



EMPLOYEE INSIGHTS AT WORK

WORKPLACE EXPERIENCES SURVEY OKANAGAN CAMPUS RESULTS

February 8, 2018



**THE UNIVERSITY
OF BRITISH COLUMBIA**





WHAT WE'LL COVER

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
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

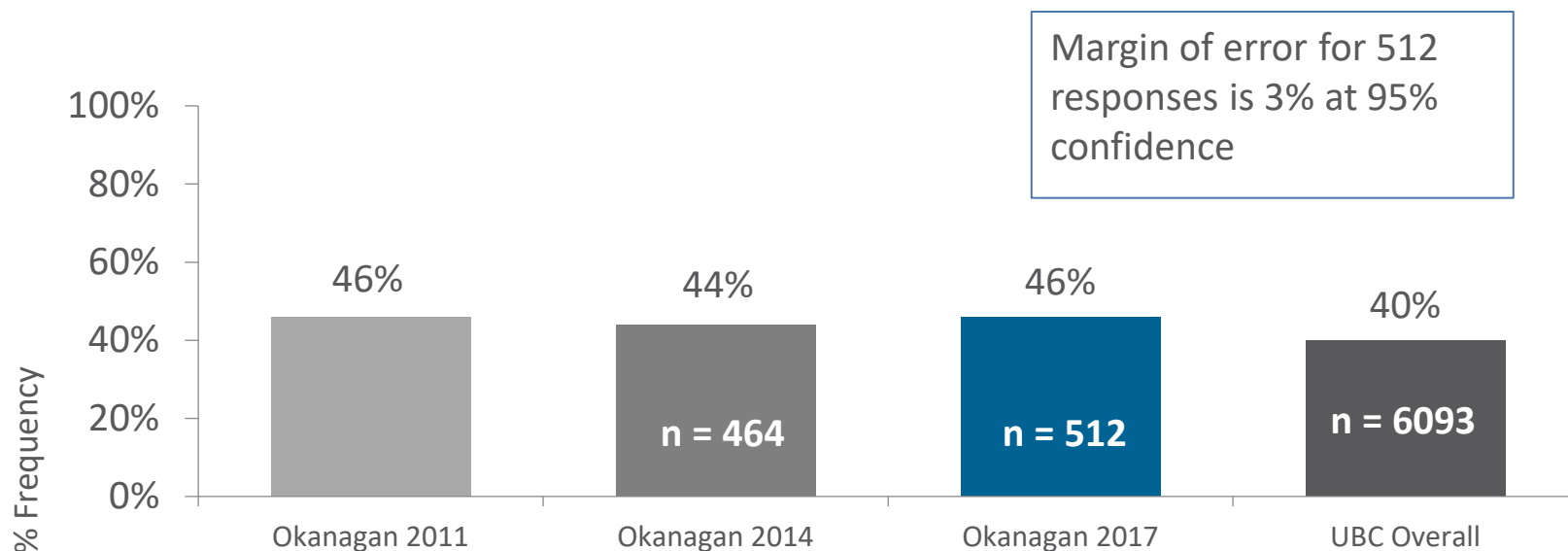
No data or reports will be provided unless there are at least ten (10) respondents.





TRENDS: HOW WE ARE DOING



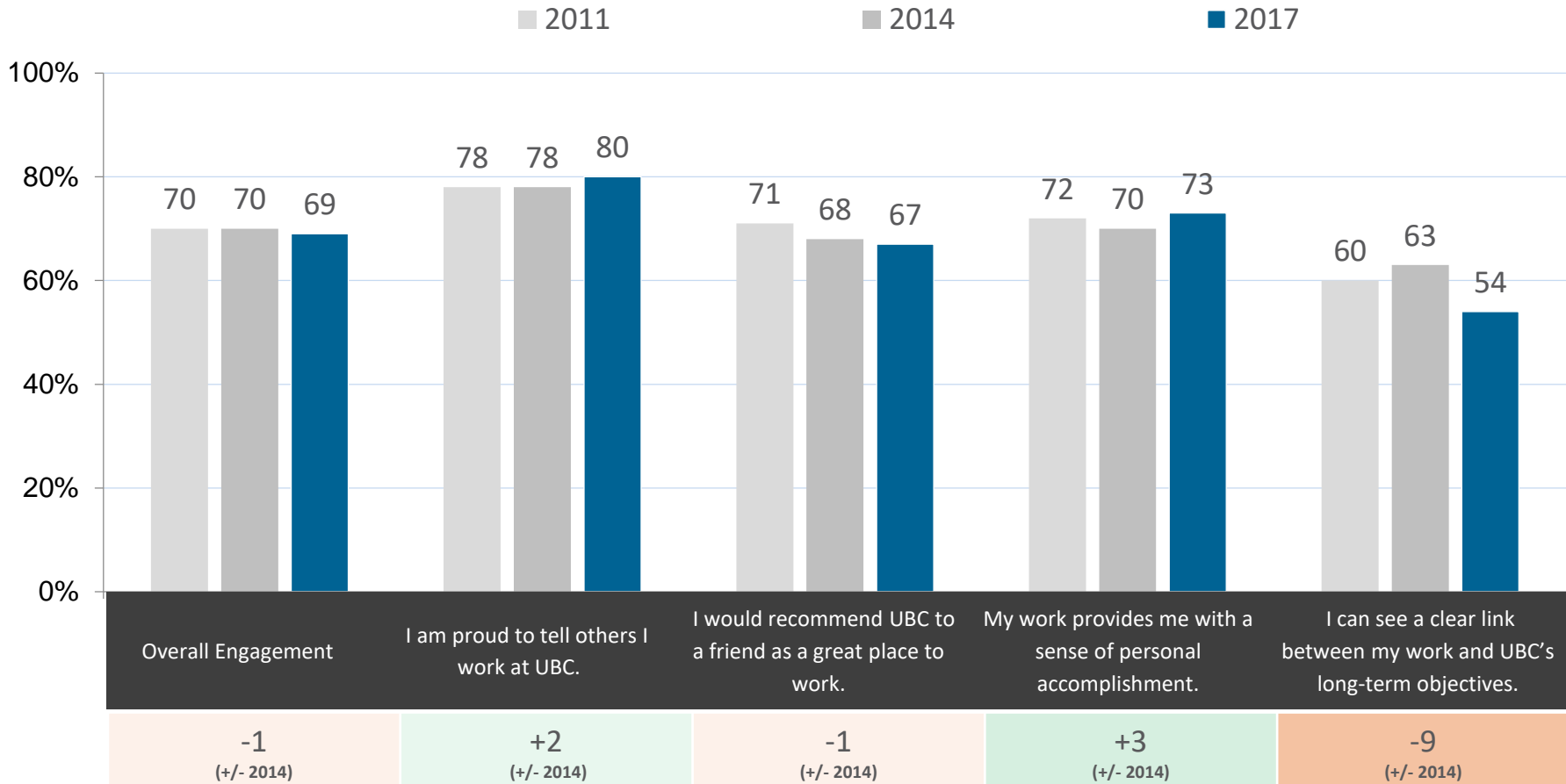


FACULTY/STAFF + CAMPUS	Response Count	Employee Count	Response Rate
Faculty - Okanagan	173	459	38%
Staff - Okanagan	339	653	52%
Total	512	1112	46%

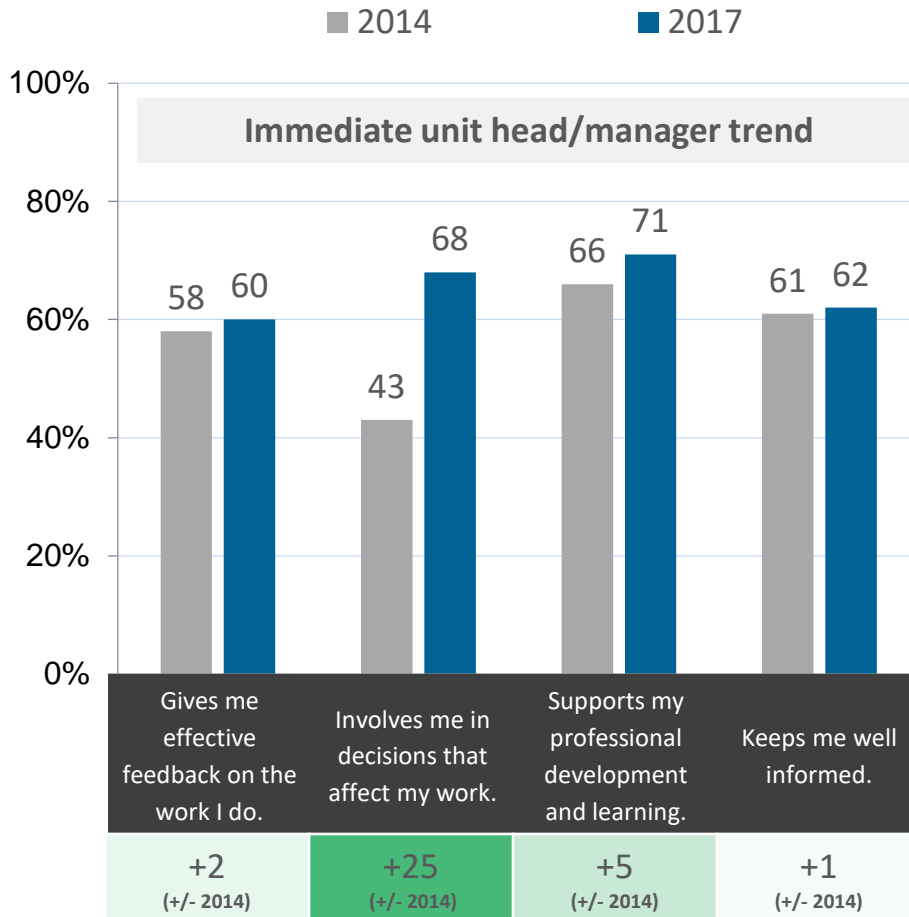


OVERALL OKANAGAN

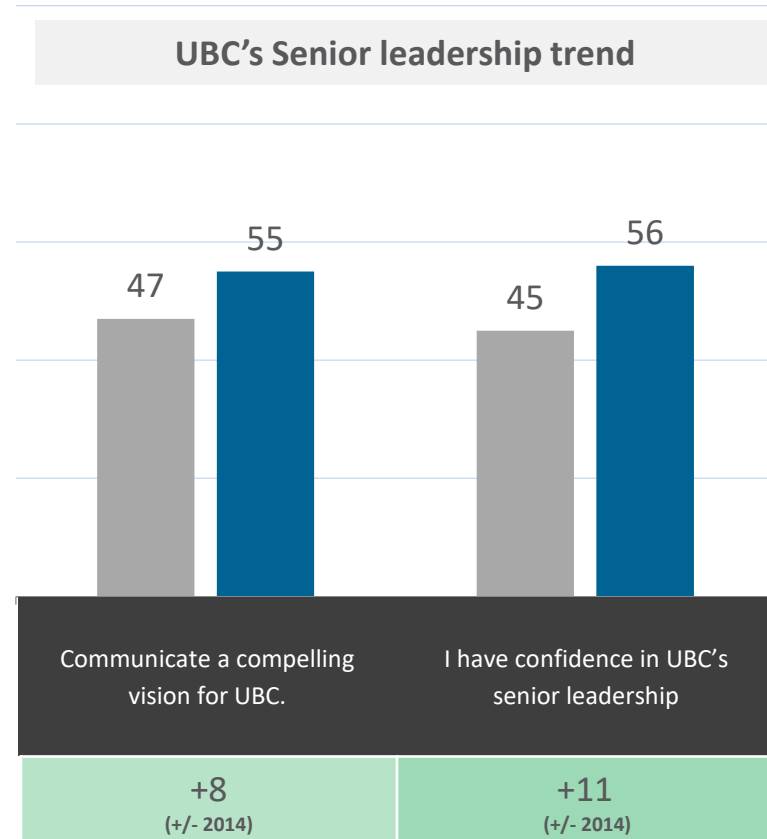
Note: The 2017, 2014 and 2011 Overall Engagement scores are the average of the 4 questions.



