



EMPLOYEE INSIGHTS AT WORK

# 2017 WORKPLACE EXPERIENCES SURVEY UBC OVERALL RESULTS

February 2018



**THE UNIVERSITY  
OF BRITISH COLUMBIA**



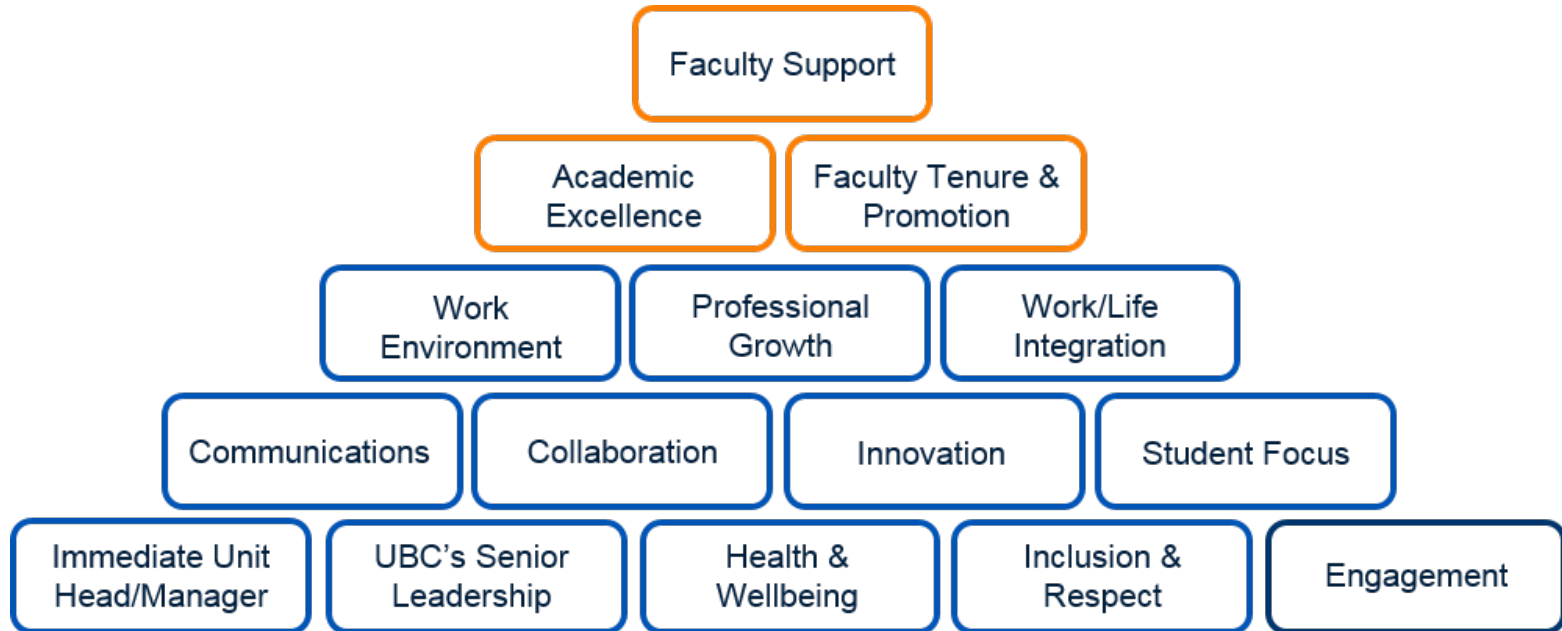
1. About the Workplace Experiences Survey
2. Engagement & Survey Approach
3. Workplace Experiences Survey Trends
4. Overall Results Highlights
5. Faculty Engagement – Key Drivers
6. Staff Engagement – Key Drivers
7. Next Steps – Your Role
8. Questions

# ABOUT THE WES



# ABOUT THE UBC WORKPLACE EXPERIENCES SURVEY

The UBC Workplace Experiences Survey (WES) was conducted November 1 to 21, 2017.



- The WES is intended to:
  - Give faculty and staff the opportunity to provide quantitative and qualitative feedback about their workplace experience
  - Identify trends, areas of strength, and areas of opportunity at the UBC-wide and individual Faculty/department levels
  - Compare 2017 results to the WES conducted in 2014 and 2011, where possible
  - Compare 2017 results to other relevant benchmarks

# What is Engagement?



- The Workplace Experiences Survey focuses on faculty & staff engagement: “An individual’s cognitive, emotional and behavioural state directed towards desired organizational outcomes.”
- Essentially we are measuring the commitment of faculty and staff, which impacts their ability to do their best work, and contribute to the overall success of UBC.





## Engaging Workplace



## Engaged Attitudes



## Engaged Behaviours



## UBC Results

Faculty Support  
Academic Excellence  
Faculty Tenure & Promotion  
Work Environment  
Professional Growth  
Work/Life Integration  
Communications  
Collaboration  
Innovation  
Student Focus  
Immediate Unit  
Head/Manager  
UBC's Senior Leadership  
Health and Wellbeing  
Inclusion & Respect

Proud  
Focused  
Optimistic  
Determined  
Resilient  
Flexible  
Committed  
Connected  
Motivated  
Inspired  
Emotionally Invested

Discretionary Effort  
Persistent  
Helpful  
Collaborative  
Takes Initiative  
Ambassador

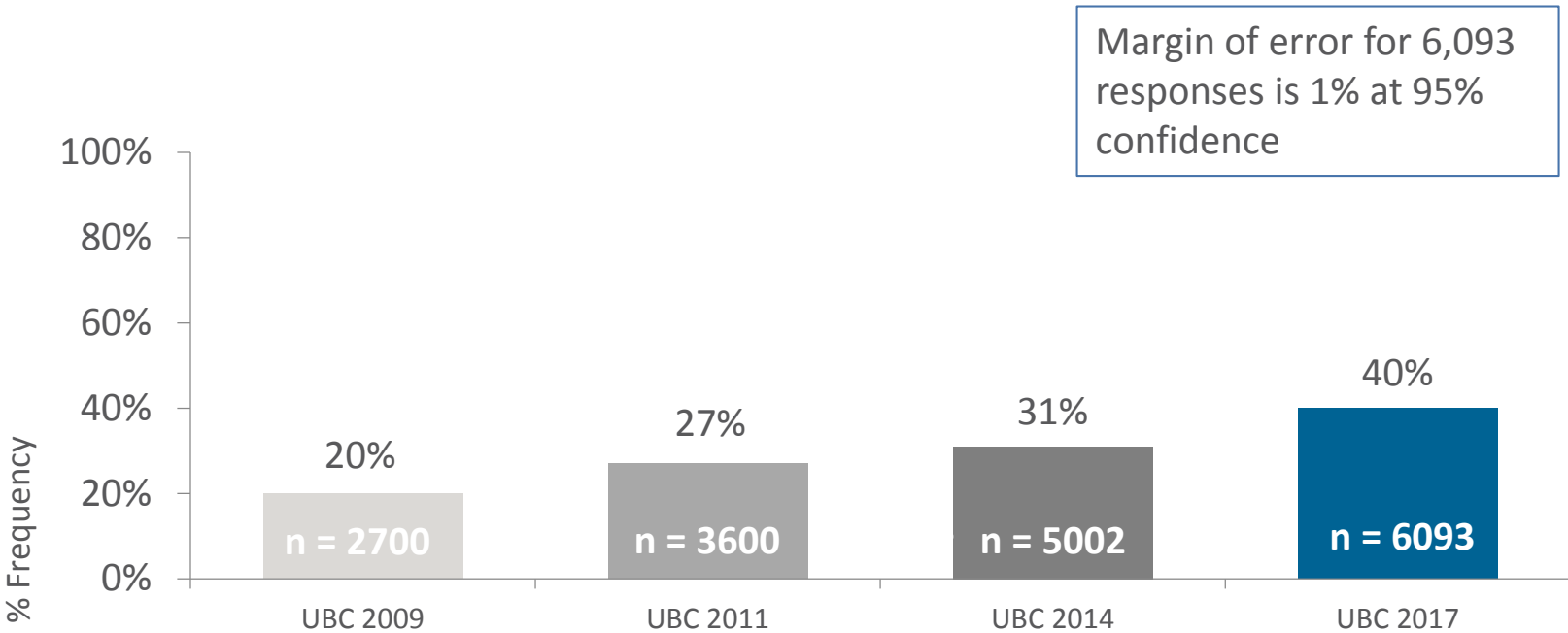
Research Excellence  
Teaching & Learning  
Student Experience  
Innovation  
Community Engagement  
Retention

No data or reports will be provided unless there are at least ten (10) respondents.



