



Sveriges lantbruksuniversitet
Swedish University of Agricultural Sciences

2021, SLU - with child nodes

Employee survey 2021



Employee Survey 2021

The survey was sent via email to all employees who have been employed at SLU for at least 6 months at the time of the survey, scope at least 40%. 4 automatic reminders have been sent to respondents (employees) who had not completed their survey.

The survey is anonymous. This means that no result is displayed for a group or segmentation with fewer than 5 respondents. For five answers an index value is displayed. Three more answers are required to show the spread among the answer options.

The survey contains values for the employee index and employees' willingness to make recommendations, eNPS®.

The report also contains benchmark figures from the Quicksearch benchmark database for colleges and universities. Benchmark figures are taken from the most recent employee survey per university during the period 2013-2019.

Project leader:

Sofia Wetterlund, Quicksearch
Maria Bergling, SLU

Period:

2021-01-20 — 2021-02-05

Total number of respondents:

3 402

Number of respondents who started the survey:

2 828

Number of respondents who completed the survey:

2 681

Number of reminders sent:

4

Response rate:

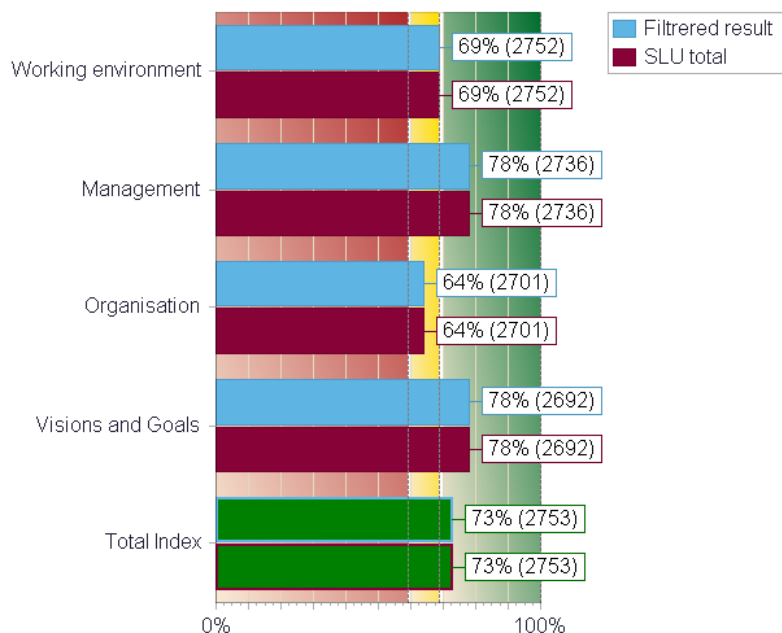
79%*

**2016: 74%, 2018: 78%*

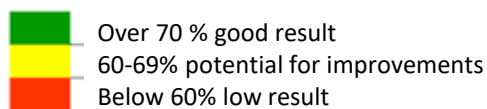
Employee Index 2021

Your result

Totalt SLU



	2016	2018	2021	
Working environment	64	67	69	▲ 2
Management	72	73	78	▲ 5
Visions and Goals	59	66	78	▲ 12
Organisation	77	62	64	▲ 2
Total Index	67	68	73	▲ 5



EI index is a merged value of the 19 Index questions in the areas:

