

# 2024 BeHeard Survey

## Infrastructure and Environment

**Presented by:**

**Organisation Effectiveness Team (People Services)**

# Executive Summary

66% of colleagues in Infrastructure and Environment report an overall pleasant working experience.

The Best Companies Index (BCI) score which is a recognised metric for engagement continues to improve year on year and the department remains firmly in the 'ones to watch' category, making I&E a 'good' place to work.

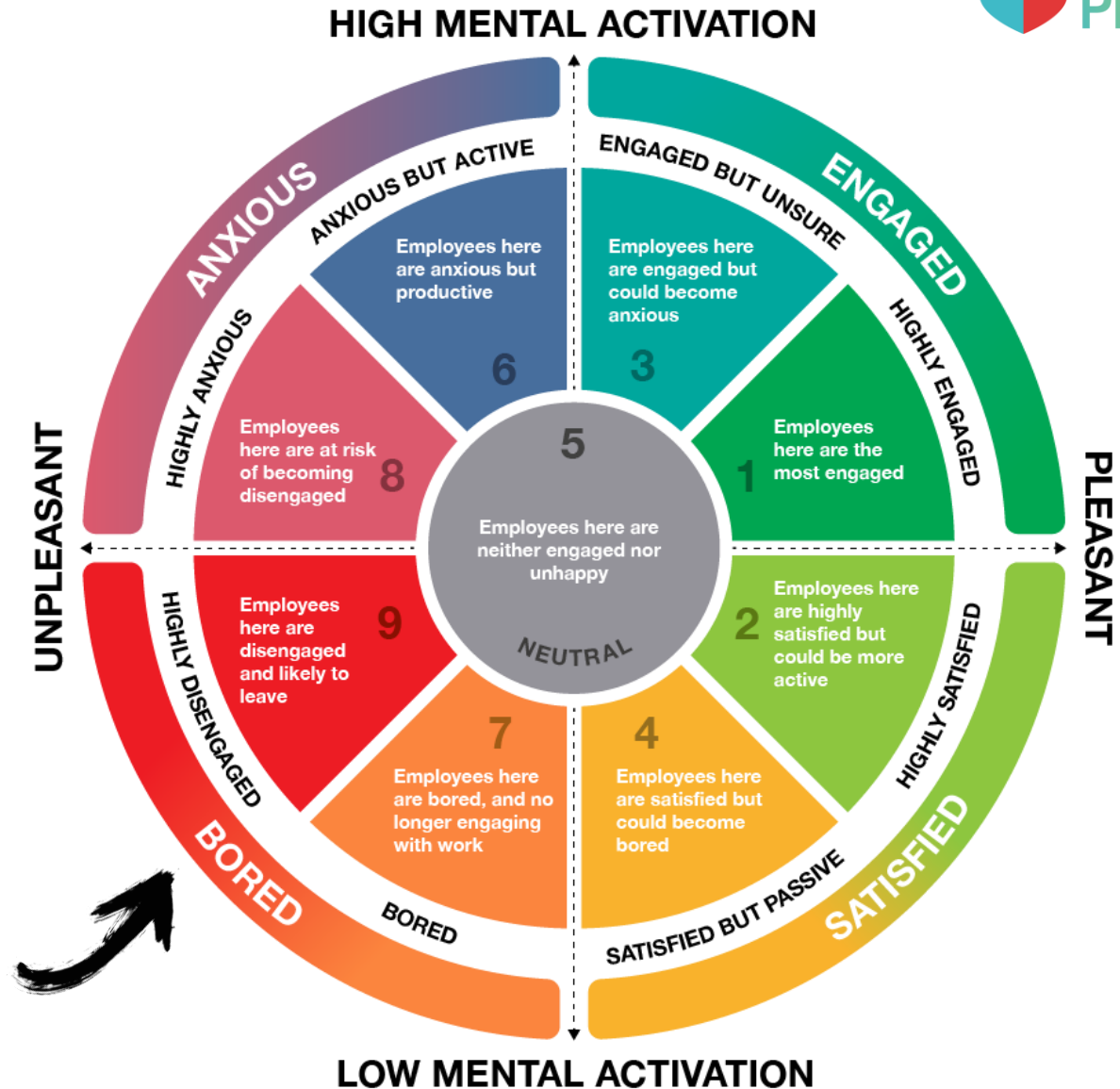
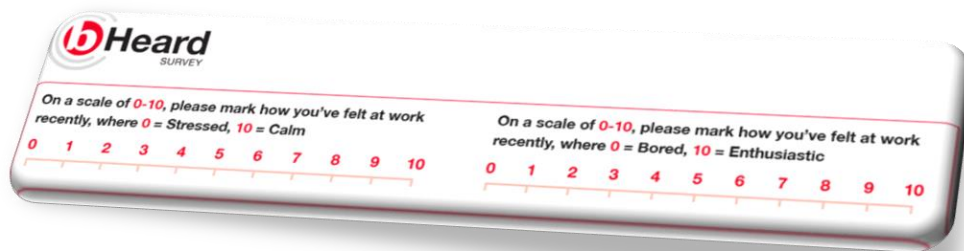
Improvements were made in seven of the eight factors of engagement. The eighth factor (Personal Growth) remained the same as in 2023.

The Infrastructure and Environment will be working to encourage more employees to take part in future surveys to ensure that results are representative.

