



Engagement Survey 2016/2017

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Introduction

About this Survey

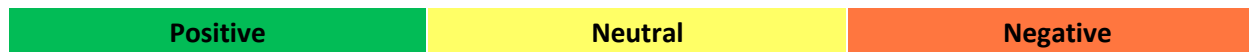
Inspiring conducted an Employee Engagement Survey for UCLU to the purpose of gathering employee feedback for analysis. The survey was launched on 12th December 2016 and closed on 13th January 2017

This Executive Summary should be read in conjunction with the Excel file of detailed analysis which is included with the report.

How we have calculated your scores

The results in this executive summary have been analysed using the same method utilised by the previous survey provider in 2015 on request of UCLU. This is in order to provide an accurate comparison where possible.

The questions in UCLU's survey had five options ranging from "Stongly Agree" to "Strongly Disagree". The charts in this report will show either the percentage Positive only, or percentage Positive, Neutral and Negative. This means the 'Strongly Agree' and 'Agree' responses have been reported as Positive, 'Neither Agree or Disagree' are reported as Neutral and 'Disagree' and 'Strongly Disagree' as Negative. The results have been colour coded as follows:

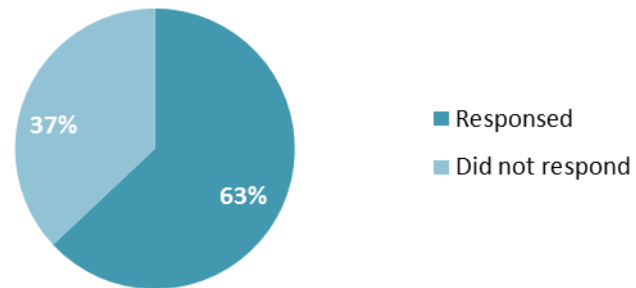


Uniform Distribution Data Analysis

A further set of data has been produced using uniform distribution, which is Inspiring's preferred method of analysis. The results obtained using the standard analysis will be made available to UCLU in an Excel file and can be read in conjunction with this report if required. The results will be discussed with UCLU during a feedback and development meeting to be arranged within the next few weeks.

Response Rate

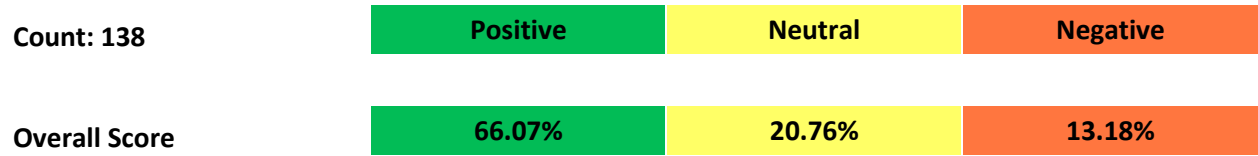
The total number of complete responses received was 138 out of a possible 220 participants. This means that the response rate achieved was 63%. Inspiring's benchmark for successful completion is 60%, which makes feedback an opinions valid and reliable for any improvement planning UCLU wish to undertake.



