

2017 UBC Workplace Experiences Survey



2017 WES report for
Building Operations
Vancouver Campus
Staff responses

February 2018



2017 WES Report

Building Operations

The UBC Workplace Experiences Survey (WES) was run from November 1 to 21, 2017. Over 6,000 faculty and staff participated in the survey, and shared feedback on their experiences of UBC as a workplace. The survey findings can be used to help shape strategic planning and initiatives at both UBC-wide and at the unit levels.

This is a report of the staff responses received for *Building Operations*. The report contains 11 survey dimensions: Collaboration, communications, health & wellbeing, immediate unit head/manager, inclusion & respect, innovation, professional growth, student focus, UBC's senior leadership, work environment, and work/life integration.

Key Drivers:

The 2017 WES results show that the key drivers of engagement for staff overall are:

1. Professional Growth
2. Inclusion & Respect
3. UBC's Senior Leadership

Please note:

Each organization is different and your survey results should be used as a guide for further investigation. Generally, a % Favourable of 70 or above is considered good, a % Favourable in the 60s is acceptable, and a % Favourable lower than 60 would indicate the need to investigate further.

Note: Differences that are statistically meaningful for this group are highlighted in green (positive) and red (negative).

Note: %unfavourable, %neutral, and %favourable scores are rounded to the nearest whole number, and may add up to 99% or 101%.

UBC Staff Overall 2017: refers to UBC's overall staff % Favourable score.

+/- Staff Overall: refers to your portfolio's % Favourable score that is above or below UBC staff's % Favourable for that attribute.

BM: refers to TalentMap's benchmark overall % Favourable score.

% Unfavourable: represents the respondents who chose "Very Dissatisfied/Dissatisfied" or "Strongly Disagree/Disagree".

% Neutral: represents the respondents who chose "Neither Agree nor Disagree" or "Neutral".

% Favourable: represents the respondents who chose "Very Satisfied/Satisfied" or "Strongly Agree/Agree".

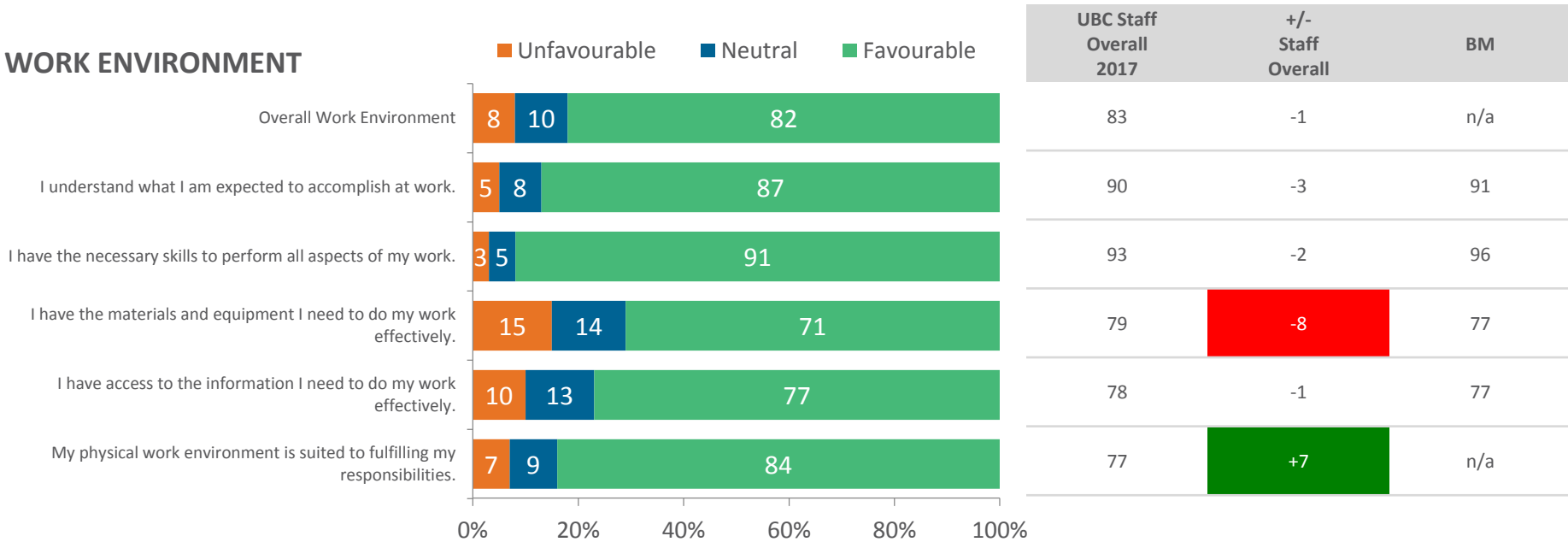
Your sample size: 272

Your response rate*: 39%

* Response rates are calculated by dividing the number of completed surveys by the headcount (as of October 26, 2017). Response rates may be higher than 100% because we rely on people to correctly identify their department and position (i.e. staff or faculty) so that we can preserve respondent anonymity. In addition, because the WES runs over a three-week period, there may be fluctuations in headcount during this window (e.g. due to new hires).

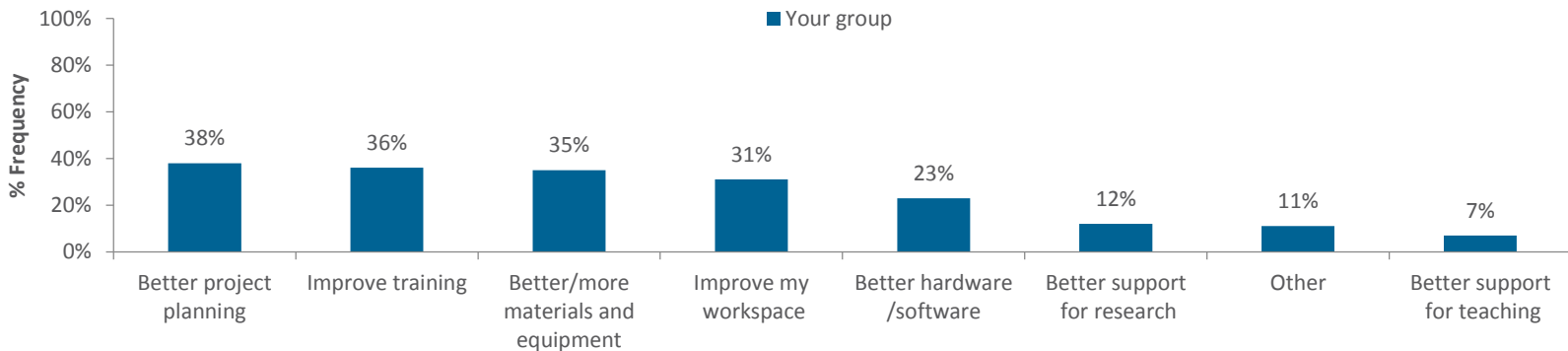
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WORK ENVIRONMENT



