

KEEPING KAUST SAFE PULSE SURVEY



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EXECUTIVE SUMMARY

Results Summary (Interactive dashboards with a comprehensive set of quantitative and open-ended results are available upon request)

- Respondents are more concerned about the impact of the COVID-19 pandemic on them personally than about the impact on KAUST's functioning.
- **KAUST is perceived as a safe place regarding the current COVID-19 situation:**
 - Majority of respondents feel safe about the KAUST campus
 - More than half of respondents feel more safe at KAUST than in their home country
- **Measures implemented by KAUST** in response to COVID-19 are evaluated as **effective, and as strict as necessary.**
- **Pace of KAUST's reopening evaluated as just right** by the majority of respondents. For 87% of respondents, **the University has taken sufficient measures to prepare the campus for a safe and healthy return.**
- **Majority of employee respondents who work on-site:**
 - Feel comfortable telling a manager or supervisor if they are sick or experiencing signs or symptoms of COVID-19
 - Know where to go to for support regarding health, safety and wellbeing
 - Claim they are able to work safely in the current workplace environment
 - Claim they have all necessary personal protection equipment.
- Majority of respondents who work remotely understand the safety protocols/guidelines being implemented to prevent COVID-19 infection at work, and believe appropriate safety protocols will be in place when they return to work.
- Two thirds of respondents who work remotely have no fear of traveling to and from the physical workplace.
- **The level of awareness about the safety precautions undertaken in learning facilities is high among student respondents:** students feel informed about the undertaken safety precautions, and their role in Keeping KAUST Safe is clear.
- **Among evaluated safety measures, the TOP five that are necessary to be implemented in workplace/learning facilities are:**
 - Physical-distancing
 - Hand sanitizer stations
 - Visitor health screening
 - KAUST testing for COVID-19
 - Daily disinfection of work areas/common areas.

Areas of Satisfaction

- **Places in KAUST perceived with the highest level of safety regarding the transmission of the virus:**
 - Laboratories
 - Medical center
 - Offices
 - Banks
 - Shops
- **There are high levels of satisfaction with particular activities in KAUST in response to COVID-19:**
 - Setting policies regarding prevention of virus transmission
 - Cleaning and disinfection of public areas
 - Providing enough personal protective equipment to employees
- **Communication regarding the COVID-19 pandemic in KAUST are evaluated well** – respondents are satisfied with the level of provided communication; the information are relevant, clear and concise, and provided in a timely manner.
- During the quarantine period about two thirds of **those who have been in quarantine were satisfied with received support and information.**

Items of Concern

- **The top 5 biggest concerns related to COVID-19 are:**
 - Physical health and security for themselves, friends and family
 - Mental health
 - The economy and community impact
 - Medical care availability
 - Personal health and safety at work
- Only approximately 20% of those who work remotely have no fear of contagion.

Actionable Items

- Additional promotion of safety measures implemented in KAUST daycare, schools (TKS), and recreational centers will be helpful in order to improve the perception of safety in these places (as these places are evaluated as the least safe places regarding the transmission of the virus).
- There is room for improvement of the quarantine experience.
- For almost half of employee respondents the preferred option is combined remote and on-site working/working in the office.
- 61% of responding employees who work on-site would like KAUST to implement more safety measures as colleagues return to the workplace.

METHODOLOGY

Survey Goals

Keeping KAUST Safe Pulse Survey is a project conducted by Health, Safety & Environment department in collaboration with the Institutional Reporting and Data Governance (IRDG) unit with the aim to gather opinions, experiences, and lessons learned during the past months of COVID response.

Survey Administration

Administration of the survey, and processing of the responses, was completed by the Institutional Reporting and Data Governance unit in the Office of the President.

KAUST community were the targeted population.

The web-link for the online self-administered questionnaire was sent via e-mail to 4,120 KAUST community members. Participation in the survey was voluntary.

