

# 2024 BeHeard Survey

## Department of External Relations

**Presented by:**

**Organisation Effectiveness Team (People Services)**

# Executive Summary

The Department of External Relations have seen improvements made year on year with a 33.4 point increase in BCI score year on year.

The Department of External Relations are now placed firmly in the 'ones to watch' or 'good' category.

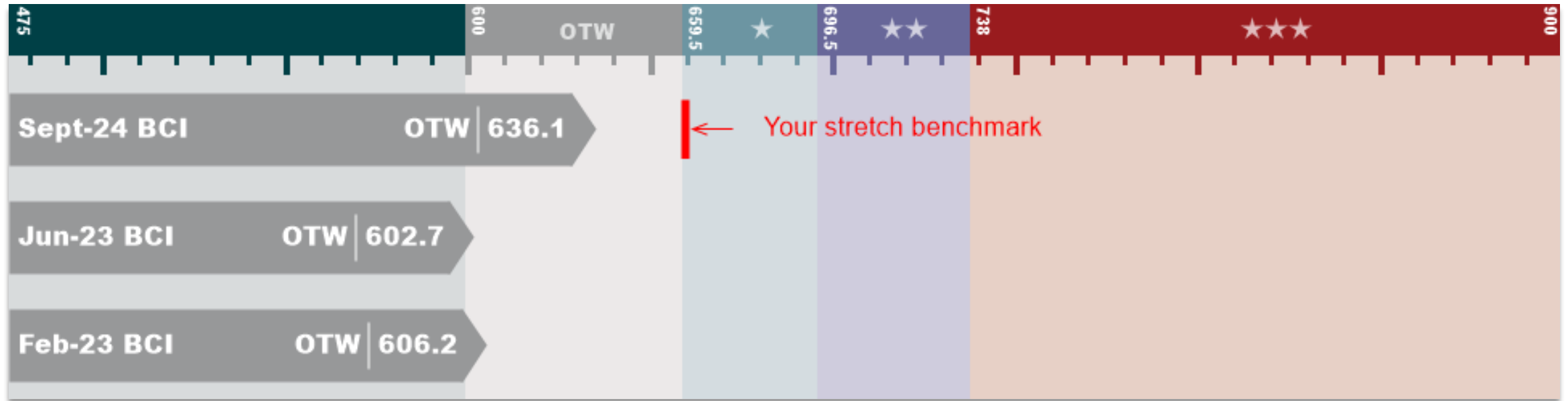
Improvements were observed across six of the eight factors of engagement with a further factor remaining the same year on year.

A particular cause of celebration is that the factor for Personal Growth, improved by nine percentage points, as well as My Company and My Manager both improving by seven percentage points.

Efforts will be made to look at Wellbeing in this department as it was the only factor score to decrease year on year, albeit only by two percentage points.

# BCI Score

## Department of External Relations



- 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

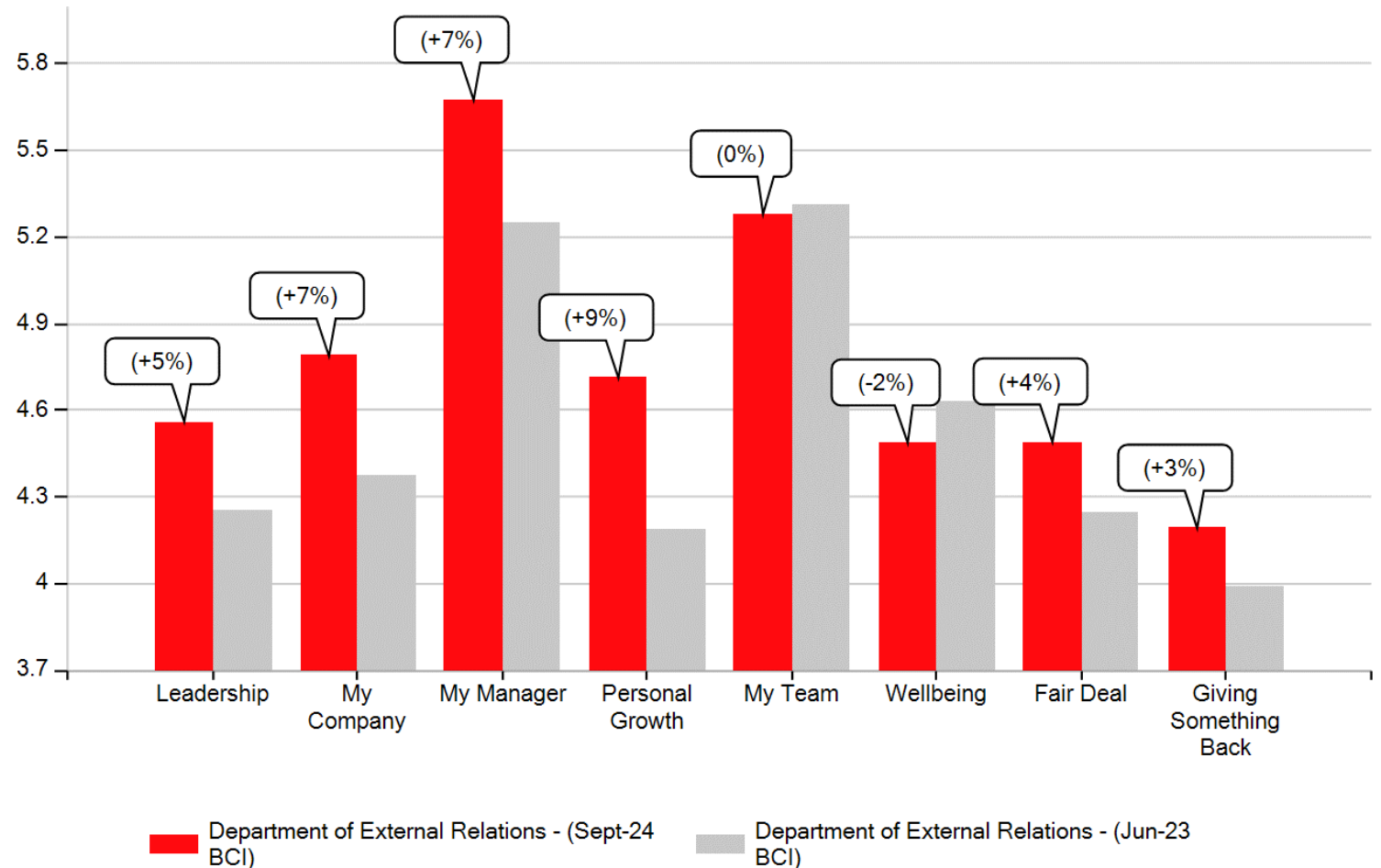
OTW is Good  
 ★ is Very Good  
 ★★ is Outstanding  
 ★★★ is World Class

