UBC Workplace Experiences Survey Pulse

2019 WES Pulse Report for:
UBC Overall
Vancouver & Okanagan Campus
Faculty & Staff Responses

Survey Period: November 2019
The UBC Workplace Experiences Survey (WES) Pulse ran from November 12 to 25, 2019. Over 3,000 faculty and staff participated in the survey and shared feedback on their experiences of UBC as a workplace. Pulse surveys are designed to provide a temperature check in between each WES, as well as to understand the effect of any actions taken at the local and university-wide levels to enhance and improve workplace experiences.

This is a report of the responses received for UBC Overall (Faculty & Staff). It’s intended to give leaders across UBC current insights into areas that were identified as the top drivers of engagement in the 2017 WES, and that align with the priorities woven into Focus on People 2025:

- Inclusion
- Leadership
- Professional Growth
- Wellbeing

Please note:
Each organization is different and your survey results should be used as a guide for further investigation. Generally, a % Favourable of 70 or above is considered good, a % Favourable in the 60s is acceptable, and a % Favourable lower than 60 would indicate the need to investigate further.

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

n/a: indicates no comparator is available (i.e. WES 2017 comparison is not available) or the number of responses is below the minimum threshold of 10
% Favourable UBC WES 2017: refers to the % Favourable score from WES 2017
+- UBC WES 2017: refers to the % Favourable score from WES 2017 that is greater (+) or lower (-) than the % Favourable score from the WES Pulse 2019
% Favourable UBC Overall Pulse 2019: refers to UBC’s Overall % Favourable score (includes both campuses, Faculty and Staff) from the WES Pulse 2019

Your sample size: 3,283
Your response rate*: 19%

* Response rates are calculated by dividing the number of completed surveys by the headcount (as of October 13, 2019). Response rates may be higher than 100% because we rely on people to correctly identify their department and position (i.e. staff or faculty) so that we can preserve respondent anonymity. In addition, because the WES Pulse runs over a two-week period, there may be fluctuations in headcount during this window (e.g. due to new hires).
I am proud to tell others I work at UBC.  
I would recommend UBC to a friend as a great place to work.  
My work provides me with a sense of personal accomplishment.  
I can see a clear link between my work and UBC’s long-term objectives.  
I am optimistic about the future of UBC.  
UBC inspires me to do my best work.

Overall Engagement

<table>
<thead>
<tr>
<th>Overall Engagement</th>
<th>WES 2017 (n = 6093)</th>
<th>Pulse 2019 (n = 3283)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Engagement</td>
<td>71 +/- 2017</td>
<td>83 +/- 2017</td>
</tr>
<tr>
<td>0</td>
<td>71 +/- 2017</td>
<td>83 +/- 2017</td>
</tr>
<tr>
<td>0</td>
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<tr>
<td>0</td>
<td>71 +/- 2017</td>
<td>73 +/- 2017</td>
</tr>
<tr>
<td>-1</td>
<td>61 +/- 2017</td>
<td>74 +/- 2017</td>
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<td>74 +/- 2017</td>
</tr>
<tr>
<td>-1</td>
<td>65 +/- 2017</td>
<td>64 +/- 2017</td>
</tr>
</tbody>
</table>

Engagement Trend

UBC Overall

Overall Engagement 71 83 71 71 73 74 74 64 65
UBC Inspires me to do my best work.
**TRENDS IN PRIORITY AREAS**

**UBC OVERALL**

<table>
<thead>
<tr>
<th>JOB SATISFACTION</th>
<th>PROFESSIONAL GROWTH &amp; INNOVATION</th>
<th>UBC'S SENIOR LEADERSHIP</th>
<th>INCLUSION &amp; WELLBEING</th>
</tr>
</thead>
</table>
| **WES 2014**  
(n = 5002) | **WES 2017**  
(n = 6093) | **Pulse 2019**  
(n = 3283) | n.a.  
n.a.  
n.a. |

