

**LSE 2019**

**LSE Overall**

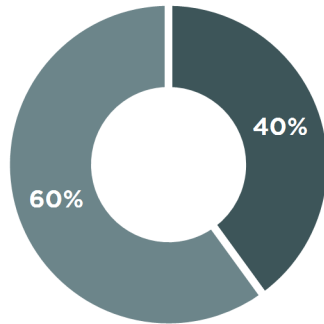
RESPONSE RATE: **60%**

RESPONSES: **2505**  
of 4194



**VARIANCE FROM BENCHMARK**

- 8 questions above
- 12 questions in line
- 0 questions below



**WHAT NOW?**

- 1. TAKE THE TIME TO EXPLORE**  
AND UNDERSTAND THE RESULTS IN THIS REPORT.
- 2. DISCUSS THE RESULTS WITH YOUR TEAM**  
IDENTIFY THE THINGS TO CELEBRATE (STRENGTHS) OR IMPROVE (ACTION AREAS).

<b>TOP 3</b> HIGHEST SCORING QUESTIONS AGAINST BENCHMARK:	VARIANCE FROM BENCHMARK
<b>Q4.</b> I think it is safe to speak up and question matters related to my job	+25
<b>Q26.</b> I have confidence in the leadership of LSE	+11
<b>Q8.</b> I have the resources I need to complete my work effectively	+9

<b>TOP 3</b> HIGHEST SCORING QUESTIONS:	% POSITIVE
<b>Q18.</b> In the last year whilst working at LSE, I have personally experienced discrimination	<b>90%</b>
<b>Q16.</b> In the last year, whilst working at LSE, I have personally experienced bullying and/or harassment	<b>87%</b>
<b>Q31.</b> I am proud to work for LSE	<b>83%</b>

- 3. DEVELOP A PLAN OF ACTION**  
SEE THE SUGGESTED TEMPLATE AT THE BACK OF THIS REPORT.

# HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE	HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL	AREAS FOR IMPROVEMENT	% NEGATIVE
<b>Q18.</b> In the last year whilst working at LSE, I have personally experienced discrimination	90%	<b>Q30.</b> I think LSE is well placed to meet the challenges of the future	38%	<b>Q28.</b> I have taken the opportunity to get involved in the development of the LSE 2030 strategy	43%
<b>Q16.</b> In the last year, whilst working at LSE, I have personally experienced bullying and/or harassment	87%	<b>Q19.</b> The professional learning and development I have undertaken is helping me to develop my career	35%	<b>Q29.</b> I understand how my work goals relate to the LSE 2030 strategy	39%
<b>Q31.</b> I am proud to work for LSE	83%	<b>Q36.</b> I believe that action will be taken on the results of this survey	34%	<b>Q11.</b> In comparison with people in similar jobs in other organisations I feel my pay is reasonable	28%
<b>Q2.</b> I am clear about what is expected of me in my job	81%	<b>Q25.</b> LSE's leaders are open and honest in communication	33%	<b>Q14.</b> There is effective collaboration between LSE's professional services, academic and research staff	27%
<b>Q17.</b> In the last year, whilst working at LSE, I have personally witnessed bullying and/or harassment	80%	<b>Q26.</b> I have confidence in the leadership of LSE	33%	<b>Q9.</b> I am able to strike the right balance between my work and home life	23%



## FIND YOUR HIGHEST SCORES

### THESE QUESTIONS ARE YOUR HIGHEST SCORING.

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT? **(STRENGTHS)**

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES. **(AREAS OF POTENTIAL)**

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT? **(AREAS OF CONCERN)**

# TIPS & SUGGESTIONS

## 01.

**Take the time to digest the scores and identify the areas where you are performing well.**

These will tend to be high scores which are notably above any comparative scores. These should be celebrated. Share the good news with employees.



## UNDERSTANDING YOUR REPORT AND GETTING TO ACTION!

- THE SCORES ON THE FRONT PAGE GIVE YOU SOME SUMMARY INFORMATION. FIRST TAKE THE TIME TO FULLY UNDERSTAND THIS REPORT BEFORE SHARING WITH OTHERS.

- WHAT IS YOUR RESPONSE RATE? IF HIGH, THE RESULTS WILL BE REPRESENTATIVE OF THE VIEWS OF YOUR COLLEAGUES. IF LOW (<20%) TAKE CARE WHEN INTERPRETING THE RESULTS. ENCOURAGE ALL COLLEAGUES TO HELP WITH ACTION PLANNING AND HOPEFULLY THIS WILL ENCOURAGE THEM TO COMPLETE THE SURVEY NEXT TIME.