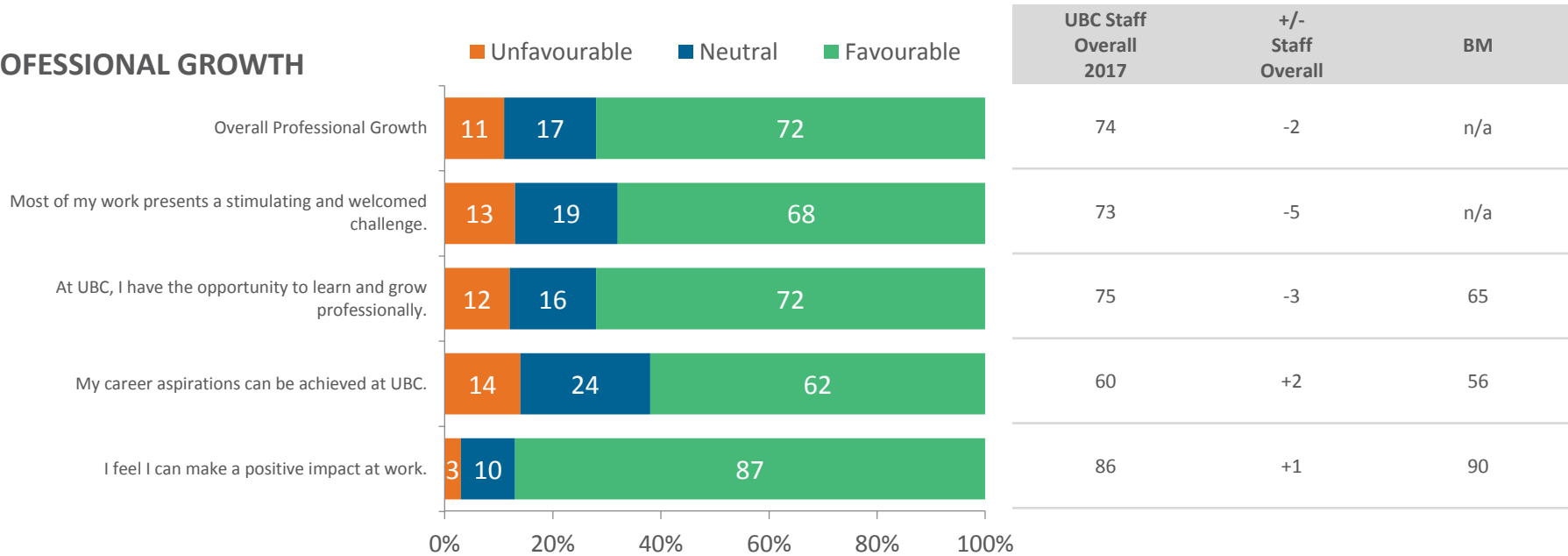
How could UBC improve your work environment?

195 respondents selected a theme for this comment



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PROFESSIONAL GROWTH



How could UBC improve professional growth opportunities?

157 respondents selected a theme for this comment

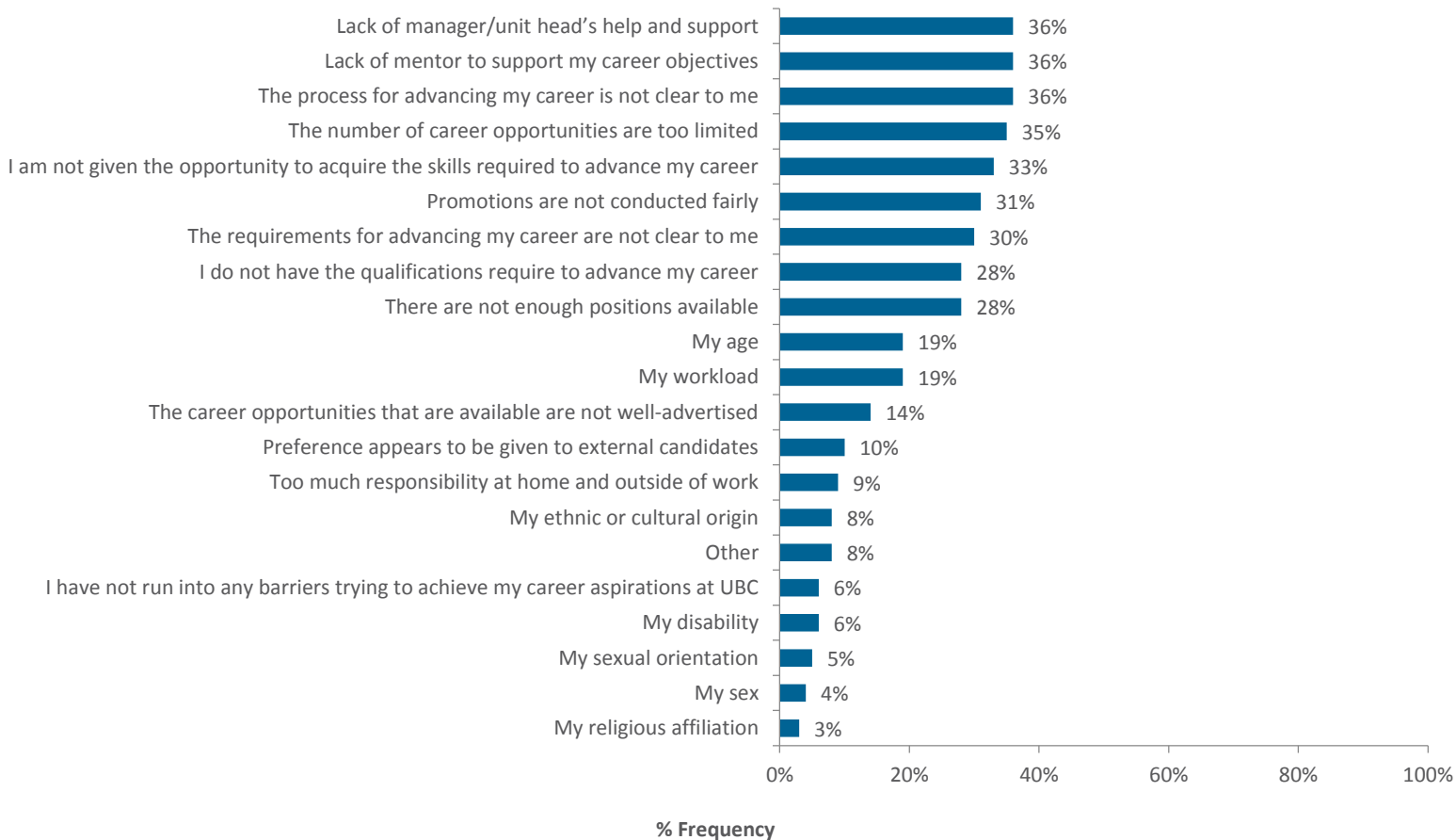


PROFESSIONAL GROWTH

Which of the following issues are barriers to you in achieving your career aspirations at UBC?

