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**REPORT FROM THE QUESTIONNAIRE SURVEY: ACADEMIC AND TECHNICAL  
AND ADMINISTRATIVE STAFF  
TRIGGER PROJECT (2<sup>nd</sup> WAVE)**

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# 1. INTRODUCTION

The 2<sup>nd</sup> wave of the online questionnaire survey followed the initial survey conducted in 2014 which focused on the working environment and conditions at UCT, as well as the needs of the staff in terms of career development and combining their professional and private life.

As in 2014, two separate questionnaire surveys were distributed: one to academic staff and one to technical and administrative staff. The aim of the survey was to 1) create a knowledge base as a source for proposals and recommendations to improve working conditions at UCT and 2) to complement the “macro-level” analysis of aggregated statistics with the “micro-level” perspective of the employees of UCT. As the questionnaire survey was repeated after an interval of two years, it allowed us to monitor trends and changes at UCT Prague in our areas of interest during the implementation of the TRIGGER project.

The questionnaires for this 2<sup>nd</sup> wave were simplified and shortened where possible, but special emphasis was placed on maintaining data comparability between 1<sup>st</sup> and 2<sup>nd</sup> versions when adjusting the questionnaire. Several project team meetings were held to discuss the revision of the questionnaire. We also conducted a pilot of the new questionnaire and made adjustments accordingly.

The research team from the Institute of Sociology collaborated closely with the IT department at UCT (in particular with Mr. Jaroslav Hlaváček). The IT department supported the administration and management of data collection and prepared the data set for analysis.

The research team of the Institute of Sociology signed an agreement with UCT in 2014 governing the use of data for both waves of the survey. It was agreed that primary data will be accessible to the Institute of Sociology team only, which is external to, and has no institutional connection with UCT. The Institute of Sociology research team has processed the data and carried out the analysis, and is obliged to present the data in an anonymized and aggregated form only. Sharing the data with other people or organisations is not permitted.

# 2. METHODOLOGY

The questionnaire survey was conducted in the form of an on-line survey from 1<sup>st</sup> June to 15<sup>th</sup> August 2016. The academic (i.e. research and teaching), administrative and technical staff received an e-mail containing a link to the questionnaire with a request to complete it by the given deadline, including two reminders, with the endorsement of the vice-rector for Research and Development, doc. Ing. Pavel Kotrba, Ph.D.

Out of 888 academic and research workers registered as of 31 December 2015, 309 people completed the survey in 2016. The participation rate was 34.8%. This is approximately 8.2 pp less than in 2014 when 351 out of approximately 800 academic and research workers at UCT Prague (representing 43% of respondents at that time) took part in the first wave of the survey. Only academic staff with a regular employment contract at UCT Prague, (both fixed-term contracts and unlimited contracts) were included in the research. Staff on casual employment contracts were excluded. Regarding technical and administrative personnel, the survey only included staff in jobs

classified as pay grades B0-B3. Ninety-eight<sup>1</sup> respondents out of a total number of 210 workers (i.e. more than 46.6%) in this staff category took part in the survey. In contrast to 2014, the response rate decreased by about 16.4 pp (129 persons out of 190 in 2014, with a response rate greater than 63%).

The response rate among **academic and research staff** reflected the actual proportion of male and female employees at UCT Prague. Research staff comprised 41.1% of female workers and 58.9% of male workers in 2016 (the representation of teaching and research staff at UCT Prague was 40% of female employees and 60% of male employees in 2016).

Concerning the response rate per staff positions, the research sample comprised 10% of full professors, 14.2% of associate professors, 42.4% of assistant professors, 3.2% of lecturers, 18.1% of researchers and 10.7% of research assistants. With the exception of research assistants, researchers and assistant professors, the structure of the aggregated data approximately reflected their representation at UCT Prague. In relation to researchers, research assistants and assistant professors, several deviations were identified, but to a certain extent these could have been caused by the fact that the survey did not include those employed on the basis of one of the two types of casual employment contract (either a contract to complete a job or agreement to perform work). The statistical data for UCT Prague we used to compare the survey findings includes all employees registered as of 31<sup>st</sup> December 2015, irrespective of the type of employment contract.

**Table 1: Sample by academic position (%)**

	sample 2016 (N= 209)	situation as at 31 <sup>st</sup> Dec 2015 (regardless of employment type)
full professors	10.0	10.0
associate professors	14.2	13.6
assistant professors	42.4	29.3
lecturers	3.2	3.8
researchers	18.1	9.6
research assistants	10.7	33.7

The distribution of the sample over the individual faculties corresponds to the real distribution of the professional groups within UCT. 26.9% of the total number of respondents were employed at the Faculty of Chemical Engineering, 23.9% at the Faculty of Food and Biochemical Technology, 30.4% at the Faculty of Chemical Technology and 11.9% at the Faculty of Environmental Technology. The rectorate staff as well as staff from other departments represented 7.1% of the total number of respondents. The age range was 25-79 years while the average age of participants was 42.9 years.