- HOW DO YOUR SCORES COMPARE TO YOUR PARENT UNIT OR THE ORGANISATION OVERALL?

**ARE THERE ANY SCORES THAT ARE UNEXPECTED?**

## Identify areas that need improvement.

## 02.

These will be the lower scores, and/or those which are scoring notably below your comparators. Discuss these areas with your colleagues in focus groups or one2ones, gather their thoughts and solutions before deciding actions to take.

## 03.

### High neutral responses (lots of employees ticking 'neither agree nor disagree')

Ask your colleagues about their views to find out what is causing this uncertainty. More communication and involvement may help to shift them to a positive frame of mind.

## 04.

It may be helpful to discuss with your manager or other colleagues (your peers, HR, subject experts) to share ideas before developing plans for action.

There are lots of websites of ideas and case studies to give you further inspiration and top tips.

Some actions may be 'quick wins' and short term. However, in most instances, you will need to think longer term.

## 05.

### What do you want employees to be saying about their working lives in the future?

### What should be put in place to achieve this?

The 'All questions' pages show every question asked in the survey and the proportion of colleagues responding positively (strongly agree + agree), neutrally (neither agree nor disagree) or negatively (disagree + strongly disagree). Look at how your positive score compares to your parent unit, and your last survey's results.

### Is there room for improvement?

## 06.

# ALL QUESTIONS



## EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

## IS THERE ROOM FOR IMPROVEMENT?

MY ROLE	RESPONSE SCALE					% POSITIVE	VARIANCE FROM BENCHMARK
Q1. My work gives me a feeling of personal accomplishment	29	49	14	7	3	79%	+1
Q2. I am clear about what is expected of me in my job	29	51	10	7	3	81%	+2
Q3. My job makes good use of my skills and abilities	27	46	14	10	3	72%	-2
Q4. I think it is safe to speak up and question matters related to my job	25	42	16	10	7	68%	+25 ↑
Q5. I feel secure in my job	22	38	19	13	7	61%	-

### KEY

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



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## IS THERE ROOM FOR IMPROVEMENT?

### SUPPORT AND RESOURCES

	RESPONSE SCALE					% POSITIVE	VARIANCE FROM BENCHMARK
Q6. I know where to get the information I need to do my job	24	54	14	8	0	78%	-
Q7. I am kept informed about matters affecting me	16	44	20	14	6	61%	+3
Q8. I have the resources I need to complete my work effectively	18	44	18	15	5	62%	+9 ↑
Q9. I am able to strike the right balance between my work and home life	20	39	18	16	8	58%	+1
Q10. I am able to work flexibly to fulfil the duties of my role	32	46	14	8	0	77%	-

### REWARD

	RESPONSE SCALE					% POSITIVE	VARIANCE FROM BENCHMARK
Q11. In comparison with people in similar jobs in other organisations I feel my pay is reasonable	15	37	21	18	9	51%	-
Q12. I am satisfied with my benefits package (e.g. pensions, annual leave, sick pay etc.)	18	44	22	11	5	62%	+2

#### KEY

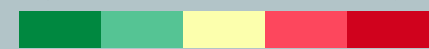


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

## IS THERE ROOM FOR IMPROVEMENT?

### WORKING RELATIONSHIPS

	RESPONSE SCALE				% POSITIVE	VARIANCE FROM BENCHMARK	
<b>Q13.</b> I believe staff across the LSE act in accordance with the Ethics Code	16	48	24	8	64%	-	
<b>Q14.</b> There is effective collaboration between LSE's professional services, academic and research staff	9	34	31	19	7	42%	-
<b>Q15.</b> I am treated with dignity and respect at work	28	48	15			76%	+2
<b>Q16.</b> In the last year, whilst working at LSE, I have personally experienced bullying and/or harassment (Yes/No/Prefer not to say)	13	87				87%	+5 ↑
<b>Q17.</b> In the last year, whilst working at LSE, I have personally witnessed bullying and/or harassment (Yes/No/Prefer not to say)	20	80				80%	-
<b>Q18.</b> In the last year whilst working at LSE, I have personally experienced discrimination (Yes/No/Prefer not to say)	10	90				90%	+1