80 respondents selected a theme for this comment

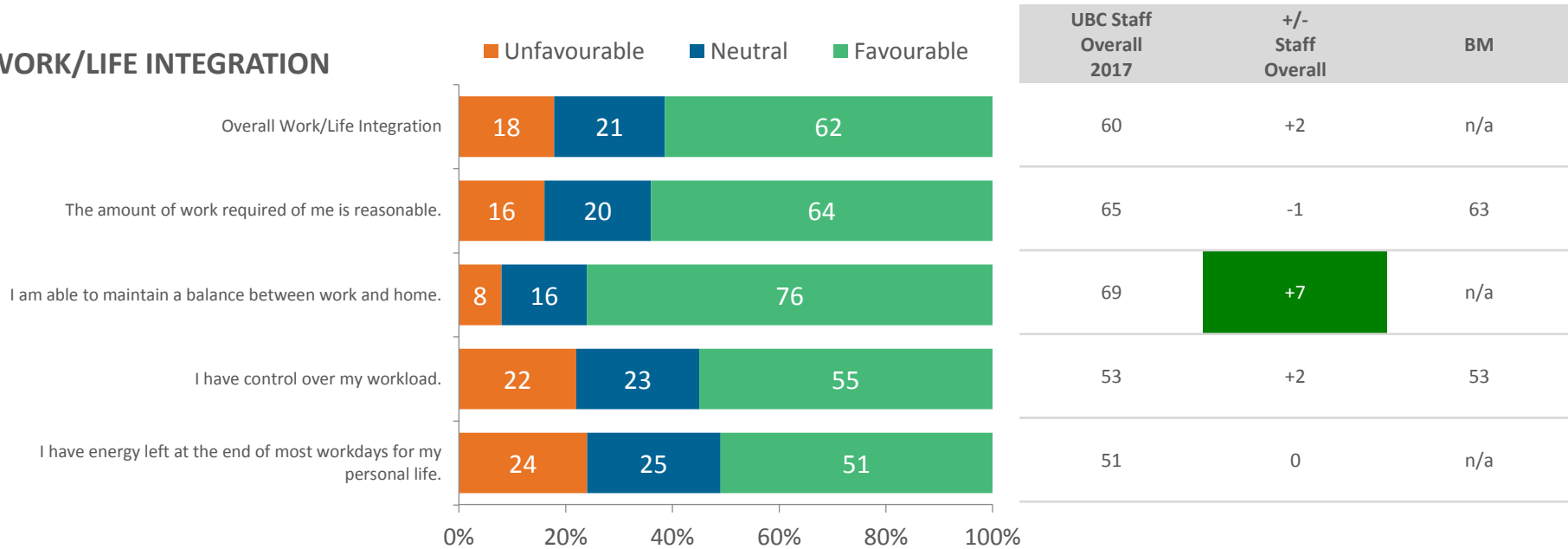
■ Your group



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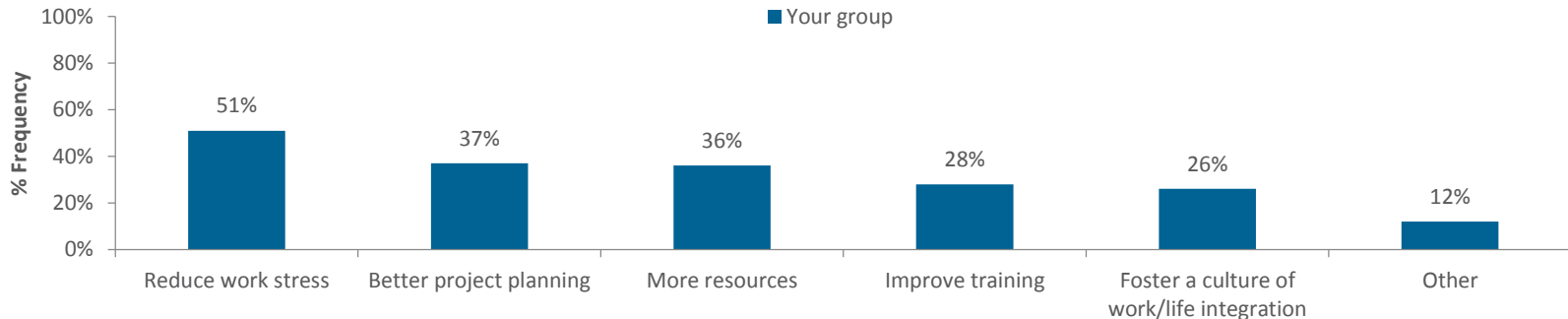
WORK/LIFE INTEGRATION

Unfavourable Neutral Favourable



How could UBC better support your work/life integration?

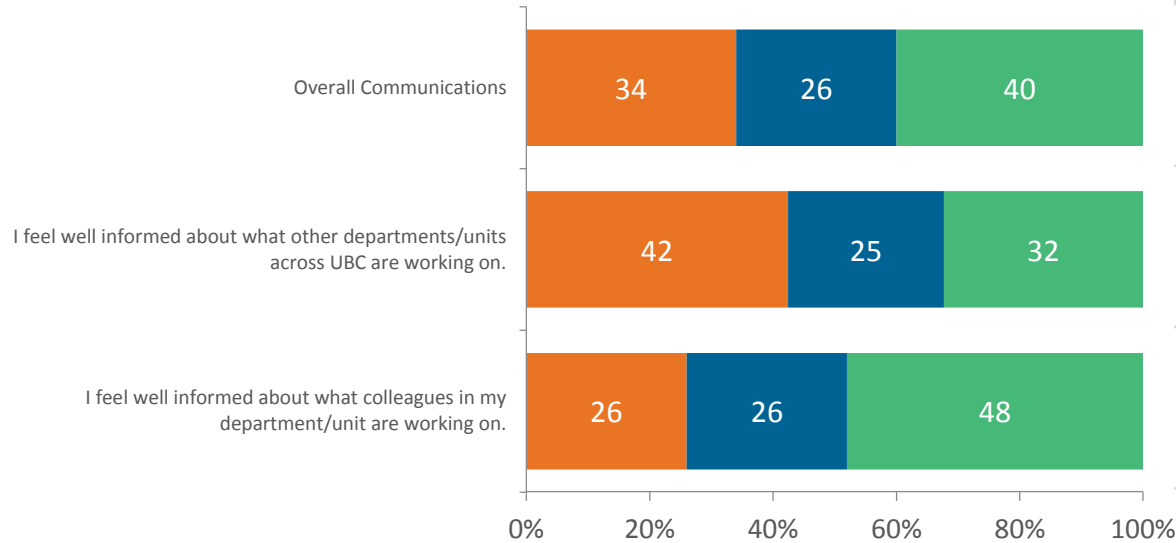
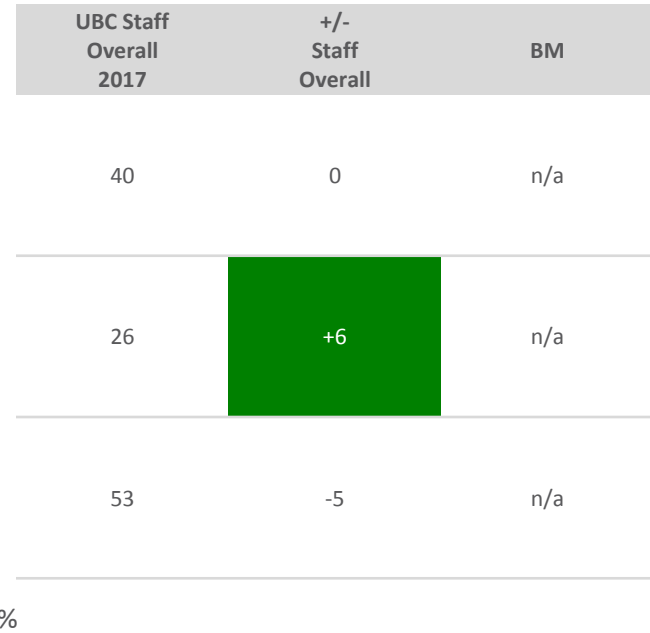
174 respondents selected a theme for this comment



