

# Summary of Pulse Survey Results - Summer 2022



## NEW WAYS OF WORKING

These slides provide a summary of the survey results. For more information, please contact [hr-support@admin.ox.ac.uk](mailto:hr-support@admin.ox.ac.uk)

# Background

- NWW Framework released June 2021
- Implementation delayed in many departments until 2022 due to Covid lockdowns and government advice to work from home
- Pulse survey ran from 22 June 2022 – 5 July 2022
- **1282** responses received (out of c. 6000 Professional Services staff; c. **21%** response rate), of which **491** (38%) were line managers

# Implementation

- Before March 2020, **71%** of respondents were **fully on-site**
- Now **59%** are **regular remote**; only **10%** are **fully on-site**
- **82%** had a different working pattern before March 2020
- **79%** said their department/UAS section had fully or partially **implemented NWW**
- **76%** agreed/strongly agreed that **decisions** were reached through **inclusive and open** discussions

# Individual benefits

Respondents who agreed/strongly agreed that:

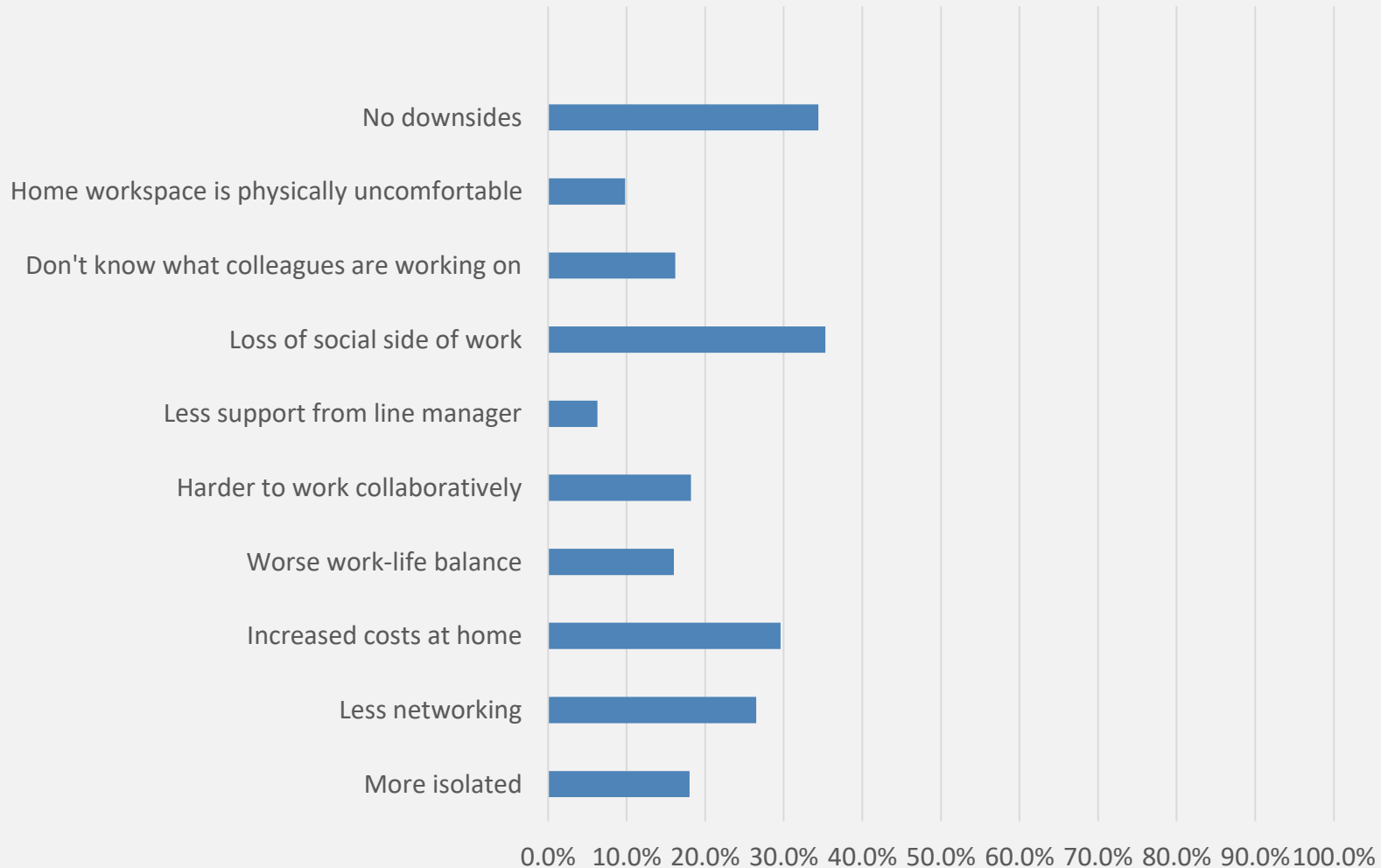
- current/new working pattern enables them to meet **operational needs** = **96%**
- their working pattern allows them to **balance work and home life** = **86%**
- NWW helps support their **health and wellbeing** at work = **82%**
- NWW offers **new ways to collaborate** = **81%**
- They **engage more** with briefings, L&D etc. = **71%**