# TRENDS: HOW WE ARE DOING

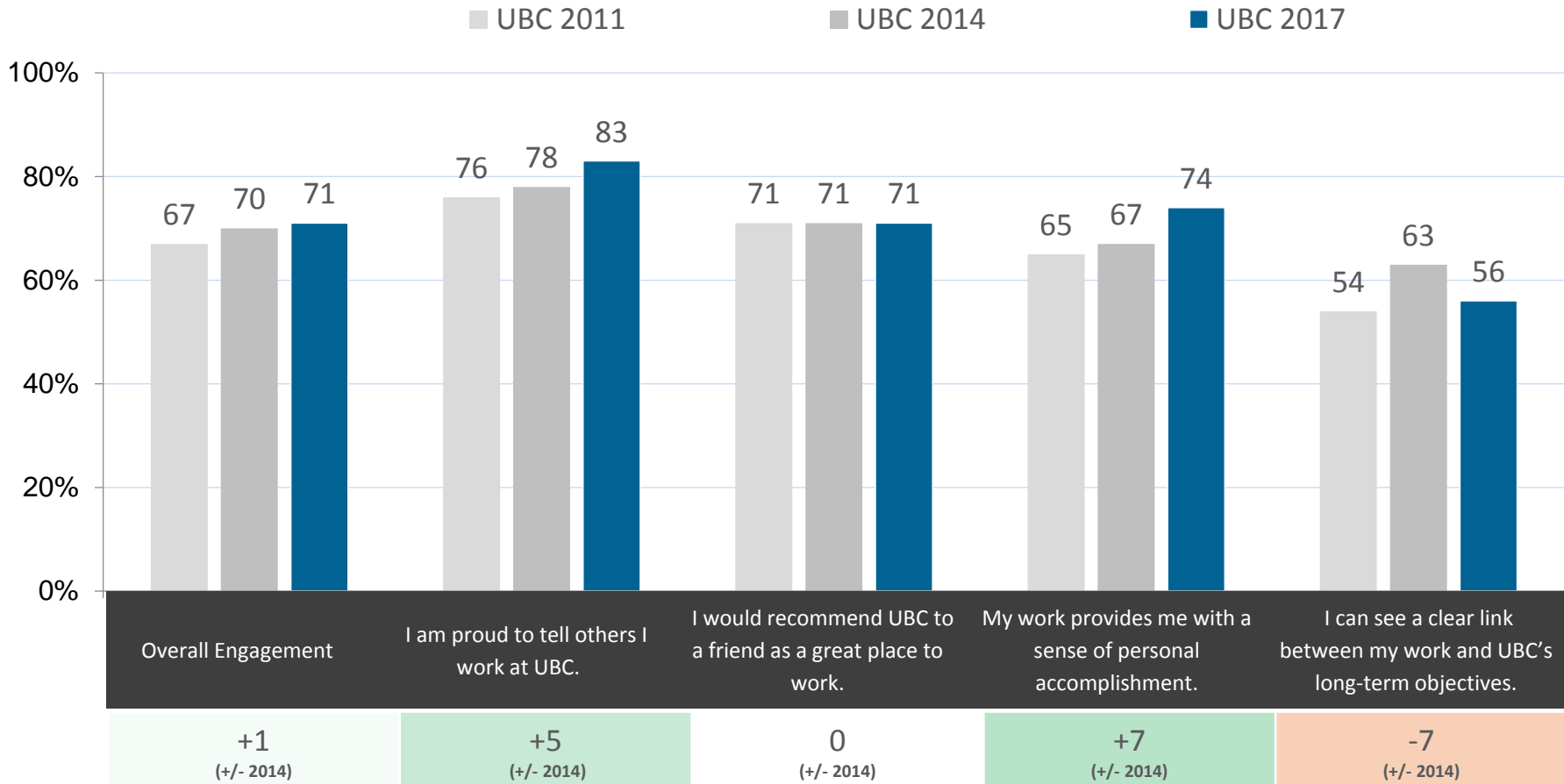




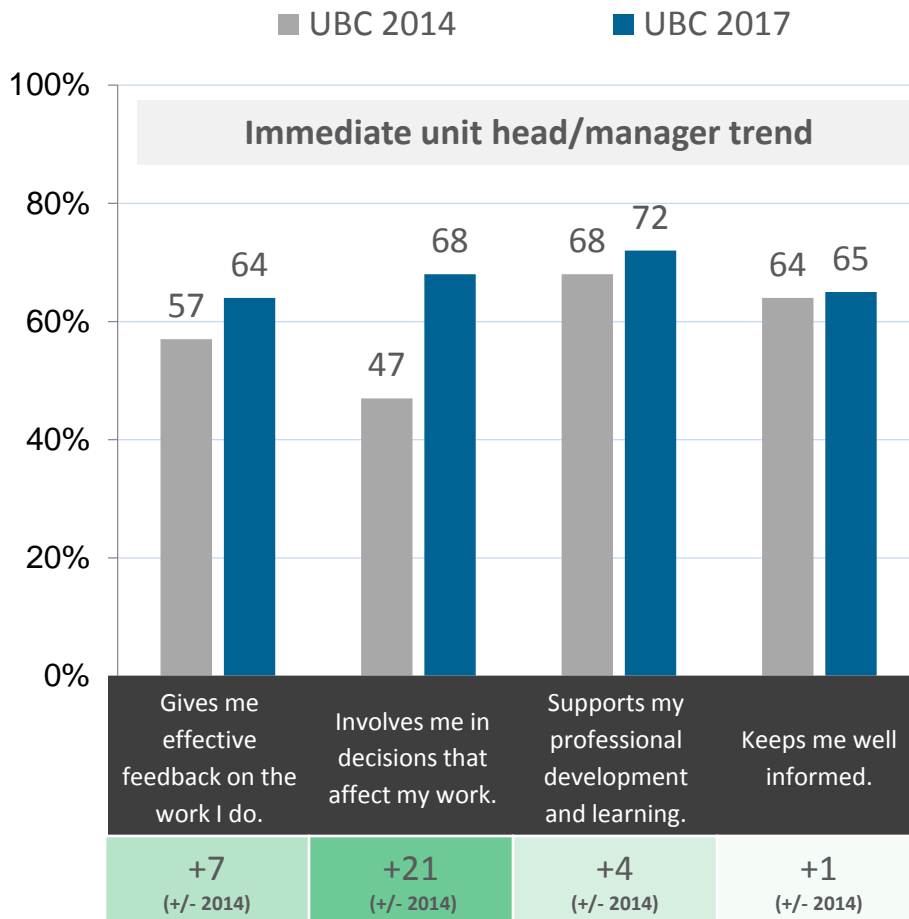
Faculty/Staff	Response Count	Employee Count	Response Rate
Faculty	1415	5183	27%
Staff	4678	9995	47%
<b>Total</b>	<b>6093</b>	<b>15178</b>	<b>40%</b>

## OVERALL UBC

Note: The 2017, 2014 and 2011 Overall Engagement scores are the average of the 4 questions.



## OVERALL UBC



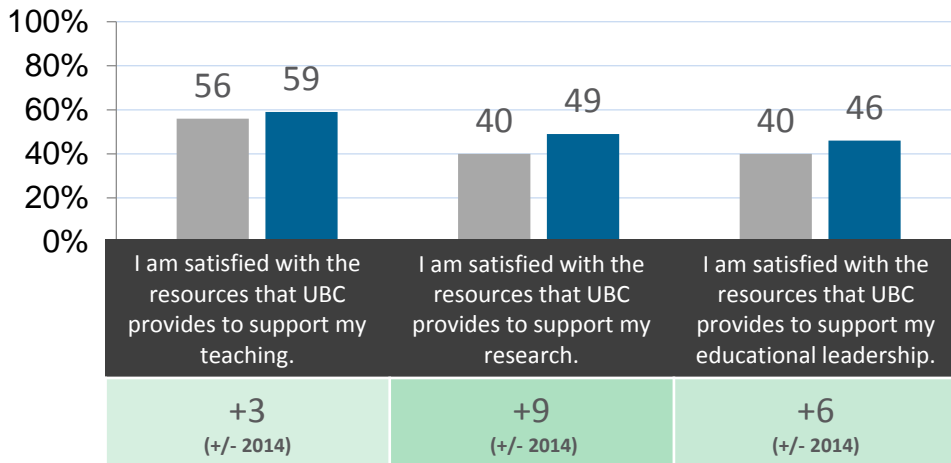
## UBC 2014 UBC 2017



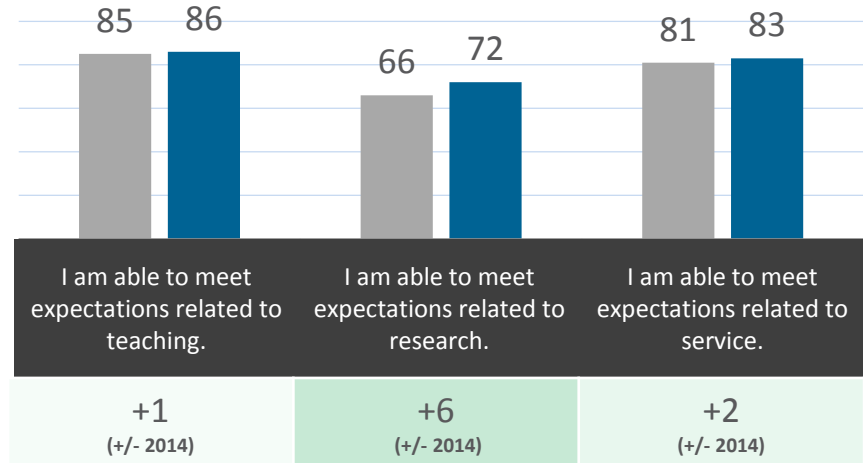
■ UBC 2014

■ UBC 2017

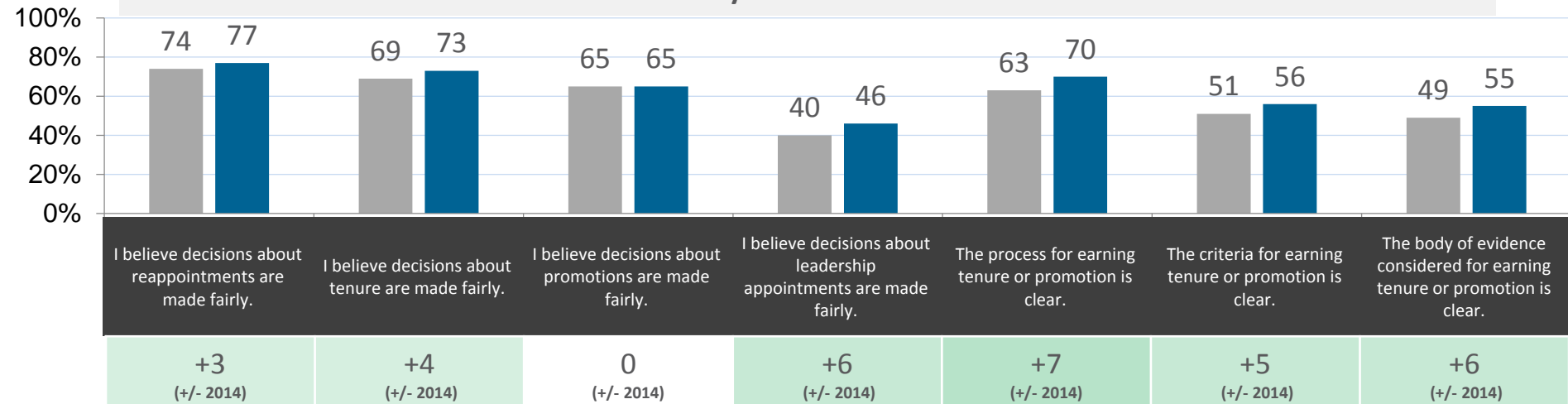
## FACULTY: Faculty Support trend



## FACULTY: Academic Excellence



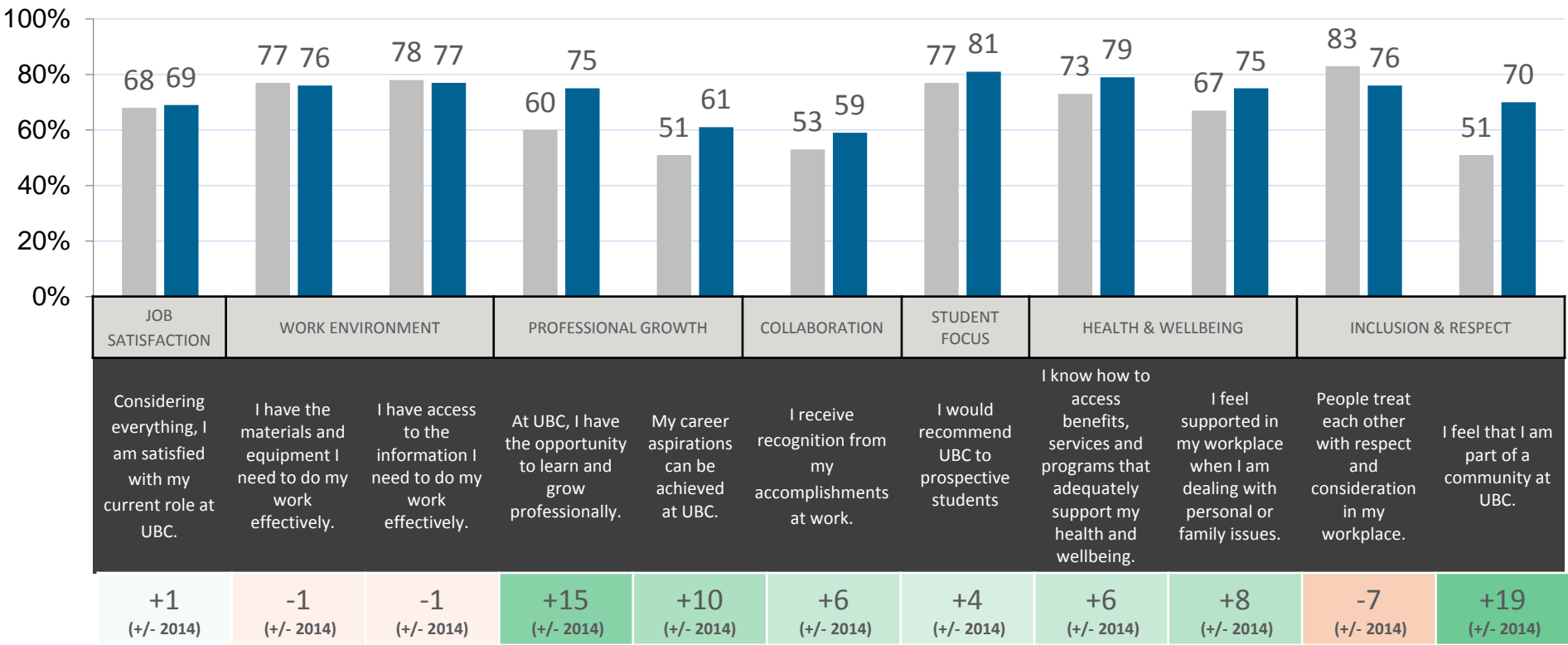
## FACULTY: Faculty Tenure & Promotion trend



