

STAFF SURVEY REPORT

Overview of 2019 and 2021 statistics



Report developed by

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Centre for Business Intelligence

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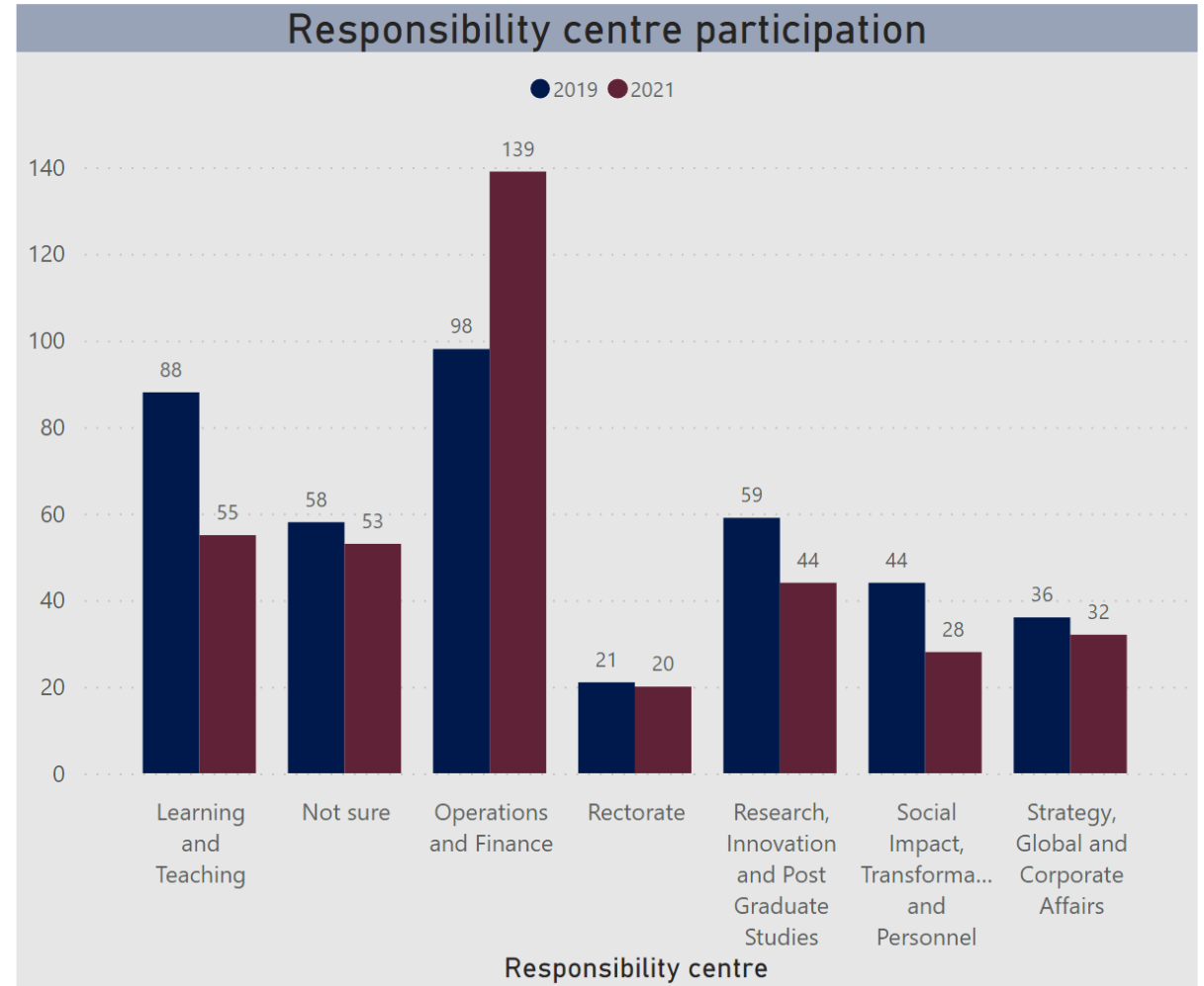
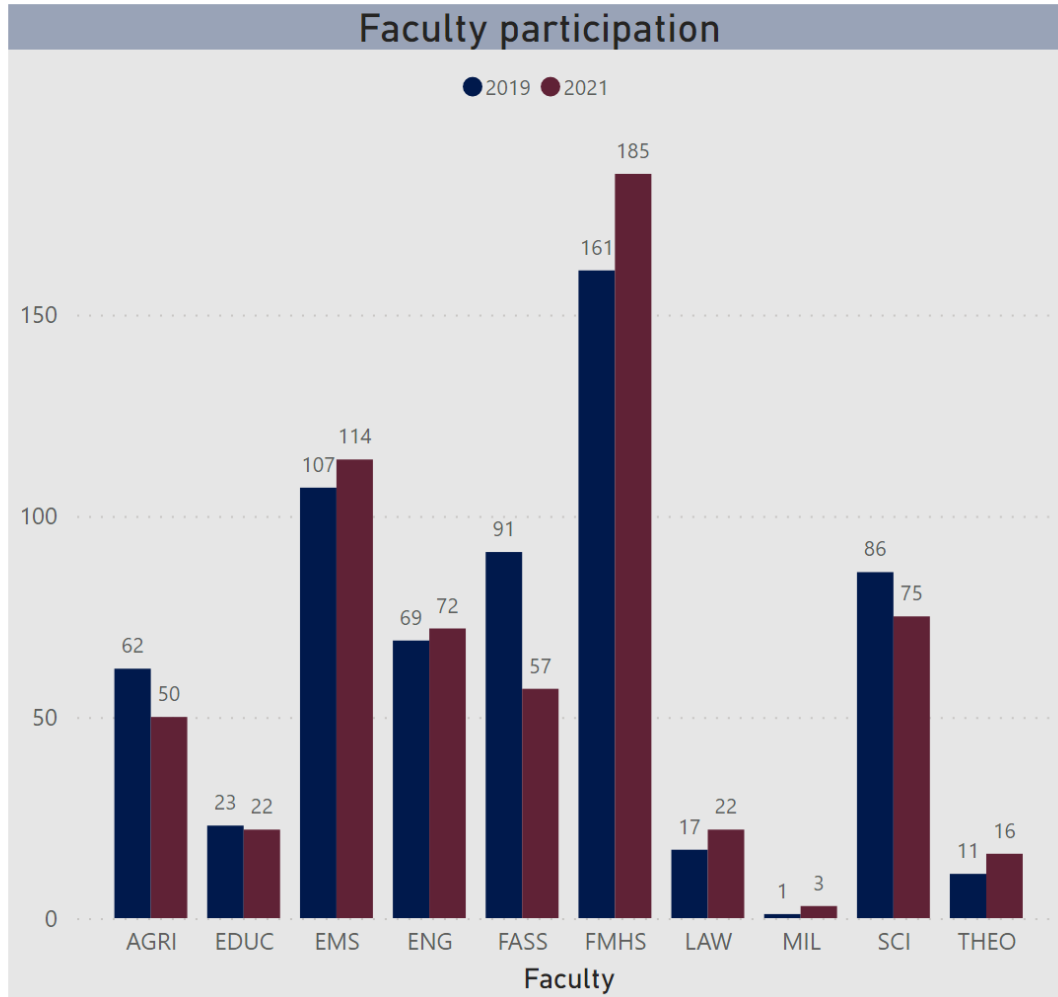
STAFF SURVEY REPORT

Introduction

- **1091 complete submissions in 2021, almost the same as the 1095 of 2019.**
- **Afrikaans, English and isiXhosa versions were available**
- **The survey consisted of 7 sections:**
 - The PERMAH at Work Profiler (23 items measuring your well-being at work);
 - Evidence-based Contributing Factors to a Happy and/or Unhappy Working Environment (33 quick judgements);
 - Culture and Climate at SU (a minimum of 58 and a maximum of 74 statement evaluations); Awareness of employee wellness initiatives at SU (one question polling participants about their awareness of and participation in wellness offerings);
 - Open-ended Questions - COVID-19 & Work From Home (9 optional questions to give your opinion);
 - Open questions – General Issues (optional) where you can give your opinion about the culture and climate at work (12 questions - you can decide if you want to give your opinion on any of these); and
 - Biographical information (provided without identifying yourself).

Participation by faculty and responsibility centre

Agri = AgriSciences; FASS = Arts and Social Sciences; EMS = Economic and Management Sciences; Edu = Education; Eng = Engineering; FMHS = Medicine and Health Sciences; Mil=Military Sciences; Theo=Theology

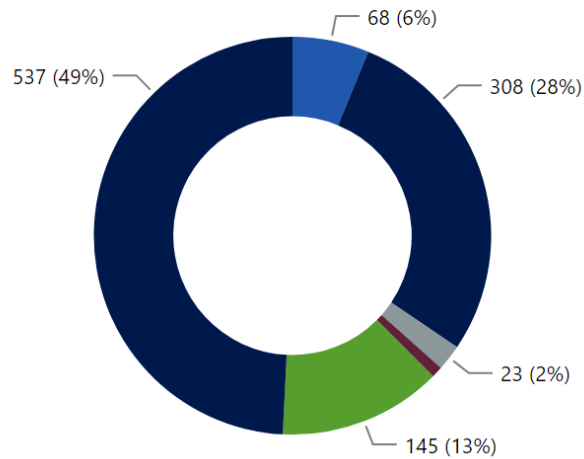


Demographic breakdown per faculty and responsibility centre

Responsibility Centre: Faculty: Year:

