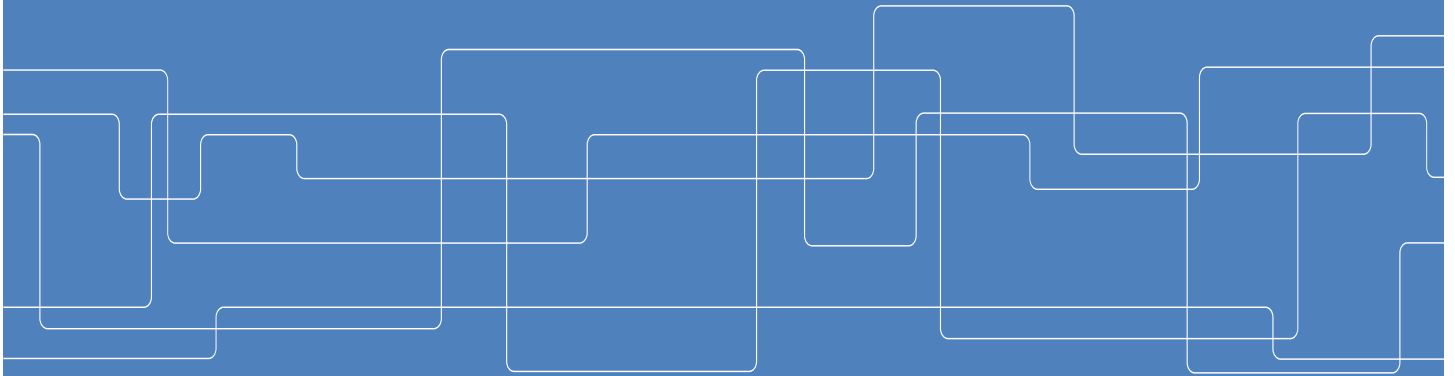




Employee survey 2018

Report with all questions

Tillämpad fysik - with child nodes



About the survey

The survey was conducted between April 4 and April 27 2018. It was sent by email with a personal link to the survey, which could be answered in Swedish or English. Five automatic reminders were sent to those who had not responded or had not completed the survey.

The survey is anonymous. This means that no results will be shown for a group or segment with fewer than 10 responses. Quicksearch is responsible for ensuring anonymity and confidentiality.

Period: 2018-04-04 - 2018-04-27

Total number of mailings: 3523

Number of respondents who started the survey: 2375

Number of respondents who completed the survey : 2139

Total response rate : 61%
(2016: 70%)

School	Response rate
CBH	46% (306/664)
ECS	56% (415/742)
SCI	57% (336/585)
ABE	61% (288/470)
ITM	68% (337/498)
UF	81% (457/564)

Updated battery of questions

The questions in this year's survey have been updated in line with AFS 2016 and to enable benchmarking with other Swedish universities and university colleges (these numbers can be found in your report). This means that this year's employee index cannot be compared directly with last year's index. Instead, trends are shown at the question level for all questions found in previous surveys.

Employee index (EI) and eNPS

What is the employee index?

The Quicksearch employee survey consists of four main areas: “working environment”, “organisation”, “leadership” and “visions and goals”. From each area, 20 index questions are taken and put together to form the employee index (EI).



What is eNPS?

eNPS, the Employee Net Promoter Score[®], is a key indicator showing willingness to recommend internally or externally within a business. The number is a score based on whether a person is willing to recommend you as a workplace to friends and acquaintances.

The NPS is calculated by taking the proportion of ambassadors and subtracting the proportion of critics. The result is a percentage between -100 and 100.

Those who answer with high scores (9–10) are known as ambassadors, who actively speak positively about the workplace to others.

Those who answer with 7–8 on the scale are regarded as passively satisfied.

These are people who are satisfied but do not actively tell people about it.

Passively satisfied employees may be as satisfied as employees anywhere else.

Those who give low answers (0–6) are called critics and are likely to speak negatively about the organisation. These may be more or less critical depending on where on the negative scale they are. Those who are far down the scale may encourage others to seek to leave the workplace, while those who are higher up (5 or 6): “It’s good, BUT...”

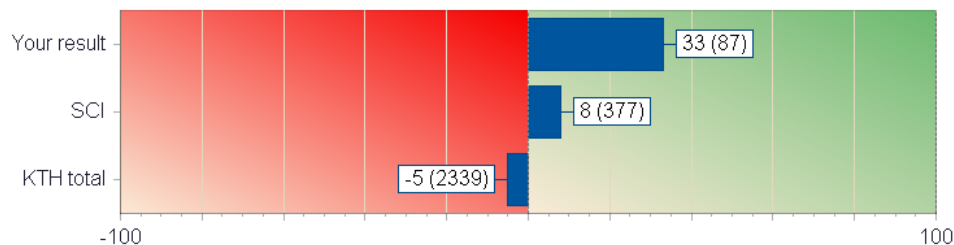


eNPS – Recommend workplace

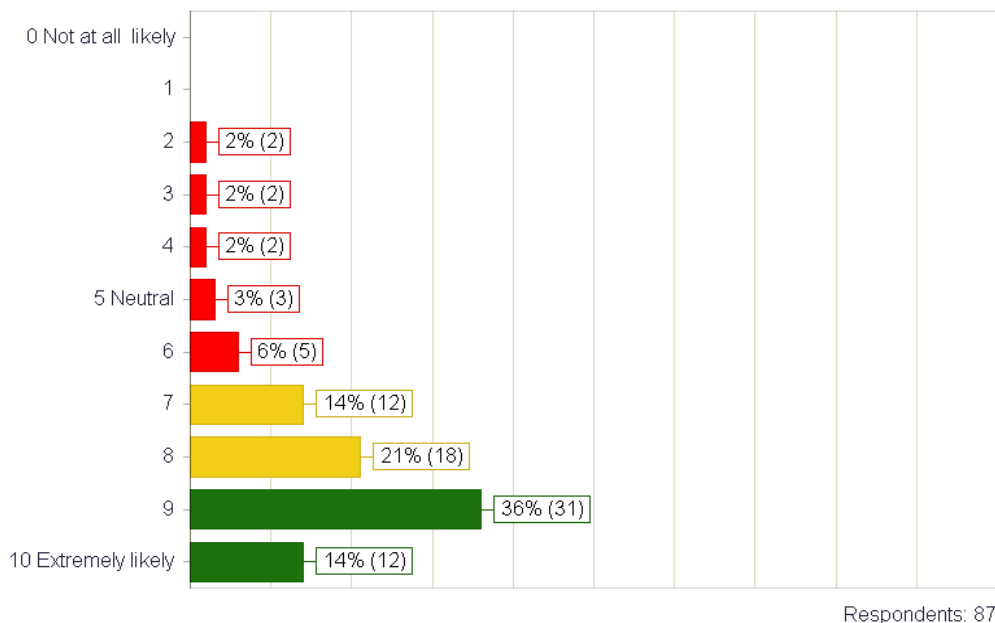
Your eNPS score

GREEN = More ambassadors than critics. Maximum points: 100

RED = More critics than ambassadors. Minimum score: -100



How likely are you to recommend KTH as a workplace to an acquaintance or friend?



Trend

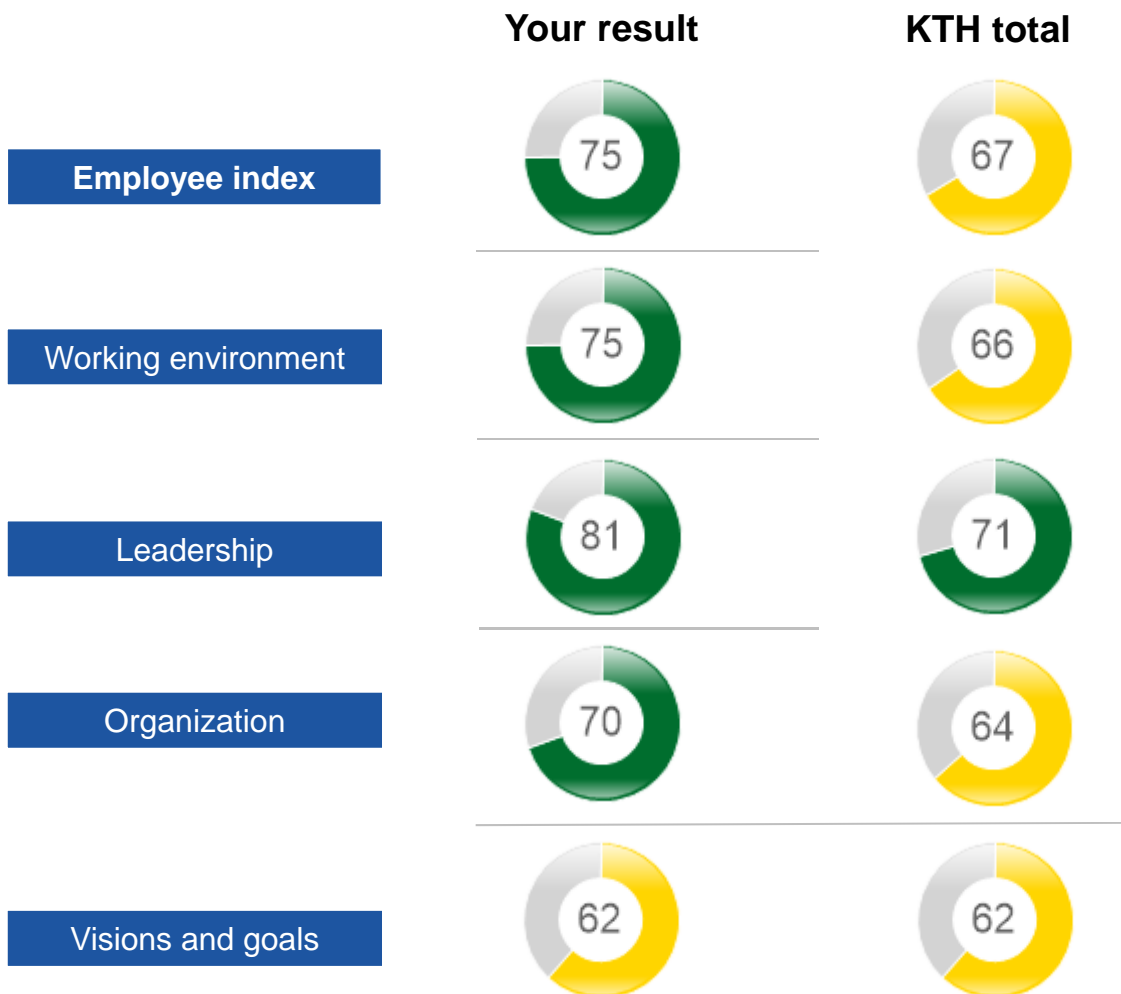
	2016	2018	Trend	Difference
eNPS®	31	33	▲	2

Benchmark latest survey

Chalmers	20
Uppsala University	13
Blekinge Institute of Technology	9
Karolinska Institutet	9
Royal Institute of Technology	6
Swedish Defence University	5

Umeå University	5
University of Skövde	-3
Swedish University of Agricultural Sciences	-6
Mid Sweden University	-6
Halmstad University	-12
Luleå University of Technology	-14
University of Borås	-16
Total	0

Employee index - summary



The employee index is a composite score of 20 index questions within four index areas:

- Working environment (7 questions)
- Leadership (7 questions)
- Organization (3 questions)
- Visions & goals (3 questions)