### DEVELOPMENT

	RESPONSE SCALE				% POSITIVE	VARIANCE FROM BENCHMARK	
<b>Q19.</b> The professional learning and development I have undertaken is helping me to develop my career	11	39	35	12		50%	-
<b>Q20.</b> I believe I have the opportunity for personal development and growth at LSE	16	43	24	11		59%	+4

#### KEY

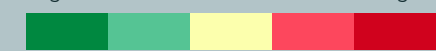


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree   Agree   Neither   Disagree   Strongly disagree



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

## IS THERE ROOM FOR IMPROVEMENT?

### MY LINE MANAGER

	RESPONSE SCALE				% POSITIVE	VARIANCE FROM BENCHMARK
Q21. I get regular and constructive feedback on my performance	17	38	23	15	55%	0
Q22. My line manager provides the support I need to succeed	26	39	20	9	66%	-

### MY LOCAL AREA

	RESPONSE SCALE				% POSITIVE	VARIANCE FROM BENCHMARK
Q23. My colleagues work together to achieve the goals of our local area	24	49	17	7	73%	-
Q24. I have confidence in the leadership of my local area	25	39	20	10	64%	-

### LSE LEADERS

	RESPONSE SCALE				% POSITIVE	VARIANCE FROM BENCHMARK
Q25. LSE's leaders are open and honest in communication	9	40	33	12	49%	+8 ↑
Q26. I have confidence in the leadership of LSE	11	40	33	10	52%	+11 ↑

#### KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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Strongly agree   Agree   Neither   Disagree   Strongly disagree



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## IS THERE ROOM FOR IMPROVEMENT?

### THE FUTURE OF LSE

	RESPONSE SCALE					% POSITIVE	VARIANCE FROM BENCHMARK
<b>Q27.</b> I am aware of the LSE 2030 strategy	16	46	17	16		62%	-
<b>Q28.</b> I have taken the opportunity to get involved in the development of the LSE 2030 strategy	8	20	28	34	10	28%	-
<b>Q29.</b> I understand how my work goals relate to the LSE 2030 strategy		23	32	30	9	30%	-
<b>Q30.</b> I think LSE is well placed to meet the challenges of the future	9	40	38	10		49%	-

#### KEY

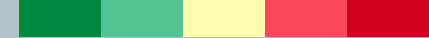


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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

## IS THERE ROOM FOR IMPROVEMENT?

### WORKING AT LSE

	RESPONSE SCALE					% POSITIVE	VARIANCE FROM BENCHMARK
Q31. I am proud to work for LSE	36	47	14			83%	+6 ↑
Q32. I would recommend LSE as a great place to study	27	42	23			68%	-
Q33. I would recommend LSE as a great place to work	24	44	22			68%	+3
Q34. I feel a sense of belonging to LSE	22	41	23	10		63%	+6 ↑
Q35. Working here makes me want to do the best I can	27	41	23			68%	0

### NEXT STEPS

	RESPONSE SCALE					% POSITIVE	VARIANCE FROM BENCHMARK
Q36. I believe that action will be taken on the results of this survey	10	35	34	13	8	44%	+6 ↑

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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree   Agree   Neither   Disagree   Strongly disagree



# TEAM COMPARISON



## HOW DO YOU COMPARE?

TO GET AN IDEA OF HOW YOU'RE DOING COMPARED TO OTHERS IN YOUR BUSINESS AREA AND BUSINESS OVERALL THIS CHART BENCHMARKS YOUR EMPLOYEE ENGAGEMENT SCORE AND QUESTION SCORES WITH THOSE OF YOUR TEAM.

## HOW ENGAGED ARE YOUR PEOPLE COMPARED TO OTHERS?

WHERE, COMPARATIVELY, THERE ARE AREAS FOR IMPROVEMENT SPEAK TO HIGHER SCORING TEAMS WITH SIMILAR CHALLENGES TO SEE IF THERE ARE SOME BEST PRACTICES THAT HAVE WORKED FOR THEM.