# Employee Engagement

## Overview

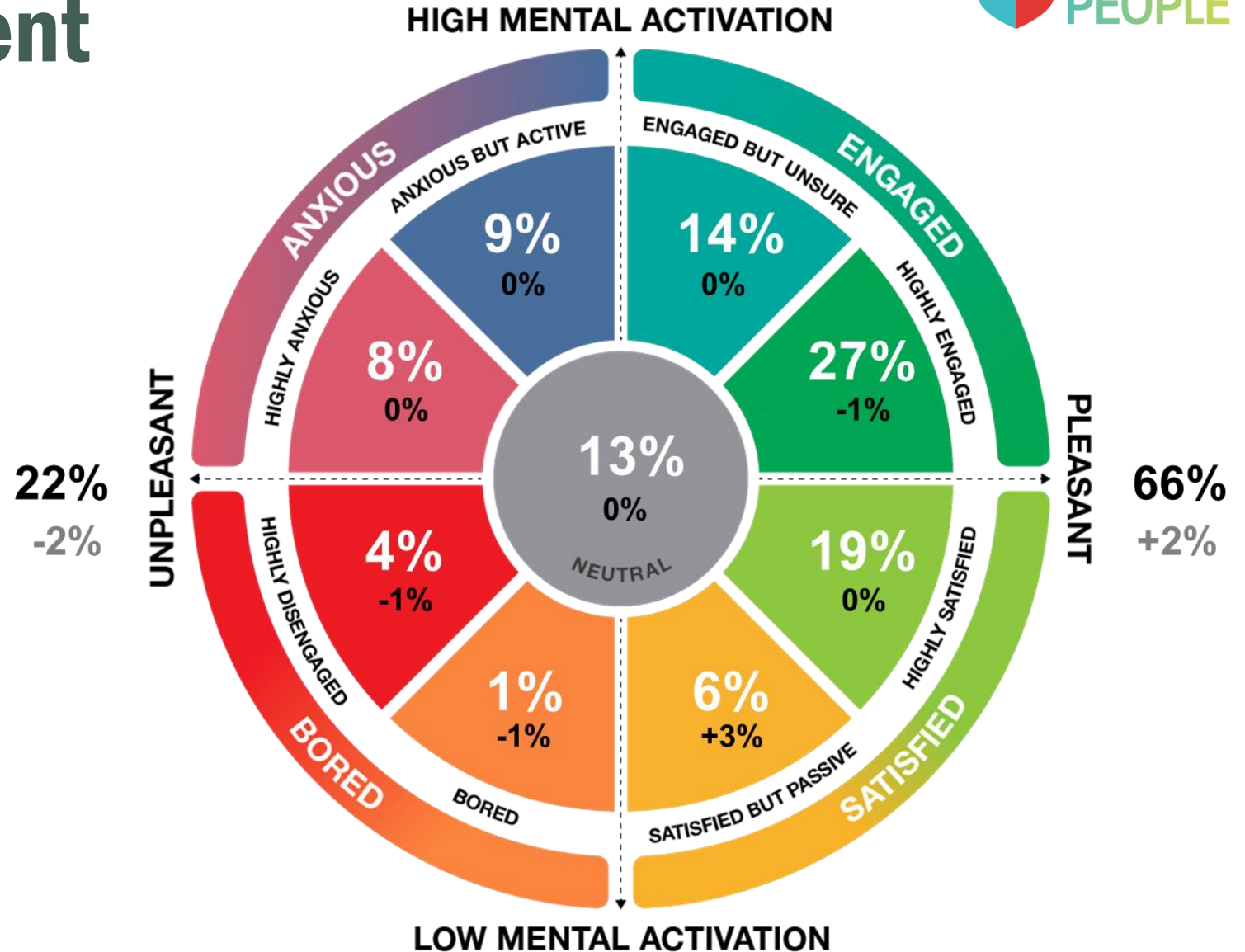
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- This chart is not based on the 8 factors of engagement scores



# Employee Engagement

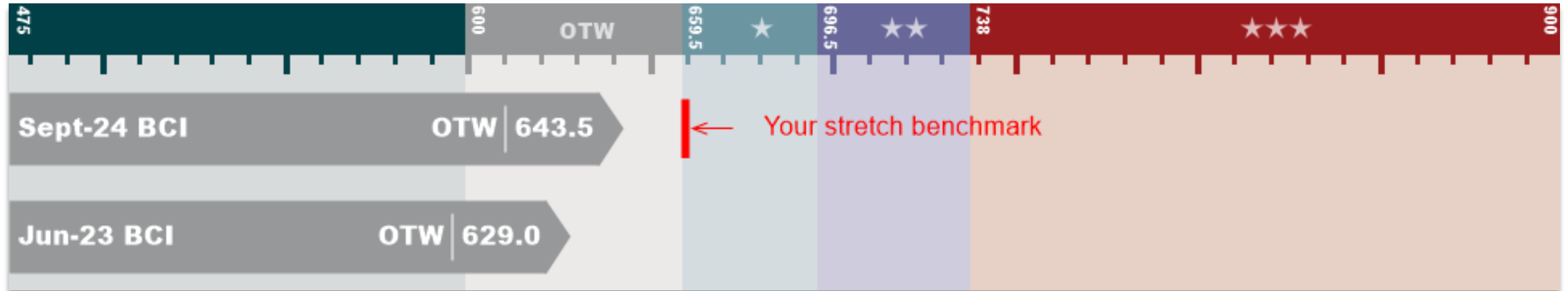
## Infrastructure and Environment

- 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
- 66% of respondents within Infrastructure and Environment reported an overall pleasant experience in the workplace
- This chart is not based on the 8 factors of engagement scores



# BCI Score

## Infrastructure and Environment



- 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

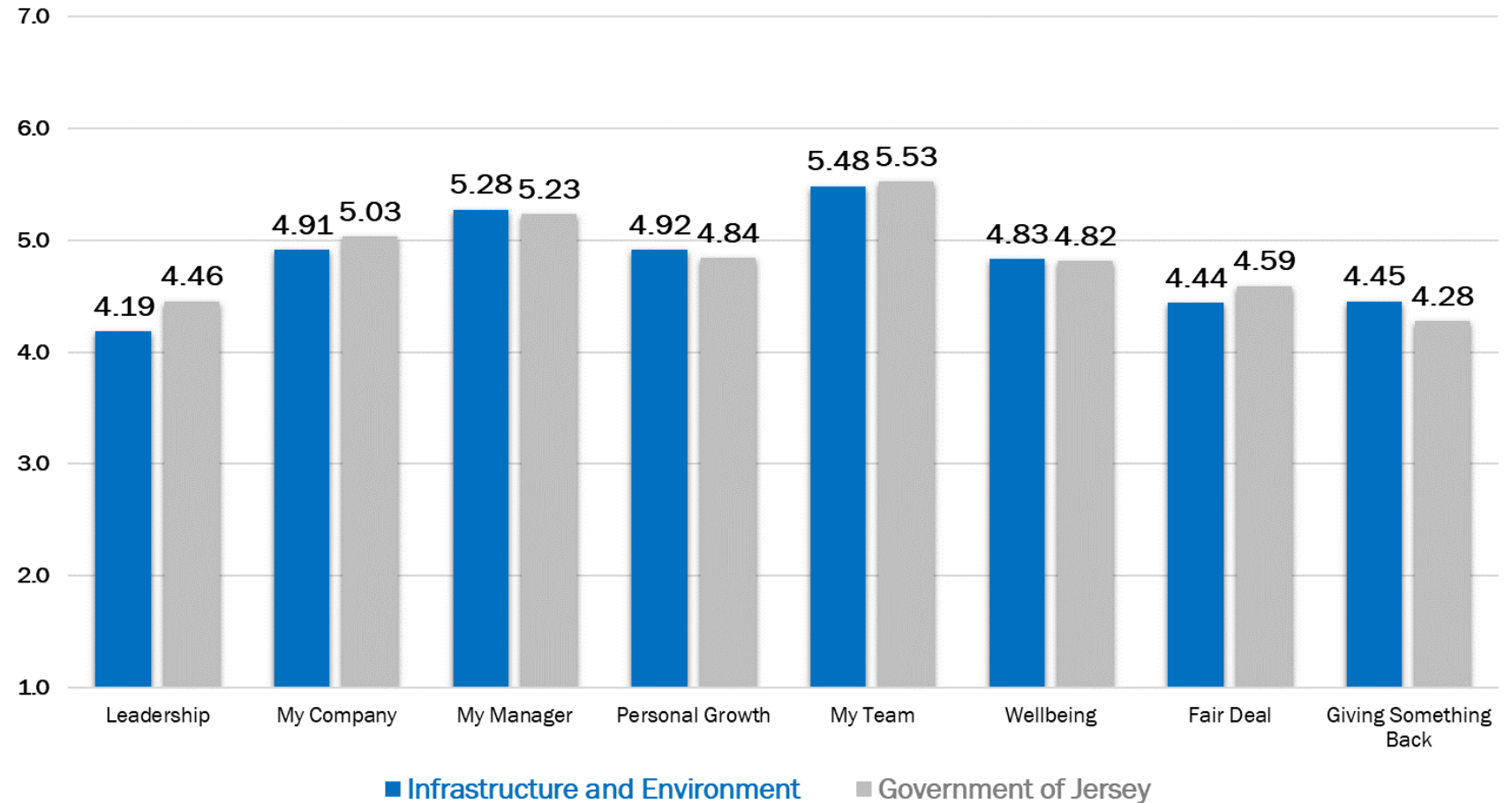
OTW is Good  
 ★ is Very Good  
 ★★ is Outstanding  
 ★★★ is World Class