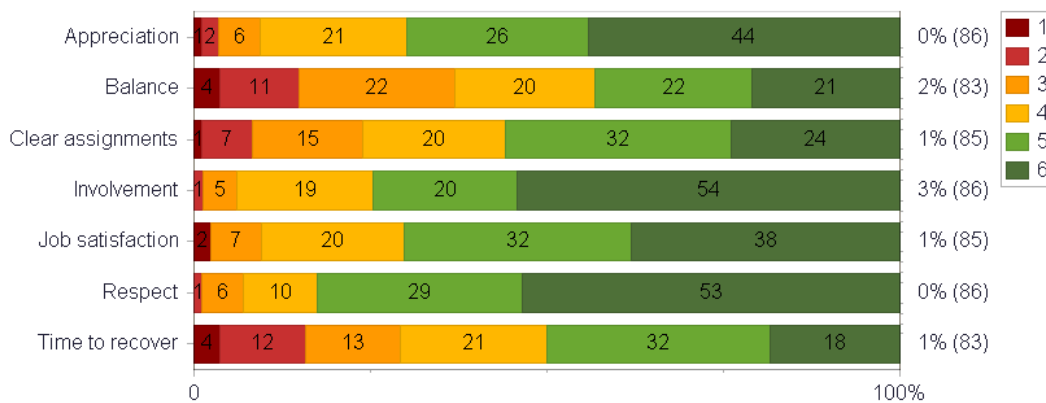
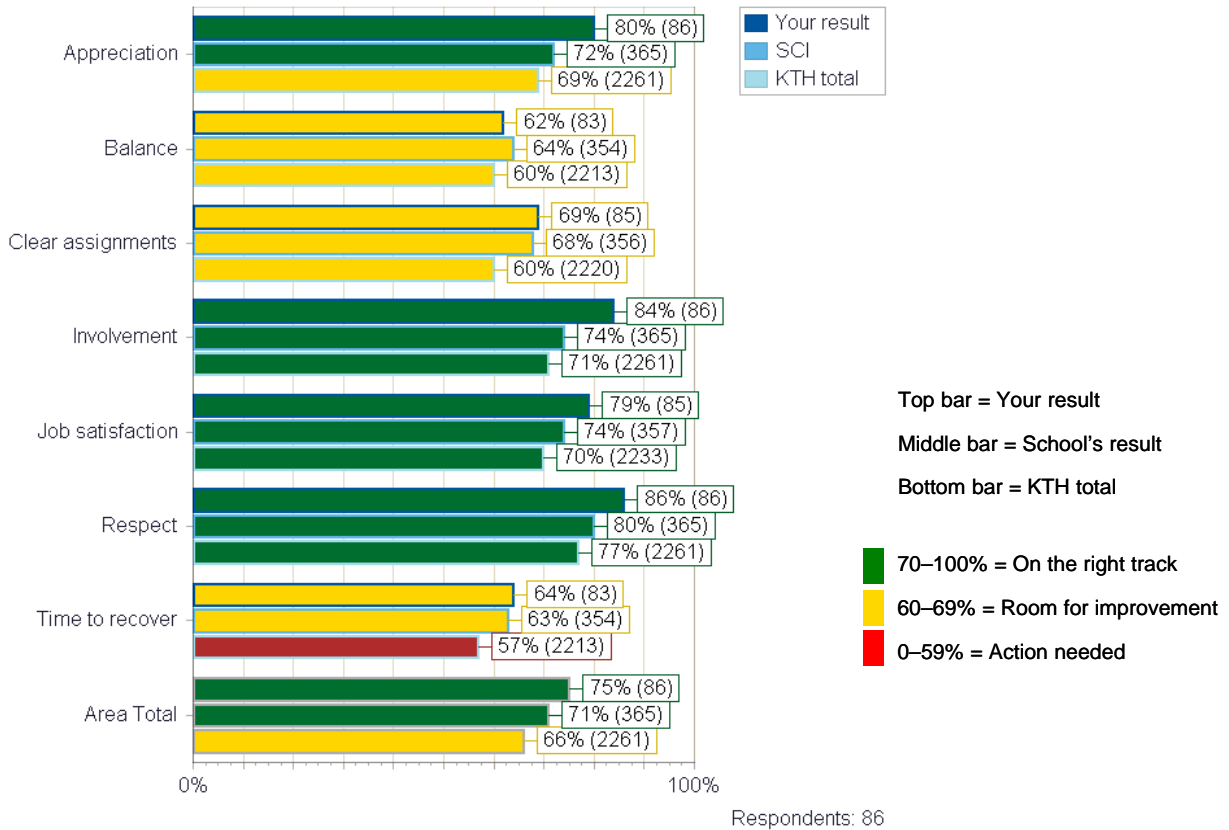
- 70–100% = On the right track
- 60–69% = Room for improvement
- 0–59% = Action needed

Employee index (last completed survey)	EI
Luleå University of Technology	74%
Chalmers	69%
Karolinska Institutet	69%
Swedish University of Agricultural Sciences	68%
Uppsala University	68%
University of Skövde	68%
Swedish Defence University	67%
Stockholm University	67%
Dalarna University College	66%
Umeå University	66%
Blekinge Institute of Technology	65%
University of Borås	65%
Royal Institute of Technology	64%
Halmstad University	63%
Mid Sweden University	61%
Total	67%



Working environment

The “working environment” area includes employee perceptions of balance, motivation and conditions at work.



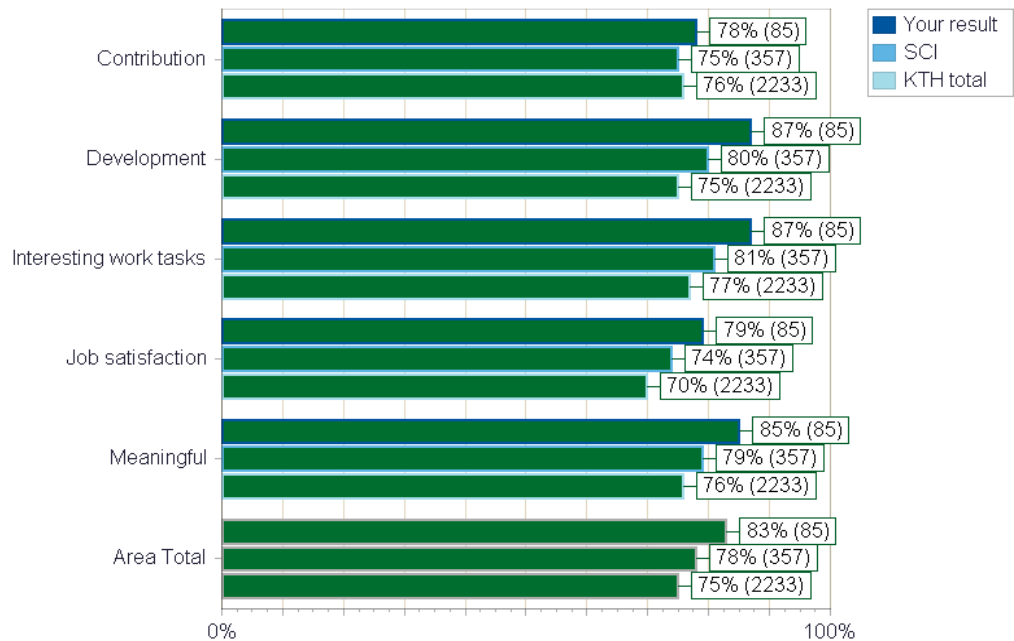
	2016	2018	Trend	Difference
Balance	66	62	▼	-4
Time to recover	67	64	▼	-3

Benchmark

Job satisfaction	74%
Balance	70%
Influence decisions	76%
Clear assignments	66%
Respect	78%
Appreciation	72%
Recovery	60%
Area total	72%

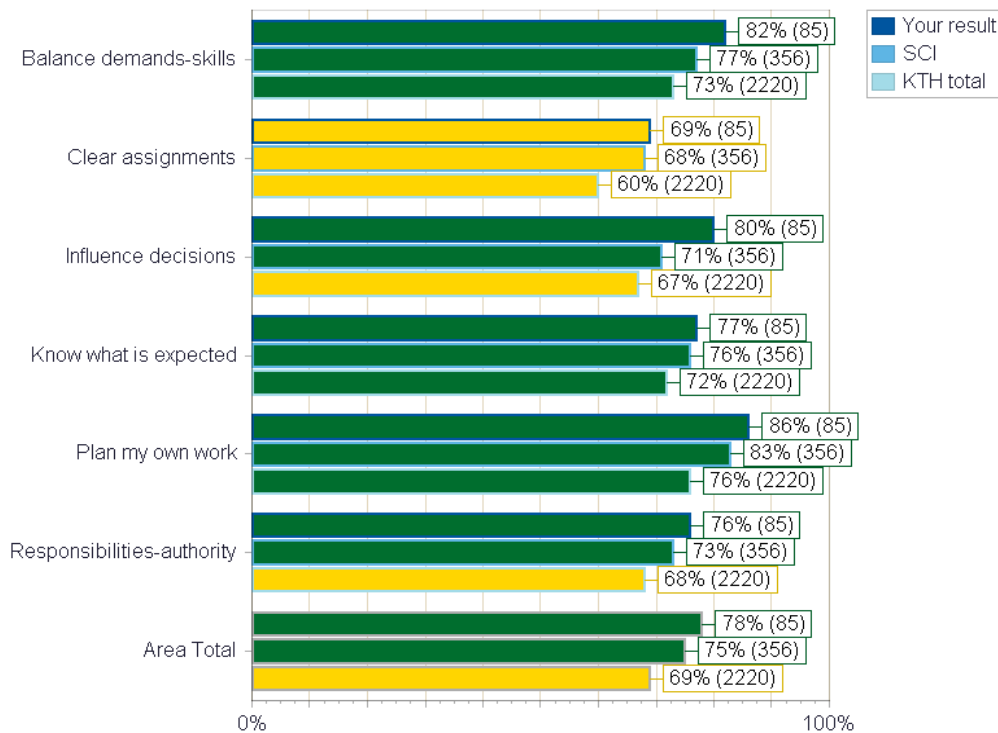
Working environment – areas

Motivation



Respondents: 85

Conditions



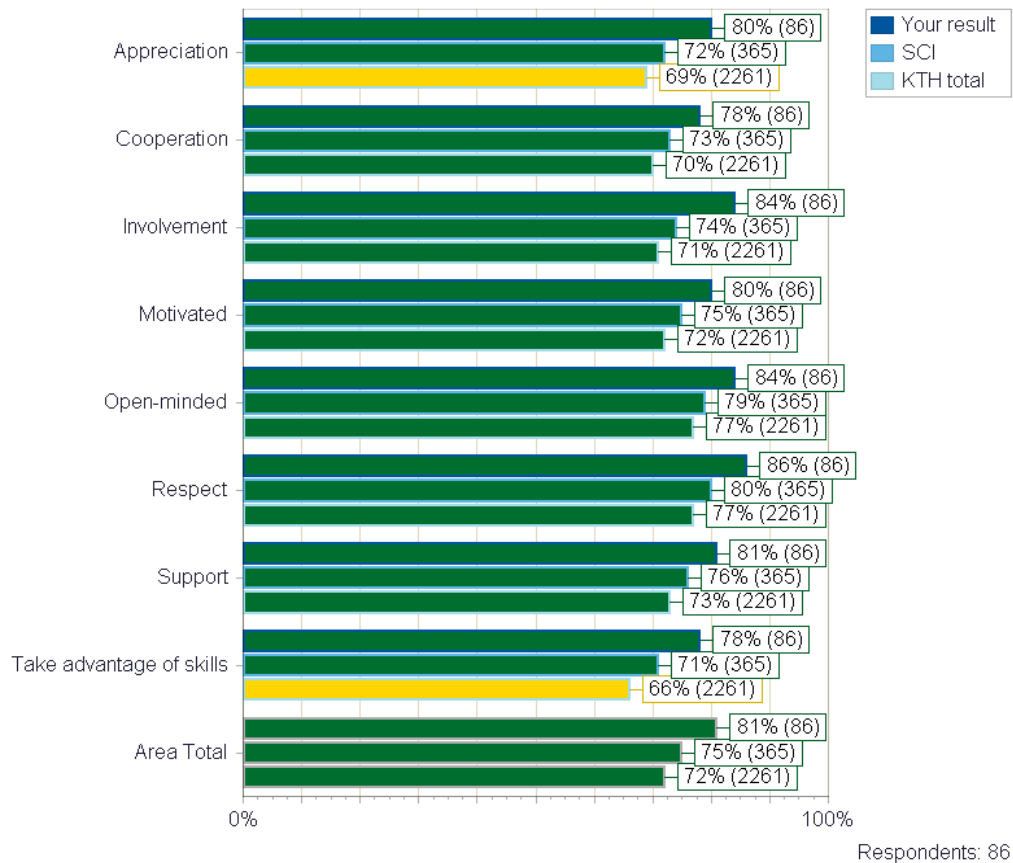
Respondents: 85

- 70–100% = On the right track
- 60–69% = Room for improvement
- 0–59% = Action needed

