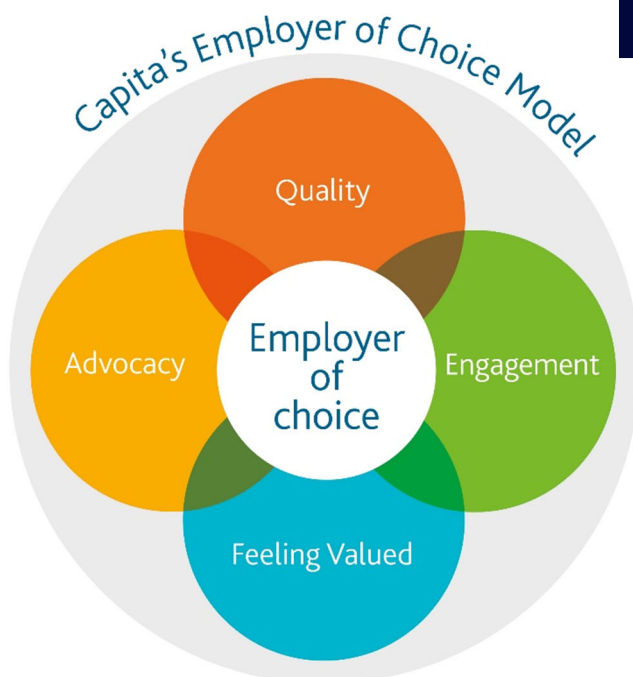


University-Wide Report
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research and analysis solutions**



University of Aberdeen

Staff Survey 2020

December 2020

Project Number: 8498

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University of Aberdeen

Staff Survey 2020

Background

In November 2020, the University of Aberdeen launched its staff survey, to provide an opportunity for employees to share their views about working for the University.

The survey was designed by the University of Aberdeen (in conjunction with Capita Surveys and Research) as an online survey, with an option to complete the survey on paper or over the telephone.

The survey was distributed on 2nd November 2020 and closed on 30th November 2020. Capita Surveys and Research processed and validated 2,048 completed survey questionnaires from University of Aberdeen employees: this gives a response rate of 60% based on the 3,411 staff invited to participate.

Presentation of results

This report presents a summary of the results for the whole organisation i.e. everyone in the University of Aberdeen who participated in the survey.

Part A. Executive Summary

A summary of some of the key findings from the survey results.

Part B. Participation

Survey response rates for the University of Aberdeen.

Part C. Employee Engagement and Organisation Climate

Key employee engagement and organisation climate indicators and comparisons with other higher education institutions (HEIs).

Part D. Ranking questions – most positive question perceptions

The most positive perceptions from the 2020 survey (i.e. those questions with a 'combined positive' response percentage of 75% or more) in ranked order which can be identified as areas of strength.

Part E. Ranking questions – least positive question perceptions

The least positive perceptions from the 2020 survey (i.e. those questions with a 'combined positive' response percentage of 50% or less) in ranked order which can be identified as areas for improvement.

Part F. Areas of strength and areas identified for improvement

All positive perceptions for the analysed questions/statements in the survey, firstly in questionnaire order (within sections), then also fully ranked across the survey in descending order. All results are colour coded to help to identify areas of strength or opportunities for improvement.

Part G. Survey Results

A presentation of the survey results in chart format in questionnaire order. Each section displays questions in appropriate groups in chart format with percentages. It should be noted the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.

Reliability of results

The accuracy of survey results is related to the size of the responding sample, not the whole organisation from which it is drawn. Very low response rates run the risk of non-response bias, e.g. if only 30% of an organisation participate can you be sure that the views of the 30% who responded are the same as the 70% who didn't respond? As a rule of thumb a sample size of 200 responses or a 50% response rate is considered the minimum for opinion research whatever the organisation size, and will overcome non-response bias.

Confidence intervals and statistical reliability

The respondents to the questionnaire are only a sample of the total University of Aberdeen population, so we cannot be 100% certain that the figures obtained are exactly those we would have if everybody had returned their questionnaires, i.e. the 'true values'. We can, however, predict the variation between the sample results and the 'true' values from the knowledge of the size of the samples on which the results are based, the 'confidence level'.

In social research, the most common measure of confidence for this prediction is the 95% confidence interval – where the chances are 95 out of 100 that the true value would be within a specified range – i.e. if everyone had responded. As a general guide it is calculated that the results for the University of Aberdeen are within $\pm 1\%$ (the confidence interval), for each question.

Understanding the effect of rounding

Figures throughout this report are displayed as whole numbers for the ease of reading. To ensure the figures are as accurate as possible we apply rounding to the figures to the nearest percentage point. Sometimes this will mean that the figures shown may not be identical if calculations are performed using the figures displayed in the report, however any difference would not be larger than ± 1 percentage point. Therefore, if you sum the percentages for all the response options to a question the figure may not sum to 100%, but may sum to 99% or 101%.

When combining the total positive responses, we first combine the number of responses and then calculate a combined percentage, rather than simply adding the two individual response percentages together.

In the example shown below, if we sum the displayed percentages for *agree* and *tend to agree* to calculate the percentage positive response it would be 87%, however, by using raw figures we calculate the result more accurately to 86.1413% which is rounded down to 86%.

EXAMPLE:

	Agree	Tend to Agree	Tend to Disagree	Disagree	Total	Total Positive responses calculation
	(A)	(B)	(C)	(D)	A+B+C+D	A+B
Number of responses	619	966	199	56	1,840	1,585
Percent of responses	33.6413%	52.5000%	10.8152%	3.0435%	100%	86.1413% (this rounds down to 86%)
Rounds to	34%	53%	11%	3%	101%	87%

Part A. Executive Summary

The University of Aberdeen staff survey achieved a response rate of 60% and this means the University has a robust set of results to help inform action planning. The average response rate for higher education institutions (HEIs) surveyed by Capita is currently 68%.

Employer of Choice benchmarking

The 2020 survey results show many positive headline results as well as some areas for improvement.

Some 96% of the University of Aberdeen respondents agree or tend to agree '*The University is a good place to work*', and this percentage is higher than the current benchmark median of 87% for Capita HEI clients (based on the 20 other HEIs surveyed by Surveys and Research in 2020 and 2019).

Capita Surveys and Research's Employer of Choice benchmarking uses a question 'score' as a more accurate measure than a cumulative percentage (i.e. combining 'Agree and Tend to Agree' percentages) and allows organisations to be ranked in their benchmark group. A question score takes into account the strength of the response as well as the number of employees responding to the question. The maximum score an organisation can achieve is 4.00, but an organisation achieving 3.00 or more is considered an Employer of Choice and generally indicates more than 75% of employees have a positive view of the organisation as a good place to work.

The Employer of Choice question score for the University of Aberdeen being a good place to work is 3.61, which is higher than the current median benchmark score of 3.32 for HEIs. The University is currently ranked 2nd out of 18 HEIs surveyed by Capita in 2020 and 2019. The best HEI score is currently 3.62 and the lowest score is 2.77.

Employer of Choice Ranking	Score
1 st	3.62
2 nd University of Aberdeen	3.61
18 th	2.77

Employee Engagement Measures

The survey included 18 employee engagement and organisation climate measures which are benchmarked against the Capita HEI benchmark group. The benchmarking shows that University staff perceptions are statistically significantly better than the benchmark for 14 of these measures; three of these are not considered statistically significantly different and one shows a result which is statistically significantly worse than the benchmark.

Summary of key issues from the staff survey

There were 65 questions in the survey included in strength analysis (excluding neutral questions, comments and questions about the profile of respondents) and analysis of these questions shows 49 questions were answered with a positive response by 75% or more respondents (these are identified as key strengths). There were two questions identified as areas needing improvement, these are where 50% or fewer of respondents provided a positive response.

Some of the most positive perceptions or key strengths within the University of Aberdeen include staff enjoying their work; feeling proud to work for the University and thinking it is a good place to work; staff willingness to recommend it to a friend as a place to study or work; and staff views about the Senior Management Team's management and leadership of the University.

When considering the positive/negative perceptions in this report, it is important to note that those provided in this summary relate to the University of Aberdeen overall, and it is not unusual to find that specific Schools or Directorates have differing perceptions to the University as a whole, which might require a more localised approach to action planning.

It is also important to note that whilst there is a high percentage of employees who identify themselves as **not** being harassed, bullied or discriminated against, and this is identified as a strength in the analysis, these areas should be considered as areas for improvement as most organisations have a zero tolerance policy regarding these issues.