		<span style="color: green;">○</span> AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE <span style="color: red;">○</span> AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE						
	LSE Overall	Academic Departments	Divisions	Institutes	Other-Academic	Research Centres	Small Divisions	Unallocated Paper
RESPONDENTS	2505	995	1021	42	120	231	32	64
EMPLOYEE ENGAGEMENT INDEX	70%	72%	68%	69%	64%	72%	59%	82%
Q1. My work gives me a feeling of personal accomplishment	79%	87%	69%	83%	71%	87%	78%	84%
Q2. I am clear about what is expected of me in my job	81%	80%	82%	79%	72%	81%	69%	94%
Q3. My job makes good use of my skills and abilities	72%	77%	65%	74%	68%	79%	63%	86%
Q4. I think it is safe to speak up and question matters related to my job	68%	65%	67%	67%	62%	78%	88%	84%
Q5. I feel secure in my job	61%	61%	62%	50%	53%	54%	63%	84%

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<b>RESPONDENTS</b>	<b>2505</b>	<b>995</b>	<b>1021</b>	<b>42</b>	<b>120</b>	<b>231</b>	<b>32</b>	<b>64</b>
<b>EMPLOYEE ENGAGEMENT INDEX</b>	<b>70%</b>	<b>72%</b>	<b>68%</b>	<b>69%</b>	<b>64%</b>	<b>72%</b>	<b>59%</b>	<b>82%</b>
<b>Q6.</b> I know where to get the information I need to do my job	<b>78%</b>	<b>74%</b>	<b>80%</b>	<b>69%</b>	<b>78%</b>	<b>85%</b>	<b>84%</b>	<b>87%</b>
<b>Q7.</b> I am kept informed about matters affecting me	<b>61%</b>	<b>59%</b>	<b>59%</b>	<b>60%</b>	<b>64%</b>	<b>69%</b>	<b>50%</b>	<b>79%</b>
<b>Q8.</b> I have the resources I need to complete my work effectively	<b>62%</b>	<b>60%</b>	<b>60%</b>	<b>55%</b>	<b>68%</b>	<b>72%</b>	<b>50%</b>	<b>81%</b>
<b>Q9.</b> I am able to strike the right balance between my work and home life	<b>58%</b>	<b>47%</b>	<b>67%</b>	<b>43%</b>	<b>64%</b>	<b>67%</b>	<b>53%</b>	<b>70%</b>
<b>Q10.</b> I am able to work flexibly to fulfil the duties of my role	<b>77%</b>	<b>78%</b>	<b>73%</b>	<b>76%</b>	<b>73%</b>	<b>88%</b>	<b>88%</b>	<b>89%</b>
<b>Q11.</b> In comparison with people in similar jobs in other organisations I feel my pay is reasonable	<b>51%</b>	<b>52%</b>	<b>48%</b>	<b>57%</b>	<b>48%</b>	<b>57%</b>	<b>53%</b>	<b>74%</b>
<b>Q12.</b> I am satisfied with my benefits package (e.g. pensions, annual leave, sick pay etc.)	<b>62%</b>	<b>55%</b>	<b>67%</b>	<b>69%</b>	<b>54%</b>	<b>66%</b>	<b>66%</b>	<b>75%</b>

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

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<b>EMPLOYEE ENGAGEMENT INDEX</b>	<b>70%</b>	<b>72%</b>	<b>68%</b>	<b>69%</b>	<b>64%</b>	<b>72%</b>	<b>59%</b>	<b>82%</b>
<b>Q13.</b> I believe staff across the LSE act in accordance with the Ethics Code	<b>64%</b>	<b>66%</b>	<b>61%</b>	<b>57%</b>	<b>62%</b>	<b>77%</b>	<b>56%</b>	<b>59%</b>
<b>Q14.</b> There is effective collaboration between LSE's professional services, academic	<b>42%</b>	<b>51%</b>	<b>33%</b>	<b>33%</b>	<b>36%</b>	<b>50%</b>	<b>31%</b>	<b>55%</b>
<b>Q15.</b> I am treated with dignity and respect at work	<b>76%</b>	<b>77%</b>	<b>73%</b>	<b>76%</b>	<b>80%</b>	<b>85%</b>	<b>69%</b>	<b>77%</b>
<b>Q16.</b> In the last year, whilst working at LSE, I have personally experienced bullying and/or	<b>87%</b>	<b>86%</b>	<b>86%</b>	<b>85%</b>	<b>88%</b>	<b>91%</b>	<b>81%</b>	<b>88%</b>
<b>Q17.</b> In the last year, whilst working at LSE, I have personally witnessed bullying and/or harassment	<b>80%</b>	<b>80%</b>	<b>79%</b>	<b>67%</b>	<b>83%</b>	<b>88%</b>	<b>84%</b>	<b>80%</b>
<b>Q18.</b> In the last year whilst working at LSE, I have personally experienced discrimination	<b>90%</b>	<b>91%</b>	<b>88%</b>	<b>84%</b>	<b>92%</b>	<b>92%</b>	<b>94%</b>	<b>89%</b>
<b>Q19.</b> The professional learning and development I have undertaken is helping me to develop my career	<b>50%</b>	<b>48%</b>	<b>49%</b>	<b>48%</b>	<b>53%</b>	<b>56%</b>	<b>47%</b>	<b>60%</b>
<b>Q20.</b> I believe I have the opportunity for personal development and growth at LSE	<b>59%</b>	<b>64%</b>	<b>53%</b>	<b>52%</b>	<b>55%</b>	<b>66%</b>	<b>50%</b>	<b>68%</b>

