

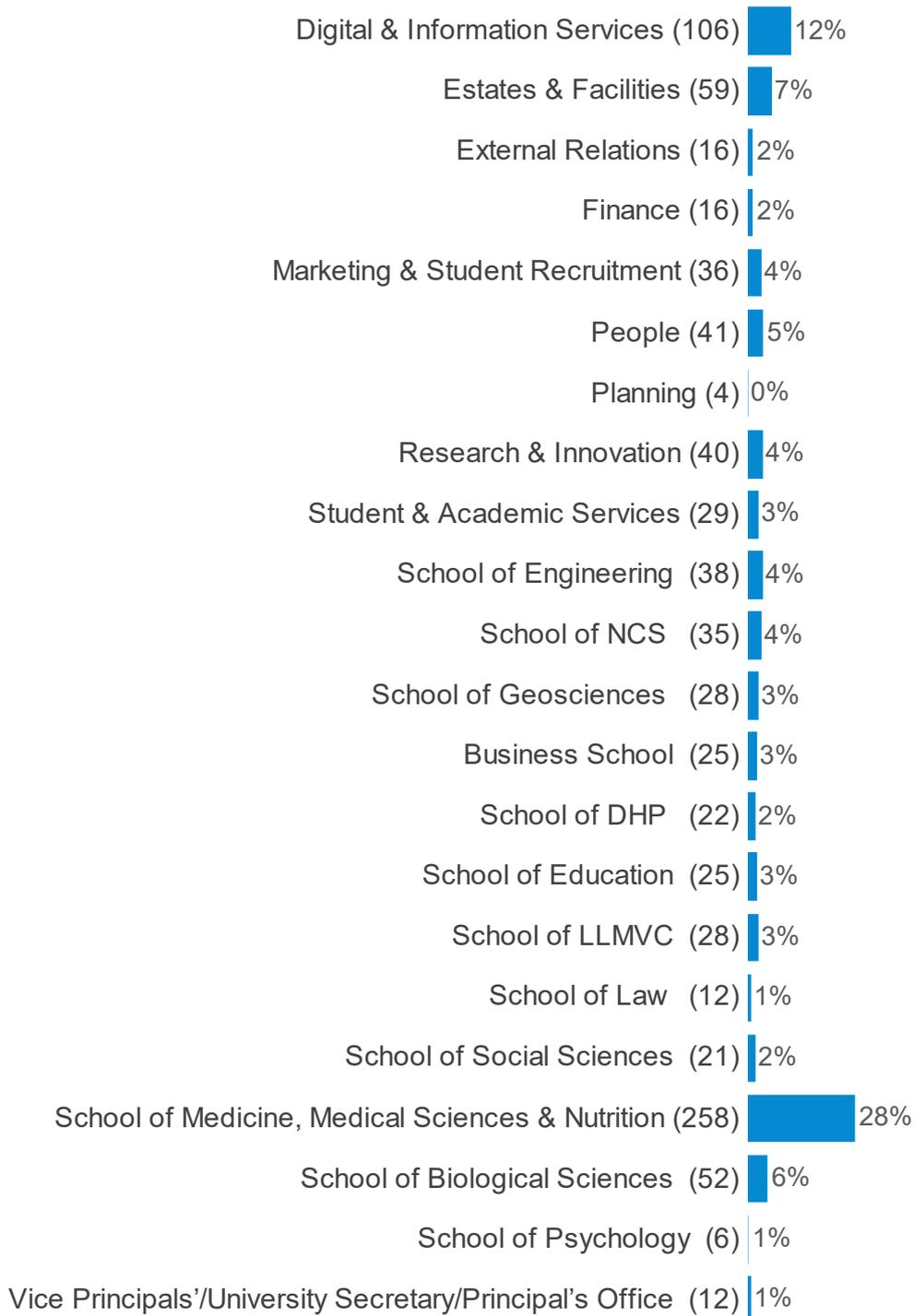
# HR Survey 2017

This report was generated on 21/11/17. Overall 1099 respondents completed this questionnaire.

