

UNIVERSITY OF KENTUCKY BOARD OF TRUSTEES

Melissa Frederick, Vice President for Human Resources and
Chief Human Resources Officer



2023 UK@WORK EMPLOYEE ENGAGEMENT SURVEY RESULTS

Taking Care of Our People

About the survey

- Fifth time since 2015 that campus faculty and staff have taken the UK@Work employee engagement survey.
- Administered by our current vendor, WTW, for two weeks from Sept. 11 to Sept. 23, 2023.
- Includes 62 questions in 16 categories; two open-ended questions for text comments.
- Out of 10,412 faculty and staff invited to participate in the survey, 6,179 responded (59%).
 - Faculty: 1,530 responded (50%)
 - Staff: 4,649 responded (62%)

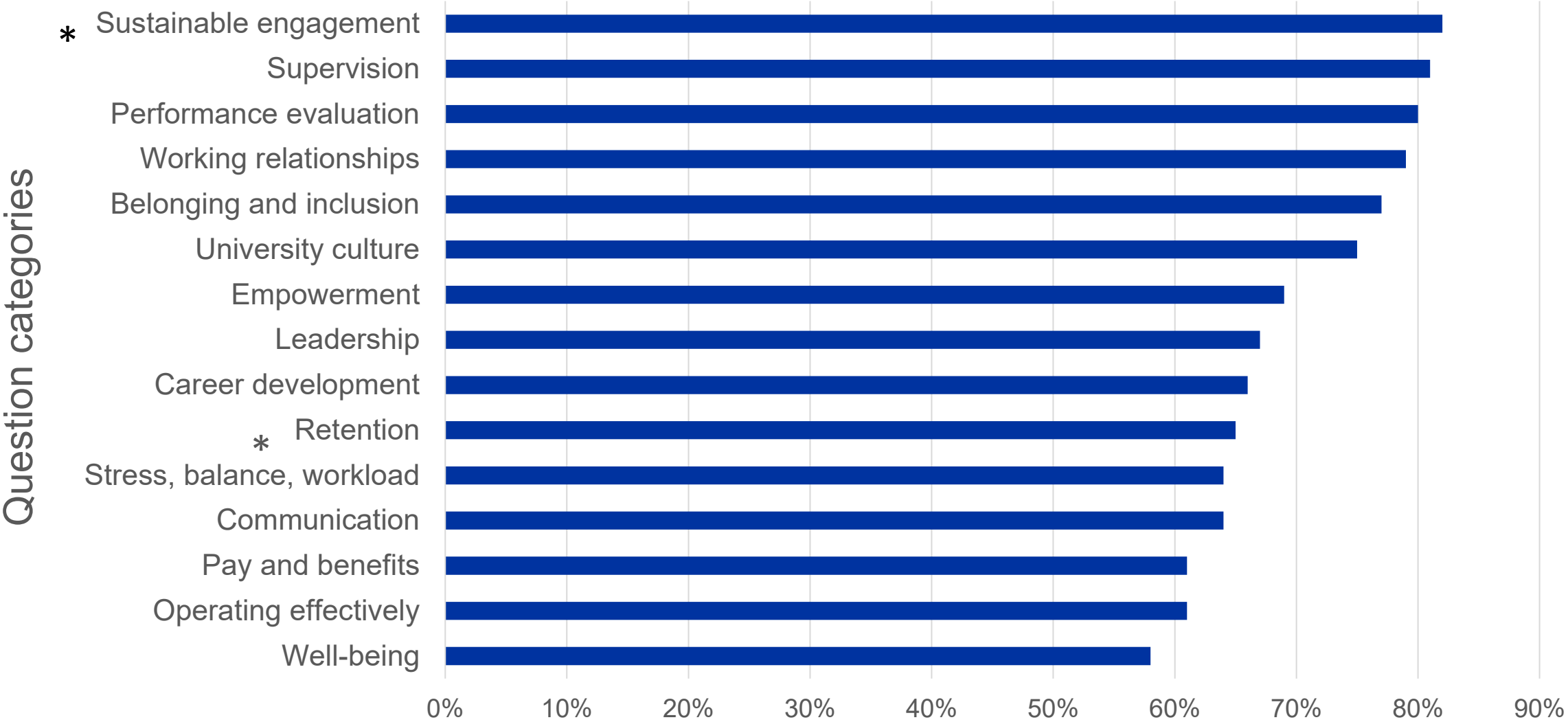
About the survey

- Employees were asked to respond to each question using the following scale:
 - Agree
 - Tend to agree
 - ? ("unsure")
 - Tend to disagree
 - Disagree
- The favorable score for each category indicates how many employees responded favorably to that question. For most questions, the favorable responses are “agree” or “tend to agree.” However, for some questions (such as “The amount of stress I experience at work significantly reduces my effectiveness), the favorable responses are “disagree” or “tend to disagree.”

2023 UK@WORK EMPLOYEE ENGAGEMENT SURVEY RESULTS