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<b>Q21.</b> I get regular and constructive feedback on my performance	<b>55%</b>	<b>53%</b>	<b>54%</b>	<b>50%</b>	<b>63%</b>	<b>65%</b>	<b>50%</b>	<b>65%</b>
<b>Q22.</b> My line manager provides the support I need to succeed	<b>66%</b>	<b>62%</b>	<b>65%</b>	<b>67%</b>	<b>73%</b>	<b>77%</b>	<b>69%</b>	<b>68%</b>
<b>Q23.</b> My colleagues work together to achieve the goals of our local area	<b>73%</b>	<b>70%</b>	<b>74%</b>	<b>79%</b>	<b>76%</b>	<b>82%</b>	<b>91%</b>	<b>72%</b>
<b>Q24.</b> I have confidence in the leadership of my local area	<b>64%</b>	<b>64%</b>	<b>60%</b>	<b>60%</b>	<b>69%</b>	<b>74%</b>	<b>72%</b>	<b>69%</b>
<b>Q25.</b> LSE's leaders are open and honest in communication	<b>49%</b>	<b>49%</b>	<b>48%</b>	<b>52%</b>	<b>45%</b>	<b>57%</b>	<b>53%</b>	<b>70%</b>
<b>Q26.</b> I have confidence in the leadership of LSE	<b>52%</b>	<b>49%</b>	<b>51%</b>	<b>52%</b>	<b>47%</b>	<b>63%</b>	<b>47%</b>	<b>64%</b>

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

# TEAM COMPARISON



## HOW DO YOU COMPARE?

TO GET AN IDEA OF HOW YOU'RE DOING COMPARED TO OTHERS IN YOUR BUSINESS AREA AND BUSINESS OVERALL THIS CHART BENCHMARKS YOUR EMPLOYEE ENGAGEMENT SCORE AND QUESTION SCORES WITH THOSE OF YOUR TEAM.

## HOW ENGAGED ARE YOUR PEOPLE COMPARED TO OTHERS?

WHERE, COMPARATIVELY, THERE ARE AREAS FOR IMPROVEMENT SPEAK TO HIGHER SCORING TEAMS WITH SIMILAR CHALLENGES TO SEE IF THERE ARE SOME BEST PRACTICES THAT HAVE WORKED FOR THEM.

	LSE Overall	Academic Departments	Divisions	Institutes	Other-Academic	Research Centres	Small Divisions	Unallocated Paper
<b>RESPONDENTS</b>	<b>2505</b>	<b>995</b>	<b>1021</b>	<b>42</b>	<b>120</b>	<b>231</b>	<b>32</b>	<b>64</b>
<b>EMPLOYEE ENGAGEMENT INDEX</b>	<b>70%</b>	<b>72%</b>	<b>68%</b>	<b>69%</b>	<b>64%</b>	<b>72%</b>	<b>59%</b>	<b>82%</b>
<b>Q27.</b> I am aware of the LSE 2030 strategy	<b>62%</b>	<b>64%</b>	<b>63%</b>	<b>61%</b>	<b>73%</b>	<b>48%</b>	<b>78%</b>	<b>21%</b>
<b>Q28.</b> I have taken the opportunity to get involved in the development of the LSE 2030 strategy	<b>28%</b>	<b>24%</b>	<b>33%</b>	<b>19%</b>	<b>42%</b>	<b>19%</b>	<b>44%</b>	<b>17%</b>
<b>Q29.</b> I understand how my work goals relate to the LSE 2030 strategy	<b>30%</b>	<b>24%</b>	<b>37%</b>	<b>29%</b>	<b>42%</b>	<b>16%</b>	<b>31%</b>	<b>18%</b>
<b>Q30.</b> I think LSE is well placed to meet the challenges of the future	<b>49%</b>	<b>44%</b>	<b>52%</b>	<b>40%</b>	<b>53%</b>	<b>49%</b>	<b>50%</b>	<b>61%</b>