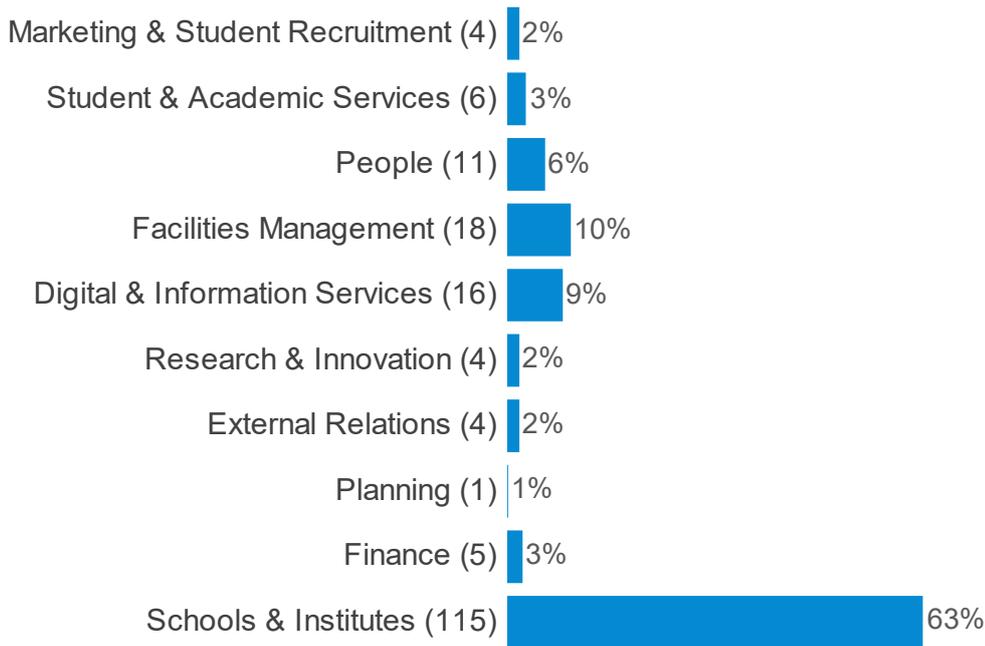
The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 30 codes. Lists are restricted to the first 0 rows.

## In which part of the University is your main area of work (please indicate)



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### Marketing & Student Recruitment



### Student & Academic Services

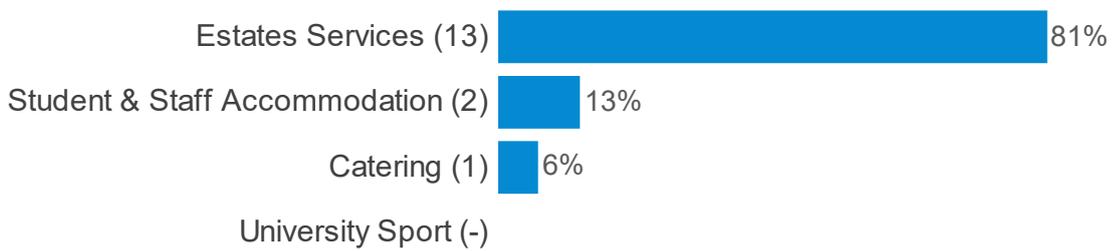


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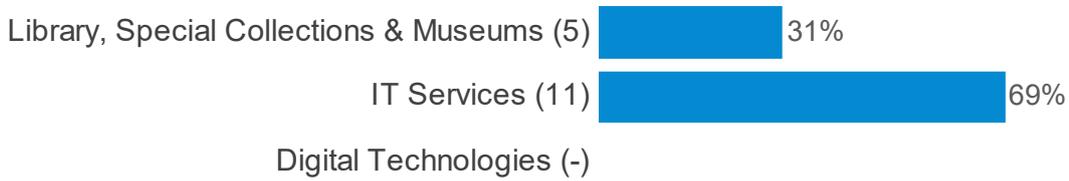
**People**



