CAPITA

UNIVERSITY OF
BATH

University of Bath
Staff Survey 2016

May 2016

Project Number: 7639

CAPITA

Organisational Contact Information

Address:
Capita Surveys and Research
Spa House
Hookstone Park
Harrogate
North Yorkshire
HG2 7DB

Tel: 01423 818700
Fax: 01423 818777
Web: www.capitasurveys.co.uk

Contents

University of Bath

Staff Survey 2016

Background

In March 2016, University of Bath launched its staff survey, to provide an opportunity for employees to feedback on their experiences in working for University of Bath, and to highlight issues they feel should be addressed in the future.

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

The survey was distributed on 14th March 2016 with a closure date of 19th April 2016. Capita Surveys and Research processed and validated 2,378 completed survey questionnaires from University of Bath employees; this gives a response rate of 73% based on the 3,265 staff invited to participate.

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

Part A includes
Key employee engagement and organisation climate indicators and comparisons with other Higher Education Institutions (HEIs) organisations.

Part B includes
Year-on-year comparisons between the 2013 and 2016 staff surveys responses.

Part C includes
The most positive issues rated by staff, identified as organisation strengths.

Part D includes
The most negative issues rated by staff and identified as areas for improvement.

Part E includes
A presentation of the survey results in chart format.

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.

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

University-Wide Report   Page 4

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 any non-response bias. When considering a sub-group of a total survey population 50 responses or a 50% response rate is considered the minimum for results to be reliable.

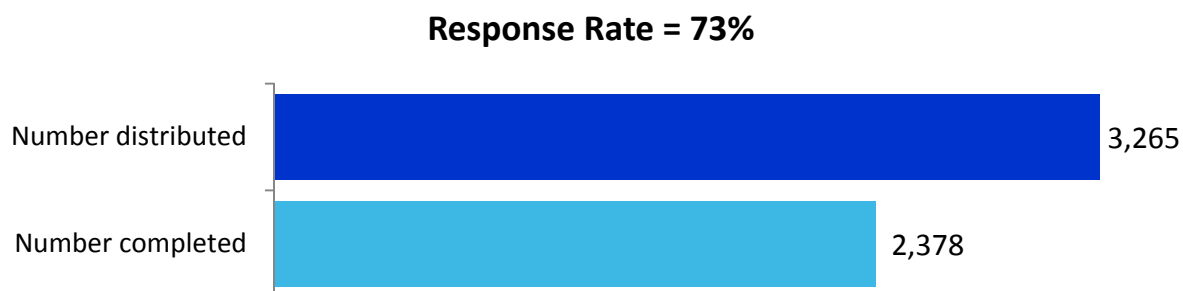## Confidence intervals and statistical reliability

The respondents to the questionnaire are only a sample of the total University of Bath 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 University of Bath are within +/- 1% (the confidence interval), for each question. The confidence interval guide for 2013 was +/- 1%. This means when considering improvements and deteriorations between the years there would need to be a change of two percentage points in response for most questions.

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Participation and Response Rates

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

A total of 2,365 survey questionnaires were completed and returned by the 3,265 members of staff invited to participate in the survey: this means that the overall response rate for University of Bath is 73%.

Response Rate = 73%

Number distributed	3,265
Number completed	2,378

Response rates for individual faculties or schools ranged from 62% to 70%.

Response Rates by Faculty/School

University of Bath	73%
Faculty of Engineering and Design	62%
Faculty of Humanities and Social Sciences	70%
Faculty of Science	64%
School of Management	65%
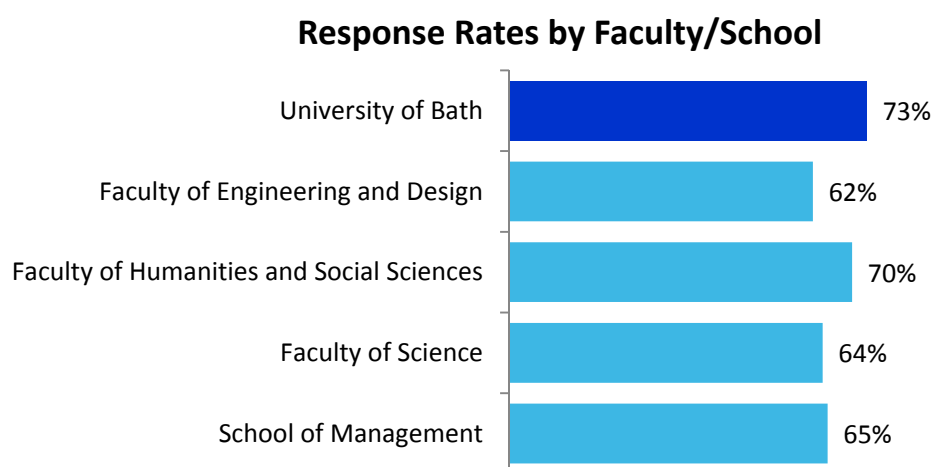
Response rates for individual departments or services ranged from 54% to 100%.

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Response Rates by Department/Service

areas marked with an asterisk (*) achieved fewer than 10 respondents and so response rates are not shown

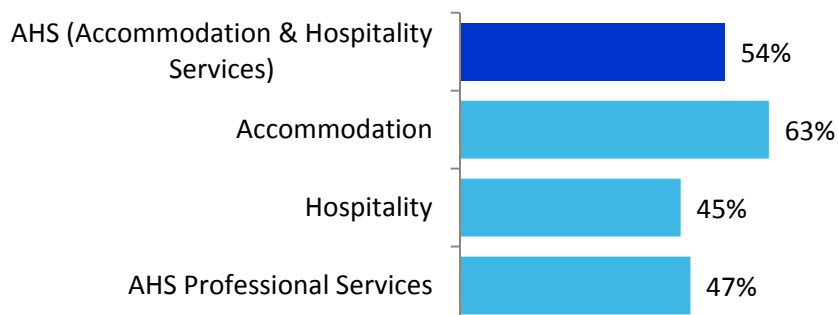| Department/Service	Response Rate
University of Bath	73%
Academic Registry	93%
Academic Skills and Foreign Language Centre	64%
Campus Retail & Commercial Operations	70%
Careers Service	88%
Computing Services	70%
Development & Alumni Relations	97%
Estates	66%
Institute of Contemporary Interdisciplinary Arts*	
International Office	80%
Learning & Teaching Enhancement Office	100%**
Library	89%
Marketing and Communications***	83%
Office of the University Secretary	63%
Research and Innovation Service	88%
Research Institutes (e.g. IMI, IPR)	100%**
Security	83%
Sports Development & Recreation	77%
Student Recruitment and Admissions	70%
Student Services	79%
Students' Union	83%
AHS (Accommodation & Hospitality Services)	54%
Finance Office & Procurement	88%
Human Resources	88%

**   Number of respondents exceed number of staff provided in workforce breakdown
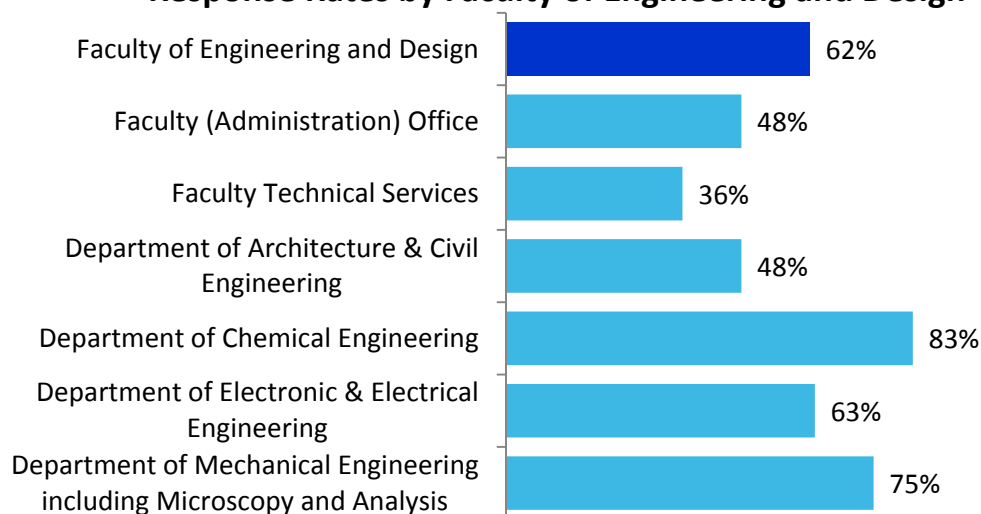*** Includes Corporate Communications, Digital Marketing and Communications, Public Engagement, IDPS

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]
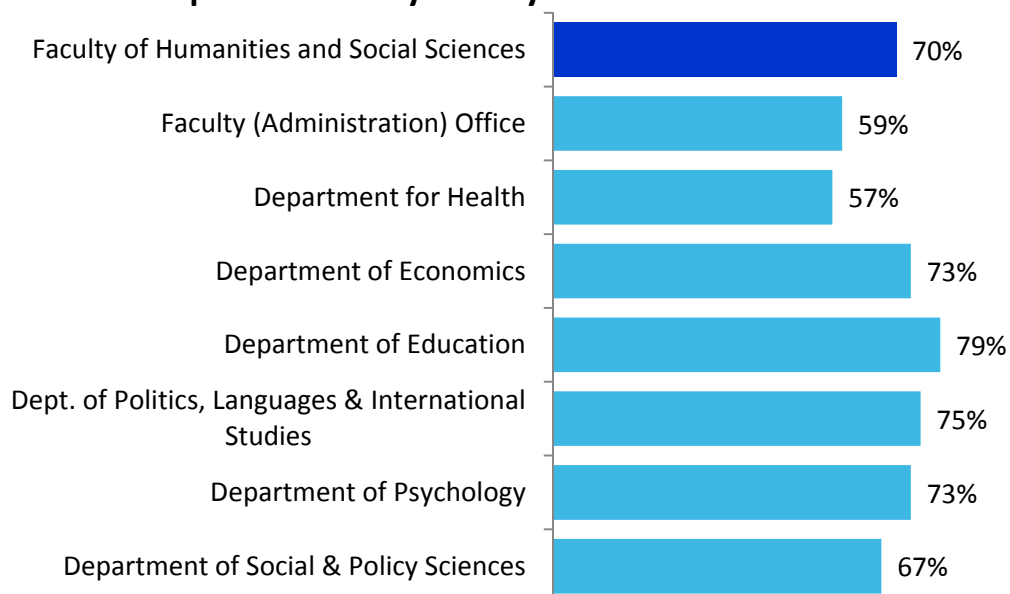
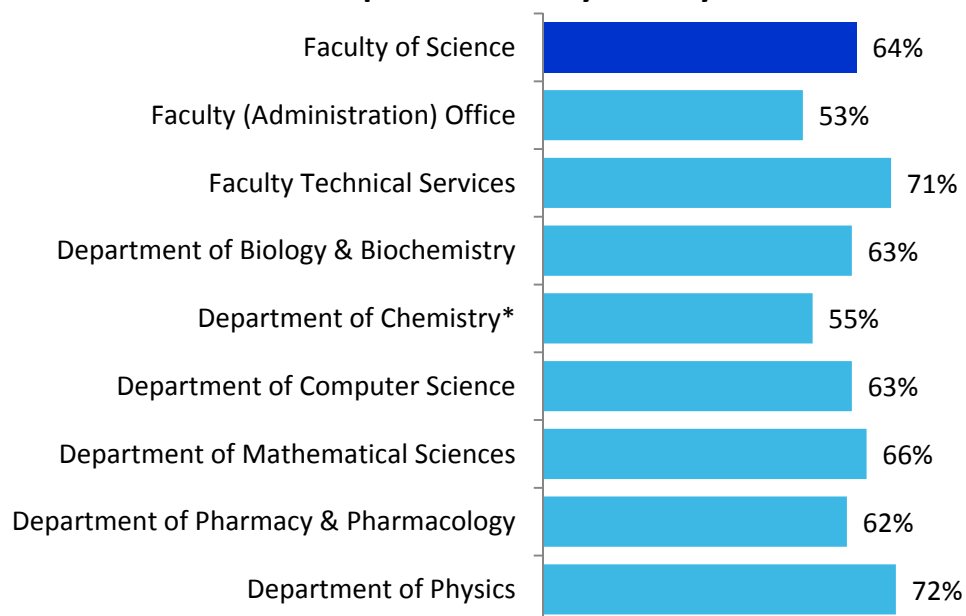## Response Rates by AHS (Accommodation & Hospitality Services)