## OVERALL UBC

■ UBC 2014

■ UBC 2017





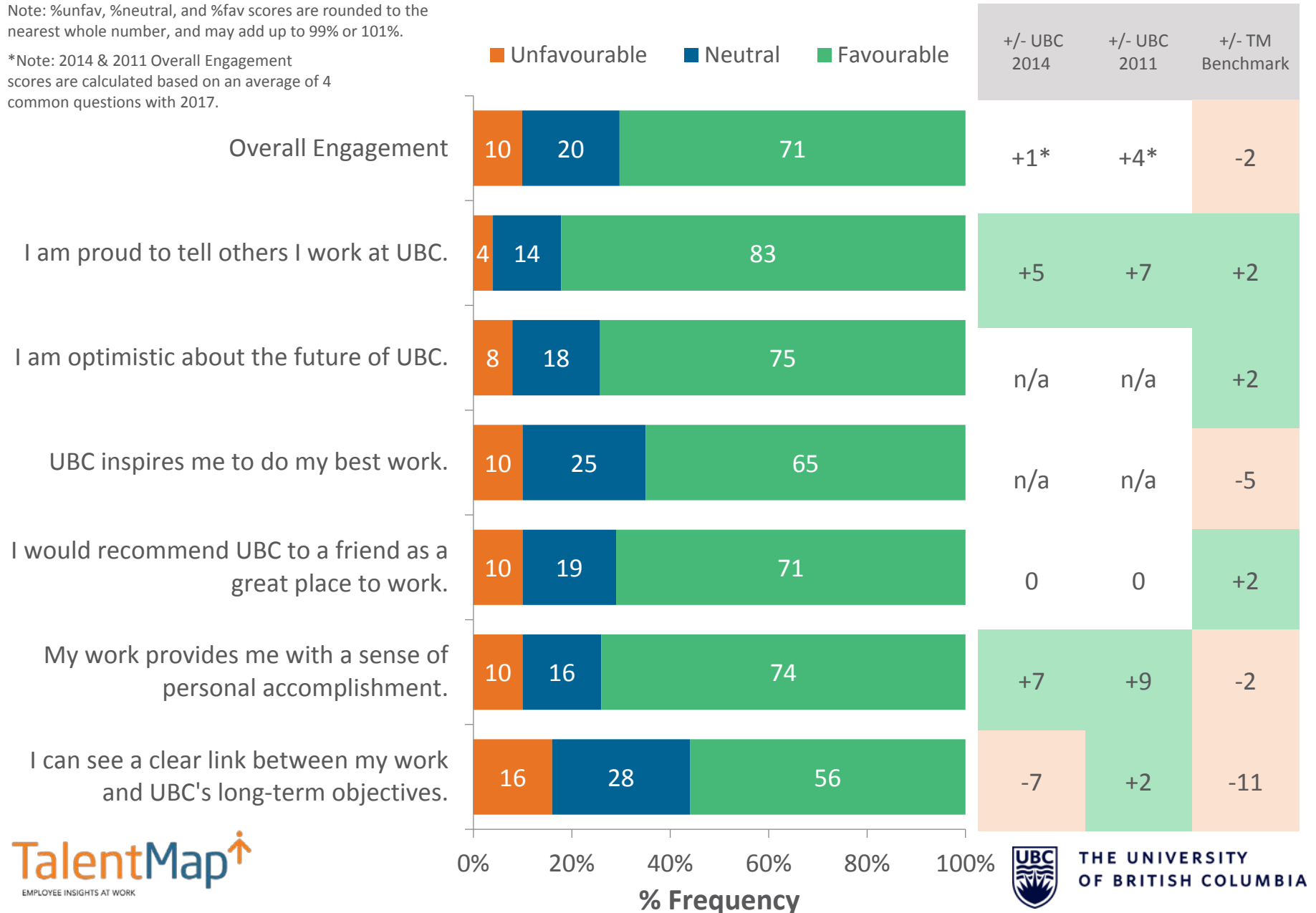
# 2017 SURVEY RESULTS – HIGHLIGHTS



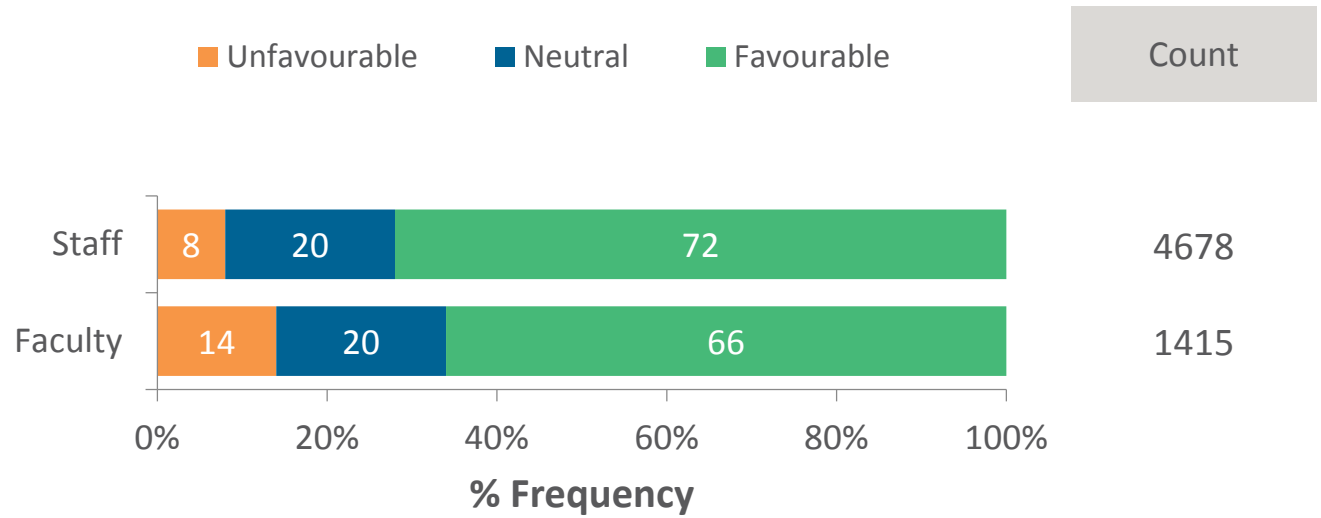
# ENGAGEMENT SCORES - OVERALL

Note: %unfav, %neutral, and %fav scores are rounded to the nearest whole number, and may add up to 99% or 101%.

\*Note: 2014 & 2011 Overall Engagement scores are calculated based on an average of 4 common questions with 2017.

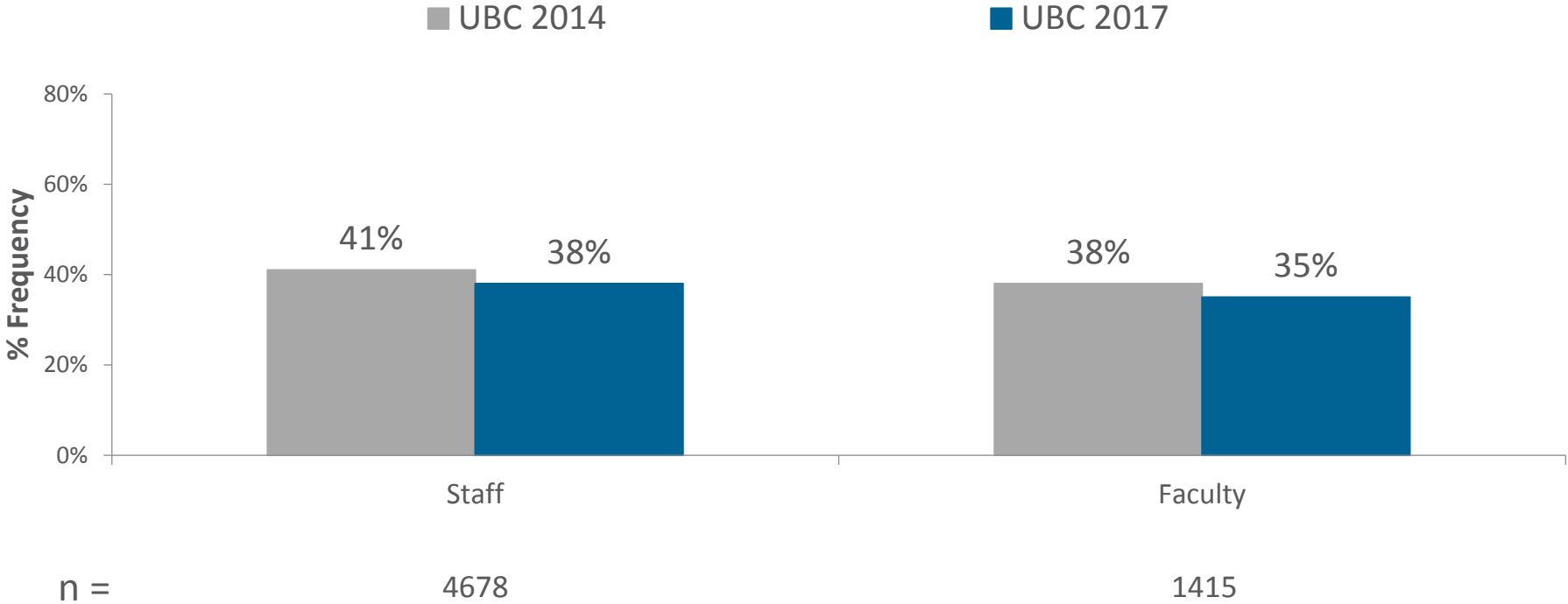


# ENGAGEMENT SCORE BREAKDOWNS



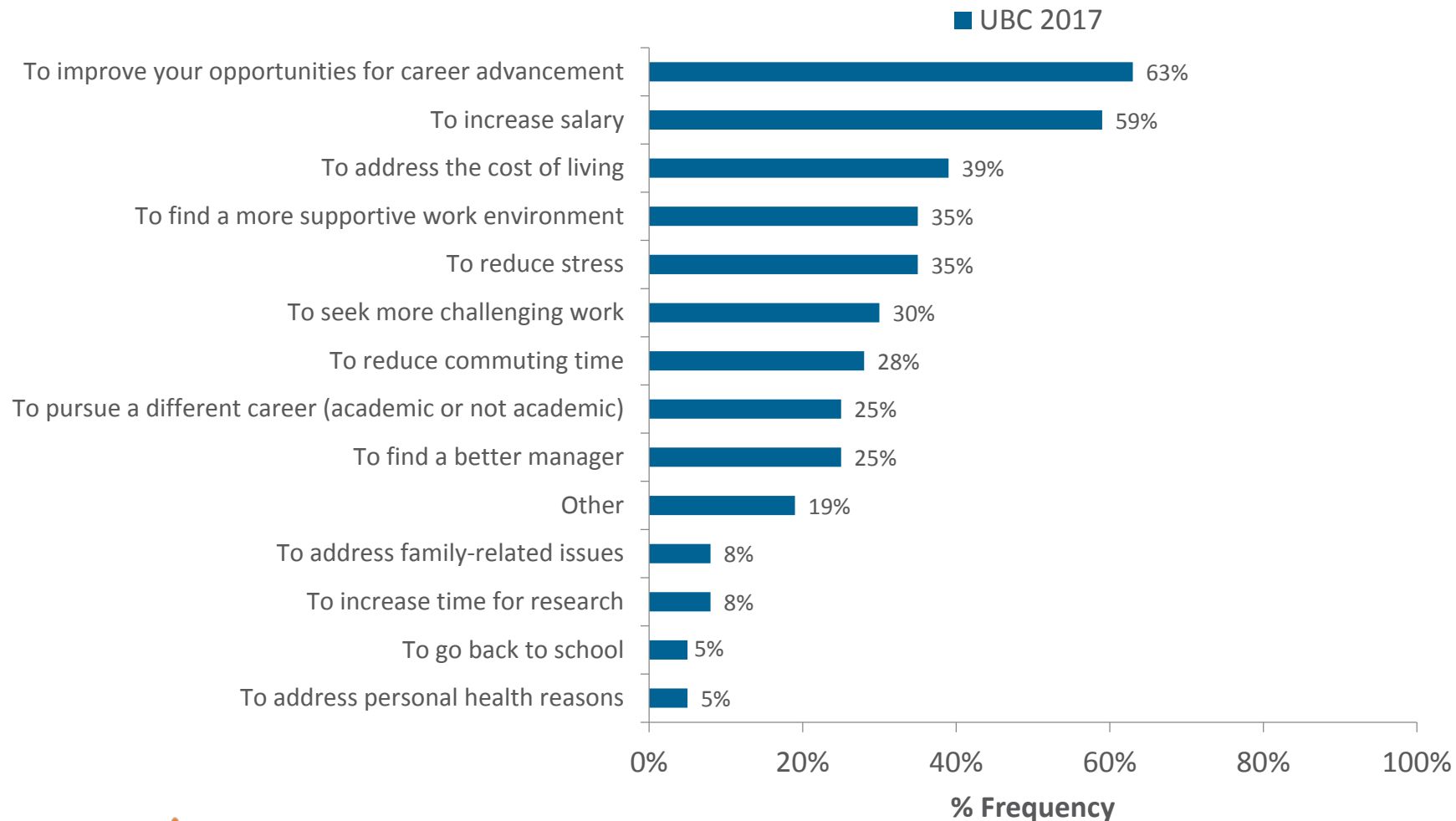
# THINKING OF LEAVING (%YES)