**Facilities Management**



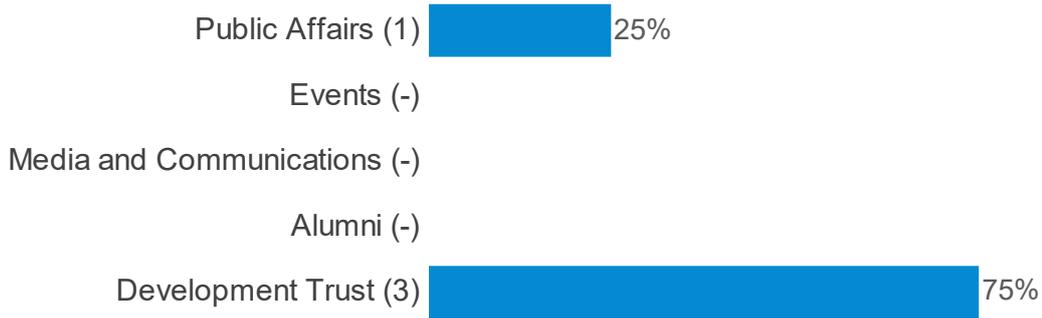
**Digital & Information Services**



**Research & Innovation**



### External Relations



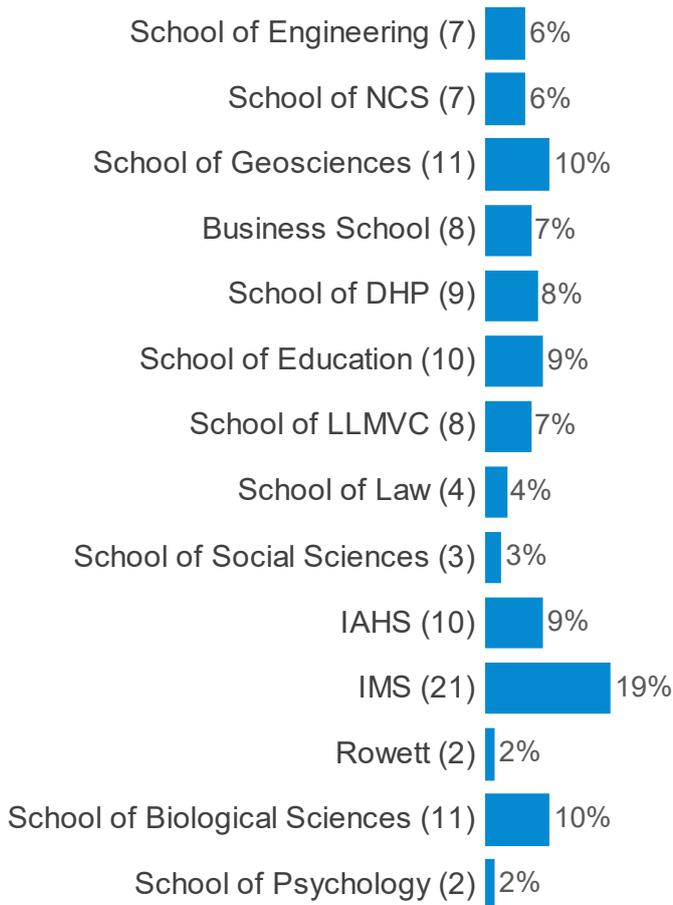
### Planning



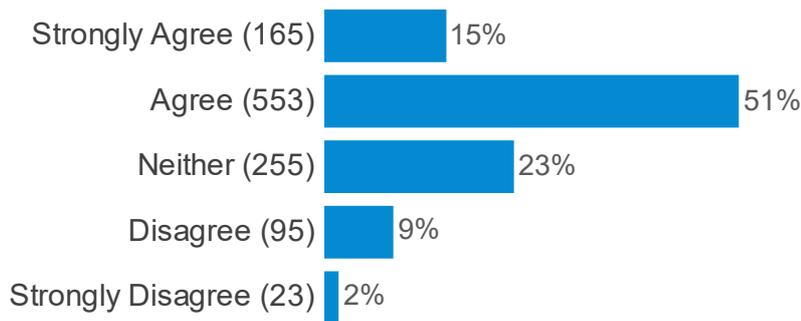
### Finance



### Schools & Institutes

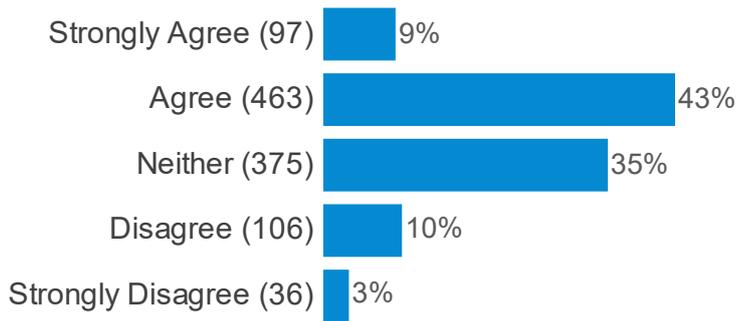


### Customer Service (1. HR is readily available to all customers)

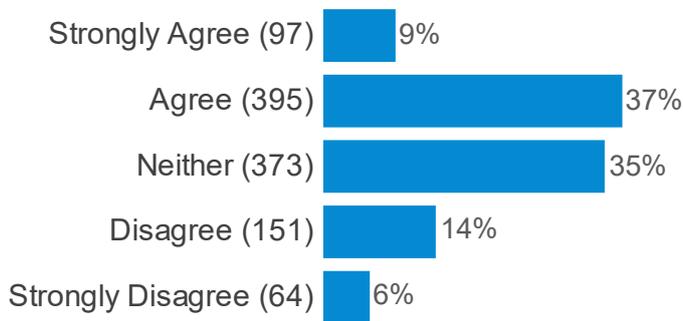


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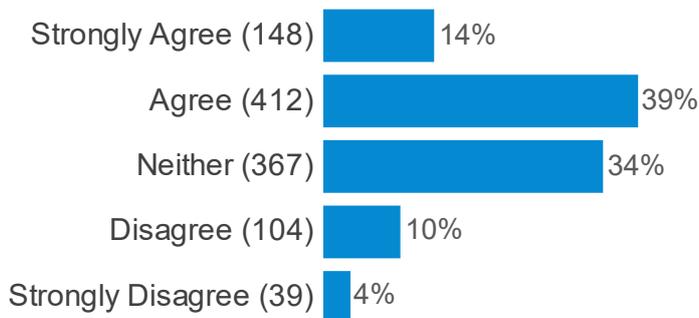
**Customer Service (2. The HR department is focused on meeting the needs of their internal & external customers)**