# 8 Factors of Engagement



## Infrastructure and Environment vs GoJ

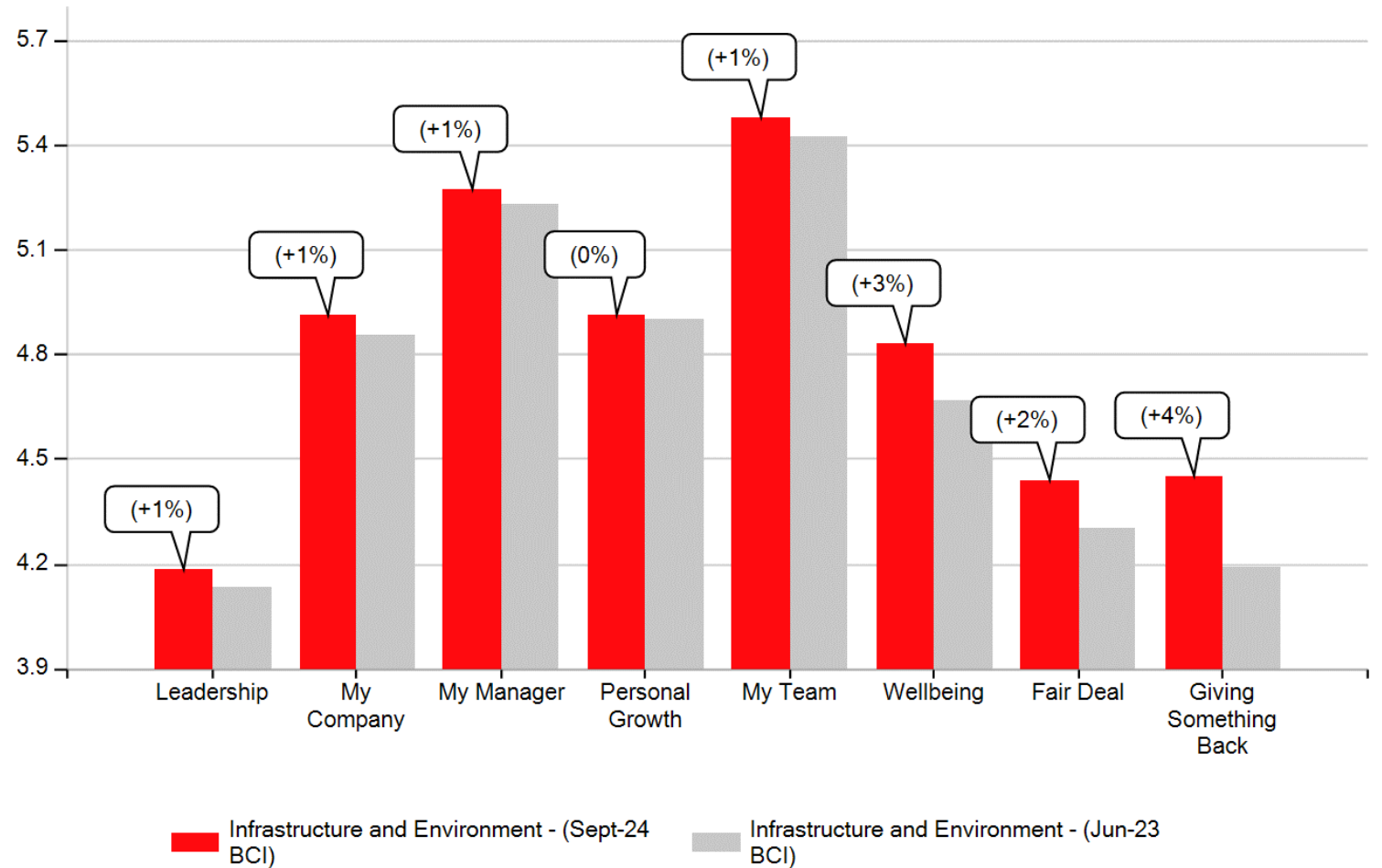
- The 8 factor scores are based on the core 24 statements in the survey
- Each factor is scored on a scale of 1 to 7



# 8 Factors of Engagement

## Comparison against previous survey

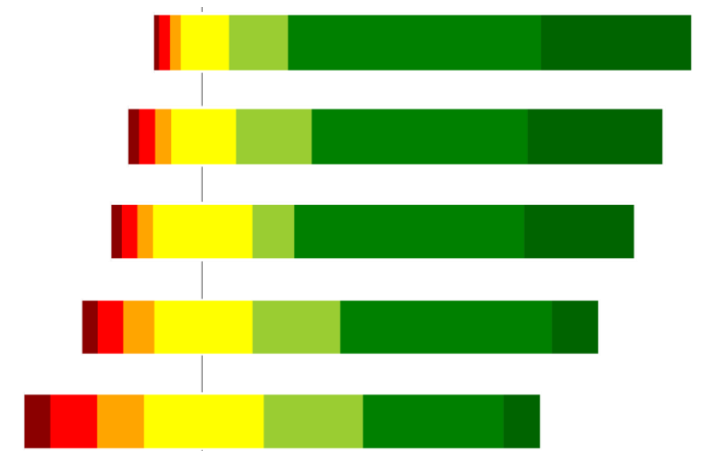
- The chart on this slide shows the difference in scores since the last survey in June 2023
- The differences are shown as percentage point differences
- An increase from 2 to 4 on a 7-point scale can be expressed as either 100% (relative change) or 33 percentage points (absolute change)