<sup>1</sup> The low participation rate of respondents, especially the extremely low participation rate of male employees (N= 22) prevented us from conducting a more detailed analysis and multilevel data classification in several cases.

**Table 2: Sample by workplace (%)**

	sample 2016 (N= 209)	situation as at 31 <sup>st</sup> Dec 2015 (regardless of employment type)
Faculty of Chemical Technology (FCT)	30.4	29.6
Faculty of Environmental Technology (FET)	11.9	12.3
Faculty of Food and Biochemical Technology (FFBT)	23.9	27.0
Faculty of Chemical Engineering (FCE)	26.9	21.1
UCT Rector's Office and other departments shared by all UCT faculties	7.1	10.0

The distribution of the total number of participating **technical and administrative staff** was 77.6% of female employees and 22.4% of male employees. There was a greater proportion of female respondents than the proportion of women employed at UCT Prague (men comprised 31.4% of all employees, while women comprised 68.5% as of December 31, 2015). As for the breakdown of the total number per job position, the greatest number of respondents were comprised of administrative staff and clerks (27.6%), specialists and experts (27.6%) and technicians and engineers (23.5%). Furthermore, the total number of respondents also comprised, assistants and secretarial staff (10.2%) and department or section senior executives (8.2%). The distribution of the total number of respondents approximately reflects the distribution of positions at UCT Prague.

**Table 3: Sample by professional position (%)**

	sample 2016 (N=98)	situation as at 31 Dec 2015 (regardless of employment type)
department manager, administrator	8.2	14.7
specialist, expert	27.6	30.9
technician, engineer	23.5	18.1
administrative staff	27.6	30.1
assistant, secretary	10.2	2.8
other	3.1	2.4

As for the distribution of the respondents per faculty, the largest group was represented by rectorate employees and other departments shared by all faculties (58.2%), while the remaining 41.8% of respondents were faculty members from the following faculties: Faculty of Chemical Engineering 11.2%, Faculty of Environmental Technology 5.1%, Faculty of Chemical Technology 10.2%,

Faculty of Food and Biochemical Technology 15.3%. The age structure of the total number of respondents ranged from 25 to 70 years while the average age was 43.5 years.

**Table 4: Sample by workplace (%)**

	sample 2016 (N=98)	situation as at 31 <sup>st</sup> Dec 2015 (regardless of employment type)
Faculty of Chemical Technology	10.2	5.9
Faculty of Environmental Technology	5.1	3.4
Faculty of Food and Biochemical Technology	15.3	10.7
Faculty of Chemical Engineering	11.2	9.3
UCT Rector's Office and other departments shared by all UCT faculties	58.2	70.7

### 3. MAJOR FINDINGS

#### 3.1 ACADEMIC STAFF

- **WORKING TIME AND WORK-LIFE BALANCE**

Academics generally reported working longer than the standard 40 hour week, although not as long as in 2014. The average estimated actual working time was **41.5 hours a week** (women 39.7 hours, men 42.8 hours). **Full-time employees estimated their actual working time at 45.9 hours a week on average, part-time employees at 27.3 hours a week.** Men generally tended to spend more time at work than women, although a closer look shows this relates only to full-time employees (male full-timers reported working 47.4 hours a week, while female full-timers worked 43.4 hours a week). On the other hand, female part-time employees worked longer (30.4 hours) than their male colleagues (24.4 hours). This is caused by the fact that female part-time employees have contracts for more hours per week (0.47 of full time on average) than men (0.41 of full time on average). In addition, academic and research employees spent about 7 hours a week commuting.

18.4% of respondents reported having another academic job in addition to their UCT employment, which is ca 2 p.p. more than in 2014. **Multiple employments are more frequent in young people up to 35 years of age, i.e. largely people in more vulnerable positions, who are more likely to face underemployment** (they would be interested in, but are not offered longer working hours). The overall workload for UCT academic and research staff is even higher than indicated by the above specified data on hours worked at UCT.

The comparison of working time per individual in their job at UCT in 2014 and 2016 shows that the average number of hours slightly decreased over the period. On average, **respondents estimated their workload at 44.6 hours a week (compared to 48.2 hours in 2014). Women reported working 42.8 hours (46.4 hours in 2014) and men 45.8 hours a week (49.5 hours in 2014).** Nevertheless, working unsocial hours (evenings and weekends) is still common in 2016. On

average, academic and research employees took their work home 3 times a week to work in the evening or over the weekend.

