

# **2023 BeHeard Survey**

## **Treasury and Exchequer**

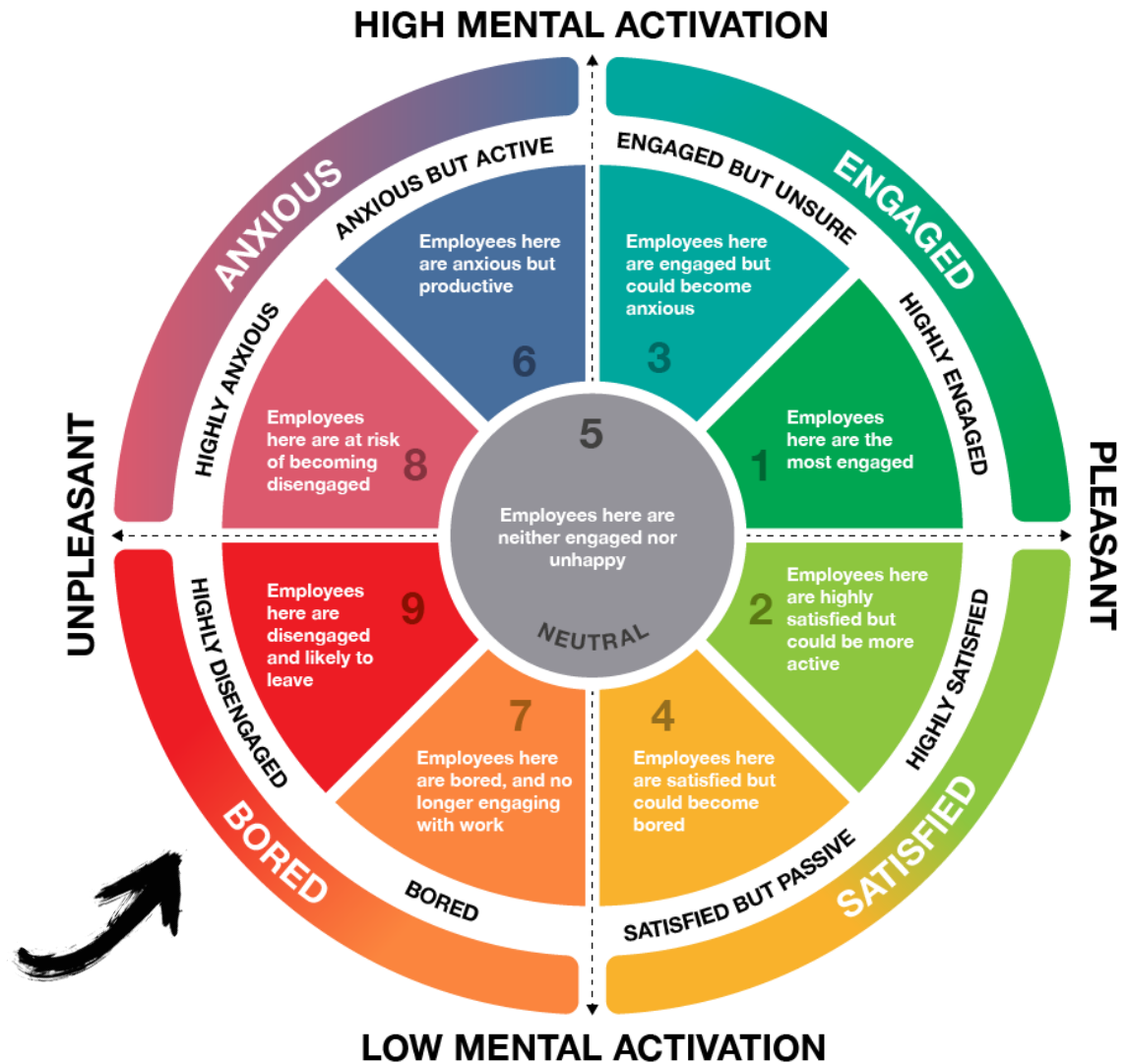
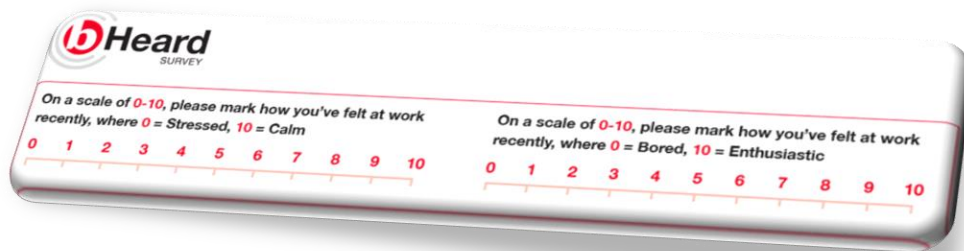
**Presented July 2023**

**Organisation Effectiveness Team (P&CS), Cabinet Office**

# Employee Engagement

## Overview

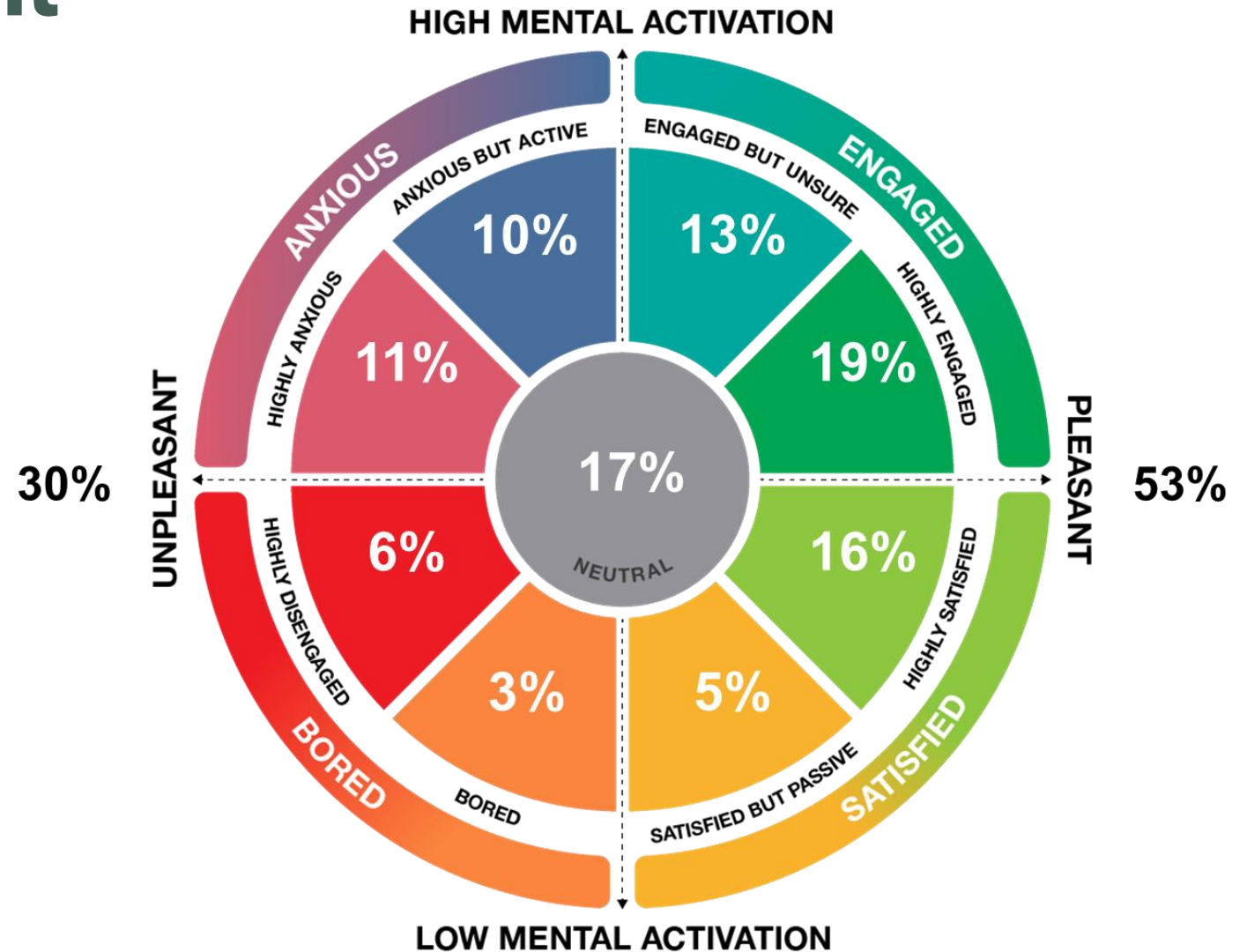
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- This chart is not based on the 8 factors of engagement scores



