6	-9

EMPLOYEE ENGAGEMENT

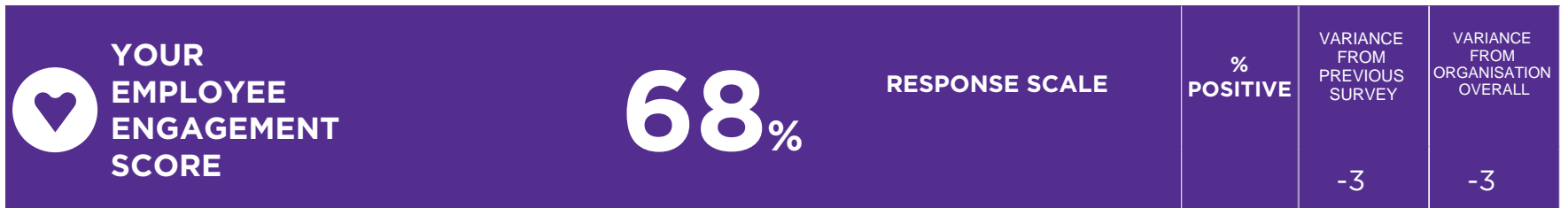


HOW ENGAGED IS YOUR TEAM?

THESE RESULTS PROVIDE A MEASURE OF ENGAGEMENT FOR YOUR TEAM.

YOUR ENGAGEMENT SCORE ISN'T JUST ABOUT HOW MUCH PEOPLE LIKE WORKING FOR YOU. IT ALSO MEASURES THE EMOTIONAL CONNECTION AND COMMITMENT COLLEAGUES HAVE TO WORKING FOR THE ORGANISATION.

THERE'S A LOT OF EVIDENCE TO SHOW A STRONG LINK BETWEEN ENGAGED COLLEAGUES AND IMPROVED BUSINESS PERFORMANCE.



		18	48	19	10	%	Variance	Overall
SAY	Q60. I would recommend UCL as a good place to work	18	48	19	10	66%	-5↓	-5↓
	Q61. I am proud to work for UCL	30	45	19	6	75%	-6↓	-4
STAY	Q62. I feel a strong sense of belonging to my department/ division/ research group	33	38	16	9	71%	+4	+1
	Q63. I feel a strong sense of belonging to UCL	21	35	27	13	56%	-8↓	-3
STRIVE	Q64. I suggest ideas to improve our ways of doing things	20	52	20	7	72%	-1	-2
	Q65. Working here makes me want to do the best I can	22	45	24	7	67%	-3	-4



HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS

% POSITIVE

Q33. As long as I get the job done, I have the freedom to work in a way that suits me



Q2. I understand how my work contributes to the objectives of my department/division



Q1. My work gives me a sense of personal accomplishment



Q41. I think UCL respects individual differences (e.g. cultures, working styles, backgrounds, ideas)



Q3. I understand how my work contributes to the success of UCL



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q15b. My specific needs were met prior to, during and on return from leave



Q56. I believe that UCL gives sufficient priority to Knowledge Exchange and Enterprise



Q22. I feel UCL has provided adequate support to staff in response to Brexit



Q19. When changes are made they are usually for the better



Q59. UCL acts in an environmentally sustainable way



HIGHEST NEGATIVE SCORING QUESTIONS

% NEGATIVE

Q37. I can meet the requirements of my job without regularly working excessive hours



Q18. I have a clear understanding of the 2034 strategy and its impact on my Department/Division



Q34. I feel the level of stress in my job has a negative impact on my wellbeing



Q49. Reasons behind change are clearly communicated to staff



Q57. I believe that UCL gives sufficient priority to Infrastructure and systems (i.e. enabling activity through Estates, ISD, student services, etc.)



FIND YOUR HIGHEST SCORES

THESE QUESTIONS ARE YOUR HIGHEST SCORING.