Working environment:
6 questions

Management:
7 questions

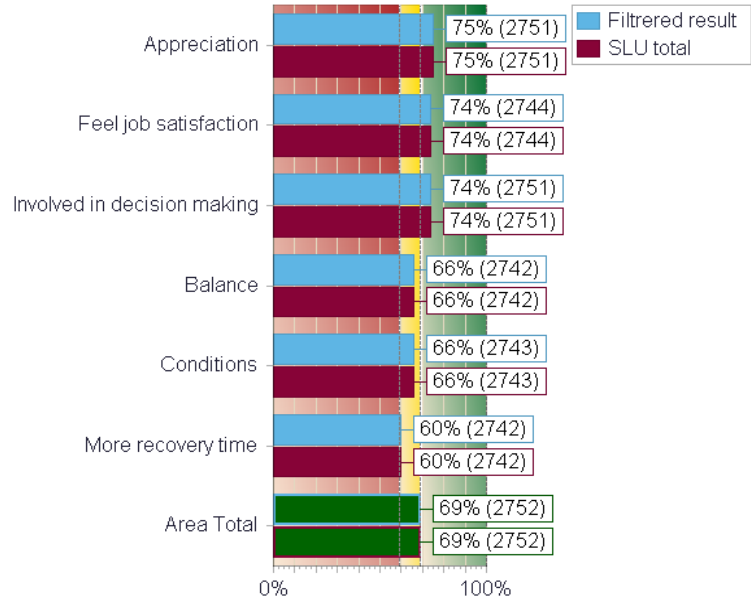
Organisation:
3 questions

Visions & Goals:
3 questions

Employee index	
Försvarshögskolan	72%
Karolinska Institutet	71%
Chalmers	71%
Blekinge Tekniska högskola	70%
Uppsala Universitet	70%
Umeå Universitet	69%
Karlstads Universitet	69%
Stockholms universitet	68%
Högskolan i Skövde	68%
Kungliga Tekniska Högskolan	67%
Högskolan i Gävle	65%
Högskolan Kristianstad	64%
Högskolan i Halmstad	63%
Mittuniversitetet	63%

Insight ESI by industry 2019	
Media	79%
Retail	78%
IT/Consulting/Telecom	77%
Other	74%
Energy companies	74%
Tourism/Travel	74%
Industry	72%
Authority	71%
University	71%
Banking/Finance	68%

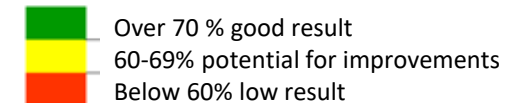
Working Environment



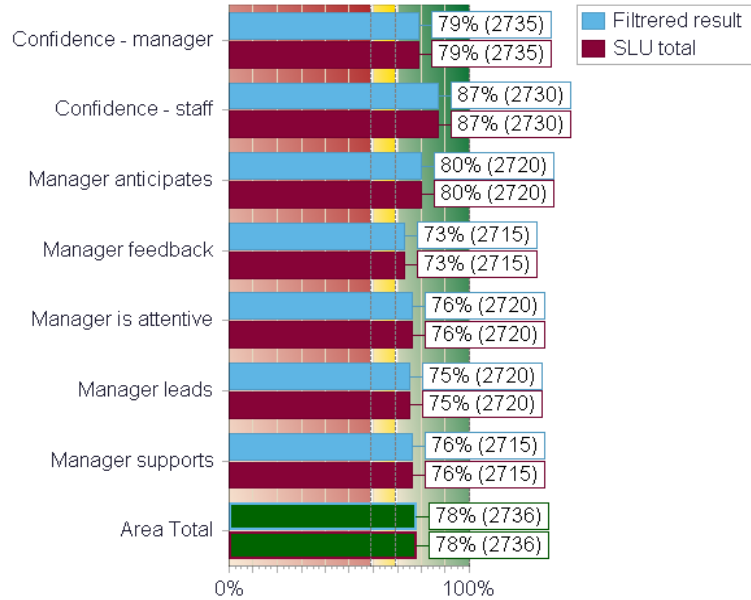
Respondents: 2752

	2016	2018	2021	
Appreciation	69	72	75	▲ 3
Balance	59	62	66	▲ 4
Conditions	60	64	66	▲ 2
Feel job satisfaction	73	74	74	0
Involved in decision making	71	72	74	▲ 2
More recovery time	51	56	60	▲ 4
Area Total	64	67	69	▲ 2

