

## LANGSIDE COLLEGE

### Employee Satisfaction Survey Analysis - August 2009

This survey was carried out in August 2009 and produced 148 respondents, the majority of whom were on permanent full-time contracts. The survey paints a very positive picture of employee satisfaction and re-inforces the IIP review carried out earlier in that year.

Nearly all employees who responded to this survey enjoyed working in the College, felt proud to work for the College and in the Sector and would recommend the College and the Sector as a good place to work [q 1, 3, 4, 5, 6]. Significantly, a large majority felt that their job enabled them to make a valuable contribution to society [q 7]. A significant minority of staff did not feel valued by the College [q 2] which might be reflected in the response to the adequacy of the rewards for their work [q 8].

Nearly all staff were happy with the pension scheme available to them [q 11] through the College. This is confirmed by the fact that a small majority of respondents believed that pay and benefits were amongst the most motivating factors in keeping them at the College and slightly more thought that they were adequately rewarded for their work [q 8].

A large majority of respondents felt that they were able to achieve a good balance between work and private life [q 12]. Respondents agreed that this good balance is achieved by the College offering:

- Flexible working practices [q 13, 23]
- Number of holidays [q 9] and the fact that a large majority could take up their annual allocation of holidays [q 10]. However, a minority of respondents felt that they could not take their holiday allocation.
- Job security [q 15, 23]

A large majority of respondents did not foresee themselves leaving the College within 12 months [q 21] and of those who indicated they were likely to leave the main reason given was retirement [q 22]. This is not surprising given the fact that 60% of respondents were in the age range 45-59 [q 26].

Respondents felt that the reasons which attracted them to pursue a career in the College were still relevant to them wishing to remain with the College [q 23, 24]. These main reasons were:

- A desire to help learners achieve their goals
- A desire to use skills to make a contribution to the communities which the College serves
- Flexible part-time working arrangements





As far as staffs' feeling of 'wellbeing at work' there are some inconsistencies in the responses. The majority of respondents agreed that the College would not tolerate colleagues or managers who bullied or harassed other members of staff [q 16] and nearly all felt physically safe at work [q 14]. However, a significant minority believed that they had been abused or threatened by a colleague, manager, learner or member of the public in the College [q 17].

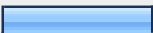
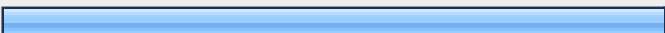
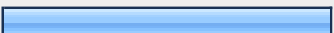
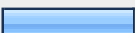
A majority of respondents agreed that their workspace was adequate to meet the needs of their job and that they had the equipment and/or resources to do their job [q 18, 19]. Of the respondents who believed that they did not have the equipment to do their job, more than half claimed that they have had to buy and personally pay for extra equipment [q 20].





### Action Plan

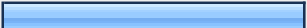
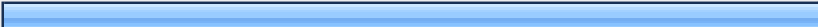
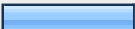

Action	By whom
1. Identify the reasons which may lie behind staff feeling undervalued.	H R Section
2. Scope, and identify reasons for, staff being unable to take up their holiday allocation.	H R Section Heads
3. Progress a Succession planning model.	SMT LDT/R H R Section
4. Raise awareness of College processes to protect staff from bullying and harassment.	SMT LDT/R H R Section
5. Scope, and identify reasons for staff personally paying for College equipment.	Heads



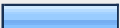

# Staff Survey

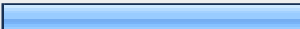
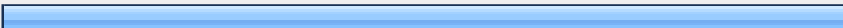


1. I enjoy my job			Response Percent	Response Count
Strongly agree			41.2%	61
<b>Agree</b>			<b>52.7%</b>	<b>78</b>
Disagree			4.7%	7
Strongly disagree			1.4%	2
			<b>answered question</b>	<b>148</b>
			<b>skipped question</b>	<b>0</b>


