



Satisfaction Survey of the Institute of Nanomaterials, Advanced Technologies and Innovation employees (Cxl TUL)

2018

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Survey methodology

Goals and basic characteristics

The Satisfaction Survey at the Institute for Nanomaterials, Advanced Technologies and Innovation TUL (Cxl) aimed at mapping the current attitude of Cxl researchers and other staff towards selected areas of work satisfaction, namely: working conditions, education and personal development, communication, mobility, teamwork, work-placement and goals, and the future development trends at the Cxl (with the support for HR Award certification).

The aim was also to identify key areas for improvement and to create space for future development and direction of the Cxl. The survey was conducted in the period of August - September 2018.

Survey method

Respondents (Cxl staff) were surveyed via email sent by the Director of the Cxl with a request to answer an electronic version of the anonymous questionnaire in the SurveyMonkey online development software environment.

Data collection was conducted using the Computer Assisted Web Interviewing (CAWI) method, that is, the Web Form Surveying through the interactive SurveyMonkey website questionnaire. This way of polling ensured the anonymity of the results and could have been one of the factors that supported the high return of the questionnaire. Respondents were identified with only 2 identifying questions at the end of the questionnaire.

Respondents checked the corresponding questions in the online version. The first address was on August 14, 2018. Respondents were asked to fill in the online questionnaire by the Institute director by September 10, 2018. After the first round of questioning, 87 responses were received.

To increase the number of responses, an E-mail was sent to all Cxl staff on September 10, 2018, which reminded them of filling in the survey by September 17, 2018, and served as a thank you to those who already completed the questionnaire. The data collection was completed on September 17, 2018.

The core set was made up of all Cxl staff who have an employment relationship with the TUL through Cxl, including staff from abroad. That is why a survey was conducted both in the Czech and English languages.

Questionnaire

The Cxl staff survey questionnaire consisted of 10 questions. 8 questions explored selected areas in relation to the Cxl staff satisfaction issue, in relation to topics and areas addressed within HRS4R. The 2 final questions were identifying and surveyed the job classification and the length of employment at the Cxl.

Full version of the questionnaire in pdf is listed in the Annex 1.

Respondents filled out the questionnaire using only the online version in the form of a checkbox answer. Nine questions were closed (questions 1,2,3,4,5,6,7 and identification questions 9 and 10). Question 8 was open. The respondents had the opportunity to define the areas with which they are least satisfied within the CXI TUL and to state their reasons.

Figure 1: Example of an online questionnaire focusing on the satisfaction of Cxl staff

TECHNICKÁ UNIVERZITA V LIBERCI
Ústav pro nanomateriály, pokročilé
technologie a inovace

Směrování budoucího vývoje na Cxl - Průzkum spokojenosti pracovníků Cxl EDIT

⊕ PAGE TITLE

Vážené kolegyně, vážení kolegové,

rád bych Vás tímto požádal o vyplnění krátkého anonymního online dotazníku zaměřeného na Vaši spokojenost na Cxl v kontextu budoucího vývoje naší organizace. Váš názor je pro mě důležitou zpětnou vazbou.

Dotazník prosím vyplňte nejpozději **do 10. září 2018**.

Výsledky dotazníku budou využity při formování budoucího vývoje a nastavení strategie Cxl a budete s nimi seznámeni prostřednictvím webových stránek <http://cxi.tul.cz>.

Předem děkuji za Váš čas při vyplnění dotazníku.