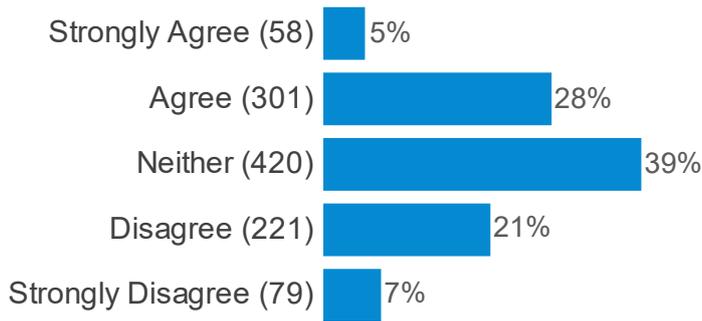
**Customer Service (3. HR has a clear understanding of their customers needs)**



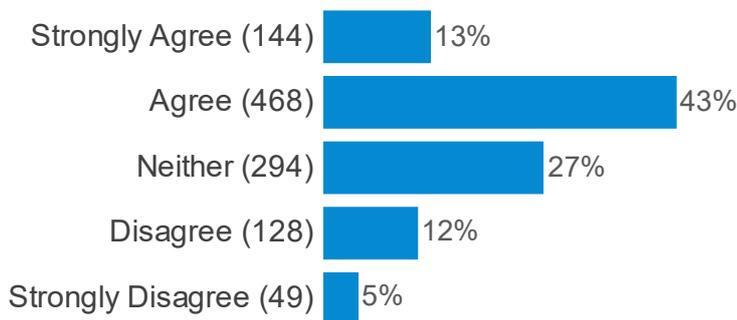
**Customer Service (4. If a situation or question arises that I as a manager cannot answer I'm confident that the HR department will be able to assist)**



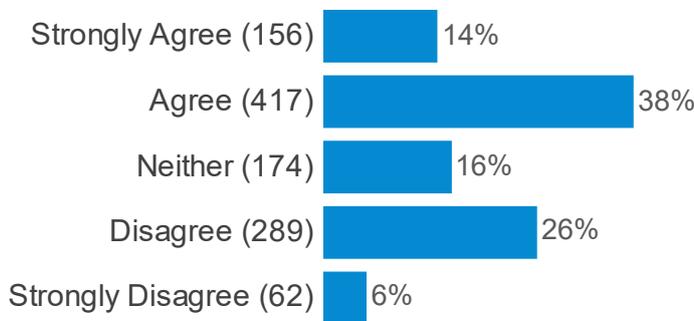
**Customer Service (5. HR provides a seamless service)**



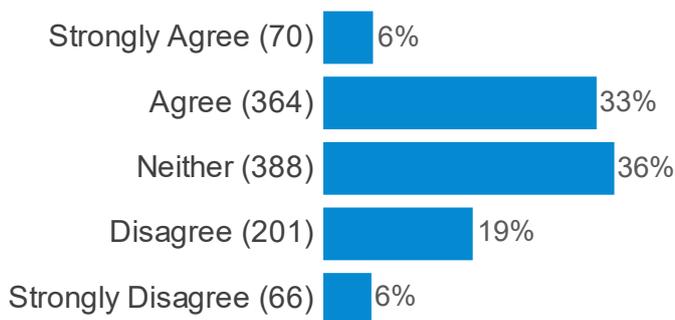
**Customer Service (6. HR responds to my questions and enquiries in a timely manner)**



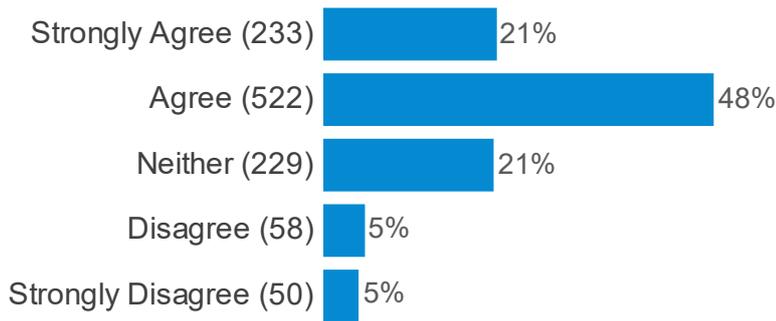
**Communication (1. I know who to contact in HR for specific questions)**



