eka
EKONOMIKAS UN KULTŪRAS AUGSTSKOLA

# Well-being Survey

## Results 2026

The survey aims to assess burnout symptoms, work organisation, available resources and health-supporting practices in order to identify the improvements needed in EKA's working environment and institutional support. Respondents assessed all their research, academic and administrative duties at the university as a whole.

The report is based on the 31 completed questionnaires with consent to participate included in the Excel data export. Responses were submitted from 26 to 30 October 2026. The total number of people invited was not provided, so the participation rate was not calculated. The MS Forms report was used as supporting material; all indicators were recalculated from the Excel data.

Table 1. Respondent characteristics

| Characteristic | | Distribution of respondents, n (%) |
|---|---|---|
| Area of work | Academic / Research / Administrative<br>Combining several areas | 27 (87.1%) / 9 (29.0%) / 8 (25.8%)<br>7 (22.6%) |
| Length of service at the university | Less than 1 year<br>1–3 years / 4–7 years / 8–15 years<br>More than 15 years | 3 (9.7%)<br>8 (25.8%) / 8 (25.8%) / 10 (32.3%)<br>2 (6.5%) |
| Age | 31–40 years / 41–50 years / Over 50 years | 7 (22.6%) / 14 (45.2%) / 10 (32.3%) |
| Gender | Women / Men | 24 (77.4%) / 7 (22.6%) |

Multiple responses were possible for the area of work question, so the percentages add up to more than 100%. The results mainly reflect the experiences of staff involved in academic work.

### Data processing and interpretation

The questionnaire contains 65 statements: burnout symptoms (1–12), work organisation and productivity (13–31), job resources and demands (32–53), and health-supporting practices (54–65). The first two blocks assess frequency (1–never, 5–always), while the others assess agreement (1–strongly disagree, 5–strongly agree). Higher ratings for burnout symptoms and job demands (40–47) indicate greater difficulties or demands; for the other statements, they indicate more frequent positive practices or greater availability of resources.

All statements were answered. "Unable to answer" responses were excluded from the calculation of means. Percentages are rounded to one decimal place in the tables and to whole numbers in the figures.

The analysis is descriptive. The small group of respondents and the self-report nature of the survey limit the generalisability of the conclusions. Detailed results for all statements are provided in the appendix.

### Results

### Burnout symptoms

Previous experience of burnout was reported by 15 respondents (48.4%): 12 had experienced it once and 3 several times. A further 12 (38.7%) were unsure, while 4 (12.9%) reported no such experience. This self-report may also refer to another period or workplace and does not establish the current prevalence of burnout at EKA.

Table 2. Mean scores for groups of burnout symptoms

| Symptom group | Statement | n | M | SD |
|---|---|---|---|---|
| Exhaustion | 1-3 | 31 | 2.44 | 0.90 |
| Mental distance from work | 4-6 | 29 | 1.68 | 0.64 |
| Cognitive difficulties | 7-9 | 30 | 1.84 | 0.71 |
| Difficulties regulating emotions | 10-12 | 29 | 1.43 | 0.52 |
| Overall 12-item score | 1-12 | 27 | 1.89 | 0.56 |

Note: Each group mean is first calculated for respondents who rated all its statements from 1–5. The overall 12-item score is available for 27 respondents. The grouping follows the BAT-12 structure; foreign norms and clinical cut-off values are not applied.

