



L-Università
ta' Malta



Survey Results – January 2023

HRS4R - Implementation Phase





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INTRODUCTION

The University of Malta was awarded the HR Excellence in Research Award in July 2021. A Human Resources Strategy for Researchers (HRS4R) Implementation Committee is in place to make the University's HR policies and practices in line with the European Charter for Researchers and the Code of Conduct for the Recruitment of Researchers (Charter & Code).

As part of the ongoing implementation, two questionnaires have been developed to identify any essential components for the improvement of the strategy: one for the Research Support Officers and Research Support Assistants, and one for the academics with teaching and research duties.

The questionnaires included a set of statements divided into four sections: Ethical and Professional Aspects, Recruitment and Selection Aspects, Working Conditions Aspects, and Training and Development Aspects. Some of the statements have been measured on a six-point-Likert-scale as follows: 1 – Strongly disagree; 2 – Somewhat disagree; 3 – Neither agree nor disagree; 4 - Somewhat agree; 5 – Strongly agree; 6 - Don't know. Other statements required a 'Yes' or 'No' Answer.

The questionnaires were available online through Google forms and the participants were also encouraged and able to include any other feedback and suggestions in a designated space for each statement.



Part One - Demographics

The questionnaires were distributed to 819 academics with teaching and research duties who are referred to as resident academics, and 293 Research Support Officers and Research Support Assistants. A total of 118 academics and 71 Research Support Officers responded, ranging from level R1 to level R4, as per Table 1 below. No Research Support Assistants participated:

Academics	Research Support Officers (RSOs)
118 Responses	71 Responses
Distributed to a total of 819	Distributed to a total of 293
14% Response Rate	24% Response Rate
<u>Gender</u> 82 Male (16% of the total male academics); 36 Female (12% of the total female academics); 0 Preferred not to say	<u>Gender</u> 40 Male (26% of the total male RSOs); 28 Female (20% of the total female RSOs); 3 Preferred not to say (1% of the total RSOs)
<u>Age Group</u> 0 aged 18-24; 18 aged 25-39 (12% of the total academics); 69 aged 40-59 (14% of the total academics); 31 aged 60+ (19% of the total academics)	<u>Age Group</u> 8 aged 18-24 (14% of the total RSOs); 45 aged 25-39 (25% of the total RSOs); 17 aged 40-59 (40% of the total RSOs); 1 aged 60+ (13% of the total RSOs)
<u>Title of Post</u> 2 Assistant Lecturer (R1) (3% of the total Assistant Lecturers); 12 Lecturer (R2) (7% of the total Lecturers); 39 Senior Lecturer (R3) (15% of the total Senior Lecturers); 65 Associate/Full Professor (R4) (22% of the total Associate/Full Professors)	<u>Title of Post</u> 56 Research Support Officer I or II (R1) (24% of the total RSO I and II); 13 Research Support Officer III (R2) (34% of the total RSO III); 2 Research Support Officer IV (R3) (50% of the total RSO IV)

Table 1



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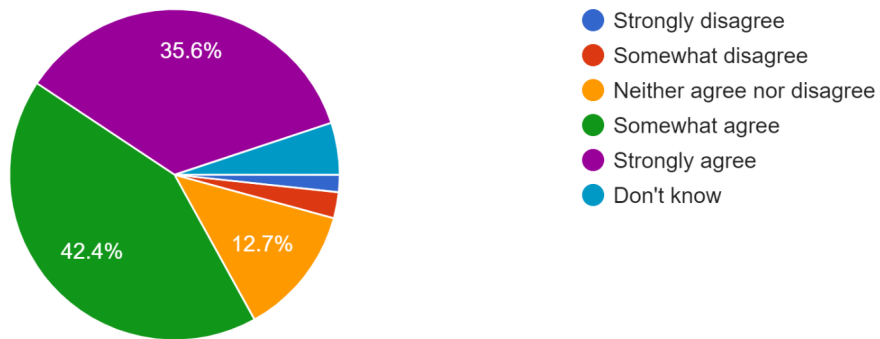
Part Two – Section One: Ethical & Professional Aspects



Statement 1.1 is assessed quite positively since the majority of the academics and Research Support Officers responded “Strongly agree” at 35.6% and 26.8% respectively, and “Somewhat agree” at 42.4% and 35.2% respectively.

1.1 - I am satisfied with the information/training sessions regarding the standards, guidelines and procedures of ethics that are organised from time to time at the UM.

118 responses



1.1 - I am satisfied with the information/training sessions regarding the standards, guidelines and procedures of ethics that are organised from time to time at the UM.

71 responses

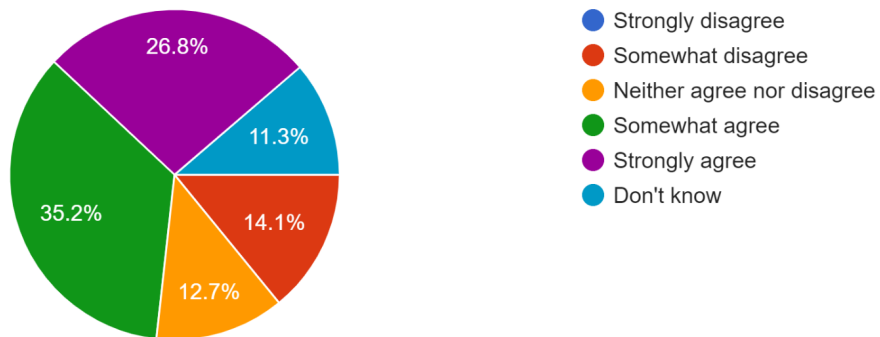




Table 5 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 1.1:

Suggestion/Feedback Topic	Academics	Research Support Officers
Suggestions for (i) a well-organised induction process, with a checklist, that covers all the essentials, as well as sessions at departmental/centre/institute level, and (ii) training for administrative staff, new academics and Research Support Officers, and Heads of Department.	x	x
Sessions to be held much more often especially for younger researchers in the life sciences, as well as refresher courses to senior academics for other areas too.	x	
Include ethics advisors and experts for some fields.	x	
Increase awareness with more communication and notifications by email.	x	x

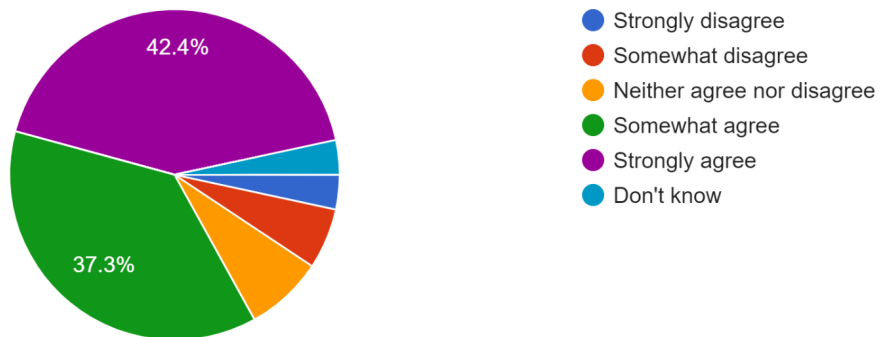
Table 5



Statement 1.2 is assessed positively since the majority of the academics and Research Support Officers responded “Strongly agree” at 42.4% and 33.8% respectively, and “Somewhat agree” at 37.3% and 26.8% respectively.

1.2 I am satisfied with the support offered by the Research Support Services Directorate (RSSD) regarding funding for research and proposal writing advice.

118 responses



1.2 I am satisfied with the support offered by the Research Support Services Directorate (RSSD) regarding funding for research and proposal writing advice.

71 responses

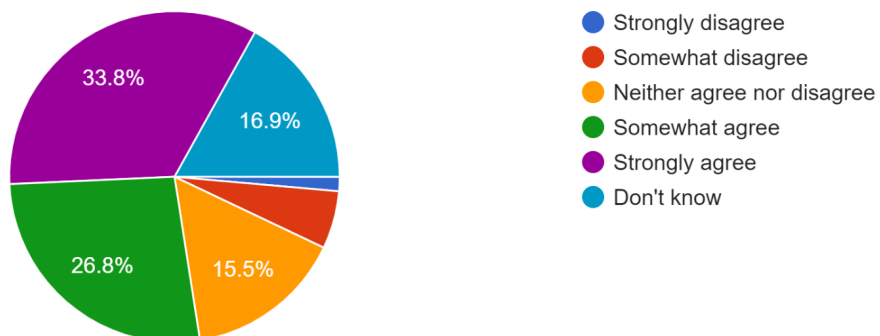




Table 6 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 1.2:

Suggestion/Feedback Topic	Academics	Research Support Officers
The service is excellent with the contact points for each Institute/department, which is improving the quality of the work.	x	
Very supportive and helpful in applying for EU funded research.	x	
Calls for funding - revise the deadlines for submission, sometimes these are too tight.	x	x
A more face to face interaction with academics is required that would make the process easier and more successful.	x	
More support is required in terms of e.g. how to reply to certain sections when writing proposals, and making best practices from winning proposals. A suggestion to increase the proposal writing services, since this is one of the greatest hurdles which academics find due to the overload of other UM commitments.	x	
Reminders of deadlines by email as required, as well as brief guidelines on essential information to include in an application.	x	
An application is required that selects opening calls which one can browse easily.	x	
Research Support Officers should be given an induction course on what support and services are available.		x

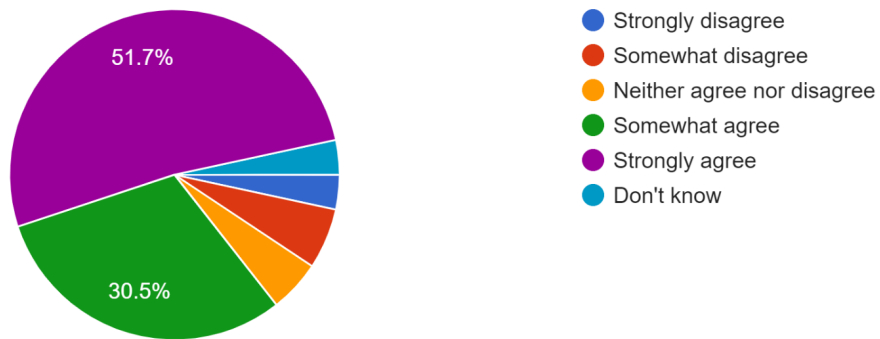
Table 6



Statement 1.3 is assessed positively since the majority of the academics and Research Support Officers responded “Strongly agree” at 51.7% and 43.7% respectively, and “Somewhat agree” at 30.5% and 26.8% respectively.

