

STAFF OPINION SURVEY 2017

Faculty of Medical Sciences

RESPONSE RATE:

38%

RESPONSES:

495
of 1300



YOUR EMPLOYEE ENGAGEMENT SCORE:



71%

VARIANCE from PREVIOUS SURVEY:

-3

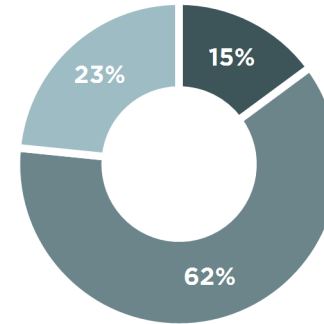
VARIANCE from ORGANISATION OVERALL:

0

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.

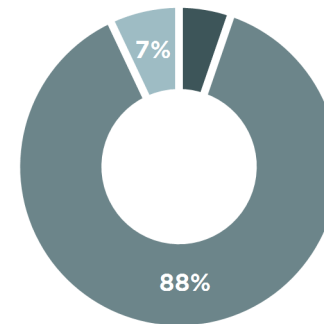
VARIANCE FROM PREVIOUS SURVEY

- 7 questions above
- 29 questions in line
- 11 questions below



VARIANCE FROM ORGANISATION OVERALL

- 3 questions above
- 50 questions in line
- 4 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)
- Q35.** I am aware of how to access support from UCL if I experience stress
- Q27.** There are sufficient opportunities for training and development to improve my skills and grow at UCL

+21
+10
+10



TOP 3 HIGHEST SCORING QUESTIONS:

% POSITIVE

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

86%
85%
84%

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	64%	0	+3
.2	Q1. My work gives me a sense of personal accomplishment	85%	+3	+2
.3	Q52. I understand the values of UCL	70%	-2	-1
.4	Q28. I am encouraged to show initiative and be proactive at UCL	67%	-3	-1
.5	Q40. I am treated with fairness and respect at UCL	76%	-2	+1
.6	Q20. I am optimistic about the future of UCL	57%	-10	0

EMPLOYEE ENGAGEMENT

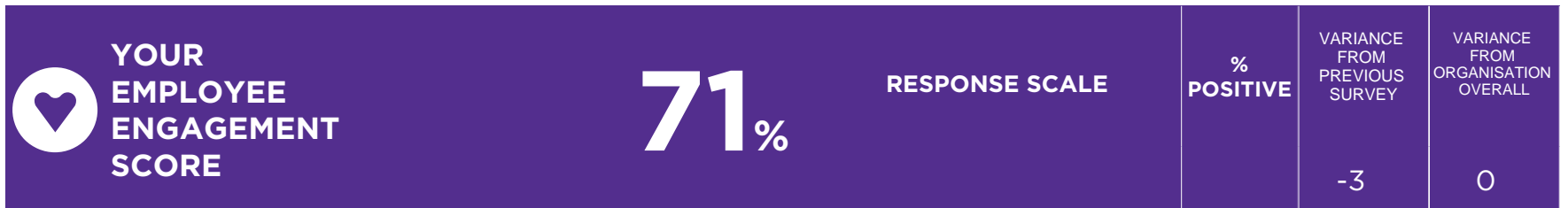


HOW ENGAGED IS YOUR TEAM?

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.



		25	49	18		% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
SAY	Q60. I would recommend UCL as a good place to work	25	49	18		74%	-7↓	+3
	Q61. I am proud to work for UCL	34	46	17		80%	-4	+1
STAY	Q62. I feel a strong sense of belonging to my department/ division/ research group	31	38	17	10	68%	+1	-2
	Q63. I feel a strong sense of belonging to UCL	22	40	23	12	62%	-4	+3
STRIVE	Q64. I suggest ideas to improve our ways of doing things	19	51	22		71%	0	-4
	Q65. Working here makes me want to do the best I can	23	48	21		72%	-3	+1



HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE	HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL	HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
Q2. I understand how my work contributes to the objectives of my department/division	86%	Q15b. My specific needs were met prior to, during and on return from leave	58%	Q18. I have a clear understanding of the 2034 strategy and its impact on my Department/Division	54%
Q1. My work gives me a sense of personal accomplishment	85%	Q22. I feel UCL has provided adequate support to staff in response to Brexit	55%	Q37. I can meet the requirements of my job without regularly working excessive hours	42%
Q33. As long as I get the job done, I have the freedom to work in a way that suits me	84%	Q56. I believe that UCL gives sufficient priority to Knowledge Exchange and Enterprise	51%	Q34. I feel the level of stress in my job has a negative impact on my wellbeing	40%
Q41. I think UCL respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	82%	Q19. When changes are made they are usually for the better	46%	Q49. Reasons behind change are clearly communicated to staff	34%
Q3. I understand how my work contributes to the success of UCL	81%	Q59. UCL acts in an environmentally sustainable way	45%	Q23. Considering my duties and responsibilities, I feel my pay is fair	32%



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

- 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?

