

For the staff of The University of Manchester

This Staff Survey results newsletter has been prepared for you by Capita Surveys and Research, who undertook the survey of The University of Manchester employees during March and April 2019. The Staff Survey was designed to ask staff for feedback about their experience of working at the University. The Staff Survey was last carried out on behalf of the University in 2017. The findings were reported widely and used to create action plans to address the issues raised by staff.

The 2019 results will also be used to develop action plans and progress against these action plans will be monitored and communicated via the various staff communication channels at the University.

The survey was distributed on 4th March with a closure date of 8th April 2019. Capita Surveys and Research processed and validated 7,424 completed survey questionnaires from The University of Manchester employees; this gives a response rate of 69% based on the 10,814 staff invited to participate. UMC Ltd also participated in the survey and its results are reported on separately.

The 2019 response rate is similar to previous survey response rates (72% in 2017, 70% in 2015 and 71% in 2013), and is above the average response rate of 68% achieved by other higher education institutions Capita has worked with in 2018 and 2019.

For each completed questionnaire, the University contributed a £1 donation to one of three charities, which were chosen by University staff. Overall, £4,426 was raised for Manchester Ending Homelessness Big Change Campaign, £1,971 for City of Trees and £1,194 for LINK Good Neighbourhood Trinity House Community Resource Centre. Many thanks go to all of you who participated.

Overview

- Results show that overall, staff remain positive about the University; 89% say they are proud to work for the University and 87% say they are interested in the University; to them it's not just a job.
- Staff continue to have concerns about workload and managing change, and also want greater opportunities to take part in discussions about the survey results and to participate in action planning activities.
- The results compare favourably with other higher education institutions (HEIs) surveyed recently by Capita. The University scores above the HEI median position for 9 of the 17 key employee engagement and organisation climate questions, with three scores below the median. Some 92% of respondents say 'the University is a good place to work', and this ranks the University 7th of the 39 HEIs surveyed by Capita since 2017.
- A year-on-year comparison of the questions which can be measured has revealed that **25** issues were identified as being statistically significant differences; **6** have improved and **19** have deteriorated.

Key improvements since 2017

+19%

79% have taken part in any type or work-related learning or development in the last 12 months
[60% in 2017]

+7%

85% are aware of the zero tolerance to bullying and harassment campaigns
[78% in 2017]

+3%

74% are aware of the University's Dignity at Work and Study Policy
[71% in 2017]

+3%

85% are aware of their responsibilities within the University's Policy on bullying, harassment and discrimination
[82% in 2017]

+3%

85% are aware of the services the University provides to support their well-being
[82% in 2017]

What the University does well

University core goals

Most respondents say they understand what the Core Goals of the University are (87%) and most agree with the University Core Goals of delivering outstanding teaching, learning and student experience (98%), making a positive contribution to society (97%), and supporting world-leading research (97%).

Roles and responsibilities

Most respondents say they have a clear understanding about expected standards of behaviour (95%) and performance (90%). In addition, most respondents say they can decide on their own how to go about doing their work (93%), they have a clear understanding about their role within the University (90%) and what they are expected to achieve in their job (89%).

Working environment and facilities

Most respondents say they feel safe and secure at the University (94%); they have a comfortable work space (including temperature, lighting, etc) (78%) and they have a place they can go for a break at work (83%). Most respondents agree that facilities for research (91%) and for teaching students (88%) are good. Most respondents are aware of the services the University provides to support their well-being (85%) and know how to report accidents and incidents (75%).

Satisfaction at work

Most respondents say the University is a good place to work (92%) and they feel proud to work for the University (89%).

Most respondents say they are interested in the University, to them it's not just a job (87%) and they are satisfied with their job (80%).

Most respondents say they would recommend the University to a friend as a place to study (79%) and to work (76%) and 81% intend to stay working for the University for at least the next three years.

Feeling valued and supported

Most respondents are satisfied with the support they get from their work colleagues (89%) and from their immediate manager (81%). In addition, most respondents say research staff (87%) and teaching staff (81%) are valued as part of the University community (although fewer (70%) feel professional services staff are valued). 81% say they feel valued by the people they work with.

