

Employee Satisfaction Survey 2010

Results summary

194 people accessed the survey, with 181 going on to complete all or some of it. Here's a summary of the findings from the questionnaire.

Your Job

Almost 90% (87.29%) of respondents said they enjoyed their jobs very much or most of the time. This is a slight drop from last year (89.52%). There was a 5% reduction in the number of people who were fairly or very satisfied with their physical environment (57.67% down from 62.44%). In 2010 almost 71% (70.99%) said they were satisfied with the equipment they had to do their job. This figure was 77% in 2009.

Employees are more satisfied with their line manager than in 2009. (82.31% up from 79%) and we're getting on better with our colleagues – almost 94% said they were satisfied with this relationship, compared to 85% in 2009. But satisfaction with pay and conditions has fallen 6% with 59% saying they were fairly or very satisfied in 2010.

Job security did prove to be a concern to respondents. Almost a half said they were dissatisfied or very dissatisfied with their level of job security – up from around a third in 2009. And we are not as proud to say that we work for the Council as last year, 43% were, down from 55% in 2009. 24% were not proud, the rest had no opinion.

When answering about motivation at work, the most important this time was a sense of personal achievement – with 79% saying this was very important. 75% also stated a good work/life balance was very important. 96.88% said pay and conditions were either fairly or very important. The social aspect at work was the least motivating factor with 23.75% saying it was very important.

Management

More people are feeling that they are treated fairly and with respect by their line manager. Almost 90% (89.41%) agreed or strongly agreed – up from 85% in 2009. Opinion on the support and guidance we are given hasn't changed with 82% saying they are happy with the level. And more of us are feeling valued by our line manager 86.75% - that is up from 79% in 2009. Most also felt that their line manager enabled them to do their job (79% in 2009 and 2010). The number of people who did not feel comfortable under the pressure they are working has fallen from almost a quarter (24%) in 2009 to 17.21%.

Respondents felt that Directors were less visible and approachable. The amount who said they were dropped from 64% in 2009 to just over 57% in 2010. 36.67% felt their Director was effective at building team (down from 44.98% in 2009) and opinion on leadership has dropped too with 52% saying they did not feel there was clear strategic vision, this was at 44% in 2009 .

Opinion on whether the Council is well run was divided but there has been a negative shift – 1% felt strongly that it is (6% in 2009) , 35% agreed it was (36% in 2009), 35% disagreed that the Council is well run (32% in 2009) and 15% strongly disagreed (10% in 2009). The remainder had no opinion or did not answer.

Communications

1% more employees are aware of the Council's vision, priorities and corporate plan (up to 77% from 76%) and half of respondents felt they had contributed to them (53.43%). Respondents felt that communication between directorates had got worse with 57% saying it was not good compared to 47% in 2009. People also felt communications with the Corporate Management Team had not improved. 51% disagreed or strongly disagreed that communication between the Corporate Management Team and employees was good, compared to 47% in 2009.

But you do feel that there are opportunities to make your views known. 70% agreed there were, up from 56% in 2009. There is also a slight improvement in how open you feel the Council is too. 31% felt 'the council is open with employees' compared to 28% in 2009

And while most people felt they had enough information to do their job, 82% did not feel that too much information was communicated to them. 75% said that regular team briefing are occurring.

Communications with line managers has improved slightly too, with 88% saying it is effective (82% in 2009) but respondents also wanted to know more about what other teams are doing (75%).

Our understanding of the role of Councillors has improved (up to 71% from 69% in 2009) as has our understanding of the political structure of the Council and Cabinet system. But we feel communication between Officers and Councillors is not as good as it was in 2009. In 2010 30% either agreed or strongly agreed it was good (38% in 2009), and 46% disagreed or strongly disagreed.

Wyred Weekly came out top as your preferred way to get information about the Council. The next most popular were 'direct from their line manager' (the number one choice in 2009) and by email.

Health and Well being

People do still feel that they have a good work/life balance – with 89% agreeing or strongly agreeing it was good. The majority of people (81%) also felt that their workload was about right too (72% in 2009). 1% less people felt their health was adversely affected by their work (19%) than in 2009 but 3% more (31%) said they didn't think their health was valued by the Council.

Training and Development

There has been a big increase in the number of people who said they'd had an Employee Development Review (EDR) in the last 6 months (up to 94% from 54%). More people understand the EDR scheme too (89% said they understood compared to 78% in 2009) and it was found to be more useful. 73% said it was either quite or very useful, compared to 33% in 2009. It was felt that there are fewer opportunities for career development – 80% didn't think there were enough (64% in 2009). More people also felt that there are not enough training and development opportunities (up to 59% from 48% in 2009)

More people said they could see how they contribute to their team's success (88% up from 84% in 2009) and to the success and delivery of the corporate plan (68% up from 64% in 2009). The percentage of people who would recommend the council as an employer dropped by 10% to 55%.

Public Perception

More respondents think the public has a negative view of the council (47% compared to 37% in 2009). And here's how you rated the Council as an employer 2% excellent (15% in 2009), 46% good (43% in 2009), 37% fair (30% in 2009), 11% weak (8% in 2009) and 4% poor (4% in 2009).

In some parts of the survey we asked for further comments too. Here's a selection of some of the responses.....

Why did you give the response you did regarding how much you enjoy your job?

