

# STAFF OPINION SURVEY 2017

## UCL Institute of Education

RESPONSE RATE:

66%

RESPONSES:

543  
of 822



### YOUR EMPLOYEE ENGAGEMENT SCORE:



64%

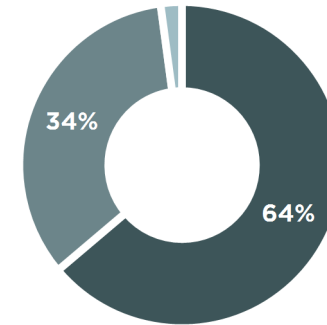
VARIANCE from PREVIOUS SURVEY: ↑ +6

VARIANCE from ORGANISATION OVERALL: ↓ -6

**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.

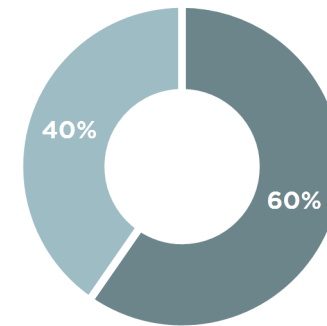
### VARIANCE FROM PREVIOUS SURVEY

- 30 questions above
- 16 questions in line
- 1 question below



### VARIANCE FROM ORGANISATION OVERALL

- 0 questions above
- 34 questions in line
- 23 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

<b>Q25.</b> I am aware of UCL's range of benefits for its staff (eg Pension, childcare vouchers, employee assistance scheme)	+23
<b>Q17.</b> Heads of Department/Division or above provide effective leadership	+19
<b>Q16.</b> Heads of Department/Division or above are sufficiently visible in UCL	+17



### TOP 3 HIGHEST SCORING QUESTIONS:

% POSITIVE

<b>Q2.</b> I understand how my work contributes to the objectives of my department/division	87%
<b>Q1.</b> My work gives me a sense of personal accomplishment	87%
<b>Q33.</b> As long as I get the job done, I have the freedom to work in a way that suits me	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
<b>.1</b>	<b>Q58.</b> I feel that my work/professional goals and objectives are aligned to those of UCL	<b>51%</b>	0	<b>-10</b>
<b>.2</b>	<b>Q1.</b> My work gives me a sense of personal accomplishment	<b>87%</b>	<b>+5</b>	<b>+3</b>
<b>.3</b>	<b>Q52.</b> I understand the values of UCL	<b>60%</b>	<b>+12</b>	<b>-12</b>
<b>.4</b>	<b>Q28.</b> I am encouraged to show initiative and be proactive at UCL	<b>62%</b>	<b>+8</b>	<b>-5</b>
<b>.5</b>	<b>Q40.</b> I am treated with fairness and respect at UCL	<b>71%</b>	<b>+13</b>	<b>-5</b>
<b>.6</b>	<b>Q20.</b> I am optimistic about the future of UCL	<b>59%</b>	<b>+3</b>	<b>+2</b>

# EMPLOYEE ENGAGEMENT

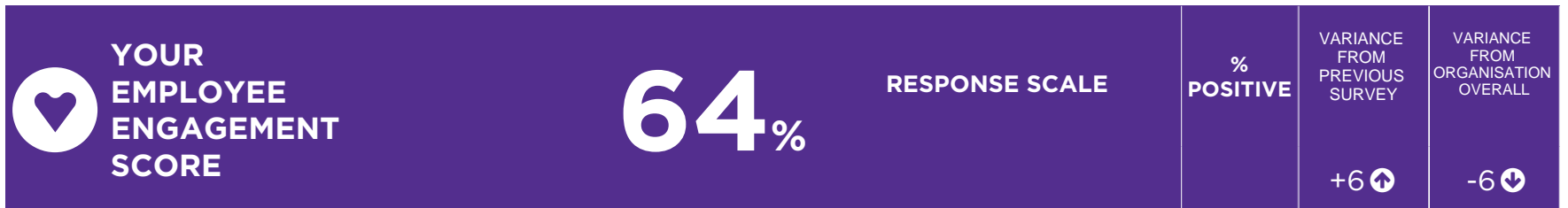


## HOW ENGAGED IS YOUR TEAM?

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.