AHS (Accommodation & Hospitality Services)	54%
Accommodation	63%
Hospitality	45%
AHS Professional Services	47%

Response Rates by Faculty of Engineering and Design

Faculty of Engineering and Design	62%
Faculty (Administration) Office	48%
Faculty Technical Services	36%
Department of Architecture & Civil Engineering	48%
Department of Chemical Engineering	83%
Department of Electronic & Electrical Engineering	63%
Department of Mechanical Engineering including Microscopy and Analysis	75%

Response Rates by Faculty of Humanities and Social Sciences

Faculty of Humanities and Social Sciences	70%
Faculty (Administration) Office	59%
Department for Health	57%
Department of Economics	73%
Department of Education	79%
Dept. of Politics, Languages & International Studies	75%
Department of Psychology	73%
Department of Social & Policy Sciences	67%

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Response Rates by Faculty of Science

Department	Rate
Faculty of Science	64%
Faculty (Administration) Office	53%
Faculty Technical Services	71%
Department of Biology & Biochemistry	63%
Department of Chemistry*	55%
Department of Computer Science	63%
Department of Mathematical Sciences	66%
Department of Pharmacy & Pharmacology	62%
Department of Physics	72%

*Including Department of Natural Science

Response Rates by Finance Office & Procurement

Department	Rate
Finance Office & Procurement	88%
Manvers St base	80%
Claverton Down base	90%
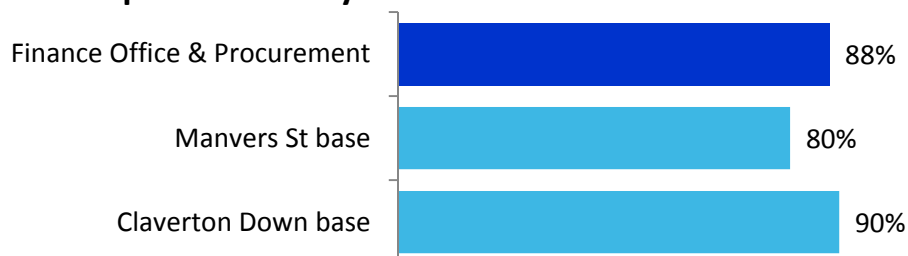
Response Rates by Human Resources
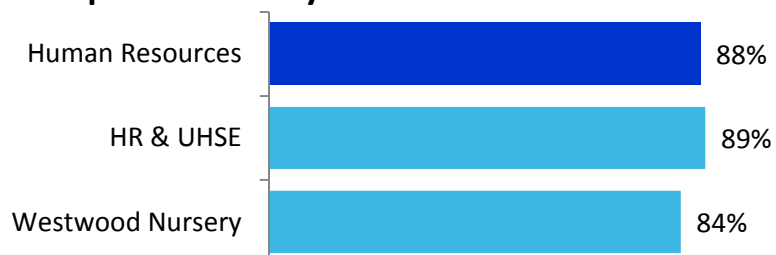
Department	Rate
Human Resources	88%
HR & UHSE	89%
Westwood Nursery	84%

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

PART A – Employee Engagement and Organisation Climate

The following tables compare some of the key results from the survey for University of Bath in relation to the other Higher Education Institutions (HEIs) that CAPITA supported to undertake a staff survey in 2014-2016.

The tables on the following pages show the key questions included in the survey which measure employee engagement, i.e. *'motivated and involved employees, who are supporters of the University'* and organisation climate i.e. *'how things are in the work environment'*. 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 employee engagement results into context and highlight University of Bath'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 for University of Bath compared to the average score of other HEIs. The information in the final column of the tables indicates whether the University score 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 score and the average HEI score, 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 score than the average for the benchmark group, and in **red** where the difference is worse than average.

Statistical 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 statistical 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.

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Employee engagement and organisation climate tables

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

	Question	University of Bath 2016 Agree %	HEI benchmark Agree %	Statistically Significant Difference
Q1-6	I feel the University delivers good quality service to students/customers	90%	85%	**Yes**
Q1-8	I feel proud to work for the University	87%	86%	**No**
Q1-9	The University is a good place to work	87%	88%	**No**
Q1-10	Would you recommend the University to a friend as a place to work? (excludes 'don't know')	87%	84%	**Yes**
Q1-11	I am satisfied with my current role and level of responsibility	75%	73%	**Yes**
Q2-1	The University's Senior Management Team* manage and lead the University well (excludes 'don't know')	80%	67%	**Yes**
Q3-10	My team leader/line manager/immediate supervisor helps me find a good work-life balance	71%	70%	**No**
Q4-2	I feel fairly paid for the work I do	54%	64%	**Yes**
Q5-5	I feel I have a safe working environment**	94%	92%	**Yes**
Q5-7	I am satisfied with the support I get from my immediate manager	86%	80%	**Yes**
Q6-1	Have you had a SDPR or probation review in the last 12 months?***	78%	83%	**Yes**
Q7-2	I am satisfied with my current level of learning and development	78%	73%	**Yes**
Q9-7	On the whole, communication in the University is effective	59%	55%	**Yes**

*The University's Senior Management Team includes: Vice-Chancellor's Group (the Vice-Chancellor, the Deputy Vice-Chancellor, Pro-Vice-Chancellors, Vice-President (Implementation), University Secretary, Director of Finance and Commercial Services, Director of Policy and Planning).

**comparison benchmark question wording 'I feel safe and secure in my working environment'

***comparison benchmark question wording 'Have you had an individual appraisal/review in the last 12 months?'

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

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

	Question	University of Bath 2016 Agree %	HEI benchmark Agree %	Statistically Significant Difference
Q5-11	Overall I feel unduly stressed at work	31%	31%	**No**
Q11-1	Are you currently being harassed or bullied at work?	5%	5%	**No**
Q12-4	Have you felt discriminated against at work in the last 12 months?	9%	11%	**Yes**

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

University-Wide Report   Page 12

PART B – Year-on-Year Comparison

A year-on-year comparison of the questions which can be measured has revealed that 44 issues were identified as being statistically significant differences; 24 have deteriorated and 20 have improved.

The table below shows a 'year-on-year' comparison for questions in the survey where the change is considered to be a statistically significant difference. It does not necessarily mean it is an important difference. What it does indicate is where a real difference exists between University of Bath's 2016 results and the 2013 results and the difference isn't just by chance related to some other factor such as the response rate.

Statistically significant differences highlighted in **red** show a deteriorating score on 2013, whereas a difference highlighted in **green** shows an improved score in 2016.

Table 3: Statistically significant deteriorations

	Question	2016 Agree %	2013 Agree %	Difference (percentage points)
Q1-15	I feel that too many approvals are needed for routine decisions	59%	43%	+16%
Q10-1	The current pace of change in the University is about right	33%	40%	-7%
Q1-9	The University is a good place to work	87%	93%	-6%
Q4-3	Overall, I feel the University offers a good pay and reward package	59%	65%	-6%
Q10-2	Recent changes (in the last 12 months) have been well planned	57%	63%	-6%
Q8-1	If I want to put forward new ideas or suggestions for improvement, I know how to do so	79%	84%	-5%
Q12-2b	I feel the University acts fairly, regardless of race, gender, religion and belief, sexual orientation, disability, age, pregnancy and maternity, transgender, marriage and civil partnership with regard to development opportunities	84%	89%	-5%
Q1-10	Would you recommend the University to a friend as a place to work? ('Don't Know' responses excluded from calculation)	87%	91%	-4%
Q2-5	To what extent do you agree the University's Senior Management Team* build strong, positive relationships with the local community ('Don't Know' responses excluded from calculation)	72%	76%	-4%
Q4-2	I feel fairly paid for the work I do	54%	58%	-4%
Q12-1	I believe the University is committed to equality of opportunity for all of its staff	80%	84%	-4%
Q12-2c	I feel the University acts fairly, regardless of race, gender, religion and belief, sexual orientation, disability, age, pregnancy and maternity, transgender, marriage and civil partnership with regard to career progression/promotion	76%	80%	-4%
Q12-3c	The University respects equally people irrespective of their disability status	93%	97%	-4%
Q1-14	I find my current workload too much and I am struggling to cope	37%	34%	+3%
Q10-6	Generally the process of change causes me concern and worry	37%	34%	+3%

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

	Question	2016 Agree %	2013 Agree %	Difference (percentage points)
Q1-6	I feel the University delivers good quality service to students/ customers	90%	93%	-3%
Q1-12	I feel I have a good work-life balance	69%	72%	-3%
Q3-10	My team leader/line manager/immediate supervisor helps me find a good work-life balance	71%	74%	-3%
Q6-2	Was your SDPR or probation review useful for you?	72%	75%	-3%
Q8-3	I am confident my ideas or suggestions will be listened to	65%	68%	-3%
Q9-7	On the whole, communication in the University is effective	59%	62%	-3%
Q10-3	Recent changes (in the last 12 months) have been well explained	55%	58%	-3%
Q12-2a	I feel the University acts fairly, regardless of race, gender, religion and belief, sexual orientation, disability, age, pregnancy and maternity, transgender, marriage and civil partnership with regard to recruitment	90%	93%	-3%
Q12-3a	The University respects equally people irrespective of their gender	89%	92%	-3%

*The University's Senior Management Team includes: Vice-Chancellor's Group (the Vice-Chancellor, the Deputy Vice-Chancellor, Pro-Vice-Chancellors, Vice-President (Implementation), University Secretary, Director of Finance and Commercial Services, Director of Policy and Planning).

Please note: some of the calculated differences may differ from those provided in the charts in Section E of this report due to exclusion of 'Don't know' responses.

