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Your Voice 2024 Engagement Survey Results

August 2024

Your Voice 2024 Survey Overview

- The survey was open from 4 June to 2 July 2024.

- Questions remained the same as the November 2022 survey, however we took the opportunity to respond to colleague feedback by clarifying what we mean by senior leaders and the use of the word 'here', e.g. 'Working here makes me want to do the best work I can', was amended to 'Working at the University makes me want to do the best work I can' and senior leader questions were split by School/Service and the University Senior Leadership Team.

- Results are compared against previous survey responses, focusing on the last full survey undertaken in November 2022, as this allows for direct comparison against all questions and themes.

- This survey was our last full survey before we move to a more frequent listening approach incorporating additional 'listening points' through targeted surveys. These will include measures of overall colleague engagement whilst also seeking feedback on specific topics of interest. This will allow us to measure colleague engagement on an ongoing basis at different points of the year and gather colleague feedback on emerging themes.

Response Rates

June 2024 Full Survey

Overall response rate 59% (1124 out of 1895) *
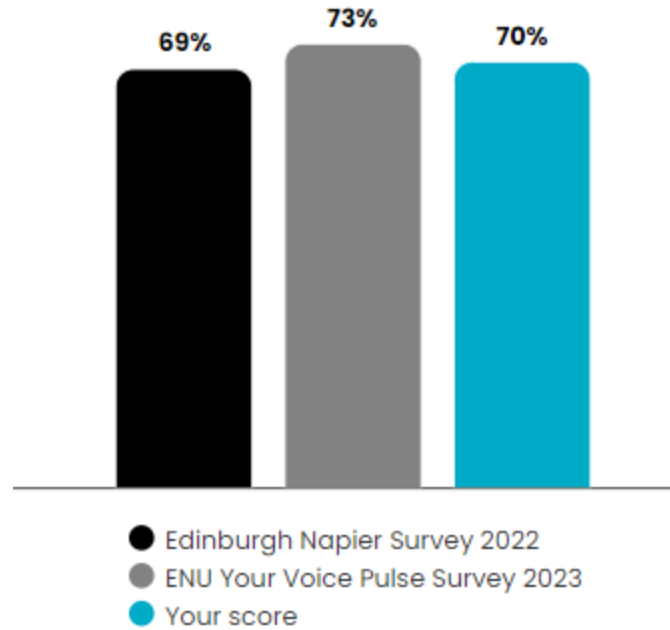
November 2023 Pulse Survey

Overall response rate 63% (1200 out of 1910)

November 2022 Full Survey

Overall response rate 66% (1160 out of 1767)

*sector benchmark for participation is currently 60%.

Overall Engagement Score - 2024

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69% — Edinburgh Napier Survey 2022
73% — ENU Your Voice Pulse Survey 2023
70% — Your score

- ● Edinburgh Napier Survey 2022
- ● ENU Your Voice Pulse Survey 2023
- ● Your score
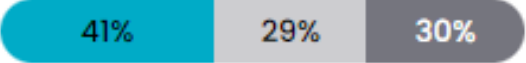
➢ 1% improvement in overall engagement score compared to the last full survey in November 2022.

➢ -3% engagement from November 2023 pulse survey.

➢ -1% compared to sector benchmark (71 universities benchmarked).

➢ The overall engagement score is made up of the 5 engagement questions below.

Question	Response Favourability			HEI Norm	Edinburgh Napier Survey 2022	ENU Your Voice Pulse Survey 2023
I am proud to say I work for the University	73%	21%	6%	-3	+1	-5
I would recommend the University as a good place to be a student	71%	23%	6%	-1	-2	-3
I would recommend the University as a good place to work	70%	20%	10%	+4	+3	-4
I would still like to be working at the University in two years' time	65%	23%	12%	-4	-1	-3
Working at the University makes me want to do the best work I can	72%	20%	8%	0	+4	+3

Biggest improvements compared to 2022 survey

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Question	Impact	Theme	Response Favourability			Vs Previous
I think the pay and benefits I receive compare favourably with other similar employers	◎	Reward & Recognition	55%	23%	21%	+12
Senior Leaders within my School/Department make the effort to listen to and communicate with staff	◎	Communication	63%	18%	19%	+9
I believe action will be taken as a result of this survey	◎	Leadership	41%	29%	30%	+7
I have the equipment and resources I need to do my work properly	◎	Enablement	66%	12%	22%	+6
I am able to strike the right balance between my work and personal life	◎	Health & Wellbeing	66%	15%	20%	+6

Development areas compared to 2022 survey

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Question	Impact	Theme	Response Favourability			Vs Previous
There is a clear strategy for the future of the University	◎	**Purpose**	54%	26%	20%	-9
I feel valued and recognised at the University	◎	**Reward & Recognition**	50%	24%	26%	-7
I think it is safe to speak up and challenge the way that things are done at the University	◎	**Inclusion**	50%	24%	27%	-7
I believe this organisation contributes to a more sustainable future	◎	**Purpose**	61%	30%	9%	-5
I have SMART objectives aligned to our School/Department priorities and annual plan	◎	**Line Management**	70%	20%	10%	-2

SLT Led Themes – University Overview

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Workload/Wellbeing

- Group formed with the aim of identifying obstacles that prevent colleagues from working effectively and in a way that is best for their wellbeing.
- Health & Wellbeing theme +5% since 2022.
- All 5 individual questions under this theme increased between 3% and 6% since 2022.

Enablement/Collaboration

- Group formed to support and embed successful collaboration across the University.
- Focuses on the question "Different parts of the University work well together" (32% of colleagues agree, +1% since 2022)
- 40% of colleagues disagree with this question.

Managing underperformance while recognising great performance

- Group formed to explore how we can maximise performance and recognise great performance.
- 28% of colleagues agree that poor performance is dealt with in their area (+5% since 2022).
- 36% of colleagues neither agree nor disagree with this question, perhaps due to the confidential nature of performance management.
- Reward & Recognition theme increased 3% since 2022.
- Scores on feeling valued and recognised at University level decreased since 2022 (-7%) but feeling valued and recognised at School/Department level increased (+5%)
- 55% of colleagues agree that pay and benefits compare favourably with other similar employers (+12 since 2022).

*Scores for each of the above vary across different colleague groups and this will be reviewed locally within SLT led groups and survey leads.

Next steps

- Summarise themed comments from open questions to provide qualitative context to supplement quantitative data.

- SLT to continue to focus on the existing themes; workload/wellbeing, managing underperformance whilst recognising great performance and enablement/collaboration which will be broadened to include leadership as a key enabler.

- SLT also identified other areas/themes that might require further consideration and will continue to review these alongside the responses to the open questions over the next few months.

- SLT and School/Service survey leads will review and communicate School/Service results locally, consider themes and update action plans accordingly.

- Colleagues encouraged to contribute to improving local engagement by getting involved in action planning process.

- Continuous listening approach - to measure colleague engagement on an ongoing basis.