

2024 BeHeard Survey

Government of Jersey

Presented by:

Organisation Effectiveness Team (People Services)

Executive Summary

Overall, more employees report being engaged and satisfied at work than in the 2023 survey.

The survey provides an overall rating called a Best Companies Index (BCI) score. This is a recognised standard scoring for employee engagement. Since last year, the Jersey Public Service score has improved by 15.8 points.

The organisation remains in the 'ones to watch' or 'good' category.

Some departments and several individual teams have exceeded the 'good' category and been awarded star ratings.

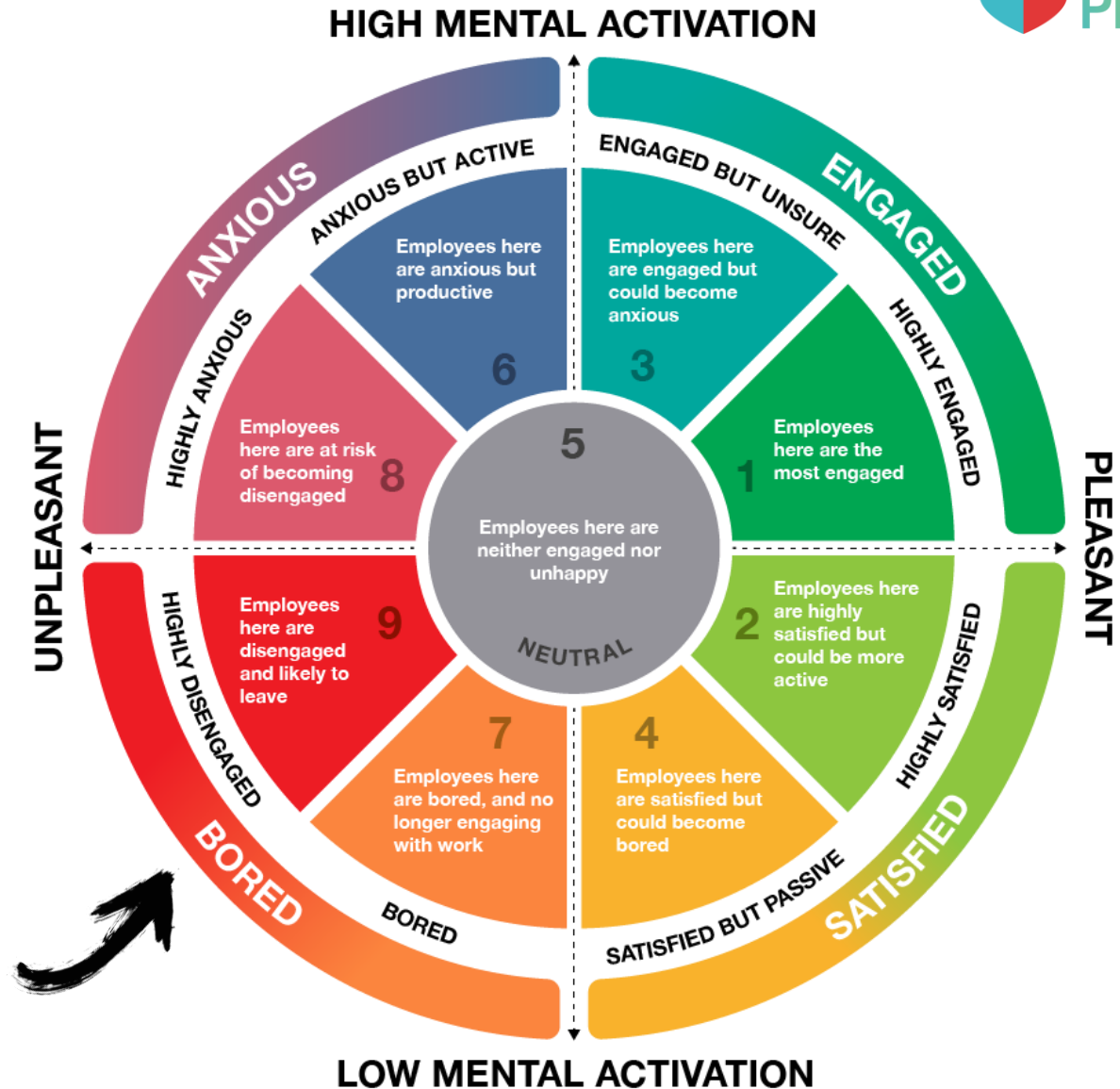
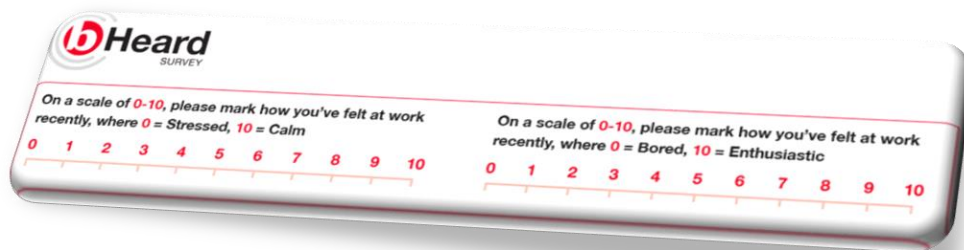
The survey has also highlighted areas for improvement, including increasing the number of survey responses in some areas. The results provide a roadmap for how to make changes to improve employee engagement.

