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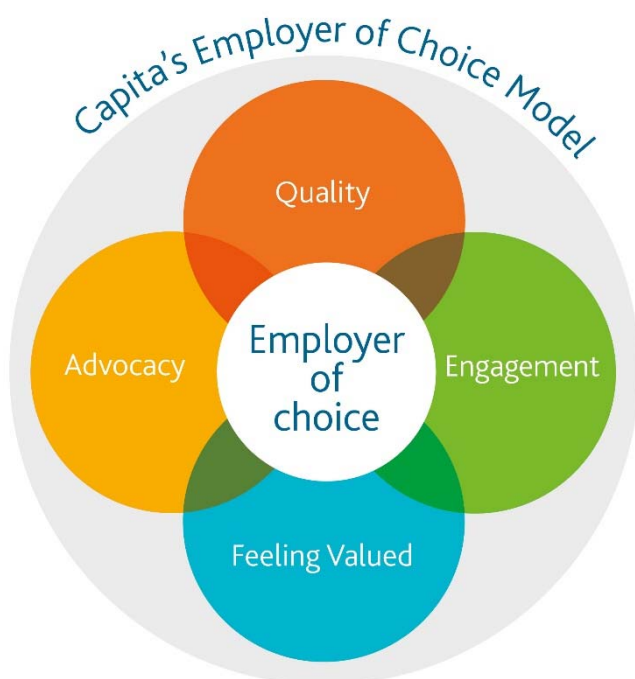
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Area of Work Report
Delivering quality survey, research and analysis solutions

School of Chemical Engineering and Analytical Science
Staff Survey 2019

June 2019

Project Number: 8383

CAPITA

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The University of Manchester
School of Chemical Engineering and Analytical Science

Background

In March 2019, The University of Manchester launched its staff survey, to provide an opportunity for employees to feedback on their experiences in working for the University and to highlight issues they feel should be addressed in the future.

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

The survey was distributed on 4th March 2019 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.

In addition, UMC staff received invitations to participate in the staff survey. UMC achieved 167 responses from 474 members of staff invited, equivalent to a 35% response rate. The results are reported separately from this report.

Response Rate

The School of Chemical Engineering and Analytical Science achieved a response rate of 73% i.e. 105 out of 143 employees responded to the survey.

Presentation of results

This report presents a summary of the results for the School of Chemical Engineering and Analytical Science, referred to as area of work (AoW) throughout this report.

Part A: Areas of Strength and Areas for Improvement

All positive perceptions for the primary questions/statements in the 2019 survey in descending ranked order. All results are colour coded to help to identify areas of strength or opportunities for improvement. A comparison to the 2017 results is included.

Part B: Area of Work Results compared to the University Results

A table of results designed to give an overview of the survey results at University level and by Area of Work. Results for the area of work are colour coded red, amber or green and show a comparison to the University question results.

Part C: Area of Work Results in Frequency Data Format

This format provides figures for the number and percentage of respondents to each individual question, encompassing all response options, for example a count and percentage would be given for each of 'Agree', 'Tend to agree', 'Tend to disagree' and 'Disagree'.

Reliability of results

The accuracy of survey results is related to the size of the responding sample, not the whole organisation from which it is drawn. Very low response rates run the risk of non-response bias, e.g. if only 30% of an organisation participate can you be sure that the views of the 30% who responded are the same as the 70% who didn't respond? As a rule of thumb a sample size of 200 responses or a 50% response rate is considered the minimum for opinion research whatever the organisation size, and will overcome non-response bias. 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 population, so we cannot be 100% certain that the figures obtained are exactly those we would have if everybody had returned their questionnaires, i.e. the 'true values'. We can, however, predict the variation between the sample results and the 'true' values from the knowledge of the size of the samples on which the results are based, the 'confidence level'.

In social research, the most common measure of confidence for this prediction is the 95% confidence interval – where the chances are 95 out of 100 that the true value would be within a specified range – i.e. if everyone had responded. As a general guide it is calculated that the results for the School of Chemical Engineering and Analytical Science are within ± 3% (the confidence interval), for each question.

Understanding the effect of rounding

Figures throughout this report are displayed as whole numbers for the ease of reading. To ensure the figures are as accurate as possible we apply rounding to the figures to the nearest percentage point. Sometimes this will mean that the figures shown may not be identical if calculations are performed using the figures displayed in the report, however any difference would not be larger than ± 1 percentage point.

Therefore, if you sum the percentages for all the response options to a question the figure may not sum to 100%, but may sum to 99% or 101%.

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

In the example shown below, if we sum the displayed percentages for *agree* and *tend to agree* to calculate the percentage positive response it would be 91%, however, by using raw figures we calculate the result more accurately to 91.5289% which is rounded up to 92%.

EXAMPLE:

	Agree	Tend to Agree	Tend to Disagree	Disagree	Total	Total Positive responses calculation
	(A)	(B)	(C)	(D)	A+B+C+D	A+B
Number of responses	4289	2464	448	177	7,378	6,753
Percent of responses	58.1323%	33.3966%	6.0721%	2.3990%	100.0000%	91.5289% (this rounds up to 92%)
Rounds to	58%	33%	6%	2%	99%	91%

Note

When calculating the percentage point differences between survey results, the whole numbers for each result, following the rounding of the raw figures, are used.

Part A: Areas of strength and areas identified for improvement

This part of the report displays all the primary questions in the survey in table format for area of work. The table contains the 2019 percentage; the 2017 percentage; and the percentage point change between the two years where a comparison is available. A summary table of the overall number of improvements and deteriorations between the 2019 and 2017 survey results is shown on the top of each page.

The table presents results in ranked in descending order i.e. the most positive responses appear at the top of the list. The question/statement results are colour coded to help to identify areas of strength or opportunities for improvement.

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

GREEN indicates 'strength'- agreement from 75% or more of staff

AMBER indicates 'opportunities for improvement' - agreement from between 51% and 74% of staff

RED indicates 'areas for improvement' - agreement from 50% or fewer staff.

Calculating the 'combined positive' perceptions

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

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

For example, to find the 'combined positive' result for the question '*Relationships at work are strained*' we add together the 'Disagree' and 'Tend to Disagree' responses as these are the respondents who have said '*Relationships at work are __not__ strained*'.

A second example, the 'positive' response in relation to the question *'Do you believe you are currently being harassed or bullied at work?'* is the 'No' response, i.e. those respondents who have said '*I __am not__ currently being harassed or bullied at work*'.

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

Notes

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

Sub-set questions/statements are only asked of participants meeting certain criteria (usually giving specific response(s) to a previous question) and therefore are answered by a smaller number of participants. To ensure anonymity is maintained, some of the sub-set questions/statements are excluded from this analysis. However, as a large proportion of employees have responded to the sub-set questions in Question Block 6: Performance and Personal Development (Q6-2 to Q6-6), and Q8-10 'Has your stress had an impact on your ability to cope with the work demands placed on you?' these follow up sub-set questions are used in the analysis.

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Area of Work: School of Chemical Engineering and Analytical Science

The table below shows the percentage of respondents who gave a positive response to the question.

Responses to negatively phrased questions (highlighted in grey) have been treated in reverse to allow direct comparison with positively worded questions / statements. e.g. Q8-7 Relationships at work are not strained, the percentage stated represents the respondents who said 'Tend to Disagree' and 'Disagree' to the question Q8-7 Relationships at work are strained (i.e. gave the positive response).