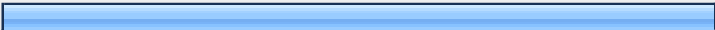


2. I feel valued by the College			Response Percent	Response Count
Strongly agree			11.6%	17
<b>Agree</b>			<b>52.4%</b>	<b>77</b>
Disagree			25.9%	38
Strongly disagree			10.2%	15
			<b>answered question</b>	<b>147</b>
			<b>skipped question</b>	<b>1</b>

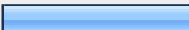
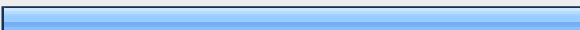
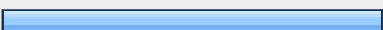

3. I feel proud to work for the College			Response Percent	Response Count
Strongly agree			32.0%	47
<b>Agree</b>			<b>56.5%</b>	<b>83</b>
Disagree			10.2%	15
Strongly disagree			1.4%	2
			<b>answered question</b>	<b>147</b>
			<b>skipped question</b>	<b>1</b>


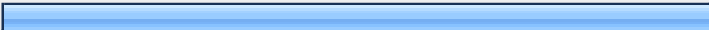
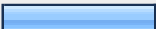

4. I would recommend the College as a good place to work			Response Percent	Response Count
Strongly agree			23.8%	35
<b>Agree</b>			<b>64.6%</b>	<b>95</b>
Disagree			10.2%	15
Strongly disagree			1.4%	2
			<b>answered question</b>	<b>147</b>
			<b>skipped question</b>	<b>1</b>

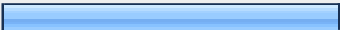
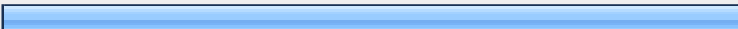
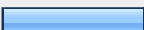

5. I feel proud to work in the Scottish College sector			Response Percent	Response Count
Strongly agree			23.3%	34
<b>Agree</b>			<b>66.4%</b>	<b>97</b>
Disagree			8.9%	13
Strongly disagree			1.4%	2
			<i>answered question</i>	<b>146</b>
			<i>skipped question</i>	<b>2</b>


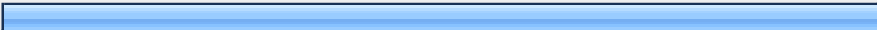


6. I would recommend working in the Scottish College sector to others			Response Percent	Response Count
Strongly agree			23.8%	35
<b>Agree</b>			<b>66.7%</b>	<b>98</b>
Disagree			8.8%	13
Strongly disagree			0.7%	1
			<i>answered question</i>	<b>147</b>
			<i>skipped question</i>	<b>1</b>

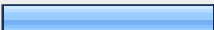
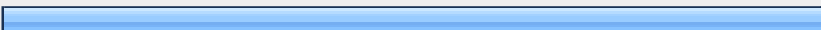
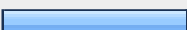

7. My job enables me to make a valuable contribution to society			Response Percent	Response Count
Strongly agree			36.1%	53
<b>Agree</b>			<b>56.5%</b>	<b>83</b>
Disagree			6.1%	9
Strongly disagree			1.4%	2
			<i>answered question</i>	<b>147</b>
			<i>skipped question</i>	<b>1</b>


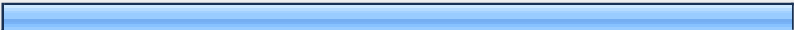
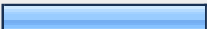

8. I am adequately rewarded for my work			Response Percent	Response Count
Strongly agree			14.6%	21
<b>Agree</b>			<b>45.8%</b>	<b>66</b>
Disagree			29.9%	43
Strongly disagree			9.7%	14
			<i>answered question</i>	<b>144</b>
			<i>skipped question</i>	<b>4</b>

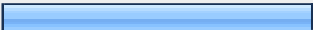
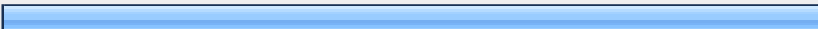
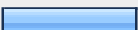

9. I am satisfied with the number of holidays I receive annually			Response Percent	Response Count
Strongly agree			30.8%	44
<b>Agree</b>			<b>55.9%</b>	<b>80</b>
Disagree			11.9%	17
Strongly disagree			1.4%	2
			<i>answered question</i>	<b>143</b>
			<i>skipped question</i>	<b>5</b>