OVERALL OKANAGAN

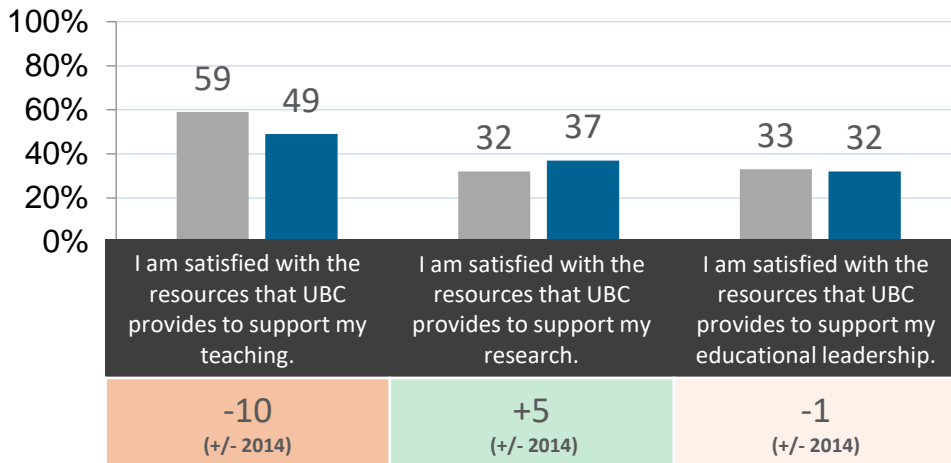


UBC's Senior leadership trend



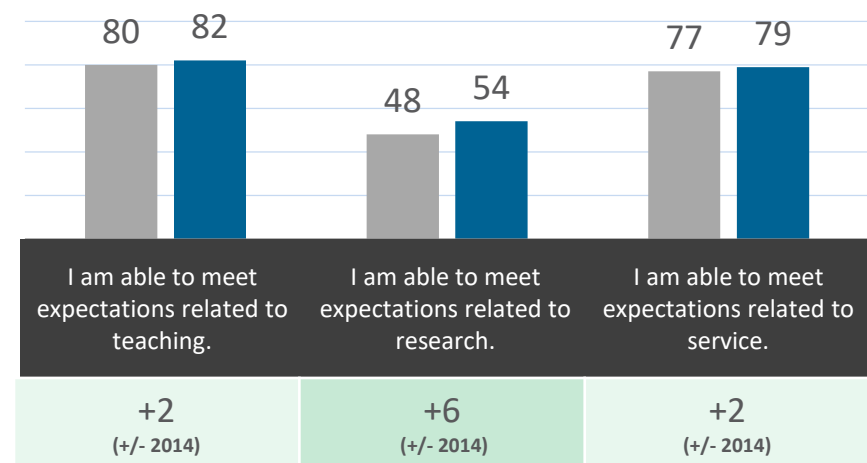
■ 2014

FACULTY: Faculty Support trend

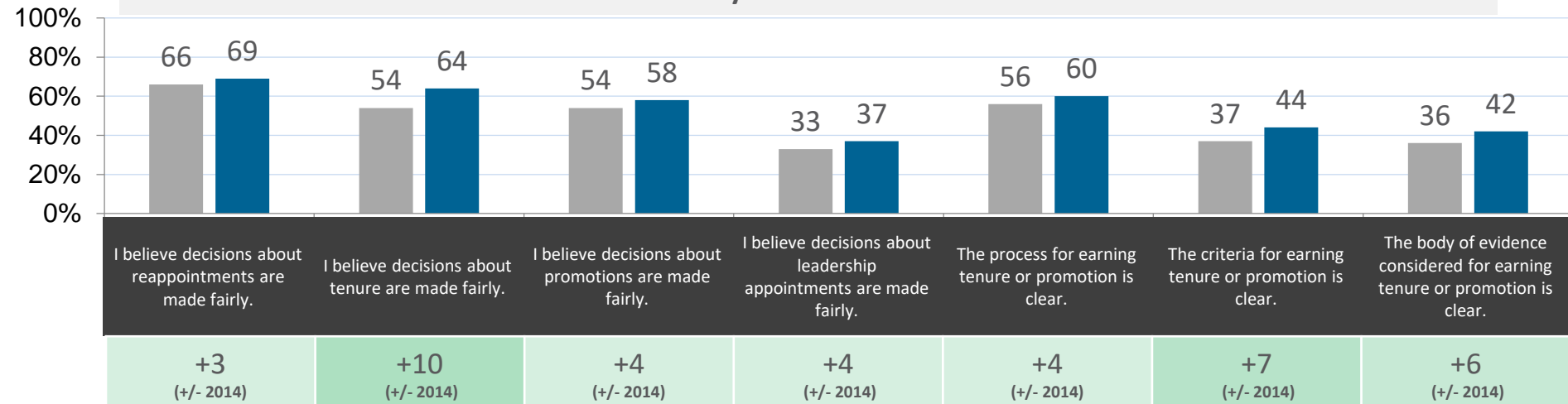


■ 2017

FACULTY: Academic Excellence

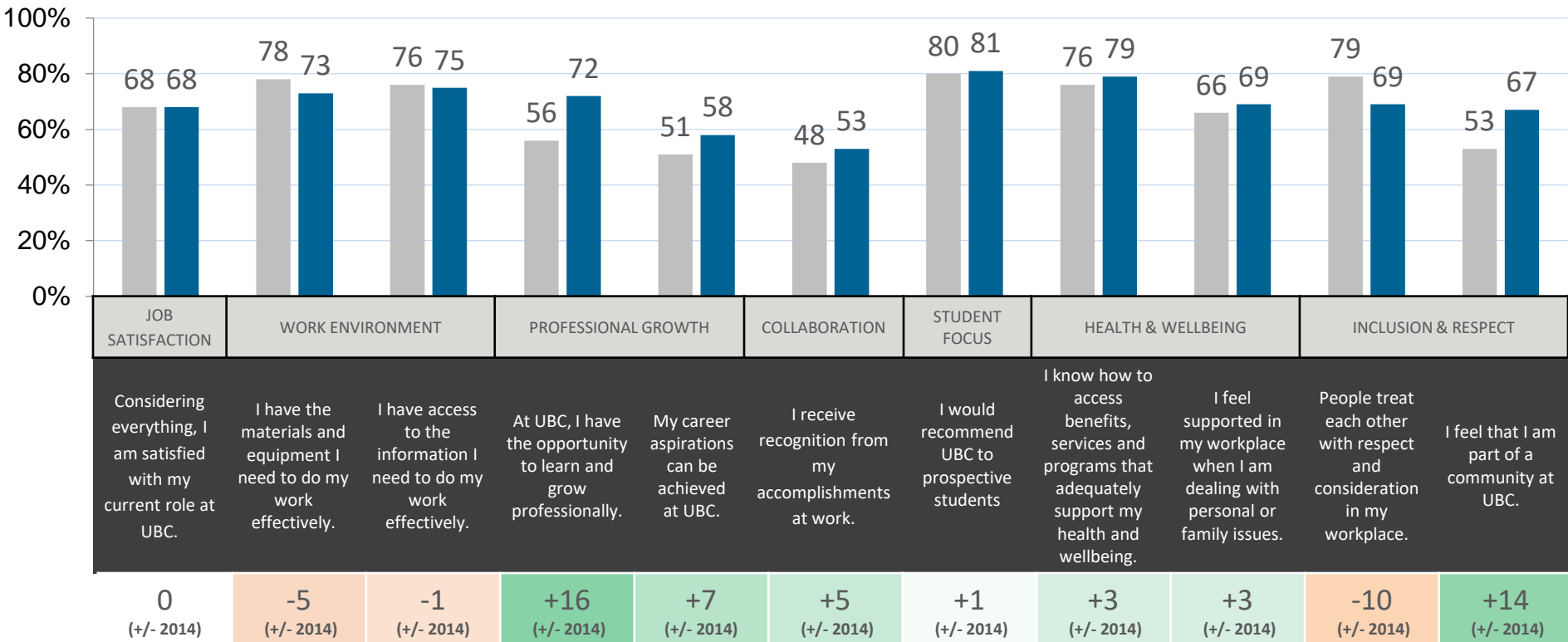


FACULTY: Faculty Tenure & Promotion trend



OVERALL OKANAGAN

■ 2014 ■ 2017



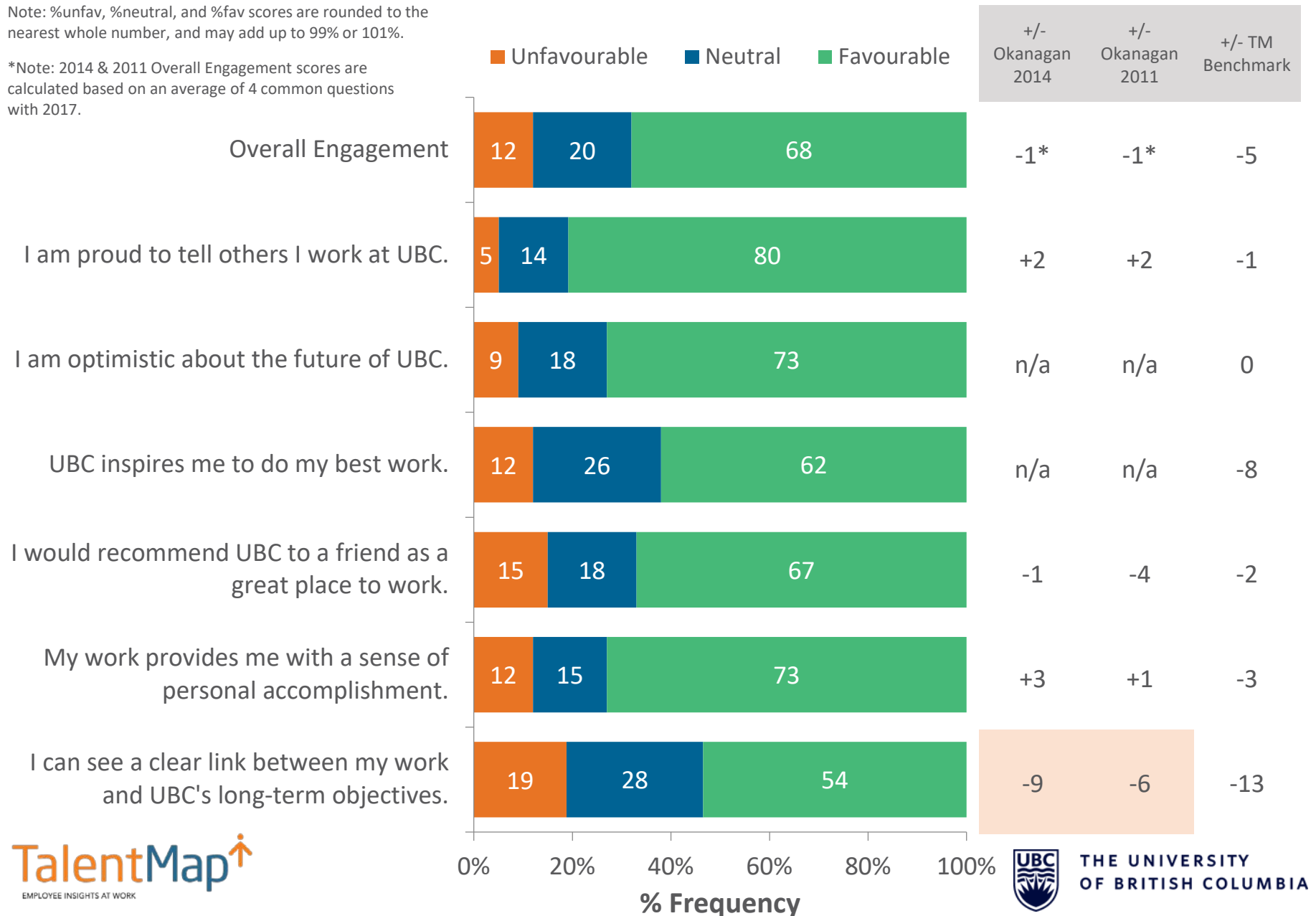
2017 SURVEY RESULTS – HIGHLIGHTS

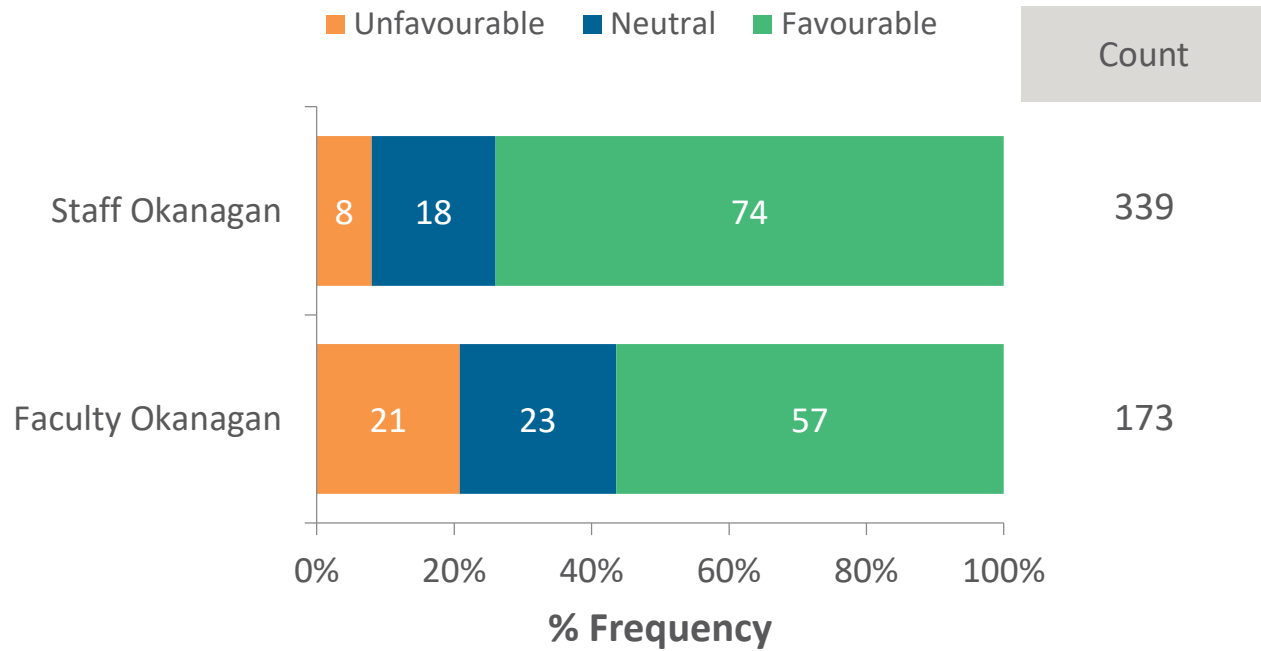


ENGAGEMENT SCORES – OKANAGAN OVERALL

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

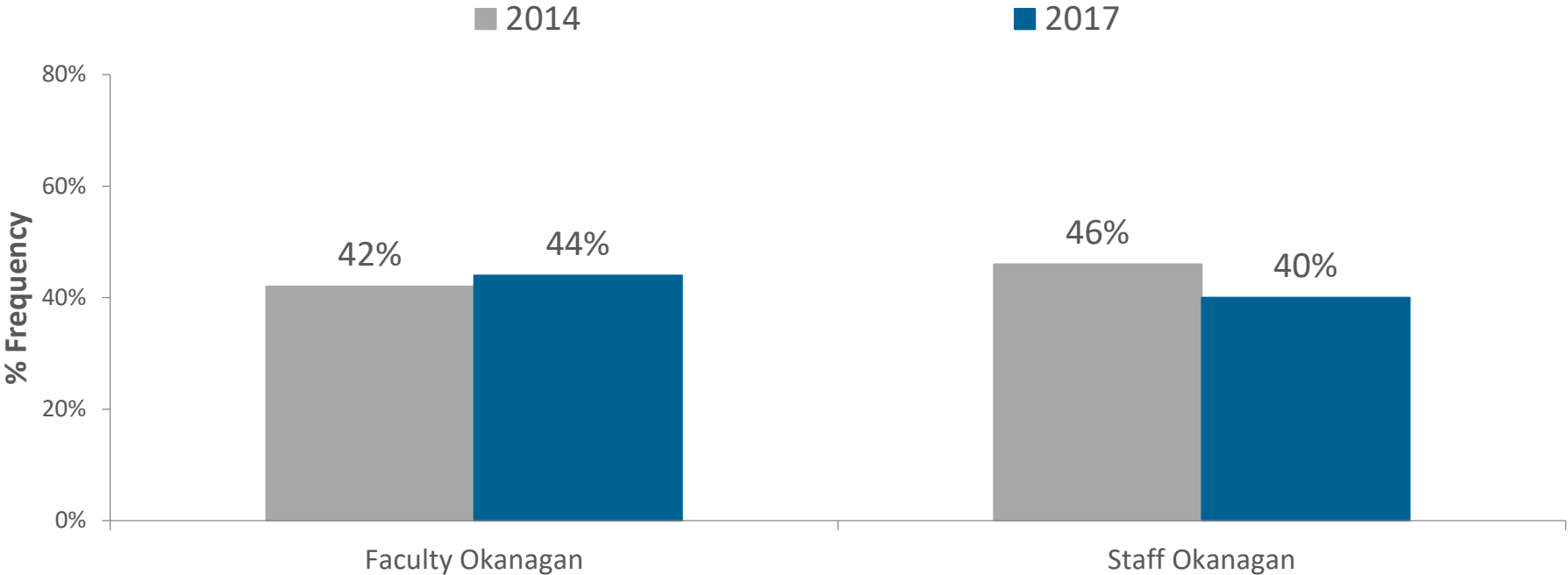
*Note: 2014 & 2011 Overall Engagement scores are calculated based on an average of 4 common questions with 2017.