Results have been cascaded to each department and are used to inform strategic workforce plans for the coming year.

Employee Engagement

Overview

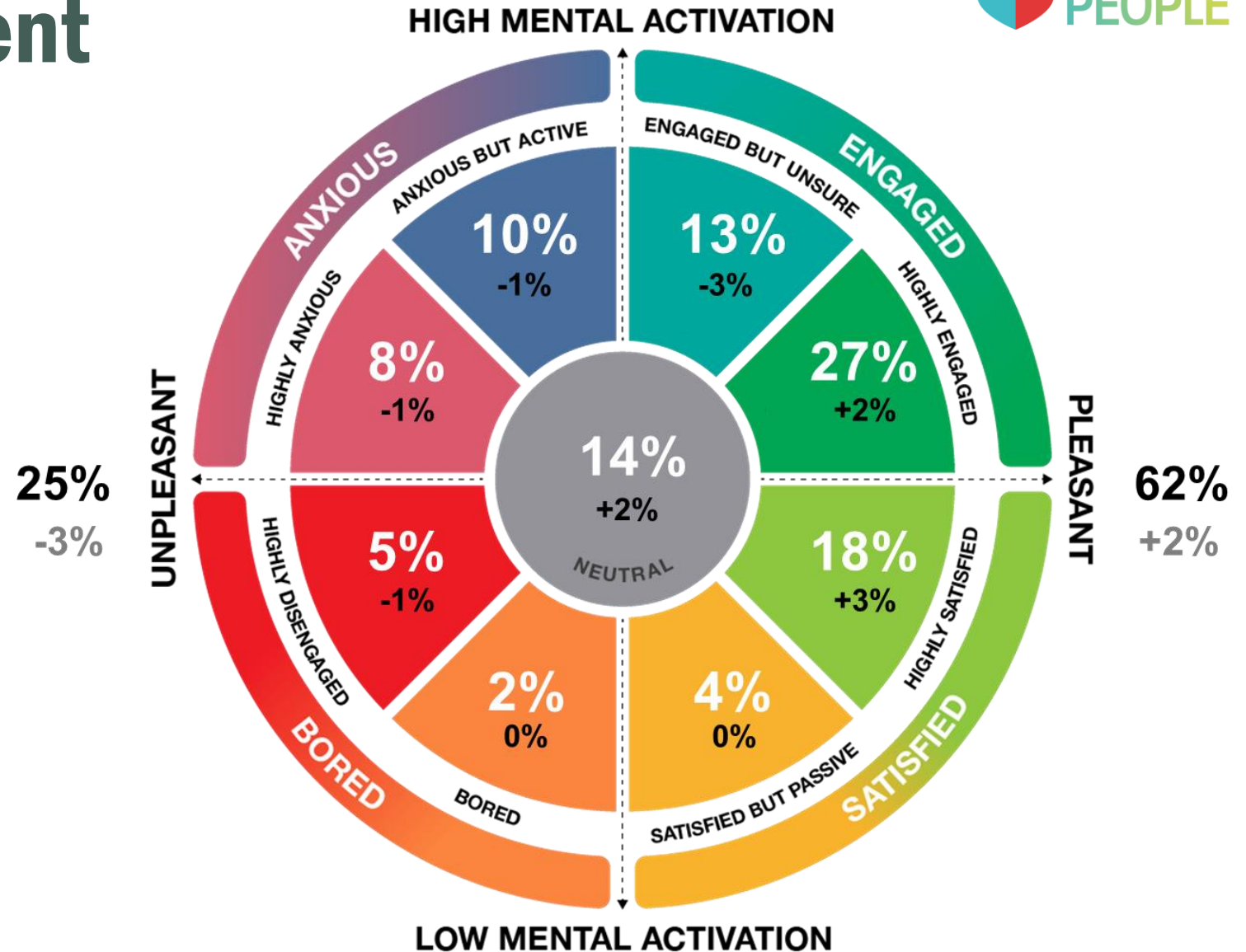
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- This chart is not based on the 8 factors of engagement scores



