

# STAFF SURVEY

## *— the results —*

The percentages shown below are representative of the 1274 responses to the University's staff survey.

↑ Difference in results between the 2018 and 2014 staff surveys

\* New or moderated question with no 2014 comparator

### YOUR JOB

84.7%<sup>↑2.9</sup>

FEEL THEY ARE GIVEN THE OPPORTUNITY TO MAKE DECISIONS ABOUT HOW TO DO THEIR JOB

6.4%  
DISAGREED

8.8%  
NEUTRAL

89.6%<sup>↑18.4</sup>

ARE CLEAR WHAT THEIR DUTIES AND RESPONSIBILITIES ARE

5.2%  
DISAGREED

5.2%  
NEUTRAL

53%<sup>↑7.1</sup>

OF STAFF WERE SATISFIED WITH THE INDUCTION THEY RECEIVED

20%  
DISSATISFIED

27%  
NEUTRAL

80.5%<sup>↑11.1</sup>

UNDERSTAND HOW THEIR WORK FITS INTO THE OVERALL AIM OF THE UNIVERSITY

7.7%  
DISAGREED

11.9%  
NEUTRAL

78.6%<sup>↑4.5</sup>

SAID THEIR JOB GIVES THEM A SENSE OF ACHIEVEMENT

9.8%  
DISAGREED

11.6%  
NEUTRAL

58%<sup>↑1.9</sup>

FEEL THEY HAVE THE RESOURCES NEEDED TO DO THEIR JOB WELL

24.8%  
DISAGREED

17.1%  
NEUTRAL

71.8%<sup>↑1.1</sup>

ARE SATISFIED WITH THEIR MAIN JOB AT THE UNIVERSITY

14%  
DISSATISFIED

14.1%  
NEUTRAL

# STAFF SURVEY

—*the results*—

## WORKLOAD, PRESSURE & STRESS

60%<sup>↑14</sup>

FEEL THE AMOUNT OF WORK THEY'RE EXPECTED TO DO IS REASONABLE

25.8%  
DISAGREED

14.2%  
NEUTRAL

59.7%<sup>↑0.9</sup>

ARE GIVEN REALISTIC DEADLINES TO WORK TO

19.8%  
DISAGREED

20.5%  
NEUTRAL

59%<sup>↑0.7</sup>

FREQUENTLY WORK MORE THAN THEIR CONTRACTED HOURS TO KEEP UP WITH WORKLOAD

24.3%  
DISAGREED

16.7%  
NEUTRAL

28.9%<sup>↑2.9</sup>

FREQUENTLY WORK BEYOND CONTRACTED HOURS BECAUSE THEY FEEL THEY ARE EXPECTED TO

44.2%  
DISAGREED

26.8%  
NEUTRAL

32.1%<sup>↓6.8</sup>

CHOOSE TO FREQUENTLY WORK MORE THAN THEIR CONTRACTED HOURS BECAUSE THEY ENJOY THEIR JOB

36.1%  
DISAGREED

31.8%  
NEUTRAL

70.1%<sup>↑8.4</sup>

ARE ABLE TO DISCUSS CONCERNS ABOUT WORKLOAD WITH THEIR LINE MANAGER

15.6%  
DISAGREED

14.3%  
NEUTRAL

72.9%<sup>↑2.5</sup>

HAVE THE OPPORTUNITY TO WORK FLEXIBLY IN THEIR JOB

14.2%  
DISAGREED

12.9%  
NEUTRAL

29.3%<sup>↓0</sup>

FEEL THE PRESSURE OF THEIR JOB HAS A NEGATIVE IMPACT ON WORK

40.8%  
DISAGREED

30%  
NEUTRAL

# STAFF SURVEY

—*the results*—

## WORKLOAD, PRESSURE & STRESS

70.6%<sup>↑5</sup>

SAID IF WORK GOT DIFFICULT THEIR COLLEAGUES WOULD HELP THEM

12.7%  
DISAGREED

16.7%  
NEUTRAL

29.9%<sup>↓33</sup>

FEEL THERE IS FRICTION OR ANGER BETWEEN COLLEAGUES

49.1%  
DISAGREED

20.9%  
NEUTRAL

25.1%\*

SAID THEY WERE UNABLE TO TAKE SUFFICIENT BREAKS

58.4%  
DISAGREED

16.5%  
NEUTRAL

72.7%<sup>↑72</sup>

RECEIVE THE RESPECT THEY DESERVE FROM COLLEAGUES

9.9%  
DISAGREED

17.4%  
NEUTRAL

76.4%\*

RECEIVE THE RESPECT THEY DESERVE FROM THEIR LINE MANAGER

10.3%  
DISAGREED

13.3%  
NEUTRAL

69.4%\*

SAID THEY HAD GOOD MENTAL WELLBEING

12.8%  
DISAGREED

17.8%  
NEUTRAL

65.5%<sup>↑16</sup>

FEEL THEIR LEVEL OF WORKLOAD PRESSURE IS MANAGEABLE

15.3%  
DISAGREED

19.2%  
NEUTRAL

# STAFF SURVEY

—*the results*—

## TREATMENT OF EMPLOYEES

59.5%<sup>↑0.8</sup>

FEEL THAT WITHIN THEIR TEAM  
THERE IS A 'NO BLAME CULTURE'