Parents represented 55.7 % of the sample (55.1 % of women and 56 % of men). **About 20 % of employees can be expected to face work-family conflict, as they care for pre-school age children.** Additionally 19.2 % of parents (i.e. 11% of all respondents) face high demands on work-life balance because they care for schoolchildren. **This represents a significant concern especially for women, who are more likely to face a double burden.** While women reported spending 12.7 hours a week (including weekends) caring for their children or other family members, with an additional nearly 11.4 hours of housework, men dedicated 6.9 hours a week to their children, and 8.7 hours to household chores. These demands were highest among the age group 35-44 years and parents of pre-school children, similarly to 2014. **Women aged 35-44 years also had the least time for their hobbies and for relaxation, which can negatively affect their overall standard of living and their comfort at work.**

- **FLEXIBLE FORMS OF WORK AND ATTITUDES TO LIFE-FAMILY BALANCE**

Despite the high workload and stress rate, academic employees regarded UCT as a relatively family-friendly employer with a positive attitude towards the needs of parents and those who plan to have a family. People appreciated the generally welcoming climate in the institution, as well as the offer of flexible forms of work.

**Flexible forms of work are easily available to academic and research staff to help them balance their work and family life.**

**Of the overall sample, 27.2 % worked part-time (31.5 % of women and 27.2 % of men). Although part-time work is generally considered one of the forms of employment that facilitate a work-parenting balance, part-time work at UCT is strongly associated with involuntariness, just as in 2014,** despite a certain decrease in the share of employees who claimed they worked part-time because they have not been offered full-time employment. **The highest proportion of UCT part-time employees are young people – over 46 % are up to 35 years of age.** The second largest group of part-timers (25 %) are people above 60.

While in 2014 over 55 % of part-timers (nearly 60 % of men and 50 % of women) said one of their reasons for working part-time was that they had never been offered a full-time job, their share in 2016 dropped to less than 43 % (47.7 % of men and 37.5 % of women). Women especially tended to use their part-time employment as a tool to **manage both work and family. Family care as a motivation for part-time employment was mentioned by 35 % of women (and not a single man), compared to 30.4 % in 2014.**

**In view of these facts, it is hardly surprising that respondents perceive part-time work as an easily available form of employment;** 91 % of respondents believed that they could agree a lower number of hours per week if they wished. **Nevertheless, most of them presumed it would be a problem to return to full time employment.** Only about half of respondents (46.6 %) thought they could easily switch back to full-time work or a higher number of hours per week; others expected it to be problematic. In the context of the current funding system for research and tertiary education, part-time employment can turn out to represent a risk factor for career progression.

**UCT also allowed for other forms of flexible work, such as home office or flexible working time.** 91 % of respondents were allowed to work at home, and 90 % were given the freedom to choose the time they wanted to work. Both forms displayed some increase compared to the 2014 data – by 6.8 p.p. (from 84.4 %) for flexible working time, and by 4 p.p. for home office (from 79.4 %). In 2016, home-office was more accessible to men than to women. This is likely to be caused by the higher share of women in lower academic positions that enjoy less autonomy at work.

In terms of the overall atmosphere and the general conditions for work-life balance, **only very few respondents faced inconveniencing requirements from their superiors in 2016; i.e. requirements that could prevent them from caring for sick children, disadvantage them in case of pregnancy, or limit their choice of parental leave.** Only 10 % of respondents (women (15.5 %; N=16) more than men (5.5 %; N=7)) said they encountered a warning that they should avoid having children in the near future; 5.2 % of women (N=5) were advised that they might need to leave their position in case of pregnancy; and 12 % of women (N=10) were told not stay on parental leave longer than one year. 5.5 % of men (N=6) and 11.2 % of women (N=9) were asked not to stay at home with their sick children. Although the frequencies are rather low, **there is a slight increase in the number of people who experienced any of these requests, as compared to 2014. While in 2014, 10 people reported at least one of the above communications (7 women and 3 men; 2.8 % in total), the number grew to 13 in 2016 (8 women and 5 men; 4.2 % in total).**

#### • SUBJECTIVE EVALUATION OF WORKPLACE CONDITIONS

Several comprehensive indicators for individual areas were created to facilitate the assessment of the **trends in subjective evaluation of workplace conditions between 2014 and 2016.** The indicators reflect average rates in the following areas: **workload** (subjective evaluation of work-related stress and exhaustion); **job quality and security** (including income satisfaction; job security; career opportunities; work autonomy; and freedom at work); **interpersonal relations at work** (evaluation of collaboration with others; rivalry; and competition at work); **gender culture** (relative position of women and men at UCT, Prague; and general climate); and **work-life conditions.** The second wave of the survey included two additional questions about **management and decision-making processes** to assess the democratic nature of decision-making policies, the quality of supervision, and the support rendered by senior employees to their less experienced colleagues. The indicators took values from 1 (the most positive / the least critical evaluation) to 4 (the most negative / the most critical evaluation).