Employee Engagement

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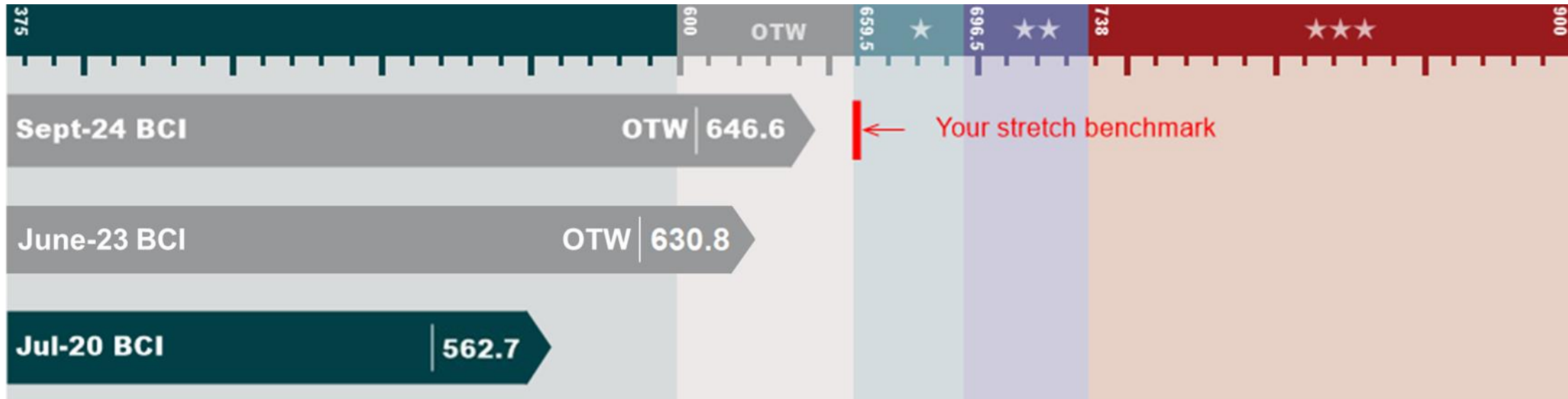
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- 62% of respondents within the Government of Jersey Circumplex reported an overall pleasant experience in the workplace
- This chart is not based on the 8 factors of engagement scores



BCI Score



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- 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
- This year's score puts the Government of Jersey within short distance of a 1-star rating

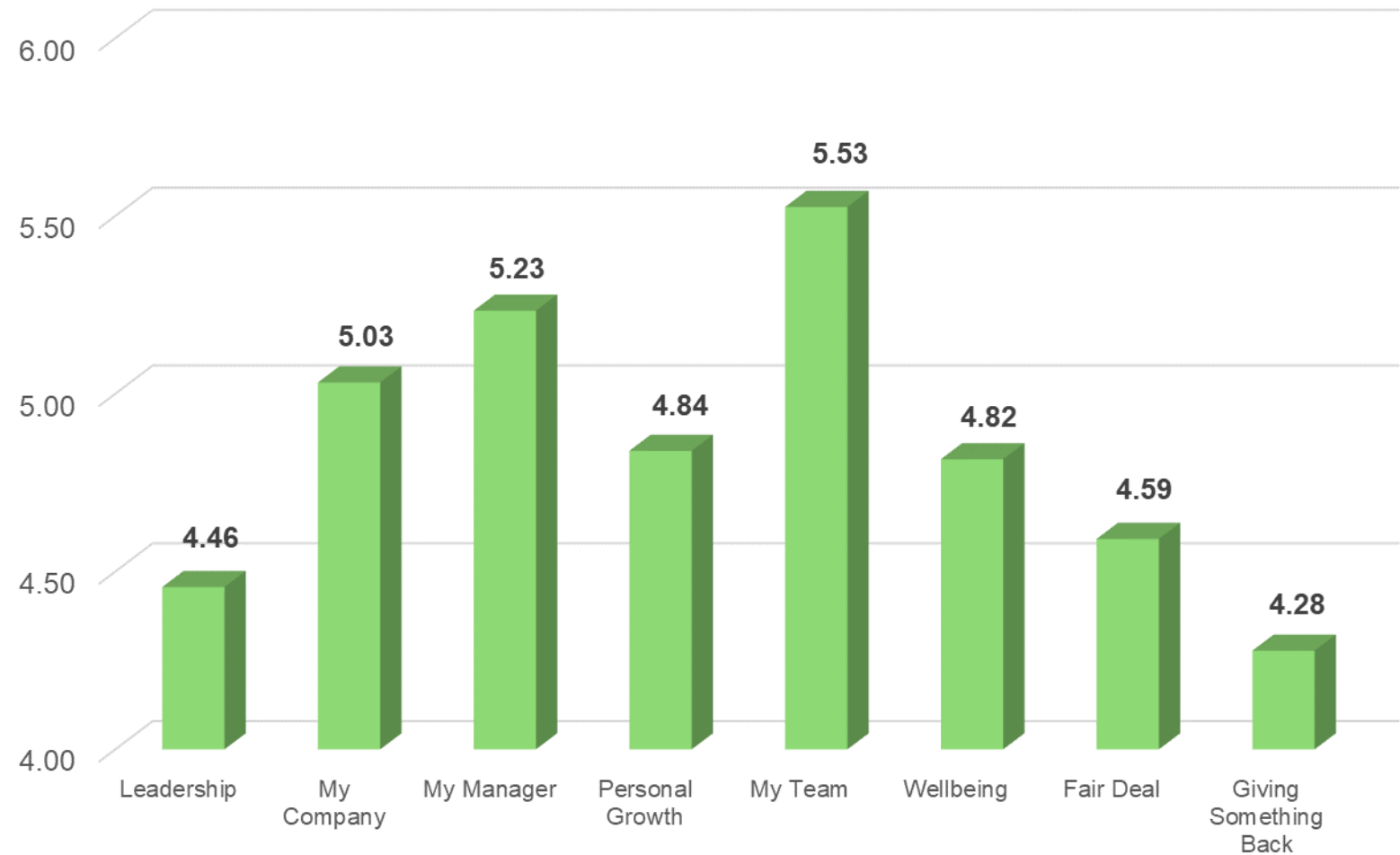
OTW is Good
★ is Very Good
★★ is Outstanding
★★★ is World Class