# 8 Factors of Engagement



## 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)

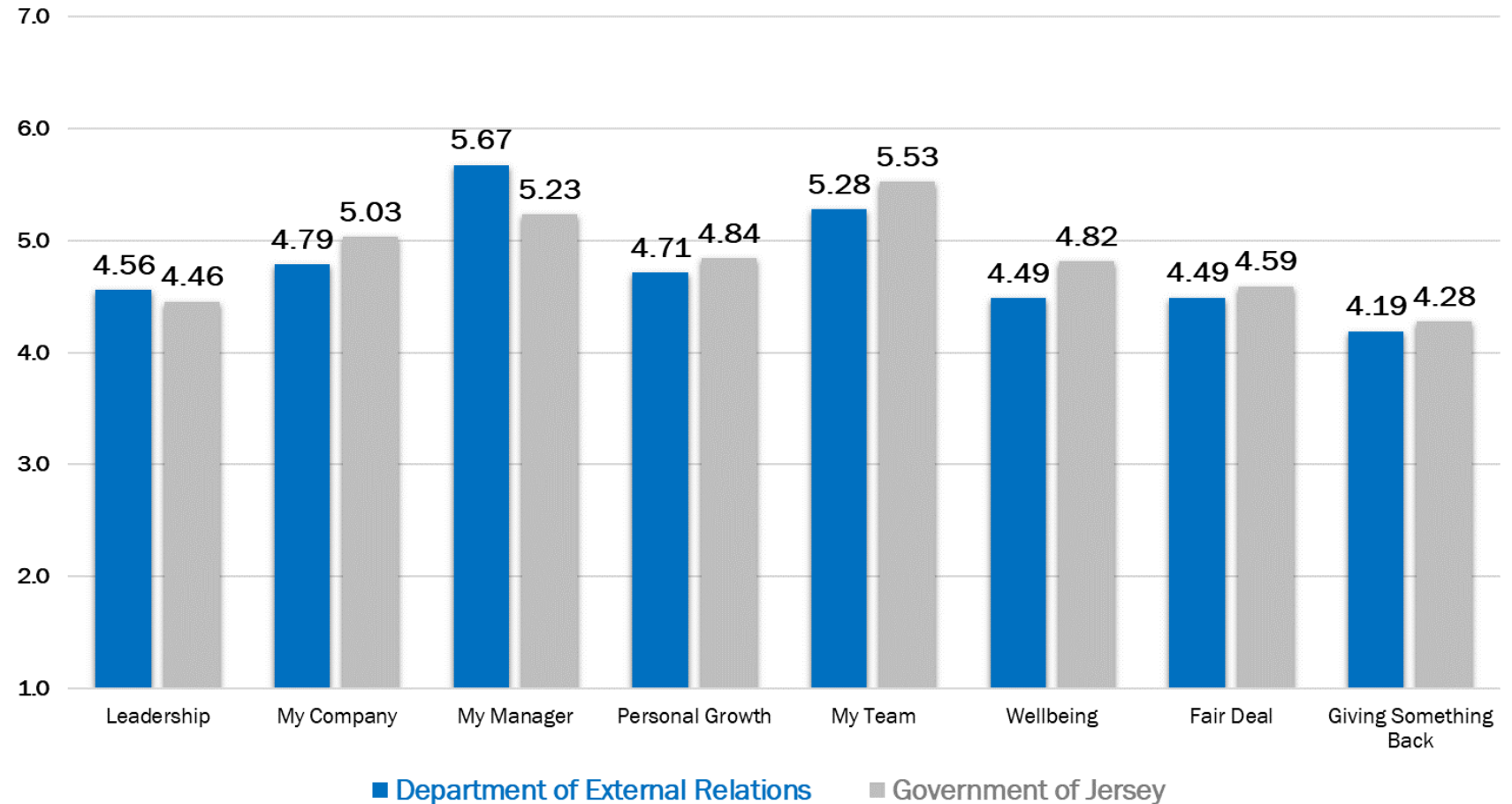


# 8 Factors of Engagement



## Department of External Relations vs GoJ

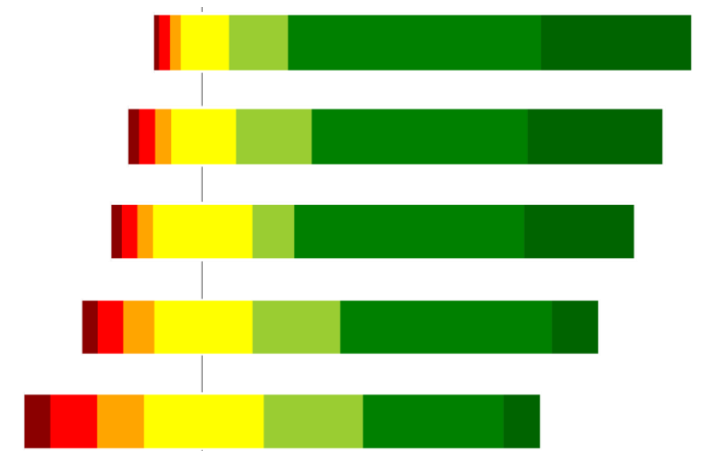
- The 8 factor scores are based on the core 24 statements in the survey
- Each factor is scored on a scale of 1 to 7