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Table 4: Statistically significant improvements

	Question	2016 Agree %	2013 Agree %	Difference (percentage points)
Q5-4	I have a place I can go for rest at work	52%	42%	+10%
Q1-1	I have a clear understanding about my role within the University	95%	88%	+7%
Q9-5	Communication between senior management and staff is effective	57%	51%	+6%
Q2-4	To what extent do you agree the University's Senior Management Team* listen to and respond to the views of staff ('Don't Know' responses excluded from calculation)	49%	44%	+5%
Q3-6	My team leader/line manager/immediate supervisor helps to motivate me to give my best	72%	67%	+5%
Q5-7	I am satisfied with the support I get from my immediate manager	86%	81%	+5%
Q6-5	As part of your SDPR or probation review, did you identify training, learning and development needs?	73%	68%	+5%
Q1-7	I could explain to someone who didn't work here what the University is trying to achieve	80%	76%	+4%
Q2-2	To what extent do you agree the University's Senior Management Team* set out a clear vision of where the University is headed ('Don't Know' responses excluded from calculation)	78%	74%	+4%
Q3-4	My team leader/line manager/immediate supervisor credits me for work done well**	84%	80%	+4%
Q3-7	My team leader/line manager/immediate supervisor deals with poor performance effectively	70%	66%	+4%
Q5-9	I feel the University is interested in my well-being	58%	54%	+4%
Q7-1	In the past 12 months, have you taken part in any type of training, learning or development paid for or provided by the University?	68%	64%	+4%
Q8-4	I feel there is good co-operation between teams in my department/area	77%	73%	+4%
Q1-2	I have a clear understanding about expected standards of performance	93%	90%	+3%
Q6-6	Have you received the training, learning and development which were identified? ('Too early to say' responses excluded from calculation)	76%	73%	+3%
Q7-2	I am satisfied with my current level of learning and development	78%	75%	+3%
Q9-1	The information I receive is straightforward and I understand it	86%	83%	+3%
Q9-6	On the whole, the different departments/areas across the University communicate effectively with each other	48%	45%	+3%
Q1-13	I feel I have had to put in a lot of extra time in the last 12 months to meet the demands of my workload	62%	65%	-3%

*The University's Senior Management Team includes: Vice-Chancellor's Group (the Vice-Chancellor, the Deputy Vice-Chancellor, Pro-Vice-Chancellors, Vice-President (Implementation), University Secretary, Director of Finance and Commercial Services, Director of Policy and Planning).

**This question is compared to the 2013 question Q5-5 'My team leader/line manager/immediate supervisor gives me recognition for work done well'.

Please note: some of the calculated differences may differ from those provided in the charts in Section E of this report due to exclusion of 'Don't know' responses.

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

CAPITA

PART C – Areas of Strength

To identify the areas of strength in University of Bath, all the agree/disagree questions are ranked according to the values assigned to each question. Values are assigned to each response i.e. Agree = 4; Tend to Agree = 3; Tend to Disagree = 2; Disagree = 1 (scores are reversed for negatively phrased questions). Values for each participant's response are added together to generate an overall question score. It is possible that two questions with the same aggregate percentage may have different question scores, so one may appear as an area of strength or improvement while the other does not.

Those questions generating the most positive values i.e. with a score above 3.00 are listed below.

Roles and responsibilities
Q1-3	I have a clear understanding about expected standards of behaviour	3.72
Q1-1	I have a clear understanding about my role within the University	3.66
Q1-2	I have a clear understanding about expected standards of performance	3.58
Q5-6	I can decide on my own how to go about doing my work	3.57
Q1-11	I am satisfied with my current role and level of responsibility	3.06

Immediate managers
Q3-2	My team leader/line manager/immediate supervisor is approachable	3.61
Q3-3	My team leader/line manager/immediate supervisor respects and values me	3.46
Q3-4	My team leader/line manager/immediate supervisor credits me for work done well	3.37
Q3-1	My team leader/line manager/immediate supervisor ensures I have the skills to be able to do my job well	3.34
Q3-9	My team leader/line manager/immediate supervisor has sufficient authority to make decisions	3.22
Q3-5	My team leader/line manager/immediate supervisor provides me with feedback about my performance	3.19
Q3-8	My team leader/line manager/immediate supervisor involves me in decisions made that affect me in my own area of work	3.18
Q3-6	My team leader/line manager/immediate supervisor helps to motivate me to give my best	3.04

Equality and diversity
Q12-3e	The University respects equally people irrespective of their sexual orientation	3.56
Q12-3g	The University respects equally people irrespective of their religion or no religion	3.54
Q12-3f	The University respects equally people irrespective of their transgender status	3.53
Q12-3b	The University respects equally people irrespective of nationality/ethnicity	3.46
Q12-3c	The University respects equally people irrespective of their disability status	3.46
Q12-3a	The University respects equally people irrespective of their gender	3.39
Q12-3d	The University respects equally people irrespective of their age	3.38
Q12-2a	I feel the University acts fairly, regardless of race, gender, religion and belief, sexual orientation, disability, age, pregnancy and maternity, transgender, marriage and civil partnership with regard to recruitment	3.37
Q12-2b	I feel the University acts fairly, regardless of race, gender, religion and belief, sexual orientation, disability, age, pregnancy and maternity, transgender, marriage and civil partnership with regard to development opportunities	3.25
Q12-1	I believe the University is committed to equality of opportunity for all of its staff	3.11
Q12-2c	I feel the University acts fairly, regardless of race, gender, religion and belief, sexual orientation, disability, age, pregnancy and maternity, transgender, marriage and civil partnership with regard to career progression/promotion	3.07

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Work environment

Q5-5	I feel I have a safe working environment	3.54
Q5-1	I have sufficient work space	3.29
Q5-3	I have the right equipment to do my job	3.28

Working together

Q5-8	I am satisfied with the support I get from my work colleagues	3.42
Q5-7	I am satisfied with the support I get from my immediate manager	3.37
Q8-4	I feel there is good co-operation between teams in my department/area	3.03

Job satisfaction

Q1-4	My motivation at work is generally high	3.32
Q1-8	I feel proud to work for the University	3.31
Q1-5	My work gives me a sense of personal achievement	3.29
Q1-9	The University is a good place to work	3.29

Quality of service

Q1-6	I feel the University delivers good quality service to students/ customers	3.29
Q8-1	If I want to put forward new ideas or suggestions for improvement, I know how to do so	3.12

Information

Q9-1	The information I receive is straightforward and I understand it	3.14

Senior Management Team

Q2-6	To what extent do you agree the University's Senior Management Team build strong, co-operative links with other external organisations	3.12

Culture and values

Q1-7	I could explain to someone who didn't work here what the University is trying to achieve	3.10

Staff development

Q7-2	I am satisfied with my current level of learning and development	3.06

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

PART D – Areas for Improvement

To identify the areas for improvement in University of Bath, all the agree/disagree questions are ranked according to the values assigned to each question. Values are assigned to each response i.e. Agree = 4; Tend to Agree = 3; Tend to Disagree = 2; Disagree = 1 (scores are reversed for negatively phrased questions). Values for each participant's response are added together to generate an overall question score. It is possible that two questions with the same aggregate percentage may have different question scores, so one may appear as an area of strength or improvement while the other does not.

Those questions generating the most negative values i.e. with a score below 2.50 are listed below.

Workload and bureaucracy

Q1-13	I feel I have had to put in a lot of extra time in the last 12 months to meet the demands of my workload*	2.15
Q1-15	I feel that too many approvals are needed for routine decisions*	2.25

Involving staff

Q2-4	To what extent do you agree the University's Senior Management Team listen to and respond to the views of staff	2.38

Co-operation and communication

Q9-6	On the whole, the different departments/areas across the University communicate effectively with each other	2.42

*Score reversed for negatively phrased questions

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

University-Wide Report   Page 18

PART E – Survey Results

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 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':** The total percentage of positive responses that were received for each question in 2016 is shown on the stacked bar chart. Where a question is positively phrased the 'Positive' heading shows the total of 'Agree/Tend to agree' or 'Yes' responses. Where the question is negatively phrased the 'Positive' heading shows the 'Disagree/Tend to disagree' or 'No' responses.

   To ensure the figures are accurate rounding is applied at the last stage of the calculation and is rounded to the nearest percentage point. 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 example can be found at the back this report]

5. **Change from 2013:** The change in the percentage of positive responses to this question since the 2013 Staff Survey. This data may be presented as a positive (+) or negative (-) percentage according to whether the overall percentage of positive responses was higher or lower than in 2013.

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

University-Wide Report   Page 19

Question Block 1: Working for the University

Q1-1 I have a clear understanding about my role within the University

Total Responses	Positive	Change from 2013
2366	95 %	+7 %

| 72 | 23 | 3 |
| 1 |

Q1-2 I have a clear understanding about expected standards of performance

Total Responses	Positive	Change from 2013
2340	93 %	+3 %

| 67 | 25 | 6 | 2 |

Q1-3 I have a clear understanding about expected standards of behaviour

Total Responses	Positive	Change from 2013
2331	96 %	0 %

| 77 | 19 | 3 |
| 1 |

Q1-4 My motivation at work is generally high

Total Responses	Positive	Change from 2013
2360	86 %	+2 %

| 50 | 37 | 10 | 4 |

Q1-5 My work gives me a sense of personal achievement

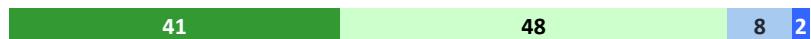| Total Responses	Positive	Change from 2013
2351	84 %	+1 %

| 49 | 36 | 11 | 4 |

Q1-6 I feel the University delivers good quality service to students/ customers

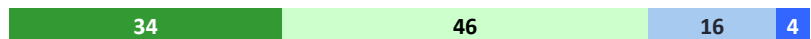| Total Responses	Positive	Change from 2013
2344	90 %	-3 %

| 41 | 48 | 8 | 2 |

Q1-7 I could explain to someone who didn't work here what the University is trying to achieve

Total Responses	Positive	Change from 2013
2346	80 %	+4 %

| 34 | 46 | 16 | 4 |

Q1-8 I feel proud to work for the University

Total Responses	Positive	Change from 2013
2342	87 %	-2 %

| 48 | 39 | 10 | 3 |

■ % Agree   ■ % Tend to Agree   ■ % Tend to Disagree   ■ % Disagree

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 1: Working for the University

Q1-9 The University is a good place to work
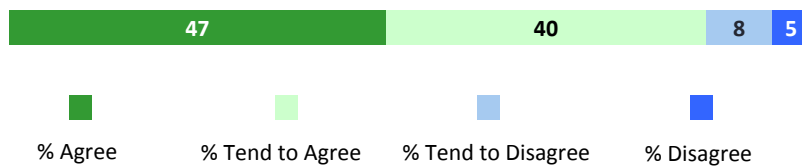
| | | Total Responses 2352 | Positive 87 % | Change from 2013 -6 % |

| 47 | 40 | 8 | 5 |

■ % Agree   ■ % Tend to Agree   ■ % Tend to Disagree   ■ % Disagree

---

Q1-10 Would you recommend the University to a friend as a place to work?
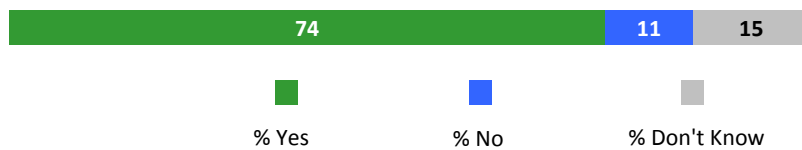
| | | Total Responses 2356 | Positive 74 % | Change from 2013 -5 % |

| 74 | 11 | 15 |

■ % Yes   ■ % No   ■ % Don't Know

Q1-11 I am satisfied with my current role and level of responsibility
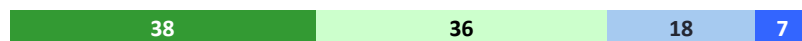
| | | Total Responses 2357 | Positive 75 % | Change from 2013 0 % |

| 38 | 36 | 18 | 7 |

Q1-12 I feel I have a good work-life balance
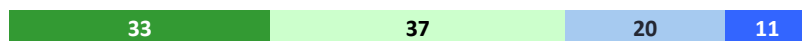
| | | Total Responses 2356 | Positive 69 % | Change from 2013 -3 % |

| 33 | 37 | 20 | 11 |

Q1-13 I feel I have had to put in a lot of extra time in the last 12 months to meet the demands of my workload

