



London South Bank University

Employee Engagement Survey 2011 – High Level Results

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General Information about the Survey

- Survey administered from October 31st to December 5th.
- 08 core organisational / demographic questions / 83 core opinion items
- 01 open question (“*In your opinion, what are the one or two key things that need to be done in order to improve London South Bank University as a place to work?*”)

Employee Response Rates	Returned	Headcounts	Response Rates
The Faculty of AHS	123	323	38%
The Faculty of BUS	133	272	49%
The Faculty of ESBE	146	316	46%
The Faculty of HSC	160	332	48%
Other Administrative Services and Support Departments	551	568	97%
Total LSBU 2011	1,121	1,810	62%
Total LSBU 2009	1,059	1,544	69%

Number of Survey Responses by Job Level (Academic)

Job Level	#	%
Academic Overall	562	100%
Full-time	413	73%
Part-time	149	36%
Technician	16	3%
Researcher	34	6%
Sessional Lecturer	46	8%
Lecturer, Senior Lecturer	297	54%
Lecturer, Senior Lecturer with Line management responsibility	22	4%
Principal Lecturer / Reader	58	11%
Principal Lecturer / Reader with Line management responsibility	27	5%
Professor	29	5%
Pro-Dean, Deputy Dean, Head of Academic Department	19	3%

