Employee Survey Results

Jenny Carpenter, HR Manager
30 October 2020
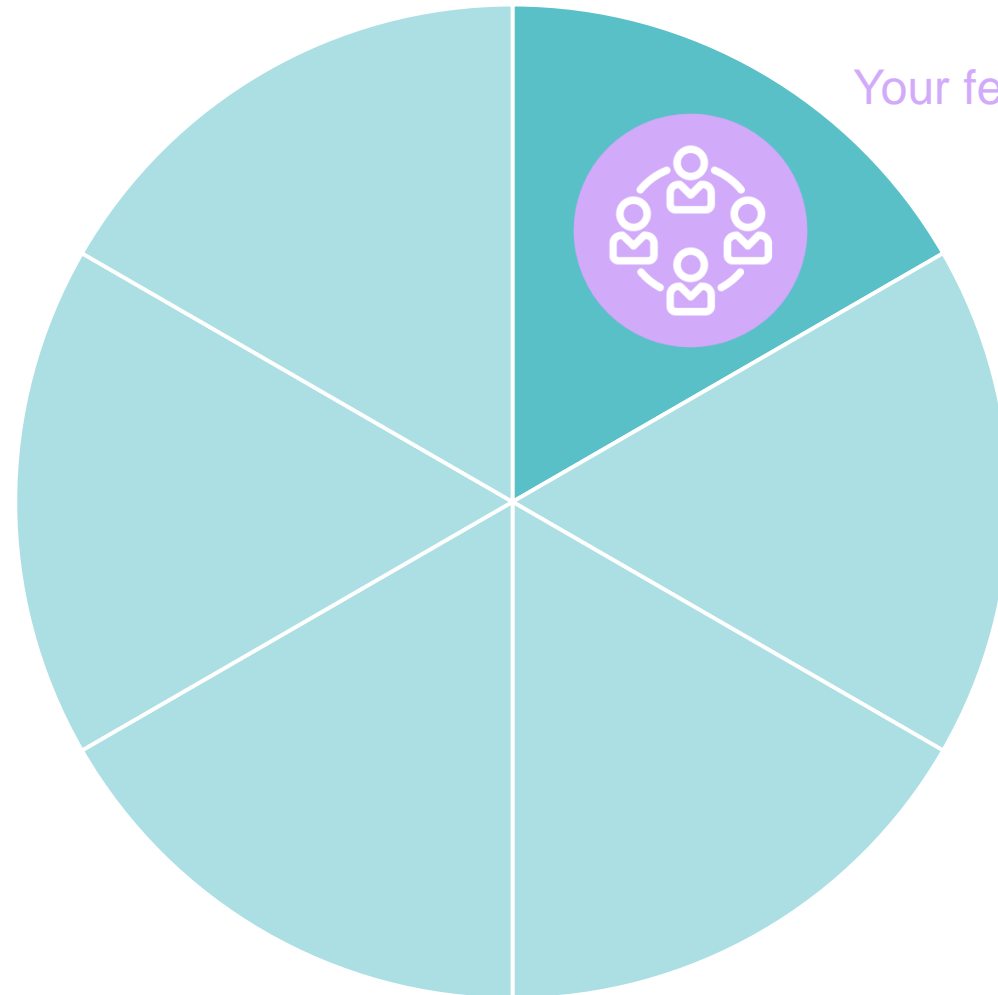
Superannuation Arrangements of the University of London

Putting members at the heart of all we do

What we asked you

Working from home

Your feelings about working for STC

STC goals, objectives and behaviours

Career progression and opportunities

Benefits

Recognition
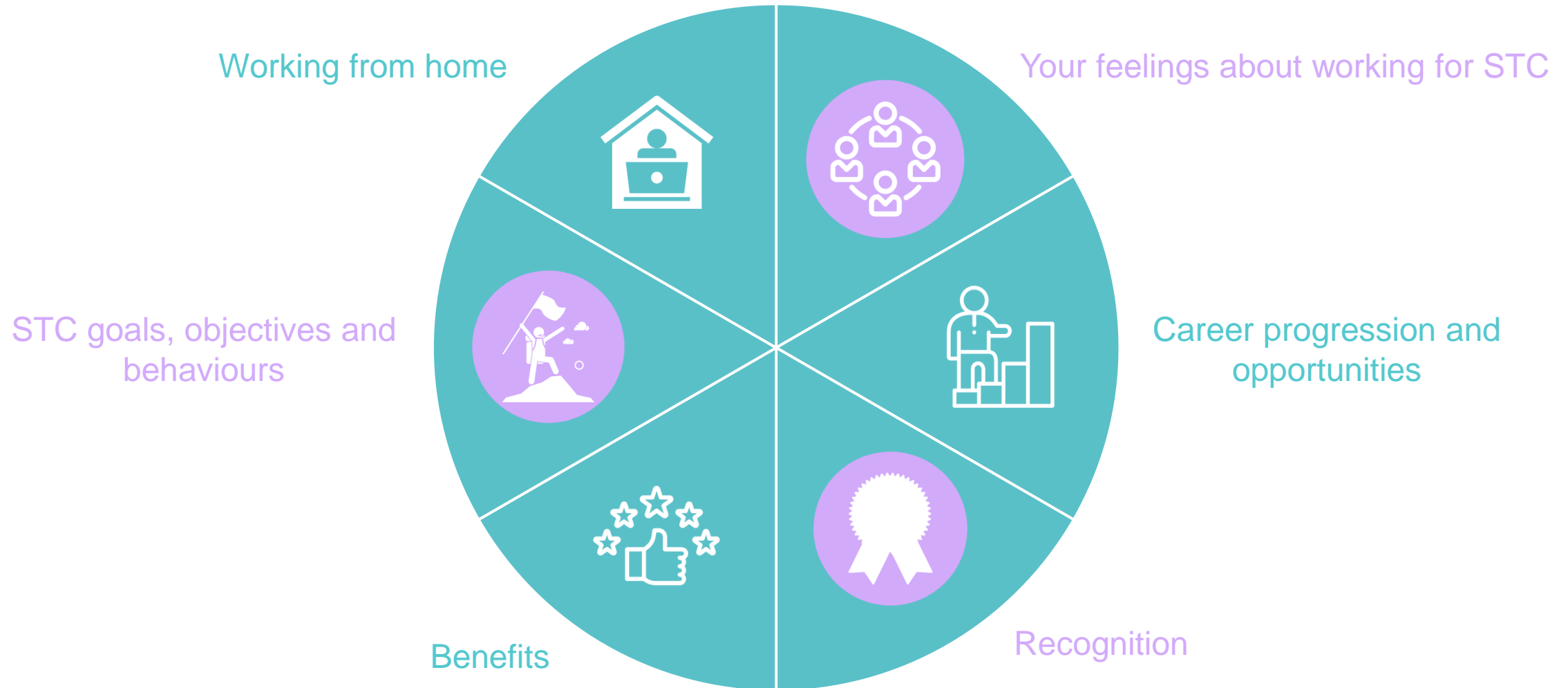
What you feel about working for STC