Taking Care of Our People

Overview of 2023 UK@Work Survey Results



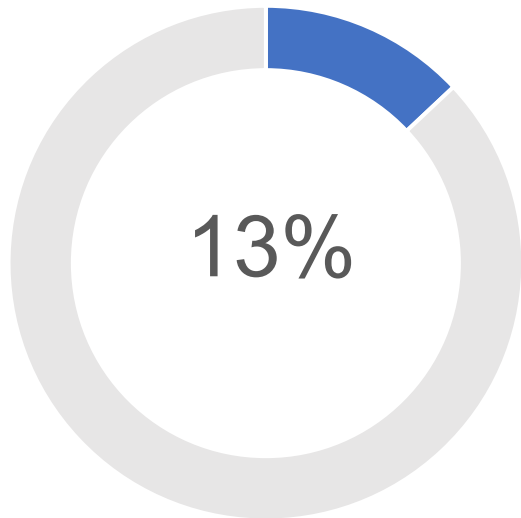
* Identified as key indicators

■ % Favorable

Overview of 2023 survey results

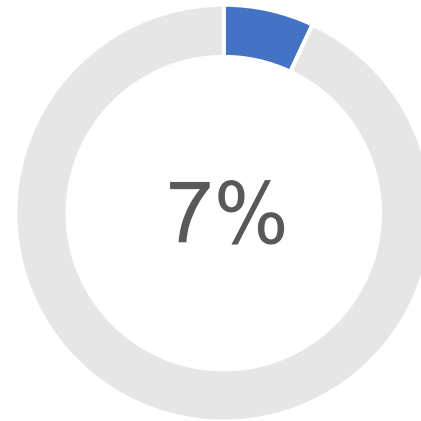
Recently added basic needs category: “Do you have another job outside of your job at UK?”

Percent favorable:
All UK respondents



+2 vs. 2021

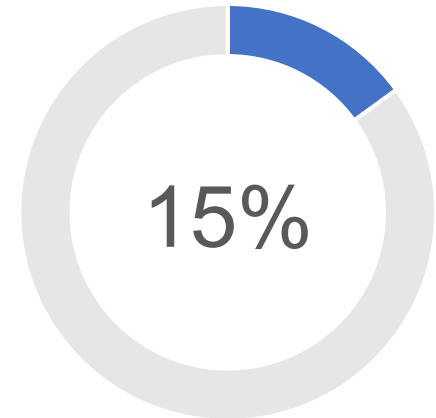
Percent favorable:
Faculty respondents



+1 vs. 2021

7% of faculty respondents indicated having a second job.

Percent favorable:
Staff respondents



+3 vs. 2021

15% of staff respondents indicated having a second job.

Overview of 2023 survey results

Strengths	Opportunities
Performance evaluation	Operating effectively
Supervision	Communication
Pay and benefits	Well-being
Belonging and inclusion (x2)	Career development
	Action planning

SUSTAINABLE ENGAGEMENT

Taking Care of Our People

Cultivating sustainable engagement

- An employee with high sustainable engagement is:
 - Engaged — Has a rational, emotional and behavioral attachment to the institution.
 - Enabled — Works in an environment that supports productivity and performance.
 - Energized — Individual physical, interpersonal and emotional well-being at work.