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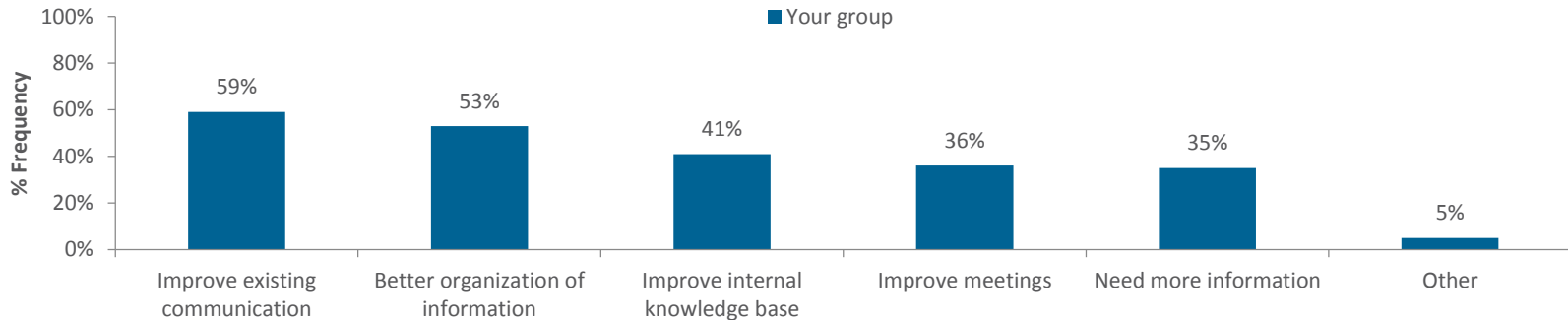
COMMUNICATIONS

Unfavourable Neutral Favourable



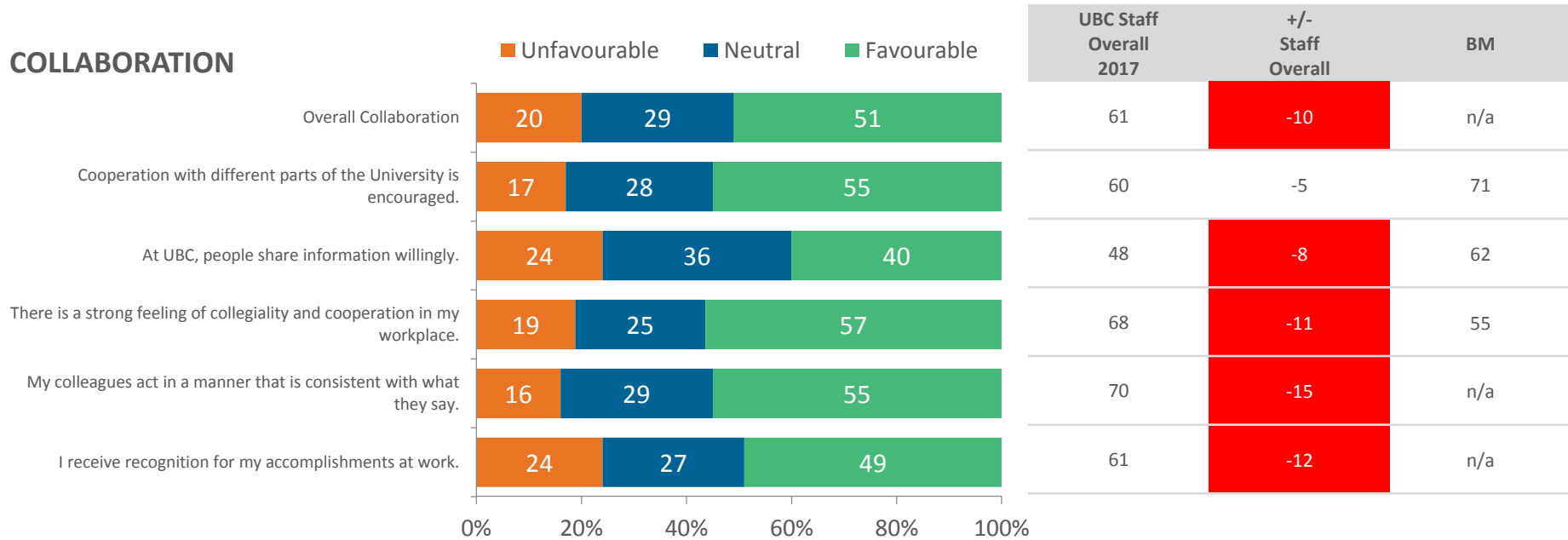
How could communication be improved at UBC?

177 respondents selected a theme for this comment



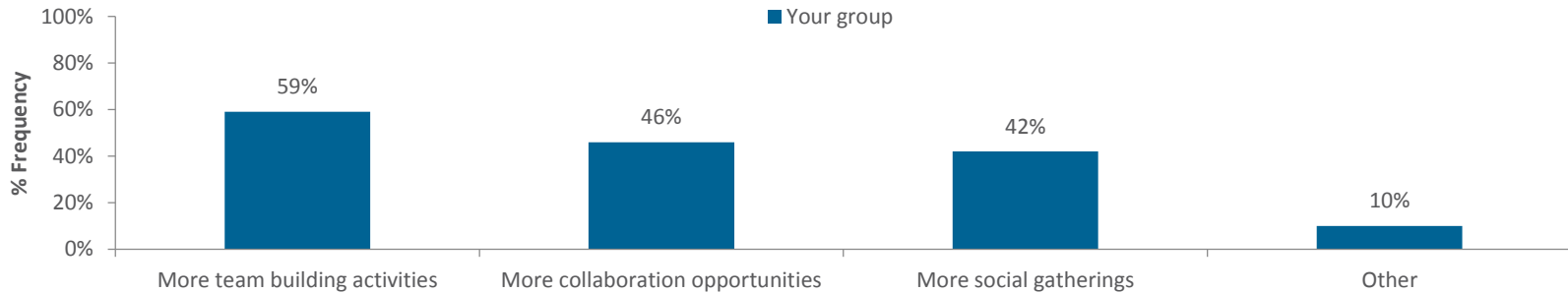
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COLLABORATION



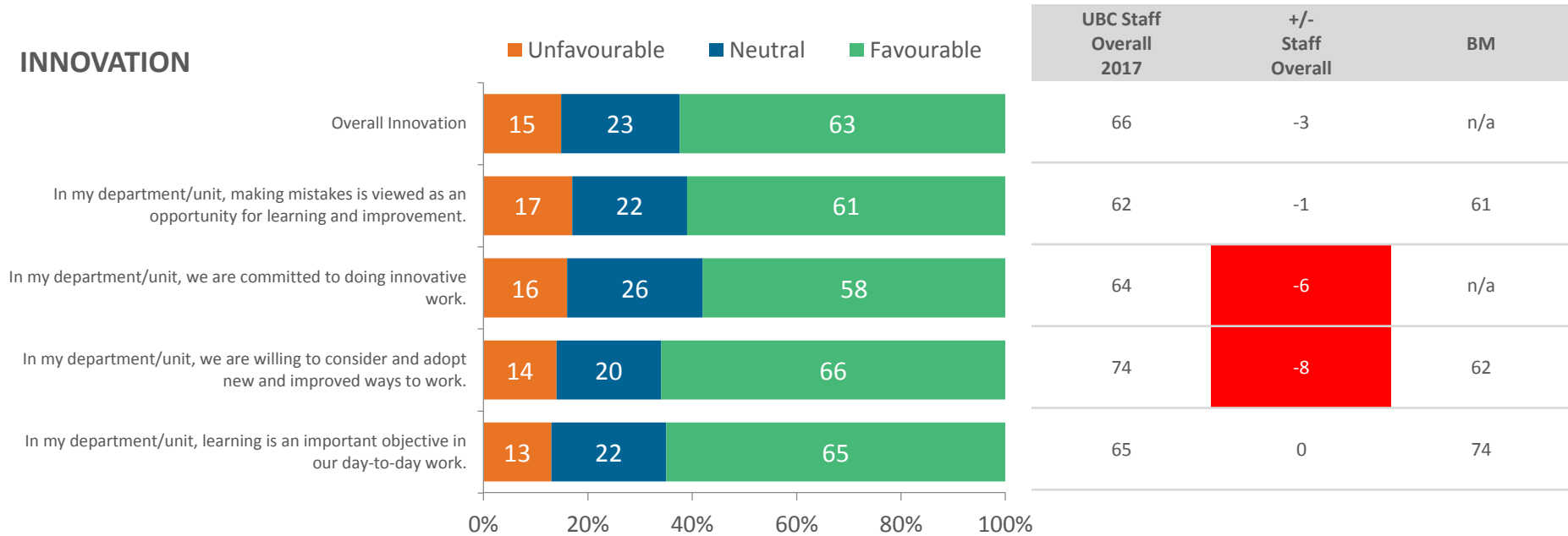
How could UBC improve collaboration?

