

## ***Improving performance through wellbeing and engagement***

### **Wellbeing and performance mapping Frequently Asked Questions**

#### ***What is happening...?***

Your University is partnering with the higher education funding councils in England, Scotland and Wales to undertake a survey of attitudes towards workplace well-being and engagement at work.

Robertson Cooper is an independent business psychology company commissioned to undertake this survey, using their validated well-being assessment tool, ASSET.

The survey will take place between 10<sup>th</sup> March 2011 and 31<sup>st</sup> March 2011.

#### ***Why are we doing it..?***

This survey will ask you what you think about the pressures you experience at work and how they affect you. Also you will be asked about your thoughts to do with engagement and sense of purpose on the job.

Your feedback will help us to understand the relationship between workplace factors and employee engagement and well-being. There will also be statistical analyses to ascertain the relationship between employee engagement and well-being with organizational outcome measures, including RAE and NSS scores within your university.

It is hoped that the learning from this research will help universities to take appropriate action in improving the quality of working life by taking appropriate action, in the areas that have the most impact on employee engagement and well-being.

#### ***When do I complete it..?***

Please complete the survey as soon as possible after you receive the invite from Robertson Cooper – which will be addressed from [asset@robertsoncooper.com](mailto:asset@robertsoncooper.com).

Make sure you submit your response no later than 31<sup>st</sup> March 2011.

The survey will take approximately fifteen minutes to complete. You can part complete the online survey and come back to it at a later date if you wish – this means that if you lose your internet connection during completion you can return to the part completed survey.



***Can I fill the survey in during work time..?***

Yes, we encourage you to complete the survey during normal working hours.

***How do I complete the survey..?***

An e-mail containing a link to the secure ASSET website will be sent directly to your e-mail address. The e-mail will also contain your personal username and password which will enable you to log on to the website and complete the survey.

You can complete the survey from any computer with an internet connection, by accessing the ASSET website and entering your username and password.

***Is the survey confidential..?***

Yes it is. Robertson Cooper is an independent company that specialises in assessing workplace well-being and they have undertaken surveys for several universities, as well as other public and private sector organisations in the UK and internationally.

The consultants at Robertson Cooper are Chartered Occupational Psychologists and are bound by a professional code of ethics (British Psychological Society) not to breach confidentiality assurances given.

Your e-mail address is required and is used to send you the survey invitation and reminders. Your completed survey will not be seen by **anyone** at your university.

***These are personal questions. Why should I fill them in..?***

We have to ask some personal questions about your health and well being, but no responses will be traced back to you personally.

By completing all of the questions we will get a very good view of the health, well-being and satisfaction of all staff / groups of staff. This will benefit the research by us to identify relationships in the data for specific staff demographic groups. Missing out questions is likely to affect the quality of the overall data collected.

***Can you identify who I am...?***

Once you have submitted your responses online they will be stored automatically and anonymously in Robertson Cooper's secure database. While Robertson Cooper does collect information that *could* identify individuals in some cases, they do not do so.

This is an 'organisational' survey and there is **no** intention to identify individuals. The purpose is to investigate which parts of the organisation have positive quality of working life and which parts do not.

Robertson Cooper will only analyses the results at the 'university' level, and for staff groups with a minimum group size of eight survey respondents. If you fall into a group with less than eight respondents your responses will only be clustered with other groups for reporting purposes.



***Will I hear the results of the survey..?***

Yes you will. Robertson Cooper will analyse the results of the survey on behalf the national project.

The full written summary of the findings will be made available to all participating universities.

***Will I get feedback on my results..?***

No. You will not get personal feedback on your results. This is because the survey is anonymous.

***Has it got anything to do with stress..?***

Yes it has. Workplace stress and pressure can affect your well-being and quality of working life. There will be questions about pressure and stress in the survey.

However the survey is not entirely focused on stress. There will be questions regarding your engagement, sense of purpose and motivation at your university.

***Does this questionnaire just pick up how I'm feeling on the day..?***

Please reflect on how you have been feeling over the last **three** months or so.

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**Additional FAQs for line-managers:**

***What does the survey mean for me as a manager of a department?***

To achieve a high level of participation, we also need your help in making the survey a success.

You can do this by taking the following actions:

- Announce and communicate the Well-Being Survey in your team meetings.
- Remember, the survey will take place between 10<sup>th</sup> March 2011 and 31<sup>st</sup> March 2011.
- Read the Frequently Asked Questions above, and be prepared to answer some questions from your staff related to the survey.
- Allow time for your staff to complete their surveys at work. The survey should only take approximately fifteen minutes to complete.
- Complete the survey! Please act as a positive role model and complete the survey yourself.