Sustainable engagement

- WTW analyzes survey results to determine which questions are indicators of sustainable engagement; questions can change from year to year.
- Results show we have improved in all areas of sustainable engagement.
 - Belonging and inclusion; empowerment; stress, balance and workload.

2023 UK@WORK EMPLOYEE ENGAGEMENT SURVEY RESULTS

Taking Care of Our People

Sustainable Engagement (82% favorable overall)

My department colleagues usually get along well together.

I believe strongly in the goals and mission of the university.

I am proud to be associated with UK.

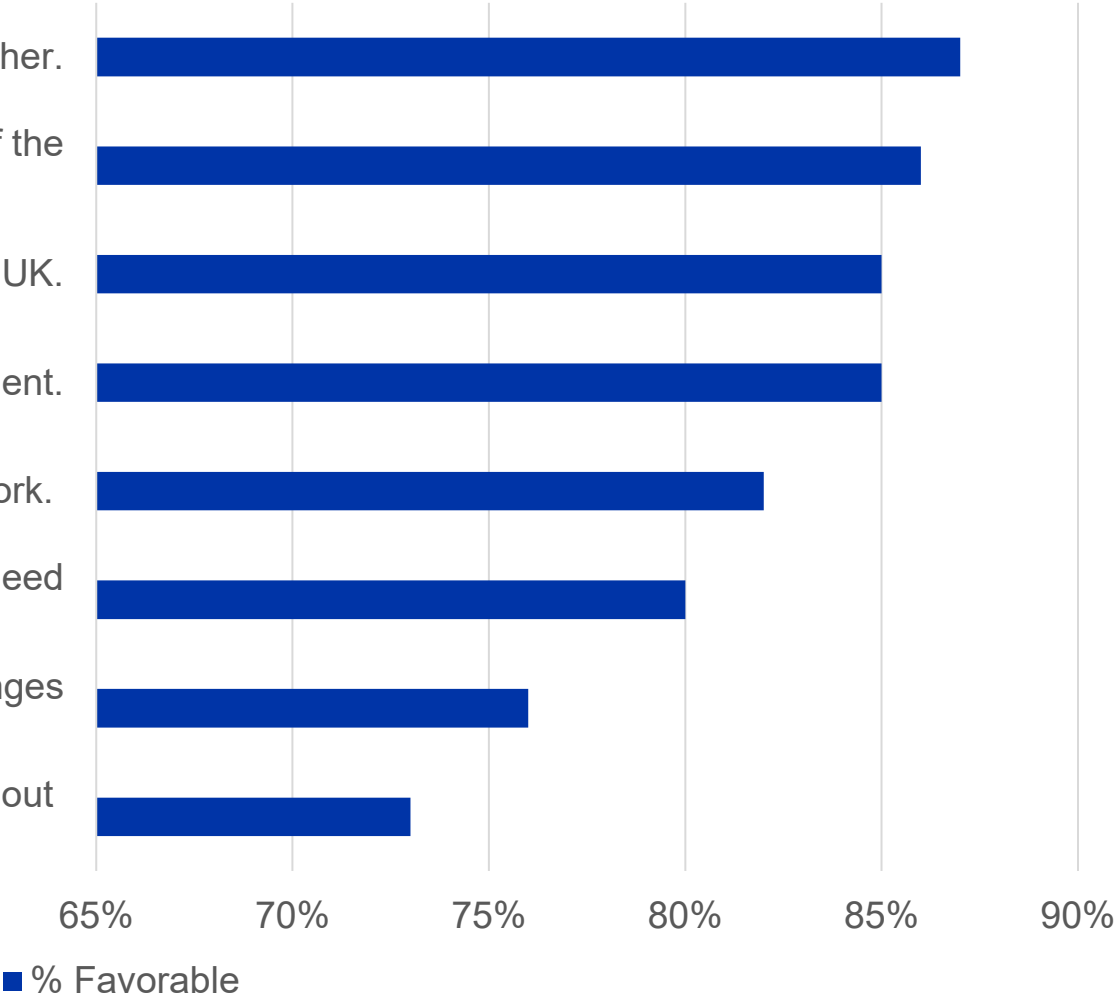
My work gives me a sense of personal accomplishment.

I would recommend UK as a good place to work.