In the past 3 years, I have actively searched for a job outside of UBC (% Yes)



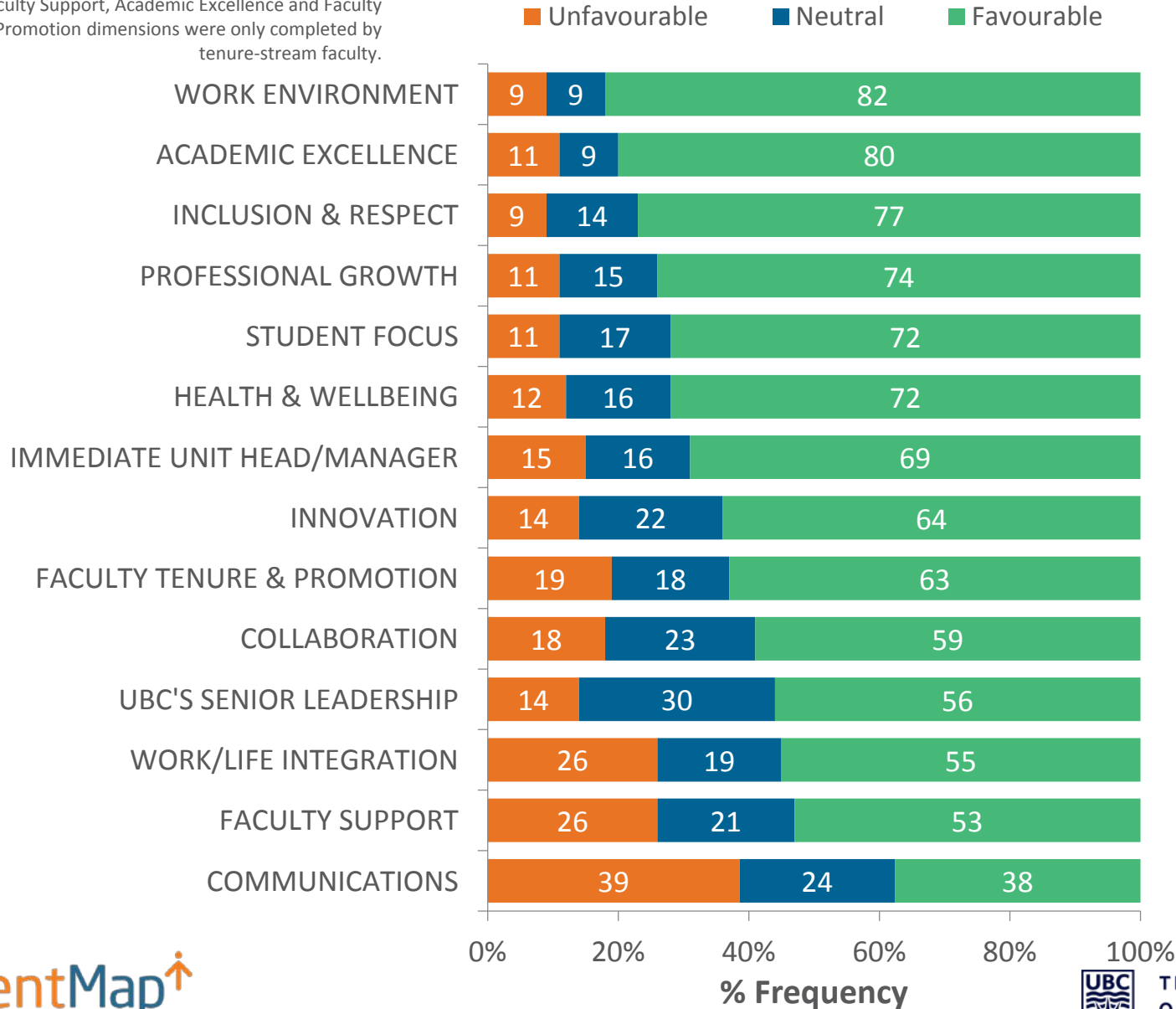
2225 respondents selected a theme for this comment

Please indicate why you have been actively searching for a job outside of UBC in the past 3 years.



# SURVEY SCORES BY MAIN SURVEY ATTRIBUTES

Note: The Faculty Support, Academic Excellence and Faculty Tenure & Promotion dimensions were only completed by tenure-stream faculty.



# KEY DRIVERS OF ENGAGEMENT - FACULTY

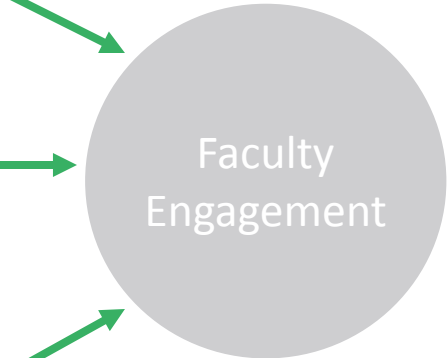


## Hypothesized Drivers

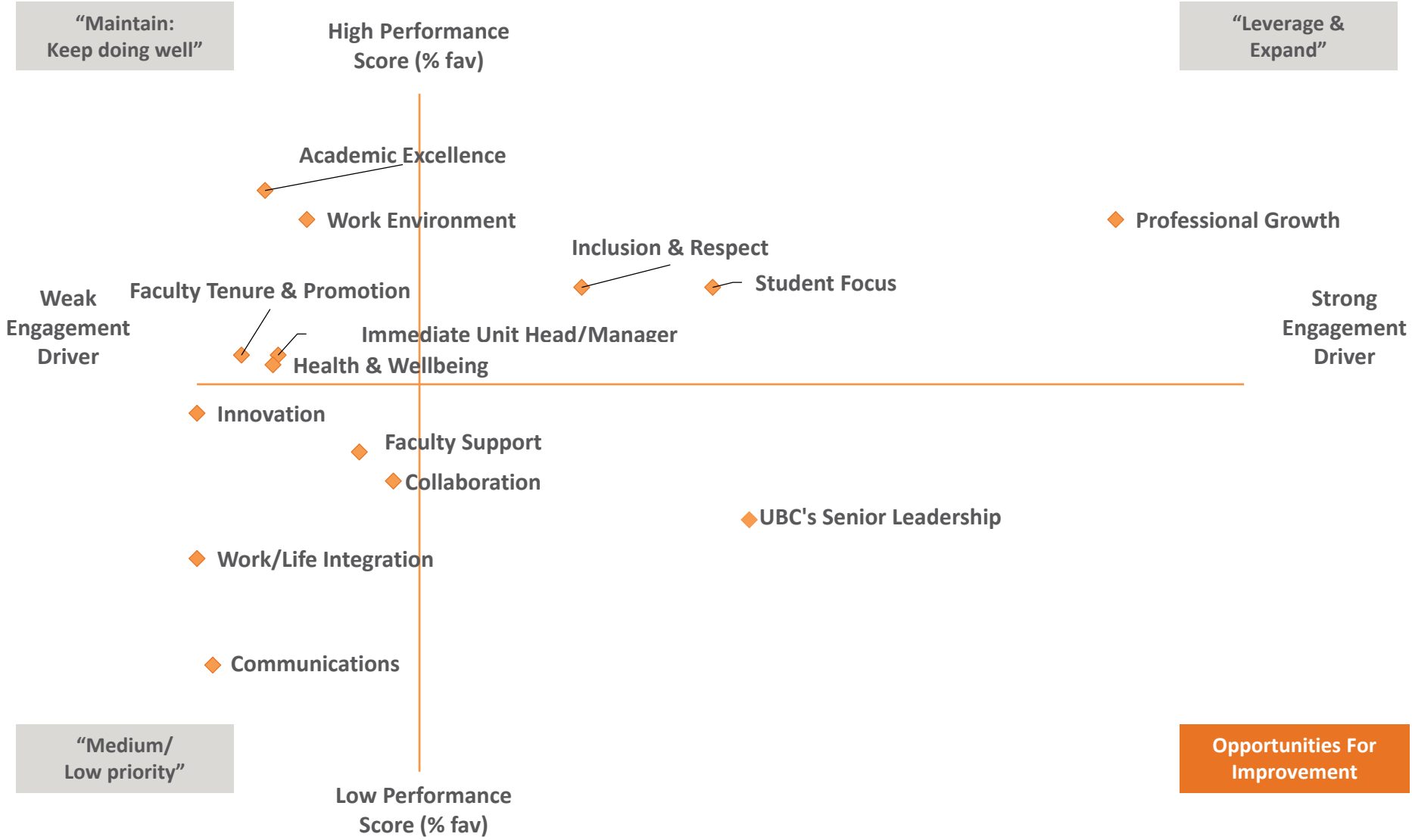
- FACULTY SUPPORT
- ACADEMIC EXCELLENCE
- FACULTY TENURE & PROMOTION
- WORK ENVIRONMENT
- PROFESSIONAL GROWTH
- WORK/LIFE INTEGRATION
- COMMUNICATIONS
- COLLABORATION
- INNOVATION
- STUDENT FOCUS
- IMMEDIATE UNIT HEAD/MANAGER
- UBC'S SENIOR LEADERSHIP
- HEALTH & WELLBEING
- INCLUSION & RESPECT