There may be variation up to 1% when compared to the Frequency Data report due to rounding.

■ 75% or higher = Strength	Improvements: 24
■ 51% - 74% = Opportunity for improvement	No change: 10
■ 50% or lower = Needs improvement	Deteriorations: 46

Question	Total number of responses: 105 2019 %	100 2017 %	Per Diff +/-
Q2-2 I agree with the University Core Goal to support world-leading research	98	98	0
Q2-3 I agree with the University Core Goal to deliver outstanding teaching, learning and student experience	98	96	2
Q2-4 I agree with the University Core Goal to make a positive contribution to society	98	97	1
Q10-1 I feel safe and secure at the University	98	98	0
Q6-2 Did you agree clear objectives as part of your P&DR/probation review? (Based on people who had an individual Performance and Development Review (P&DR) or probation review in the last 12 months – from Q6-1)	96	95	1
Q7-1d I have a clear understanding about expected standards of behaviour	96	96	0
Q9-6 I am not currently being harassed or bullied at work	96	95	1
Q8-1 I can decide on my own how to go about doing my work	95	91	4
Q1-1 The University is a good place to work	94	98	-4
Q7-1a I have a clear understanding about my role within the University	94	93	1
Q7-1b I have a clear understanding about what I am expected to achieve in my job	94	92	2
Q9-11 I have not felt discriminated against at work in the last 12 months	94	93	1
Q2-5 I feel proud to work for the University	93	96	-3
Q10-3 I have a place I can go for a break at work	93	87	6
Q1-6 I am interested in the University; to me it's not just a job	92	94	-2
Q7-1c I have a clear understanding about expected standards of performance	92	92	0
Q7-2 I have the information I need to do my job well	92	89	3
Q9-5a I feel the University acts fairly with regard to recruitment	92	88	4
Q6-3 As part of your P&DR, did you agree personal development objectives? (Based on people who had an individual Performance and Development Review (P&DR) or probation review in the last 12 months – from Q6-1)	91	92	-1
Q1-8 Research staff are valued as part of the University community	90	92	-2
Q9-2 Are you aware of the zero tolerance to bullying and harassment campaigns ('We Get it', 'Speak Up, Stand Up')?	90	80	10
Q2-1 I understand what the core goals of the University are	89	94	-5
Q8-3 I am satisfied with the support I get from my work colleagues	89	92	-3
Q10-4 Facilities for teaching students are good	89	83	6
Q10-6 I am aware of the services the University provides to support my well-being	89	88	1
Q1-10 Overall, I am satisfied with my job	88	92	-4
Q9-4 I believe the University is committed to equality of opportunity for all of its staff	88	92	-4
Q1-2 I feel part of the University	87	91	-4

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Area of Work: School of Chemical Engineering and Analytical Science

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

Improvements:	24
No change:	10
Deteriorations:	46

Question	Total number of responses:	105 2019 %	100 2017 %	Per Diff +/-
Q6-9 In the past 12 months, have you taken part in any type of work-related learning or development (including e-learning, online learning or face-to-face training)?		86	67	19
Q10-7 Do you know how to report accidents and incidents?		86	83	3
Q1-4 I feel valued by the people I work with		85	89	-4
Q9-3 I am aware of my responsibilities within the University's Dignity at Work and Study Policy on bullying, harassment and discrimination		85	83	2
Q5-1 My immediate line manager gives me recognition for work done well		84	87	-3
Q5-2 My immediate line manager provides me with feedback about my performance		84	84	0
Q6-6 Overall, my P&DR/probation review was useful (Based on people who had an individual Performance and Development Review (P&DR) or probation review in the last 12 months – from Q6-1)		84	84	0
Q10-5 Facilities for research are good		84	75	9
Q2-8 Would you recommend the University to a friend as a place to work?		83	97	-14
Q2-9 Would you recommend the University to a friend as a place to study?		83		
Q8-7 Relationships at work are not strained		83	83	0
Q9-5d I feel the University acts fairly with regard to training and development		83	89	-6
Q1-3 I feel part of my School/PS Directorate/cultural institution		82	89	-7
Q4-2 My local School or Department or Division is managed well		82		
Q8-2 I am satisfied with the support I get from my immediate manager		82	89	-7
Q5-5 My immediate line manager involves me in decisions that affect me or my area of work		81	81	0
Q6-7 I am satisfied with my current level of learning and development		81	85	-4
Q12-1 I intend to stay working for the University for at least the next three years		81		
Q9-1 Are you aware of the University's Dignity at Work and Study Policy?		80	73	7
Q1-7 Teaching staff are valued as part of the University community		79	80	-1
Q5-3 My immediate line manager keeps me informed about things I should know about		79	84	-5
Q5-4 My immediate line manager communicates effectively with me and my team		79	84	-5
Q5-8 My immediate line manager helps me develop in my role		79		
Q7-3 I am well informed about what is happening in the team/section I work in		79	86	-7
Q6-8 Overall, I feel there are sufficient learning and development opportunities available to me to do my job more effectively		78	79	-1
Q5-7 My immediate line manager deals with poor performance effectively		77	73	4
Q1-9 Professional services staff are valued as part of the University community		76	81	-5
Q7-6 Overall, I feel the University offers a good pay and benefits package		76	81	-5
Q6-1 Have you had an individual Performance and Development Review (P&DR) or probation review in the last 12 months?		75	77	-2
Q7-5 My job security at the University is good		72	77	-5
Q10-2 I have a comfortable work space (including temperature, lighting, etc.)		72	84	-12
Q7-4 I feel fairly paid for the work I do		71	71	0
Q3-1 The President's Senior Leadership Team manage and lead the University well		70	94	-24
Q3-2 The President's Senior Leadership Team set out a clear vision of where the organisation is headed		70	90	-20
Q4-1 My Faculty or Professional Service Directorate or cultural institution is managed well		69		

Area of Work: School of Chemical Engineering and Analytical Science

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

Improvements:	24
No change:	10
Deteriorations:	46

Question	Total number of responses: 105 2019 %	100 2017 %	Per Diff +/-
Q8-4 Communications between teams/sections are effective	69	80	-11
Q8-8 I am able to take regular breaks on most days	69	61	8
Q6-5 Has your line manager supported you in accessing the learning and development identified in your personal development objectives? (Based on people who agreed personal development objectives – from Q6-3)	68	70	-2
Q5-6 My immediate line manager helps me find a good work-life balance	67	76	-9
Q6-4 Have you completed, or are you in the process of completing, your personal development objectives? (Based on people who agreed personal development objectives – from Q6-3)	67	59	8
Q8-10 My stress has not had an impact on my ability to cope with the work demands placed on me (Based on people feeling stressed at work 'Always', 'Frequently' or 'Occasionally' – from Q8-9)	67	67	0
Q9-5b I feel the University acts fairly with regard to career progression/promotion	66	74	-8
Q1-5 I feel I have a good work life balance	65	68	-3
Q12-2 I am confident results of the staff survey will be acted upon	65		
Q3-5 The President's Senior Leadership Team communicate well and keep staff informed on important issues	63	73	-10
Q11-5 Generally, I believe positive action will be taken as a result of this survey	63	68	-5
Q11-2 Generally, I am consulted about changes that affect my team/School/Directorate	62	64	-2
Q2-7 There are effective channels for me to feed my views upwards in the University	59	61	-2
Q11-4 Generally, I have seen some positive changes in the last 12 months	58	73	-15
Q2-6 On the whole, communication in the University is effective	56	63	-7
Q3-3 The President's Senior Leadership Team support new ideas for improving services	56	74	-18
Q8-6 I am able to handle all the conflicting demands on my time at work	56	57	-1
Q9-5c I feel the University acts fairly with regard to rewarding exceptional performance	56	62	-6
Q11-1 Generally, change within the University is managed well	56	67	-11
Q12-3 I have seen improvements since the last survey	56		
Q12-5 I feel my views are listened to	56		
Q12-6 I have had the opportunity to contribute to action planning activities	51		
Q3-4 The President's Senior Leadership Team listen to and respond to the views of staff	47	67	-20
Q6-10 In the past 12 months, have you received any work-related mentoring?	34		
Q12-4 I have taken part in discussions within my School/ Directorate/Department/cultural institution about our staff survey results	34		
Q8-5 I feel I have not had to put in a lot of extra time in the last 12 months to meet the demands of my workload	22	21	1
Q6-11 In the past 12 months, have you received any work-related coaching?	20		
Q11-3 Generally, more could not be done to help staff prepare for and cope with change	18	20	-2
Q8-9 I never feel stressed at work	8	7	1