My department gives me the equipment/resources I need to do my work effectively.

My department is able to meet our work challenges effectively.

I am able to sustain the level of energy I need throughout the work day.



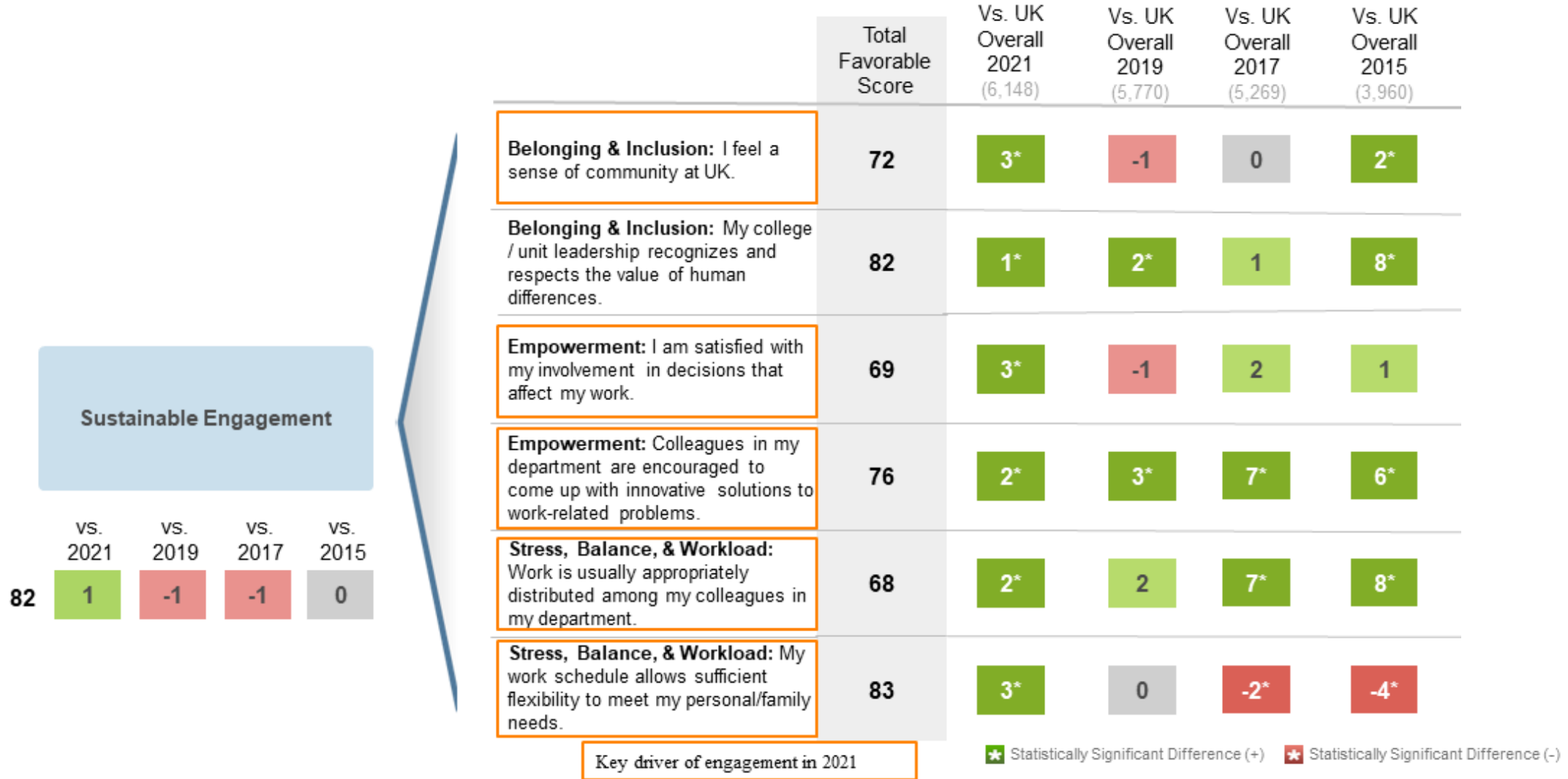
Faculty (1,530)	Staff (4,649)
-1	0
-1	0
-4*	1
5*	-2*
-5*	2*
-8*	3*
-5*	2*
-2	1

