



STAFFORDSHIRE  
UNIVERSITY



THE EMPLOYEE  
ENGAGEMENT

  
best companies™

SURVEY  
2014/15

FREQUENTLY ASKED |  
**QUESTIONS** |

## Q Why should I participate?

A By taking part in the survey, you have an opportunity to shape the future of the University and influence the things that matter to you.

## Q Is it compulsory?

A No, it is voluntary, but we would like as many members of staff as possible to take part. The higher the response rate, the more representative and meaningful the results will be. Your responses will help us to recognise what the University is doing well. It will also help us to identify what you would like changed or are currently unhappy about. Please be completely honest and include all your thoughts in the survey, whether good or bad.

## Q Will there be more surveys in the future?

A Yes, we run the engagement survey every year to measure how we are doing and to continually improve working life here at the University.

## Q Who will receive the survey?

A All members of staff employed by the University before 1 August 2014 will receive a copy of the survey irrespective of length of service or nature of their employment contract.

## Q Who are Best Companies?

A The survey is being conducted by Best Companies – an independent and authoritative research company that specialises in workplace engagement. Further details can be found at [bestcompanies.co.uk](http://bestcompanies.co.uk)

## Q Why are we using an external provider to run the survey?

A By using an external, independent provider we guarantee that the survey is confidential and that the identity and responses of individual members of staff are never shared with any member of the University. Using an external supplier means that we can benchmark our results with other organisations within the Higher Education sector and a wide range of public and private sector organisations.

## Q How does the Sunday Times Top 100 relate to the survey and the University?

A Best Companies provide and publish the 'Best Companies to Work For' list to measure and acknowledge Excellence in Workplace Engagement. Each year hundreds of organisations from a wide range of industries use the Best Companies Survey to measure the engagement levels of their employees. The responses to the survey are collated and analysed to produce an overall score for each organisation. The organisations with the highest levels of engagement qualify for the 100 Best Companies List which is published in the Sunday Times.

## Q What is the survey measuring?

A The survey asks a range of questions that are designed to measure the following 8 main factors that are known to drive employee engagement:

- Leadership
- My Company
- My Team
- My Manager
- Personal Growth
- Giving Something Back
- Fair Deal
- Wellbeing

## Q What will we do with the results?

A The results are reported back to the University by Best Companies in an anonymous format. Only statistical summaries of the data are reported, not individual responses. Results for the University as a whole and individual Faculty and Service results will be shared with staff in a variety of ways. A University action plan (in the form of pledges) will be drawn up in response to the survey findings, and individual Faculty/Service action plans will also be produced in the form of pledges.

## Q When will the survey be available to complete?

A You will have three weeks between Monday 13 October and Friday 31 October 2014 to complete the survey.

## Q When will we find out about the results?

A We will share the top level findings for the University early in the new year. More detailed results will be provided for individual Faculties and Services.

## Q What happened as a result of the last survey ?

A A number of pledges were provided by individual Faculties and Services, as a result of the findings of the last survey. Faculties and Services have been actively working to achieve the statements in the pledges and their progress is reviewed regularly.

## Q How do I take part in the survey?

A On 13 October 2014, members of staff with access to a PC will receive an email from Best Companies (not the University) inviting them to complete the survey questionnaire. The email address it will come from is [survey@bestcompanies.co.uk](mailto:survey@bestcompanies.co.uk). There will be a paper version of the survey for staff who do not use a computer or have difficulty accessing the online survey.

## Q How long will it take to complete?

A About 20 minutes. Everyone will be given time to complete the survey during their normal working day.

## Q Do I have to complete the online survey in all one go?

A We recommend that you complete the survey in one sitting if at all possible. But you can keep coming back to the survey to complete it as many times as you wish. Your survey responses will be saved each time you exit the survey, so you can pick up where you left off by clicking the survey link.

## Q How can I be certain that my feedback will remain confidential?

A Best Companies guarantees the anonymity of your responses and the University will not have access to individual data.

You can be open and honest in your responses because:

- The online survey is the same for everyone and cannot be traced back to your email address.
- The paper surveys cannot be traced back to any individual.
- No-one in the University will ever see your completed questionnaire.
- No one within the University will have access to individual responses, raw data or information that would identify you.
- Reports will be anonymised and will not be produced for groups of fewer than six respondents.

## Q When the survey asks me a question about 'the leader of the organisation' who is it referring to?

A The Vice Chancellor is the 'Leader of the Organisation.'

## Q When the survey asks me a question about "senior management of the organisation" who is it referring to?

A The Deans of the Faculty and Directors of Service are the 'Senior Management of the Organisation.'

## Q What will I be asked in the survey?

A The survey consists of 70 questions on a range of topics all around what it is like to work here at the University. Questions range from how you feel about the leader of the University to your personal development and the people you work with.

## Q Are there any changes from last year's survey?

A This year for the first time, some parts of the University are piloting the use of the Best Companies MC3 tool which has recently been introduced as a tool for managers to reflect on what they are giving back to their teams.