The University of Aberdeen can use the information from the staff survey to manage the University by identifying areas of good practice and building upon what is done well, as well as improving in some areas identified by the results. The survey results indicate the University of Aberdeen should focus on the following, which revealed the least positive employee perceptions from the survey for the University as a whole:

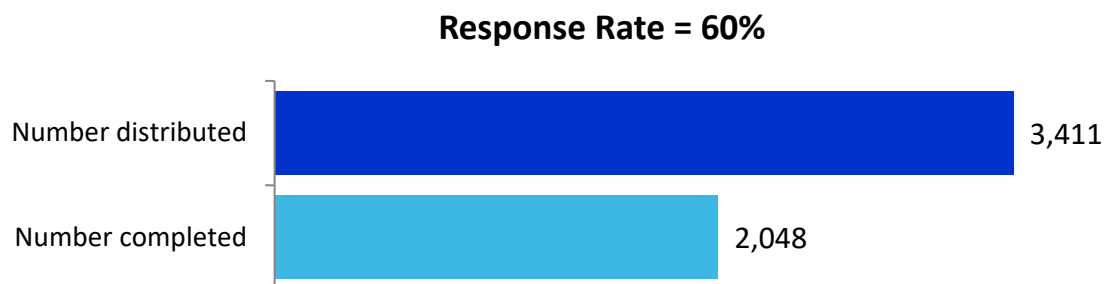
- Managing stress levels of staff
- Staff working beyond their contracted hours due to workload, and staff struggling to cope with current workloads
- The effectiveness of communication between different parts of the University and improving co-operation between different Schools / Directorates
- The provision of training, learning and development opportunities for staff.

Development in these areas would further improve employee engagement, job satisfaction and ultimately the morale, motivation, health and wellbeing of employees, enabling them to continue to provide a good quality of service to students.

Part B. Participation

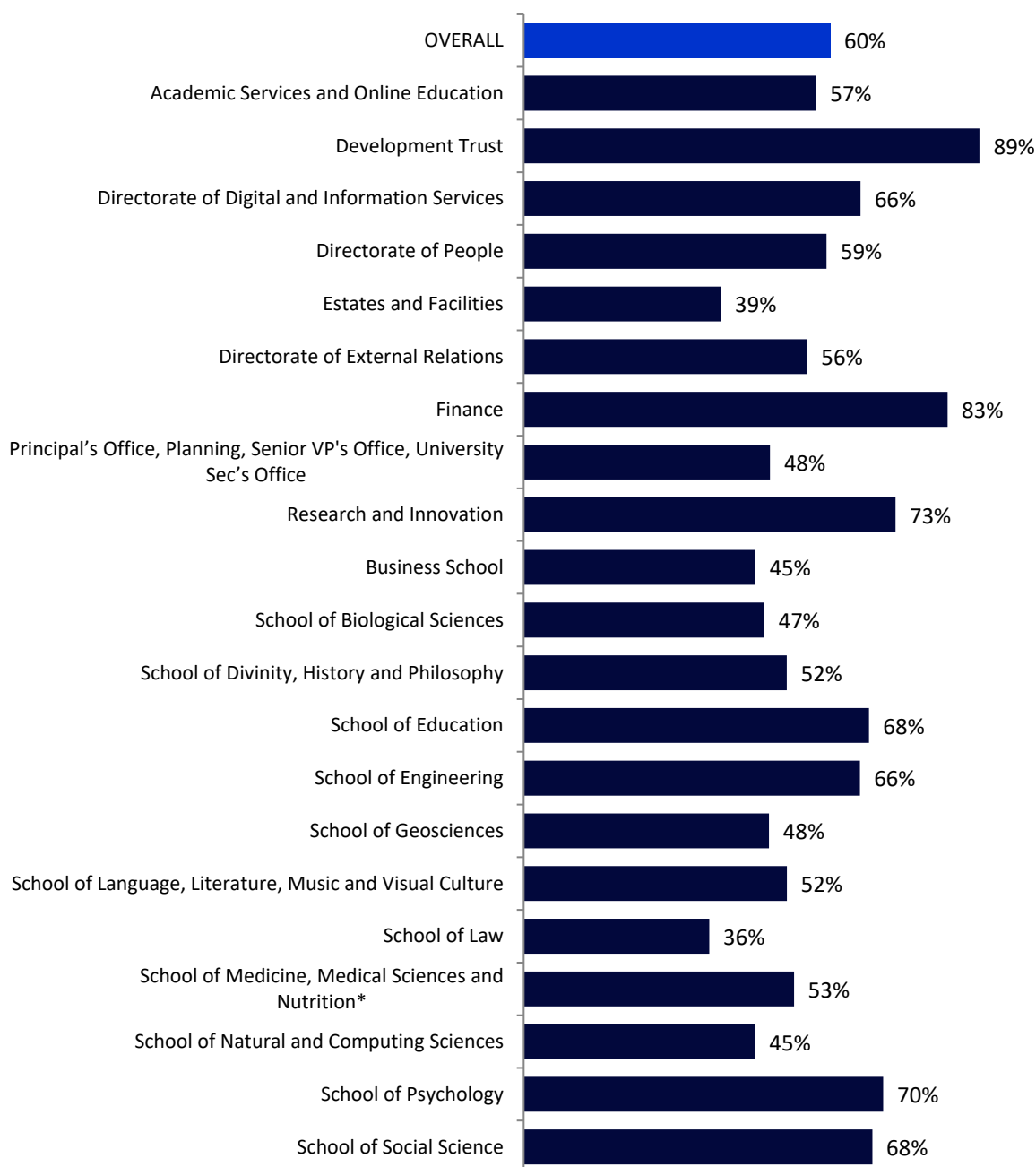
The following chart shows the response rate for all staff who responded to the University of Aberdeen staff survey.

A total of 2,048 survey questionnaires were completed and returned by the 3,411 members of staff invited to participate in the survey: this means that the overall response rate for the University of Aberdeen is 60%.

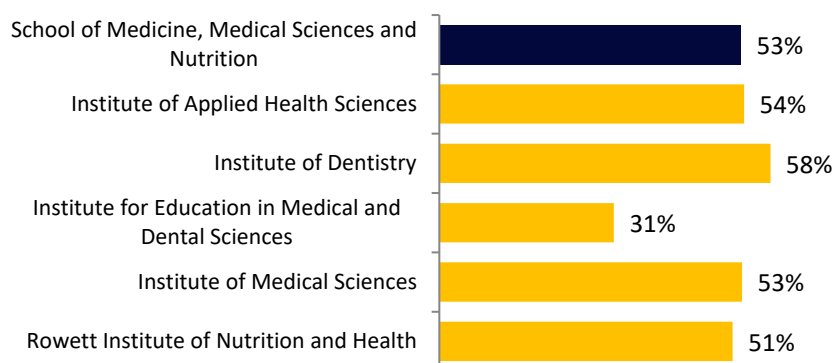


The response rates by School and Directorate ranged from 36% to 89%.

Response Rates by School/Directorate



***School of Medicine, Medical Sciences and Nutrition has been broken down in the chart below.**



Part C. Employee Engagement and Organisation Climate

The following tables compare some of the key results from the survey for the University of Aberdeen in relation to the other higher education institutions (HEIs) that Capita supported to undertake a staff survey in 2020 and 2019.

The tables on the following pages show the key questions included in the survey which measure employee engagement and organisation climate. Positive responses to these questions demonstrate high levels of employee job satisfaction which leads to the University providing a good quality service to students and other service users.

Making comparisons with other HEIs helps put the survey results into context and highlights the University of Aberdeen's strengths and areas for improvement. However, the comparisons are not used on their own to decide the issues for improvement within the University. The negative perceptions from staff responding to the survey may not be the same as those identified by the HEI comparisons, but should also be considered as areas for improvement.

The employee engagement and organisation climate tables

The yellow tables on the following pages show the 'agree' percentages ('agree'/'tend to agree'/'yes' responses) for the University of Aberdeen compared to the median result for other HEIs. The information in the penultimate column of the tables indicates whether the University result is *statistically significantly different* when compared to other HEIs. Statistical significance does not necessarily mean it is an important difference. What it does indicate is where a *real difference* exists between the University result and the median HEI result, and the difference is not just by chance related to some other factor such as the response rate, or the size of the organisation etc.

For ease of reference the statistically significant differences are shown in **green** where the difference is a better result than the median for the benchmark group, and in **red** where the difference is worse than median.

Statistically significant differences

There may be instances throughout the results tables where, for example, a 2% difference for one question is shown to be significant, but a 3% difference for another question is not. The most likely reason for this relates to the fact that, while all percentages and differences are reported to the nearest whole number, all statistical testing is performed on unrounded results.