Similarly to 2014, the area that received the best evaluation was UCT's gender culture with an average score of 1.6; followed by work-life balance conditions (1.8), and interpersonal relations (2.0). The area of management and decision-making received an average score of 2.1. Just as in 2014, the workload and job quality / security were seen as the most problematic areas (scoring 2.4 and 2.3 respectively). The 2014-2016 comparison shows very little development. The gender culture scored the same in both waves, while other areas slightly improved; workload from an average of 2.5 to 2.4; work-life conditions from 1.9 to 1.8; job quality and security from 2.5 to 2.3; and interpersonal relations from 2.2 to 2.0.

Looking at the **trends in subjective workload evaluations,** the number of people who complained of work-related stress and exhaustion slightly dropped. Likewise, the number of people who felt insecure about their job decreased by a few percentage points. A somewhat higher number of respondents approved of their financial reward, the general atmosphere at work, and the mutual cooperation with their colleagues.

Respondents' views of various aspects of employment at UCT differed depending on their gender. Similarly to 2014, **women were less satisfied with their salary and its relevance with respect to their education and performance. They were also somewhat more doubtful about equal opportunities for men and women at UCT, Prague.** This relates to the fact that there are very few women in management and positions with higher levels of responsibility at UCT. Moreover,

statistical analysis showed that the trend has strengthened over recent years (see Vohlídalová, 2016).

Just as in 2014, the influence of **age** was most notable in the **evaluation of job security, workload and stress, and interpersonal relations**. Young people (aged 25-35) in particular tended to feel insecure about the future of their jobs, and they also felt most affected by stress at the workplace. Rivalry and a competitive atmosphere was most acutely perceived by people over 45 years of age.

**The pattern of professional positions was most discernible in the evaluation of job security, career opportunities, satisfaction with salary, and team spirit at the workplace.** While employees in research and assistant professors were most concerned about the security of their jobs, associate and full professors reported hardly any insecurity. While in 2014 the strongest scepticism about career opportunities was expressed by assistant professors, in 2016 the situation seemed to be most unpromising for employees in research. Only full professors were satisfied with their salaries. Assistant professors, researchers, and research assistants felt much more stressed and exhausted than associate and full professors. On the other hand, full professors, associate professors, and assistant professors were most displeased with interpersonal relations at the workplace, and with the degree of rivalry among their colleagues.

**The main source of financing**, i.e. whether the employee's position is funded predominantly from institutional resources or from grants, is reflected in their **views of their stress and exhaustion, financial reward, and unlike in 2014, also in several aspects of workplace atmosphere**. Employees paid equally from both sources, and those who were paid fully or mainly from grants, displayed a higher level of stress than those who are paid mainly or fully from institutional resources. At the same time, employees paid largely from grants were more content with their income than those who depended on institutional resources.

**The extent of employment**, i.e. part time vs. full time employment, **influenced respondents' feelings about work-related stress and exhaustion, interpersonal relations at the workplace, and newly also their satisfaction with their income and job security**. Similarly to 2014, part-timers were less likely to feel exhausted and stressed by their work. They were also more enthusiastic about the mutual support among UCT staff, and less troubled by rivalry and competition. **Compared to 2014, the new data show part-timers have become less comfortable with their income and more uncertain about the security of their job**. This might indicate a negative trend in the status of people on part-time contract.

Unlike in 2014, **living with underage children** displayed no impact on the evaluation of work-related stress, rivalry and competitiveness at the workplace. On the other hand, the new data implied that parents of young children were more sceptical about equal opportunities for men and women to enter management positions.

**Individual workplaces displayed significant differences in the evaluation of interpersonal relations and stress, and most markedly in the assessment of management and decision-making processes.** Employees of the Office of the Rector indicated the highest level of satisfaction with interpersonal relations at their workplace. FET and FFBT staff reported the strongest exposure to work-related stress, while FCE and especially the Rector's Office staff felt very little stress. Employees of the Office of the Rector were also the most **satisfied with the decision-making processes at their workplace**; the opposite is true of FFBT staff. When asked about their **evaluation of management and supervision quality**, the Rector's Office staff varied greatly from their colleagues at individual faculties, giving it a much higher score. All the faculties scored roughly the same on gender culture and work-life conditions, which indicates the scores have little to do with the proportion of men and women in their staff or management.

