Utopia University

Quality of Working Life Survey

EXAMPLE OF - Basic Analysis

September, 2008

QoWL
Quality of Working Life Surveys

Contents

1.   Introduction

This report provides a basic summary analysis of the 2008 University of Utopia, Quality of Working Life (QoWL) Survey. Please note that this document provides an overview and therefore analyses only a small part of the rich data set gathered during the survey.

The 2008 University of Utopia QoWL survey incorporated the Work-Related Quality of Life (WRQoL) Scale, the Health and Safety Executive's (HSE) Work-Related Stress Scale and the QoWL Workplace Well-being Outcome Scale (WWO).

This combination of scales allows analysis of the important issues affecting the overall employment experience of employees, and allows interpretation within the broader context of w ork and individual related factors. Questions from the QoWL surveys have been used in employee surveys for 10 years and the HSE questions are drawn from UK government programmes targeting work-related stress.

The 23 questions of the WRQoL Scale assess aspects of quality of working life in the workplace such as job satisfaction, work-life balance and stress, and provide information about the wider individual, social and work contexts in which these issues are evaluated with the aim of identifying and thereby promoting best practice at work.

The 35 questions of the HSE Management Standards Work-Related Stress Scale evaluate a number of factors thought to influence perceived stress at work. This scale can be used to identify sources of satisfaction as well as sources of stress within the organisation.

The 21 questions of the WWO Scale provide individual measures of specific work and well-being outcomes that relate to quality of working life and can help in the interpretation of WRQoL and HSE scores.

The University of Utopia, Quality of Working Life Survey (2008) was distributed electronically to all staff using a web link to an online questionnaire.   In addition a paper-based version was made available. The survey was closed a month after the first issue of the questionnaire. This report is based on the 905 responses received from a total of approximately 1,873 employees, making a response rate of 49.3%. Please note that some staff may not have had ready access to a computer or to the paper copies to complete this online survey, and so the effective response rate is likely to have been higher.

2. Overall Quality of Working Life

The 'Survey Data' figure below shows that 54% of University of Utopia staff were in agreement (agreed or strongly agreed) that they were satisfied with their overall quality of their working life. The average for the QoWL University benchmark sample of 6,000 UK University staff was 60% and is shown as the 'University Benchmark Data' figure below.