1.3 - I am satisfied with the support offered by the Project Support Office in terms of research project budgeting and accounts.

118 responses



1.3 - I am satisfied with the support offered by the Project Support Office during my involvement in research projects.

71 responses

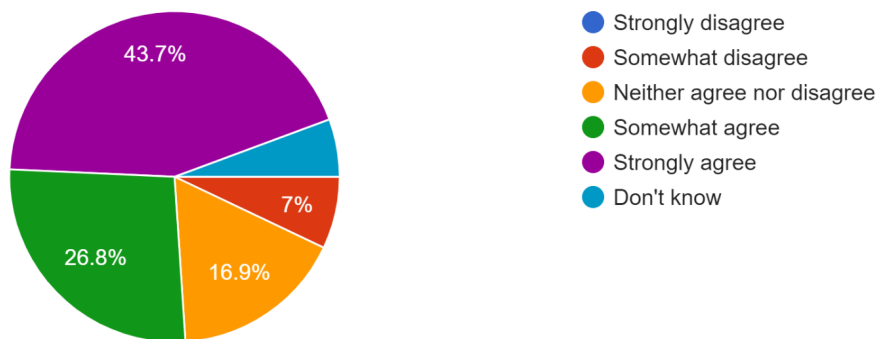




Table 7 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 1.3:

Suggestion/Feedback Topic	Academics	Research Support Officers
Excellent service and great work.	x	
Provides sound advice in budgeting, though deadlines are tight.	x	
The service at the pre-award stage depends on the individual responsible for the projects.	x	x
Increase the human resources and train the Project Support Officers in technical matters.	x	x
Project Support Officers should take a more proactive role and provide the Principal Investigator with more frequent financial updates, especially when underspend is detected.	x	
Enhance the process of approving requisitions. The procurement process of the Procurement Directorate is incompatible with short-term projects.	x	x
Better policies for interaction and communication are required.		x

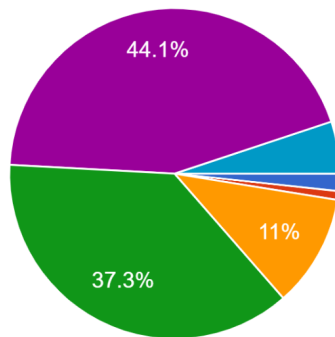
Table 7



Statement 1.4 is also assessed positively since the majority of the academics replied “Strongly agree” at 44.1% and “Somewhat agree” at 37.3%, whilst the Research Support Officers replied “Strongly agree” at 39.4% and “Somewhat agree” at 32.4%.

1.4 - The UM has a well defined Research Code of Practice.

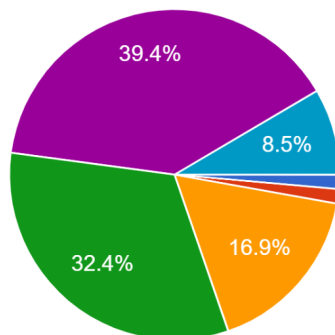
118 responses



- Strongly disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Strongly agree
- Don't know

1.4 - The UM has a well defined Research Code of Practice.

71 responses



- Strongly disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Strongly agree
- Don't know



Table 8 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 1.4:

Suggestion/Feedback Topic	Academics	Research Support Officers
Increase visibility and provide training, including an onboarding process where this is explained to every new employee.	x	x
Revise and update the code of practice regularly.	x	x

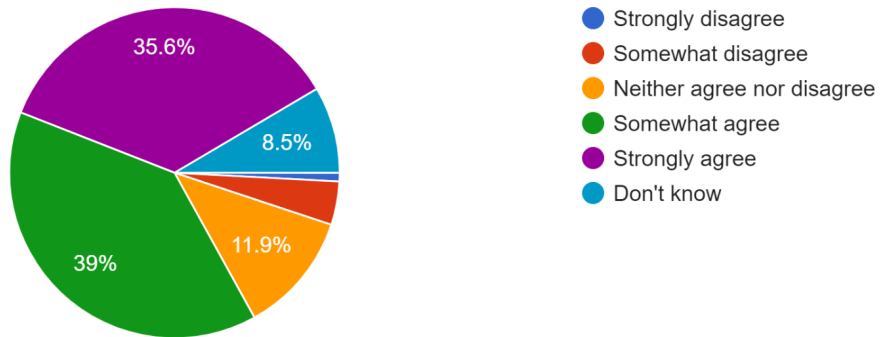
Table 8



Statement 1.5 is assessed positively since the majority of the academics responded “Strongly agree” and “Somewhat agree” 35.6% and 39% respectively, whilst the majority of the Research Support Officers responded “Strongly agree” at 40.8% and “Somewhat agree” at 29.6%.

1.5 - The UM has clear information available regarding intellectual property issues, the commercialisation and exploitation of results, and the relevant procedures.

118 responses



1.5 - The UM has clear information available regarding intellectual property issues, the commercialisation and exploitation of results, and the relevant procedures.

71 responses

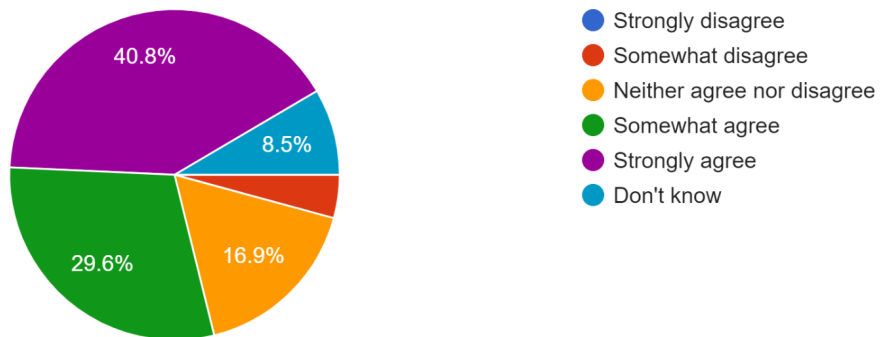




Table 9 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 1.5:

Suggestion/Feedback Topic	Academics	Research Support Officers
We have always received good support from KTO on this aspect.	x	
We fall short in the processes used to hammer out agreements etc.	x	
The portion of the IP retained by the UM is too high, when considering that the resources for developing IP are brought in thanks to the academics who generated the ideas, wrote the proposal and executed the project.	x	x
Training and more information is required on IP matters, commercialisation and exploitation of results, that is specific to certain fields.	x	x
The Corporate and Knowledge Transfer Office is currently under-resourced.	x	

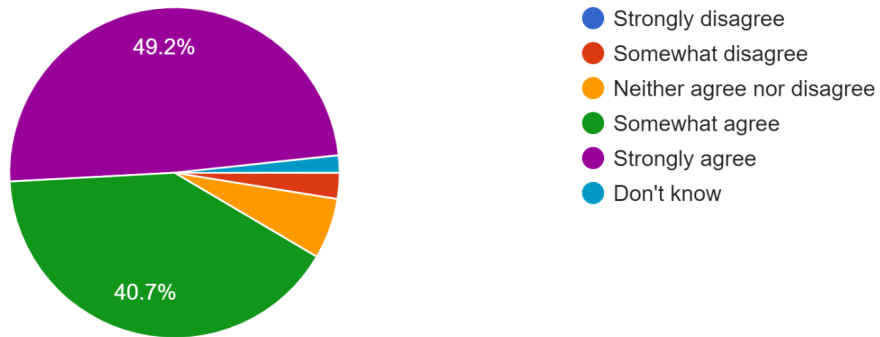
Table 9



For Statement 1.6, the majority of the academics responded positively with “Strongly agree” at 49.2% and “Somewhat agree” at 40.7% , whilst the majority of the Research Support Officers responded “Strongly agree” at 49.3% and “Somewhat agree” both at 35.2%.

1.6 - The UM has clear information available regarding data protection and confidentiality protection requirements.

118 responses



1.6 - The UM has clear information available regarding data protection and confidentiality protection requirements.

