



UK@Work Engagement Survey

2019 Results Overview



SEPTEMBER
9th – 27th
2019

59%

Response rate
62% in 2017
48% in 2015

Overall scores have improved since 2017 and 2015 with most categories showing significant improvements.

63

Survey
Items

Respondents

1,446 Faculty
50% response rate

4,324 Staff
64% response rate

Faculty and **staff** scores have also improved or remained on par since 2017, except for the category of Stress, Balance, and Workload.



2019 scores compared to each benchmark Shown as percentage point difference

Category	2019 Total % Favorable Score (n=5,770)	vs.			
		vs. UK Overall 2017 (n=5,26)	vs. UK Overall 2015 (n=3,96)	Universities Norm** 2019 (n=36,84)	vs. US Norm** 2019 (n=148,326)
Sustainable Engagement	82	1	2*	4*	0
University Culture	74	3*	7*	n/a	-1*
Leadership	66	6*	8*	7*	-5*
Communication	64	2	1	1	-5*
Diversity and Inclusion	76	2*	6*	0	-2*
Operating Effectively	61	5*	3*	n/a	-5*
Empowerment	70	2*	4*	3*	-5*
Supervision	80	2*	3*	5*	-1
Working Relationships	76	4*	7*	0	-5*
Performance Evaluation	77	2*	5*	7*	1*
Career Development	68	4*	5*	9*	1*
Stress, Balance, and Workload	64	0	1	2*	-3*
Pay and Benefits	63	0	4*	12*	4*

* Statistically Significant Difference

** Average of results from a cross-section of Universities or Industries in the US

Percentage point improvement or decline

Most Improved Items (Category: Item)	2019 Total % Favorable Score	vs. UK Overall 2017 (n=5,269)
Leadership: I have confidence in the decisions made by my college/unit/area leadership.	74	13*
Leadership: There is sufficient contact between college/unit/area leadership and faculty/staff at UK.	66	10*
Diversity and Inclusion: I feel that my college/unit/area leadership supports equal opportunity for all faculty/staff.	75	9*
University Culture: UK is highly regarded by its faculty/staff.	73	9*
Working Relationships: Differing opinions are openly discussed in reaching decisions in my department.	68	8*
Least Improved Items (Category: Item)		
Stress, Balance, and Workload: The amount of stress I experience at work significantly reduces my effectiveness. (N)	48	-6*
Empowerment: UK has established a climate where people can challenge our traditional ways of doing things.	54	-5*
Pay and Benefits: From what I hear, our benefits are as good as or better than the benefits in similar institutions.	81	-3*
Sustainable Engagement: I am proud to be associated with UK.	89	-3*
Stress, Balance, and Workload: My work schedule allows sufficient flexibility to meet my personal/family needs.	82	-2*

* Statistically Significant Difference

(N) Disagreeing is the favorable response

		Total % Favorable UK 2019 (n=5,770)	2019 scores compared to each benchmark Shown as percentage point difference			Total % Favorable Score	
			vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	vs. Universities Norm 2019 (n=36,848)	Faculty 2019 (n=1,446)	Staff 2019 (n=4,324)
Sustainable Engagement		82	1	2*	4*	78*	83
13	I am able to sustain the level of energy I need throughout the work day.	77	-1	-2*	1	73*	79
24	My work gives me a sense of personal accomplishment.	86	-2*	-1	1	92*	84*
26	My department is able to meet our work challenges effectively.	77	3*	4*	2*	71*	79*
27	I am proud to be associated with UK.	89	-3*	-3*	1*	85*	90*
34	I believe strongly in the goals and mission of the University.	89	-1	3*	8*	88	90
37	My colleagues usually get along well together.	85	3*	3*	1	86	85
48	I have the equipment/resources I need to do my work effectively.	79	4*	4*	8*	68*	83*
50	There are no substantial obstacles at the University to doing my work well.	71	3*	6*	11*	60*	75*
56	I would recommend UK as a good place to work.	84	n/a	n/a	7*	77*	86*

* Statistically Significant Difference

2019 scores compared to each benchmark Shown as percentage point difference

		Total % Favorable UK 2019 (n=5,770)	vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	vs. Universities Norm 2019 (n=36,848)	Total % Favorable Score	
						Faculty 2019 (n=1,446)	Staff 2019 (n=4,324)
University Culture		74	3*	7*	n/a	71*	75
9	I think I could report instances of dishonest or unethical practices to the appropriate level of authority without fear of reprisal.	69	1	3*	n/a	70	68
16	UK is highly regarded by its faculty/staff.	73	9*	12*	4*	69*	74
44	We have an institutional culture that promotes collaboration.	72	0	6*	n/a	67*	73
51	UK is student-oriented.	82	n/a	n/a	n/a	77*	84*