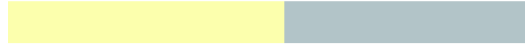







THERE'S A LOT OF EVIDENCE TO SHOW A STRONG LINK BETWEEN ENGAGED COLLEAGUES AND IMPROVED BUSINESS PERFORMANCE.



	SAY	STAY	STRIVE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL	
<b>Q60.</b> I would recommend UCL as a good place to work	11	49	28	9	61%	+12	-11
<b>Q61.</b> I am proud to work for UCL	26	46	24		72%	+11	-7
<b>Q62.</b> I feel a strong sense of belonging to my department/ division/ research group	27	44	18	9	71%	+12	+1
<b>Q63.</b> I feel a strong sense of belonging to UCL	12	29	35	20	41%	+3	-18
<b>Q64.</b> I suggest ideas to improve our ways of doing things	16	58	20		73%	-2	-1
<b>Q65.</b> Working here makes me want to do the best I can	21	48	26		69%	+2	-2



# HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE	HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL	HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
<b>Q2.</b> I understand how my work contributes to the objectives of my department/division	 87%	<b>Q15b.</b> My specific needs were met prior to, during and on return from leave	 71%	<b>Q37.</b> I can meet the requirements of my job without regularly working excessive hours	 53%
<b>Q1.</b> My work gives me a sense of personal accomplishment	 87%	<b>Q22.</b> I feel UCL has provided adequate support to staff in response to Brexit	 57%	<b>Q18.</b> I have a clear understanding of the 2034 strategy and its impact on my Department/Division	 50%
<b>Q33.</b> As long as I get the job done, I have the freedom to work in a way that suits me	 86%	<b>Q56.</b> I believe that UCL gives sufficient priority to Knowledge Exchange and Enterprise	 53%	<b>Q34.</b> I feel the level of stress in my job has a negative impact on my wellbeing	 45%
<b>Q4.</b> The people I work with co-operate to get the work done	 84%	<b>Q59.</b> UCL acts in an environmentally sustainable way	 51%	<b>Q57.</b> I believe that UCL gives sufficient priority to Infrastructure and systems (i.e. enabling activity through Estates, ISD, student services, etc.)	 41%
<b>Q3.</b> I understand how my work contributes to the success of UCL	 76%	<b>Q19.</b> When changes are made they are usually for the better	 45%	<b>Q49.</b> Reasons behind change are clearly communicated to staff	 39%



## 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		66%			RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL	
K	Q1. My work gives me a sense of personal accomplishment	38	48	10		87%	+5 ↑	+3	
	Q2. I understand how my work contributes to the objectives of my department/division	31	56	8		87%	+4	+1	
	Q3. I understand how my work contributes to the success of UCL	25	51	15	7	76%	+5 ↑	-6 ↓	
	Q4. The people I work with co-operate to get the work done	34	49	13		84%	+11 ↑	+4	
	Q5. There is good co-operation between the teams I work with	27	46	17	9	73%	-	+2	
	Q6. I have the opportunity to contribute my views before changes are made which affect my job	9	37	26	20	9	46%	+2	-4
	Q7. Where I work I have the resources and equipment I need to work effectively		36	26	22	10	42%	+14 ↑	-14 ↓
	Q8. I am satisfied with my physical working environment	9	34	22	25	9	43%	+5 ↑	-10 ↓
	Q9. I am satisfied with my job security	16	42	20	14	7	59%	+14 ↑	+1

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?