# 2024 BeHeard Survey

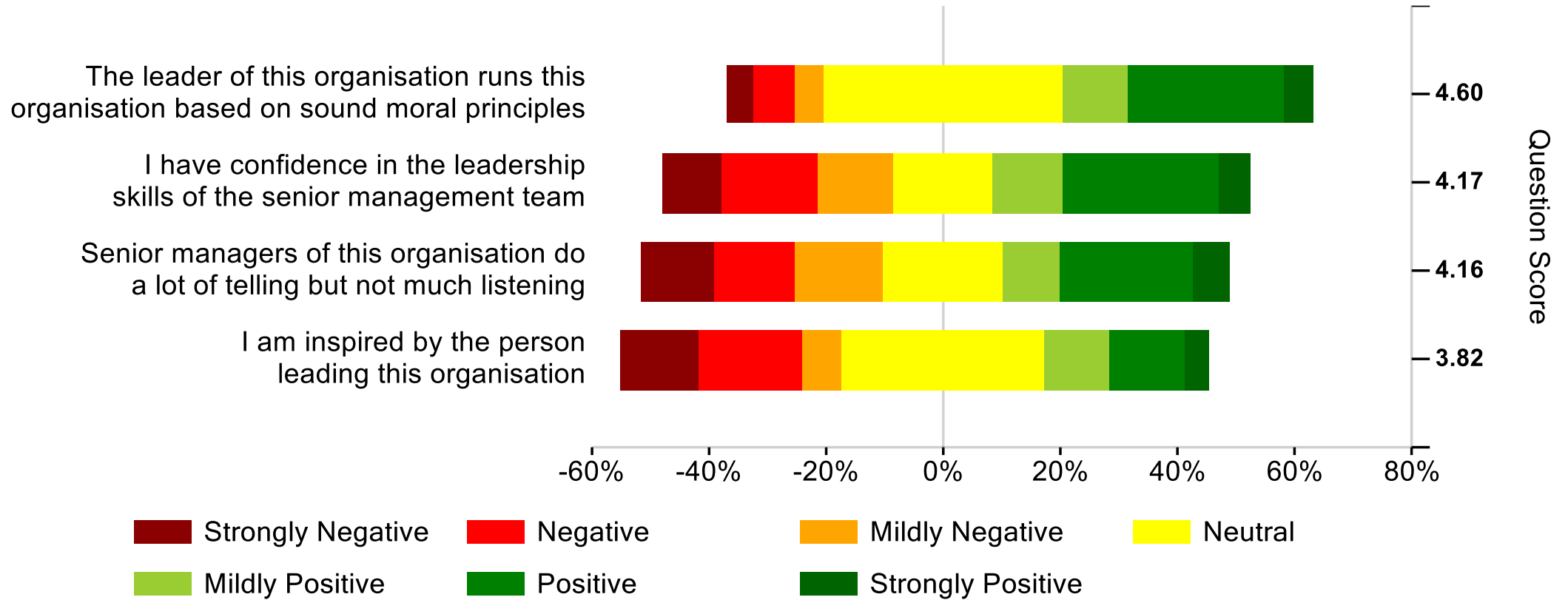
## Introduction to heatmaps

- 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

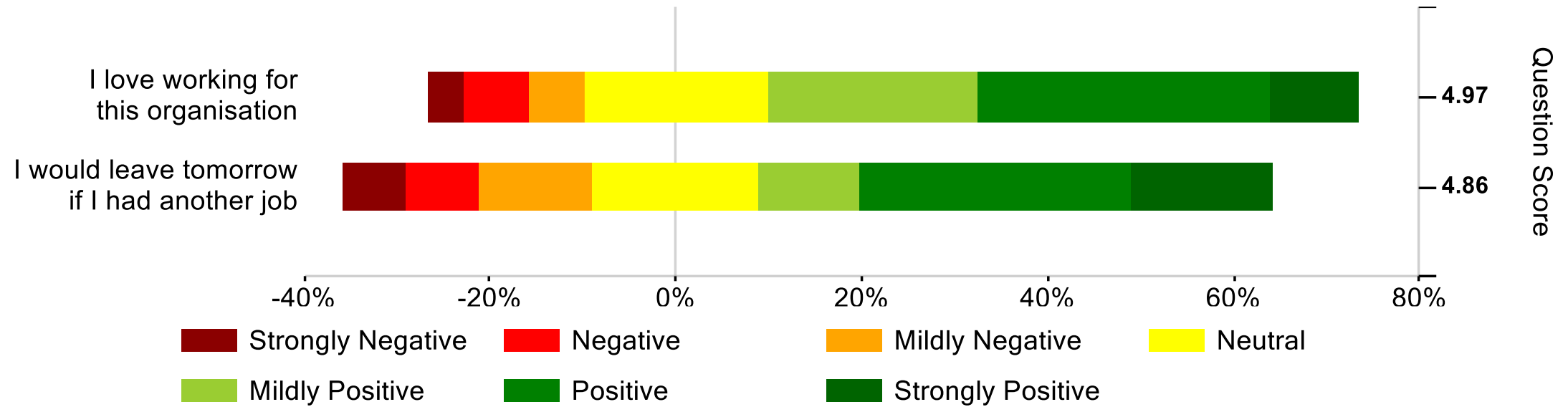