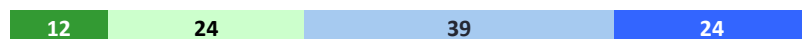| | | Total Responses 2335 | Positive 38 % | Change from 2013 +3 % |

| 34 | 28 | 26 | 12 |

Q1-14 I find my current workload too much and I am struggling to cope

| | | Total Responses 2337 | Positive 63 % | Change from 2013 -3 % |

| 12 | 24 | 39 | 24 |

Q1-15 I feel that too many approvals are needed for routine decisions
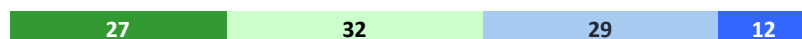
| | | Total Responses 2338 | Positive 41 % | Change from 2013 -16 % |

| 27 | 32 | 29 | 12 |

■ % Agree   ■ % Tend to Agree   ■ % Tend to Disagree   ■ % Disagree

---

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 2: Leadership

Q2-1 To what extent do you agree the University's Senior Management Team manage and lead the University well [1]

| Total Responses 2355 | Positive 66 % | Change from 2013 +1 % |

| 19 | 47 | 10 | 6 | 17 |
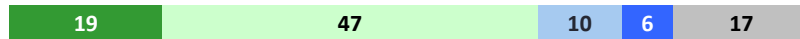
Q2-2 To what extent do you agree the University's Senior Management Team set out a clear vision of where the University is headed [1]

| Total Responses 2346 | Positive 68 % | Change from 2013 +6 % |

| 22 | 46 | 12 | 7 | 13 |
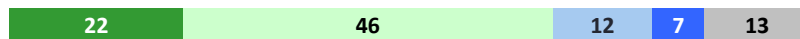
Q2-3 To what extent do you agree the University's Senior Management Team support new ideas for improving services for students/customers [1]

| Total Responses 2336 | Positive 57 % | Change from 2013 +2 % |

| 16 | 41 | 13 | 7 | 23 |
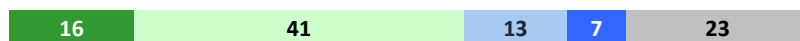
Q2-4 To what extent do you agree the University's Senior Management Team listen to and respond to the views of staff [1]

| Total Responses 2343 | Positive 39 % | Change from 2013 +4 % |

| 9 | 31 | 24 | 17 | 19 |

Q2-5 To what extent do you agree the University's Senior Management Team build strong, positive relationships with the local community [1]

| Total Responses 2344 | Positive 49 % | Change from 2013 -1 % |

| 12 | 36 | 12 | 7 | 33 |
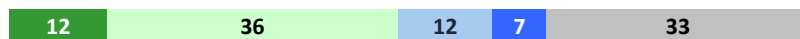
Q2-6 To what extent do you agree the University's Senior Management Team build strong, co-operative links with other external organisations [1]

| Total Responses 2346 | Positive 64 % | Change from 2013 0 % |

| 20 | 44 | 5 | 3 | 28 |
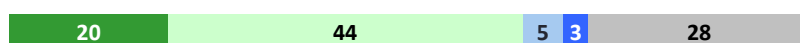
■ % Agree   ■ % Tend to Agree   ■ % Tend to Disagree   ■ % Disagree   ■ % Don't know

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

CAPITA

Question Block 3: My Manager/Supervisor

Q3-1 My team leader/line manager/immediate supervisor ensures I have the skills to be able to do my job well	Total Responses 2341	Positive 87 %	Change from 2013 +2 %

| 51 | 36 | 9 | 4 |

Q3-2 My team leader/line manager/immediate supervisor is approachable	Total Responses 2349	Positive 92 %	Change from 2013 +1 %

| 71 | 21 | 5 | 2 |

Q3-3 My team leader/line manager/immediate supervisor respects and values me	Total Responses 2342	Positive 89 %	Change from 2013 +2 %

| 61 | 27 | 8 | 4 |

Q3-4 My team leader/line manager/immediate supervisor credits me for work done well (2)	Total Responses 2341	Positive 84 %	Change from 2013 +4 %

| 57 | 27 | 12 | 4 |

Q3-5 My team leader/line manager/immediate supervisor provides me with feedback about my performance	Total Responses 2338	Positive 78 %	Change from 2013 +2 %

| 47 | 31 | 16 | 6 |

Q3-6 My team leader/line manager/immediate supervisor helps to motivate me to give my best	Total Responses 2335	Positive 72 %	Change from 2013 +5 %
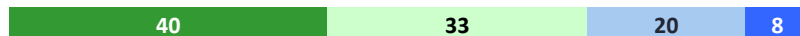
| 40 | 33 | 20 | 8 |

Q3-7 My team leader/line manager/immediate supervisor deals with poor performance effectively	Total Responses 2281	Positive 70 %	Change from 2013 +4 %
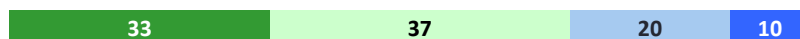
| 33 | 37 | 20 | 10 |

Q3-8 My team leader/line manager/immediate supervisor involves me in decisions made that affect me in my own area of work	Total Responses 2329	Positive 79 %	Change from 2013 +2 %

| 46 | 33 | 14 | 7 |

■ % Agree   ■ % Tend to Agree   ■ % Tend to Disagree   ■ % Disagree

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]
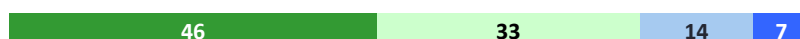
Question Block 3: My Manager/Supervisor

Q3-9 My team leader/line manager/immediate supervisor has sufficient authority to make decisions

| | Total Responses 2343 | Positive 80 % | Change from 2013 -1 % |

| 48 | 33 | 13 | 6 |

Q3-10 My team leader/line manager/immediate supervisor helps me find a good work-life balance

| | Total Responses 2326 | Positive 71 % | Change from 2013 -3 % |

| 37 | 33 | 19 | 10 |

■ % Agree   ■ % Tend to Agree   ■ % Tend to Disagree   ■ % Disagree

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Page 24
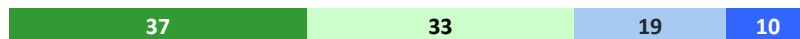
Question Block 4: Pay and Conditions

Q4-1 I feel fairly paid in relation to other staff at the University doing the same job

	Total Responses 2342	Positive 64 %	Change from 2013 0 %

29	35	21	16

Q4-2 I feel fairly paid for the work I do

	Total Responses 2352	Positive 54 %	Change from 2013 -4 %

24	30	26	19
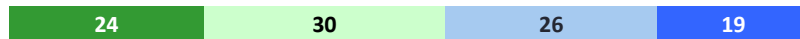
Q4-3 Overall, I feel the University offers a good pay and reward package

	Total Responses 2339	Positive 59 %	Change from 2013 -6 %
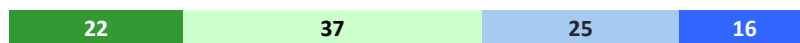
22	37	25	16

■ % Agree	■ % Tend to Agree	■ % Tend to Disagree	■ % Disagree

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

CAPITA

Question Block 5: A Safe and Healthy Working Environment

	Total Responses	Positive	Change from 2013
Q5-1 I have sufficient work space	2363	81 %	-1 %

| 56 | 25 | 11 | 8 |

	Total Responses	Positive	Change from 2013
Q5-2 I have a healthy work space (including temperature, lighting etc) [3]	2359	71 %	0 %

| 40 | 31 | 17 | 12 |

	Total Responses	Positive	Change from 2013
Q5-3 I have the right equipment to do my job	2357	85 %	-1 %

| 48 | 37 | 11 | 5 |

	Total Responses	Positive	Change from 2013
Q5-4 I have a place I can go for rest at work	2352	52 %	+10 %

| 30 | 21 | 20 | 29 |

	Total Responses	Positive	Change from 2013
Q5-5 I feel I have a safe working environment [4]	2354	94 %	-1 %

| 62 | 32 | 4 | 2 |

	Total Responses	Positive	Change from 2013
Q5-6 I can decide on my own how to go about doing my work	2361	94 %	+2 %

| 65 | 29 | 4 | 2 |

	Total Responses	Positive	Change from 2013
Q5-7 I am satisfied with the support I get from my immediate manager	2352	86 %	+5 %

| 56 | 30 | 10 | 5 |

	Total Responses	Positive	Change from 2013
Q5-8 I am satisfied with the support I get from my work colleagues	2354	89 %	0 %

| 56 | 33 | 8 | 3 |

■	■	■	■
% Agree	% Tend to Agree	% Tend to Disagree	% Disagree

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 5: A Safe and Healthy Working Environment

Q5-9 I feel the University is interested in my well-being
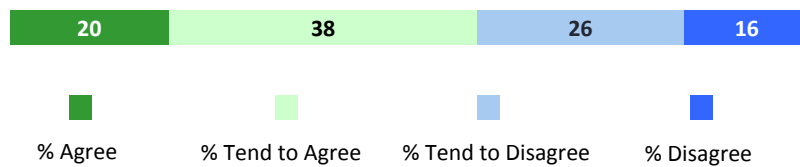
| Total Responses 2346 | Positive 58 % | Change from 2013 +4 % |

| 20 | 38 | 26 | 16 |

■ % Agree　　■ % Tend to Agree　　■ % Tend to Disagree　　■ % Disagree

Q5-10 I feel stressed at work
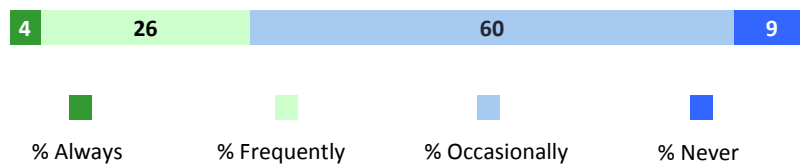
| Total Responses 2362 | Positive 9 % | Change from 2013 +1 % |

| 4 | 26 | 60 | 9 |

■ % Always　　■ % Frequently　　■ % Occasionally　　■ % Never

Q5-11 Overall do you feel unduly stressed by work? (Based on respondents who answered "Always", "Frequently" and "Occasionally" to Q5-10)

| Total Responses 2101 | Positive 69 % | Change from 2013 -3 % |

| 31 | 69 |

■ % Yes　　■ % No

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 5: A Safe and Healthy Working Environment