QS Benchmark for universities :
Feel job satisfaction: 72%
Balance: 62%
Involved in decision making: 71%
Conditions: 62%
Appreciation: 70%
More recovery time: 56%



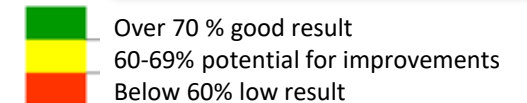
Management



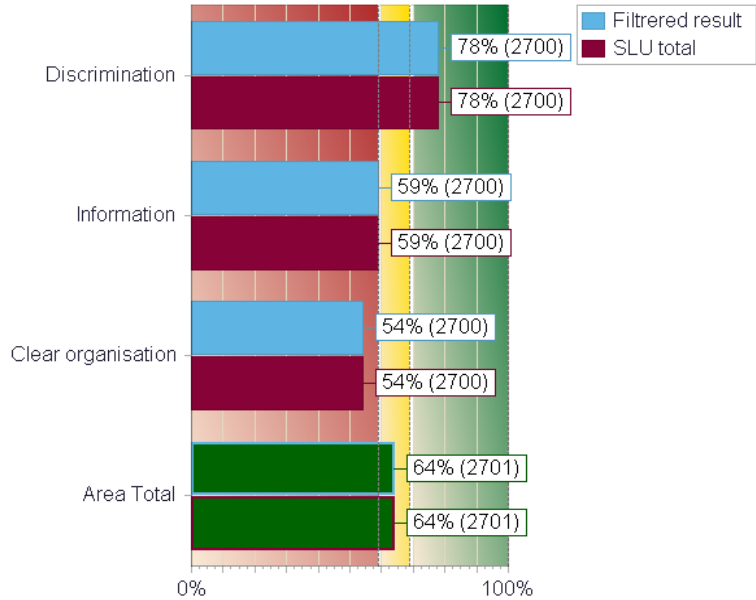
Respondents: 2736

	2016	2018	2021	
Confidence - manager	72	73	79	▲ 6
Confidence - staff	82	83	87	▲ 4
Manager anticipates	71	74	80	▲ 6
Manager feedback	-	67	73	▲ 6
Manager is attentive	69	71	76	▲ 5
Manager leads	68	71	75	▲ 4
Manager supports	68	70	76	▲ 6
Area Total	72	73	78	▲ 5

QS Benchmark for universities :
 Manager anticipates: 73%
 Confidence - staff: 83%
 Manager leads: 69%
 Manager supports: 70%
 Manager is attentive: 70%
 Manager feedback: 63%
 Confidence - manager: 72%



Organisation



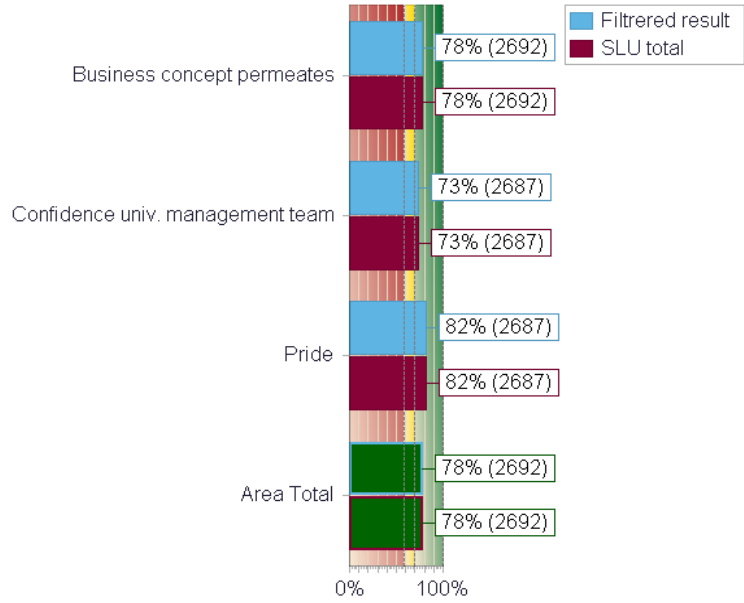
Respondents: 2701

	2016	2018	2021	
Clear organisation	-	53	54	▲ 1
Discrimination	77	77	78	▲ 1
Information	-	56	59	▲ 3
Area Total	77	62	64	▲ 2