## REGRESSION ANALYSIS

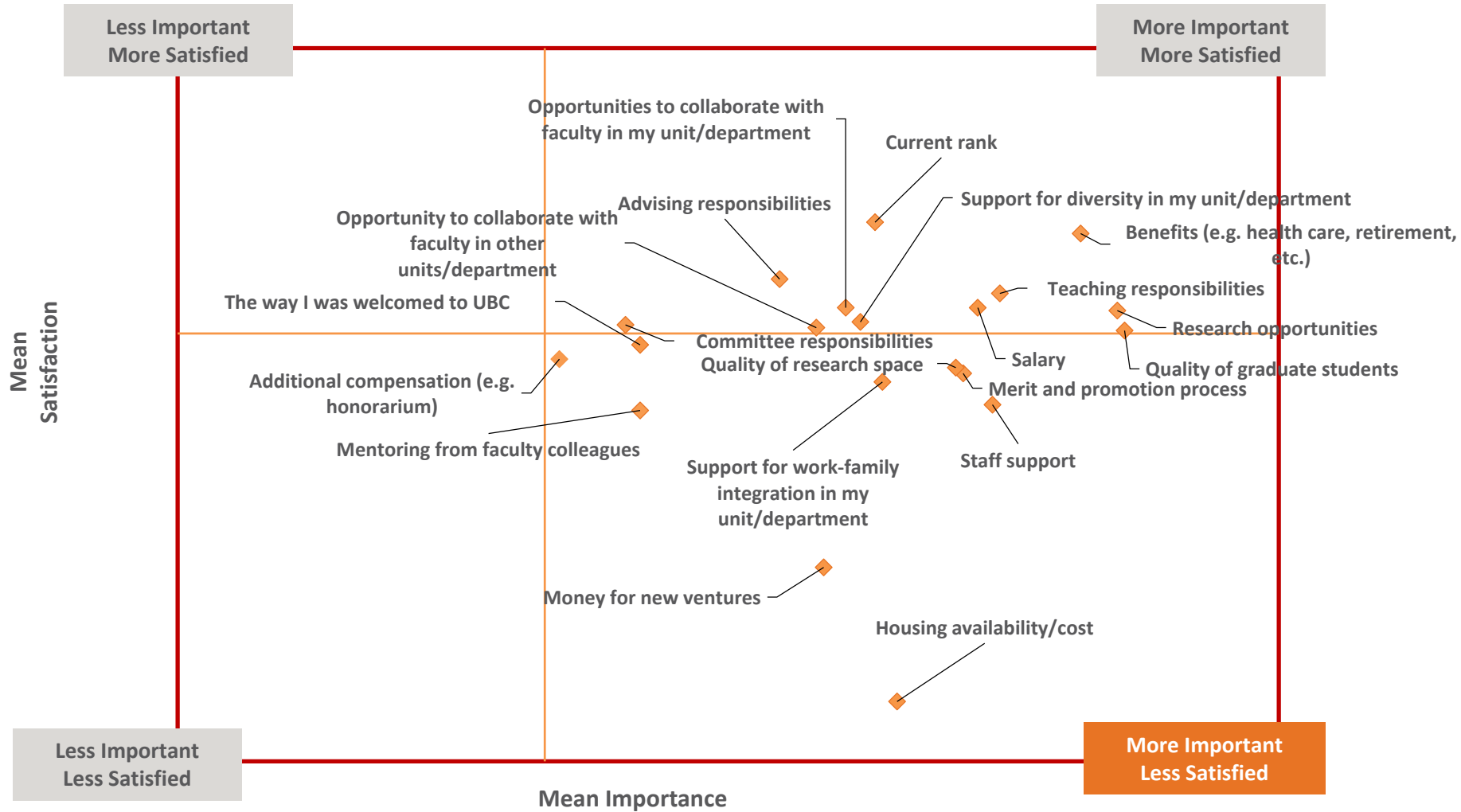
- #1 PROFESSIONAL GROWTH**
- #2 UBC'S SENIOR LEADERSHIP**
- #3 STUDENT FOCUS**



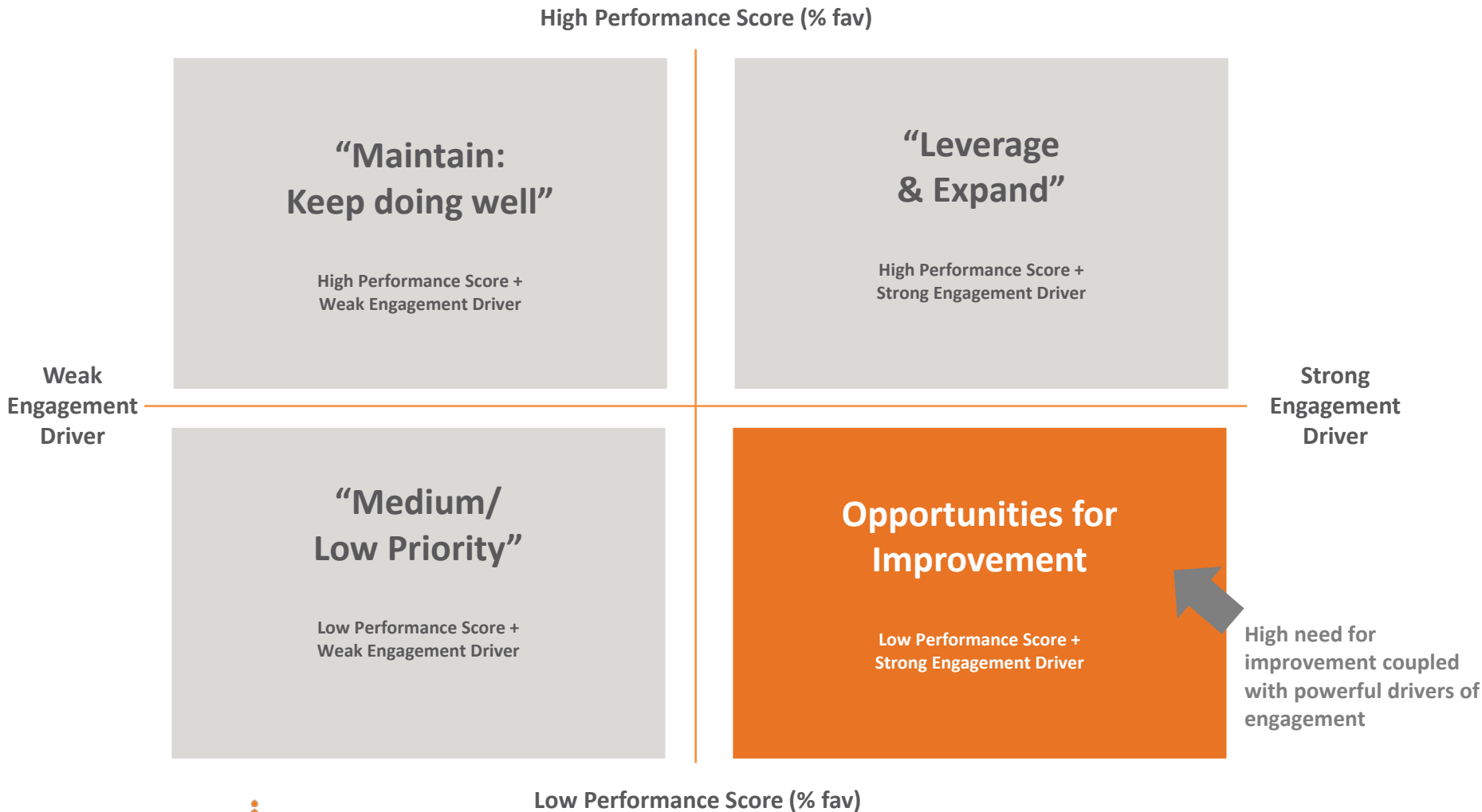




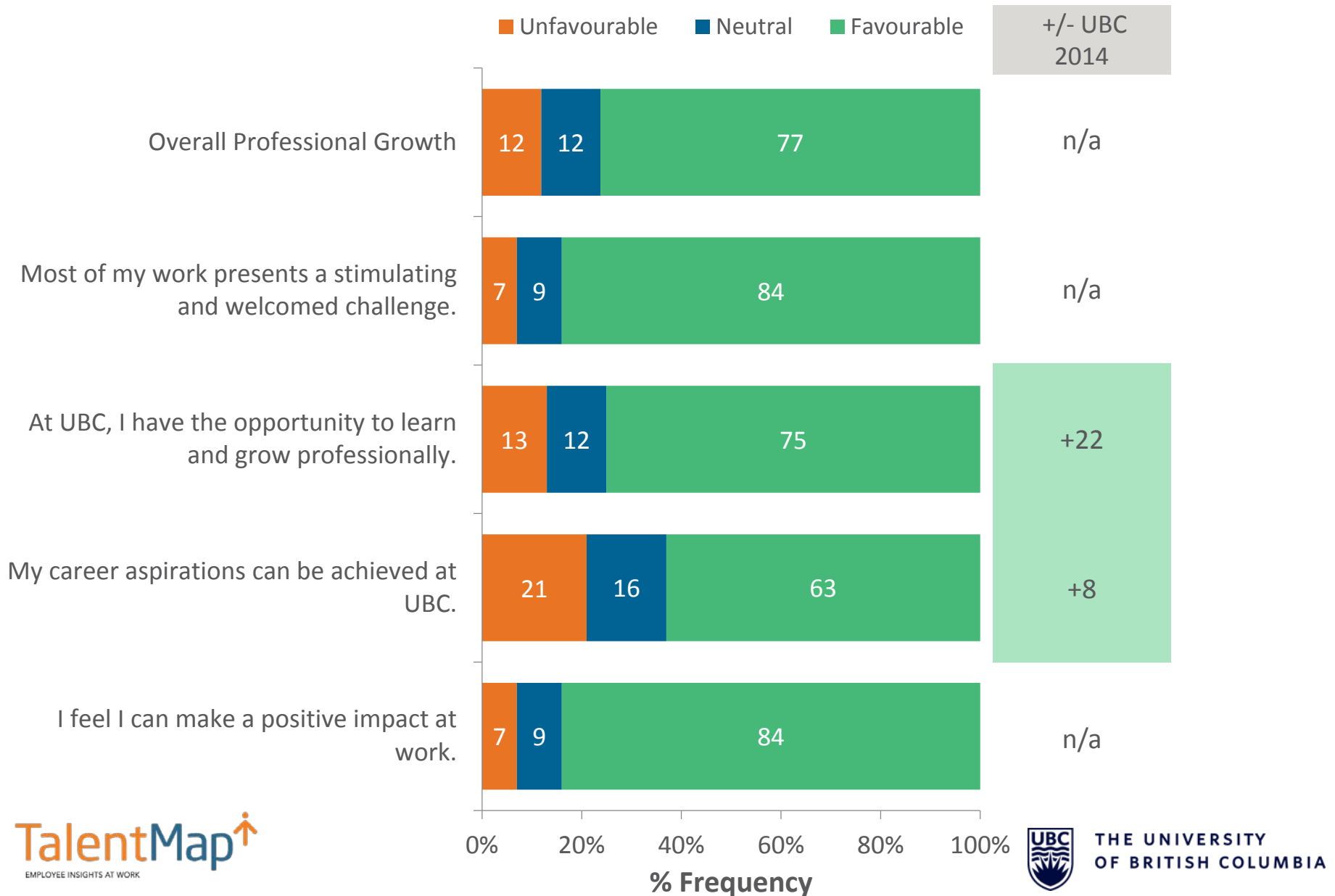
# FACULTY IMPORTANCE-SATISFACTION MATRIX



- Improving engagement should be focused on dimensions exhibiting a combination of **low performance scores and strong drivers**
- Focusing on the lower dimension scores exclusively may not fully address what is needed to target and improve engagement