Q5-12   What do you feel this is due to? (Based on respondents who answered "Yes" to Q5-11)

Category	%
Lack of autonomy/independence (i.e. personal freedom to make decisions)	20
Too much autonomy/independence	2
Pressure to work long hours	48
Insufficient staff	49
Insufficient resources (other than staff)	25
Lack of clarity about my role and responsibilities	18
Conflicting work demands that are difficult to combine	60
Conflict with/between colleagues/team members	19
Conflict with managers	13
Inadequate/insufficient feedback	15
Lack of consultation on work-related matters that directly impact me/my work	33
Lack of support from manager	20
Lack of support from colleagues	17
Inadequate or insufficient training/development	16
Organisational change poorly organised/delivered	37
Unrealistic workload and/or deadlines	60
Other, please specify	14

■ %

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 6: Staff Development and Performance Review (SDPR)

	Total Responses	Positive	Change from 2013
Q6-1 Have you had a SDPR or probation review in the last 12 months? (5)	2345	78 %	+1 %

78	22

	Total Responses	Positive	Change from 2013
Q6-2 Was your SDPR or probation review useful for you? (Based on respondents who answered "Yes" to Q6-1) (6)	1813	72 %	-3 %

72	28

	Total Responses	Positive	Change from 2013
Q6-3 Did you agree clear objectives as part of your SDPR or probation review? (Based on respondents who answered "Yes" to Q6-1) (7)	1804	88 %	-1 %

88	12

	Total Responses	Positive	Change from 2013
Q6-4 Did the SDPR or probation review leave you feeling your work is valued by the University? (Based on respondents who answered "Yes" to Q6-1) (8)	1796	63 %	-1 %

63	37

	Total Responses	Positive	Change from 2013
Q6-5 As part of your SDPR or probation review, did you identify training, learning and development needs? (Based on respondents who answered "Yes" to Q6-1) (9)	1803	73 %	+5 %

73	27

■ % Yes   ■ % No

	Total Responses	Positive	Change from 2013
Q6-6 Have you received the training, learning and development which were identified? (Based on respondents who answered "Yes" to Q6-5)	1303	39 %	+2 %

39	12	49

■ % Yes   ■ % No   ■ % Too early to say

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 7: Learning and Development

Q7-1 In the past 12 months, have you taken part in any type of training, learning or development paid for or provided by the University?

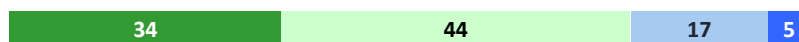| Total Responses 2350	Positive 68 %	Change from 2013 +4 %

68	32

■	■
% Yes	% No

Q7-2 I am satisfied with my current level of learning and development

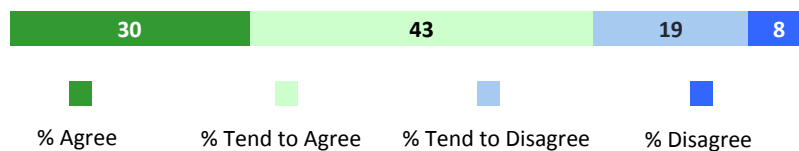| Total Responses 2343	Positive 78 %	Change from 2013 +3 %

34	44	17	5

Q7-3 Overall learning and development has helped me to do my job more effectively

Total Responses 2309	Positive 73 %	Change from 2013 +1 %

30	43	19	8

■	■	■	■
% Agree	% Tend to Agree	% Tend to Disagree	% Disagree

Q7-4a If you have joined the University since the last survey in 2013, how satisfied were you with your induction to the University? [10]

Total Responses 712	Positive 75 %	Change from 2013 +1 %

22	53	11	14
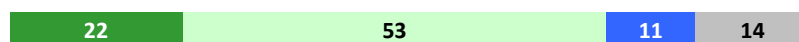
Q7-4b If you have joined the University since the last survey in 2013, how satisfied were you with your induction to the University? [10]

Total Responses 712	Positive 76 %	Change from 2013 -1 %

29	47	13	11

■	■	■	■
% Very satisfied	% Satisfied	% Dissatisfied	% Didn't have an induction

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]
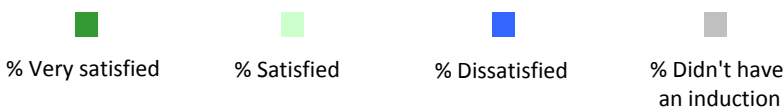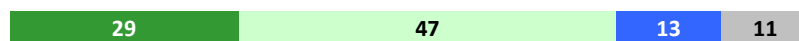
Question Block 8: Staff Involvement

Q8-1 If I want to put forward new ideas or suggestions for improvement, I know how to do so	Total Responses 2352	Positive 79 %	Change from 2013 -5 %

37	43	16	5

Q8-2 I am personally encouraged to look for ways to improve the way we do things	Total Responses 2350	Positive 71 %	Change from 2013 0 %

33	38	21	8
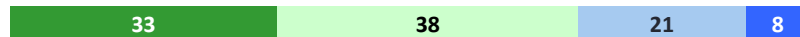
Q8-3 I am confident my ideas or suggestions will be listened to	Total Responses 2344	Positive 65 %	Change from 2013 -3 %

25	40	23	12

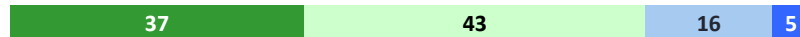| Q8-4 I feel there is good co-operation between teams in my department/area [11]	Total Responses 2353	Positive 77 %	Change from 2013 +4 %

32	44	17	7
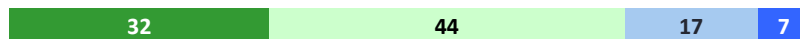
Q8-5 I feel there is good co-operation between different departments/areas [12]	Total Responses 2331	Positive 56 %	Change from 2013 +2 %

12	44	33	11

■ % Agree   ■ % Tend to Agree   ■ % Tend to Disagree   ■ % Disagree

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Page 31

CAPITA
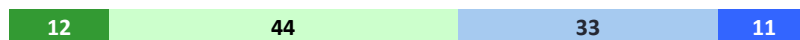
Question Block 9 : Communication

	Total Responses	Positive	Change from 2013

Q9-1 The information I receive is straightforward and I understand it
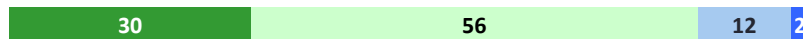
Total Responses 2344	Positive 86 %	Change from 2013 +3 %

30	56	12	2

Q9-2 I am adequately informed about changes that affect me

Total Responses 2349	Positive 72 %	Change from 2013 0 %

24	48	21	7

Q9-3 I am adequately informed about the key issues affecting my work
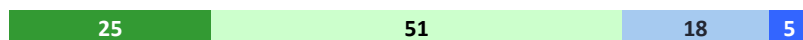
Total Responses 2340	Positive 77 %	Change from 2013 +2 %

25	51	18	5

Q9-4 I am adequately informed about the key issues affecting the University
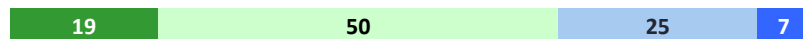
Total Responses 2335	Positive 69 %	Change from 2013 0 %

19	50	25	7

Q9-5 Communication between senior management and staff is effective
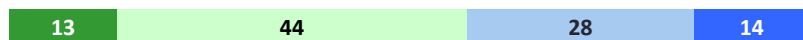
Total Responses 2314	Positive 57 %	Change from 2013 +6 %

13	44	28	14

Q9-6 On the whole, the different departments/areas across the University communicate effectively with each other [13]
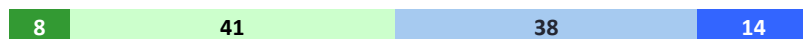
Total Responses 2295	Positive 48 %	Change from 2013 +3 %

8	41	38	14

Q9-7 On the whole, communication in the University is effective
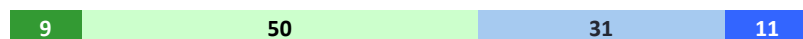
Total Responses 2305	Positive 59 %	Change from 2013 -3 %

9	50	31	11

% Agree   % Tend to Agree   % Tend to Disagree   % Disagree

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 10: Managing Change

Q10-1 The current pace of change in the University is:

	Total Responses 2353	Positive 33 %	Change from 2013 -7 %

33	15	20	32

- % About right
- % Too fast
- % Too slow
- % No Opinion

Q10-2 Recent changes (in the last 12 months) have been well planned
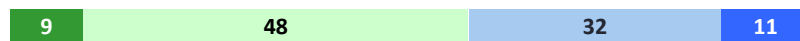
	Total Responses 2222	Positive 57 %	Change from 2013 -6 %

9	48	32	11

Q10-3 Recent changes (in the last 12 months) have been well explained
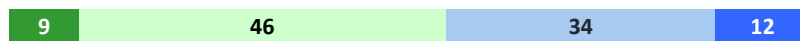
	Total Responses 2225	Positive 55 %	Change from 2013 -3 %

9	46	34	12

Q10-4 Generally change within my department/area is managed well
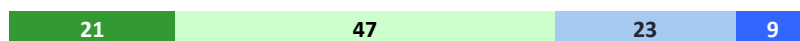
	Total Responses 2302	Positive 68 %	Change from 2013 0 %

21	47	23	9

Q10-5 Generally change within the University is managed well
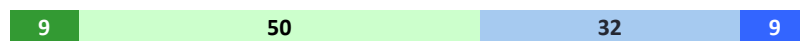
	Total Responses 2244	Positive 59 %	Change from 2013 -2 %

9	50	32	9

Q10-6 Generally the process of change causes me concern and worry
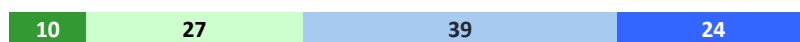
	Total Responses 2278	Positive 63 %	Change from 2013 -3 %

10	27	39	24

- % Agree
- % Tend to Agree
- % Tend to Disagree
- % Disagree

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 11: Harassment and Bullying

Q11-1 Are you currently being harassed or bullied at work?

| | Total Responses 2353 | Positive 95 % | Change from 2013 -2 % |

| 5 | 95 |

■ % Yes   ■ % No

Q11-2   If yes, who is the source? (Based on respondents who answered "Yes" to Q11-1)

Colleague	53
Student	6
Manager	58
Staff from other organisations, visitors etc.	6

■ %
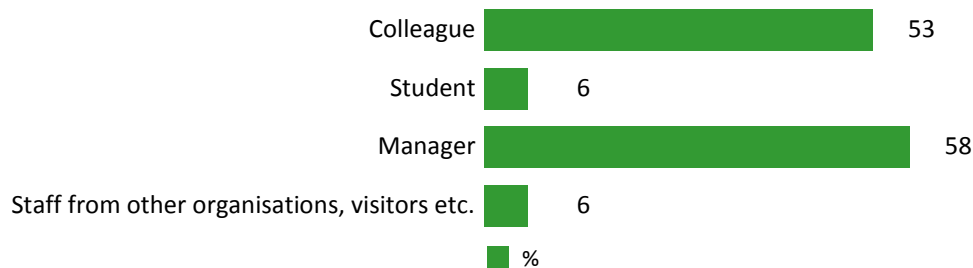
Q11-3   What form does this harassment and bullying take? (Based on respondents who answered "Yes" to Q11-1)