The new 2016 questionnaire included questions on **the employees' opinion about the services of the career counsellor for employees and PhD students at UCT**. 32.7 % of respondents believed

the services were needed at UCT; 31.1 % said the opposite; and 36.2 % could not give a definite answer. Women and young people under 35 years of age were more ready to appreciate the services, which reflects their more critical view of the work conditions and career opportunities at UCT.

- **CONSIDERATIONS ABOUT LEAVING THE ACADEMIC SPHERE AND UCT**

23.9 % of respondents said they had considered leaving the UCT in the past, but they had never considered leaving the academic sphere, while 46.7 % of respondents had considered leaving the academic sphere altogether (i.e. leaving both research and tertiary education). Only 27.8 % of respondents said they had never considered leaving. **Respondents' intention to leave depended mainly on their age; with steep decrease in any thoughts of leaving with increasing age.** Older respondents apparently felt they had made their choice of career and were determined to continue, while young people regarded their future as open and considered all the available options. These considerations might be further encouraged by the fact that young people were more concerned about their jobs and working conditions than their older colleagues.

**The most frequent reason for considering a change in career was the financial aspect** (mentioned by 53.7 % of respondents). This was also the most criticised aspect of working at UCT. Other important reasons included **economic insecurity and lack of prospects for holding a stable position** (34.6 %), **frustration at scientific work as such** (24.6 %), **time consuming work** (20.4 %) and **uncertain opportunities for career development** (19.4 %).

Factor analysis identified five interlinked factors: **frustration at scientific work and its contents; workload and work-life conflict; interpersonal relations; financial and economic insecurity and lack of prospects; and professional mobility and competitiveness.** Respondents' receptiveness to the individual factors proved to be determined by several variables, mainly their **age, workplace, and type of sources of income.** Young people under 35 years of age were most likely to consider leaving the academic sphere because of their frustration at scientific work and its contents; workload and work-family conflict; and financial and economic insecurity and lack of prospects.

There was little variation between the individual **workplaces**, except for the factor of workload and work-life conflict. This factor was significantly more decisive for FET and FFBT staff, who also displayed a higher rate of work-related exhaustion than the employees at other faculties (see the previous chapter). This factor was less important for FCT and FCE staff, and even less so for the employees at the Office of the Rector.

**The source of financing** played a vital role in respondents' tendency to feel frustrated by academic work, workload and work-life conditions, and financial and economic security. People who are paid fully or predominantly from institutional sources fared best on these factors. Frustration at scientific work and discontent with workload were most acute among employees who are paid equally from both types of sources. This relates to the fact that these positions combine teaching or administrative work with substantial engagement in research tasks, which can be difficult for the employees to balance (as suggested by the employees' evaluation of research and teaching tasks; see below). Financial and livelihood insecurity was most frequently reported by people paid from task-related resources who are often employed on fixed-term contracts.

- **VIEWS ON THE EVALUATION OF RESEARCH AND PEDAGOGICAL ACTIVITIES**

In 2016, respondents were asked open questions to elicit their opinion of the evaluation practices of teaching and research activities. As in 2014, **the respondents mostly expressed their concern about the underestimation of the importance of teaching and its inadequate moral and financial recognition. A large number of objections were also voiced on the way this activity is evaluated at UCT Prague.** A large number of employees expressed doubts about the relevance of surveys conducted among students in terms of course evaluation. Some of them questioned the quantitative criteria, e.g. the number of students or the number of lessons taught that has minimal connection to the quality of tuition. Other comments suggest that the evaluation of pedagogical activity at UCT Prague is not conducted at all. Only a very small number of comments were positive about the evaluation of pedagogical activity.

In connection with the **evaluation of research activities**, the respondents expressed their concern about current evaluation practice's focus on impact factor papers, grants and overheads, that it is strictly formal and doesn't consider real scientific contributions, the quality of research or the interests of UCT Prague as an educational institution. In relation to the evaluation of research activities, the respondents also criticized the fact that the evaluation of research activities does not reflect the real capacity of people to engage in science and research activities (due to teaching duties). Respondents also complained about a large number of administrative tasks related to the system of evaluation of research activities and grant reporting. As for evaluation, they mostly criticized the fact that evaluation does not sufficiently reflect the specific features of study programmes or publishing opportunities. They also criticized the fact that evaluation criteria do not include applied research or contractual work for the private sector; a further criticism was levelled against the system of distribution of funds to particular departments. In comparison with the comments stated in connection with the evaluation of teaching activities that were mostly very negative, a slightly larger number of comments showed support for the evaluation of research activities (even though negative comments also ultimately prevailed).