QS Benchmark for universities :
Discrimination: 76%
Information: 59%
Clear organisation: 54%

- Over 70 % good result
- 60-69% potential for improvements
- Below 60% low result

Visions and Goals



Respondents: 2692

	2016	2018	2021	
Business concept permeates	51	60	78	▲ 18
Confidence univ. management team	55	61	73	▲ 12
Pride	72	76	82	▲ 6
Area Total	59	66	78	▲ 12

QS Benchmark for universities :
 Confidence univ. management team: 62%
 Pride: 78%
 Business concept permeates: 53%

- Over 70 % good result
- 60-69% potential for improvements
- Below 60% low result

eNPS – What is it

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 the extent to which a person is willing to recommend you as a workplace to friends and acquaintances. The question asked is: *“How likely is it that you would recommend your workplace to a friend or acquaintance?”* and the answer scale ranges from “0. Not at all likely” to “10. Extremely likely”.

The NPS is calculated by taking the proportion of ambassadors (9s and 10s) and subtracting the proportion of critics (0–6). The result is a percentage between -100 and 100.



Those who give high answers (9–10) are known as ambassadors. As well as speaking positively about their workplace on their own initiative, they also develop their work and motivate three other employees to participate.



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.

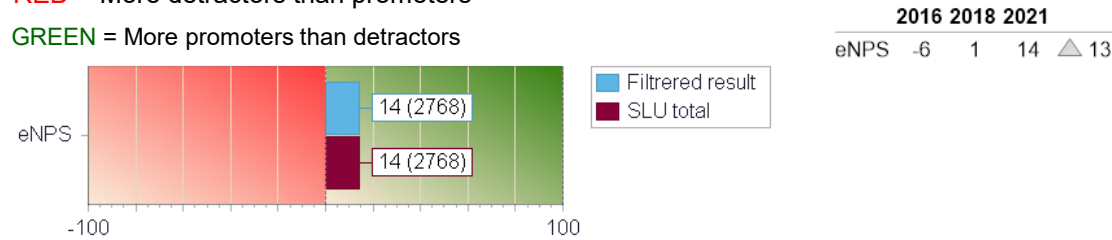


Those who give low answers (0–6) are known as critics, and are likely to speak negatively about their workplace. They may be more or less critical depending on where on the negative part of the scale they are. Those who are far down the scale focus on problems and may encourage others to seek to leave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

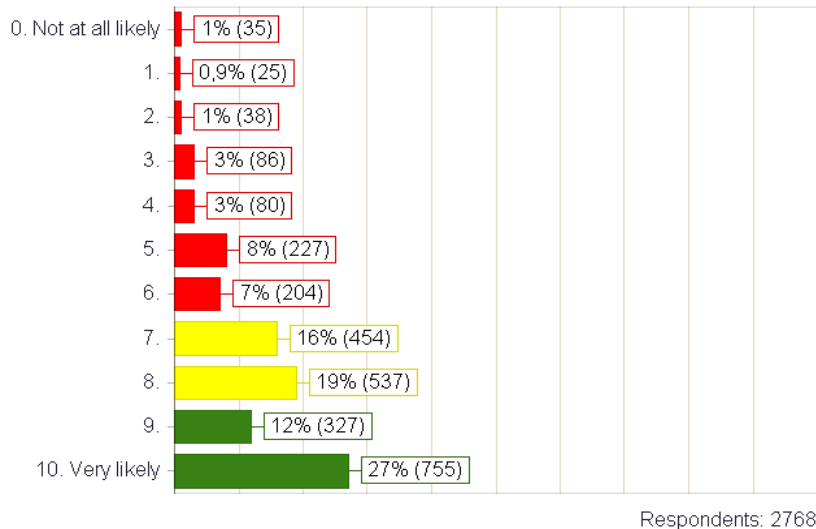
Employee Net Promoter Score

RED = More detractors than promoters

GREEN = More promoters than detractors



How likely is it that you would recommend SLU as a place of work to a friend or acquaintance?

