HR Survey 2017

This report was generated on 21/11/17. Overall 1099 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 30 codes. Lists are restricted to the first 0 rows.

**In which part of the University is your main area of work (please indicate)**

<table>
<thead>
<tr>
<th>Department</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digital &amp; Information Services</td>
<td>106</td>
<td>12%</td>
</tr>
<tr>
<td>Estates &amp; Facilities</td>
<td>59</td>
<td>7%</td>
</tr>
<tr>
<td>External Relations</td>
<td>16</td>
<td>2%</td>
</tr>
<tr>
<td>Finance</td>
<td>16</td>
<td>2%</td>
</tr>
<tr>
<td>Marketing &amp; Student Recruitment</td>
<td>36</td>
<td>4%</td>
</tr>
<tr>
<td>People</td>
<td>41</td>
<td>5%</td>
</tr>
<tr>
<td>Planning</td>
<td>4</td>
<td>0%</td>
</tr>
<tr>
<td>Research &amp; Innovation</td>
<td>40</td>
<td>4%</td>
</tr>
<tr>
<td>Student &amp; Academic Services</td>
<td>29</td>
<td>3%</td>
</tr>
<tr>
<td>School of Engineering</td>
<td>38</td>
<td>4%</td>
</tr>
<tr>
<td>School of NCS</td>
<td>35</td>
<td>4%</td>
</tr>
<tr>
<td>School of Geosciences</td>
<td>28</td>
<td>3%</td>
</tr>
<tr>
<td>Business School</td>
<td>25</td>
<td>3%</td>
</tr>
<tr>
<td>School of DHP</td>
<td>22</td>
<td>2%</td>
</tr>
<tr>
<td>School of Education</td>
<td>25</td>
<td>3%</td>
</tr>
<tr>
<td>School of LLMVC</td>
<td>28</td>
<td>3%</td>
</tr>
<tr>
<td>School of Law</td>
<td>12</td>
<td>1%</td>
</tr>
<tr>
<td>School of Social Sciences</td>
<td>21</td>
<td>2%</td>
</tr>
<tr>
<td>School of Medicine, Medical Sciences &amp; Nutrition</td>
<td>258</td>
<td>28%</td>
</tr>
<tr>
<td>School of Biological Sciences</td>
<td>52</td>
<td>6%</td>
</tr>
<tr>
<td>School of Psychology</td>
<td>6</td>
<td>1%</td>
</tr>
<tr>
<td>Vice Principals’/University Secretary/Principal’s Office</td>
<td>12</td>
<td>1%</td>
</tr>
</tbody>
</table>
In which part of the University is your main area of work (please indicate)

Marketing & Student Recruitment (4) 2%
Student & Academic Services (6) 3%
People (11) 6%
Facilities Management (18) 10%
Digital & Information Services (16) 9%
Research & Innovation (4) 2%
External Relations (4) 2%
Planning (1) 1%
Finance (5) 3%
Schools & Institutes (115) 63%

Marketing & Student Recruitment

International Recruitment (-)
Home/EU/RUK Recruitment (1) 33%
Online Recruitment (-)
Marketing (2) 67%

Student & Academic Services

Registry Services (4) 80%
Centre for Academic Development (-)
Online Education (1) 20%
People

- Staffing Services (5) 46%
- Training & Management Development (-)
- Health, Safety & Wellbeing (1) 9%
- Student Support Services (3) 27%
- InfoHub (2) 18%

Facilities Management

- Estates Services (13) 81%
- Student & Staff Accommodation (2) 13%
- Catering (1) 6%
- University Sport (-)

Digital & Information Services

- Library, Special Collections & Museums (5) 31%
- IT Services (11) 69%
- Digital Technologies (-)

Research & Innovation

- Grants Academy (1) 33%
- Public Engagement with Research (-)
- Pre- & Post- Grant Award Services (2) 67%
External Relations