8 Factors of Engagement



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- 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

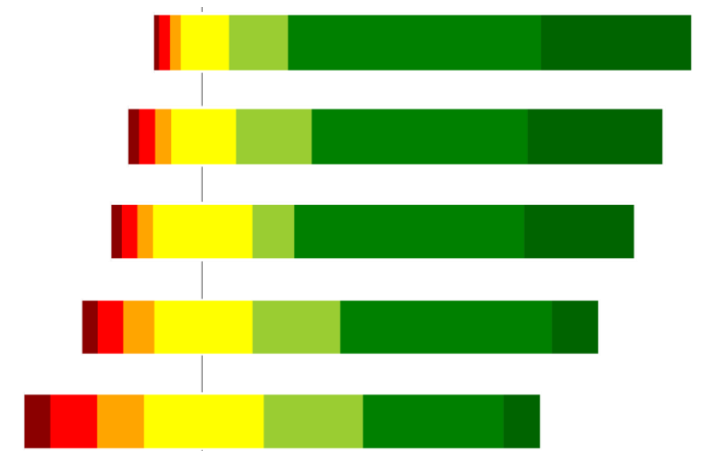
- The chart on this slide shows the difference in scores since the last survey in June 2023
- The differences are shown as percentage point differences
- An increase from 2 to 4 on a 7-point scale can be expressed as either 100% (relative change) or 33 percentage points (absolute change)