MY JOB		70%			RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL	
K	Q1. My work gives me a sense of personal accomplishment	37	48	10		85%	+3	+2	
	Q2. I understand how my work contributes to the objectives of my department/division	36	50	8		86%	0	0	
	Q3. I understand how my work contributes to the success of UCL	31	50	13		81%	-2	-1	
	Q4. The people I work with co-operate to get the work done	30	49	14		79%	+1	0	
	Q5. There is good co-operation between the teams I work with	24	48	18	8	72%	-	+1	
	Q6. I have the opportunity to contribute my views before changes are made which affect my job	13	37	24	18	8	51%	-2	+1
	Q7. Where I work I have the resources and equipment I need to work effectively	15	44	18	18		59%	+8 ↑	+3
	Q8. I am satisfied with my physical working environment	17	41	19	17		58%	+2	+5 ↑
	Q9. I am satisfied with my job security	15	41	17	14	13	56%	+3	-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					

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?		491			
Very Supportive		250	51%	-	-1
Fairly Supportive		153	31%	-	+1
Neither Supportive nor Unsupportive		49	10%	-	0
Fairly Unsupportive		25	5%	-	0
Very Unsupportive		14	3%	-	0

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

ALL QUESTIONS



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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	7	33	29	22	8	40%	-10 ↓	+2	
	Q13. My last appraisal helped identify opportunities for personal development	15	40	30	11		55%	+9 ↑	-2	
	Q14. I receive constructive feedback on my performance between appraisals	16	42	22	14		58%	+7 ↑	+4	
T	Q15. My manager/academic leader demonstrates the necessary management skills to undertake their role effectively	28	35	18	13		63%	-8 ↓	-5 ↓	

KEY

K KEY DRIVER QUESTIONS
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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..		491			
In the last 12 months		335	68%	-	+2
In the last 24 months		71	14%	-	0
Longer than 24 months ago		14	3%	-	-2
I have worked at UCL longer than a year but have not had an appraisal		26	5%	-	0
I started less than 12 months ago		45	9%	-	0

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ALL QUESTIONS



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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	13	42	25	15		56%	-6 ↓	-1
T	Q17. Heads of Department/Division or above provide effective leadership	12	35	32	15		47%	-4	-1
	Q18. I have a clear understanding of the 2034 strategy and its impact on my Department/Division	16	26	31	23		20%	-3	-5 ↓
	Q19. When changes are made they are usually for the better	24	46	16	10		28%	-	+4
K	Q20. I am optimistic about the future of UCL	15	42	24	13		57%	-10 ↓	0
	Q21. I am concerned about the impact Brexit will have on my future employment at UCL	20	25	29	20	7	44%	-	-3
	Q22. I feel UCL has provided adequate support to staff in response to Brexit	28	55	8			34%	-	-2

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IS THERE ROOM FOR IMPROVEMENT?

REWARD AND RECOGNITION		55%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
	Q23. Considering my duties and responsibilities, I feel my pay is fair	41	22	24	8	46%	-4	0	
	Q24. I feel my pay is fair in comparison to people working in similar roles in other organisations	36	27	23		42%	-1	+1	
	Q25. I am aware of UCL's range of benefits for its staff (eg Pension, childcare vouchers, employee assistance scheme)	16	62	14	7	77%	+21↑	0	
T	Q26. I am satisfied with the recognition I receive for doing a good job	12	41	23	16	8	54%	-4	+3

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IS THERE ROOM FOR IMPROVEMENT?

CAREER DEVELOPMENT		52%				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	17	47	21	11	65%	+10 ↑	+3	
K	Q28. I am encouraged to show initiative and be proactive at UCL	19	47	22	9	67%	-3	-1	
	Q29. The grading review process at UCL is applied fairly	20	54	17		22%	-8 ↓	0	
	Q30. I think 's promotions criteria are clear	7	36	32	19	43%	+6 ↑	-4	
	Q31. I think UCL's promotions process is fair	26	46	15		32%	+2	-4	

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

IS THERE ROOM FOR IMPROVEMENT?