149 respondents selected a theme for this comment



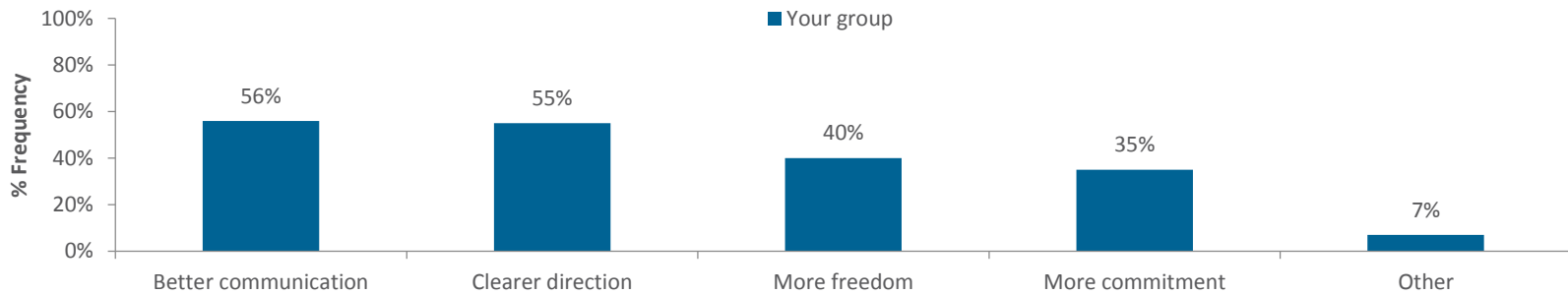
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INNOVATION



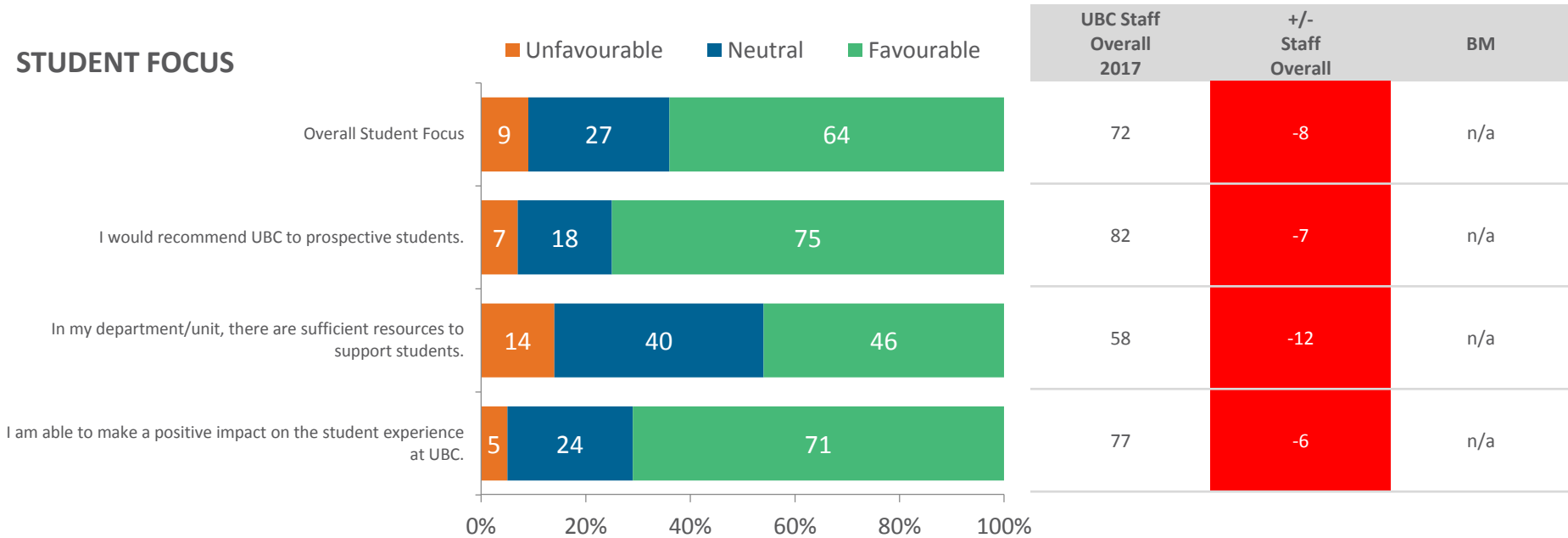
How could UBC improve innovation?

163 respondents selected a theme for this comment



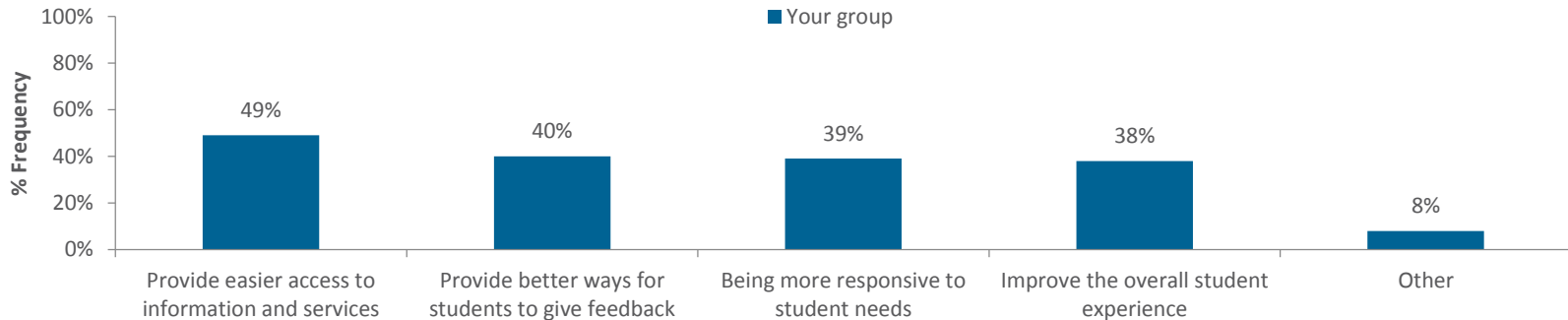
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STUDENT FOCUS