Overview of High Level Results

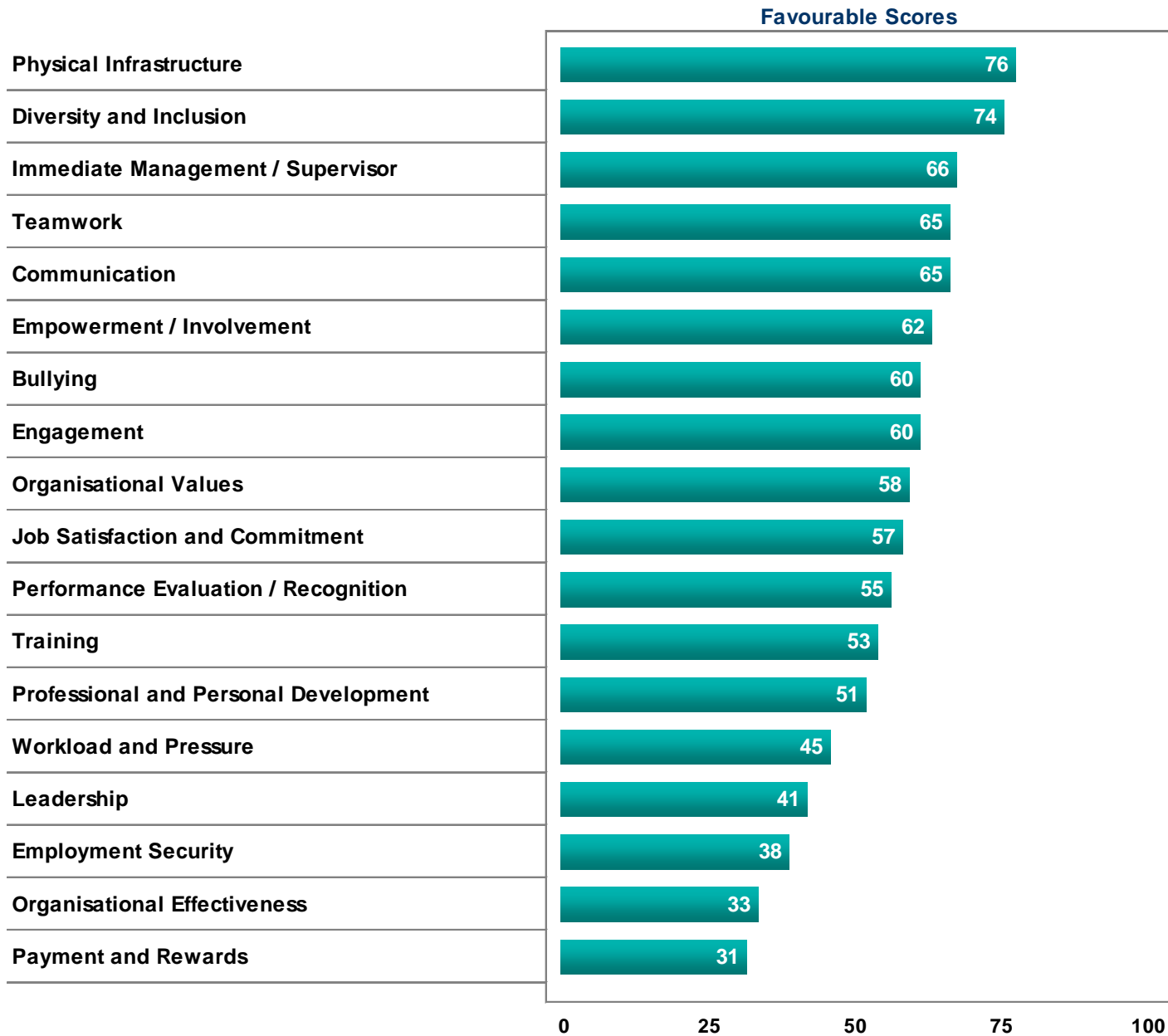
Historical Comparison

- Noticeable decline since 2009, especially in the areas of pay, employment security and career development.
- Some improvement in Performance Evaluation & Recognition.

Comparison to UK Norm

- When compared to other organisations in the UK, LSBU scores below norm in all survey categories, especially in the areas of organisational values, teamwork and payment & rewards.
- Least negative scores: Physical Infrastructure, Performance Evaluation & Recognition, Workload & Pressure

Primary Group Scores including all survey questions (No comparison to norms)



Historical Comparison: Noticeable decline since 2009, especially in the areas of pay, employment security and career development. Some improvement in Performance Evaluation / Recognition

vs. LONDON SOUTH BANK UNIVERSITY OVERALL 2009 (N=1,059)

Ranked By Difference From Benchmark

Favourable Scores

Differences From Benchmark



Comparison to UK Norm: When compared to other organisations in the UK, LSBU scores below norm in all survey categories, especially in the areas of organisational values, teamwork and payment & rewards

vs. UK NATIONAL NORM 2011 (N=157,996)