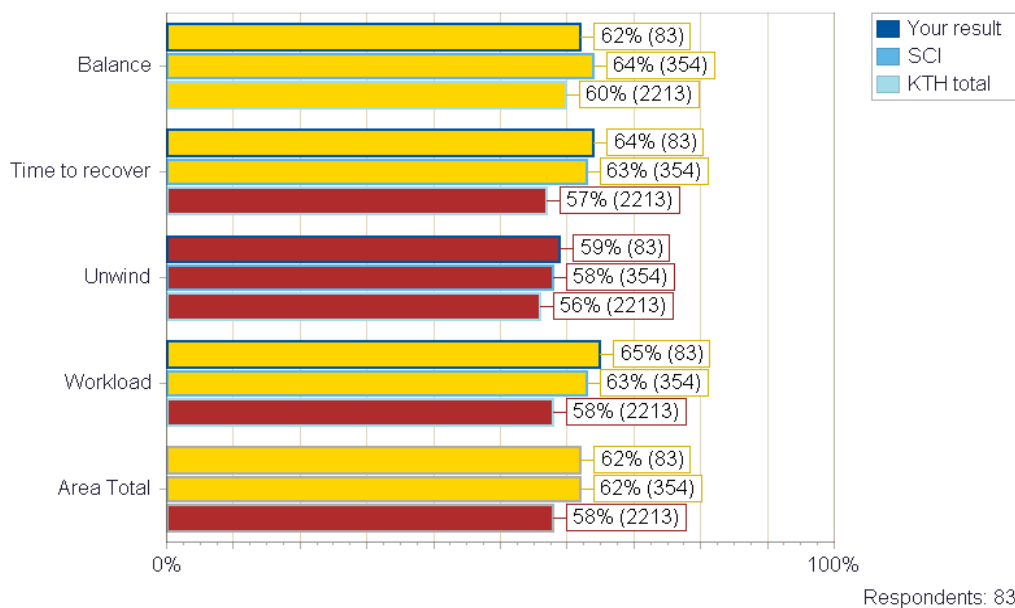
- Top bar = Your result
- Middle bar = School's result
- Bottom bar = KTH total

Working environment – areas

My unit



Balance

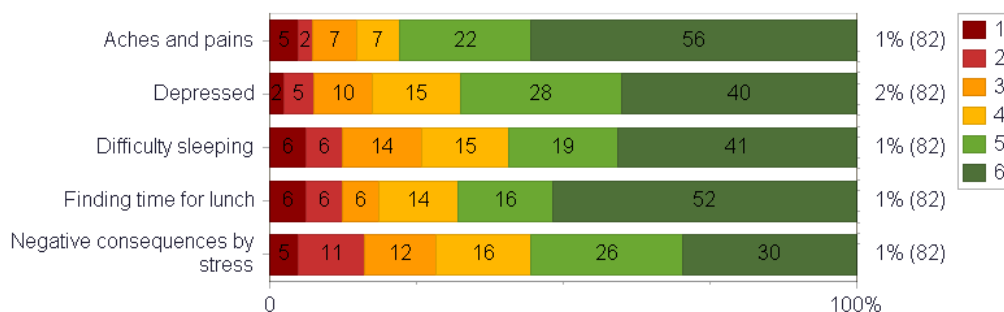
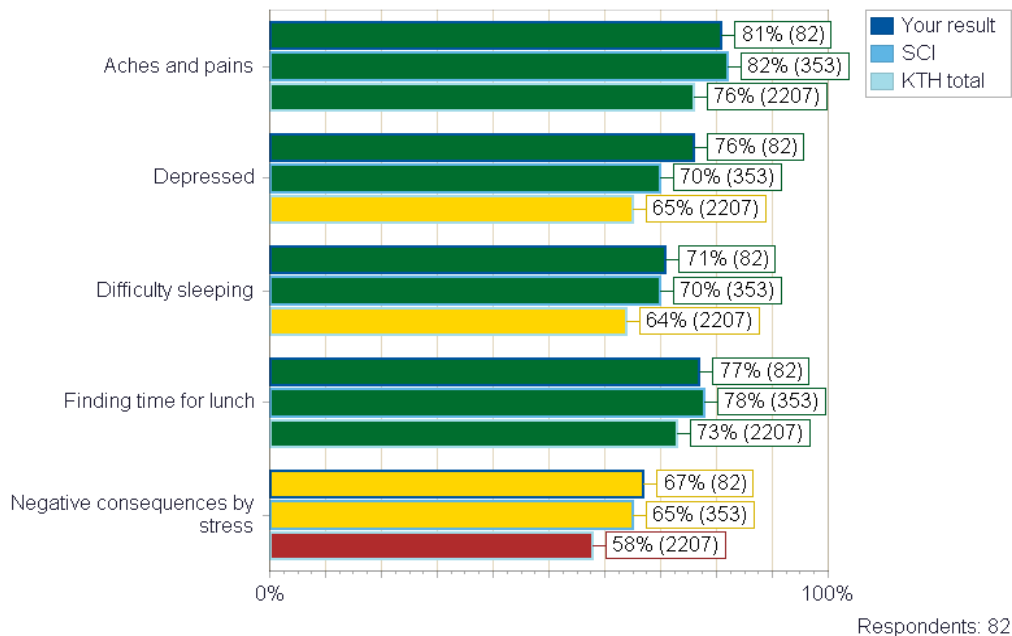


- 70–100% = On the right track
- 60–69% = Room for improvement
- 0–59% = Action needed

- Top bar = Your result
- Middle bar = School's result
- Bottom bar = KTH total

Stress

The questions below are about how work has affected you over the past 4 weeks. On account of my work situation, I have...



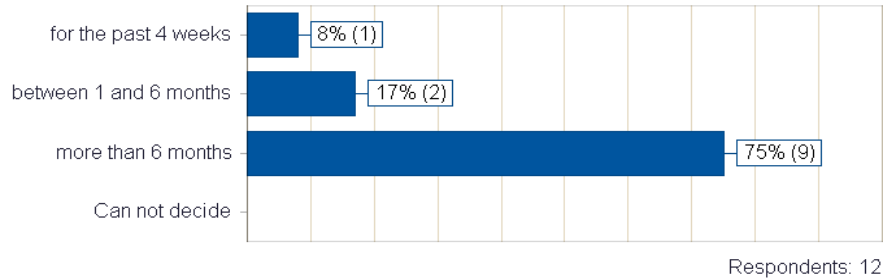
	2016	2018	Trend	Difference
Aches and pains	82	81	▼	-1
Depressed	70	76	▲	6
Difficulty sleeping	63	71	▲	8

Aches and pain	Had aches and pain
Depressed	Felt depressed
Difficulty sleeping	Had difficulties sleeping
Finding time for lunch	Had difficulties finding time for lunch
Negative consequences by stress	Felt stressed with negative consequences

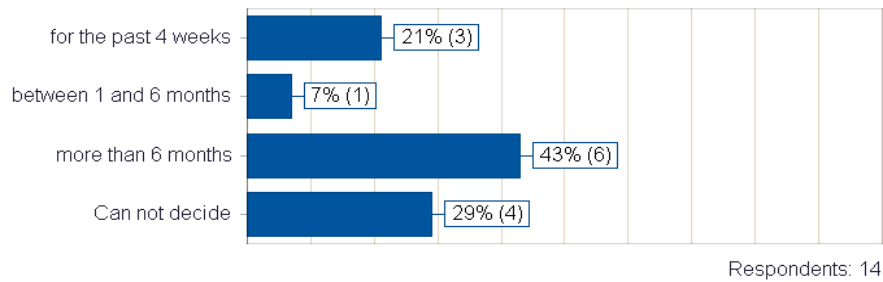
Stress

The negative impact due to my work situation has been going on...

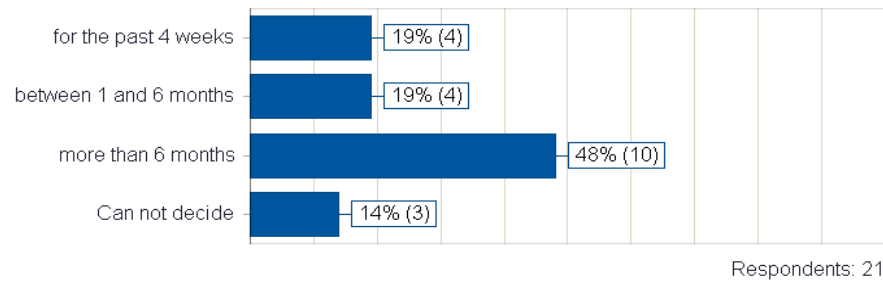
Had aces and pain



Felt depressed



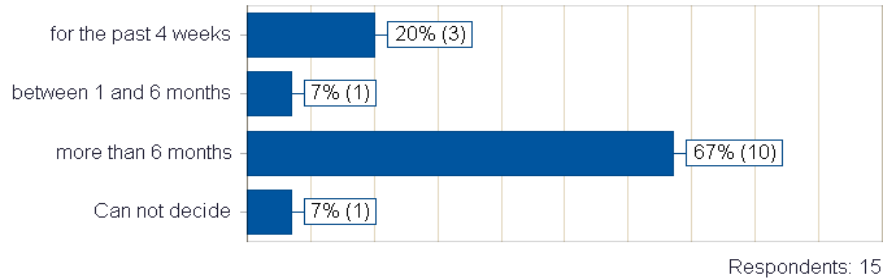
Had difficulties sleeping



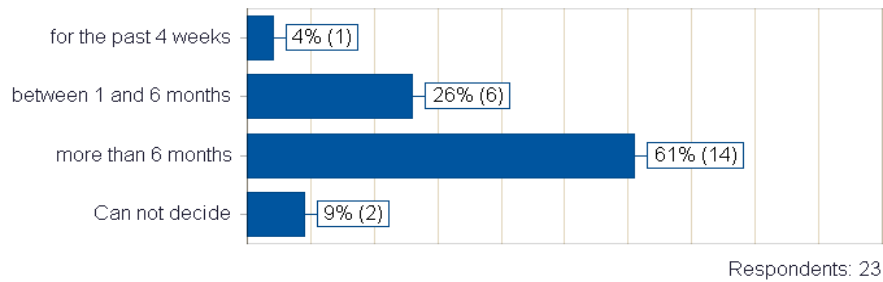
Stress

The negative impact due to my work situation has been going on...

Had difficulties finding time for lunch



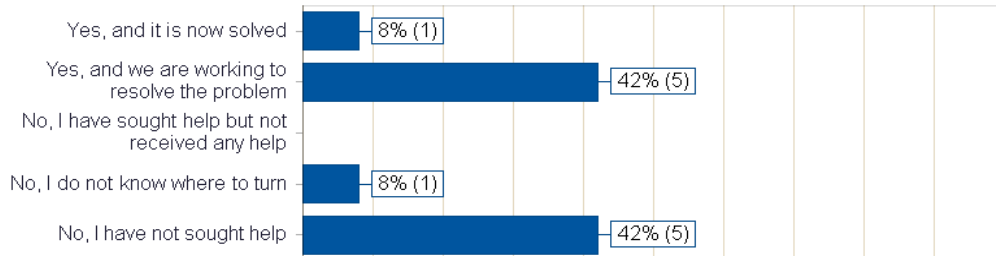
Felt stressed with negative consequences



Stress

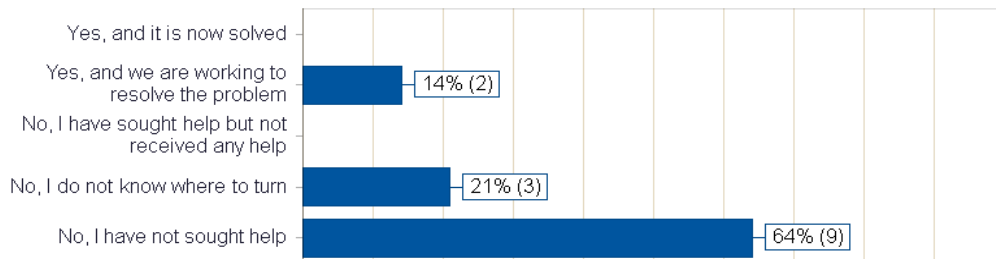
I have actively sought help and/or received help to address the negative effects of my work situation.