Part B: Area of Work Results compared to the University Results

This part of the report, known as RAG (Red, Amber, Green) tables, is designed to give an overview of the survey results at area of work level compared to the University results.

Each question is listed in the order it appears in the survey. The figures given are the 'combined positive' i.e. the percentage of respondents who provided a positive response to the question. A higher result indicates a more positive response and a better outcome.

The 'combined positive' result for most questions are calculated by adding together the 'Agree' and 'Tend to Agree' responses and using the resulting combined percentage or using the straightforward 'Yes' responses to the questions.

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

For example, the results for the statement '*Relationships at work are strained'* are displayed for those who said *'Disagree'* or *'Tend to Disagree'* to this statement i.e. the positive perception.

The text has therefore been reworded to *'Relationships at work are **not** strained'* and these questions/statements have been highlighted in grey in the tables.

Colour coding is used to identify whether a group has more positive or negative views than the University result.

🟥	Where a group is at least 10 percentage points worse than the University result, the cell is coloured red.
🟧	Where a group is between 5 and 10 percentage points worse than the University result, the cell is coloured amber.
🟩	Where a group is at least 10 percentage points better than the University result, the cell is coloured green.

At the top of the sheet is a count of the number of questions coded red, amber and green for each group.

The RAG report is designed to aid local action planning by understanding whether a group has particular areas of strength and improvement of their own.

The report includes quantitative data only and not data from qualitative questions (free text questions).

Sub-set questions/statements are only asked of participants meeting certain criteria, usually giving specific response(s) to a previous question, and therefore are answered by a smaller number of participants. To ensure anonymity is maintained, some of the sub-set questions/statements are excluded from this analysis.

However, as a large number of staff have responded to the sub-set questions in Question Block 6: Performance and Personal Development (Q6-2 to Q6-6), and Q8-10 'Has your stress had an impact on your ability to cope with the work demands placed on you?' these follow up sub-set questions are used in the analysis.

The table below shows the 'combined positive' i.e. the percentage of respondents answering 'Agree' and 'Tend to Agree' (or 'Yes') to positively worded questions or 'Disagree' and 'Tend to Disagree' (or 'No') to negatively worded questions, unless otherwise stated in the question text.

Responses to negatively phrased questions (highlighted in grey) have been treated in reverse to allow direct comparison with positively worded questions / statements. e.g. Q8-7 Relationships at work are not strained, the percentage stated represents the respondents who said 'Tend to Disagree' and 'Disagree' to the question Q8-7 Relationships at work are strained (i.e. gave the positive response).

The data is categorised by The University of Manchester 2019, 2017, and the difference between the results, then by Faculty and by area of work. The coloured cells indicate a difference to the overall organisation score.

There may be variation up to 1% when compared to the Frequency Data report due to rounding.

Total Reds	0	1			
Total Ambers	4	5			
Total Greens	0	9			

	Question	The University of Manchester 2019	The University of Manchester 2017	+/- Difference	Faculty of Science and Engineering	School of Chemical Engineering and Analytical Science
Total number of respondents		7424	7658		1539	105
		%	%	%	%	%
1: Job Satisfaction	Q1-1 The University is a good place to work	92	93	-1	92	94
	Q1-2 I feel part of the University	81	82	-1	82	87
	Q1-3 I feel part of my School/PS Directorate/cultural institution	77	79	-2	78	82
	Q1-4 I feel valued by the people I work with	81	81	0	82	85
	Q1-5 I feel I have a good work life balance	70	70	0	67	65
	Q1-6 I am interested in the University; to me it's not just a job	87	87	0	88	92
	Q1-7 Teaching staff are valued as part of the University community	81	83	-2	81	79
	Q1-8 Research staff are valued as part of the University community	87	88	-1	86	90
	Q1-9 Professional services staff are valued as part of the University community	70	72	-2	71	76
	Q1-10 Overall, I am satisfied with my job	80	81	-1	81	88
2: University Goals and Values	Q2-1 I understand what the core goals of the University are	87	90	-3	87	89
	Q2-2 I agree with the University Core Goal to support world-leading research	97	97	0	96	98
	Q2-3 I agree with the University Core Goal to deliver outstanding teaching, learning and student experience	98	98	0	97	98
	Q2-4 I agree with the University Core Goal to make a positive contribution to society	97	97	0	96	98
	Q2-5 I feel proud to work for the University	89	91	-2	89	93
	Q2-6 On the whole, communication in the University is effective	56	62	-6	52	56
	Q2-7 There are effective channels for me to feed my views upwards in the University	51	54	-3	49	59
	Q2-8 Would you recommend the University to a friend as a place to work?	76	78	-2	75	83
	Q2-9 Would you recommend the University to a friend as a place to study?	79			78	83

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Total Reds	0	1
Total Ambers	4	5
Total Greens	0	9

	Question	Total number of respondents	The University of Manchester 2019	The University of Manchester 2017	+/- Difference		Faculty of Science and Engineering	School of Chemical Engineering and Analytical Science
			7424	7658			1539	105
			%	%	%		%	%
3: Senior Leadership	Q3-1 The President's Senior Leadership Team manage and lead the University well		59	65	-6		56	70
	Q3-2 The President's Senior Leadership Team set out a clear vision of where the organisation is headed		63	71	-8		61	70
	Q3-3 The President's Senior Leadership Team support new ideas for improving services		50	54	-4		46	56
	Q3-4 The President's Senior Leadership Team listen to and respond to the views of staff		42	47	-5		39	47
	Q3-5 The President's Senior Leadership Team communicate well and keep staff informed on important issues		56	63	-7		54	63
4: Faculty/ School/ Directorate/ Divisional/ Cultural Institution Senior Management	Q4-1 My Faculty or Professional Service Directorate or cultural institution is managed well		61				56	69
	Q4-2 My local School or Department or Division is managed well		70				74	82
5: My Manager	Q5-1 My immediate line manager gives me recognition for work done well		80	78	2		76	84
	Q5-2 My immediate line manager provides me with feedback about my performance		76	76	0		72	84
	Q5-3 My immediate line manager keeps me informed about things I should know about		80	79	1		76	79
	Q5-4 My immediate line manager communicates effectively with me and my team		77	76	1		74	79
	Q5-5 My immediate line manager involves me in decisions that affect me or my area of work		75	74	1		72	81
	Q5-6 My immediate line manager helps me find a good work-life balance		72	70	2		66	67
	Q5-7 My immediate line manager deals with poor performance effectively		68	67	1		65	77
	Q5-8 My immediate line manager helps me develop in my role		73				69	79