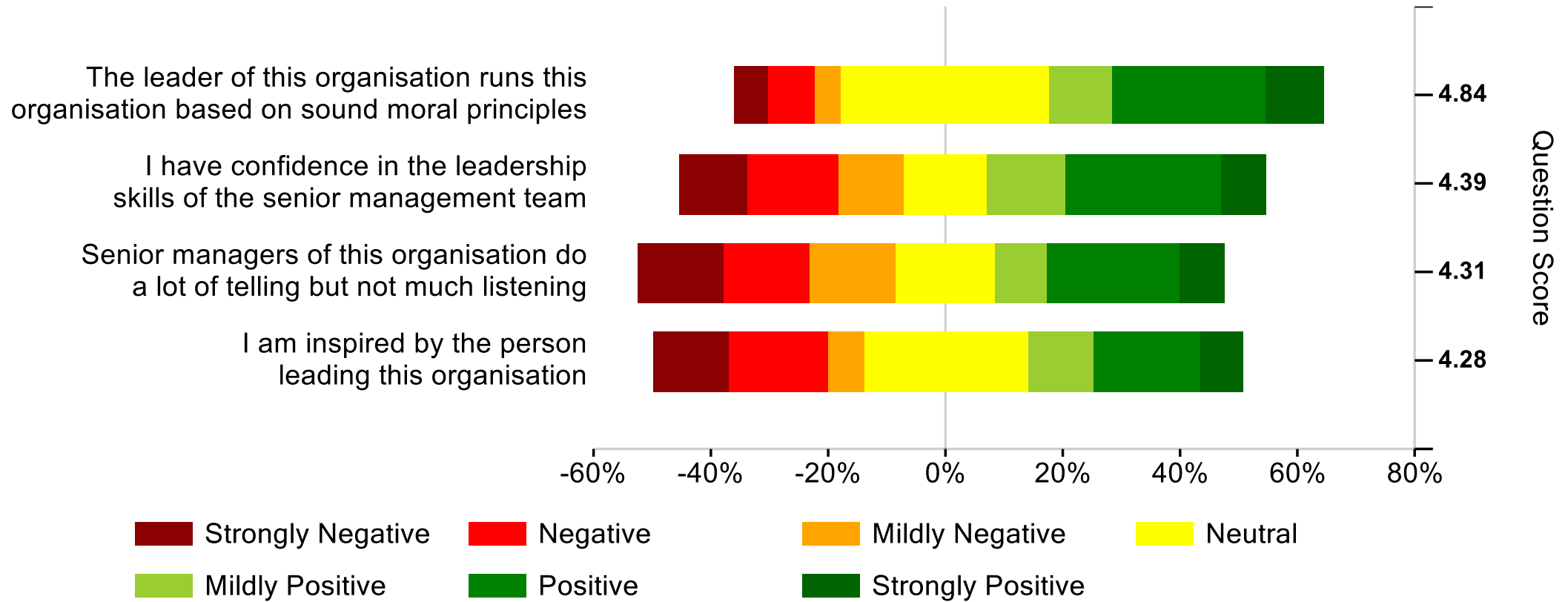
2024 BeHeard Survey

Introduction to heatmaps

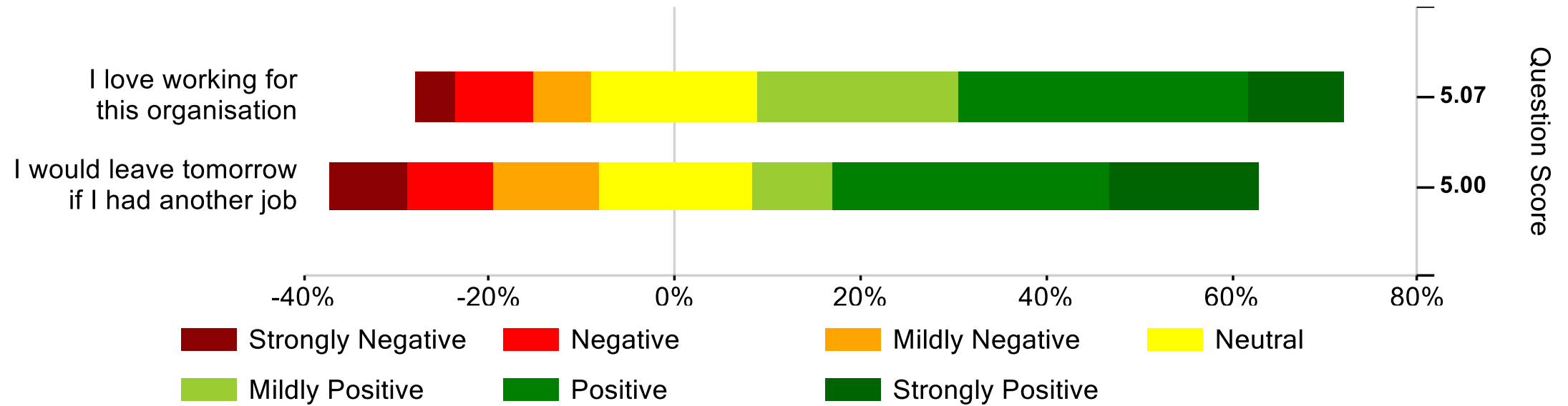
- The heatmaps show a breakdown of responses to statements in each factor
- Regardless of the wording of statements (positive or negative) 1 is always the lowest and 7 the highest
- Green portions of the heatmaps on the right-hand side are positive even if the statement is worded negatively
- The statements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