Had aces and pain



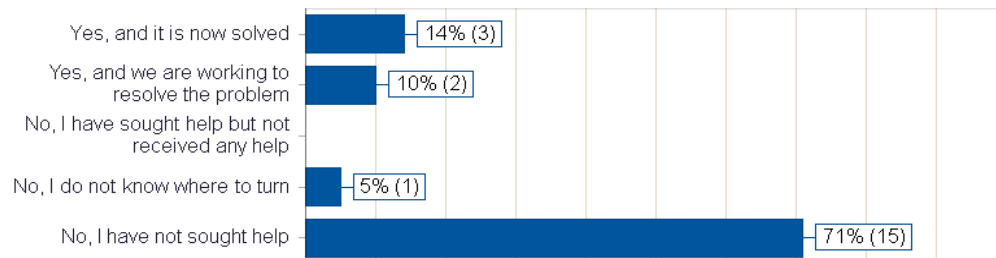
Respondents: 12

Felt depressed



Respondents: 14

Had difficulties sleeping

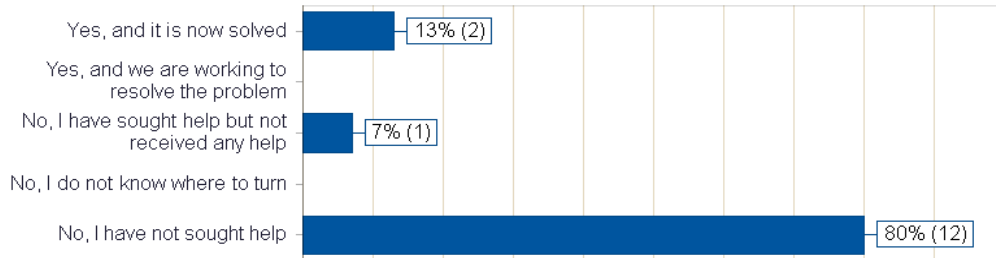


Respondents: 21

Stress

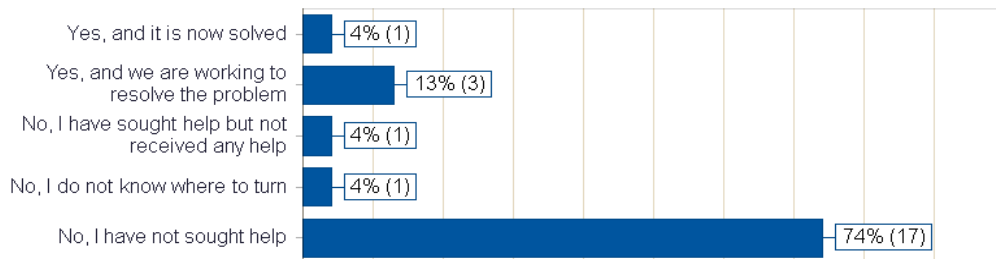
I have actively sought help and/or received help to address the negative effects of my work situation.

Had difficulties finding time for lunch



Respondents: 15

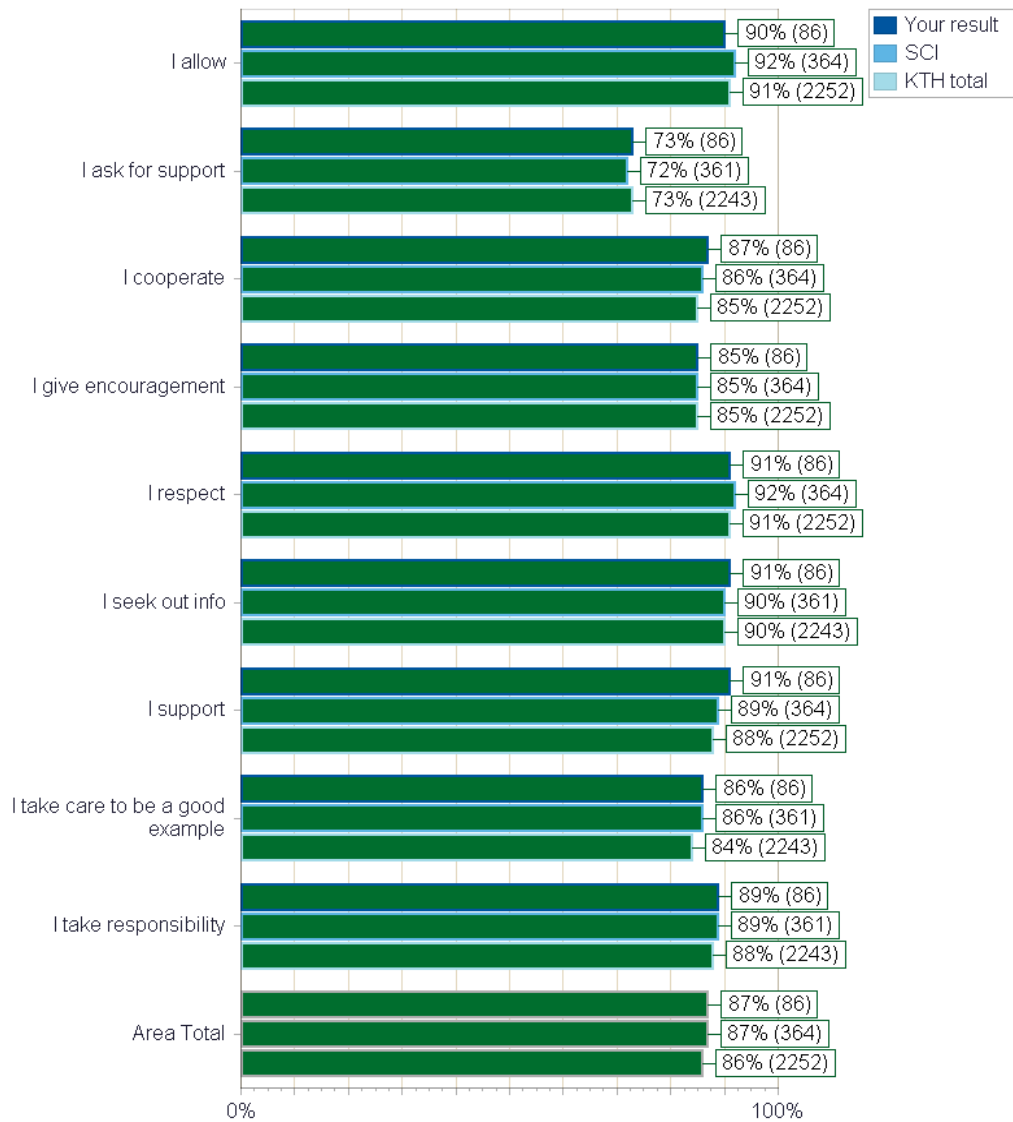
Felt stressed with negative consequences



Respondents: 23

Working environment – areas

Active employeeship



Respondents: 86

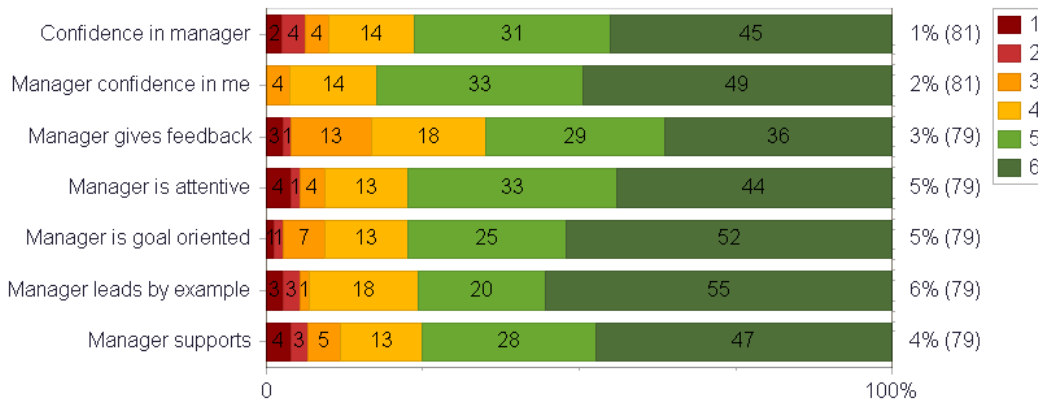
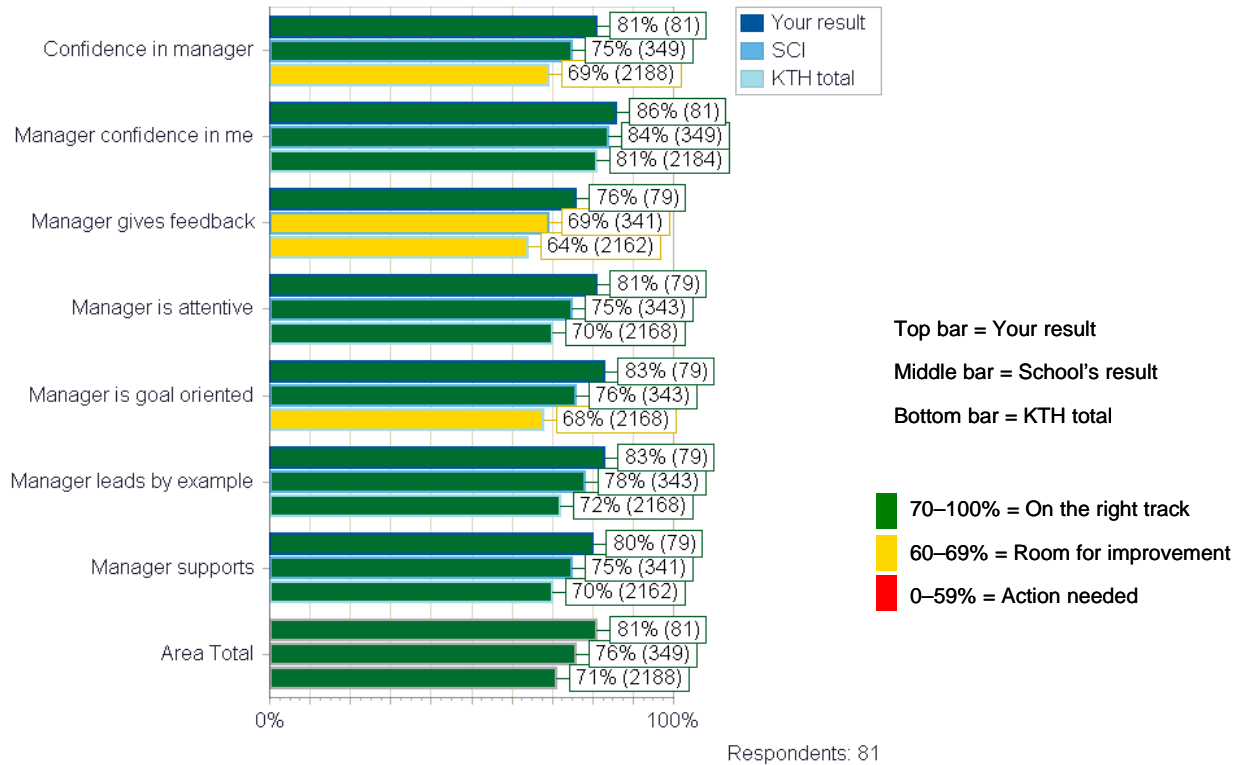
- 70–100% = On the right track
- 60–69% = Room for improvement
- 0–59% = Action needed

- Top bar = Your result
- Middle bar = School's result
- Bottom bar = KTH total



Leadership index area

The leadership area shows how employees perceive the ability of you or their line manager to lead, develop and motivate.