Your feelings about working for STC

Staff enjoy working with the people at STC the most and appreciate the benefits offered

SAUL

1 People

2 Benefits

3 Culture

4 Management

5 Variety of tasks

"I like the feeling that you are working as a team. People at SAUL are cooperative and the management team makes an effort to support their staff."

"I love the culture of SAUL and always have. I like how it promotes a healthy work life balance and feel like it offers great benefits to its employees."

IT issues

Feel more involved in decision making

Provide more training in some areas / share knowledge
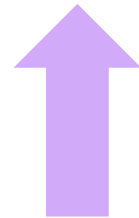
More staff feel they are treated with respect and have a positive impact than last year

78%

Feel they are treated with respect all of the time

Up by 17% from last year

63%

Feel they have a positive impact on the people they interact with as part of their job

Up by 7% from last year
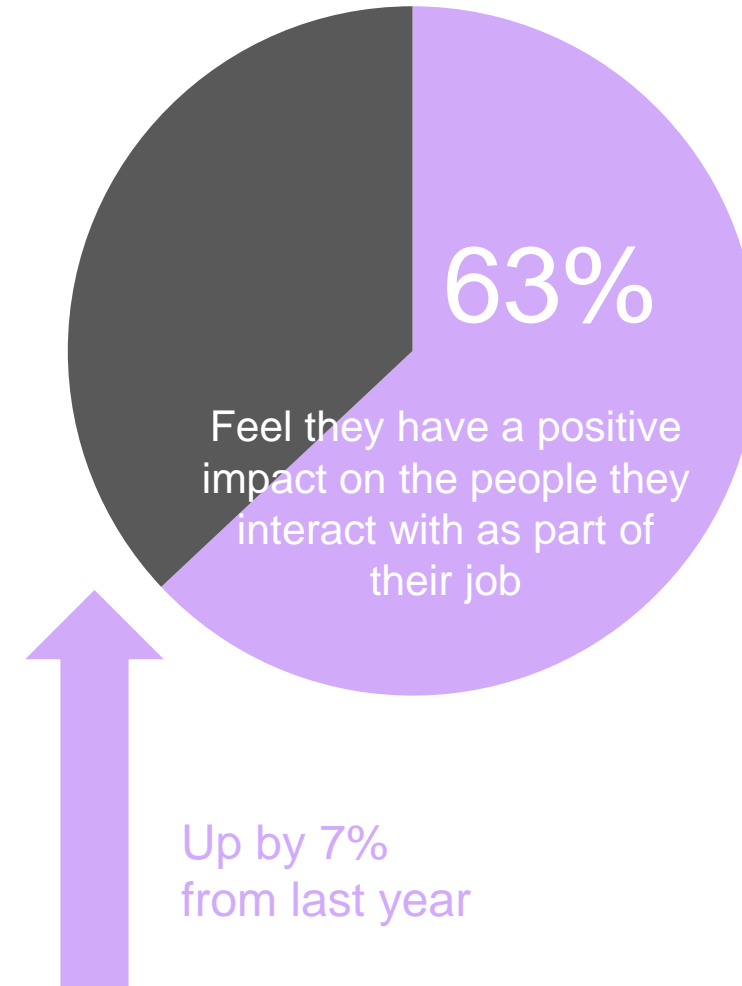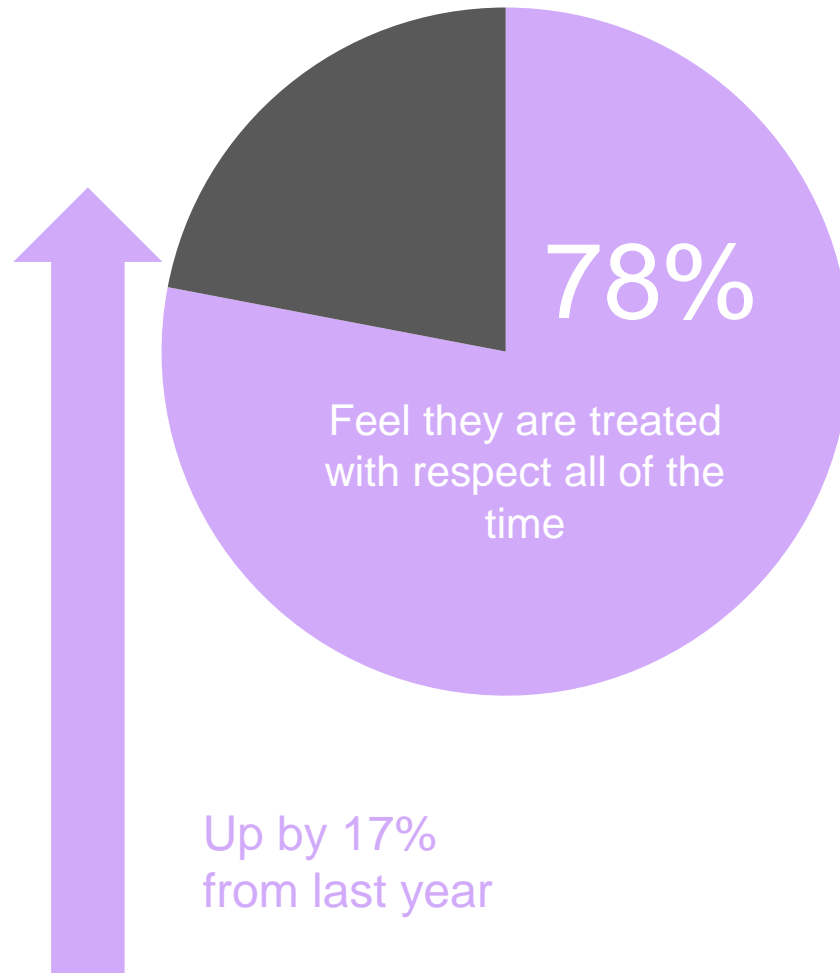
Staff feel proud to work at STC and morale level is high