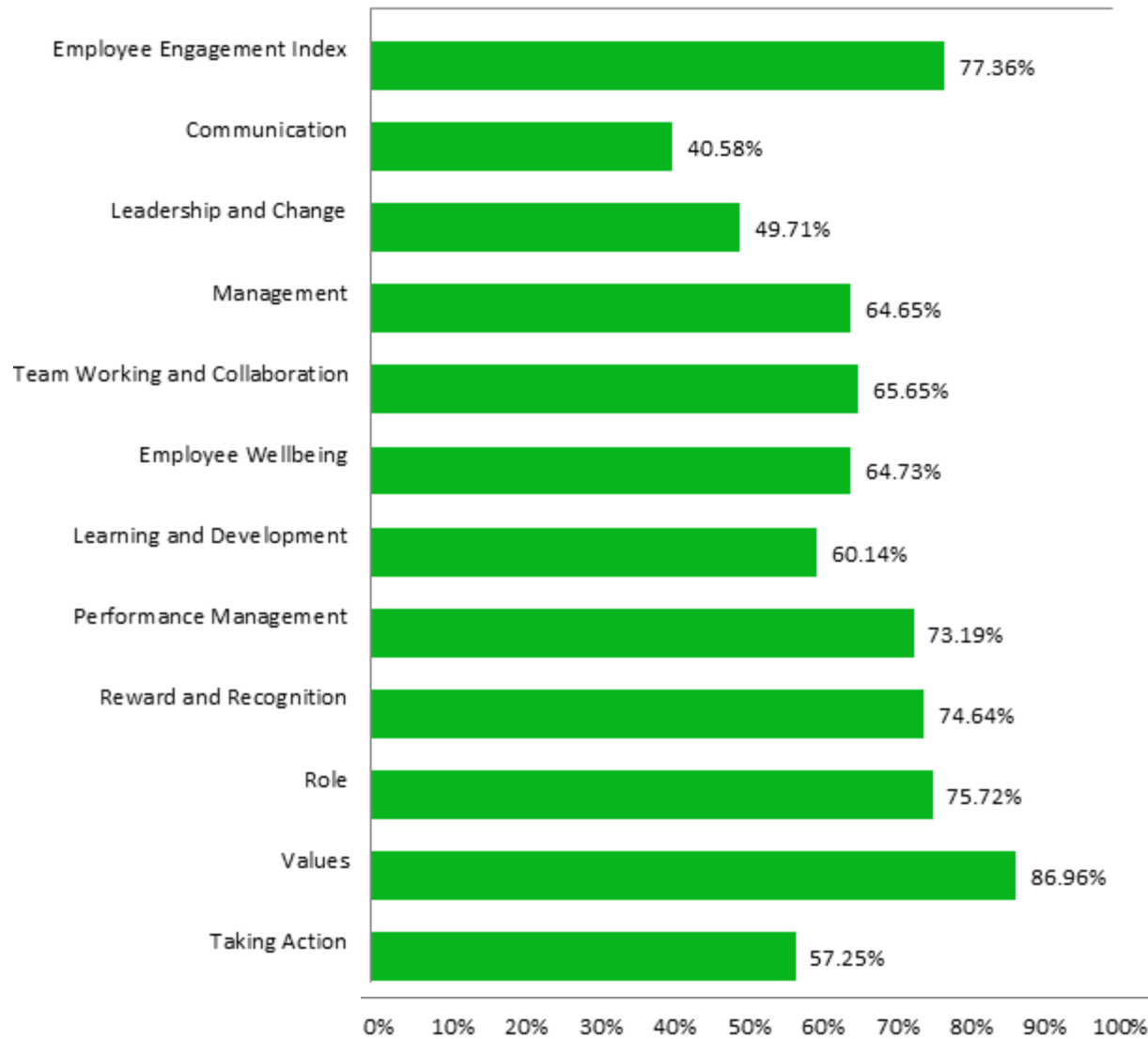
Response Breakdown

| Main Department | Sub Department | Location | No. of Responses |
|--|----------------------------------|-----------------------------------|------------------|
| Finance | | | 5 |
| Leadership Team (SMT & Sabbatical Officers) | | | 10 |
| | Sabbatical Officers | | 6 |
| | SMT | | 4 |
| Operations (Cafes, Bars, Shop, HR, Gym, CSC, Administration, Shenley, Facilities) | | | 89 |
| | Bloomsbury Fitness | | 14 |
| | Cafes, Bars and Shops | | 57 |
| | | George Fahra Café/Bloomsbury Cafe | 14 |
| | | Print Room Café/Gordons | 13 |
| | | UCLU Bars | 30 |
| | Clubs and Societies | | 9 |
| | Facilities, HR and Admin Support | | 4 |
| | Shenley | | 5 |
| Student Engagement (RAC, VSU, Marketing, R&A) | | | 34 |
| | Marketing and Communications | | 7 |
| | Representation and Campaigns | | 11 |
| | Rights and Advice | | 6 |
| | Volunteering Services Unit | | 10 |
| Grand Total | | | 138 |