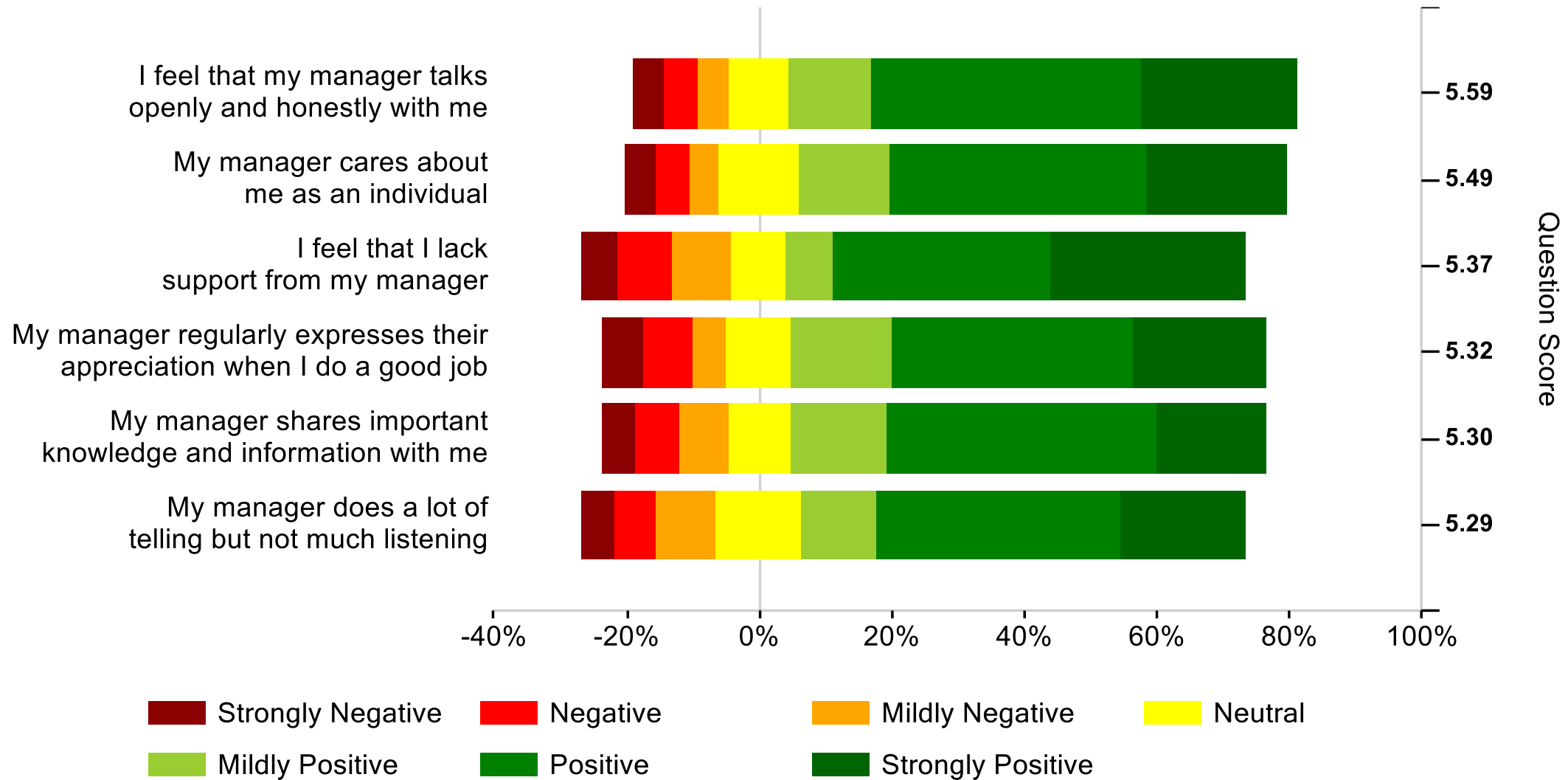
Leadership



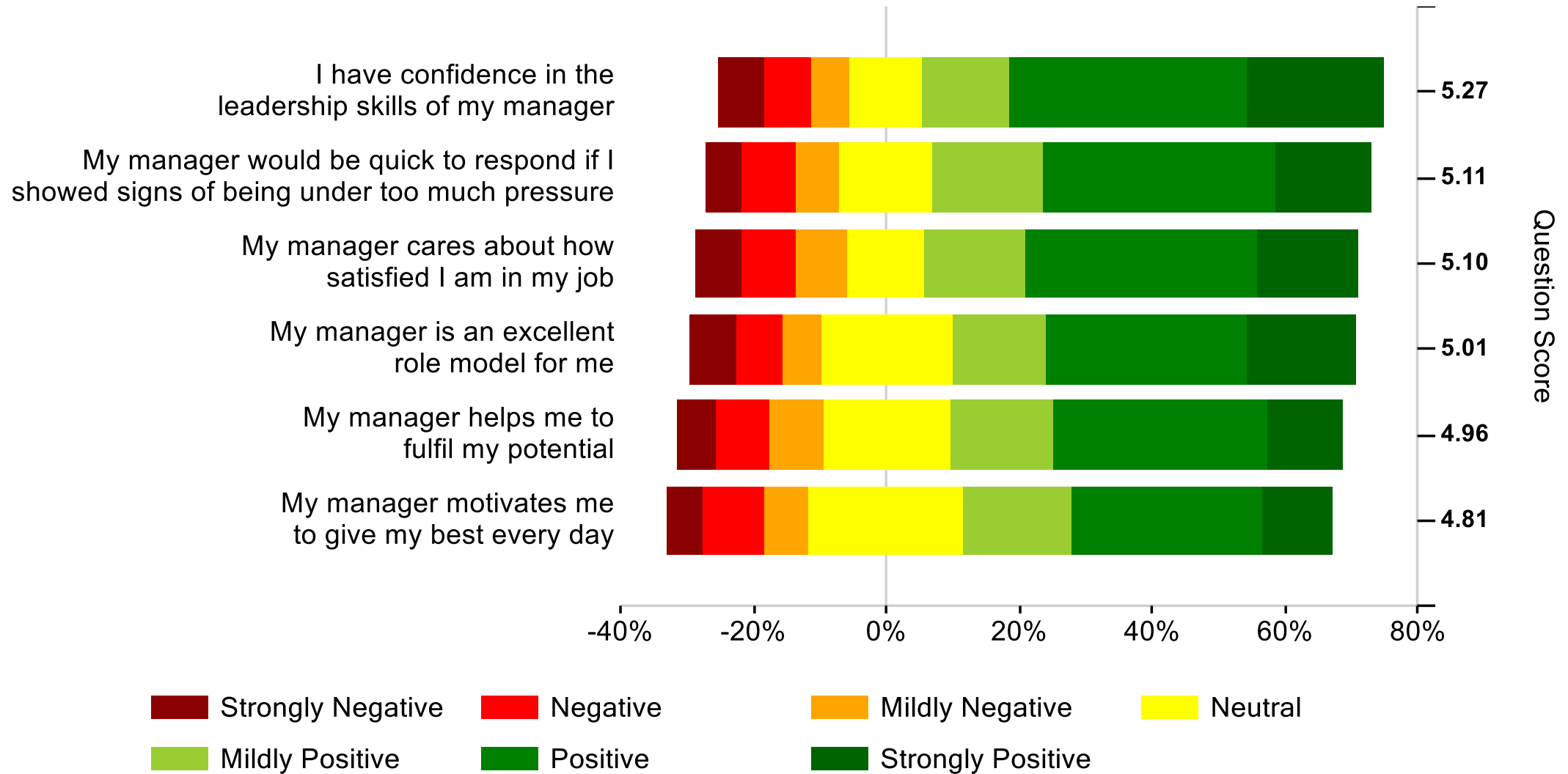
My Company