The statistical significance calculations are also affected by the number of people who provided a valid answer to each question. In this case, you may find that some apparently 'large' percentage changes/differences are not considered statistically significantly different.

Statistical significance may also be affected if the result approaches the extremes (e.g. the percentage of positive responses is >90% or <10%). So to calculate the statistically significant differences we use the Wilson Score Interval, as we consider it a robust test at the extremes. This approach is equivalent to constructing a 95% confidence interval for the differences between the results; if the confidence interval does not contain 0, then the result is statistically significant at the 5% level.

Employee engagement and organisation climate

Table 1: (Questions where a high percentage is a good result)

	Question	University of Aberdeen 2020 Agree %	HEI benchmark Agree %	Statistically Significant Difference
Q1-1	The University is a good place to work	96%	87%	Yes
Q1-4	I feel valued by the University	74%	59%	Yes
Q1-5	I feel valued by students and others I provide a service to	90%	83%	Yes
Q4-1	I feel proud to work for the University	94%	84%	Yes
Q4-2	I would recommend the University to a friend as a place to work	90%	79%	Yes
Q3-5	Have you had an individual annual review in the last 12 months?	65%	82%	Yes
Q5-1	The University's Senior Management Team manage and lead the University well	92%	60%	Yes
Q3-1	I am satisfied with my current role and level of responsibility	81%	71%	Yes
Q6-7	My team leader / line manager / immediate supervisor keeps me informed about things I should know about	84%	79%	Yes
Q7-1	I feel fairly paid for the work I do	69%	66%	Yes
Q8-2	I feel physically safe in my working environment on campus*	93%	92%	No
Q2-2	I am satisfied with the support I get from my immediate manager	85%	81%	Yes
Q11-1	On the whole, communication in the University is effective	85%	50%	Yes
Q3-2	I am satisfied with my current level of learning and development	79%	70%	Yes
Q4-1	I would recommend the University to a friend as a place to study	95%	91%	Yes

*This has been benchmarked against the HEI question "I feel safe and secure in my working environment"

Table 2: (Questions where a low percentage is a good result)

	Question	University of Aberdeen 2020 Agree %	HEI benchmark Agree %	Statistically Significant Difference
Q8-5	Do you feel stressed at work?* (Always and Frequently)	35%	34%	No
Q8-7	Are you currently being harassed or bullied at work?	3%	5%	Yes
Q8-8	Have you felt discriminated against at work in the last 12 months?	11%	11%	No

*The benchmark is based on respondents answering "Always" or "Frequently" to this question.

Part D. Ranking questions – the most positive question perceptions

This part of the report provides the most positive perceptions for the University of Aberdeen as a whole (ordered from most to least positive), which can be identified as areas of strength.

Questions or statements with a combined positive result ('Agree/Tend to Agree' or 'Yes' responses) of 75% or above are considered areas of strength. The University of Aberdeen achieved 49 areas of strength in 2020.

Calculating the 'combined positive' perceptions

Those questions which have a 'combined positive' result of 75% or more can be considered as areas of strength. The result for each question is calculated by adding together the 'Agree' and 'Tend to Agree' responses and using the resulting combined percentage or using the straightforward 'Yes' responses to questions.

However, to calculate a 'combined positive' result for some questions the 'Disagree' and 'Tend to Disagree' responses are combined to generate the percentage, or the straightforward 'No' response is used.

For example, to find the 'combined positive' result for the question '*I find my current workload too much and I am struggling to cope*' we add together the 'Disagree' and 'Tend to Disagree' responses as these are the respondents who have said '*I do not find my current workload too much and I am not struggling to cope*'.

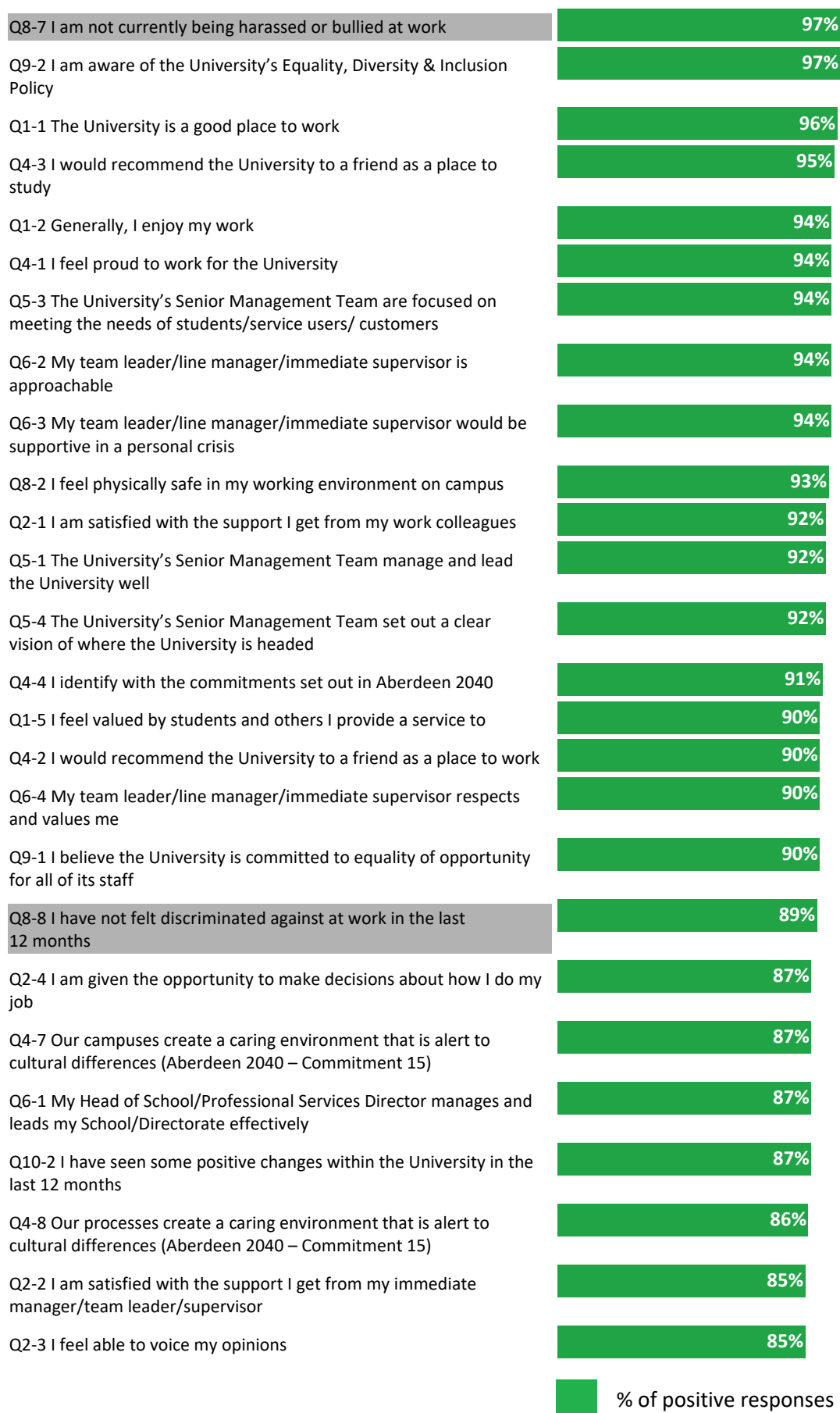
A second example, the 'positive' response in relation to the question '*Do you feel stressed at work?*' is the 'Never' response, i.e. those respondents who have said '*I never feel stressed at work*'.

When ranking and comparing results for questions throughout the survey we will always use the 'combined positive' and show the relevant associated question text as shown in the examples above.

Notes


Please note, whilst there may be a high percentage of employees who identify themselves as **not** being harassed, bullied or discriminated against, and this is identified as a strength in the analysis, these areas should be considered as areas for improvement as most organisations have a zero tolerance policy regarding these issues.