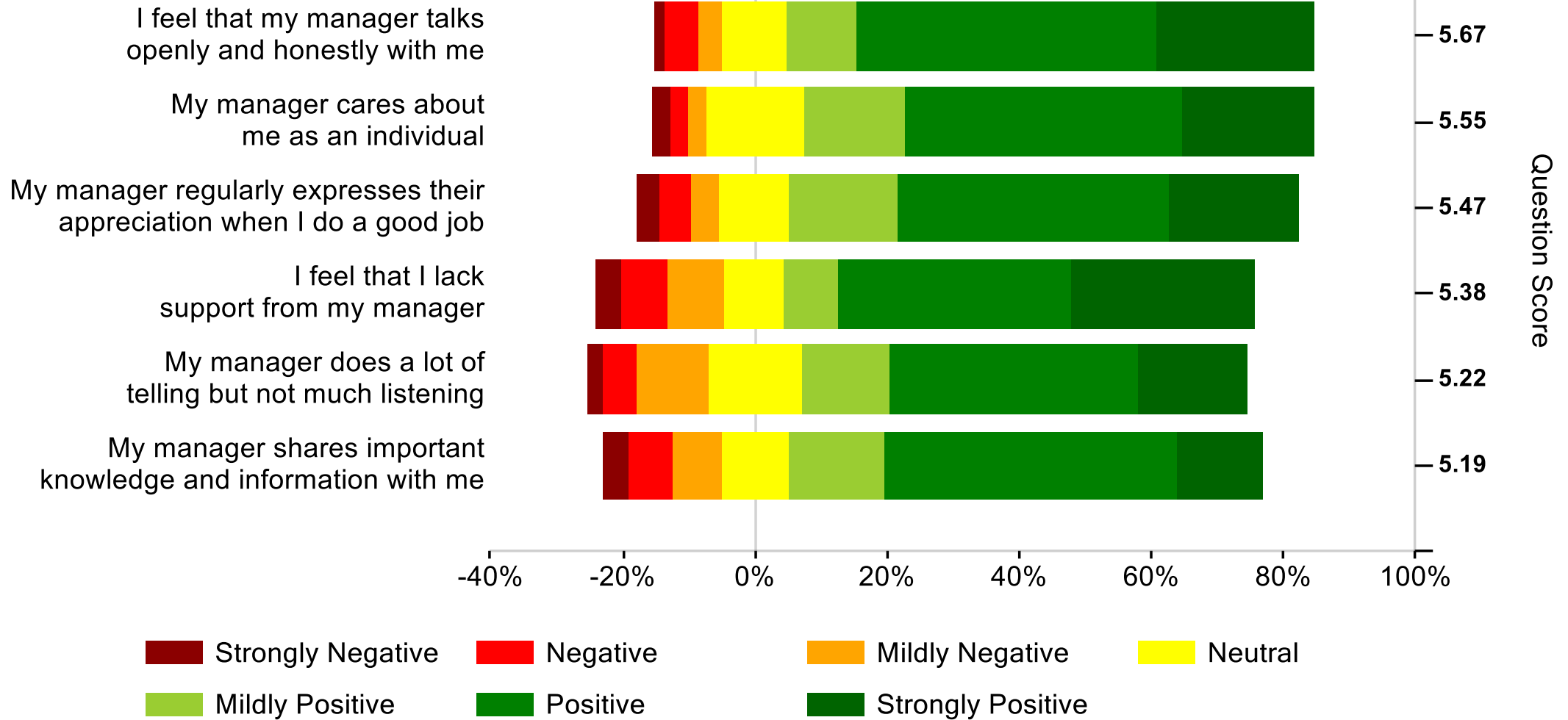
# Leadership



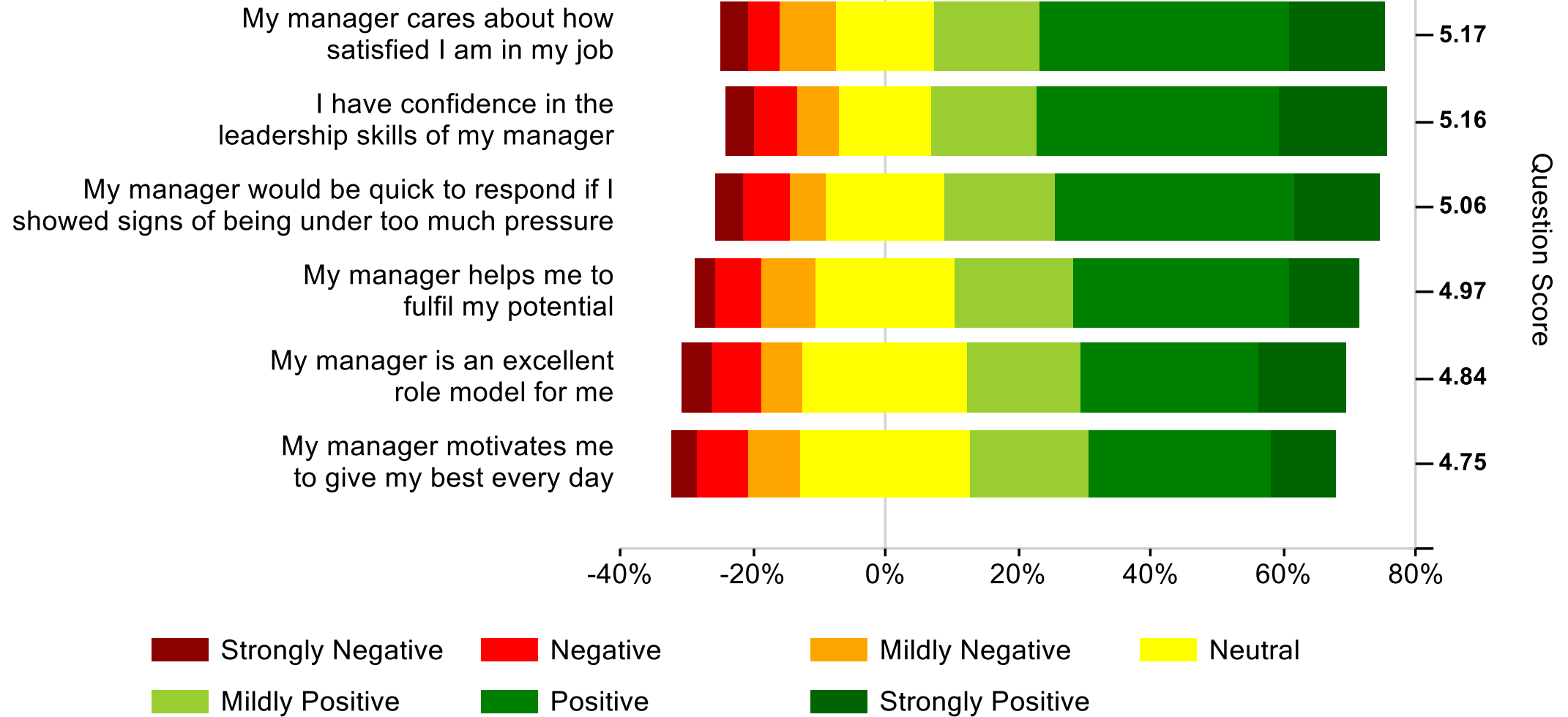
# My Company



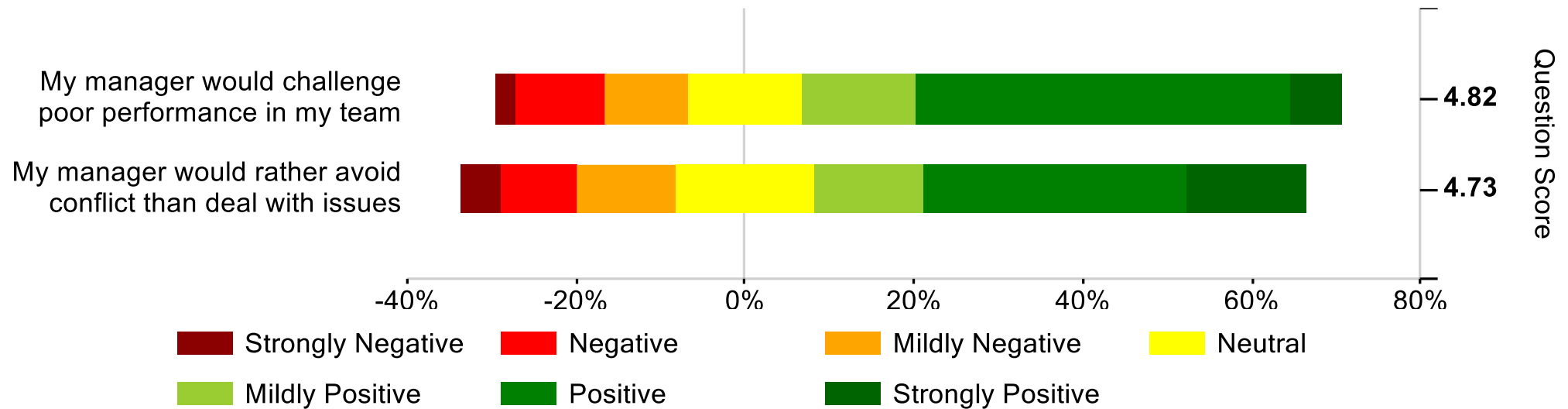
# My Manager (1 of 3)