MANAGING YOUR WORKLOAD

48%

RESPONSE SCALE

% POSITIVE

VARIANCE FROM PREVIOUS SURVEY

VARIANCE FROM ORGANISATION OVERALL

T	Q32. I am given realistic deadlines to work to	10	54	24	9	64%	+2	+3
T	Q33. As long as I get the job done, I have the freedom to work in a way that suits me	38	46	10	6	84%	-7↓	0
	Q34. I feel the level of stress in my job has a negative impact on my wellbeing (negatively phrased question)	13	27	27	27	33%	-	+3
T	Q35. I am aware of how to access support from UCL if I experience stress	8	44	24	21	52%	+10↑	+4
	Q36. UCL does a good job of promoting the importance of health and wellbeing		31	39	18	38%	-	-1
	Q37. I can meet the requirements of my job without regularly working excessive hours	10	32	16	24	42%	-5↓	+2
	Q38. I am comfortable talking openly with my manager about my mental wellbeing	12	34	27	17	45%	-	-1
	Q39. I am provided with workplace adjustments that I need to support my health condition	14	20	12	40	23%	-	-3

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IS THERE ROOM FOR IMPROVEMENT?

EQUAL OPPORTUNITIES		74%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
K	Q40. I am treated with fairness and respect at UCL	24	52	13	8		76%	-2	+1
	Q41. I think UCL respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	28	54	13			82%	-4	+2
	Q42. I would feel able to report bullying and harassment without worrying that it would have a negative impact on me	15	42	21	14	8	57%	-2	-3

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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		493			
Yes		79	16%	-	0
No		414	84%	-	0
Q44. I have witnessed behaviour towards others that I consider to be bullying/harassment in the last two years at UCL		493			
Yes		150	30%	-	+5
No		343	70%	-	-5

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IS THERE ROOM FOR IMPROVEMENT?

EQUAL OPPORTUNITIES	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
Q45. I believe this is due to:		254			
Age		21	8%	-	0
Caring responsibilities		9	4%	-	-1
Disability		3	1%	-	-1
Race		12	5%	-	-2
Religion/beliefs		7	3%	-	0
Sex or gender identity		38	15%	-	+2
Trade union membership		2	1%	-	-1
Working pattern		26	10%	-	0
Personality differences not related to the above		94	37%	-	+4
Other		42	17%	-	-1

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EQUAL OPPORTUNITIES	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
Q47. Did you report this bullying/harassment?		161			
Yes		41	25%	-	-4
No		120	75%	-	+4
Q48. Why was this?		266			
Concerns about confidentiality		43	16%	-	0
Concerns about being labelled a troublemaker		44	17%	-	0
Fear of repercussions on career		52	20%	-	+1
Nothing would happen		66	25%	-	+2
Resolved the situation informally		16	6%	-	-1
Time required to report		4	2%	-	0
Unaware of procedures		14	5%	-	0
Other		27	10%	-	-2

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IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION		47%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q49. Reasons behind change are clearly communicated to staff	30	32	24	9	34%	-8 ↓	+2	
	Q50. I would be comfortable to speak up and question the way things are done at UCL	38	28	22		45%	+6 ↑	-4	
T	Q51. Relations between professional services and academic/research staff are generally good	8	53	23	11	61%	-16 ↓	+7 ↑	

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IS THERE ROOM FOR IMPROVEMENT?

VISION AND VALUES		54%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
K	Q52. I understand the values of UCL	14	56	21	8		70%	-2	-1
	Q53. I am clear about the goals and objectives for my department/division	16	47	22	12		63%	+3	-5 ↓
	Q54. I believe that UCL gives sufficient priority to research	19	46	21	10		65%	-15 ↓	-5 ↓
	Q55. I believe that UCL gives sufficient priority to teaching	11	46	29	11		57%	-2	+2
	Q56. I believe that UCL gives sufficient priority to Knowledge Exchange and Enterprise		35	51	8		41%	-4	0
	Q57. I believe that UCL gives sufficient priority to Infrastructure and systems (i.e. enabling activity through Estates, ISD, student services, etc.)		31	38	16	11	35%	-5 ↓	+6 ↑
K	Q58. I feel that my work/professional goals and objectives are aligned to those of UCL	13	51	27			64%	0	+3
	Q59. UCL acts in an environmentally sustainable way		34	45	11		41%	-3	-1

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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		71%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
	Q60. I would recommend UCL as a good place to work	25	49	18		74%	-7 ↓	+3	
	Q61. I am proud to work for UCL	34	46	17		80%	-4	+1	
T	Q62. I feel a strong sense of belonging to my department/ division/ research group	31	38	17	10	68%	+1	-2	
	Q63. I feel a strong sense of belonging to UCL	22	40	23	12	62%	-4	+3	
	Q64. I suggest ideas to improve our ways of doing things	19	51	22		71%	0	-4	
	Q65. Working here makes me want to do the best I can	23	48	21		72%	-3	+1	
NEXT STEPS		45%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q66. I believe that action will be taken on this survey	9	35	30	18	8	45%	0	+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					

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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	26	49	17		76%	-	-2
Q15b. My specific needs were met prior to, during and on return from leave	10	27	58		37%	-	+3

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					