

Staff Survey Results 2019

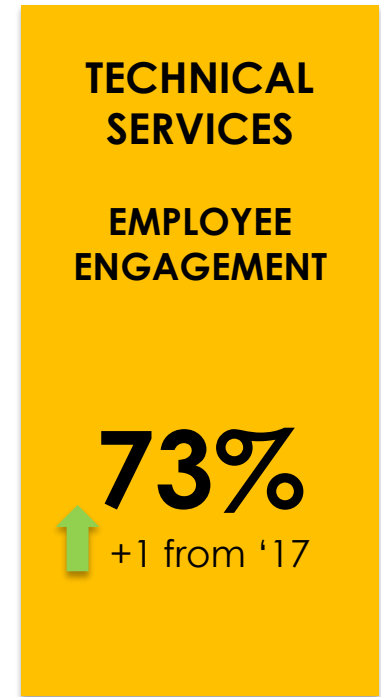
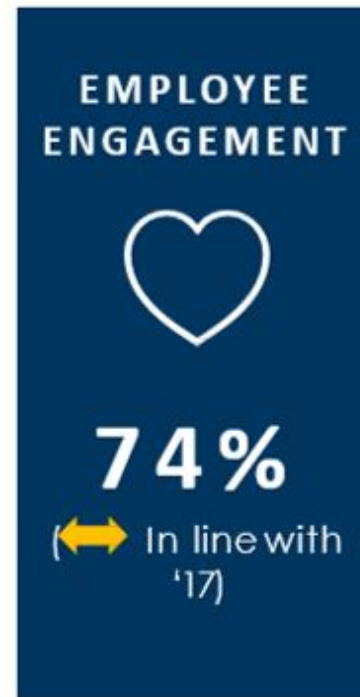
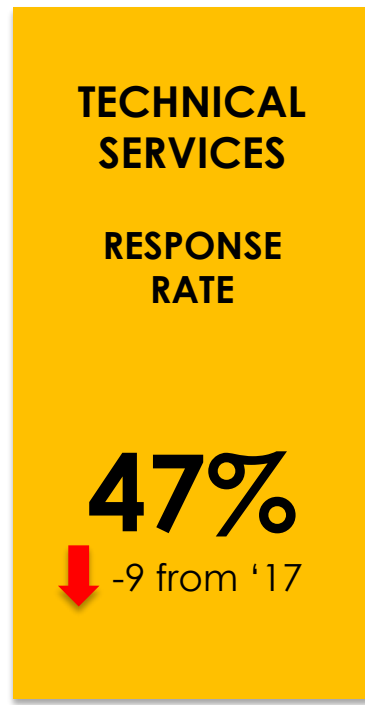
Technical Services

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1. Summary of overall results
 2. Questions for reflection
 3. Discussion forum
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Summary of overall results



Employee engagement continues to be strong

**TECHNICAL
SERVICES**

**EMPLOYEE
ENGAGEMENT**

73%

I am proud to work for the College

All Tech Vs 17

85 86 +3

I would recommend Imperial as a good organisation to work for

75 78 +3

I would recommend the College as a great place to study

70 66 0

I feel a strong sense of belonging to the College

59 56 +3

I am committed to helping the College achieve its strategic aims

80 78 +1

Working here makes me want to do the best work I can

75 77 0

Action following the staff survey

51%

Believe that
meaningful action will
be taken following the
survey

45%

TECHNICAL SERVICES

Believe that meaningful
action will be taken
following the survey

Selection of outcomes following 2017 staff survey

- Introduction of two new career progression pathways for staff in the learning and teaching job family
- 2018 Pay and Benefits Review – repeated in 2019
- The Faculty of Natural Sciences introduced training sessions on managing mental health at work
- Launch of bespoke professional development support for clinical research fellows in the Faculty of Medicine
- The Faculty of Engineering introduced active bystander training
- The Lead-Engage-Apply-Perform (LEAP) training programme was extended to supervisors as well as managers within Finance, Campus Services, Estates, ICT
- Range of training for senior leaders