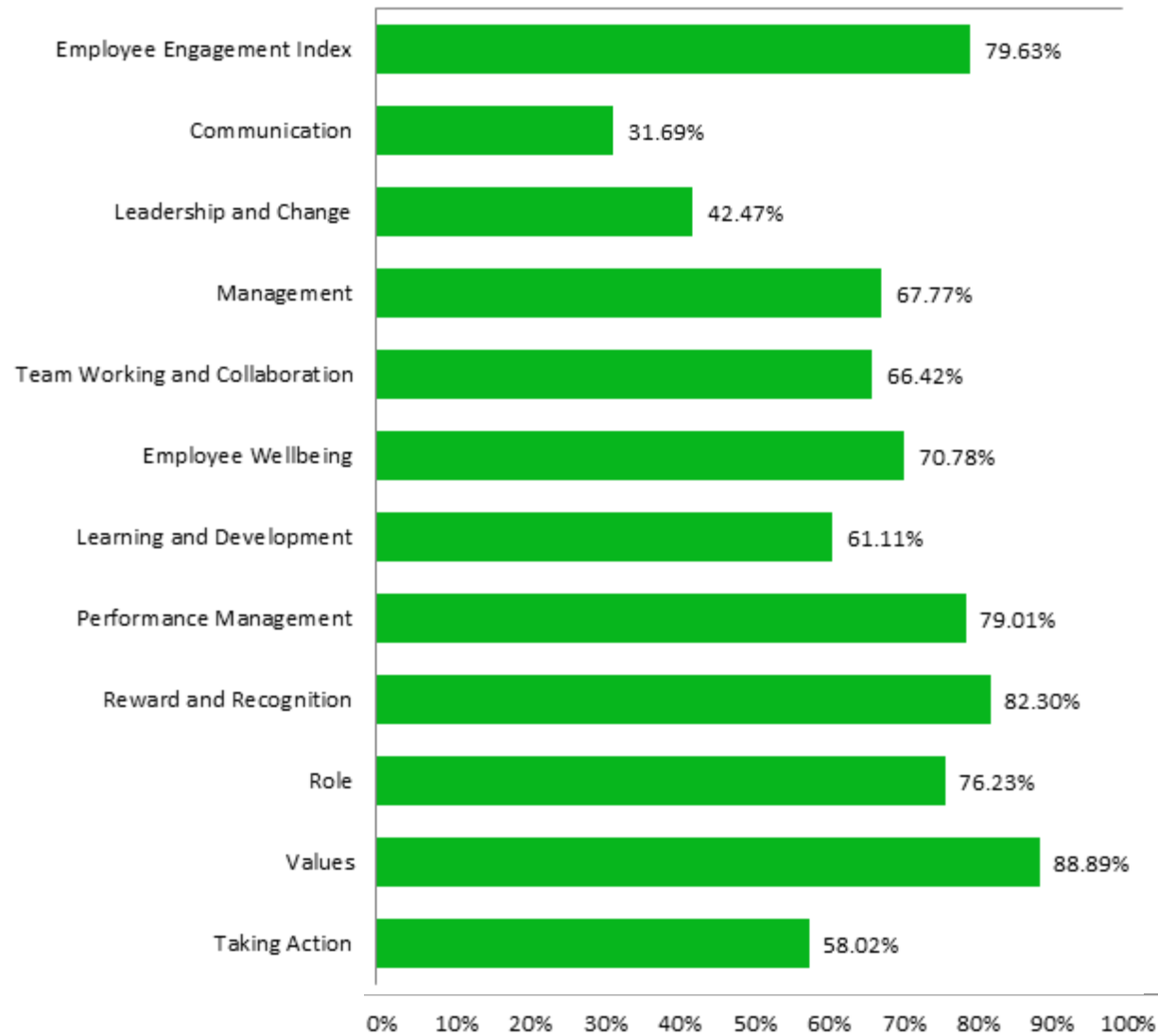
Overall Scores for UCLU



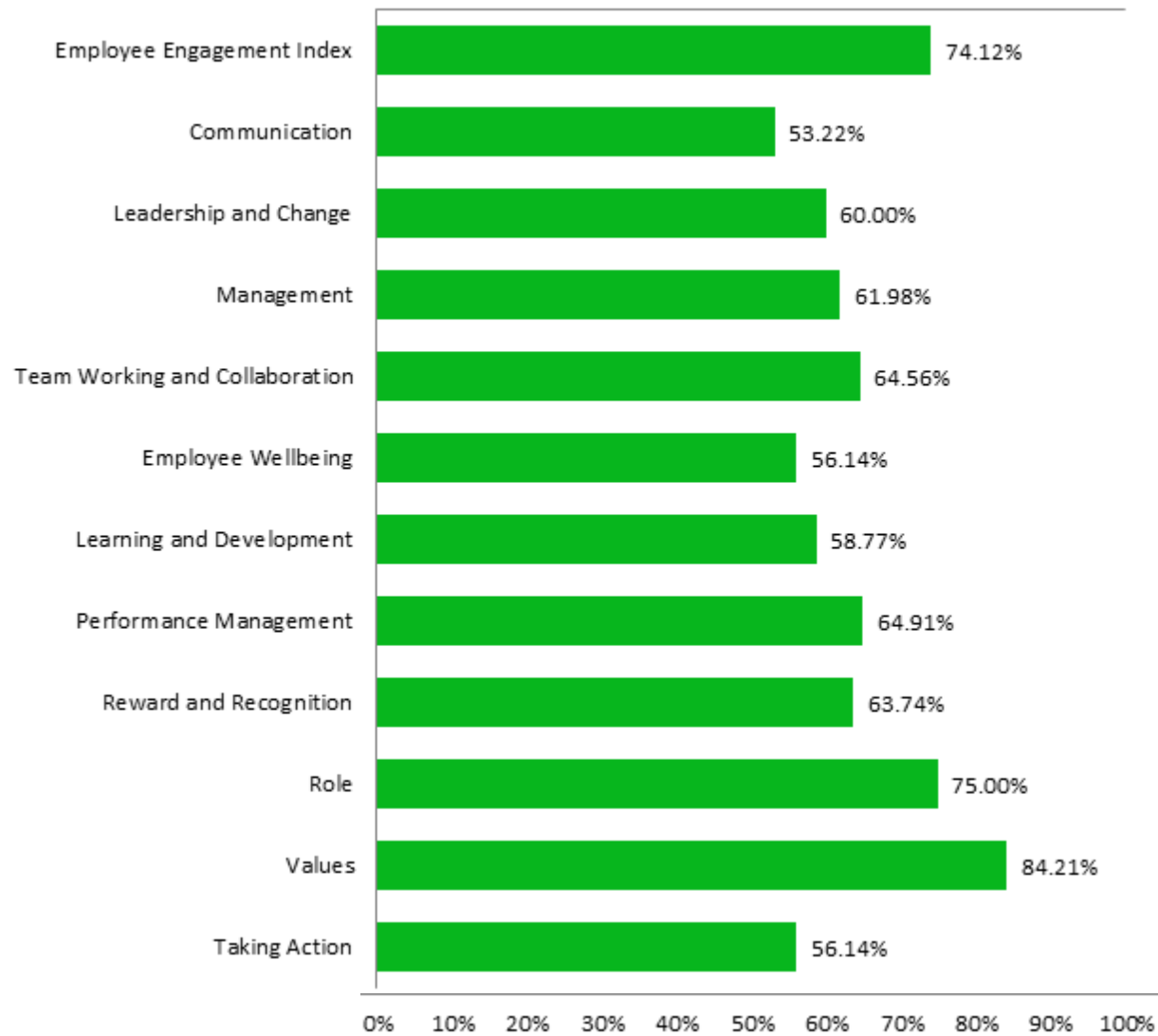
Theme Summary (overall % positivity by theme)