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Total Reds	0	1
Total Ambers	4	5
Total Greens	0	9

Question	The University of Manchester 2019	The University of Manchester 2017	+/- Difference	Faculty of Science and Engineering	School of Chemical Engineering and Analytical Science
Total number of respondents	7424	7658		1539	105
	%	%	%	%	%
6: Performance and Personal Development					
Q6-1 Have you had an individual Performance and Development Review (P&DR) or probation review in the last 12 months?	73	72	1	64	75
Q6-2 Did you agree clear objectives as part of your P&DR/probation review? (Based on people who had an individual Performance and Development Review (P&DR) or probation review in the last 12 months – from Q6-1)	91	90	1	90	96
Q6-3 As part of your P&DR, did you agree personal development objectives? (Based on people who had an individual Performance and Development Review (P&DR) or probation review in the last 12 months – from Q6-1)	85	84	1	83	91
Q6-4 Have you completed, or are you in the process of completing, your personal development objectives? (Based on people who agreed personal development objectives – from Q6-3)	68	53	15	68	67
Q6-5 Has your line manager supported you in accessing the learning and development identified in your personal development objectives? (Based on people who agreed personal development objectives – from Q6-3)	67	65	2	67	68
Q6-6 Overall, my P&DR/probation review was useful (Based on people who had an individual Performance and Development Review (P&DR) or probation review in the last 12 months – from Q6-1)	74	76	-2	74	84
Q6-7 I am satisfied with my current level of learning and development	75	78	-3	76	81
Q6-8 Overall, I feel there are sufficient learning and development opportunities available to me to do my job more effectively	74	76	-2	75	78
Q6-9 In the past 12 months, have you taken part in any type of work-related learning or development (including e-learning, online learning or face-to-face training)?	79	60	19	79	86
Q6-10 In the past 12 months, have you received any work-related mentoring?	23			25	34
Q6-11 In the past 12 months, have you received any work-related coaching?	17			19	20
7: My Role					
Q7-1a I have a clear understanding about my role within the University	90	91	-1	89	94
Q7-1b I have a clear understanding about what I am expected to achieve in my job	89	89	0	87	94
Q7-1c I have a clear understanding about expected standards of performance	90	91	-1	89	92
Q7-1d I have a clear understanding about expected standards of behaviour	95	96	-1	95	96
Q7-2 I have the information I need to do my job well	83	84	-1	82	92
Q7-3 I am well informed about what is happening in the team/section I work in	77	77	0	74	79
Q7-4 I feel fairly paid for the work I do	67	67	0	64	71
Q7-5 My job security at the University is good	62	70	-8	62	72
Q7-6 Overall, I feel the University offers a good pay and benefits package	75	78	-3	71	76

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Total Reds	0	1
Total Ambers	4	5
Total Greens	0	9

Total number of respondents	7424	7658		1539	105

	Question	The University of Manchester 2019 %	The University of Manchester 2017 %	+/- Difference %	Faculty of Science and Engineering %	School of Chemical Engineering and Analytical Science %
8: My Work Experience	Q8-1 I can decide on my own how to go about doing my work	93	92	1	94	95
	Q8-2 I am satisfied with the support I get from my immediate manager	81	82	-1	79	82
	Q8-3 I am satisfied with the support I get from my work colleagues	89	89	0	86	89
	Q8-4 Communications between teams/sections are effective	63	64	-1	62	69
	Q8-5 I feel I have not had to put in a lot of extra time in the last 12 months to meet the demands of my workload	35	34	1	29	22
	Q8-6 I am able to handle all the conflicting demands on my time at work	64	64	0	61	56
	Q8-7 Relationships at work are not strained	74	74	0	76	83
	Q8-8 I am able to take regular breaks on most days	67	67	0	67	69
	Q8-9 I never feel stressed at work	8	9	-1	6	8
	Q8-10 My stress has not had an impact on my ability to cope with the work demands placed on me (Based on people feeling stressed at work 'Always', 'Frequently' or 'Occasionally' – from Q8-9)	64	68	-4	62	67
9: Dignity at Work	Q9-1 Are you aware of the University's Dignity at Work and Study Policy?	74	71	3	74	80
	Q9-2 Are you aware of the zero tolerance to bullying and harassment campaigns ('We Get it', 'Speak Up, Stand Up')?	85	78	7	87	90
	Q9-3 I am aware of my responsibilities within the University's Dignity at Work and Study Policy on bullying, harassment and discrimination	85	82	3	86	85
	Q9-4 I believe the University is committed to equality of opportunity for all of its staff	83	87	-4	83	88
	Q9-5a I feel the University acts fairly with regard to recruitment	81	82	-1	81	92
	Q9-5b I feel the University acts fairly with regard to career progression/promotion	60	62	-2	59	66
	Q9-5c I feel the University acts fairly with regard to rewarding exceptional performance	58	60	-2	57	56
	Q9-5d I feel the University acts fairly with regard to training and development	80	83	-3	82	83
	Q9-6 I am not currently being harassed or bullied at work	95	95	0	95	96
	Q9-11 I have not felt discriminated against at work in the last 12 months	91	91	0	91	94
10: Physical Environment	Q10-1 I feel safe and secure at the University	94	95	-1	93	98
	Q10-2 I have a comfortable work space (including temperature, lighting, etc.)	78	79	-1	80	72
	Q10-3 I have a place I can go for a break at work	83	81	2	86	93
	Q10-4 Facilities for teaching students are good	88	86	2	84	89
	Q10-5 Facilities for research are good	91	91	0	87	84
	Q10-6 I am aware of the services the University provides to support my well-being	85	82	3	81	89
	Q10-7 Do you know how to report accidents and incidents?	75	73	2	80	86

CAPITA

Total Reds	0	1
Total Ambers	4	5
Total Greens	0	9

	Total number of respondents	7424	7658		1539	105
	Question	The University of Manchester 2019	The University of Manchester 2017	+/- Difference	Faculty of Science and Engineering	School of Chemical Engineering and Analytical Science
		%	%	%	%	%
11: Managing Change	Q11-1 Generally, change within the University is managed well	48	54	-6	45	56
	Q11-2 Generally, I am consulted about changes that affect my team/School/Directorate	53	56	-3	55	62
	Q11-3 Generally, more could not be done to help staff prepare for and cope with change	17	20	-3	19	18
	Q11-4 Generally, I have seen some positive changes in the last 12 months	53	56	-3	50	58
	Q11-5 Generally, I believe positive action will be taken as a result of this survey	55	59	-4	54	63
12: Acting upon the Survey	Q12-1 I intend to stay working for the University for at least the next three years	81			79	81
	Q12-2 I am confident results of the staff survey will be acted upon	56			56	65
	Q12-3 I have seen improvements since the last survey	45			45	56
	Q12-4 I have taken part in discussions within my School/Directorate/Department/cultural institution about our staff survey results	36			34	34
	Q12-5 I feel my views are listened to	51			50	56
	Q12-6 I have had the opportunity to contribute to action planning activities	45			44	51

Part C: Area of Work Results in Frequency Data Format

This part of the report provides figures for the number and percentage of respondents to each individual question, encompassing all response options. For example a count and percentage would be given for each of 'Agree', 'Tend to agree', 'Tend to disagree' and 'Disagree'.