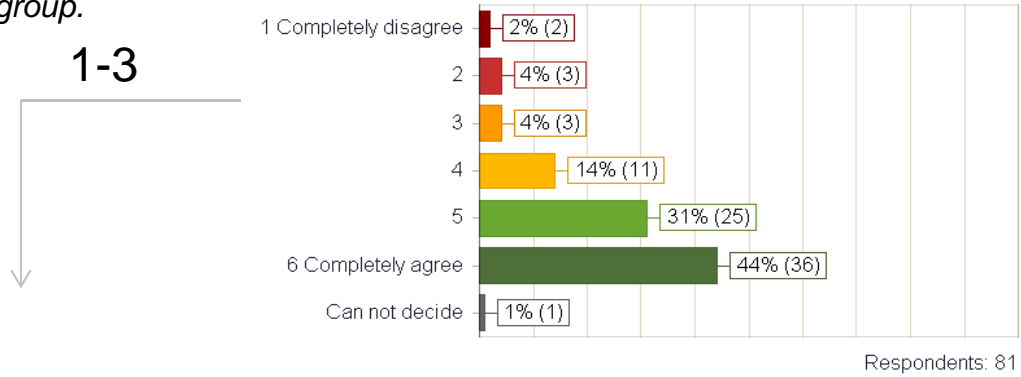
	2016	2018	Trend	Difference
Manager gives feedback	62	76	▲	14
Manager supports	75	80	▲	5

Benchmark

IM leads by example	78%
IM confidence in me	84%
IM leads	73%
IM Supports	75%
IM is attentive	73%
IM providing feedback	69%
Confidence in IM	76%
Area total	76%

Confidence in immediate manager

Question: *I have confidence in the way my immediate manager leads and develops my department/group.*



The following (maximum three) factors would improve my confidence in my immediate manager.



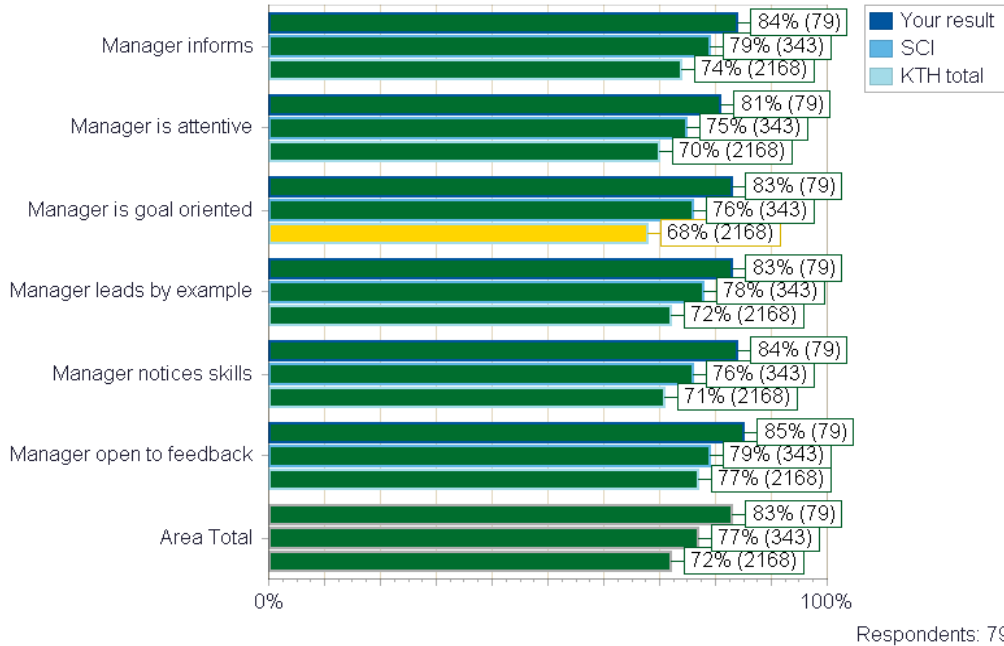
No data - if there are respondents to this question, all data might have been filtered out by active filters or hidden by security settings.

Leadership – areas

- 70–100% = On the right track
- 60–69% = Room for improvement
- 0–59% = Action needed

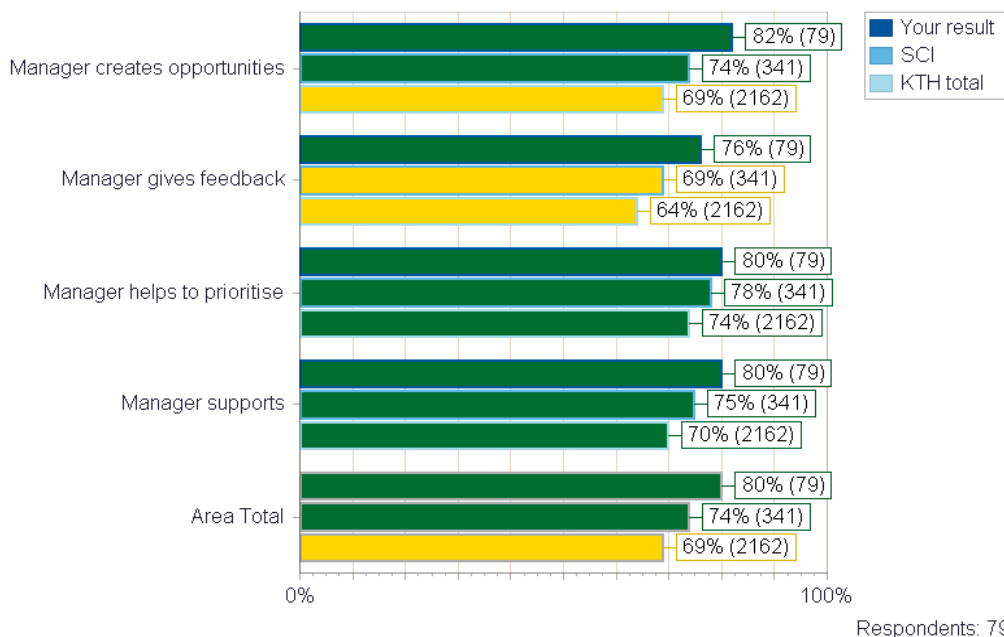
Leadership for the group

These questions are about your/your immediate manager's direct leadership of the group.



Leadership for the employee

These questions are about your/your immediate manager's direct leadership towards the individual

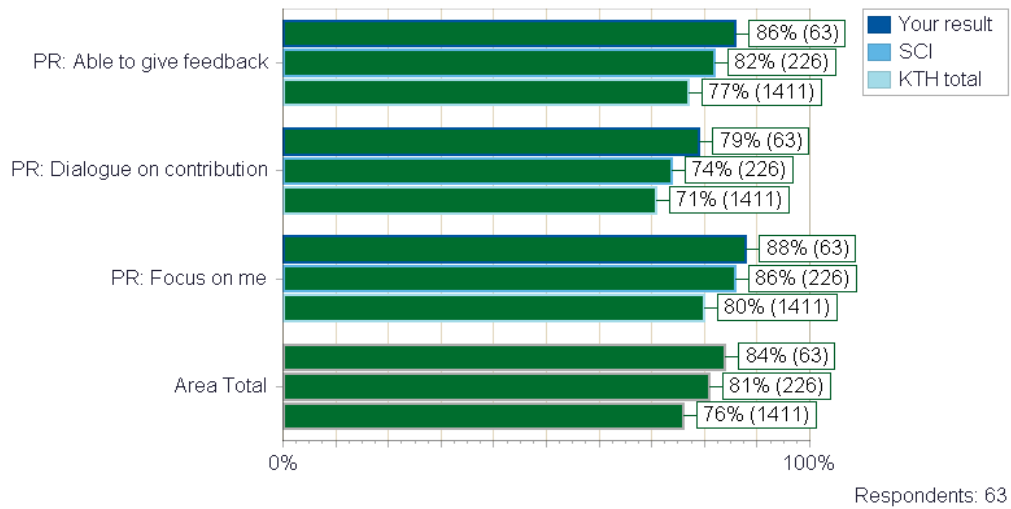


- Top bar = Your result
- Middle bar = School's result
- Bottom bar = KTH total

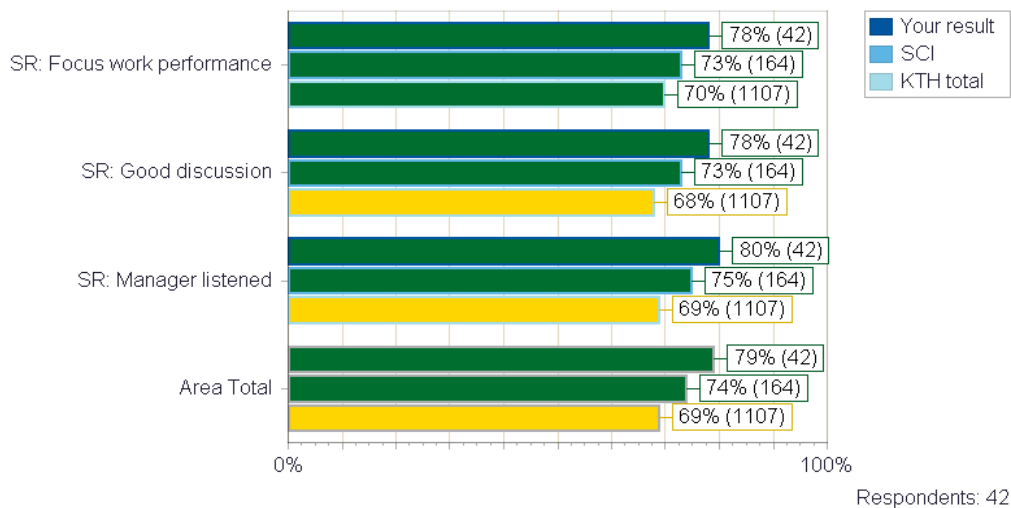
Discussion

Please note that these questions have only been addressed to those who stated that they had performance review and / or salary discussion.

My performance review



My salary discussion



Top bar = Your result

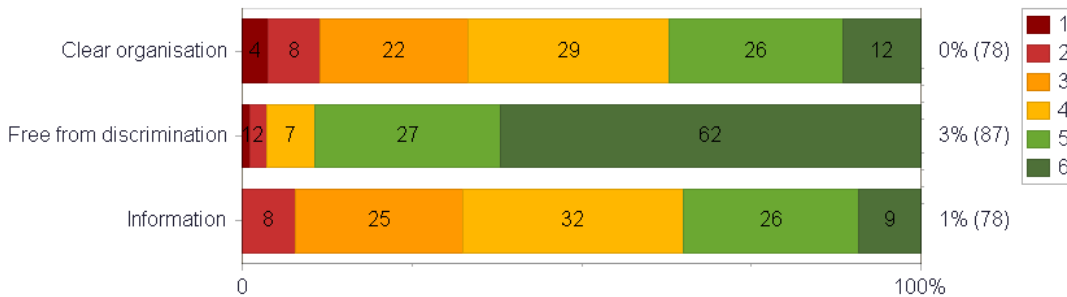
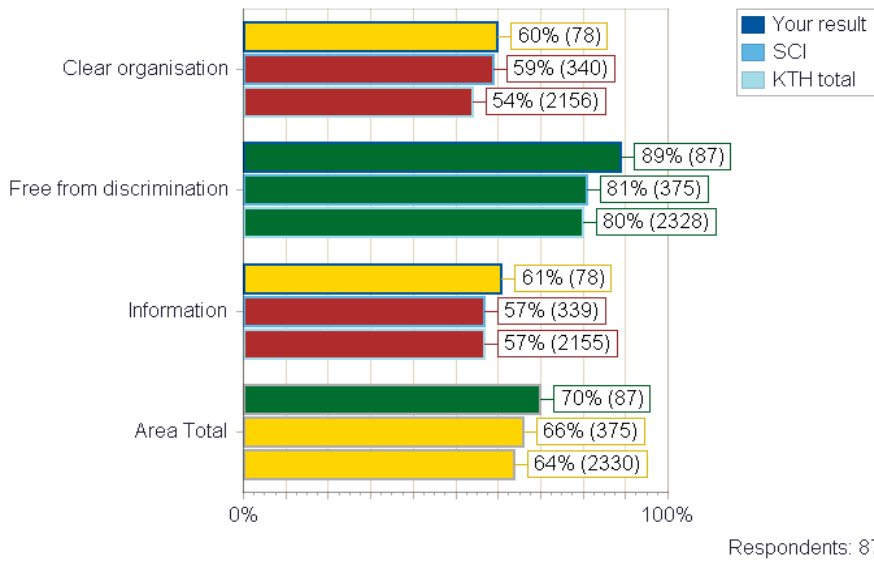
Middle bar = School's result

Bottom bar = KTH total



Organisation index area

The organisation area shows how employees perceive the overall conditions throughout the organisation.