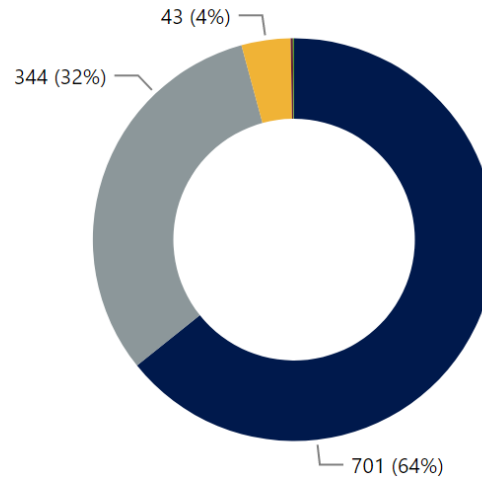
Population Group

● Black ● Coloured ● Indian ● Other ● Prefer not to say ● White



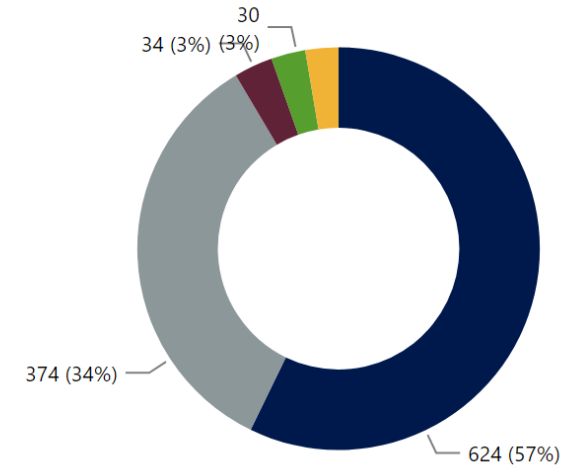
Gender

● Female ● Male ● Prefer not to say ● Non-Binary ● Other



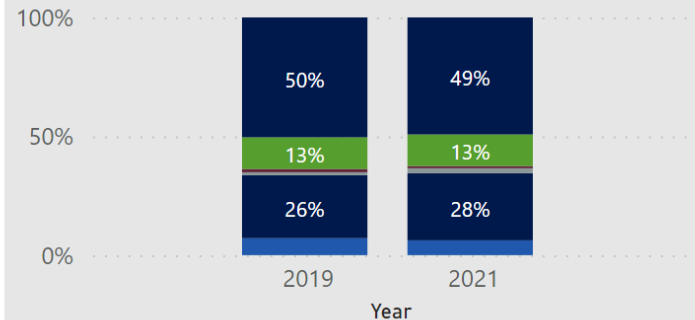
Home Language

● Afrikaans ● English ● Xhosa ● Other ● Other SA



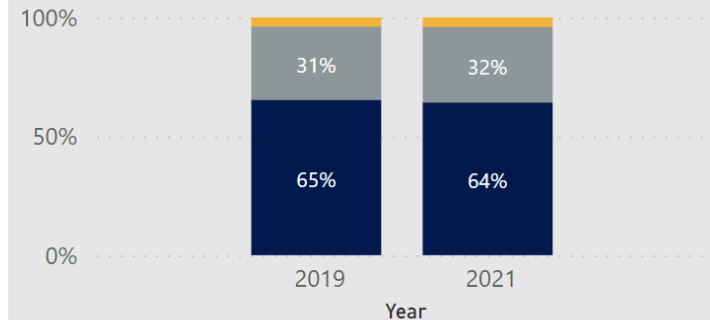
Population Group Distribution

● Black ● Coloured ● Indian ● Other ● Prefer not to say ● White



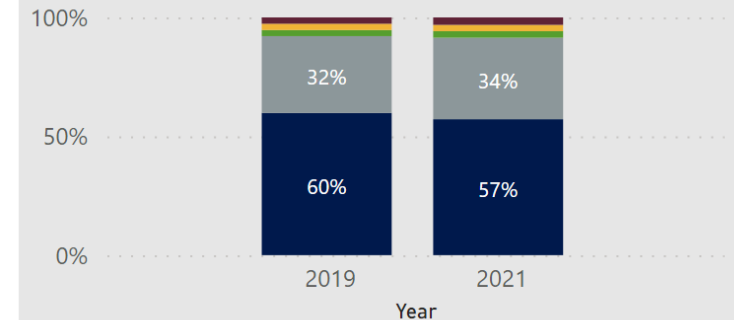
Gender Distribution

● Female ● Male ● Non-Binary ● Other ● Prefer not to say



Home Language Distribution

● Afrikaans ● English ● Other ● Other SA ● Xhosa



Demographic breakdown per faculty and responsibility centre

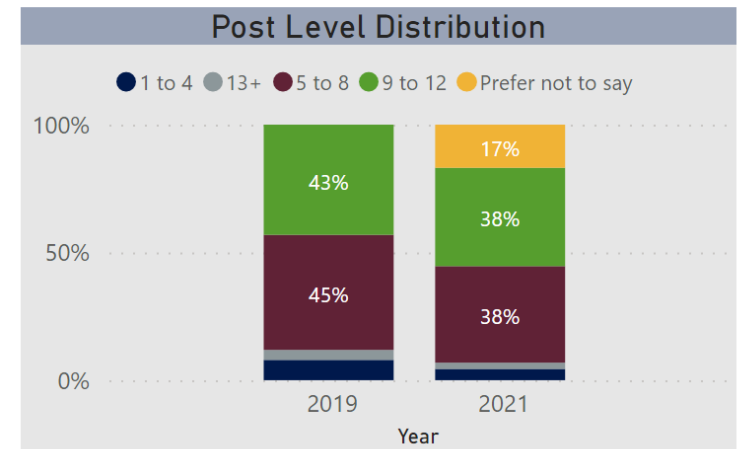
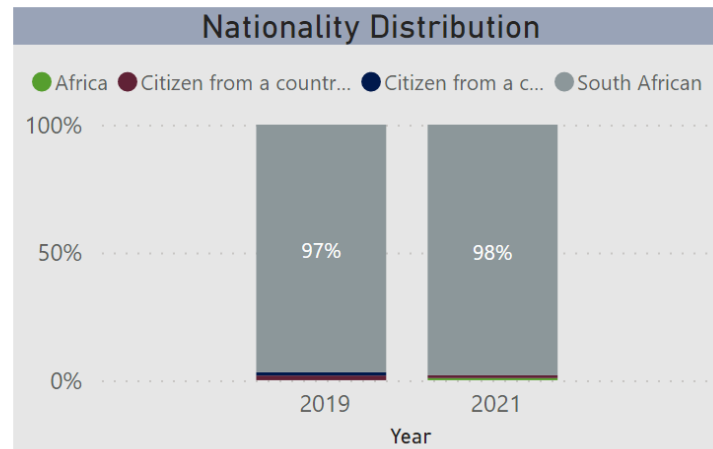
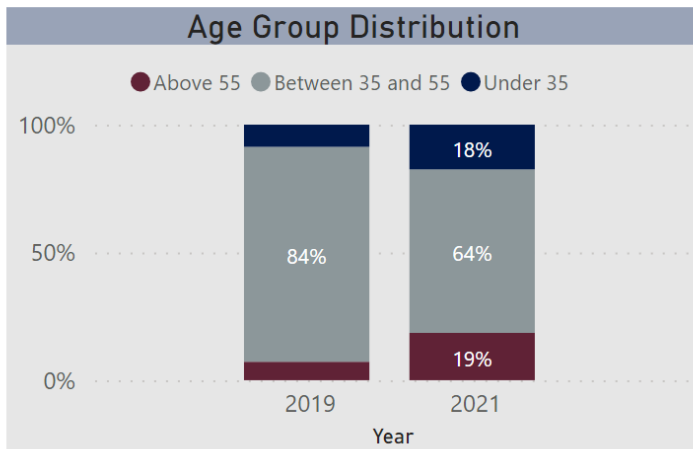
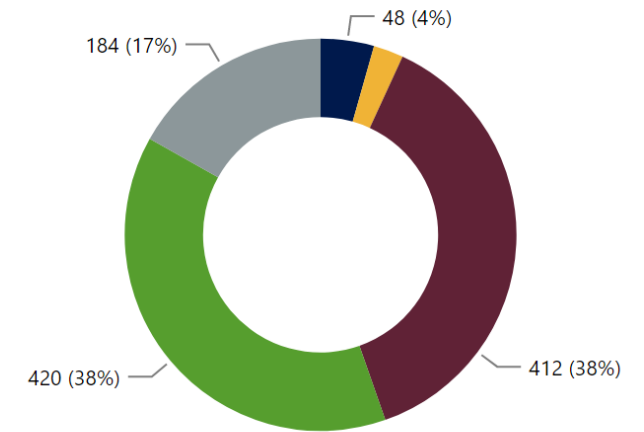
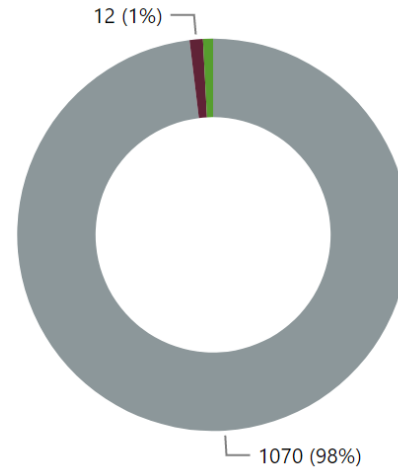
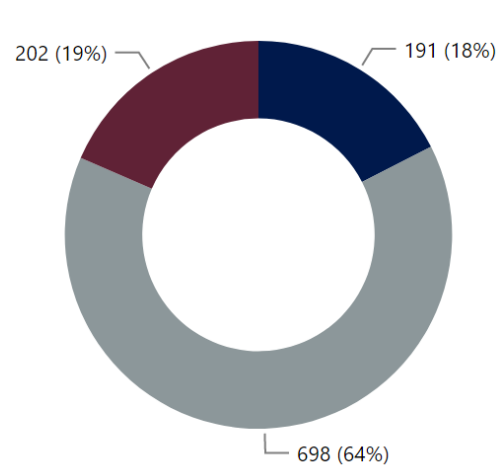
Responsibility Centre: Faculty: Year:

Age Group Nationality Post Level

● Under 35 ● Between 35 and 55 ● Above 55

● South African ● Citizen from a country not on the African c... ● Africa

● 1 to 4 ● 13+ ● 5 to 8 ● 9 to 12 ● Prefer not to say



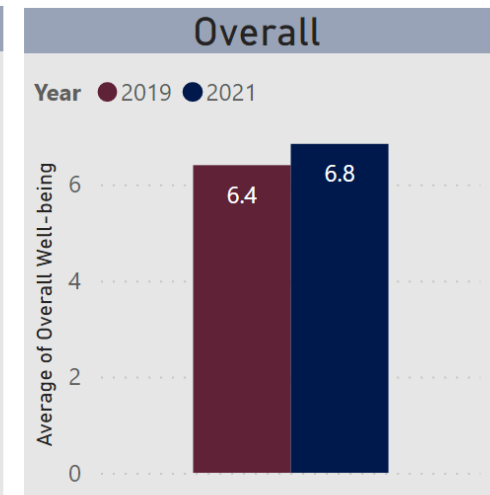
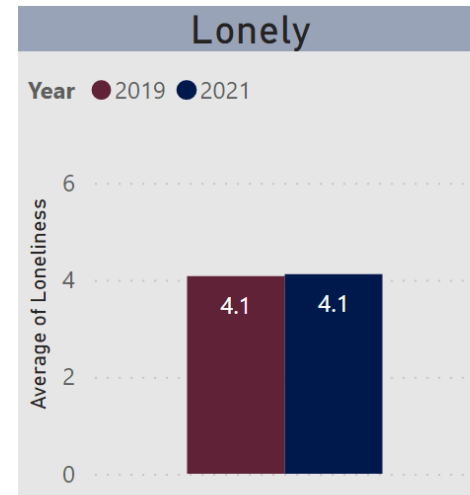
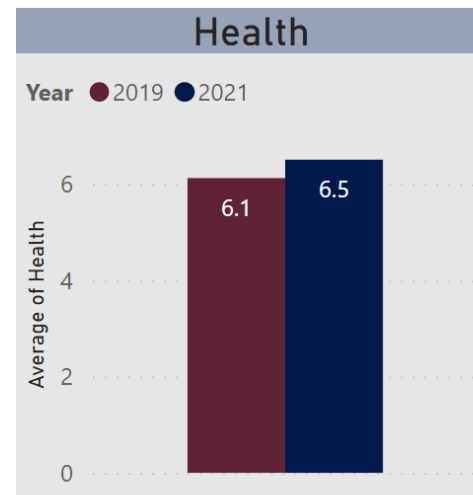
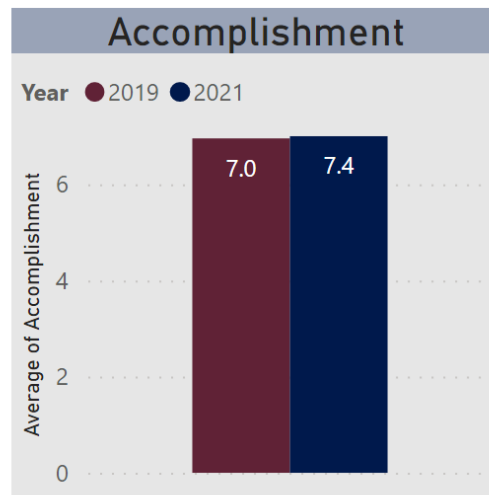
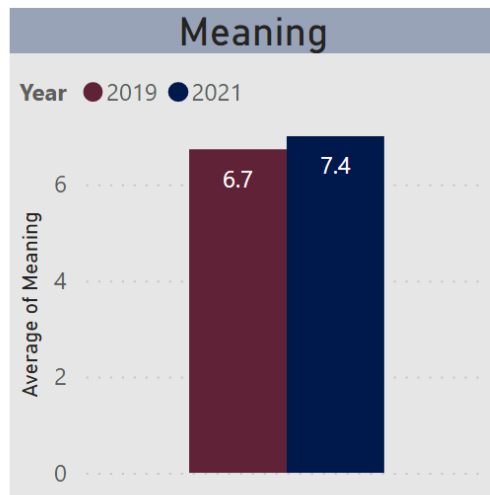
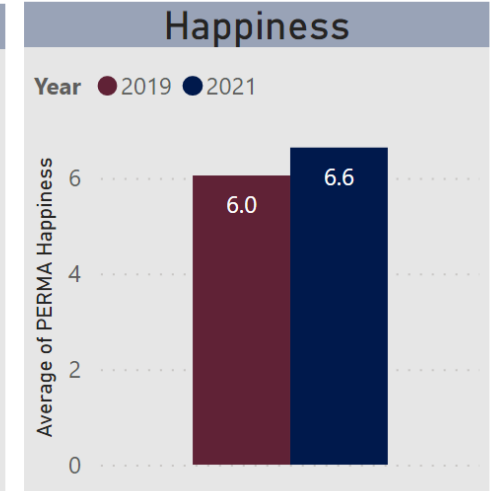
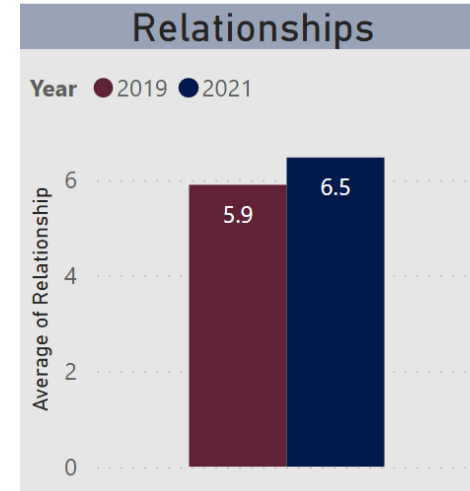
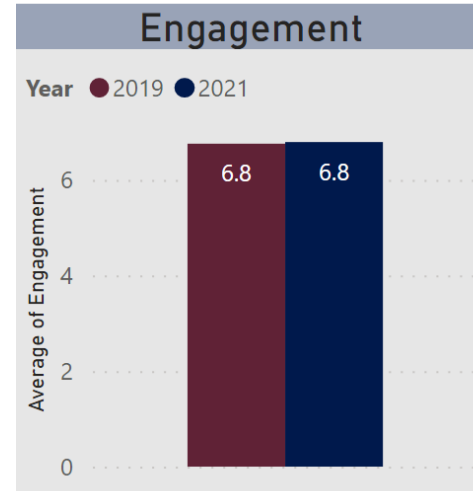
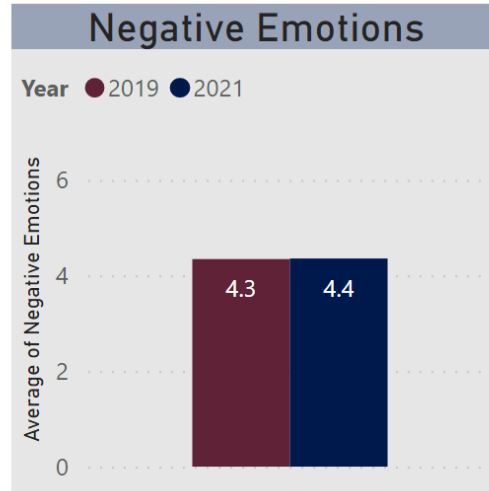
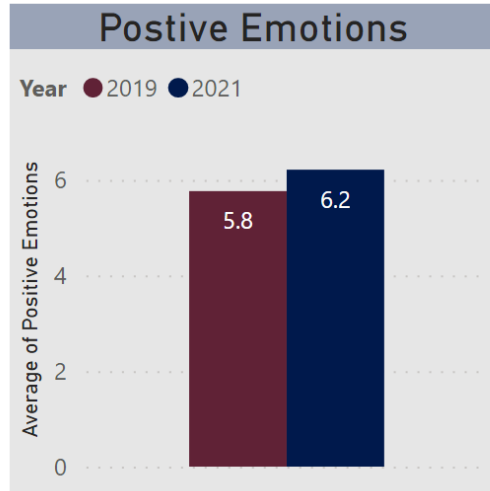
PERMAH model: Overall