The most positive perceptions (with a combined positive percentage of 75% or more)



The most positive perceptions (with a combined positive percentage of 75% or more)

Q6-5 My team leader/line manager/immediate supervisor gives me recognition and praise for work done well	85%
Q11-1 On the whole, communication in the University is effective	85%
Q6-7 My team leader/line manager/immediate supervisor keeps me informed about things I should know about	84%
Q5-2 The University's Senior Management Team listen to and respond to the views of staff	83%
Q8-4 If I had to make a complaint or report an issue which had arisen at work, it would be taken seriously	83%
Q1-3 I feel part of my School/Directorate	82%
Q3-3 I have received sufficient training to enable me to do my job well	82%
Q6-9 My team leader/line manager/immediate supervisor involves me in decisions made that affect me in my own area of work	82%
Q6-10 My team leader/line manager/immediate supervisor manages my team effectively	82%
Q10-3 I think things will improve within the University in the next 12 months	82%
Q3-1 I am satisfied with my current role and level of responsibility	81%
Q10-1 Generally, change within the University is managed well	81%
Q4-6 Our virtual spaces enable interdisciplinary exchange and innovation (Aberdeen 2040 – Commitment 10)	80%
Q8-1 I feel the University cares for my health and wellbeing, including my mental health (Aberdeen 2040 – Commitment 1)	80%
Q11-2 On the whole, I believe that during a consultation period feedback is listened to and acted upon	80%
Q2-5 I am given realistic deadlines to work to	79%
Q3-2 I am satisfied with my current level of learning and development	79%
Q4-9 The University's culture enables an exchange of ideas across intellectual areas and organisational structures (Aberdeen 2040 – Commitment 6)	79%
Q6-6 My team leader/line manager/immediate supervisor provides me with feedback about my performance	79%
Q7-2 Overall, I feel the University offers a good pay and reward package	79%
Q6-8 My team leader/line manager/immediate supervisor deals with poor performance effectively	76%
Q11-7 There are opportunities for me to feed my views upwards in the University	76%
Q11-8 I feel there is good co-operation between teams in my School/Directorate	76%

 % of positive responses

Part E. Ranking questions – the least positive question perceptions

This part of the report provides the least positive perceptions for the University of Aberdeen, which can be considered areas for improvement.

Questions or statements with a combined positive result ('Agree/Tend to Agree' or 'Yes' responses) of 50% or lower are considered areas for improvement. The University of Aberdeen recorded two areas for improvement in 2020.

Calculating the 'least positive' perceptions

Those questions which have a 'combined positive' result of 50% or less can be considered as areas for improvement. The result for each question is calculated by adding together the 'Agree' and 'Tend to Agree' responses and using the resulting combined percentage or using the straightforward 'Yes' responses to questions.

However, to calculate a 'combined positive' result for some questions the 'Disagree' and 'Tend to Disagree' responses are combined to generate the percentage, or the straightforward 'No' response is used.

For example, to find the 'combined positive' result for the question '*I find my current workload too much and I am struggling to cope*' we add together the 'Disagree' and 'Tend to Disagree' responses as these are the respondents who have said '*I do not find my current workload too much and I am not struggling to cope*'.


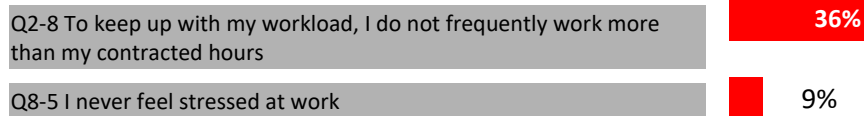
A second example, the 'positive' response in relation to the question '*Do you feel stressed at work?*' is the 'Never' response, i.e. those respondents who have said '*I never feel stressed at work*'.

When ranking and comparing results for questions throughout the survey we will always use the 'combined positive' and show the relevant associated question text as shown in the examples above.

Notes

A large proportion of employees have responded to the sub-set questions in Section 3: Development and Review (Q3-6 'Was your review useful for you?') therefore, this sub-set questions is used in the analysis.

The least positive perceptions (with a combined positive percentage of 50% or less)

 % of positive responses

Part F. Areas of strength and areas identified for improvement

This part of the report displays the analysed questions in table format for the University of Aberdeen.

The first table presents results in questionnaire order.

The second table presents results fully ranked across the survey in descending order.

The question/statement results are colour coded to help to identify areas of strength or opportunities for improvement, using boundaries agreed by Capita Surveys and Research user groups to offer guidance and focus for action planning.

Cells displaying question results are colour coded red, amber or green according to the percentage of respondents giving a positive response:

GREEN	indicates 'strength' - agreement from 75% or more of staff
AMBER	indicates 'opportunities for improvement' - agreement from 51% to 74% of staff
RED	indicates 'areas for improvement' - agreement from 50% or fewer staff.

Calculating the 'combined positive' perceptions

The result for each question is calculated by adding together the 'Agree' and 'Tend to Agree' responses and using the resulting combined percentage or using the straightforward 'Yes' responses to questions.

However, to calculate a 'combined positive' result for some questions the 'Disagree' and 'Tend to Disagree' responses are combined to generate the percentage, or the straightforward 'No' response is used.

For example, to find the 'combined positive' result for the question '*I find my current workload too much and I am struggling to cope*' we add together the 'Disagree' and 'Tend to Disagree' responses as these are the respondents who have said '*I do not find my current workload too much and I am not struggling to cope*'.

A second example, the 'positive' response in relation to the question '*Do you feel stressed at work?*' is the 'Never' response, i.e. those respondents who have said '*I never feel stressed at work*'.

When ranking and comparing results for questions throughout the survey we will always use the 'combined positive' and show the relevant associated question text as shown in the examples above.

Summary of colour coding for the University of Aberdeen 2020 Staff Survey:

Strengths:	49
Opportunities for improvement:	14
Need for improvement:	2

Notes

Please note, whilst there may be a high percentage of employees who identify themselves as **not** being harassed, bullied or discriminated against, and this is identified as a strength in the analysis, these areas should be considered as areas for improvement as most organisations have a zero tolerance policy regarding these issues.




A large proportion of employees have responded to the sub-set questions in Section 3: Development and Review (Q3-6 'Was your review useful for you?') therefore, this sub-set questions is used in the analysis.

The table below shows the percentage of respondents who gave a positive response to the question. There may be variation up to 1% when compared to the Frequency Data report due to rounding.

- 75% or higher = Strength
- 51% - 74% = Opportunity for improvement
- 50% or lower = Needs improvement

Total number of responses:		2048
Question		2020 %
Q1-1 The University is a good place to work		96
Q1-2 Generally, I enjoy my work		94
Q1-3 I feel part of my School/Directorate		82
Q1-4 I feel valued by the University		74
Q1-5 I feel valued by students and others I provide a service to		90
Q2-1 I am satisfied with the support I get from my work colleagues		92
Q2-2 I am satisfied with the support I get from my immediate manager/team leader/supervisor		85
Q2-3 I feel able to voice my opinions		85
Q2-4 I am given the opportunity to make decisions about how I do my job		87
Q2-5 I am given realistic deadlines to work to		79
Q2-6 I do not find my current workload too much and I am not struggling to cope		58
Q2-7 I have not found my pre-Covid workload too much and I was not struggling to cope		71
Q2-8 To keep up with my workload, I do not frequently work more than my contracted hours		36
Q3-1 I am satisfied with my current role and level of responsibility		81
Q3-2 I am satisfied with my current level of learning and development		79
Q3-3 I have received sufficient training to enable me to do my job well		82
Q3-4 In the past 12 months, have you taken part in any type of training, learning or development paid for or provided by the University?		63
Q3-5 If you have been employed for over a year, have you had an individual annual review in the last 12 months?		65
Q3-6 Was your review useful for you? (Based on respondents answering 'Yes' to Q3-5)		70
Q4-1 I feel proud to work for the University		94
Q4-2 I would recommend the University to a friend as a place to work		90
Q4-3 I would recommend the University to a friend as a place to study		95
Q4-4 I identify with the commitments set out in Aberdeen 2040		91
Q4-5 Our physical spaces enable interdisciplinary exchange and innovation (Aberdeen 2040 – Commitment 10)		67
Q4-6 Our virtual spaces enable interdisciplinary exchange and innovation (Aberdeen 2040 – Commitment 10)		80
Q4-7 Our campuses create a caring environment that is alert to cultural differences (Aberdeen 2040 – Commitment 15)		87
Q4-8 Our processes create a caring environment that is alert to cultural differences (Aberdeen 2040 – Commitment 15)		86
Q4-9 The University's culture enables an exchange of ideas across intellectual areas and organisational structures (Aberdeen 2040 – Commitment 6)		79
Q5-1 The University's Senior Management Team manage and lead the University well		92
Q5-2 The University's Senior Management Team listen to and respond to the views of staff		83
Q5-3 The University's Senior Management Team are focused on meeting the needs of students/service users/ customers		94
Q5-4 The University's Senior Management Team set out a clear vision of where the University is headed		92

The table below shows the percentage of respondents who gave a positive response to the question. There may be variation up to 1% when compared to the Frequency Data report due to rounding.