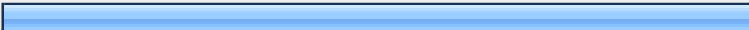
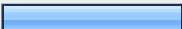
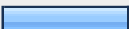
10. I am able to take my full allocation of holidays each year			Response Percent	Response Count
Strongly agree			26.4%	38
<b>Agree</b>			<b>58.3%</b>	<b>84</b>
Disagree			11.1%	16
Strongly disagree			4.2%	6
			<i>answered question</i>	<b>144</b>
			<i>skipped question</i>	<b>4</b>

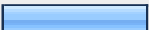
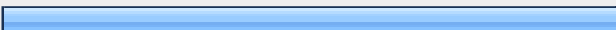
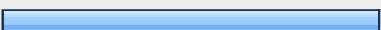

11. I am happy with the pension scheme which is available to me through the College			Response Percent	Response Count
Strongly agree			26.4%	37
<b>Agree</b>			<b>69.3%</b>	<b>97</b>
Disagree			2.1%	3
Strongly disagree			2.1%	3
<i>answered question</i>				<b>140</b>
<i>skipped question</i>				<b>8</b>

12. I feel that I am able to achieve a good balance between my work and private life			Response Percent	Response Count
Strongly agree			16.6%	24
<b>Agree</b>			<b>64.8%</b>	<b>94</b>
Disagree			14.5%	21
Strongly disagree			4.1%	6
<i>answered question</i>				<b>145</b>
<i>skipped question</i>				<b>3</b>



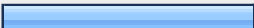

13. The College offers the sort of flexible working arrangements which enable me to balance my work and private life			Response Percent	Response Count
Strongly agree			16.7%	24
<b>Agree</b>			<b>62.5%</b>	<b>90</b>
Disagree			16.0%	23
Strongly disagree			4.9%	7
			<b>answered question</b>	<b>144</b>
			<b>skipped question</b>	<b>4</b>

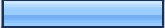

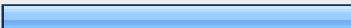

14. I feel physically safe at work			Response Percent	Response Count
Strongly agree			24.3%	35
<b>Agree</b>			<b>64.6%</b>	<b>93</b>
Disagree			10.4%	15
Strongly disagree			0.7%	1
			<b>answered question</b>	<b>144</b>
			<b>skipped question</b>	<b>4</b>


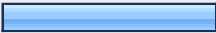
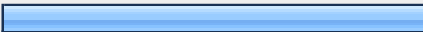
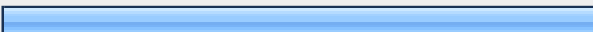
15. I feel that I have job security			Response Percent	Response Count
Strongly agree			17.4%	25
<b>Agree</b>			<b>59.0%</b>	<b>85</b>
Disagree			13.9%	20
Strongly disagree			9.7%	14
			<i>answered question</i>	<b>144</b>
			<i>skipped question</i>	<b>4</b>

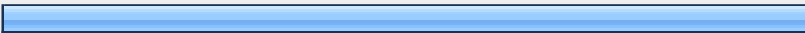

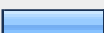
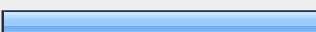
16. The College will not tolerate Colleagues or Managers who bully or harass other members of staff			Response Percent	Response Count
Strongly agree			11.3%	16
<b>Agree</b>			<b>48.6%</b>	<b>69</b>
Disagree			29.6%	42
Strongly disagree			10.6%	15
			<i>answered question</i>	<b>142</b>
			<i>skipped question</i>	<b>6</b>

17. Have you ever... (tick all that apply)				
			Response Percent	Response Count
been verbally abused			50.0%	68
been physically abused			3.7%	5
felt physically threatened			19.9%	27
experienced any other threats/abuse			13.2%	18
by a colleague			19.1%	26
by a manager			22.8%	31
by a learner			33.8%	46
by a member of the public in College			11.8%	16
at an outreach group			1.5%	2
never			40.4%	55
			<b>answered question</b>	<b>136</b>
			<b>skipped question</b>	<b>12</b>