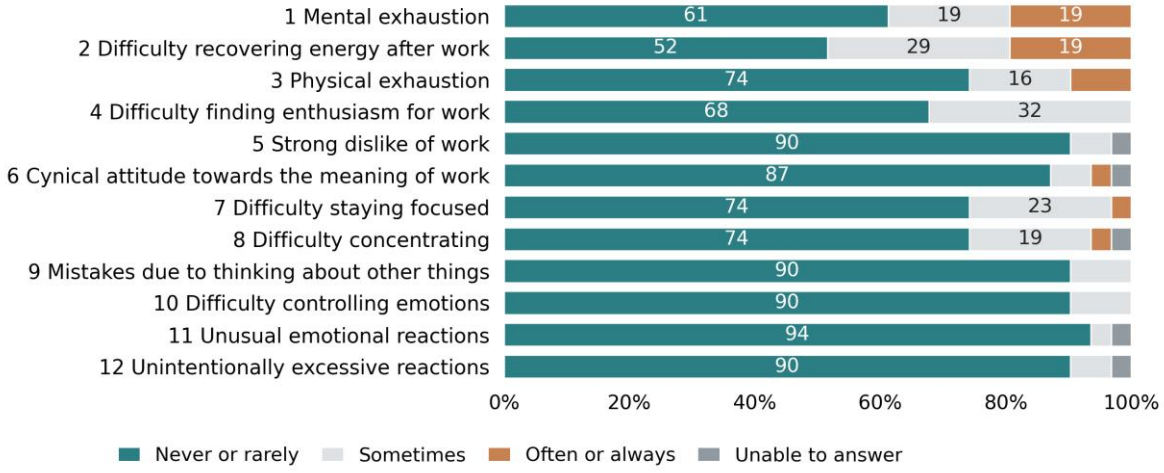


Figure 1. Frequency distribution of burnout symptoms

Mental exhaustion and difficulty recovering energy are each experienced often or always by 6 respondents (19.4%), while physical exhaustion is experienced by 3 (9.7%). At least one of the three symptoms is experienced at this frequency by 7 distinct respondents (22.6%). The mean for exhaustion (2.44) is higher than the means for the other symptom groups (1.43–1.84).

## Work organisation and productivity

Table 3. Work organisation indicators

| No. | Indicator | n | M | Often or always |
|---|---|---|---|---|
| 13 | Setting clear work goals | 31 | 4.52 | 28 (90.3%) |
| 14 | Setting clear deadlines and priorities | 31 | 4.52 | 30 (96.8%) |
| 16 | Performing tasks independently and responsibly | 31 | 4.81 | 31 (100.0%) |
| 18 | Responding promptly to important requests | 31 | 4.52 | 31 (100.0%) |
| 19 | Providing information in a timely manner | 31 | 4.45 | 31 (100.0%) |
| 22 | Recognising support needs and taking action | 30 | 3.9 | 21 (67.7%) |
| 24 | Planning meetings to save time | 26 | 4.23 | 22 (71.0%) |
| 25 | Purposeful preparation for and participation in meetings | 28 | 4.04 | 23 (74.2%) |
| 30 | Autonomy in planning and carrying out work | 30 | 4.7 | 29 (93.5%) |
| 31 | Setting challenging, realistic goals | 31 | 3.94 | 23 (74.2%) |

All 31 respondents often or always perform tasks independently and responsibly, respond promptly to important requests and provide the information needed. Clear deadlines and priorities are set by 30 (96.8%), while 29 (93.5%) retain autonomy. Recognising support needs and taking action received a lower rating: 21 (67.7%; M = 3.90). This supports paying attention to the availability of support and professional development discussions. These results reflect respondents' own assessments of their working practices.

**Job resources and demands**

The ability to solve complex problems is affirmed by 26 respondents (83.9%), confidence in finding solutions under pressure by 25 (80.6%), and clear duties and authority by 24 (77.4%). Opportunities to recover energy are endorsed by 14 (45.2%); 12 (38.7%) are neutral and 5 (16.1%) disagree.

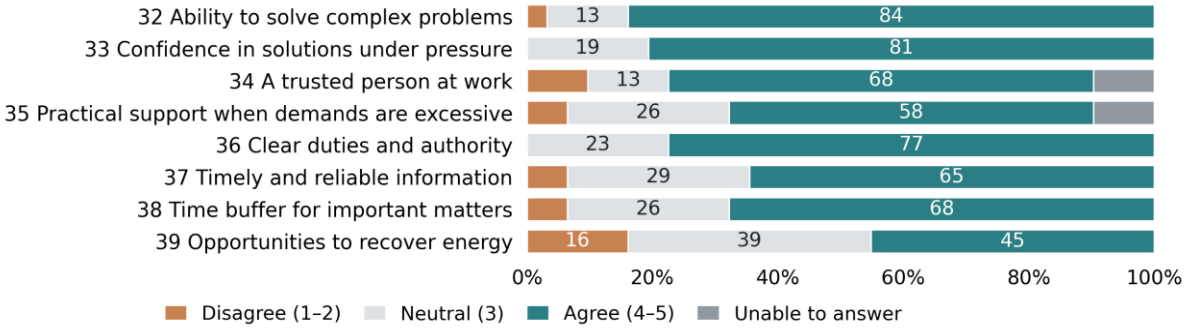


Figure 2. Assessment of job resources

Having a trusted person at work is reported by 21 respondents (67.7%), and practical support in the event of excessive demands by 18 (58.1%). Displaying calmness or a positive attitude regardless of how they feel is reported by 22 (71.0%), while 6 (19.4%) report that regulating emotions requires considerable energy.