	75% or higher = Strength
	51% - 74% = Opportunity for improvement
	50% or lower = Needs improvement




Total number of responses:		2048
Question		2020 %
Q6-1 My Head of School/Professional Services Director manages and leads my School/Directorate effectively		87
Q6-2 My team leader/line manager/immediate supervisor is approachable		94
Q6-3 My team leader/line manager/immediate supervisor would be supportive in a personal crisis		94
Q6-4 My team leader/line manager/immediate supervisor respects and values me		90
Q6-5 My team leader/line manager/immediate supervisor gives me recognition and praise for work done well		85
Q6-6 My team leader/line manager/immediate supervisor provides me with feedback about my performance		79
Q6-7 My team leader/line manager/immediate supervisor keeps me informed about things I should know about		84
Q6-8 My team leader/line manager/immediate supervisor deals with poor performance effectively		76
Q6-9 My team leader/line manager/immediate supervisor involves me in decisions made that affect me in my own area of work		82
Q6-10 My team leader/line manager/immediate supervisor manages my team effectively		82
Q7-1 I feel fairly paid for the work I do		69
Q7-2 Overall, I feel the University offers a good pay and reward package		79
Q8-1 I feel the University cares for my health and wellbeing, including my mental health (Aberdeen 2040 – Commitment 1)		80
Q8-2 I feel physically safe in my working environment on campus		93
Q8-3 I have a good work life balance		71
Q8-4 If I had to make a complaint or report an issue which had arisen at work, it would be taken seriously		83
Q8-5 I never feel stressed at work		9
Q8-7 I am not currently being harassed or bullied at work		97
Q8-8 I have not felt discriminated against at work in the last 12 months		89
Q9-1 I believe the University is committed to equality of opportunity for all of its staff		90
Q9-2 I am aware of the University's Equality, Diversity & Inclusion Policy		97
Q10-1 Generally, change within the University is managed well		81
Q10-2 I have seen some positive changes within the University in the last 12 months		87
Q10-3 I think things will improve within the University in the next 12 months		82
Q11-1 On the whole, communication in the University is effective		85
Q11-2 On the whole, I believe that during a consultation period feedback is listened to and acted upon		80
Q11-3 On the whole, the different parts of the University communicate effectively with each other		57
Q11-4 If I want to put forward new ideas or suggestions for improvement, I know how to do so		73
Q11-5 I am confident my ideas or suggestions will be listened to		67
Q11-6 I am confident I will get feedback on my ideas or suggestions		68
Q11-7 There are opportunities for me to feed my views upwards in the University		76
Q11-8 I feel there is good co-operation between teams in my School/ Directorate		76
Q11-9 I feel there is good co-operation between different Schools/ Directorates		62

The table below shows the percentage of respondents who gave a positive response to the question. There may be variation up to 1% when compared to the Frequency Data report due to rounding.

- 75% or higher = Strength
- 51% - 74% = Opportunity for improvement
- 50% or lower = Needs improvement

Total number of responses:		2048
Question		2020 %
Q8-7 I am not currently being harassed or bullied at work		97
Q9-2 I am aware of the University's Equality, Diversity & Inclusion Policy		97
Q1-1 The University is a good place to work		96
Q4-3 I would recommend the University to a friend as a place to study		95
Q1-2 Generally, I enjoy my work		94
Q4-1 I feel proud to work for the University		94
Q5-3 The University's Senior Management Team are focused on meeting the needs of students/service users/ customers		94
Q6-2 My team leader/line manager/immediate supervisor is approachable		94
Q6-3 My team leader/line manager/immediate supervisor would be supportive in a personal crisis		94
Q8-2 I feel physically safe in my working environment on campus		93
Q2-1 I am satisfied with the support I get from my work colleagues		92
Q5-1 The University's Senior Management Team manage and lead the University well		92
Q5-4 The University's Senior Management Team set out a clear vision of where the University is headed		92
Q4-4 I identify with the commitments set out in Aberdeen 2040		91
Q1-5 I feel valued by students and others I provide a service to		90
Q4-2 I would recommend the University to a friend as a place to work		90
Q6-4 My team leader/line manager/immediate supervisor respects and values me		90
Q9-1 I believe the University is committed to equality of opportunity for all of its staff		90
Q8-8 I have not felt discriminated against at work in the last 12 months		89
Q2-4 I am given the opportunity to make decisions about how I do my job		87
Q4-7 Our campuses create a caring environment that is alert to cultural differences (Aberdeen 2040 – Commitment 15)		87
Q6-1 My Head of School/Professional Services Director manages and leads my School/Directorate effectively		87
Q10-2 I have seen some positive changes within the University in the last 12 months		87
Q4-8 Our processes create a caring environment that is alert to cultural differences (Aberdeen 2040 – Commitment 15)		86
Q2-2 I am satisfied with the support I get from my immediate manager/team leader/supervisor		85
Q2-3 I feel able to voice my opinions		85
Q6-5 My team leader/line manager/immediate supervisor gives me recognition and praise for work done well		85
Q11-1 On the whole, communication in the University is effective		85
Q6-7 My team leader/line manager/immediate supervisor keeps me informed about things I should know about		84
Q5-2 The University's Senior Management Team listen to and respond to the views of staff		83
Q8-4 If I had to make a complaint or report an issue which had arisen at work, it would be taken seriously		83
Q1-3 I feel part of my School/Directorate		82
Q3-3 I have received sufficient training to enable me to do my job well		82

The table below shows the percentage of respondents who gave a positive response to the question. There may be variation up to 1% when compared to the Frequency Data report due to rounding.

	75% or higher = Strength
	51% - 74% = Opportunity for improvement
	50% or lower = Needs improvement

Total number of responses:		2048
Question		2020 %
Q6-9 My team leader/line manager/immediate supervisor involves me in decisions made that affect me in my own area of work		82
Q6-10 My team leader/line manager/immediate supervisor manages my team effectively		82
Q10-3 I think things will improve within the University in the next 12 months		82
Q3-1 I am satisfied with my current role and level of responsibility		81
Q10-1 Generally, change within the University is managed well		81
Q4-6 Our virtual spaces enable interdisciplinary exchange and innovation (Aberdeen 2040 – Commitment 10)		80
Q8-1 I feel the University cares for my health and wellbeing, including my mental health (Aberdeen 2040 – Commitment 1)		80
Q11-2 On the whole, I believe that during a consultation period feedback is listened to and acted upon		80
Q2-5 I am given realistic deadlines to work to		79
Q3-2 I am satisfied with my current level of learning and development		79
Q4-9 The University's culture enables an exchange of ideas across intellectual areas and organisational structures (Aberdeen 2040 – Commitment 6)		79
Q6-6 My team leader/line manager/immediate supervisor provides me with feedback about my performance		79
Q7-2 Overall, I feel the University offers a good pay and reward package		79
Q6-8 My team leader/line manager/immediate supervisor deals with poor performance effectively		76
Q11-7 There are opportunities for me to feed my views upwards in the University		76
Q11-8 I feel there is good co-operation between teams in my School/ Directorate		76
Q1-4 I feel valued by the University		74
Q11-4 If I want to put forward new ideas or suggestions for improvement, I know how to do so		73
Q2-7 I have not found my pre-Covid workload too much and I was not struggling to cope		71
Q8-3 I have a good work life balance		71
Q3-6 Was your review useful for you? (Based on respondents answering 'Yes' to Q3-5)		70
Q7-1 I feel fairly paid for the work I do		69
Q11-6 I am confident I will get feedback on my ideas or suggestions		68
Q4-5 Our physical spaces enable interdisciplinary exchange and innovation (Aberdeen 2040 – Commitment 10)		67
Q11-5 I am confident my ideas or suggestions will be listened to		67
Q3-5 If you have been employed for over a year, have you had an individual annual review in the last 12 months?		65
Q3-4 In the past 12 months, have you taken part in any type of training, learning or development paid for or provided by the University?		63
Q11-9 I feel there is good co-operation between different Schools/ Directorates		62
Q2-6 I do not find my current workload too much and I am not struggling to cope		58
Q11-3 On the whole, the different parts of the University communicate effectively with each other		57
Q2-8 To keep up with my workload, I do not frequently work more than my contracted hours		36
Q8-5 I never feel stressed at work		9

Part G. Survey Results

This part of the report is a presentation of the survey results in chart format in the same order as the questionnaire for ease of reference.

All the main results charts (for scale response questions) are structured in a similar way:

1. **Question:** The text of the question that was asked.
2. **Response chart:** The percentage of respondents who selected each response option for each question, rounded to the nearest whole percentage, is presented in a stacked bar chart. It is important to look at this detailed breakdown, not just the percentage of positive responses, when interpreting the survey results. Note that the rounding of percentages occasionally results in the total percentage not adding up to exactly 100%.
3. **Total Responses:** The number of valid responses that were received for the question.
4. **Combining the positive responses and the 'rounding effect' (Positive %):** The total combined percentage of 'good' or positive responses that were received for each question in 2020 is shown after the stacked bar chart.