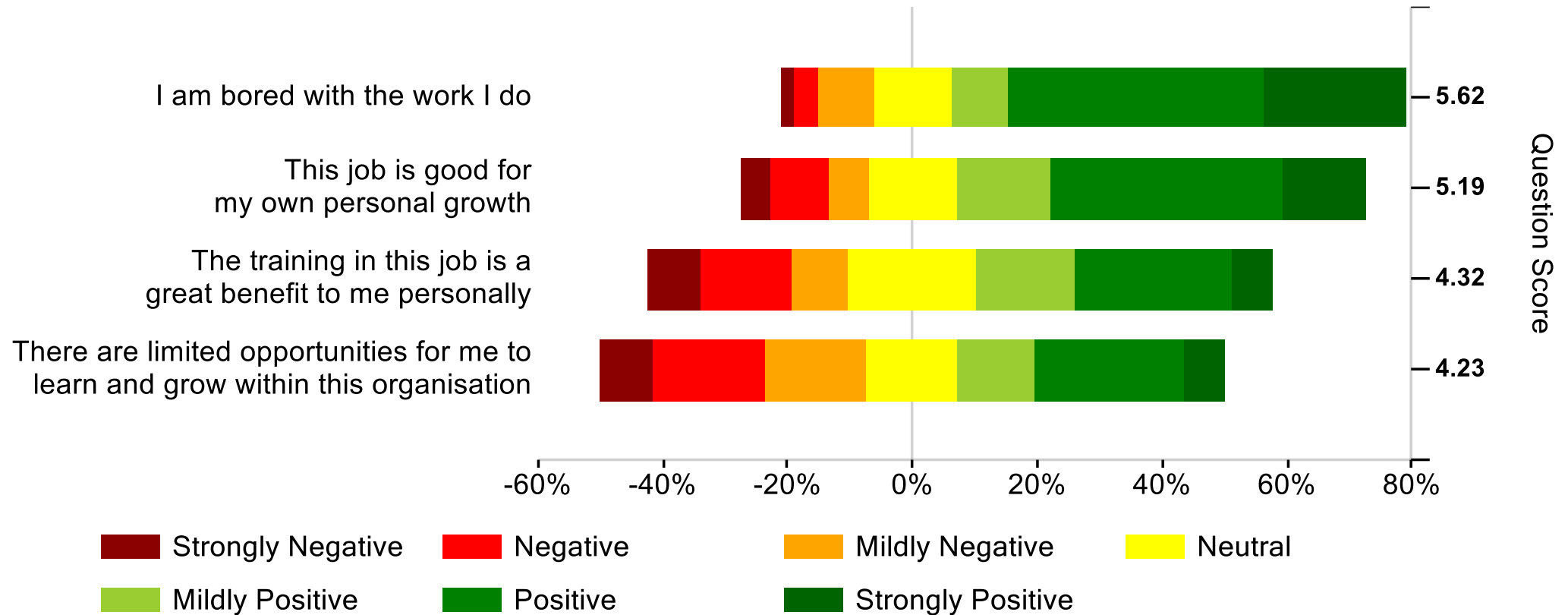
My Manager (1 of 2)



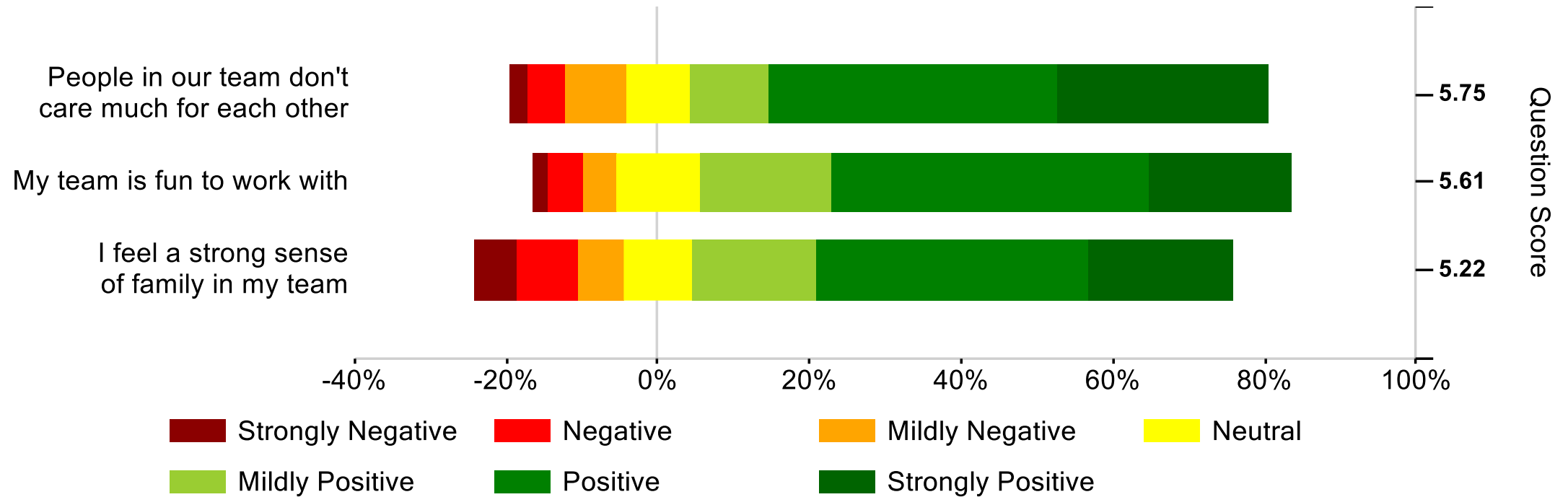
My Manager (2 of 2)