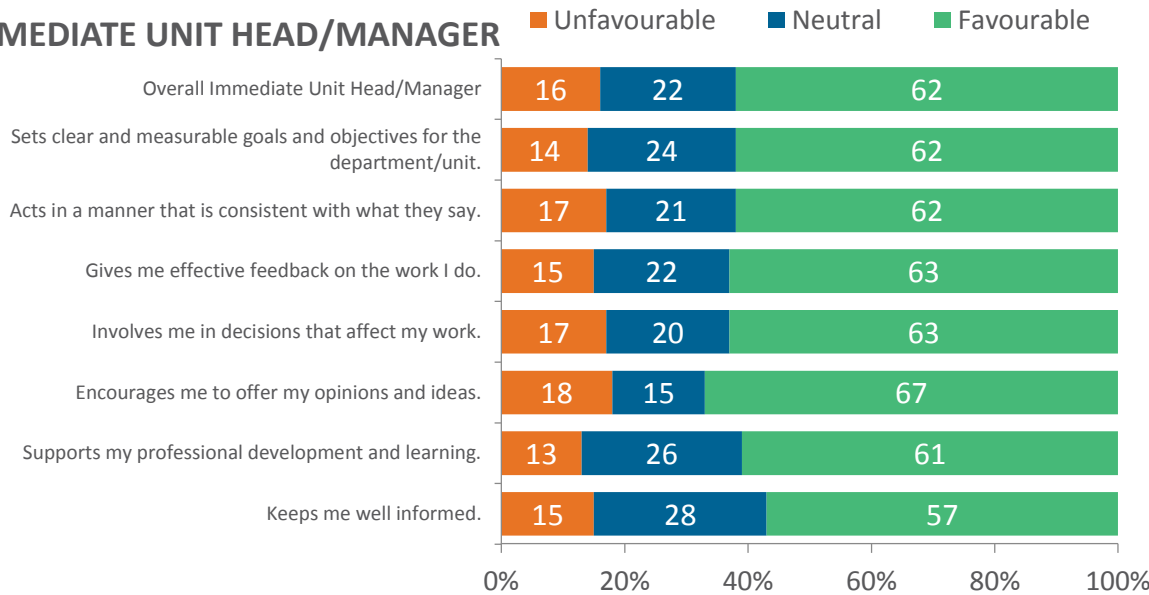
How could UBC improve its focus on students?

117 respondents selected a theme for this comment



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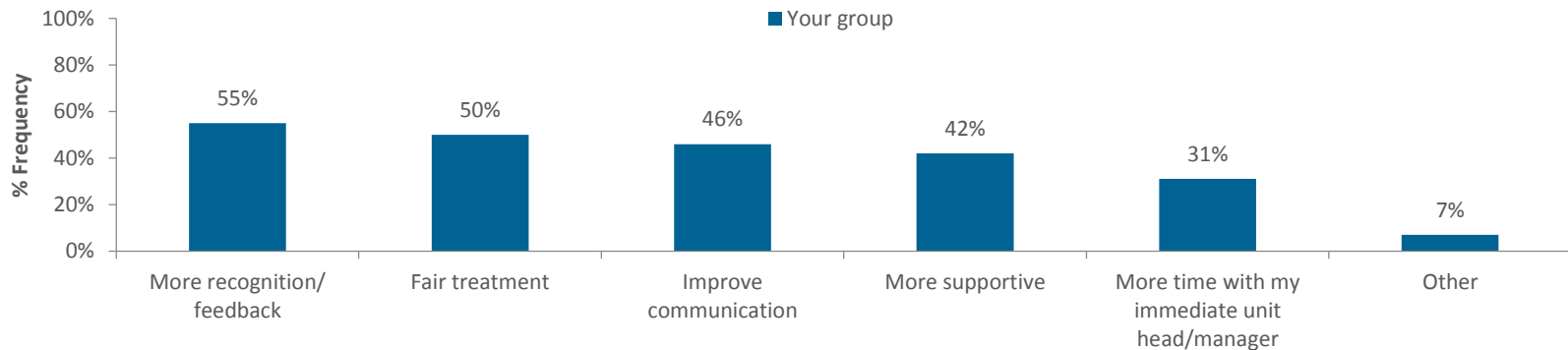
IMMEDIATE UNIT HEAD/MANAGER



UBC Staff Overall 2017	+/- Staff Overall	BM
70	-8	n/a
66	-4	72
73	-11	72
67	-4	71
70	-7	73
78	-11	79
73	-12	n/a
66	-9	n/a

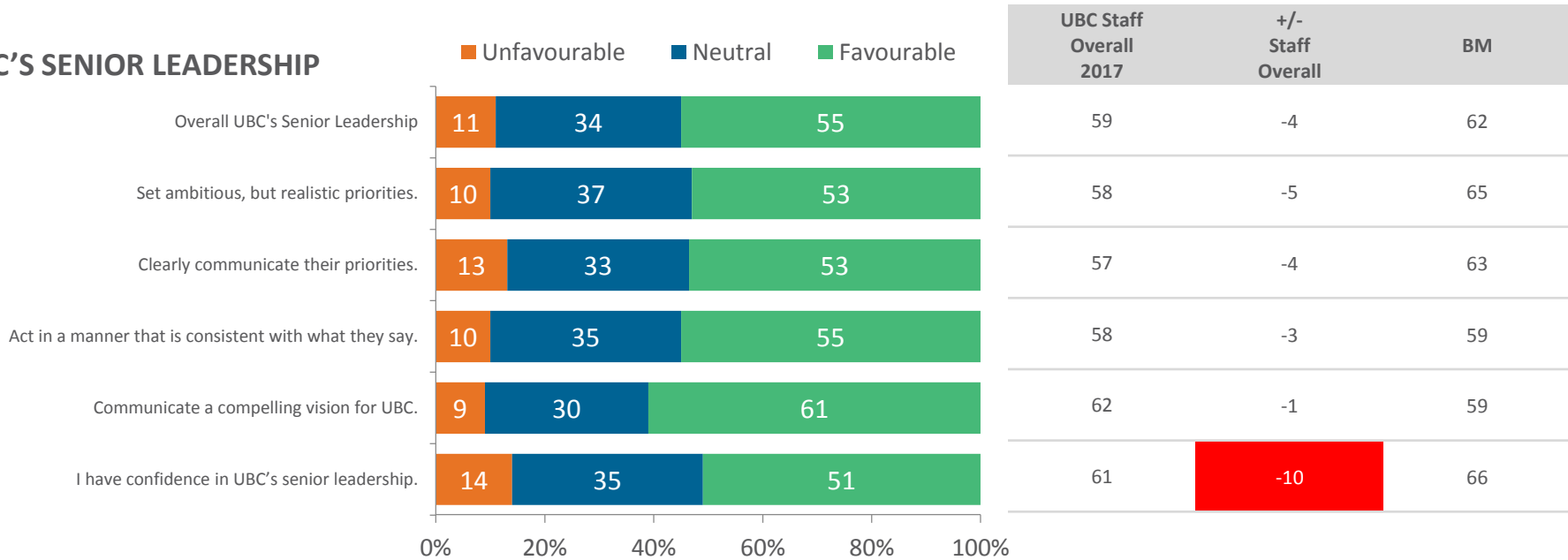
How could you and your immediate unit head/manager improve your work relationship?