SAUL

96%
Feel their morale is very high or quite high

Up by 3% from last year

98%
Feel proud to work at STC
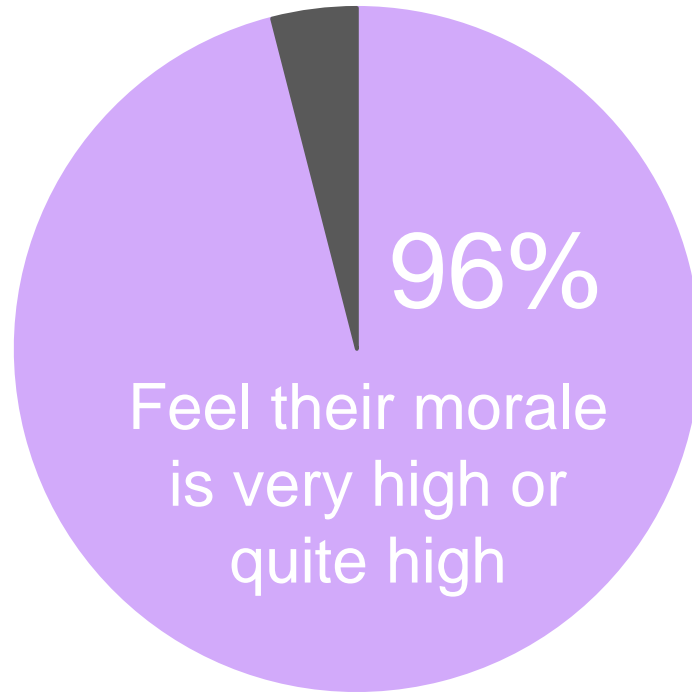
Up by 2% from last year

Career progression and opportunities
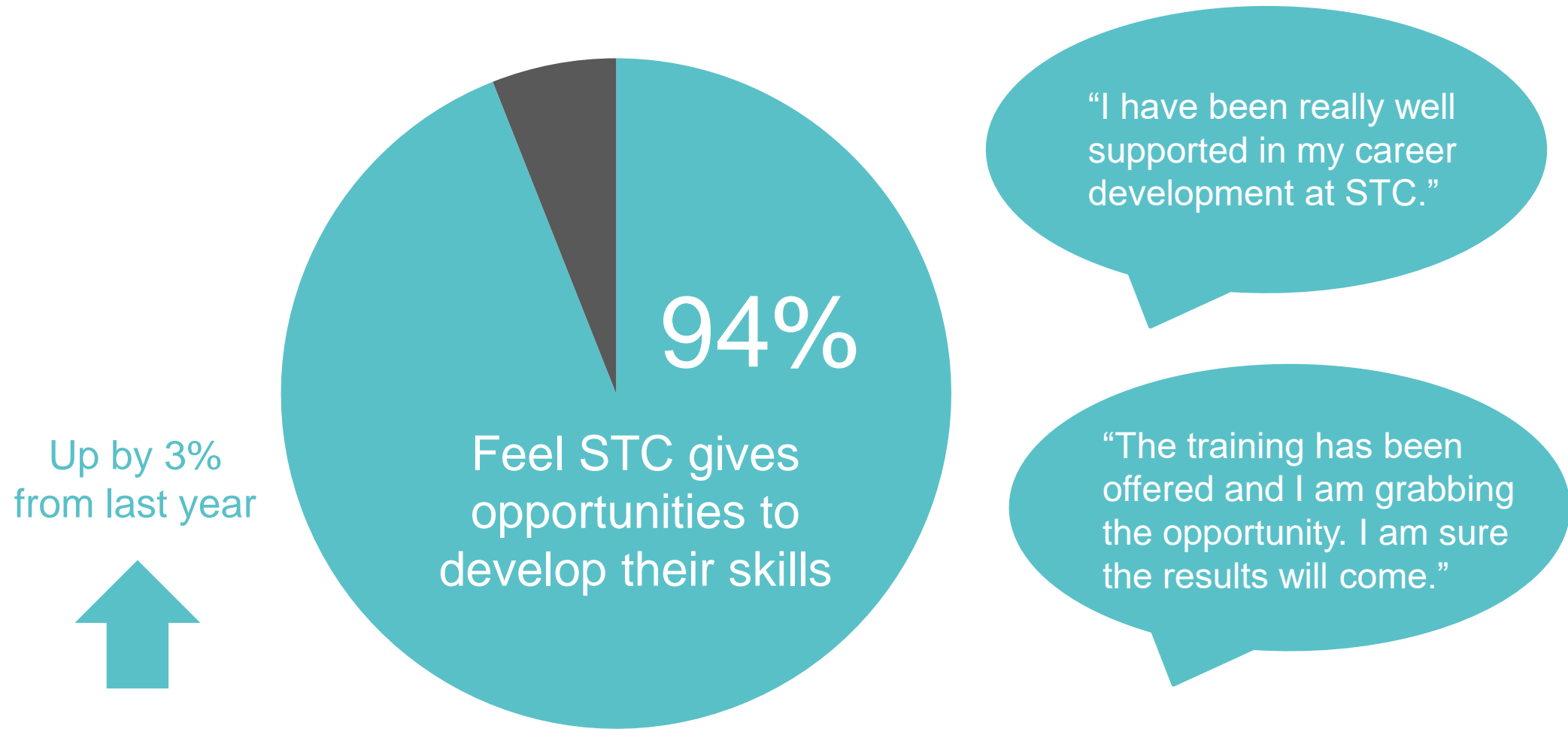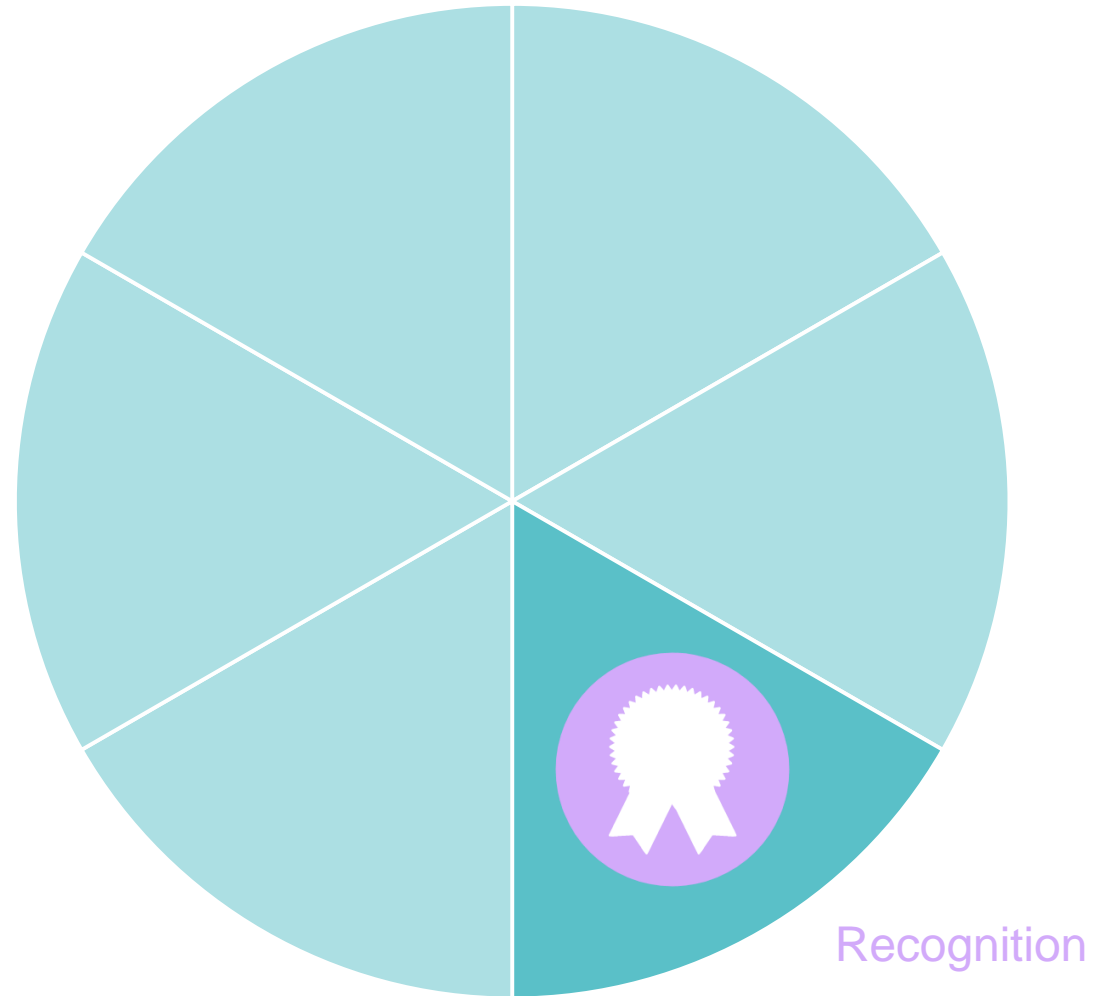
Career progression and opportunities