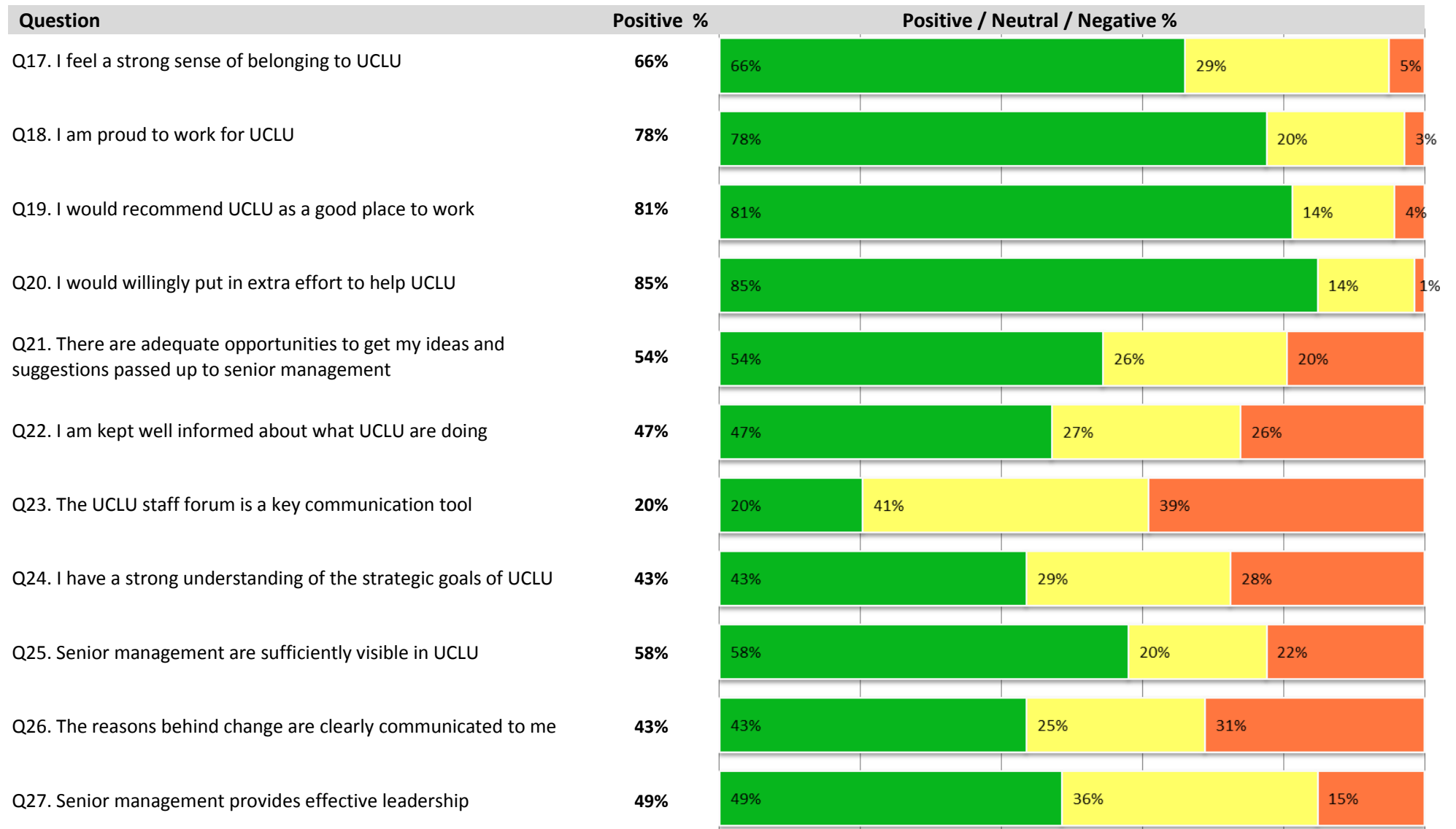
Theme Summary – Member of Student Staff