Each section displays questions in table 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.

Sub-set questions/statements are only asked of participants meeting certain criteria, usually giving specific response(s) to a previous question, and therefore are answered by a smaller number of participants. To ensure anonymity is maintained, some of the sub-set questions/statements are excluded from this analysis. For the same reason, the background/demographic details of the individuals responding to the survey are also excluded.

However, as a large number of staff have responded to the sub-set questions in Question Block 6: Performance and Personal Development (Q6-2 to Q6-6), and Q8-10 'Has your stress had an impact on your ability to cope with the work demands placed on you?' these follow up sub-set questions are used in the analysis.

Where data is available (i.e. the same question was asked in 2017), staff survey responses for the previous year are provided for comparison. Not all questions in the 2019 Survey were asked in 2017.

CAPITA

Area of Work: School of Chemical Engineering and Analytical Science

Question Block 1: Job Satisfaction

		2019		**2017**	

Q1-1 *The University is a good place to work*

		2019		2017	
	Agree	72	69%	74	75%
	Tend to Agree	27	26%	23	23%
	Tend to Disagree	5	5%	2	2%
	Disagree	1	1%	0	0%
	Total:	**105**		**99**	

Q1-2 *I feel part of the University*

		2019		2017	
	Agree	41	39%	53	54%
	Tend to Agree	49	47%	37	37%
	Tend to Disagree	13	13%	8	8%
	Disagree	1	1%	1	1%
	Total:	**104**		**99**	

Q1-3 *I feel part of my School/PS Directorate/cultural institution*

		2019		2017	
	Agree	51	50%	51	51%
	Tend to Agree	33	32%	38	38%
	Tend to Disagree	12	12%	8	8%
	Disagree	6	6%	3	3%
	Total:	**102**		**100**	

Q1-4 *I feel valued by the people I work with*

		2019		2017	
	Agree	44	42%	45	45%
	Tend to Agree	44	42%	44	44%
	Tend to Disagree	12	12%	10	10%
	Disagree	4	4%	1	1%
	Total:	**104**		**100**	

Q1-5 *I feel I have a good work life balance*

		2019		2017	
	Agree	31	30%	30	30%
	Tend to Agree	37	36%	38	38%
	Tend to Disagree	22	21%	21	21%
	Disagree	14	13%	11	11%
	Total:	**104**		**100**	

Q1-6 *I'm not interested in the University; to me it's just a job*

		2019		2017	
	Agree	2	2%	3	3%
	Tend to Agree	6	6%	3	3%
	Tend to Disagree	33	32%	22	22%
	Disagree	61	60%	71	72%
	Total:	**102**		**99**	

Q1-7 *Teaching staff are valued as part of the University community*

		2019		2017	
	Agree	27	26%	31	33%
	Tend to Agree	54	53%	44	47%
	Tend to Disagree	19	19%	16	17%
	Disagree	2	2%	3	3%
	Total:	**102**		**94**	

CAPITA

Area of Work: School of Chemical Engineering and Analytical Science

Question Block 1: Job Satisfaction

		2019		**2017**	

Q1-8 ***Research staff are valued as part of the University community***

		2019		2017	
Agree		45	44%	48	49%
Tend to Agree		47	46%	41	42%
Tend to Disagree		8	8%	6	6%
Disagree		2	2%	2	2%
Total:		**102**		**97**	

Q1-9 ***Professional services staff are valued as part of the University community***

		2019		2017	
Agree		26	26%	32	34%
Tend to Agree		51	50%	44	47%
Tend to Disagree		21	21%	15	16%
Disagree		3	3%	3	3%
Total:		**101**		**94**	

Q1-10 ***Overall, I am satisfied with my job***

		2019		2017	
Agree		42	40%	47	47%
Tend to Agree		50	48%	45	45%
Tend to Disagree		11	11%	6	6%
Disagree		1	1%	2	2%
Total:		**104**		**100**	

Area of Work: School of Chemical Engineering and Analytical Science

Question Block 2: University Goals and Values

		2019		**2017**	

Q2-1   *I understand what the core goals of the University are*

	2019		2017	
Agree	57	56%	56	57%
Tend to Agree	34	33%	36	37%
Tend to Disagree	10	10%	5	5%
Disagree	1	1%	1	1%
Total:	**102**		**98**	

Q2-2   *I agree with the University Core Goal to support world-leading research*

	2019		2017	
Agree	76	75%	72	72%
Tend to Agree	24	24%	26	26%
Tend to Disagree	1	1%	1	1%
Disagree	1	1%	1	1%
Total:	**102**		**100**	

Q2-3   *I agree with the University Core Goal to deliver outstanding teaching, learning and student experience*

	2019		2017	
Agree	78	76%	76	77%
Tend to Agree	22	22%	19	19%
Tend to Disagree	1	1%	3	3%
Disagree	1	1%	1	1%
Total:	**102**		**99**	

Q2-4   *I agree with the University Core Goal to make a positive contribution to society*

	2019		2017	
Agree	77	75%	73	73%
Tend to Agree	24	23%	24	24%
Tend to Disagree	1	1%	2	2%
Disagree	1	1%	1	1%
Total:	**103**		**100**	

Q2-5   *I feel proud to work for the University*

	2019		2017	
Agree	64	62%	71	71%
Tend to Agree	32	31%	25	25%
Tend to Disagree	5	5%	2	2%
Disagree	2	2%	2	2%
Total:	**103**		**100**	

Q2-6   *On the whole, communication in the University is effective*

	2019		2017	
Agree	14	14%	20	20%
Tend to Agree	43	43%	42	43%
Tend to Disagree	28	28%	24	24%
Disagree	16	16%	12	12%
Total:	**101**		**98**	

Area of Work: School of Chemical Engineering and Analytical Science

Question Block 2: University Goals and Values

		2019		**2017**	

Q2-7 ***There are effective channels for me to feed my views upwards in the University***

		2019		2017	
	Agree	10	10%	19	19%
	Tend to Agree	50	50%	41	42%
	Tend to Disagree	21	21%	28	29%
	Disagree	20	20%	10	10%
	Total:	**101**		**98**	

Q2-8 ***Would you recommend the University to a friend as a place to work?***

	Yes	85	83%	92	97%
	No	9	9%	3	3%
	Don't Know	9	9%	0	0%
	Total:	**103**		**95**	

Q2-9 ***Would you recommend the University to a friend as a place to study?***

	Yes	85	83%		
	No	8	8%		
	Don't Know	10	10%		
	Total:	**103**			

Area of Work: School of Chemical Engineering and Analytical Science

Question Block 3: Senior Leadership

		2019		2017	

Q3-1 *The President's Senior Leadership Team manage and lead the University well*

		2019		2017	
Agree		23	23%	26	33%
Tend to Agree		47	47%	48	61%
Tend to Disagree		12	12%	5	6%
Disagree		7	7%	0	0%
Don't Know		11	11%	0	0%
	Total:	100		79	

Q3-2 *The President's Senior Leadership Team set out a clear vision of where the organisation is headed*