Staff feels STC gives opportunities to develop their skills

94%

Feel STC gives opportunities to develop their skills

Up by 3% from last year

"I have been really well supported in my career development at STC."

"The training has been offered and I am grabbing the opportunity. I am sure the results will come."

Recognition

Recognition

Staff feel recognition is fair

94%
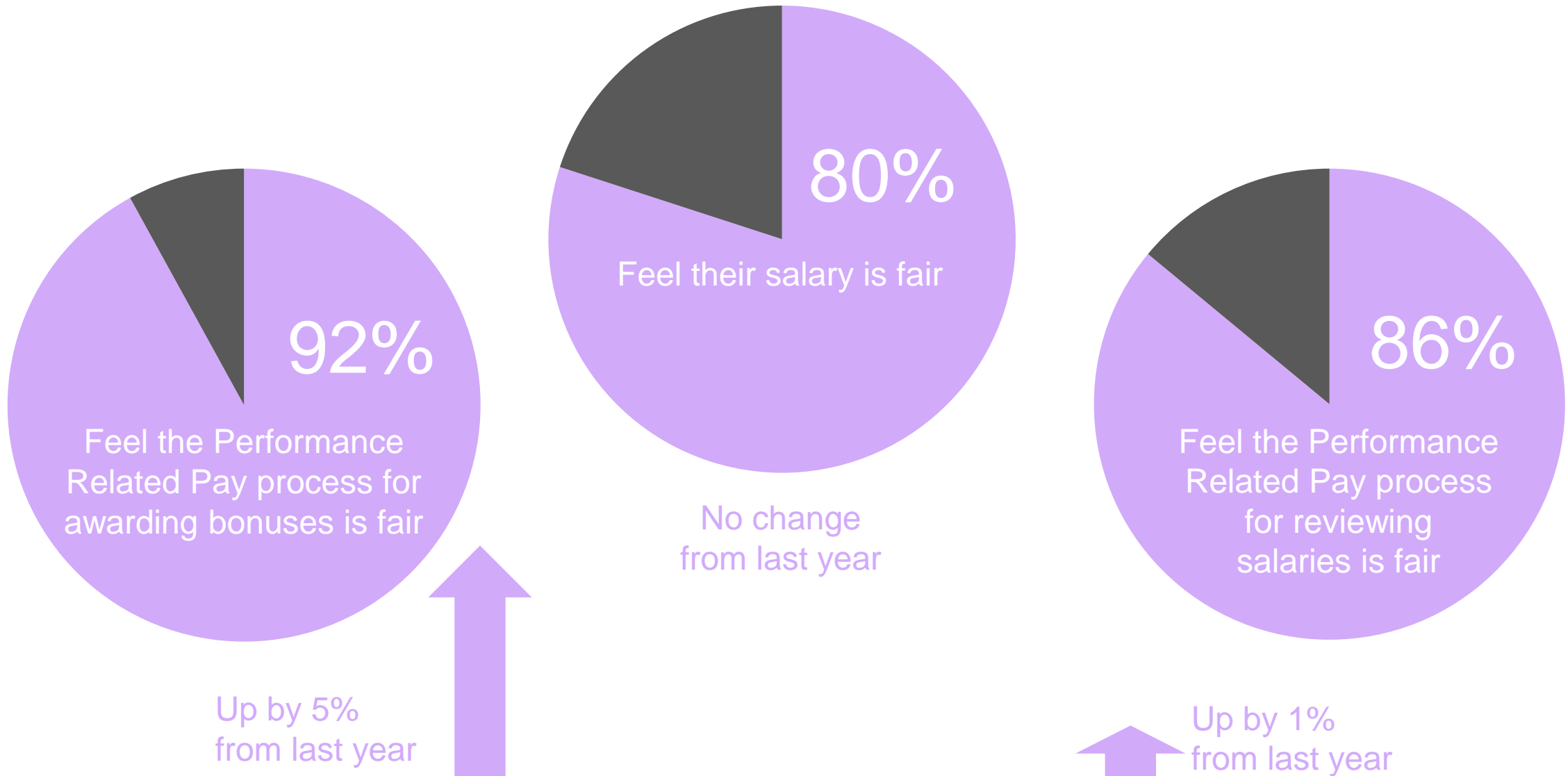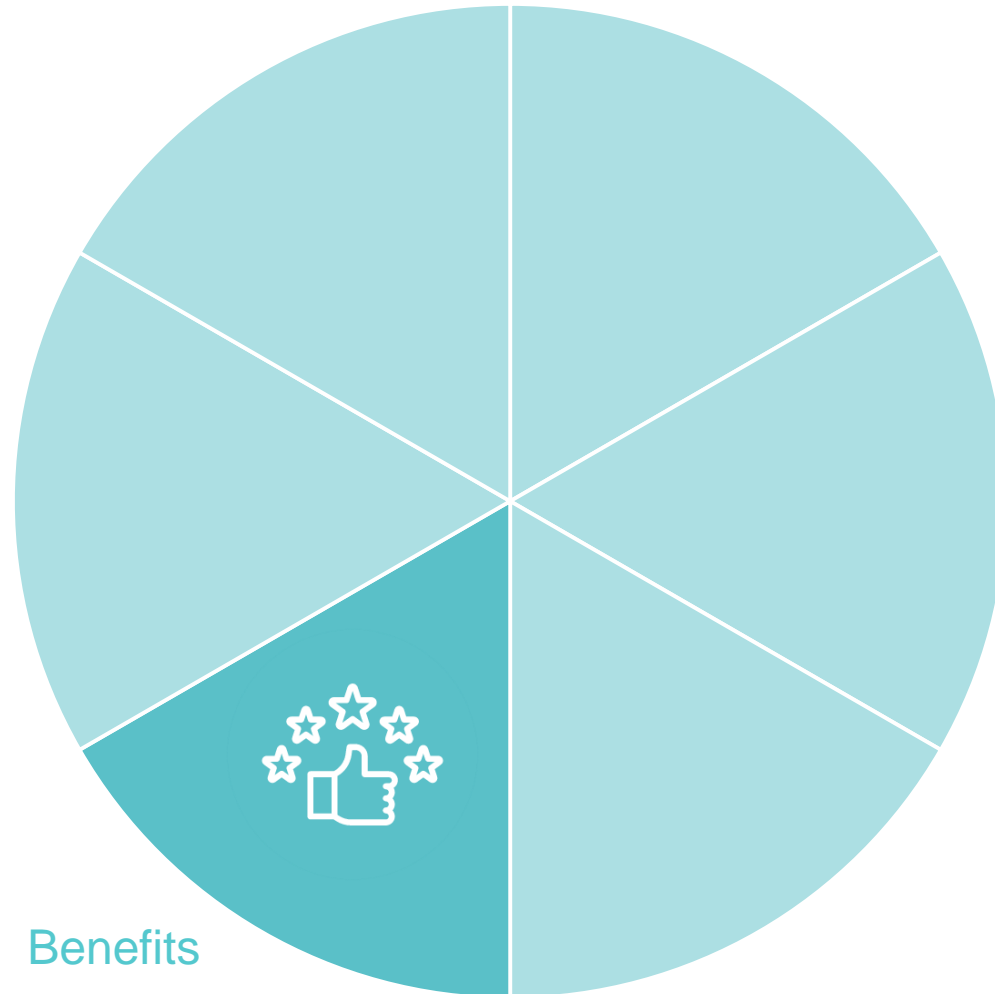Feel their contributions to work are recognised appropriately
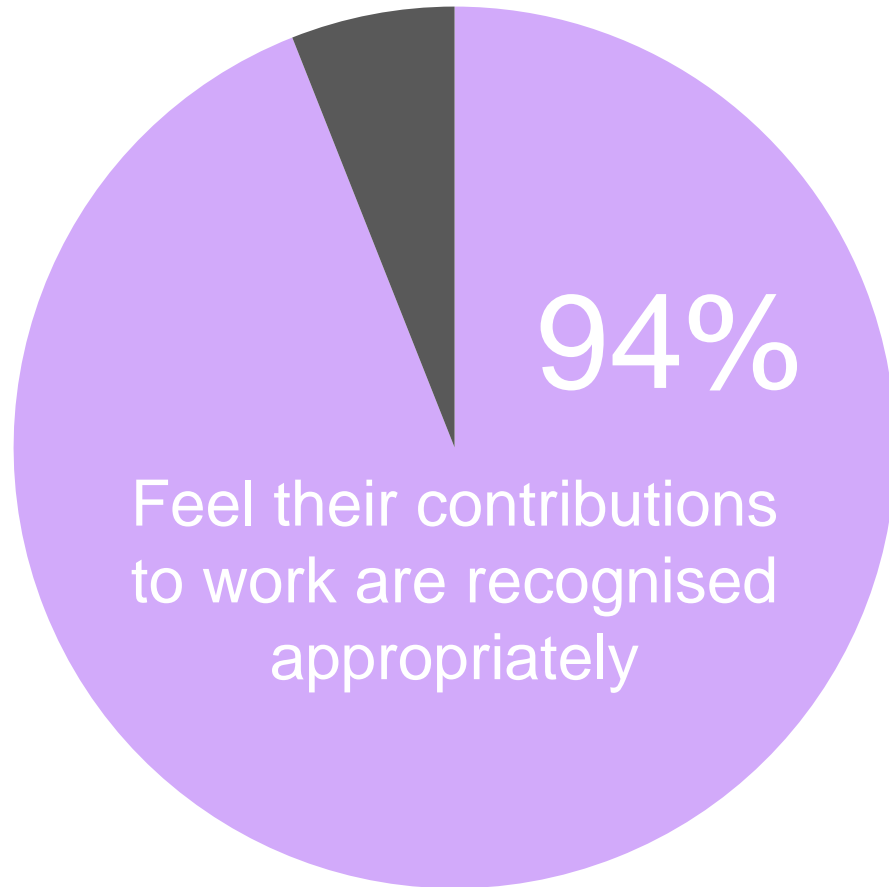
Types of recognition that mean the most to staff:

1 Increase in pay and bonus

2 Compliments from peers and line manager

3 A simple thank you

4 Spot awards

5 Acknowledgement

Staff feel salary and performance related pay process are fair

92%

Feel the Performance Related Pay process for awarding bonuses is fair

Up by 5% from last year

80%

Feel their salary is fair

No change from last year

86%

Feel the Performance Related Pay process for reviewing salaries is fair

Up by 1% from last year

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Benefits

Staff find flexitime and annual leave the most valuable benefits

SAUL

100%
Flexitime

100%
Annual leave

92%
Membership of SAUL
pension scheme

STC goals, objectives and behaviours

SAUL
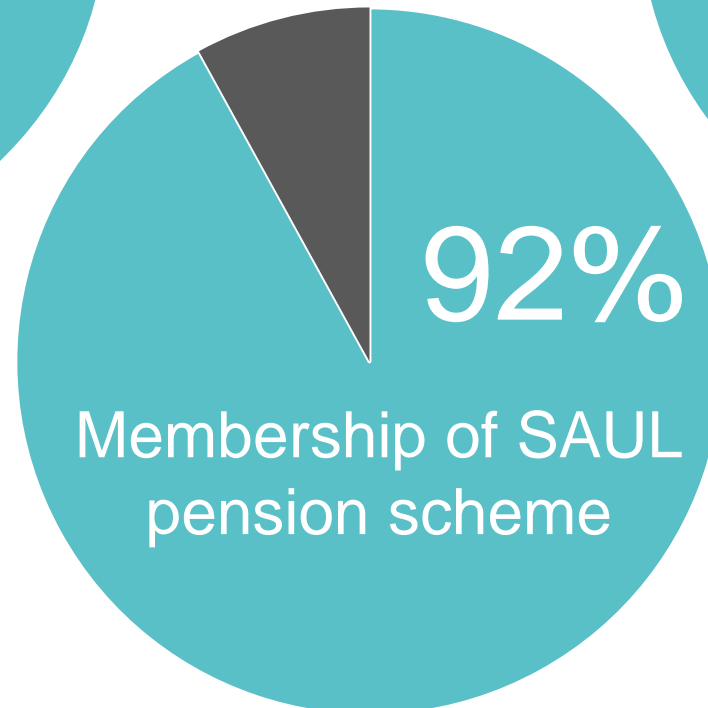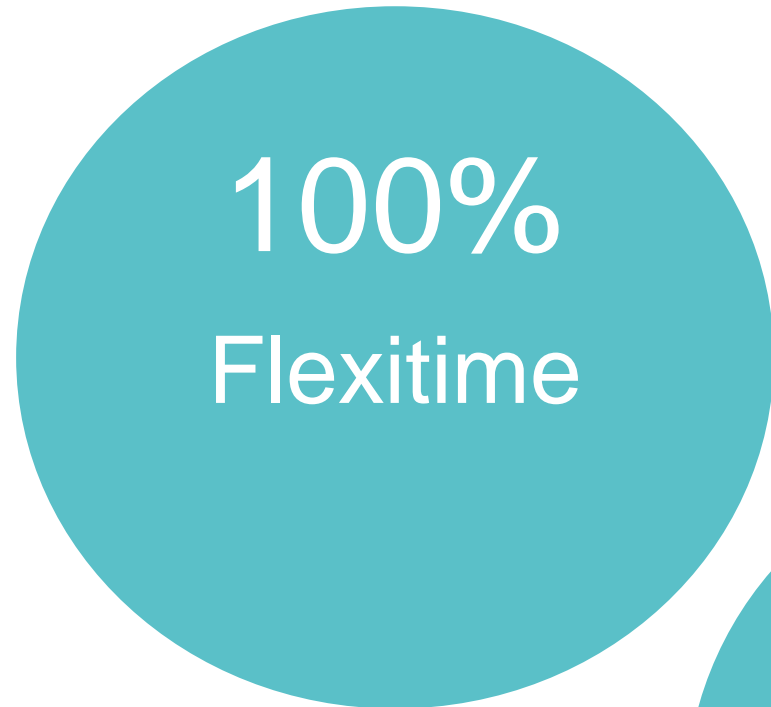
STC goals, objectives
and behaviours
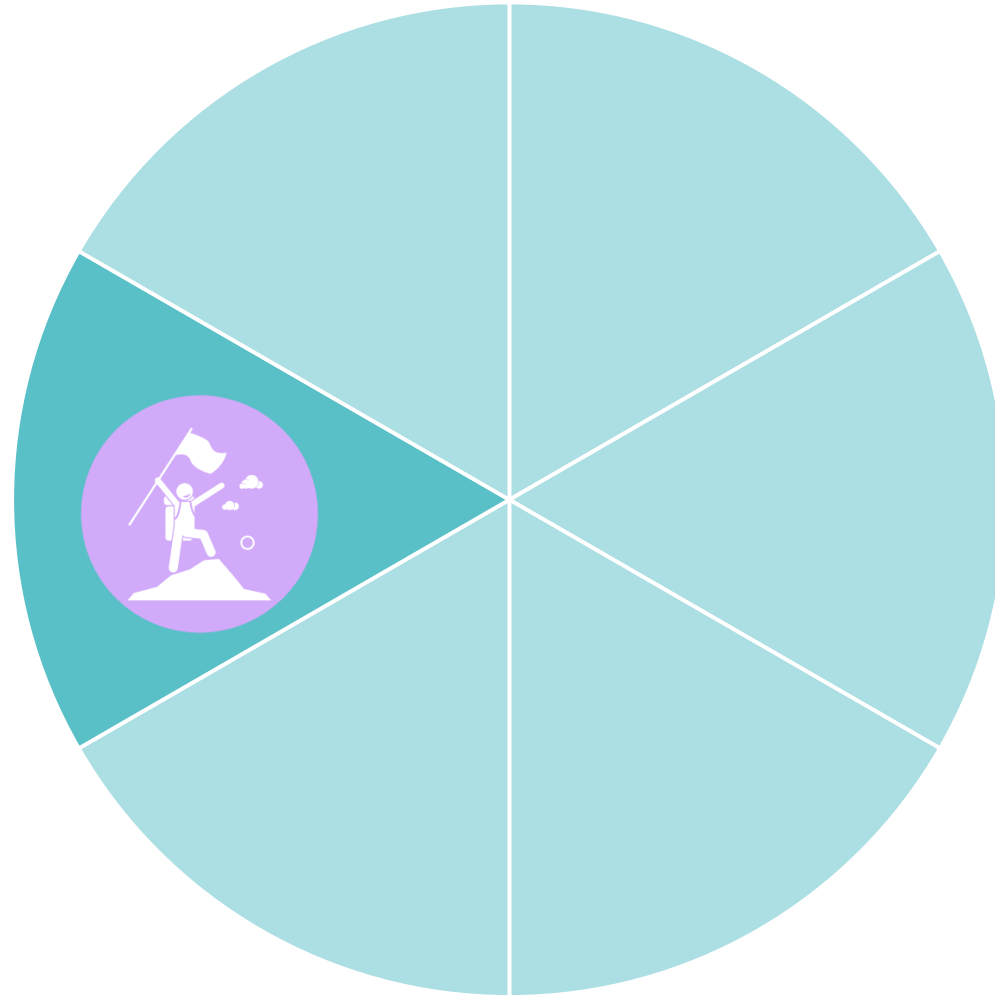
Staff have a very good understanding of our vision, goals and behaviours