THINKING OF LEAVING (%YES)

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



n =

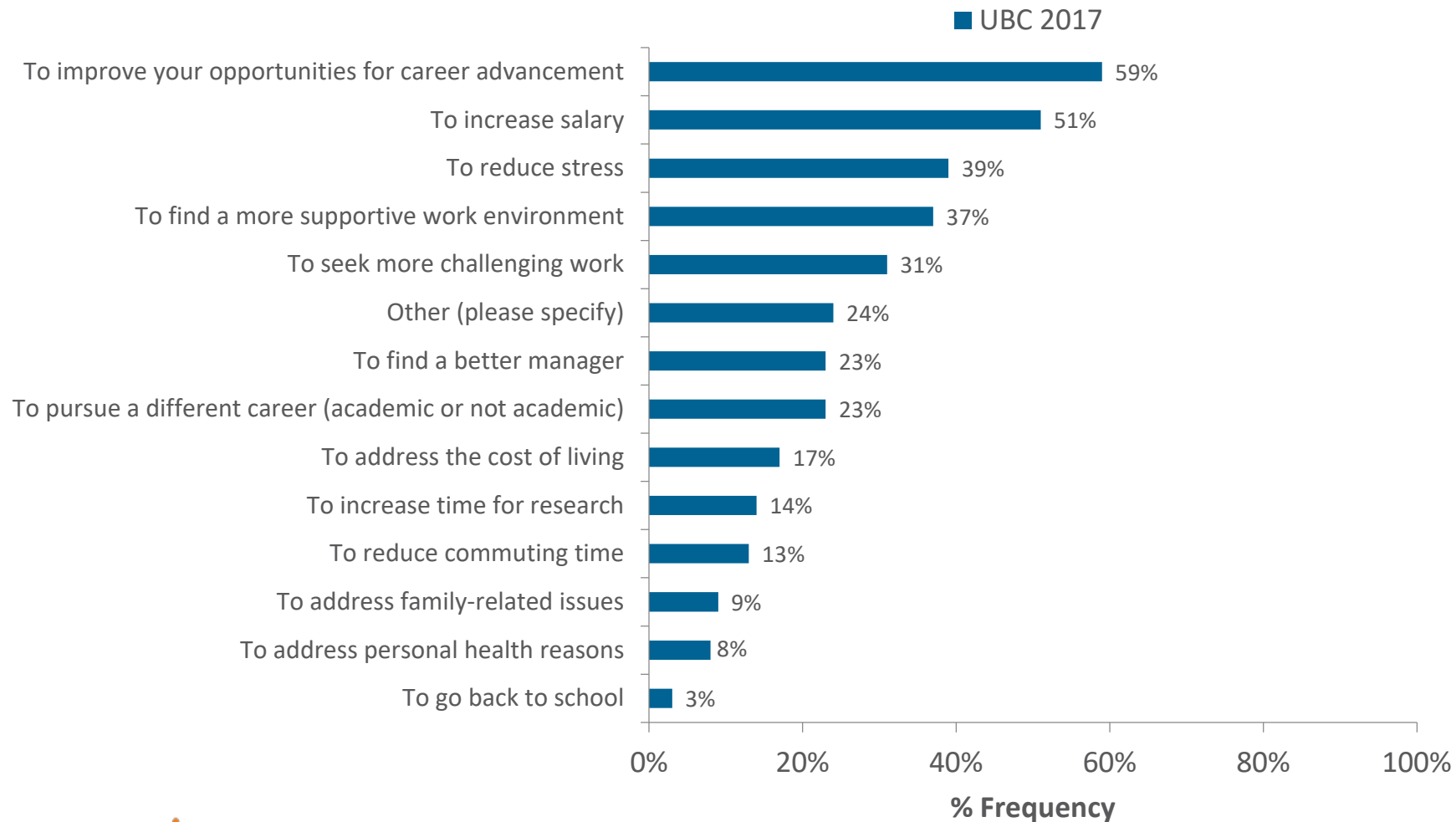
173

339

n =

212 respondents selected a theme for this comment

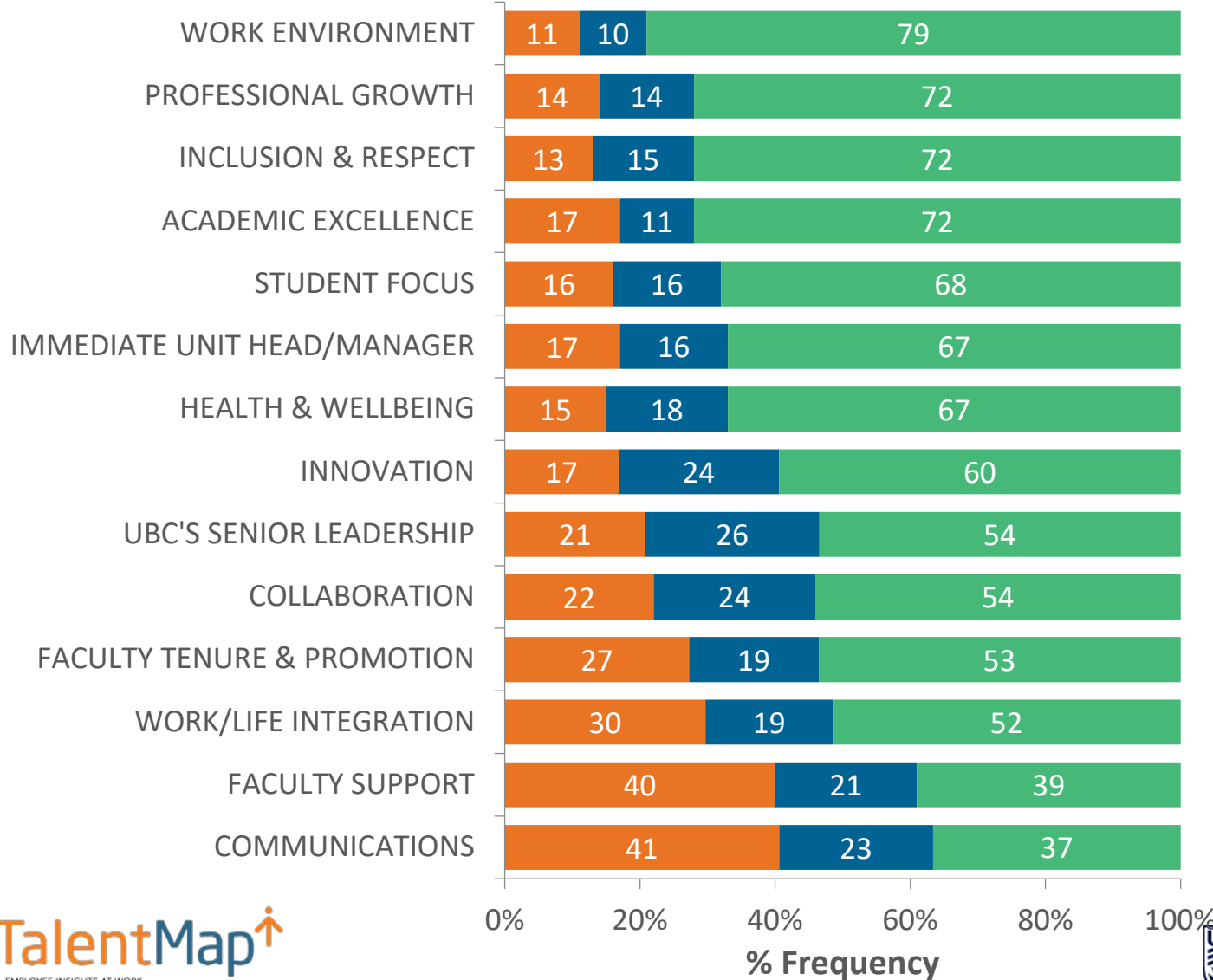
Please indicate why you have been actively searching for a job outside of UBC in the past 3 years.



