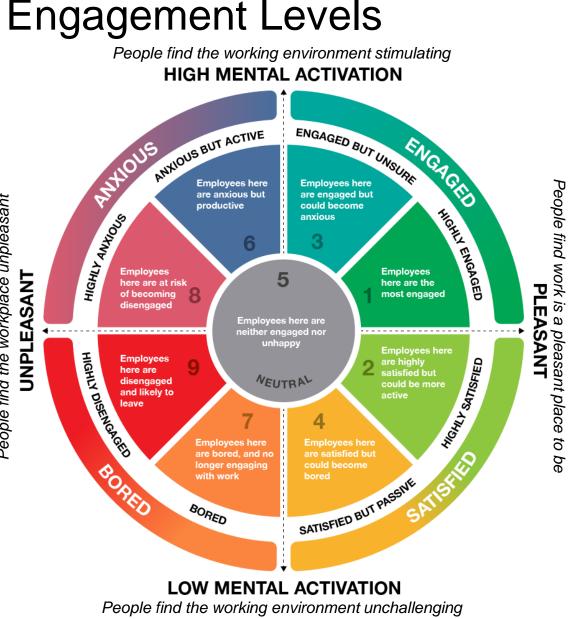


Be Heard survey results

Justice and Home Affairs

February 2021





The Be Heard survey provides us with lots of rich information and detail about how you feel. And it focuses on working out what our employee engagement levels are. This is because:

When people are engaged they feel connected to each other and to the aims of the organisation they work for. They believe in a shared purpose and feel they play an important part in fulfilling it.

An engaged workforce is more motivated and productive because people take pride in what they're doing and have faith in those around them. This leads to better working relationships, greater collaboration and ultimately a more successful organisation.

The diagram on the left shows the additional information on the level of engagement among our people. There are nine groups, ranging from people who are highly engaged, to people who are bored and disengaged.



Justice and Home Affairs Overall Engagement Results



Our overall employee engagement figure is <u>56%</u> This is slightly better than the 53% across Government. Our response rate was <u>56%</u>.

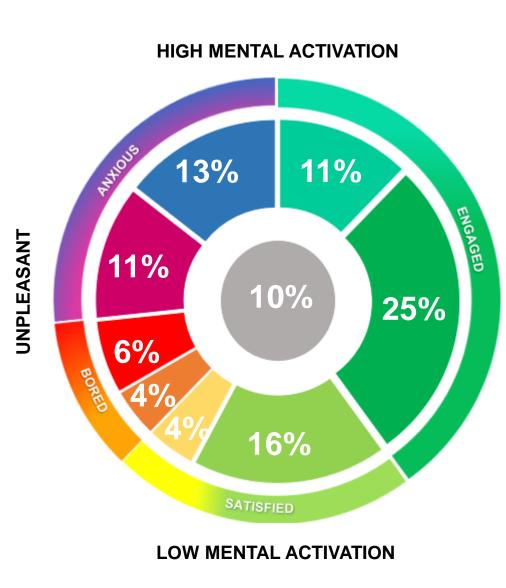
We conducted the survey while living and working though the Covid-19 pandemic, so this 56% understandable.

PLE

ASANT

The diagram on the left shows us that 56% (the green and yellow areas) are engaged. 34% of our people are telling us they need more support or information.

It also tells us that 10% of our employees are disengaged or bored.



Highly engaged

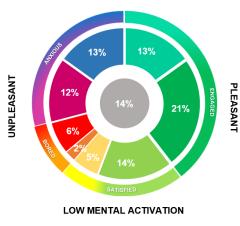
KEY

Engaged but unsure

- Highly satisfied
- Satisfied but passive
- Bored
- Highly disengaged
- Highly anxious
- Anxious but active

Neutral

GoJ Overall Engagement Results HIGH MENTAL ACTIVATION



The Be Heard survey is based on 8 factors of engagement



My Manager highlights that people work for people. A good manager will talk with confidence about the direction and vision of the organisation, take an interest in the personal growth of their people and build effective teams.



Leadership is a prime influence on employee engagement. Leadership needs to drive forward change while creating a balance between work and personal life.



My Company measures how much people value the company they work for, how proud they are to work there, and whether they feel they're making a difference.



Personal Growth tells us if people feel challenged in their jobs, if they feel their skills are used to the full and if they feel there are opportunities to advance.



My Team is important as friendship and support from your workmates can make all the difference to your day. And as any good employer knows, team spirit fosters productivity.



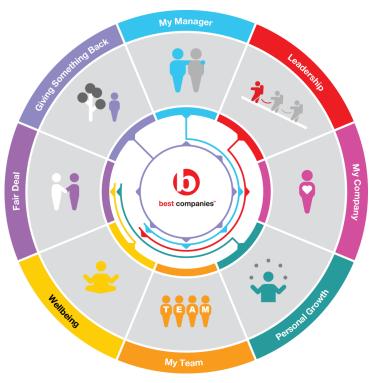
The balance between work and home life - the famous "work/life ratio" - is vitally important. **Wellbeing** measures stress and pressure and their impact on your health and performance.



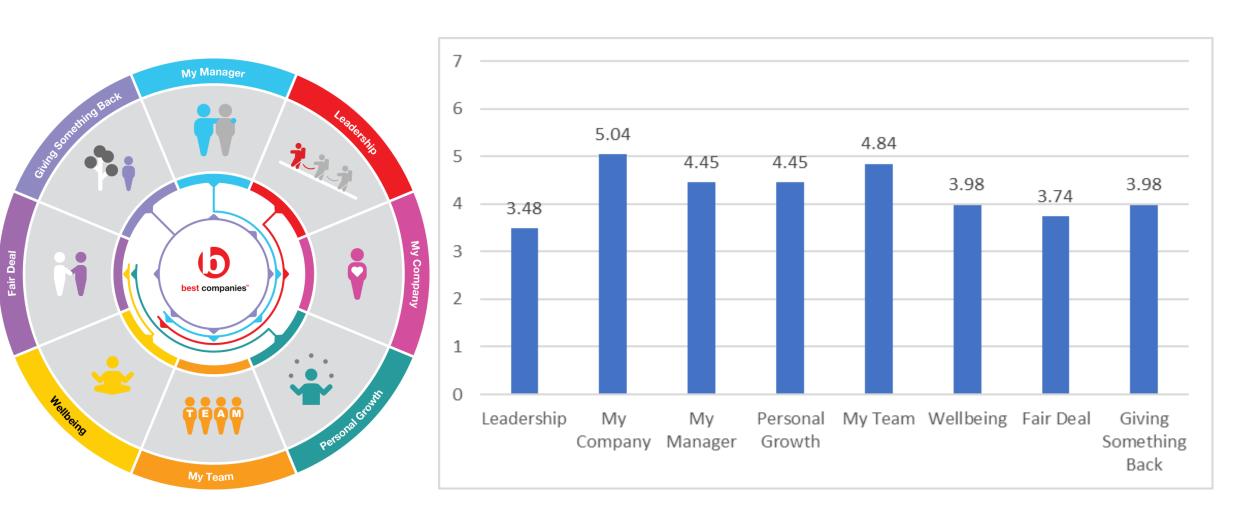
Fair Deal tells us whether people feel they feel the organisation values them and whether they feel pay and benefits compare well with those of counterparts in similar organisations.



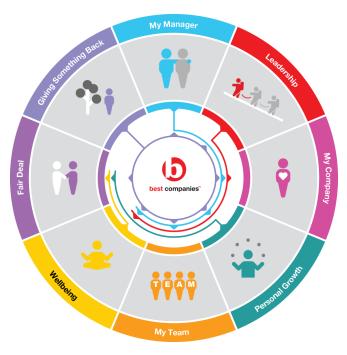
Giving Something Back or giving back to the local and wider community involves how we think about the environment and we think profit and budget concerns are the only things driving the organisation.

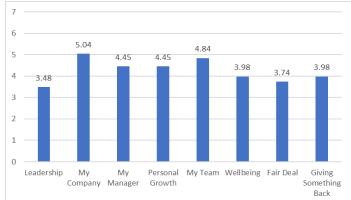


Overall Government of Jersey results by engagement factor

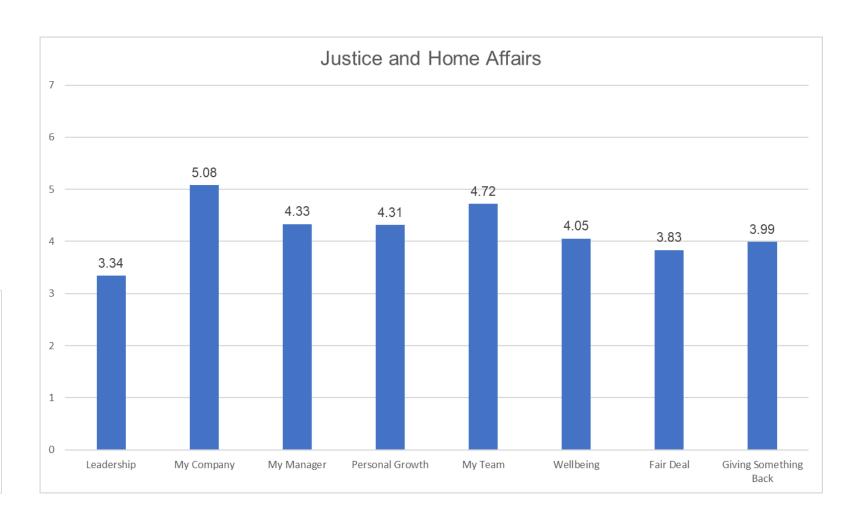


Justice and Home Affairs results by engagement factor



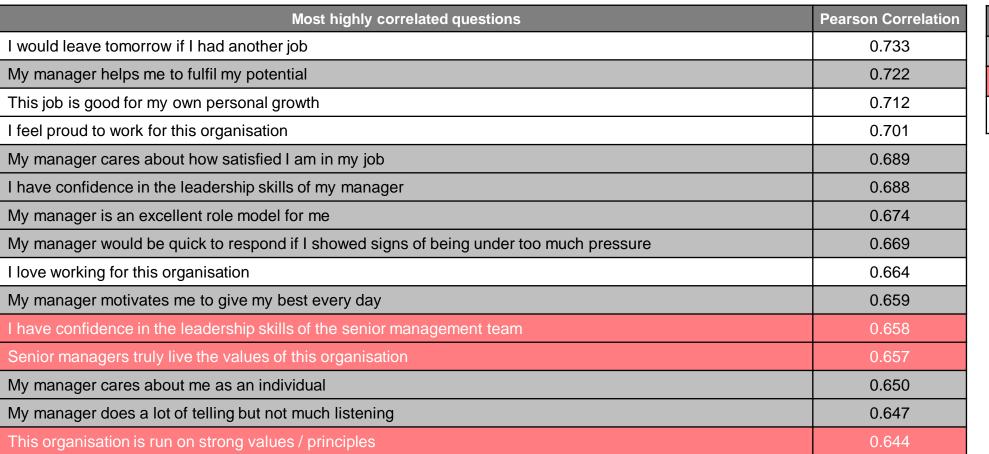


Overall Government of Jersey results by engagement factor





Top 15 most highly correlated questions Justice and Home Affairs



in the second

Managerial Engagement Organisational Clarity

Kev

Personal Growth & My Company Questions

* These are the questions most correlated to engagement in JHA

Understanding JHA results – how to interpret heatmaps

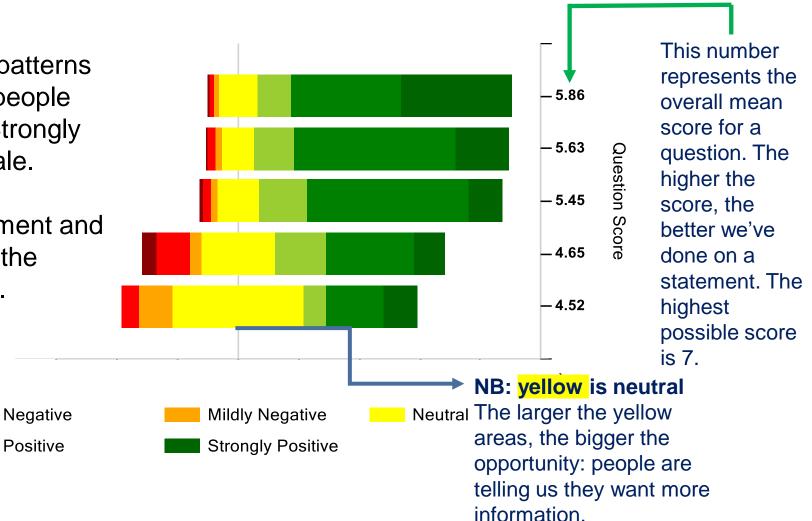


- A heatmap shows the response patterns • and gives an idea of how many people responded at each point of the Strongly Positive to Strongly Negative scale.
- Red indicates areas for improvement and ٠ green is always positive (even if the statement is phrased negatively).

Strongly Negative

Positive

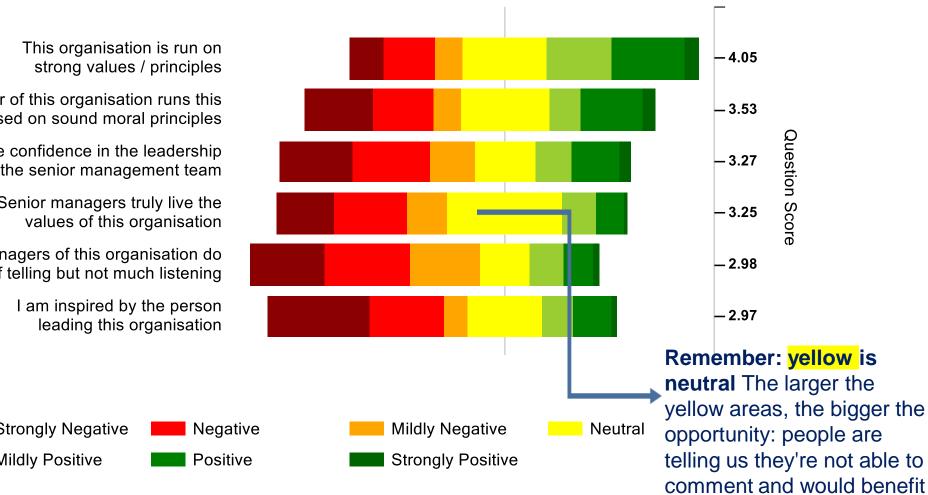
Mildly Positive





from more information

JHA results: Be Heard Survey – Leadership

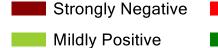


The leader of this organisation runs this organisation based on sound moral principles

> I have confidence in the leadership skills of the senior management team

> > Senior managers truly live the

Senior managers of this organisation do a lot of telling but not much listening

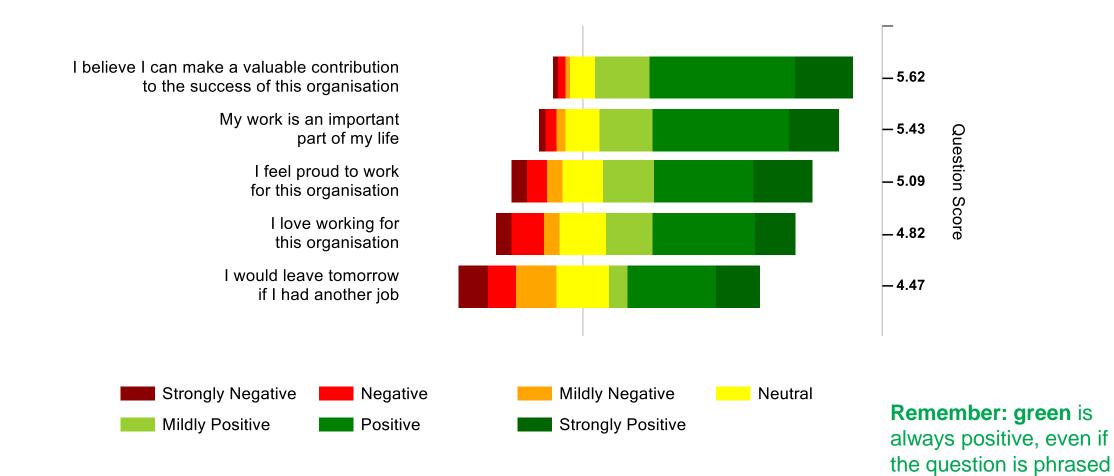




negatively

JHA results: Be Heard Survey – My Company*

*My Company means Government of Jersey

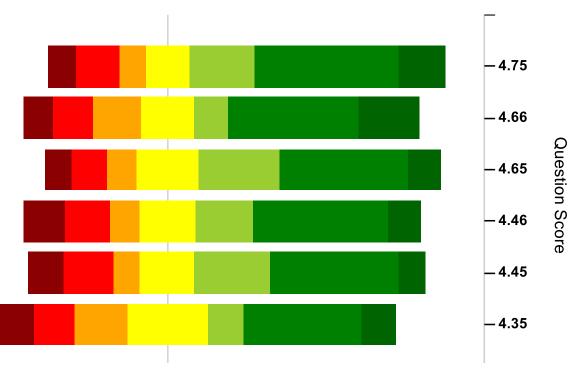




JHA results: Be Heard Survey – My Manager (1 of 2)

Negative

Positive



I feel that my manager talks openly and honestly with me

I feel that I lack support from my manager

My manager cares about me as an individual

I have confidence in the leadership skills of my manager

My manager regularly expresses their appreciation when I do a good job

My manager does a lot of telling but not much listening

Strongly Negative

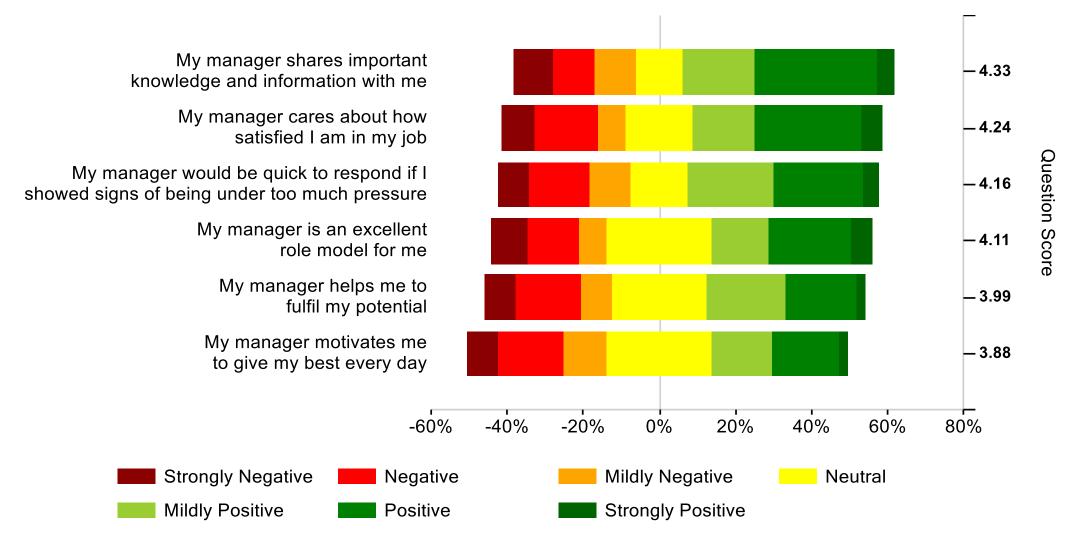
Mildly Positive

Mildly Negative Neutral
Strongly Positive

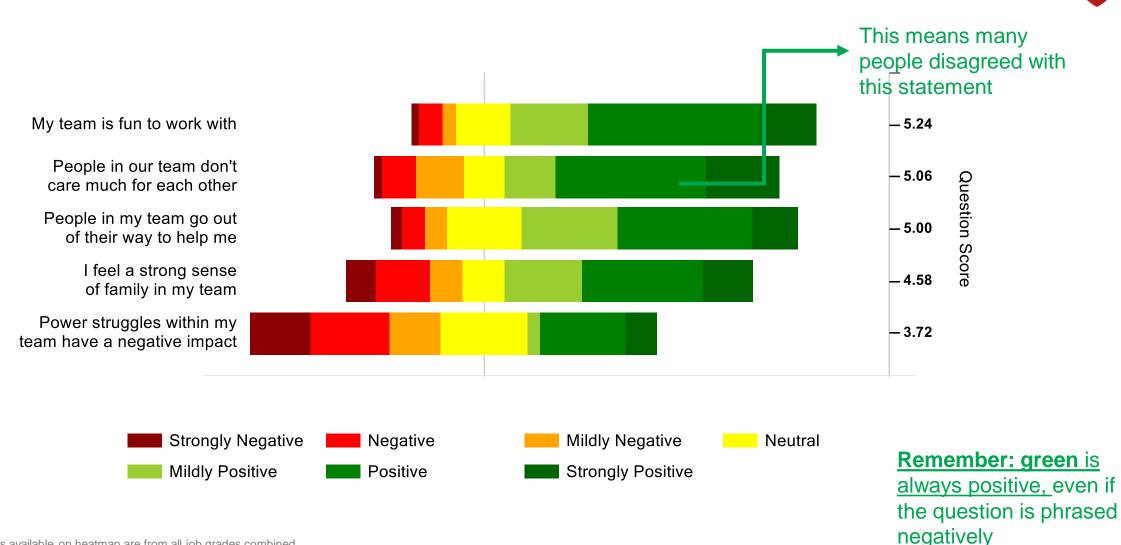
Remember: green is always positive, even if the question is phrased negatively



JHA results: Be Heard Survey – My Manager (2 of 2)

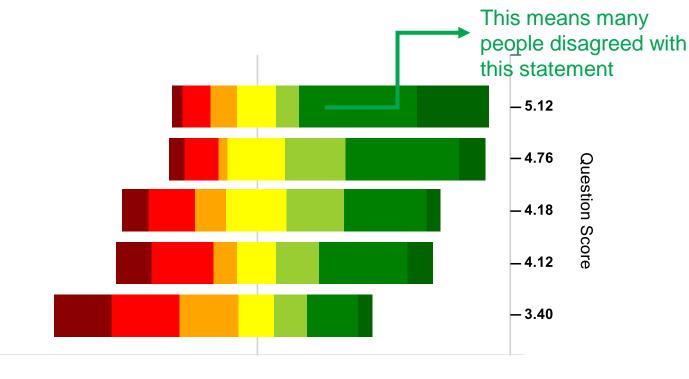


JHA results: Be Heard Survey – My Team



JHA results: Be Heard Survey – Personal Growth





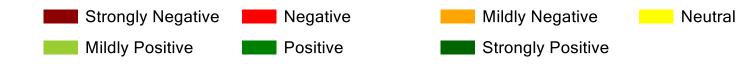
I am bored with the work I do

The experience I gain from this job is valuable for my future

This job is good for my own personal growth

The training in this job is a great benefit to me personally

There are limited opportunities for me to learn and grow within this organisation



Remember: green is always positive, even if the question is phrased negatively

JHA results: Be Heard Survey – Wellbeing



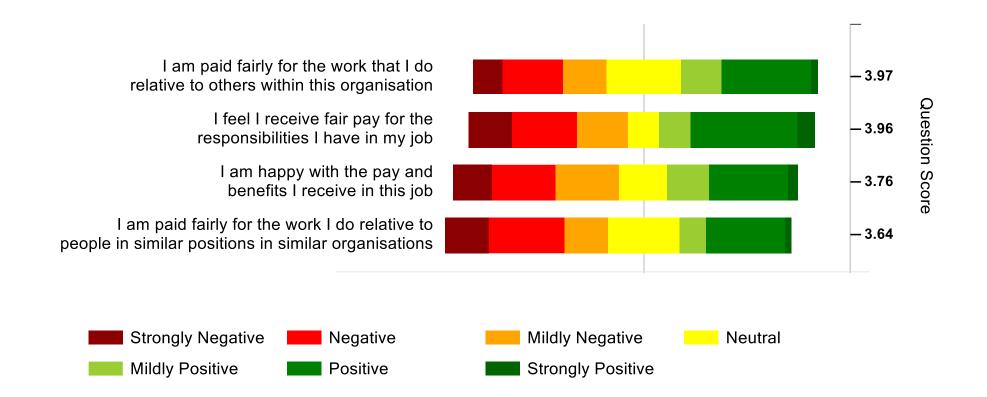
The Wellbeing scores are a reflection of how - 4.50 hard people have been working during this - 4.40 extraordinary year. - 4.14 Question Please note that there are wide variations in the -4.13 feedback that colleagues Score have provided about - 4.03 their wellbeing, depending on the types and areas of their work. - 3.98 Wellbeing is a priority - 3.19 area of focus to help improve how colleagues feel Mildly Negative Neutral

Strongly Positive

I am happy with the balance between my work and home life My health is suffering because of my work My work interferes with my responsibilities at home My work deadlines are unrealistic I am under too much pressure at work to perform well I'm spending too much time working Most days I feel exhausted when I come home from work **Strongly Negative** Negative Mildly Positive Positive

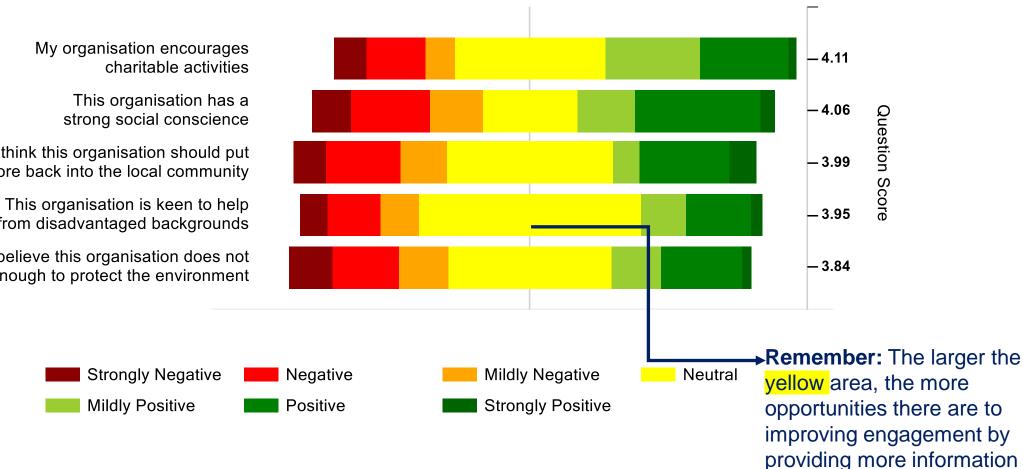


JHA results: Be Heard Survey – Fair Deal



JHA results: Be Heard Survey – Giving Something back





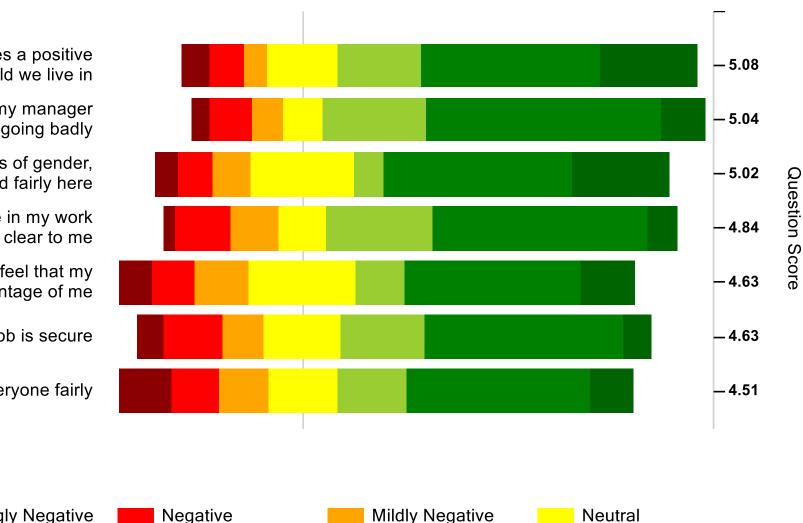
I think this organisation should put more back into the local community

people from disadvantaged backgrounds

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

JHA results: Be Heard Survey – Feedback (1 of 3)





My organisation makes a positive difference to the world we live in

> I feel I can tell my manager when work is going badly

Regardless of gender, people are paid fairly here

What is expected of me in my work is made completely clear to me

Sometimes I feel that my manager takes advantage of me

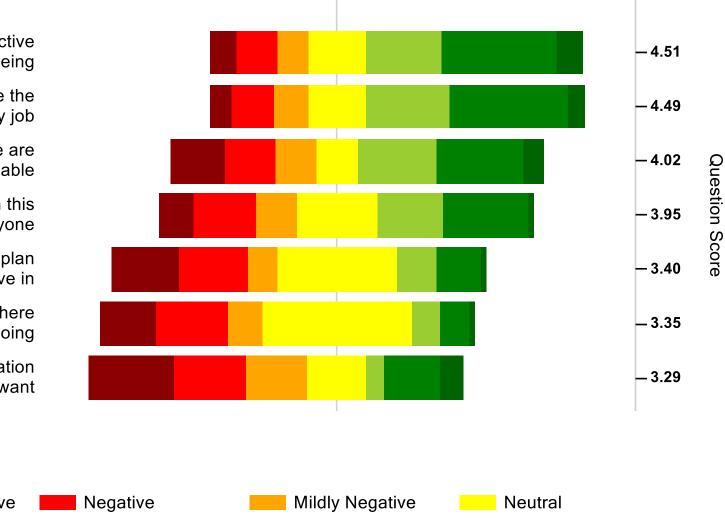
I feel my job is secure

My manager treats everyone fairly

Strongly Negative Mildly Positive Positive **Strongly Positive**

JHA results: Be Heard Survey – Feedback (2 of 3)





My manager takes an active interest in my wellbeing

My manager ensures that I have the resources I need to do my job

Senior Managers here are visible and approachable

Policies and procedures within this organisation are fair to everyone

The leader has a plan that I believe in

I am excited about where this organisation is going

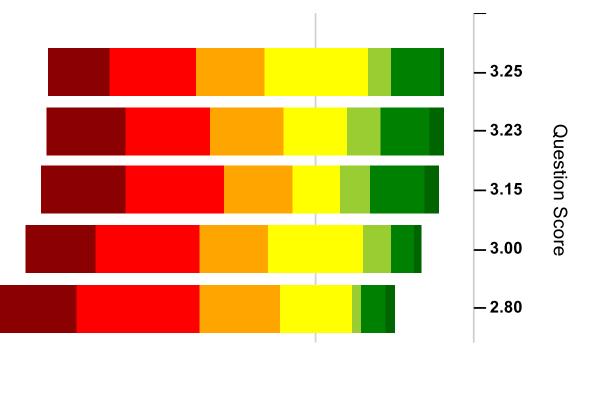
Some people here use intimidation to get what they want

 Strongly Negative
 Negative
 Mildly Negative
 Neu

 Mildly Positive
 Positive
 Strongly Positive



JHA results: Be Heard Survey – Feedback (3 of 3)



Neutral

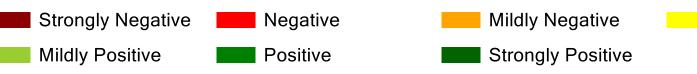
I have skills that my organisation could use but doesn't

Profit / budget concerns are the only things driving this organisation

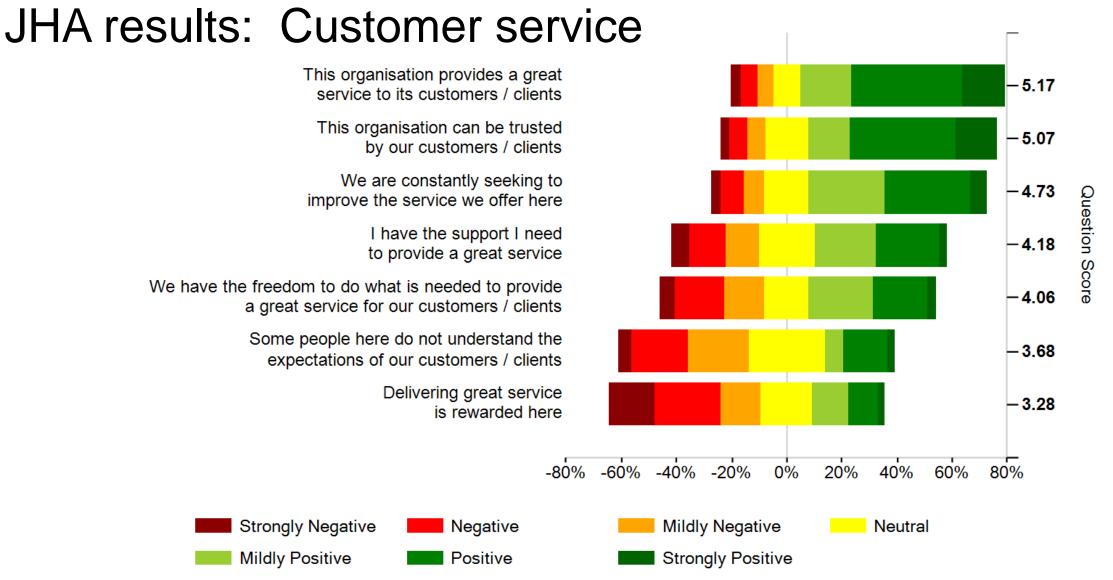
Managers in my organisation would rather avoid conflict than deal with issues

This organisation feels more reactive than proactive

Some departments / teams in this organisation don't work well with each other

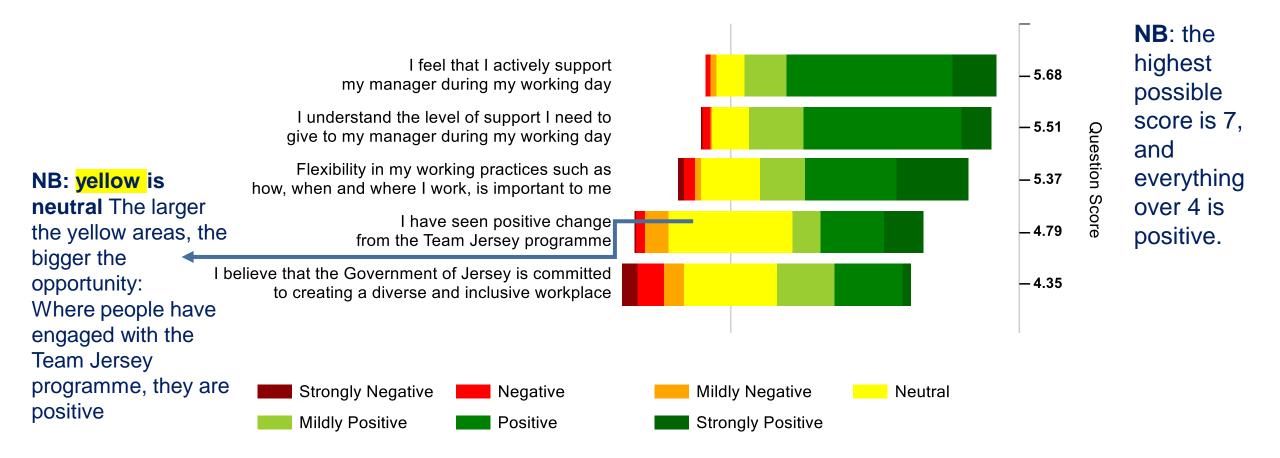




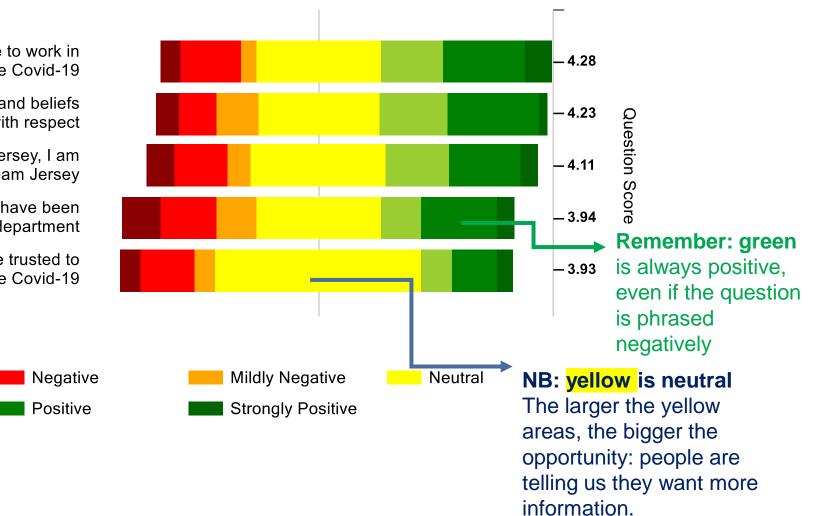


Customers include all users of Government services or citizens with rights and expectations *This includes anyone who interacts with any part of Government of Jersey either voluntarily or involuntarily or because they are required to *Other examples of how we might refer to customers: Business Owner, Patient, Citizen, Client, Service User, Student, Pensioner, Tax payer, Architect, Prisoner, Income Support Recipient, Supplier

JHA results: Government of Jersey bespoke questions (1 of 3)



JHA results: Government of Jersey bespoke questions (2 of 3)



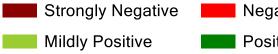
I feel that I am more able to work in different ways than before Covid-19

My personal values and beliefs are treated with respect

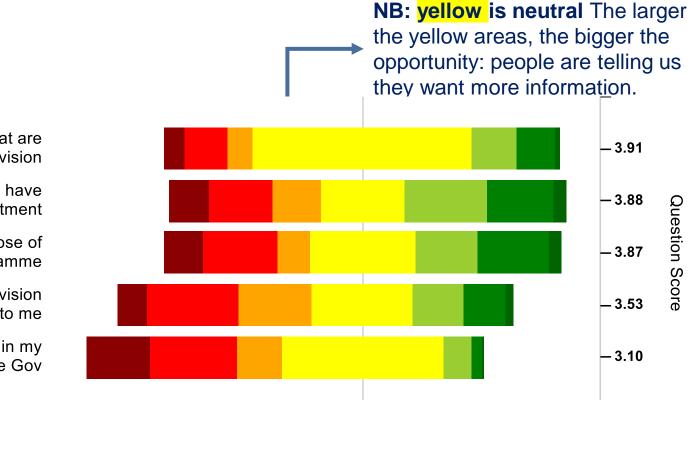
In working for the Government of Jersey, I am proud and committed to be part of Team Jersey

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

I feel that I am more trusted to do my work than before Covid-19



JHA results: Government of Jersey bespoke questions (3 of 3)



I support the changes that are aligned to the One Gov vision

I feel that I have been able to have my say about change in my department

I understand the purpose of the Team Jersey programme

The One Gov vision is not clear to me

I have seen positive change in my department from being more One Gov