71 responses

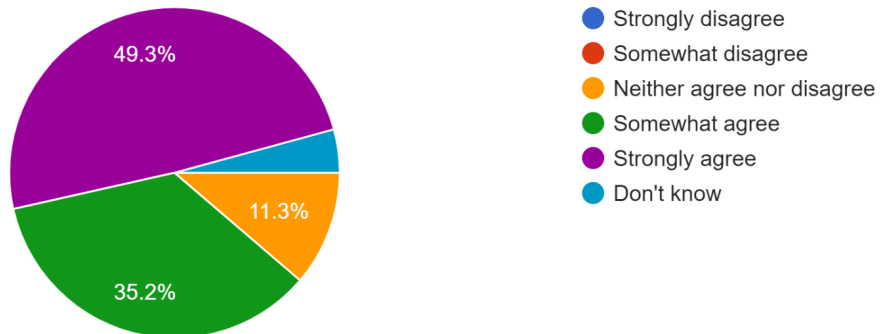




Table 10 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 1.6:

Suggestion/Feedback Topic	Academics	Research Support Officers
The process has become quite efficient lately, and legal, and KTO have been very helpful in making sure that NDA and confidentiality agreements are done properly. The office is very helpful and always very responsive.	x	
A more streamlined process is required for more complex cases.	x	
More clear information, more visibility, and training is to be provided, especially to researchers on a definite contract and a clear NDA should be mandated.	x	x
There is a need for a real encrypted central repository in particular for consent forms, and more clear guidelines on the duration of data storage or collection of information from e.g. social media.	x	x

Table 10



Statement 1.7, which is specific for Research Support Officers and Research Support Assistants, is assessed positively since the majority of the Research Support Officers responded “Strongly agree” at 45.1% and “Somewhat agree” at 25.4%.

1.7 - I am satisfied with the information on the rights and obligations included in the Handbook for Research Support Officers (RSOs) and Research Support Assistants (RSAs).

71 responses

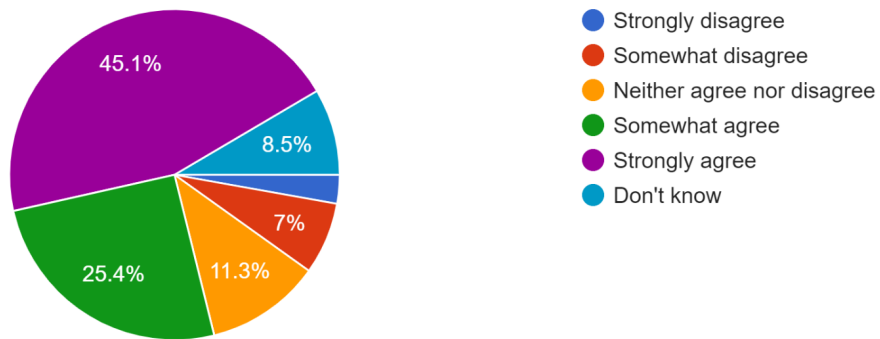


Table 11 includes a list of suggestions and feedback provided by the Research Support Officers in connection with Statement 1.7:

Suggestion/Feedback Topic
There is no automatic upgrade to another level if a higher qualification is obtained.
Salary should be continuous.
Information on the rights and obligations needs to be more transparent.

Table 11



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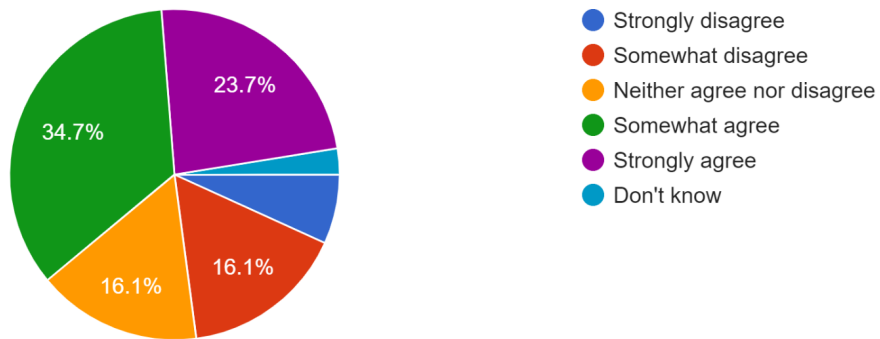
Part Two – Section Two: Recruitment & Selection Aspects



Statement 2.1 is assessed quite positively since the majority of academics responded “Strongly agree” at 23.7% and “Somewhat agree” at 34.7%, whilst the majority of the Research Support Officers responded “Strongly agree” at 33.8% and “Somewhat agree” at 35.2%.

2.1 - I believe that the UM has an efficient recruitment process.

118 responses



2.1 - I believe that the UM has an efficient recruitment process.

71 responses

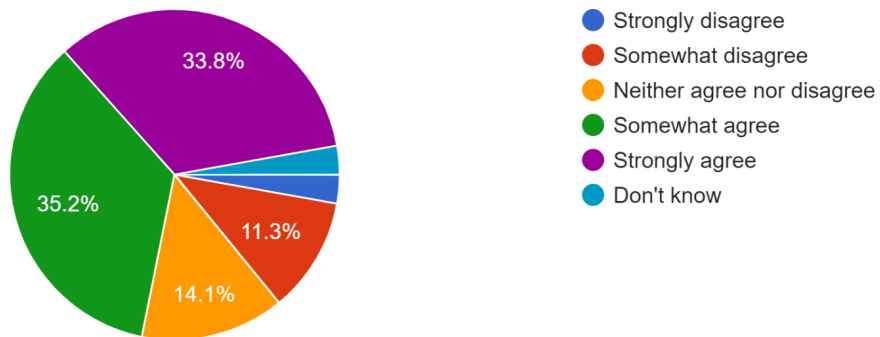




Table 12 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 2.1:

Suggestion/Feedback Topic	Academics	Research Support Officers
This has improved since the introduction of Google forms for a candidate to apply for a post.	x	
Getting foreign candidates on board - In this case the UM really needs to have a leg in with the government to ensure there are efficient (but still fair and transparent) processes. The university should work on its collaboration with Identity Malta to facilitate the permit for non-EU candidates.	x	x
A suggestion to streamline and pre-plan the whole timeline from issuing the call to making the offer of employment, to reduce the present lengthy process.	x	
Call for applications should be issued as soon as a Grant Agreement is signed. This will ensure that an RSO is in place by the start date of a new project.	x	
Too many people on interviewing boards and 15 minute interviews are not enough, especially where higher positions are concerned.	x	x
Recruitment of research staff should be delegated to Faculties to ensure a faster process. Also a suggestion to have Pro-Rector delegates to facilitate and accelerate the recruitment process.	x	
Candidates should have the possibility to apply directly from LinkedIn or other platforms using their up to date profile.		x

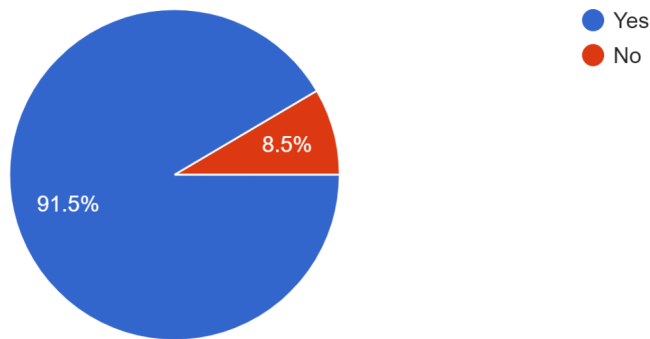
Table 12



The replies for Statement 2.2 (erroneously listed as 2.3 in questionnaire) indicate that the majority of the academics and Research Support Officers are aware that the Principal Investigator is always present during the selection process with both the academics and Research Support Officers scoring “Yes” at 91.5%.

2.3 - I am aware that the Principal Investigator of a research project is always present during the selection process for a Research Support Assistant (RSA) or Research Support Officer (RSO) post.

118 responses



2.3 - I am aware that the Principal Investigator of a research project is always present during the selection process for a Research Support Assistant (RSA) or Research Support Officer (RSO) post.

71 responses

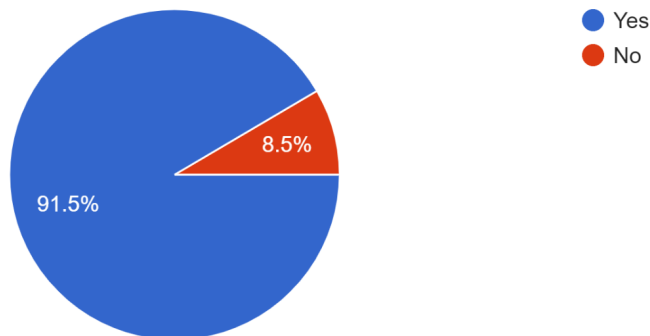




Table 13 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 2.2:

Suggestion/Feedback Topic	Academics	Research Support Officers
The modus operandi currently followed, is efficient and in line with EC directives.	x	
The Principal Investigator knows what is actually needed for the project and s/he ought to be able to make the final choice without much interference.	x	
The Principal Investigator may not be an expert in all the aspects of an interdisciplinary project. It is hoped that in such cases, and when the new post is not within his/her area of expertise, the right co-investigator is invited as a member of the selection committee.	x	
We need a gender policy and gender balance on recruitment / interview panels.	x	

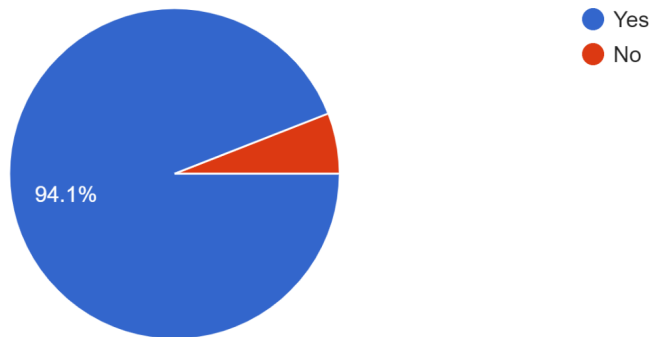
Table 13



The replies for Statement 2.3 (erroneously listed as 2.4 in questionnaire) indicate that the majority of the academics and Research Support Officers agree that the UM has clear recruitment procedures for Research Support Assistant, Research Support Officers, including postdocs, with both the academics and Research Support Officers scoring “Yes” at 94.1% and 94.4% respectively.