Working together

Most respondents said they feel part of the University (81%) and 77% feel part of their School/PS Directorate/cultural institution.

Key deteriorations since 2017

-8%

62% say their job security at the University is good
[70% in 2017]

-8%

63% say the President's Senior Leadership Team (SLT) set out a clear vision of where the organisation is headed
[71% in 2017]

-7%

56% say the President's SLT communicate well and keep staff informed on important issues
[63% in 2017]

-6%

59% say the President's SLT manage and lead the University well
[65% in 2017]

Equality, diversity and fair treatment

Some 83% of respondents believe the University is committed to equality of opportunity for all of its staff, and most say the University acts fairly with regard to recruitment (81%) and training and development (80%). 85% are aware of their responsibilities within the University's Dignity at Work and Study Policy on bullying, harassment and discrimination (85%).

Line management

Most respondents say their immediate line manager gives them recognition for work done well (80%) and keeps them informed about things they should know about (80%).

In addition, most respondents say their immediate line manager communicates effectively with them and their team (77%), provides them with feedback about their performance (76%) and involves them in decisions that affect them or their area of work (75%).

Information

Most respondents say they have the information they need to do their job well (83%) and are well informed about what is happening in the team/section they work in (77%).

Pay and benefits

Most respondents say, overall, they feel the University offers a good pay and benefits package (75%).

Performance, learning and development

Most respondents say they are satisfied with their current level of learning and development (75%). In addition, most respondents say they agreed clear objectives (91%) and personal development objectives (85%) as part of their performance and development review/probation review.

Key deteriorations since 2017

-6%

56% say, on the whole, communication in the University is effective [62% in 2017]

-6%

48% agree, generally, change within the University is managed well [54% in 2017]

-5%

42% agree the President's SLT listen to and respond to the views of staff [47% in 2017]

Your comments

Respondents were asked to choose the main thing they think is good about working for the University. The top 5 themes arising from people's comments are listed below:

1. **Job satisfaction** (731 comments)
2. **Relationships/co-operation** (678 comments)
3. **Pay and benefits** (469 comments)
4. **Facilities/environment** (349 comments)
5. **Feeling valued and supported** (303 comments)

Issues for the University to improve on

Managing change

Many respondents say more could be done to help staff prepare for and cope with change (83%) and 47% do not feel consulted about changes that affect their team/School/Directorate. 52% of respondents do not feel change within the University is managed well and 47% do not feel they have seen positive changes in the last 12 months. Half of all respondents do not agree the President's SLT support new ideas for improving services.

Workload

Many respondents feel they have had to put in a lot of extra time in the last 12 months to meet the demands of their workload (65%). Some 33% say they are not able to take regular breaks on most days and 36% are unable to handle all the conflicting demands on their time at work.

Communication

Many respondents do not agree there are effective channels for them to feed their views upwards in the University (49%) or that their views are listened to (49%). Some 44% do not agree, on the whole, communication in the University is effective, and 37% do not feel communications between teams/sections are effective.

Acting upon the survey results

Some 64% of respondents say they have not taken part in discussions about staff survey results within their School/Directorate/cultural institution and 55% say they have not had the opportunity to contribute to action planning activities. The same proportion have not seen improvements since the last survey (55%).

Discrimination and harassment and bullying

Some 656 respondents (or 9%) say they have felt discriminated against at work in the last 12 months. This is below the median figure of 10% in other HEIs Capita has surveyed recently.

A total of 337 respondents (or 5%) say they are currently being harassed or bullied at work; this proportion is the same as in the 2017 and 2015, and it is slightly higher than the median figure of 4% in other HEIs.

Stress

7% of respondents say they always, and 28% say they frequently, feel stressed at work, while 57% occasionally feel this. Some 36% of those feeling stressed say their stress has had an impact on their ability to cope with the work demands placed on them.

Your comments

Respondents were asked to choose the main thing they feel could be improved about working for the University. The top 5 themes arising from people's comments are listed below:

1. Senior Leadership (605 comments)
2. Communication (400 comments)
3. Job security (398 comments)
4. Pay and benefits (388 comments)
5. Feeling valued/supported (387 comments)