'I am satisfied with the overall quality of my working life'
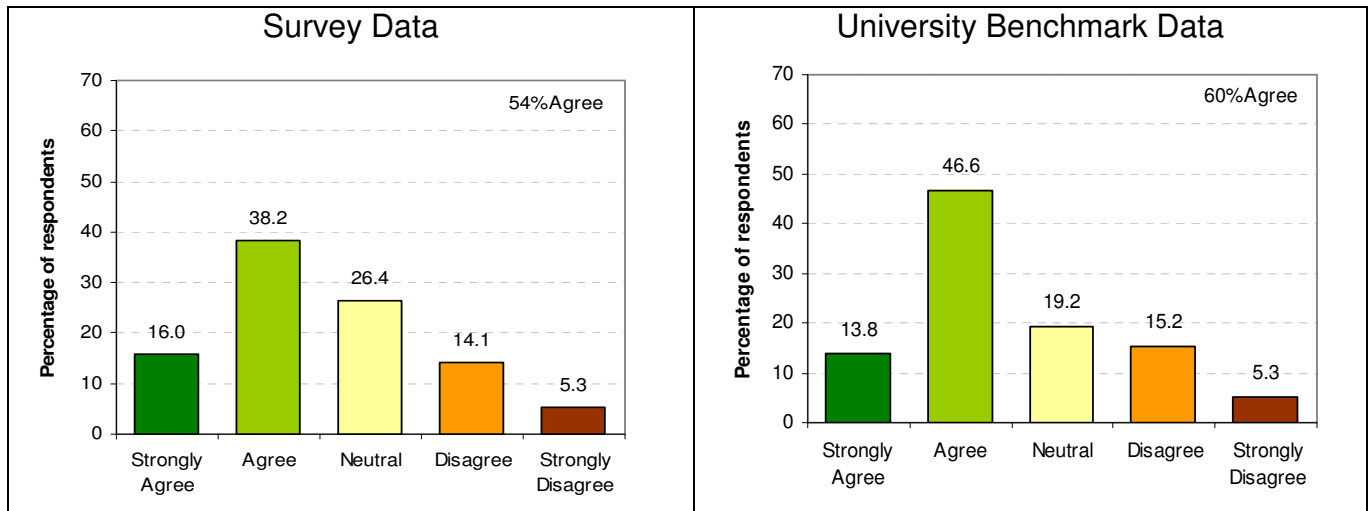
The figure below shows how the University of Utopia departments' results compared to each other and to the QoWL University benchmark mean (dotted line) for this question. Those departments whose mean scores are further to the right have a higher reported quality of working life.
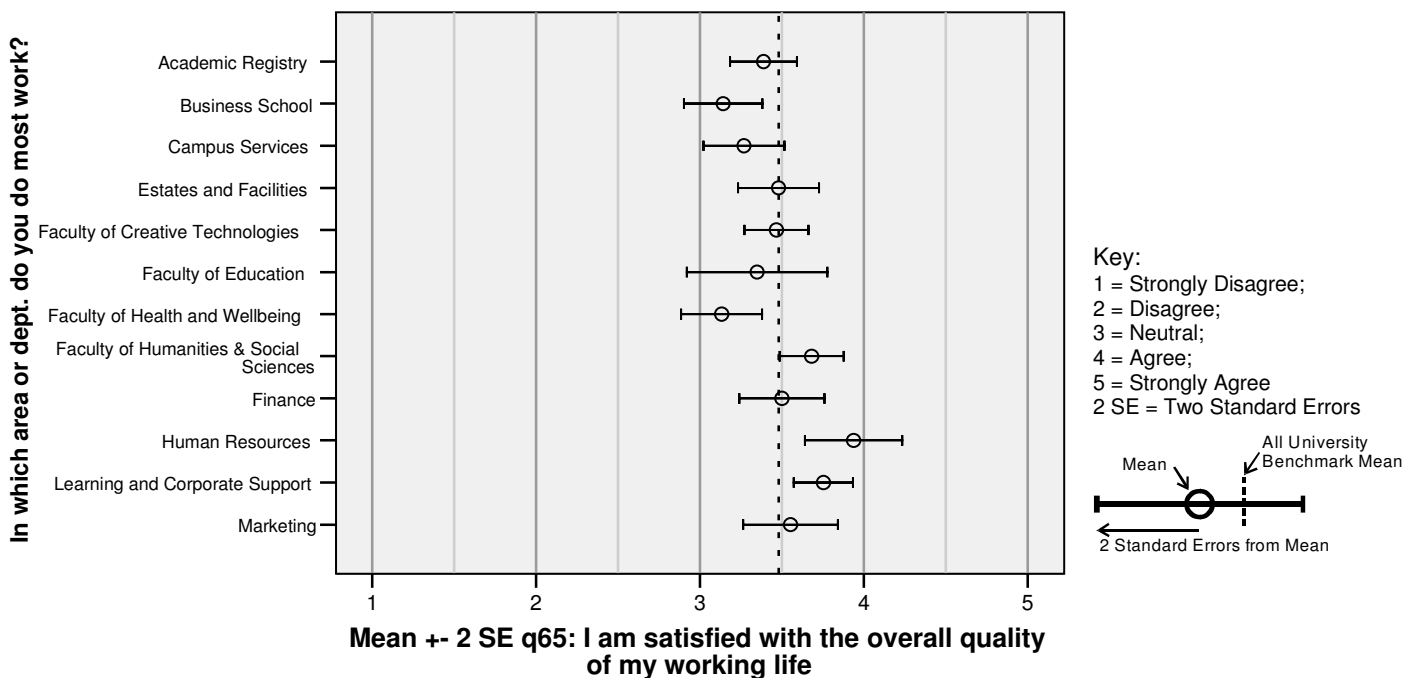
Note that those departmental / area categories where the error bars do not overlap are likely to be significantly different from each other.