Responsibility Centre:

Faculty:

Gender:

Race:



PERMAH model: Positive emotions

Responsibility Centre

All ▼

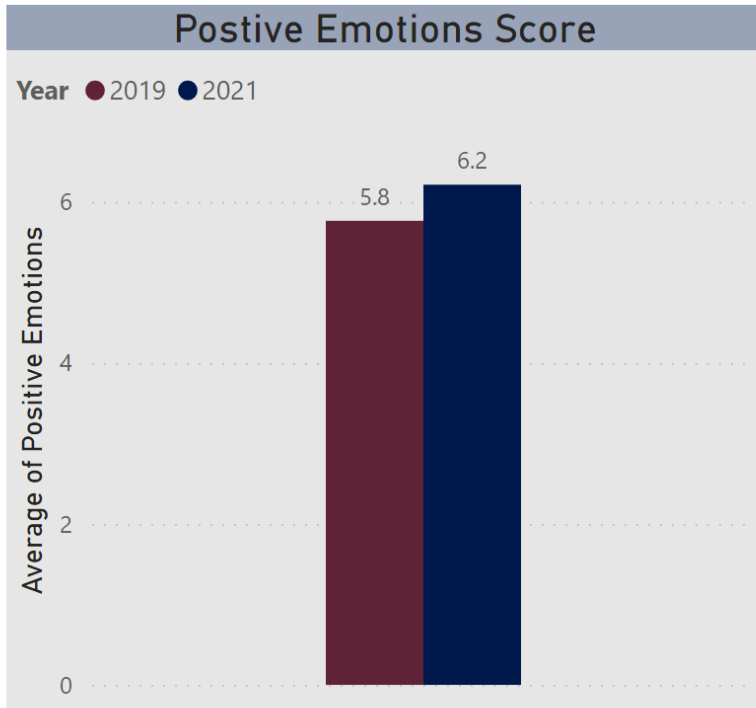
Faculty

All ▼

Year

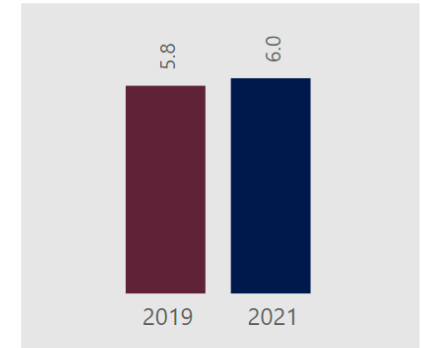
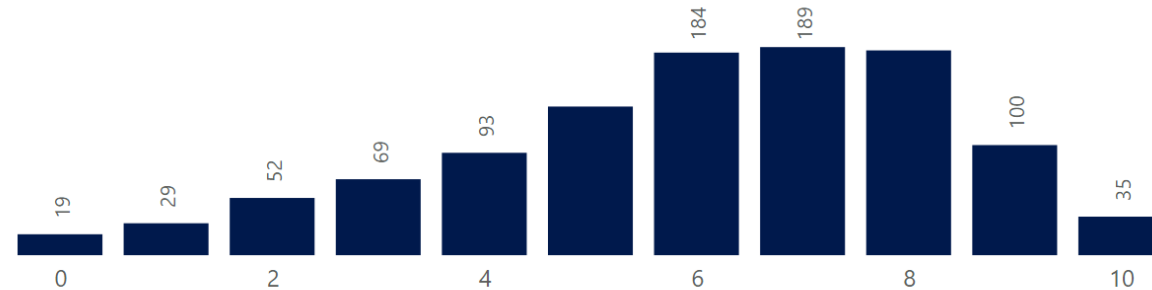
2021 ▼

Emotions are an important part of our well-being. Emotions can range from very negative to very positive, and range from high arousal (e.g., excitement, explosive) to low arousal (e.g., calm, relaxed, sad). For Positive emotion, the PERMAH Profiler measures general tendencies toward feeling contentment and joy.

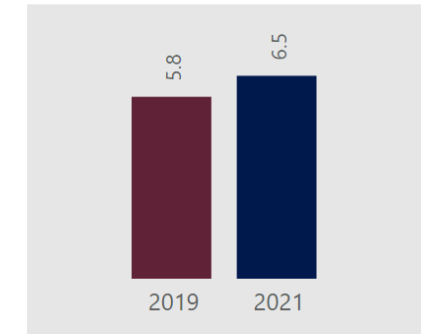
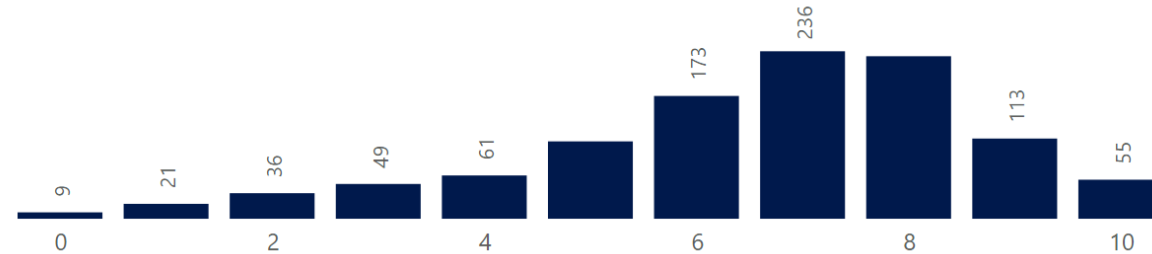


*Statistical significant difference between 2019 and 2021 SU averages

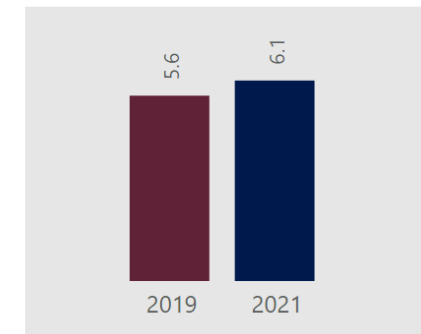
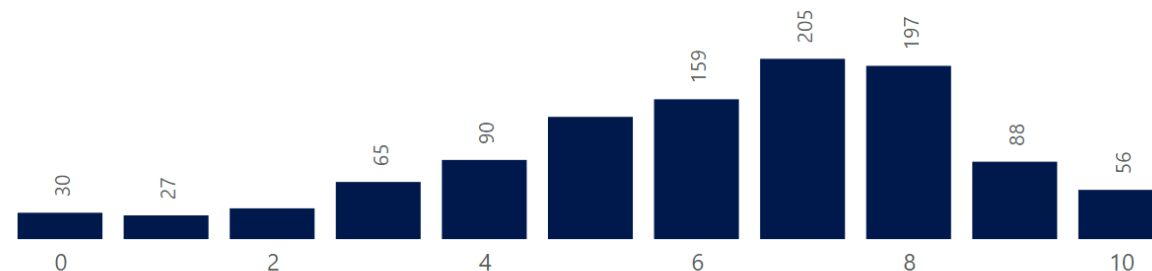
At work, how often do you feel joyful?



At work, how often do you feel positive?



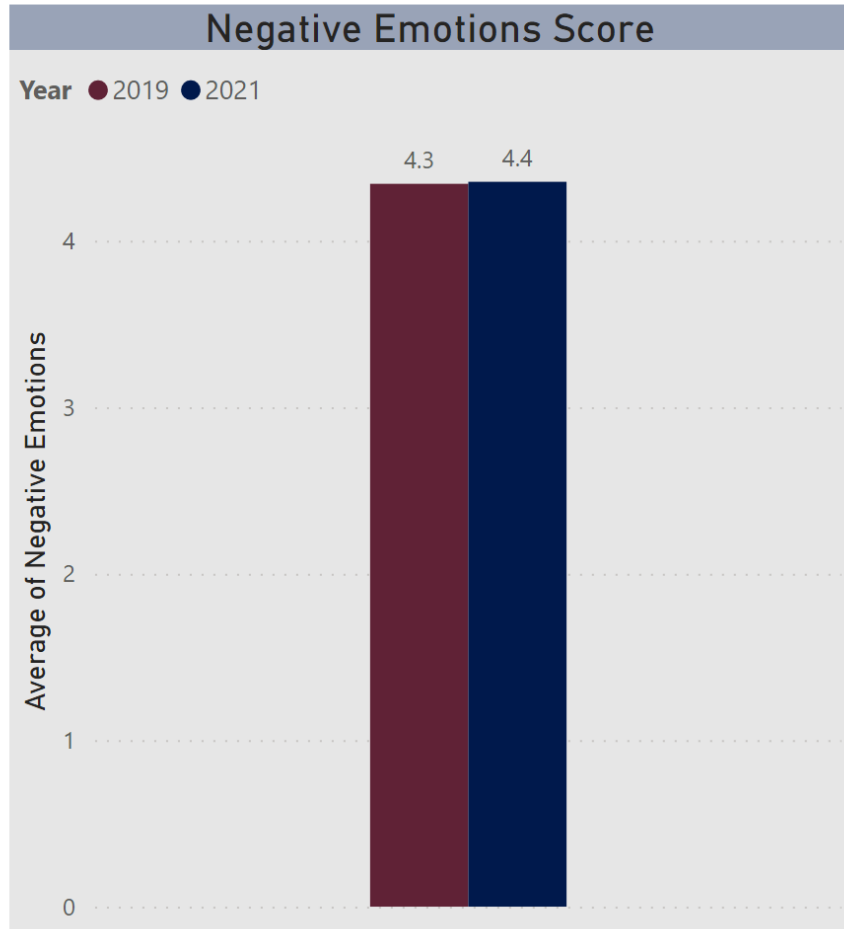
At work, to what extent do you feel content?



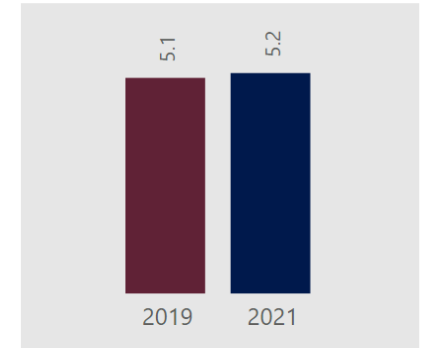
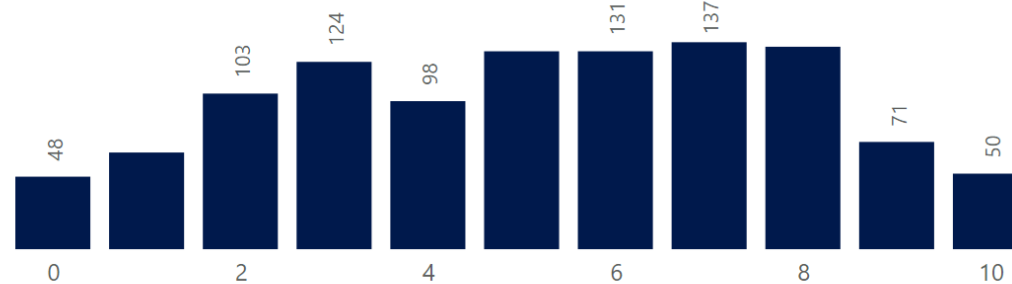
PERMAH model: Negative emotions

Responsibility Centre: Faculty: Year:

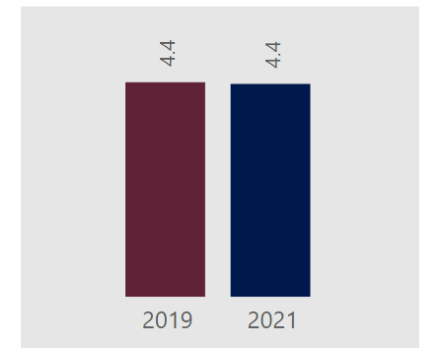
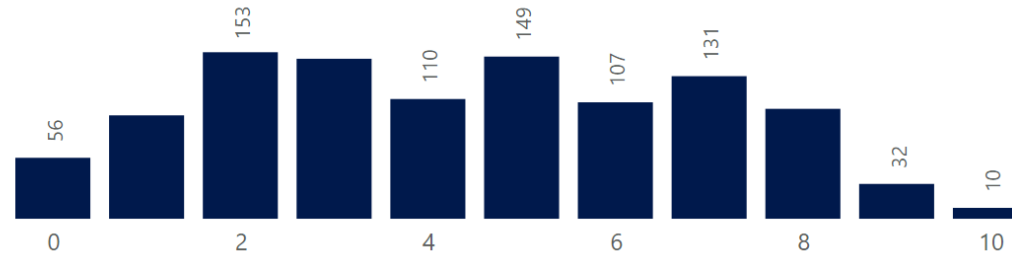
Emotions are an important part of our well-being. Emotions can range from very negative to very positive, and range from high arousal (e.g., excitement, explosive) to low arousal (e.g., calm, relaxed, sad). For Negative emotion, the Profiler measures tendencies toward feeling, sad, anxious, and angry.