# Employee Engagement

## Treasury and Exchequer

- 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
- 53% of respondents within T&E reported an overall pleasant experience in the workplace
- This chart is not based on the 8 factors of engagement scores



# BCI Score

## Treasury and Exchequer



- 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

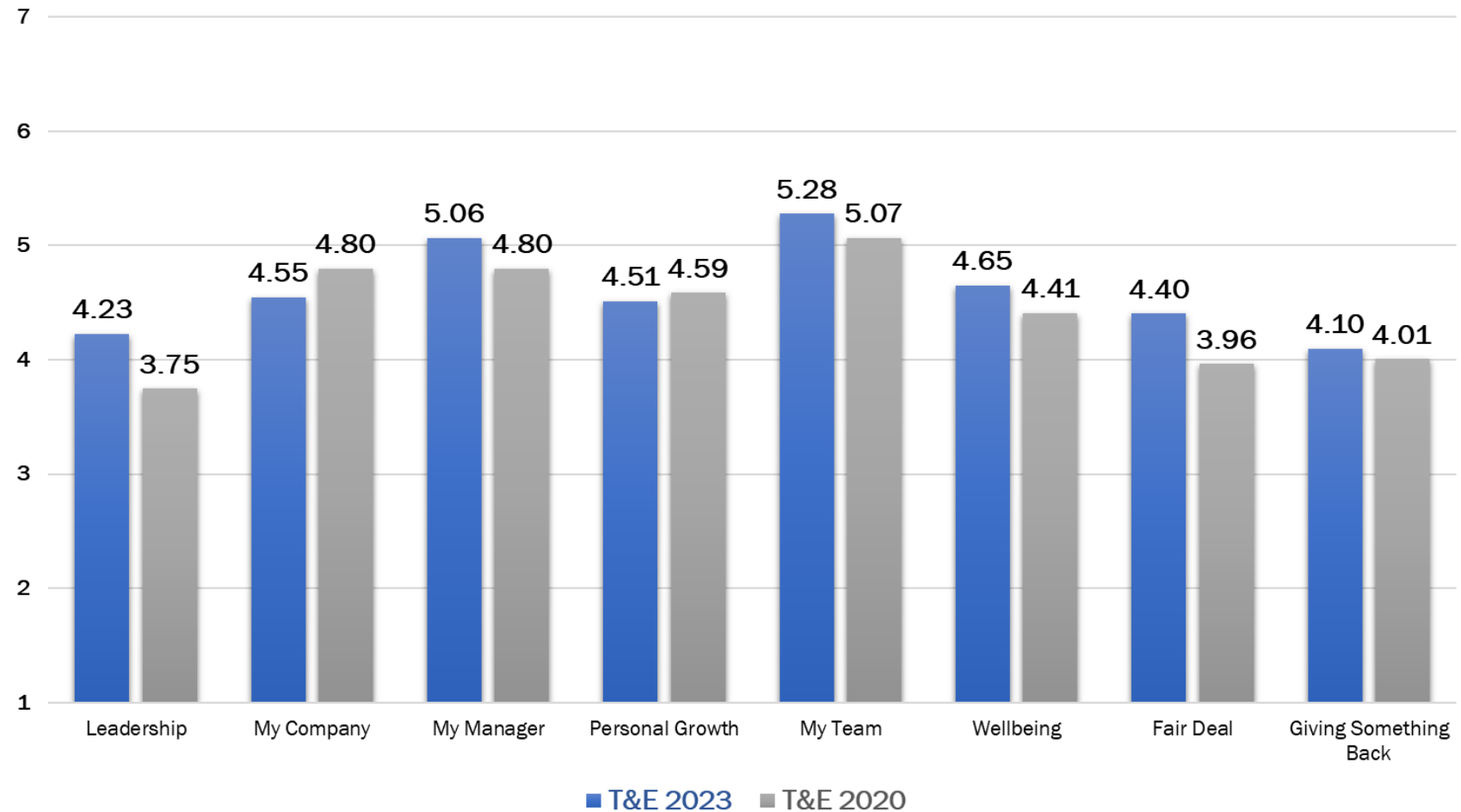
OTW is Good  
 ★ is Very Good  
 ★★ is Outstanding  
 ★★★ is World Class

# 8 Factors of Engagement



## Treasury and Exchequer

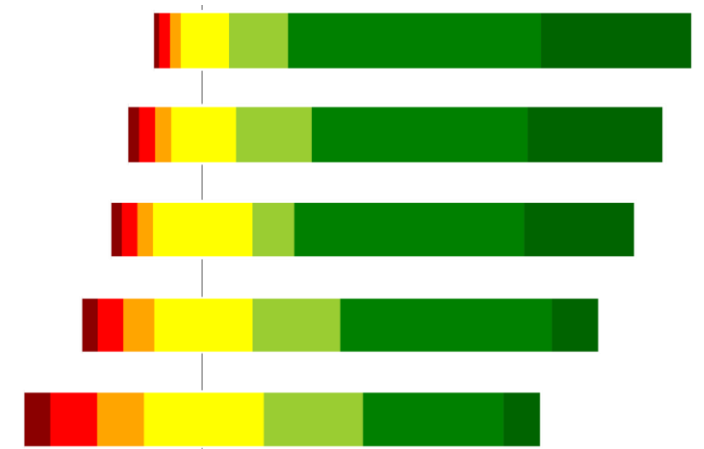
- The 8 factor scores are based on the core 24 statements in the survey
- Each factor is scored on a scale of 1 to 7
- The chart shows 2023 scores compared against readjusted 2020 scores in order to allow like for like comparison based on the departmental headcount