SURVEY SCORES BY MAIN SURVEY ATTRIBUTES

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

Unfavourable Neutral Favourable



DRIVERS OF ENGAGEMENT - FACULTY

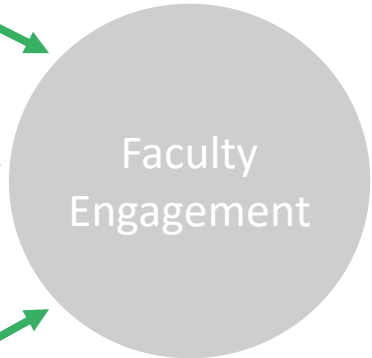


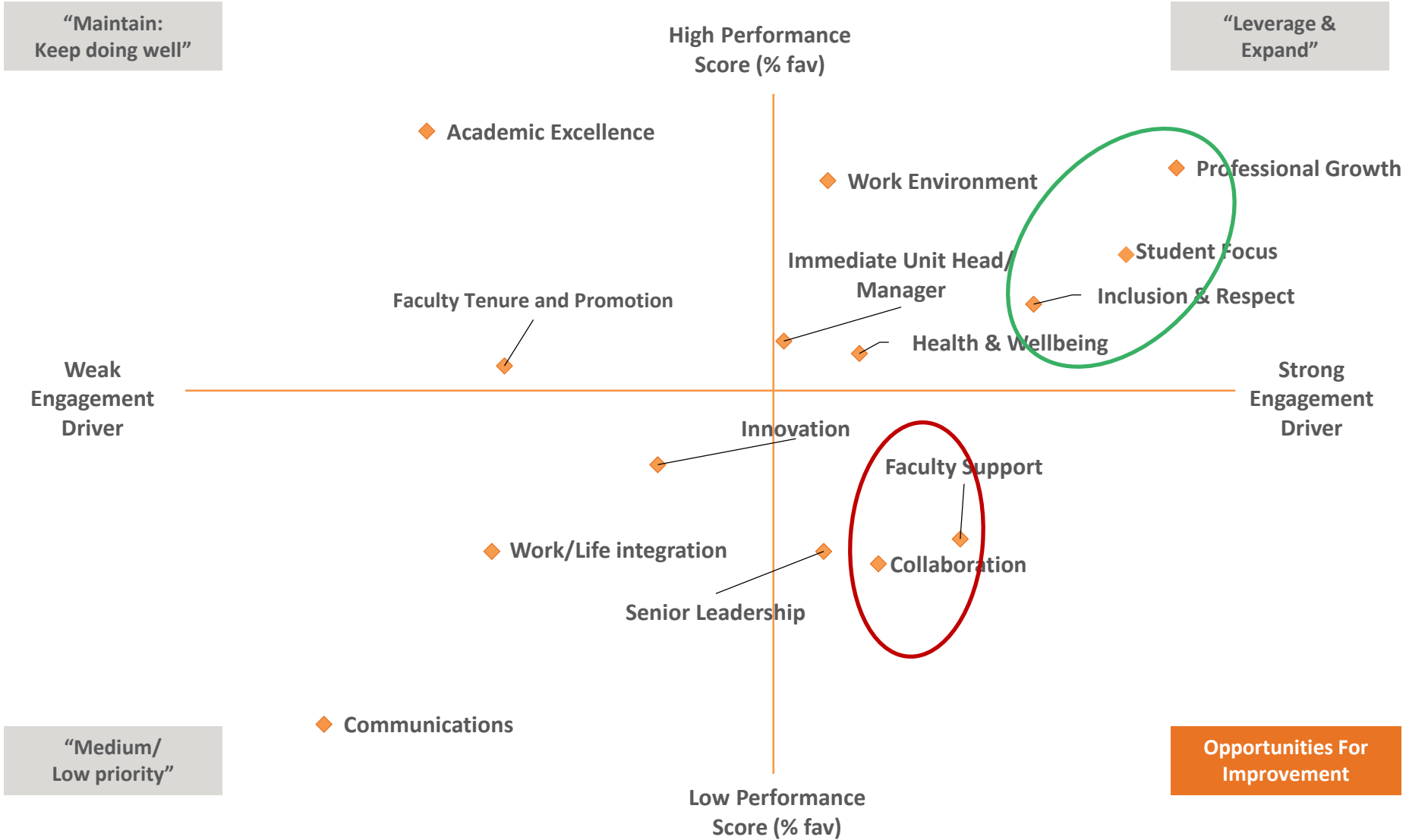
Hypothesized Drivers

- 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

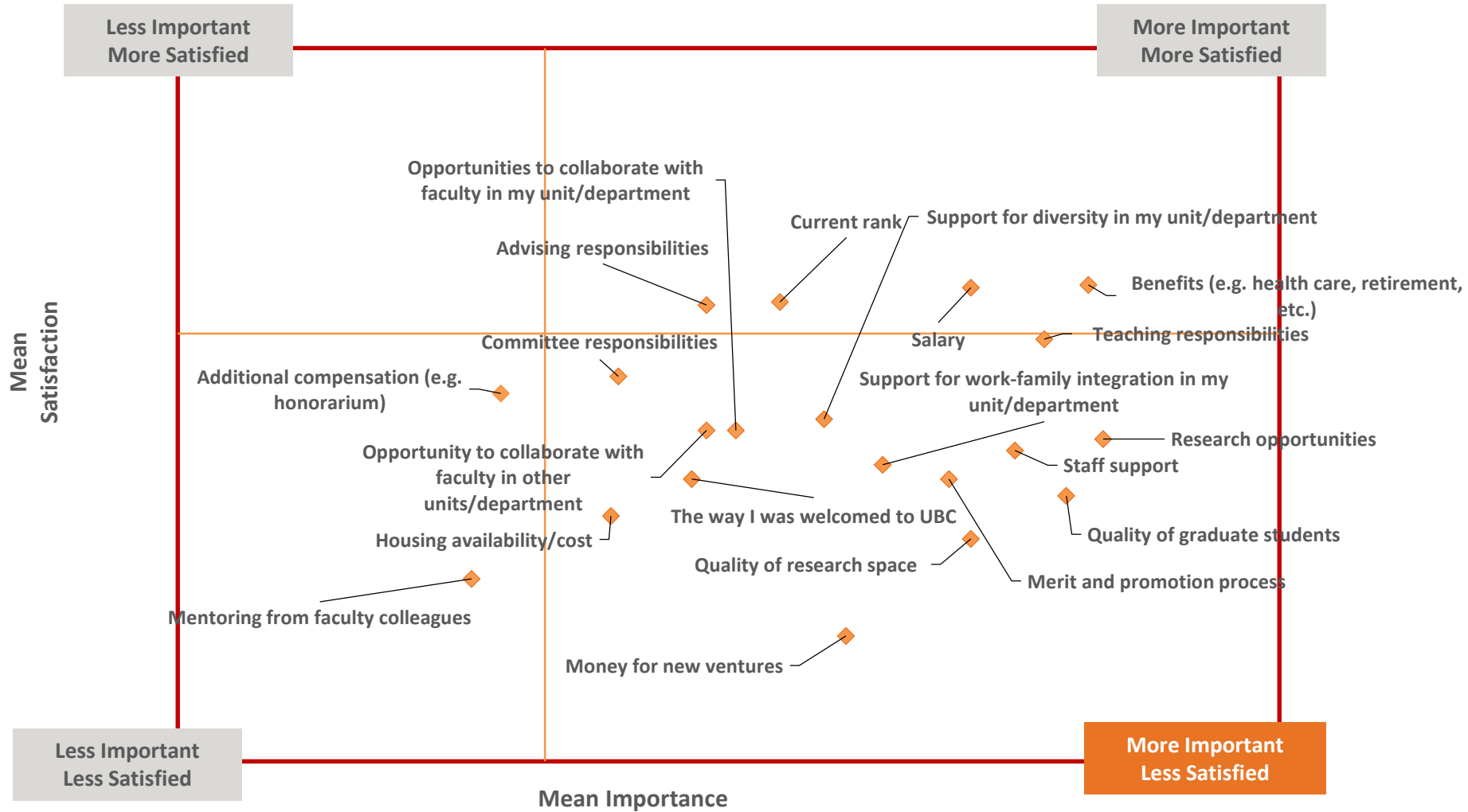
REGRESSION ANALYSIS

- #1 PROFESSIONAL GROWTH
- #2 STUDENT FOCUS
- #3 INCLUSION & RESPECT

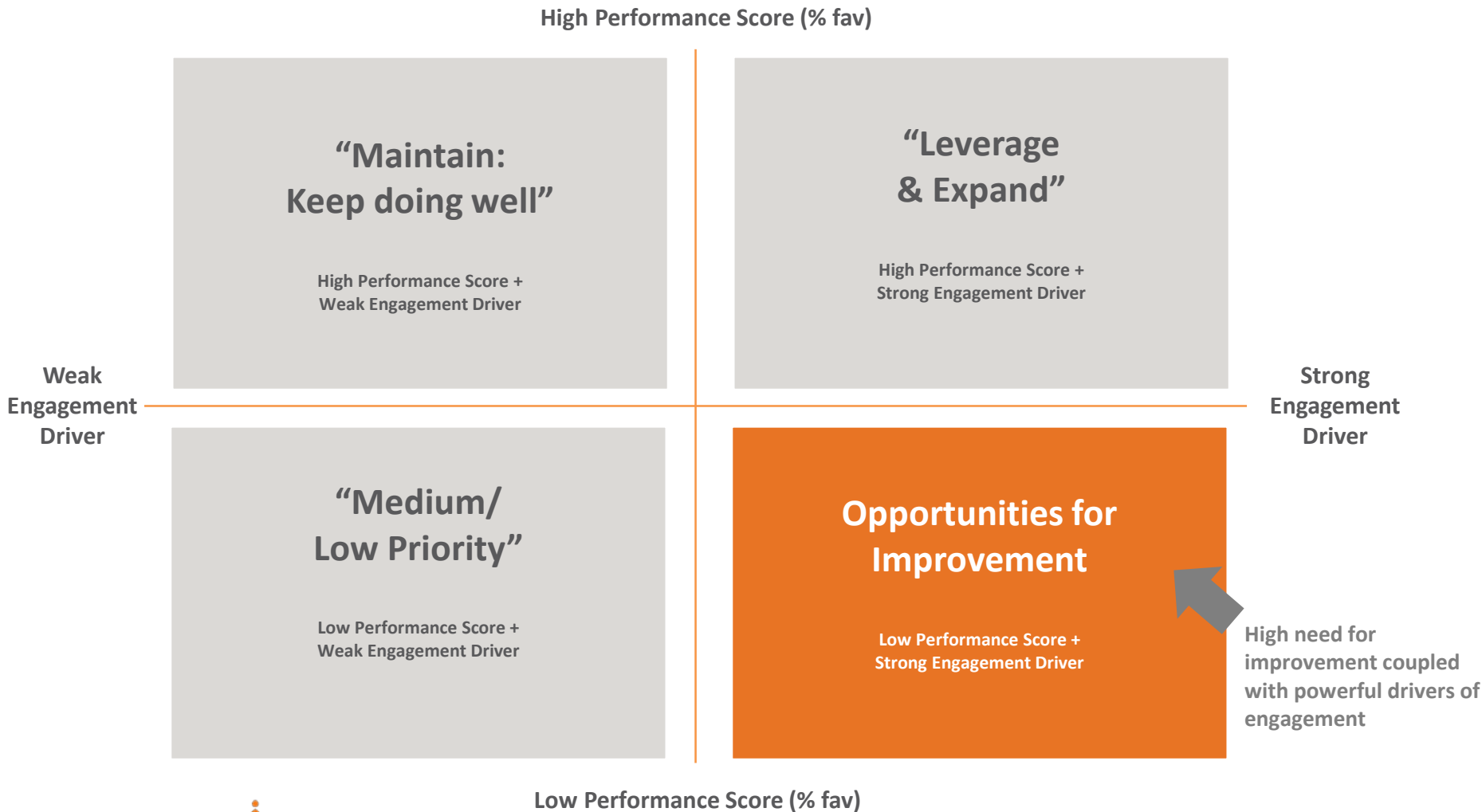




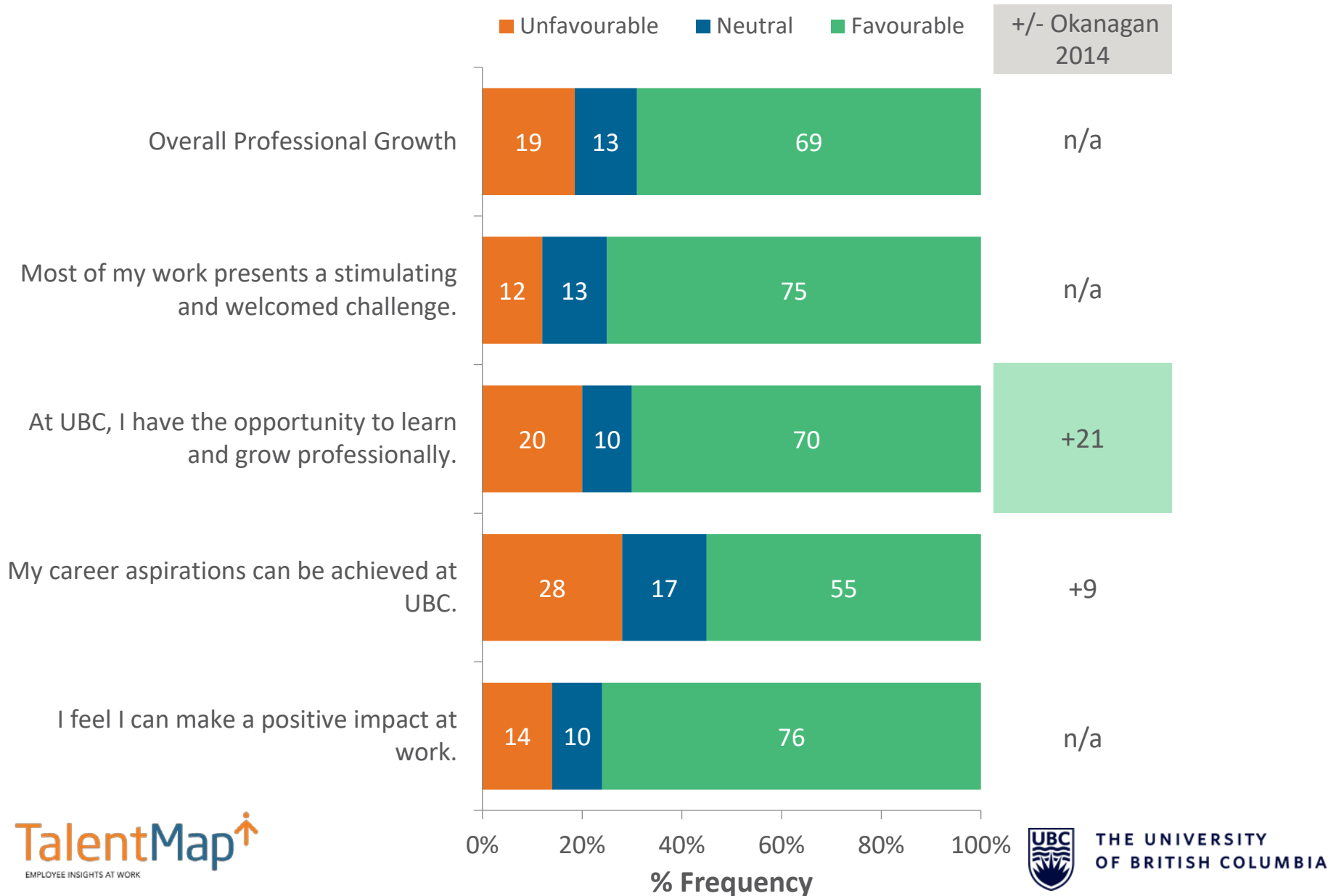
FACULTY IMPORTANCE-SATISFACTION MATRIX



- 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