- Public Affairs (1): 25%
- Events (-)
- Media and Communications (-)
- Alumni (-)
- Development Trust (3): 75%

Planning

- Planning Services & SVP Support (1): 100%
- TNE Development (-)

Finance

100%
Schools & Institutes

- School of Engineering (7): 6%
- School of NCS (7): 6%
- School of Geosciences (11): 10%
- Business School (8): 7%
- School of DHP (9): 8%
- School of Education (10): 9%
- School of LLMVC (8): 7%
- School of Law (4): 4%
- School of Social Sciences (3): 3%
- IAHS (10): 9%
- IMS (21): 19%
- Rowett (2): 2%
- School of Biological Sciences (11): 10%
- School of Psychology (2): 2%

Customer Service (1. HR is readily available to all customers)

- Strongly Agree (165): 15%
- Agree (553): 51%
- Neither (255): 23%
- Disagree (95): 9%
- Strongly Disagree (23): 2%
Customer Service (2. The HR department is focused on meeting the needs of their internal & external customers)

Strongly Agree (97) 9%
Agree (463) 43%
Neither (375) 35%
Disagree (106) 10%
Strongly Disagree (36) 3%

Customer Service (3. HR has a clear understanding of their customers needs)

Strongly Agree (97) 9%
Agree (395) 37%
Neither (373) 35%
Disagree (151) 14%
Strongly Disagree (64) 6%

Customer Service (4. If a situation or question arises that I as a manager cannot answer I'm confident that the HR department will be able to assist)

Strongly Agree (148) 14%
Agree (412) 39%
Neither (367) 34%
Disagree (104) 10%
Strongly Disagree (39) 4%
Customer Service (5. HR provides a seamless service)

- Strongly Agree (58) - 5%
- Agree (301) - 28%
- Neither (420) - 39%
- Disagree (221) - 21%
- Strongly Disagree (79) - 7%

Customer Service (6. HR responds to my questions and enquiries in a timely manner)

- Strongly Agree (144) - 13%
- Agree (468) - 43%
- Neither (294) - 27%
- Disagree (128) - 12%
- Strongly Disagree (49) - 5%

Communication (1. I know who to contact in HR for specific questions)

- Strongly Agree (156) - 14%
- Agree (417) - 38%
- Neither (174) - 16%
- Disagree (289) - 26%
- Strongly Disagree (62) - 6%

Communication (2. HR communicates changes in policies and procedures effectively)

- Strongly Agree (70) - 6%
- Agree (364) - 33%
- Neither (388) - 36%
- Disagree (201) - 19%
- Strongly Disagree (66) - 6%
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Communication (3. I am confident that, where appropriate, issues discussed with HR are kept confidential)

- Strongly Agree (233): 21%
- Agree (522): 48%
- Neither (229): 21%
- Disagree (58): 5%
- Strongly Disagree (50): 5%

Recruitment & New Hires (1. I am satisfied with the length of time it takes to fill open positions)

- Strongly Agree (41): 4%
- Agree (202): 19%
- Neither (433): 40%
- Disagree (248): 23%
- Strongly Disagree (151): 14%

Recruitment & New Hires (2. HR provides a quality service in assisting me with recruitment and selection of new staff)

- Strongly Agree (56): 5%
- Agree (246): 23%
- Neither (590): 56%
- Disagree (118): 11%
- Strongly Disagree (50): 5%
Recruitment & New Hires (3. As an organisation we attract and hire the very best people)

- Strongly Agree (51) 5%
- Agree (311) 29%
- Neither (458) 43%
- Disagree (183) 17%
- Strongly Disagree (74) 7%

Recruitment & New Hires (4. We hire people with the competencies and skills needed to be high performers)

- Strongly Agree (61) 6%
- Agree (403) 37%
- Neither (459) 43%
- Disagree (110) 10%
- Strongly Disagree (45) 4%

Recruitment & New Hires (5. The University is a good employer)