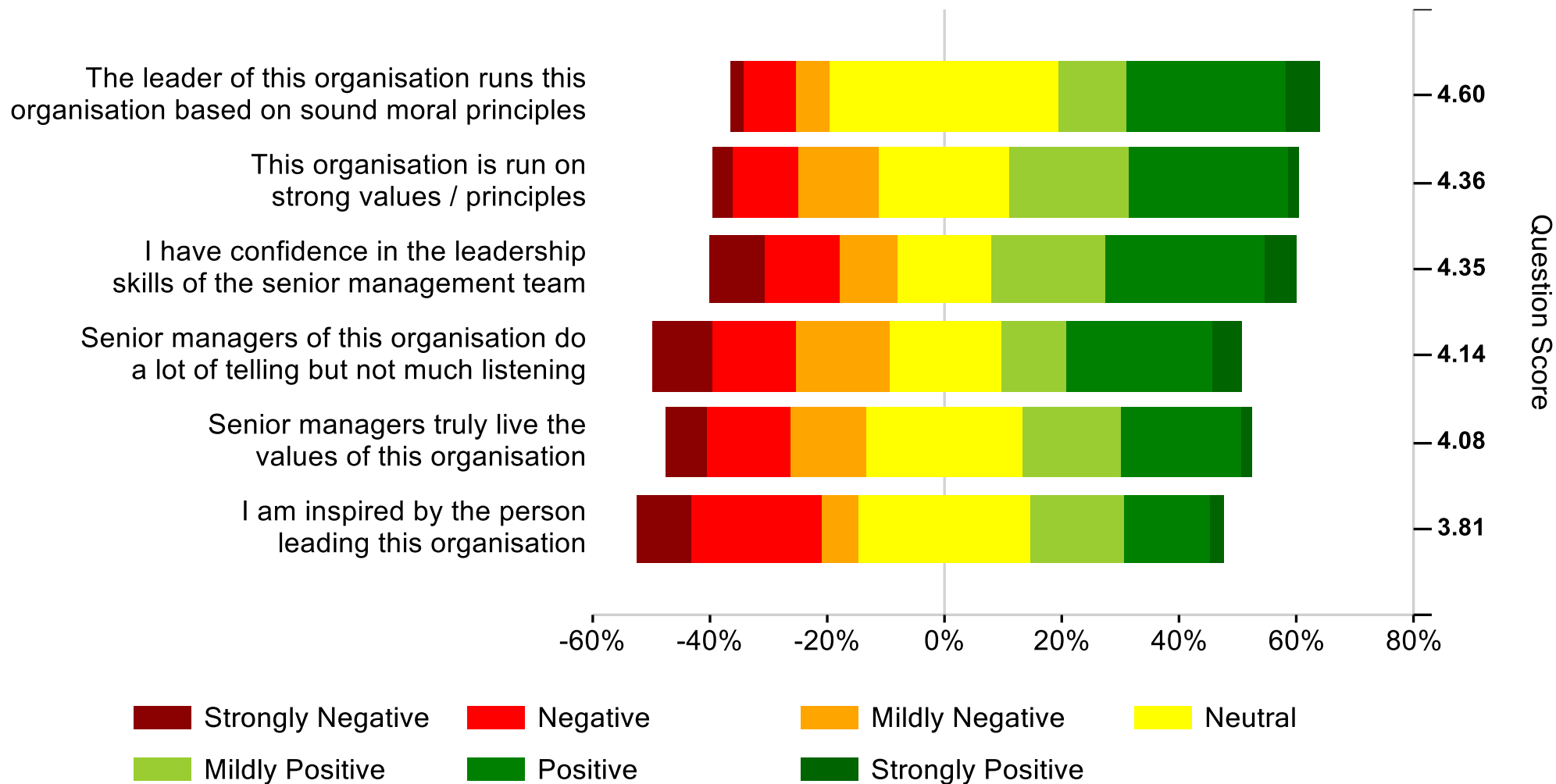
# 2023 BeHeard Survey

## 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 Chief Officer, Richard Bell

Senior Managers questions related to: Revenue Jersey - Richard Summersgill, Cora O'Brien, Mandy Sloan, Niamh Moylan, Dominic Murphy. For Tax Governance and Professional Standards - Julie Hinault, Christophe Ait-Elhadj, Iain Bussy, Marie Vibert, Jean-Marc Blanchet. For Commercial Services - Maria Huggon, James Cowley, Deborah Rawle, Helen Twite for Commercial Services. For Finance - Andrew Hacquoil, Hazel Cunningham, Graham Chidlow, Simon Hayward.

# My Company



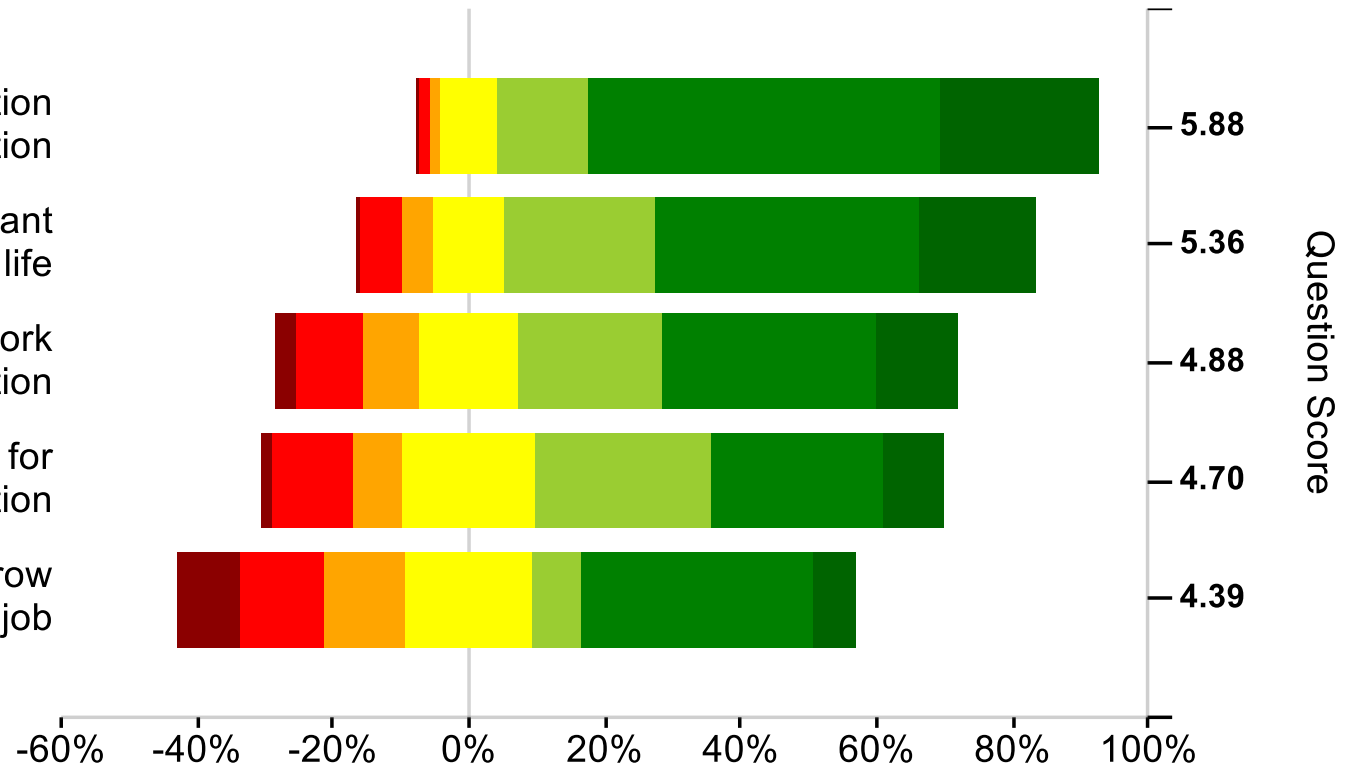
I believe I can make a valuable contribution to the success of this organisation