The combined positive responses usually add together the 'Agree/Tend to agree' or 'Yes' responses. However, for some questions the positive response may be the 'Disagree/Tend to disagree' or 'No' responses, or 'Never' in the case of Q8-5 '*Do you feel stressed at work*'. Questions that are considered neutral are not given a positive %.

The following colour coding is used on the bar charts to aid with analysis:

Green generally represents the positive or 'good' outcome.

Red generally represents the negative or 'poor' outcome.

Grey represents outcomes which are neither positive nor negative, such as those questions in the 'About Your Role' and 'About You' sections.

To ensure the figures are accurate, rounding to the nearest percentage point is applied at the last stage of the calculation. This may mean the total positive percentage displayed can be up to 1% different from simply adding together the two positive percentages. [A more detailed explanation of this and an example can be found in the section of this report under the heading '*Understanding the effect of rounding*'].

Section 1: Job Satisfaction

Q1-1 The University is a good place to work



Total
Responses:
2038

Positive %:
96

Q1-2 Generally, I enjoy my work



Total
Responses:
2036

Positive %:
94

Q1-3 I feel part of my School/Directorate



Total
Responses:
2009

Positive %:
82

Q1-4 I feel valued by the University



Total
Responses:
2021

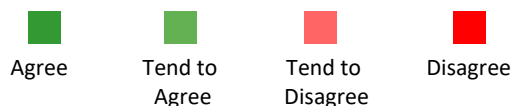
Positive %:
74

Q1-5 I feel valued by students and others I provide a service to



Total
Responses:
2009

Positive %:
90



Section 2: Working at the University

Q2-1 I am satisfied with the support I get from my work colleagues



Total
Responses:
2040

Positive %:
92

Q2-2 I am satisfied with the support I get from my immediate manager/team leader/supervisor



Total
Responses:
2037

Positive %:
85

Q2-3 I feel able to voice my opinions



Total
Responses:
2034

Positive %:
85

Q2-4 I am given the opportunity to make decisions about how I do my job



Total
Responses:
2033

Positive %:
87

Q2-5 I am given realistic deadlines to work to



Total
Responses:
2020

Positive %:
79

 Agree

 Tend to
Agree

 Tend to
Disagree

 Disagree

Q2-6 I find my current workload too much and I am struggling to cope



Total
Responses:
2027

Positive %:
58

Q2-7 I found my pre-Covid workload too much and was struggling to cope



Total
Responses:
2001

Positive %:
71

Q2-8 To keep up with my workload, I frequently work more than my contracted hours



Total
Responses:
2025

Positive %:
36

 Agree

 Tend to
Agree

 Tend to
Disagree

 Disagree

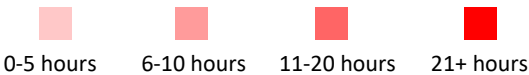
Section 2: Working at the University

Q2-9 If you frequently have to work additional hours to keep up with your workload, how many additional hours do you work, on average, per week?
(Based on respondents answering 'Agree' or 'Tend to Agree' to Q2-8)

Total
Responses:



1275



Section 3: Development and Review

Q3-1 I am satisfied with my current role and level of responsibility



Total
Responses:
2037

Positive %:
81

Q3-2 I am satisfied with my current level of learning and development



Total
Responses:
2023

Positive %:
79

Q3-3 I have received sufficient training to enable me to do my job well



Total
Responses:
2034

Positive %:
82

 Agree

 Tend to
Agree

 Tend to
Disagree

 Disagree

Q3-4 In the past 12 months, have you taken part in any type of training, learning or development paid for or provided by the University?



Total
Responses:
2035

Positive %:
63

Q3-5 If you have been employed for over a year, have you had an individual annual review in the last 12 months?



Total
Responses:
1894

Positive %:
65

Q3-6 Was your review useful for you? (Based on respondents answering 'Yes' to Q3-5)



Total
Responses:
1222

Positive %:
70

 Yes

 No

Section 4: Culture, Values and Aberdeen 2040

Q4-1 I feel proud to work for the University



Total
Responses:
2023

Positive %:
94

Q4-2 I would recommend the University to a friend as a place to work



Total
Responses:
2025

Positive %:
90

Q4-3 I would recommend the University to a friend as a place to study



Total
Responses:
2000

Positive %:
95

Q4-4 I identify with the commitments set out in Aberdeen 2040



Total
Responses:
1897

Positive %:
91

Q4-5 Our physical spaces enable interdisciplinary exchange and innovation (Aberdeen 2040 – Commitment 10)



Total
Responses:
1810

Positive %:
67

Q4-6 Our virtual spaces enable interdisciplinary exchange and innovation (Aberdeen 2040 – Commitment 10)



Total
Responses:
1826

Positive %:
80

Q4-7 Our campuses create a caring environment that is alert to cultural differences (Aberdeen 2040 – Commitment 15)



Total
Responses:
1849

Positive %:
87

Q4-8 Our processes create a caring environment that is alert to cultural differences (Aberdeen 2040 – Commitment 15)



Total
Responses:
1840

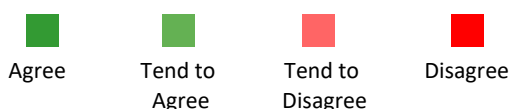
Positive %:
86

Q4-9 The University's culture enables an exchange of ideas across intellectual areas and organisational structures (Aberdeen 2040 – Commitment 6)



Total
Responses:
1856

Positive %:
79



Section 5: Leadership

Q5-1 The University's Senior Management Team manage and lead the University well



Total
Responses:
1972

Positive %:
92

Q5-2 The University's Senior Management Team listen to and respond to the views of staff



Total
Responses:
1957

Positive %:
83

Q5-3 The University's Senior Management Team are focused on meeting the needs of students/service users/ customers



Total
Responses:
1944

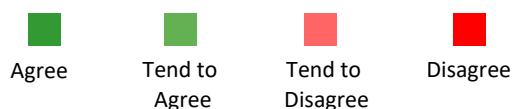
Positive %:
94

Q5-4 The University's Senior Management Team set out a clear vision of where the University is headed



Total
Responses:
1965

Positive %:
92



Section 6: School/Directorate Leadership and My Manager/Supervisor

Q6-1 My Head of School/Professional Services Director manages and leads my School/Directorate effectively



Total
Responses:
1975

Positive %:
87

Q6-2 My team leader/line manager/immediate supervisor is approachable



Total
Responses:
2031

Positive %:
94

Q6-3 My team leader/line manager/immediate supervisor would be supportive in a personal crisis



Total
Responses:
2022

Positive %:
94

Q6-4 My team leader/line manager/immediate supervisor respects and values me



Total
Responses:
2013

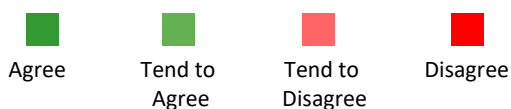
Positive %:
90

Q6-5 My team leader/line manager/immediate supervisor gives me recognition and praise for work done well



Total
Responses:
2005

Positive %:
85



Section 6: School/Directorate Leadership and My Manager/Supervisor

Q6-6 My team leader/line manager/immediate supervisor provides me with feedback about my performance



Total
Responses:
1998

Positive %:
79

Q6-7 My team leader/line manager/immediate supervisor keeps me informed about things I should know about



Total
Responses:
2022

Positive %:
84

Q6-8 My team leader/line manager/immediate supervisor deals with poor performance effectively



Total
Responses:
1875

Positive %:
76

Q6-9 My team leader/line manager/immediate supervisor involves me in decisions made that affect me in my own area of work



Total
Responses:
1988

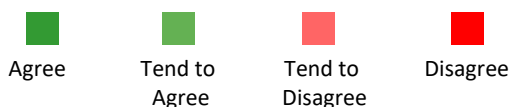
Positive %:
82

Q6-10 My team leader/line manager/immediate supervisor manages my team effectively



Total
Responses:
1970

Positive %:
82



Section 7: Pay and Benefits

Q7-1 I feel fairly paid for the work I do



Total
Responses:
2005

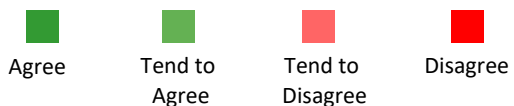
Positive %:
69

Q7-2 Overall, I feel the University offers a good pay and reward package



Total
Responses:
2014

Positive %:
79



Section 8: Health and Wellbeing

Q8-1 I feel the University cares for my health and wellbeing, including my mental health (Aberdeen 2040 – Commitment 1)



Total
Responses:
2012

Positive %:
80

Q8-2 I feel physically safe in my working environment on campus



Total
Responses:
1994

Positive %:
93

Q8-3 I have a good work life balance



Total
Responses:
2029

Positive %:
71

Q8-4 If I had to make a complaint or report an issue which had arisen at work, it would be taken seriously



Total
Responses:
1980

Positive %:
83

 Agree

 Tend to
Agree

 Tend to
Disagree

 Disagree

Q8-5 Do you feel stressed at work?