## Department/University benefits

- 91% of managers feel new working patterns enable them to meet operational needs
- 82% felt flexible working is a retention benefit
- 67% felt it was a recruitment benefit
- 65% found Teams meetings more efficient and effective
- 60% felt staff were more productive/efficient
- 50% felt staff are better able to engage with training/development

# Individual disadvantages

*Respondents asked to 'select all that apply' and given space to note any 'other disadvantages'*



## Departmental/University disadvantages

- **48%** felt it is **harder to integrate new staff** into the team/department
- **22%** felt **resentment** is growing between those who can and cannot work flexibly
- **19%** felt it is **difficult to accommodate** everyone's **preferred working pattern**
- **12%** felt it is **harder to manage teams remotely**
- **5%** felt that service levels for staff/students were negatively affected

# Impact on Equality, Diversity and Inclusion

## Caring responsibilities:

- **73%** of those with children under 5 and **64%** of those with any type of caring responsibilities found NWW allows them to better fulfil their caring responsibilities

## Disabilities and/or long-term health conditions:

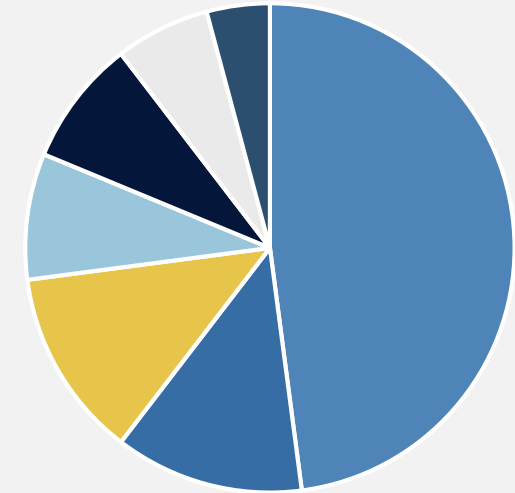
- **66%** of those with disabilities found their new working pattern enables them to better manage their disabilities/health conditions



# What other resources do line managers need?

**491 respondents are line managers.** Of these:

- 80% agreed that they had “the tools, skills and support to manage a remote/hybrid team”
- Only 7% disagreed
- 9% identified additional resources that they needed, of which:
  - **48%** related to training for managers in order to support and manage teams remotely
  - **13%** referenced training for employees and teams on how to effectively work remotely
  - **13%** suggested equipment was not sufficient



- Training for how to manage teams remotely
- Training for remote working equipment
- Better IT equipment to support hybrid
- More private meeting room facilities
- More case studies
- Remote work not suitable
- More time