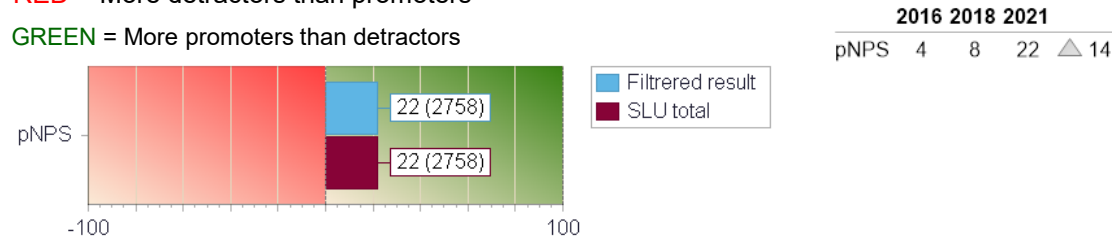


Benchmark	eNPS
Karlstads Universitet	25
Chalmers	18
Uppsala Universitet	13
Umeå Universitet	13
Karolinska Institutet	9
Blekinge tekniska högskola	9
Försvarshögskolan	2
Högskolan i Gävle	-1
Högskolan i Skövde	-3
Kungliga Tekniska Högskolan	-5
Mittuniversitetet	-6
Högskolan i Halmstad	-8
Högskolan i Kristianstad	-15
Total	4

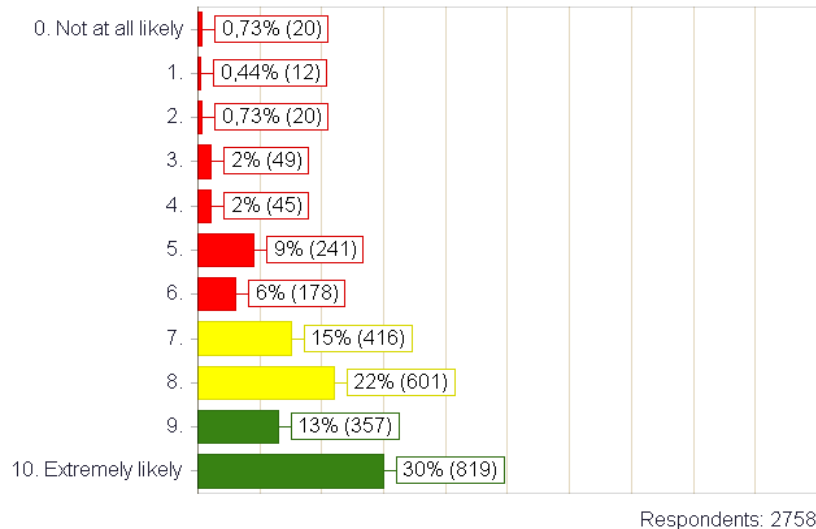
Product Net Promoter Score

RED = More detractors than promoters

GREEN = More promoters than detractors



How likely are you to recommend studying at SLU?