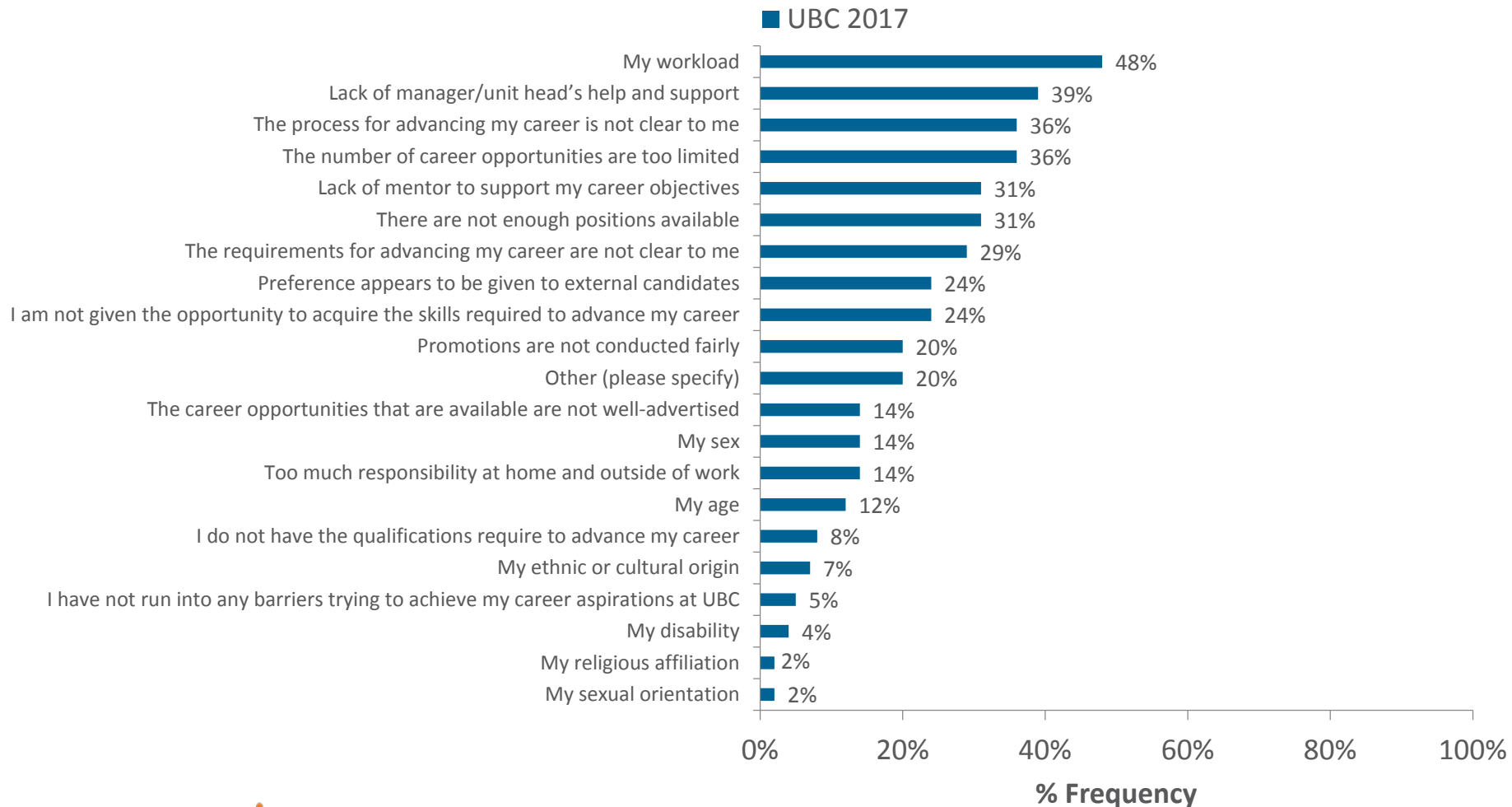


# PROFESSIONAL GROWTH (KEY DRIVER #1) - FACULTY

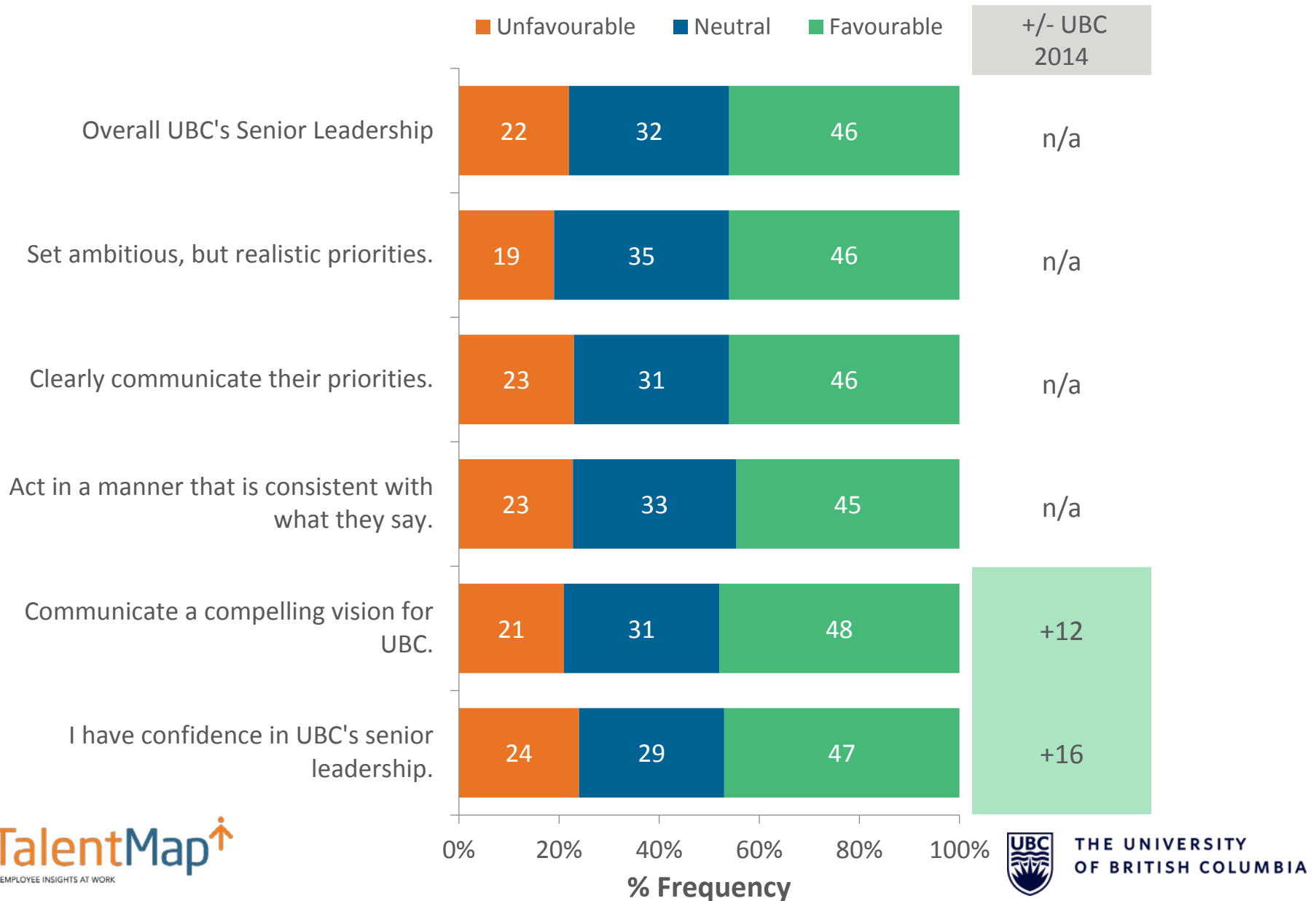


490 respondents selected a theme for this comment

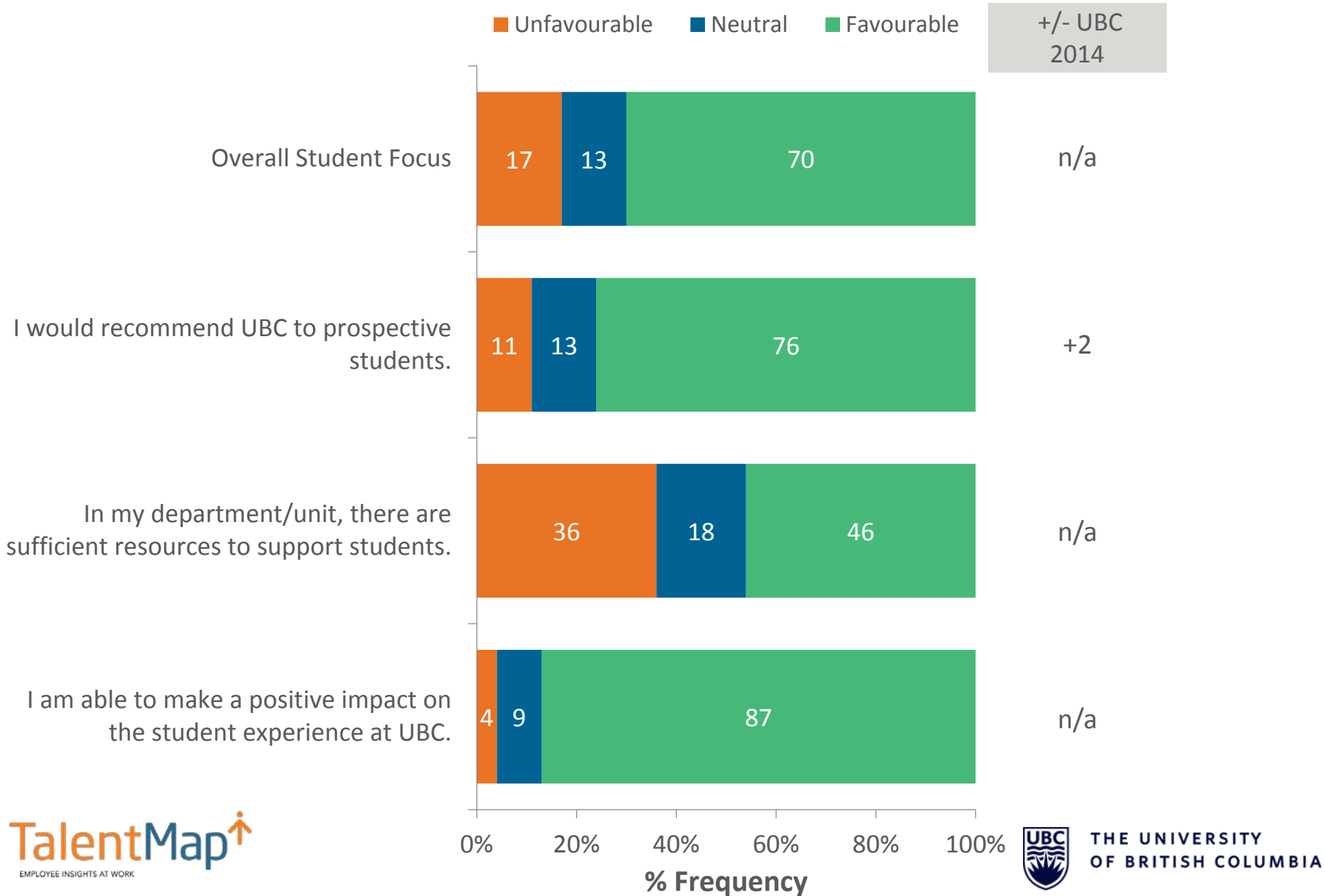
Which of the following issues are barriers to you in achieving your career aspirations at UBC?



# UBC'S SENIOR LEADERSHIP (KEY DRIVER #2) - FACULTY



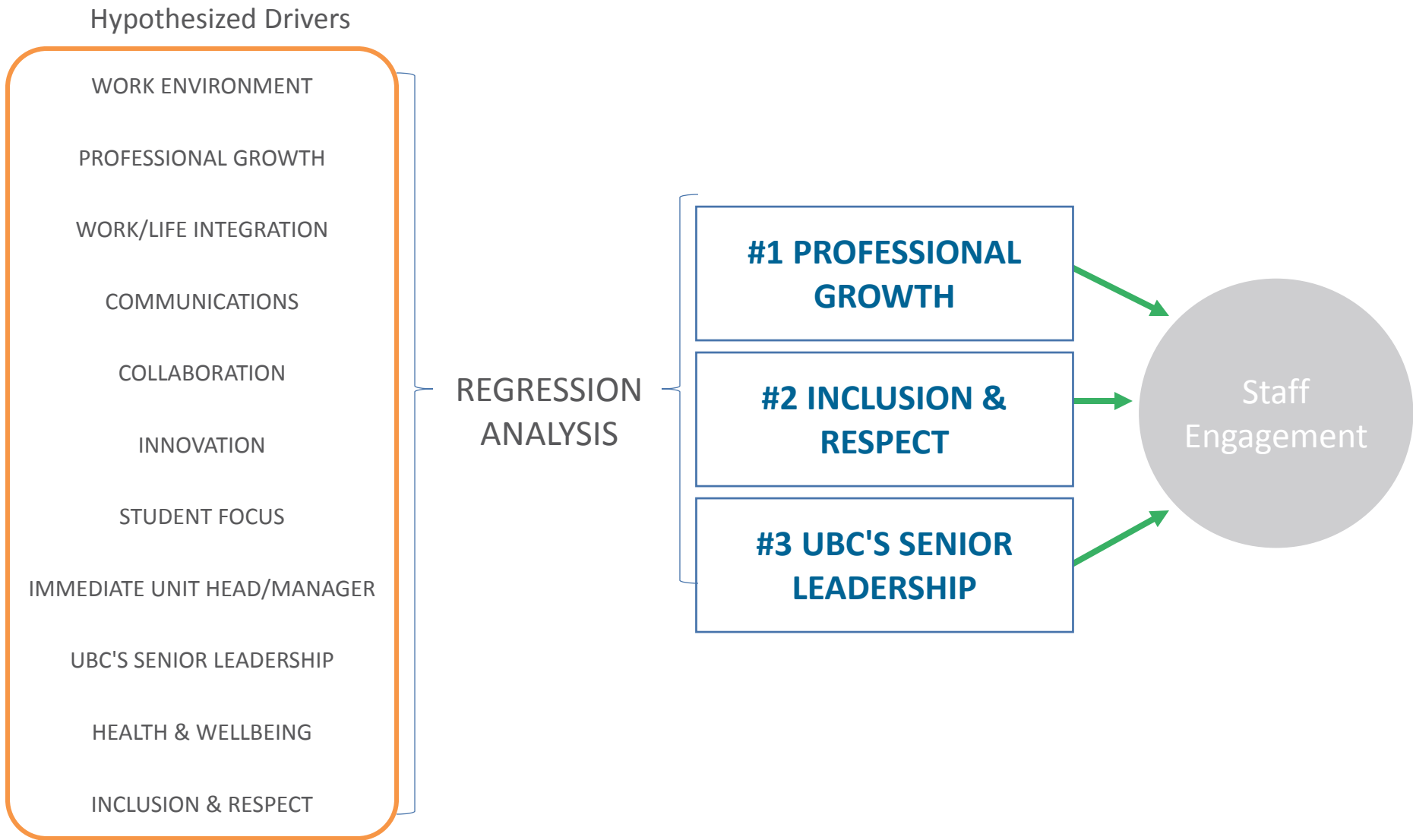
# STUDENT FOCUS (KEY DRIVER #3) - FACULTY