	2016	2018	Trend	Difference
Free from discrimination	76	89	▲	13

Benchmark

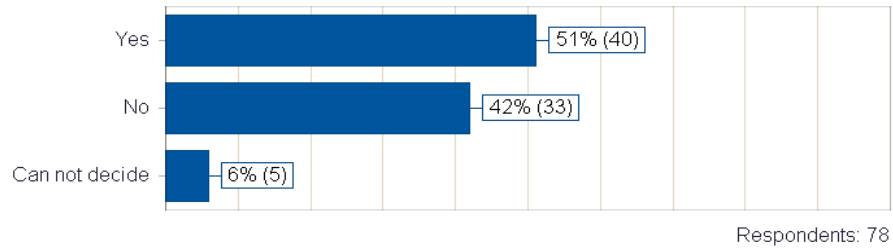
Information	66%
Free from discrimination	83%
Clear organisation	61%
Area total	72%

- 70–100% = On the right track
- 60–69% = Room for improvement
- 0–59% = Action needed

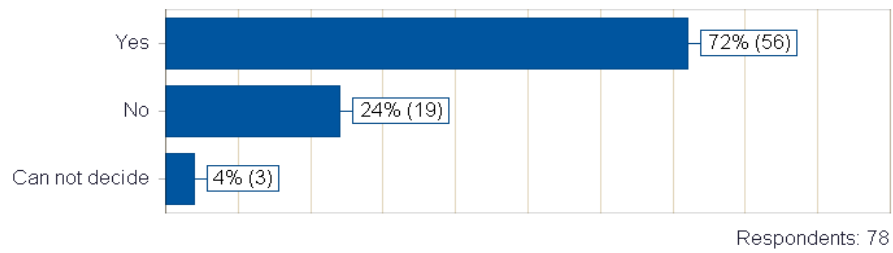
- Top bar = Your result
- Middle bar = School's result
- Bottom bar = KTH total

I know...

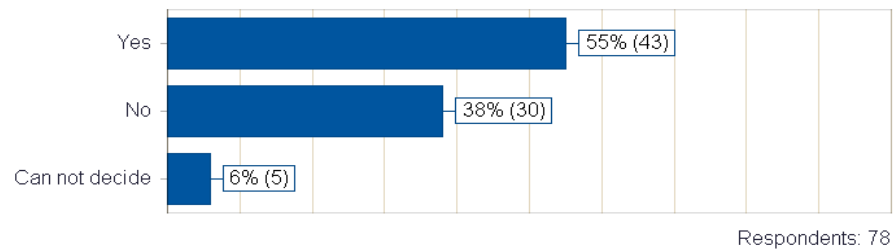
...where to report occupational injuries/incidents



...the procedures which apply to hazardous situations/work

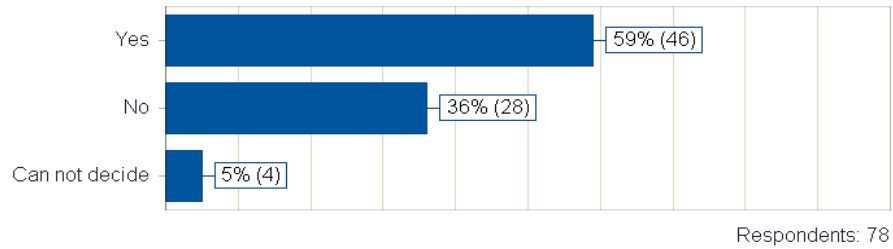


...where to turn to in crisis situations

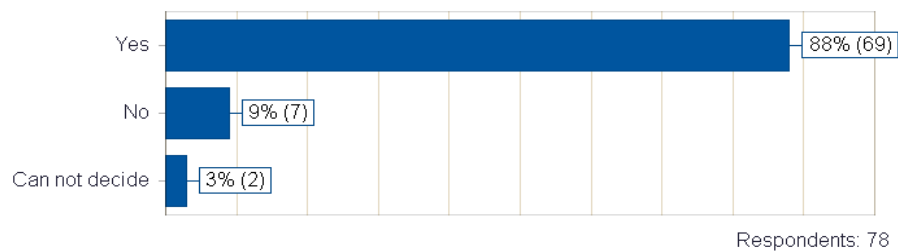


I know...

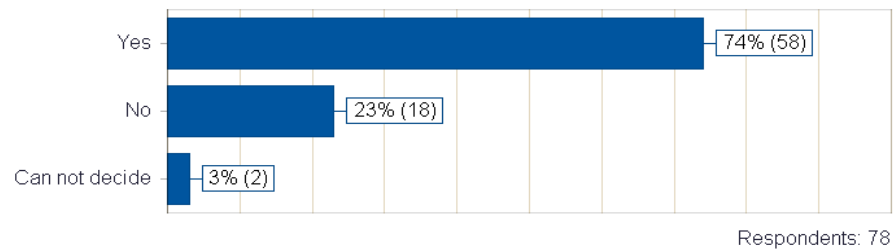
...where the nearest defibrillator is



...where escape routes and fire extinguishers are



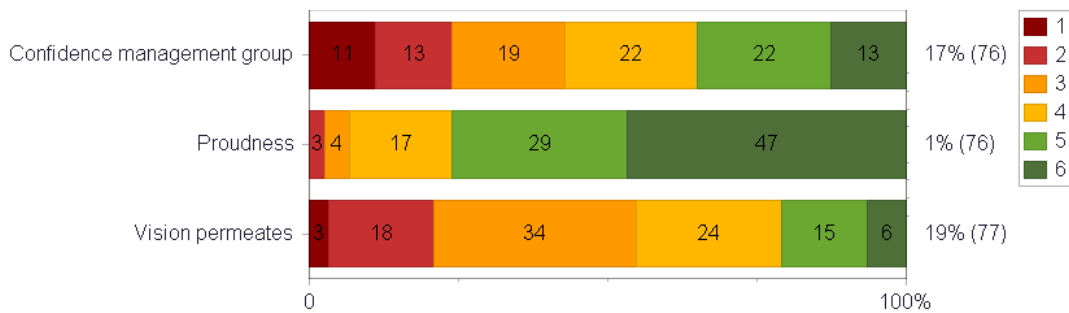
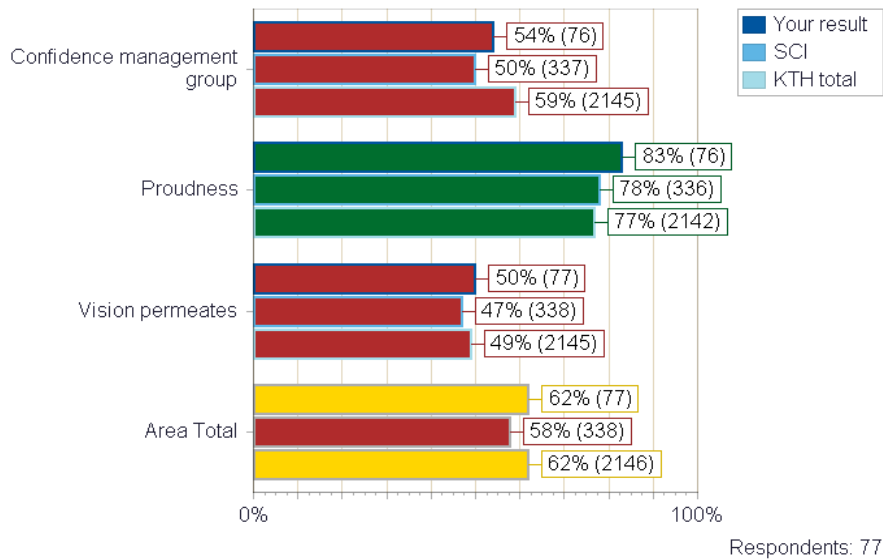
...who the safety representative is at my workplace





Visions and goals index area

The “visions and goals” area measures knowledge and vision, confidence in management and pride in working at KTH.



	2016	2018	Trend	Difference
Confidence management group	58	54	▼	-4
Proudness	83	83		0

Benchmark

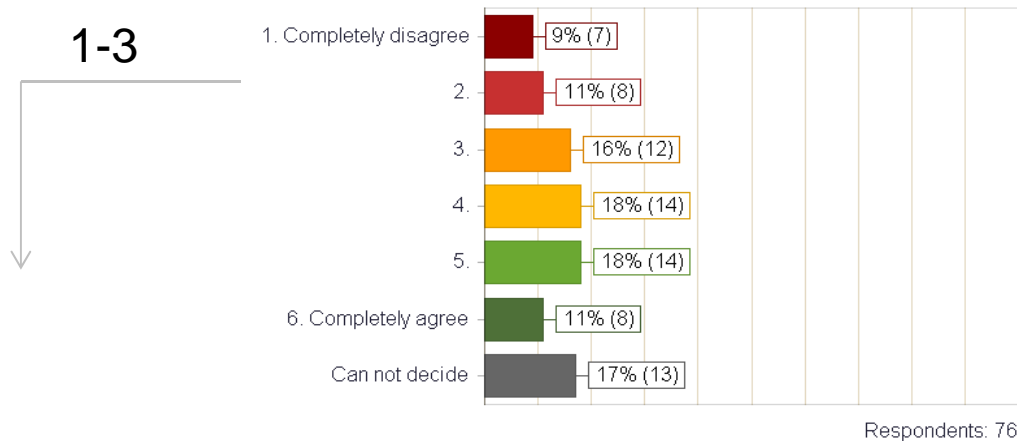
Confidence management group	69%
Vision permeates	69%
Proudness	80%
Area total	73%

- 70–100% = On the right track
- 60–69% = Room for improvement
- 0–59% = Action needed

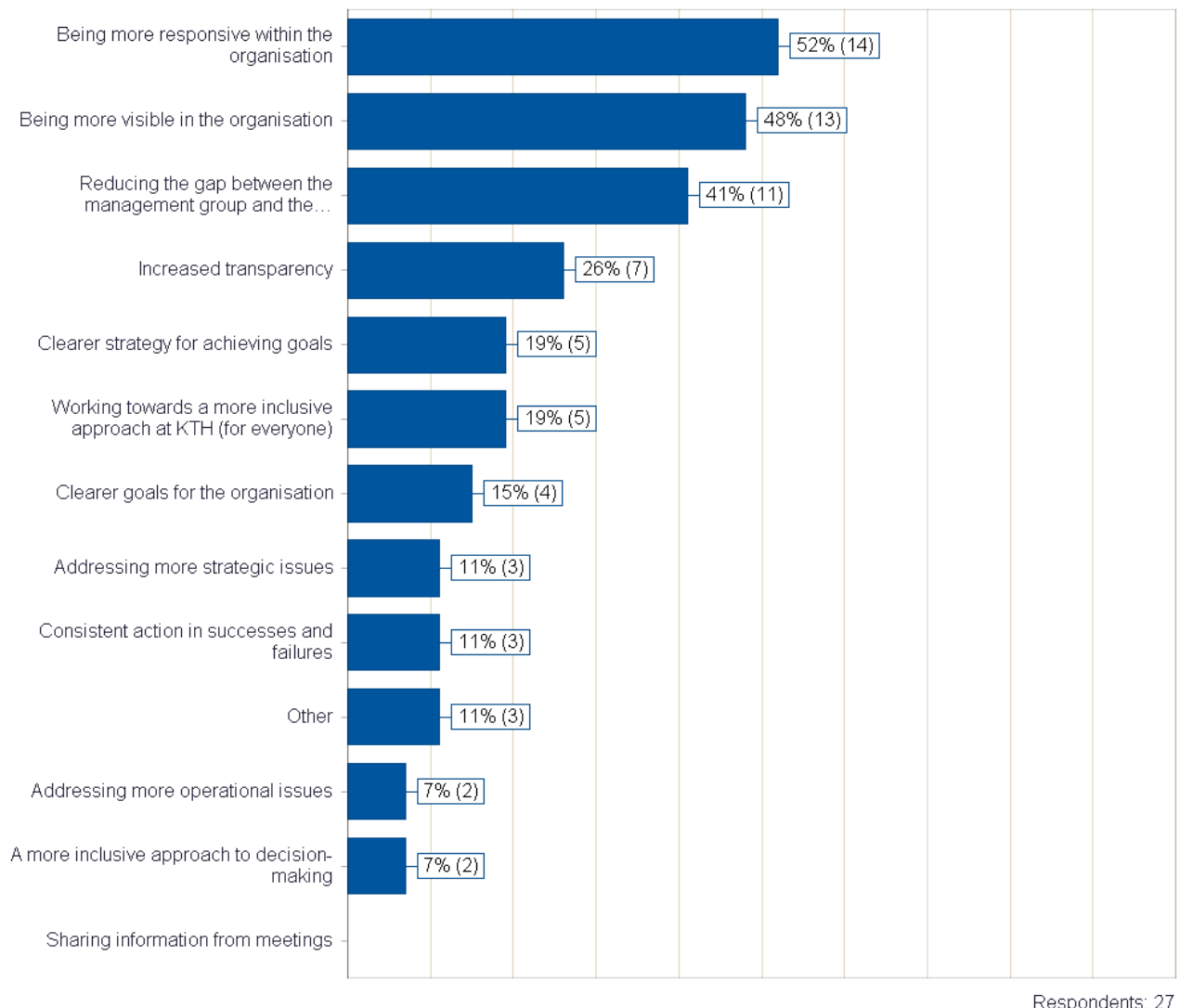
- Top bar = Your result
- Middle bar = School's result
- Bottom bar = KTH total