Total
Responses:
2042

Positive %:
9

 Always

 Frequently

 Occasionally

 Never

Section 8: Health and Wellbeing

Q8-6 If your stress is related to work, what do you feel this is due to? (Based on respondents answering 'Always', 'Frequently' or 'Occasionally' to Q8-5 Do you feel stressed at work?)

Total
Responses: 1866



Section 8: Health and Wellbeing

Q8-6 If your stress is related to work, what do you feel this is due to? (Based on respondents answering 'Always', 'Frequently' or 'Occasionally' to Q8-5 Do you feel stressed at work?)

Total Responses: 1866

Other work-related reason 19

%

Q8-7 Are you currently being harassed or bullied at work?

Total Responses: 2012
Positive %: 97



Yes

No

Q8-8 Have you felt discriminated against at work in the last 12 months?

Total Responses: 2017
Positive %: 89



Yes

No

Q8-9 I have experienced bullying, harassment or discrimination at work on the grounds of my: (Based on staff answering 'Yes' to Q8-7* and/or Q8-8**)

Total Responses: 237

Age 19

Disability 6

Ethnicity 17

Gender 30

Gender identity/expression 2

Marital/civil partnership status 5

Pregnancy/maternity 5

Sexual orientation 1

Other 54

%

Section 9: Equality, Diversity and Inclusion

Q9-1 I believe the University is committed to equality of opportunity for all of its staff

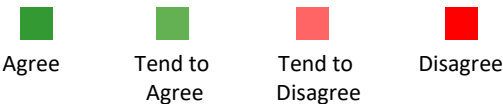


Total Responses: 2024
Positive %: 90

Q9-2 I am aware of the University’s Equality, Diversity & Inclusion Policy



Total Responses: 2028
Positive %: 97



Section 10: Managing Change

Q10-1 Generally, change within the University is managed well



Total
Responses:
1957

Positive %:
81

Q10-2 I have seen some positive changes within the University in the last 12 months



Total
Responses:
1917

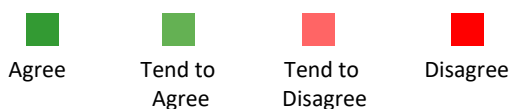
Positive %:
87

Q10-3 I think things will improve within the University in the next 12 months



Total
Responses:
1910

Positive %:
82



Section 11: Communication and Staff Involvement

Q11-1 On the whole, communication in the University is effective	Total Responses: 2003	Positive %: 85
<div> <div>34</div> <div>51</div> <div>12</div> <div>3</div> </div>		
Q11-2 On the whole, I believe that during a consultation period feedback is listened to and acted upon	Total Responses: 1860	Positive %: 80
<div> <div>27</div> <div>53</div> <div>16</div> <div>4</div> </div>		
Q11-3 On the whole, the different parts of the University communicate effectively with each other	Total Responses: 1887	Positive %: 57
<div> <div>14</div> <div>43</div> <div>34</div> <div>8</div> </div>		
Q11-4 If I want to put forward new ideas or suggestions for improvement, I know how to do so	Total Responses: 1934	Positive %: 73
<div> <div>30</div> <div>43</div> <div>21</div> <div>6</div> </div>		
Q11-5 I am confident my ideas or suggestions will be listened to	Total Responses: 1923	Positive %: 67
<div> <div>24</div> <div>43</div> <div>26</div> <div>7</div> </div>		
Q11-6 I am confident I will get feedback on my ideas or suggestions	Total Responses: 1893	Positive %: 68
<div> <div>22</div> <div>45</div> <div>26</div> <div>6</div> </div>		
Q11-7 There are opportunities for me to feed my views upwards in the University	Total Responses: 1897	Positive %: 76
<div> <div>28</div> <div>47</div> <div>18</div> <div>6</div> </div>		
Q11-8 I feel there is good co-operation between teams in my School/ Directorate	Total Responses: 1920	Positive %: 76
<div> <div>30</div> <div>46</div> <div>18</div> <div>6</div> </div>		
Q11-9 I feel there is good co-operation between different Schools/ Directorates	Total Responses: 1818	Positive %: 62
<div> <div>16</div> <div>46</div> <div>30</div> <div>8</div> </div>		
<div> <div>Agree</div> <div>Tend to Agree</div> <div>Tend to Disagree</div> <div>Disagree</div> </div>		

Section 12: Comments

Q12-1 Please note below one thing that you think is good about working for the University: Which main theme would you say your comment is related to?

Total
Responses: 1280



Section 12: Comments

Q12-2 Please note below one thing that you feel could be improved at the University: Which main theme would you say your comment is related to?

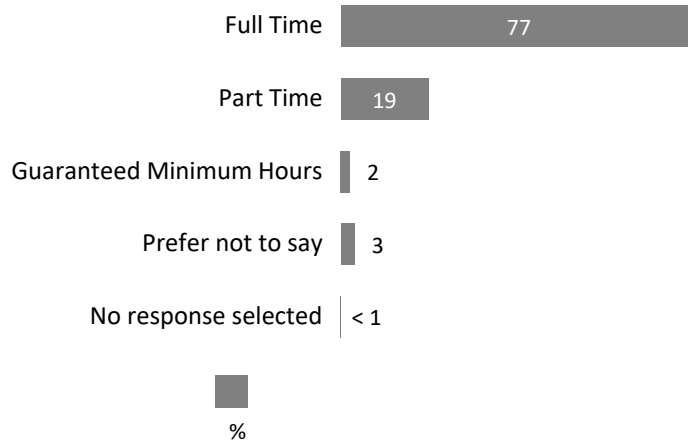
Total
Responses: 1200



Section 13: About Your Role

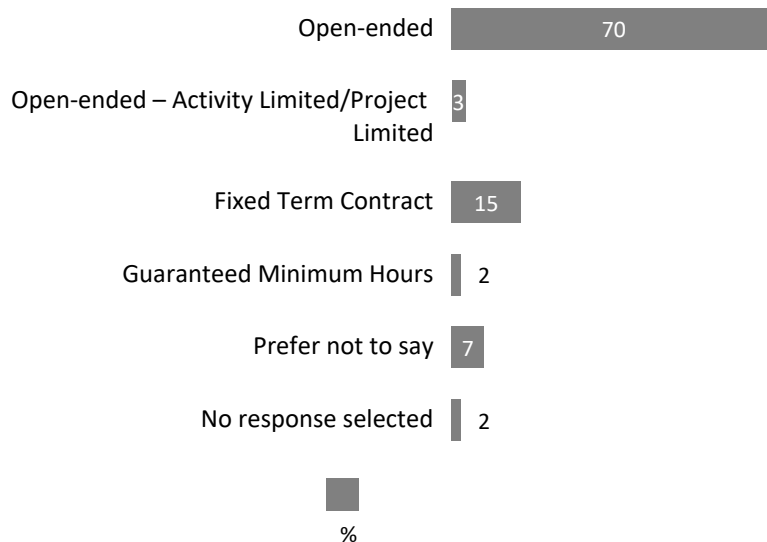
Q13-1 Do you work at the University...?

Total
Responses: 2048



Q13-2 Is your contract...?