Benchmark	pNPS
Chalmers	40
Uppsala Universitet	36
Karlstads Universitet	29
Högskolan Kristianstad	9
Mittuniversitetet	3
Högskolan i Halmstad	-1
Mittuniversitetet	3
Totalt	18

Shortening Conditions	Question text <i>I have clear assignments with reasonable conditions</i>	Workload contributes	<i>I believe my efforts contribute and are important</i>
Feel job satisfaction	<i>I feel job satisfaction</i>	Interesting tasks	<i>I think my tasks are interesting and rewarding</i>
Involved in decision making	<i>In my working group we have the opportunity to influence and be involved in decision-making</i>	Learn new things	<i>I learn new things and develop in my daily work</i>
Appreciation	<i>In my working group show each other appreciation when we do something well.</i>	Meaningful	<i>I find my work meaningful</i>
Professional and private life	<i>I feel that there is a good balance between my working life and my personal life</i>	Amount of work	<i>I am happy with my workload in general</i>
More recovery time	<i>I feel that there is time for reflection in my work</i>	After intense period	<i>An intensive period is usually followed by a calmer period that offers opportunity for recovery and reflection.</i>
Responsibility	<i>I have a clear view of my area of responsibility</i>	Relax	<i>I can unwind from my work in my free time</i>
Manager anticipates	<i>My immediate manager leads by example</i>	Stress, sleep	<i>During the last six months, I've had problems falling asleep, or I've ben waking up during the night, due to my work. (After an intense day at work, I don't feel rested and refreshed when I return the next day)</i>
Confidence - staff	<i>My immediate manager has confidence in me as an employee.</i>	Realistic targets	<i>feel that my objectives are realistic and achievable</i>
Manager leads	<i>My immediate manager leads and drives the organisation in a way that enables us to achieve our department/unit/team objectives.</i>	Power	<i>I have a clear view of my authority</i>
Manager supports	<i>I feel that my immediate manager supports, encourages and inspires me as an employee</i>	Conditions	<i>I have clear assignments with reasonable conditions</i>
Manager is attentive	<i>notices my good achievements (for example, through increased responsibility, increased trust, new opportunities for development, etc.).</i>	Requirements and skills	<i>I think that there is a good balance between the demands that my job places on me and my skills and ability</i>
Confidence - manager	<i>I have confidence in my immediate manager's (#ovr10#) way of managing and developing my department/unit/team.</i>	Control and planning	<i>I am able to manage and plan my own work (speed, scope, prioritisation, etc.)</i>
Manager feedback	<i>gives me sufficient feedback on my performance and work results</i>	Motivating targets	<i>I feel motivated by my work objectives</i>
Discrimination	<i>I consider SLU to be a workplace that supports equal rights (regardless of ethnicity, disability, gender, gender identity, sexual orientation, religion or age).</i>	Prioritise targets	<i>I know how to prioritise my tasks in relation to my objectives</i>
Confidence univ. management team	<i>I have confidence in the way the vice-chancellor and the university management is managing and developing our operations. The vice-chancellor has appointed a management team that consists of the vice-chancellor, the deputy vice-chancellor, two pro vice-chancellors (responsible for environmental monitoring and assessment and external collaboration respectively) and the head of university administration.</i>	Working together	<i>In my working group we work well together</i>
		Stress, recovery time	<i>During the last six months, I've had problems recovering due to my work. (After an intense day at work, I don't feel rested and refreshed when I return the next day)</i>
		Commitment	<i>In my working group we are motivated and want to evolve</i>
Information	<i>All in all, I feel sufficiently informed about what happens within SLU, and I know where to find information about it.</i>	Open-minded	<i>In my working group we are open minded and everyone has their say.</i>
Pride	<i>I am proud to work at SLU.</i>	Uses skills	<i>In my working group we have the ability to see and make use of the skills within the group</i>
Business concept permeates	<i>Our mission statement permeates the entire organisation.</i>	Respect	<i>In my working group we treat each other with respect even when we have different opinions</i>
Clear organisation	<i>I think it is clear who or which department/unit is responsible for what throughout SLU, and who to contact with various questions or assignments.</i>	Support	<i>In my working group we are responsive and help and support each other.</i>