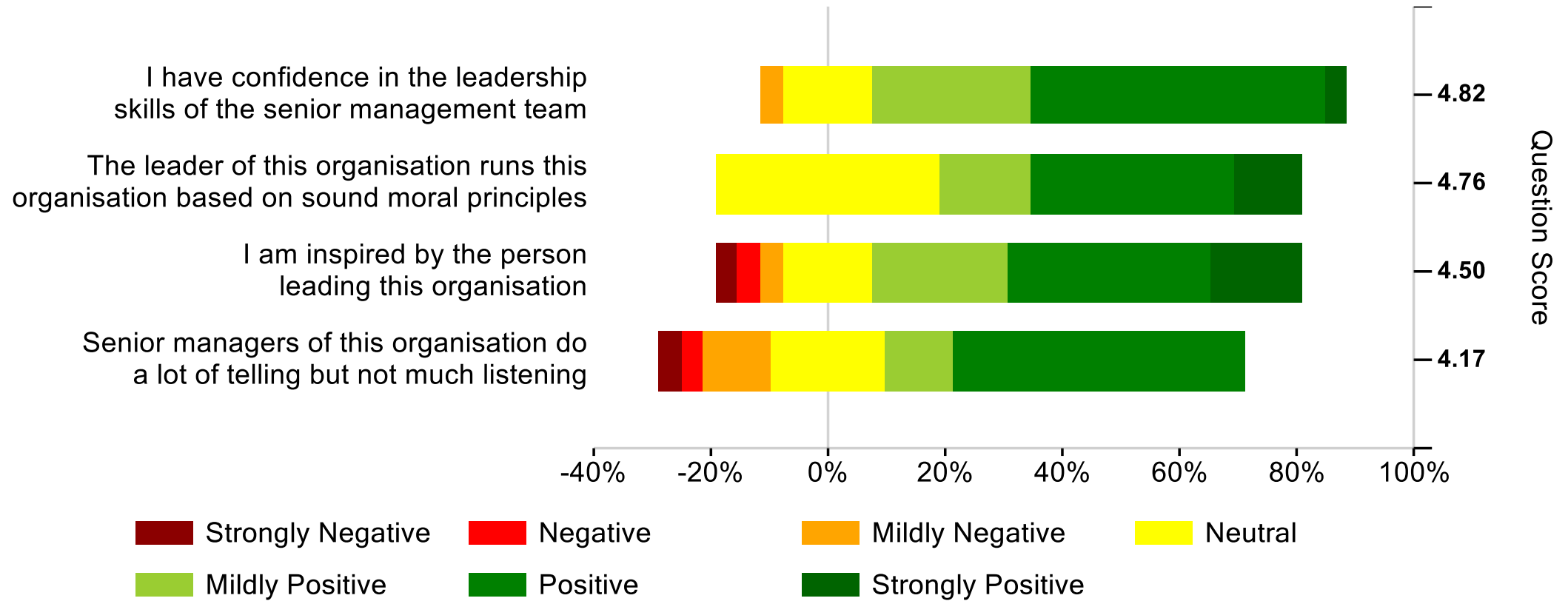
# 2024 BeHeard Survey

## Introduction to heatmaps

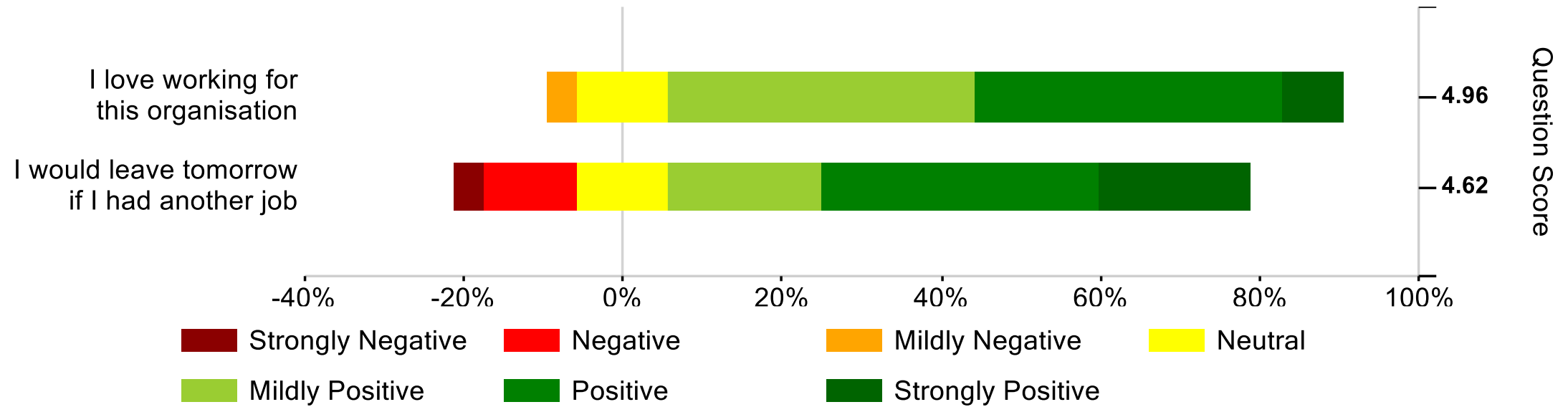
- The heatmaps show a breakdown of responses to statements in each factor
- Regardless of the wording of statements (positive or negative) 1 is always the lowest and 7 the highest
- Green portions of the heatmaps on the right-hand side are positive even if the statement is worded negatively
- The statements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



