

QMUL Staff Survey 2023

WIPH Results

18 July 2023

1. Engagement and response rate

Overall response rate to Staff Survey 2023: **71%**

vs 2022

Group	Participation rate ^	Responded	Invited	
CENTRE FOR PUBLIC HEALTH & P...	62%	42	68	+8
CENTRE FOR PRIMARY CARE	64%	54	84	-6
CENTRE FOR EVALUATION & MET...	68%	45	66	+9
CENTRE FOR PSYCHIATRY & MEN...	74%	42	57	+22
WIPH DIRECTORS OFFICE	78%	14	18	+3
CTR FOR PREVENTION,DETECTIO...	86%	57	66	+7

Thank you to all who took part. Special mention to CPDD who reached over 80%.

2. Snapshot of results

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

Factor	Previous	University	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

3. Overall picture

- WIPH results were overall positive and showed improvement when compared to Staff Survey 2022.
- Generally, WIPH scores were above the Queen Mary average
- There were certain areas where we performed worse than the rest of the institution such as the state of our physical workspace.
- The categories where we scored particularly well were Management, Work and Life Blend and Teamwork.



4. Highest scores

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. University 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%**

5. Lowest scores

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. University 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%**

6. Compared to Staff Survey 2022

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%**

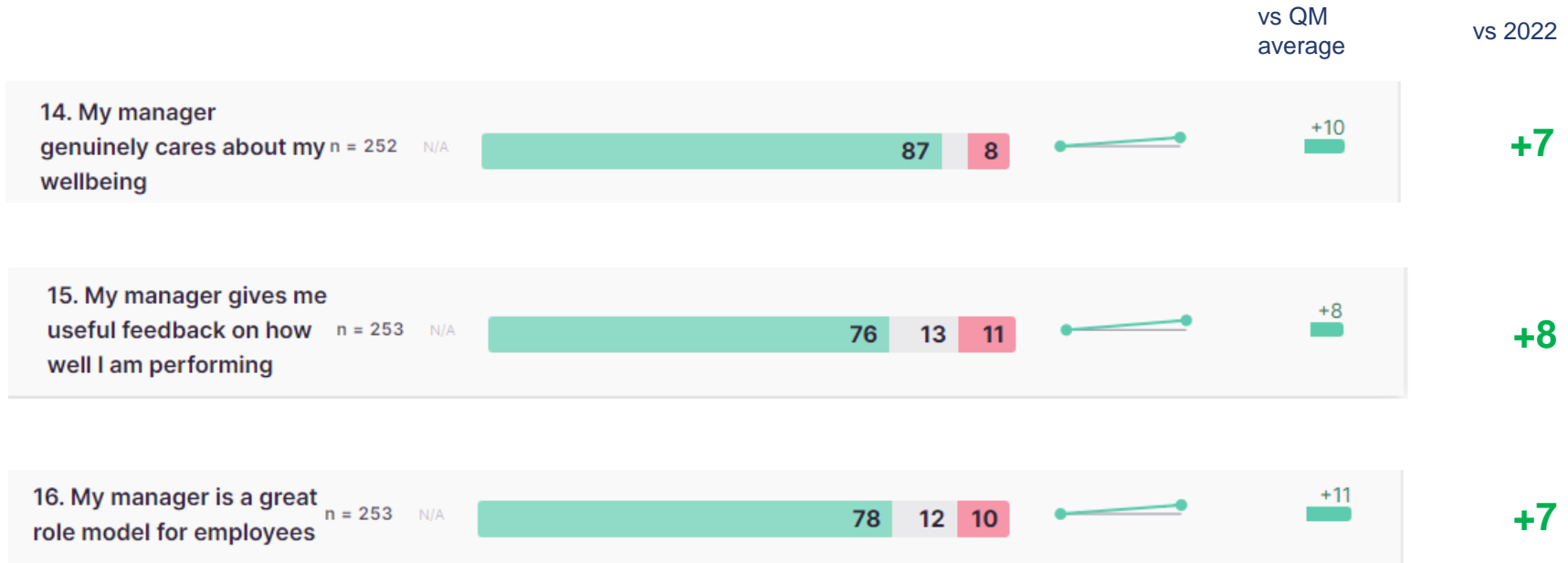
Trending Downwards

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

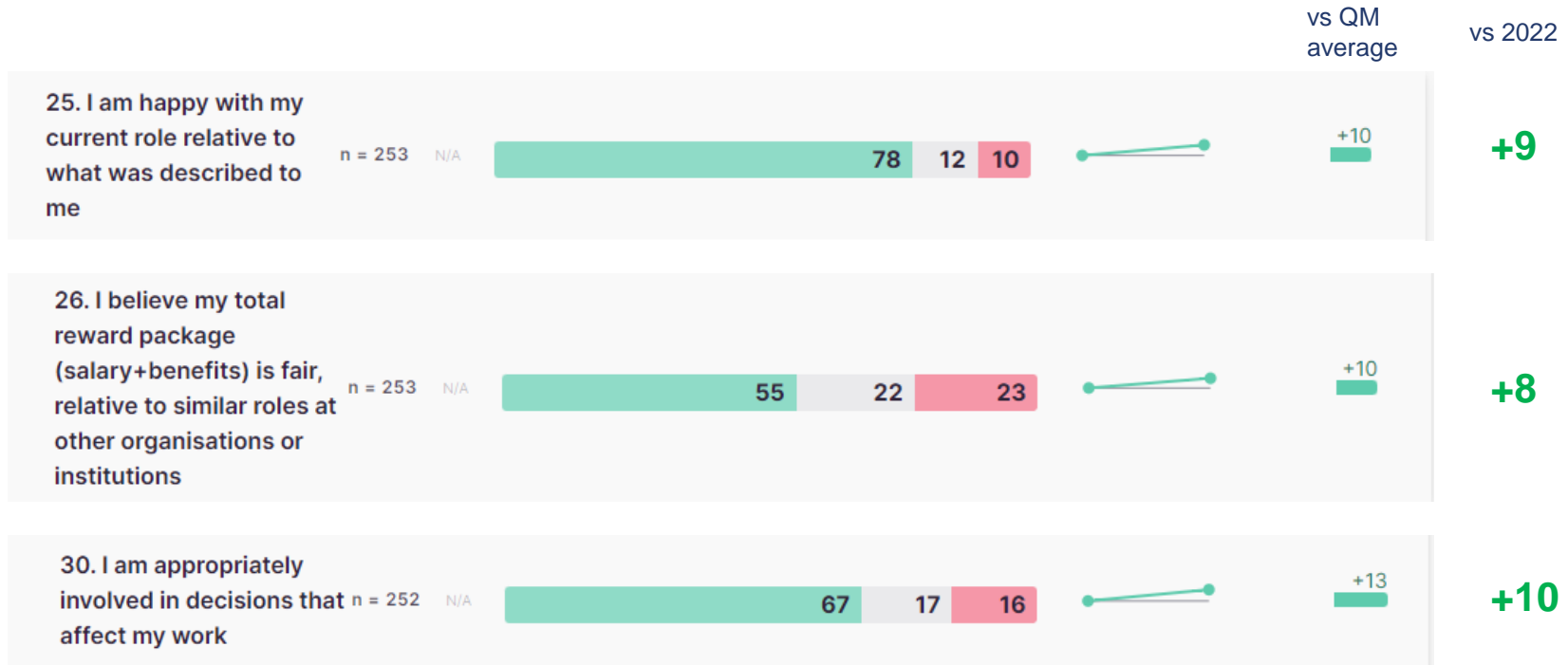
50. Queen Mary's commitment to social responsibility (e.g. community support, sustainability, etc.) is genuine **-3** **60%**