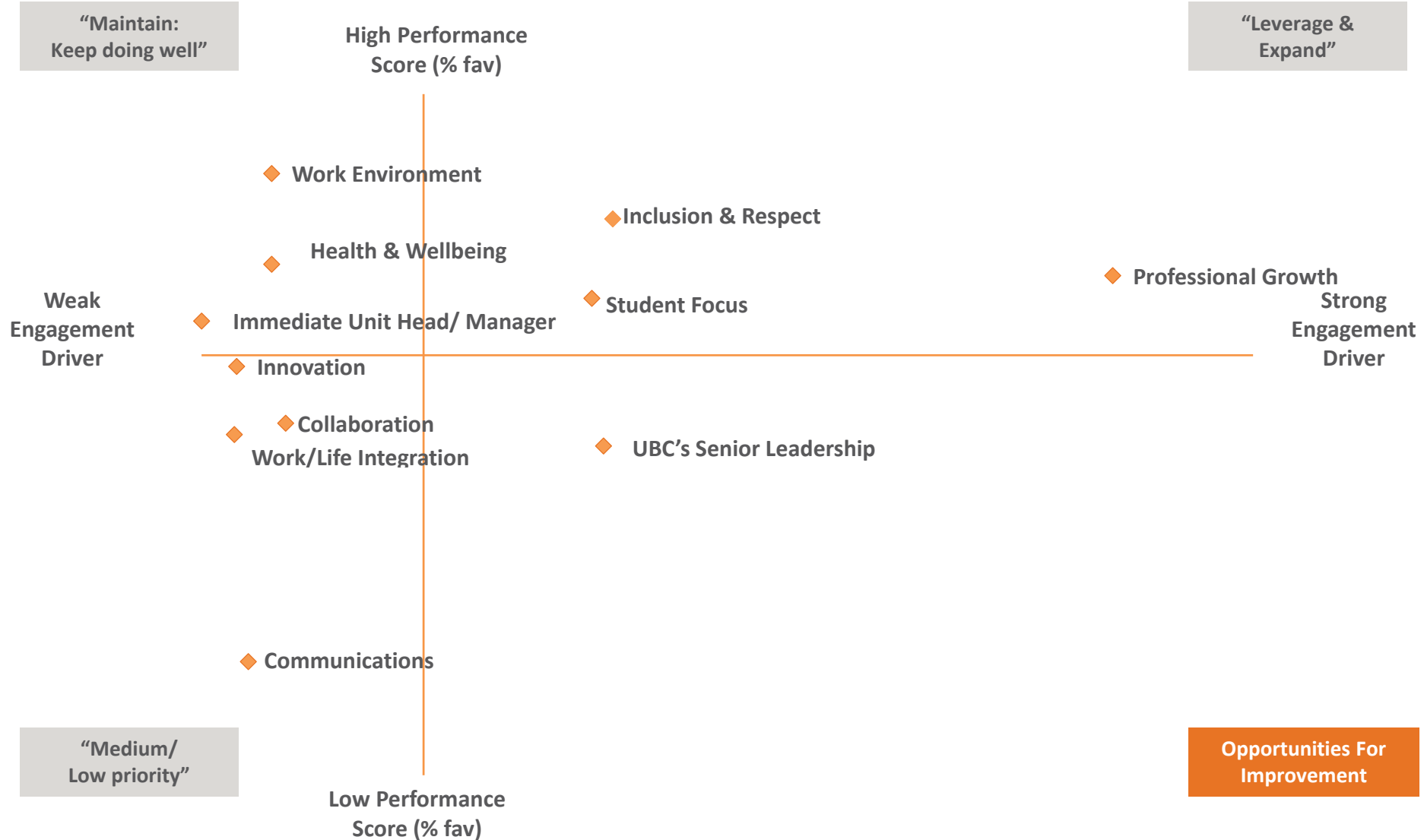


# KEY DRIVERS OF ENGAGEMENT - STAFF

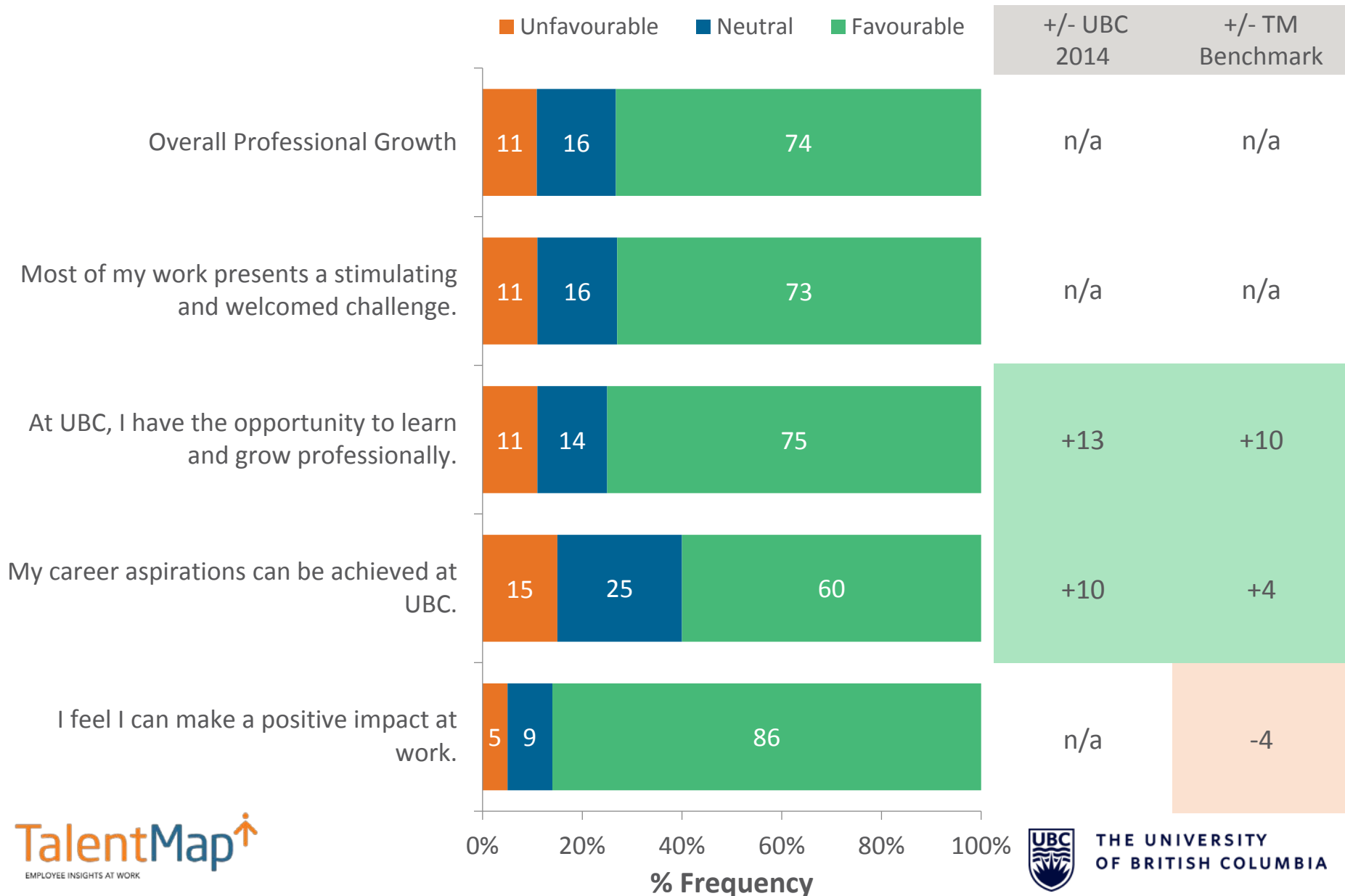






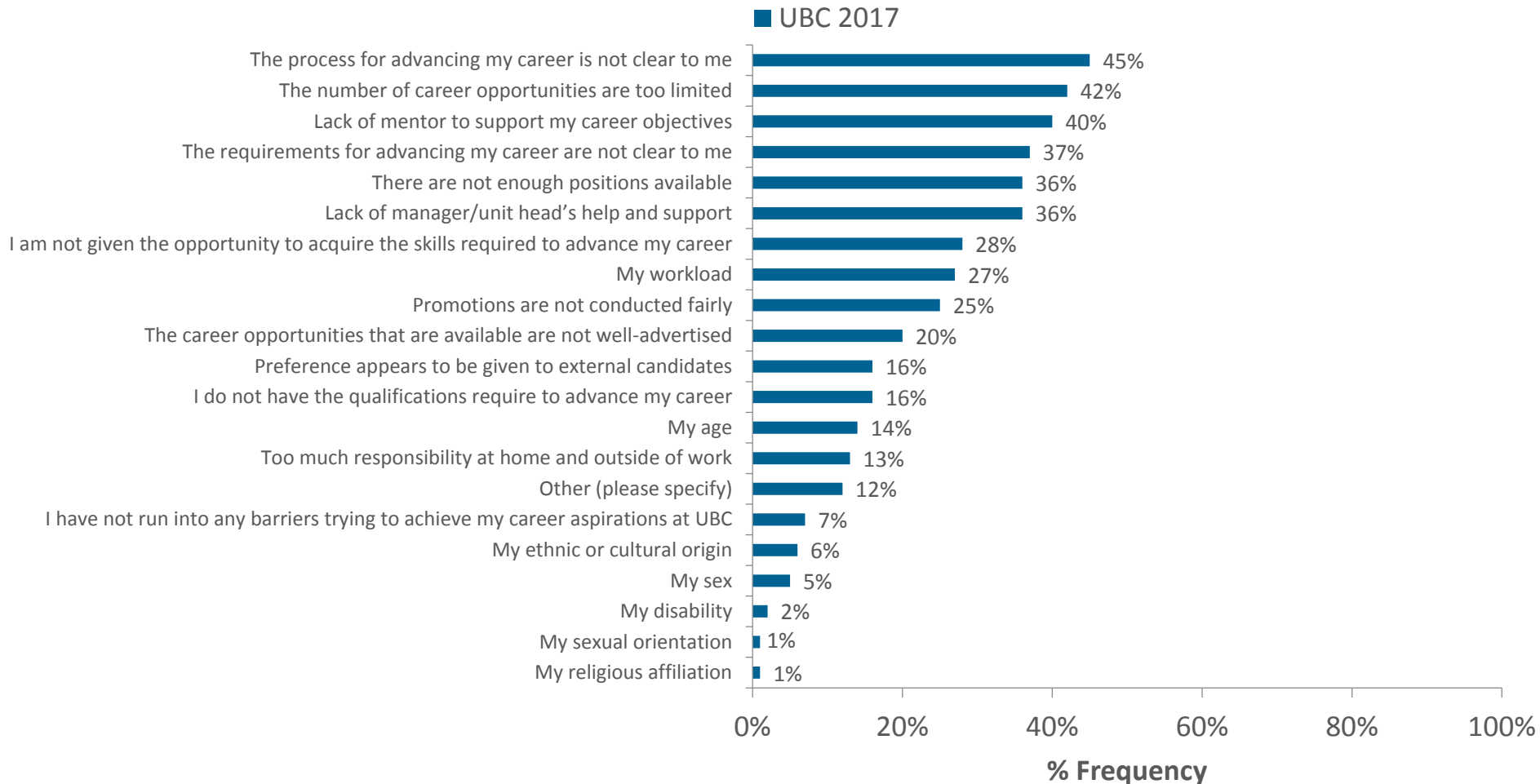


# PROFESSIONAL GROWTH (KEY DRIVER #1) - STAFF

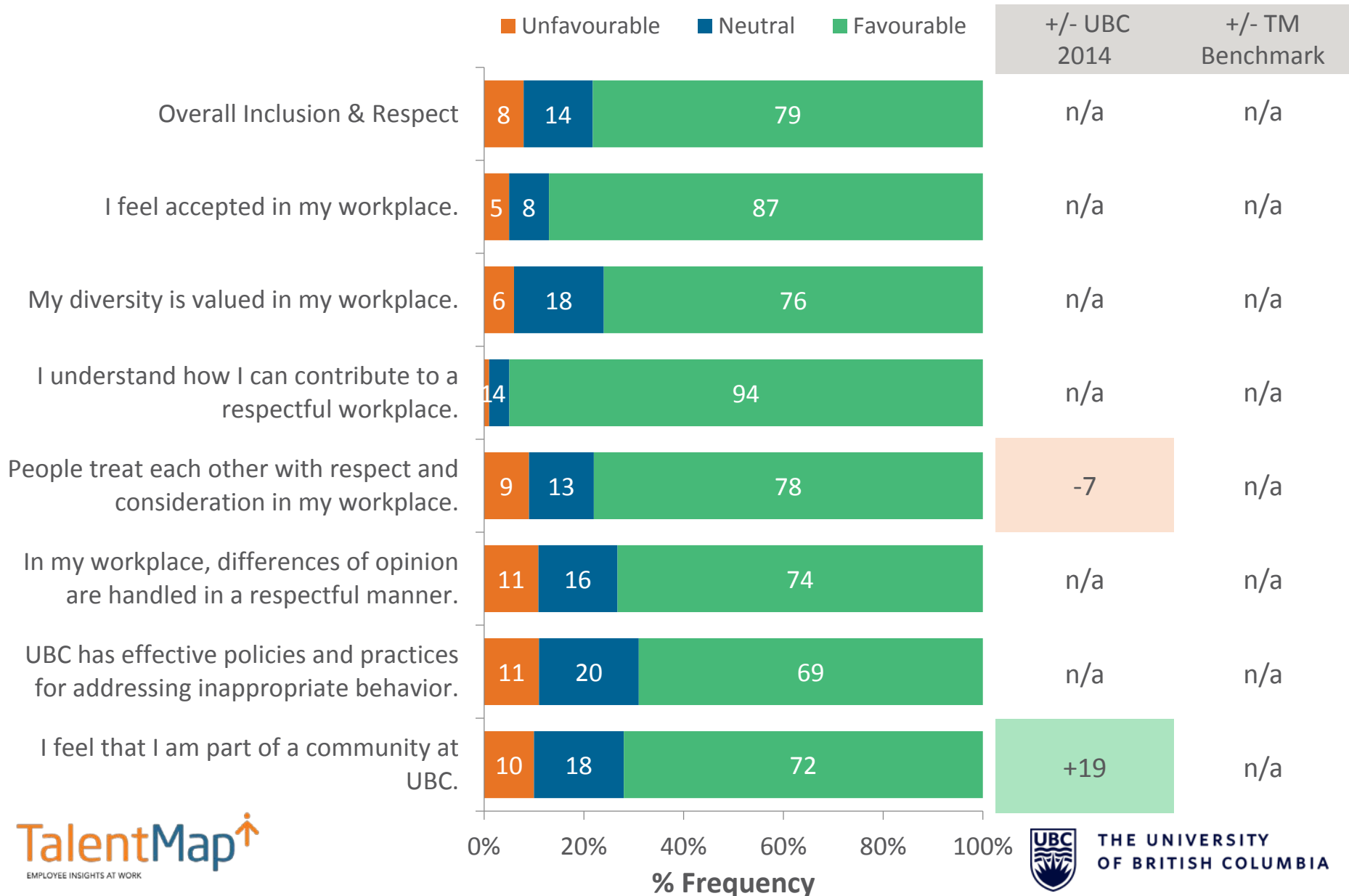


1729 respondents selected a theme for this comment

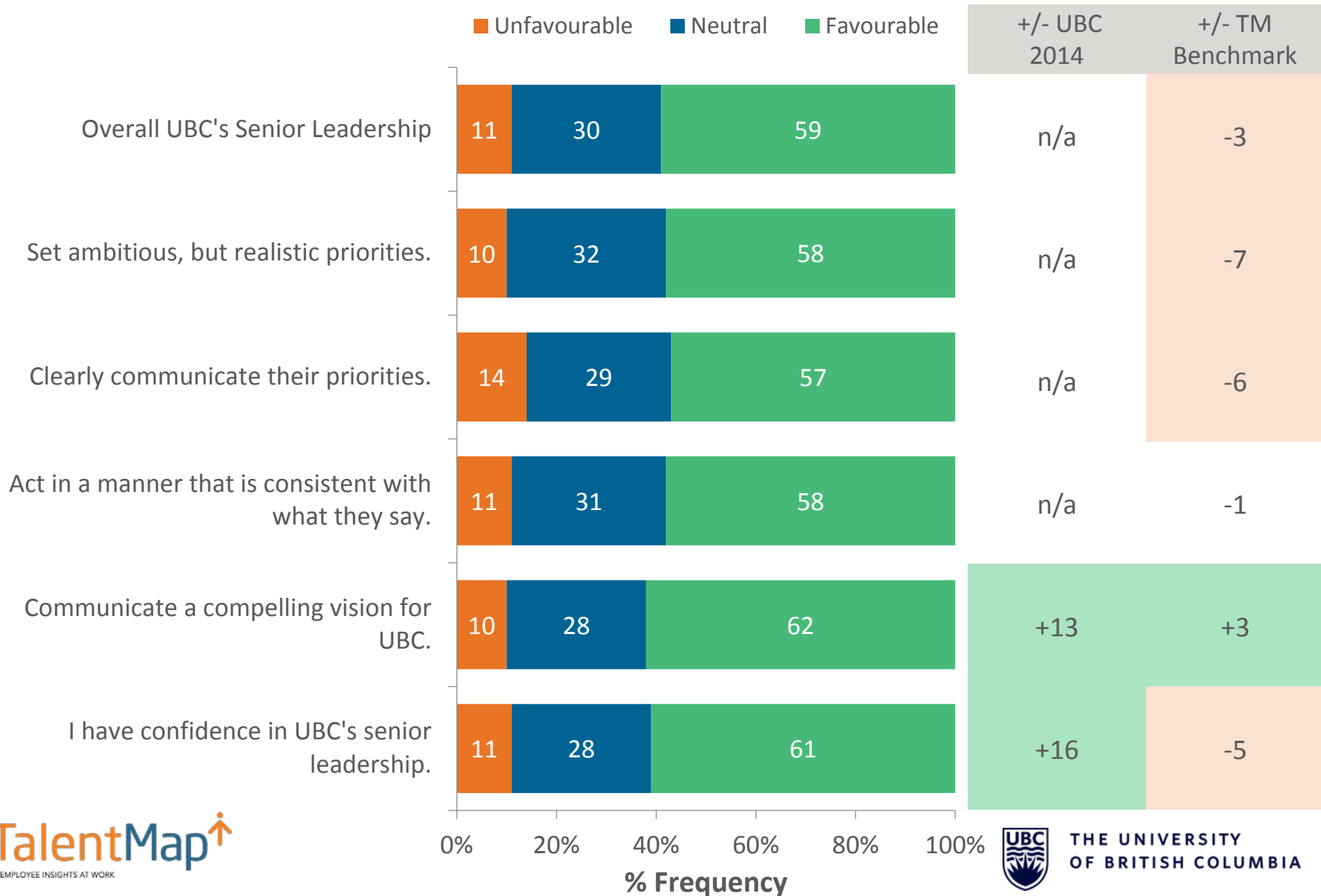
Which of the following issues are barriers to you in achieving your career aspirations at UBC?