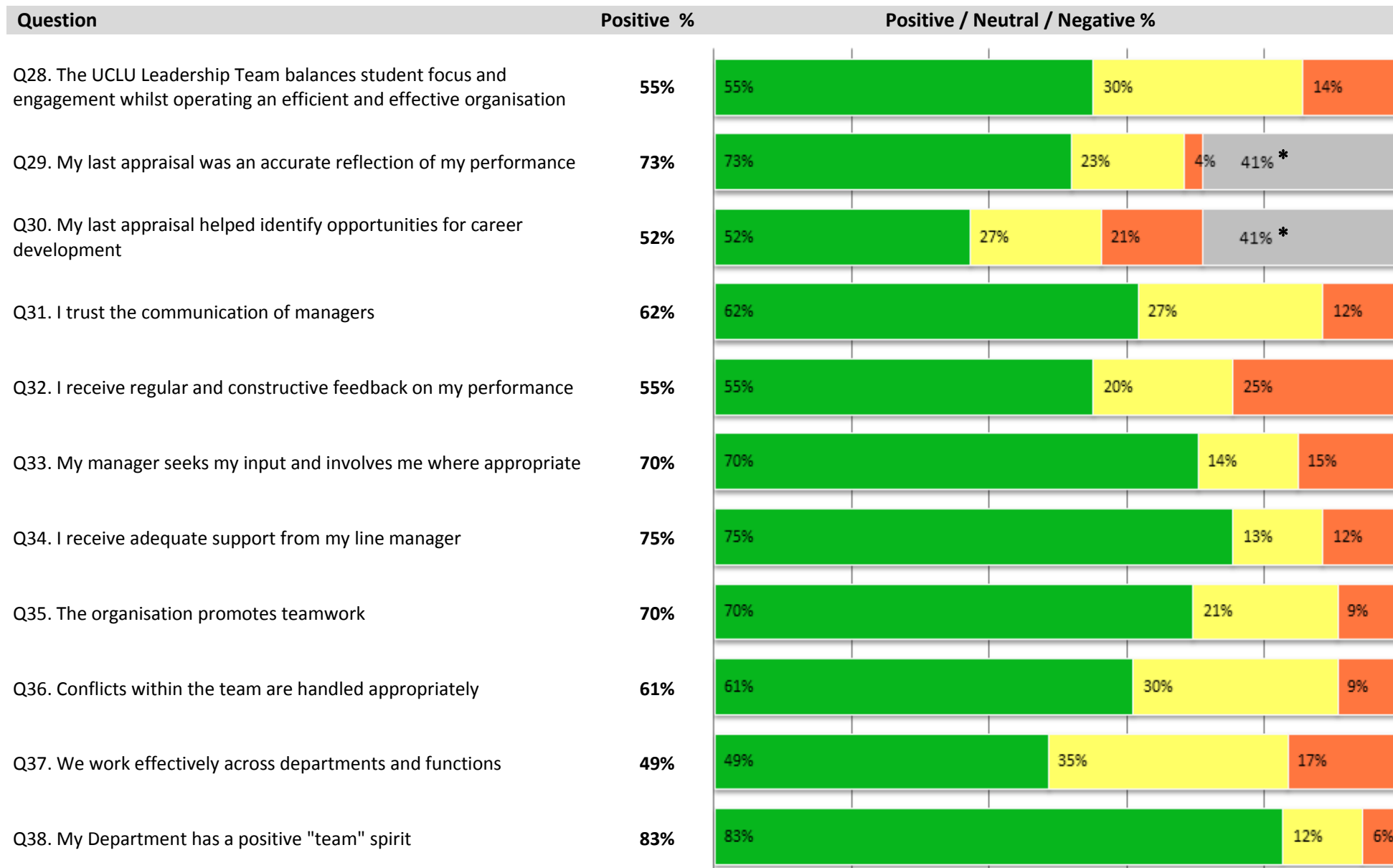


Theme Summary – Member of Non Student Staff

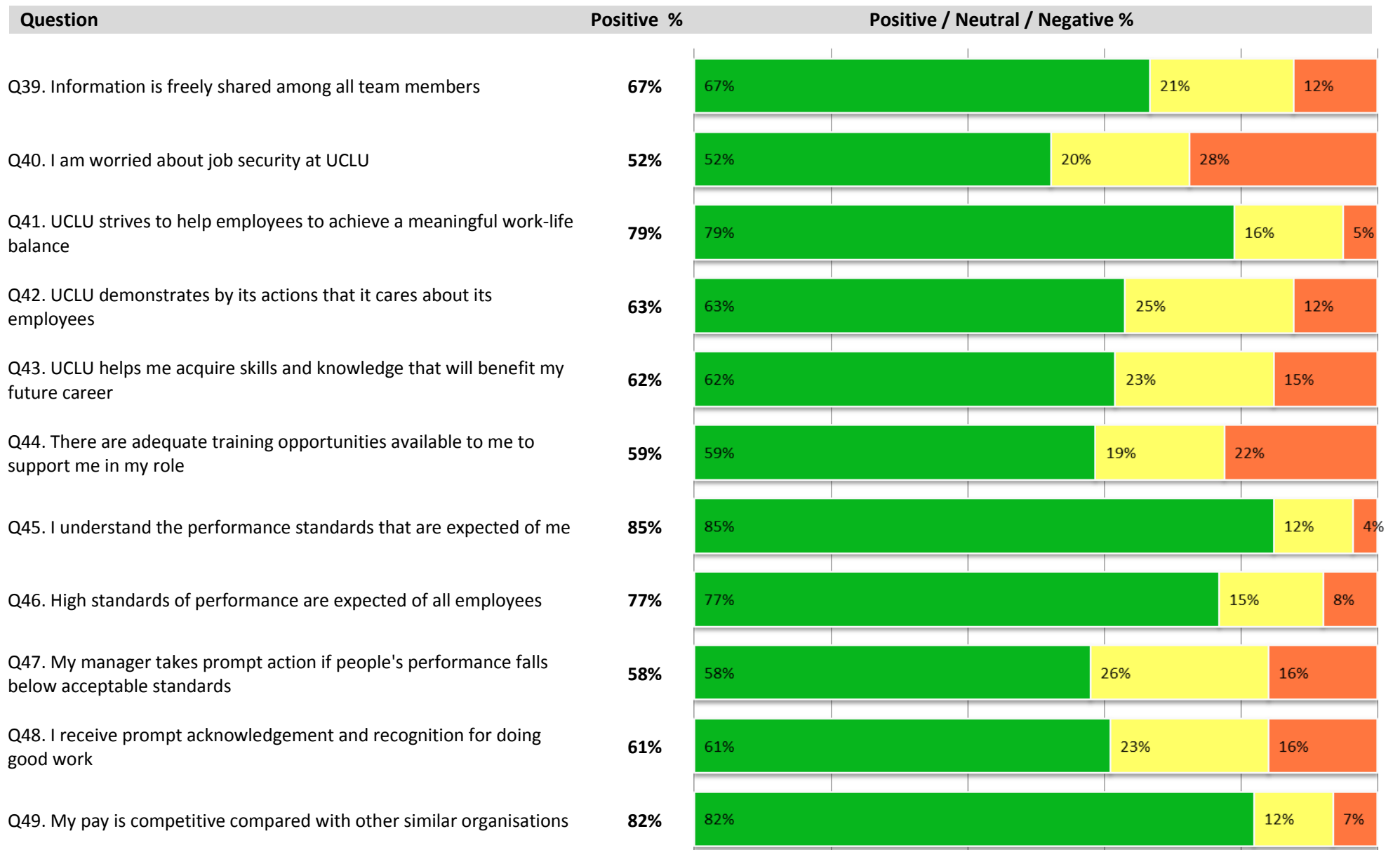