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT? (STRENGTHS)

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES. (AREAS OF POTENTIAL)

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT? (AREAS OF CONCERN)

ALL QUESTIONS



EXPLORE THE FULL RESULTS

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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

MY JOB		67%			RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL	
K	Q1. My work gives me a sense of personal accomplishment	44	42	9		86%	-3	+3	
	Q2. I understand how my work contributes to the objectives of my department/division	41	46	8		88%	+3	+1	
	Q3. I understand how my work contributes to the success of UCL	35	47	13		82%	0	0	
	Q4. The people I work with co-operate to get the work done	33	48	14		81%	+3	+2	
	Q5. There is good co-operation between the teams I work with	28	47	18		75%	-	+4	
	Q6. I have the opportunity to contribute my views before changes are made which affect my job	12	39	22	16	11	51%	-1	+1
	Q7. Where I work I have the resources and equipment I need to work effectively	13	35	19	19	13	48%	+10 ↑	-8 ↓
	Q8. I am satisfied with my physical working environment	10	32	22	21	15	42%	+2	-11 ↓
	Q9. I am satisfied with my job security	17	37	21	12	13	54%	-1	-4

KEY	K KEY DRIVER QUESTIONS	↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
	T TEXT CHANGE SINCE PREVIOUS SURVEY	↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR					

ALL QUESTIONS



EXPLORE THE FULL RESULTS

- THESE PAGES SHOW THE NON STANDARD QUESTIONS ASKED IN THE SURVEY AND HOW THE PROPORTION OF COLLEAGUES RESPONDED.

- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

HOW YOU ARE MANAGED	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
Q10. Which of the following best describes your line manager/academic leader?		494			
Very Supportive		270	55%	-1	+2
Fairly Supportive		140	28%	-2	-2
Neither Supportive nor Unsupportive		49	10%	+3	0
Fairly Unsupportive		28	6%	+1	0
Very Unsupportive		7	1%	-1	-1

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IS THERE ROOM FOR IMPROVEMENT?

HOW YOU ARE MANAGED		60%					RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q11. Where there is poor performance, I believe it is appropriately dealt with where I work	8	29	34	18	10	38%	-9 ↓	-1	
	Q13. My last appraisal helped identify opportunities for personal development	12	43	30	10		55%	+10 ↑	-2	
	Q14. I receive constructive feedback on my performance between appraisals	14	38	28	13	7	52%	+6 ↑	-1	
T	Q15. My manager/academic leader demonstrates the necessary management skills to undertake their role effectively	32	38	19			70%	-2	+2	

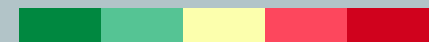
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Strongly agree Agree Neither Disagree Strongly disagree



ALL QUESTIONS



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IS THERE ROOM FOR IMPROVEMENT?

HOW YOU ARE MANAGED	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
Q12. I have had an appraisal..		496			
In the last 12 months		315	64%	-4	-2
In the last 24 months		98	20%	+4	+5
Longer than 24 months ago		23	5%	-1	-1
I have worked at UCL longer than a year but have not had an appraisal		26	5%	+1	0
I started less than 12 months ago		34	7%	0	-3

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IS THERE ROOM FOR IMPROVEMENT?

LEADERSHIP AND CHANGE		41%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q16. Heads of Department/Division or above are sufficiently visible in UCL	19	46	24	8	64%	+6 ↑	+7 ↑	
T	Q17. Heads of Department/Division or above provide effective leadership	17	34	34	11	51%	+1	+3	
	Q18. I have a clear understanding of the 2034 strategy and its impact on my Department/Division	15	31	28	22	19%	-1	-6 ↓	
	Q19. When changes are made they are usually for the better	15	48	22	12	18%	-	-6 ↓	
K	Q20. I am optimistic about the future of UCL	10	37	29	16	8	47%	-6 ↓	-9 ↓
	Q21. I am concerned about the impact Brexit will have on my future employment at UCL	28	26	24	15	55%	-	+8 ↑	
	Q22. I feel UCL has provided adequate support to staff in response to Brexit	25	50	12	8	30%	-	-5 ↓	

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IS THERE ROOM FOR IMPROVEMENT?