Confidence management group

I have confidence in the way the President's Strategic Council manages and develops KTH's activities. The President's Strategic Council (formerly the Management Group) at KTH consists of the President, the Deputy President, the Dean of Faculty, the Vice Dean of Faculty, and the vice presidents, the head of administration, all heads of schools and two student representatives.

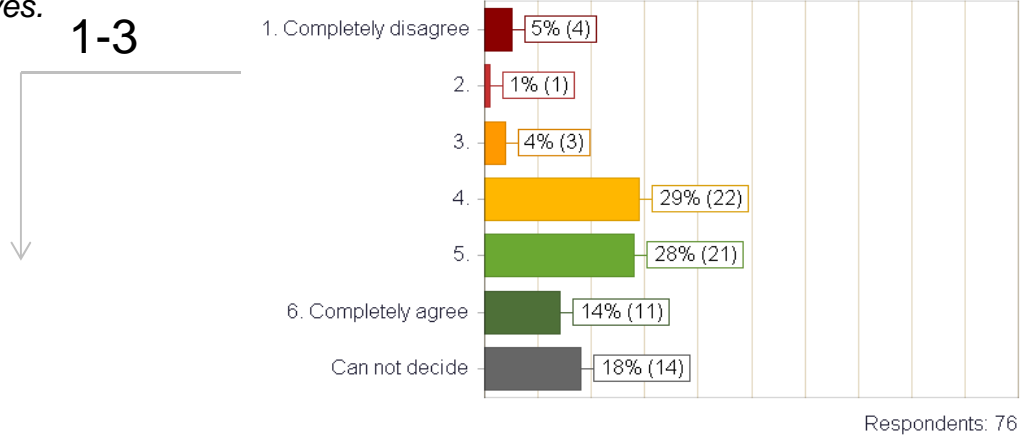


The following (maximum three) actions would improve my confidence in KTH's management group:



Confidence in school's management

I have confidence in the way my school's management group manages and develops the school's activities. UF equates with school. The school's management group consists of the head of the school, deputy Head of School, the director of undergraduate studies, the director of postgraduate studies, representatives of the line organisation at the school, such as the head of institution/departement, head of administration, the HR manager and the finance manager, and student representatives.



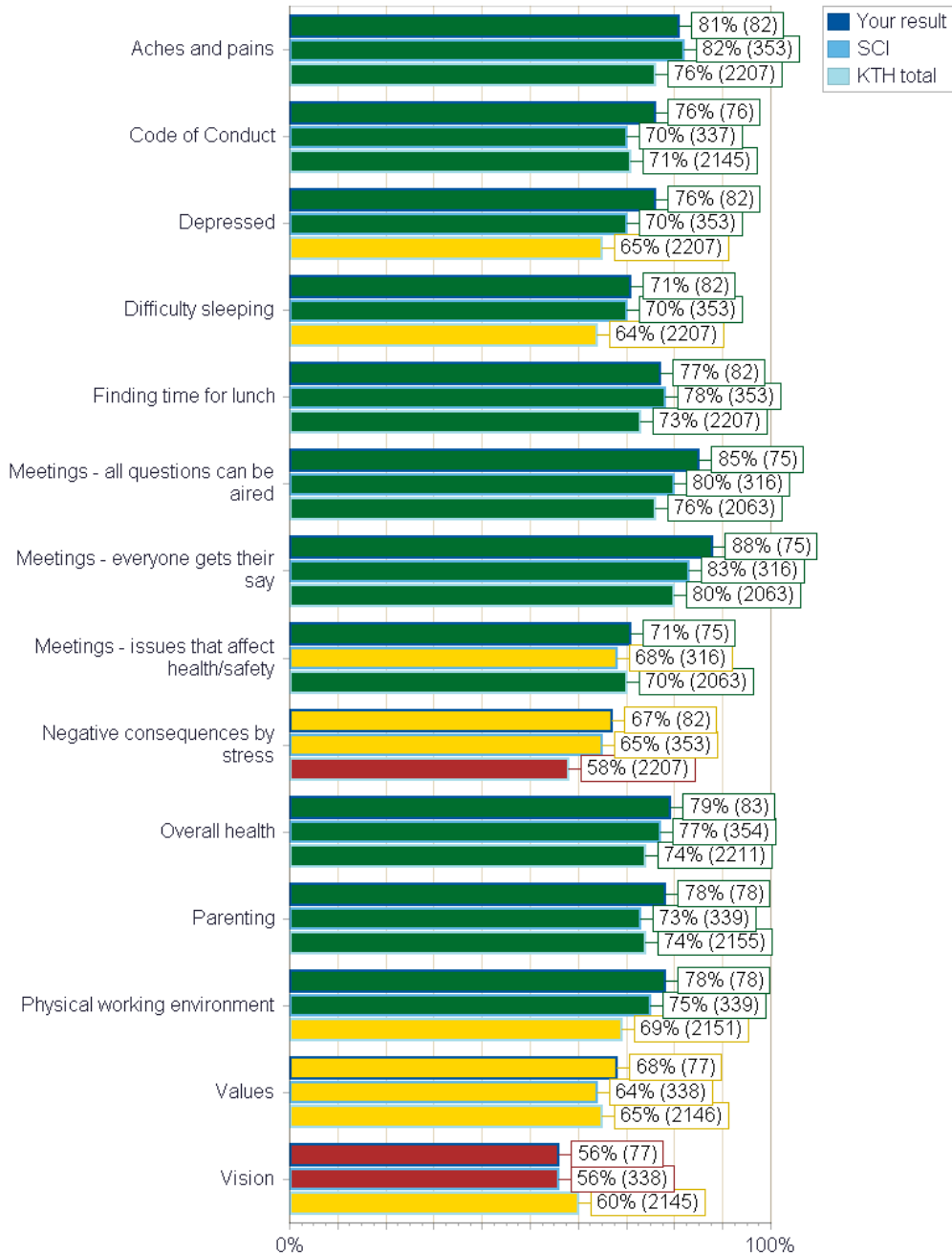
The following (maximum three) measures would improve my confidence in my school's management group:



No data - if there are respondents to this question, all data might have been filtered out by active filters or hidden by security settings.

Index of remaining questions

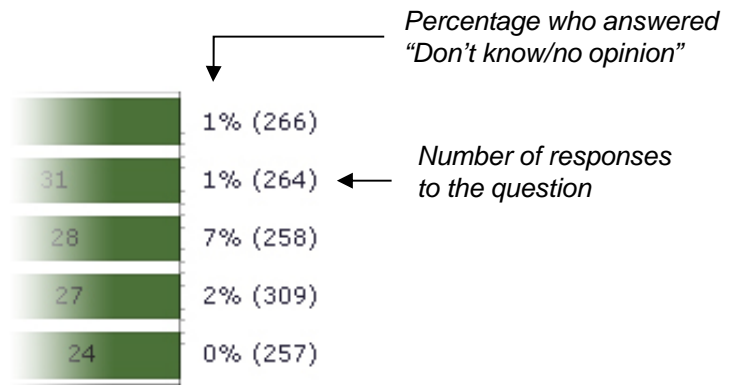
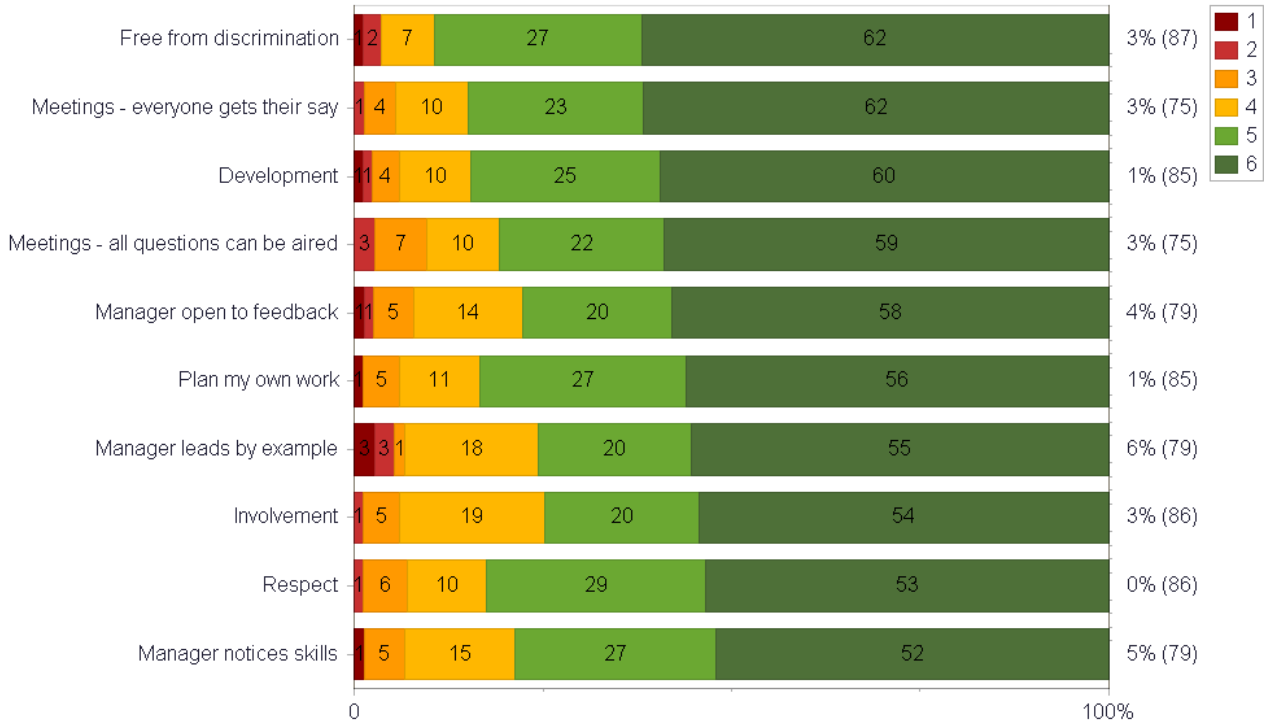
Index of the questions that are not already included in any index area or question group.