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- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE

# TEAM COMPARISON



## HOW DO YOU COMPARE?

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	LSE Overall	Academic Departments	Divisions	Institutes	Other-Academic	Research Centres	Small Divisions	Unallocated Paper
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<b>EMPLOYEE ENGAGEMENT INDEX</b>	<b>70%</b>	<b>72%</b>	<b>68%</b>	<b>69%</b>	<b>64%</b>	<b>72%</b>	<b>59%</b>	<b>82%</b>
<b>Q31.</b> I am proud to work for LSE	<b>83%</b>	<b>85%</b>	<b>81%</b>	<b>81%</b>	<b>74%</b>	<b>87%</b>	<b>78%</b>	<b>89%</b>
<b>Q32.</b> I would recommend LSE as a great place to study	<b>68%</b>	<b>73%</b>	<b>65%</b>	<b>69%</b>	<b>62%</b>	<b>63%</b>	<b>44%</b>	<b>84%</b>
<b>Q33.</b> I would recommend LSE as a great place to work	<b>68%</b>	<b>67%</b>	<b>67%</b>	<b>69%</b>	<b>62%</b>	<b>76%</b>	<b>59%</b>	<b>81%</b>
<b>Q34.</b> I feel a sense of belonging to LSE	<b>63%</b>	<b>67%</b>	<b>60%</b>	<b>62%</b>	<b>62%</b>	<b>61%</b>	<b>56%</b>	<b>75%</b>
<b>Q35.</b> Working here makes me want to do the best I can	<b>68%</b>	<b>69%</b>	<b>67%</b>	<b>64%</b>	<b>61%</b>	<b>72%</b>	<b>59%</b>	<b>83%</b>
<b>Q36.</b> I believe that action will be taken on the results of this survey	<b>44%</b>	<b>40%</b>	<b>46%</b>	<b>39%</b>	<b>41%</b>	<b>50%</b>	<b>33%</b>	<b>73%</b>

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE



## WHAT'S NEXT?

EMPLOYEES HAVE GIVEN THEIR FEEDBACK AND THESE RESULTS SHOW YOU WHERE YOU NEED TO MAKE IMPROVEMENTS OR WHERE YOU ARE PERFORMING WELL.

IT IS IMPORTANT TO DISCUSS THINGS FULLY IN ORDER TO UNDERSTAND UNDERLYING REASONS FOR THEIR OPINIONS BEFORE TAKING ACTION.

HOW WILL YOU MEASURE WHETHER YOUR ACTIONS HAVE BEEN SUCCESSFUL?

**DON'T JUST WAIT FOR THE NEXT SURVEY. KEEP ASKING YOUR COLLEAGUES FOR THEIR FEEDBACK AND IDEAS THROUGHOUT THE YEAR.**

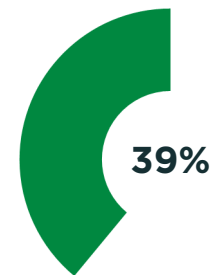
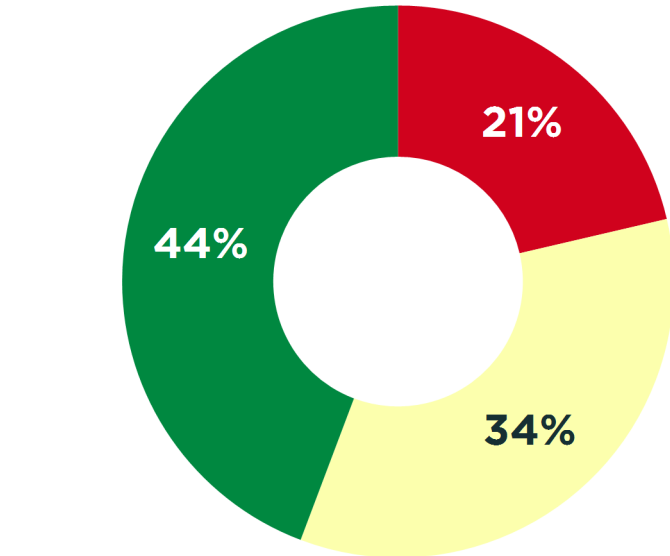
# 44%

of employees replied favourably to:

## 'I believe that action will be taken on the results of this survey.'

VARIANCE FROM BENCHMARK

+6↑



**BENCHMARK**


% positive

% neutral

% negative



# TIME TO TAKE ACTION

 **CELEBRATE**

The things we do well:

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THINK ABOUT HOW WE CAN BUILD ON OUR STRENGTHS AND LEARN FROM WHAT WE ARE GOOD AT.