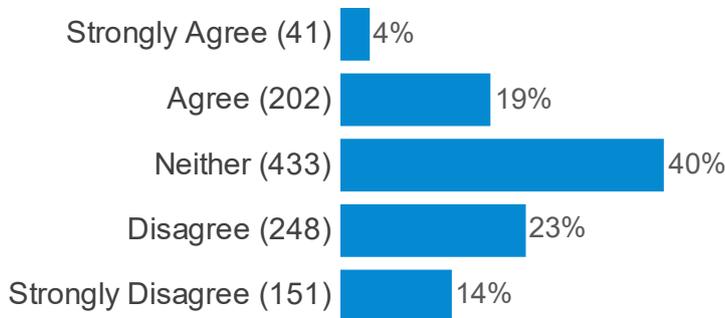
**Communication (2. HR communicates changes in policies and procedures effectively)**



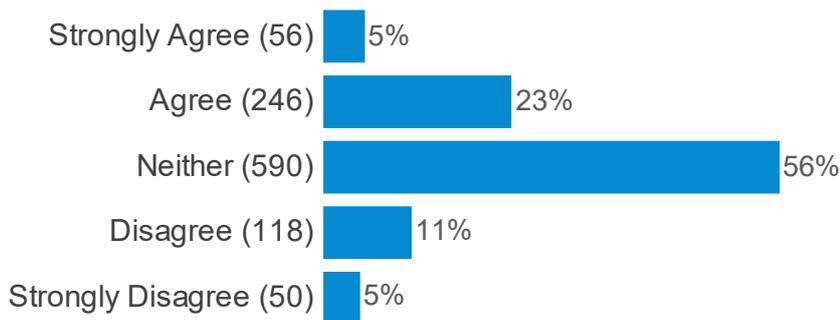
**Communication (3. I am confident that, where appropriate, issues discussed with HR are kept confidential)**



**Recruitment & New Hires (1. I am satisfied with the length of time it takes to fill open positions)**

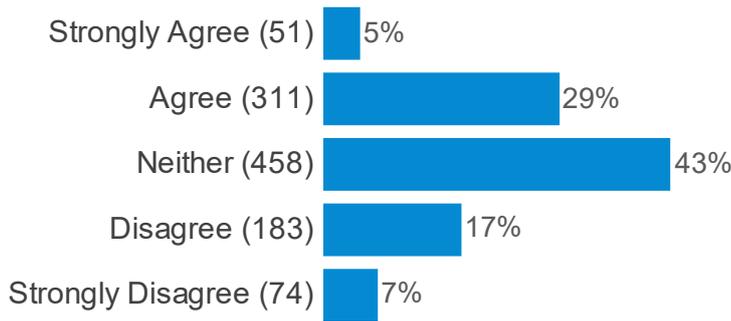


**Recruitment & New Hires (2. HR provides a quality service in assisting me with recruitment and selection of new staff)**

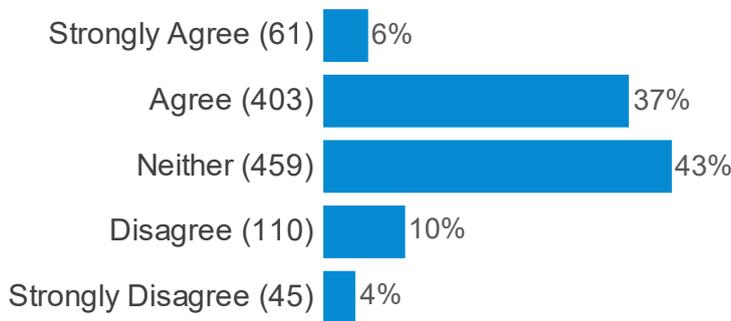


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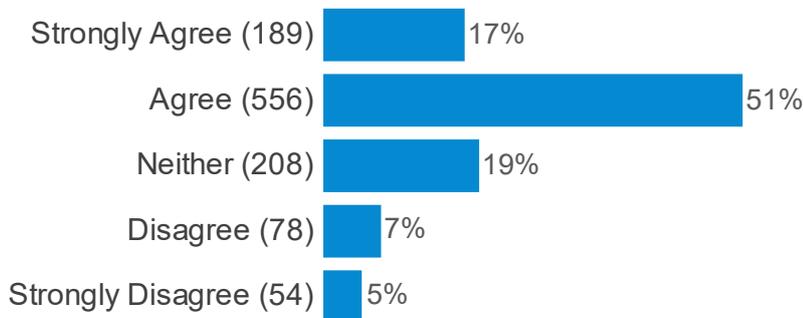
**Recruitment & New Hires (3. As an organisation we attract and hire the very best people)**



