

# **The IoA's Annual EDI, Wellbeing and Culture Survey 2020:**

## **Executive Summary**

### **Introduction**

The IoA's Annual EDI, Wellbeing and Culture Survey is very important for the IoA to understand and report on the key issues of Equality, Diversity and Inclusion (EDI), and Staff Wellbeing. Collecting evidence, data and information from the different groups and from a large fraction of the people at the IoA, helps us to prioritise what changes are needed to make the IoA a successful and thriving Institute in the future.

The IoA's Annual EDI, Wellbeing and Culture Survey runs from June until September. There have been four surveys so far (2016, 2018, 2019, 2020). The 2020 survey contains 19 **Yes/No** questions, 44 **Strongly Agree /Agree /Neither /Disagree /Strongly Disagree** questions, 8 **Multiple Choice** questions and 9 **Open-Ended response** questions. There are 5 sections in the survey: **You and your job** (14 questions); **Working together** (11 questions); **Work-life balance** (21 questions); **Inclusion and Fair Treatment** (16 questions), and **The IoA and its Culture** (18 questions).

### **Summary Overview**

Overall satisfaction is high, especially with regards to colleagues and managers / immediate supervisors. When compared to University-wide staff surveys, the IoA tends to have comparable or more positive responses than the University as a whole, though it is weaker in some areas. In addition, having collected data over the course of 4 years, we note several areas of concern.

- Individuals reporting that they have experienced bullying and harassment are high, and increasing over time, which is a particularly worrying issue
- Professional & Support Staff responses are trending toward more negative across nearly all questions
- Responses from Male, Postdoc, and Academic Staff all show notable areas of improvement. However improvement among Female, Student, and Professional Services Staff is much less common, suggesting actions must be taken to improve things for each group individually
- Overall, awareness of many policies and practices have been decreasing with time

### **Survey Questions and Analysis Method**

Analysis of the 2020 survey was performed on 19 **Yes/No** questions and 44 **Strongly Agree/Agree/Neither/Disagree/Strongly Disagree** questions, with a total of 90 participants. Everyone at the IoA (except for undergraduate students) was encouraged to participate by email (several times). This includes postgraduate students and emeritus staff and therefore ~175 people were invited to do the survey. For each question we looked at overall responses, as well as responses separated by gender (male and female) and job category (graduate student, postdoc, academic staff, and professional services staff). In addition to the 2020 results, we also looked at

the trend from previous surveys, as well as calculated the pairwise Pearson correlation coefficient for each pair of questions to investigate how different areas might influence one another.

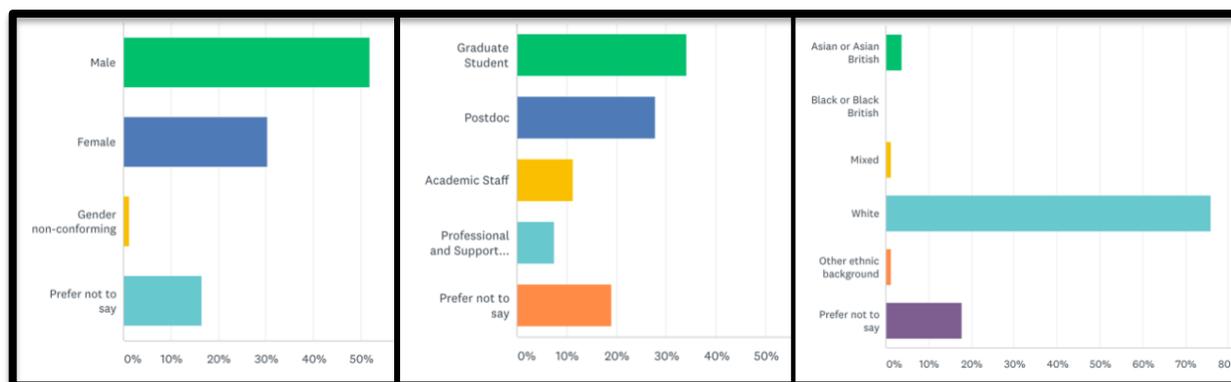
To maintain anonymity, responses were looked at based on statistics only, not responses from individuals. Furthermore, all questions included a ‘N/A or Prefer Not to Say’ option, and analysis was only performed on responses which were given.