# Leadership

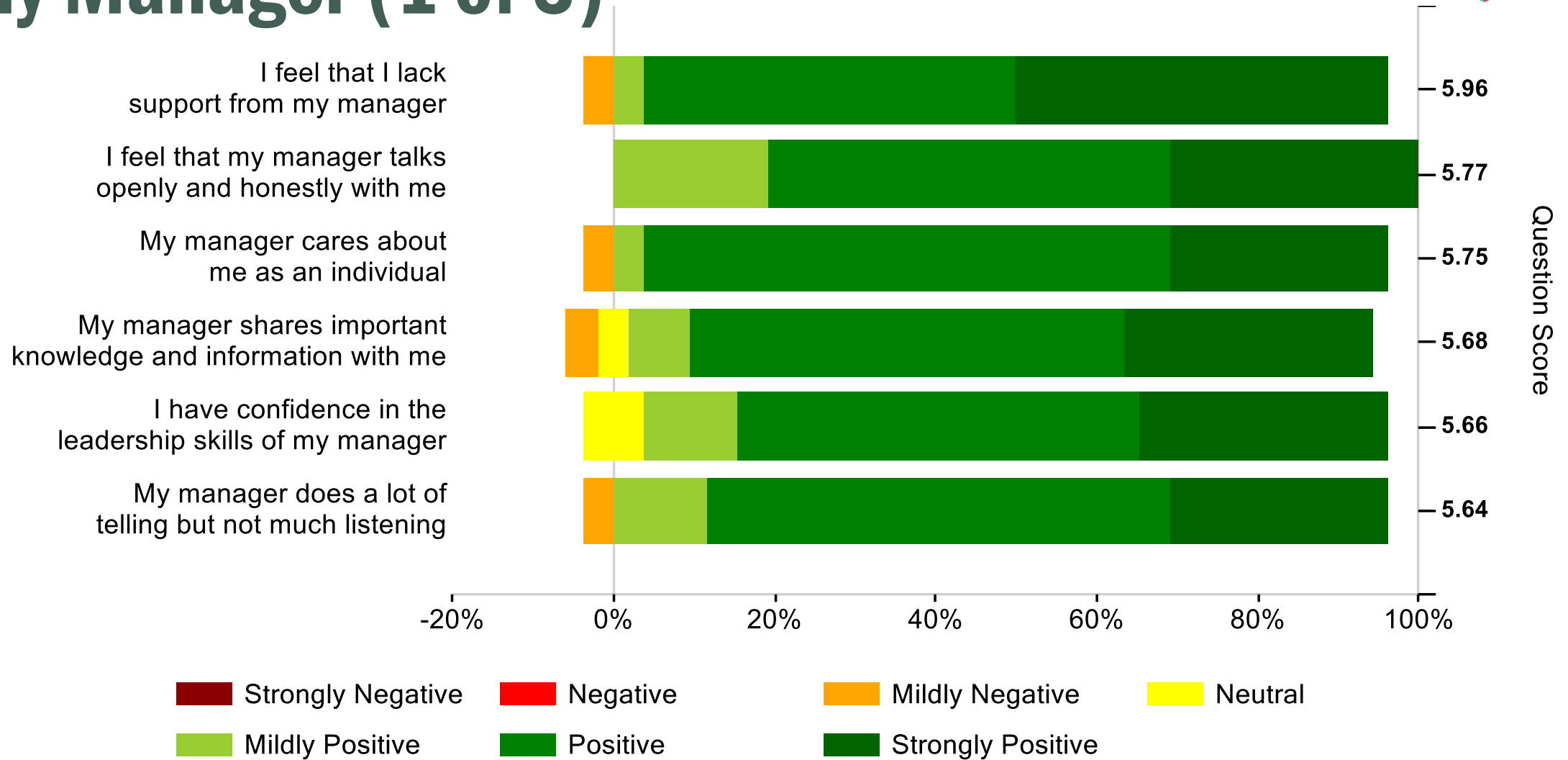


# My Company