HOW YOU ARE MANAGED	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
<b>Q10.</b> Which of the following best describes your line manager/academic leader?		<b>538</b>			
Very Supportive		<b>276</b>	<b>51%</b>	+9	-1
Fairly Supportive		<b>155</b>	<b>29%</b>	-6	-1
Neither Supportive nor Unsupportive		<b>63</b>	<b>12%</b>	0	+2
Fairly Unsupportive		<b>33</b>	<b>6%</b>	-2	+1
Very Unsupportive		<b>11</b>	<b>2%</b>	-2	0

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

# ALL QUESTIONS



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## IS THERE ROOM FOR IMPROVEMENT?

HOW YOU ARE MANAGED		57%	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	27	41	20		33%	-4	-6 ↓	
	Q13. My last appraisal helped identify opportunities for personal development	14	46	29	7	60%	+16 ↑	+4	
	Q14. I receive constructive feedback on my performance between appraisals	12	36	27	19	48%	+8 ↑	-6 ↓	
T	Q15. My manager/academic leader demonstrates the necessary management skills to undertake their role effectively	26	39	20	12	64%	+7 ↑	-4	

<b>KEY</b>	<b>K</b> KEY DRIVER QUESTIONS	↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
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# 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
<b>Q12. I have had an appraisal..</b>		<b>541</b>			
In the last 12 months		<b>386</b>	<b>71%</b>	+18	+6
In the last 24 months		<b>48</b>	<b>9%</b>	-12	-5
Longer than 24 months ago		<b>17</b>	<b>3%</b>	-5	-2
I have worked at UCL longer than a year but have not had an appraisal		<b>26</b>	<b>5%</b>	-1	0
I started less than 12 months ago		<b>64</b>	<b>12%</b>	+1	+2

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## IS THERE ROOM FOR IMPROVEMENT?

LEADERSHIP AND CHANGE		39%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q16. Heads of Department/Division or above are sufficiently visible in UCL	11	42	27	15		53%	+17 ↑	-4
T	Q17. Heads of Department/Division or above provide effective leadership	12	34	38	13		45%	+19 ↑	-2
	Q18. I have a clear understanding of the 2034 strategy and its impact on my Department/Division	18	29	34	16		22%	-1	-3
	Q19. When changes are made they are usually for the better	16	45	26	11		18%	-	-6 ↓
K	Q20. I am optimistic about the future of UCL	12	46	29	10		59%	+3	+2
	Q21. I am concerned about the impact Brexit will have on my future employment at UCL	13	27	33	20		41%	-	-6 ↓
	Q22. I feel UCL has provided adequate support to staff in response to Brexit	27	57	9			32%	-	-3

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## IS THERE ROOM FOR IMPROVEMENT?

REWARD AND RECOGNITION		50%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
	<b>Q23.</b> Considering my duties and responsibilities, I feel my pay is fair	42	20	25	10		45%	-1	-1
	<b>Q24.</b> I feel my pay is fair in comparison to people working in similar roles in other organisations	37	27	25	7		40%	+2	-1
	<b>Q25.</b> I am aware of UCL's range of benefits for its staff (eg Pension, childcare vouchers, employee assistance scheme)	9	57	19	13		66%	+23 ↑	-11 ↓
<b>T</b>	<b>Q26.</b> I am satisfied with the recognition I receive for doing a good job	9	37	24	22	7	47%	+1	-4

KEY	K	KEY DRIVER QUESTIONS	↑	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
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## IS THERE ROOM FOR IMPROVEMENT?

CAREER DEVELOPMENT		49%				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	10	45	24	16		55%	+8 ↑	-7 ↓
K	Q28. I am encouraged to show initiative and be proactive at UCL	16	47	24	11		62%	+8 ↑	-5 ↓
	Q29. The grading review process at UCL is applied fairly	16	60	15	7		18%	+13 ↑	-4
	Q30. I think 's promotions criteria are clear	7	46	29	13		53%	+20 ↑	+6 ↑
	Q31. I think UCL's promotions process is fair	26	50	13			31%	+13 ↑	-5 ↓

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## IS THERE ROOM FOR IMPROVEMENT?