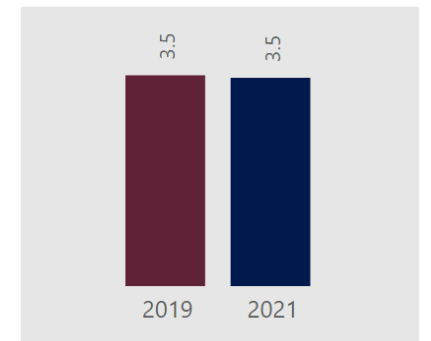
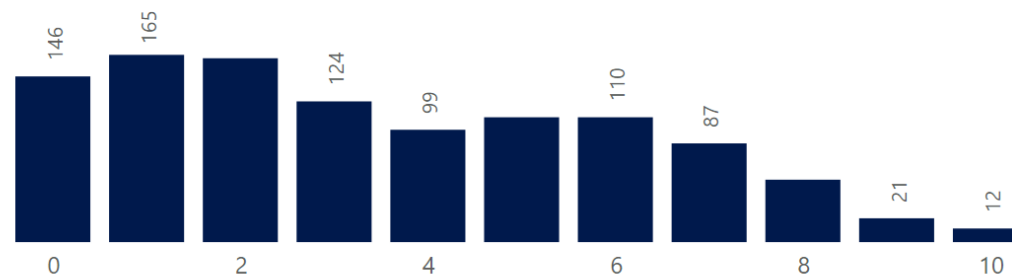
At work, how often do you feel anxious?



At work, how often do you feel angry?



At work, to what extent do you feel sad?



PERMAH model: Engagement

Responsibility Centre

All ▼

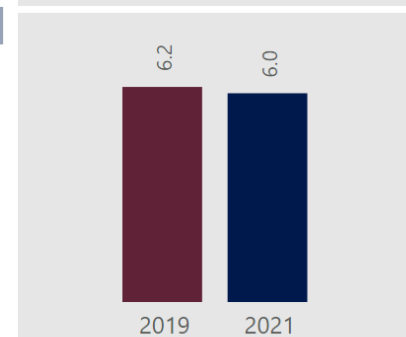
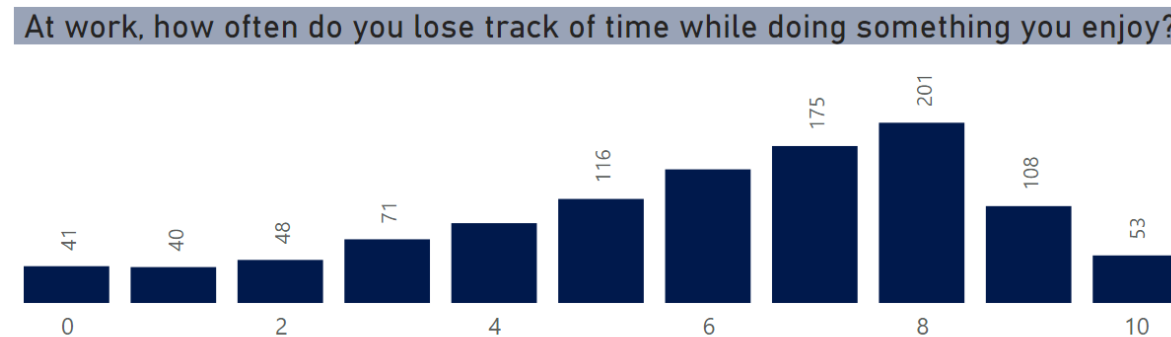
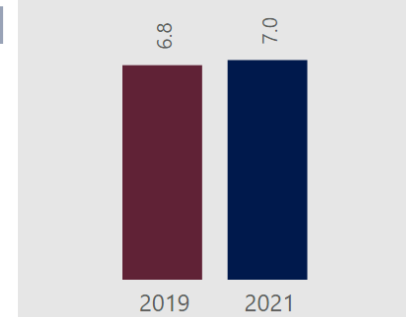
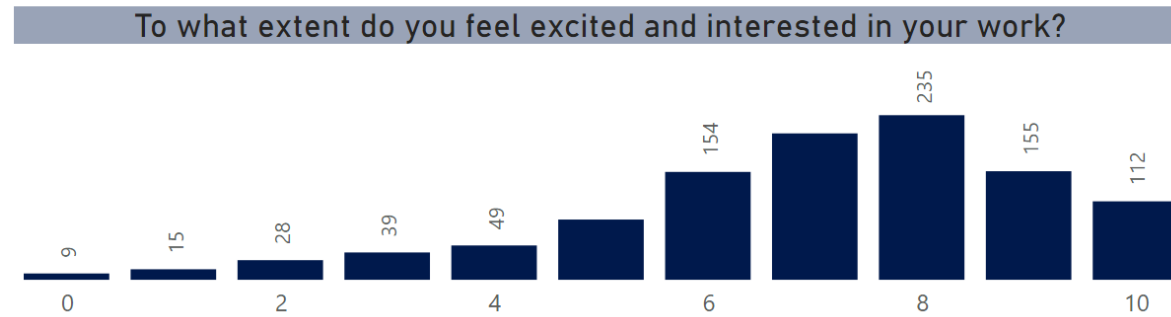
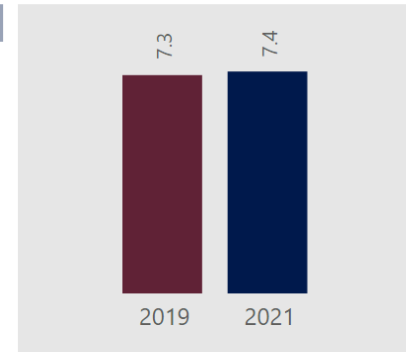
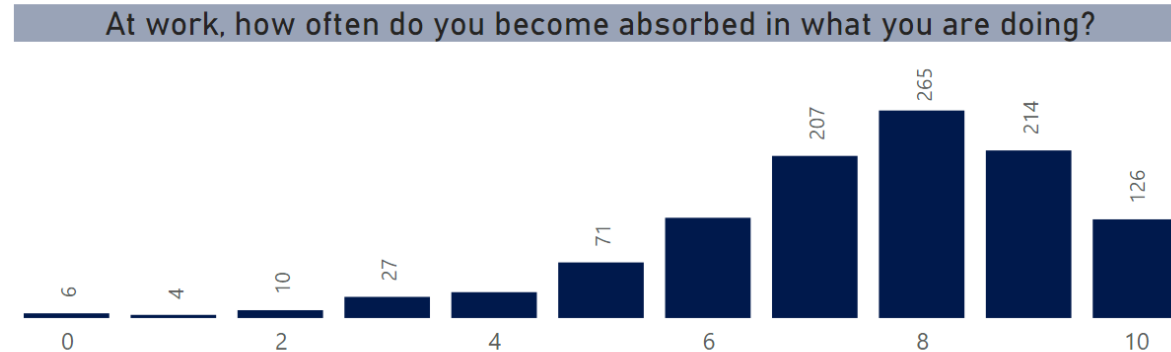
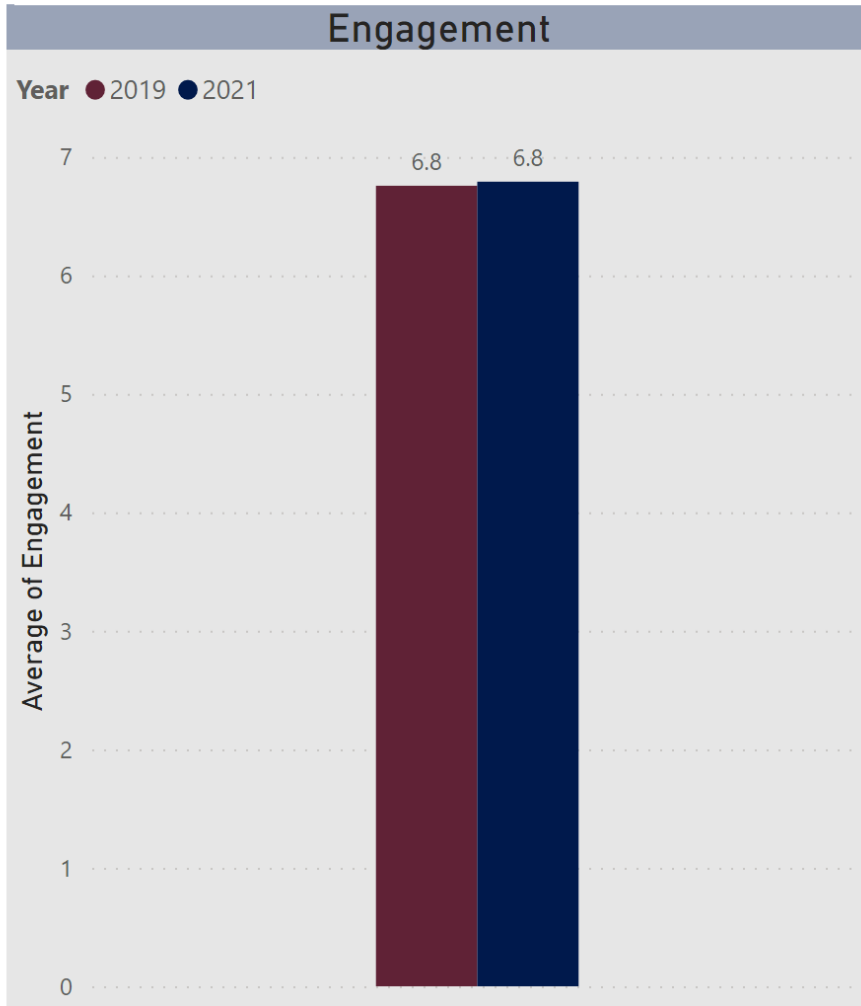
Faculty

All ▼

Year

2021 ▼

Engagement refers to being absorbed, interested, and involved in an activity or the world itself. Very high levels of engagement are known as a state called “flow”, in which you are so completely absorbed in an activity that you lose all sense of time.



PERMAH model: Relationships

Responsibility Centre

All ▼

Faculty

All ▼

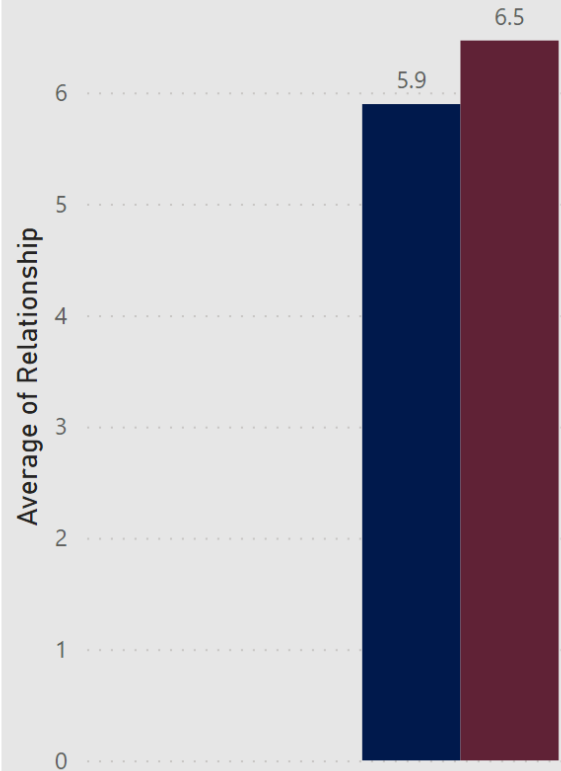
Year

2021 ▼

Relationships refer to feeling loved, supported, and valued by others. Having positive relationships with others is an important part of life feeling good and going well. Other people matter!

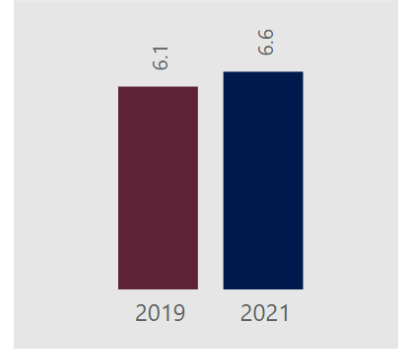
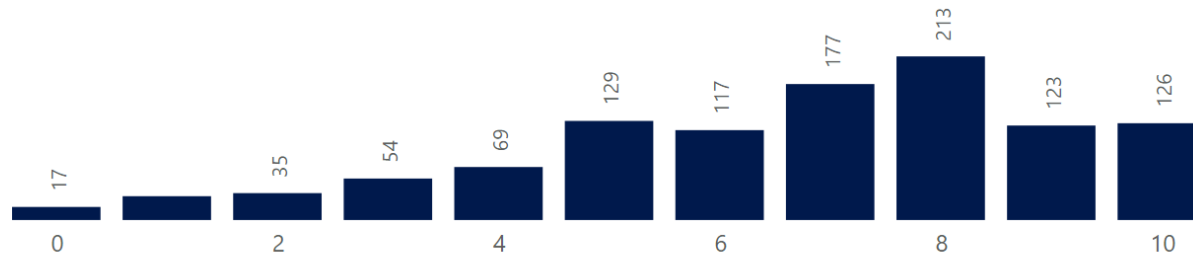
Relationships

Year ● 2019 ● 2021

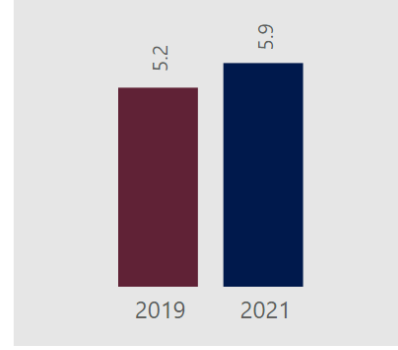
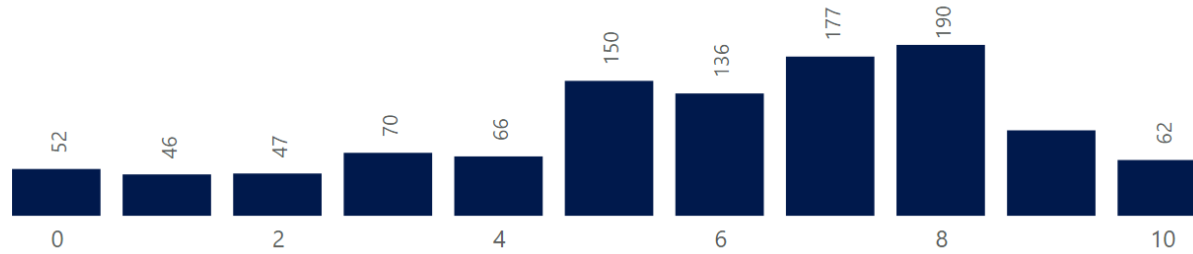


*Statistical significant difference between 2019 and 2021 SU averages

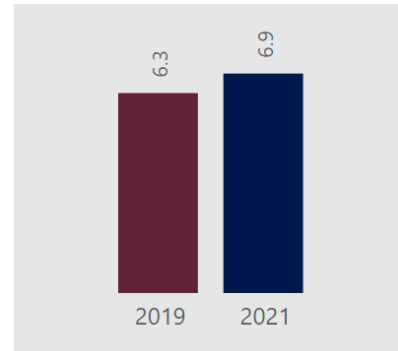
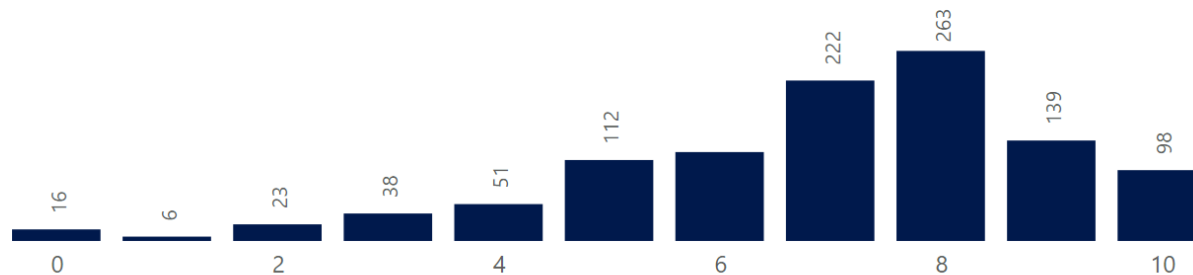
To what extent to you receive help and support from co-workers when you need it?



