

UK@Work Engagement Survey

2021 Results Overview



SEPTEMBER
13 – 24,
2021

62%
RESPONSE RATE

59% in 2019
62% in 2017
48% in 2015

Overall scores have generally declined since 2019, yet, in most cases, remain above or on par with 2017 and 2015 scores.

62
Survey Items

(including four new well-being items)

RESPONDENTS

1,579 Faculty
53% response rate

4,566 Staff
65% response rate

Faculty scores have significantly declined in two categories while **staff scores** have significantly declined in seven categories.



Category	2021 Total % Favorable Score (n=6,148)	% point improvement or decline			% point difference
		vs. UK Overall 2019 (n=5,770)	vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	vs. Universities Norm** (n=29,060)
Sustainable Engagement	81	-2*	-1	-1	0
University Culture	74	-1	4*	7*	-3*
Leadership	66	0	6*	8*	7*
Communication	64	1	2*	1	0
Diversity & Inclusion	74	-2*	0	4*	-1
Operating Effectively	62	1	6*	4*	1
Empowerment	67	-3*	-1	1	1
Supervision	78	-1	1	2*	1*
Performance Evaluation	80	3*	5*	8*	7*
Working Relationships	78	1	6*	9*	-2*
Career Development	65	-3*	1	2	1
Stress, Balance, & Workload	62	-2*	-2*	-1	-4*
Pay & Benefits	60	-3*	-3*	1	18*
Well-Being	57	n/a	n/a	n/a	n/a
Retention	63	-7*	-5*	-3*	3*

* Statistically Significant Difference

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

	Total % Favorable UK 2021 (n=6,148)	vs. UK Overall 2019 (n=5,770)	vs. UK Overall 2017 (n=5,269)	vs. UK Overall 2015 (n=3,960)	Universities Norm (n=29,060)	Faculty (n=1,579)	Staff (n=4,566)
Sustainable Engagement	81	-2*	-1	-1	0	78*	82
28 I am proud to be associated with UK.	84	-5*	-7*	-8*	-4*	80*	86*
35 I believe strongly in the goals and mission of the University.	86	-3*	-4*	-1	1	86	86
58 I would recommend UK as a good place to work.	80	-4*	n/a	n/a	4*	74*	82*
50 My department gives me the equipment / resources I need to do my work effectively.	80	1	5*	6*	7*	71*	83*
27 My department is able to meet our work challenges effectively.	76	-1	3*	3*	-2*	70*	78*
12 I am able to sustain the level of energy I need throughout the work day.	72	-5*	-7*	-8*	-6*	68*	73
25 My work gives me a sense of personal accomplishment.	84	-2*	-4*	-3*	-1*	90*	82*
38 My department colleagues usually get along well together.	87	2*	5*	5*	1*	86	88

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			vs. UK Overall 2019 (5,770)	vs. UK Overall 2017 (5,269)	vs. UK Overall 2015 (3,960)	Universities Norm (29,060)	Faculty (1,579)	Staff (4,566)
University Culture		74	-1	4*	7*	-3*	71*	75
8	I think I could report instances of dishonest or unethical practices to the appropriate level of authority without fear of reprisal.	71	2*	2*	5*	n/a	71	70
17	UK is highly regarded by its employees.	69	-4*	5*	9*	-3*	65*	71
53	UK is student-oriented.	81	-1	n/a	n/a	n/a	77*	83*

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Leadership		66	0	6*	8*	7*	63*	67
1	I have confidence in the decisions made by my college / unit leadership.	72	-2*	11*	12*	8*	68*	73
2	There is sufficient contact between college / unit leadership and employees at UK.	67	1	11*	13*	16*	65	68
6	The leadership of my college / unit make decisions that are consistent with the values.	71	-1	-1	0	5*	67*	72
7	I think action will be taken based on the problems identified in the survey.	46	-1	1	5*	-1	41*	47
39	Employees are treated with respect here regardless of their position.	73	2*	8*	11*	4*	72	73

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Communication		64	1	2*	1	0	59*	66*
10	UK does an excellent job of keeping employees informed about matters affecting us.	71	3*	3*	1	1	62*	74*
13	Sufficient effort is made to get the opinions and thinking of employees.	58	-1	1	2	-1	56	59



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			vs. UK Overall 2019 (5,770)	vs. UK Overall 2017 (5,269)	vs. UK Overall 2015 (3,960)		Faculty (1,579)	Staff (4,566)
Diversity & Inclusion		74	-2*	0	4*	-1	71*	75
4	My college / unit leadership recognizes and respects the value of human differences.	80	1	0	6*	-1	78*	81
19	I can be myself at UK without worrying about how I will be accepted.	74	-1	n/a	n/a	-1	71*	76
43	UK effectively addresses campus incidents of intolerance and bigotry.	62	-6*	-6*	-1	n/a	57*	64
47	I feel a sense of community at UK.	70	-4*	-2*	0	n/a	68	70
51	UK provides a working environment that is accepting of differences in personal identity.	81	-2*	n/a	n/a	n/a	78*	83
57	I feel that my college / unit leadership supports equal opportunity for all employees.	75	0	9*	12*	0	73*	76