3. Work-Related Quality of Life Analysis

The Work-Related Quality of Life (WRQoL) scale provides an overview of the key factors which predict the perceived quality of working life of employees such as job satisfaction, work-life balance and stress and provides information about the wider individual, social and work contexts in which these issues are evaluated, with the aim of finding best practice and communicating how this might be shared within the organisation.

The table below compares the Utopia University ("Survey") results with average scores for the QoWL University Benchmark data ("BMark").

Descriptive Statistics for WRQoL Subscales and Overall question	Survey %Agree	BMark %Agree
General Well Being (GWB) How much you agree you feel generally content with life as a whole.	**60**	**54**
Home-Work Interface (HWI) How far you agree that the organisation understands and tries to help you with pressures outside of work.	**65**	**58**
Job Career Satisfaction (JCS) How far you agree that you are generally happy with your ability to do your work.	**44**	**55**
Control at Work (CAW) How far you agree you feel you are involved in decisions that affect you at work.	**57**	**55**
Working Conditions (WCS) The extent you agree that you are happy with conditions in which you work	**52**	**64**
Stress at Work (SAW)* How far you feel agree you experience stress at work.	**59**	**45**

Notes: %Agree = percentage of respondents agreeing or strongly agreeing to this factor; Green at least 5% higher satisfaction than the QoWL University Benchmark value. Red at least 5% lower satisfaction than the QoWL University Benchmark value.*Negatively phrased factor, where higher agreement indicates less quality of working life.

Interpretation

The values provide an indication of relative areas of strength (green scores) and areas where there is relative scope for improvement (red scores). Factors such as sample size, response rates, job type and the local context should be taken into account when interpreting the scores. In addition, it is important to consider results from the HSE and the WWO scales before reaching conclusions.

4. HSE Management Standards Analysis

HSE Scale Background
The Health and Safety Executive (HSE) Management Standards Work-Related Stress scale contains 35 questions which together make up 7 subscales. The HSE has designed the individual questions and subscales to determine the main source of stressors within an organisation.

The table below illustrates the HSE Work-Related Stress scale scores as a percentage of people (%Agree) agreeing or strongly agreeing (or in some questions indicating often or always) with that subscale.

The table below compares the Utopia University ("Survey") results with average scores for the QoWL University benchmark data ("BMark").

Descriptive Statistics for 'HSE' Subscales	Survey %Agree	BMark %Agree
Role: Whether people understand their role within the organisation and whether the organisation ensures that the person does not have conflicting roles	66	76
Peer Support: Includes the encouragement, sponsorship and resources provided by colleagues	73	68
Relationships: Includes promoting positive working to avoid conflict and dealing with unacceptable behaviour	72	66
Managerial Support: Includes the encouragement, sponsorship and resources provided by the organisation, line management	40	54
Demands: How far respondents agree they can cope with demands made of them regarding workload, work patterns, and the work environment	24	33
Control: How much say the person has in the way they do their day-to-day job	74	67
Change: How organisational change (large or small) is managed and communicated in the organisation	30	36

Notes: %Agree = percentage of respondents agreeing or strongly agreeing to this factor;
Green at least 5% higher satisfaction than the QoWL University Benchmark value. Red at least 5% lower satisfaction than the QoWL University Benchmark value.*

Interpretation
The values provide an indication of relative areas of strength (green scores) and areas where there is relative scope for improvement (red scores). Factors such as sample size, response rates, job type and the local context should be taken into account when interpreting the scores. In addition, it is important to consider results from the WRQoL and the WWO scales before reaching conclusions.