94%

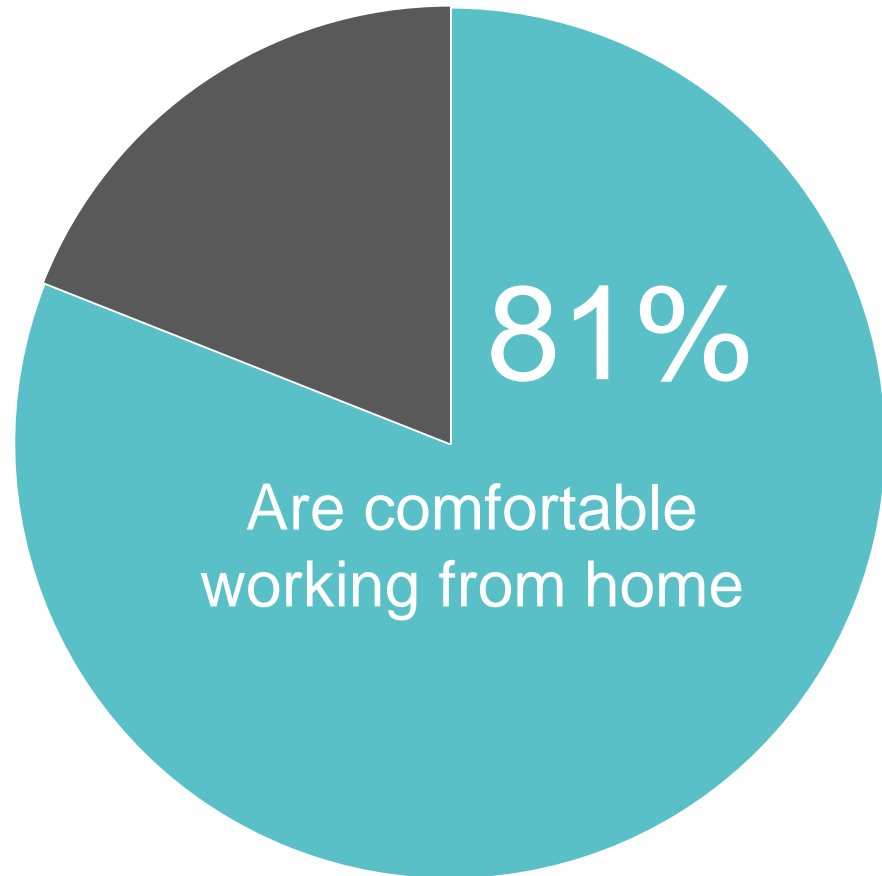Understand STC's vision, goals and behaviours and their role in supporting them

"All the material is available should I need to remind myself"

"I feel I know STC's goals and values as well as I need to"

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Working from home
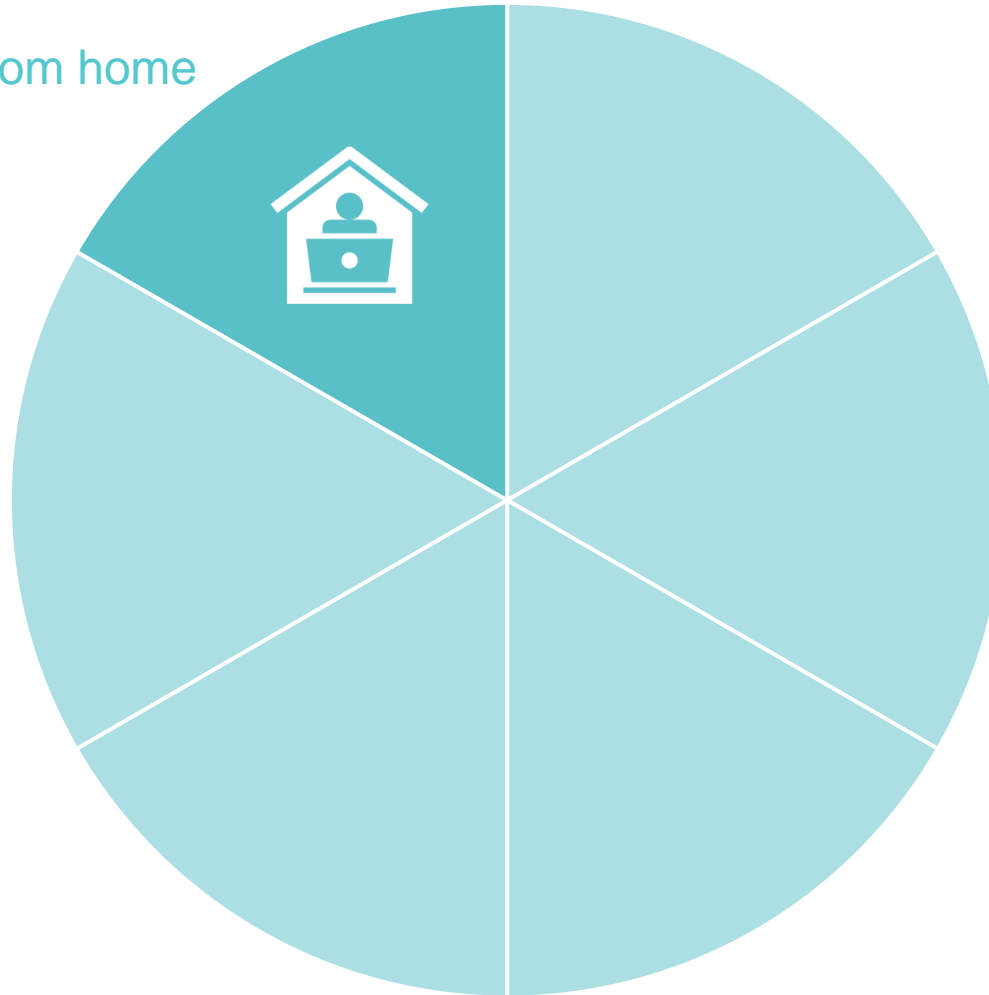
Working from home

