



# OUTSTANDING WORK ENVIRONMENT

**GOAL 2: BE A HEALTHY, INSPIRING WORKPLACE THAT CULTIVATES WELL-BEING, RESILIENCE AND COMMITMENT, AND BE RESPONSIVE TO THE FAMILY NEEDS OF FACULTY AND STAFF**

## Objective: A Healthy, Respectful, Inclusive and Collegial Workplace

**Purpose:** UBC sustains an inclusive atmosphere of collegiality and respect by increasing its investment in the coordinated orientation of new recruits, development and recognition programs, health and well-being initiatives, and leader training and support.

**Definition:** There are two series of metrics used to measure how healthy UBC is as a workplace: Responses to the Workplace Experiences Survey and the long-term disability incidence trend. The survey data measure the opinions of staff and faculty regarding their workplace experiences at UBC. The survey is conducted every 2-3 years, the most recent being November 2011. For these questions, we asked staff on a five-point scale the whether they would rank UBC favourably on the question asked. We report the percent of staff who respond “agree” or “strongly agree”.

### Responses to Workplace Experiences Survey

	Okanagan				Vancouver			
	Staff		Faculty		Staff		Faculty	
	2011	2014	2011	2014	2011	2014	2011	2014
I am satisfied with the opportunities for learning available to me at UBC (e.g., professional development funds, workshops, tuition waivers, leadership programs)	70%	59%	52%	48%	66%	61%	54%	52%
My immediate head/manager encourages open and honest two-way communication	77%	76%	71%	66%	72%	71%	66%	70%
My unit does what it can to make my personal/family obligations and career compatible.*	67%	79%	27%	42%	63%	73%	35%	55%

\*The wording of this item changed slightly from 2011 to 2014 (“balance” became “compatible”)

### Long-Term Disability Plan – Number of New Disabilities Per Year

Figure	2011	2012	2013	2014
LTD Incidence – UBC	0.5%	0.8%	0.5%	Pending
LTD Incidence – Industry Benchmark	0.8%	0.8%	0.7%	Pending

## Explanation of the results and Next Steps:

**Responses to Workplace Experiences Survey:** We track a number of metrics which indicate the degree to which staff and faculty perceive that UBC is a health workplace that cultivates well-being, resilience and commitment, and is responsive to the family needs of faculty and staff.

The first metric measures the percentage of employees who are satisfied with the learning opportunities available to them. The 2014 score of 61% for staff at the Vancouver Campus and 59% for staff at the Okanagan Campus indicates that a majority of staff are satisfied with their learning opportunities. The 2014 score of 52% for faculty at the Vancouver Campus and 48% for faculty at the Okanagan Campus indicates that a slight majority or a large minority of faculty are satisfied with their learning opportunities.

The second metric measures the percent of staff and faculty who say their immediate head or manager encourage open and honest two-way communication. The 2014 score of 71% for staff on the Vancouver Campus and 76% for staff on the Okanagan Campus indicates that employees perceive that their head or manager encourages open and honest two-way communication in most cases. The 2014 scores for Vancouver are similar to those of 2011. Our 2014 score of 70% for faculty on the Vancouver Campus and 66% for faculty on the Okanagan Campus indicates that the majority of faculty are encouraged to pursue open and honest two-way communication. For faculty in Vancouver, the score has increased from 66% in 2011 to 70% in 2014. By contrast, for faculty in the Okanagan, the score has decreased from 71% in 2011 to 66% in 2014.

The third metric measures the percent of faculty and staff who agree that they are able to make my personal/family obligations and career compatible; we find that 73% of staff at the Vancouver Campus, and 79% of staff at the Okanagan Campus provide a positive rating. Looking at faculty, we find that 55% of faculty on the Vancouver Campus and 42% of faculty on the Okanagan Campus provide a positive rating. The 2014 is an improvement in our rating from 2011 in each of these categories. However, there was a wording change in 2014 which indicates that the comparison between survey years may not be ideal.

**Next Steps:** As the results of the Workplace Experiences Survey for 2014 were only in the distribution stages at the time of writing, interpretations of these findings, and opportunities for improvement, were still in the early stages. UBC Human Resources provides a wide range of ongoing services to encourage staff and faculty to make their best attempts to make their career and personal life compatible. Managers and unit heads are also encouraged to support their staff in this regard.

**Long-Term Disability:** Our final figure indicates that the incidence of new claims for Long-Term Disability have declined slightly from the year prior to 0.5% and is below the industry benchmark of 0.7%. While UBC's number of new disabilities was previously in line with the industry trend, it is now below it. There are effective short-term intervention practices in place to minimize time loss, and advances in medicine and supportive health benefits programs provide for earlier diagnosis and treatment successes, that continue to keep employees in the workplace. However, employees are also being supported with access to income benefits when medically unable to be in the workplace.

**Next Steps:** Focus on early intervention and prevention by continuing to promote return to and stay at work services and other programs that focus on keeping employees productive and engaged in the workplace.