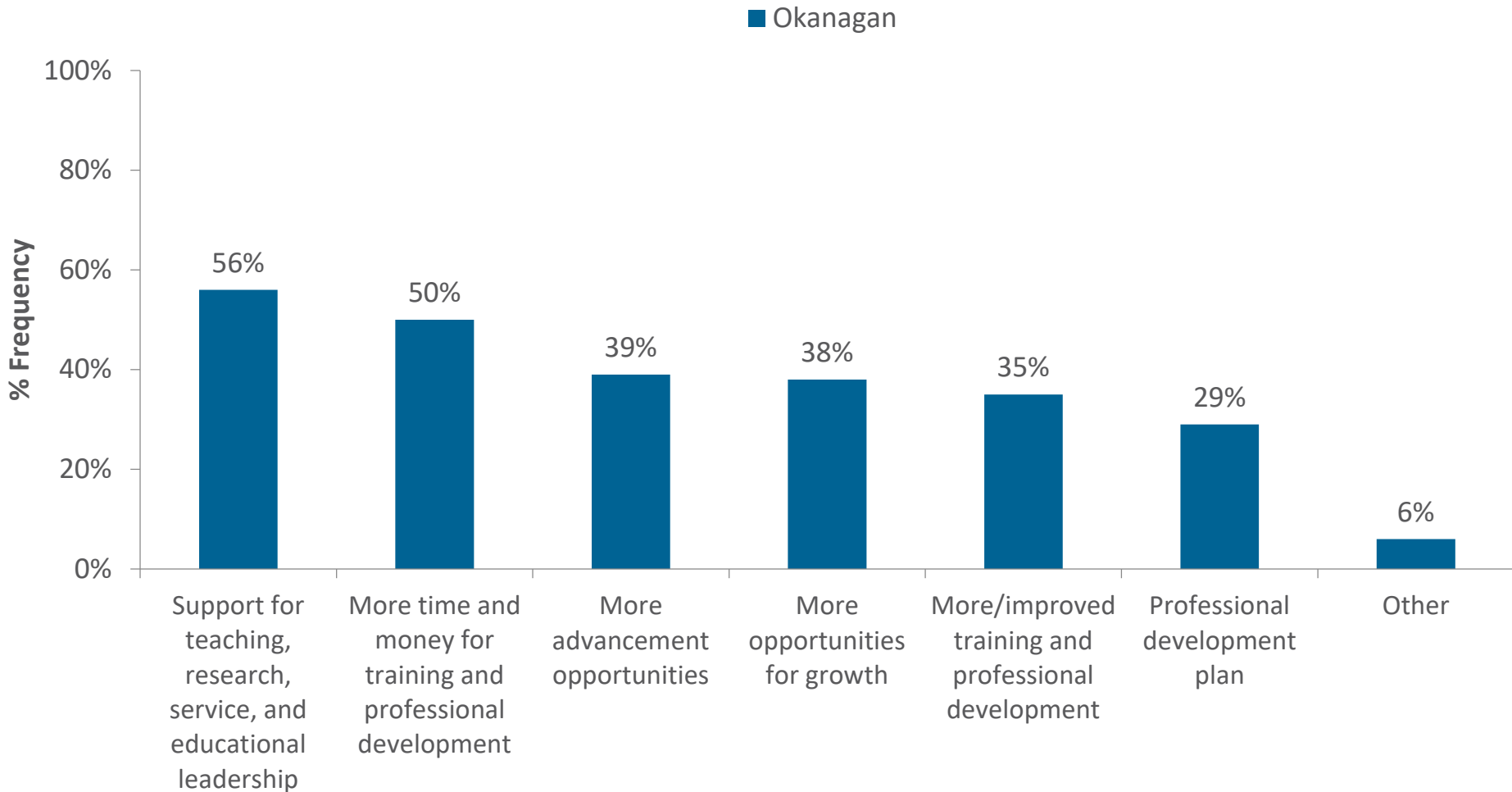


PROFESSIONAL GROWTH (KEY DRIVER #1) - FACULTY



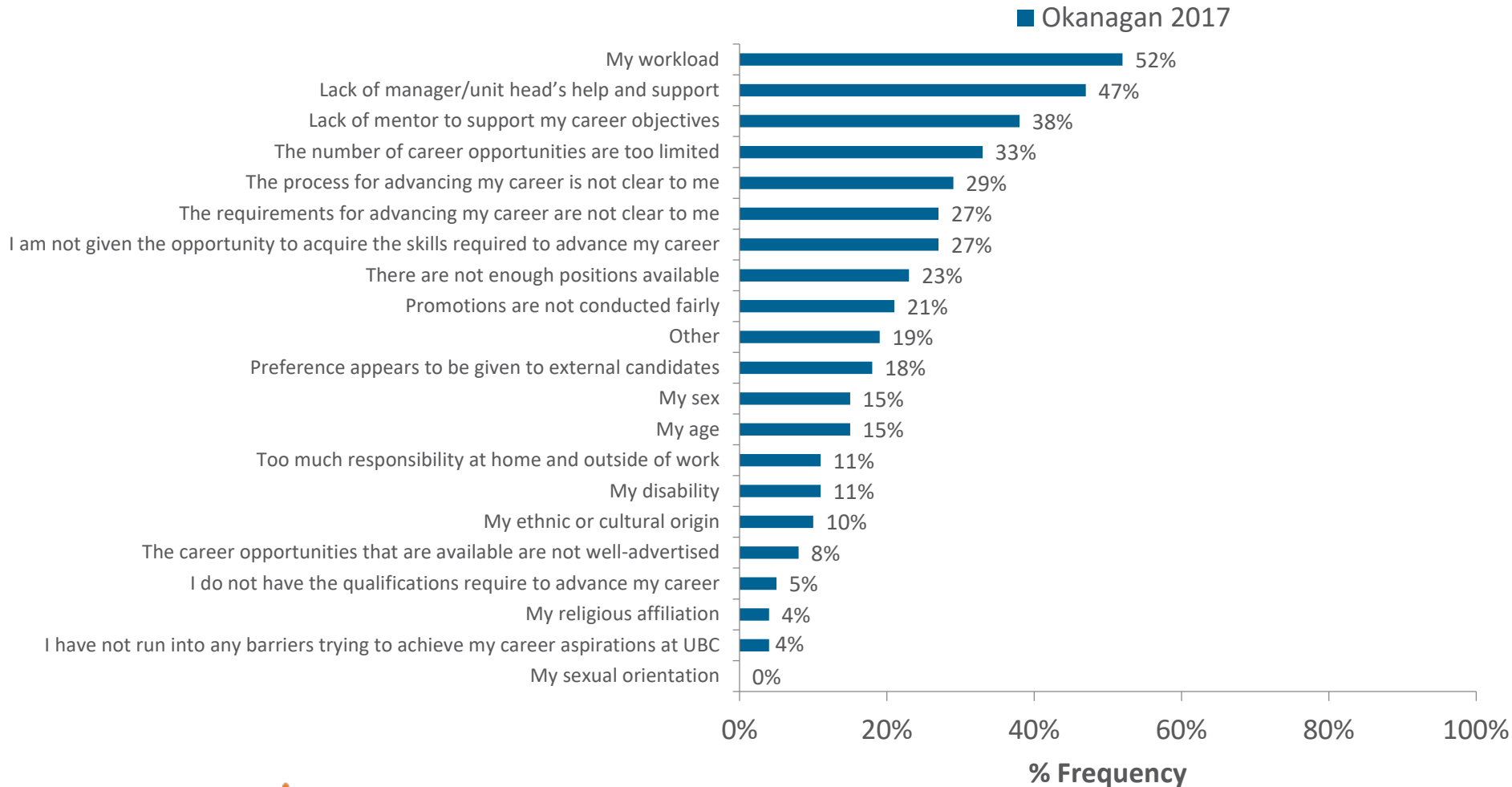
80 respondents selected a theme for this comment

How could UBC improve professional growth opportunities?

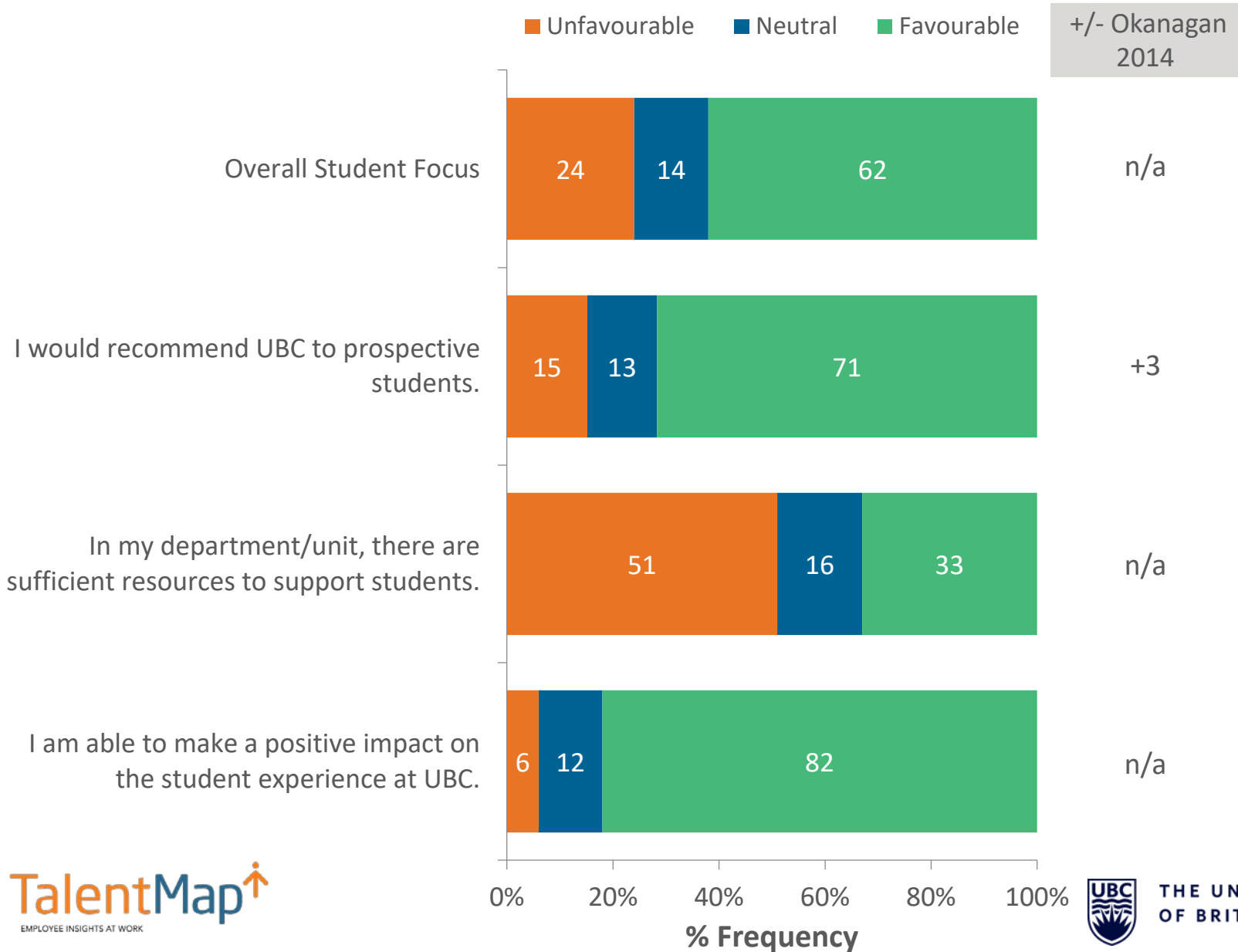


73 respondents selected a theme for this comment

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

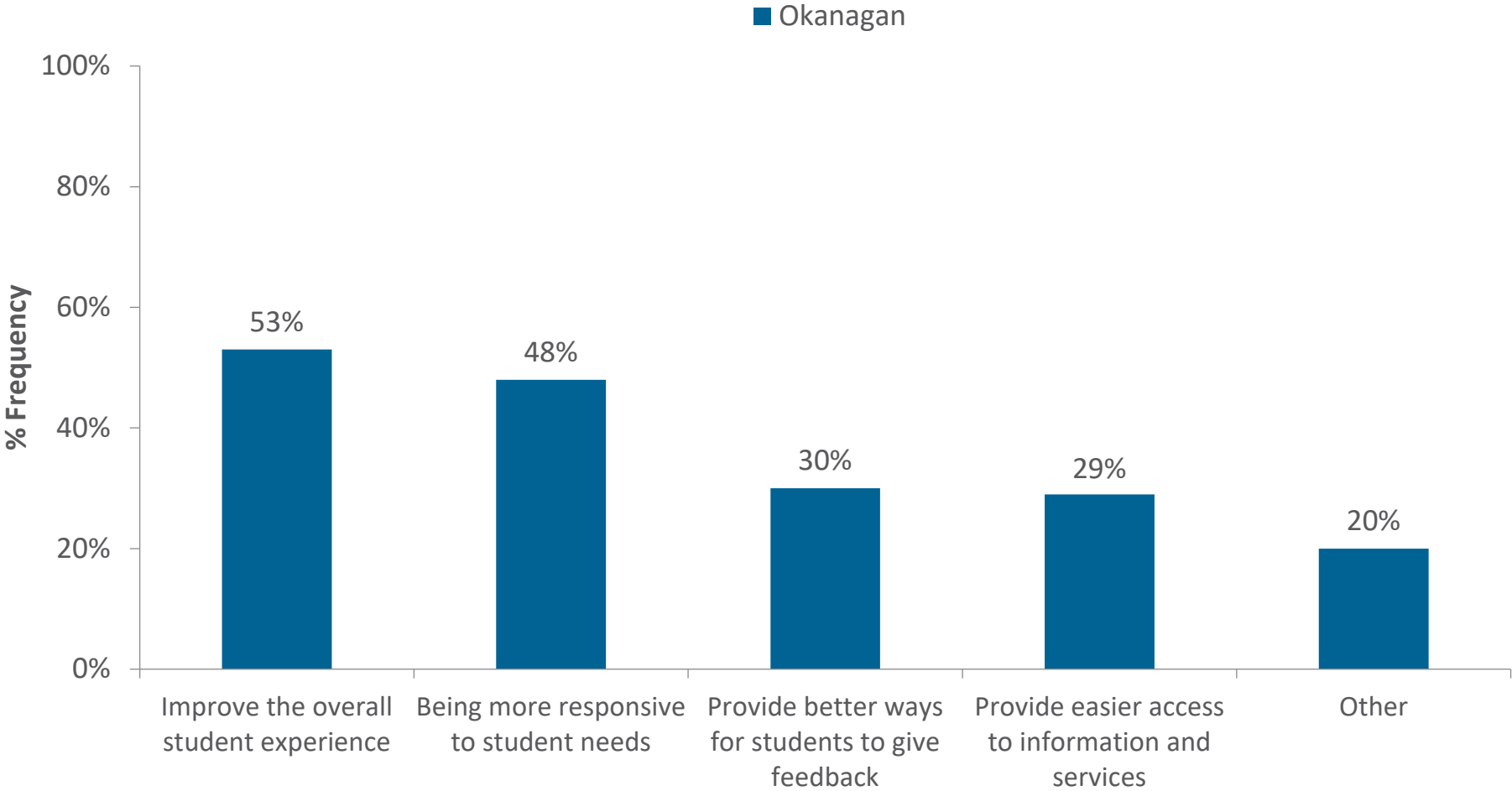


STUDENT FOCUS (KEY DRIVER #2) - FACULTY

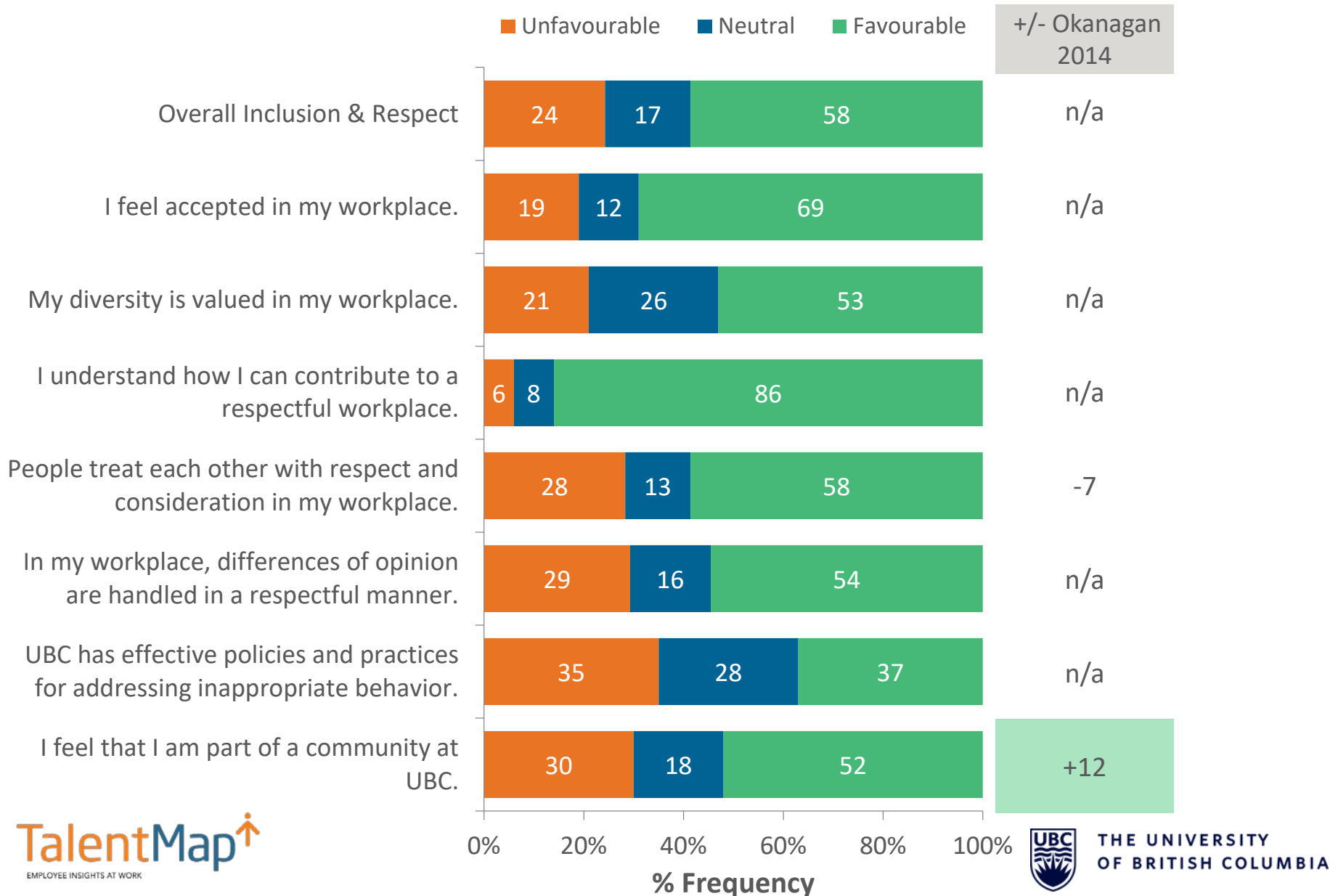


66 respondents selected a theme for this comment

How could UBC improve its focus on students?