Ranked By Difference From Benchmark

Favourable Scores

Differences From Benchmark



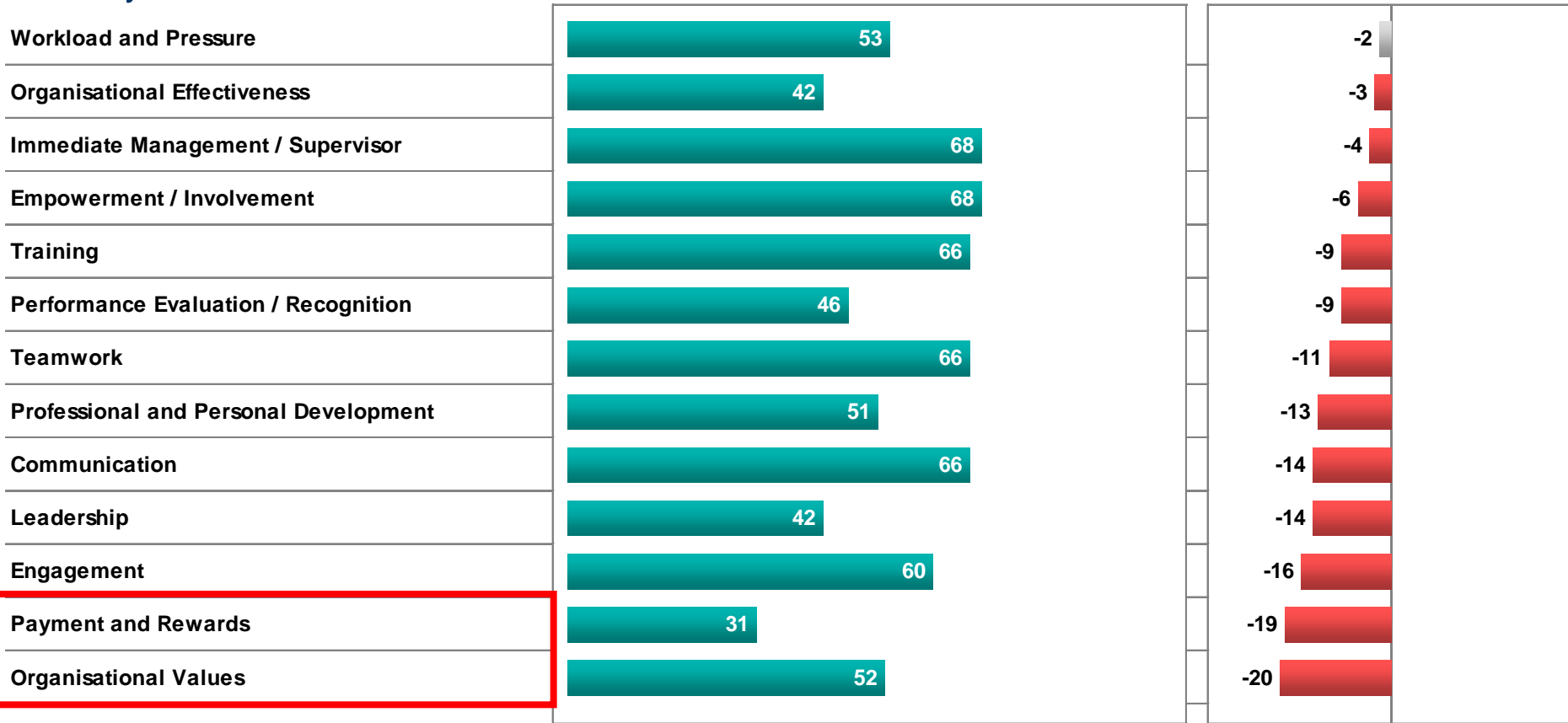
Comparison to Global Education Norm: When compared to other HEIs around the world, LSBU scores below norm in all survey categories, especially in the areas of organisational values and payment & rewards

vs. GLOBAL EDUCATION 2011 (N=31,851)

Ranked By Difference From Benchmark

Favourable Scores

Differences From Benchmark



Survey Results by Employee Groups

- Work Location: In general Havering Campus is more positive than Southwark Campus with the exception of those areas linked to employment security, leadership, and Inclusion.
- Type of Work: Academic members of staff are generally less positive than their administrative counterpart, especially in the areas of organisational effectiveness and payment and rewards.
- Academic Department / Administrative Service:
 - More positive survey results: Psychology / Children's Nursing / Health & Social Care / Academy of Sport / Human Resources / Residences & Catering Services / Student Services.
 - Less positive survey results: Arts & Media / Culture, Arts & Performance / Social Sciences / Information / Management / Applied Sciences / Built Environment / Arts & Human Sciences / Faculty of Business.
- Job Function: Senior leaders, faculty managers and manual staff show positive survey results, the opposite happens with LSBU's academic staff (lecturers).
- Work Contract: Part-time employees show more positive opinions than full-time employees in almost all categories.
- Ethnic Background: Black employees show the lowest scores in the Diversity & Inclusion survey category.

Summary – Key Areas of Opportunity

- **Organisational Effectiveness:** People feel that, to speed up decisions, some bureaucracy could be eliminated within departments
- **Communication:** People feel they do not receive relevant information directly linked to them and their jobs
- **Teamwork:** Teamwork within and among departments offer room for improvement / People would expect LSBU to promote cooperation within the University
- **Career Development / Training:** There is a feeling that there are less career and training opportunities within LSBU than in 2009
- **Performance Evaluation:** People do not see the usefulness of their performance evaluations. Immediate managers could do more on this front
- **Pay & Rewards:** People are not impressed with their current salary and benefits. There has been a dramatic decline in employee pay & benefits perceptions since 2009
- **Diversity & Inclusion:** Employees of black and Chinese background believe that opinions are valued depending on the employees' ethnic background, they do not believe there are equal opportunities for all employees, and feel exposed to inappropriate jokes or comments linked to their ethnicity