★ Statistically Significant Difference (+) ★ Statistically Significant Difference (-)

2023 UK@WORK EMPLOYEE ENGAGEMENT SURVEY RESULTS

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Sustainable engagement: overall UK results



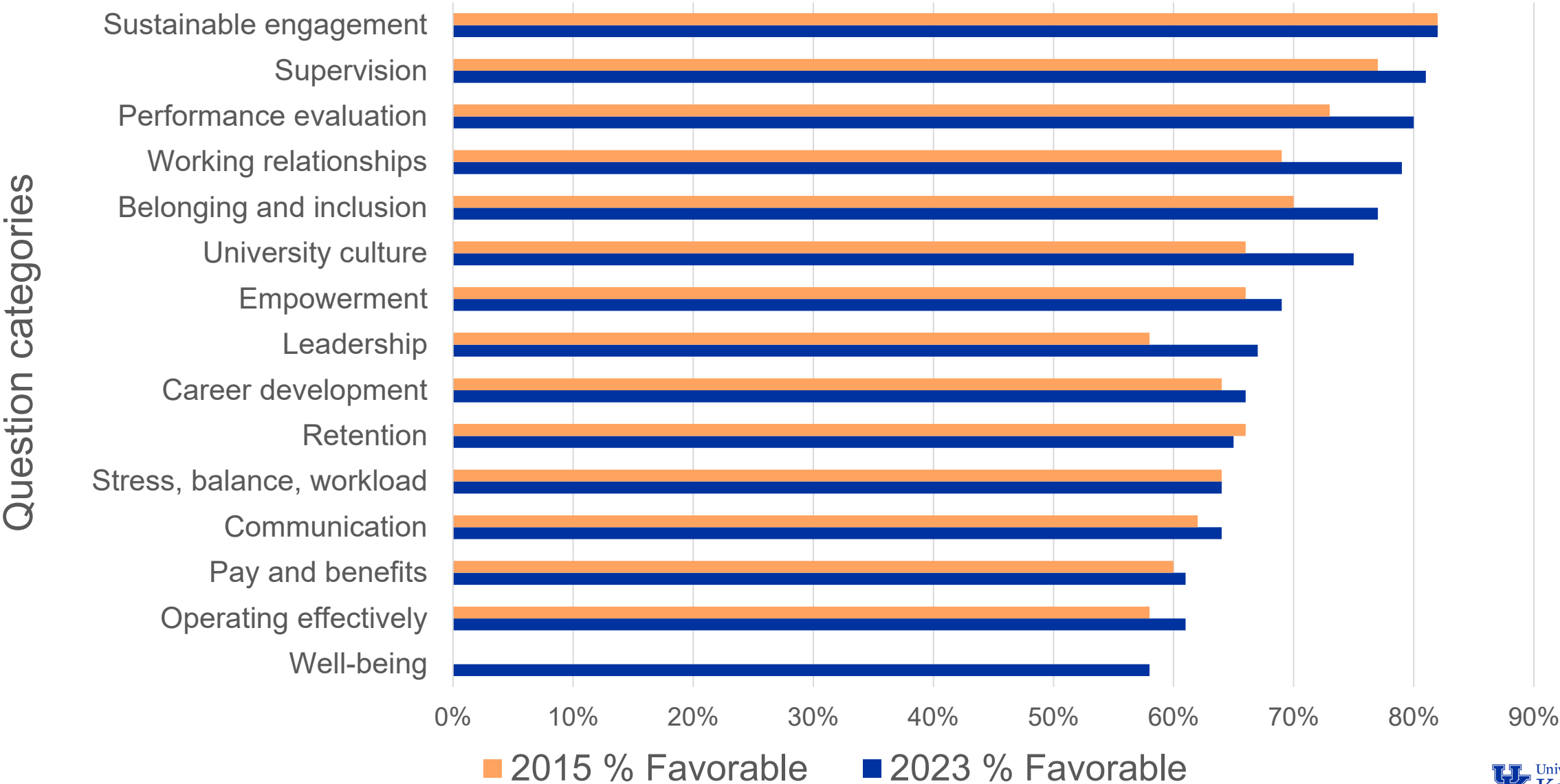
OUR PROGRESS

Taking Care of Our People

2023 UK@WORK EMPLOYEE ENGAGEMENT SURVEY RESULTS

Taking Care of Our People

UK@Work Survey Results — 2015 vs. 2023

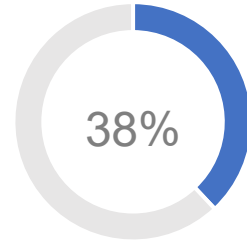


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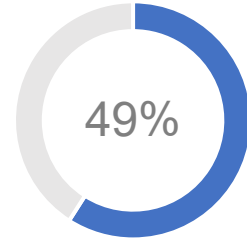
Largest declines since 2021

I worry about my current financial state.
(% answering no)



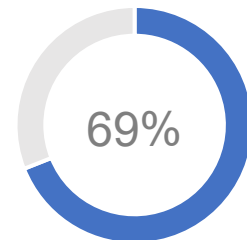
-5* vs. 2021

In my opinion, decisions at UK are made in a timely manner.



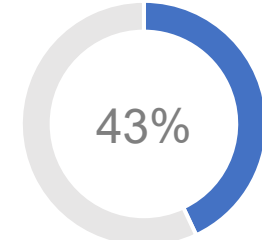
-5* vs. 2021

UK does an excellent job of keeping employees informed about matters affecting us.



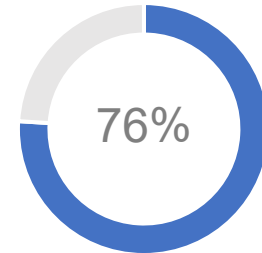