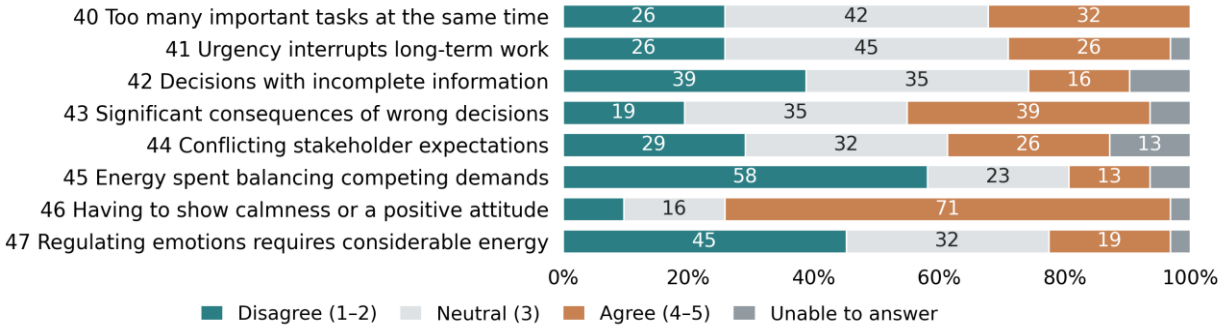


Figure 3. Assessment of job demands

## Institutional support

Table 4. Assessment of work organisation and support at the university

| No. | Indicator | 1–2, n (%) | 3, n (%) | 4–5, n (%) | 0, n (%) |
|---|---|---|---|---|---|
| 48 | Clear allocation of issues and responsibilities | 5 (16.1%) | 7 (22.6%) | 17 (54.8%) | 2 (6.5%) |
| 49 | Time-saving collaboration processes | 3 (9.7%) | 13 (41.9%) | 12 (38.7%) | 3 (9.7%) |
| 50 | Day-to-day support to prevent overload | 4 (12.9%) | 10 (32.3%) | 12 (38.7%) | 5 (16.1%) |
| 51 | Administrative or coordination support | 2 (6.5%) | 12 (38.7%) | 15 (48.4%) | 2 (6.5%) |
| 52 | Useful information systems and reports | 4 (12.9%) | 9 (29.0%) | 15 (48.4%) | 3 (9.7%) |
| 53 | Procedures for addressing overload promptly | 9 (29.0%) | 10 (32.3%) | 8 (25.8%) | 4 (12.9%) |

The procedures for addressing overload are rated positively by 8 (25.8%), negatively by 9 (29.0%), and neutrally by 10 (32.3%), while 4 (12.9%) are unable to answer. This may indicate both shortcomings in the procedures and insufficient awareness of them; the survey does not distinguish between these explanations.

### Health-supporting working practices

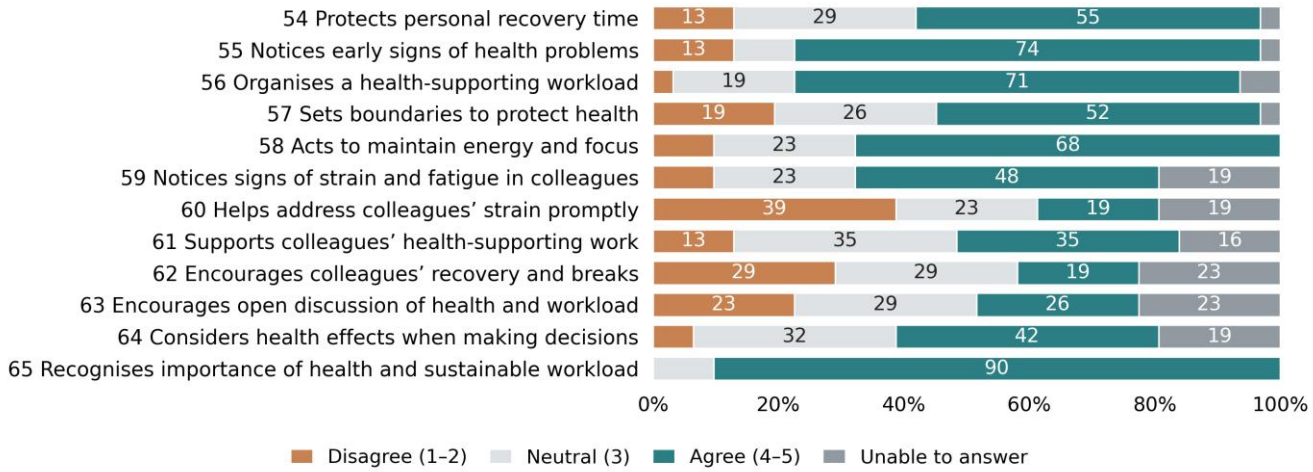


Figure 4. Health-supporting working practices and recognition of the importance of health

The importance of health and a sustainable workload is recognised by 28 respondents (90.3%), early signs of adverse effects are noticed by 23 (74.2%), and boundaries are set when health is at risk by 16 (51.6%). Helping to address colleagues' strain promptly and encouraging recovery are each affirmed by 6 (19.4%). Collaboration-related questions also received many "Unable to answer" responses (19.4–22.6%), which should be interpreted in relation to individuals' duties and opportunities.