S pozdravem a přáním pěkného dne

Petr Tůma

Characteristics of respondents

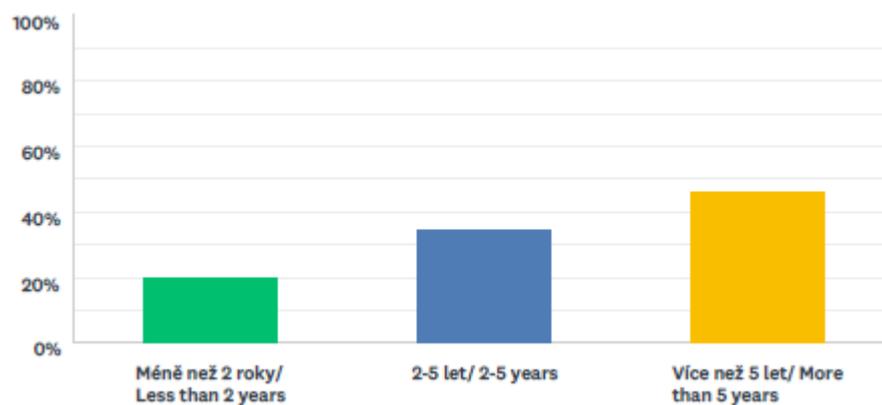
All CxI staff from B and C categories who are employed at the CxI by the employment contract, a total of 198 addressed, were contacted as part of the survey. The electronic anonymous questionnaire was completed by 131 respondents, i.e. 66% of all addressed employees.

The return was high and the results can therefore be considered a very valuable feedback.

Duration of the Employment at the CxI

The most numerous group of respondents which was in total of 60 respondents (45.8%) was comprised of employees employed at the CxI for more than 5 years. At least 26 respondents, or less than 20% of all respondents, were respondents who worked for the CxI less than 2 years (see Figure 2).

Figure 2: Duration of the employment at the CxI



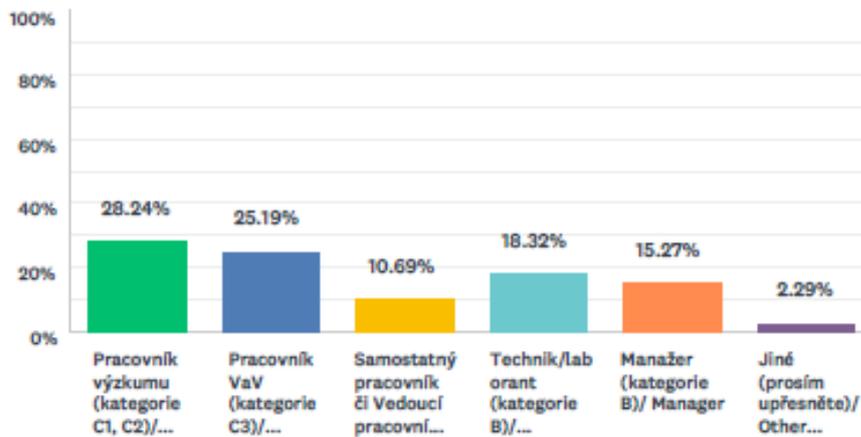
Job placement at the CxI

The most numerous group of respondents from the employment perspective were C1 and C2 researchers (over 28%), then a C3 category of R & D staff, technicians and lab assistants accounted for more than 18%, and managers had over 15%. Six respondents took the opportunity to choose the "other" category and specified their position as Category B, the position of Research Director, and 2 respondents were unable to define their position.

Figure 3 describes in detail the distribution of respondents in the job positions.