5.   Workplace Well-being Outcome (WWO) Analysis

WWO Scale Background

The WWO contains 21 questions designed to look at issues that are linked to general quality of working life. Issues such as perceived productivity, organisational pride, overall job satisfaction and intention to quit are all important outcomes which have been found to be related to how people evaluate their job. For example, question 65 is used as a key indicator of overall quality of working life.

The table below compares the Utopia University staff group ("Survey") results with average scores for the QoWL University benchmark data ("BMark").

WWO Scale question	Survey Survey %Agree	BMark Survey %Agree
q59: I am paid fairly for the job I do, given my experience	40	42
q60: My relationships with other staff are as good as I …want	83	72
q61: The quality of supervision is as good as I would want it to be	44	54
q62: My work is as interesting and varied as I would want it to be	66	62
q63: I intend to stay working for this organisation ...for the next year	79	69
q64: I feel my job is secure	42	57
q65: I am satisfied with the overall quality of my working life	54	60
q66: I am able to achieve a healthy balance between work and home	67	57
q67: I feel motivated to do my best in my current job	82	64
q68: I enjoy my work	63	73
q69: My family supports my work commitments	76	78
q70: The organisation communicates well with its employees	13	28
q71: I am proud to tell others that I am part of this organisation	46	58
q72: I am more productive than other people who do a similar job	58	49
q73: I tend to worry more than most other people*	36	36
q74: I would recommend this organisation as a good one to work for	39	56
q75: I get a sense of achievement from doing my job	75	75
q76: In the last year I have performed well in my job	94	90
q77: Travelling to work is a problem for me*	16	12
q78: I am able to get the sleep I need every night	38	41
q79: Overall, taking everything into consideration, I am satisfied with my job as a whole	48	60

Notes: %Agree = percentage of respondents agreeing or strongly agreeing to this factor.
Green at least 10% higher satisfaction than the QoWL University Benchmark value. Red at least 10% lower satisfaction than the QoWL University Benchmark value.*

Interpretation

The values provide an <u>indication</u> of relative areas of strength (green scores) and areas where there is relative scope for improvement (red scores). Factors such as sample size, response rates, job type and the local context should be taken into account when interpreting the scores. In addition, it is important to consider results from the HSE and the WRQoL scales before reaching conclusions.

6.   Open Questions

412 out of 905 people (approx 43%) provided comments when asked the question 'What could your University do to improve staff Quality of Working Life?'. Many employees contributed multiple comments and suggestions.

The data was not fully analysed for this summary report but key themes from a preliminary analysis included: contracts, flexible working, admin support, management training and parking.

A thematic analysis of comments would provide useful qualitative analysis of quality of working life at Cardiff University and will enable identification of the key issues as perceived by University staff. This is included in a full report.

7.   Utopia University - Key Issues*

7.1   Quality of Working Life less than QoWL University Benchmark average
Utopia University Staff tended to report lower overall quality of working life compared to the QoWL University Benchmark average. 54% of Utopia University staff responding were in agreement (agreed or strongly agreed) that they are satisfied with their overall quality of their working life, compared to 60% for the QoWL University benchmark sample as a whole.

7.2   Stress a key issue
Staff in Utopia University tend to report high levels of Stress, with 59% in agreement they experienced Stress at Work compared to 45% for the University of Utopia as a whole. The results for the HSE Stress Factors indicate that this may be related to issues around Support and Change

7.3   Indications of Good relationships
University of Utopia staff tend to report positively on the HSE Relationships factor (72% agreement compared to 66% for the QoWL University benchmark sample) and the HSE Peer Support factor (73% compared to 68%), suggesting supportive colleagues contributing positively to perceived quality of working life.

7.4   Low satisfaction with Working Conditions
Staff in University of Utopia tend to report low satisfaction with Working Conditions (52% agreement compared to 64% for the QoWL University benchmark sample).