### **Survey Participation and Caveats**

At the time the 2020 survey was sent out there were 175 eligible IoA members, 90 of whom participated in the survey. Thus the participation rate was 51.4%. The rate was notably lower for some sub-groups. The breakdown of participation rate by job category is given in the following table, and the fraction of those who participated by gender, job category and ethnicity in the subsequent graphs. Due to the low participation rate there are inherent weaknesses in the 2020 survey results. Moreover, all information and data given in this document is based solely on the survey responses (excluding the Open-Ended Response questions), and as such, some results have small numbers of responses and thus are not statistically robust. The summary presented here should therefore be considered as indicating themes that the IoA wants to address rather than confirmed statistically significant trends; i.e., particular care should be taken in drawing conclusions based on these results. Note also that recommended *Actions* are suggestions which have been made so far, and are not intended to be comprehensive.

<b>Job Category</b>	<b># Eligible</b>	<b># Participated</b>	<b>% Participated</b>
Graduate Student	54	27	50
Postdoc + Research Fellow	58 = 47 + 11	22	38
Academic Staff + Emeritus	38 = 17 + 21	9	24
Professional Services Staff	25	6	25
<i>Prefer not to say*</i>	-	15	-
<i>No response given*</i>	-	11	-
<b>Total</b>	<b>175</b>	<b>90</b>	<b>51</b>

*\*Options in the survey*



## **Bullying, Harassment and Discrimination**

Survey responses suggest a worrying number of incidents of bullying, harassment and discrimination occurring within the Institute.

- Reported incidents of bullying/harassment have increased each year, from 7 reports (7% of responses) in 2016 to 14 reports (18% of responses) in 2020.
  - Additional 5 responded 'Prefer not to say', and 9 gave up on completing the survey before they got to this question. The actual number may be higher than 14
  - Upward trend could be an increase in amount of bullying/harassment, or could be due to increased awareness of what constitutes bullying/harassment. In either case, the number of incidents is unacceptably high and should be addressed.
- Most prevalent among Professional & Support Staff (3 reports, 50% of respondents) and Academic Staff (2 reports, 22% of respondents)
  - Postdocs have reported no bullying/harassment in 2 years
  - Similar frequency between males and females
- Decreasing number of people who would feel able to report bullying or harassment without negative impact, especially among female, student, and professional & support staff responses
- Only ~50% of those who have experienced bullying/harassment provided their gender / job in the survey, compared to ~90% of those who did not
- 6 reports of discrimination (8% of responses) experienced in past year
  - More common among female than male responses
  - No reports from academic staff

### **Possible Actions**

- Provide additional means for reporting, and increase communication regarding those pathways
  - SRD and equivalent for students should explicitly provide opportunity to give feedback about additional issues (esp. for students)
    - E.g. Getting enough support (for work-life balance, etc., not just for job duties), any issues in the workplace, etc.
    - Already done by some, but should be universal
  - Provide additional opportunity for people (esp. students) to discuss issues about wellbeing/fairness/treatment in setting less formal than annual review
- Make sure everyone knows about whom they can speak with
  - E.g. Wellbeing advocates, etc.
  - Information about new Mutual Respect, Grievance, and Anonymous Reporting policies as soon as University finalizes them
- Collect additional information about bullying, harassment and discrimination to increase understanding of what is occurring and how to address it
  - Focus Group
  - Anonymous reporting
  - Follow-up survey
  - Add more questions to the survey to find out more details about the incidences experienced

- Re-iterate various channels through which complaints and feedback can be provided
  - Emphasize various options, including anonymous and/or informal complaints
- NOTE: Given the potentially substantial impact of bullying and harassment on anyone who experiences it, we suggest that actions should not be delayed while collecting additional information. Rather, immediate action should be taken, and as information is collected that can be used to make adjustments to what is being done

### **Male vs. Female responses**

Male responses tend to be slightly more positive than female responses, and are more likely to be increasing.

- Particular areas where male responses are improving whereas female responses are declining:
  - Health & Wellbeing
  - Stress (ability to manage, and policies in place to help)
  - Recognition, taking ownership of duties, getting regular feedback

### **Possible Actions**

- Increased attention to areas where female responses are decreasing compared to male responses

### **Professional Services Staff (PSS)**

Responses from Professional and Support Staff tend to be lower than from the other job categories, and tend to be trending downward.