Figure 3: Job placement at the CxI



Summary of the main survey results

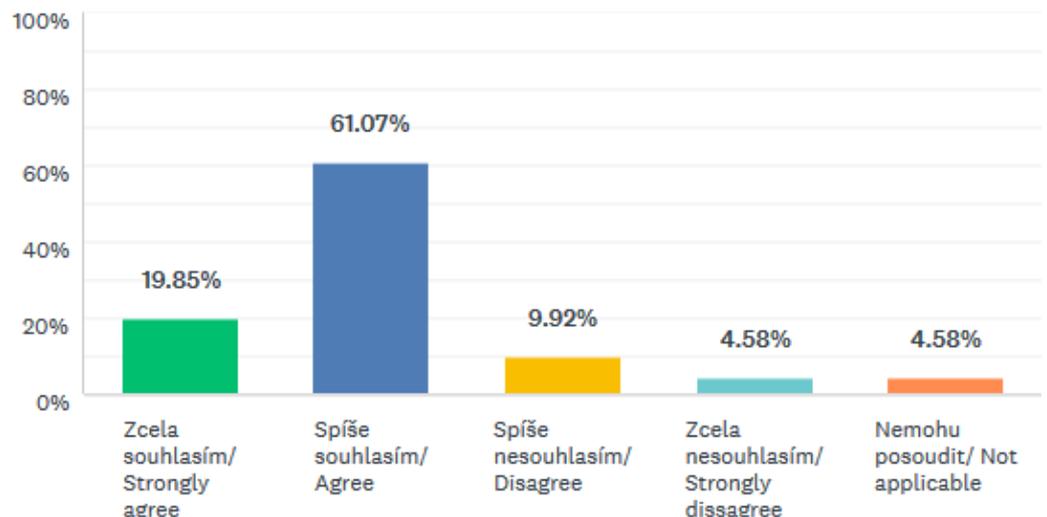
Evaluation of work conditions at the CxI

In the first question, the respondents expressed a degree of consent to the creation of appropriate work conditions, incl. wage evaluation.

Question:

1. *CxI TUL provides appropriate employment conditions incl. salary.*

Figure 4: Evaluation of work conditions at the CxI



Results show more than 80% of respondents (106 respondents in total) agree totally or agree partially that the working conditions at the CXI, including payroll, are adequate. Only less than 5% see working conditions as inappropriate, and therefore strongly disagree with the question. In the last open question, however, a number of respondents point to some problematic areas regarding both working conditions (technical equipment, workplace conditions, etc.) and dissatisfaction with the remuneration system. The following is an overview of these results for the evaluation of question 8.

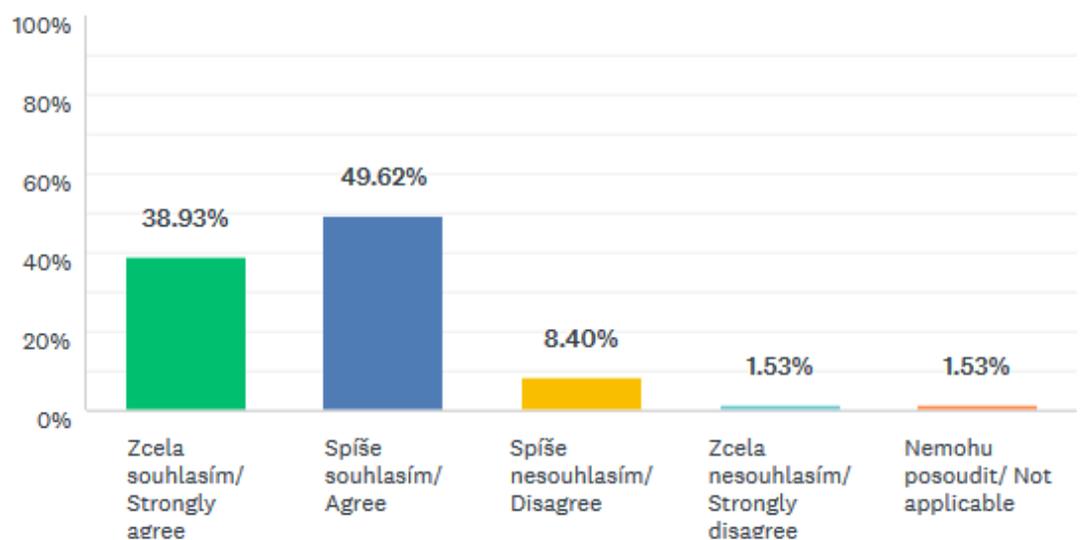
Professional growth and further education

The overall satisfaction of respondents resulting from the evaluation of the area of personal development and further education.

Question:

2. CxI TUL provides opportunities for my professional growth and development including further education (learning and development opportunities).