17.7%  
DISAGREED

22.8%  
NEUTRAL

73.9%<sup>↑7.1</sup>

FEEL IF THEY WERE  
TREATED UNFAIRLY THEY COULD  
TALK TO SOMEONE IN THE  
UNIVERSITY ABOUT IT

13.2%  
DISAGREED

13%  
NEUTRAL

79.1%\*

AGREED THEY ARE NOT SUBJECT  
TO DISCRIMINATION AT WORK

5.2%  
DISAGREED

15.7%  
NEUTRAL

5.7%\*

FEEL THEY ARE SUBJECT TO  
BULLYING AT WORK

80.1%  
DISAGREED

14.2%  
NEUTRAL

64.9%<sup>↑3.6</sup>

THINK IF THEY HAD A COMPLAINT  
IT WOULD BE TAKEN SERIOUSLY

14.6%  
DISAGREED

20.5%  
NEUTRAL

63.7%<sup>↓4.6</sup>

ARE SATISFIED WITH THE  
TREATMENT OF EMPLOYEES  
IN THE UNIVERSITY

15.1%  
DISSATISFIED

21.2%  
NEUTRAL

# STAFF SURVEY

—the results—

## MANAGEMENT OF PEOPLE

65.4%<sup>3.7</sup>

SAY THEIR TEAM IS  
EFFECTIVELY MANAGED

16.4%  
DISAGREED

18.2%  
NEUTRAL

76.3%<sup>2.8</sup>

SAY THEIR LINE MANAGER  
ENCOURAGES TWO WAY  
COMMUNICATION

10.5%  
DISAGREED

13.3%  
NEUTRAL

78.1%<sup>1.6</sup>

FEEL THAT THEIR LINE MANAGER  
VALUES THEIR CONTRIBUTIONS  
TO THEIR TEAM

7.6%  
DISAGREED

14.2%  
NEUTRAL

69.3%<sup>0.4</sup>

RECEIVE ADEQUATE SUPPORT  
(FROM THEIR LINE MANAGER)  
TO HELP THEM TO DO THEIR JOB  
TO THE BEST OF THEIR ABILITY

11.4%  
DISAGREED

19.3%  
NEUTRAL

69.5%<sup>2.8</sup>

MEET WITH THEIR LINE MANAGER  
AT LEAST QUARTERLY

21%  
DISAGREED

9.4%  
NEUTRAL

75.3%<sup>2.3</sup>

GET FEEDBACK ON PERFORMANCE  
FROM THEIR LINE MANAGER AT  
LEAST ONCE PER YEAR

13.3%  
DISAGREED

11.3%  
NEUTRAL

67.7%<sup>1.1</sup>

ARE SATISFIED WITH THE WAY  
THEY ARE MANAGED

15.5%  
DISSATISFIED

16.8%  
NEUTRAL

# STAFF SURVEY

—*the results*—

## COMMUNICATION

67%<sup>0</sup>

THINK THEY ARE WELL INFORMED ABOUT WHAT IS HAPPENING IN THEIR OWN TEAM/AREA

18.6%  
DISAGREED

14.3%  
NEUTRAL

55.8%<sup>-3.8</sup>

FEEL THEY ARE SUFFICIENTLY WELL INFORMED ABOUT WHAT IS HAPPENING IN THE UNIVERSITY

22.9%  
DISAGREED

21.2%  
NEUTRAL

58.4%<sup>-6.4</sup>

HAVE THE OPPORTUNITY TO PROVIDE UPWARD FEEDBACK

20.4%  