Technical staff get a sense of personal accomplishment & feel challenged

My work gives me a feeling of personal accomplishment

All staff: 79%

Tech staff: 74%

Vs 2017: -2

I feel sufficiently challenged in my role

All staff: 80%

Tech staff: 71%

Vs 2017: +1

I know what is expected of me in my role

All staff: 83%

Tech staff: 86%

Vs 2017: +1

Question for reflection:

**In what way do you want to
be more challenged in your
role?**

Support around wellbeing has improved but many staff do not feel Imperial cares about their health

I know where to go for support if I have concerns about my mental wellbeing

All staff: 67%

Tech staff: 69%

Vs 2017: +4

I think Imperial cares about my health and wellbeing

All staff: 51%

Tech staff: 60%

Vs 2017: +1

As long as I get the work done, I am trusted to organise my workload in a way that suits me

All staff: 91%

Tech staff: 90%

Vs 2017: 0

Pressure at work

18% of Technical Services respondents feel unable to cope with the pressure placed upon them in their roles (-1) (vs 10% of all respondents)

21%

Needing to work **excessive hours** to meet requirements of job

(vs 32% of all respondents)

23%

Not having enough **resources** to complete work effectively

(vs 24% of all respondents)

Question for reflection:

**What are the causes of
your work pressure?**

Working relationships and collaboration

I have good working relationships with the colleagues I work with

All staff: 91%

Tech staff: 91%

Vs 2017: -2

My colleagues work together to achieve the goals of our Department

All staff: 68%

Tech staff: 77%

Vs 2017: +6

There is effective collaboration between Departments within my Faculty

All staff: 36%

Tech staff: 31%

Vs 2017: -6

Question for reflection:

**What is getting in the way
of colleagues working
together across teams?**

College purpose and objectives

I have a clear understanding of the purpose and objectives of my Department

71% of Technical Services respondents (0)
73% of all respondents

I have a clear understanding of the purpose and objectives of my Faculty

40% of Technical Services respondents (-3)
44% of all respondents



Management of change

Changes are
managed well at
the College

All staff: 24%

Tech staff: 25%

New question

I am kept
informed about
changes within
my Department

All staff: 60%

Tech staff: 56%

Vs 2017: +7

Communications
help me
understand the
reasons behind
College level
decisions

All staff: 44%

Tech staff: 39%

Vs 2017: +2

Question for reflection:
**What information is missing
to help all technical staff
understand College
purpose and objectives and
the reasons for change?**

How we behave towards each other at work

10%

of Technical
Services
respondents
have
personally
experienced
**bullying or
harassment***

All staff: 12%

1%

of Technical
Services
respondents
have
personally
experienced
**sexual
harassment***

All staff: 1%

7%

of Technical
Services
respondents
have
experienced
**unethical
behaviour***

All staff: 13%

Questions for reflection:

**What would prevent this
behaviour happening?**

**What is preventing
individuals reporting this?**

Technician Commitment pledges – how are we doing?

64%

Satisfied with
the **learning
and
development**
they receive
(+5)

54%

Have the
opportunity for
**development
and growth** at
the College
(+4)

43%

Know what
**career
progression
opportunities**
are available to
them here
(+9)

49%

Feel their contributions to
the College are
recognised and valued
(+2)

Question for reflection:
**What else can we do to
realise our Technician
Commitment goals around
progression, development
and recognition?**

Summary of questions

1. In what way do you want to be more challenged?
 2. What are the causes of your work pressure?
 3. What is getting in the way of colleagues working together?
 4. What information is missing to help all technical staff understand College purpose and objectives and the reasons for change?
 5. Unacceptable behaviour towards each other:
 - What would prevent this happening?
 - What is preventing individuals reporting this?
 6. What else can we do to realise our Technician Commitment goals around progression, development and recognition?
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