2.4 - The UM has clear procedures for the recruitment and appointment of Research Support Assistants (RSAs) and Research Support Officers (RSOs), including postdoctoral researchers.

118 responses



2.4 - The UM has clear procedures for the recruitment and appointment of Research Support Officers (RSOs) and Research Support Assistants (RSAs), including postdoctoral researchers.

71 responses

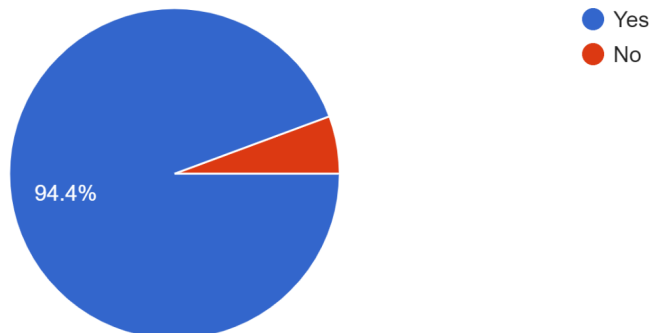




Table 14 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 2.3:

Suggestion/Feedback Topic	Academics	Research Support Officers
This process is relatively transparent and clear.	x	
Publish a timeline of the process which is easily found. Process needs to be faster and sleeker.	x	
Setting up of agreements to possibly accelerate the issuing of visas and work permits at least for Phd and postdoctoral candidates.	x	
The salaries for these positions are not attractive enough.		x
Longer period of employment for Research Support Officers for a consistent and continuous task undertaking.		x

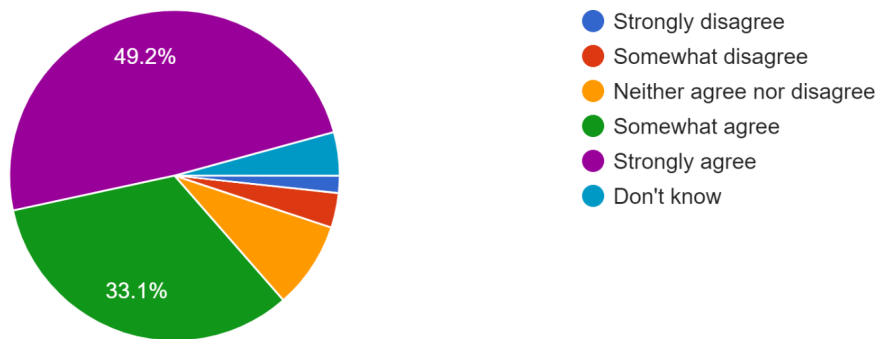
Table 14



Statement 2.4 (erroneously listed as 2.5 in questionnaire) is assessed very positively since the majority of academics responded “Strongly agree” at 49.2% and “Somewhat agree” at 33.1%, and the majority of the Research Support Officers responded that they “Strongly agree” at 43.7% and “Somewhat agree” at 28.2%.

2.5 - The UM has a clear Open, Transparent, and Merit-Based Recruitment (OTM-R) Policy.

118 responses



2.5 - The UM has a clear Open, Transparent, and Merit-Based Recruitment (OTM-R) Policy.

71 responses

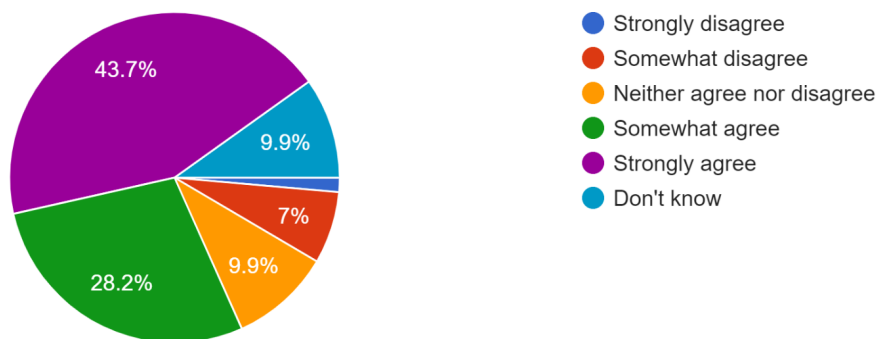




Table 15 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 2.4:

Suggestion/Feedback Topic	Academics	Research Support Officers
The process is good, but the timeline and procedure needs to be easily found. Also, the selection process is a fair one.	x	
The administrative staff are of the highest quality.	x	
Consider making public the reasons that led to the selection of a particular person and rejected applicants need to know exactly why they were not invited for an interview.	x	x
There needs to be the possibility to assess applicants by other means such as task-based interviews and possibly trial tasks.	x	
I suggest that the recruitment process for academics would also include a public lecture where this is taken into consideration.	x	
Guidelines and suggestions are required regarding the points given for each criteria such as experience, etc.	x	

Table 15



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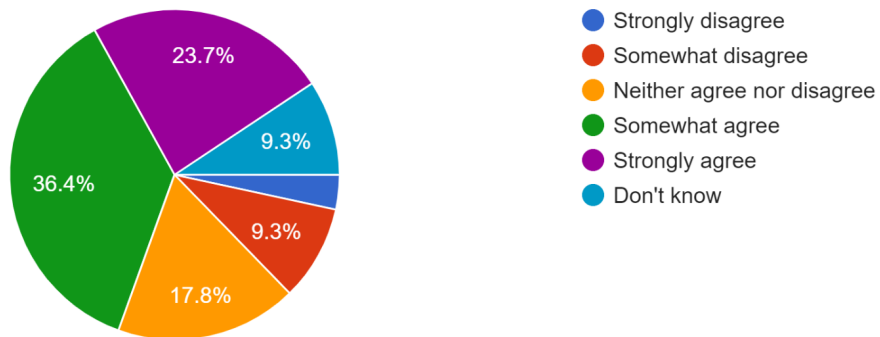
Part Two – Section Three: Working Conditions Aspects



Statement 3.1 was assessed quite positively where the academics responded “Strongly agree” at 23.7% and “Somewhat agree” at 36.4% , whilst the majority of the Research Support Officers responded “Strongly agree” at 22.5% and “Somewhat agree” at 45.1%.

3.1 - I am aware of and familiar with the standard operating procedures issued by the Research Support Services Directorate (RSSD) regarding the use of equipment and facilities.

118 responses



3.1 - I am aware of and familiar with the standard operating procedures issued by the Research Support Services Directorate (RSSD) regarding the use of equipment and facilities.

71 responses

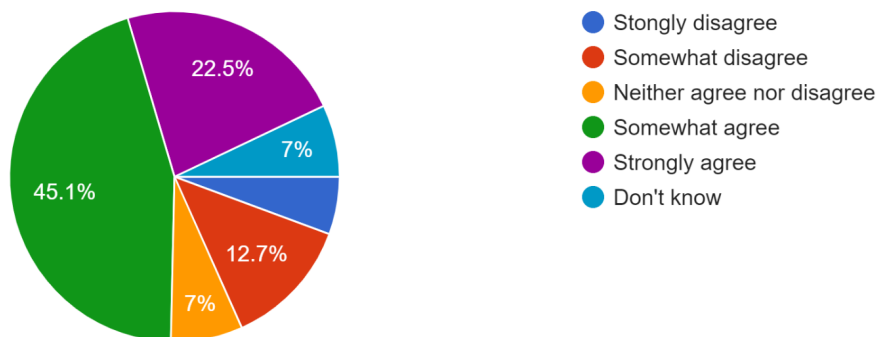




Table 16 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 3.1:

Suggestion/Feedback Topic	Academics	Research Support Officers
RSSD has been great for the procedures for new equipment and the use of it.		x
This is a work in progress, and my department has already worked with RSSD on the creation of SOPs for the use of our facilities. There is a lot of work to be done.	x	
Further training or information sessions, or reminders about the policy/guidelines should be provided to the researchers. More awareness of these SOPs is required such as a list of available facilities/equipment (online inventory) and how a researcher can apply to use a particular equipment or facility that is managed by a department or faculty other than the one the researcher belongs to.	x	x
Better UM-wide SOPs are required for processes which are found in some, but not all, F/I/C/S and departments, to avoid duplication of effort.	x	

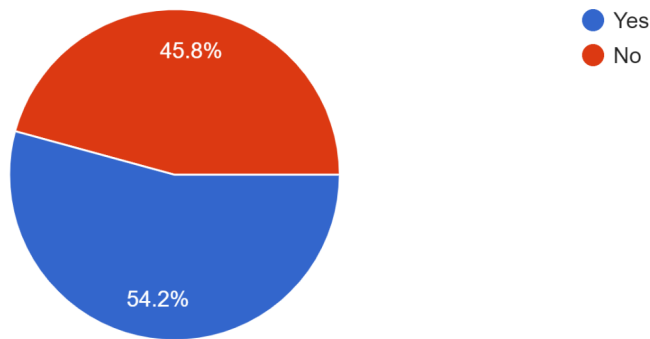
Table 16



The replies for Statement 3.2 indicate that the majority of the academics are aware of the information available on the services that are offered to employees with disability through training sessions, with 54.2% scoring “Yes”. On the other hand, the majority of the Research Support Officers are not aware, scoring “No” at 53.5%.