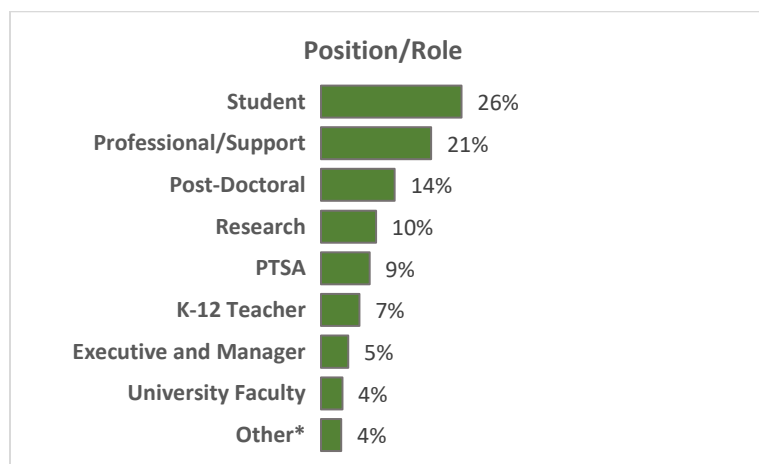
There was a 40% response rate (1,633 responses / 4,120 invitations).

Survey questions cover eight main areas:

- Safety and Wellbeing
- Communication
- Quarantine Experience
- Evaluation of HSE Guidelines
- Return to Workplace
- Return to Learning Facilities
- Safety Measures
- KAUST Reopening

Structure of Respondent Population

Total number of responses: 1,633.



*Non-KAUST

SUMMARY OF QUANTITATIVE RESULTS

Safety and Wellbeing

- COVID-19 is perceived as a significant threat: **more than half of respondents (53%) indicated that they are worried or very worried about the impact of the COVID-19 pandemic on them personally**; while approximately one-quarter (27%) indicated that they are calm to some extent.
- **Respondents are less concerned about the impact of the COVID-19 on KAUST functioning**: only 35% of population are worried; however, 53% indicated that they are worried or very worried about the impact of the COVID-19 pandemic on them personally.
- **The top 5 biggest concerns related to COVID-19 are:**
 - Physical health and security for themselves, friends and family (68%)
 - Mental health (45%)
 - The economy and community impact (42%)
 - Medical care availability (36%)
 - Personal health and safety at work (34%)

Beside reasons related to physical and mental health, economic influence and challenges, access to medical care and necessary resources; some community members emphasized problems related to travel restrictions and difficulties to be with family members in other parts of the world.

- When it comes to the safety and wellbeing of respondents and their families, **82% of respondents feel safe about the KAUST campus** regarding the current COVID-19 situation: 48% feel safe, and additional 34% very safe. Only 5% of respondents feel unsafe.
 - Among those who currently reside at KAUST, 84% of respondents feel safe about the KAUST campus; Among those who do not currently reside at KAUST (66%) feel safe.
 - Feelings about the KAUST campus regarding the current situation with COVID-19 are in connection with the general attitude toward pandemic:
 - Those who are generally calm – 93% feel KAUST is safe
 - Those who are generally neither worried nor calm – 82% feel KAUST is safe
 - Those who are generally worried – 77% feel KAUST is safe.
 - 77% of those who are in general worried about the impact of the COVID-19 pandemic on them personally evaluate KAUST as safe.
- **55% of respondent KAUST population claim they feel safer in KAUST than in their home country**, while every third of community members (33%) feel as safe in KAUST as in their country.

- When it comes to the safety of the particular places in KAUST regarding the transmission of the virus, the following places have the highest level of perceived safety (average rate on the scale 1: very unsafe to 5: very safe):
 - Laboratories (3.89)
 - Medical center (3.88)
 - Offices (3.73)
 - Banks (3.66)
 - Shops (3.59)
- The places with the least level of perceived safety are KAUST daycare (3.23), Schools (3.38), Recreational centers (3.41).
- **Measures implemented by KAUST in response to COVID-19 are evaluated as effective by 88% of respondents:** for 52% of respondents measures are effective, while an additional 36% find them very effective.
- Related to this, a **super-majority of the respondents perceive implemented measures as strict as necessary (71%)**. 16% claim that the measures are more strict than necessary.
 - 56% of those who claim that measures are less strict than necessary, evaluate implemented measures as effective; while 19% of these respondents indicate that the measures are ineffective.
 - 83% of those who claim that measures are more strict than necessary, evaluate implemented measures as effective; while 5% of these respondents found the measures ineffective
- **There are high levels of satisfaction with specific activities in KAUST in response to COVID-19:**
 - Setting policies regarding the prevention of virus transmission (78% are satisfied)
 - Cleaning and disinfection of public areas (76%)
 - Providing enough personal protective equipment to employees (71%)
 - Monitoring of implementation measures (67%)