# My Manager (2 of 3)

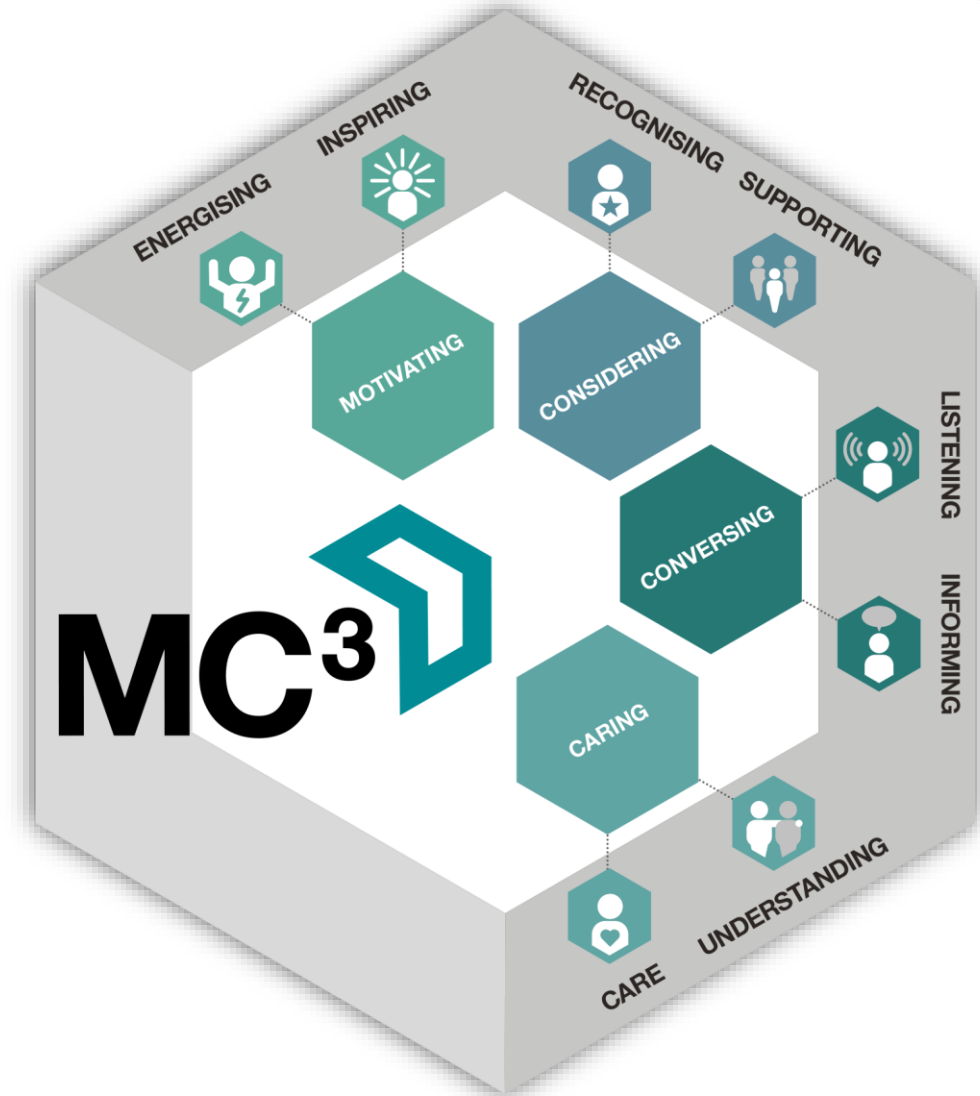


# My Manager (3 of 3)



# 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 -11	81.28 -13	82.22 -17	81.16 -10	83.33 -12	85.42 -12	83.33 -14	85.42 -11	84.79 -11	87.50 -14	84.00 -12	83.33 -12	84.72 -12
2* Manager	76.71 -5	74.99 -7	74.79 -9	75.02 -3	77.33 -6	79.17 -6	76.98 -7	80.00 -6	79.17 -5	81.67 -8	77.78 -6	77.38 -6	78.13 -5
Infrastructure and Environment	71.49	68.48	65.37	71.60	71.63	73.44	69.82	74.04	74.17	73.91	71.80	70.90	72.71
1* Manager	71.46 0	69.67 -1	68.52 -3	70.04 2	72.04 0	72.73 1	72.07 -2	74.96 -1	73.33 1	76.34 -2	71.89 0	71.67 -1	72.62 0
Ones to Watch Manager	65.34 6	62.59 6	59.33 6	67.88 4	66.88 5	63.19 10	62.80 7	67.06 7	63.28 11	65.40 9	64.09 8	66.28 5	67.02 6

