



2023 BeHeard Survey

Health and Community Services

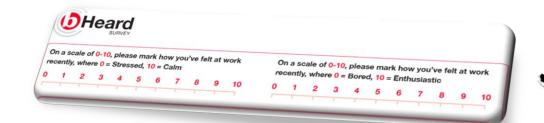
Presented July 2023

Organisation Effectiveness Team (P&CS), Cabinet Office



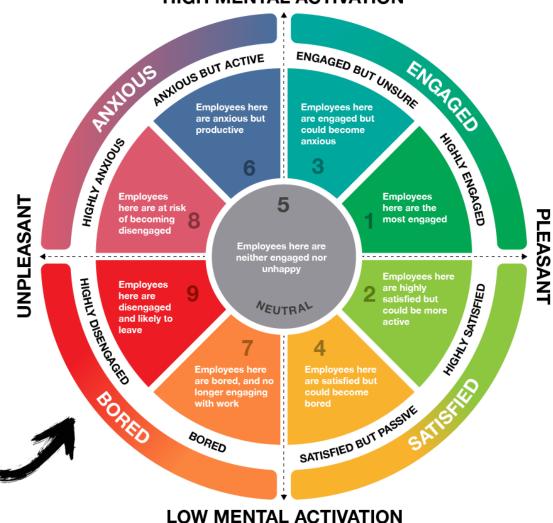
Overview

- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- This chart is not based on the 8 factors of engagement scores





HIGH MENTAL ACTIVATION

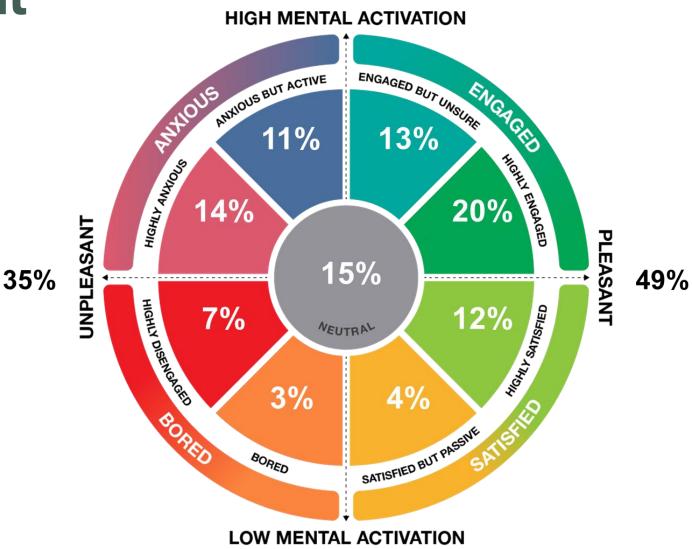




Employee Engagement

Health and Community Services

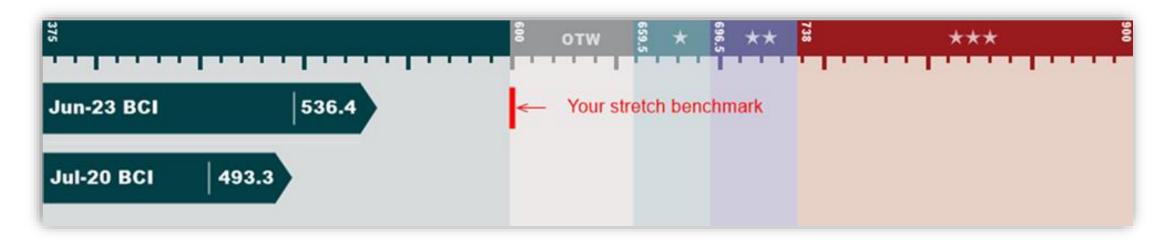
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- 49% of respondents within HCS reported an overall pleasant experience in the workplace
- This chart is not based on the 8 factors of engagement scores







Health and Community Services



- The BCI score is a recognised standard for employee engagement calculated by combining the responses to the core statements in the survey, relating to the 8 Factors of Engagement
- The score is on a scale of 0-1000, although most companies fall between 475 and 900
- The BCl score has improved from 493.3 in 2020*