### MANAGING YOUR WORKLOAD

# 43%

RESPONSE SCALE

% POSITIVE

VARIANCE FROM PREVIOUS SURVEY

VARIANCE FROM ORGANISATION OVERALL

T	Q32. I am given realistic deadlines to work to	49	26	14	55%	+11 ↑	-6 ↓
T	Q33. As long as I get the job done, I have the freedom to work in a way that suits me	33	54	8	86%	-4	+2
	Q34. I feel the level of stress in my job has a negative impact on my wellbeing (negatively phrased question)	14	31	26	29%	-	-1
T	Q35. I am aware of how to access support from UCL if I experience stress	38	27	25	44%	+15 ↑	-4
	Q36. UCL does a good job of promoting the importance of health and wellbeing	31	39	21	35%	-	-3
	Q37. I can meet the requirements of my job without regularly working excessive hours	27	16	35	30%	+1	-10 ↓
	Q38. I am comfortable talking openly with my manager about my mental wellbeing	9	33	26	42%	-	-4
	Q39. I am provided with workplace adjustments that I need to support my health condition	14	25	7	18%	-	-8 ↓

KEY

K KEY DRIVER QUESTIONS  
T TEXT CHANGE SINCE PREVIOUS SURVEY

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Strongly agree Agree Neither Disagree Strongly disagree



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## IS THERE ROOM FOR IMPROVEMENT?

EQUAL OPPORTUNITIES		70%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
K	Q40. I am treated with fairness and respect at UCL	18	53	20			71%	+13 ↑	-5 ↓
	Q41. I think UCL respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	19	51	20	7		71%	+11 ↑	-10 ↓
	Q42. I would feel able to report bullying and harassment without worrying that it would have a negative impact on me	15	42	21	15		57%	+10 ↑	-3

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EQUAL OPPORTUNITIES	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
<b>Q43.</b> I have been subject to behaviour that I consider to be bullying/harassment in the last two years at UCL		<b>538</b>			
Yes		<b>97</b>	<b>18%</b>	-4	+2
No		<b>441</b>	<b>82%</b>	+4	-2
<b>Q44.</b> I have witnessed behaviour towards others that I consider to be bullying/harassment in the last two years at UCL		<b>539</b>			
Yes		<b>152</b>	<b>28%</b>	<b>-14</b>	+3
No		<b>387</b>	<b>72%</b>	<b>+14</b>	-3

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## IS THERE ROOM FOR IMPROVEMENT?

EQUAL OPPORTUNITIES	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
<b>Q45. I believe this is due to:</b>		<b>289</b>			
Age		<b>28</b>	<b>10%</b>	<b>-5</b> ↓	+1
Caring responsibilities		<b>14</b>	<b>5%</b>	-1	0
Disability		<b>1</b>	<b>0%</b>	-3	-2
Race		<b>25</b>	<b>9%</b>	<b>-5</b> ↓	+2
Religion/beliefs		<b>5</b>	<b>2%</b>	-1	-1
Sex or gender identity		<b>26</b>	<b>9%</b>	<b>-14</b> ↓	-4
Trade union membership		<b>14</b>	<b>5%</b>	-1	+3
Working pattern		<b>28</b>	<b>10%</b>	<b>-8</b> ↓	-1
Personality differences not related to the above		<b>82</b>	<b>28%</b>	<b>-25</b> ↓	-4
Other		<b>66</b>	<b>23%</b>	<b>-23</b> ↓	<b>+5</b> ↑

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## IS THERE ROOM FOR IMPROVEMENT?