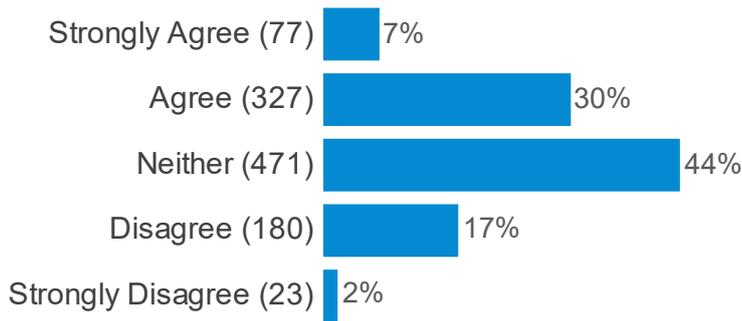
**Recruitment & New Hires (4. We hire people with the competencies and skills needed to be high performers)**



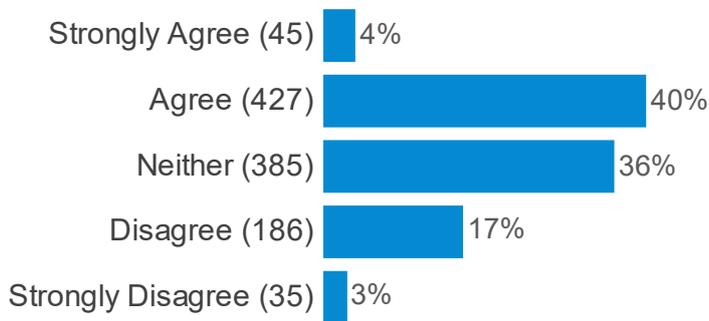
**Recruitment & New Hires (5. The University is a good employer)**



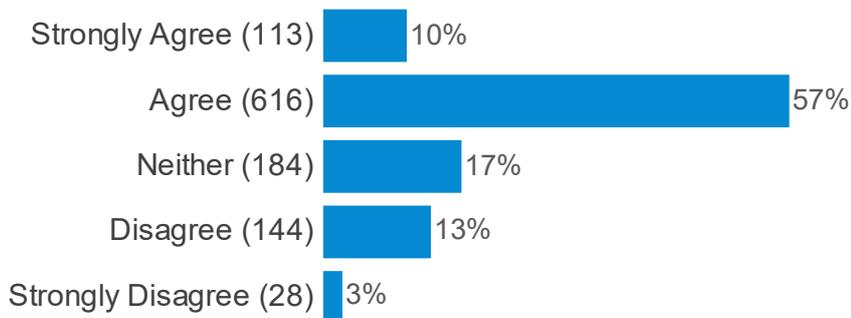
**HR Polices & Procedures (1. HR procedures necessary to do my job often involve unnecessary steps/paperwork)**



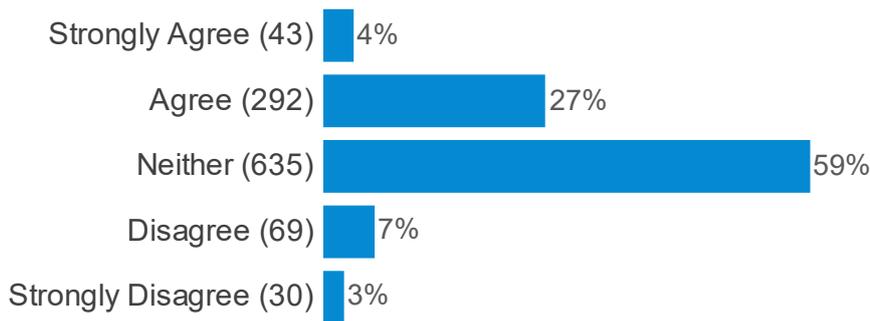
**HR Polices & Procedures (2. HR procedures are clear and easy to understand)**



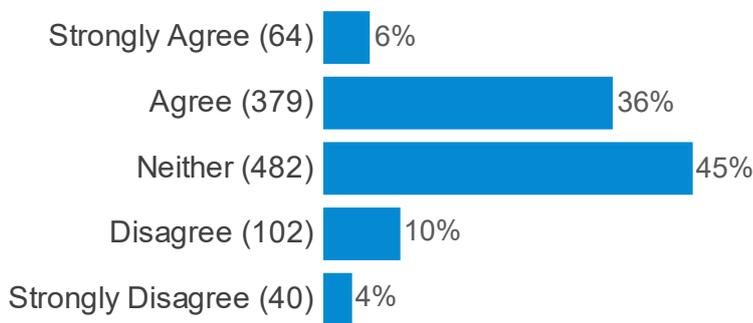
**HR Polices & Procedures (3. I know where to find information on HR policies and procedures on Staffnet)**