		2019		2017	
Agree		23	23%	34	41%
Tend to Agree		46	47%	40	49%
Tend to Disagree		10	10%	6	7%
Disagree		9	9%	2	2%
Don't Know		10	10%	0	0%
	Total:	98		82	

Q3-3 *The President's Senior Leadership Team support new ideas for improving services*

		2019		2017	
Agree		15	15%	23	32%
Tend to Agree		40	41%	30	42%
Tend to Disagree		18	18%	13	18%
Disagree		10	10%	6	8%
Don't Know		15	15%	0	0%
	Total:	98		72	

Q3-4 *The President's Senior Leadership Team listen to and respond to the views of staff*

		2019		2017	
Agree		13	13%	22	29%
Tend to Agree		34	34%	29	38%
Tend to Disagree		22	22%	19	25%
Disagree		15	15%	6	8%
Don't Know		15	15%	0	0%
	Total:	99		76	

Q3-5 *The President's Senior Leadership Team communicate well and keep staff informed on important issues*

		2019		2017	
Agree		18	18%	26	31%
Tend to Agree		45	45%	35	42%
Tend to Disagree		15	15%	19	23%
Disagree		15	15%	3	4%
Don't Know		7	7%	0	0%
	Total:	100		83	

Area of Work: School of Chemical Engineering and Analytical Science
Question Block 4: Faculty/School/Directorate/Divisional/Cultural Institution Senior Management

		2019		**2017**

Q4-1   *My Faculty or Professional Service Directorate or cultural institution is managed well*

		2019		2017
Agree		22	22%	
Tend to Agree		48	47%	
Tend to Disagree		13	13%	
Disagree		7	7%	
Don't Know		12	12%	
	Total:	**102**		

Q4-2   *My local School or Department or Division is managed well*

		2019		2017
Agree		49	48%	
Tend to Agree		35	34%	
Tend to Disagree		12	12%	
Disagree		3	3%	
Don't Know		4	4%	
	Total:	**103**		

Area of Work: School of Chemical Engineering and Analytical Science

Question Block 5: My Manager

		2019		**2017**	

Q5-1   *My immediate line manager gives me recognition for work done well*

	2019		2017	
Agree	58	56%	56	56%
Tend to Agree	29	28%	31	31%
Tend to Disagree	10	10%	7	7%
Disagree	6	6%	6	6%
Total:	**103**		**100**	

Q5-2   *My immediate line manager provides me with feedback about my performance*

	2019		2017	
Agree	49	48%	56	56%
Tend to Agree	37	36%	28	28%
Tend to Disagree	9	9%	11	11%
Disagree	7	7%	5	5%
Total:	**102**		**100**	

Q5-3   *My immediate line manager keeps me informed about things I should know about*

	2019		2017	
Agree	49	48%	52	52%
Tend to Agree	32	31%	32	32%
Tend to Disagree	16	16%	11	11%
Disagree	6	6%	5	5%
Total:	**103**		**100**	

Q5-4   *My immediate line manager communicates effectively with me and my team*

	2019		2017	
Agree	45	44%	51	52%
Tend to Agree	36	35%	31	32%
Tend to Disagree	13	13%	13	13%
Disagree	9	9%	3	3%
Total:	**103**		**98**	

Q5-5   *My immediate line manager involves me in decisions that affect me or my area of work*

	2019		2017	
Agree	53	51%	56	56%
Tend to Agree	30	29%	25	25%
Tend to Disagree	9	9%	13	13%
Disagree	11	11%	6	6%
Total:	**103**		**100**	

Q5-6   *My immediate line manager helps me find a good work-life balance*

	2019		2017	
Agree	37	36%	39	40%
Tend to Agree	32	31%	35	36%
Tend to Disagree	23	22%	17	18%
Disagree	11	11%	6	6%
Total:	**103**		**97**	

Q5-7   *My immediate line manager deals with poor performance effectively*

	2019		2017	
Agree	41	40%	42	43%
Tend to Agree	38	37%	29	30%
Tend to Disagree	13	13%	20	21%
Disagree	10	10%	6	6%
Total:	**102**		**97**	

Area of Work: School of Chemical Engineering and Analytical Science

Question Block 5: My Manager

		2019	2017

Q5-8   My immediate line manager helps me develop in my role

		2019	2017
Agree		44	42%
Tend to Agree		38	37%
Tend to Disagree		12	12%
Disagree		10	10%
Total:		**104**	

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Area of Work: School of Chemical Engineering and Analytical Science

Question Block 6: Performance and Personal Development

		2019		**2017**	

Q6-1 *Have you had an individual Performance and Development Review (P&DR) or probation review in the last 12 months?*

		2019		2017	
Yes		77	75%	76	77%
No		26	25%	23	23%
	Total:	**103**		**99**	

Q6-2 *Did you agree clear objectives as part of your P&DR/probation review? (Based on people who had an individual Performance and Development Review (P&DR) or probation review in the last 12 months – from Q6-1)*

		2019		2017	
Yes		73	96%	72	95%
No		3	4%	4	5%
	Total:	**76**		**76**	

Q6-3 *As part of your P&DR, did you agree personal development objectives? (Based on people who had an individual Performance and Development Review (P&DR) or probation review in the last 12 months – from Q6-1)*

		2019		2017	
Yes		69	91%	69	92%
No		7	9%	6	8%
	Total:	**76**		**75**	

Q6-4 *Have you completed, or are you in the process of completing, your personal development objectives? (Based on people who agreed personal development objectives – from Q6-3)*

		2019		2017	
Yes		46	67%	41	59%
No		6	9%	6	9%
Too Early To Say		17	25%	22	32%
	Total:	**69**		**69**	

Compared to the 2017 question 'Have you received the training, learning and development identified?'

Q6-5 *Has your line manager supported you in accessing the learning and development identified in your personal development objectives? (Based on people who agreed personal development objectives – from Q6-3)*

		2019		2017	
Yes		46	68%	48	70%
No		9	13%	9	13%
Too Early To Say		13	19%	12	17%
	Total:	**68**		**69**	

Compared to the 2017 question 'Has your line manager supported you in accessing the training, learning and development identified?'

Q6-6 *Overall, my P&DR/probation review was useful (Based on people who had an individual Performance and Development Review (P&DR) or probation review in the last 12 months – from Q6-1)*

		2019		2017	
Agree		29	38%	35	47%
Tend to Agree		35	46%	28	37%
Tend to Disagree		8	11%	7	9%
Disagree		4	5%	5	7%
	Total:	**76**		**75**	

Area of Work: School of Chemical Engineering and Analytical Science

Question Block 6: Performance and Personal Development

		2019		**2017**	

Q6-7   I am satisfied with my current level of learning and development

	2019		2017	
Agree	35	34%	40	40%
Tend to Agree	48	47%	44	44%
Tend to Disagree	13	13%	10	10%
Disagree	6	6%	5	5%
Total:	**102**		**99**	

Q6-8   Overall, I feel there are sufficient learning and development opportunities available to me to do my job more effectively

	2019		2017	
Agree	32	31%	40	41%
Tend to Agree	48	47%	37	38%
Tend to Disagree	19	18%	16	16%
Disagree	4	4%	4	4%
Total:	**103**		**97**	

Q6-9   In the past 12 months, have you taken part in any type of work-related learning or development (including e-learning, online learning or face-to-face training)?

	2019		2017	
Yes	90	86%	67	67%
No	15	14%	33	33%
Total:	**105**		**100**	

Q6-10   In the past 12 months, have you received any work-related mentoring?