18. My workspace is adequate to meet the needs of my job			Response Percent	Response Count
Strongly agree			16.2%	23
<b>Agree</b>			<b>54.9%</b>	<b>78</b>
Disagree			19.7%	28
Strongly disagree			9.2%	13
			<i>answered question</i>	<b>142</b>
			<i>skipped question</i>	<b>6</b>

19. I have the equipment and / or resources I need to do my job			Response Percent	Response Count
Strongly agree			12.4%	18
<b>Agree</b>			<b>53.8%</b>	<b>78</b>
Disagree			27.6%	40
Strongly disagree			6.2%	9
			<i>answered question</i>	<b>145</b>
			<i>skipped question</i>	<b>3</b>

20. If you disagree or strongly disagree with the previous statement do you or have you ever had to buy and personally pay for extra equipment?			Response Percent	Response Count
Always			3.1%	3
Sometimes			16.7%	16
Occasionally			33.3%	32
<b>Never</b>			<b>46.9%</b>	<b>45</b>
			<i>answered question</i>	<b>96</b>
			<i>skipped question</i>	<b>52</b>

21. I am very likely to leave the College			Response Percent	Response Count
<b>No, not in the foreseeable future</b>			<b>63.8%</b>	<b>90</b>
In the next 6 months			3.5%	5
In the next 12 months			7.8%	11
Within the next 6 years			24.8%	35
			<i>answered question</i>	<b>141</b>
			<i>skipped question</i>	<b>7</b>

22. If you have indicated in the previous question that you were likely to leave the College, are you likely to (select one option)

		Response Percent	Response Count
Go and work at another college		21.6%	11
Go and work in a school		0.0%	0
Go and work in a university		7.8%	4
Set up your own business		3.9%	2
Work outside the education sector		11.8%	6
<b>Retire</b>		<b>35.3%</b>	<b>18</b>
Other		19.6%	10
		<i>answered question</i>	<b>51</b>
		<i>skipped question</i>	<b>97</b>

23. What attracted you to a career at the College? (select all that apply)			Response Percent	Response Count
A desire to help learners achieve their goals		56.7%	80	
A desire to use my skills to make a contribution to the communities which the College serves		53.2%	75	
A desire to pass on the skills I have developed in my own trade or profession		52.5%	74	
Career Development		40.4%	57	
Flexible or part-time working arrangements		15.6%	22	
Job security		36.2%	51	
I fell into the sector		22.0%	31	
	<b>answered question</b>		<b>141</b>	
	<b>skipped question</b>		<b>7</b>	









**24. What has motivated you to remain at the College? Please rank the following options from 1 to 8 (with 1 representing the most motivating sector and 8 representing the least motivating sector)**

	1	2	3	4	5	6	7	8	Rating Average	Response Count
I enjoy helping learners achieve their goals	<b>49.4% (44)</b>	16.9% (15)	11.2% (10)	6.7% (6)	3.4% (3)	6.7% (6)	2.2% (2)	3.4% (3)	2.44	89
I feel I am making a positive contribution to the communities which the College serves	19.4% (19)	<b>34.7% (34)</b>	16.3% (16)	12.2% (12)	8.2% (8)	5.1% (5)	2.0% (2)	2.0% (2)	2.89	98
I enjoy working with my colleagues	13.0% (12)	23.9% (22)	<b>26.1% (24)</b>	19.6% (18)	9.8% (9)	7.6% (7)	0.0% (0)	0.0% (0)	3.12	92
I enjoy working at the College	<b>21.9% (21)</b>	14.6% (14)	<b>21.9% (21)</b>	<b>21.9% (21)</b>	15.6% (15)	1.0% (1)	2.1% (2)	1.0% (1)	3.11	96
I like the flexible working arrangements offered by the College	10.8% (11)	11.8% (12)	11.8% (12)	13.7% (14)	<b>23.5% (24)</b>	13.7% (14)	4.9% (5)	9.8% (10)	4.37	102
The pay and benefits are good at the College	5.2% (6)	14.8% (17)	14.8% (17)	16.5% (19)	17.4% (20)	<b>21.7% (25)</b>	6.1% (7)	3.5% (4)	4.33	115
There are very few real alternative employment opportunities where I live	5.0% (5)	5.0% (5)	3.0% (3)	11.0% (11)	7.0% (7)	13.0% (13)	<b>34.0% (34)</b>	22.0% (22)	5.95	100
There are very few other jobs I could do and use my skills	2.7% (3)	4.5% (5)	6.3% (7)	3.6% (4)	4.5% (5)	11.6% (13)	28.6% (32)	<b>38.4% (43)</b>	6.44	112
Please include any other factors which have not been listed above which motivate you to remain at the College.										21
<b>answered question</b>										<b>138</b>
<b>skipped question</b>										<b>10</b>