REWARD AND RECOGNITION		50%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
	Q23. Considering my duties and responsibilities, I feel my pay is fair	34	24	24	14		39%	-5 ↓	-7 ↓
	Q24. I feel my pay is fair in comparison to people working in similar roles in other organisations	31	26	26	12		36%	-5 ↓	-6 ↓
	Q25. I am aware of UCL's range of benefits for its staff (eg Pension, childcare vouchers, employee assistance scheme)	16	59	18			75%	+27 ↑	-2
T	Q26. I am satisfied with the recognition I receive for doing a good job	12	39	24	15	9	51%	0	0

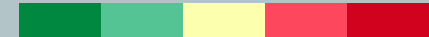
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IS THERE ROOM FOR IMPROVEMENT?

CAREER DEVELOPMENT		56%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q27. There are sufficient opportunities for training and development to improve my skills and grow at UCL	12	47	25	11		59%	-2	-3
K	Q28. I am encouraged to show initiative and be proactive at UCL	19	49	18	9		68%	-1	+1
	Q29. The grading review process at UCL is applied fairly	23	48	16	13		23%	+3	+1
	Q30. I think 's promotions criteria are clear	9	44	27	13		53%	+4	+6 ↑
	Q31. I think UCL's promotions process is fair	8	36	39	12		44%	+6 ↑	+8 ↑

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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

MANAGING YOUR WORKLOAD

41%

RESPONSE SCALE

% POSITIVE

VARIANCE FROM PREVIOUS SURVEY

VARIANCE FROM ORGANISATION OVERALL

T	Q32. I am given realistic deadlines to work to	9	46	26	12	55%	+2	-6 ↓
T	Q33. As long as I get the job done, I have the freedom to work in a way that suits me	40	48			88%	-1	+4
	Q34. I feel the level of stress in my job has a negative impact on my wellbeing (negatively phrased question)	17	31	28	19	24%	-	-7 ↓
T	Q35. I am aware of how to access support from UCL if I experience stress	34	32	24		39%	+8 ↑	-9 ↓
	Q36. UCL does a good job of promoting the importance of health and wellbeing	25	42	22	7	29%	-	-10 ↓
	Q37. I can meet the requirements of my job without regularly working excessive hours	25	17	31	22	30%	-1	-10 ↓
	Q38. I am comfortable talking openly with my manager about my mental wellbeing	10	31	29	20	41%	-	-5 ↓
	Q39. I am provided with workplace adjustments that I need to support my health condition	15	18	10	45	21%	-	-4

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IS THERE ROOM FOR IMPROVEMENT?

EQUAL OPPORTUNITIES		78%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
K	Q40. I am treated with fairness and respect at UCL	26	52	13			79%	0	+3
	Q41. I think UCL respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	30	55	10			84%	+1	+4
	Q42. I would feel able to report bullying and harassment without worrying that it would have a negative impact on me	23	43	18	10		66%	-1	+6 ↑

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IS THERE ROOM FOR IMPROVEMENT?

EQUAL OPPORTUNITIES	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
Q43. I have been subject to behaviour that I consider to be bullying/harassment in the last two years at UCL		497			
Yes		76	15%	+1	0
No		421	85%	-1	0
Q44. I have witnessed behaviour towards others that I consider to be bullying/harassment in the last two years at UCL		497			
Yes		119	24%	-2	-1
No		378	76%	+2	+1

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EQUAL OPPORTUNITIES	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
Q45. I believe this is due to:		230			
Age		22	10%	-1	+1
Caring responsibilities		10	4%	+2	0
Disability		7	3%	+2	+1
Race		12	5%	-3	-2
Religion/beliefs		5	2%	-	0
Sex or gender identity		39	17%	-5 ↓	+4
Trade union membership		2	1%	-1	-1
Working pattern		24	10%	0	0
Personality differences not related to the above		67	29%	-29 ↓	-3
Other		42	18%	-25 ↓	0

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IS THERE ROOM FOR IMPROVEMENT?