	2019	
Yes	35	34%
No	69	66%
Total:	**104**	

Q6-11   In the past 12 months, have you received any work-related coaching?

	2019	
Yes	21	20%
No	82	80%
Total:	**103**	

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Area of Work: School of Chemical Engineering and Analytical Science

Question Block 7: My Role

		2019		**2017**	

Q7-1a I have a clear understanding about my role within the University

	2019		2017	
Agree	71	68%	68	68%
Tend to Agree	28	27%	25	25%
Tend to Disagree	4	4%	6	6%
Disagree	2	2%	1	1%
Total:	**105**		**100**	

Q7-1b I have a clear understanding about what I am expected to achieve in my job

	2019		2017	
Agree	68	65%	69	69%
Tend to Agree	31	30%	23	23%
Tend to Disagree	5	5%	6	6%
Disagree	1	1%	2	2%
Total:	**105**		**100**	

Q7-1c I have a clear understanding about expected standards of performance

	2019		2017	
Agree	72	69%	68	68%
Tend to Agree	25	24%	24	24%
Tend to Disagree	6	6%	6	6%
Disagree	2	2%	2	2%
Total:	**105**		**100**	

Q7-1d I have a clear understanding about expected standards of behaviour

	2019		2017	
Agree	76	72%	77	77%
Tend to Agree	25	24%	19	19%
Tend to Disagree	4	4%	3	3%
Disagree	0	0%	1	1%
Total:	**105**		**100**	

Q7-2 I have the information I need to do my job well

	2019		2017	
Agree	57	55%	47	47%
Tend to Agree	39	38%	42	42%
Tend to Disagree	5	5%	10	10%
Disagree	3	3%	1	1%
Total:	**104**		**100**	

Q7-3 I am well informed about what is happening in the team/section I work in

	2019		2017	
Agree	44	43%	51	51%
Tend to Agree	37	36%	35	35%
Tend to Disagree	17	17%	13	13%
Disagree	5	5%	1	1%
Total:	**103**		**100**	

Q7-4 I feel fairly paid for the work I do

	2019		2017	
Agree	33	32%	36	37%
Tend to Agree	40	39%	34	35%
Tend to Disagree	20	19%	22	22%
Disagree	10	10%	6	6%
Total:	**103**		**98**	

CAPITA

Area of Work: School of Chemical Engineering and Analytical Science

Question Block 7: My Role

		2019		**2017**	

Q7-5   ***My job security at the University is good***

		2019		2017	
Agree		31	30%	43	43%
Tend to Agree		43	42%	34	34%
Tend to Disagree		9	9%	8	8%
Disagree		20	19%	15	15%
	Total:	**103**		**100**	

Q7-6   ***Overall, I feel the University offers a good pay and benefits package***

		2019		2017	
Agree		34	33%	40	41%
Tend to Agree		44	43%	39	40%
Tend to Disagree		14	14%	16	16%
Disagree		11	11%	3	3%
	Total:	**103**		**98**	

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Area of Work: School of Chemical Engineering and Analytical Science

Question Block 8: My Work Experience

		2019		**2017**	

Q8-1 *I can decide on my own how to go about doing my work*

	2019		2017	
Agree	67	64%	68	68%
Tend to Agree	33	31%	23	23%
Tend to Disagree	2	2%	7	7%
Disagree	3	3%	2	2%
Total:	**105**		**100**	

Q8-2 *I am satisfied with the support I get from my immediate manager*

	2019		2017	
Agree	62	59%	62	62%
Tend to Agree	24	23%	27	27%
Tend to Disagree	12	11%	9	9%
Disagree	7	7%	2	2%
Total:	**105**		**100**	

Q8-3 *I am satisfied with the support I get from my work colleagues*

	2019		2017	
Agree	60	57%	58	59%
Tend to Agree	33	31%	33	33%
Tend to Disagree	10	10%	6	6%
Disagree	2	2%	2	2%
Total:	**105**		**99**	

Q8-4 *Communications between teams/sections are effective*

	2019		2017	
Agree	34	33%	32	32%
Tend to Agree	38	37%	47	47%
Tend to Disagree	23	22%	15	15%
Disagree	9	9%	5	5%
Total:	**104**		**99**	

Q8-5 *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*

	2019		2017	
Agree	47	46%	46	46%
Tend to Agree	33	32%	33	33%
Tend to Disagree	14	14%	13	13%
Disagree	9	9%	8	8%
Total:	**103**		**100**	

Q8-6 *I am unable to handle all the conflicting demands on my time at work*

	2019		2017	
Agree	14	14%	14	14%
Tend to Agree	31	30%	29	29%
Tend to Disagree	35	34%	36	36%
Disagree	23	22%	20	20%
Total:	**103**		**99**	

CAPITA

Area of Work: School of Chemical Engineering and Analytical Science

Question Block 8: My Work Experience

		2019		2017	
Q8-7	**Relationships at work are strained**				
	Agree	5	5%	5	5%
	Tend to Agree	13	13%	12	12%
	Tend to Disagree	42	41%	32	32%
	Disagree	43	42%	50	51%
	Total:	**103**		**99**	
Q8-8	**I am able to take regular breaks on most days**				
	Agree	30	29%	31	31%
	Tend to Agree	42	40%	30	30%
	Tend to Disagree	19	18%	26	26%
	Disagree	14	13%	13	13%
	Total:	**105**		**100**	
Q8-9	**I feel stressed at work**				
	Always	6	6%	6	6%
	Frequently	35	33%	28	28%
	Occasionally	56	53%	59	59%
	Never	8	8%	7	7%
	Total:	**105**		**100**	

Q8-10 *Has your stress had an impact on your ability to cope with the work demands placed on you? (Based on people feeling stressed at work 'Always', 'Frequently' or 'Occasionally' – from Q8-9)*

		2019		2017	
	Yes	32	33%	31	33%
	No	64	67%	62	67%
	Total:	**96**		**93**	

CAPITA

Area of Work: School of Chemical Engineering and Analytical Science

Question Block 9: Dignity at Work

		2019		**2017**	

Q9-1 *Are you aware of the University's Dignity at Work and Study Policy?*

		2019		2017	
Yes		83	80%	73	73%
No		21	20%	27	27%
	Total:	**104**		**100**	

Q9-2 *Are you aware of the zero tolerance to bullying and harassment campaigns ('We Get it', 'Speak Up, Stand Up')?*

		2019		2017	
Yes		95	90%	80	80%
No		10	10%	20	20%
	Total:	**105**		**100**	

Q9-3 *I am aware of my responsibilities within the University's Dignity at Work and Study Policy on bullying, harassment and discrimination*

		2019		2017	
Agree		63	61%	63	64%
Tend to Agree		25	24%	19	19%
Tend to Disagree		10	10%	11	11%
Disagree		6	6%	6	6%
	Total:	**104**		**99**	

Q9-4 *I believe the University is committed to equality of opportunity for all of its staff*

		2019		2017	
Agree		58	56%	67	67%
Tend to Agree		33	32%	25	25%
Tend to Disagree		5	5%	5	5%
Disagree		7	7%	3	3%
	Total:	**103**		**100**	

Q9-5a *I feel the University acts fairly with regard to recruitment*

		2019		2017	
Agree		48	48%	47	47%
Tend to Agree		45	45%	41	41%
Tend to Disagree		5	5%	6	6%
Disagree		3	3%	6	6%
	Total:	**101**		**100**	

