

Queen Mary, University of London
Queen Mary Staff Survey 2023
WOLFSON INSTITUTE OF POPULATION
HEALTH Insights

Why are we here?



1.

Review the results of our
Queen Mary Staff Survey 2023



2.

Discuss the implications of
these results



3.

Identify focus areas and take
action

What are we comparing to?



PREVIOUS

Queen Mary Staff
Survey 2022



COMPANY

Queen Mary 2023

We are comparing these results with our previous survey and with our company results overall.

What's a good participation rate?

Participation rates help us understand how representative the feedback is. While we are not aiming for 100%, a majority of employees is an indicative sample.

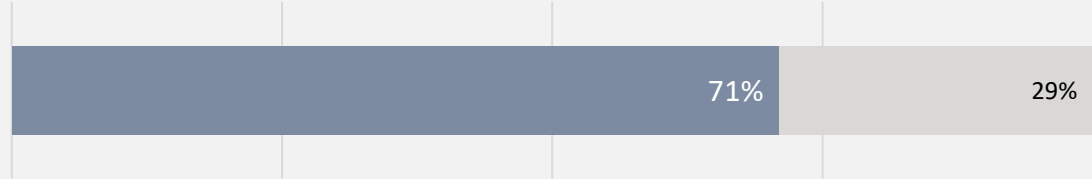
Our participation rate is:

CURRENT

Queen Mary Staff Survey 2023

71%

Responses: 254 of 359



70% of Culture Amp customers have response rates between 75% and 90%.

Why do we care about engagement?

Engagement is a measure of people's connection and commitment to the company and its goals. By lifting it, we can impact performance, innovation, retention and attraction of talent.

Our Engagement score

CURRENT

Queen Mary Staff Survey 2023

55%

How we compared based on:

PREVIOUS

Queen Mary Staff Survey 2022

+5

Score: 50%

COMPANY

Queen Mary 2023

+6



Score: 49%



Questions we asked:



01. I would recommend Queen Mary as a great place to work
02. Working at Queen Mary motivates me to do more than I would do in a similar role elsewhere
03. I am proud to work for Queen Mary
04. I rarely think about looking for a job at another university or institution
05. I see myself still working at Queen Mary in two years' time



What are survey factors?

In addition to Engagement, we asked questions about other factors regarding our workplace and culture. A factor score is the average score of all questions within that factor.

Factor	 Previous	 Company	Score
Management	+6	+8	77
Work & Life Blend	+8	+13	76
Teamwork & Ownership	+3	+7	72
Alignment & Involvement	+5	+6	71
Equality, Diversity and Inclusion	+4	+7	66
Learning & Development	+4	+9	65
Collaboration & Communication	+5	+6	65
Social Connection	+2	+11	61

Factor	 Previous	 Company	Score
Innovation	+1	+12	59
Queen Mary's Values	+6	+3	58
Behaviours	-2	+1	57
Enablement	+2	+5	56
Engagement	+5	+6	55
Leadership	+11	+13	50
Company Confidence	+4	+7	50
Feedback & Recognition	+2	+6	48

Factor	 Previous	 Company	Score
Service & Quality Focus	+4	+6	46
Action	-1	+4	41

Factor	 Previous	 Company	Score

Strengths & Opportunities

We'll now take a closer look at the questions. We can see our Strengths (higher scores) and Opportunities (low scores). Strengths are things we can celebrate while Opportunities represent things we should keep an eye on for improvement.

Highest 3 Scores

54. I am able to arrange time out from work when I need to **87%**

14. My manager genuinely cares about my wellbeing **87%**

52. In our department, we are genuinely supported if we choose to make use of flexible working arrangements **86%**

Highest 3 Scores vs. Company Overall

52. In our department, we are genuinely supported if we choose to make use of flexible working arrangements **+19 86%**

12. The leaders at Queen Mary keep people informed about what is happening **+17 63%**

48. Queen Mary really allows us to make a positive difference **+14 61%**

These are the key areas we are excelling in, and areas we scored best compared to the company overall.

Lowest 3 Scores

37. When it is clear that someone is not delivering in their role we do something about it **31%**

31. Our physical workspace is enjoyable to work in **40%**

07. Queen Mary effectively directs resources (funding, people and effort) towards our strategic ambitions **40%**

Lowest 3 Scores vs. Company Overall

31. Our physical workspace is enjoyable to work in **-6 40%**

63. I actively work to the Queen Mary Values in my role **-1 65%**

61. I understand Queen Mary's Values **-1 69%**

These are the key areas with opportunities to improve overall, and compared to the company overall.

Trending Upwards

10. The leaders at Queen Mary demonstrate that people are important to the University's success **+16** **49%**

09. I have confidence in the leaders at Queen Mary **+14** **47%**

38. Generally, the right people are rewarded and recognised at Queen Mary **+11** **43%**

Trending Downwards

37. When it is clear that someone is not delivering in their role we do something about it **-6** **31%**



50. Queen Mary's commitment to social responsibility (e.g. community support, sustainability, etc.) is genuine **-3** **60%**

31. Our physical workspace is enjoyable to work in **-3** **40%**

These questions are the biggest movers since our previous survey.

Taking action: where do we start?

Culture Amp's Focus Agent is a statistical algorithm, based on IO psychology, that easily identifies areas with the most potential for positive change. We'll take a deeper look at three questions the Focus Agent has suggested for us to act on.

Factor	Question	Score	Previous 	Company 
Leadership	10. The leaders at Queen Mary demonstrate that people are important to the University's success	49%	+16	+13
Equality, Diversity and Inclusion	56. I feel I belong at Queen Mary	65%	+2	+3
Leadership	11. The leaders at Queen Mary have communicated a vision that motivates me	40%	+8	+7

The Focus Agent suggests that action in these three areas will provide the most impact.

What's our job now?

Companies who choose a single focus are most successful at driving change.

Choose one focus area suggested by the Focus Agent or by diving deeper into the results.

Choose one of the following:

10. The leaders at Queen Mary demonstrate that people are important to the University's success

56. I feel I belong at Queen Mary

11. The leaders at Queen Mary have communicated a vision that motivates me

Take action on your chosen focus area

Jump into Culture Amp for action recommendations based on your results, or create your own.

[View recommendations](#)

Key things you might consider and discuss:

- Data that stood out or concerns us most today
- Focus areas, strengths or opportunities that are aligned with our business objectives
- What do we have the most enthusiasm and motivation to tackle now?
- What focus areas might have a significant impact on our company?