# INCLUSION & RESPECT (KEY DRIVER #2) - STAFF



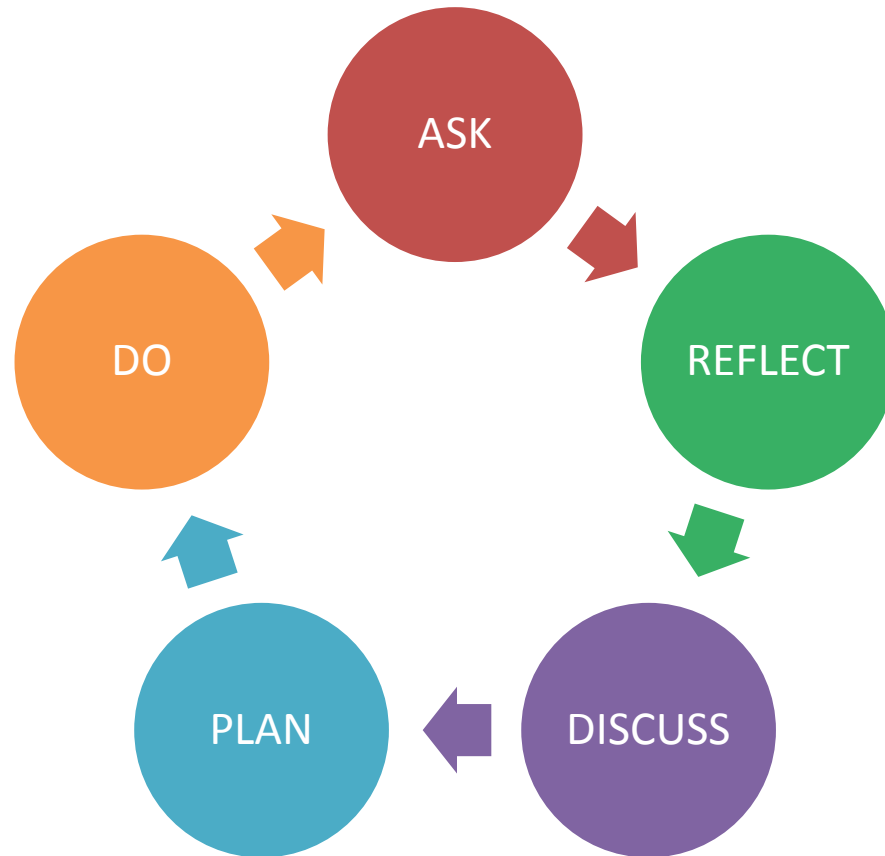
# UBC'S SENIOR LEADERSHIP (KEY DRIVER #3) - STAFF



# NEXT STEPS: YOUR ROLE



The Workplace Experiences Survey is an initial step in creating better workplace experiences at UBC.







## Resources & Contacts:

Visit: <http://ubc.ca/wes>.

Contact [workplace.surveys@ubc.ca](mailto:workplace.surveys@ubc.ca) or your HR Advisor.

Thank you!



THE UNIVERSITY  
OF BRITISH COLUMBIA