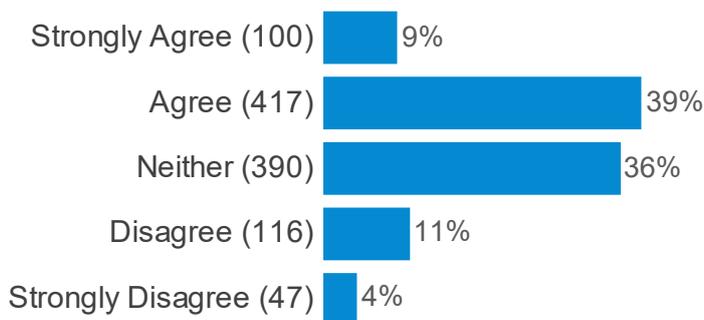
**HR Polices & Procedures (4. HR continually improves its policies/procedures)**



**HR Polices & Procedures (5. The HR department reinforces the University's culture and standards of performance)**

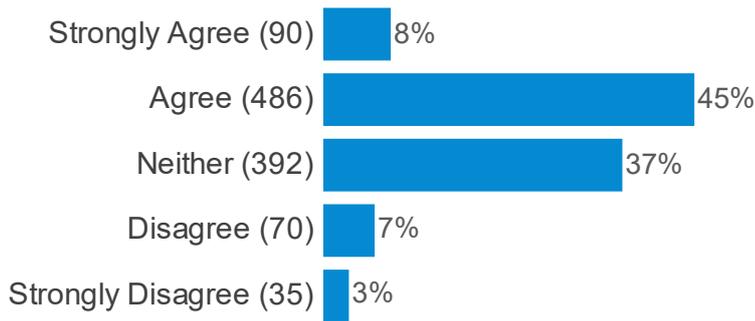


**HR Polices & Procedures (6. I feel that HR decisions are not biased in favour of any one group)**

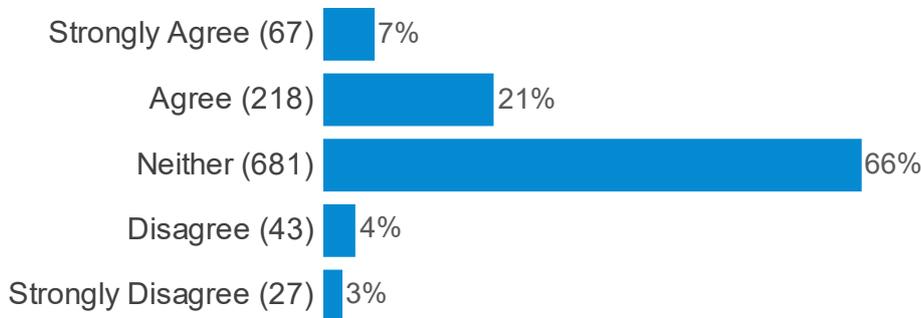


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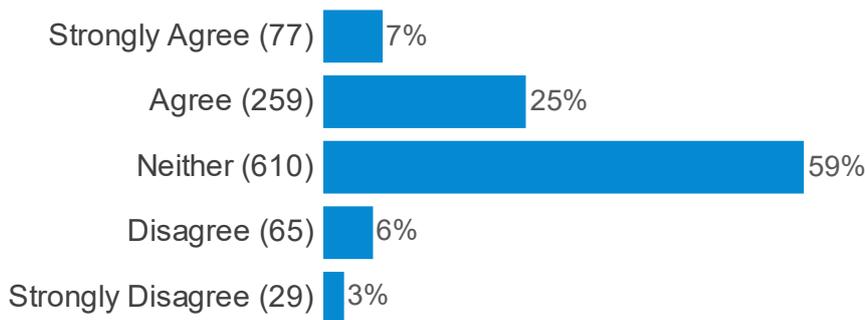
**HR Polices & Procedures (7. HR procedures effectively handle a variety of employee situations and needs)**



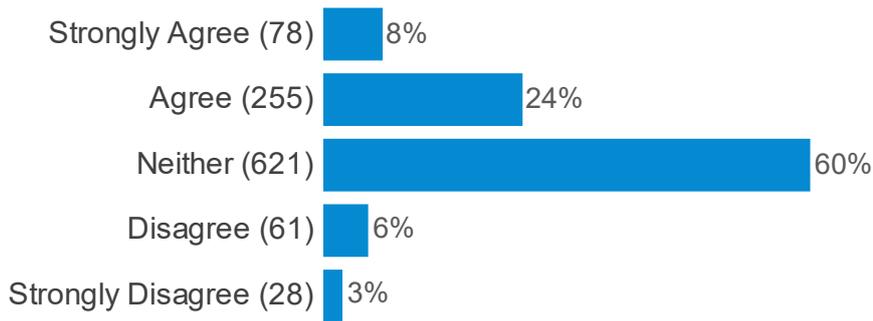
**HR Polices & Procedures (8. I feel HR provides me with the support I need when disciplining an employee)**