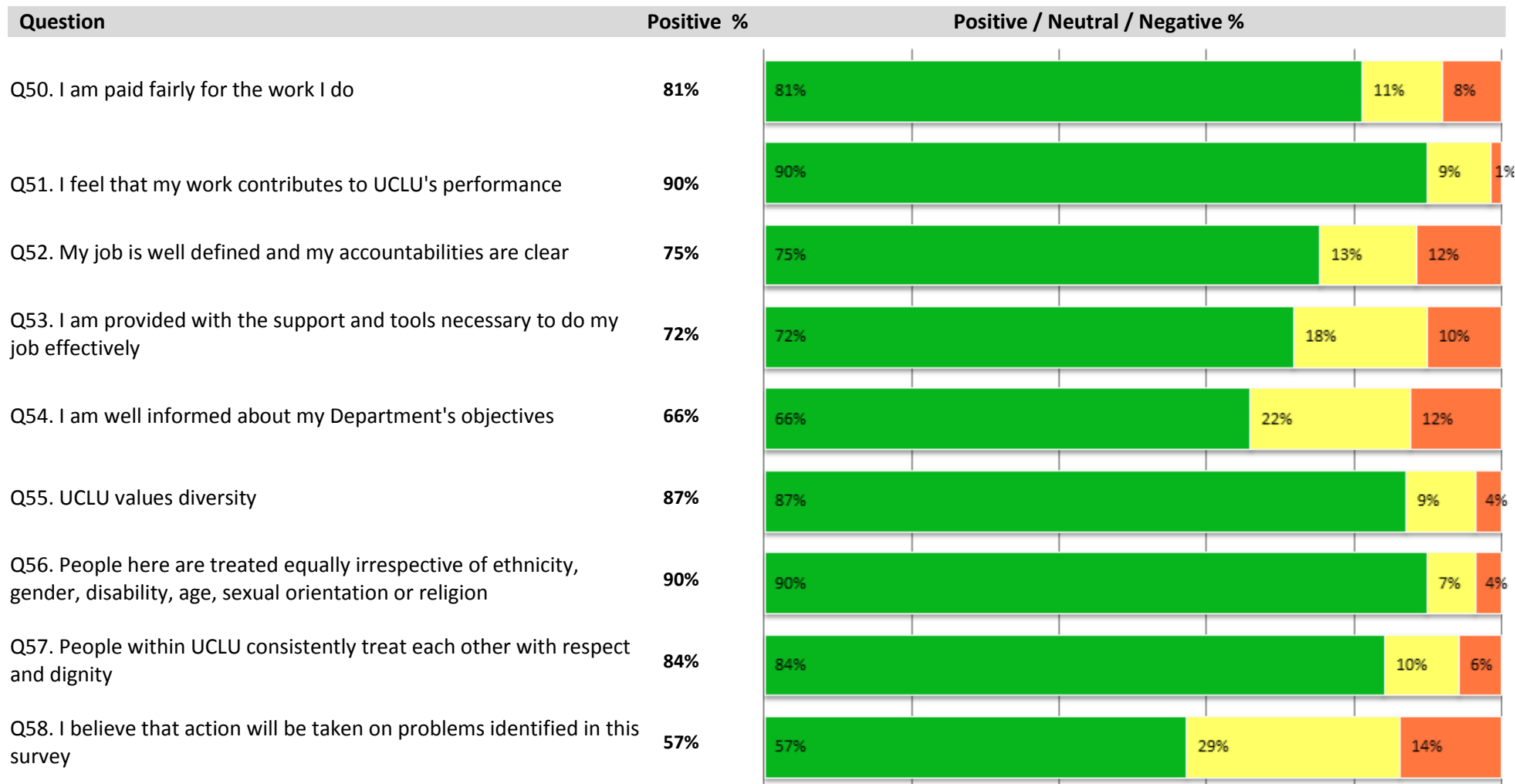
Overall Scores (Positive / Neutral / Negative)