- **Considering everything, I am satisfied with my current role at UBC.**
  - WES 2014: 68%  
  - WES 2017: 69%  
  - Pulse 2019: 75%  
  - Change (+/- 2017): +6
- **At UBC, I have the opportunity to learn and grow professionally.**
  - WES 2014: 60%  
  - WES 2017: 60%  
  - Pulse 2019: 75%  
  - Change (+/- 2017): +3
- **My career aspirations can be achieved at UBC.**
  - WES 2014: 51%  
  - WES 2017: 61%  
  - Pulse 2019: 62%  
  - Change (+/- 2017): +1
- **In my department we are willing to consider and adopt new and improved ways to work.**
  - WES 2014: 71%  
  - WES 2017: 71%  
  - Pulse 2019: n.a.  
  - Change (+/- 2017): 0
- **Communicate a compelling vision for UBC.**
  - WES 2014: 46%  
  - WES 2017: 59%  
  - Pulse 2019: 60%  
  - Change (+/- 2017): +1
- **I have confidence in UBC’s senior leadership.**
  - WES 2014: 41%  
  - WES 2017: 57%  
  - Pulse 2019: 57%  
  - Change (+/- 2017): 0
- **I feel that I am part of a community at UBC.**
  - WES 2014: 51%  
  - WES 2017: 70%  
  - Pulse 2019: 72%  
  - Change (+/- 2017): +2
- **My diversity is valued in my workplace.**
  - WES 2014: n.a.  
  - WES 2017: 64%  
  - Pulse 2019: 74%  
  - Change (+/- 2017): +10
- **People treat each other with respect and consideration in my workplace.**
  - WES 2014: n.a.  
  - WES 2017: 83%  
  - Pulse 2019: 76%  
  - Change (+/- 2017): -2
- **I have energy at the end of most days for my personal life.**
  - WES 2014: n.a.  
  - WES 2017: 47%  
  - Pulse 2019: 47%  
  - Change (+/- 2017): 0

**TRENDS**

- **UBC OVERALL**
  - JOB SATISFACTION: +6 (+/- 2017)
  - PROFESSIONAL GROWTH & INNOVATION: +3 (+/- 2017)
  - UBC’S SENIOR LEADERSHIP: +1 (+/- 2017)
  - INCLUSION & WELLBEING: 0 (+/- 2017)
PROFESSIONAL GROWTH & INNOVATION

At UBC, I have the opportunity to learn and grow professionally.
- Unfavourable: 12
- Neutral: 10
- Favourable: 78

% Favourable UBC Overall WES 2017: 75
+/- UBC Overall WES 2017: +3

My career aspirations can be achieved at UBC.
- Unfavourable: 18
- Neutral: 21
- Favourable: 62

% Favourable UBC Overall WES 2017: 61
+/- UBC Overall WES 2017: +1

In my department/unit, we are willing to consider and adopt new and improved ways to work.
- Unfavourable: 15
- Neutral: 14
- Favourable: 71

% Favourable UBC Overall WES 2017: 71
+/- UBC Overall WES 2017: 0
UBC'S SENIOR LEADERSHIP*

UBC's senior leadership communicate a compelling vision for UBC.

- Unfavourable: 15%
- Neutral: 25%
- Favourable: 60%

*I have confidence in UBC's senior leadership.

- Unfavourable: 17%
- Neutral: 25%
- Favourable: 57%

*The most senior group of people responsible for the overall leadership and management of the University, e.g. UBC President, Deputy-Vice Chancellor, Vice-Presidents, Deans, Associate Vice-Presidents.
INCLUSION & WELLBEING

- **I feel that I am part of a community at UBC.**
  - Unfavourable: 12%
  - Neutral: 16%
  - Favourable: 72%
  - % Favourable: 70%
  - +/-: +2

- **UBC is committed to the wellbeing of its people, places, and communities.**
  - Unfavourable: 14%
  - Neutral: 15%
  - Favourable: 70%
  - % Favourable: n/a
  - +/-: n/a

- **My diversity is valued in my workplace.**
  - Unfavourable: 14%
  - Neutral: 22%
  - Favourable: 64%
  - % Favourable: 74%
  - +/-: -10

- **People treat each other with respect and consideration in my workplace.**
  - Unfavourable: 14%
  - Neutral: 12%
  - Favourable: 74%
  - % Favourable: 76%
  - +/-: -2