My work is an important part of my life

I feel proud to work for this organisation

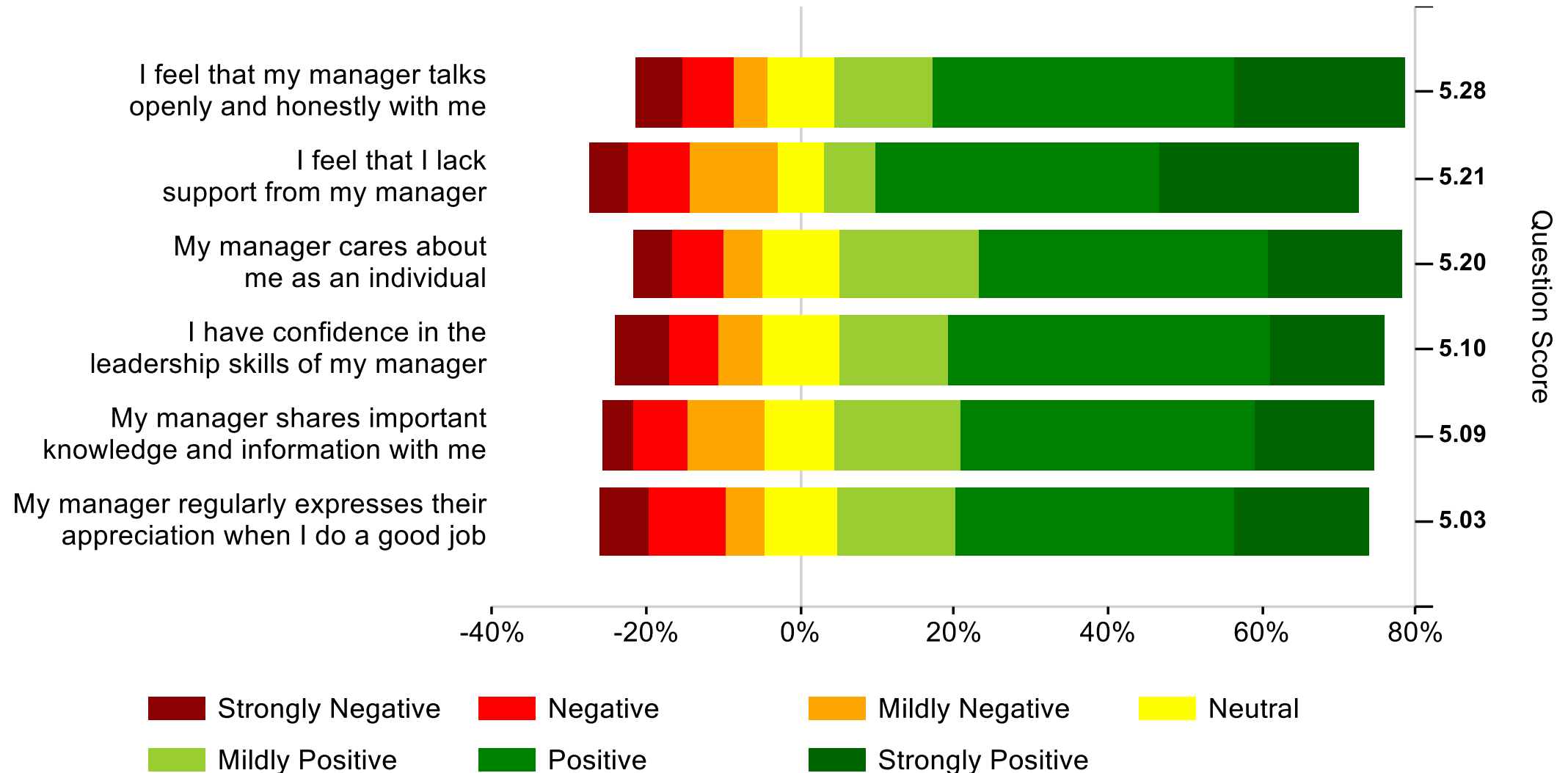
I love working for this organisation

I would leave tomorrow if I had another job

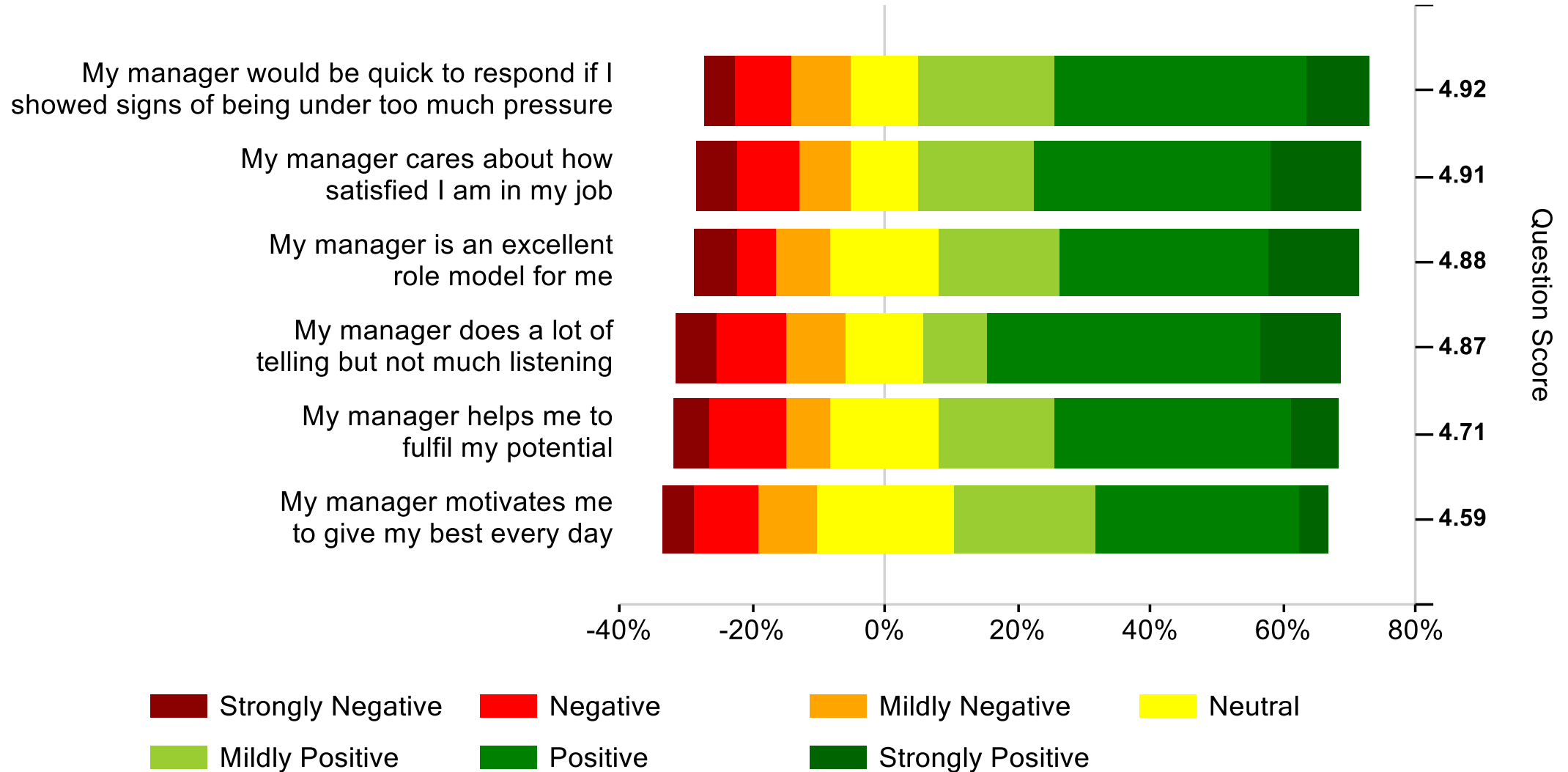




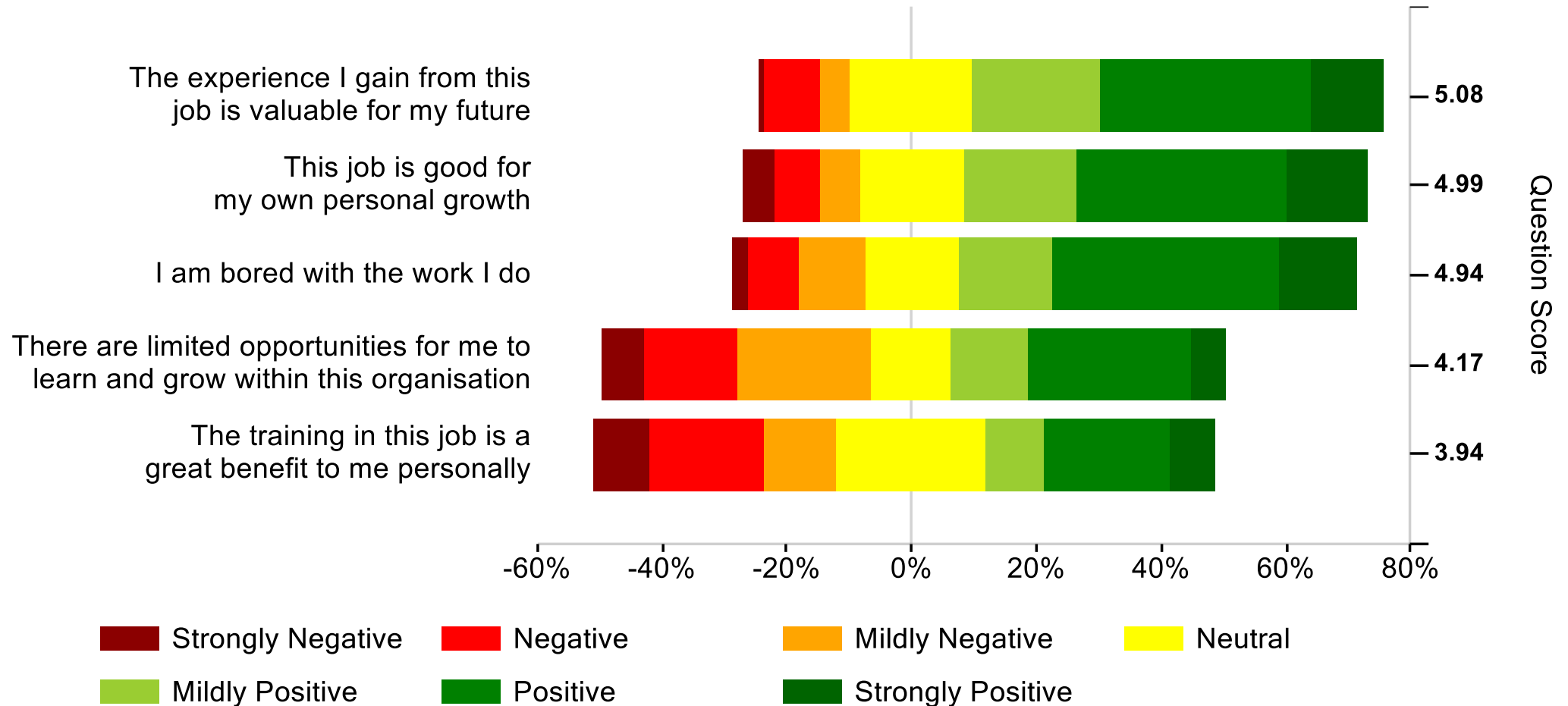
# My Manager (1 of 2)