OTW is Good

★ is Very Good

★★ is Outstanding

★★★ is World Class

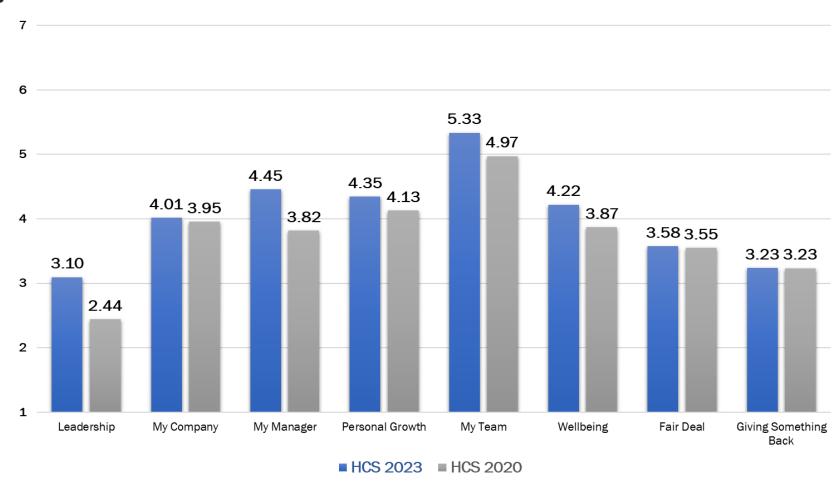
^{*}Due to the 2023 survey being set up separately for each department, the 2020 BCl score has been adjusted to allow for true comparison. The BCl score for HCS as part of the overall GoJ survey in 2020 was originally published as 510.6. For more information about Headcount Adjusted Scoring, please contact OETeam@gov.je

8 Factors of Engagement



Health and Community Services

- The 8 factor scores are based on the core 24 statements in the survey
- Each factor is scored on a scale of 1 to 7
- scores compared against readjusted 2020 scores in order to allow like for like comparison based on the departmental headcount

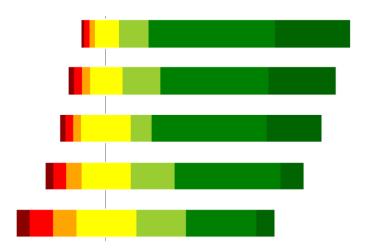






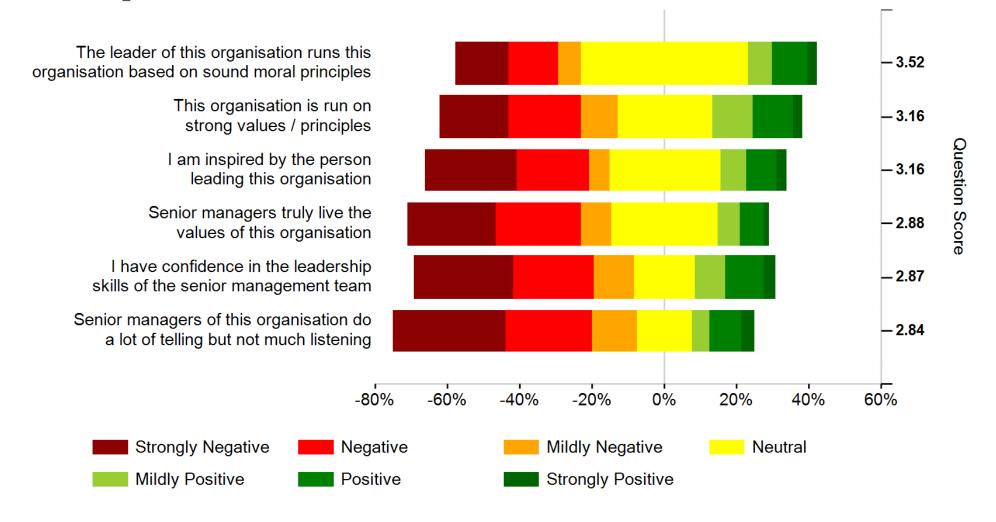
Introduction to heatmaps

- The heatmaps show a breakdown of responses to statements in each factor
- Regardless of the wording of statements (positive or negative) 1 is always the lowest and 7 the highest
- Green portions of the heatmaps on the right-hand side are positive even if the statement is worded negatively
- The statements are shown in order of highest to lowest scores



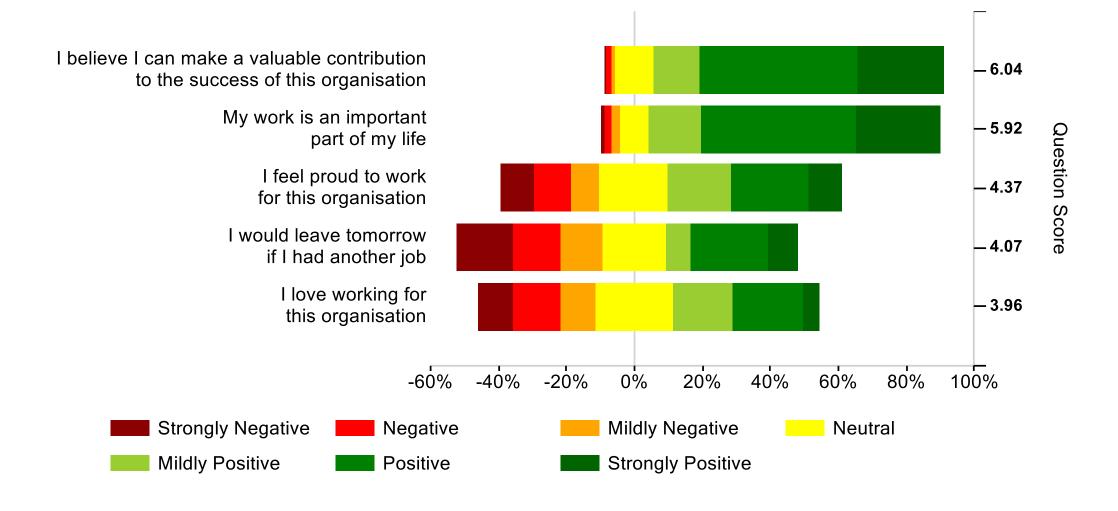
Leadership





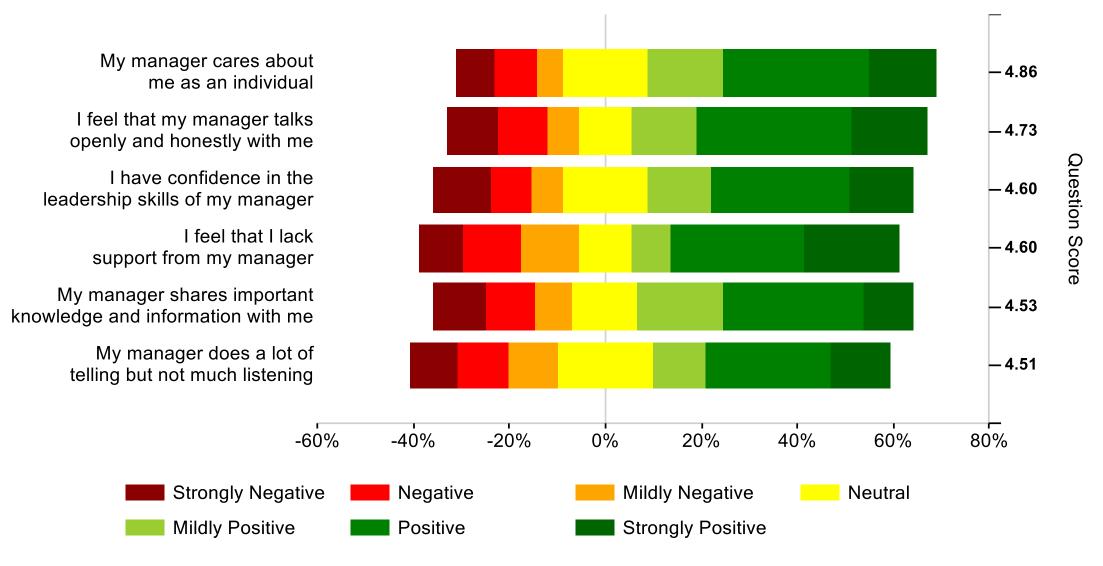
My Company





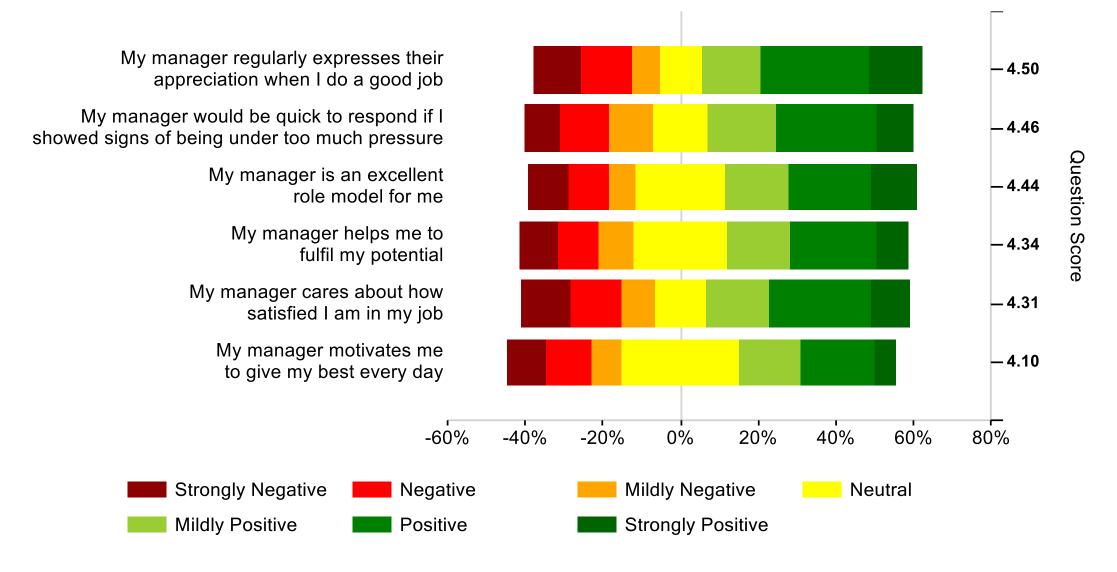
My Manager (1 of 2)





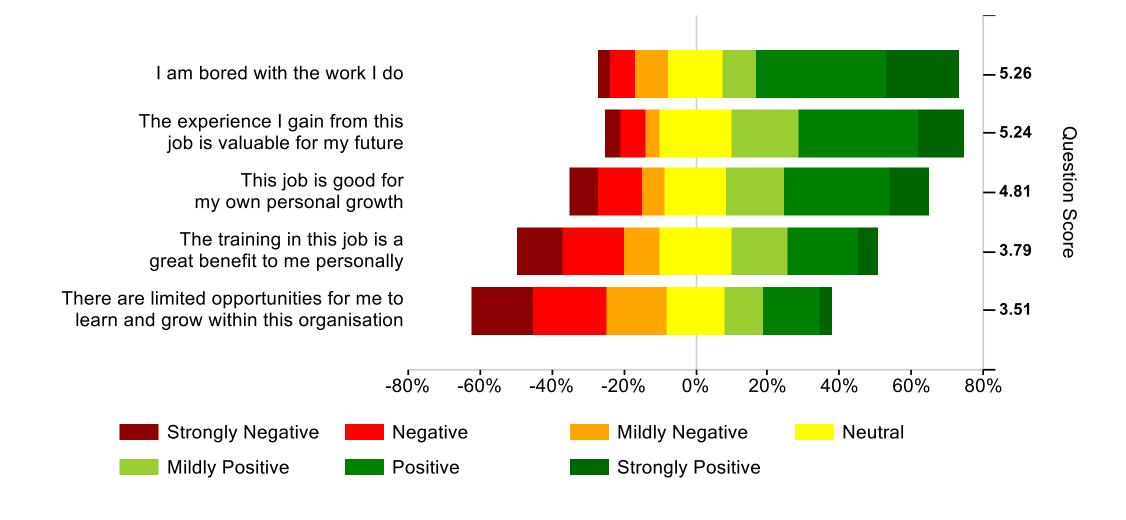
My Manager (2 of 2)





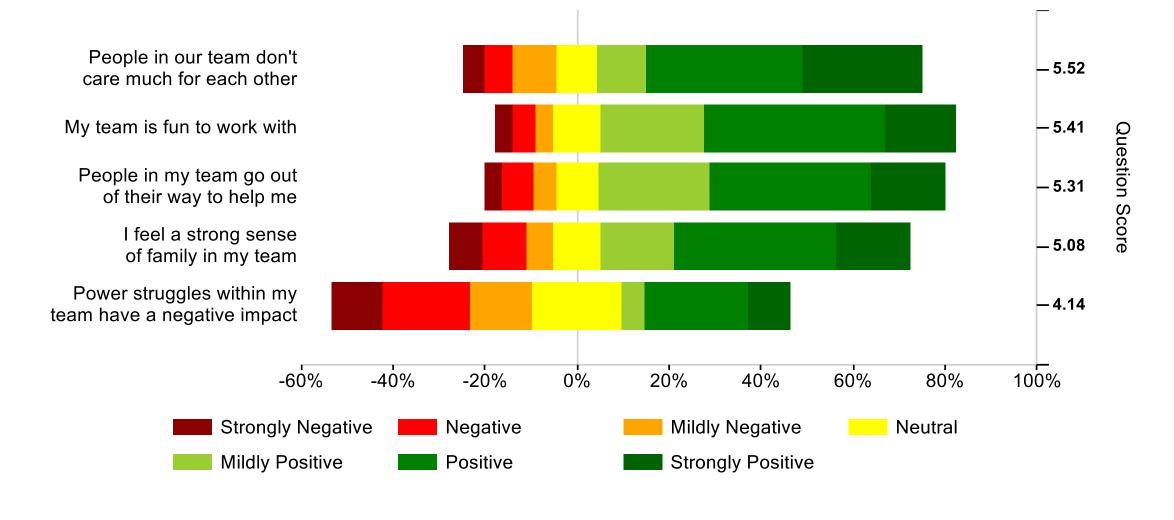
Personal Growth





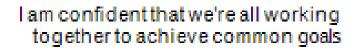
My Team (1 of 2)





My Team (2 of 2)

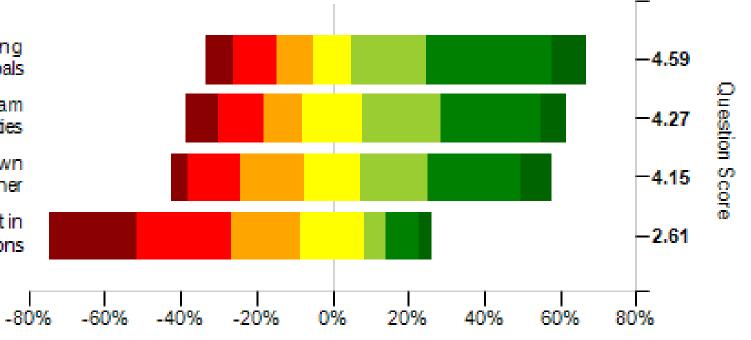




There is clarity in my team around direction and priorities

In my team we are too focused on our own work to spend time supporting one another

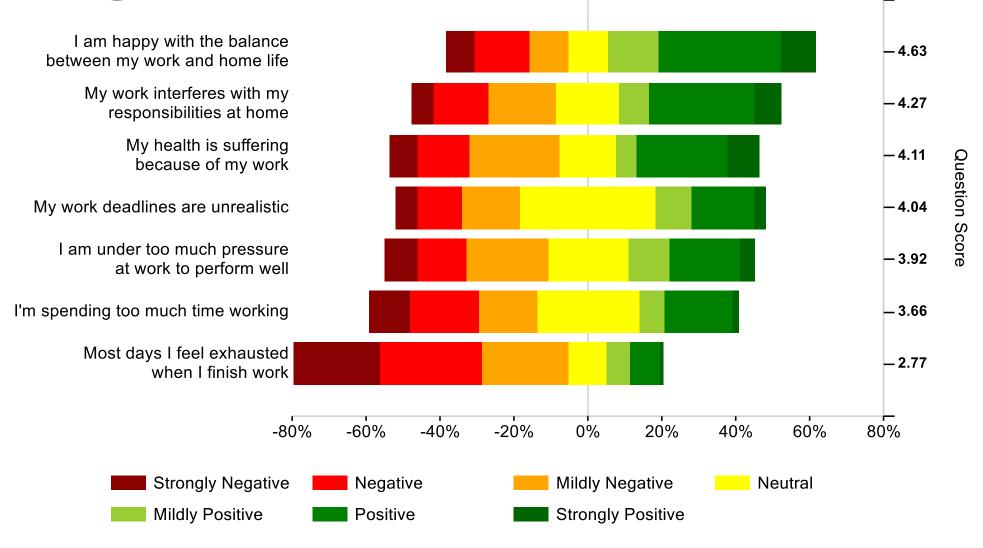
Internal politics often get in the way offinding solutions





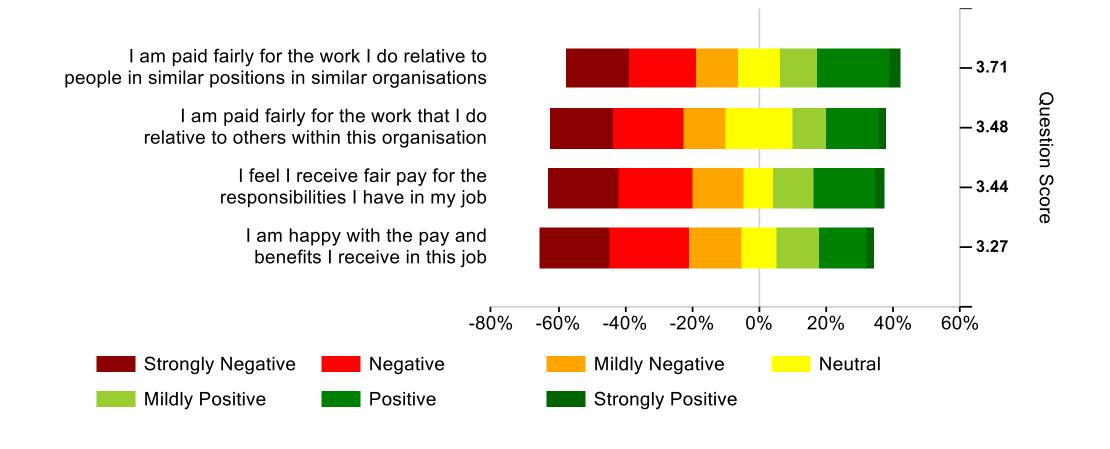
Wellbeing





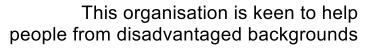
Fair Deal





Giving Something Back





My organisation encourages charitable activities

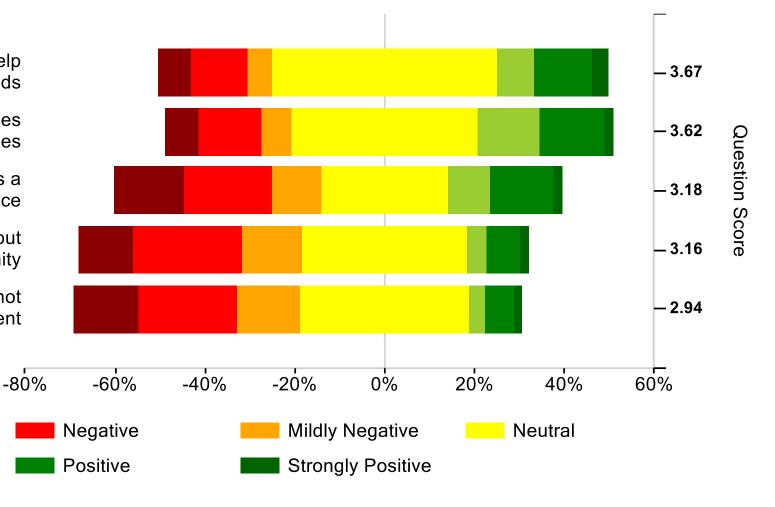
This organisation has a strong social conscience

Strongly Negative

Mildly Positive

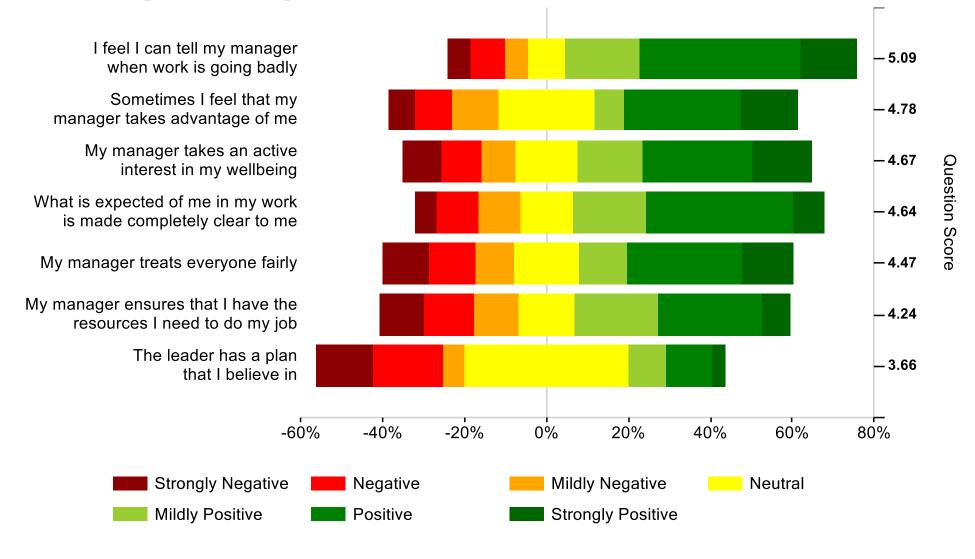
I think this organisation should put more back into the local community

I believe this organisation does not do enough to protect the environment



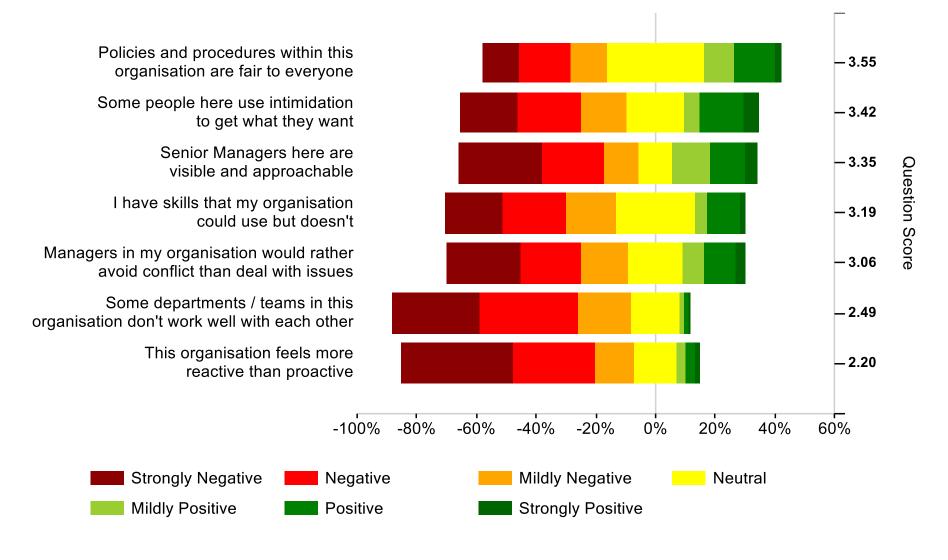
Feedback (1 of 2)





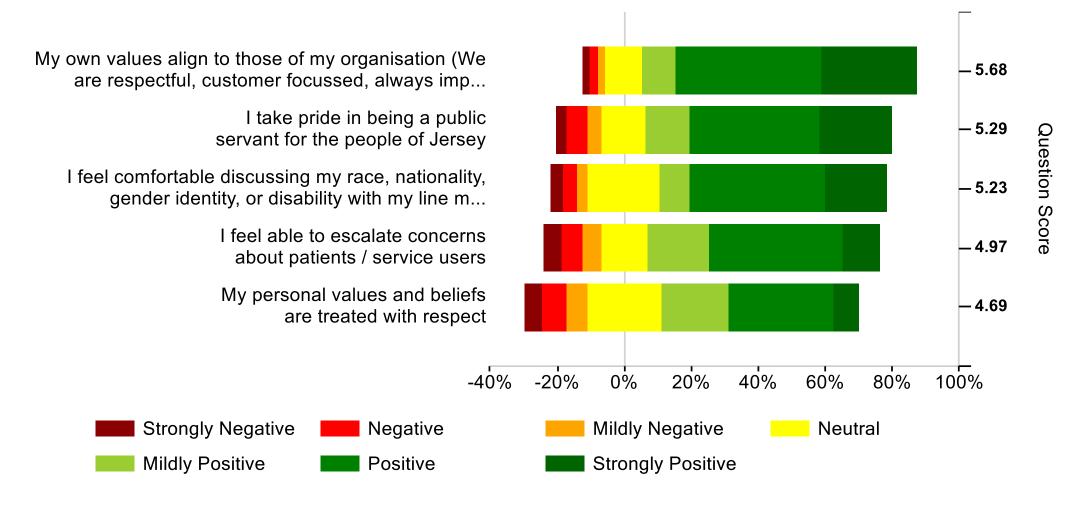
Feedback (2 of 2)





Bespoke (1 of 3)





Bespoke (2 of 3)



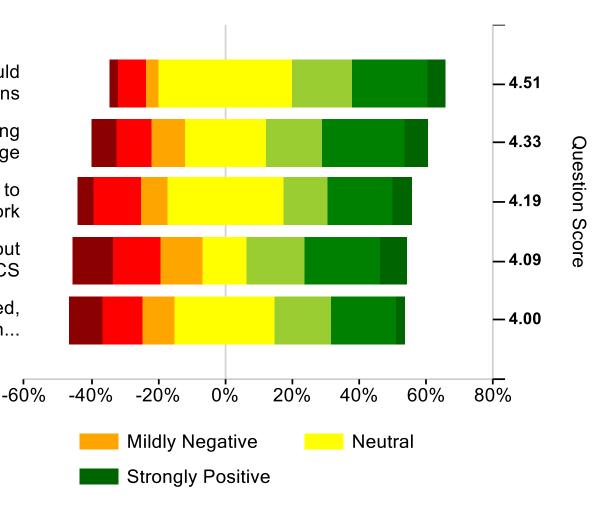
I can identify actions which would reduce my department's carbon emissions

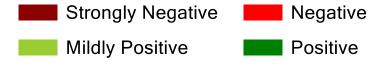
My department has a good balance of delivering business-as-usual activities and delivering change

I feel that I can take action to reduce my carbon emissions at work

I feel safe to speak up about anything that concerns me in HCS

When errors, near misses or incidents are reported, HCS takes action to ensure that they do not h...





Bespoke (3 of 3)



I do not feel that I have been included in change in my department

If a friend or relative needed treatment I would be happy with the standard of care provided by HCS

> HCS treats staff who are involved in an error, near miss or incident fairly

> I feel I have sufficient time to deliver changes that affect me and my work

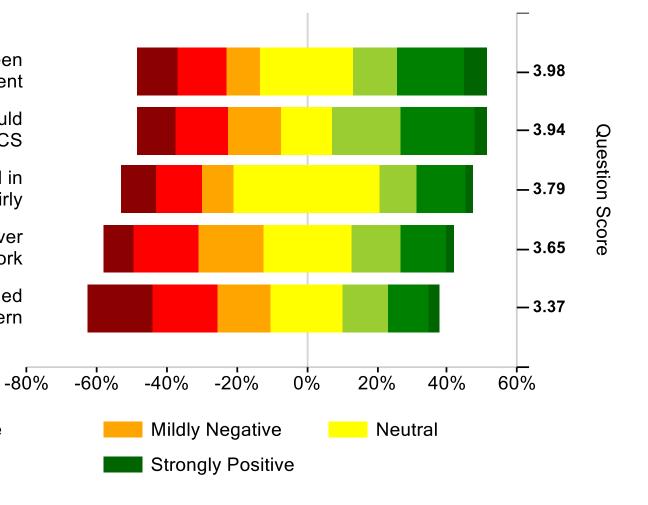
> > Negative

Positive

If I spoke up about something that concerned me I am confident HCS would address my concern

Strongly Negative

Mildly Positive



Service