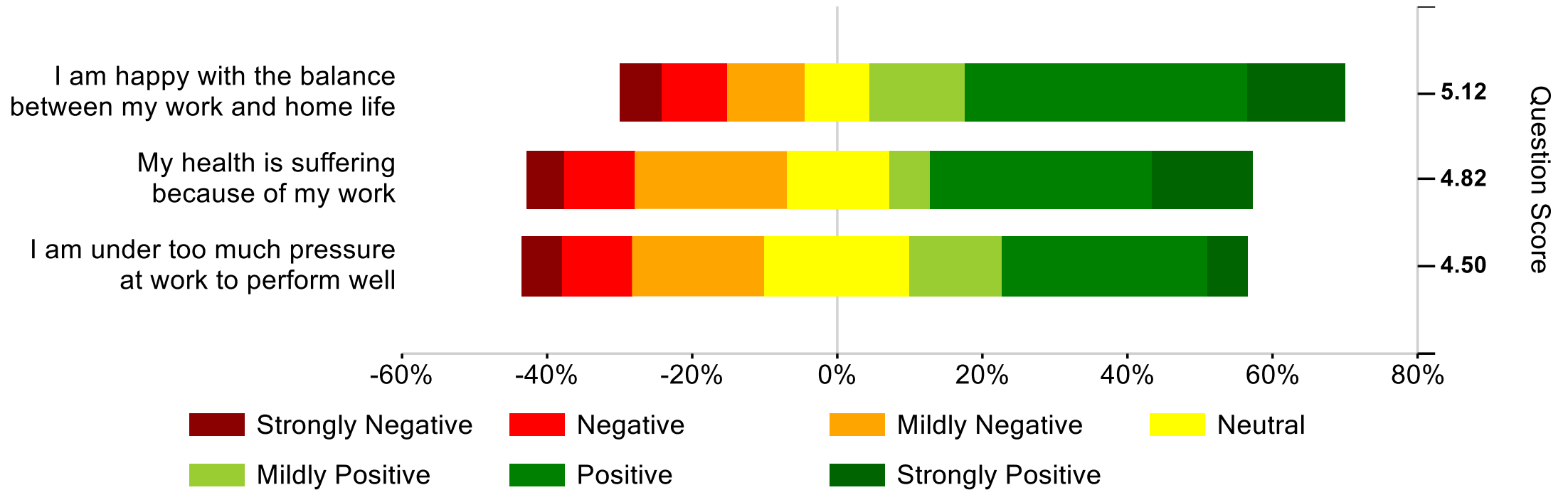
Personal Growth



My Team



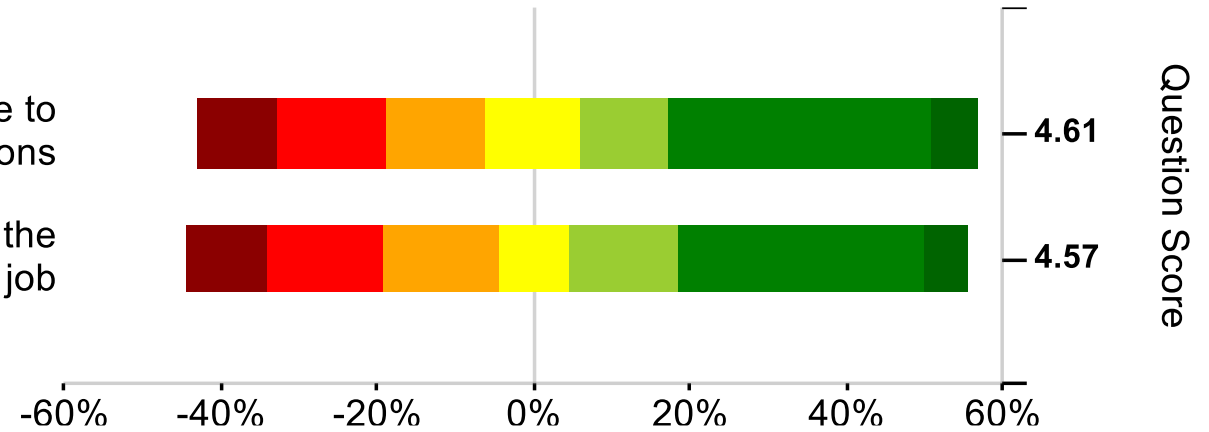
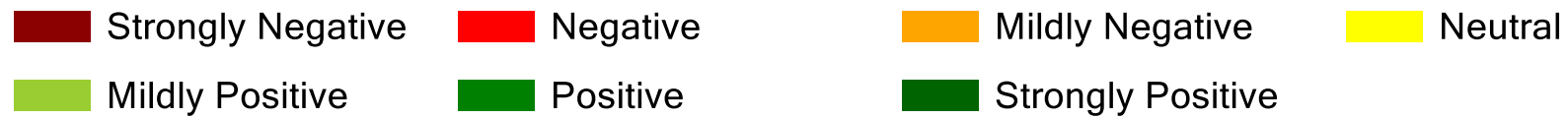
Wellbeing



Fair Deal

I am paid fairly for the work I do relative to people in similar positions in similar organisations

I feel I receive fair pay for the responsibilities I have in my job



Giving Something Back