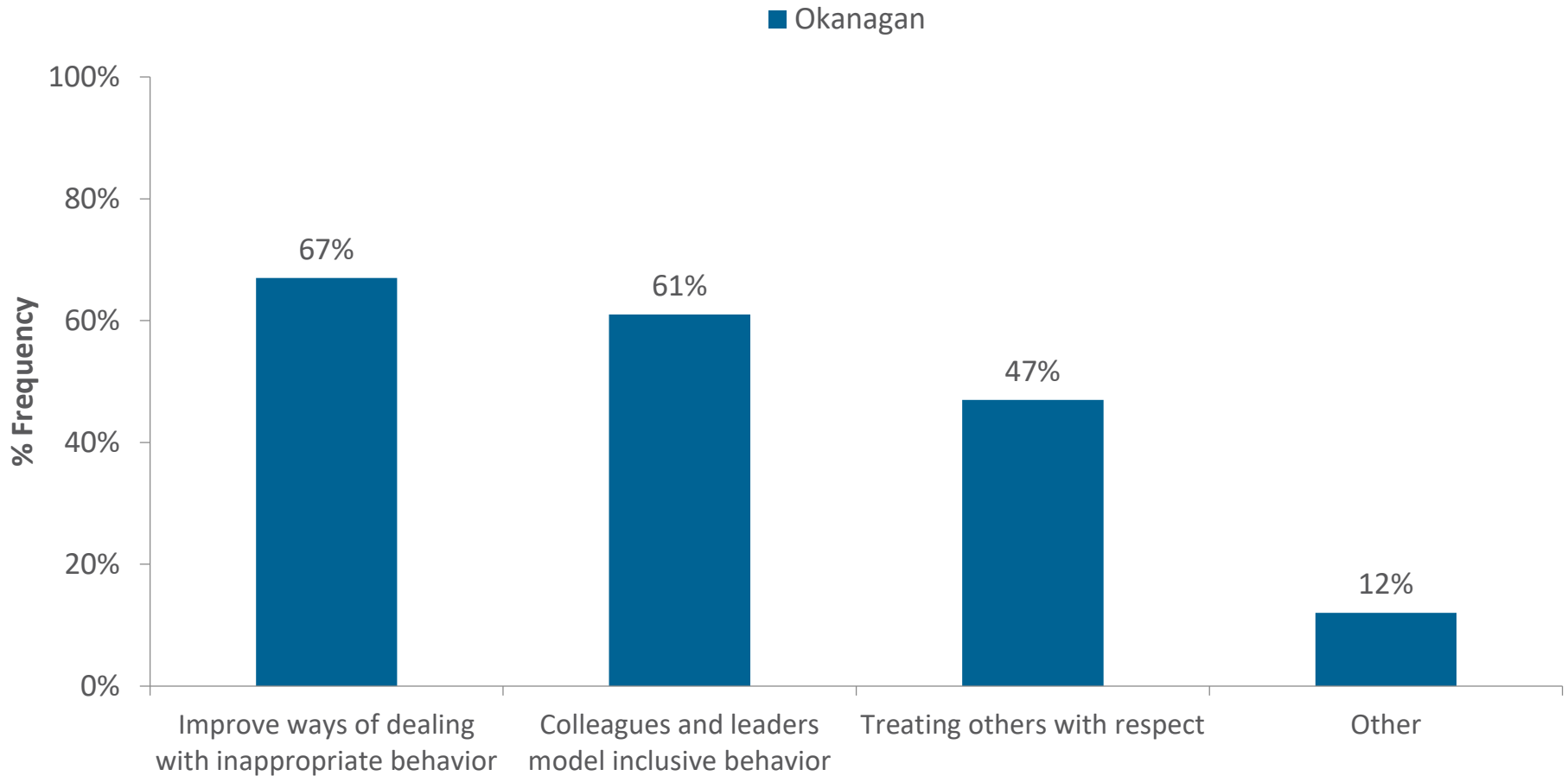


INCLUSION & RESPECT (KEY DRIVER #3) - FACULTY



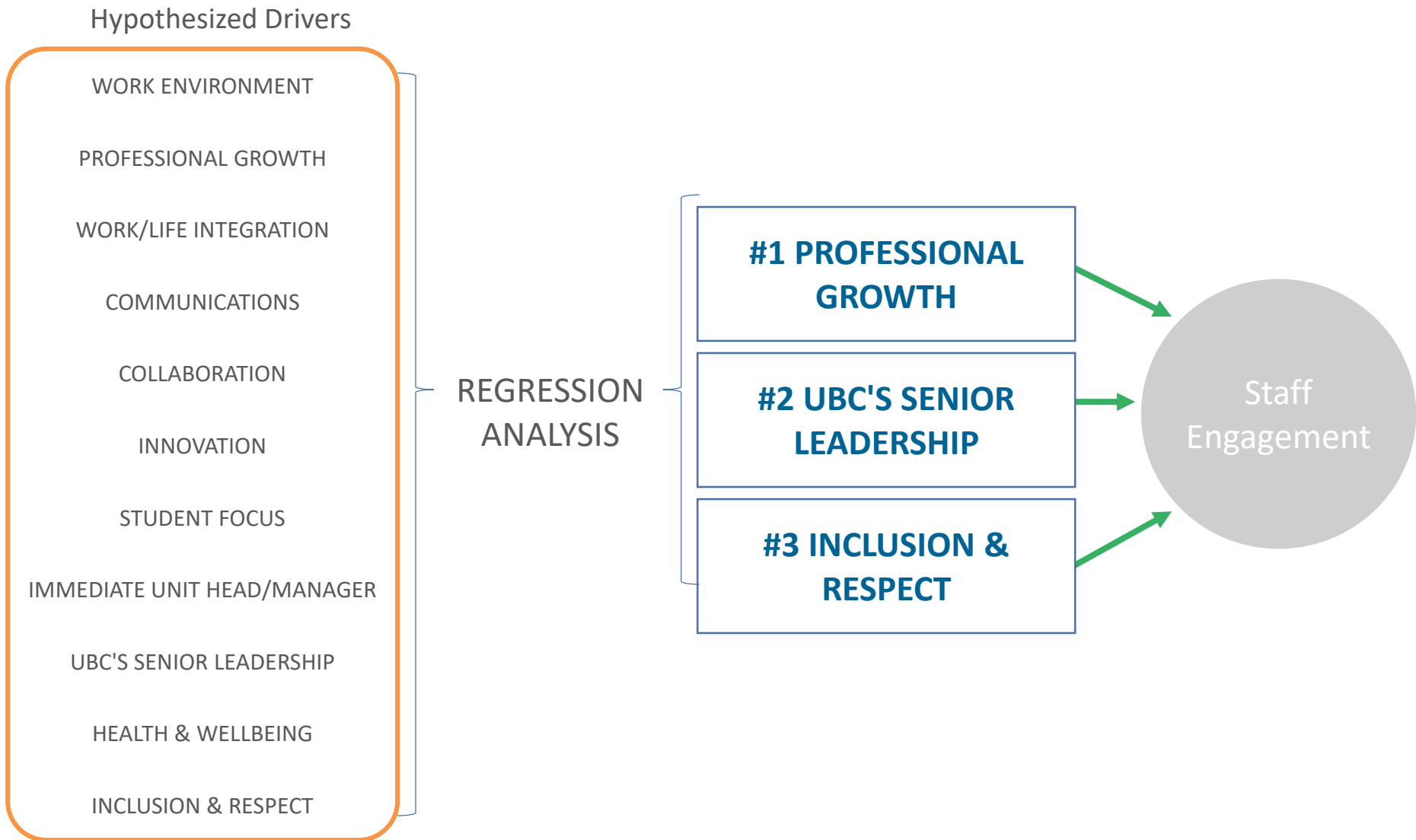
51 respondents selected a theme for this comment

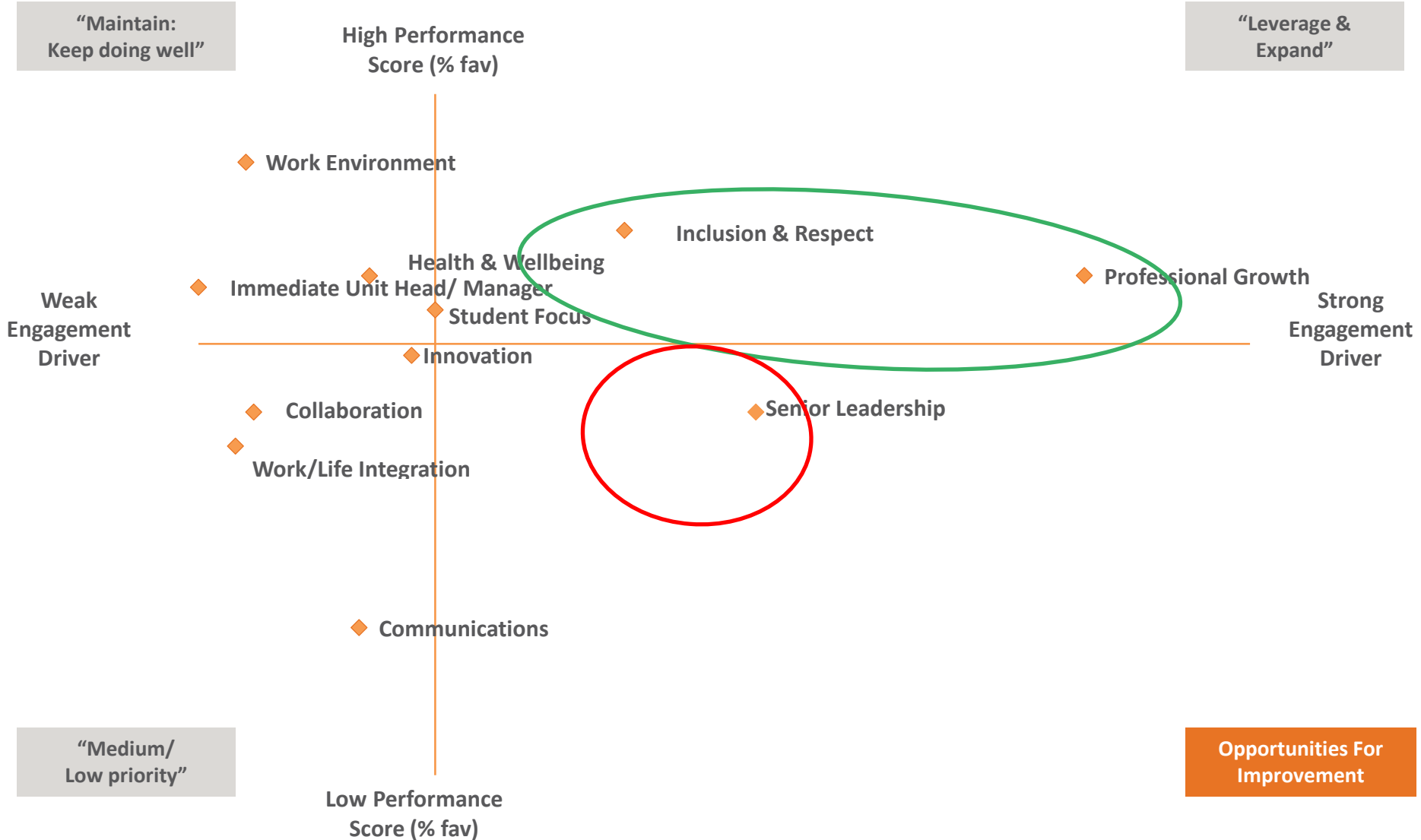
How could inclusion and respect be improved at UBC?