Excessive criticism	55
Selective application of rules	50
Offensive behaviour	30
Threats about job security	22
Hostility	39
Isolation	27
Setting unrealistic deadlines	18
Singled out for unfair treatment	49
Unwelcome looks or remarks	49
Patronising language	45
Inappropriate physical contact	5
Other, please specify	6

■ %

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 11: Harassment and Bullying

Q11-4 Have you reported this? (Based on respondents who answered "Yes" to Q11-1)

| | | Total Responses 115 | Positive 43 % | Change from 2013 +3 % |

| 43 | 57 |
| % Yes | % No |
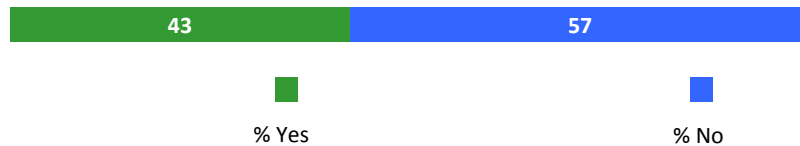
Q11-5   If not, why was this? (Based on respondents who answered "No" to Q11-4)

Nothing would happen	61
Unaware of procedures	12
Concerns about being labelled as a troublemaker	65
Concerns about confidentiality	55
Possible victimisation	61
Time required to report	23
Other, please specify	17

%

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Page 35
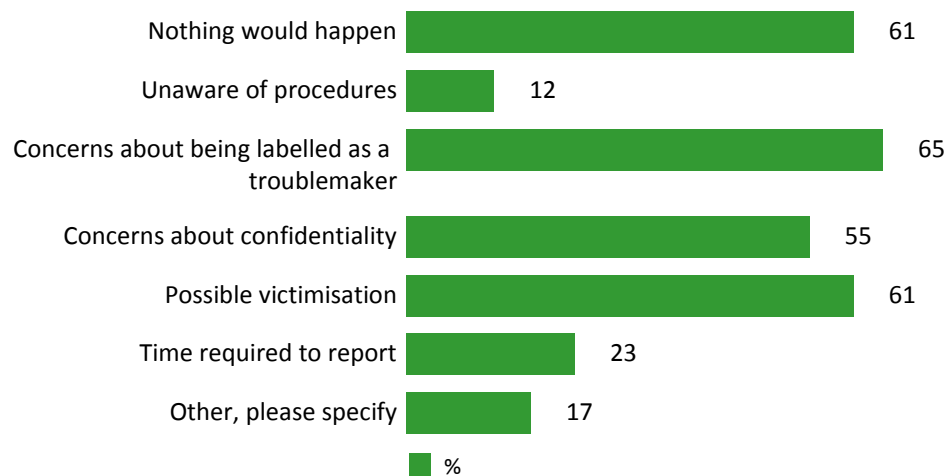
Question Block 11: Harassment and Bullying

Q11-5   If not, why was this? (Based on respondents who answered "No" to Q11-4)
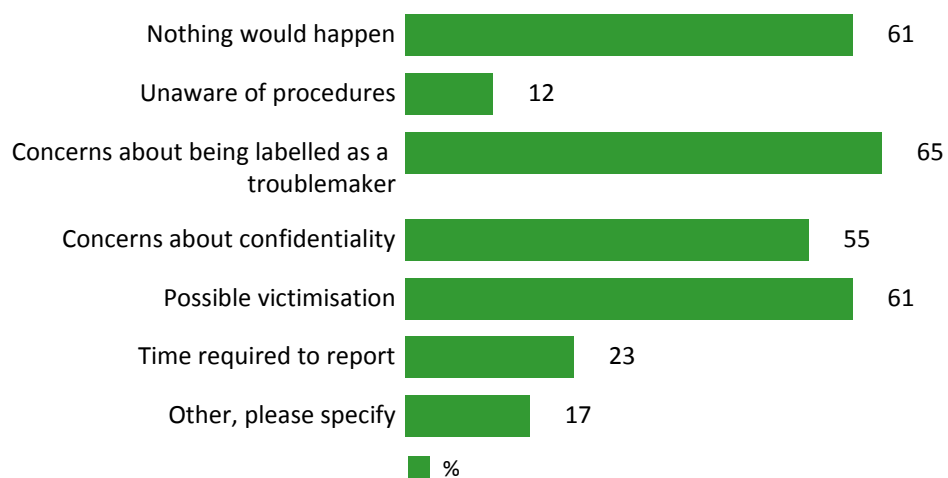
Category	%
Nothing would happen	61
Unaware of procedures	12
Concerns about being labelled as a troublemaker	65
Concerns about confidentiality	55
Possible victimisation	61
Time required to report	23
Other, please specify	17

■ %

Question Block 11: Harassment and Bullying

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 12: Diversity and Equality

Q12-1 I believe the University is committed to equality of opportunity for all of its staff

Total Responses 2339	Positive 80 %	Change from 2013 -4 %	
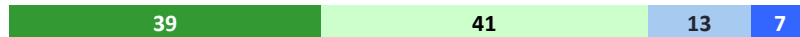
39	41	13	7

Q12-2a I feel the University acts fairly, regardless of race, gender, religion and belief, sexual orientation, disability, age, pregnancy and maternity, transgender, marriage and civil partnership with regard to recruitment

Total Responses 2310	Positive 90 %	Change from 2013 -3 %

51	39	7	4

Q12-2b I feel the University acts fairly, regardless of race, gender, religion and belief, sexual orientation, disability, age, pregnancy and maternity, transgender, marriage and civil partnership with regard to development opportunities

Total Responses 2293	Positive 84 %	Change from 2013 -5 %
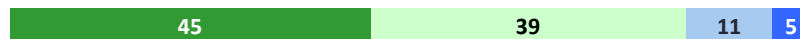
45	39	11	5

Q12-2c I feel the University acts fairly, regardless of race, gender, religion and belief, sexual orientation, disability, age, pregnancy and maternity, transgender, marriage and civil partnership with regard to career progression/promotion

Total Responses 2290	Positive 76 %	Change from 2013 -4 %

39	38	16	8
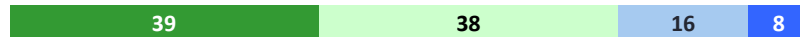
Q12-3a The University respects equally people irrespective of their gender

Total Responses 2298	Positive 89 %	Change from 2013 -3 %

| 53	36	8	3

Q12-3b The University respects equally people irrespective of nationality/ethnicity

Total Responses 2292	Positive 93 %	Change from 2013 -2 %

55	37	5	2

Q12-3c The University respects equally people irrespective of their disability status

Total Responses 2277	Positive 93 %	Change from 2013 -4 %

54	39	5	

1

% Agree	% Tend to Agree	% Tend to Disagree	% Disagree

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 12: Diversity and Equality

Q12-3d The University respects equally people irrespective of their age

Total Responses 2291	Positive 89 %	Change from 2013 -1 %

51	38	8	2

Q12-3e The University respects equally people irrespective of their sexual orientation

Total Responses 2273	Positive 98 %	Change from 2013 0 %

59	39	2
		1

Q12-3f The University respects equally people irrespective of their transgender status

Total Responses 2247	Positive 97 %	Change from 2013 -1 %

57	40	3
		1

Q12-3g The University respects equally people irrespective of their religion or no religion

Total Responses 2268	Positive 96 %	Change from 2013 -2 %

58	38	3
		1

■ % Agree   ■ % Tend to Agree   ■ % Tend to Disagree   ■ % Disagree

Q12-4 Have you felt discriminated against at work in the last 12 months?

Total Responses 2347	Positive 91 %	Change from 2013 -1 %

9	91

Q12-5 Have you reported this? (Based on respondents who answered "Yes" to Q12-4)

Total Responses 202	Positive 18 %	Change from 2013 -12 %

18	82

■ % Yes   ■ % No

For questions with numbers in brackets, see end of report for full details

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 12: Diversity and Equality

Q12-6   If not, why was this? (Based on respondents who answered "No" to Q12-5)
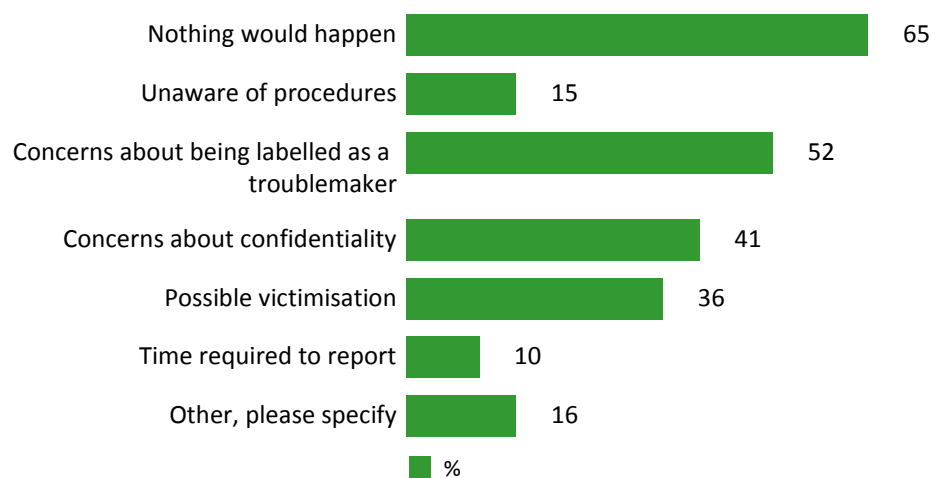
Nothing would happen	65
Unaware of procedures	15
Concerns about being labelled as a troublemaker	52
Concerns about confidentiality	41
Possible victimisation	36
Time required to report	10
Other, please specify	16
■ %	

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Comments

University of Bath employees were asked to comment on the most important thing they think is good about working for University of Bath (Q13-1), and the most important thing that they feel could be improved at the University (13-2). They were then asked to theme their comments.

Things that are good about working for University of Bath

The five most common things staff said were good about working for University of Bath are:

1.   Job satisfaction (444 respondents)
2.   Relationships/co-operation (333 respondents)
3.   Pay & benefits (185 respondents)
4.   Feeling valued/supported (135 respondents)
5.   Facilities/environment (131 respondents)

Things that could be improved at University of Bath

The five most common things staff said could be improved at University of Bath are:

1.   Pay & benefits (309 respondents)
2.   Facilities/environment (248 respondents)
3.   Workload, role & responsibilities (156 respondents)
4.   Communication (152 respondents)
5.   Senior Management (152 respondents)

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 13: Comments

Q13-1   Please note below the most important thing that you think is <u>good about working</u> for the University: what theme would you say your comment is related to?