- **EXPERIENCE WITH DISCRIMINATION AND BULLYING**

**Experience with any form of discrimination was reported by 27.5 % of respondents (29.1 % of women and 25.8 % of men; 84 cases in total). The number dropped by a mere one percentage point compared to 2014.** Just as in 2014, the 2016 data revealed no significant difference between the number of men and women who reported such experience, although the groups varied in their explanation of the motivation for such behaviour. **Women were more likely to feel they were treated unfairly for reasons of age, gender, and current or planned pregnancy. Men thought such forms of behaviour were motivated by 'other reasons'** (mostly personal antagonism, hostility, and conflicts with their superiors). The comparison with 2014 shows a drop in the frequency of age-motivated discrimination, and **increase in unfair treatment triggered by 'other reasons' or related to planned pregnancy.**

**10 % of respondents** (a roughly equal number of men and women; 31 cases in total) **reported experience with harassment or bullying at UCT.** Superiors were most frequently identified as the agents in such behaviour.

Despite this experience, only **10 % of respondents said they would like UCT to set up a position responsible for dealing with cases of discrimination, harassment, bullying and unfair opportunities at UCT (e.g. ombudsman).** Most of those who did not express a direct interest in the idea, however, did not reject it radically; nearly one half (49.7 %) of respondents thought UCT did not need such a position, but they wouldn't oppose its creation; about one in three respondents (33.8 %) said the position was unnecessary, and they would oppose it. 6.6 % of the sample remained undecided. Men were more likely to deem the position unnecessary. **Women were more**

**inclined to endorse the offer of such services, even if they were not convinced UCT needed them.**

### ***3.2 TECHNICAL AND ADMINISTRATIVE STAFF***

- **WORKING TIME AND WORK-LIFE BALANCE**

Unlike academics, UCT technical and administrative staff worked approximately the standard 40 hours per a week. **Within their UCT employment, the technical and administrative staff worked 39.1 hours a week on average.** Just as in 2014, the highest number of hours actually worked in an average week was reported by department managers who worked 45.6 hours a week on average within their UCT employment.

Technical and administrative staff mentioned working in the evening or during weekends, but the extent of work at unsocial hours was much less than in the case of the academic staff. Evening or weekend work was reported to occur about 1.2 times a week on average, mostly by experts or specialists.

**58.2 % of respondents in the sample** (64.5 % of women and 36.4 % of men) have children. **26.7 % of parents can be expected to face very high demands on work-family coordination, because they care for children under 6 years of age.** Work-family balance is an issue for an additional 17.9 % of parents of school age children. The proportion of parents of pre-school children and schoolchildren in the sample increased by 4.3 p.p. and 2.4 p.p. respectively from 2014. **This can be expected to lead to increased concern about work-life conflict among administrative and technical staff, especially women who are more affected by a double burden.** While women in administrative and technical professions reportedly spent 26.7 hours a week caring for their children (or other family members requiring care) and households (including weekends), men did the same for only 14.8 hours a week, that is nearly 11.9 hours less than women.

**One of the solutions offered to ease the work-life conflict is a selection of flexible forms of work. In the technical and administrative segment, 11.2 % worked part-time,** which is roughly the same as in 2014, but **nearly 16 percentage points lower than in the academic segment.** The analysis of the employees' motivation for working part time was further hindered by the fact that only 11 respondents answered the question. In contrast to their academic colleagues, none of the technical and administrative employees said they worked part time because they were not offered full time employment. Four women worked shorter hours to be able to care for their children or other family members; three women and one man said they wanted more time for their hobbies; one woman reported it was her secondary employment; and two respondents mentioned other reasons.

**Respondents considered part-time employment to be easily accessible, although it was less accessible to technical and administrative staff than to academics** (71 % of respondents said they could switch to part time, which is 20 p.p. less than in the academic segment). At the same time, it was generally not a problem for technical and administrative employees to **switch back to full time** - 65.5 % technical and administrative employees believed they could easily switch back to full time work or increase their number of hours per week, compared to only 47 % of academics who believed they would enjoy the same freedom.

Technical and administrative employees could also choose from other forms of flexible work, such as **home office or flexible working time, although these were less available to them than to academics.** 62.2 % of respondents (ca 12 p.p. more than in 2014) could work at home; while 79.6

% of respondents (ca 10 p.p. more than in 2014) could choose the time they wanted to start and finish work.

**It was alarming to observe a slight increase in the number of people who faced various forms of pressure related to their work-family conflict** (e.g. advice not to become pregnant in the near future; receiving a warning that pregnancy might lead to the loss of work contract; limitation of choice concerning the duration of parent leave; or requests not to stay at home with sick children). **Six women and one man experienced behaviour of this kind in 2016, compared to only two women in 2014.**

#### • SUBJECTIVE EVALUATION OF WORKPLACE CONDITIONS

The trends in subjective evaluation of workplace conditions between 2014 and 2016 were assessed using the same comprehensive indicators for individual areas that were applied in the academic segment. Again, the values of the indicators could range from 1 (the most positive / the least critical evaluation) to 4 (the most negative / the most critical evaluation).

