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# Your Voice: Pulse Survey November 2023 Results

# Overall Engagement Score

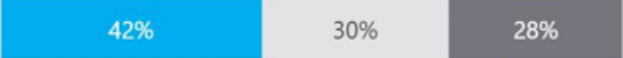







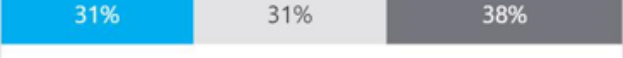

- 4% **improvement** in overall engagement score increasing it to **73%** compared to 69% in 2022.
- All key engagement indicators have improved since the 2022 survey.
- 3% **higher** in overall engagement score compared to HE norm of 70% (over 50 universities benchmarked).
- Engagement scores compared to HE norm are in line or positive, apart from 'Working here makes me want to do the best work I can' at 2% lower than HE norm.

Question	Theme	Response Favourability	HE Norm	Edinburgh Napier Survey 2022	Overall engagement score 2023	Overall engagement score 2022	HE engagement average score 2023
I am proud to say I work for Edinburgh Napier	Engagement	78% (Blue), 18% (Grey), 5% (Dark Grey)	+2	+6	73%	69%	70%
I would recommend Edinburgh Napier as a good place to be a student	Engagement	75% (Blue), 21% (Grey), 5% (Dark Grey)	+5	+2			
I would recommend Edinburgh Napier as a good place to work	Engagement	74% (Blue), 16% (Grey), 10% (Dark Grey)	+9	+7			
I would still like to be working at Edinburgh Napier in two years' time	Engagement	68% (Blue), 19% (Grey), 13% (Dark Grey)	0	+2			
Working here makes me want to do the best work I can	Engagement	69% (Blue), 20% (Grey), 11% (Dark Grey)	-2	+1	73%	69%	70%

## Pulse Survey Results

- The survey opened on 7 November 2023 for three weeks – this is an overview of the results from our 'Your Voice' Pulse Survey.
- The pulse provided a temperature check on colleague engagement and an evaluation of the effectiveness of actions already taken or in progress in response to colleague feedback.
- The engagement score for the 2022 survey was 69%, the University set a target to achieve 72% for colleague engagement by June 2024 when the next full survey is due to take place
- Following the November 2022 'Your Voice' survey, Senior Leadership (SLT) working groups were established to address three key themes; collaboration, work wellbeing, recognising and rewarding great performance. These groups will continue to work on the themes over the next few months.

# Biggest improvements compared to 2022 survey

Question	Theme	Response Favourability	Vs Previous
I believe action will be taken as a result of this survey	Leadership		+8 
I would recommend Edinburgh Napier as a good place to work	Engagement		+7 
I am proud to say I work for Edinburgh Napier	Engagement		+6 
My contributions are valued in my School/department	Reward & Recognition		+6 
Change here is well managed	Leadership		+4 

The above questions/themes are the most improved since the full survey in November 2022. Engagement and Leadership are the two most improved themes.

# Development areas compared to 2022 survey

Question	Theme	Response Favourability	Vs Previous
The University treats people fairly and equally	Fairness & Equality		-5 
I feel valued and recognised here	Reward & Recognition		-4 
Senior Leaders manage and lead Edinburgh Napier well	Leadership		0

**Fairness & Equality:** Further analysis will be undertaken to understand this decrease and to try and identify why only 56% of colleagues believe that the University treats people fairly and equally; free text comments indicate that some colleagues feel that underperformance not being adequately managed leads to work not being fairly distributed.

**Reward & Recognition:** Two questions were asked under this theme, the above question shows a decrease of 4% since 2022, this relates to a sense of belonging and recognition for contributions made. Although it is noted, from the previous slide that colleagues feel their contribution is valued locally within their School/Service.



# Pulse Survey Questions

The questions included in the survey allow us to identify how the University is tracking against the key themes. The table below outlines the comparisons in scores from the full survey in 2022 and the Pulse Survey in November 2023.

Questions	Survey theme	Your Voice Survey score 2022	Pulse survey score 2023	2022 vs 2023 (+ or -)
<b>Questions residing in Engagement</b>				
I am proud to say I work for the University	Engagement	71%	78%	+6%*
I would recommend the University as a good place to be a student	Engagement	73%	75%	+2%
I would recommend the University as a good place to work	Engagement	67%	74%	+7%
I would still like to be working at the University in two years' time	Engagement	66%	68%	+2%
Working here makes me want to do the best work I can	Engagement	68%	69%	+1%
<b>Questions most impacting engagement at ENU</b>				
I feel a strong sense of belonging here	Inclusion	55%	58%	+3%
I feel valued and recognised here	Reward & Recognition	57%	53%	-4%
Senior Leaders manage and lead the University well	Leadership	45%	46%	+1%
My contributions are valued in my School/department	Reward & Recognition	60%	66%	+6%
The University treats people fairly and equally	Fairness & Equality	61%	56%	-5%
<b>Key Theme Indicators</b>				
Poor performance is dealt with effectively where I work	Line Management	23%	24%	+1%
Different parts of the University work well together	Collaboration	31%	33%	+1%*
Change here is well managed	Leadership	27%	31%	+4%
I believe action will be taken as a result of this survey	Leadership	34%	42%	+8%
<b>Open Question</b>				
Describe, in a couple of sentences, what it feels like to work at the University				

\*Different scores are based on rounded numbers in the survey platform so may differ by +/- 1 percentage point.

# Engagement Scores at ULT/SLT level

	Engagement Score 2023	Engagement Score 2022	Vs. Previous
<b>Finance &amp; Operations:</b> includes Finance; Health & Safety; Information Services; Property & Facilities.	76%	70%	+6%
<b>International:</b> includes International Operations & Student Recruitment and Marketing & External Relations.	76%	79%	-2%*
<b>People &amp; Student Services:</b> includes the People Team; School Support Service; Student Futures; and Wellbeing & Inclusion).	81%	80%	+1%
<b>Strategy &amp; Planning:</b> includes Governance & Risk; Planning & Business Intelligence, Strategy Hub.	80%	68%	+12%
Business School	67%	58%	+8%*
School of Applied Sciences	68%	63%	+5%
School of Arts & Creative Industries	59%	60%	-1%
School of Computing, Engineering & Built Environment	64%	60%	+4%
School of Health & Social Care	72%	71%	+1%
Department of Learning & Teaching Enhancement	70%	66%	+4%
Research Innovation & Enterprise	67%	57%	+10%

Engagement scores highlighted in green have achieved the University's target engagement score (72%) or higher.

All other ULT levels and Schools/Services, excluding the School of Arts & Creative Industries have improved local engagement scores compared to the 2022 survey. There has been a slight decrease in the score for International although this is above the University target.

\*Different scores are based on rounded numbers in the survey platform so may differ by +/- 1 percentage point.

# Next Steps

- Analysis of qualitative data to the open question 'Describe, in a couple of sentences, what it feels like to work at the University' to provide further insights in all themes.
- Senior Leadership Team working groups established following the November 2022 'Your Voice' full survey will continue to focus on three key themes; Collaboration, Recognising and Rewarding Great Performance and Workload & Wellbeing and report monthly on progress at SLT meetings, as well as communicating these to colleagues.
- SLT and School/Service colleagues will review and communicate results locally and update action plans accordingly.
- Colleagues can still contribute to improving local engagement by getting involved in the action planning process. Speak to your manager or Dean/Director.
- Final full survey planned for June 2024 following which shorter, targeted, themed and data-driven pulse surveys will be our new approach.