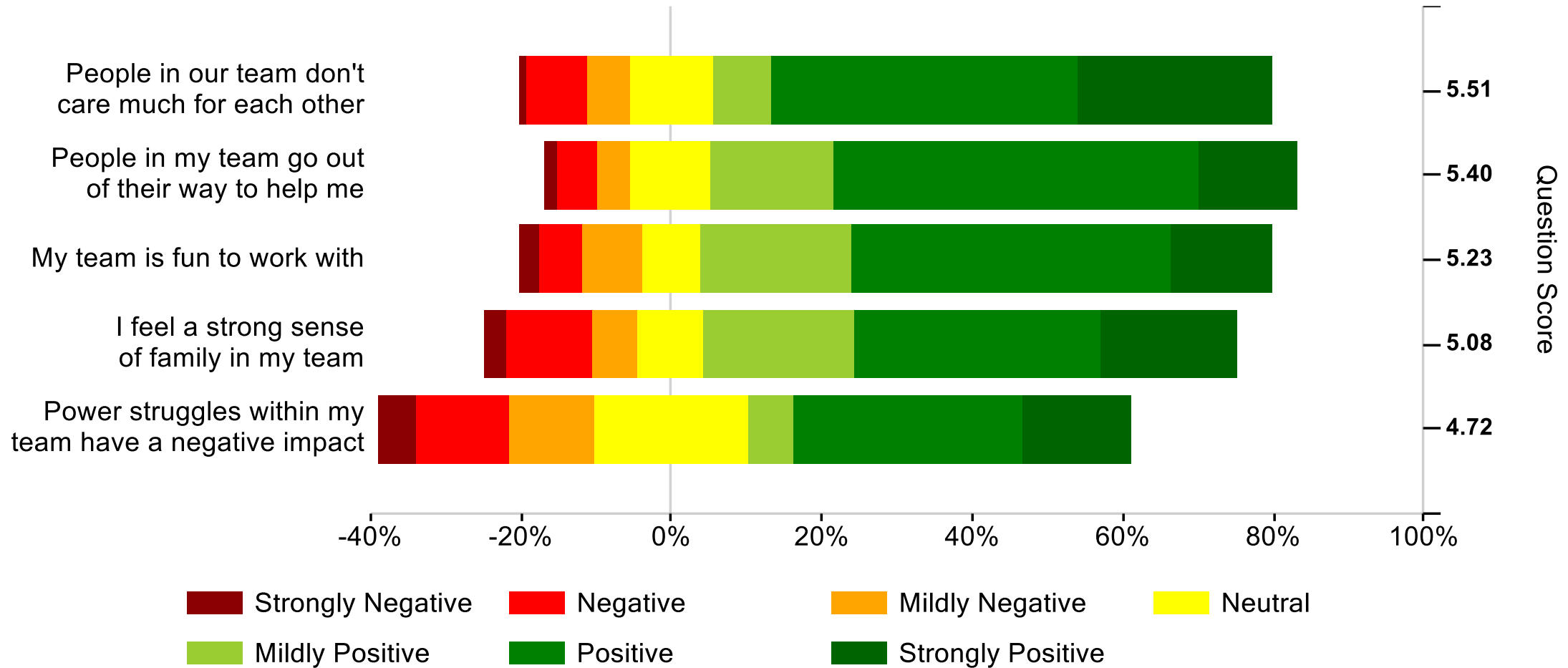
# My Manager (2 of 2)



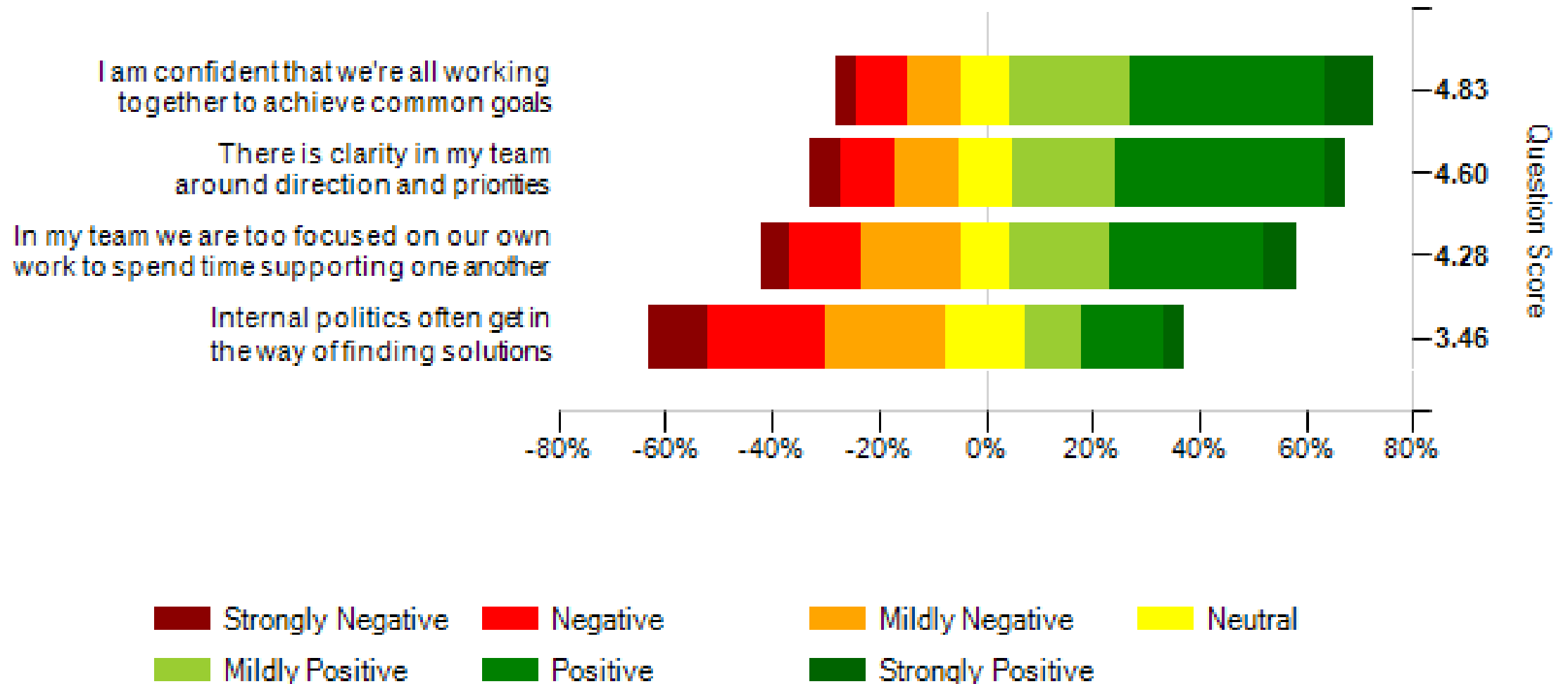
# Personal Growth



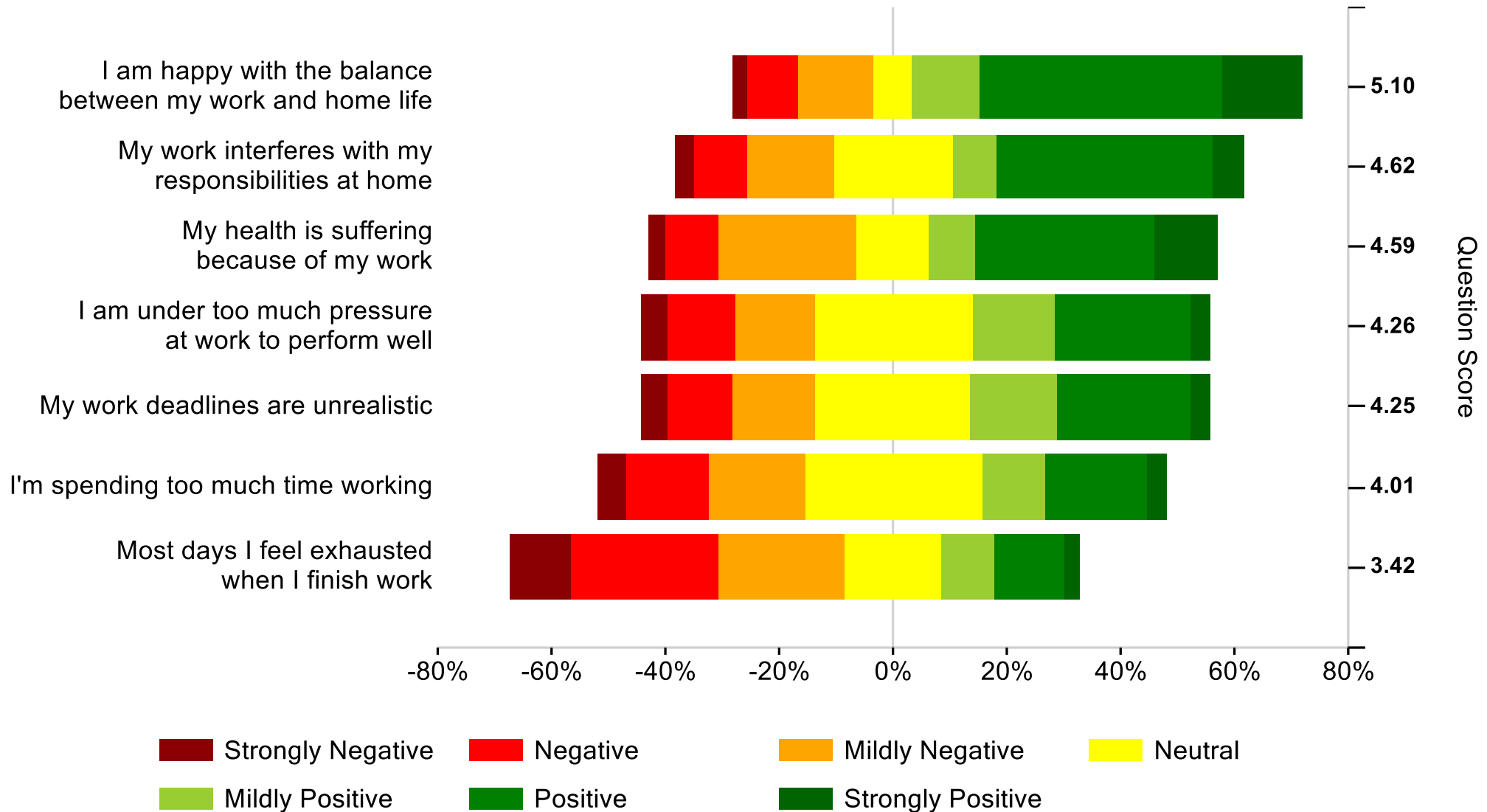
# My Team (1 of 2)