* % 'I have not yet had an appraisal'

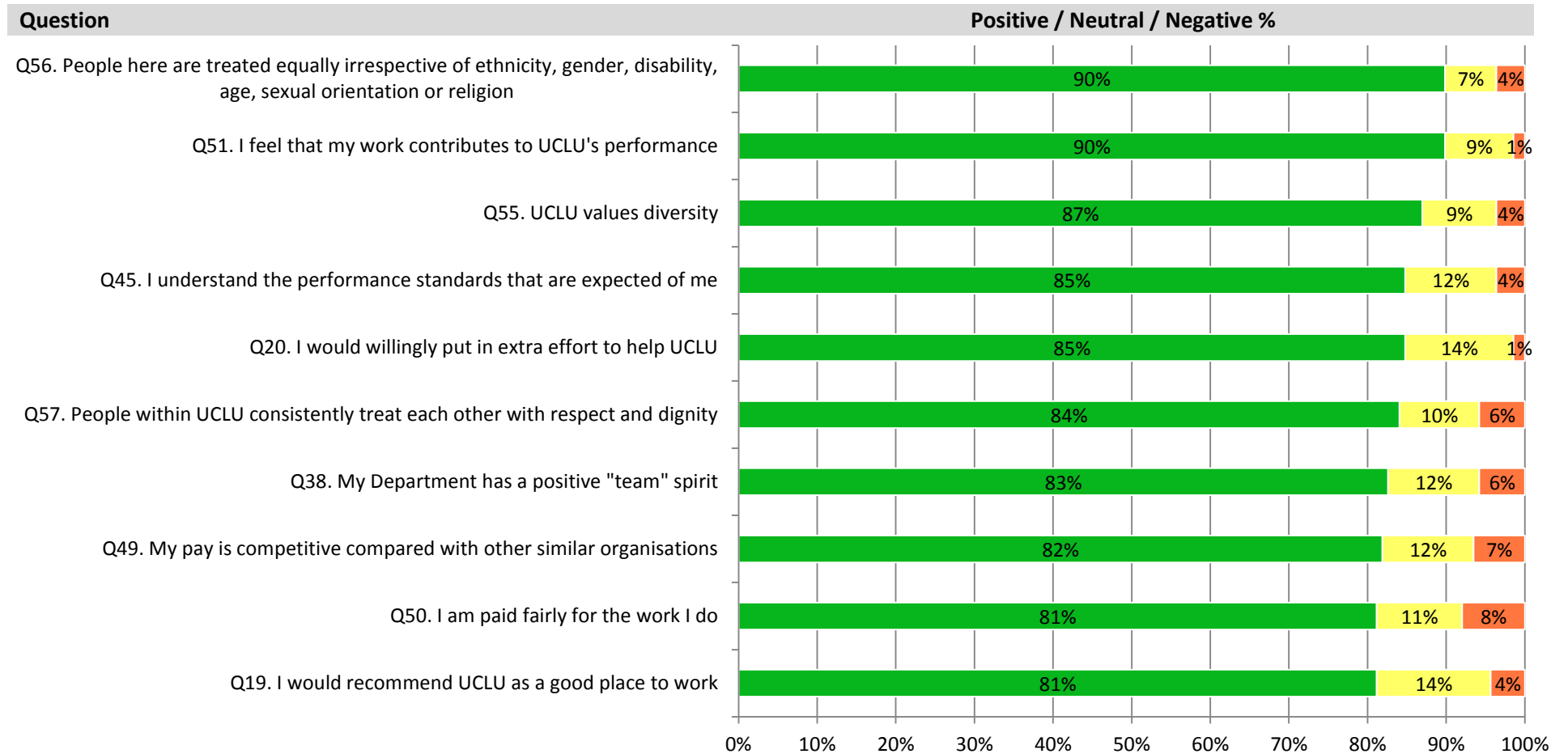




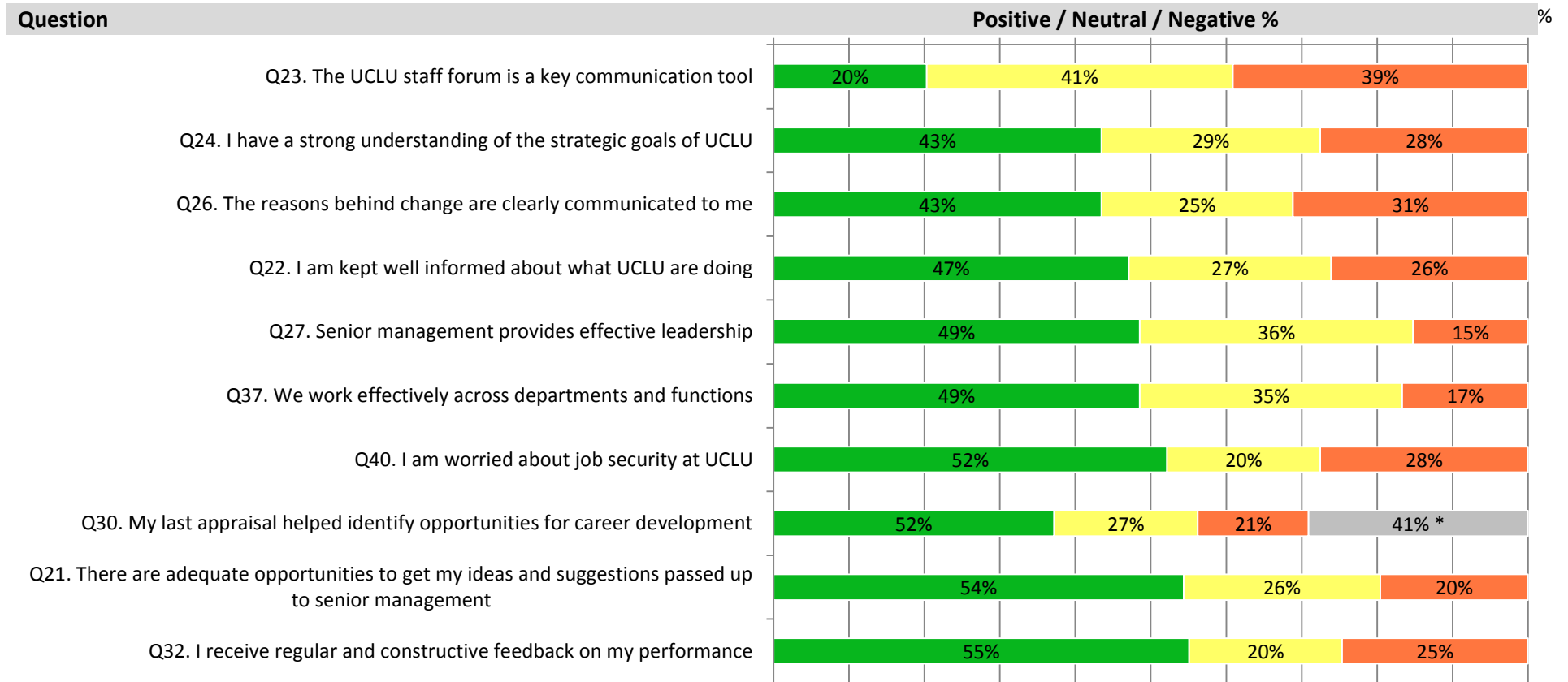
Comparison to 2015 Survey

| Question | 2016 % | 2015 % | + / - |
|--|--------|--------|-------|
| Q17. I feel a strong sense of belonging to UCLU | 66% | 61% | 5% |
| Q18. I am proud to work for UCLU | 78% | 69% | 9% |
| Q19. I would recommend UCLU as a good place to work | 81% | 64% | 17% |
| Q21. There are adequate opportunities to get my ideas and suggestions passed up to senior management | 54% | 43% | 11% |
| Q22. I am kept well informed about what UCLU are doing | 47% | 76% | -29% |
| Q25. Senior management are sufficiently visible in UCLU | 58% | 44% | 14% |
| Q26. The reasons behind change are clearly communicated to me | 43% | 29% | 14% |
| Q27. Senior management provides effective leadership | 49% | 26% | 23% |
| Q29. My last appraisal was an accurate reflection of my performance | 73% | 57% | 16% |
| Q30. My last appraisal helped identify opportunities for career development | 52% | 33% | 19% |
| Q31. I trust the communication of managers | 62% | 44% | 18% |
| Q32. I receive regular and constructive feedback on my performance | 55% | 48% | 7% |
| Q40. I am worried about job security at UCLU | 52% | 54% | -2% |
| Q58. I believe that action will be taken on problems identified in this survey | 57% | 33% | 24% |

10 Most Positive Questions



10 Most Negative Questions



* % 'I have not yet had an appraisal'

Department Comparison – Overall