DISAGREED

21.2%  
NEUTRAL

83%<sup>10.7</sup>

FEEL THEY'RE TRUSTED TO MAKE THEIR OWN DECISIONS

7.1%  
DISAGREED

9.9%  
NEUTRAL

41.8%<sup>-6.9</sup>

FEEL WHEN CHANGES ARE MADE THEY UNDERSTAND HOW THEY WILL WORK IN PRACTICE

29.1%  
DISAGREED

29.1%  
NEUTRAL

49.2%<sup>-6.8</sup>

ARE SATISFIED WITH COMMUNICATION AT THE UNIVERSITY

25.5%  
DISSATISFIED

25.4%  
NEUTRAL

# STAFF SURVEY

—*the results*—

## LEADERSHIP & DIRECTION

47.3%<sup>↓20.8</sup>

IDENTIFY WITH THE GOALS AND  
VALUES SET OUT IN THE UNIVERSITY'S  
STRATEGIC PLAN

13.4%  
DISAGREED

39.3%  
NEUTRAL

64.9%<sup>↓2.4</sup>

KNOW WHO THE MEMBERS OF THE  
SENIOR MANAGEMENT TEAM ARE

18.4%  
DISAGREED

16.7%  
NEUTRAL

27.7%<sup>↓12.9</sup>

ARE SATISFIED WITH THE UNIVERSITY'S  
SENIOR MANAGEMENT TEAM

31.5%  
DISSATISFIED

40.8%  
NEUTRAL

60.9%<sup>↑3.8</sup>

HAVE CONFIDENCE IN THE LEADERSHIP  
PROVIDED BY THEIR SCHOOL OR  
SECTION MANAGEMENT TEAM

15.5%  
DISAGREED

23.6%  
NEUTRAL

37.7%<sup>↓10.5</sup>

ARE SATISFIED WITH THE LEADERSHIP  
AND DIRECTION OF THE UNIVERSITY

24.8%  
DISSATISFIED

37.4%  
NEUTRAL

# STAFF SURVEY

—*the results*—

## TRAINING & DEVELOPMENT

68.3%<sup>2.2</sup>

RECEIVE THE TRAINING THEY  
NEED TO DO THEIR JOB

10.1%  
DISAGREED

21.6%  
NEUTRAL

43.5%<sup>-9.4</sup>

ARE SATISFIED WITH THE  
OPPORTUNITIES FOR CAREER  
DEVELOPMENT

29.2%  
DISSATISFIED

27.3%  
NEUTRAL

41.1%<sup>5.1</sup>

ARE AWARE OF AND SATISFIED  
WITH THE PROMOTIONS AND  
CONTRIBUTIONS EXERCISE

31.7%  
DISSATISFIED

27.1%  
NEUTRAL

70.1%<sup>3.4</sup>

DISCUSS TRAINING AND  
CAREER DEVELOPMENT WITH  
THEIR LINE MANAGER

14.9%  
DISSATISFIED

15%  
NEUTRAL

60.9%<sup>4.6</sup>

EVALUATE THE IMPACT OF TRAINING  
AND DEVELOPMENT AT LEAST ONCE PER  
YEAR WITH THEIR LINE MANAGER

18.1%  
DISAGREED

20.9%  
NEUTRAL

62.7%<sup>13.9</sup>

KNOW WHO TO APPROACH IN  
THE UNIVERSITY FOR ADVICE  
ON TRAINING AND CAREER  
DEVELOPMENT

18.4%  
DISAGREED