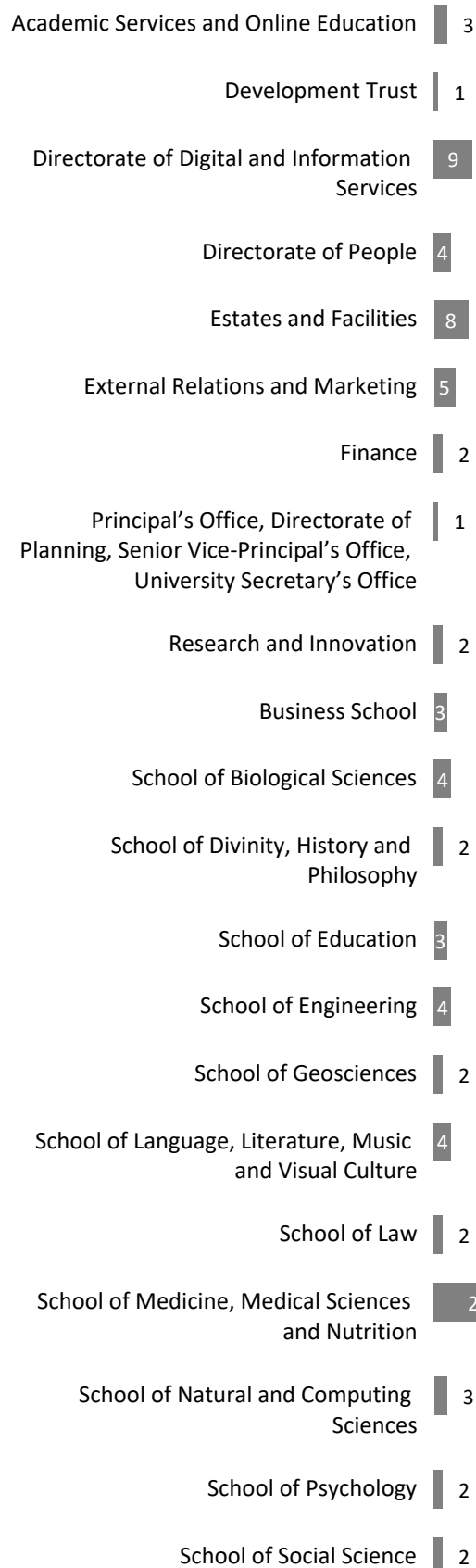
Total
Responses: 2048



Section 13: About Your Role

Q13-3 In which School or Directorate are you based (for the majority of the time)?

Total
Responses: 2048



Section 13: About Your Role

Q13-3 In which School or Directorate are you based (for the majority of the time)?

Total
Responses: 2048

Prefer not to say 9

No response selected 1



Q13-3 Where do you work within the School of Medicine, Medical Sciences and Nutrition (for the majority of the time)?

Total
Responses: 428

Institute of Applied Health Sciences 29

Institute of Dentistry 6

Institute for Education in Medical and
Dental Sciences 14

Institute of Medical Sciences 29

Rowett Institute of Nutrition and Health 12

Prefer not to say 8

No response selected 1

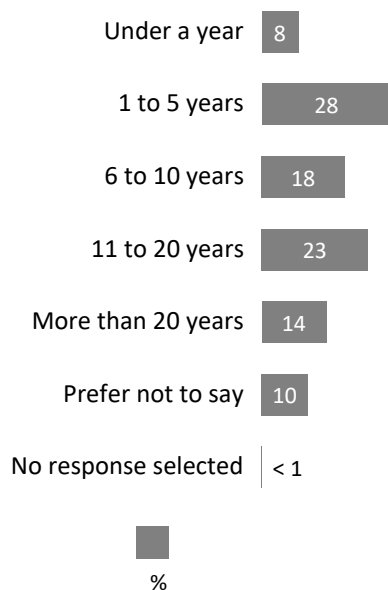


Section 13: About Your Role

Q13-4 What is your job group / role?

Total
Responses: 2048

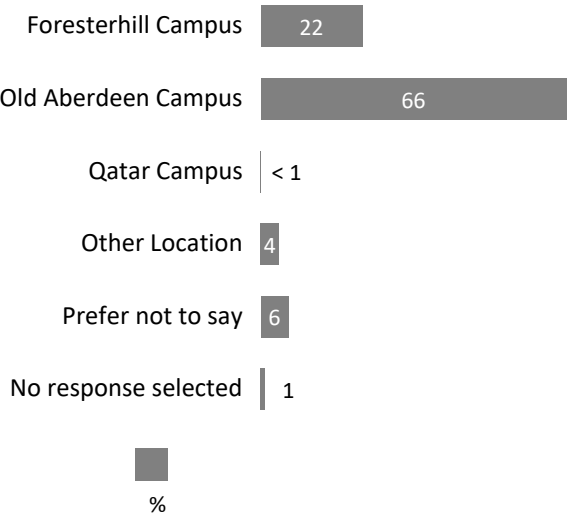
Q13-5 How long have you worked for the University?

Total
Responses: 2048

Section 13: About Your Role

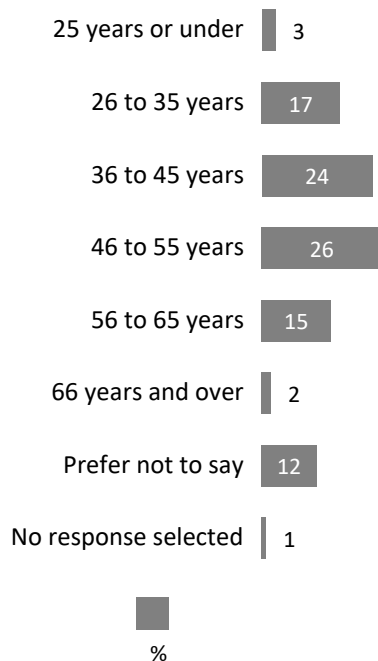
Q13-6 Where are you based for the majority of your time?

Total
Responses: 2048



Section 14: About You

Q14-1 What is your age?

Total
Responses: 2048

Do you agree that Capita Surveys and Research can process, store and analyse the responses you have given to special category questions* for this survey in line with the Data Protection Act and GDPR?

Total
Responses: 2048

I agree 92

*disability, gender identity, sexual orientation, and ethnicity

I do not agree 8

*disability, gender identity, sexual orientation, and ethnicity



Q14-2 Do you consider yourself to be disabled within the definition of the Equality Act 2010?

Total
Responses: 1890

Yes 5

No 90

Prefer not to say 5

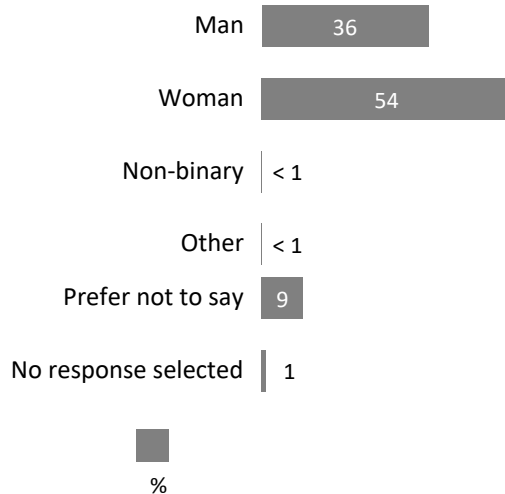
No response selected < 1



Section 14: About You

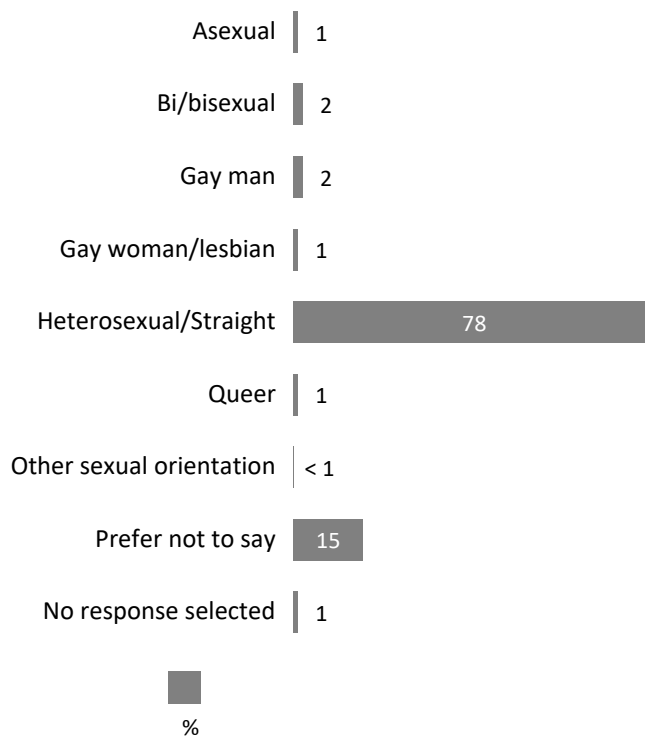
Q14-3 What is your gender?

Total
Responses: 1890



Q14-4 Which of the following best describes your sexual orientation?

Total
Responses: 1890



Section 14: About You

Q14-5 I would describe myself to be:

 Total
Responses: 1890


Section 14: About You

Q14-6 Do you speak Gaelic?

Total
Responses: 2048



Q14-7 Do you have parent/carers responsibilities?

Total
Responses: 2048