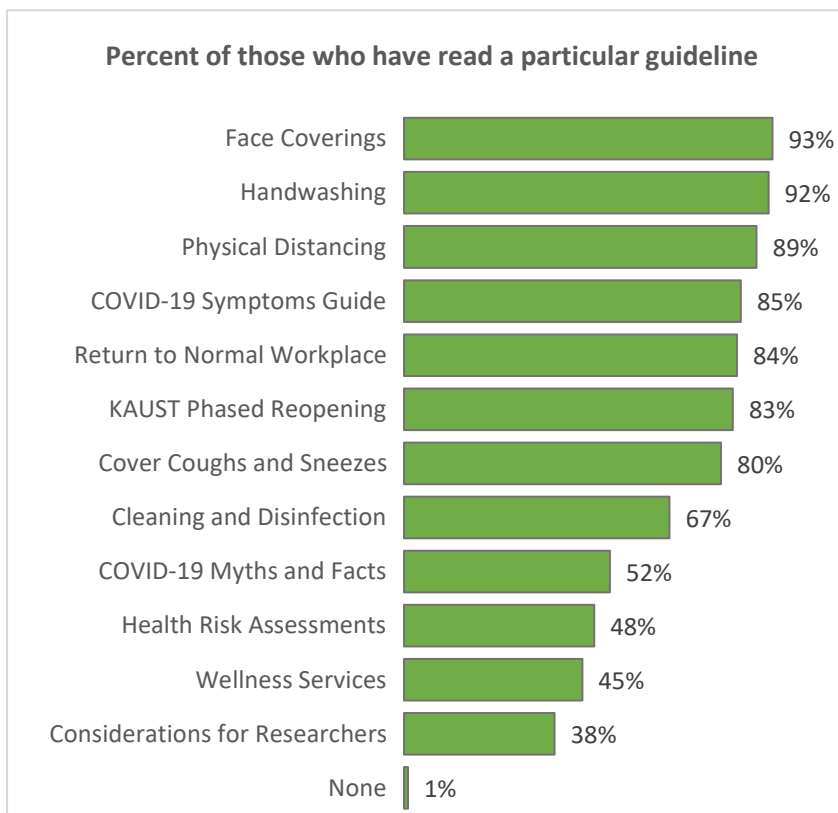
Communication

- **All aspects of communication regarding the COVID-19 pandemic in KAUST are evaluated well:**
 - Provided information are **relevant** for 84% of respondents
 - It is **recognized that KAUST is providing safety information and training to help support the community** through this period (81%)
 - **74% of respondents** claim that they **have enough information, and 75% are satisfied with the level of provided communication**
 - The information are mainly **clear and concise (73%)** and **provided in a timely manner (75%)**

Quarantine Experience

- 46% of respondents have been in quarantine in KAUST (upon arrival or at some point during the COVID-19 pandemic).
- **68%** of those who have been in quarantine **were satisfied with support** and **66%** of these were **satisfied with information received** during the quarantine period.

Evaluation of HSE Guidelines



- There is a high level of usage of the guidelines issued by Health, Safety & Environment department.
- The highest level of usage is for guidelines related to personal protection, COVID-19 symptoms, and return to normal life and KAUST reopening. Only 1% of respondents have not read any guidelines.
- All guidelines were evaluated very well for **clearness and usefulness** (by those who read them): average rates are above "4" (1: very unclear/not useful at all to 5: very clear/very useful).

- **Top three guidelines** evaluated with the highest grade for **clarity** are:
 - Handwashing (4.62)
 - Cover Coughs and Sneezes (4.59)
 - Face Coverings (4.57)
- **Top three guidelines** evaluated with the highest grade for **usefulness** are:
 - Cover Coughs and Sneezes (4.47)
 - Face Coverings (4.47)
 - COVID-19 Symptoms Guide (4.45)