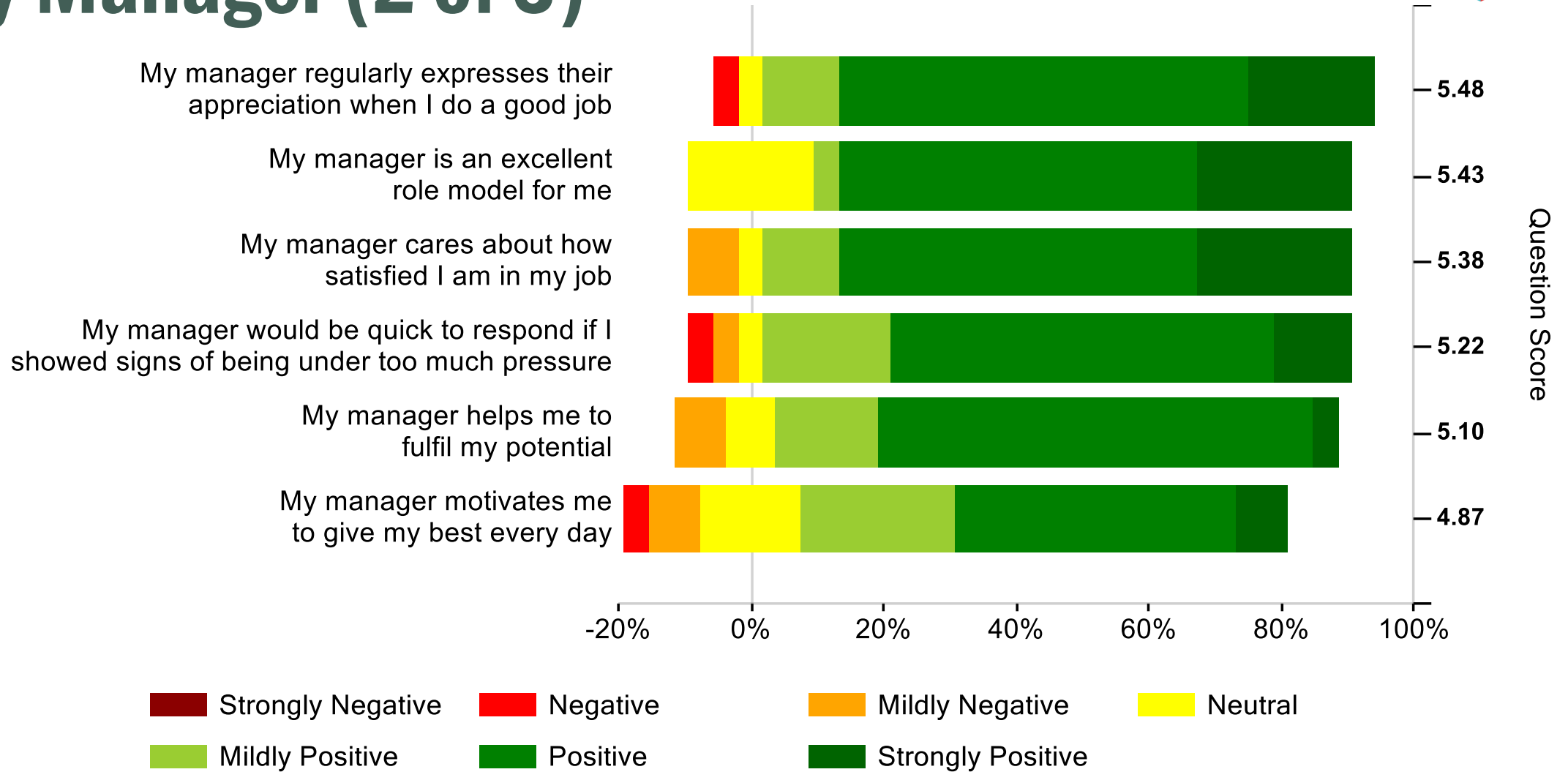




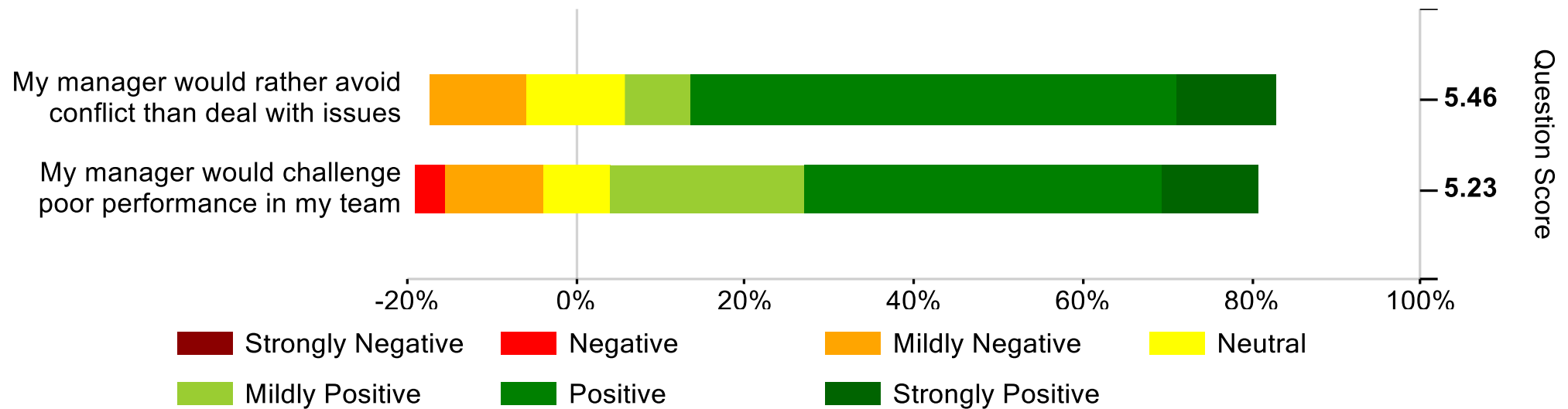
# My Manager (1 of 3)