Figure 5: CxI provides opportunities for professional growth and education



Almost 90 respondents agree or are inclined to agree that the CxI TUL provides opportunities for their personal development and growth and opportunities for further education. Nevertheless in open responses the respondents also see a room for improvement in the area of education, both in languages (for foreign staff the teaching of Czech language) and in the field of technical education - see question 8.

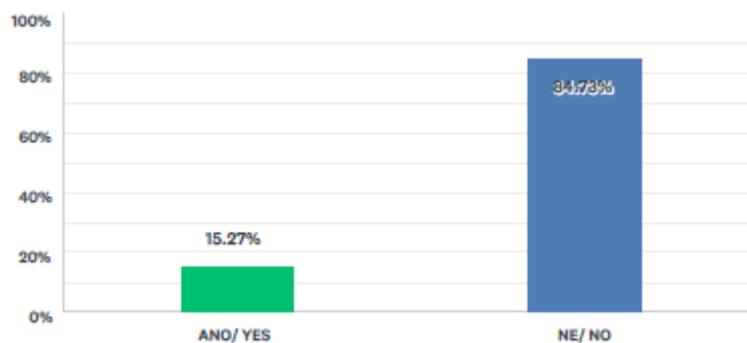
Participation in long-term mobility

Mobility is a category which is important for CxI staff and should be supported. As the survey results show, only about 15% of respondents participated in mobility activities in the duration of more than 3 months during their employment at the CxI. It is also one of the areas identified as important for the assessment and career growth of workers.

Question:

3. I have participated in an academic or research mobility longer than 3 months during my professional career at the CxI.

Figure 6: Participation in a mobility longer than 3 months in the scope of the CxI

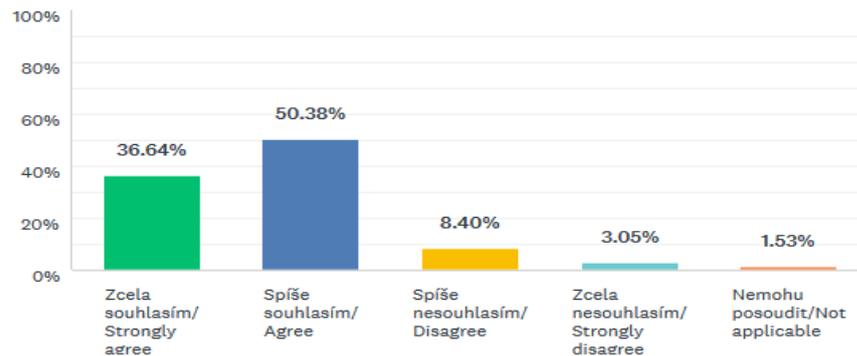


Employment position and goals

Question:

4. *The position I currently work in corresponds to my personal professional goals.*

Figure 7: Employment position corresponds to employee's professional goals

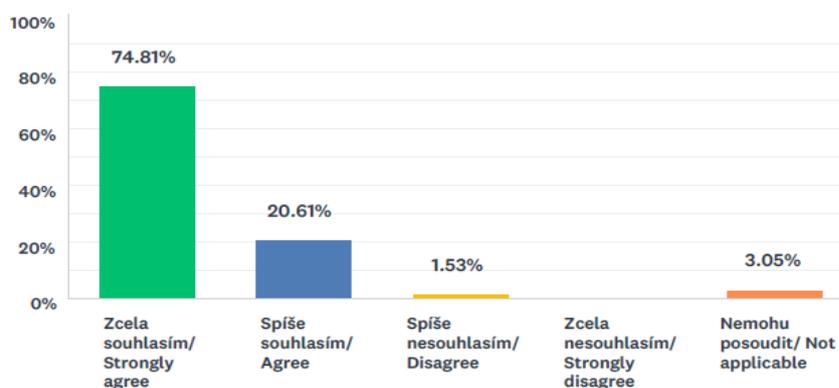


Role and responsibility of employee towards the team

Question:

5. *I am aware of my role and responsibility towards my team (e.g. in project creation and implementation, creation of outputs etc.).*

Figure 8: Role awareness and a responsibility towards a team



Areas of employment, goals, roles and responsibilities are very positively evaluated.