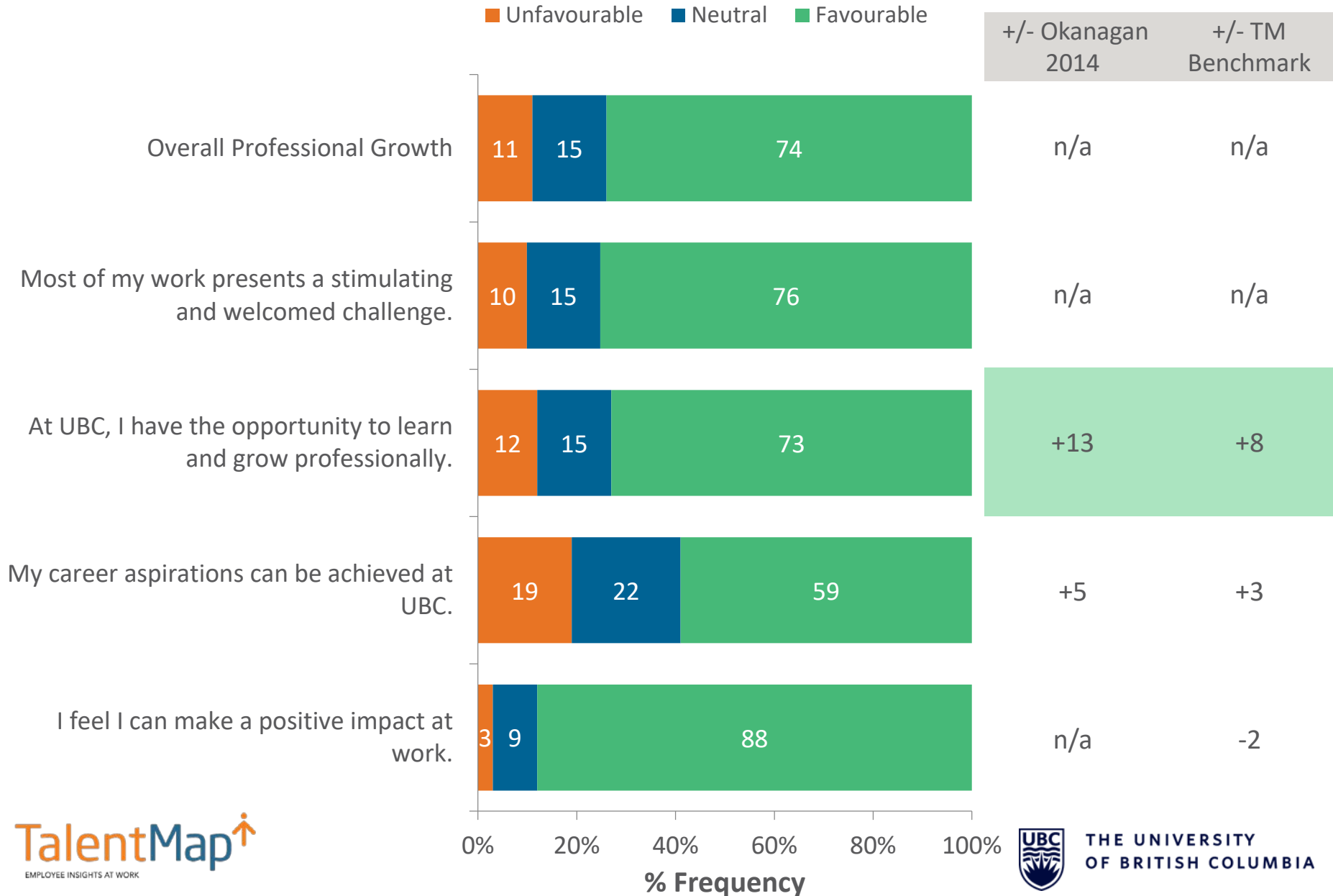
DRIVERS OF ENGAGEMENT (STAFF)





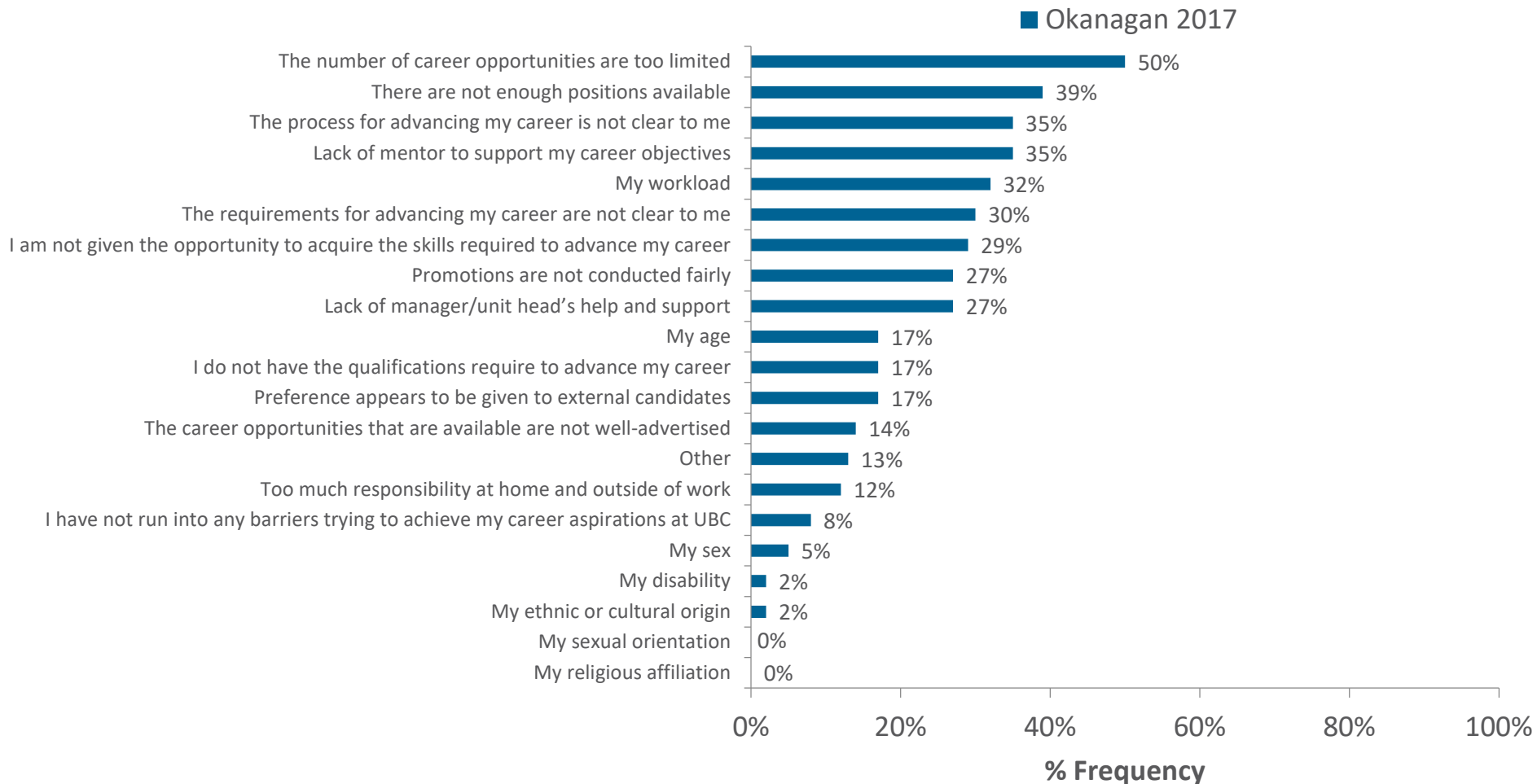


PROFESSIONAL GROWTH (KEY DRIVER #1) - STAFF



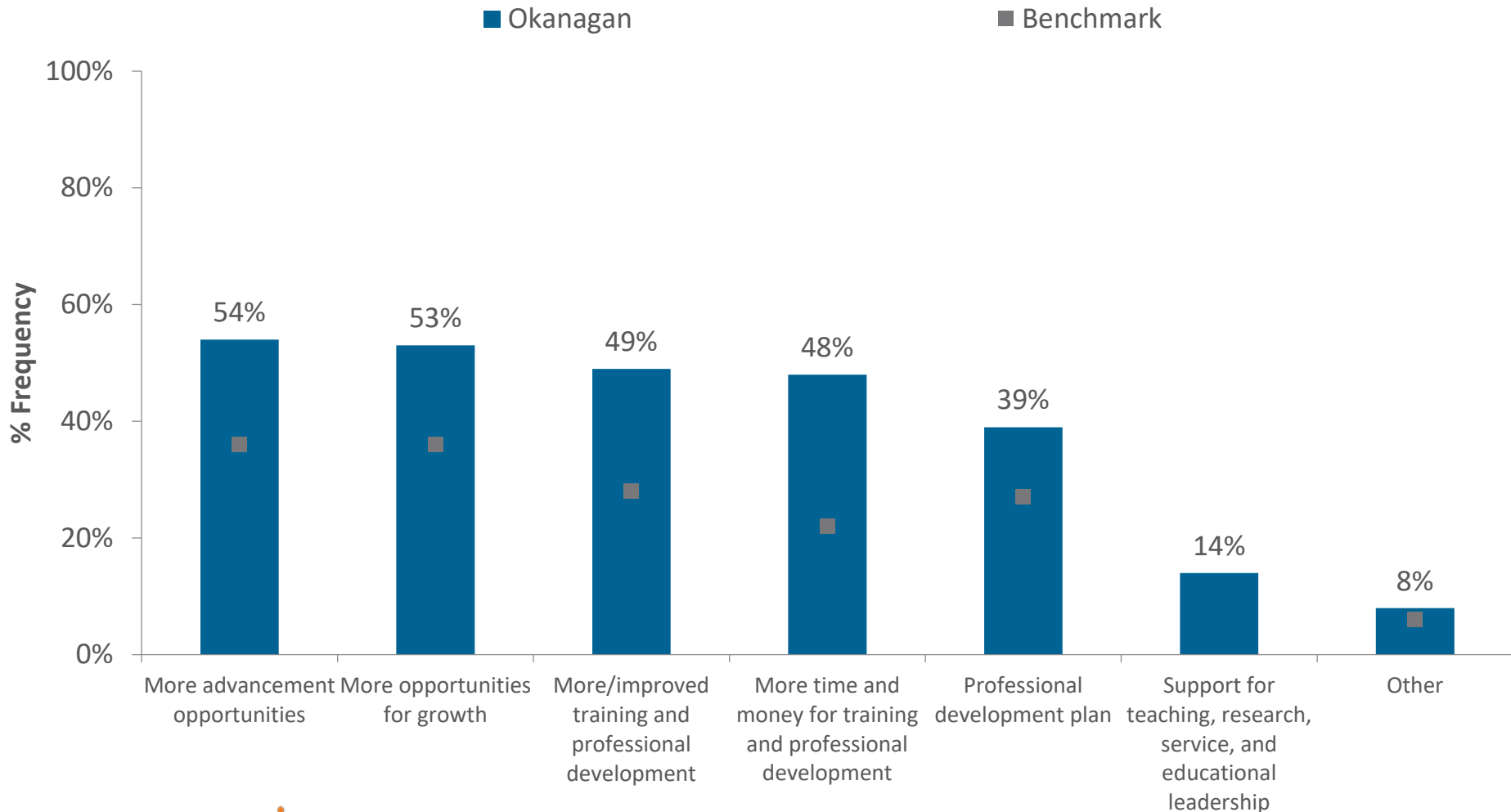
132 respondents selected a theme for this comment

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

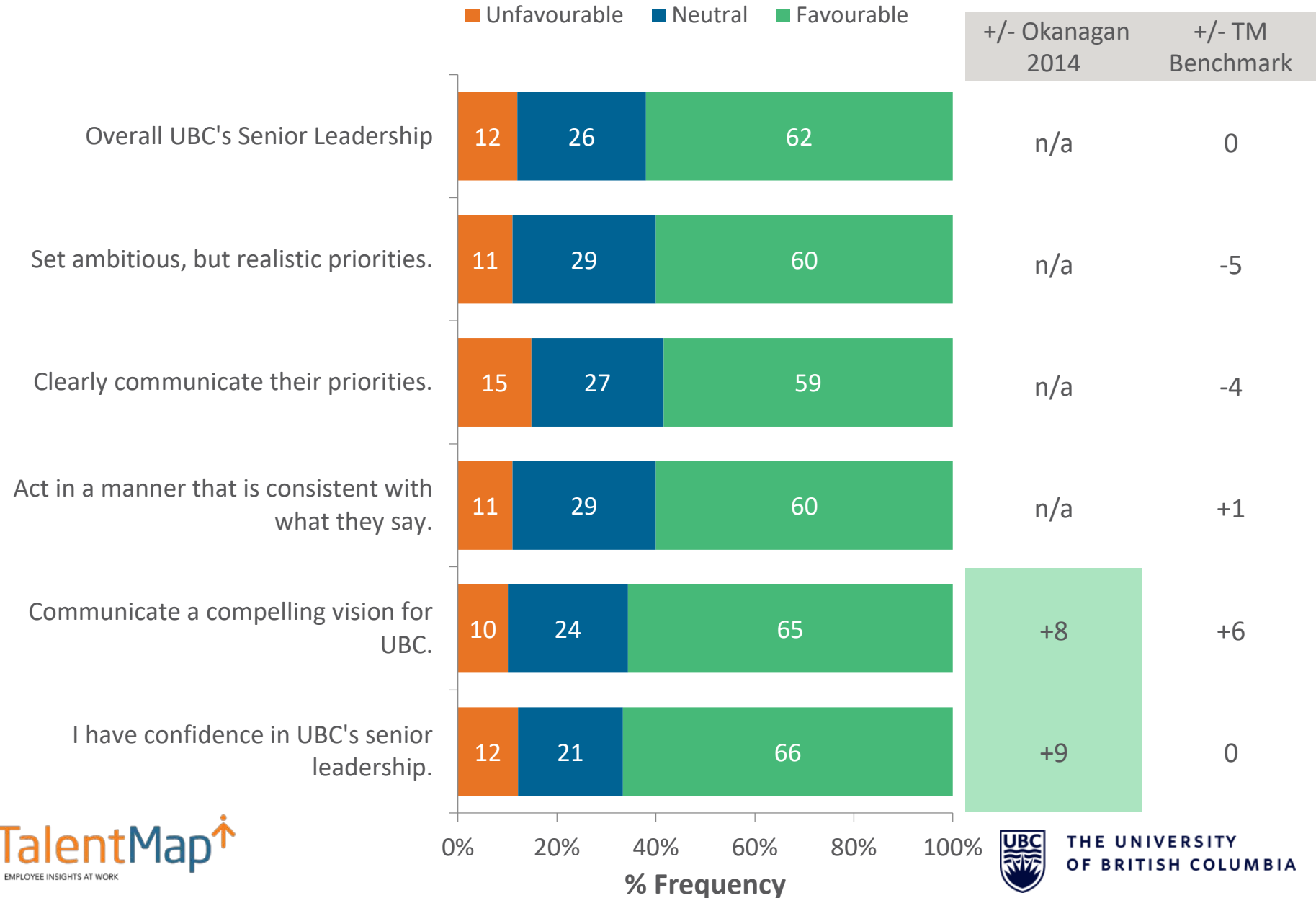


190 respondents selected a theme for this comment

How could UBC improve professional growth opportunities?