To what extent do you feel appreciated by your co-workers?



How satisfied are you with your professional relationships?



PERMAH model: Meaning

Responsibility Centre

All ▼

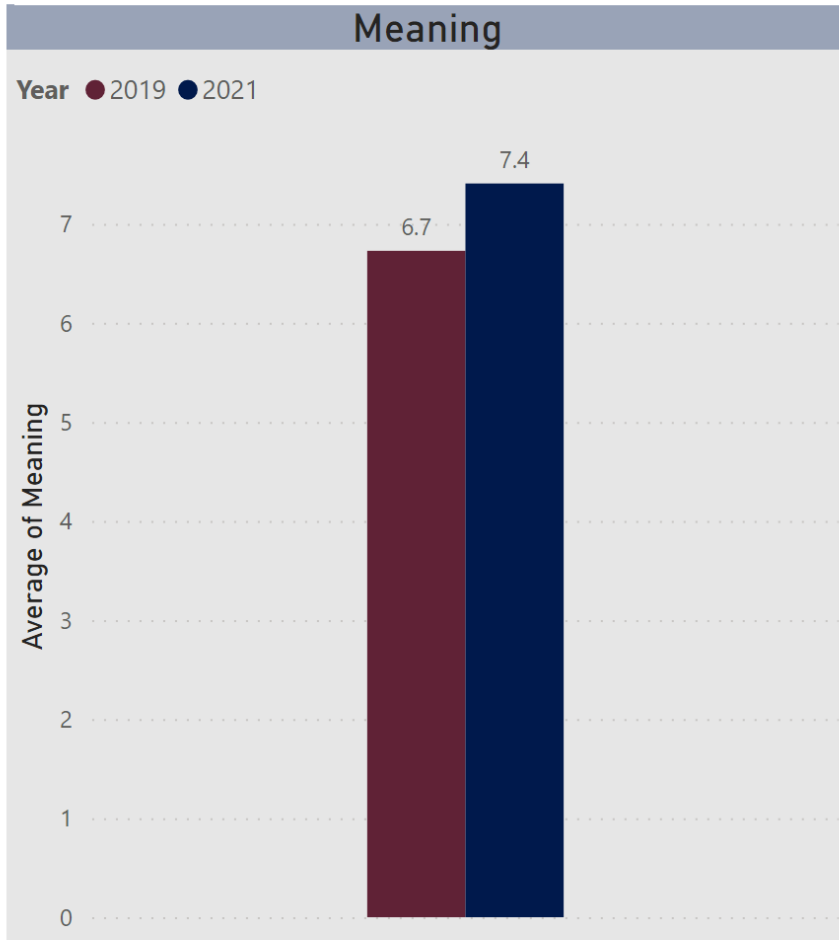
Faculty

All ▼

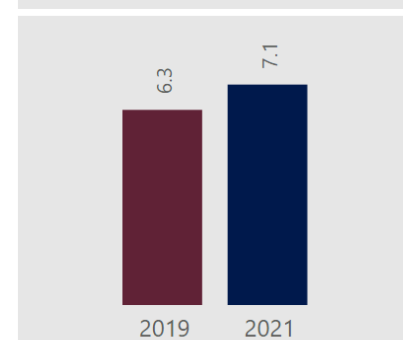
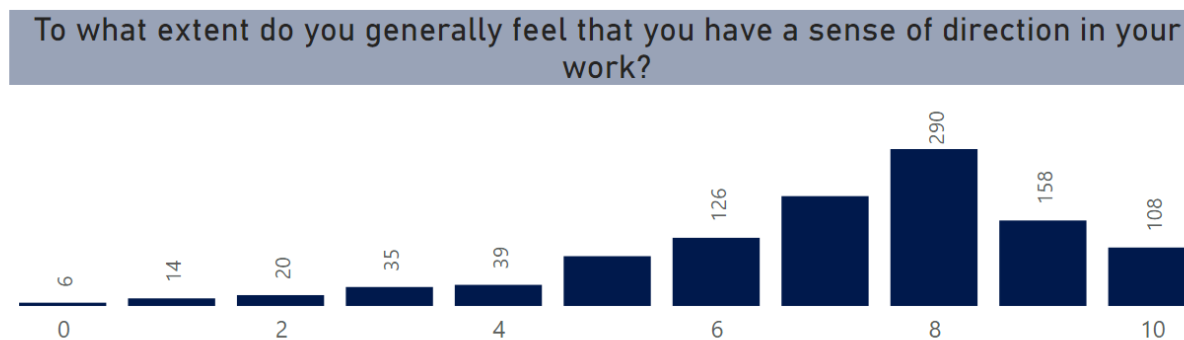
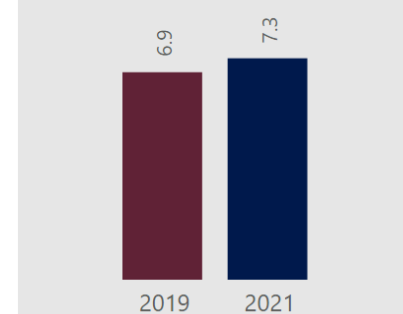
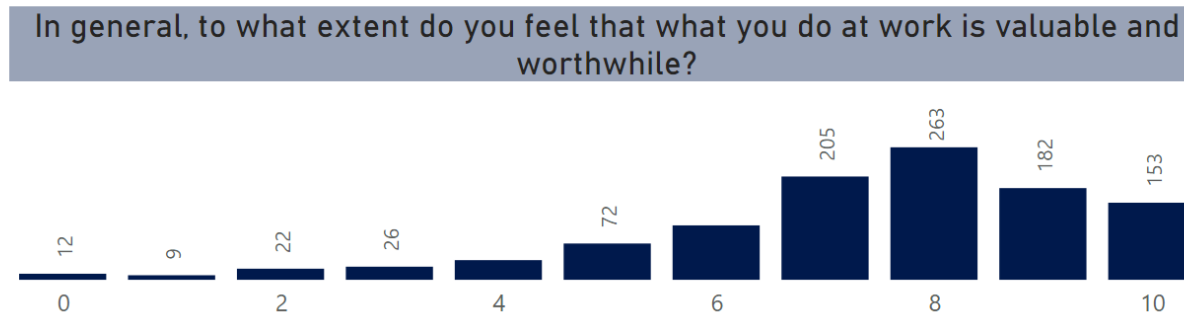
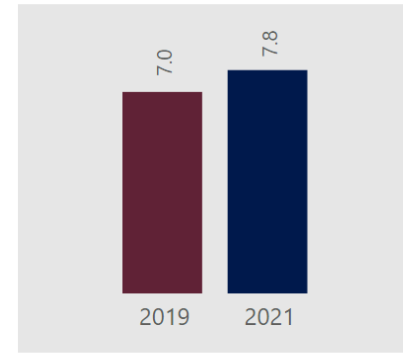
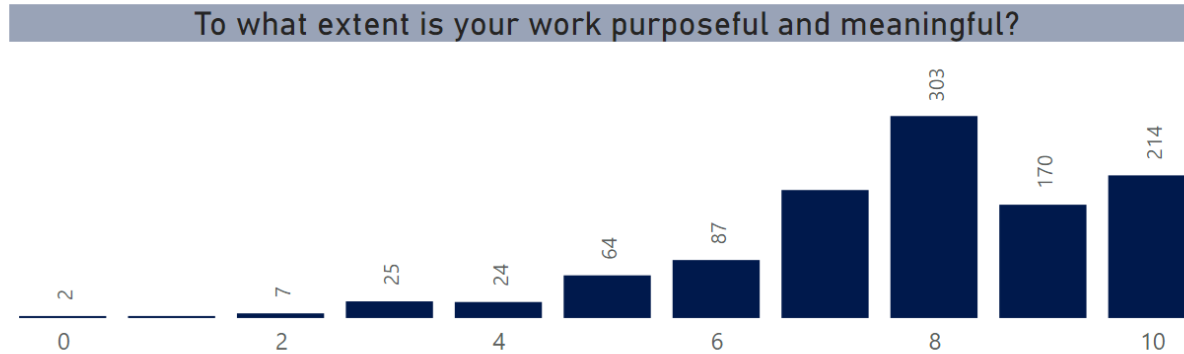
Year

2021 ▼

Meaning refers to having a sense of purpose in life, a direction where life is going, feeling that life is valuable and worth living, or connecting to something greater than ourselves, such as religious faith, a charity or a personally meaningful goal. Meaning provides a sense that life matters.



*Statistical significant difference between 2019 and 2021 SU averages



PERMAH model: Accomplishment

Responsibility Centre

All ▼

Faculty

All ▼

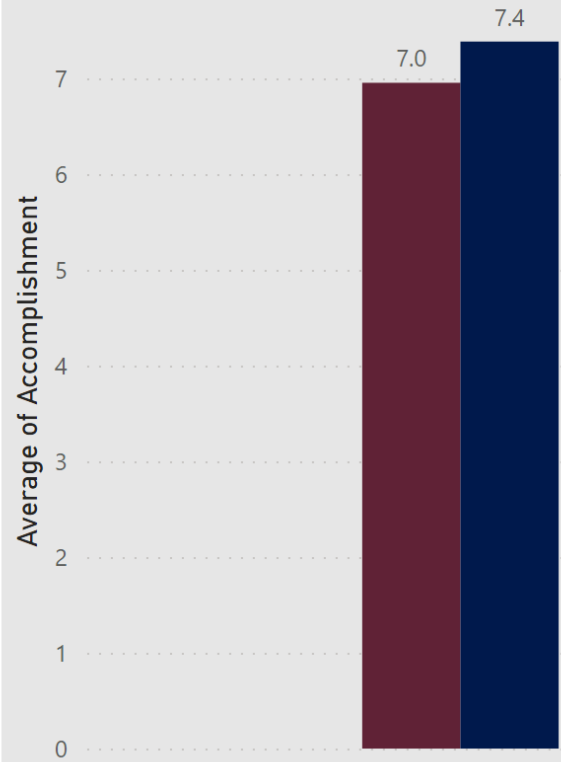
Year

2021 ▼

Accomplishment can be objective, marked by honors and awards received, but feelings of mastery and achievement is also important. The Profiler measures subjective feelings of accomplishment and staying on top of daily responsibilities. It involves working toward and reaching goals, and feeling able to complete tasks and daily responsibilities.