* Statistically Significant Difference

2019 scores compared to each benchmark Shown as percentage point difference

		Total % Favorable UK 2019 (n=5,770)	2019 scores compared to each benchmark Shown as percentage point difference			Total % Favorable Score	
			vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	vs. Universities Norm 2019 (n=36,848)	Faculty 2019 (n=1,446)	Staff 2019 (n=4,324)
Leadership		66	6*	8*	7*	63	67
1	I have confidence in the decisions made by my college/unit/area leadership.	74	13*	14*	15*	71*	75
2	There is sufficient contact between college/unit/area leadership and faculty/staff at UK.	66	10*	12*	19*	65	66
7	The leadership of my college/unit/area make decisions that are consistent with the values.	72	0	1	7*	68*	73
8	I think action will be taken based on the problems identified in the survey.	47	2*	7*	-9*	43*	48
38	Faculty/staff are treated with respect here regardless of their position.	70	6*	9*	4*	70	70

* Statistically Significant Difference

2019 scores compared to each benchmark Shown as percentage point difference

Total % Favorable Score

	Total % Favorable UK 2019 (n=5,770)	vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	vs. Universities Norm 2019 (n=36,848)	Faculty 2019 (n=1,446)	Staff 2019 (n=4,324)
Communication	64	2	1	1	58*	65
11 UK does an excellent job of keeping faculty/staff informed about matters affecting us.	68	1	-2	3*	59*	71*
14 Sufficient effort is made to get the opinions and thinking of faculty/staff.	59	3*	3*	-1	57	60

* Statistically Significant Difference

2019 scores compared to each benchmark
Shown as percentage point difference

		Total % Favorable UK 2019 (n=5,770)	vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	vs. Universities Norm 2019 (n=36,848)	Total % Favorable Score	
						Faculty 2019 (n=1,446)	Staff 2019 (n=4,324)
Diversity and Inclusion		76	2*	6*	0	73*	77
4	My college/unit/area leadership recognizes and respects the value of human differences.	80	-1	6*	-3*	78	80
18	I can be myself at UK without worrying about how I will be accepted.	75	n/a	n/a	n/a	72*	76
42	UK effectively addresses campus incidents of intolerance and bigotry.	68	0	5*	n/a	62*	70*
45	I feel a sense of community at UK.	74	2	4*	n/a	71*	75
49	UK provides a working environment that is accepting of differences in personal identity.	84	n/a	n/a	n/a	81*	85
55	I feel that my college/unit/area leadership supports equal opportunity for all faculty/staff.	75	9*	11*	3*	75	75

* Statistically Significant Difference

**2019 scores compared to each benchmark
Shown as percentage point difference**

	Total % Favorable UK 2019 (n=5,770)	vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	vs. Universities Norm 2019 (n=36,848)	Total % Favorable Score	
					Faculty 2019 (n=1,446)	Staff 2019 (n=4,324)
Operating Effectively	61	5*	3*	n/a	56*	63
21 In my opinion, decisions at UK are made in a timely manner.	49	5*	5*	3*	43*	51
30 Decisions at UK are made at the appropriate level.	59	6*	4*	n/a	53*	61*
36 My department operates effectively.	76	2*	1	n/a	73	76

* Statistically Significant Difference

2019 scores compared to each benchmark
Shown as percentage point difference

		Total % Favorable UK 2019 (n=5,770)	vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	vs. Universities Norm 2019 (n=36,848)	Total % Favorable Score	
						Faculty 2019 (n=1,446)	Staff 2019 (n=4,324)
Empowerment		70	2*	4*	3*	66*	72
5	I have a very clear idea of the responsibilities for my faculty position/job.	89	0	0	0	90	89
19	I am satisfied with my involvement in decisions that affect my work.	69	2*	1	6*	66*	71
22	UK has established a climate where people can challenge our traditional ways of doing things.	54	-5*	4*	2*	45*	57*
25	Colleagues in my department are encouraged to come up with innovative solutions to work-related problems.	73	4*	3*	2*	71	74
52	I am satisfied with the procedures available for resolving faculty/staff complaints.	54	6*	8*	n/a	47*	56*
54	The information I need to do my work is readily available.	83	5*	5*	6*	80	83