Q9-5b *I feel the University acts fairly with regard to career progression/promotion*

		2019		2017	
Agree		20	20%	33	34%
Tend to Agree		46	46%	40	41%
Tend to Disagree		22	22%	15	15%
Disagree		12	12%	10	10%
	Total:	**100**		**98**	

Q9-5c *I feel the University acts fairly with regard to rewarding exceptional performance*

		2019		2017	
Agree		19	19%	27	28%
Tend to Agree		38	38%	34	35%
Tend to Disagree		26	26%	27	28%
Disagree		18	18%	10	10%
	Total:	**101**		**98**	

CAPITA

Area of Work: School of Chemical Engineering and Analytical Science

Question Block 9: Dignity at Work

		2019		**2017**	

Q9-5d ***I feel the University acts fairly with regard to training and development***

	2019		2017	
Agree	35	34%	44	45%
Tend to Agree	50	49%	43	44%
Tend to Disagree	14	14%	10	10%
Disagree	3	3%	1	1%
Total:	**102**		**98**	

Q9-6 ***Do you believe you are currently being harassed or bullied at work?***

	2019		2017	
Yes	4	4%	5	5%
No	99	96%	95	95%
Total:	**103**		**100**	

Q9-11 ***Have you felt discriminated against at work in the last 12 months?***

	2019		2017	
Yes	6	6%	7	7%
No	97	94%	91	93%
Total:	**103**		**98**	

Percentages may not add up to 100% due to rounding

Area of Work: School of Chemical Engineering and Analytical Science

Question Block 10: Physical Environment

		2019		2017	

Q10-1   *I feel safe and secure at the University*

		2019		2017	
	Agree	73	70%	67	67%
	Tend to Agree	29	28%	31	31%
	Tend to Disagree	2	2%	2	2%
	Total:	**104**		**100**	

Q10-2   *I have a comfortable work space (including temperature, lighting, etc.)*

		2019		2017	
	Agree	44	42%	46	46%
	Tend to Agree	32	30%	38	38%
	Tend to Disagree	20	19%	10	10%
	Disagree	9	9%	6	6%
	Total:	**105**		**100**	

Q10-3   *I have a place I can go for a break at work*

		2019		2017	
	Agree	69	66%	59	60%
	Tend to Agree	29	28%	27	27%
	Tend to Disagree	5	5%	7	7%
	Disagree	2	2%	6	6%
	Total:	**105**		**99**	

Q10-4   *Facilities for teaching students are good*

		2019		2017	
	Agree	35	36%	32	34%
	Tend to Agree	52	53%	45	48%
	Tend to Disagree	10	10%	13	14%
	Disagree	1	1%	3	3%
	Total:	**98**		**93**	

Q10-5   *Facilities for research are good*

		2019		2017	
	Agree	41	41%	36	38%
	Tend to Agree	43	43%	35	37%
	Tend to Disagree	14	14%	18	19%
	Disagree	2	2%	6	6%
	Total:	**100**		**95**	

Q10-6   *I am aware of the services the University provides to support my well-being*

		2019		2017	
	Agree	58	55%	49	49%
	Tend to Agree	35	33%	38	38%
	Tend to Disagree	11	10%	8	8%
	Disagree	1	1%	4	4%
	Total:	**105**		**99**	

Q10-7   *Do you know how to report accidents and incidents?*

		2019		2017	
	Yes	90	86%	83	83%
	No	7	7%	2	2%
	Not Sure	8	8%	15	15%
	Total:	**105**		**100**	

Area of Work: School of Chemical Engineering and Analytical Science

Question Block 11: Managing Change

		2019		**2017**	

Q11-1 *Generally, change within the University is managed well*

	2019		2017	
Agree	16	16%	19	19%
Tend to Agree	39	39%	47	48%
Tend to Disagree	33	33%	27	28%
Disagree	11	11%	5	5%
Total:	**99**		**98**	

Q11-2 *Generally, I am consulted about changes that affect my team/School/Directorate*

	2019		2017	
Agree	16	16%	26	26%
Tend to Agree	47	47%	37	37%
Tend to Disagree	25	25%	22	22%
Disagree	13	13%	14	14%
Total:	**101**		**99**	

Q11-3 *Generally, more could be done to help staff prepare for and cope with change*

	2019		2017	
Agree	30	30%	37	38%
Tend to Agree	52	52%	41	42%
Tend to Disagree	18	18%	19	20%
Total:	**100**		**97**	

Q11-4 *Generally, I have seen some positive changes in the last 12 months*

	2019		2017	
Agree	23	24%	27	28%
Tend to Agree	33	34%	45	46%
Tend to Disagree	28	29%	20	20%
Disagree	12	13%	6	6%
Total:	**96**		**98**	

Q11-5 *Generally, I believe positive action will be taken as a result of this survey*

	2019		2017	
Agree	20	20%	25	26%
Tend to Agree	42	42%	40	42%
Tend to Disagree	17	17%	22	23%
Disagree	20	20%	9	9%
Total:	**99**		**96**	

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Area of Work: School of Chemical Engineering and Analytical Science

Question Block 12: Acting upon the Survey

2019

Q12-1   I intend to stay working for the University for at least the next three years

Agree	58	57%
Tend to Agree	25	25%
Tend to Disagree	11	11%
Disagree	8	8%
Total:	**102**	

Q12-2   I am confident results of the staff survey will be acted upon

Agree	20	20%
Tend to Agree	45	45%
Tend to Disagree	16	16%
Disagree	19	19%
Total:	**100**	

Q12-3   I have seen improvements since the last survey

Agree	15	17%
Tend to Agree	35	39%
Tend to Disagree	25	28%
Disagree	15	17%
Total:	**90**	

Q12-4   I have taken part in discussions within my School/Directorate/Department/cultural institution about our staff survey results

Agree	13	14%
Tend to Agree	18	20%
Tend to Disagree	23	25%
Disagree	38	41%
Total:	**92**	

Q12-5   I feel my views are listened to

Agree	17	18%
Tend to Agree	36	38%
Tend to Disagree	25	27%
Disagree	16	17%
Total:	**94**	

Q12-6   I have had the opportunity to contribute to action planning activities

Agree	19	21%
Tend to Agree	27	30%
Tend to Disagree	24	27%
Disagree	20	22%
Total:	**90**	

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Area of Work: School of Chemical Engineering and Analytical Science

Question Block 13: Comments

2019

Q13-1   *Please note below the main thing that you feel could be improved at the University: What theme would you say your comment is related to?*

Pay & Benefits	1	3%
Job Security	5	13%
Communication	6	15%
Relationships/Co-operation	1	3%
Feeling Valued/Supported	4	10%
Training, Development & Progression	3	8%
Facilities/Environment	1	3%
Role & Responsibilities	4	10%
Management - Immediate/Local	2	5%
Senior Leadership	8	21%
Other	4	10%
Total:	**39**	

Q13-2   *Please note below the main thing that you think is good about working for the University: What theme would you say your comment is related to?*

Pay & Benefits	6	14%
Job Security	1	2%
Job Satisfaction	11	26%
Relationships/Co-operation	6	14%
Feeling Valued/Supported	4	10%
Facilities/Environment	6	14%
Role & Responsibilities	5	12%
Equality, Diversity and Inclusion	1	2%
Other	2	5%
Total:	**42**	