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Operating Effectively		62	1	6*	4*	1	57*	64
22	In my opinion, decisions at UK are made in a timely manner.	54	5*	10*	10*	1	50*	55
31	Decisions at UK are made at the appropriate level.	57	-2*	4*	1	n/a	48*	60*
37	My department operates effectively.	76	1	3*	2*	n/a	74	77

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			vs. UK Overall 2019 (5,770)	vs. UK Overall 2017 (5,269)	vs. UK Overall 2015 (3,960)		Faculty (1,579)	Staff (4,566)
Empowerment		67	-3*	-1	1	1	62*	69*
20	I am satisfied with my involvement in decisions that affect my work.	66	-4*	-1	-2*	1	61*	68*
23	UK has established a climate where people can challenge our traditional ways of doing things.	51	-4*	-8*	0	1	42*	54*
26	Colleagues in my department are encouraged to come up with innovative solutions to work-related problems.	74	1	6*	5*	2*	71*	76
56	The information I need to do my work is readily available.	78	-4*	1	1	0	74*	80

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Supervision		78	-1	1	2*	1*	81	78
14	My Department Chair/Director/Supervisor: Treats me with respect	88	-1*	0	1	1*	88	88
15	My Department Chair/Director/Supervisor: Communicates effectively	79	0	2*	3*	2*	79	79
16	My Department Chair/Director/Supervisor: Gives me regular feedback on my performance	75	-2	1	1	2*	75	75
55	My supervisor does a good job of building teamwork. (staff only)	71	-2	1	2*	0	n/a	71



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Performance Evaluation		80	3*	5*	8*	7*	78	81
11	Where I work, my colleagues are accountable for following through on what they have promised.	77	3*	6*	8*	n/a	74	77
40	I think my work performance is evaluated fairly.	81	5*	7*	11*	9*	79*	81
49	I understand how my work performance is evaluated.	83	2*	3*	5*	6*	82	84

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Working Relationships		78	1	6*	9*	-2*	78	78
9	My colleagues / the people I work with are willing to help each other, even if it means doing something outside their usual activities.	86	2*	6*	10*	2*	85	87
24	There is a strong feeling of trust between members of my department.	68	2*	4*	6*	n/a	69	68
30	Differing opinions are openly discussed in reaching decisions in my department.	67	-1	7*	10*	-5*	69	66
32	My department constantly looks for better ways to serve its students or internal customers.	79	-1	n/a	n/a	n/a	77	80
34	People in my department treat each other with respect.	87	3*	8*	8*	n/a	87	87

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			vs. UK Overall 2019 (5,770)	vs. UK Overall 2017 (5,269)	vs. UK Overall 2015 (3,960)		Faculty (1,579)	Staff (4,566)
Career Development		65	-3*	1	2	1	61	66
5	I have a reasonably good idea of my possible career paths at UK. (staff only)	71	0	4*	4*	-2*	n/a	71
36	I think the University is doing a good job of retaining its most talented employees.	45	-8*	0	2*	4*	38*	47*
41	At UK, there are sufficient opportunities for me to receive training to improve my skills in my current position.	75	0	2*	3*	0	72*	76
48	I believe I have the opportunity for personal development and growth at the University.	71	-4*	-2*	-1	1	73	70

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Stress, Balance, & Workload		62	-2*	-2*	-1	-4*	56*	64*
3	Work is usually appropriately distributed among my colleagues in my department.	66	0	5*	6*	n/a	61*	68
21	My work schedule allows sufficient flexibility to meet my personal/family needs.	80	-3*	-5*	-7*	-2*	79	80
29	Overall, the physical working conditions at my location are satisfactory (e.g., ventilation, temperature, space to work).	71	2*	4*	9*	-9*	61*	75*
33	There is usually sufficient staffing in my department to handle the workload.	51	-5*	-4*	-4*	-2*	39*	56*
42	The amount of stress I experience at work significantly reduces my effectiveness. (N)	43	-5*	-11*	-12*	n/a	40	44

* Statistically Significant Difference (N) Disagreeing is the favorable response

		% point improvement or decline			% point difference	Total % Favorable Score		
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Pay & Benefits		60	-3*	-3*	1	18*	54*	62*
18	From what I hear, our pay is as good as or better than the pay in similar institutions.	40	-5*	-1	5*	n/a	37*	41
44	From what I hear, our benefits are as good as or better than the benefits in similar institutions.	80	-1*	-5*	-3*	18*	72*	83*



* Statistically Significant Difference

		Total % Favorable Score	
		Total % Favorable UK 2021 (n=6,148)	
Well-Being			Faculty (1,579)
			Staff (4,566)
		57	57
45	I have colleagues at work that I can lean on during difficult or stressful periods.	76	74
46	The health or well-being initiatives and programs (e.g., mental health therapy, health coaching, virtual fitness classes) offered by UK have encouraged me to live a healthier lifestyle.	49	39*
52	I often worry about my current financial state. (N)	43	59*
54	The stress levels at work are manageable.	62	57*



* Statistically Significant Difference (N) Disagreeing is the favorable response

Retention			
59	At the present time, are you seriously considering leaving UK? (Favorable Response is No)	Total % Favorable UK 2021 (n=6,148)	Total % Favorable Score
			Faculty (1,579) Staff (4,566)
		63	63 63



* Statistically Significant Difference