# My Manager (2 of 3)

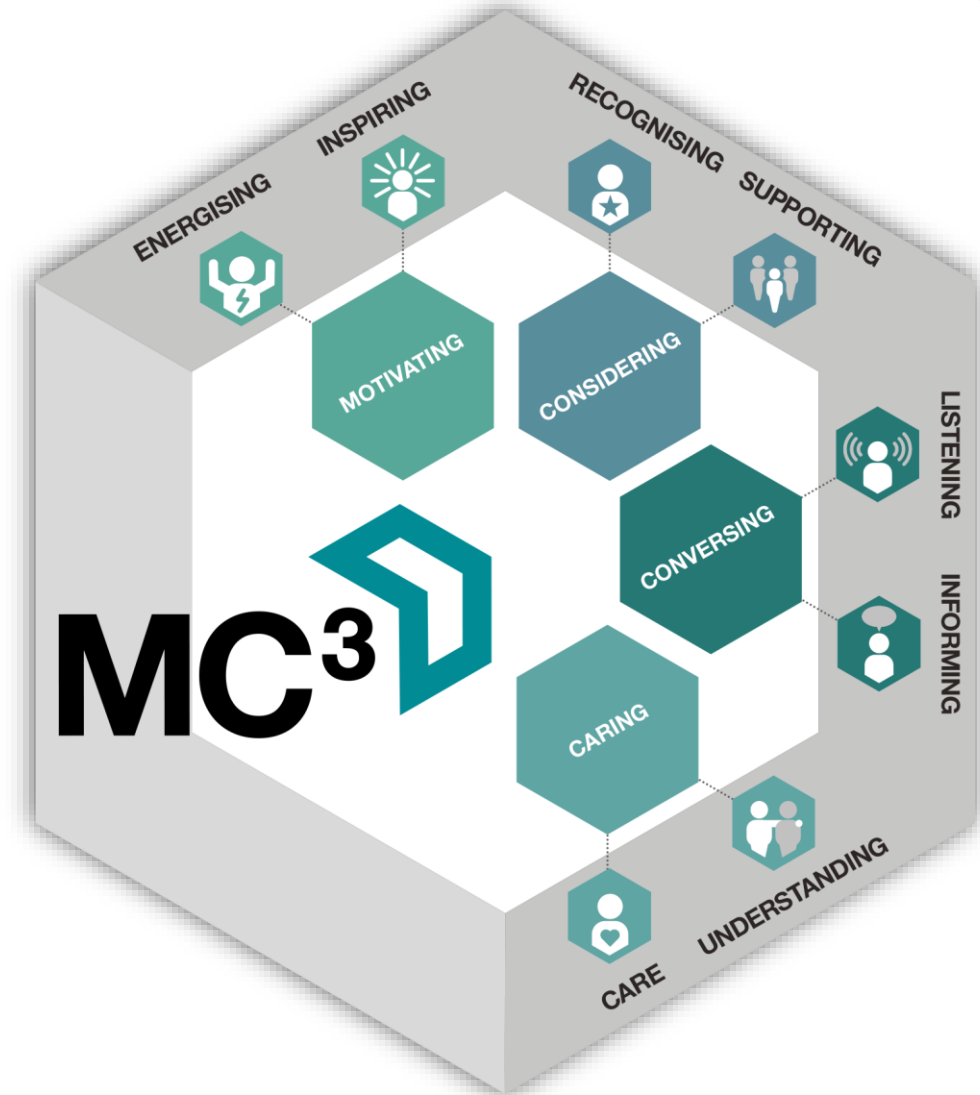


# My Manager (3 of 3)



# MC<sup>3</sup>

- MC<sup>3</sup> 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



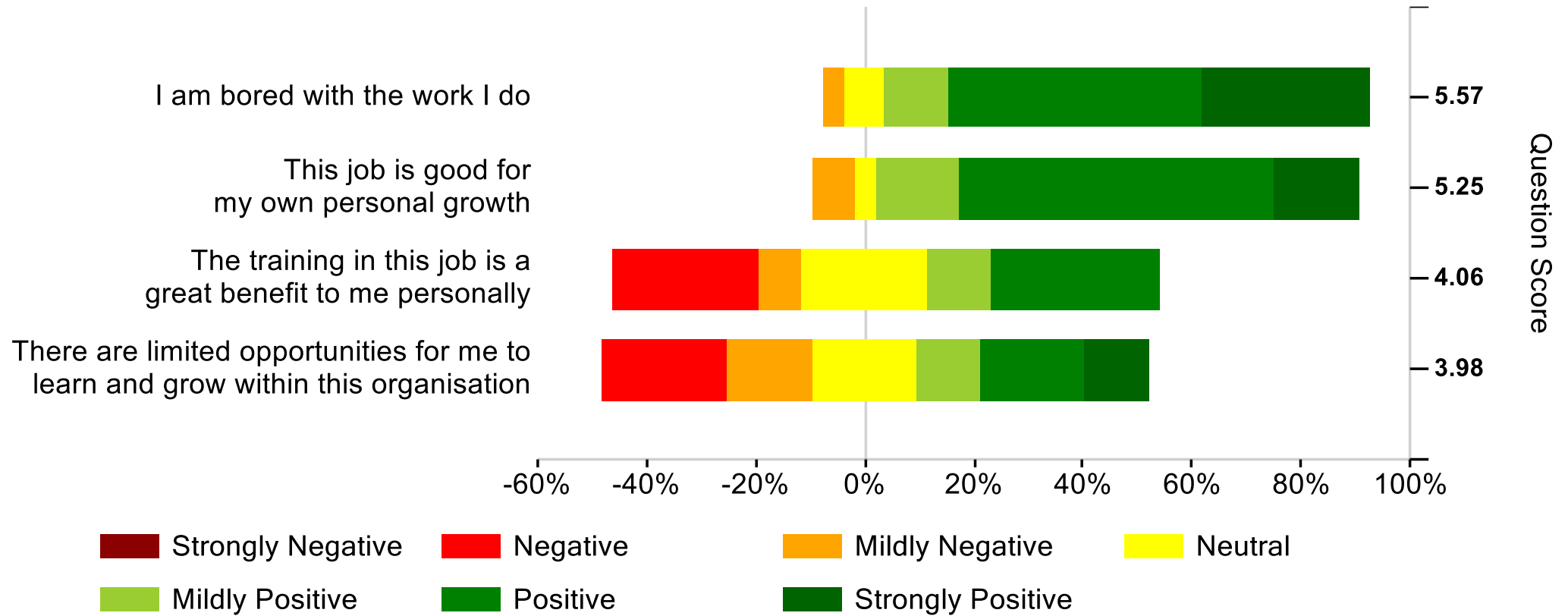
# MC<sup>3</sup>



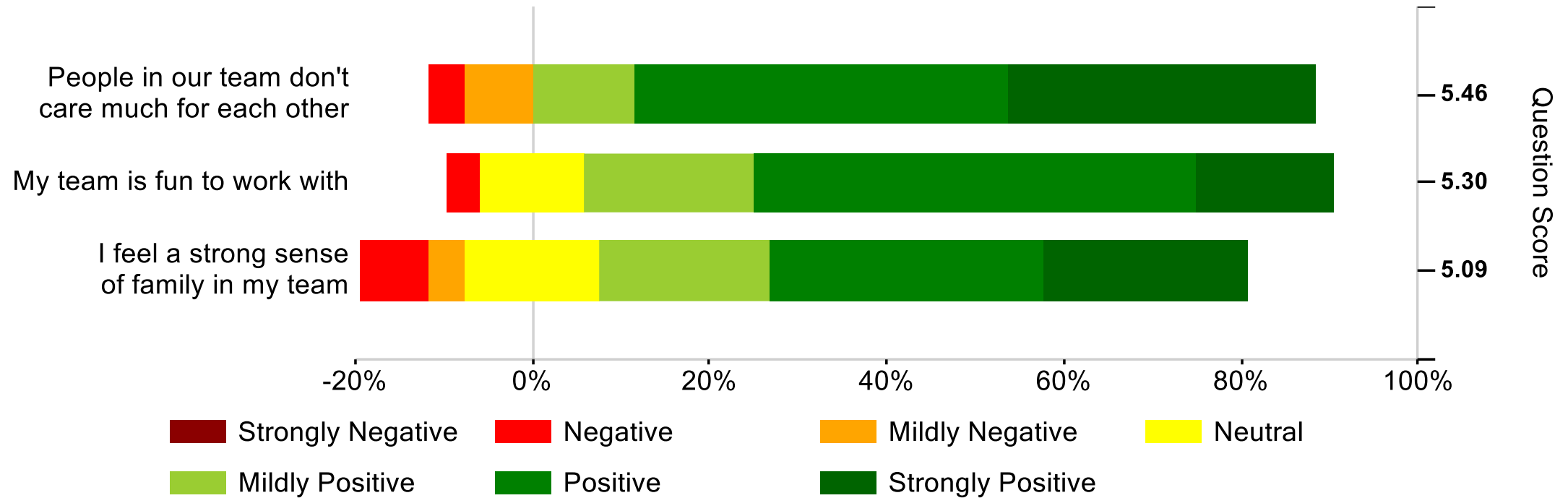
	MC3 Overall	Motivates	Inspiring	Energising	Considers	Recognising	Supporting	Converses	Listening	Informing	Cares	Understanding	Caring
3* Manager	82.58 -7	81.28 -9	82.22 -10	81.16 -9	83.33 -8	85.42 -9	83.33 -9	85.42 -7	84.79 -6	87.50 -9	84.00 -8	83.33 -8	84.72 -9