EQUAL OPPORTUNITIES	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
<b>Q47.</b> Did you report this bullying/harassment?		<b>178</b>			
Yes		<b>51</b>	<b>29%</b>	+1	-1
No		<b>127</b>	<b>71%</b>	-1	+1
<b>Q48.</b> Why was this?		<b>238</b>			
Concerns about confidentiality		<b>36</b>	<b>15%</b>	+2	-1
Concerns about being labelled a troublemaker		<b>36</b>	<b>15%</b>	+5	-2
Fear of repercussions on career		<b>47</b>	<b>20%</b>	+3	+2
Nothing would happen		<b>42</b>	<b>18%</b>	-11	-5
Resolved the situation informally		<b>13</b>	<b>5%</b>	-	-2
Time required to report		<b>5</b>	<b>2%</b>	-1	0
Unaware of procedures		<b>17</b>	<b>7%</b>	+4	+2
Other		<b>42</b>	<b>18%</b>	-6	+5

### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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.

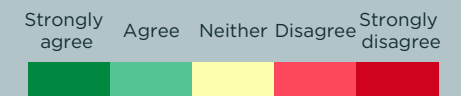
## IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION		45%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q49. Reasons behind change are clearly communicated to staff	27	32	29	10		29%	+5 ↑	-2
	Q50. I would be comfortable to speak up and question the way things are done at UCL	45	28	18			51%	+7 ↑	+2
T	Q51. Relations between professional services and academic/research staff are generally good	7	48	28	13		55%	-6 ↓	+1

### KEY

**K** KEY DRIVER QUESTIONS  
**T** TEXT CHANGE SINCE PREVIOUS SURVEY

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR  
 ↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR



# ALL QUESTIONS



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## IS THERE ROOM FOR IMPROVEMENT?

VISION AND VALUES		48%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
K	Q52. I understand the values of UCL	8	51	27	12		60%	+12 ↑	-12 ↓
	Q53. I am clear about the goals and objectives for my department/division	13	52	24	9		65%	+9 ↑	-3
	Q54. I believe that UCL gives sufficient priority to research	17	50	23	7		68%	+2	-2
	Q55. I believe that UCL gives sufficient priority to teaching	9	42	27	15		51%	+10 ↑	-3
	Q56. I believe that UCL gives sufficient priority to Knowledge Exchange and Enterprise		32	53	8		37%	-3	-3
	Q57. I believe that UCL gives sufficient priority to Infrastructure and systems (i.e. enabling activity through Estates, ISD, student services, etc.)	20		37	30	11	22%	+7 ↑	-7 ↓
K	Q58. I feel that my work/professional goals and objectives are aligned to those of UCL	9	42	35	11		51%	0	-10 ↓
	Q59. UCL acts in an environmentally sustainable way	25		51	17		28%	+10 ↑	-14 ↓

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

# ALL QUESTIONS



## EXPLORE THE FULL RESULTS

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## IS THERE ROOM FOR IMPROVEMENT?

OVERALL PERCEPTIONS		64%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
	Q60. I would recommend UCL as a good place to work	11	49	28	9	61%	+12 ↑	-11 ↓	
	Q61. I am proud to work for UCL	26	46	24	4	72%	+11 ↑	-7 ↓	
T	Q62. I feel a strong sense of belonging to my department/ division/ research group	27	44	18	9	71%	+12 ↑	+1	
	Q63. I feel a strong sense of belonging to UCL	12	29	35	20	41%	+3	-18 ↓	
	Q64. I suggest ideas to improve our ways of doing things	16	58	20	6	73%	-2	-1	
	Q65. Working here makes me want to do the best I can	21	48	26	5	69%	+2	-2	
NEXT STEPS		42%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q66. I believe that action will be taken on this survey	37	36	16	11	42%	+10 ↑	-1	

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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## IS THERE ROOM FOR IMPROVEMENT?

OTHER	47%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL	
<b>Q14c.</b> 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	25	49	18	74%	-	-4
<b>Q15b.</b> My specific needs were met prior to, during and on return from leave	16	71		21%	-	-14 ↓

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					