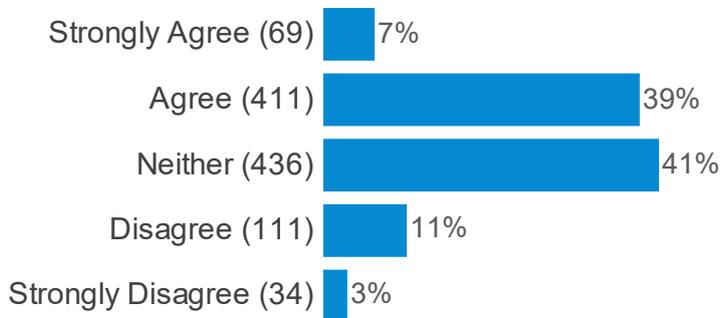
**HR Polices & Procedures (9. HR effectively helps managers that are having difficulties within their department)**



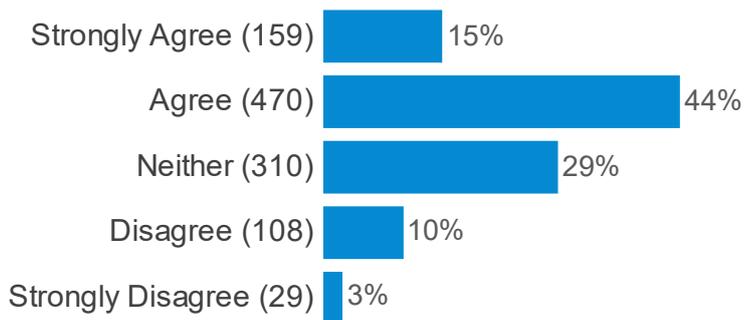
**HR Polices & Procedures (10. I feel HR provides me with the guidance and support to manage my staff)**



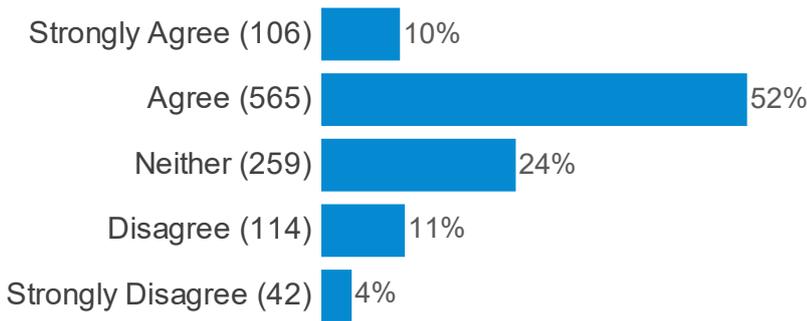
**HR Polices & Procedures (11. I can easily understand the information I have received about benefits)**



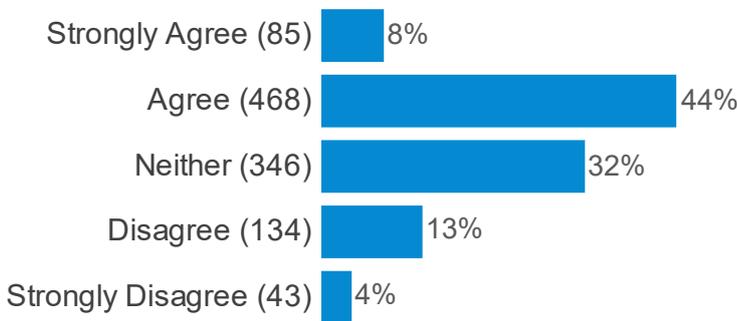
**Training & Development (1. I would be interested in training to help me develop my managerial skills)**



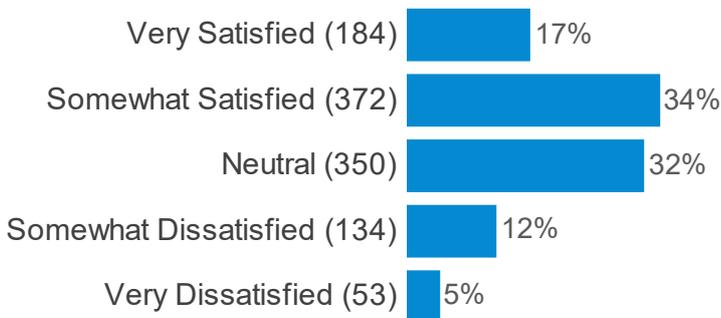
**Training & Development (2. The University is committed to improving the skills of current employees)**



**Training & Development (3. The training programs offered help me to develop)**



**How would you rate your overall satisfaction with the HR department**



**Would you be willing to be contacted to discuss any feedback in the survey that you have provided?**