2* Manager	76.71 -1	74.99 -3	74.79 -3	75.02 -3	77.33 -2	79.17 -3	76.98 -2	80.00 -1	79.17 -1	81.67 -3	77.78 -2	77.38 -2	78.13 -2
Department of External Relations	75.38	72.12	71.93	72.30	75.37	76.11	74.62	78.52	78.32	78.72	75.50	74.89	76.11
1* Manager	71.46 4	69.67 2	68.52 3	70.04 2	72.04 3	72.73 3	72.07 3	74.96 4	73.33 5	76.34 2	71.89 4	71.67 3	72.62 3
Ones to Watch Manager	65.34 10	62.59 10	59.33 13	67.88 4	66.88 8	63.19 13	62.80 12	67.06 11	63.28 15	65.40 13	64.09 11	66.28 9	67.02 9

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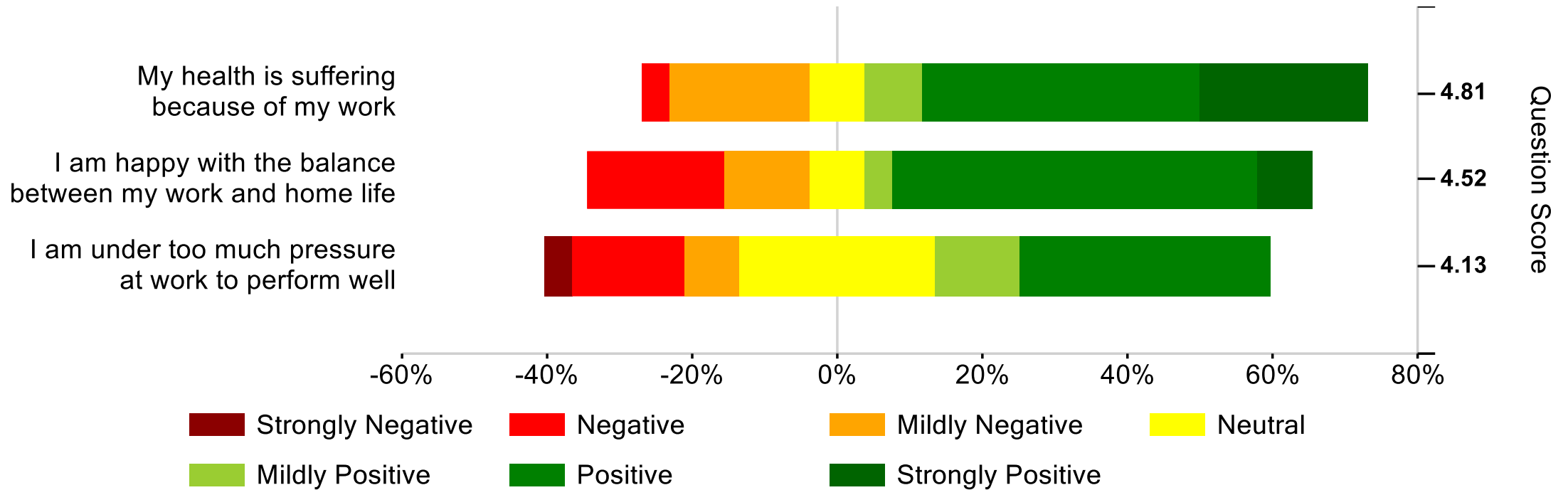
# Personal Growth