The top score area both in 2014 and 2016 was **gender culture** (average score 1.6). Other areas with positive evaluation included: **work-family balance** (1.7); **interpersonal relations** (1.9); and **workload** (2.1). Similarly to 2014, respondents felt most disappointed with the **quality and security of their jobs** (2.6), especially because of their low income. The comparison of the 2014 and 2016 data shows only negligible differences. The only area that has seen some improvement is the workload indicator. The 2016 evaluation was somewhat better than in 2014 (average scores: 2.5 in 2014 and 2.1 in 2016). Again, the questionnaire included new questions about **management and decision-making processes** – their average scores were 2.1 for decision-making processes and 2.0 for management quality.

Except for the workload indicator, women tended to be more critical in all areas, although only the evaluation of gender culture displayed statistically significant differences (women were much more sceptical than men).

Looking at the individual aspects that formed the indicators, we can see a **slight drop in career expectations and equal opportunities between 2014 a 2016**. On the other hand, **respondents were more enthusiastic about the level of workplace autonomy and freedom at work, as well as the opportunities for work-family balance**.

Looking at the **differences between the genders**, women expressed higher concern about job security (which is related to the fact that there are relatively more women with fixed-term contracts); they had poorer expectations for career development; and felt less support from their superiors and senior colleagues. They were more doubtful about UCT's gender culture and equal opportunities for men and women.

**Part-timers displayed a more positive evaluation of several aspects of their jobs than full-timers**; for instance reporting lower work-related exhaustion; lower levels of workplace competitiveness; and stronger team spirit and motivation to cooperate. They were also happier with the conditions for work-life balance. **The main drawback of part-time work seems to be low job security**.

**The evaluation of job security strongly depended on the type of employment contract**, i.e. fixed term or permanent contract. On the other hand, the type of contract had no impact on the respondents' perception of career opportunities or salary.

Statistically significant differences between the answers of respondents from individual **workplaces** were observed in 2016 especially on the topics of workplace climate and atmosphere; equal

opportunities for women and men to assume managing positions; freedom and autonomy at work; and job security. On all these questions, **employees of the Rector's Office varied substantially from the rest of the institution**. They generally felt their **positions were secure**, and praised the gender culture at their workplace (similarly to FET employees), as well as equal opportunities for women and men to take the lead. On the other hand, the Rector's Office staff, together with FFBT employees, indicated the lowest value of autonomy and freedom at work.

There were several interesting discrepancies between the feedback provided by academics on one hand, and technical and administrative employees on the other. **Technical and administrative staff felt much more doubtful about the statement that *the UCT management cares about their work comfort and career development* (66.0 % of academic and research staff, but only 43.6 % of technical and administrative employees). Technical and administrative staff were also much more ready to report unjustified criticism from their superiors** (18 % of academics, 27 % of administrative and technical employees).

- **EXPERIENCE WITH DISCRIMINATION AND BULLYING**

**27.6 % of respondents reported some form of discrimination at UCT (i.e. 27 people; 22 women, 5 men). It is alarming that from 2014, the number has grown by more than 10 p.p. (in 2014, there were 18 cases in total; 15 women and 3 men).** The most important motivations for such behaviour were believed to be age and gender, followed by parenting and health conditions. Analysis by gender was not possible due to the low number of men answering this question, but notably, those who identified gender or parenting as the cause of discrimination were exclusively women.

**13.3 % of respondents (2 men and 11 women) encountered harassment or bullying at UCT, mostly from their superiors or team members.**

The 2016 questionnaire included a question about the respondents' attitude towards the possibility of setting up a **position within UCT responsible for dealing with cases of discrimination, harassment, and bullying, as well as ensuring equal opportunities at UCT (e.g. ombudsman). Administrative and technical staff were more likely to welcome such services than academics.** 18.9 % of respondents said they would definitely appreciate it, and additional 46.3 % said they would agree with establishment of the position. Less than 19 % of respondents said the position would be useless and would disagree, and 11.6 % of respondents could not decide on the question. Similarly to the academic segment, the idea was advocated especially by women (the position was deemed needless by 40.9 % of men, but only 17.8 % of women), which most probably relates to the fact that women are more likely to encounter discrimination and bullying.

## **4. CONCLUSION**

In most respects, the 2016 survey wave arrived at the same conclusions as the previous wave executed in 2014. It did not identify any considerable changes or trends in working conditions or gender culture. This is hardly surprising, given the gradual and longitudinal nature of any changes to institutional and workplace environment. The effect of organisational measures usually takes some time. Nevertheless, the research identified several areas for future development which could be tackled during the implementation of the TRIGGER project.