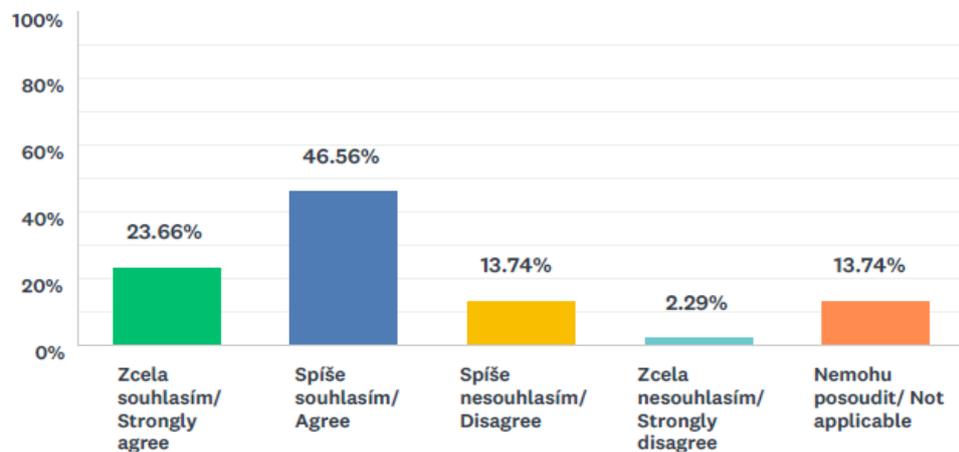
Cxl concept

About 70% of the respondents agreed on question 6, more than 16% more or less opposed the current Cxl concept, which was confirmed in part by the answer to the open question 8.

Question:

6. *I am satisfied with the current Cxl TUL concept.*

Figure 9: Satisfaction with the current Cxl concept



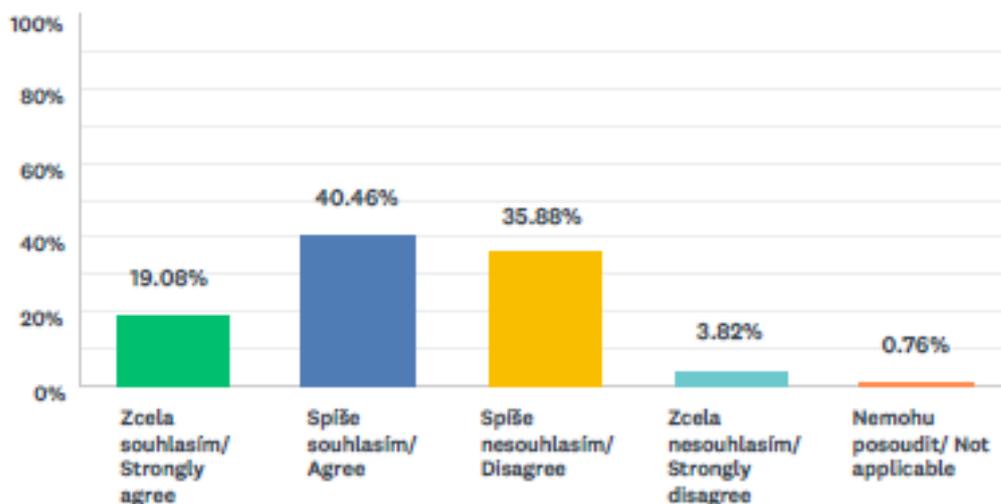
Level of communication at the CxI

Almost 40% of respondents stated they are not satisfied or at least partially satisfied with the level of communication as shown in the Figure 10.

Question:

7. I am satisfied with the level of communication at the CxI TUL.

Figure 10: Satisfaction with the level of communication at the CxI



Suggested areas for improvement

The last (eighth) question was related to the CxI staff satisfaction assessment and gave respondents the opportunity to point to two areas of CxI operation they are not satisfied with or see a room for improvement. They should have also stated why that is.