25. Gender			Response Percent	Response Count
Female			61.5%	83
Male			38.5%	52
			<i>answered question</i>	135
			<i>skipped question</i>	13

26. Age			Response Percent	Response Count
Under 30 years			7.9%	11
31 - 44 years			28.1%	39
45 - 59 years			59.7%	83
60 + years			4.3%	6
			<i>answered question</i>	139
			<i>skipped question</i>	9





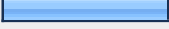
## 27. Ethnicity


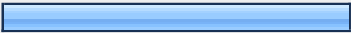




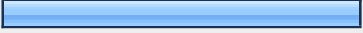
		Response Percent	Response Count
<b>White Scottish</b>		<b>83.2%</b>	<b>114</b>
White English		2.9%	4
White Welsh		1.5%	2
White Irish		2.9%	4
Any other white background		5.1%	7
Indian		0.0%	0
Pakistani		2.9%	4
Bangladeshi		0.0%	0
Chinese		0.0%	0
Any other Asian background		0.0%	0
Caribbean		0.0%	0
African		0.0%	0
Any other Black background		0.0%	0
Any mixed background		0.0%	0
Other Ethnic Background		0.7%	1
Prefer not to answer		0.7%	1
Other (specify if you wish)			3



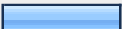


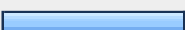
	<i>answered question</i>	137
	<i>skipped question</i>	11

28. Disability. Definition of disability, "A physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities" (Disability Discrimination Act 1995, as amended). Do you have a disability?			Response Percent	Response Count
Yes			3.6%	5
No			92.0%	126
Prefer not to say			4.4%	6
	<i>answered question</i>			137
	<i>skipped question</i>			11

**29. Sexual Orientation**

		Response Percent	Response Count
Bi-sexual		0.7%	1
Gay		0.7%	1
Lesbian		0.0%	0
<b>Heterosexual</b>		<b>84.9%</b>	<b>118</b>
Other		0.7%	1
Prefer not to answer		12.9%	18
		<i>answered question</i>	<b>139</b>
		<i>skipped question</i>	<b>9</b>

30. Religion and Beliefs			
		Response Percent	Response Count
Christianity – Church of Scotland		25.6%	30
Christianity – Roman Catholic		27.4%	32
Christianity - Other		6.8%	8
Islam		4.3%	5
Sikhism		0.0%	0
Buddhism		0.9%	1
Hinduism		0.0%	0
Judaism		0.0%	0
Other faith / belief		6.8%	8
<b>Prefer not to answer</b>		<b>28.2%</b>	<b>33</b>
		Other (specify if you wish)	22
		<b>answered question</b>	<b>117</b>
		<b>skipped question</b>	<b>31</b>

31. Role in College (select all appropriate).			Response Percent	Response Count
Teaching staff			57.4%	81
Support staff			36.2%	51
Manager			9.2%	13
<b>Permanent – full time</b>			<b>58.9%</b>	<b>83</b>
Permanent – part time			12.8%	18
Temporary / fixed term			14.2%	20
			<b><i>answered question</i></b>	<b>141</b>
			<b><i>skipped question</i></b>	<b>7</b>