-2* vs. 2021

I think the university is doing a good job of retaining its most talented employees.



-1 vs. 2021

Where I work, my colleagues are accountable for following through on what they have promised.



-1 vs. 2021

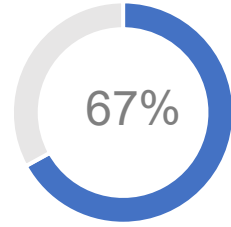
* Statistically significant

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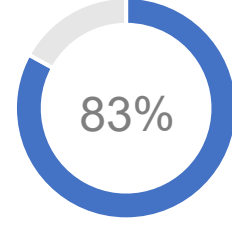
Most improved since 2021

UK effectively addresses campus incidents of intolerance and bigotry.



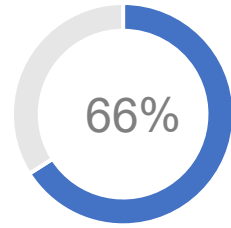
+5* vs. 2021

My work schedule allows sufficient flexibility to meet my personal/family needs.



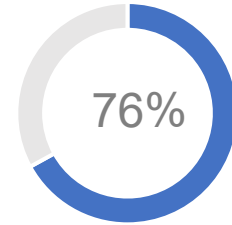
+3* vs. 2021

The stress levels at work are manageable.



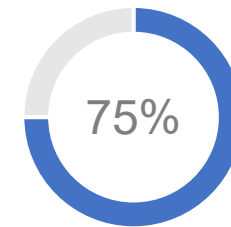
+4* vs. 2021

Employees are treated with respect here regardless of their position.



+3* vs. 2021

My supervisor does a good job of building teamwork.