3.2 - I am aware of the information available on the services that are offered to employees with disability through training sessions. (Through these...ted to all UM employees [e.g. wheelchair access]).

118 responses



3.2 - I am aware of the information available on the services that are offered to employees with disability through training sessions. (Through these...ted to all UM employees [e.g. wheelchair access]).

71 responses

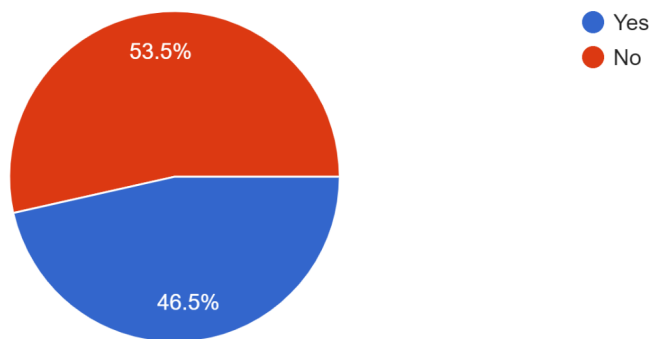




Table 17 includes a list of suggestions and feedback provided by the academics and Research Support Officers, in connection with Statement 3.2:

Suggestion/Feedback Topic	Academics	Research Support Officers
I do not think that the UM is very much wheelchair accessible. Access to areas such as Maths and Physics is surely not easy for people on wheelchairs. Campus Hub is also not well accessible to such persons.	x	
Training, constant dissemination, more visibility and penetration within faculties is required. Such services and information should be mandatory to all to further educate towards inclusion.	x	x

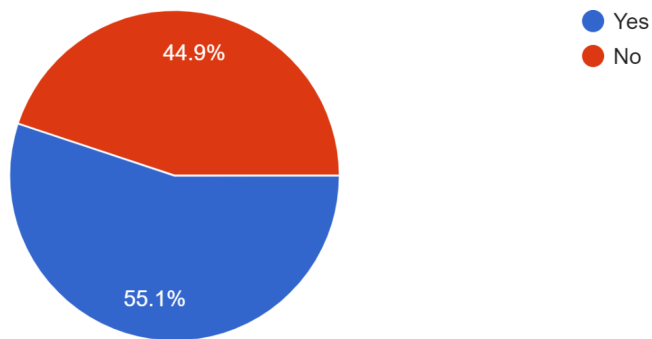
Table 17



The replies for Statement 3.3 indicate that the majority of the academics are familiar with the Gender Plus Equity Plan of the UM, with 55.1% scoring “Yes”. On the other hand, the majority of the Research Support Officers are not aware, scoring “No” at 54.9%.

3.3 - I am familiar with the Gender Plus Equity Plan of the UM.

118 responses



3.3 - I am familiar with the Gender Plus Equity Plan of the University of Malta.

71 responses

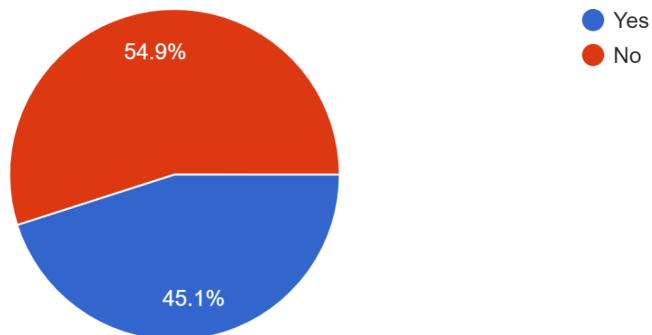




Table 18 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 3.3:

Suggestion/Feedback Topic	Academics	Research Support Officers
We are proud of having gender balance among our undergraduate and postgraduate students.	x	
There is awareness but no familiarity with the Plan.	x	
Raise more awareness about this, including training, ads, discussions, etc. In addition, stronger dissemination programmes, more visibility and presence within faculties is required.	x	
I don't think the Plan efficiently addresses concrete issues such as ensuring the diversity of recruitment boards and various other boards within the University.	x	
Such services and information should be mandatory to all to further educate towards inclusion.	x	
Enforce it in everything from photos to the press to recruitment panels.	x	

Table 18



For Statement 3.4 regarding the CPD course, the majority of the academics responded rather positively with “Strongly agree” at 26.3% and “Somewhat agree” at 31.4%.

3.4 I am satisfied with the CPD course offered by the Office for Professional Academic Development (OPAD)

118 responses

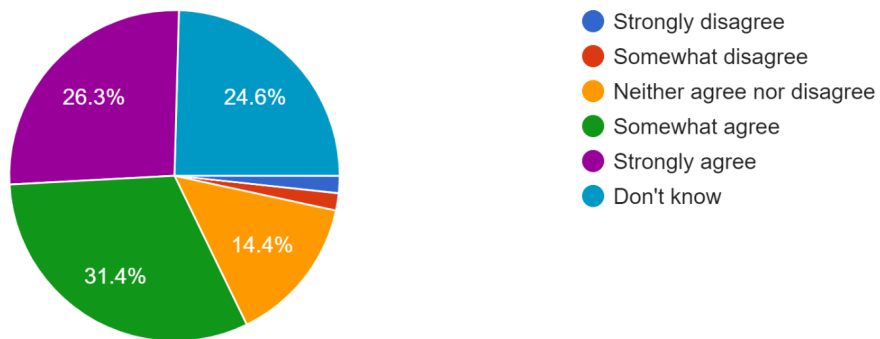




Table 19 includes a list of suggestions and feedback provided by the academics in connection with Statement 3.4:

Suggestion/Feedback Topic
The content of the course is relevant, and speakers are knowledgeable and some courses should be mandatory not optional.
It's a good and interesting course but we do most of our teaching in the labs and this teaching style is not covered by CPD.
It needs to be made available to all levels of council appointed academic staff - up to full Professors, full-time or part time. Also, this course should be offered to newly recruited Assistant Lecturers, not to those seeking promotion to Senior Lecturers. At that point it is far too late.
The course comes late for new recruits. This should come very early in the lecturing career of an academic - whether Assistant Lecturer or Lecturer - when study-units are being designed and delivered.
Modules of the course should be offered online so as to allow academics with a heavy workload the ability to participate.
Additional units are required to prepare academics for HoD/Dean/Director/Senate etc. roles

Table 19



For Statement 3.4 regarding the courses offered by the Doctoral School, the majority of the Research Support Officers responded rather positively with “Strongly agree” at 36.6% and “Somewhat agree” at 23.9%.

3.4 - I find the courses offered by the Doctoral School satisfactory to enhance my career development.

71 responses

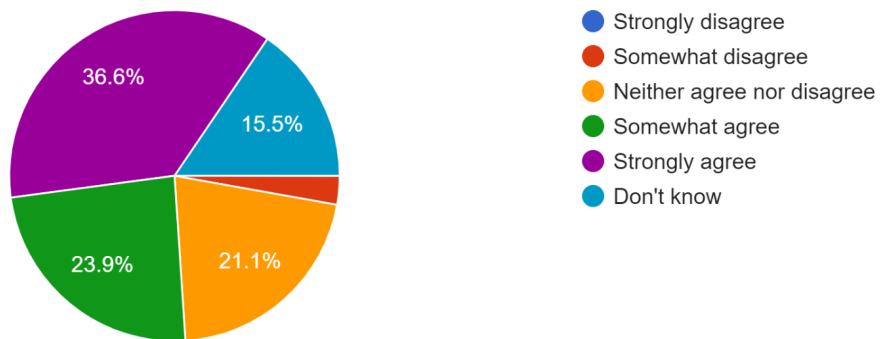


Table 20 includes a list of suggestions and feedback provided by the Research Support Officers in connection with Statement 3.4:

Suggestion/Feedback Topic
I am very happy about the courses and they are available at different hours of the day which makes them easy to attend. A variety of courses are available throughout the academic year.
Provide an asynchronous virtual training option. More training should be offered virtually.
Suggestion to have some units aimed specifically at postdocs aiming to further develop their career.

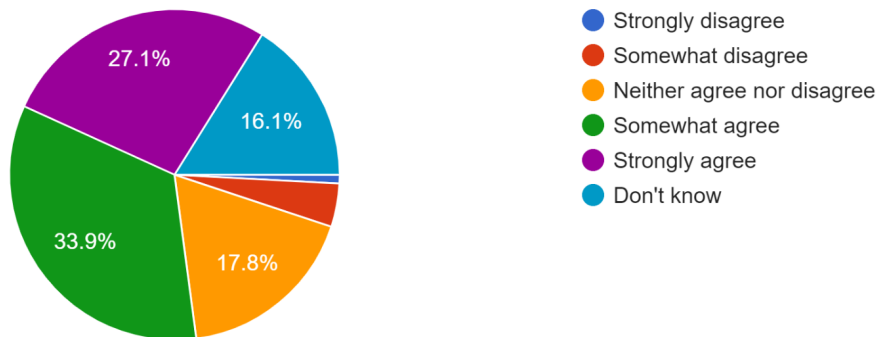
Table 20



Statement 3.5 is assessed rather positively. The majority of the academics responded “Strongly agree” at 27.1% and “Somewhat agree” at 33.9%, whilst the majority of the Research Support Officers responded “Strongly disagree” at 26.8% and “Somewhat agree” at 36.6%.