- No guidance, no encouragement, no appreciation or understanding of what I do. A total lack of management interest.
- A reduction in my hours, but no reduction in the amount of work I do has created a very stressful working environment.
- I get frustrated with not having quality time to give to certain areas of my job. I am guilty of accruing a lot of toil because I endeavour to meet the needs of the Service and my Staff and it is extremely difficult to do this in 37 hours at the moment.
- Aspects of my job are satisfying and rewarding, but there is little/no recognition from the council, and the constant feeling of uncertainty is demoralising.
- Because I have followed my career path and enjoy what I do
- Being challenged, making use of skills and abilities. Having varied work to do and have good colleagues to work with. Enjoy being based in my current location - good atmosphere.
- but poor pay
- Diverse and interesting job, feel valued by line manager. Work with good team of people who work hard. Its just less enjoyable lately because of threats to service and cutbacks in delivery opportunities. Work with community who value the service

- Due to Admin review everyone is very worried about what the future holds and feel like we are not being told everything that is actually going on. Then we get forms that we have to sign and if we don't you go ahead and do what you want regardless so our hands are tied.

What motivates you in your work?

- Being recognised for the work you've done or are doing either by your line manager or director is motivating and uplifting, unfortunately there isn't enough personal thanks working in the Council.
- Being valued
- better support from management
- Clear direction from senior management translated into definitive tasks
- Co operation with all colleagues and working as a Team
- Council appreciation... from Line Manager/ Manager etc.
- diss the negativity, motivate by being positive
- Feeling like my ideas and views are taken seriously and considered, which they are most of the time!
- Feeling that you are part of a team working effectively. An expectation of progression
- Feeling valued and respected by the organisation - I am employed, skilled, experienced and trained to do my job, value that, don't undermine it.
- Happy healthy environment. Feeling respected, valued and secure.

What one thing that could be done to improve communications?

- Produce a CMT bulletin on a regular basis with appropriate progress/ news headings. e.g. Single Site, Transformation projects, WETT program... Do it weekly, and if there's nothing new to report, say so.
- A constant flow of information from ALL officers to the communications team to enable a fresh flow of information. Officers need to notify other officers of what's happening - best way I can see is through a central source who can keep the style of the presentation of that information consistent (ie Wyred Weekly / Web news stories etc)
- A different approach to information that can be shared. Sometimes the fear of the impact the information would have means that information is not shared and the uncertainty or lack of understanding causes more fear
- A more honest approach to exactly what is going on from Councillors to CMT and to staff and fed back up to Councillors.
- A team meeting with all staff with their Director
- Ask all Councillors to use the email system
- Be honest - however difficult the message is, I think people want honestly and for the information
- Be open not secretive
- Better Intranet and Website

- Bullet points on Wyred Weekly to save reading it all, make Wyred Weekly move concise
- ensure that CMT and Cabinet are truly up to speed on what is happening on the ground and that they speak with those staff doing the face to face work.
Time to read Wyred Weekly

Is there anything the Council could do to improve your health and wellbeing?

- A more fair approach to sickness monitoring whereby the genuinely ill are not penalised for trying to get back to work as soon as possible but take a day or two extra off so they do not activate triggers if they return and come back too soon.
- A new sickness policy - it seems designed to reduce the number of sick days employees have rather than making sure that people are doing the right thing when they are ill.
- allow flexible lunch breaks to be taken in order that I could participate in classes at the local leisure centre that are held in the morning instead of having to take a set lunch break when classes are not normally held at this time.
- Be able to wash my hands and face by the van.
- Better equipment/facilities
- Better managed work loads, realistic delivery, less bodging and less pressure to chase funding would remove a lot of stress.
- Better working conditions - current office cramped and noisy. Very difficult to concentrate - adds to stress levels.
- By giving free sessions at the local gym, or giving time credits if attending in your own time.
- Cleaner working environment - Green Street office is dirty smelly and disgusting.
- Better discount for using DC Leisure 1
- Designated rest break area so that you do not have to eat your lunch at your workstation

If there is one thing you could change about the Council what would it be?

- Be honest with staff, don't ask for opinions just because it looks good.
- Be more ambitious and pro active. Encourage a more positive culture and empower staff.
- be more employee minded and fairness across the whole council not different rules for different people
- Better pay

- Cease all the individual "meetings" ie WF20 and Management Forum, treat all as equal and have regular sessions where all employees have access to CMT it has been done before!
- Controversial I know, but I think the number of Councillors per ward ought to be reduced.
- Corporate budget for stationery. More thought for employees' happiness with conditions of work and workplace.
- Cut down on the amount of Partnership meetings officers attend
- Effective training for all managers in communications and assertiveness
- Everyone work for one council and not different directorates - to live the council's vision
- I feel too much of a blame culture has been developed.
- I think the move to single site will help build relationships between departments
- I wish we could get the staff to think corporately rather than at a section or division level and stop "Empire" building
- Looking forward to single site just wish had happened sooner. The council hasn't been innovative enough and led from the front compared to other authorities in dealing with challenges and opportunities.
- More transparency and recognition if something is changing like to know reasons why rather been told after consultation we have decided this. Too often it seems the consultations are either ignored or carried out after decisions are made.
- Really learn to listen public and staff before the big decisions are made.
- reduce duplication and bureaucracy eg around performance management, reporting to audit, Councillors etc