147 respondents selected a theme for this comment



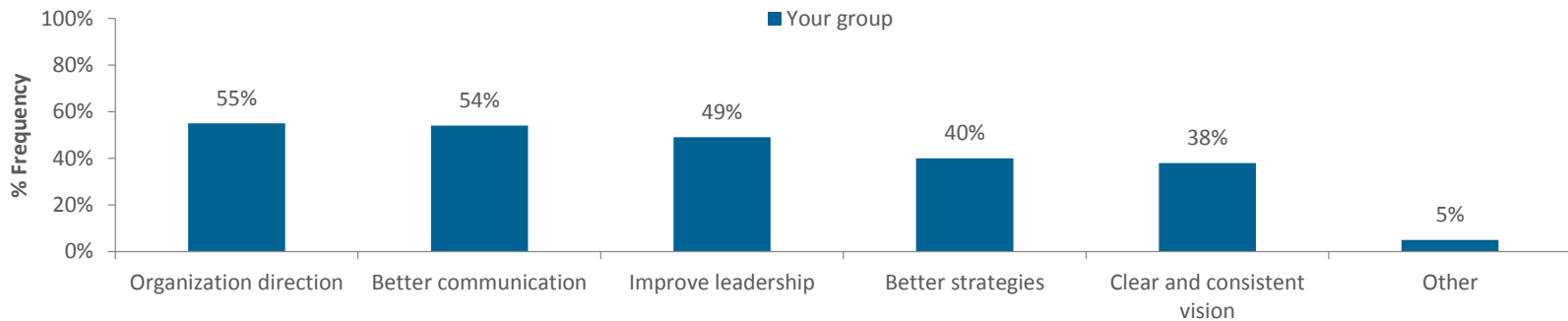
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UBC'S SENIOR LEADERSHIP



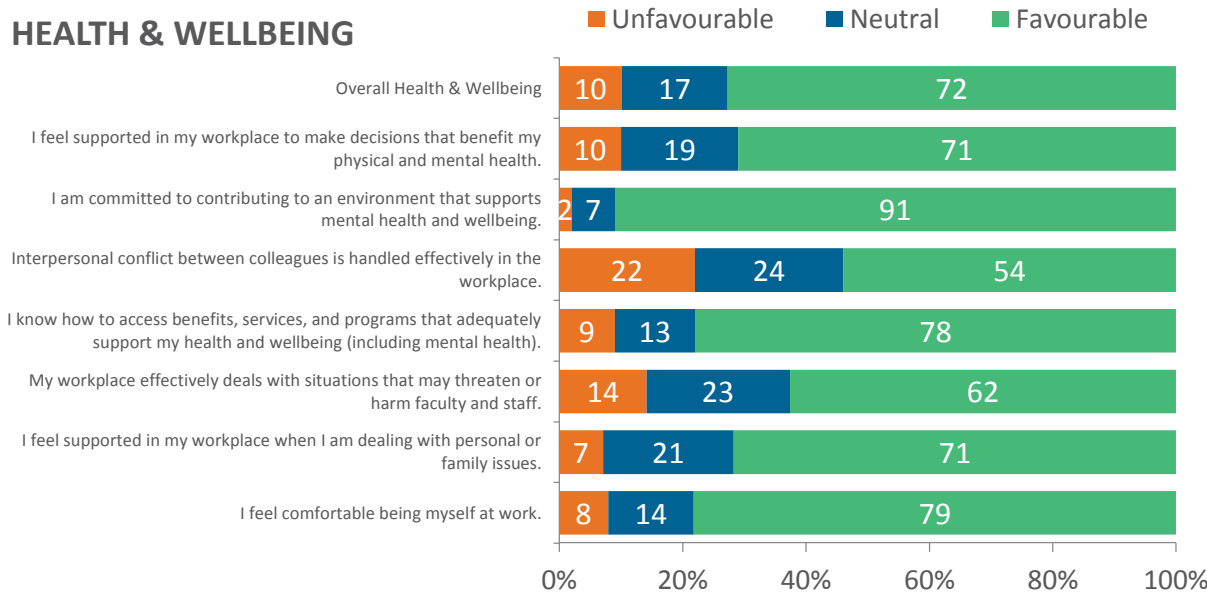
How could UBC improve its senior leadership?

131 respondents selected a theme for this comment



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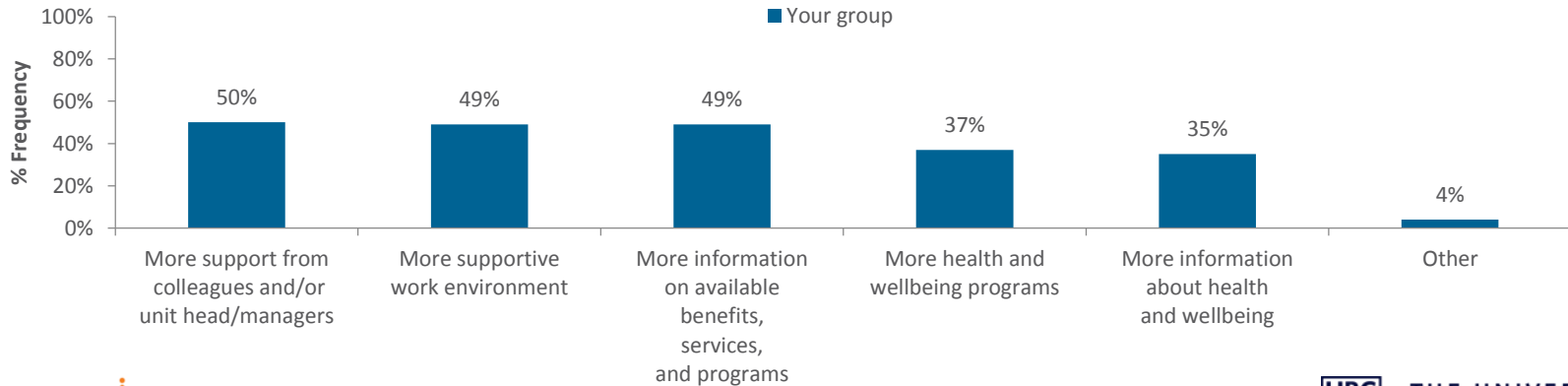
HEALTH & WELLBEING



UBC Staff Overall 2017	+/- Staff Overall	BM
75	-3	n/a
72	-1	n/a
91	0	n/a
53	+1	n/a
83	-5	n/a
69	-7	n/a
79	-8	n/a
80	-1	n/a

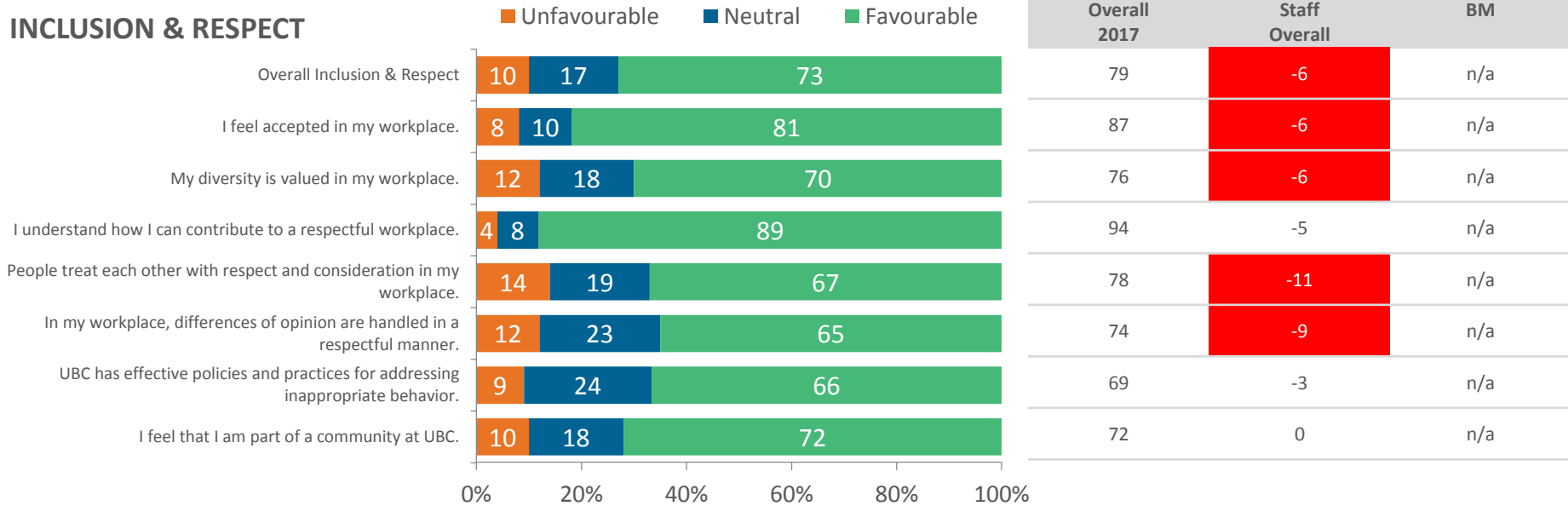
How could UBC improve its focus on health and wellbeing (including mental health)?