3.5 - I am satisfied with the outreach events and sessions organised by the Corporate Research and Knowledge Transfer Office (KTO) regarding intellectual property matters.

118 responses



3.5 - I am satisfied with the outreach events and sessions organised by the Corporate Research and Knowledge Transfer Office (KTO) regarding intellectual property matters.

71 responses

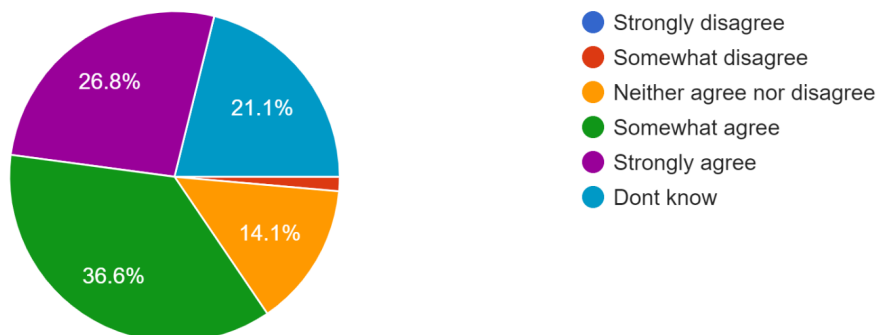




Table 21 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 3.5:

Suggestion/Feedback Topic	Academics	Research Support Officers
They listen to us. We value them and they value us. Corporate Research and Knowledge Transfer Office (KTO) is a visible service offered by UM.	x	
Information needs to be more prominently advertised. More should be done to inform researchers, and to 'translate' how the information is/can be useful for the different disciplines. Also, events should be advertised more in advance.	x	
The challenge is to set out the proper funding and conditions to create valuable IP.	x	
Send by e-mail link and a SHORT point-form information of the type of research that could lead to Patent.	x	
One or two repeated introductory sessions per year are required for our industrial partners to be introduced to IP issues/policies with UM.	x	
Emails are received about such events.		x

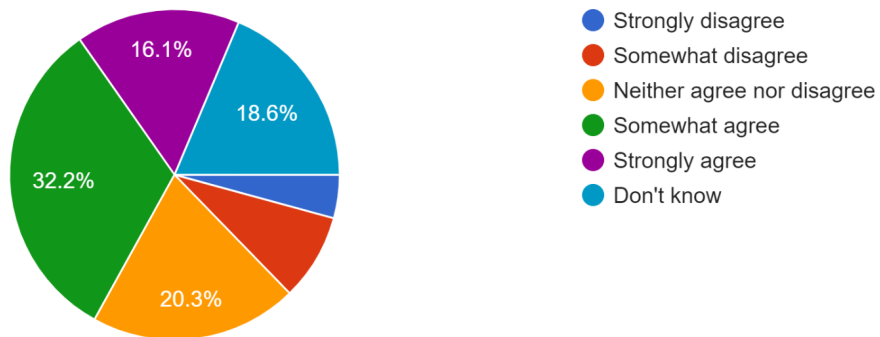
Table 21



For Statement 3.6, the academics responded “Somewhat agree” at 32.2% followed by 20.3% who “Neither agree nor disagree” and “Strongly agree” at 16.1%. In the case of the Research Support Officers, these responded “Strongly agree” at 28.2% followed by “Don’t know” at 25.4% and “Somewhat agree” at 22.5%.

3.6 - The UM has clear online available information regarding co-authorship for my contribution as co-author of papers, patents, publications, etc.

118 responses



3.6 - The UM has clear online available information regarding co-authorship for my contribution as co-author of papers, patents, publications, etc.

71 responses

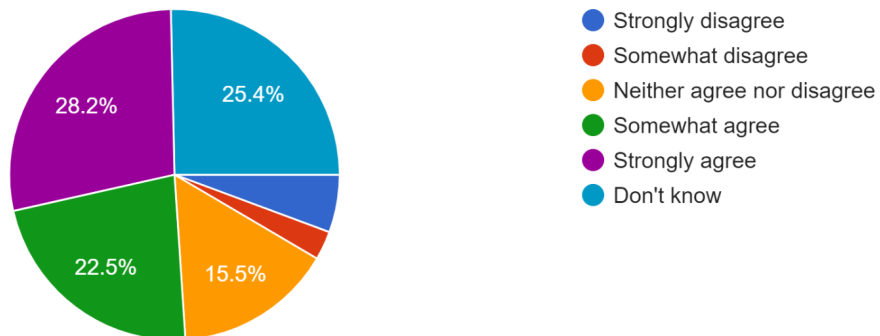




Table 22 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 3.6:

Suggestion/Feedback Topic	Academics	Research Support Officers
Increase visibility and more information should be provided.	x	x
There seems to be a lack of awareness.	x	x
This should be communicated quarterly by email for ease of access.		x

Table 22



Statement 3.7 is specific for Research Support Officers/Assistants. There is a mix of responses on the matter with the highest percentage being “Don’t know” at 25.4%, followed by “Neither agree nor disagree” at 22.5%, “Strongly agree” at 21.1% and “Somewhat agree” at 19.7%.

3.7 - The UM has appropriate and clear procedures to deal with complaints/appeals of Research Support Officers (RSOs) and Research Support Assi...s), as per information provided in the Handbook.

71 responses

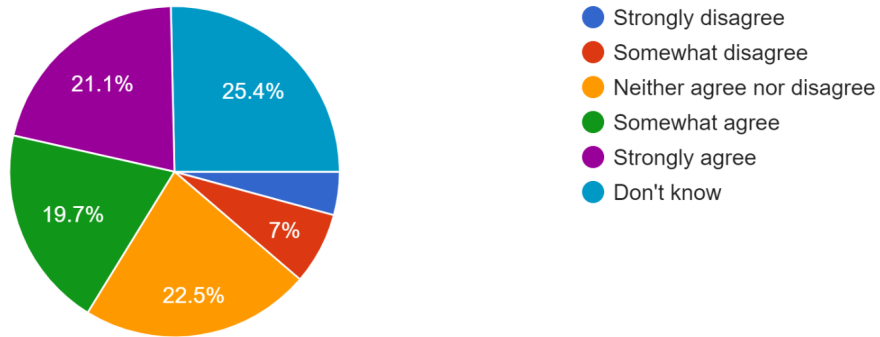


Table 23 includes a list of suggestions and feedback provided by the Research Support Officers in connection with Statement 3.7:

Suggestion/Feedback Topic
There are two paragraphs in the handbook, which is not enough. For example, we were not guided on how to handle complaint of sexual harassment and "employees of the University of Malta are encouraged to deal directly with the other person(s) who are involved to respectfully engage in dialogue to achieve resolution" is neither a solution nor a help in these complaint. This is not enough.
The SOPs are not clear.

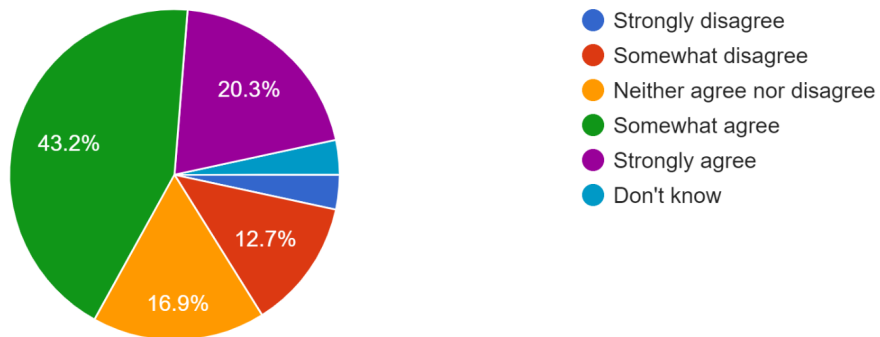
Table 23



Statement 3.8 has mixed responses. The majority of the academics responded rather positively with “Strongly agree” at 20.3% and “Somewhat agree” at 43.2%. In the case of the Research Support Officers, 28.2% responded “Somewhat agree”, 19.7% responded “Strongly agree”, followed by 18.3% who “Somewhat agree” and 15.5% who “Neither agree nor disagree”.

3.8 - As an Academic, I feel I am allowed to be represented in the relevant information, consultation and decision-making bodies of the institution.

118 responses



3.8 - As a Research Support Officer (RSO) or Research Support Assistant (RSA), I feel I am allowed to be represented in the relevant information, consultation and decision-making bodies of the institution.