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

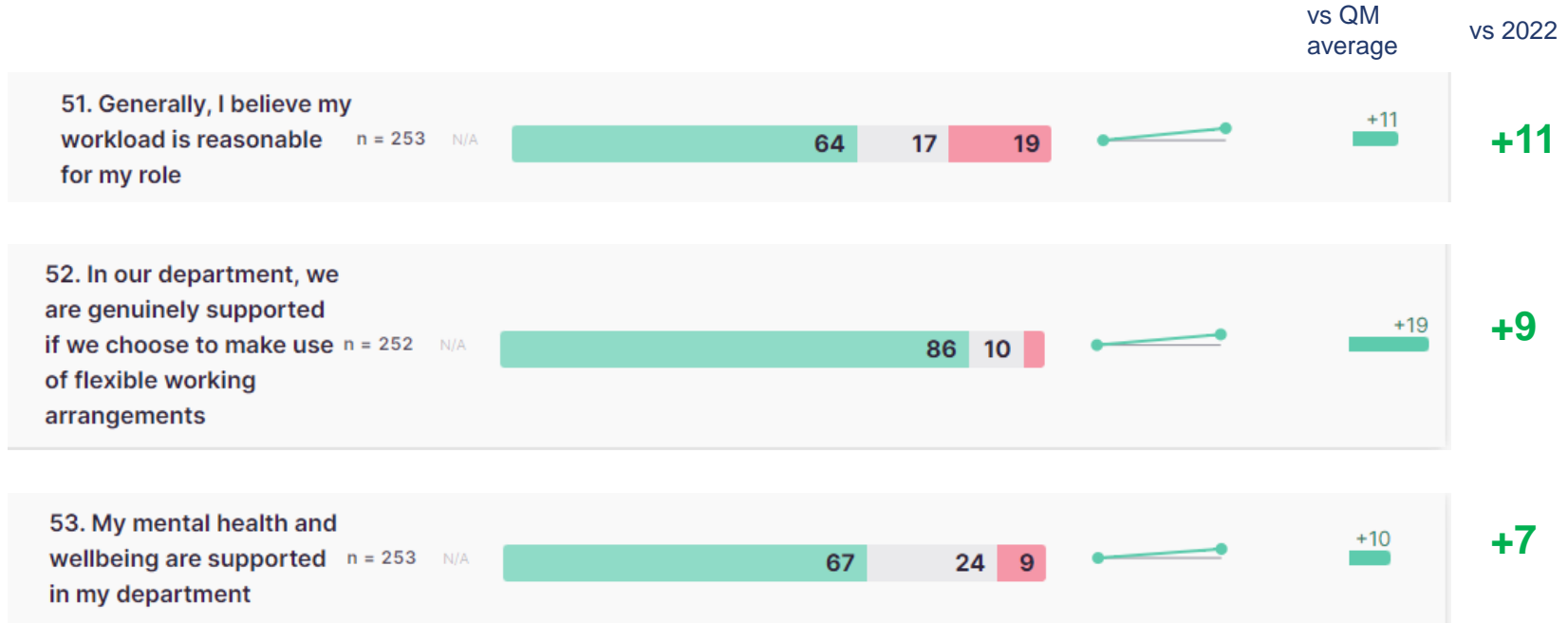
7. Spotlight: Management



8. Spotlight: Alignment & Involvement



9. Spotlight: Work and Life Blend



10. Spotlight: Resources and behaviours

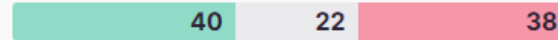
Key focus of our efforts

vs QM
average

vs 2022

31. Our physical
workspace is enjoyable
to work in

n = 253 N/A

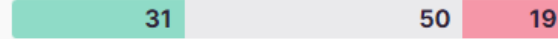


-6

-3

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

n = 252 N/A



+2

-6

65. I feel confident
reporting an incident of
bullying and/or
harassment.

n = 252 N/A



+1

-3

11. Next steps



- Action Plan to be developed collaboratively
- Working Group to be established to ensure our actions represent an Institute-wide response to improving these concerns
- Regular communication about implementation of action plan with opportunities for feedback and input
- Please do volunteer to be part of the Working Group – your voice matters.

Thank you



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