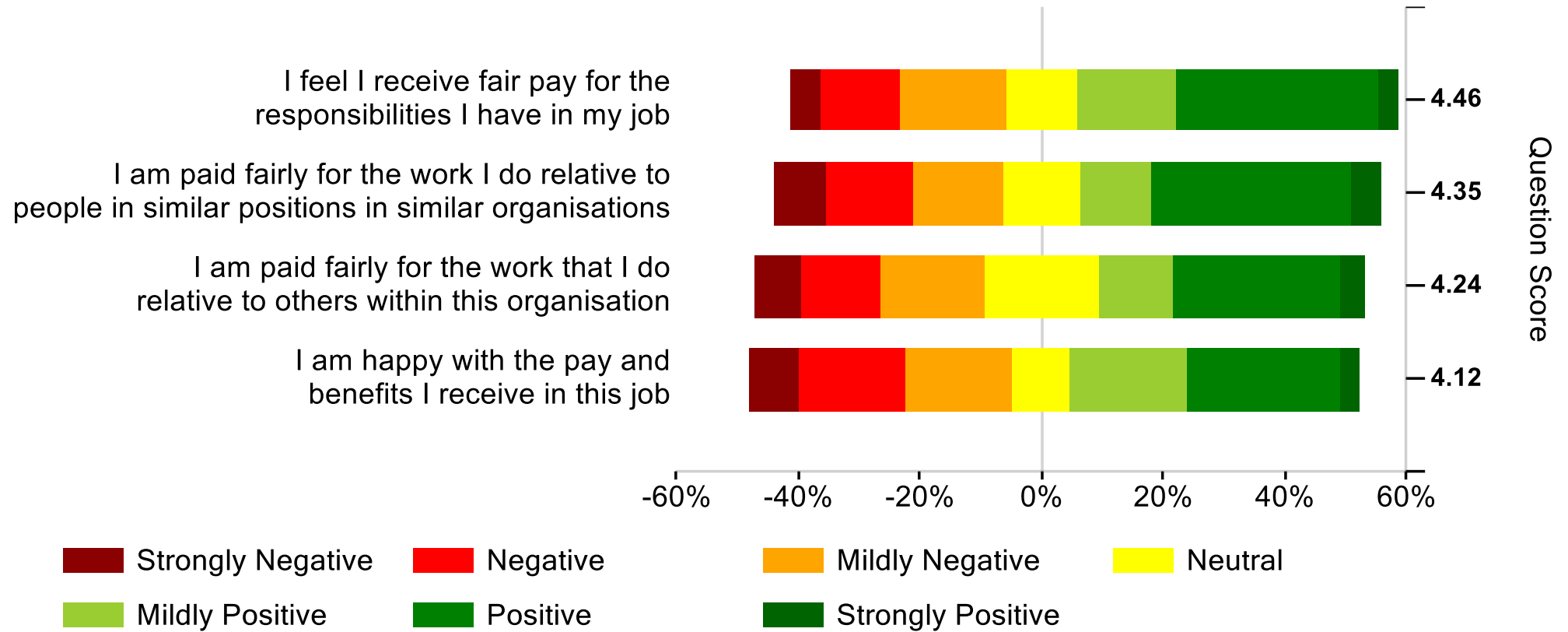
# My Team (2 of 2)