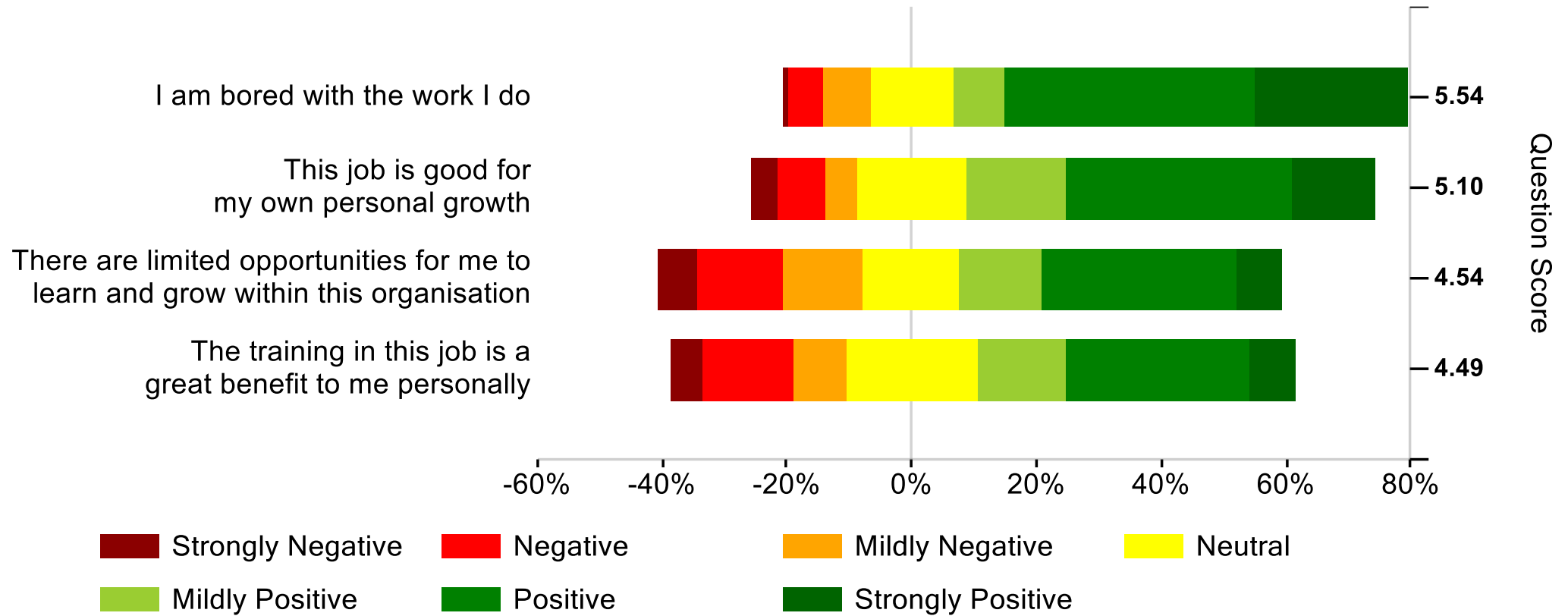
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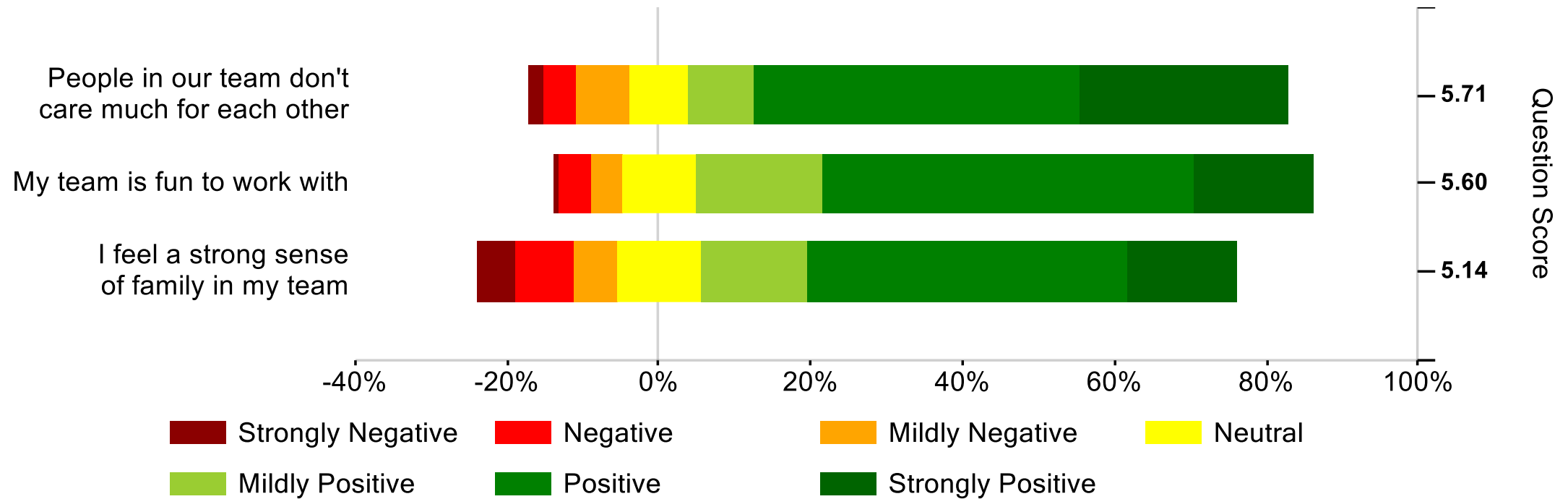
★★★ is World Class