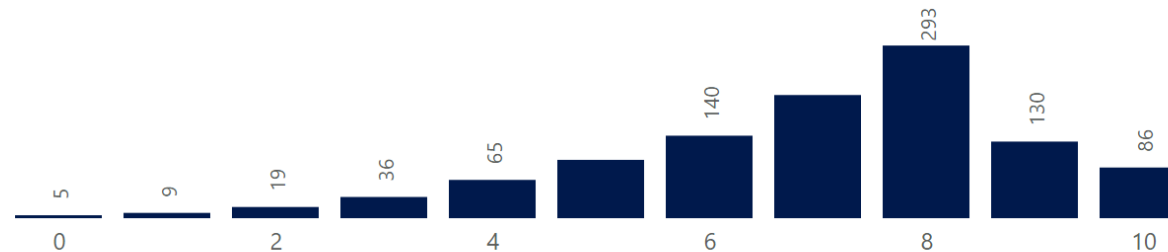
Accomplishment

Year ● 2019 ● 2021

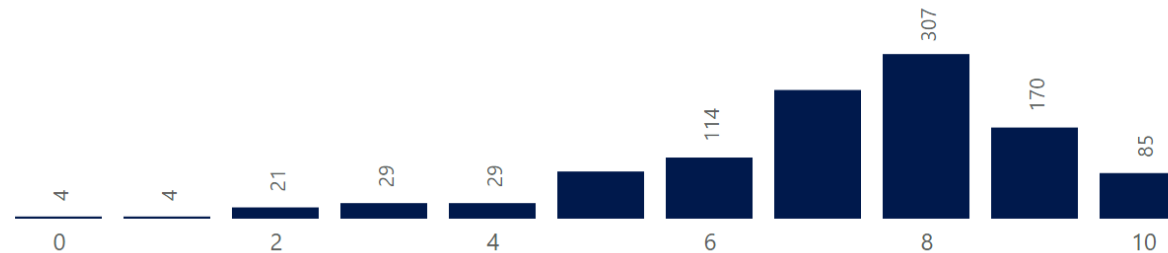


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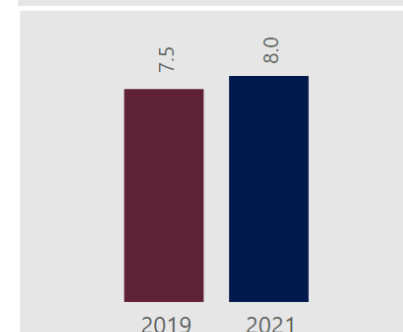
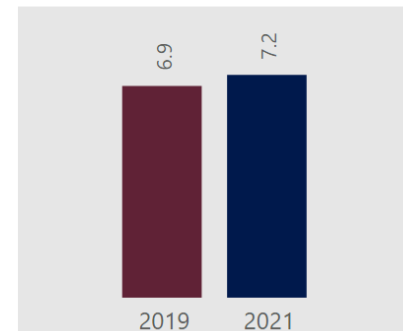
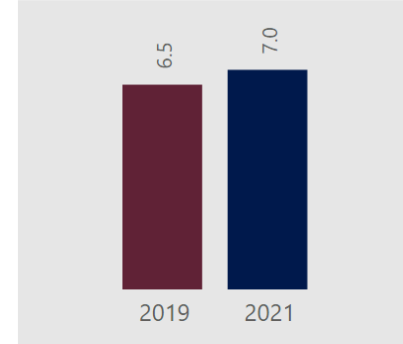
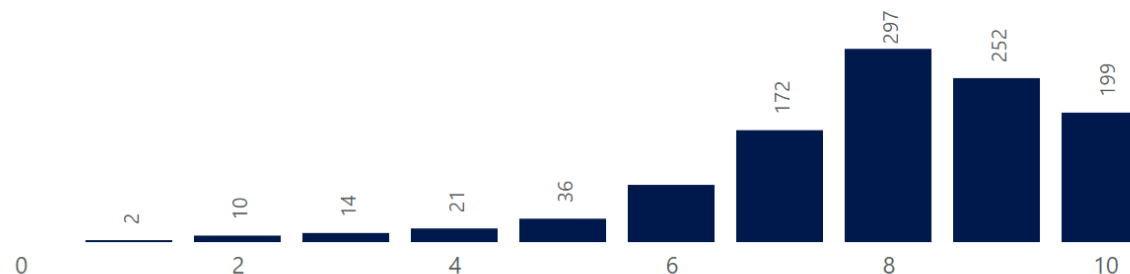
How often do you feel you are making progress towards accomplishing your work-related goals?



How often do you achieve the important work goals you set for yourself?



How often are you able to handle your work-related responsibilities?



PERMAH model: Health

Responsibility Centre

All

Faculty

All

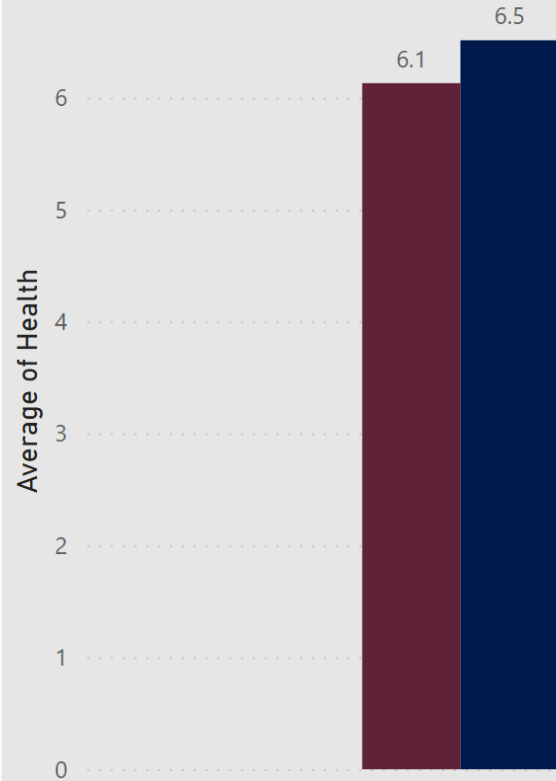
Year

2021

Although not part of the PERMA model itself, physical health and vitality is another important part of well-being. The Profiler measures a subjective sense of health, feeling good and healthy each day.

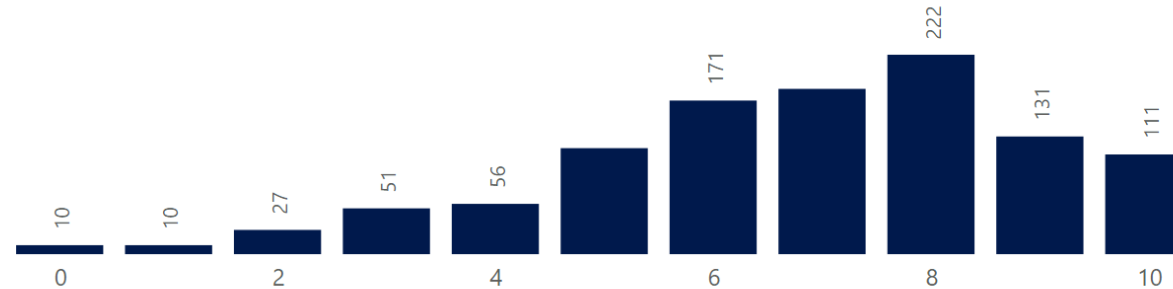
Health

Year ● 2019 ● 2021

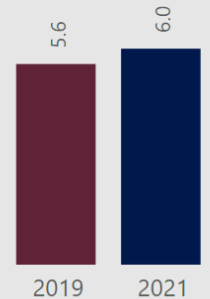
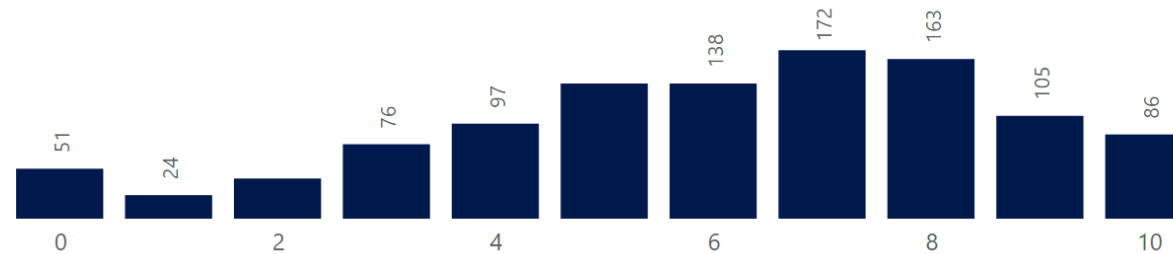


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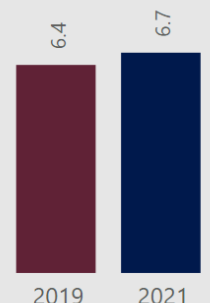
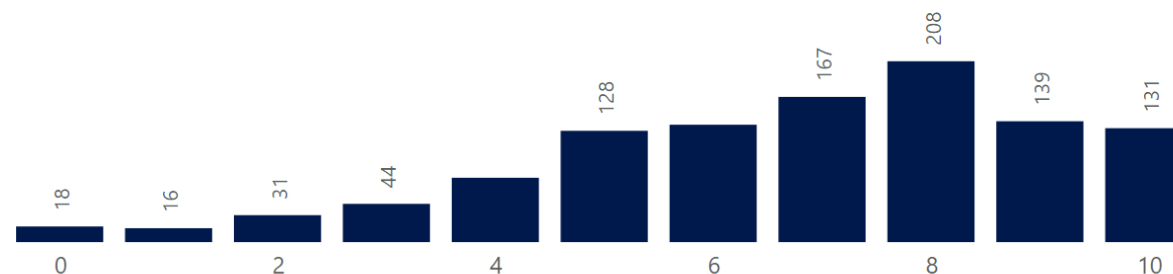
In general, how would you say your health is?



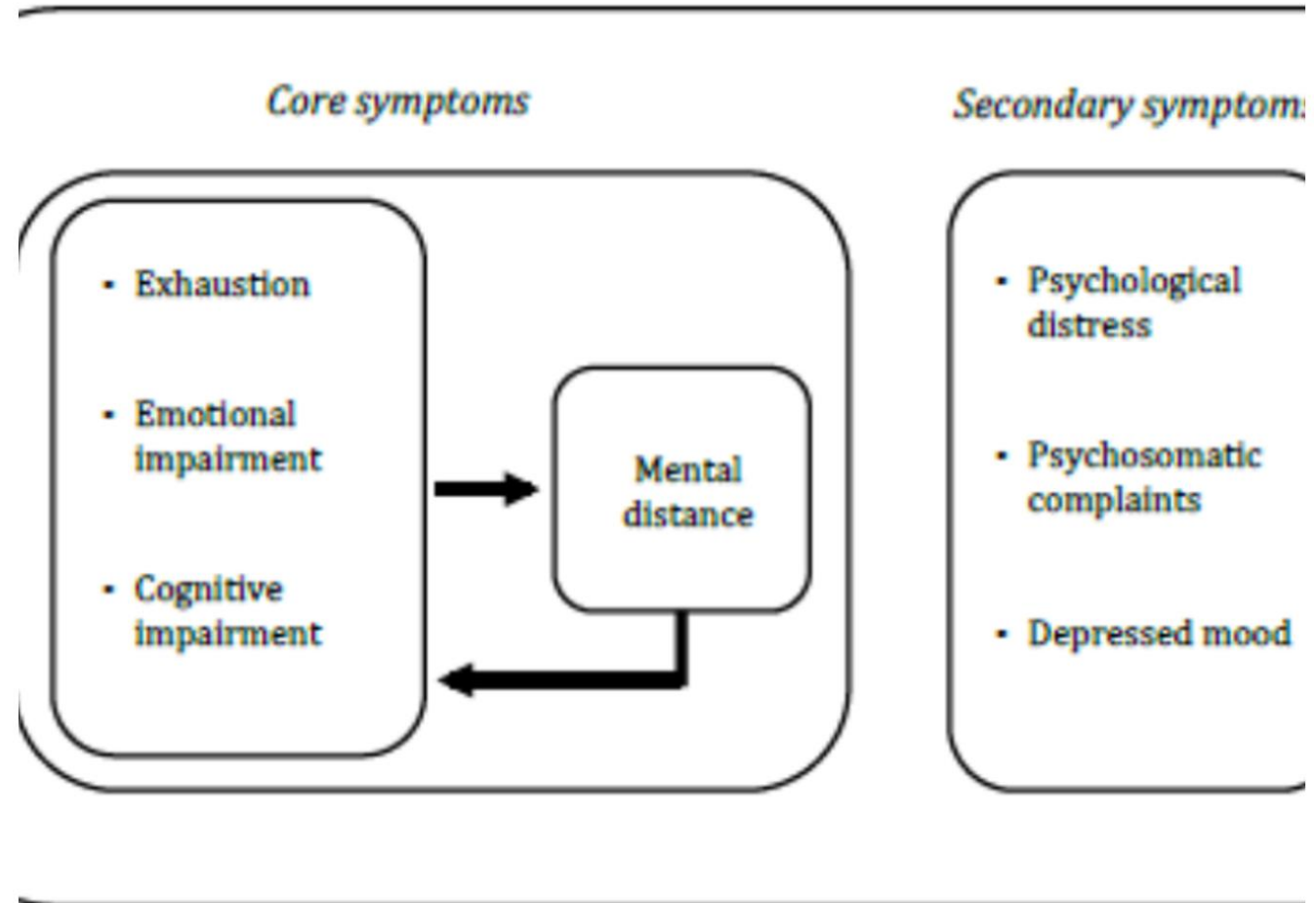
How satisfied are you with your current physical health?



Compared to others of your same age and sex, how is your health?