EQUAL OPPORTUNITIES	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
Q47. Did you report this bullying/harassment?		141			
Yes		53	38%	+7	+8
No		88	62%	-7	-8
Q48. Why was this?		185			
Concerns about confidentiality		29	16%	+10	0
Concerns about being labelled a troublemaker		25	14%	-5	-3
Fear of repercussions on career		34	18%	-2	0
Nothing would happen		42	23%	+2	0
Resolved the situation informally		16	9%	-	+2
Time required to report		5	3%	-	+1
Unaware of procedures		9	5%	+1	-1
Other		25	14%	-17	+1

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IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION		43%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q49. Reasons behind change are clearly communicated to staff	21	32	31	14		23%	-14 ↓	-9 ↓
	Q50. I would be comfortable to speak up and question the way things are done at UCL	8	44	25	18		51%	+7 ↑	+3
T	Q51. Relations between professional services and academic/research staff are generally good	11	43	27	10 8		54%	-22 ↓	0

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IS THERE ROOM FOR IMPROVEMENT?

VISION AND VALUES		52%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
K	Q52. I understand the values of UCL	17	49	23	8		66%	+2	-5 ↓
	Q53. I am clear about the goals and objectives for my department/division	18	50	17	11		68%	+4	0
	Q54. I believe that UCL gives sufficient priority to research	19	50	15	9		69%	-3	-1
	Q55. I believe that UCL gives sufficient priority to teaching	13	42	29	12		55%	+2	+1
	Q56. I believe that UCL gives sufficient priority to Knowledge Exchange and Enterprise	8	33	51	7		40%	-7 ↓	0
	Q57. I believe that UCL gives sufficient priority to Infrastructure and systems (i.e. enabling activity through Estates, ISD, student services, etc.)	18	33	23	21		22%	-1	-6 ↓
K	Q58. I feel that my work/professional goals and objectives are aligned to those of UCL	12	47	31	7		58%	-6 ↓	-3
	Q59. UCL acts in an environmentally sustainable way	7	29	46	13		36%	0	-5 ↓

KEY	K	KEY DRIVER QUESTIONS	↑	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
	T	TEXT CHANGE SINCE PREVIOUS SURVEY	↓	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR					

ALL QUESTIONS



EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

OVERALL PERCEPTIONS		68%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
	Q60. I would recommend UCL as a good place to work	18	48	19	10		66%	-5 ↓	-5 ↓
	Q61. I am proud to work for UCL	30	45	19			75%	-6 ↓	-4
T	Q62. I feel a strong sense of belonging to my department/ division/ research group	33	38	16	9		71%	+4	+1
	Q63. I feel a strong sense of belonging to UCL	21	35	27	13		56%	-8 ↓	-3
	Q64. I suggest ideas to improve our ways of doing things	20	52	20	7		72%	-1	-2
	Q65. Working here makes me want to do the best I can	22	45	24			67%	-3	-4
NEXT STEPS		38%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q66. I believe that action will be taken on this survey	34	32	18	11		38%	+5 ↑	-5 ↓

KEY	K KEY DRIVER QUESTIONS	↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
	T TEXT CHANGE SINCE PREVIOUS SURVEY	↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR					

ALL QUESTIONS



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

OTHER	53%			RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
Q14c. My specific needs are met by UCL (for example an ability to work flexibly) so I can balance my external responsibilities and still fully engage with all aspects of working life at the University	28	48	15		76%	-	-1
Q15b. My specific needs were met prior to, during and on return from leave	12	24	59		36%	-	+2

KEY	K KEY DRIVER QUESTIONS	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
	T TEXT CHANGE SINCE PREVIOUS SURVEY	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR					