2024 BeHeard Survey

Non-executives and legislature

Presented by:

Organisation Effectiveness Team (People Services)

Executive Summary

74% of employees in non-ministerial departments report being satisfied and engaged

The Best Companies Index (BCI) score increased year on year

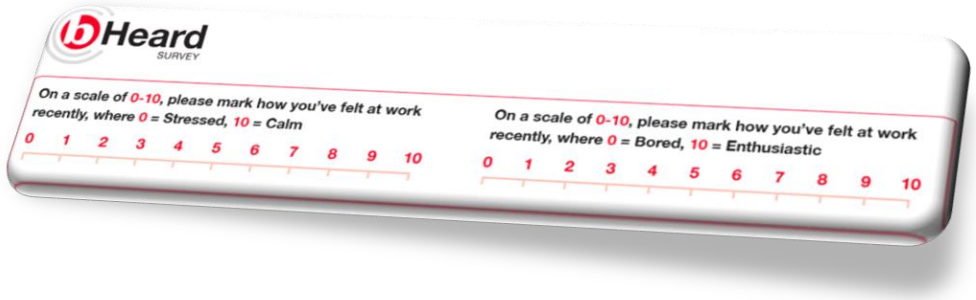
The non-ministerial departments maintained their ‘one star’ status, meaning that they are considered a ‘very good’ department to work for.

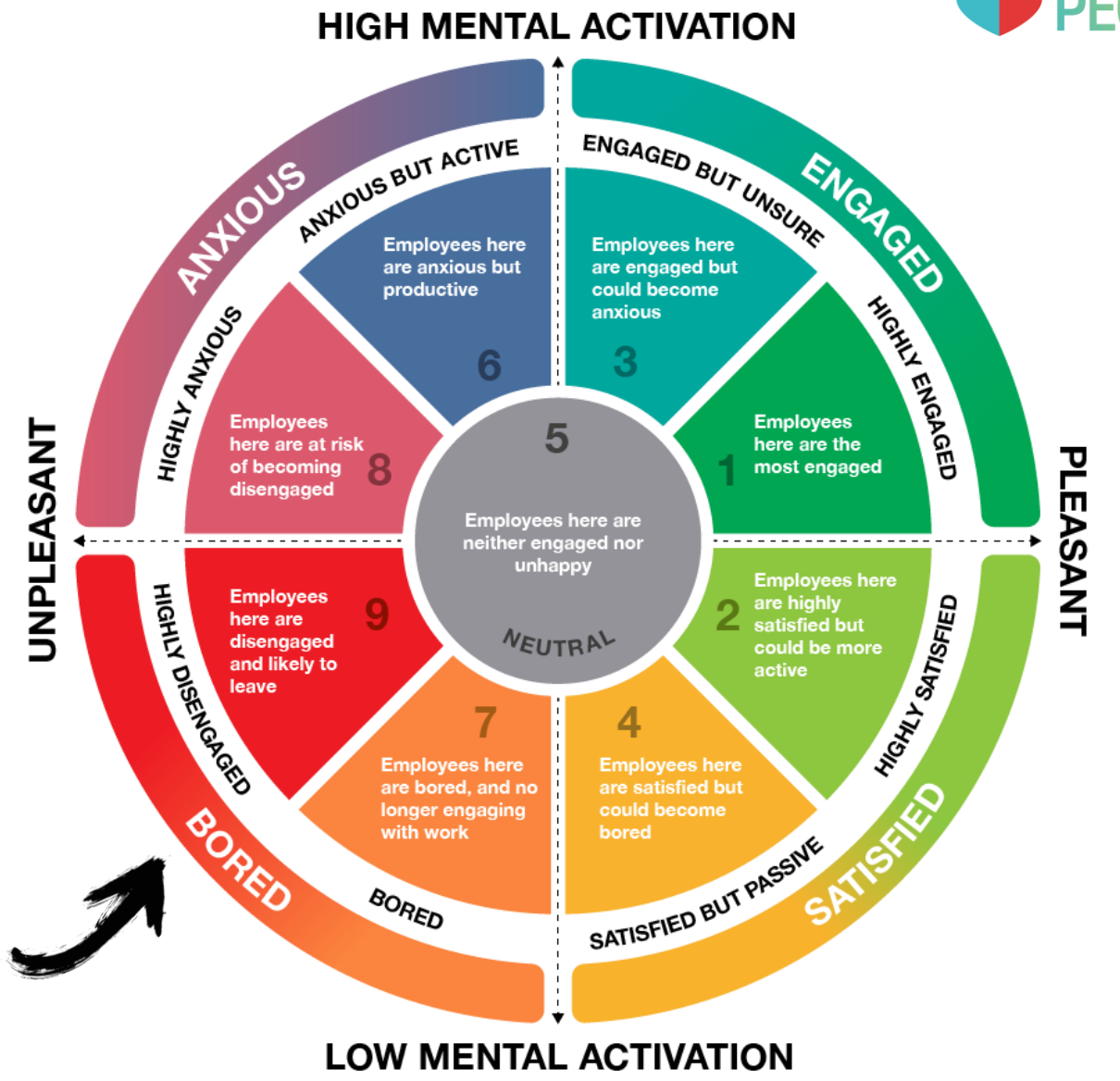
Seven of the eight factors of engagement improved year on year.

Employee Engagement

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

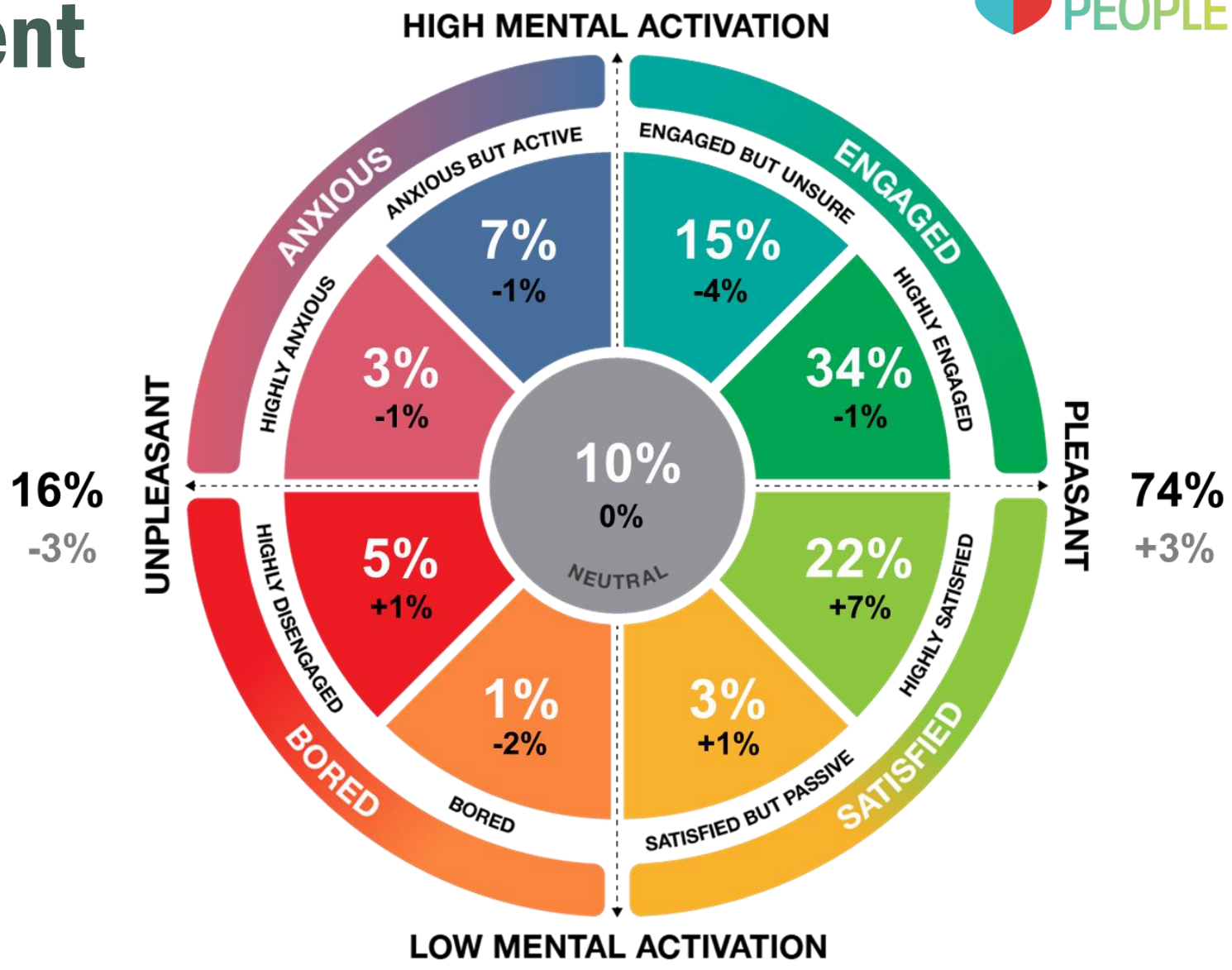




Employee Engagement

Non-executives and legislature

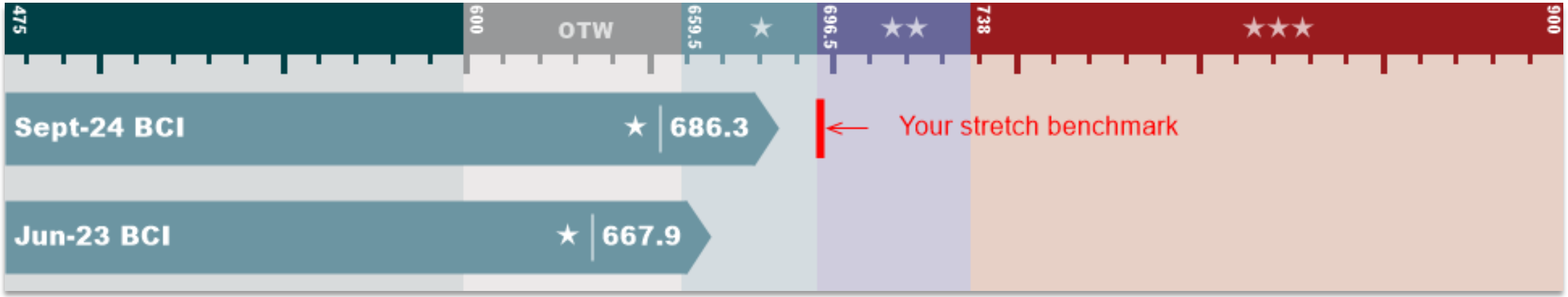
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- 74% of respondents within Non-executives and legislature reported an overall pleasant experience in the workplace
- This chart is not based on the 8 factors of engagement scores



Due to rounding, percentages may not add up to 100%

BCI Score

Non-executives and legislature



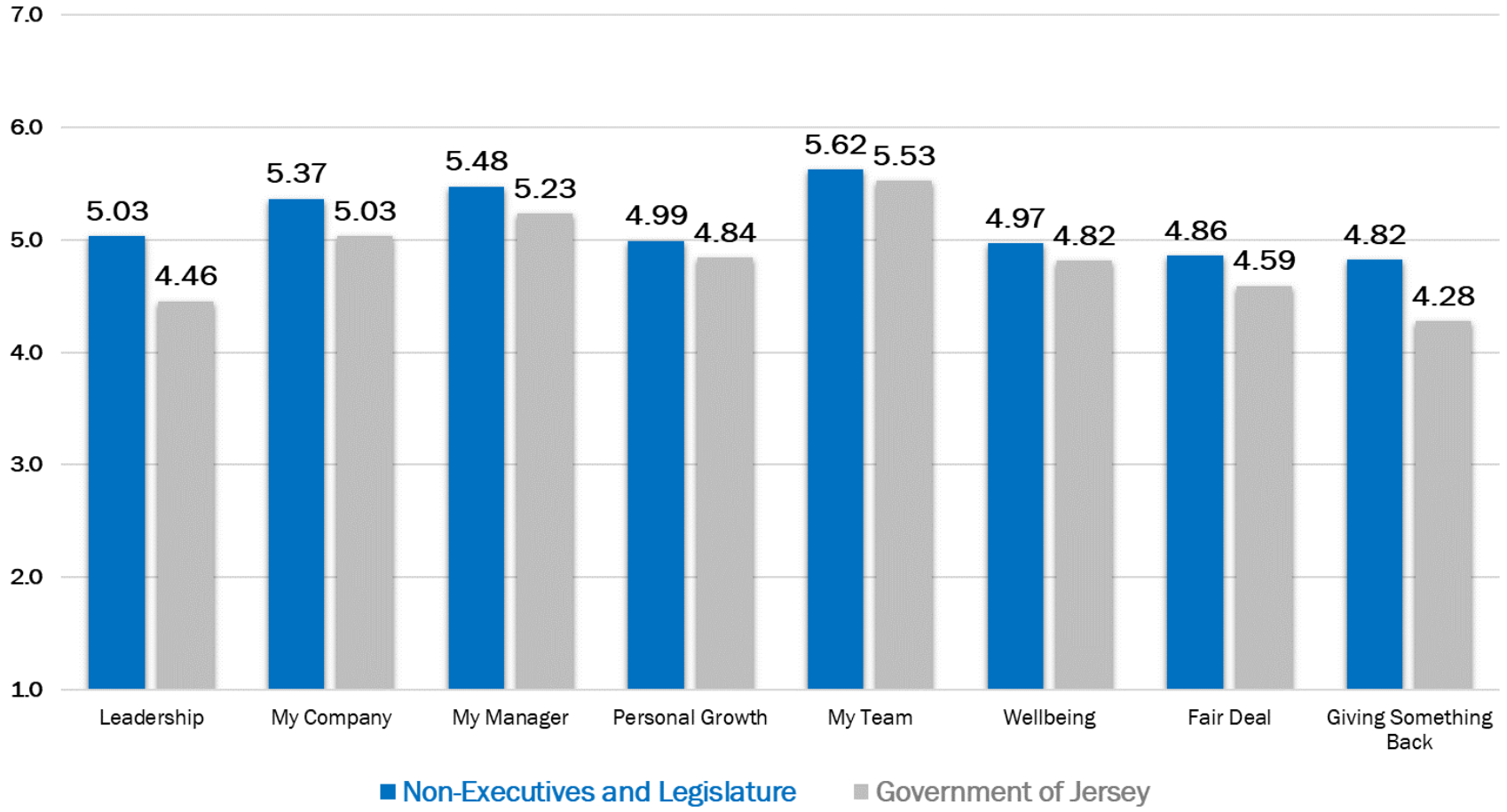
- The BCI score is a recognised standard for employee engagement calculated by combining the responses to the core statements in the survey, relating to the 8 Factors of Engagement
- The score is on a scale of 0-1000, although most companies fall between 475 and 900

OTW is Good
★ is Very Good
★★ is Outstanding
★★★ is World Class

8 Factors of Engagement

Non-executives and legislature vs GoJ

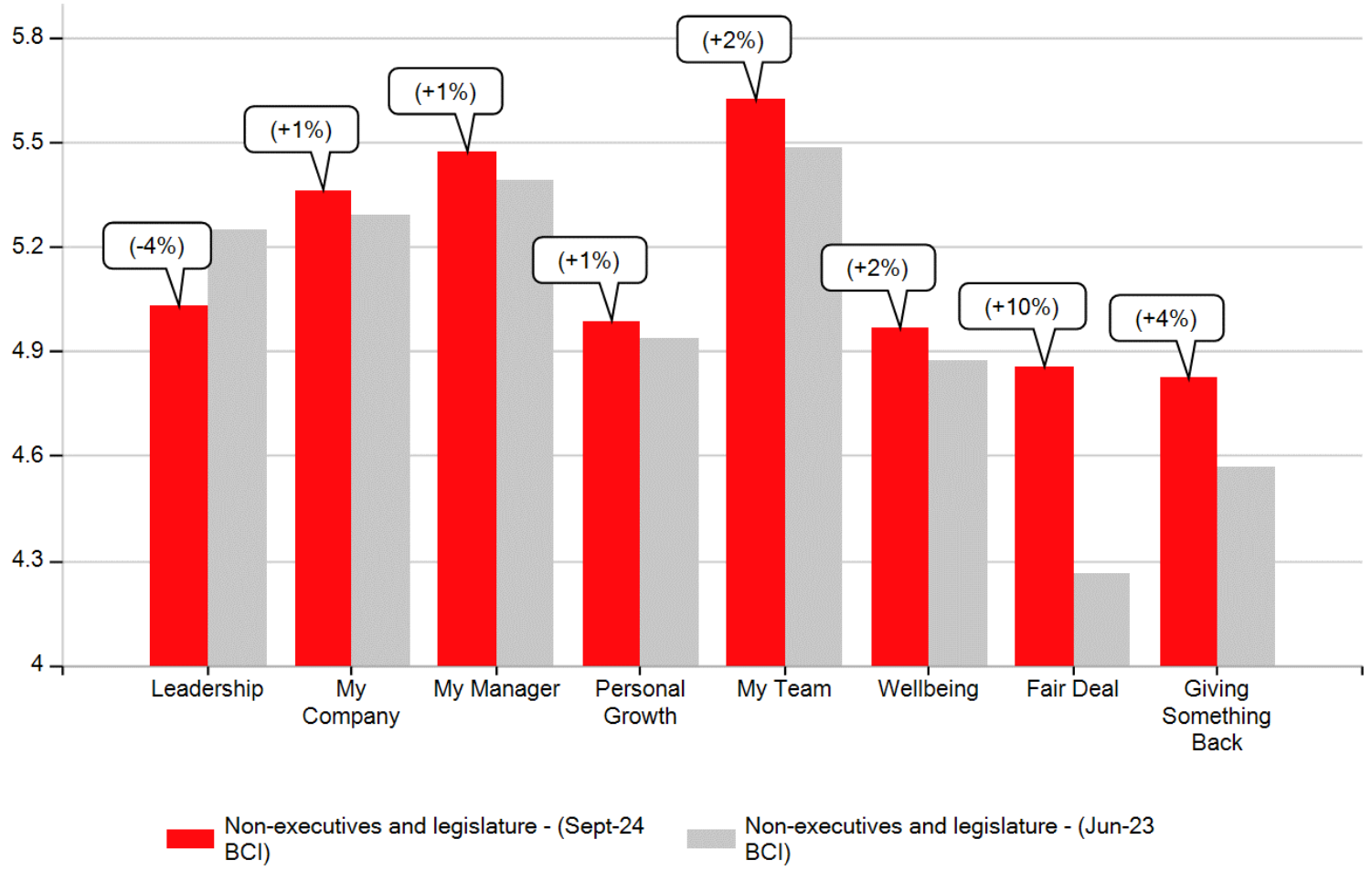
- The 8 factor scores are based on the core 24 statements in the survey
- Each factor is scored on a scale of 1 to 7



8 Factors of Engagement

Comparison against previous survey

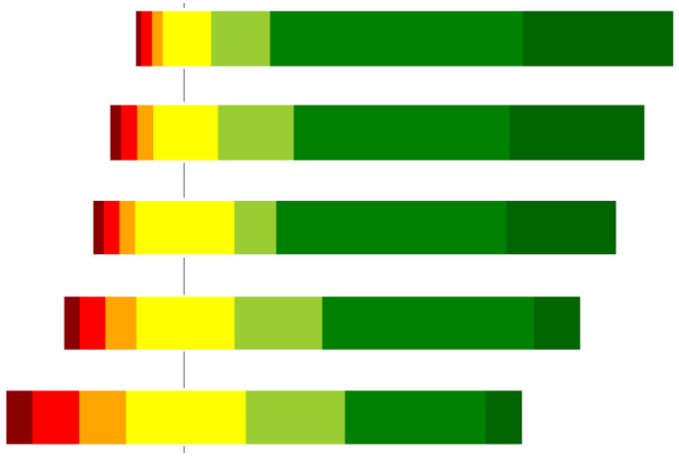
- The chart on this slide shows the difference in scores since the last survey in June 2023
- The differences are shown as percentage point differences
- An increase from 2 to 4 on a 7-point scale can be expressed as either 100% (relative change) or 33 percentage points (absolute change)



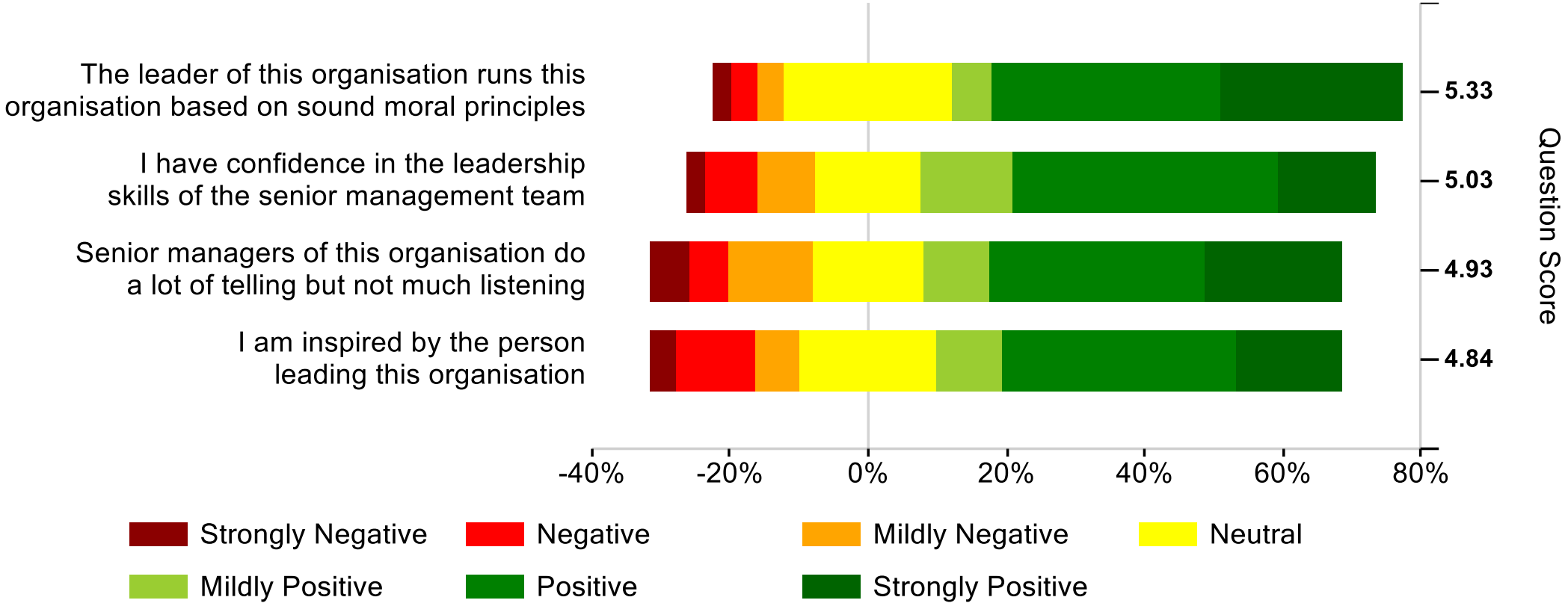
2024 BeHeard Survey

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

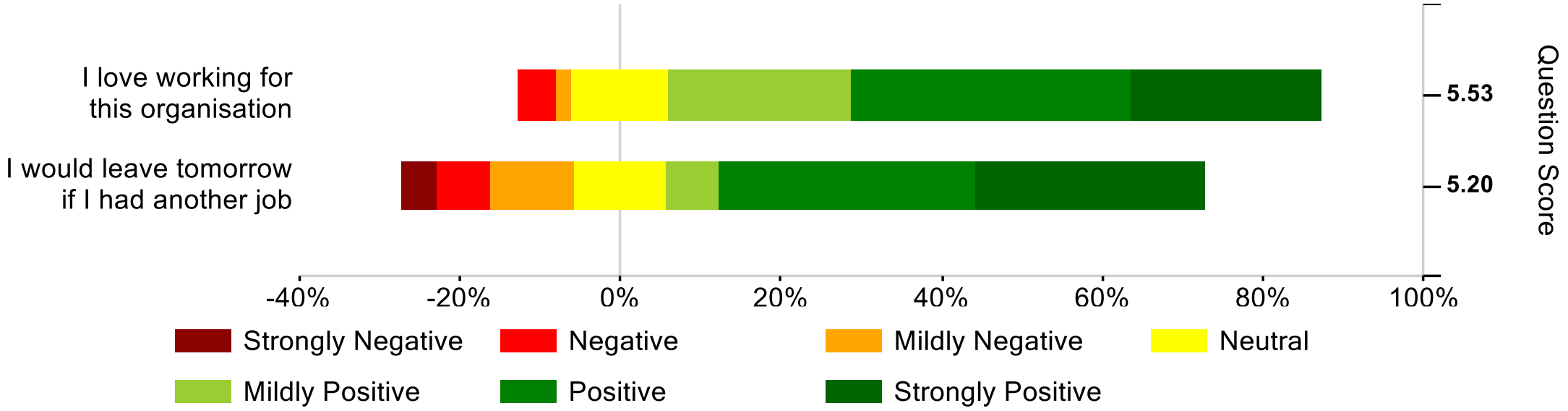


Leadership

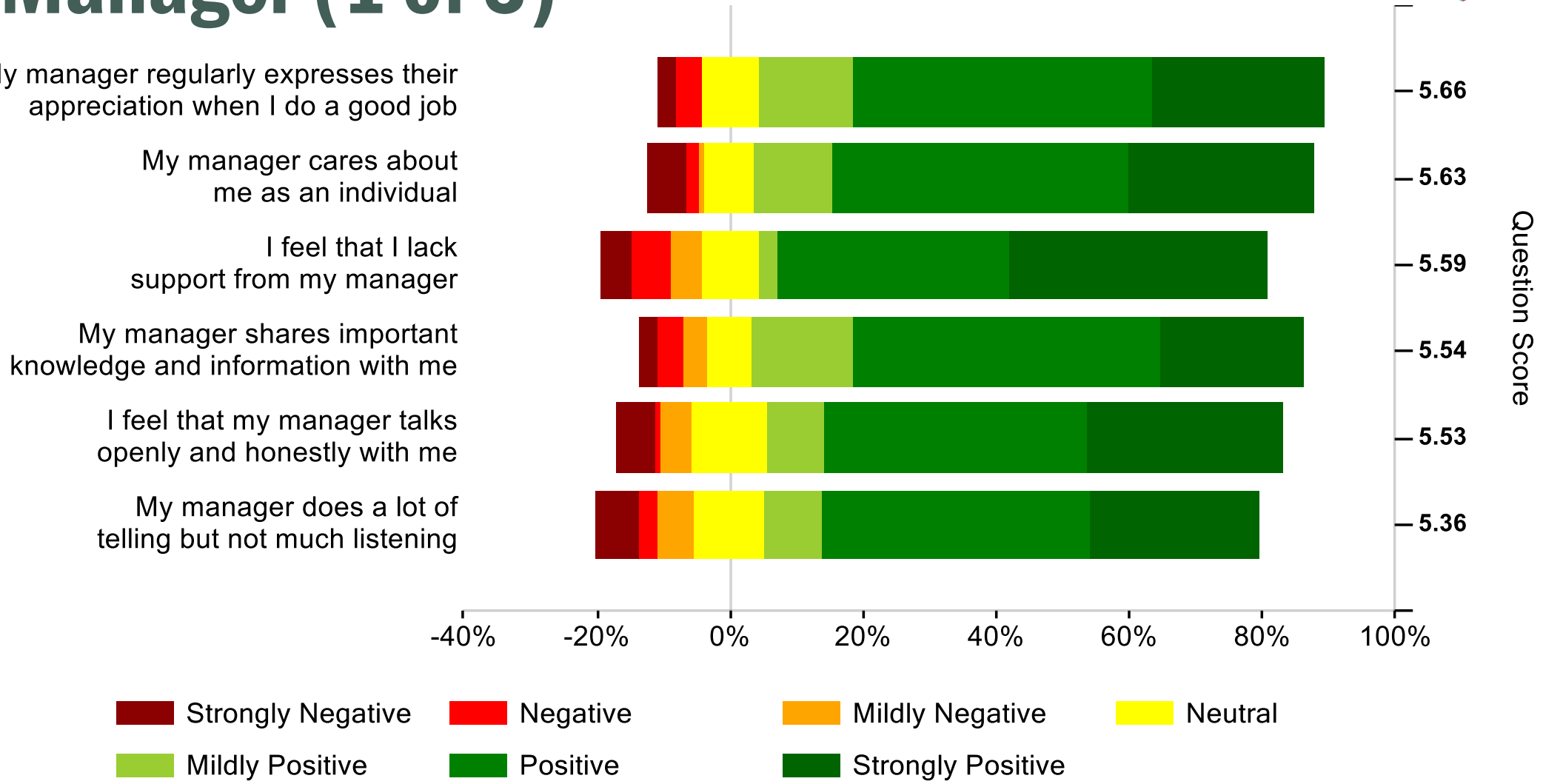


Leadership questions related to: For Bailiff's Chambers: Steven Cartwright. For Estab. of H.E. Lt. Governor: Justin Oldridge. For Judicial Greffe: Rebecca Morley Kirk. For Overseas Aid: Ed Lewis. For Probation Service: Mike Cutland. For States Greffe: Lisa Hart. For Viscount's Department: Mark Harris
Senior Managers questions related to The Senior Leadership Team of your department

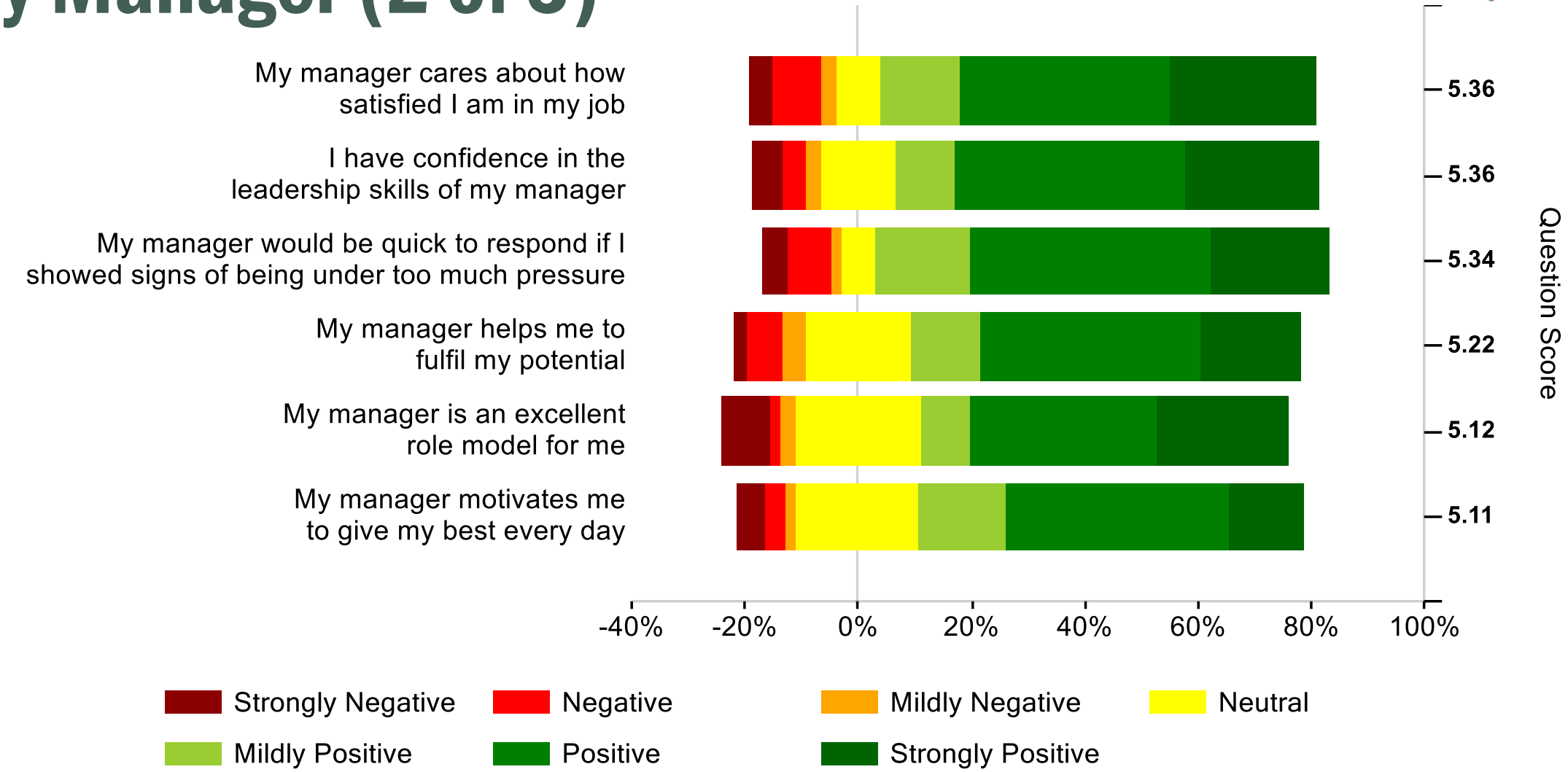
My Company


I love working for this organisation
I would leave tomorrow if I had another job
5.53
5.20
Question Score
-40%
-20%
0%
20%
40%
60%
80%
100%
Strongly Negative
Negative
Mildly Negative
Neutral
Mildly Positive
Positive
Strongly Positive

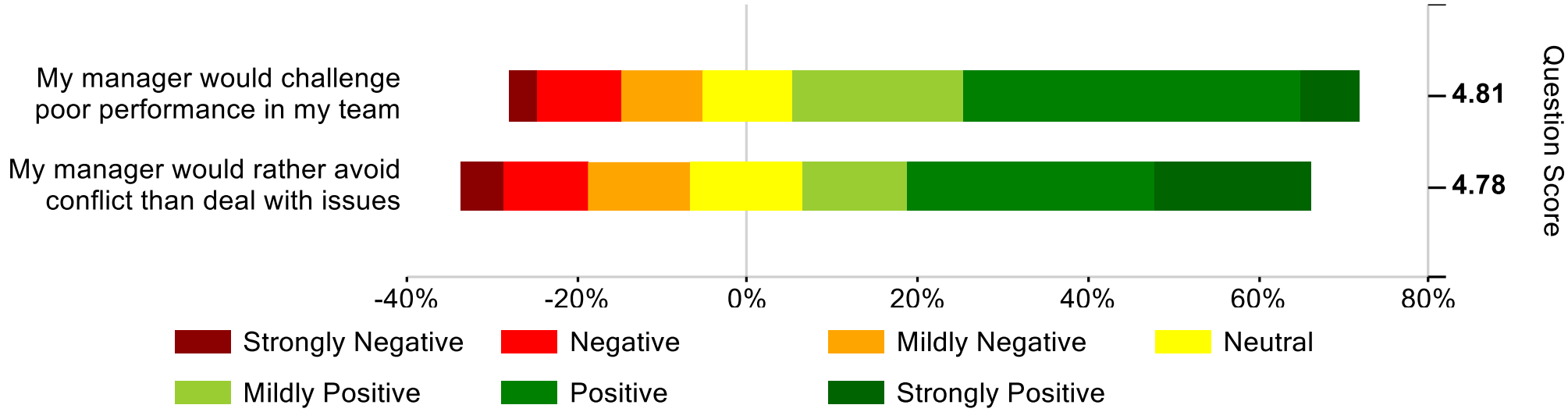
My Manager (1 of 3)



My Manager (2 of 3)

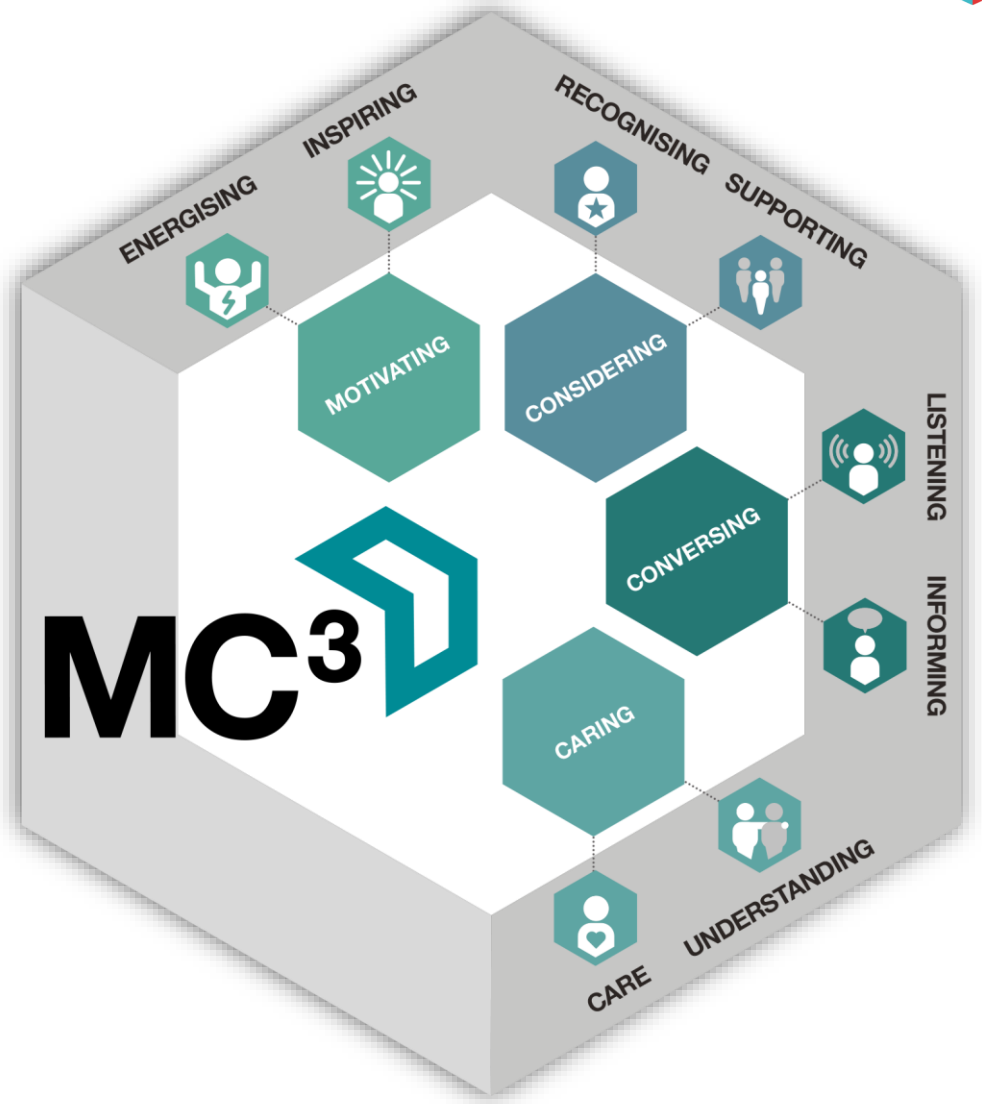


My Manager (3 of 3)



MC³

- MC³ allows all eligible managers to see how they scored in 4 key behaviour areas
- The scores are based on a manager's direct report's answers to 19 of the statements in the survey
- A manager needs a minimum of 3 responses from their direct reports in order to see their personal scores



MC³

	MC3 Overall	Motivates	Inspiring	Energising	Considers	Recognising	Supporting	Converses	Listening	Informing	Cares	Understanding	Caring
3* Manager	**82.58**	**81.28**	82.22	81.16	**83.33**	85.42	83.33	**85.42**	84.79	87.50	**84.00**	83.33	84.72
	-8	**-10**	-12	-8	**-8**	-8	-9	**-10**	-10	-12	**-9**	-9	-10
2* Manager	**76.71**	**74.99**	74.79	75.02	**77.33**	79.17	76.98	**80.00**	79.17	81.67	**77.78**	77.38	78.13
	-2	**-3**	-5	-2	**-2**	-2	-3	**-5**	-4	-6	**-3**	-3	-3
Non-executives and legislature	**74.32**	**71.76**	70.04	73.48	**75.44**	76.95	73.94	**75.37**	75.17	75.57	**74.72**	74.56	74.89
1* Manager	**71.46**	**69.67**	68.52	70.04	**72.04**	72.73	72.07	**74.96**	73.33	76.34	**71.89**	71.67	72.62
	3	**2**	2	3	**3**	4	2	**0**	2	-1	**3**	3	2
Ones to Watch Manager	**65.34**	**62.59**	59.33	67.88	**66.88**	63.19	62.80	**67.06**	63.28	65.40	**64.09**	66.28	67.02
	9	**9**	11	6	**9**	14	11	**8**	12	10	**11**	8	8

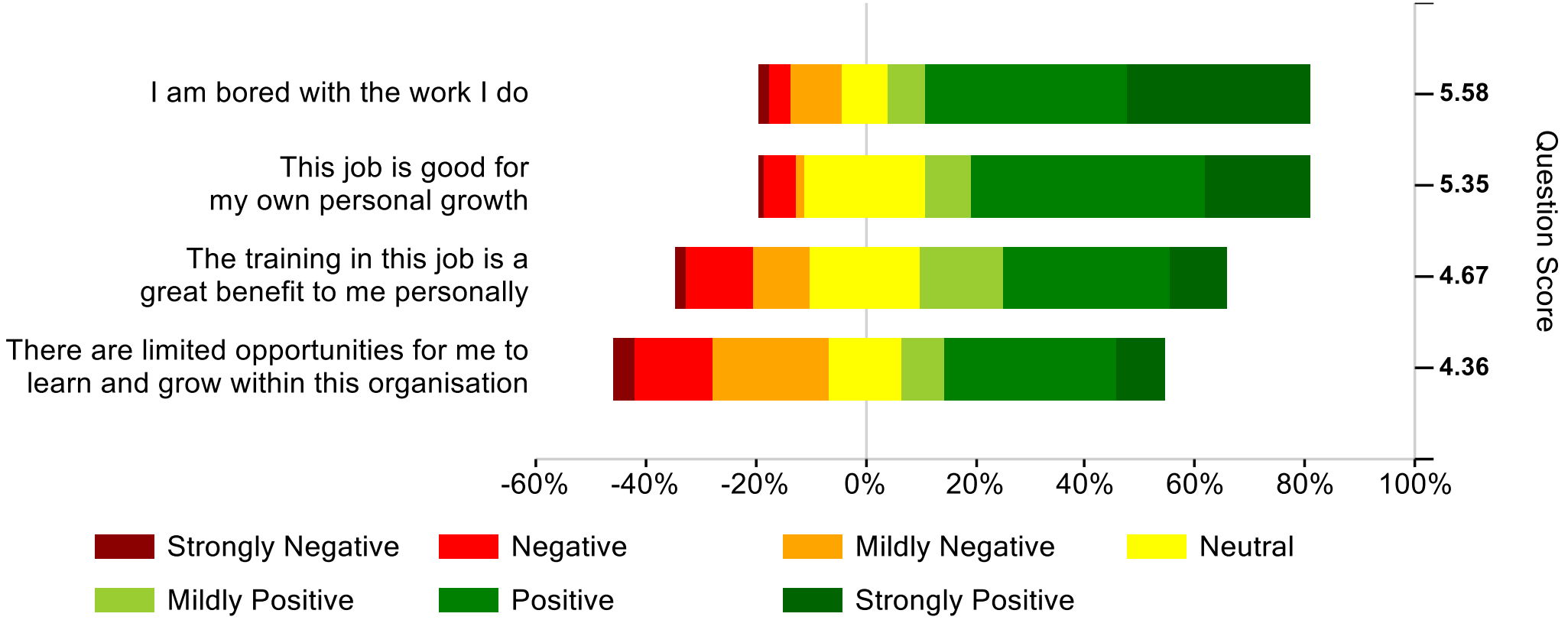
OTW is Good

★ is Very Good

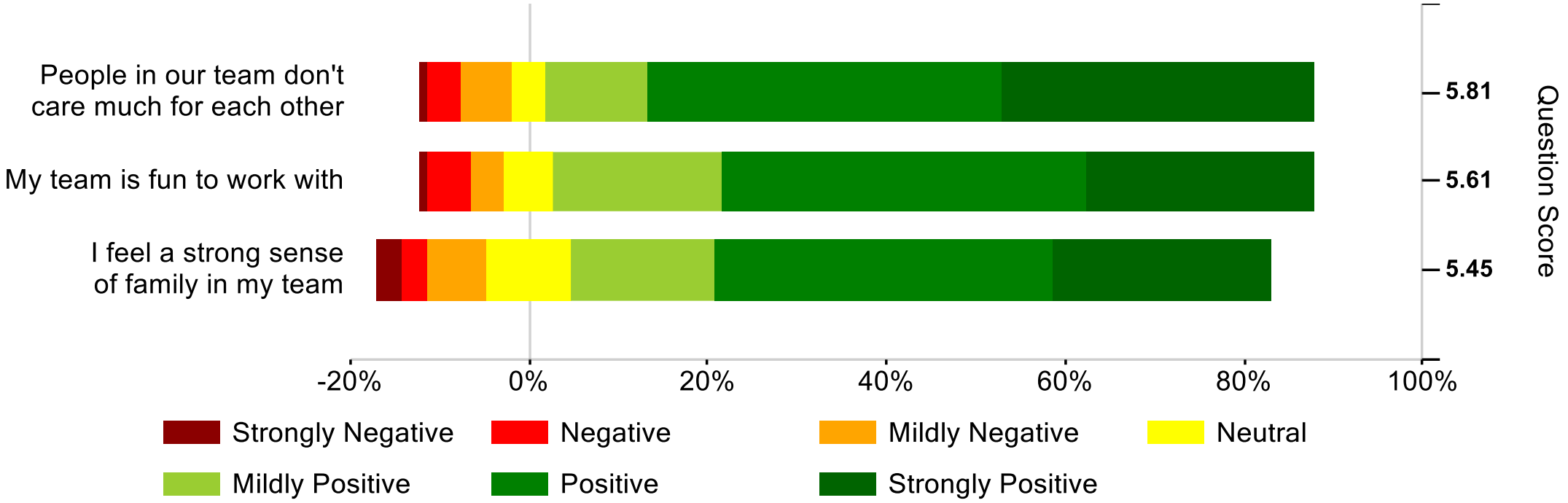
★★ is Outstanding

★★★ is World Class

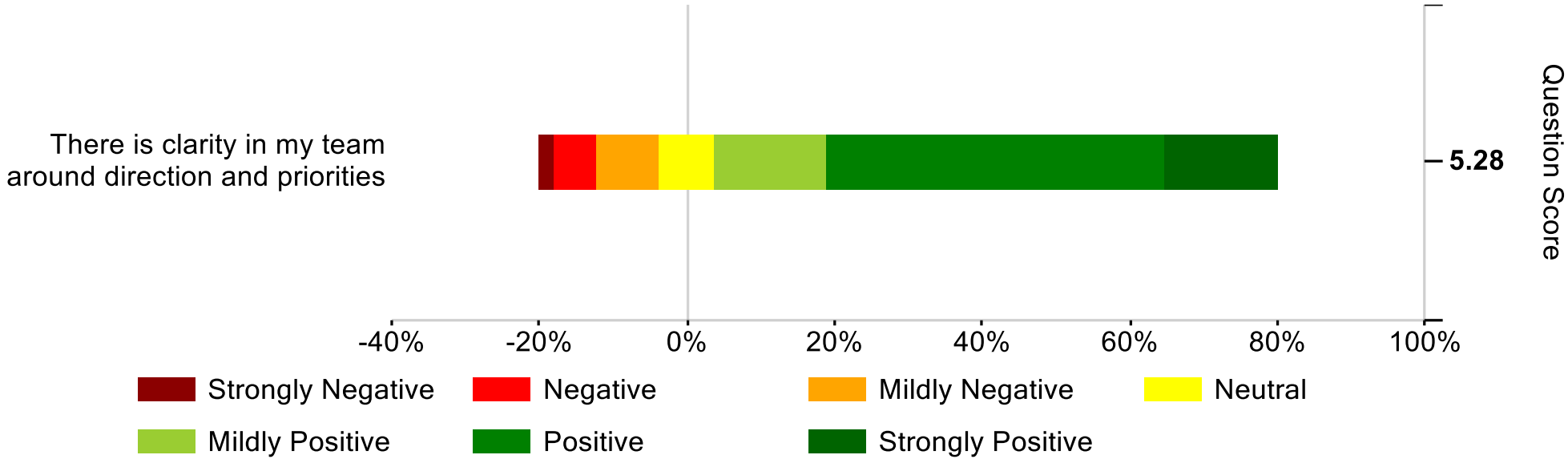
Personal Growth



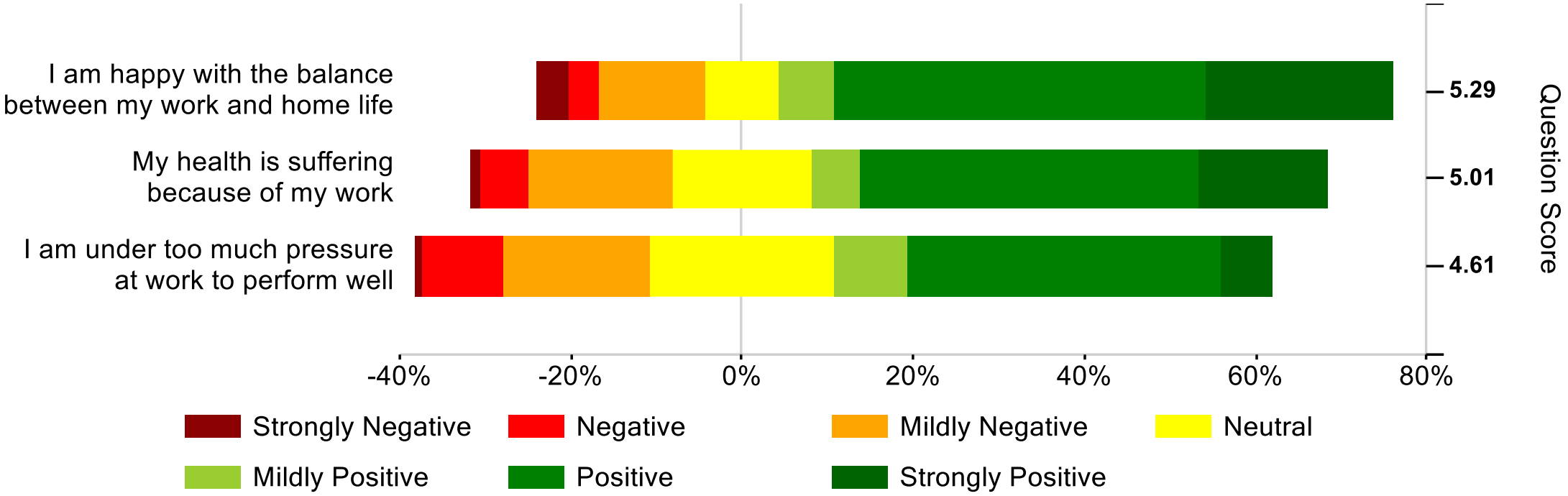
My Team (1 of 2)


People in our team don't care much for each other
My team is fun to work with
I feel a strong sense of family in my team
5.81
5.61
5.45
Question Score
-20%
0%
20%
40%
60%
80%
100%
Strongly Negative
Negative
Mildly Negative
Neutral
Mildly Positive
Positive
Strongly Positive

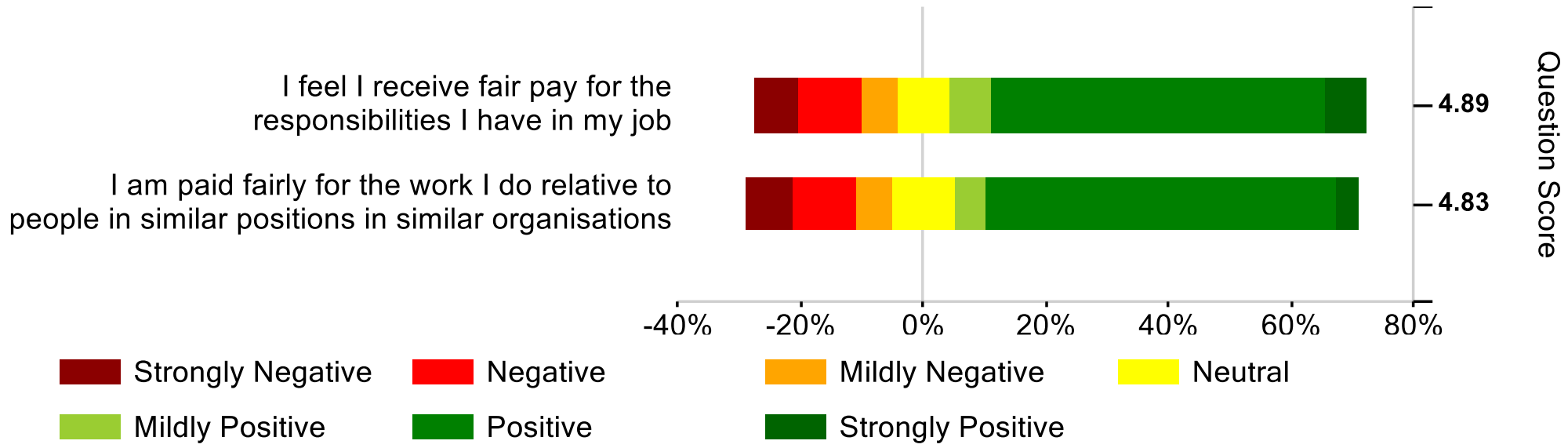
My Team (2 of 2)


There is clarity in my team around direction and priorities
5.28
Question Score
-40%
-20%
0%
20%
40%
60%
80%
100%
Strongly Negative
Negative
Mildly Negative
Neutral
Mildly Positive
Positive
Strongly Positive

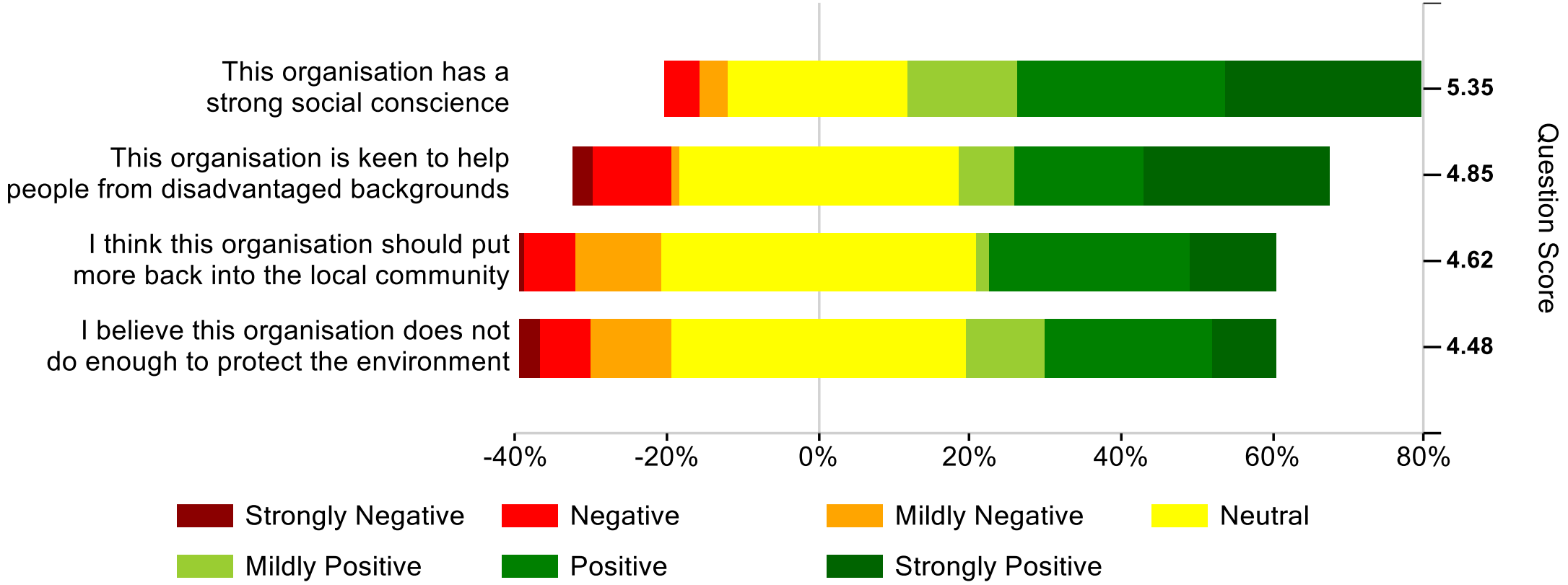
Wellbeing


I am happy with the balance between my work and home life
My health is suffering because of my work
I am under too much pressure at work to perform well
5.29
5.01
4.61
Question Score
-40%
-20%
0%
20%
40%
60%
80%
Strongly Negative
Negative
Mildly Negative
Neutral
Mildly Positive
Positive
Strongly Positive

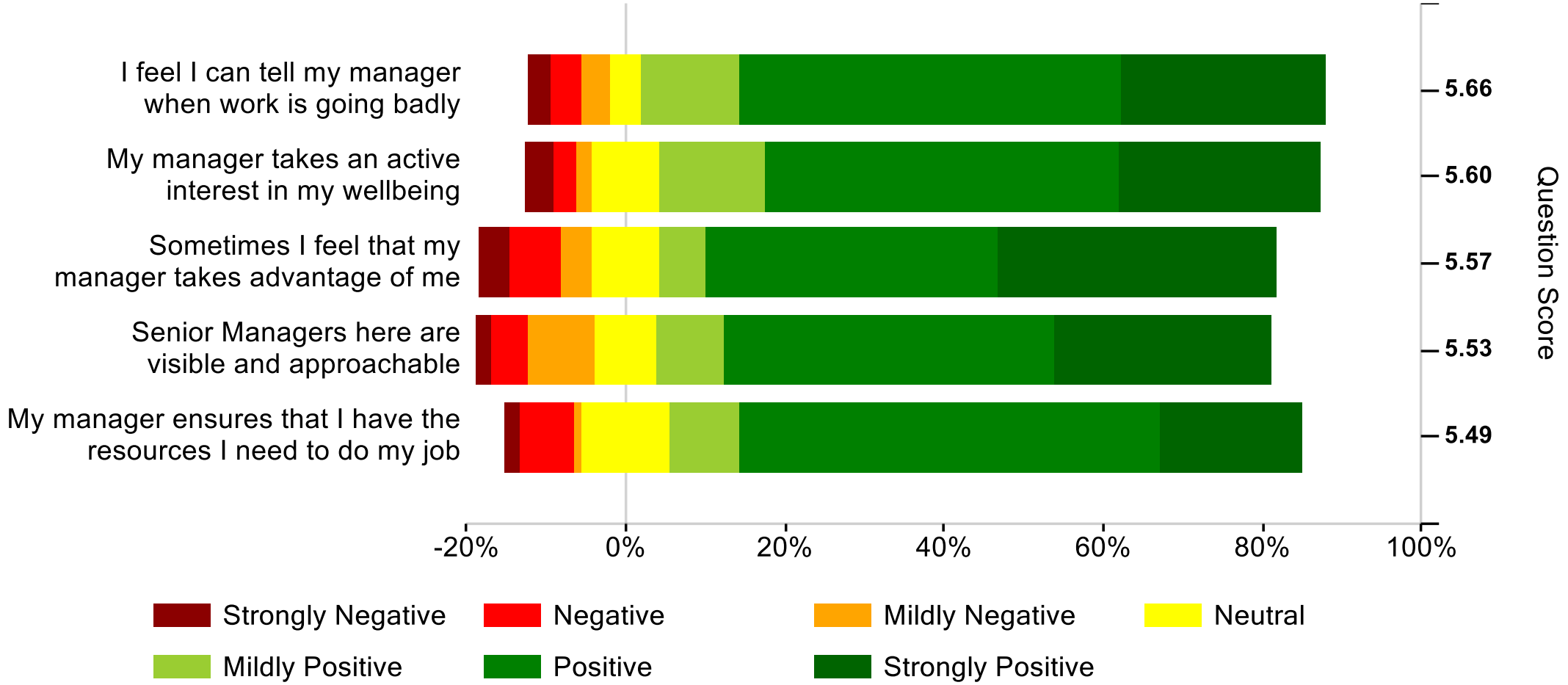
Fair Deal


I feel I receive fair pay for the responsibilities I have in my job
I am paid fairly for the work I do relative to people in similar positions in similar organisations
4.89
4.83
Question Score
-40%
-20%
0%
20%
40%
60%
80%
Strongly Negative
Negative
Mildly Negative
Neutral
Mildly Positive
Positive
Strongly Positive

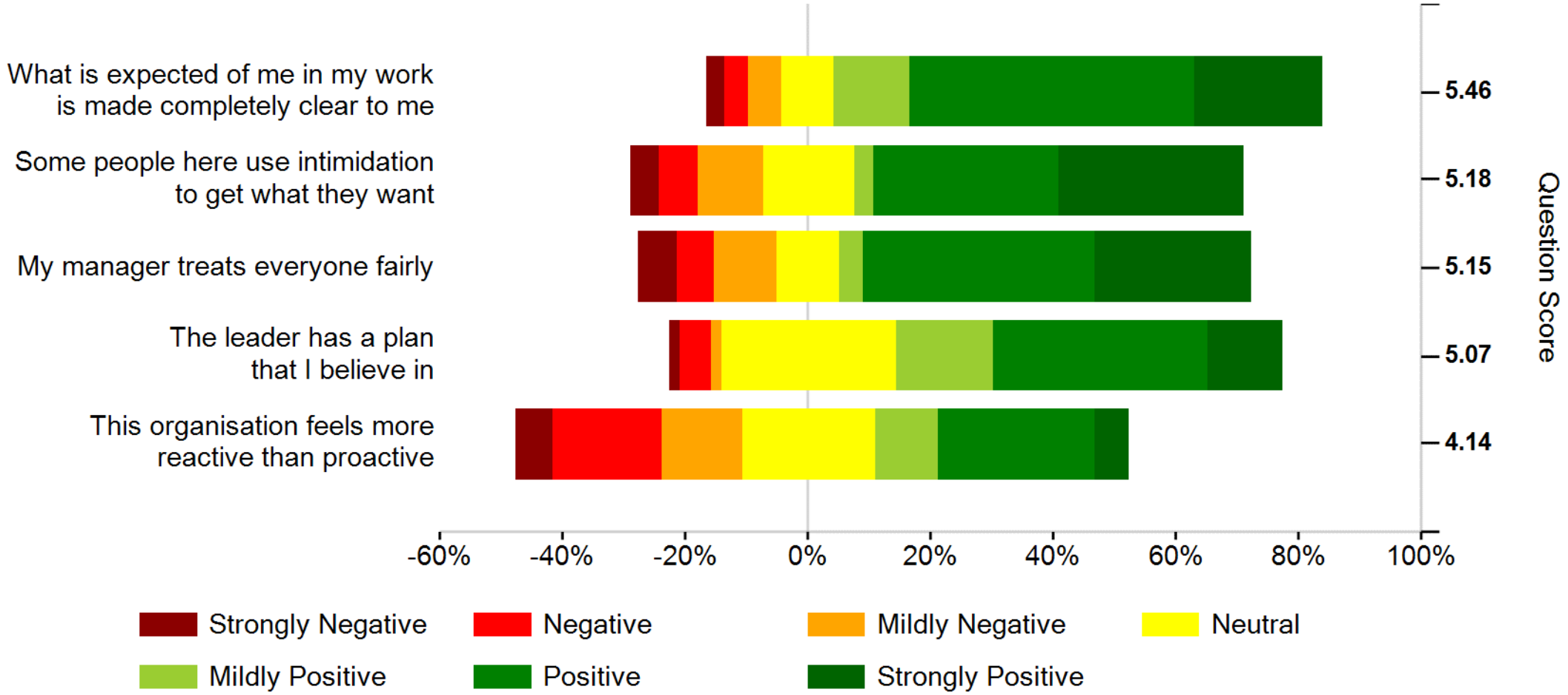
Giving Something Back



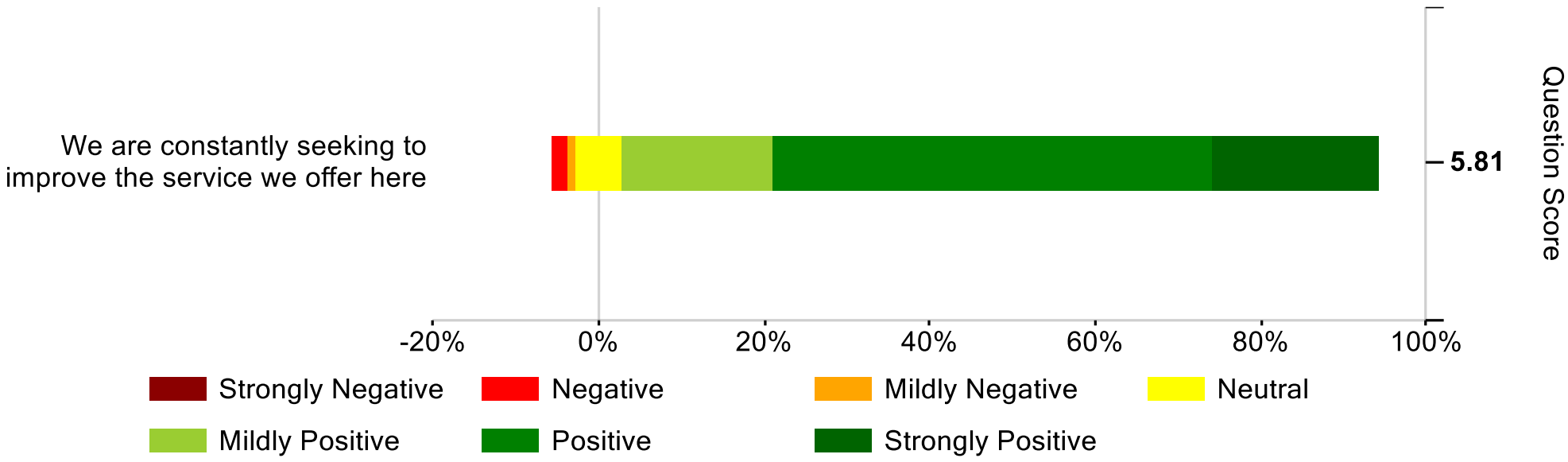
Feedback (1 of 2)



Feedback (2 of 2)



Service


We are constantly seeking to improve the service we offer here
5.81
Question Score
-20%
0%
20%
40%
60%
80%
100%
Strongly Negative
Negative
Mildly Negative
Neutral
Mildly Positive
Positive
Strongly Positive