Return to Workplace

- 63% of employee respondents already work on-site/in the office; 29% work remotely (26% within KAUST and 3% outside of KAUST); while the other 9% have some other kind of work agreement - mostly combination of on-site and remote work.
- If they could choose, **for almost half of employee respondents the preferred option is combined remote and on-site working/working in the office (45%)**. On-site working is the option of preference for 30% employee respondents, while remote work is attractive for 25% (18% prefer remote work within KAUST).
 - On-site working employees would choose a combined working mode in 46% of cases; while 43% would choose on-site working
 - 45% of remote working employee respondents would choose to work remotely – within KAUST, while a combined working mode is a preferred option for 35%
 - Employees with other working agreements (mostly combination of on-site and remote working) are mostly interested in combined remote and on-site working (71%)
- **3 days a week work in the office/on-site is an ideal option for the most (45%) of those who prefer combined remote and on-site working.**
- **TOP five biggest challenges for those who are working remotely are:**
 - Social isolation (44%)
 - Keeping a regular schedule (37%)
 - Communication with co-workers is more difficult (30%)
 - General anxiety about the impact of coronavirus on life (26%)
 - Physical workspace (24%)
- Majority of those who work remotely understand the safety protocols/guidelines being implemented to prevent COVID-19 infection at work (81%), 70% believe appropriate safety protocols will be in place when they return to work
- 66% of those who work remotely have no fear of traveling to and from physical workplace.
- 63% feel that they are being kept well informed about what to expect in terms of returning to work. If they had a concern about returning to work, 66% know how to raise it.
- **Only approximately 20% of those who work remotely have no fear of contagion:**
 - 23% have no fear of being infected with the coronavirus while at work because of their health conditions
 - 21% have no fear that will carry the virus home to family members
 - 20% have no fear of contracting the virus from co-workers

- Majority of employee respondents who work on-site (88%) feel comfortable telling a manager or supervisor if they are sick or experiencing signs or symptoms of COVID-19; 88% know where to go to for support regarding their health, safety and wellbeing.
- **79% of employee respondents working on-site claim they are able to work safely in the current workplace environment.**
- **74% of employee respondents working on-site claim they do not need any additional personal protective equipment.**

Return to Learning Facilities

- **75% of student respondents feel informed about the safety precautions undertaken in learning facilities.**
- **For 89% of student respondents it is clear what their role in Keeping KAUST Safe is** (particularly in the labs, classrooms, shared learning spaces).
- **75% of student respondents are satisfied with re-orientation to, and preventive measures of,** adopted in the workplace. 7% of student respondents claim to not have received any re-orientation information.

Safety Measures

- Among evaluated safety measures, the TOP five that are necessary to be implemented in workplace/learning facilities are:
 - Physical-distancing (83%)
 - Hand sanitizer stations (81%)
 - Visitor health screening (80%)
 - KAUST testing for COVID-19 (80%)
 - Daily disinfection of work areas/common areas (77%)
- Safety measures with the least level of necessity to implement are shoe covers (15%), and daily employee health screening (39%).

KAUST Reopening

- **71%** of respondents rate **the pace of KAUST's reopening as just right**. For 16% of respondents the pace to the back to normal regime of work is too fast while 13% are supportive of a faster reopening.
- **For 87% of respondents, the University has taken sufficient measures to prepare the campus for a safe and healthy return.**
 - 91% of faculty respondents, and 91% of student respondents claim that the University has taken sufficient measures to prepare the campus for a safe and healthy return.

AREAS OF SATISFACTION

- Respondents feel safe in KAUST (82%). Even 77% of those who are in general worried about the impact of the COVID19 pandemic on them personally, evaluate KAUST as safe.
- More than half of the respondents (55%) claim that they feel more safe at KAUST than in their home country.
- Places in KAUST perceived with the highest level of safety regarding the transmission of the virus:
 - Laboratories
 - Medical center
 - Offices
 - Banks
 - Shops
- A super-majority of respondents evaluate the implemented measures as effective (88%), and as strict as necessary (71%).
- Highest levels of satisfaction with particular activities in KAUST in response to COVID-19:
 - Setting policies regarding prevention of virus transmission (78%)
 - Cleaning and disinfection of public areas (76%)
 - Providing enough personal protective equipment to employees (71%)
 - Monitoring of implementation measures (67%)
- Communication regarding the COVID-19 pandemic in KAUST – three quarters of respondents (75%) are satisfied with the level of provided communication. The information are relevant (84%), clear and concise (73%), and provided in a timely manner (75%).
- During the quarantine period about two thirds of those who have been in quarantine were satisfied with received:
 - support (68%)
 - information (66%)
- High level of awareness for HSE guidelines. All guidelines were evaluated very well for the clearness and usefulness by those who read them – average rates above “4” (1: very unclear/not useful at all to 5: very clear/very useful).
- Good communication on workplace - majority of employee respondents who work on-site (88%) feel comfortable telling a manager or supervisor if they are sick or experiencing signs or symptoms of COVID-19 (88%), and know where to go to for support regarding health, safety and wellbeing (88%).