	2016	2018	Trend	Difference
Aches and pains	82	81	▼	-1
Depressed	70	76	▲	6
Difficulty sleeping	63	71	▲	8
Meetings - all questions can be aired	80	85	▲	5
Meetings - everyone gets their say	86	88	▲	2
Meetings - issues that affect health/safety	61	71	▲	10
Overall health	76	79	▲	3
Parenting	82	78	▼	-4
Physical working environment	72	78	▲	6

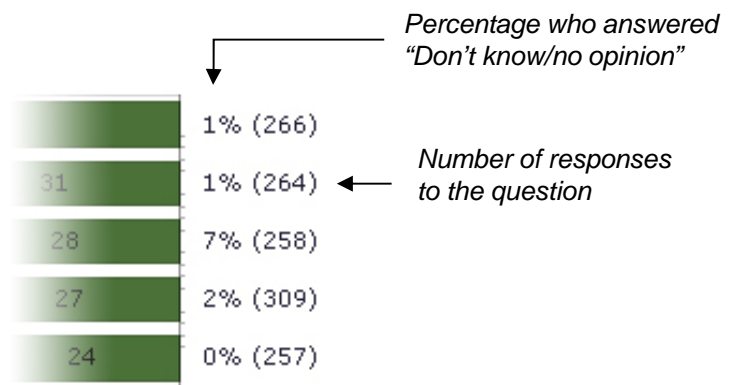
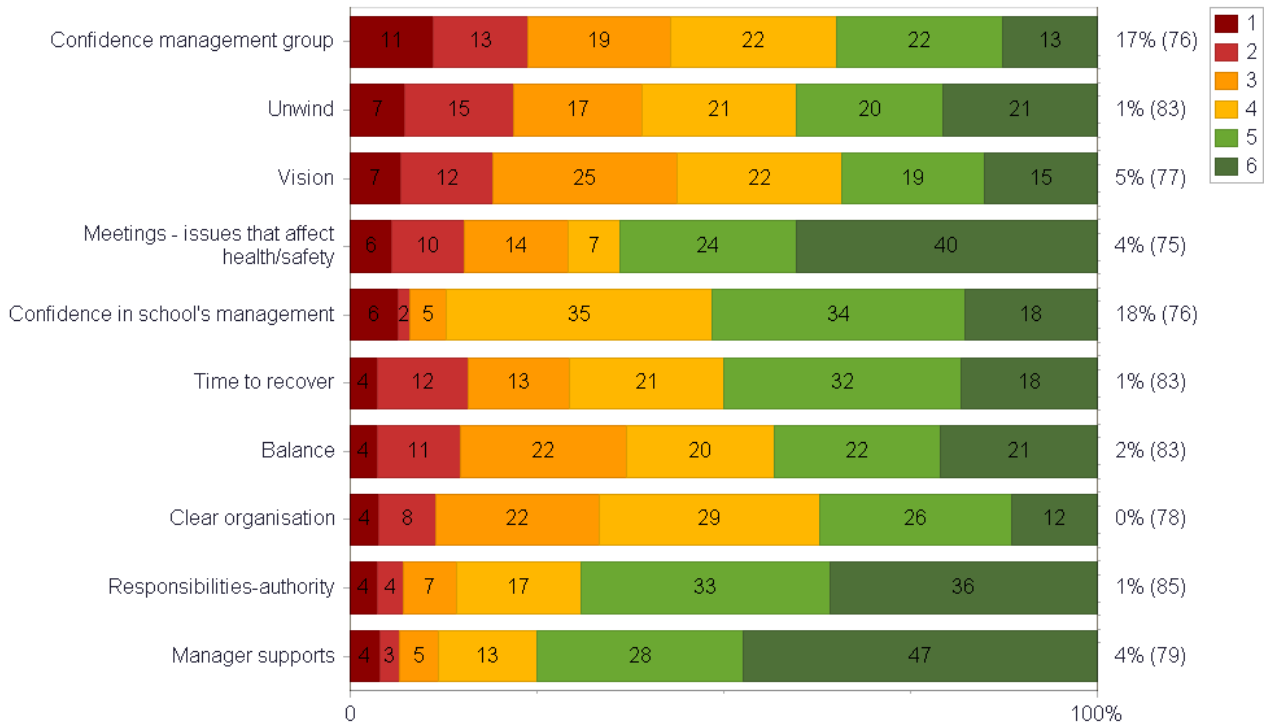
Top – strengths

The scale questions which the largest proportion of people answered with “6. Completely agree” are shown below.



Bottom – areas for improvement

The scale questions which the largest proportion of people answered with “1. Completely disagree” are shown below.



The survey was conducted by Quicksearch

Quicksearch combines systems and knowledge for ongoing surveys that generate measurable results and provide long-term success. Smart feedback solutions that create increased customer and employee loyalty.



Head office:

Quicksearch Halmstad
Slottsmöllans företagscentrum
SE-302 31 Halmstad
Telephone: +46 (0)35-10 03 30

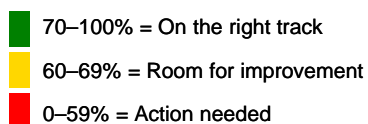
Quicksearch Stockholm
Waterfront Building
Klarabergsviadukten 63
SE-101 23 Stockholm
Tel: +46 (0)8-410 717 30

www.quicksearch.se



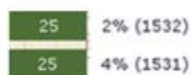
Appendix 1 – Interpretation guide

Limit values



The different colours indicate the limit values for the approved index value (green), needs improvement (yellow) and low result (red).

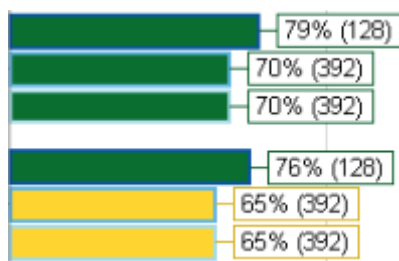
Number of respondents and “Don’t know/no opinion” answers



The number in brackets is the number of respondents who answered the question.

The percentages on the right of the distribution graphs show how many respondents answered “Don’t know/no opinion”.

Bars



The top bar shows your result, the middle bar shows your school’s result and the bottom bar shows the total for KTH.

The colour of the bar is either green, yellow or red depending on the index value of the question.

6-point scale



Index values are calculated based on a six-point answer scale. Respondents were able to give an opinion between “1. Completely disagree” and “6. Completely agree” to affirmative statements.

The answer “Don’t know/no opinion” is not included in the index.

Appendix 2 – Full question text

Result headline	Question text
Free from discrimination	I find my department/group to be a workplace free from discrimination regardless of ethnicity, disability, gender, transgender identity, sexual orientation, religion or age. In my department/group, I feel confident and free from...
Negative conflicts	negative conflicts
Bullying and abuse	bullying and abuse
Harassment	harassment
Sexual harassment	sexual harassment (e.g. unwelcome sexual advances, comments or suggestions)
Threats and violence	threats and violence In my department/group...
Open-minded	we are open-minded and everyone has their say
Respect	we treat each other with respect even when we have different opinions
Support	we are responsive and help and support each other
Take advantage of skills	we see and take advantage of skills
Appreciation	we show each other appreciation when somebody does something well
Cooperation	we work well together
Motivated	we are motivated and want to evolve
Involvement	I have the opportunity to influence and get involved I....
I allow	allow others to have time to speak (e.g. in meetings)
I respect	greet others with respect, even in cases where our opinions differ
I support	help and support my colleagues
I cooperate	cooperate well with my colleagues
I give encouragement	give encouragement and offer support to my colleagues I...
I ask for support	ask for support and help when I need it
I seek out info	seek out information that I require in my work
I take responsibility	take responsibility for my own development in my work
I take care to be a good example	take care to be a good example for others I...
Interesting work tasks	think that my work tasks are interesting and rewarding
Job satisfaction	feel job satisfaction
Contribution	feel that my work efforts contribute and are important
Meaningful	think that my work feels meaningful (to me)
Development	learn new things and develop in my daily work I think that ...
Clear assignments	I have clear assignments with reasonable conditions
Plan my own work	I am able to manage and plan my own work (speed, scope, prioritisation, etc.)
Balance demands-skills	there is a good balance between the demands that my job places on me and my skills and ability
Responsibilities-authority	there is a good balance between my responsibilities and authority
Influence decisions	I'm given the opportunity to participate in decisions that are important to my work
Know what is expected	I know what is expected of me in my work

Appendix 2 – Full question text

Result headline	Question text
	I find that I...
Time to recover	have time while working to gather my thoughts
Balance	have a good balance between my work and private life
Unwind	can unwind from my work in my free time
Workload	am happy with my workload in general (amount of work, scope, type of projects etc.)
Workload improve	Regarding workload. What would make your work situation better? (Choose a maximum of three options)
Workload improve free text	Other: What would make your work situation better?
Overall health	My overall health is good.
Confidence in manager	I have confidence in the way my immediate manager leads and develops my department/group.
Improvements in confidence (1-3)	The following (maximum three) factors would improve my confidence in my immediate manager.
Manager confidence in me	I feel that my immediate manager has confidence in me as an employee. I feel that my immediate manager...
Manager notices skills	notices and utilises employees' skills
Manager is goal oriented	leads and drives the organisation in a way that enables us to achieve our goals
Manager informs	ensures that we can make use of current information affecting the organisation and our department/group
Manager leads by example	leads by example
Manager is attentive	notices good achievements (e.g. through increased responsibility, increased trust, new opportunities for development, etc.)
Manager open to feedback	is open to feedback I feel that my immediate manager...
Manager creates opportunities	creates opportunities for me to learn and develop in my job
Manager gives feedback	gives me sufficient feedback on my performance and work results
Manager supports	supports, encourages and inspires me as an employee
Manager helps to prioritise	gives me help and support to prioritise if I ask for it
Performance review	My immediate manager and I have had a performance review in the last year. My performance review...
PR: Focus on me	was a dialogue focused on me and my work performance/tasks
PR: Dialogue on contribution	was a dialogue on how I contribute to the organisation
PR: Able to give feedback	was a dialogue where I was able to both give and receive feedback
Salary review	My immediate manager and I have discussed my salary in connection with the most recent salary review. My salary discussion...
SR: Focus work performance	focused on work performance and results
SR: Good discussion	was a good discussion in which both parties were active
SR: Manager listened	gave me the sense that my manager was listening to me

Appendix 2 – Full question text

Result headline	Question text
Clear organisation	I think it is clear who or which role is responsible for what at my school, and who to contact with various questions or assignments.
Information	All in all, I feel sufficiently informed about what happens within KTH and I know where to find information about it.
Parenting	I feel that KTH makes it easier for me to combine parental leave, parenthood and work.
	I know...
Knowledge - occupational injury/incident	where to report occupational injuries/incidents
Knowledge - procedures hazardous work	the procedures which apply to hazardous situations/work
Knowledge - crisis situations	where to turn to in crisis situations
Knowledge - nearest defibrillator	where the nearest defibrillator is
Knowledge - escape routes and fire extinguishers	where escape routes and fire extinguishers are
Know who is safety representative	who the safety representative is at my workplace
Physical working environment	I think that my physical working environment is generally good. (e.g. work spaces, tools, lighting, climate control, noise level, cleaning etc.)
Physical working environment-Improve	What needs to be improved in order to improve the physical working environment?
Participate in meetings	Meeting activities (department meetings, workplace meetings etc.) Do you participate in department/group meetings? At our meetings...
Meetings - everyone gets their say	everyone gets to speak
Meetings - all questions can be aired	all kinds of issues can be raised
Meetings - issues that affect health/safety	we take up issues that affect health and safety
Vision	I know KTH's vision.
Vision permeates	I feel that our vision permeates all of KTH.
Values	I am familiar with KTH's values.
Code of Conduct	I am familiar with the implications of KTH's Code of Conduct.
Confidence management group	I have confidence in the way the President's Strategic Council manages and develops KTH's activities. The President's Strategic Council (formerly the Management Group) at KTH consists of the President, the Deputy President, the Dean of Faculty, the Vice Dean of Faculty, and the vice presidents, the head of administration, all heads of schools and two student representatives.
Confidence in school's management	I have confidence in the way my school's management group manages and develops the school's activities. UF equates with school. The school's management group consists of the head of the school, deputy Head of School, the director of undergraduate studies, the director of postgraduate studies, representatives of the line organisation at the school, such as the head of institution/departement, head of administration, the HR manager and the finance manager, and student representatives.
Proudness	I am proud to work at KTH.