### Thematic analysis of open-ended responses

The question on preventing or overcoming burnout was answered by 24 respondents (77.4%); 21 mentioned a specific practice or form of support, 2 had no such experience or need, and 1 clarified that their previous burnout was not related to academic work. One response may cover several themes; each respondent is counted once within each theme.

Table 5. Practices and support mentioned for preventing or overcoming burnout

| Theme | Number mentioning the theme |
|---|---|
| Rest, sleep, holidays and disconnecting from work | 6 |
| Physical activity and relaxation | 7 |
| Collegial support, conversations and community events | 4 |
| Reducing workload, planning and balancing work and rest | 6 |
| Flexible work location or a change of occupation | 4 |
| Personal attitude and optimism | 1 |
| Financial motivation | 1 |

The question on improvements was answered by 18 (58.1%): 10 provided specific suggestions, 2 indicated that no changes were needed, 1 mentioned the situation in the sector as a whole, and 5 responses consisted of dashes, "Unable to answer" or "No comments".

Table 6. Themes of specific suggestions for improvement

| Theme | Number mentioning the theme |
|---|---|
| Workload, priorities, responsibilities and simplifying processes | 6 |
| Information flow, communication and meetings | 5 |
| Rest areas, breaks and an environment that supports recovery | 4 |
| Remuneration, paid workload and career opportunities | 3 |
| Health insurance | 2 |
| Access to psycho-emotional support | 1 |

Note: The thematic coding describes the responses received rather than the views of all employees. Suggestions also included payment for marking work, health insurance, rest areas and professional emotional support. Responses are summarised without identifying details.

## Main conclusions

- Respondents have strong resources for organising their own work and working independently. All respondents report performing tasks independently and responsibly and responding promptly to important requests; almost all set clear priorities (96.8%) and retain autonomy (93.5%).
- Most feel able to solve complex problems (83.9%) and find solutions under pressure (80.6%).
- Protecting health and maintaining a sustainable workload are recognised as part of high-quality work (90.3%). Strong dislike of work and difficulty controlling emotions are not reported as frequent or constant experiences.
- The personal recovery practices and collegial support mentioned in the open-ended responses are resources on which further improvements can build.
- Exhaustion is the most pronounced of the burnout symptom dimensions assessed. At least one exhaustion symptom is experienced often or always by 22.6% of respondents, while opportunities to recover energy are rated positively by 45.2%.
- Only 25.8% agree that procedures are in place to address overload promptly; neutral responses and the inability to assess this also indicate a need for clearer information about the help available.
- Recognition of the importance of health does not always translate into practical action: 51.6% set boundaries when health is at risk, while 19.4% encourage colleagues' recovery.
- Those providing specific suggestions most often mention the allocation of workload and responsibilities, communication and the environment for rest. These results describe the questionnaires received rather than an audited assessment of EKA's entire working environment.

## Aspects worth attention

- **Addressing overload early.** For example, a possible contact person and a clear procedure for obtaining help.
- **Balanced workload.**
- **Opportunities for recovery.** For example, breaks, access to rest areas and respecting work boundaries.
- **Communication and processes.** For example, timely information flow, clear meeting objectives, simplified reporting and support contacts.
- **Health-supporting collaboration.** For example, practical training in recognising strain and supportive conversations.
- **Assessment of support options.** For example, health insurance and emotional support;

## Data and methodology sources

Excel file "Well-being Survey_ Labbūtības aptauja(1-31).xlsx", 31 questionnaires.

EKA survey questionnaire: https://www.augstskola.lv/upload/Well-being_Questionnaire_LV.pdf

Methodological basis for grouping burnout symptoms and calculating means: Schaufeli, De Witte and Desart. Burnout Assessment Tool, User Manual, 2.0, pp. 11–12. https://burnoutassessmenttool.be/wp-content/uploads/2020/08/User-Manual-BAT-version-2.0.pdf (descriptive, non-clinical assessment).