71 responses

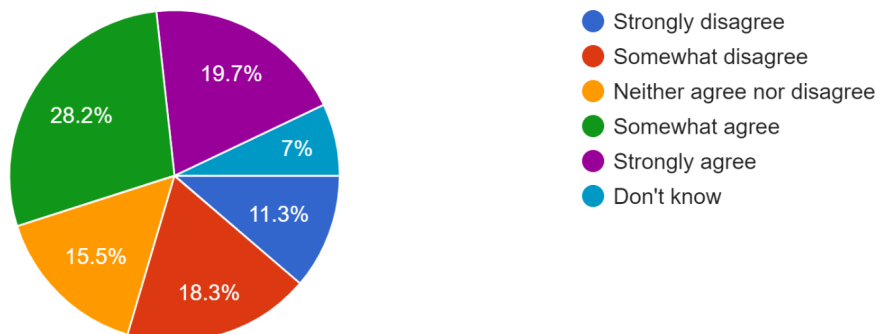




Table 24 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 3.8:

Suggestion/Feedback Topic	Academics	Research Support Officers
They are represented but not sufficiently represented in proportion to the contribution that academics make to University.	x	
This depends on how much exposure one already has. A more concerted effort to ensure the administration is getting feedback from across the spectrum of UM employees would go a long way to improve this.	x	



Professors should be members of faculty and other institutional boards by virtue of their position as once agreed. Procedures for semi/retirement are flawed too and need addressing.	x	
A better system ought to be in place, starting from making available to all academics the minutes of the Faculty Board and Senate (and their sub-committees). It would add transparency to the whole process.	x	
I feel not informed nor consulted in many decisions or consultations from the institutions.		x
I feel my research group values my opinion but I wasn't aware of any event/feedback mechanism where Research Support Officers could express their opinion on certain things.		x

Table 24

Statement 3.9, which was specific to the Research Support Officers/Assistants, has mixed responses. The majority responded “Strongly agree” at 28.2% and “Somewhat agree” at 21.1%, followed by “Don’t know” and “Neither agree nor disagree” both at 19.7%.



3.9 - The Handbook provides clear information regarding the teaching duties of the Research Support Officers (RSOs) and Research Support Assistants (RSAs).

71 responses

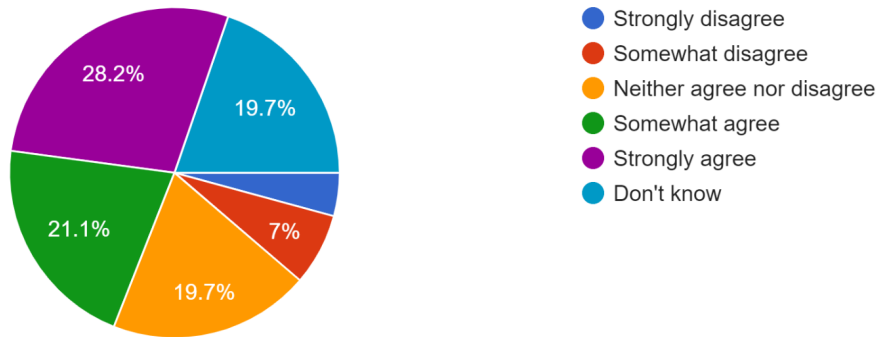


Table 25 includes a list of suggestions and feedback provided by the Research Support Officers in connection with Statement 3.9:

Suggestion/Feedback Topic
This was a bit unclear, but at least I appreciated the fact that the handbook informs the faculties we worked for that we are to be remunerated for teaching.
A Research Support Officer's job description does not specify that they are required to carry out teaching duties.
There are deterrents which prevent Research Support Officers from teaching such as lack of flexibility to teach during office hours.

Table 25



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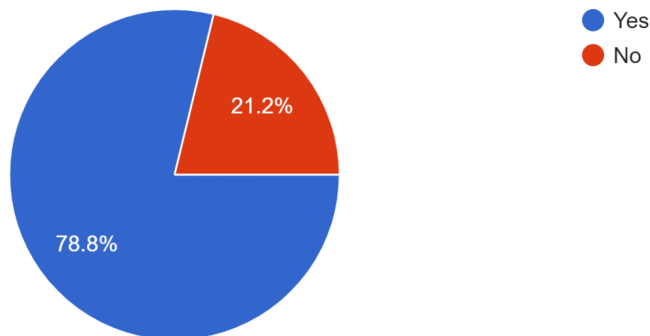
Part Two – Section Four: Training & Development Aspects



The replies for Statement 4.1 indicate that the majority of the academics and Research Support Officers are aware of the courses related to mentoring, supervision and leadership, with 78.8% and 67.6% scoring “Yes” respectively.

4.1 - I am aware of the courses related to mentoring, supervision, and leadership that are offered by the UM twice a year.

118 responses



4.1 - I am aware of the courses related to mentoring, supervision, and leadership that are offered by the University of Malta twice a year.

71 responses

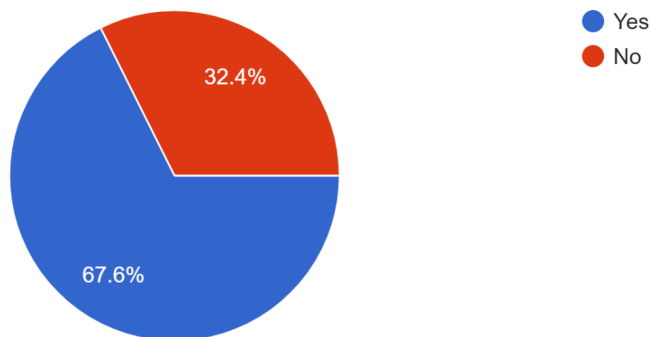


Table 26 includes a list of suggestions and feedback provided by the academics and Research Support Officers in connection with Statement 4.1:



Suggestion/Feedback Topic	Academics	Research Support Officers
I prefer that these are available as short videos, readily accessible by UM staff only.	x	
Perhaps better advertised and should be held more frequently.	x	x
Apart from the doctoral school, I also receive emails from HR.		x

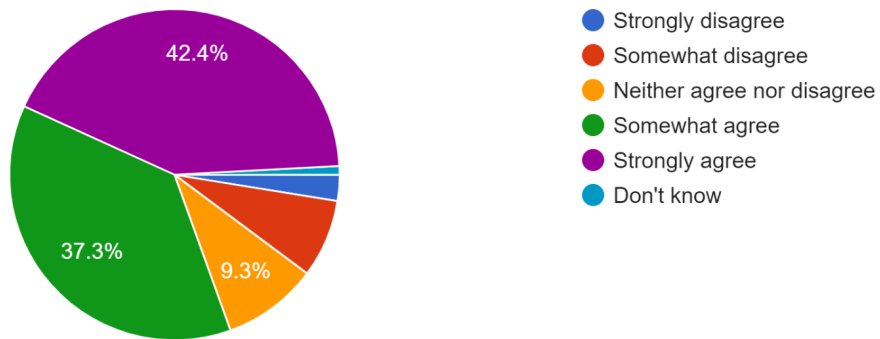
Table 26



Statement 4.2 of this Aspect is assessed rather positively. The majority of the academics responded “Strongly agree” at 42.4% and “Somewhat agree” at 37.3%. The majority of the Research Support Officers responded “Strongly agree” at 31% followed by “Somewhat agree” at 29.6%.

4.2 - I believe that the UM ensures that all Academics at any stage of their career are given the opportunity for professional development.

118 responses



4.2 - I believe that the UM ensures that all Research Support Officers (RSOs) and Research Support Assistants (RSAs) at any stage of their career are given the opportunity for professional development.

71 responses

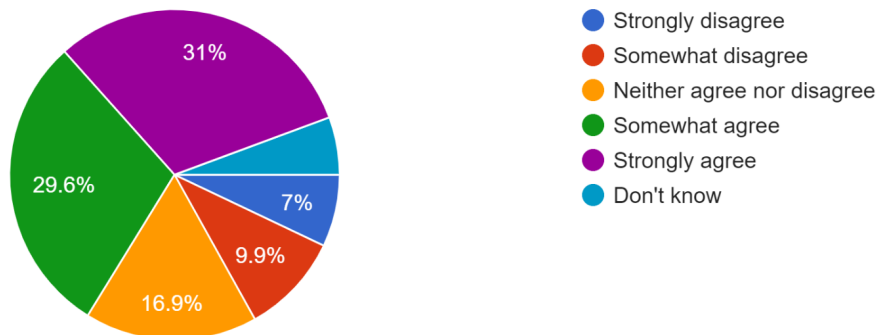




Table 27 includes a list of the topics of which suggestions and other feedback was provided by the academics and Research Support Officers, in connection with Statement 4.2:

Suggestion/Feedback Topic	Academics	Research Support Officers
A recent improvement is that some courses offered by the Doctoral School are now also offered to some of the young academics.		
The opportunities are there, but it depends a lot on individual drive. Ensuring there is adequate mentoring (not simply making it available) would help a lot here.	x	x
It needs to be mandatory for all staff at all levels and suggest more relevant CPDs as per career stages.	x	
Perhaps it is time to start recognising personal professional development such as participation in Erasmus+ programmes, etc, even in financial terms, because such collaborations can bring the UM to higher levels of limelight and can lead to further funding opportunities.	x	
Positions of Head of Department, Dean and Directors of Institute should have compulsory bespoke courses that address: (1) financial matters, (2) conflict resolution, (3) leadership (including issues like empowerment and multiculturalism), (4) public relations. It cannot be assumed that those elected to such positions know the basics related to human resource management, etc.	x	
Suggestion for the creation of a page/url on the University Website which holds all these mentioned documentations in one place.		x

Table 27



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Part Three – Respondents per Statement in Numbers

1.1 - I am satisfied with the information/training sessions regarding the standards, guidelines and procedures of ethics that are organised from time to time at the UM.