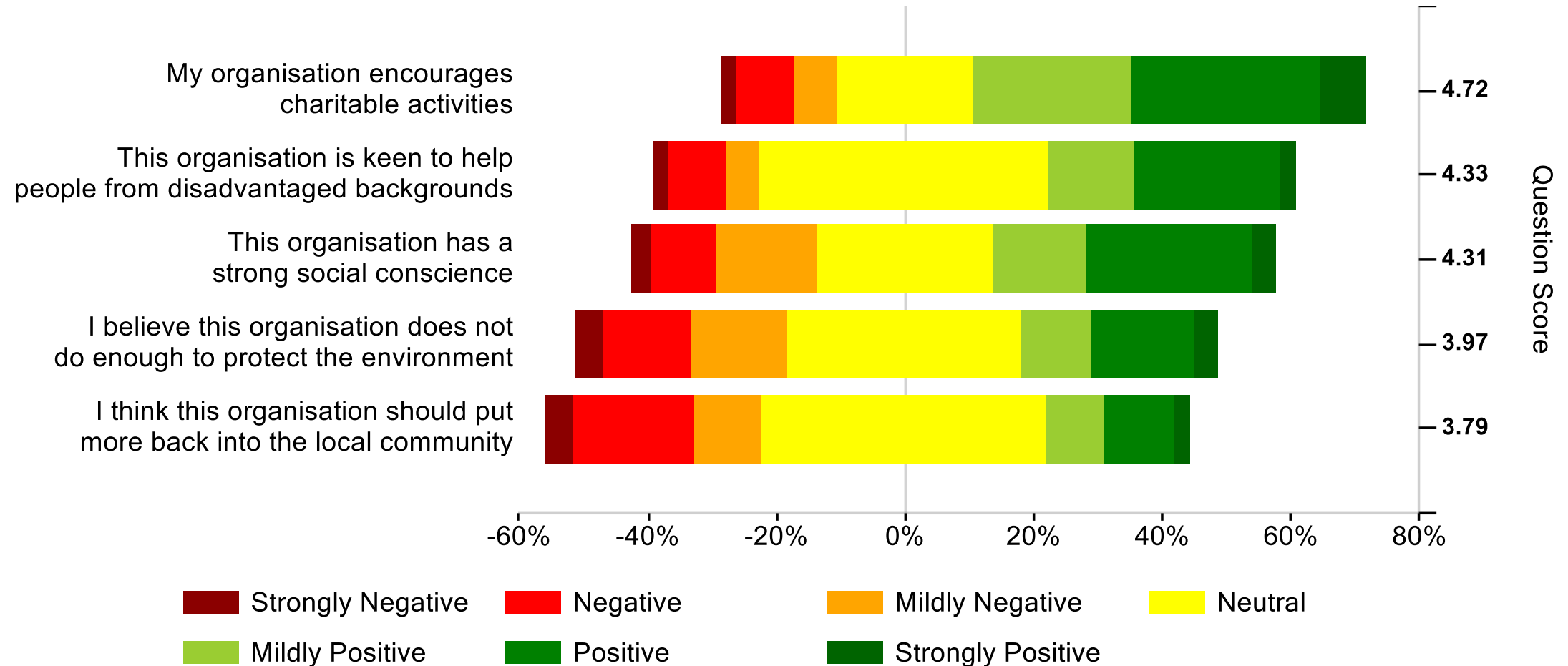
# Wellbeing



# Fair Deal

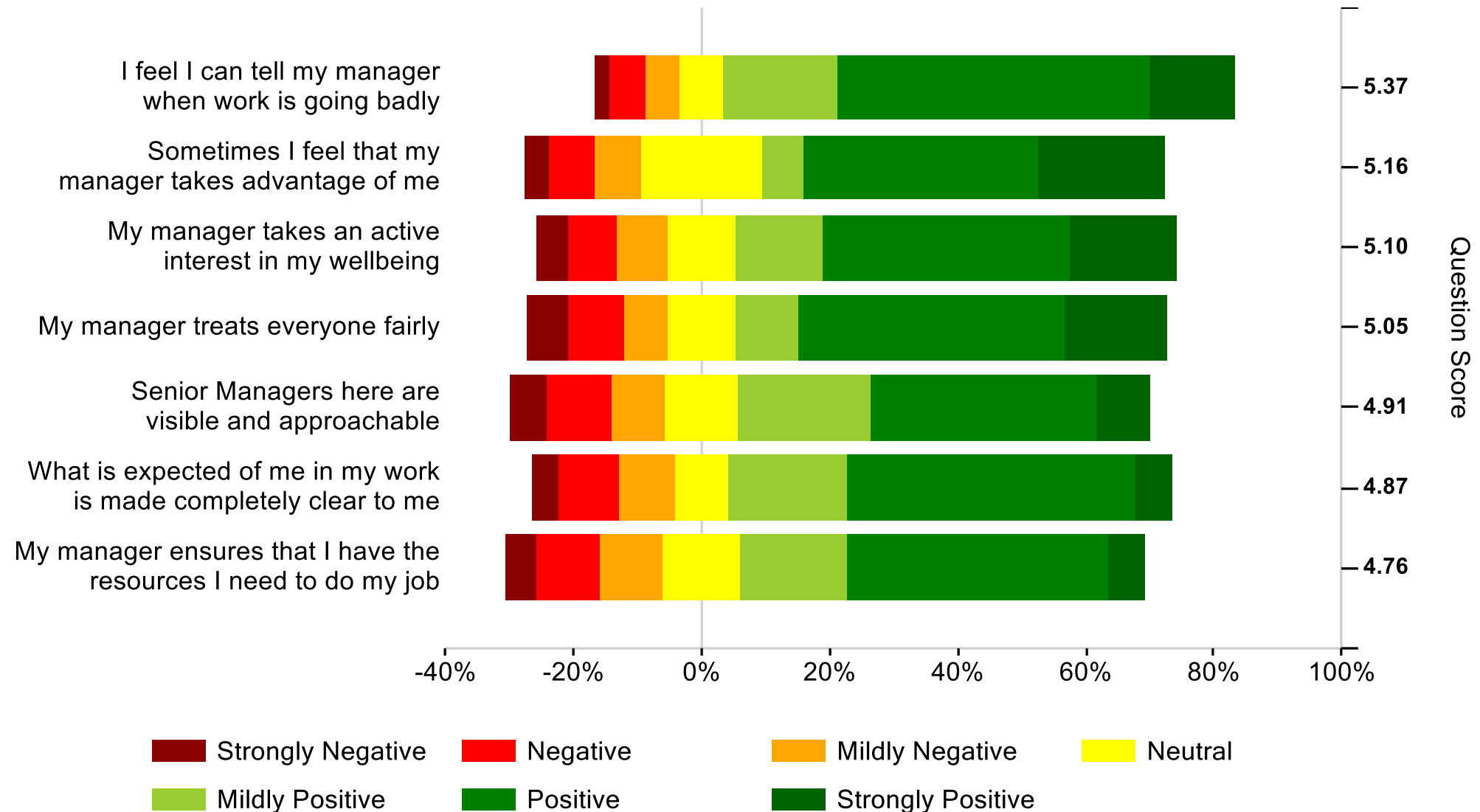


# Giving Something Back

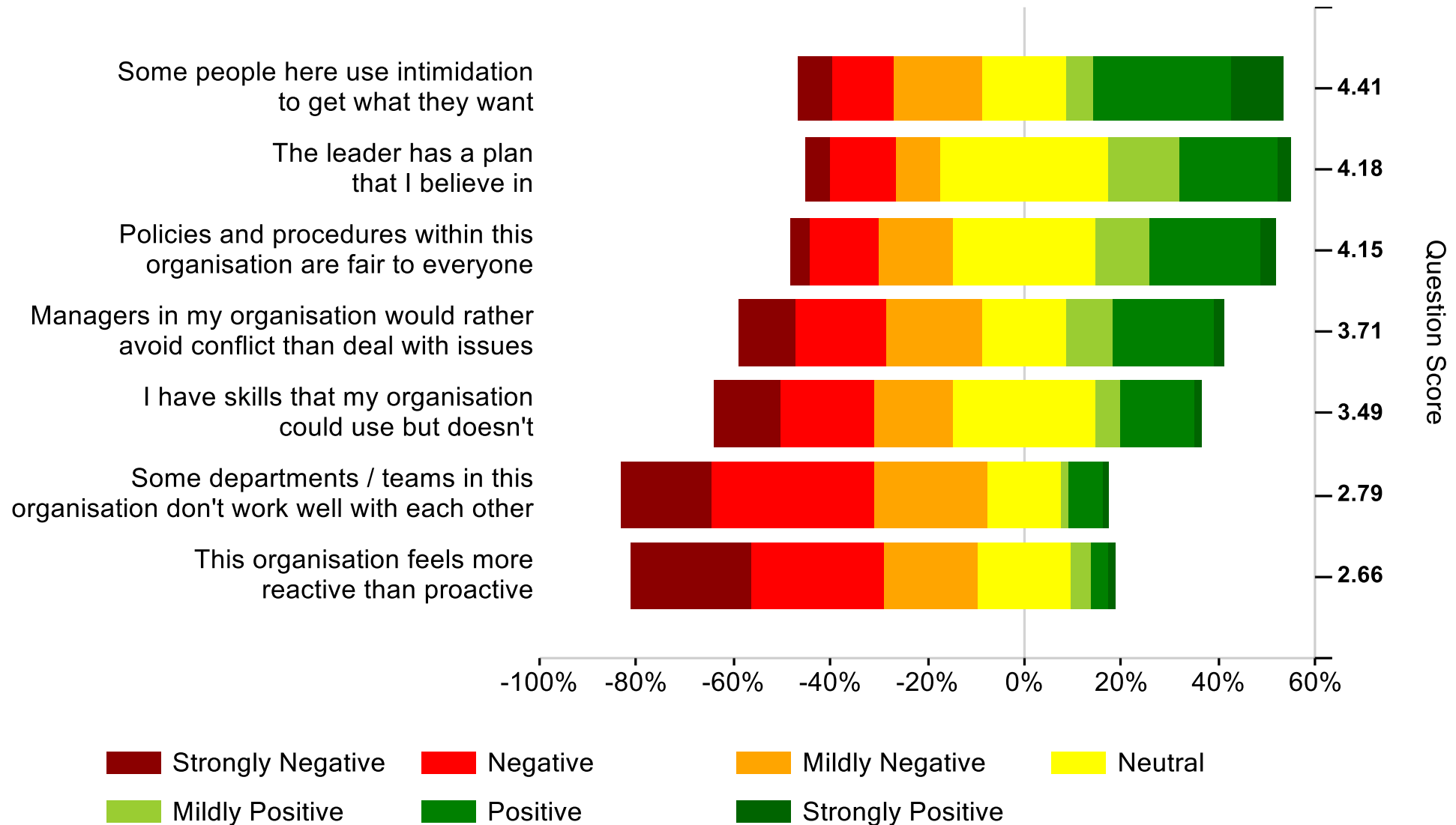




# Feedback (1 of 2)



# Feedback (2 of 2)



# Bespoke (1 of 3)



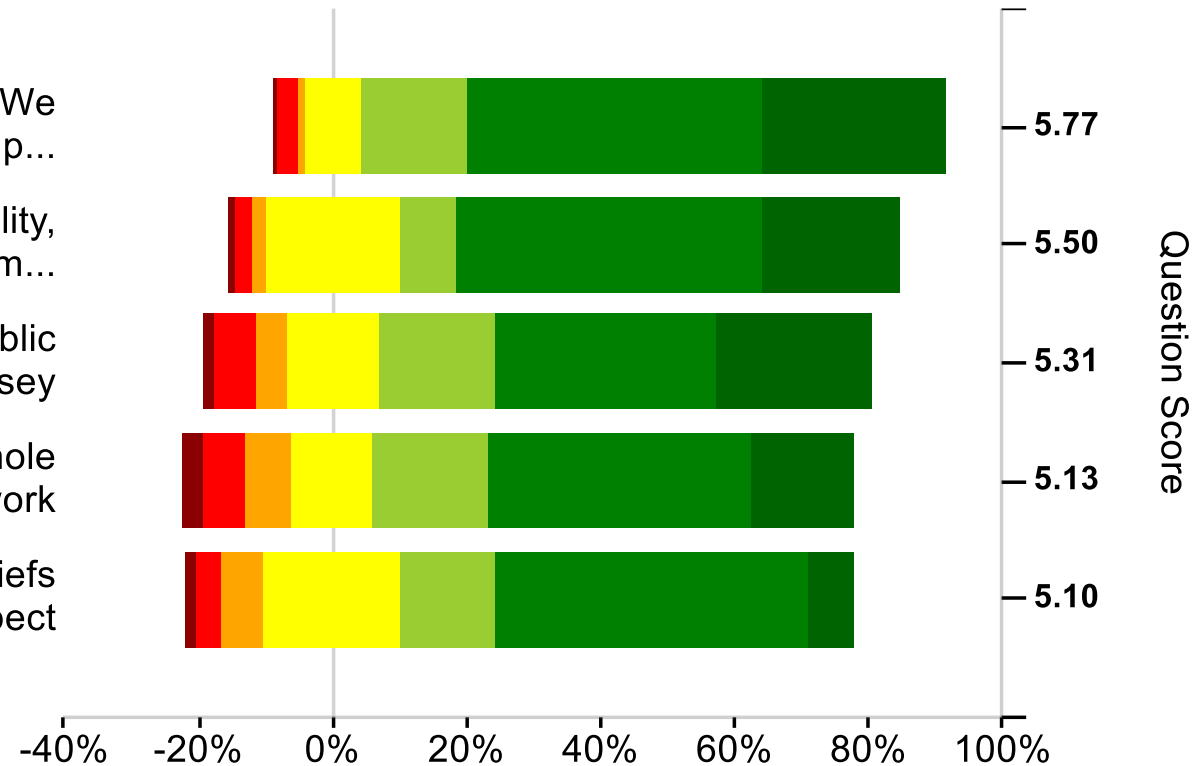
My own values align to those of my organisation (We are respectful, customer focussed, always imp...