Theme	%
Pay & benefits	11
Bureaucracy	<1
Job satisfaction	27
Communication	1
Relationships/co-operation	20
Feeling valued/supported	8
Training, development & progression	5
Facilities/environment	8
Workload, role & responsibilities	6
Management - immediate/Local	3
Senior Management	1
Other	8

Q13-2   Please note the most important thing that you feel <u>could be improved</u> at the University: what theme would you say your comment is related to?
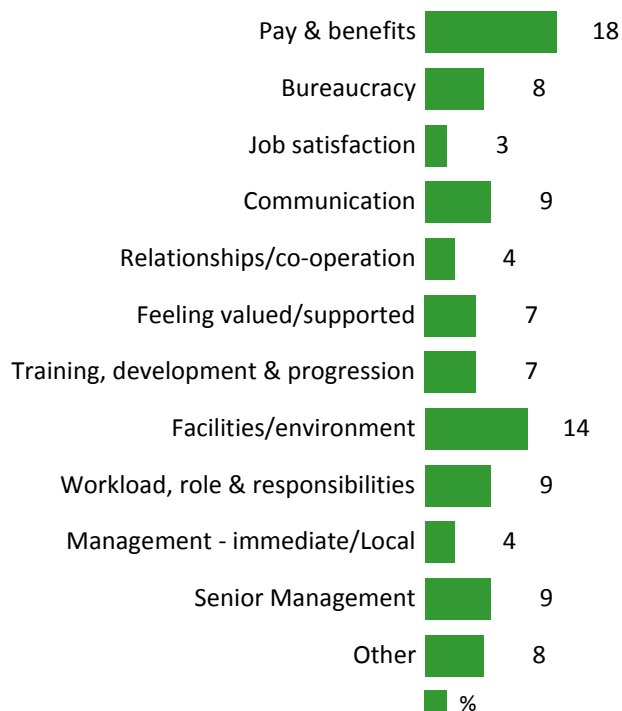
Theme	%
Pay & benefits	18
Bureaucracy	8
Job satisfaction	3
Communication	9
Relationships/co-operation	4
Feeling valued/supported	7
Training, development & progression	7
Facilities/environment	14
Workload, role & responsibilities	9
Management - immediate/Local	4
Senior Management	9
Other	8

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 14: About You

Q14-1   Do you work at the University?

Category	%
Permanent full time	67
Permanent part time	17
Fixed term full time	10
Fixed term part time	3
Term time only full time	1
Term time only part time	1
Variable hours	2

%

Q14-2   How long have you been employed by the University?

Category	%
0 - 12 months	14
1 - 2 years	18
3 - 5 years	20
6 - 10 years	18
11 - 20 years	22
Over 20 years	8

%
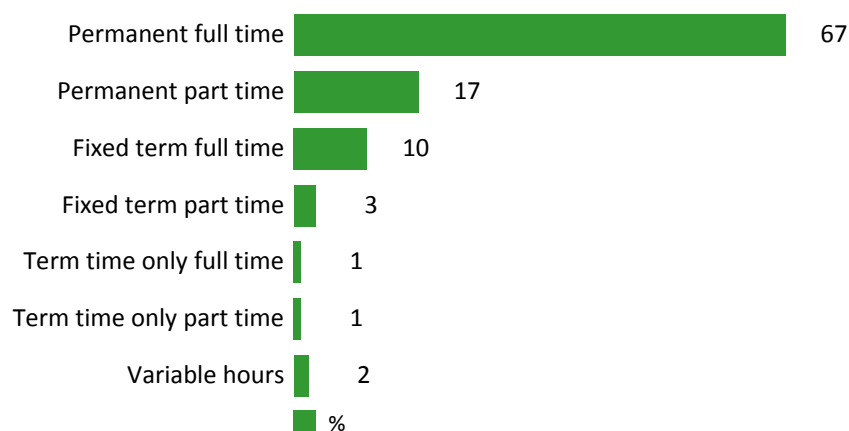
Q14-3   What is your job family?

Category	%
Education and Research	37
Operations and Facilities Support	12
Management, Specialist and Administration	38
Technical and Experimental	5
Other, not listed	7

%

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 14: About You

Q14-4   In which department/service do you work?

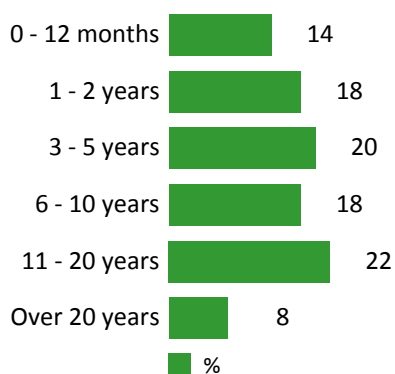| Department/Service	Value
AHS (Accommodation & Hospitality Services)	7
Faculty of Engineering and Design	12
Faculty of Humanities and Social Sciences	14
Faculty of Science	17
School of Management	6
Finance Office & Procurement	3
Human Resources	2
Academic Registry	1
Academic Skills and Foreign Language Centre	3
Campus Retail & Commercial Operations	1
Careers Service	1
Computing Services	4
Development & Alumni Relations	1
Estates	6
Institute of Contemporary Interdisciplinary Arts	<1
International Office	1
Learning & Teaching Enhancement Office	1
Library	2
Marketing and Communications inc Corporate Communications, Digital Marketing and Communications, Public Engagement, IDPS	2
Office of the University Secretary	1
Research and Innovation Service	2
Research Institutes (e.g. IMI, IPR)	<1
Security	1
Sports Development and Recreation	4
Student Recruitment and Admissions	2
Student Services	1
Student Union	2
Vice Chancellor's Office inc. Policy and Planning, Internal Audit & Office of the Vice-President (Implementation)	1

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]
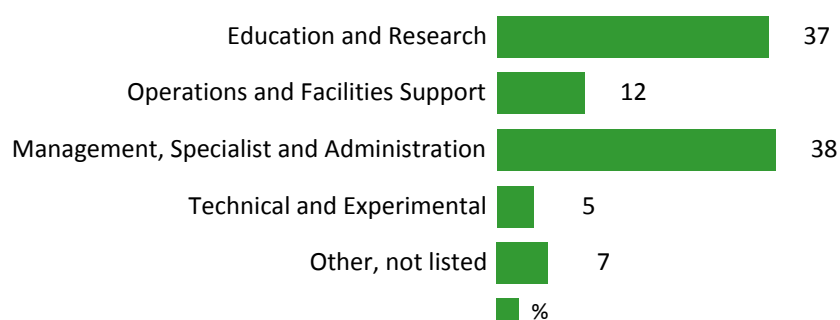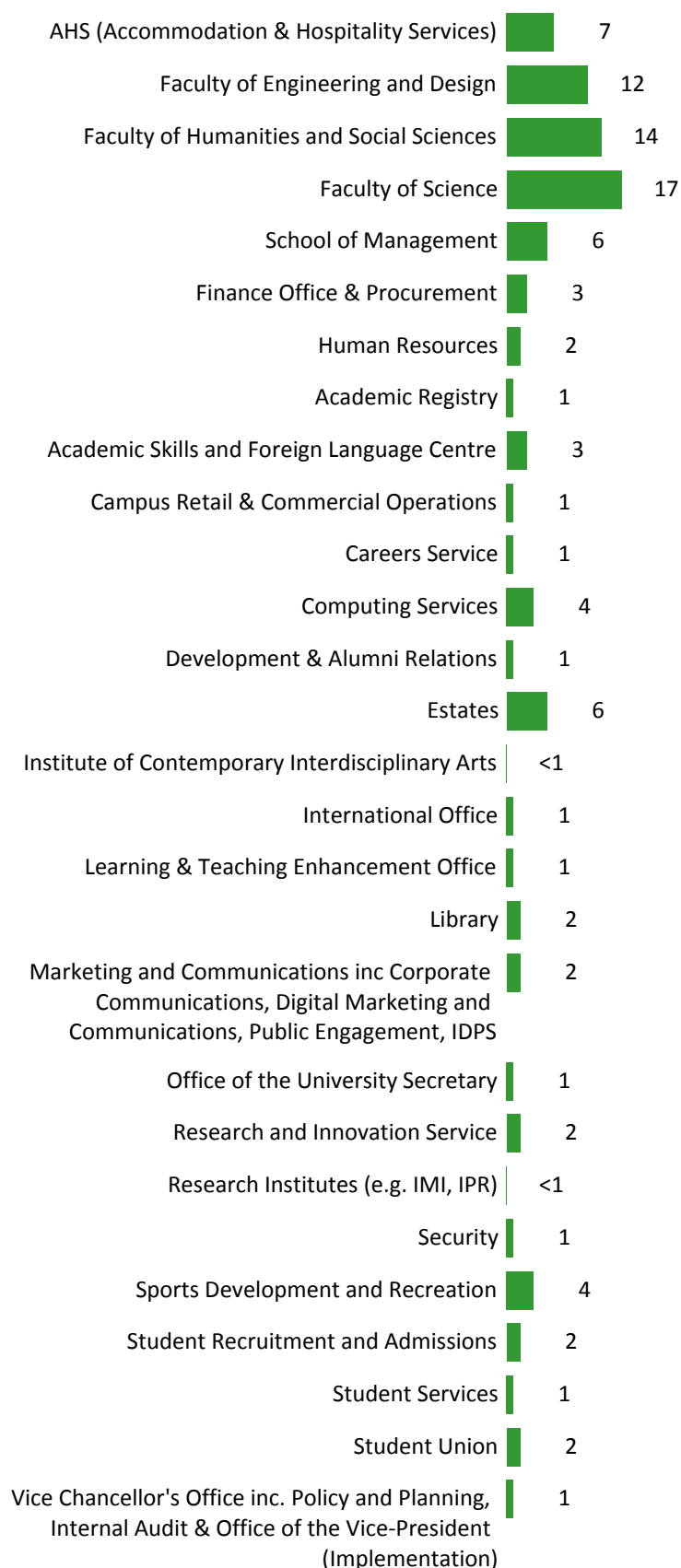
Question Block 14: About You

Q14-4   In which department/service do you work?

Other, not listed — 2
%

AHS (Accommodation & Hospitality Services)

Accommodation — 53
Hospitality — 36
AHS Professional Services — 11
%

Faculty of Engineering and Design

Faculty (Administration) Office - Engineering and Design — 10
Faculty Technical Services - Engineering and Design — 8
Department of Architecture & Civil Engineering — 23
Department of Chemical Engineering — 11
Department of Electronic & Electrical Engineering — 12
Department of Mechanical Engineering — 36
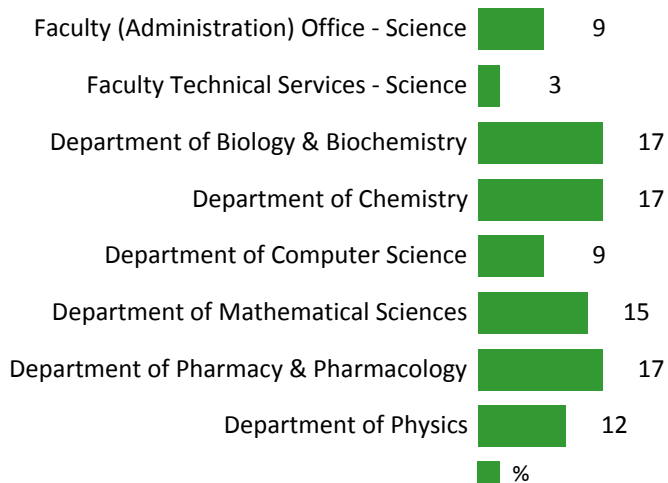%

Faculty of Humanities and Social Sciences

Faculty (Administration) Office - Humanities & Social Sciences — 15
Department for Health — 20
Department of Economics — 11
Department of Education — 9
Dept. of Politics, Languages & International Studies — 19
Department of Psychology — 15
Department of Social & Policy Sciences — 11
%

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 14: About You

Q14-4   In which department/service do you work?