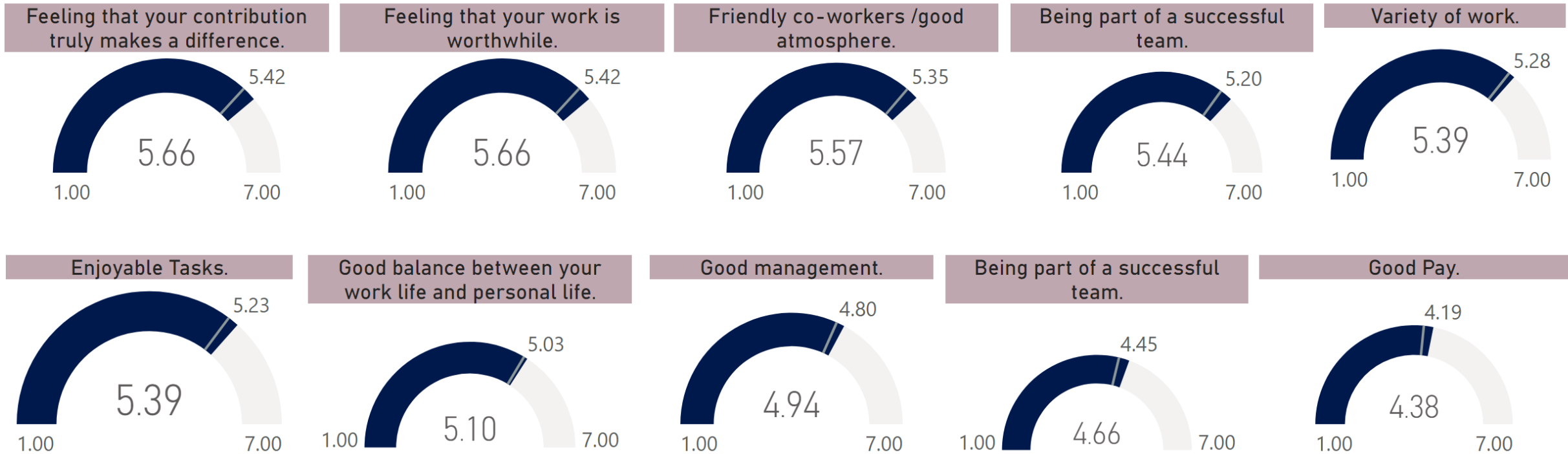
SECTION 2: Evidence-based Contributing Factors to a Happy and/or Unhappy Working Environment



HAPPY FACTORS

Responsibility Centre:
 Faculty:
 Year*:

This question allows you to indicate the degree to which you agree/disagree that specific, evidence-based contributing factors to a HAPPY working environment are applicable to you within your situation. Evaluate each of the 10 factors below separately and indicate to which degree you agree/disagree that a specific factor is valid for you. **Where, Strongly agree = 7 and Strongly disagree = 1**



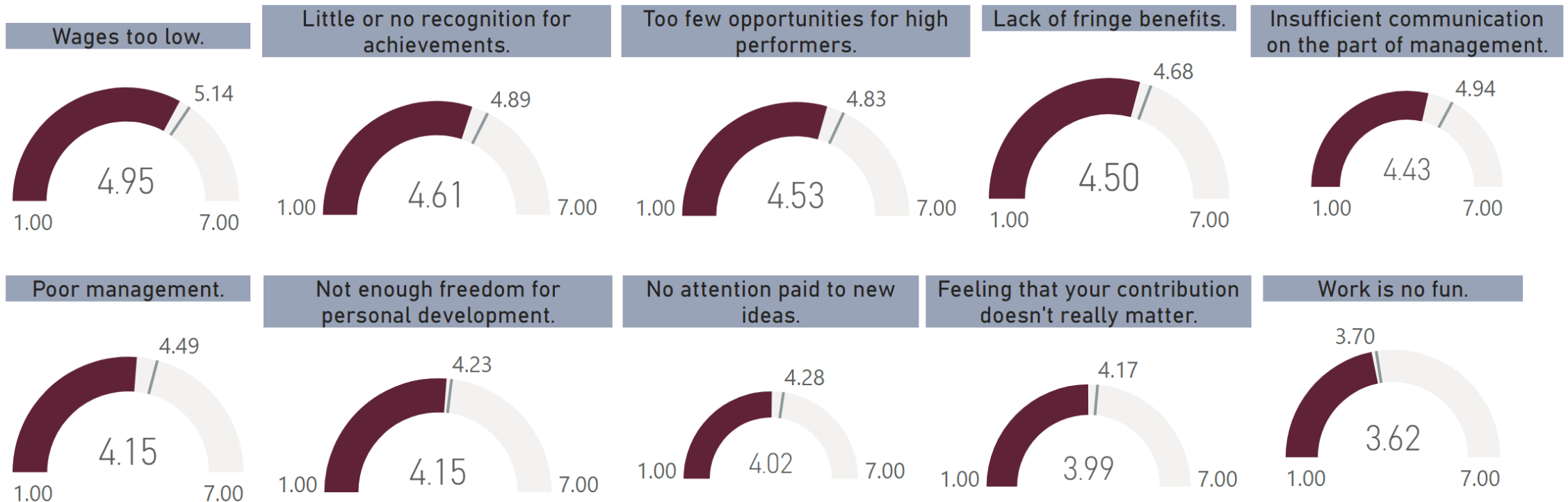
UNHAPPY FACTORS

Responsibility Centre: All

Faculty: All

Year*: 2021

This question allows you to indicate the degree to which you agree/disagree that specific, evidence-based contributing factors to a UNHAPPY working environment are applicable to you within your situation. Evaluate each of the 10 factors below separately and indicate to which degree you agree/disagree that a specific factor is valid for you. **Where, Strongly agree = 7 and Strongly disagree = 1** Where, Strongly agree = 7 and Strongly disagree = 1



SECTION 3: Culture and Climate at SU



CULTURE AND CLIMATE ITEMS: SUMMARY

Responsibility Centre All	Faculty All	Gender All	Race All	Year 2021
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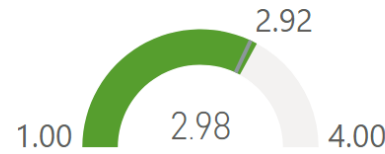
I support the language policy of the University.



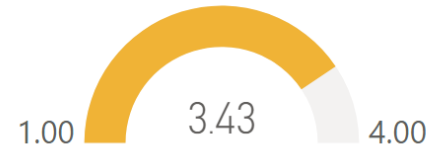
The language policy promotes transformation and inclusion.



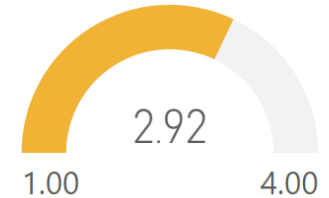
The language policy is implemented correctly (as stated in the policy).



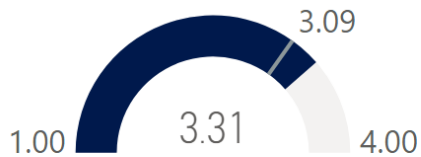
I have experienced workplace stigma related to my COVID-19 status.



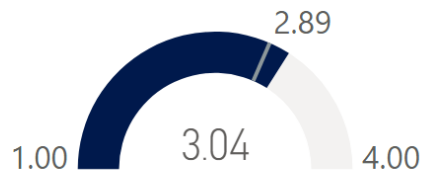
I feel supported in addressing COVID-19 challenges.



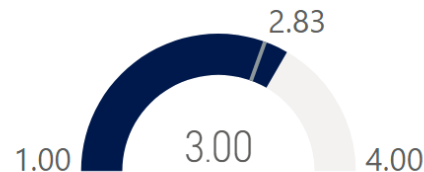
My manager(immediate supervisor) is competent.



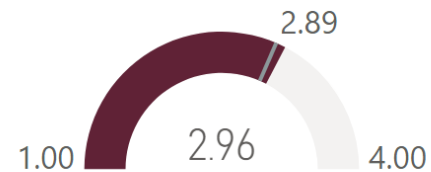
My supervisor is supportive of my career development.



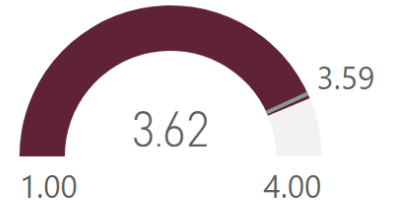
My supervisor treats all staff members equal.



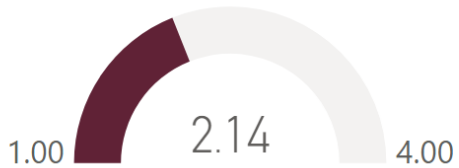
I know where to report complaints of sexual harassment.



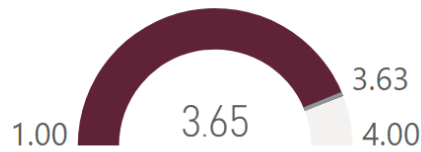
I have experienced sexual harassment at work.



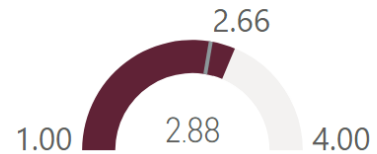
I prefer to address my experiences of sexual harassment via other informal sources of support.



Sexual harassment has created at hostile environment for me at work.



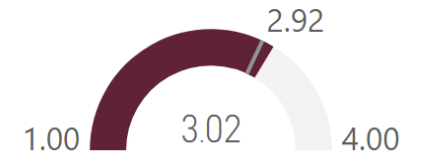
The complaints procedures for sexual harassment at SU are effective.



I have suffered psychological trauma because of sexual harassment at work.



I do not think that SU is serious about dealing with sexual harassment.



CULTURE AND CLIMATE ITEMS: SUMMARY

Year
2021

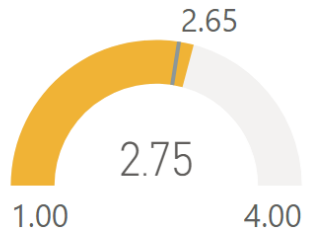
Responsibility Centre
All

Faculty
All

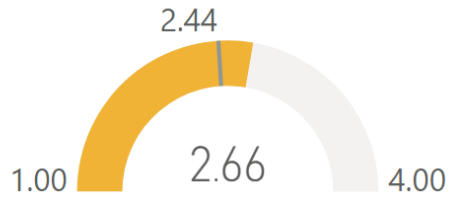
Gender
All

Race
All

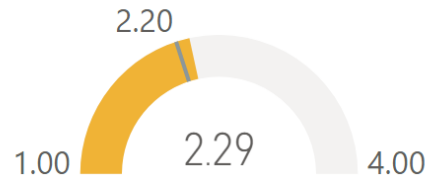
I have experienced workplace bullying.



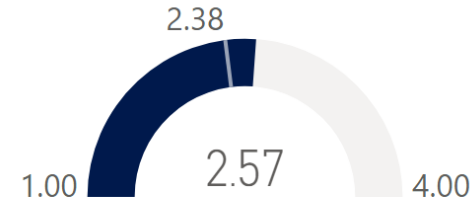
I know where to report workplace bullying.



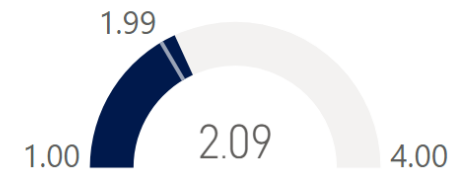
People in senior positions gets away with workplace bullying at SU.



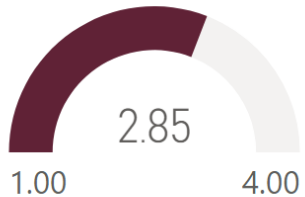
The promise of value, including benefits and opportunities, that the university offers its employees is c...



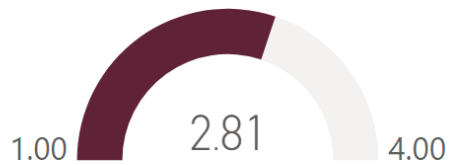
Only selected individual benefit from opportunities at the University.



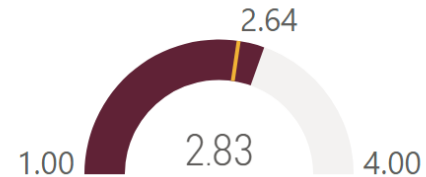
I experience that progress with transformation is being made.



I experience transformation in practice at SU.



Leadership shows through their actions that transformation and inclusion are important.



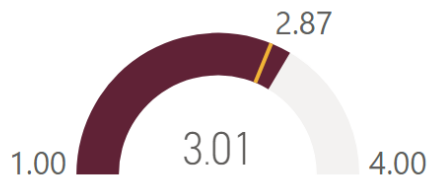
Effective transformation will ensure long term sustainability for SU.



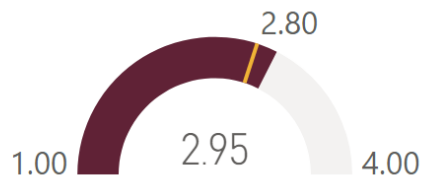
Transformation and inclusion can enhance the quality of core academic activities.



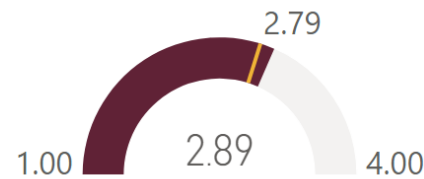
The University is committed to transformation and inclusion.



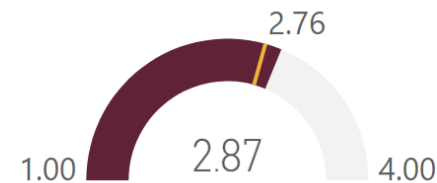
Transformation and inclusion are promoted in the work environment.



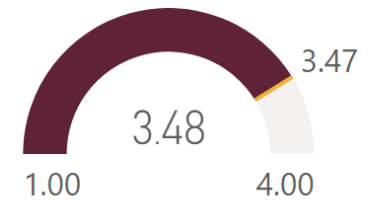
The University has a clear plan on transformation.



The stance of the University on managing transformation is clear.



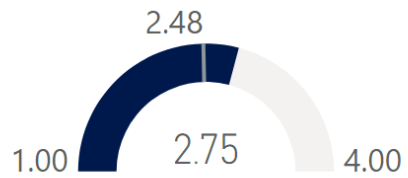
I support transformation at SU.



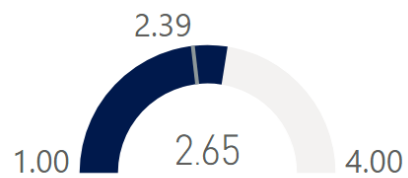
CULTURE AND CLIMATE ITEMS: SUMMARY

Responsibility Centre:
 Faculty:
 Gender:
 Race:
 Year:

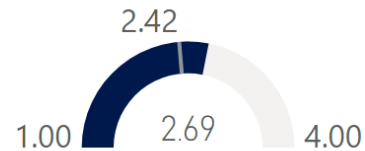
Communication about well-being is transparent.



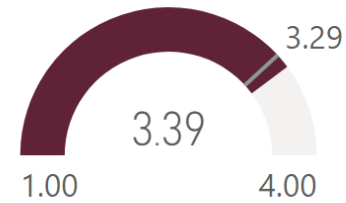
The University cares about employee well-being.