Staff are comfortable working from home, but miss the office interaction

81%
Are comfortable working from home

No one is very uncomfortable!

Reasons why staff feel this way:

1. Miss the office interaction

2. I can still work effectively at home

3. Gives me more time because I'm not travelling

4. Like the flexibility of working from home

5. Home environment isn't as comfortable as the office

SAUL

"I'm lucky to have a nice working set up at home. Most of what I do can be done easily at home – whilst some things would be easier done in the office. I am saving a lot of time and money not commuting. My life feels much less hectic and stressful."

"I miss seeing people face to face. I'm more efficient in the office. This is due to slow internet etc. I'm also spending more time catching up with others now (which is necessary when WFH, in my opinion, but quicker to do in the office)."

"There are some positives - I'm more productive and I don't have the commute - but there are negatives.. I miss the social aspects (especially creative working with the team). Also it's easier to get things done with other people and hold meetings face-to-face."

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Almost half of staff have some reservations about returning to the office

51%

Are comfortable to return to the office
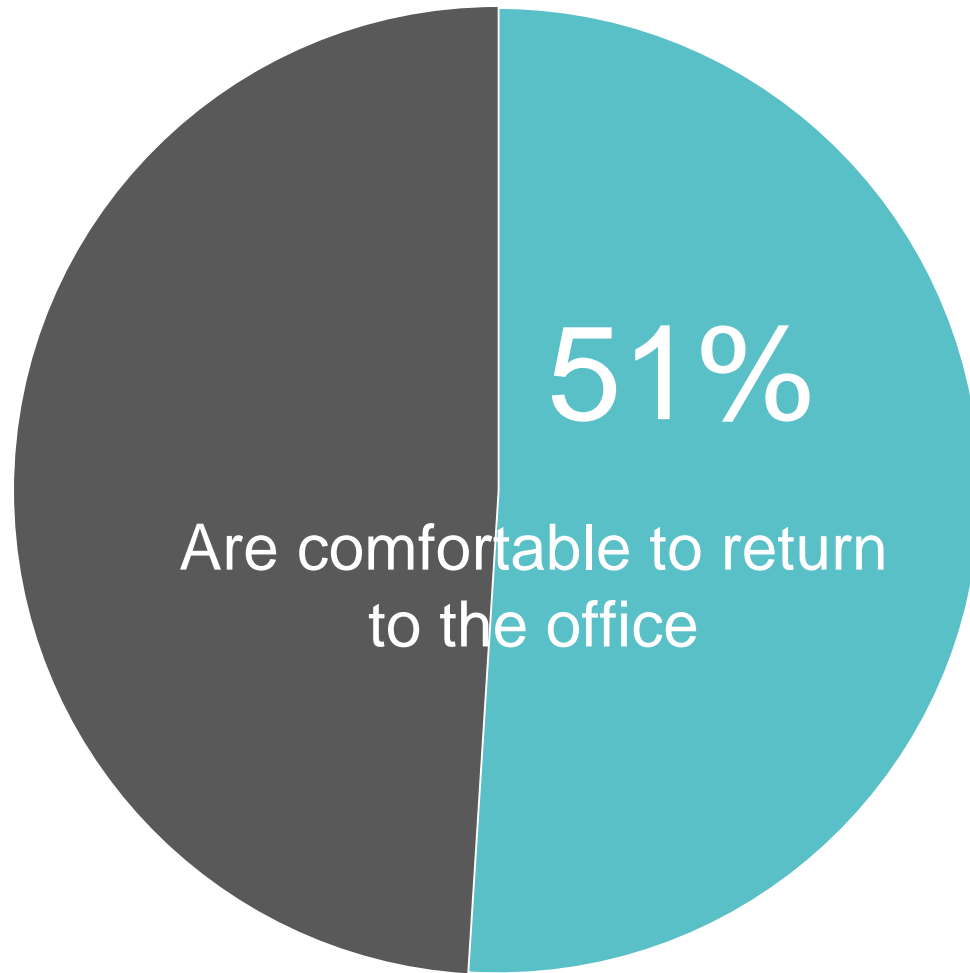
Reasons why staff feel this way:

1 Concerns around using public transport

2 Keen to return to the office when it's safe

3 Confident STC will make the right decision before returning

4 STC should consider flexible working arrangements when we return

5 We've proven we can work from home

Public transport and mixing with strangers are biggest concerns about our return to the office

"The use of public transport is the biggest risk factor. Should we return to the office, giving staff the ability to arrive / depart outside of rush hour should be considered. Encouraging flexible working arrangements should also be considered longer-term."

"I don't feel that public transport is safe as not everyone socially distances or wears a mask. I don't want to sit indoors with anyone outside of my bubble who may go to pubs, restaurants and on holidays"

"The office isn't the problem, it's the tube to work which worries me."

Next steps & any questions

Action plan

Return to the office considerations

Times 100 listing survey in January 2021 – more to follow on this

Any questions, comments or feedback?