The research among **academic and research staff** arrived at the following crucial findings. Intense stress and excessive workload combined with the perception of low salary were the main negatives associated with the employment at UCT for academic and research employees in 2016. Young age groups also complained of low job security. The age group up to 35 years was identified as the most

vulnerable, with the highest concerns about job security and highest exposure to work-related stress. This resulted in the group's strong tendency to consider leaving UCT or the academic sphere as such. The motivations of this age group for leaving included their frustration at academic work and its contents; excessive workload and work-family conflict; and especially financial and economic insecurity and poor expectations. Young people found these aspects much more disquieting than their older colleagues. It would be advisable to focus specifically on supporting young employees at UCT, and to offer satisfactory working conditions and improved perspectives for career development. The analysis showed that UCT provides excellent conditions (not only to young people) in terms of teamwork, cooperation, and informal management and supervision. The problem is exclusively in the material aspect of working conditions and the perspective that UCT offers to these employees. An analysis of aggregated statistics (Vohlídalová 2016) revealed the relatively high age of UCT full and associate professors, especially women. In view of UCT's intention to secure an adequate number of full and associate professors, and to prevent a further drop in the number of women in these positions, it is necessary to focus on supporting the younger generation. UCT's efforts should concentrate on creating an encouraging environment not only for well qualified employees, but especially for young academics, to decrease the risk of their leaving the academic sphere.

The overall gender equality at UCT remained the same. Similarly to 2014, women expressed greater doubts about equal opportunities for women and men, especially about their equal chance to assume institutional management positions. Women were also less satisfied with their income than men, which is caused by the fact that the number of women in leading positions remains very low. The number of female full and associate professors dropped even lower between 2014 and 2016, and women usually hold lower positions with lower salaries (cf. Vohlídalová 2016).

Excessive workload remains a significant problem even in 2016. This was particularly troublesome for women facing a double burden. A considerable number of academic and research employees have pre-school or school age children, while the distribution of labour in households remains highly unbalanced. The need for work-life balance is partly compensated by easily accessible flexible forms of employment for academic and research employees. Nevertheless, part-time employment also represents a risk for academics (not for technical and administrative employees), as it is often associated with involuntary underemployment. A considerable number of employees believe that it might be difficult to switch back to full-time employment. In this respect, employees might appreciate clear and unambiguous rules for establishing the number of hours per week and for switching from full time to part time and back.

A new finding of the 2016 wave showed that academic part-timers felt less secure in their job and less satisfied with their salary than their full-time colleagues. This might indicate a tendency for part time employment to become a secondary, lower-grade form of employment. Part-time employment is more usual for women than for men, and over 46 % of part-timers are aged 35 or under, which shows this form of employment is most usual among the most vulnerable groups of employees.

It is also important to note the increased number of people who were warned not to have children in the near future, not to take an extensive parental leave, and not to stay at home with their sick children. The increase is not likely to be accidental, as the same trend was observed in the group of administrative and technical employees. It is highly advisable for the UCT management to pay increased attention to this negative trend, both among academics and the technical and administrative staff.

**An analysis of responses from technical and administrative employees** revealed that their conditions for work-life balance were somewhat better than in for academics, because they were not

under pressure to work long hours and felt less work-related stress (with the exception of people in managing positions). Women in both segments felt a strong double burden. The number of parents with small children in the technical and administrative segment increased between 2014 and 2016, which calls for prioritising the creation of conditions facilitating work-family balance.

Administrative and technical staff could use flexible forms of work, such as part-time work, flexible working time or home office. The availability of flexible working time or home office has increased since 2014. These forms of work are less accessible to technical and administrative staff than to academic employees, which relates to the different nature of their work.

Technical and administrative employees were much more sceptical about UCT management's interest in their good feeling at work and their career development. There were also considerably more people who believed they were exposed to undeserved criticism than in the academic segment. These indicators suggest some technical and administrative employees could feel like “second-grade” employees, which might lead to problems in the collaboration between the academic and the administrative segment, and negatively impact the UCT climate as a whole.

Similarly to the academic segment, women in technical or administrative positions were more critical of the equal opportunities for men and women at UCT, their chance to assume and management position, and UCT's gender culture in general. Compared to academics, technical and administrative employees were less burdened by their workload; they felt more secure in their jobs; and they did not feel underemployed (with unwanted part-time employment). On the other hand, they enjoyed less autonomy and freedom at work. Similarly to academics, they mostly complained about their low salaries, which seems to be a universal problem of working at UCT.

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