Faculty of Science

Department	%
Faculty (Administration) Office - Science	9
Faculty Technical Services - Science	3
Department of Biology & Biochemistry	17
Department of Chemistry	17
Department of Computer Science	9
Department of Mathematical Sciences	15
Department of Pharmacy & Pharmacology	17
Department of Physics	12

■ %

Finance Office & Procurement:

Base	%
Claverton Down base	42
Manvers St base	58

■ %

Human Resources

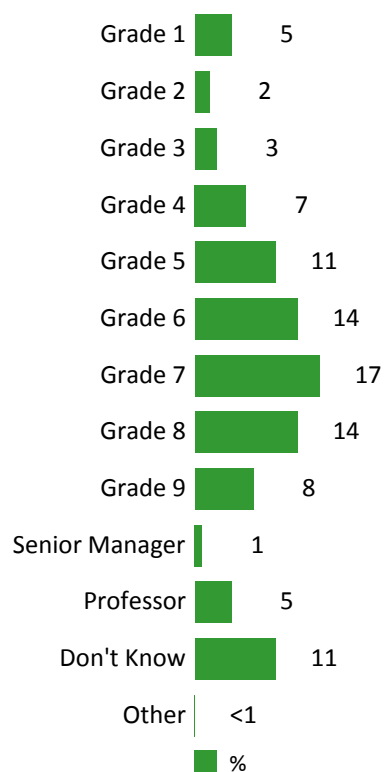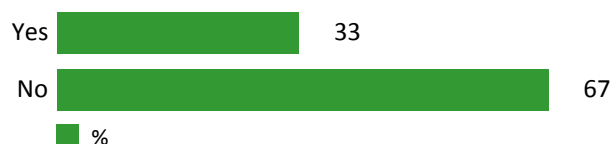| Department	%
HR & UHSE	68
Westwood Nursery	32

■ %

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 14: About You

Q14-5   What is your job grade?

Grade	%
Grade 1	5
Grade 2	2
Grade 3	3
Grade 4	7
Grade 5	11
Grade 6	14
Grade 7	17
Grade 8	14
Grade 9	8
Senior Manager	1
Professor	5
Don't Know	11
Other	<1

%

Q14-6   Do you have management responsibility for staff?

	%
Yes	33
No	67

%

Q14-7   What is your legal gender?

	%
Male	43
Female	47
Prefer not to say	10

%

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]
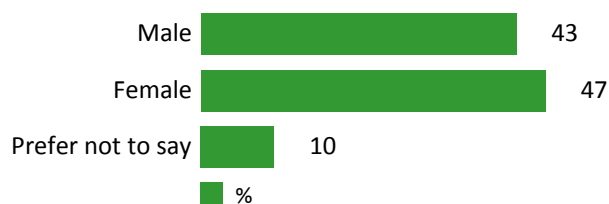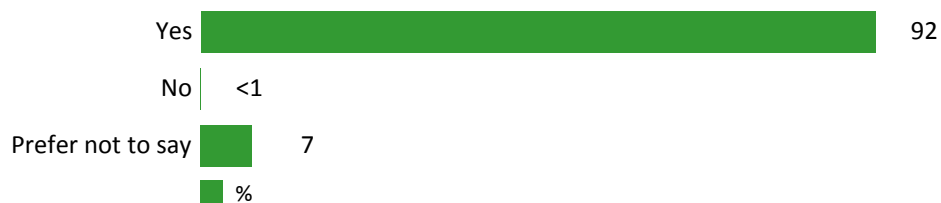
Question Block 14: About You

Q14-8   Is your gender identity the gender you were assigned at birth?

Yes	92
No	<1
Prefer not to say	7

■ %

Q14-9   What is your age?

25 years or under	5
26 - 35 years	27
36 - 45 years	29
46 - 55 years	25
56 - 65 years	14
Over 65 years	1

■ %

Q14-10   Do you consider yourself to be disabled within the definition of the Equality Act 2010?

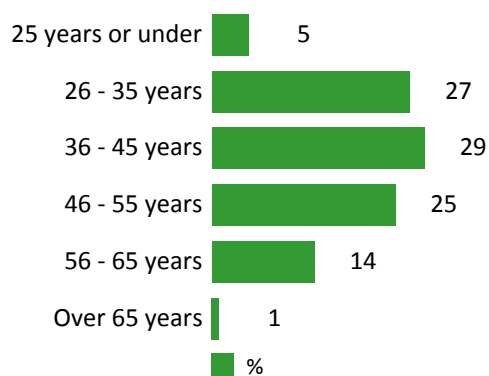|	
Yes	4
No	90
Prefer not to say	7

■ %

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 14: About You

Q14-11   Do you consider yourself to be:

Category	%
White - White British	72
White Irish	1
White - Other White Background	15
Asian or Asian British - Bangladeshi	<1
Asian or Asian British - Indian	1
Asian or Asian British - Pakistani	<1
Asian or Asian British - Other Asian background	1
Black or Black British - African	<1
Black or Black British - Caribbean	<1
Mixed - White and Asian	<1
Mixed - White and Black African	<1
Mixed - White and Black Caribbean	<1
Mixed - Other Mixed background	<1
Arab	<1
Chinese	1
Gypsy/Traveller	<1
Any other ethnic group	<1
Prefer not to say	8

%

Q14-12   I would describe myself as:
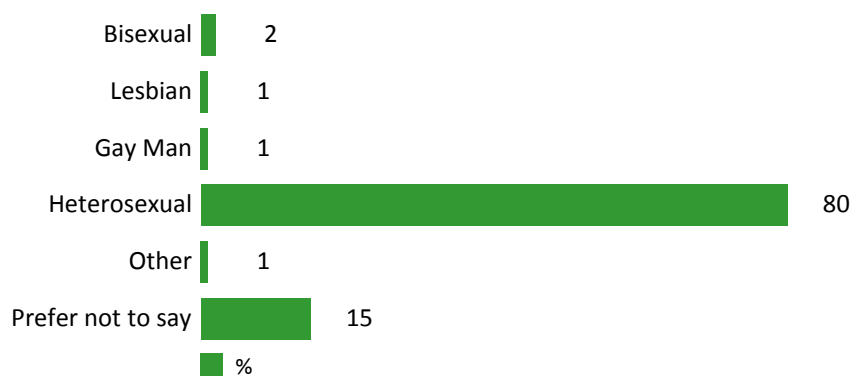
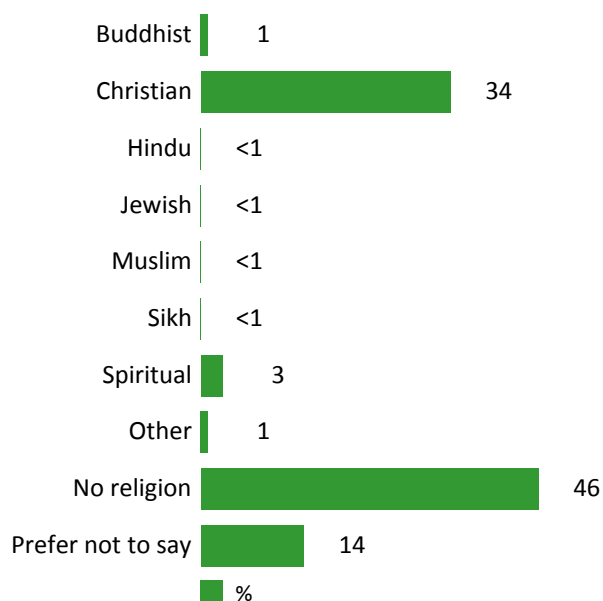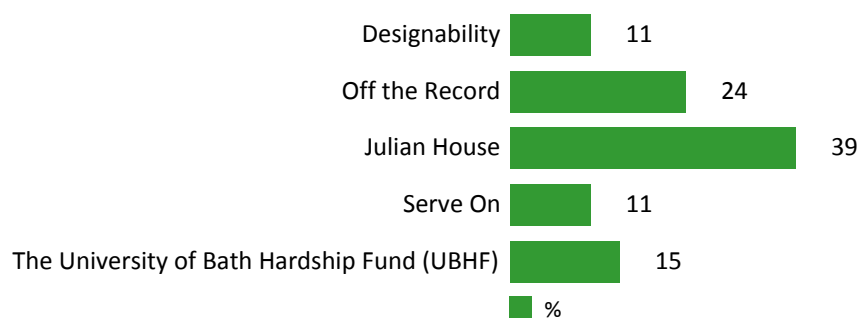| Category	%
Bisexual	2
Lesbian	1
Gay Man	1
Heterosexual	80
Other	1
Prefer not to say	15

%

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

Question Block 14: About You

Q14-13   How would you describe your religious belief or affiliation?

Religion	%
Buddhist	1
Christian	34
Hindu	<1
Jewish	<1
Muslim	<1
Sikh	<1
Spiritual	3
Other	1
No religion	46
Prefer not to say	14

%

Q14-14   Charity Question

Charity	%
Designability	11
Off the Record	24
Julian House	39
Serve On	11
The University of Bath Hardship Fund (UBHF)	15

%

[Note: The sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]

(1) The University's Senior Management Team includes: Vice-Chancellor's Group (the Vice-Chancellor, the Deputy Vice-Chancellor, Pro-Vice-Chancellors, Vice-President (Implementation), University Secretary, Director of Finance and Commercial Services, Director of Policy and Planning)

(2) This question is compared to the 2013 question Q5-5 'My team leader/line manager/immediate supervisor gives me recognition for work done well'

(3) This question is compared to the 2013 question Q7-2 'I have a comfortable work space (including temperature, lighting, etc.)'

(4) This question is compared to the 2013 question Q7-6 'I feel safe and secure in my working environment'

(5) This question is compared to the 2013 Q8-1 question 'Have you had a SDPR/performance review or probation review in the last 12 months?'

(6) This question is compared to the 2013 Q8-2 question 'Was your SDPR/performance review or probation review useful for you?'

(7) This question is compared to the 2013 Q8-3 question 'Did you agree clear objectives as part of your SDPR/performance review or probation review?'

(8) This question is compared to the Q8-4 question 'Did the SDPR /performance review or probation review leave you feeling your work is valued by the University?'

(9) This question is compared to the 2013 Q8-5 question 'As part of your SDPR/performance review or probation review, did you identify training, learning and development needs?'

(10) Q7-4a and b have been filtered by respondents who selected '0-12 months' or '1-2 years' for Q14-2 'How long have you been employed by the University?

(11) This question is compared to the 2013 Q10-7 question 'I feel there is good co-operation between teams in my department'

(12) This question is compared to the 2013 Q10-8 question 'I feel there is good co-operation between different departments'

(13) This question is compared to the 2013 Q11-9 'On the whole, the different parts of the University communicate effectively with each other'

Appendix A – 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 86.3559% which is rounded down to 86%.

EXAMPLE: Q1-4 my motivation at work is generally high

	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	1175	863	235	87	2360	2038
Percent of responses	49.7881	36.5677	9.9576	3.6864	99.9998	86.3558%
Rounds to	50%	37%	10%	4%	101%	87%

[Note: the sum of the total responses throughout this report may not be exactly equal to 100% due to rounding.]