Question:

8. Please indicate 2 areas where you feel MOST DISSATISFIED with the CxI TUL and STATE REASONS why that is.

The question 8 was answered in the first category by 98% of respondents. Some said they were satisfied with the CxI and had no comments. The second area was answered by almost 81% of respondents.

Given this was an open question, the evaluation of verbal answers was divided **into 12 main categories** (areas) according to thematic focus in the order of respondents' comments.

These are areas where staff is not completely satisfied:

- 1. Working conditions**
- 2. Future development of the CxI**
- 3. Communication and information**
4. Teamwork and relations
5. Management methods
6. Sharing of services between CxI and TUL, possibly by external partners
7. Financing, contract management and the quality of research
- 8. Remunerations and benefits**
9. Administration
10. Education including language courses
- 11. Content of work and working hours**
12. Mobility
13. Quality of human resources

Five main areas were selected from the above mentioned categories where, according to response frequency from the staff, there is a room for improvement and where shortcomings were most often pointed out by the respondents:

Table 1:

Areas for improvement	Selected specific comments
Working conditions	Technical problems with the building Poor technical arrangements of rooms/building in the area of air conditioning Non-existent facilities for chemistry, storage, glass-storage Catering – bad quality of food in the canteen
Communication	Poor communication (sometimes none at all) between department heads and subordinate staff
Content of work and working hours	Unequal approach to different employees - unequal demands on the amount of work Workload of colleagues in comparable positions Poor cooperation of workplaces – complicated cooperation / assistance without personal relations Less stable work, short-term projects
Remunerations and benefits	Poor interconnection between project solution and job funding Remuneration from commercial procurement – not completely solved Irregularities in the workload vs. wage System of (no)-evaluation of employees Remuneration rules defined in projects Poor options to gain benefits
Future development of the CxI	Unclear vision of the CxI Information about the future direction of the CxI TUL Strategy and a vision of the CxI TUL for the future 5 years Missing long-term vision of the workplace CxI goals – what is the idea of the institute

- **Working conditions** were mentioned in connection with workplace equipment (devices, laboratories), building conditions (e.g. ventilation during summer), orientation in the building, IT support, quality of catering, etc. This category was mentioned in the question 8 by the most respondents (almost 30 % of those who answered the question).
- **The category of communication** was mentioned by more than 25% of respondents who filled the question 8 in the first or second area. It was mainly about the way of communication between direct subordinates and the staff of individual departments (teams), communication from the management of the institute, absence of some information, e.g. about projects, information system or communication of strategies and goals.

- **The content of work and work time** - the coherence of the distribution of work responsibilities and workloads on the projects, the unevenness in the intensity (workload) of the involved employees in relation to their job role, the difference in the time of being present in the workplace and the volume of work, unclear definition of responsibilities and home office conditions, etc.
- **Remuneration and benefits** - Employees point to an ambiguous remuneration system, a lack of interdependence on staff evaluation, dissatisfaction with the wage system, absence of incentives for remuneration.
- **Future development of the CxI** - staff pointed out the uncertainty of the future development of CxI, the lack of strategy and long-term goals of the Institute.

Workers also pointed out for example, the administrative difficulty in relation to projects, sometimes problematic working relations, the quality and expertise of some workers.

Final summary

Satisfaction Survey of the Institute for Nanomaterials, Advanced Technologies and Innovation at the TUL received responses from more than 66% of workers in 2018, which is a very high proportion. In the first seven closed questions, workers showed a high degree of agreement with the assertions, and therefore the overall satisfaction with the work environment, the setting of goals, roles, and future direction of the CxI.

Only the question of communication has shown some room for improvement, which confirmed the answers to the open question. The issue of mobility participation confirmed that only a relatively small percentage (15%) of workers participated in long-term mobility.

The open question then gave the respondents an opportunity to point out specific areas where CxI could focus in the future on increasing employee satisfaction.

Management's interest in the views and interests of employees that participated in this survey and their feedback are an important component for the future quality development of the CxI.