* Statistically Significant Difference

**2019 scores compared to each benchmark
Shown as percentage point difference**

		Total % Favorable UK 2019 (n=5,770)	vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	vs. Universities Norm 2019 (n=36,848)	Total % Favorable Score	
						Faculty 2019 (n=1,446)	Staff 2019 (n=4,324)
Supervision		82	2*	3*	5*	81	82
15a	My Department Chair/ Director/ Dean/ Supervisor: Treats me with respect	89	1*	2*	3*	89	90
15b	My Department Chair/ Director/ Dean/ Supervisor: Communicates effectively	80	3*	3*	3*	80	80
15c	My Department Chair/ Director/ Dean/ Supervisor: Gives me regular feedback on my performance	77	2*	3*	9*	75	77
53	My supervisor does a good job of building teamwork. (staff only)	73	2*	4*	4*	n/a	73

* Statistically Significant Difference

**2019 scores compared to each benchmark
Shown as percentage point difference**

		Total % Favorable UK 2019 (n=5,770)	2019 scores compared to each benchmark Shown as percentage point difference			Total % Favorable Score	
			vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	vs. Universities Norm 2019 (n=36,848)	Faculty 2019 (n=1,446)	Staff 2019 (n=4,324)
Working Relationships		76	4*	7*	0	77	76
10	My colleagues/the people I work with are willing to help each other, even if it means doing something outside their usual activities.	84	4*	7*	3*	82	84
23	There is a strong feeling of trust between members of my department.	66	1	4*	n/a	67	66
29	Differing opinions are openly discussed in reaching decisions in my department.	68	8*	11*	-3*	72*	66
31	My department constantly looks for better ways to serve its students or internal customers.	80	n/a	n/a	n/a	79	80
33	People in my department treat each other with respect.	84	5*	5*	n/a	86	84

* Statistically Significant Difference

**2019 scores compared to each benchmark
Shown as percentage point difference**

		Total % Favorable UK 2019 (n=5,770)	2019 scores compared to each benchmark Shown as percentage point difference			Total % Favorable Score	
			vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	vs. Universities Norm 2019 (n=36,848)	Faculty 2019 (n=1,446)	Staff 2019 (n=4,324)
Performance Evaluation		77	2*	5*	7*	76	78
12	Where I work, my colleagues are accountable for following through on what they have promised.	74	3*	6*	n/a	73	74
39	At UK, I think my work performance is evaluated fairly.	76	2*	6*	3*	75	76
47	At UK, I understand how my work performance is evaluated.	82	2*	3*	11*	80	82

* Statistically Significant Difference

2019 scores compared to each benchmark
Shown as percentage point difference

	Total % Favorable UK 2019 (n=5,770)	vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	vs. Universities Norm 2019 (n=36,848)	Total % Favorable Score	
					Faculty 2019 (n=1,446)	Staff 2019 (n=4,324)
Career Development	68	4*	5*	9*	65	68
6 I have a reasonably good idea of my possible career paths at UK. (staff only)	70	3*	4*	6*	n/a	70
35 I think the University is doing a good job of retaining its most talented faculty and staff.	53	7*	10*	17*	45*	55*
40 At UK, there are sufficient opportunities for me to receive training to improve my skills in my current faculty/staff position.	75	2*	3*	6*	72	76
46 I believe I have the opportunity for personal development and growth at the University.	75	2*	3*	7*	77	74

* Statistically Significant Difference

**2019 scores compared to each benchmark
Shown as percentage point difference**

		Total % Favorable UK 2019 (n=5,770)	vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	vs. Universities Norm 2019 (n=36,848)	Total % Favorable Score	
						Faculty 2019 (n=1,446)	Staff 2019 (n=4,324)
Stress, Balance, and Workload		64	0	1	2*	58*	66*
3	Work is usually appropriately distributed among faculty/staff in my department.	67	5*	6*	5*	62*	68
20	My work schedule allows sufficient flexibility to meet my personal/family needs.	82	-2*	-4*	1*	79*	83
28	Overall, the physical working conditions at my location are satisfactory (e.g., ventilation, temperature, space to work).	69	2*	7*	-5*	60*	73*
32	There is usually sufficient staffing in my department to handle the workload.	56	0	1	6*	44*	60*
41	The amount of stress I experience at work significantly reduces my effectiveness. (N)	48	-6*	-7*	n/a	46	48

* Statistically Significant Difference

**2019 scores compared to each benchmark
Shown as percentage point difference**

		Total % Favorable UK 2019 (n=5,770)	vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	vs. Universities Norm 2019 (n=36,848)	Total % Favorable Score	
						Faculty 2019 (n=1,446)	Staff 2019 (n=4,324)
Pay and Benefits		63	0	4*	12*	55*	65*
17	From what I hear, our pay is as good as or better than the pay in similar institutions.	45	3*	9*	6*	38*	47*
43	From what I hear, our benefits are as good as or better than the benefits in similar institutions.	81	-3*	-2*	19*	73*	84*

* Statistically Significant Difference