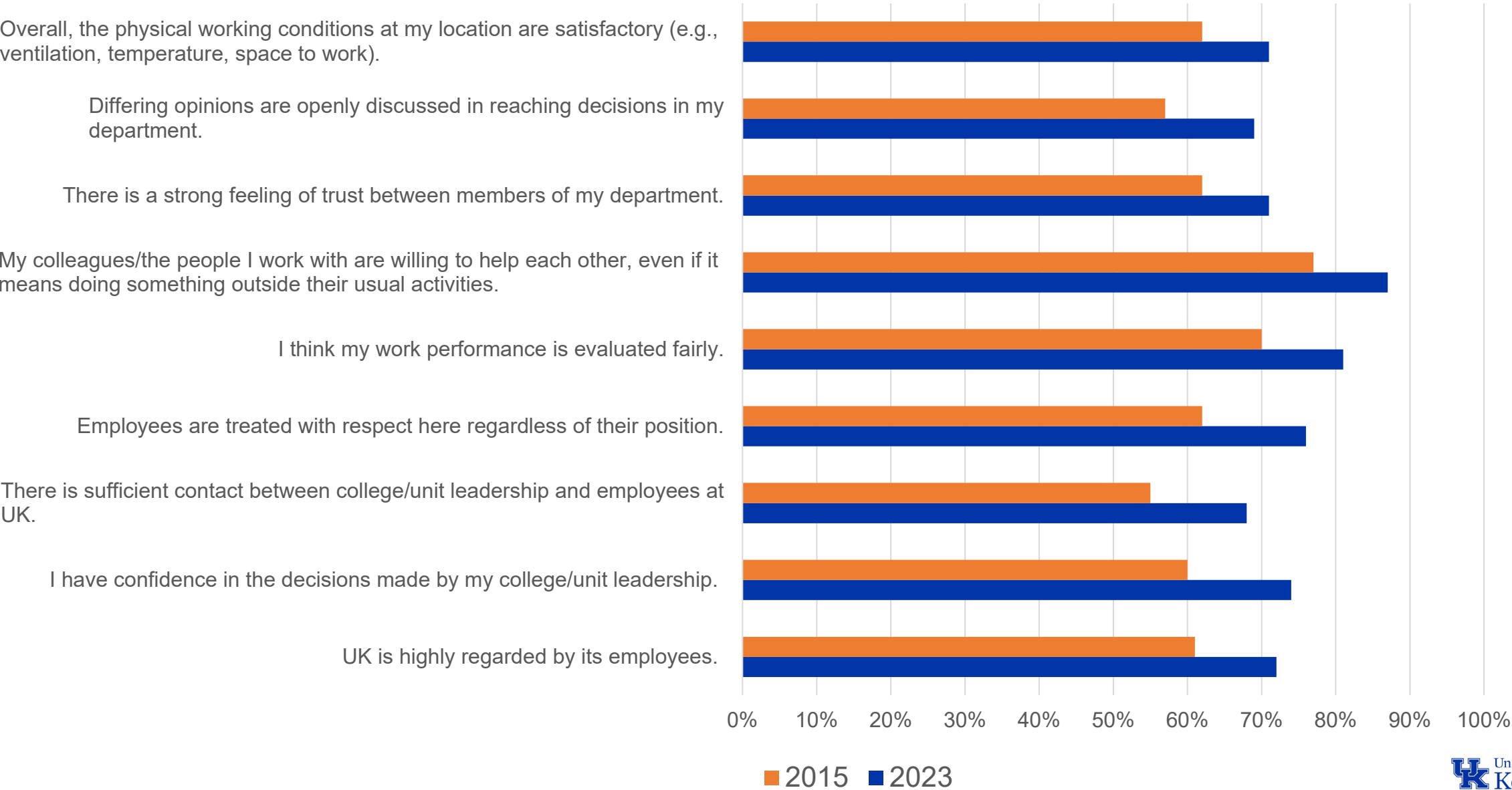
+4* vs. 2021

* Statistically significant

2023 UK@WORK EMPLOYEE ENGAGEMENT SURVEY RESULTS

Taking Care of Our People

Largest increases since 2015



Major takeaways

- Surveys help inform our progress.
 - Participation is crucial; we analyze results and turn areas of opportunity into action.
- Progress is a journey.
 - Five surveys over almost 10 years show continued improvement, year after year, in virtually every category.
- We improve because we care.
 - Our people advance Kentucky; that is why we continue to invest in them.

Investing in our people

- Salary increases
- Starting wages
- Parental leave
- Extended benefits
- Greater access to UK HealthCare

Planned next steps

- Continue sharing college- and department-level results.
- Include messages in Supervisor Solutions newsletter highlighting results, including instructions to review results with team and more information about local action planning.
- Include messages in Thrive newsletter to look for results from individual area's leadership, how employees can support engagement efforts, what to expect from local action planning.

QUESTIONS