- Strongly Agree (189) 17%
- Agree (556) 51%
- Neither (208) 19%
- Disagree (78) 7%
- Strongly Disagree (54) 5%
HR Polices & Procedures (1. HR procedures necessary to do my job often involve unnecessary steps/paperwork)

- Strongly Agree (77) 7%
- Agree (327) 30%
- Neither (471) 44%
- Disagree (180) 17%
- Strongly Disagree (23) 2%

HR Polices & Procedures (2. HR procedures are clear and easy to understand)

- Strongly Agree (45) 4%
- Agree (427) 40%
- Neither (385) 36%
- Disagree (186) 17%
- Strongly Disagree (35) 3%

HR Polices & Procedures (3. I know where to find information on HR policies and procedures on Staffnet)

- Strongly Agree (113) 10%
- Agree (616) 57%
- Neither (184) 17%
- Disagree (144) 13%
- Strongly Disagree (28) 3%
HR Polices & Procedures (4. HR continually improves its policies/procedures)

- Strongly Agree (43) 4%
- Agree (292) 27%
- Neither (635) 59%
- Disagree (69) 7%
- Strongly Disagree (30) 3%

HR Polices & Procedures (5. The HR department reinforces the University’s culture and standards of performance)

- Strongly Agree (64) 6%
- Agree (379) 36%
- Neither (482) 45%
- Disagree (102) 10%
- Strongly Disagree (40) 4%

HR Polices & Procedures (6. I feel that HR decisions are not biased in favour of any one group)

- Strongly Agree (100) 9%
- Agree (417) 39%
- Neither (390) 36%
- Disagree (116) 11%
- Strongly Disagree (47) 4%
HR Polices & Procedures (7. HR procedures effectively handle a variety of employee situations and needs)

- Strongly Agree (90): 8%
- Agree (486): 45%
- Neither (392): 37%
- Disagree (70): 7%
- Strongly Disagree (35): 3%

HR Polices & Procedures (8. I feel HR provides me with the support I need when disciplining an employee)

- Strongly Agree (67): 7%
- Agree (218): 21%
- Neither (681): 66%
- Disagree (43): 4%
- Strongly Disagree (27): 3%

HR Polices & Procedures (9. HR effectively helps managers that are having difficulties within their department)

- Strongly Agree (77): 7%
- Agree (259): 25%
- Neither (610): 59%
- Disagree (65): 6%
- Strongly Disagree (29): 3%
HR Polices & Procedures (10. I feel HR provides me with the guidance and support to manage my staff)

Strongly Agree (78) 8%
Agree (255) 24%
Neither (621) 60%
Disagree (61) 6%
Strongly Disagree (28) 3%

HR Polices & Procedures (11. I can easily understand the information I have received about benefits)

Strongly Agree (69) 7%
Agree (411) 39%
Neither (436) 41%
Disagree (111) 11%
Strongly Disagree (34) 3%

Training & Development (1. I would be interested in training to help me develop my managerial skills)

Strongly Agree (159) 15%
Agree (470) 44%
Neither (310) 29%
Disagree (108) 10%
Strongly Disagree (29) 3%
Training & Development (2. The University is committed to improving the skills of current employees)

- Strongly Agree (106) 10%
- Agree (565) 52%
- Neither (259) 24%
- Disagree (114) 11%
- Strongly Disagree (42) 4%

Training & Development (3. The training programs offered help me to develop)

- Strongly Agree (85) 8%
- Agree (468) 44%
- Neither (346) 32%
- Disagree (134) 13%
- Strongly Disagree (43) 4%

How would you rate your overall satisfaction with the HR department

- Very Satisfied (184) 17%
- Somewhat Satisfied (372) 34%
- Neutral (350) 32%
- Somewhat Dissatisfied (134) 12%
- Very Dissatisfied (53) 5%

Would you be willing to be contacted to discuss any feedback in the survey that you have provided?

- Yes (134) 13%
- No (934) 88%