I feel comfortable discussing my race, nationality, gender identity, or disability with my line m...

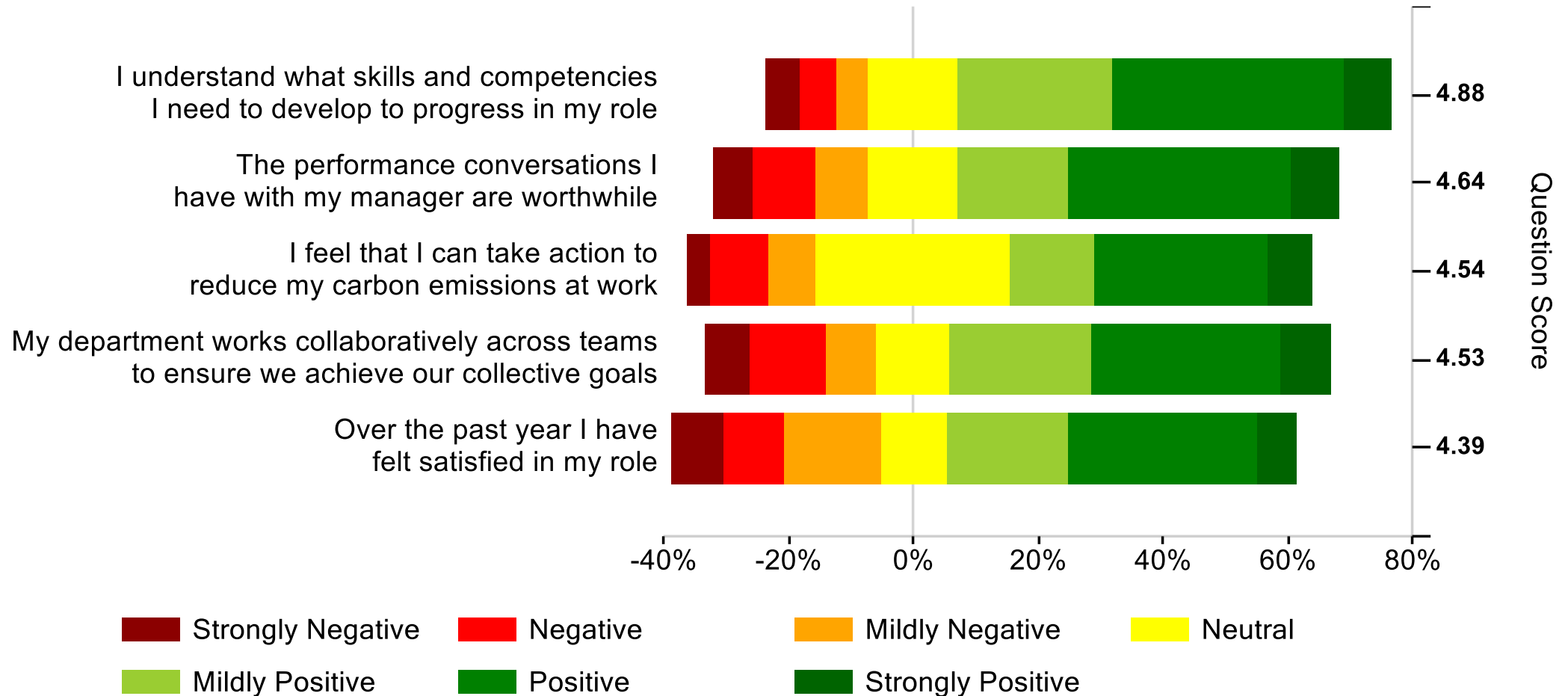
I take pride in being a public servant for the people of Jersey

I feel able to bring my whole self to work / be myself at work

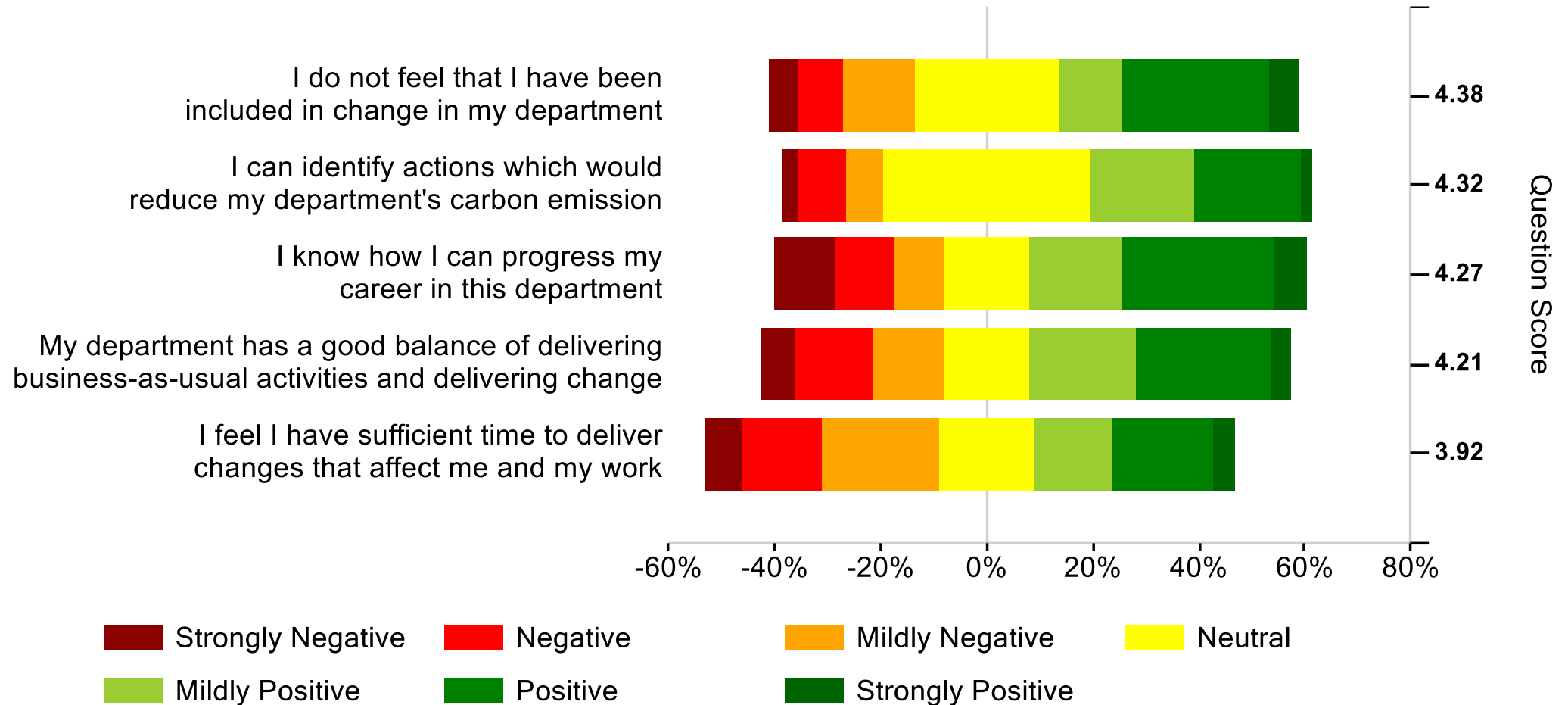
My personal values and beliefs are treated with respect



# Bespoke (2 of 3)



# Bespoke (3 of 3)



# Service