Academics:	Research Support Officers:
2 Strongly disagree;	0 Strongly disagree;
3 Somewhat disagree;	10 Somewhat disagree;
15 Neither agree nor disagree;	9 Neither agree nor disagree;
50 Somewhat agree;	25 Somewhat agree;
42 Strongly agree;	19 Strongly agree;
6 Don't know.	8 Don't know.

1.2 - I am satisfied with the support offered by the Research Support Services Directorate (RSSD) regarding funding for research and proposal writing advice.

Academics:	Research Support Officers:
4 Strongly disagree;	1 Strongly disagree;
7 Somewhat disagree;	4 Somewhat disagree;
9 Neither agree nor disagree;	11 Neither agree nor disagree;
44 Somewhat agree;	19 Somewhat agree;
50 Strongly agree;	24 Strongly agree;
4 Don't know.	12 Don't know.

1.3 - I am satisfied with the support offered by the Project Support Office in terms of research project budgeting and accounts. (Statement for Academics)

1.3 - I am satisfied with the support offered by the Project Support Office during my involvement research projects. (Statement for RSOs/RSAs)

Academics:	Research Support Officers:
4 Strongly disagree;	0 Strongly disagree;
7 Somewhat disagree;	5 Somewhat disagree;
6 Neither agree nor disagree;	12 Neither agree nor disagree;
36 Somewhat agree;	19 Somewhat agree;
61 Strongly agree;	31 Strongly agree;
4 Don't know.	4 Don't know.

1.4 - The UM has a well defined Research Code of Practice

Academics:	Research Support Officers/Assistants:
2 Strongly disagree;	1 Strongly disagree;
1 Somewhat disagree;	1 Somewhat disagree;
13 Neither agree nor disagree;	12 Neither agree nor disagree;
44 Somewhat agree;	23 Somewhat agree;
52 Strongly agree;	28 Strongly agree;
6 Don't know.	6 Don't know.

1.5 - The UM has clear information available regarding intellectual property issues, the commercialisation and exploitation of results, and the relevant procedures

Academics:	Research Support Officers:
1 Strongly disagree;	0 Strongly disagree;
5 Somewhat disagree;	3 Somewhat disagree;
14 Neither agree nor disagree;	12 Neither agree nor disagree;
46 Somewhat agree;	21 Somewhat agree;
42 Strongly agree;	29 Strongly agree;
10 Don't know.	6 Don't know.

1.6 - The UM has clear information available regarding data protection and confidentiality protection requirements

Academics:	Research Support Officers/Assistants:
0 Strongly disagree;	0 Strongly disagree;
3 Somewhat disagree;	0 Somewhat disagree;
7 Neither agree nor disagree;	8 Neither agree nor disagree;
48 Somewhat agree;	25 Somewhat agree;
58 Strongly agree;	35 Strongly agree;
2 Don't know.	3 Don't know.



1.7 - I am satisfied with the information on the rights and obligations included in the Handbook for Research Support Officers (RSOs) and Research Support Assistants (RSAs)

Research Support Officers:
2 Strongly disagree;
5 Somewhat disagree;
8 Neither agree nor disagree;
18 Somewhat agree;
32 Strongly agree;
6 Don't know.

2.1 - I believe that the UM has an efficient recruitment process

Academics:	Research Support Officers:
8 Strongly disagree;	2 Strongly disagree;
19 Somewhat disagree;	8 Somewhat disagree;
19 Neither agree nor disagree;	10 Neither agree nor disagree;
41 Somewhat agree;	25 Somewhat agree;
28 Strongly agree;	24 Strongly agree;
3 Don't know.	2 Don't know.

2.2 - I am aware that the Principal Investigator of a research project is always present during the selection process for a Research Support Assistant (RSA) or Research Support Officer (RSO) post

Academics:	Research Support Officers
108 Yes;	65 Yes;
10 No.	6 No.

2.3 - The UM has clear procedures for the recruitment and appointment of Research Support Assistants (RSAs) and Research Support Officers (RSOs), including postdoctoral researchers

Academics:	Research Support Officers
111 Yes;	67 Yes;
7 No.	4 No.



2.4 - The UM has a clear Open, Transparent, and Merit-Based Recruitment (OTM-R) Policy

Academics:	Research Support Officers:
2 Strongly disagree;	1 Strongly disagree;
4 Somewhat disagree;	5 Somewhat disagree;
10 Neither agree nor disagree;	7 Neither agree nor disagree;
39 Somewhat agree;	20 Somewhat agree;
58 Strongly agree;	31 Strongly agree;
5 Don't know.	7 Don't know.

3.1 - I am aware of and familiar with the standard operating procedures issued by the Research Support Services Directorate (RSSD) regarding the use of equipment and facilities

Academics:	Research Support Officers:
4 Strongly disagree;	4 Strongly disagree;
11 Somewhat disagree;	9 Somewhat disagree;
21 Neither agree nor disagree;	5 Neither agree nor disagree;
43 Somewhat agree;	32 Somewhat agree;
28 Strongly agree;	16 Strongly agree;
11 Don't know.	5 Don't know.

3.2 - I am aware of the information available on the services that are offered to employees with disability through training sessions. (Through these sessions, the accessible areas are also being communicated to all UM employees [e.g. wheelchair access])

Academics:	Research Support Officers:
64 Yes;	33 Yes;
54 No.	38 No.

3.3 - I am familiar with the Gender Plus Equity Plan of the UM

Academics:	Research Support Officers:
65 Yes;	32 Yes;
53 No.	39 No.



3.4 I am satisfied with the CPD course offered by the Office for Professional Academic Development (OPAD)
(Statement for Academics only)

Academics:
2 Strongly disagree;
2 Somewhat disagree;
17 Neither agree nor disagree;
37 Somewhat agree;
31 Strongly agree;
29 Don't know.

3.4 - I find the courses offered by the Doctoral School satisfactory to enhance my career development.(Statement for Research Support Officers/Assistants only)

Research Support Officers:
0 Strongly disagree;
2 Somewhat disagree;
15 Neither agree nor disagree;
17 Somewhat agree;
26 Strongly agree;
11 Don't know.

3.5 - I am satisfied with the outreach events and sessions organised by the Corporate Research and Knowledge Transfer Office (KTO) regarding intellectual property matters

Academics:	Research Support Officers:
1 Strongly disagree;	0 Strongly disagree;
5 Somewhat disagree;	1 Somewhat disagree;
21 Neither agree nor disagree;	10 Neither agree nor disagree;
40 Somewhat agree;	26 Somewhat agree;
32 Strongly agree;	19 Strongly agree;
19 Don't know.	15 Don't know.



3.6 - The UM has clear online available information regarding co-authorship for my contribution as co-author of papers, patents, publications, etc.

Academics:	Research Support Officers:
5 Strongly disagree;	4 Strongly disagree;
10 Somewhat disagree;	2 Somewhat disagree;
24 Neither agree nor disagree;	11 Neither agree nor disagree;
38 Somewhat agree;	16 Somewhat agree;
19 Strongly agree;	20 Strongly agree;
22 Don't know.	18 Don't know.

3.7 - The UM has appropriate and clear procedures to deal with complaints/appeals of Research Support Officers (RSOs) and Research Support Assistants (RSAs), as per information provided in the Handbook. (Statement for Research Support Officers/Assistants)

Research Support Officers:
3 Strongly disagree;
5 Somewhat disagree;
16 Neither agree nor disagree;
14 Somewhat agree;
15 Strongly agree;
18 Don't know.



3.8 - As an Academic, I feel I am allowed to be represented in the relevant information, consultation and decision-making bodies of the institution. (Statement for Academics)

3.8 - As a Research Support Officer (RSO) or Research Support Assistant (RSA), I feel I am allowed to be represented in the relevant information, consultation and decision-making bodies of the institution. (Statement for Research Support Officers/Assistants)

Academics:	Research Support Officers:
4 Strongly disagree;	8 Strongly disagree;
15 Somewhat disagree;	13 Somewhat disagree;
20 Neither agree nor disagree;	11 Neither agree nor disagree;
51 Somewhat agree;	20 Somewhat agree;
24 Strongly agree;	14 Strongly agree;
4 Don't know.	5 Don't know.

3.9 - The Handbook provides clear information regarding the teaching duties of the Research Support Officers (RSOs) and Research Support Assistants (RSAs). (Statement for RSOs/RSAs only)

Research Support Officers:
3 Strongly disagree;
5 Somewhat disagree;
14 Neither agree nor disagree;
15 Somewhat agree;
20 Strongly agree;
14 Don't know.

4.1 - I am aware of the courses related to mentoring, supervision, and leadership that are offered by the UM twice a year

Academics:	Research Support Officers:
93 Yes;	48 Yes;
25 No.	23 No.



4.2 - I believe that the UM ensures that all Academics at any stage of their career are given the opportunity for professional development. (Statement for Academics)

4.2 - I believe that the UM ensures that all Research Support Officers (RSOs) and Research Support Assistants (RSAs) at any stage of their career are given the opportunity for professional development. (Statement for RSOs/RSAs)

Academics:	Research Support Officers:
3 Strongly disagree;	5 Strongly disagree;
9 Somewhat disagree;	7 Somewhat disagree;
11 Neither agree nor disagree;	12 Neither agree nor disagree;
44 Somewhat agree;	21 Somewhat agree;
50 Strongly agree;	22 Strongly agree;
1 Don't know.	4 Don't know.

THE END