18.9%  
NEUTRAL

51.6%<sup>0.9</sup>

ARE SATISFIED WITH TRAINING AND  
DEVELOPMENT IN THE UNIVERSITY

18.7%  
DISSATISFIED

29.7%  
NEUTRAL



# STAFF SURVEY

—*the results*—

## PAY, BENEFITS & WORKING CONDITIONS

**35.5%\***

VALUE THE FREE OFF-PEAK  
SPORTS MEMBERSHIP AT ABERDEEN  
SPORTS VILLAGE

**30.2%\***

VALUE THE DISCOUNTED FULL  
MEMBERSHIP AT ABERDEEN  
SPORTS VILLAGE

**13.7%\***

VALUE CHILD CARE  
VOUCHERS

**69.6%\***

VALUE THE PENSION

**73.1%\***

VALUE THE HOLIDAY  
ENTITLEMENT

**10.6%\***

VALUE THE DISCOUNTS ON TRAVEL  
INCL; TRAVEL INSURANCE, HIRE CARS  
AND HOTELS

**65.7%**<sup>14.4</sup>

SEE THE ROCKING HORSE NURSERY  
AS AN IMPORTANT PART OF  
THE INSTITUTIONAL SUPPORT  
MECHANISMS AVAILABLE TO STAFF

**4.2%**  
DISAGREED

**30.2%**  
NEUTRAL

**10.8%\***

VALUE CATERING OFFERS  
INCL; FREE FRESH FRUIT &  
MEAL DEALS

**17.5%\***

VALUE THE PURCHASE OF  
ANNUAL LEAVE SCHEME

**15.1%\***

VALUE THE 9 DAY  
FORTNIGHT

# STAFF SURVEY

—*the results*—

## PAY, BENEFITS & WORKING CONDITIONS

76.5%<sup>↑5.3</sup>

ARE SATISFIED WITH THE TERMS AND  
CONDITIONS OF EMPLOYMENT

10.3%  
DISSATISFIED

13.2%  
NEUTRAL

51.6%<sup>↑2.2</sup>

FEEL THEIR PAY REFLECTS THE  
WORK THEY DO

31.7%  
DISSATISFIED

16.7%  
NEUTRAL

46.6%<sup>↑0.9</sup>

FEEL THEIR CONTRIBUTION TO THE  
UNIVERSITY IS RECOGNISED

23.9%  
DISSATISFIED

29.5%  
NEUTRAL

73.2%<sup>↓2</sup>

ARE SATISFIED WITH THEIR PHYSICAL  
WORKING CONDITIONS

13.6%  
DISSATISFIED

13.2%  
NEUTRAL

62.8%<sup>↑12</sup>

ARE SATISFIED WITH THEIR PAY,  
BENEFITS AND WORKING CONDITIONS  
AT THE UNIVERSITY

13.8%  
DISSATISFIED

23.4%  
NEUTRAL

85.7%\*

CAN ACCESS INFORMATION ON  
THE UNIVERSITY POLICIES AND  
PROCEDURES

3.5%  
DISSATISFIED

10.8%  
NEUTRAL

73.9%\*

WOULD RECOMMEND THE  
UNIVERSITY AS A PLACE TO  
WORK/STUDY

8.3%  
DISSATISFIED

17.7%  
NEUTRAL

74.2%\*

ARE PROUD TO WORK  
AT THE UNIVERSITY

5.6%  
DISSATISFIED

20.2%  
NEUTRAL