- 79% employee respondents working on-site claim they are able to work safely in the current workplace environment; 74% of employee respondents working on-site claim they have all necessary personal protection equipment.
- High level of awareness about the safety precautions undertaken in learning facilities among student respondents: students feel informed about the undertaken safety precautions (75%), and their role in Keeping KAUST Safe (particularly in the labs, classrooms, shared learning spaces) is clear (89%).
- Majority of student respondents (75%) are satisfied with re-orientation to, and preventive measures adopted in the workplace.
- Pace of KAUST's reopening evaluated as just right by the majority of respondents (71%).
- For 87% of respondents, the University has taken sufficient measures to prepare the campus for a safe and healthy return.

ITEMS OF CONCERN

- 35% of respondents are worried about the impact of the COVID19 pandemic on them personally.
- The concerns related to COVID-19 among respondents are:
 - Physical health and security for themselves, friends, and family (68%)
 - Mental health (45%)
 - The economy and community impact (42%)
 - Medical care availability (36%)
 - Personal health and safety at work (34%)
 - Job security and personal finances (33%)
 - Physical distancing - in the workplace or social settings (27%)
 - Challenges with remote work (27%)
 - Business continuity - including stress or burden on operations (23%)
 - Childcare (20%)
 - Access to necessary resources - food, water, medicine (18%)
 - Inadequate personal protective equipment - facemasks, gloves, hand sanitizer (7%)
- The places with the lowest level of the perceived safety regarding the transmission of the virus are: KAUST daycare (3.23), Schools (3.38), Recreational centers (3.41).
- 17% of those who have been in quarantine (8% of overall respondents) were dissatisfied with provided information, while 13% of them (6% of overall respondents) were dissatisfied with provided support during the quarantine period.
- The list of the biggest challenges for those who are working remotely:
 - Social isolation (44%)
 - Keeping a regular schedule (37%)
 - Communication with co-workers is more difficult (30%)
 - General anxiety about the impact of coronavirus on life (26%)
 - Physical workspace (24%)
 - Childcare (22%)
 - Too many distractions at home (15%)
 - Internet connectivity (10%)
 - Access to the tools or information needed to do job at home (5%)
 - Getting enough food (4%)
 - Sickness or helping others who are sick (2%)
 - Other (12%)

- The fear of contagion is still present: only 23% have no fear of being infected with the coronavirus while at work because of their health conditions; 21% have no fear that they will carry the virus home to family members; while 20% have no fear of contracting the virus from co-workers.
- 48% of employee respondents who are working remotely believe their job would be negatively impacted if they test positive for COVID-19.
- 20% of remote working employee respondents do not feel that their views are being heard and considered in decisions about how they will be working in the future; while an additional 35% are indecisive regarding this subject.
- 31% of respondents who are working remotely are not sure if they will have adequate access to childcare.
- 9% of student respondents feel uninformed or completely uninformed about the safety precautions undertaken in learning facilities; while an additional 16% are indifferent.
- 7% of student respondents have not received any re-orientation information.

LIST OF ACTIONABLE ITEMS

- Improve the promotion of safety measures implemented in KAUST daycare, schools (TKS), and recreational centers in order to improve perception of safety in these places (those places are evaluated as the least safe places regarding the transmission of the virus).

Additional clarification of availability of childcare for those who currently work remotely will be helpful.

- There is room to increase satisfaction with monitoring of implementation measures (67% of community member are satisfied with the current monitoring of implementation measures). Increase the visibility of monitoring of implementation measures – 6% of respondents claim they had no basis to evaluate satisfaction with monitoring.
- There is room for improvement of the quarantine experience - 17% of those who have been in quarantine were dissatisfied with received information, while 13% of them were dissatisfied with support received during the quarantine period.
- Take into consideration the introduction of combined remote and on-site working options for employees. Three days a week work in the office/on-site would be an ideal option for most (45%) of those who prefer combined remote and on-site working.
- 61% of responding employees who work on-site would like KAUST to implement more safety measures as colleagues return to the workplace.
- Additional improvement of awareness about safety precautions undertaken and re-orientation in learning facilities among students.
- Keep implementing preferred safety measures in the workplace/learning facilities, especially those evaluated as necessary by a majority of employees and students:
 - Physical-distancing
 - Hand sanitizer stations
 - Visitor health screening
 - KAUST testing for COVID-19
 - Daily disinfection of work areas/common areas