7.5   Negative perceptions of Communication and Change Management
University of Utopia staff tend to report dissatisfaction with Organisational Communication (13% agreement compared to 28% for the QoWL University benchmark sample) and Management Support (40% agreement compared to 54% for the QoWL University benchmark sample), which may indicate presence of negative perceptions of involvement in decision making. Results indicate that this may be related to the impact of change. This may indicate that improvements in the clarity, quantity and quality of communications could be an important and beneficial aspect of action planning.

*This interpretation of the data is based on those people who identified themselves as being employed within this staff group. As the survey was anonymous it is not known whether the sample is fully representative of the staff group as a whole. The observations above should therefore be interpreted alongside knowledge of the full local context.

8. Full Reporting and Data Analysis

This report only provides an organisational summary or your results. The survey produced a rich and comprehensive data set. Using these data, QoWL can provide your organisation with a full analysis and reporting service that includes benchmarking, breakdowns by staff category, and a range of other useful analyses.

Dependent upon your specific requirements, full analysis and reporting may include:

- **Benchmarked analysis of all work life factors** measured by the survey with breakdowns by staff category. Includes analysis of Work-Related Quality of Life factors and HSE Stress factors.

- **Benchmarked analysis of all individual survey questions** with breakdowns of each question's responses by staff category.

- **Sample size data and graphs** for all biographical and staff category questions. This provides an full demographic picture of responses to the survey and provides survey validation data.

- **Summary tables for counts and percentages for each question.** These tables provide summary feedback on: percentage agreement, mean, standard deviation, and the number of respondents to the question.

- **Advanced statistical analysis of workplace wellbeing outcomes.** This predictive analysis enables identification of the types of interventions that are most likely be effective in achieving the desired outcome.

- **Analysis of open question responses.** This is a qualitative analysis of open question responses which are 'themed' to safeguard anonymity and confidentiality.

- **Executive Summary** (provided separately to the main report). This short report summarises and interprets the detailed analysis in the full report and includes indicative recommendations.

- **Breakdowns by biographical category**. If you require it, we can further breakdown your results by up to 10 biographical categories such as gender, disability or caring responsibilities

- **Departmental analysis and reporting.** We can produce supplementary departmental reports that summarise and benchmark the findings for each department. This service is particularly helpful for action planning to address the local issues identified by the survey.

9. Action Planning

Our interdisciplinary consultancy team, comprising Chartered Psychologists (Occupational, Clinical and Health), Management Consultants and Ergonomists can provide expert support with action planning and design of interventions to enable improvements to the Quality of Working Life at your organisation. Your QoWL contact can answer any questions you have about Action Planning or consultancy.

For further details of the survey, and/or to discuss further analysis and how to design interventions to improve employees' quality of working life, please contact QoWL on 08454 75 76 95, enquiries@qowl.co.uk.

Appendix 1:
In which area or department do you do most of your work?
Departmental coding scheme used within analyses to ensure minimum of 10 people per breakdown

In which area or dept. do you do most work?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Academic Registry	111	1.9	12.3	12.3
	Business School	92	1.5	10.2	22.4
	Campus Services	82	1.4	9.1	31.5
	Estates and Facilities	73	1.2	8.1	39.6
	Faculty of Creative Technologies	120	2.0	13.3	52.8
	Faculty of Education	23	.4	2.5	55.4
	Faculty of Health and Wellbeing	106	1.8	11.7	67.1
	Faculty of Humanities & Social Sciences	91	1.5	10.1	77.1
	Finance	56	.9	6.2	83.3
	Human Resources	32	.5	3.5	86.9
	Learning and Corporate Support	81	1.4	9.0	95.8
	Marketing	38	.6	4.2	100.0
	Total	905	15.2	100.0	

QoWL Ltd
PO Box 778
Portsmouth, P01 9DQ
United Kingdom
+ (0) 44 845 475 76 95
enquiries@qowl.co.uk