- For the full survey population, the average trendline is roughly flat; for Professional and Support Staff, trendline is -0.18 per year (on a 5-point scale from Strongly Agree to Strongly Disagree)
- PSS survey participation rate is much lower than other job categories (only ~20% of PSS filled in survey, compared to ~38% of other job categories. Note that the academic staff rate also appears low likely due to including emeritus in that job category.)
  - 26 respondents did not provide their job category; it is possible that PSS have provided comparable response rate but were less likely to provide their job.
  - The low response rate means poor robustness of results, but should still be worked to improve
- Areas showing particular decline among PSS responses:
  - Equal opportunity and fair treatment
  - Ability to report bullying/harassment
  - Recognition of work, access to support, and co-operation
  - NOTE: Above areas also have strongest correlation to other questions, suggesting improving those areas may impact overall satisfaction

### **Possible Actions**

- Collect additional information/feedback from PSS
  - Focus group
  - Increase chances for PSS to provide feedback (either formally or informally)
    - Including ability to provide feedback/suggestions anonymously
- Future surveys:
  - Make more explicit that responses are sought from all job categories
    - Send separate emails to address each group individually
  - Ensure all questions are phrased so as to be applicable to all job categories
  - Send email reminders about the survey (at different times of day)

### **Awareness of policies and support**

We have observed a general trend where awareness of policies in place have been declining over time

- Some evidence that increasing awareness may increase satisfaction
  - e.g. Awareness of what University/College can offer in terms of health & wellbeing strongly correlated with being satisfied with policies/practices to manage health & wellbeing, and with thinking that the Institute cares about health and wellbeing
- Increasing awareness with time:
  - University/College offers in terms of health/wellbeing (except decreasing among Professional/Support Staff)
- Decreasing awareness with time:
  - Potential benefits to new fathers taking paternity leave
  - Arrangements for shared parental leave
  - Scheme to underwrite postdoc contract extensions due to parental leave
  - Returning Carer Scheme
  - IoA-hosted Unconscious Bias workshops
- Mixed:
  - How to report bullying/harassment increasing among females and postdocs; among students increased from 2016→2019 (39%→76%), but significant drop from 2019→2020 (76%→52%)

### **Possible Actions**

- Improve communication regarding EDI policies
  - Provide list of EDI policies and practices on single page of IoA website (i.e. more centrally located communication)
  - Inform people of policies in place using non-email channels in addition to email
    - e.g. Posters on toilet stall doors
- Communication should be repeated periodically, to remind people as well as to inform new arrivals

## **Areas with potential for significant impact**

We have identified several areas which are strongly correlated with a large number of other questions.

- Strongest positive correlations with other questions
  - Absence and return to work being managed effectively following a greater than 1 week absence, and satisfaction with request to work flexibly or part time
  - Institute caring about health and wellbeing
  - Fair treatment
  - Institute valuing individual differences
  - Satisfaction with recognition
- Strongest negative correlation with other questions:
  - Having care responsibilities
  - Experiencing bullying, harassment, or discrimination
- Areas which correlated with satisfaction with working environment and likelihood to recommend IoA as great place to work:
  - Treated with fairness and respect
  - Confidence appropriate action will be taken regarding unfair treatment
  - Satisfaction with recognition received

### **Possible Actions**

- Although the cross-correlation does not necessarily imply causation, it suggests that areas with strong correlations to other questions may provide larger benefits when focused upon
- Key focus could be provided toward fairness/respect, support for health/wellbeing, and bullying/harassment
- Increased recognition within the IoA for work done should be straightforward, and correlation with other questions suggests this has potential for high return

## **Comparison to University-wide survey**

It is important to note that the University-wide survey receives responses from employees-only while the IoA 2020 survey includes both graduate students and emeritus. The graduate students are a distinct job category in the IoA 2020 survey while the emeritus are not..

Most questions in the IoA 2020 survey received responses comparable or higher than the University-wide results from 2019.

- Particularly strong areas:
  - Believe Institute cares about health and wellbeing (71% positive, compared to University-wide 49%)
  - Believe action will be taken as results of survey (52% positive, compared to 37%)
  - Access to sufficient support (75% positive, compared to 63%)
  - Recommend Institute as great place to work (78% positive, compared to 70%)
- Particularly weak areas:
  - Have experienced bullying/harassment in past year (18%, compared to 11% University wide)

- Aware of the procedures to report bullying & harassment (68%, compared to 76% University wide)
- Satisfied with outcome of request to work flexibly or part time (67% positive, compared to 85% University-wide, though note this is out of only 9 responses at IoA)
- Aware of Return to Work Policy (48%, compared to 62% University-wide)
- Able to strike the right work-life balance (49%, compared to 61% University-wide)

A particular concern is the high percentage of those who reported experiencing bullying & harassment at the IoA compared to University-wide. Note that the percentage given above for the IoA includes graduate students and emeritus as well as those who did not give a job category.

Considering only Postdocs, Academic Staff and PSS, the percentage at the IoA who reported experiencing bully & harassment is 14%. Including also those who did not give a job category the percentage is 24%.

In all cases this is higher than that reported at University wide (11%).

This concern extends also to the percentage of those at the IoA who are aware of bullying & harassment reporting procedures being less than the percentage University wide.

Please see the above sections for possible actions on these issues.