 **INVESTIGATE FURTHER WITH OUR TEAMS**

Are there any other opportunities coming out of the results that we want to explore further?

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HOW COULD WE INVESTIGATE? THROUGH LOOKING AT THE DATA IN MORE DETAIL OR THROUGH DISCUSSIONS WITH STAFF?

 **OPPORTUNITIES**

Areas we need to focus on and turn into action plans:

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WHAT ARE THE KEY THINGS WE NEED TO IMPROVE TO MAKE WORKING HERE BETTER?



**USE THIS PAGE TO START YOUR LOCAL ACTION PLANS**

- IDENTIFY AREAS TO CELEBRATE, OPPORTUNITIES FOR IMPROVEMENT AND AREAS WHICH YOU NEED TO INVESTIGATE FURTHER.

- PRIORITISE 3 AREAS TO TAKE FORWARD

PRIORITISE 3 AREAS FOR ACTION	TIMESCALES	OWNER	RESOURCES REQUIRED	TARGET / SUCCESS MEASURE
01.				
02.				
03.				

# GUIDE TO THIS REPORT

## YOUR BENCHMARK DATA

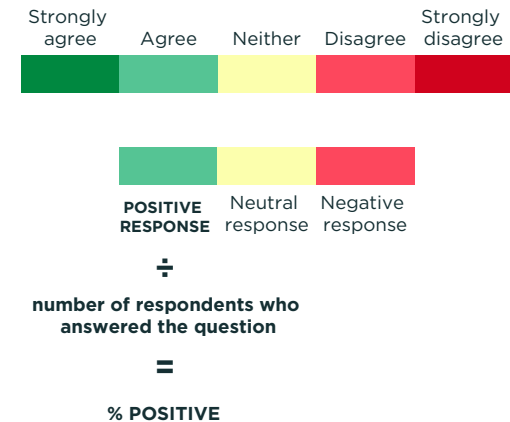
ORC INTERNATIONAL FACILITATES A BENCHMARKING PROGRAMME WHICH ALLOWS ORGANISATIONS TO BENCHMARK THEIR RESULTS AGAINST THE RESULTS OF OTHER ORGANISATIONS IN THEIR SECTOR. IN THIS REPORT, THE EXTERNAL BENCHMARK DATA IS THE AVERAGE % POSITIVE SCORE ACHIEVED FROM RECENT SURVEYS OF ALL OTHER UNIVERSITIES (UK) ORGANISATIONS.

## ANONYMITY

IT IS ORC INTERNATIONAL'S PRACTICE NOT TO DISPLAY THE RESULTS OF GROUPS TO THE EXTENT WHERE THE ANONYMITY OF INDIVIDUALS MAY BE COMPROMISED. RESULTS FOR TEAMS WITH LESS THAN 10 WILL NOT RECEIVE AN INDIVIDUAL REPORT. HOWEVER, THEIR DATA WILL STILL CONTRIBUTE TO THE SCORES FOR THEIR GROUP AND THE ORGANISATION OVERALL.

## % POSITIVE

WHERE RESULTS ARE SHOWN AS POSITIVE PERCENTAGES (% POSITIVE), THESE ARE CALCULATED BY ADDING TOGETHER POSITIVE RESPONSES ("STRONGLY AGREE" + "AGREE") AND DIVIDING BY THE NUMBER OF RESPONDENTS WHO ANSWERED THE QUESTION.



## ROUNDING

RESULTS ARE PRESENTED AS WHOLE NUMBERS FOR EASE OF READING, WITH ROUNDING PERFORMED AT THE LAST STAGE OF CALCULATION FOR MAXIMUM ACCURACY. VALUES FROM X.00 TO X.49 ARE ROUNDED DOWN AND VALUES FROM X.50 TO X.99 ARE ROUNDED UP. THEREFORE IN SOME INSTANCES, RESULTS MAY NOT TOTAL 100%.

	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%
NUMBER OF POSITIVE	151 + 166 = 317					
% POSITIVE	317 ÷ 613 = 52%					