- **I have energy left at the end of most workdays for my personal life.**
  - Unfavourable: 35%
  - Neutral: 18%
  - Favourable: 47%
  - % Favourable: 47%
  - +/-: 0
## ENGAGEMENT

<table>
<thead>
<tr>
<th>Statement</th>
<th>Unfavourable</th>
<th>Neutral</th>
<th>Favourable</th>
<th>% Favourable UBC Overall WES 2017</th>
<th>+/- UBC Overall WES 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Engagement</td>
<td>12</td>
<td>17</td>
<td>71</td>
<td>71</td>
<td>0</td>
</tr>
<tr>
<td>I am proud to tell others I work at UBC.</td>
<td>5</td>
<td>12</td>
<td>83</td>
<td>83</td>
<td>0</td>
</tr>
<tr>
<td>I am optimistic about the future of UBC.</td>
<td>10</td>
<td>16</td>
<td>74</td>
<td>75</td>
<td>-1</td>
</tr>
<tr>
<td>UBC inspires me to do my best work.</td>
<td>13</td>
<td>22</td>
<td>64</td>
<td>65</td>
<td>-1</td>
</tr>
<tr>
<td>I would recommend UBC to a friend as a great place to work.</td>
<td>11</td>
<td>18</td>
<td>71</td>
<td>71</td>
<td>0</td>
</tr>
<tr>
<td>My work provides me with a sense of personal accomplishment.</td>
<td>13</td>
<td>14</td>
<td>73</td>
<td>74</td>
<td>-1</td>
</tr>
<tr>
<td>I can see a clear link between my work and UBC's long-term objectives.</td>
<td>17</td>
<td>22</td>
<td>61</td>
<td>56</td>
<td>+2</td>
</tr>
</tbody>
</table>
JOB SATISFACTION

Considering everything, I am satisfied with my current role at UBC.

- Unfavourable: 14%
- Neutral: 11%
- Favourable: 75%

% Favourable

| UBC Overall | +/-%
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>WES 2017</td>
<td></td>
</tr>
<tr>
<td>69</td>
<td>+6</td>
</tr>
</tbody>
</table>

Is there anything else that you would like to share with us about your experience?

- 28% Improve the workplace by optimizing and streamlining practices and processes
- 24% Actively promote a respectful, supportive, and inclusive work environment by improving workplace culture
- 24% Improve communication and collaboration across UBC at all levels
- 20% Improve work-life integration by implementing modern workplace practices for all levels
- 16% Provide fair compensation and job security for all levels
- 15% Provide more opportunities for professional advancement, development, and growth
- 10% Improve work environment by providing necessary resources

734 respondents
What is your primary work location?

- Vancouver Campus*: 91%
- Okanagan Campus: 8%
- Elsewhere in BC: 1%

*Includes Point Grey, Hospital Sites, Robson Square, etc.

Do you identify as a woman, man, or non-binary person?

- Woman: 56%
- Man: 32%
- Non-binary Person: 1%
- Prefer not to disclose: 11%

Do you identify as Indigenous: that is First Nations (North American Indian), Métis, or Inuit?

- Yes: 2%
- No: 87%
- Prefer not to disclose: 9%
- Did not respond: 2%

Do you identify as a member of a racialized group?

- Yes: 26%
- No: 59%
- Prefer not to disclose: 13%
- Did not respond: 2%

Percentages may not add up to 100% due to incomplete responses and rounding errors.
Do you identify as a person with a disability or disabilities?

- Yes: 5%
- No: 83%
- Prefer not to disclose: 10%
- Did not respond: 2%

Do you identify as a person who is lesbian, gay, bisexual, two-spirited, or an analogous term?

- Yes: 8%
- No: 78%
- Prefer not to disclose: 12%
- Did not respond: 2%

Do you identify as a person who is trans, transgender, gender non-conforming, or an analogous term?

- Yes: 1%
- No: 86%
- Prefer not to disclose: 11%
- Did not respond: 2%

Percentages may not add up to 100% due to incomplete responses and rounding errors.
Thank you!

Questions? Please contact workplace.surveys@ubc.ca