134 respondents selected a theme for this comment



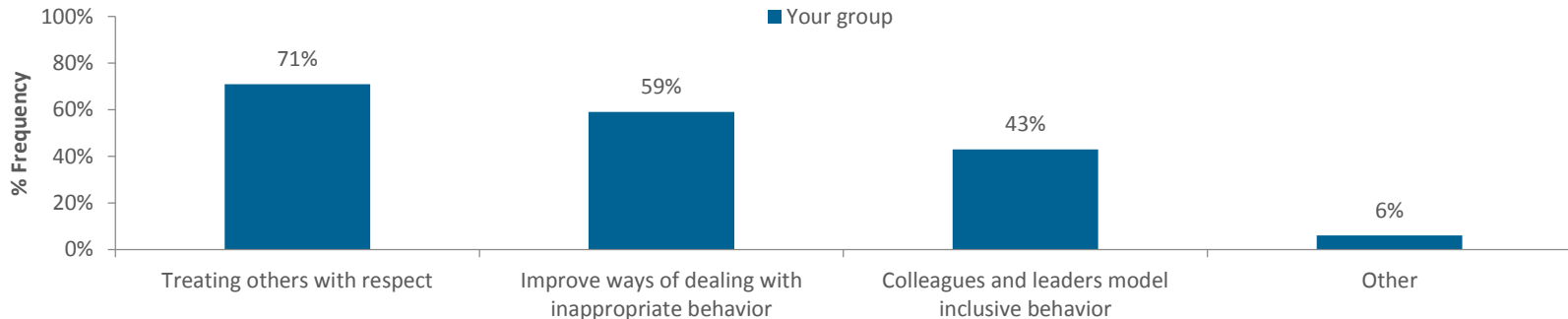
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INCLUSION & RESPECT



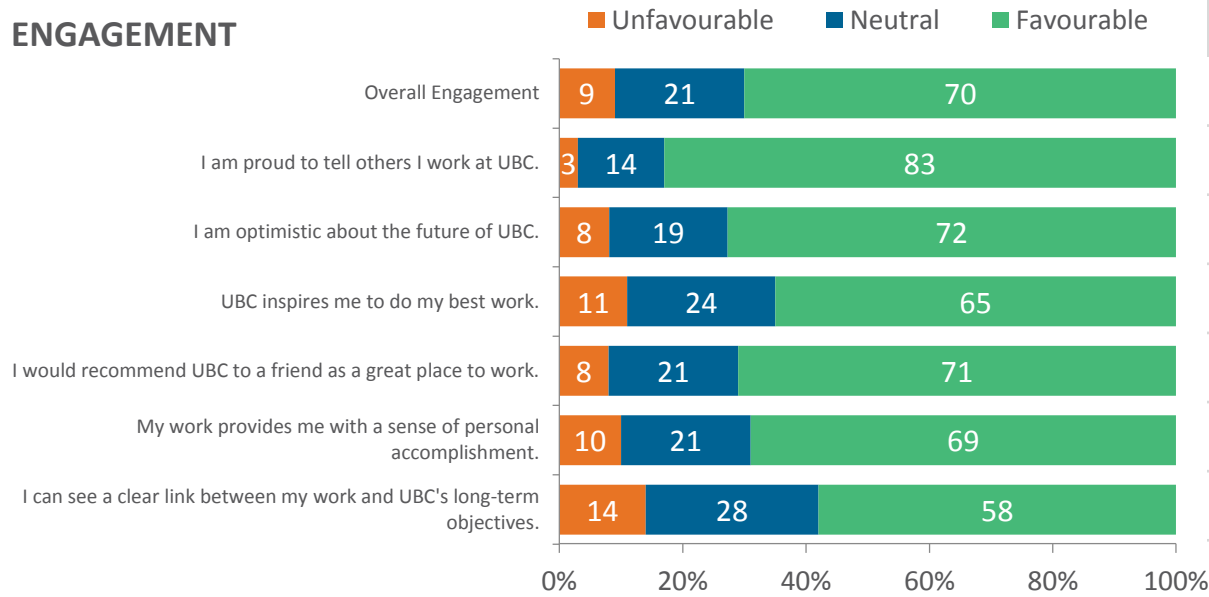
How could inclusion and respect be improved at UBC?

133 respondents selected a theme for this comment

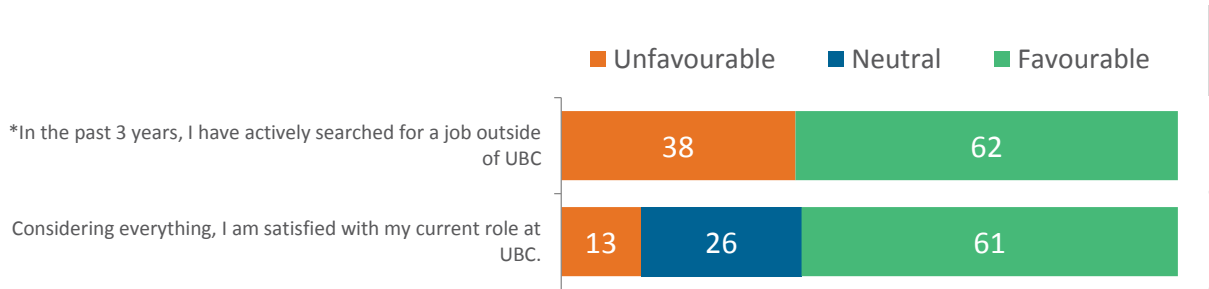


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ENGAGEMENT



UBC Staff Overall 2017	+/- Staff Overall	BM
72	-2	73
84	-1	81
77	-5	73
67	-2	70
75	-4	69
72	-3	76
58	0	67



UBC Staff Overall 2017	+/- Staff Overall	BM
62	0	n/a
70	-9	72

* A Favourable score represents 'No'

Next Steps

How to work with your report

After reviewing your report, we recommend sharing it with staff in your portfolio. You may wish to do so at a regular Department meeting. We encourage you to use this report as a conversation starter. Some possible questions to ask:

- What stands out for you? Why?
- What are the areas to celebrate? How could we do this?
- What do you see as the top area to improve?
- What areas do you think we should we explore in more depth?
- How do our results compare to the UBC overall results, and what's your thinking on the similarities and differences?
- If we could move the dial in one area by next year, what would it be?

Once you have reviewed and discussed your results, we recommend selecting and focusing on one to three areas of opportunity.

For more information, including previous WES reports, visit <http://www.ubc.ca/wes>. If you have questions or would like support working with your results, please contact workplace.surveys@ubc.ca, or your HR Advisor.



Thank you! Questions...

workplace.surveys@ubc.ca