



2019 Employee Survey Headlines

Following on from the 2019 Employee Survey in September, the results have been analysed and the headline results are displayed below.

- Response rates
- Highest scoring questions
- Lowest scoring questions
- Areas of improvement, sustained performance and development

Response Rates:

Distribution method	Sent out	Returns	2019 Response Rate (%)	2017 Response Rate (%)	2015 Response Rate (%)	2013 Response Rate (%)
Paper questionnaire *	1,220	237	19.4%	61.4%	9.5%	8.3%
Online / electronic survey	3,810	1,311	34.4%	39.4%	35.2%	29.9%
Total	5,030	1,548	31%	42%	31%	25%

*please note that there were more surveys issued by paper this year due to GDPR legislation discouraging use of personal email addresses for non-contractual activities however all staff with computer access could use the online survey if they preferred.

Highest Scoring Questions:

- 97% It is clear to me what is acceptable and unacceptable behaviour in the workplace
- 88% I enjoy the work I do
- 87% I am clear what my duties and responsibilities are
- 86% I am aware of the challenges that face the Council over the next few years
- 84% My line manager/supervisor treats me fairly and with respect

Lowest Scoring Questions:

- 47% I believe that senior management have a clear vision of where the organisation is going
- 47% Morale is good where I work
- 47% Overall, I am satisfied with communication within the council
- 44% Communications from the Council are open and honest
- 36% I know what Elected Members do
- 33% I believe that the Council will take action to address issues arising from the survey
- 23% I believe Elected Members provide leadership for the Council

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	2019 % agreeing with statement	2017 % agreeing with statement	% change since 2017
Key Improvements			
My line manager/supervisor passes information to me effectively	77%	70%	+7%
My line manager/supervisor motivates me	68%	61%	+7%
Overall, I am satisfied with the line management/supervision I receive	76%	69%	+7%
My line manager/supervisor recognises and gives praise for good performance	72%	66%	+6%
I feel able to approach my supervisor when I have a problem and I am confident it will be acted upon	78%	72%	+6%
My line manager/supervisor treats me fairly and with respect	84%	79%	+5%
I believe my line manager/supervisor cares about my well-being	82%	77%	+5%
Areas of Sustained Performance			
It is clear to me what is acceptable and unacceptable behaviour in the workplace	97%	97%	No change
I am aware of the appropriate channels for reporting unacceptable behaviour, bullying or harassment	82%	82%	No change
I believe Elected Members provide leadership for the Council	23%	23%	No change
I know what elected members do	36%	36%	No change
Areas for Development			
My workload is generally manageable	63%	68%	-5%
I would recommend the Council as a good place to work	57%	62%	-5%
I take pride in working for the Council	71%	75%	-4%
I have had a development activity/session in the last 12 months (this might be an ERDP, PR&D, professional supervision or appraisal)	69%	73%	-4%
I believe that the Council will take action to address issues arising from the survey	33%	36%	-3%
I believe the Council is committed to developing a more positive workforce culture	64%	67%	-3%
I am given the proper equipment to keep me safe and protect my health	76%	79%	-3%

This year the employee survey achieved a lower response rate than the 2017 survey. Despite this there are a number of positive improvements coming from the results particularly from within the theme of supervision. The highest improvements related to employees feeling motivated, and the effective passing of information to them by their manager/supervisor and overall satisfaction with the management/supervision they receive, with these three questions receiving a 7% increase on 2017 responses.

A key focus for previous years has been the number of employees subject to unacceptable behaviour/bullying in the workplace, this has positively decreased from 16% to 14%. Employees reporting being subject to harassment has also decreased from 11% to 10%.

There were less positive responses in relation to themes such as 'you and your job' and 'communication' and more specific questions around workload and development of positive culture, receiving a development activity/session, and having proper equipment.

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Another area that has increased is employees who have experienced change in the last 2 years with a 16% increase from 44% in 2017 to 60% in 2019. There was some positive feedback in this area however with employees responding to consultation up by 9%, those finding it useful up by 6% and those thinking their response was taken into account up by 8%.

The next step is to produce a corporate analysis which this year will be in booklet format and thereafter departmental summaries and the employee booklet. The departmental summaries will be issued to each Director and Head of Service and these will be used to help inform specific areas of action both from within the departments and in conjunction with corporate initiatives such as employee engagement and workforce culture work. The outcome of the survey will also be used to inform the direction of the workforce culture work to continually meet the shared aim of developing a more positive workplace environment.

Indicative Timescales:

Corporate Analysis (booklet) – mid-January 2020

Employee Booklet – end January 2020

Departmental Summaries (spreadsheet style) – mid-February 2020