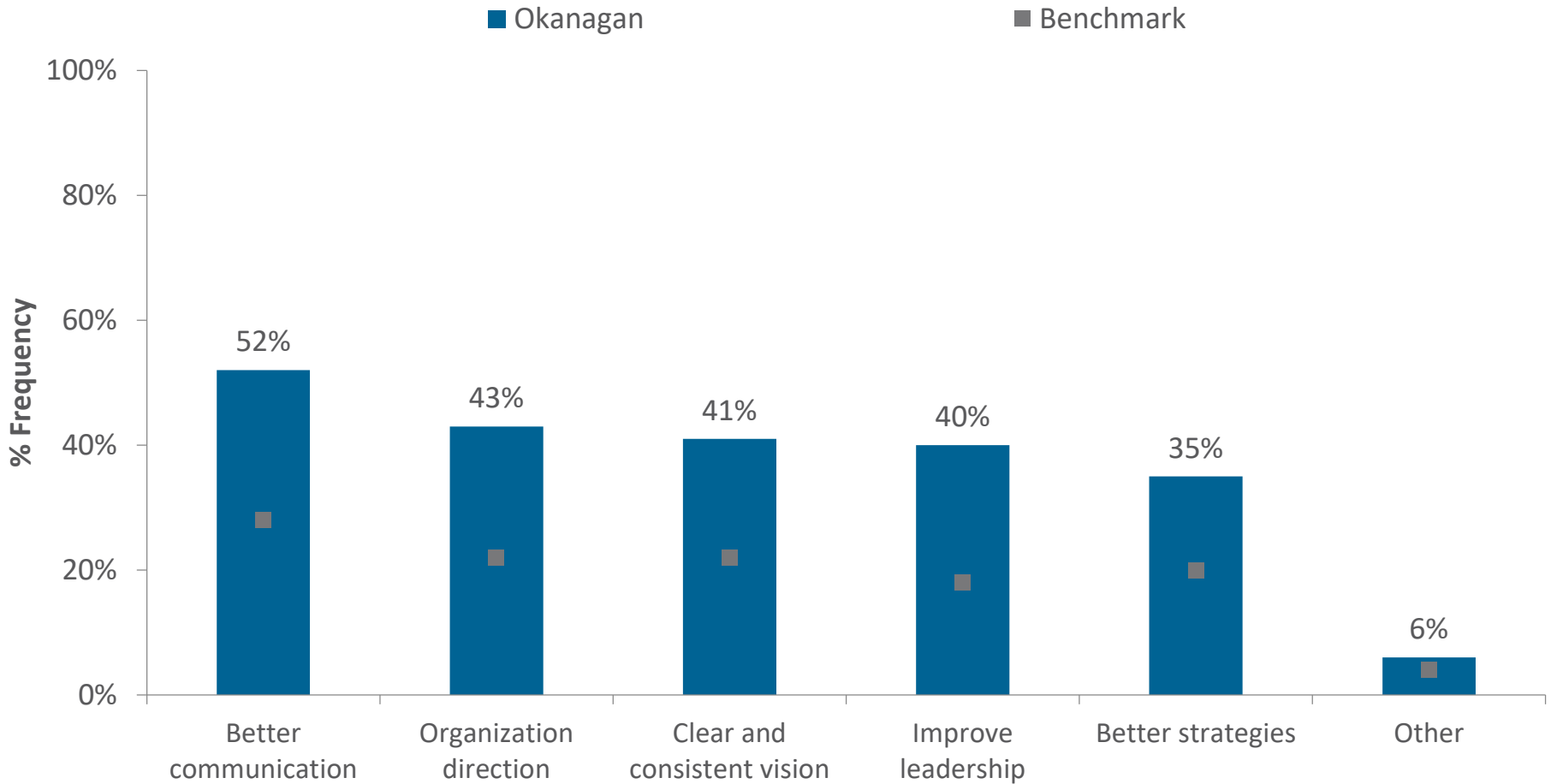


UBC'S SENIOR LEADERSHIP (DRIVER #2) - STAFF

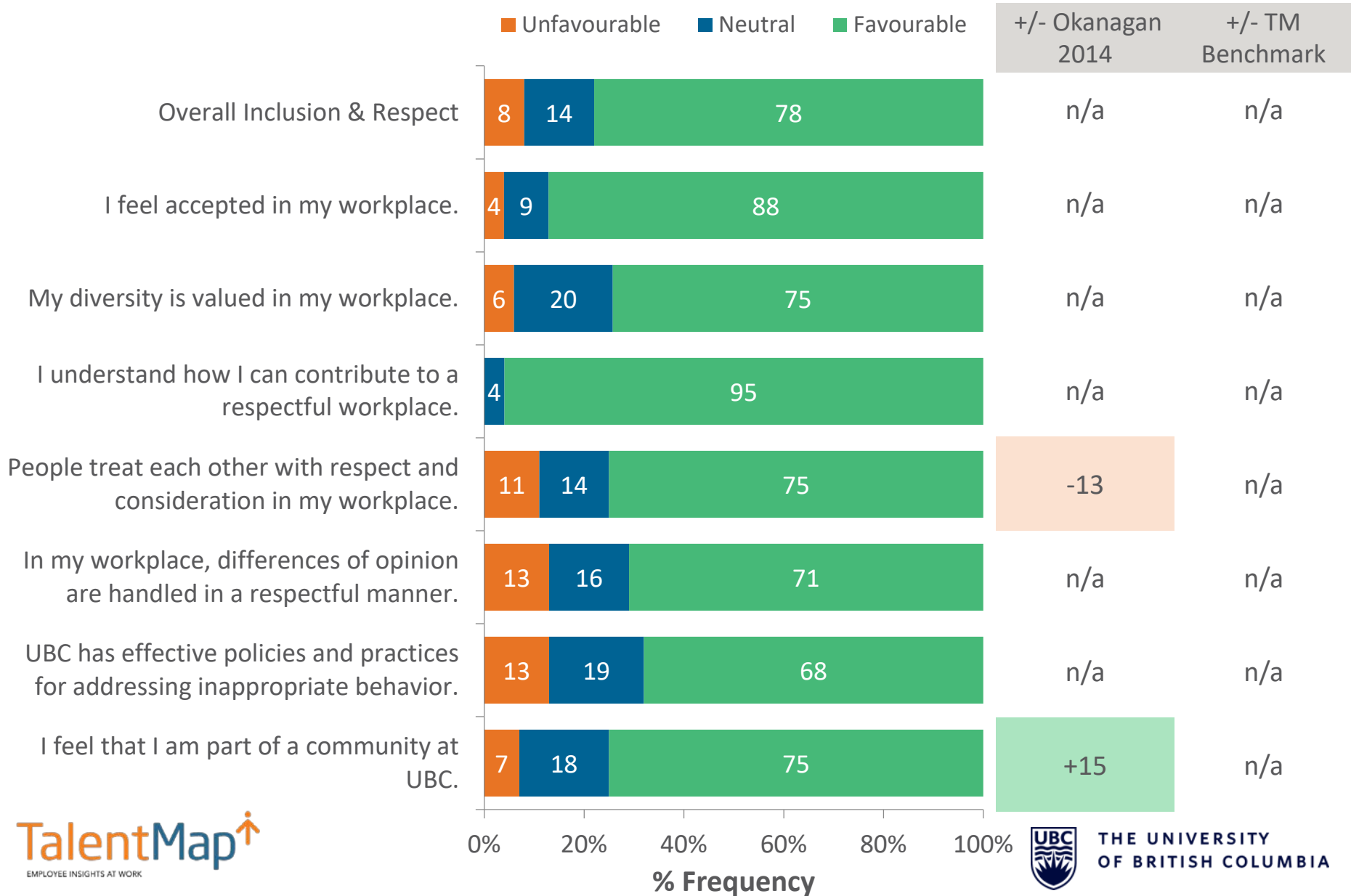


99 respondents selected a theme for this comment

How could UBC improve its senior leadership?

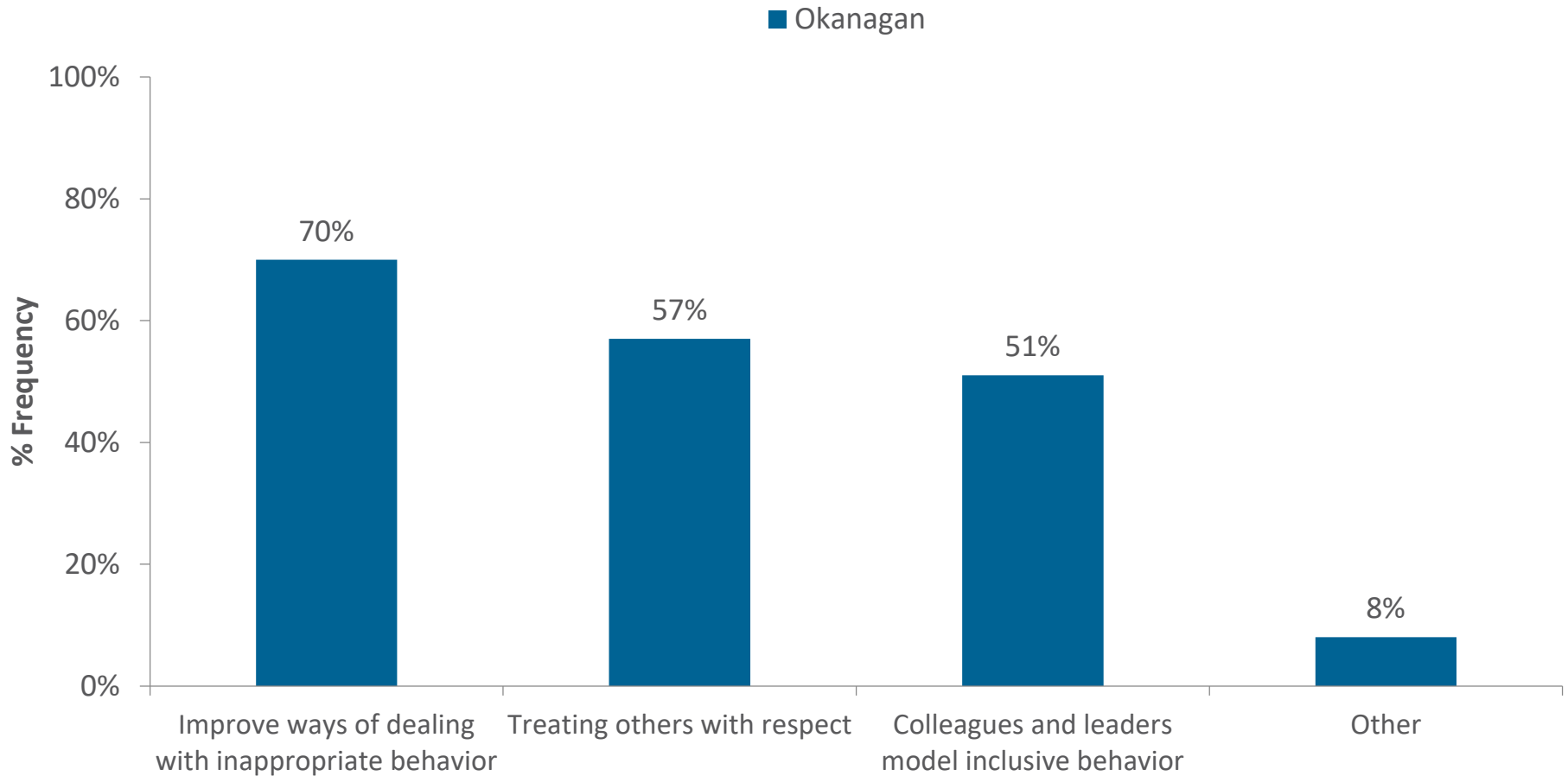


INCLUSION & RESPECT (KEY DRIVER #3) - STAFF



90 respondents selected a theme for this comment

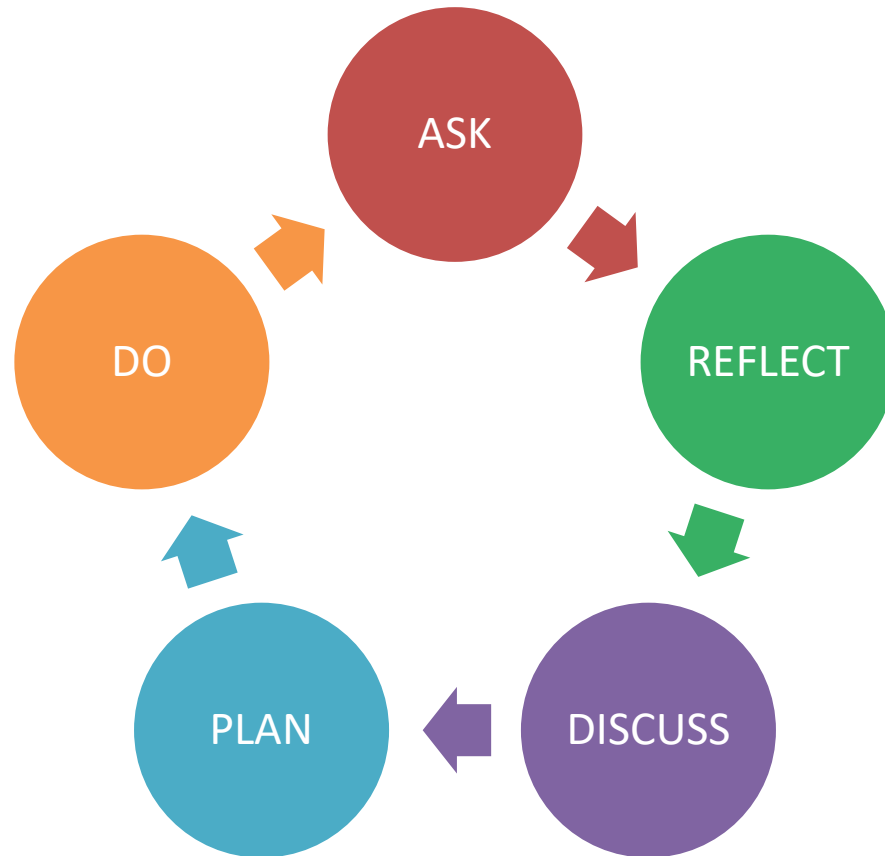
How could inclusion and respect be improved at UBC?



NEXT STEPS: YOUR ROLE



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





Thank you! Questions...

Contact

Gillian Henderson, Director, Human Resources, Okanagan
gillian.henderson@ubc.ca
250-807-8618