# My Team

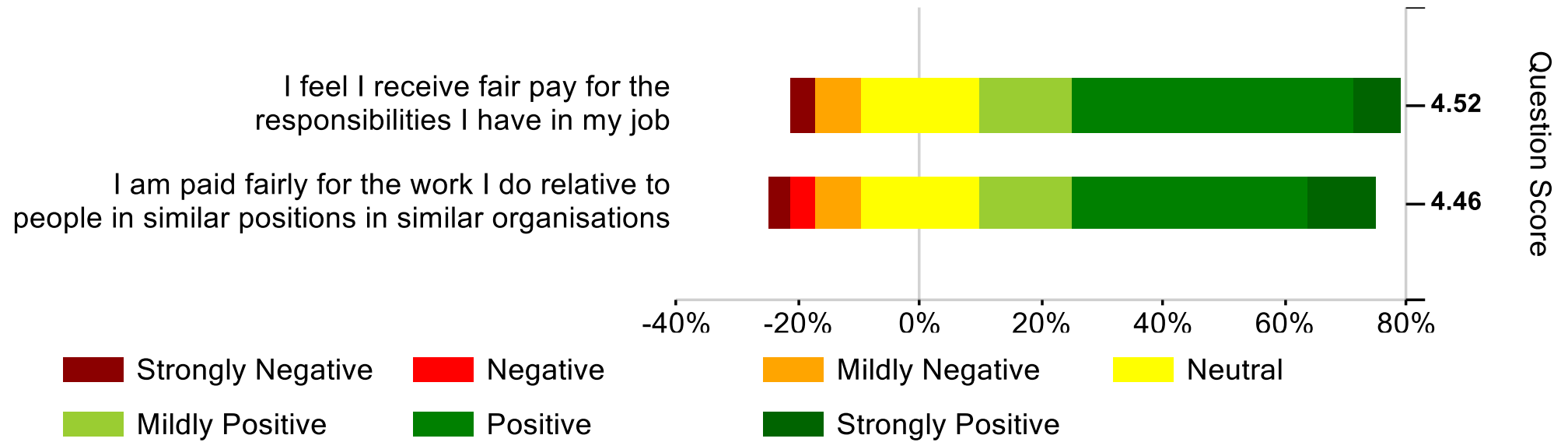


# Wellbeing

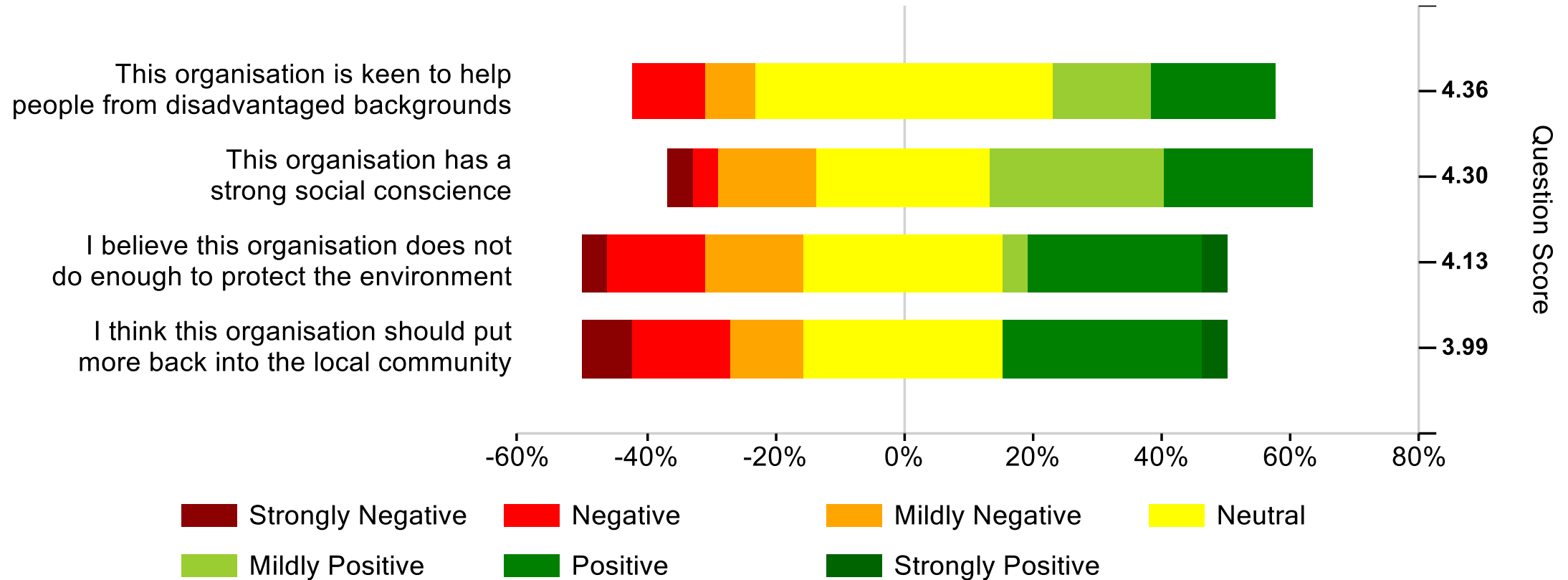




# Fair Deal



# Giving Something Back



# Feedback