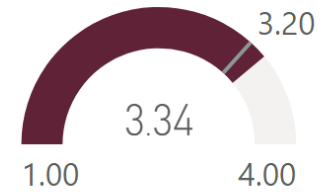
The University recognises the importance of employee well-being in the performance ...



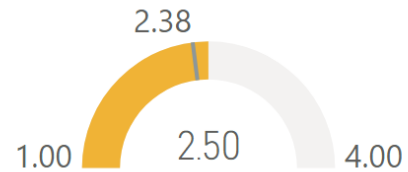
I would like to see a child care facility at SU.



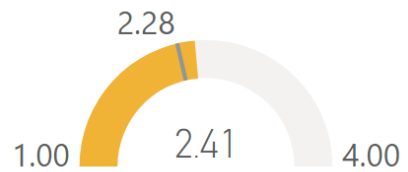
I am proud to be an employee of SU.



I believe there is a glass ceiling for women at SU.



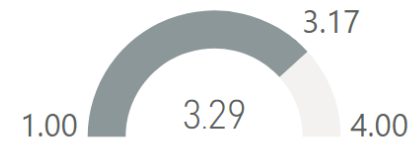
Women are promoted at the same pace as men.



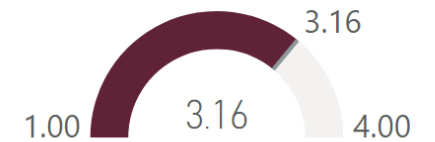
In the workplace I have experienced coercive behaviours related to my gender.



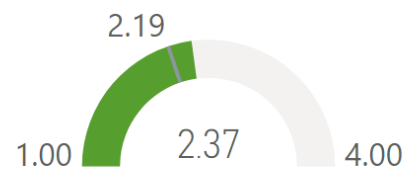
I am positive that SU has a bright future as an academic institution.



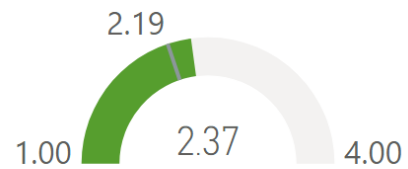
I am aware of Vision 2040 and of the Strategic Framework 2019-2024 of the University.



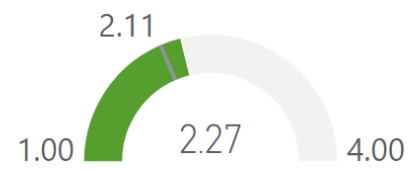
I feel intimidated to raise issues around promotion.



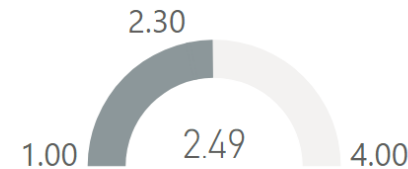
I feel intimidated to raise issues around promotion.



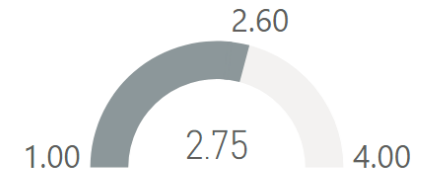
There is a career development path for all employees.



I am concerned about my future at the University.



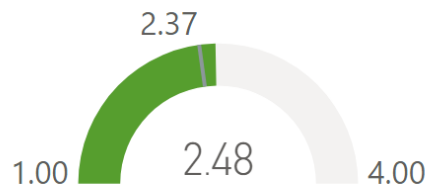
I feel positive about my future at SU.



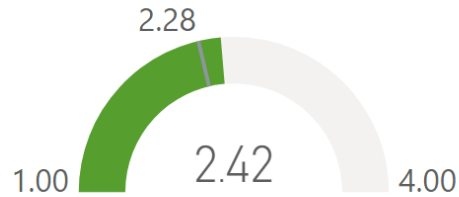
CULTURE AND CLIMATE ITEMS: SUMMARY

Responsibility Centre:
 Faculty:
 Gender:
 Race:
 Year:

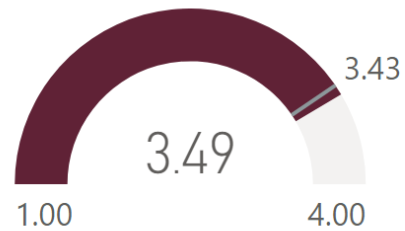
Black staff are well integrated into the institutional culture at SU.



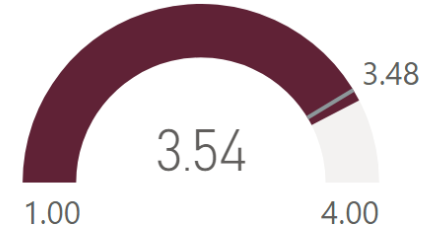
Black staff feels isolated at SU.



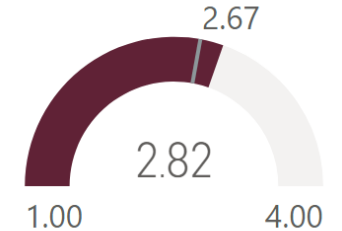
By doing my work efficiently I contribute towards a greater goal.



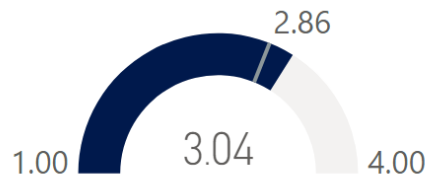
My work is important.



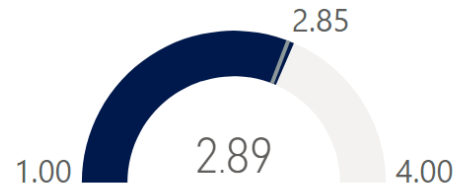
I am valued for my contributions.



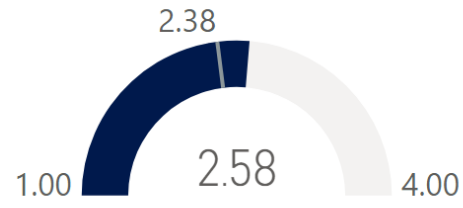
I have been a victim of discrimination at the University.



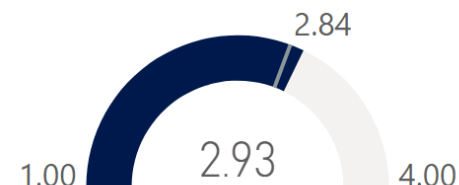
The University aims to correct inequalities.



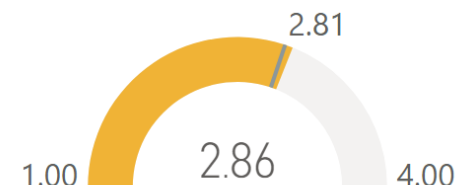
Employees are treated fairly.



Diversity is promoted in the workplace.

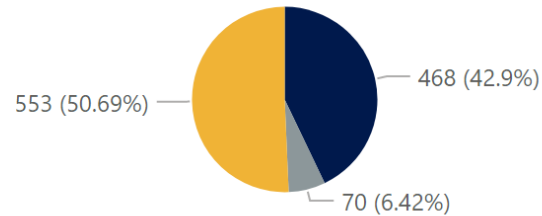


Student activism plays a positive role on campus.



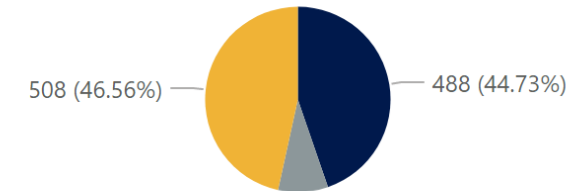
SECTION 4: Awareness of Employee Wellness Initiatives at SU

Wellness coaching service by Wellness coaching service



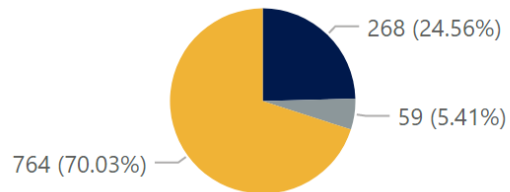
● I am not aware of this service/activity. ● I know about it and have used it. ● I know about it, but have not used it.

Virtual Fun run and walk by Virtual Fun run and walk



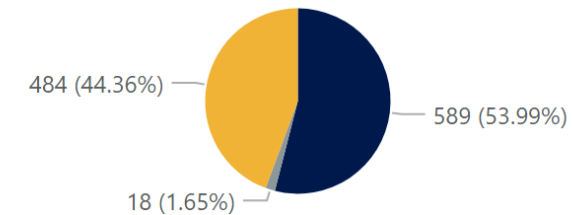
● I am not aware of this service/activity. ● I know about it and have used it. ● I know about it, but have not used it.

Trauma/debriefing counselling by Trauma/debriefing counselling



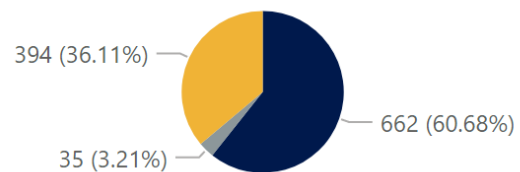
● I am not aware of this service/activity. ● I know about it and have used it. ● I know about it, but have not used it.

Professional telephonic legal support by Professional telephonic legal support



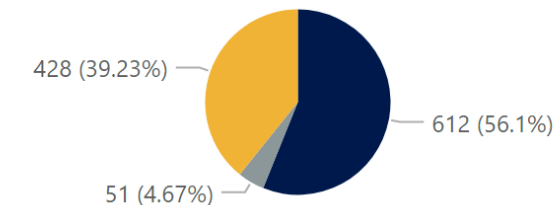
● I am not aware of this service/activity. ● I know about it and have used it. ● I know about it, but have not used it.

Nutrition and healthy living counselling / training by Nutrition and healthy living counselling / training



● I am not aware of this service/activity. ● I know about it and have used it. ● I know about it, but have not used it.

Hybrid/ virtual fitness challenges by Hybrid/ virtual fitness challenges



● I am not aware of this service/activity. ● I know about it and have used it. ● I know about it, but have not used it.

MAKING THE NUMBERS COUNT: WHAT NEEDS WORK (NOT A COMPLETE LIST) – THINK OF THE RESULTS THIS WAY...

1. Almost 1 in 4 feels anxious a lot (*an 8, 9 or 10 on a 0 to 10 scale where 0 = never and 10 = always; 205 or 23.4%*).
2. Approximately 1 in 4 seldom or never feels appreciated (*a 0, 1, 2, 3 or 4 on a 0 to 10 scale where 0 = never and 10 = always; 281 or 25.8%*).
3. Approximately 1 in 4 is dissatisfied with their current physical health (*a 0, 1, 2, 3, or 4 on a 0 to 10 scale where 0 = not at all and 10 = completely; 289 or 26.3%*).
4. Almost 3 in 10 feel quite lonely at work (*a 7, 8, 9 or 10 on a 0 to 10 scale where 0 = not at all and 10 = completely; 305 or 28%*).
5. Approximately 1 in 5 feels burned out from their job (*usually or always; 207 or 19%*).
6. More than 2 in 5 felt that people in senior positions get away with workplace bullying (*483 or 44.3%*).
7. More than 1 in 2 felt that only selected individuals benefit from opportunities at the University (*604 or 55.4%*).
8. More than 1 in 2 felt that promotion opportunities are NOT available to all employees (*586 or 53.7%*).
9. Approximately 1 in 4 felt that they have been a victim of discrimination (*268 or 24.4%*).
10. Approximately 3 in 5 are not aware of the nutrition and healthy living counselling /training service (*662 or 60.7%*).

*** Incomplete list of observations from current analysis. Read in combination with rest of results. Please contact data analytics team for more information.**

MAKING THE NUMBERS COUNT: WHAT NEEDS CELEBRATING (NOT A COMPLETE LIST) – THINK OF THE RESULTS THIS WAY...

1. Overall, in comparison with 2019, 2021 participants experienced more positive emotions and better relationships at work, found more meaning and felt a higher sense of accomplishment in their work, and they also rated their health more positively.
2. 3 out of 5 are (quite) happy at work (*a 7, 8, 9 or 10 on a 0 to 10 scale where 0 = not at all and 10 = completely; 650 or 59.6%*).
3. 3 out of 4 are quite often absorbed in their work (*a 7, 8, 9 or 10 on a 0 to 10 scale where 0 = never and 10 = always; 812 or 74.4%*).
4. 4 out of 5 found their work purposeful and meaningful (*a 7, 8, 9 or 10 on a 0 to 10 scale where 0 = not at all and 10 = completely; 879 or 80.6%*).
5. Almost 3 out of 4 quite often achieve the important work goals they set for themselves (*a 7, 8, 9 or 10 on a 0 to 10 scale where 0 = never and 10 = always; 802 or 73.5%*).
6. Wellbeing (overall) levels were higher for 2021 participants than for the group that participated in 2019.
7. **The majority of culture and climate ratings improved from 2019 to 2021, indicating a more positive climate at work** (surprising no items declined, a few remained at basically the same level).
8. Almost 2 out 3 felt supported in addressing COVID-19 challenges (705 or 64.6%).
9. A large volume of qualitative feedback were provided on the WFH, COVID-19 and the other open questions – hundreds of pages full of passion(!) and opinions. **Note:** Our machine learning (ML) clustering of themes did not do justice at all to these valuable contributions, and certainly does not tell even half the story. Better ways to present this feedback are sought...
10. Approximately 7 out of 10 expressed support for a longitudinal survey on wellbeing, culture and climate at work in the future (767 or 70.3%).

* **Incomplete list of observations from current analysis. Read in combination with rest of results. Please contact data analytics team for more information.**