# Personal Growth

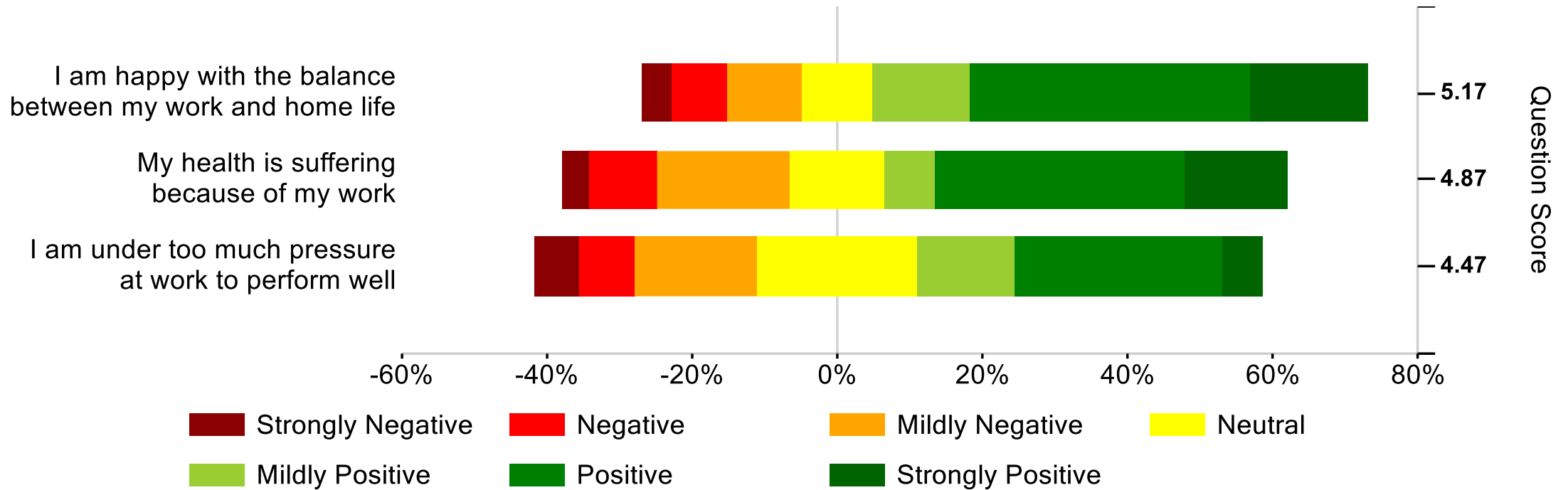




# My Team

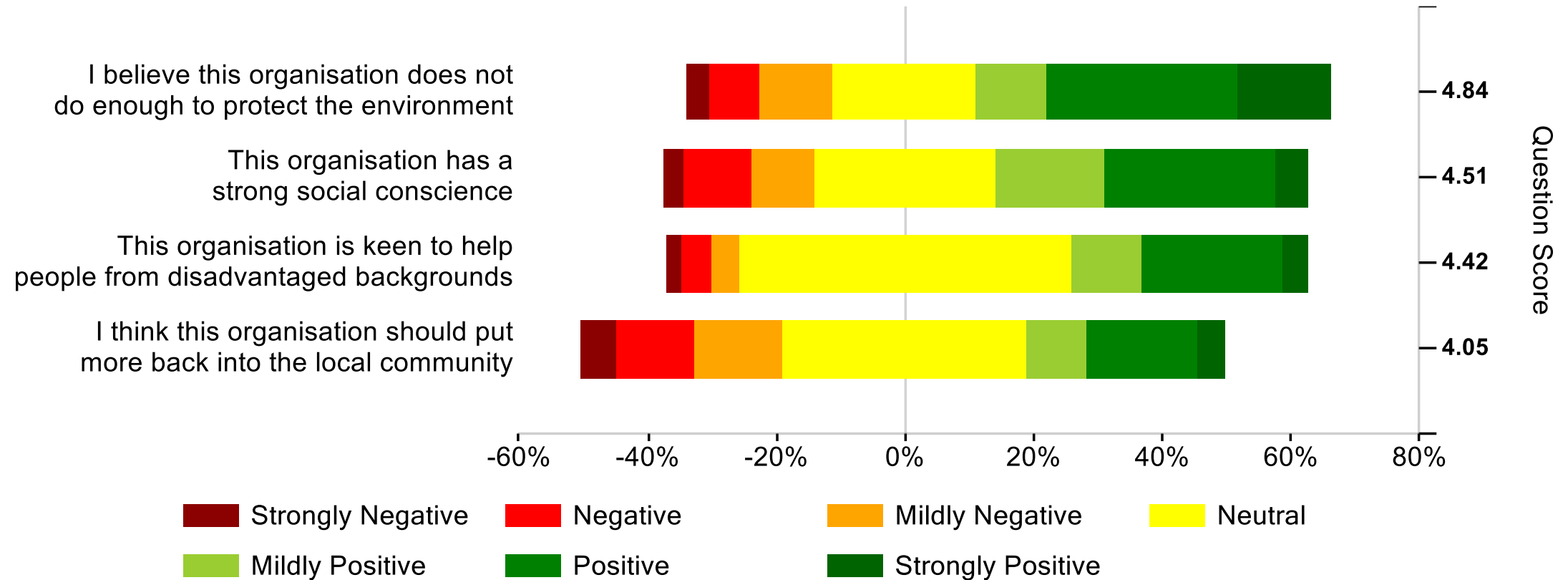


# Wellbeing

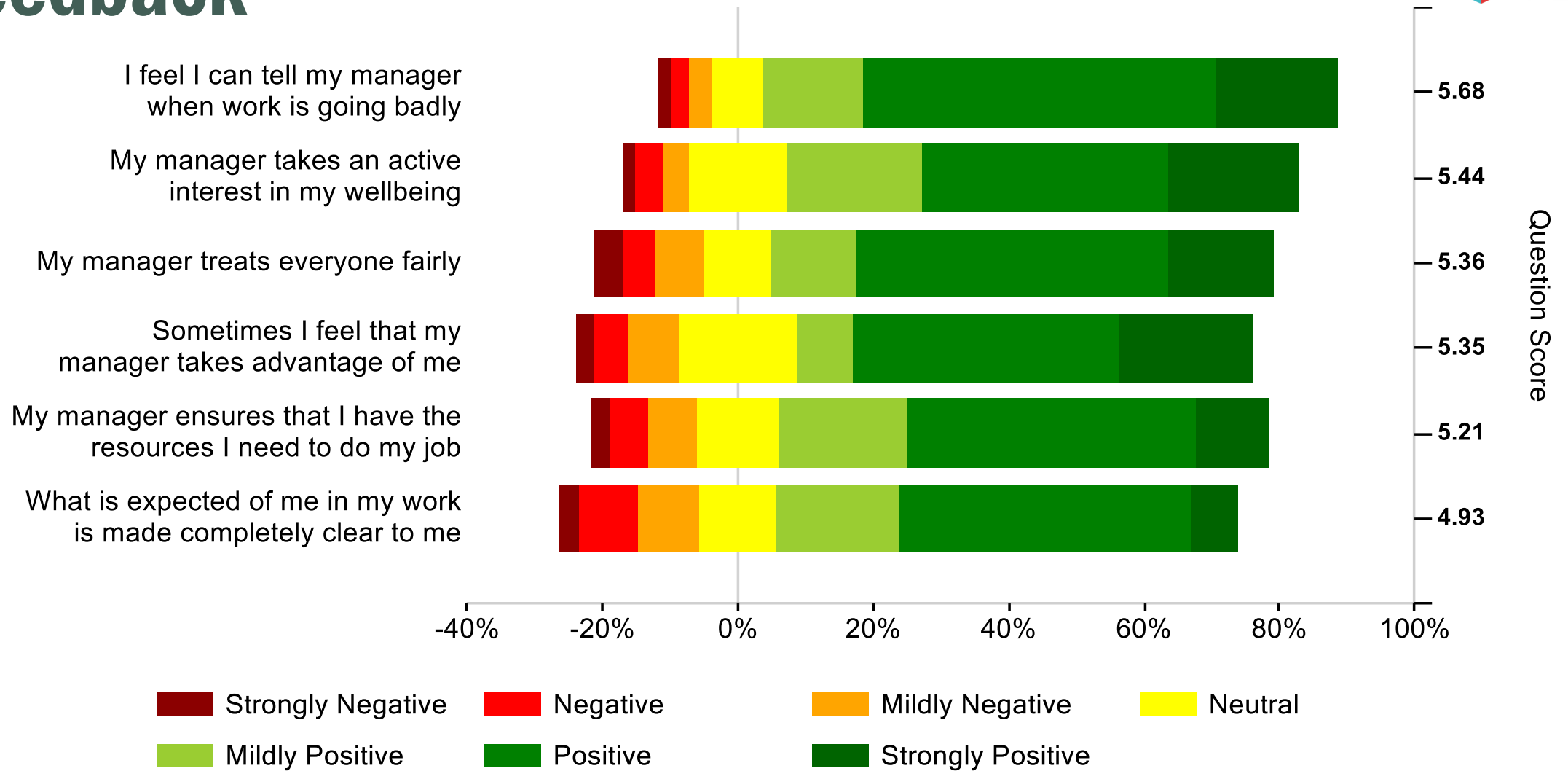




# Giving Something Back



# Feedback



# Bespoke

