

2024 BeHeard Survey

Treasury and Exchequer

Presented by:

Organisation Effectiveness Team (People Services)

Executive Summary

The number of people in the Treasury and Exchequer department who reported an overall pleasant experience in the workplace has improved year on year

Treasury and Exchequer remains in the 'ones to watch' category, making it a 'good' place to work.

Half of the engagement factors have improved year on year, with the factor score for wellbeing increasing by five percentage points year on year

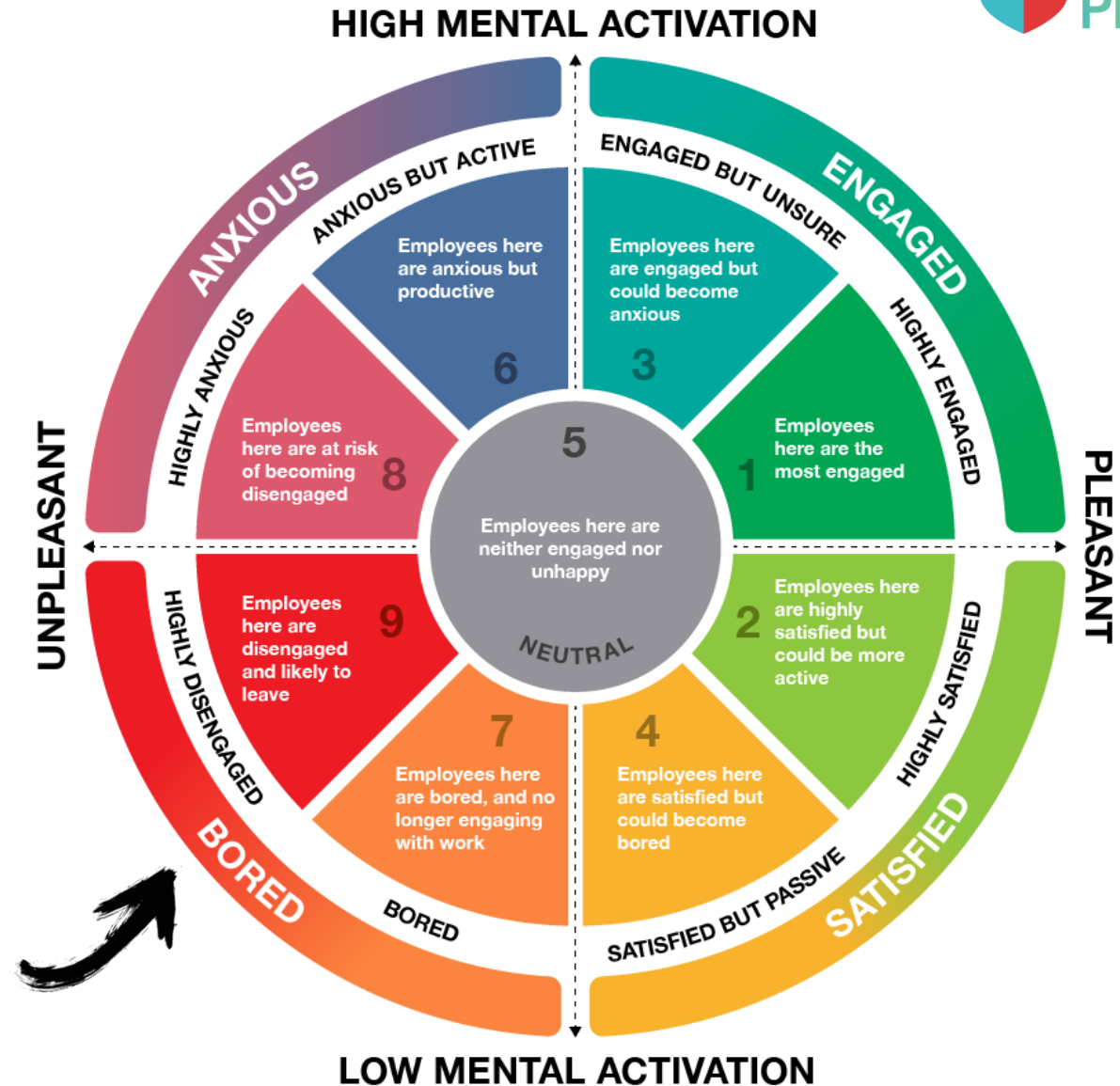
The factors for My Manager and My Team both received scores of over five points out of a possible seven.

Where factor scores have decreased year on year, it is only by between 1 and 2 percentage points.

Employee Engagement

Overview

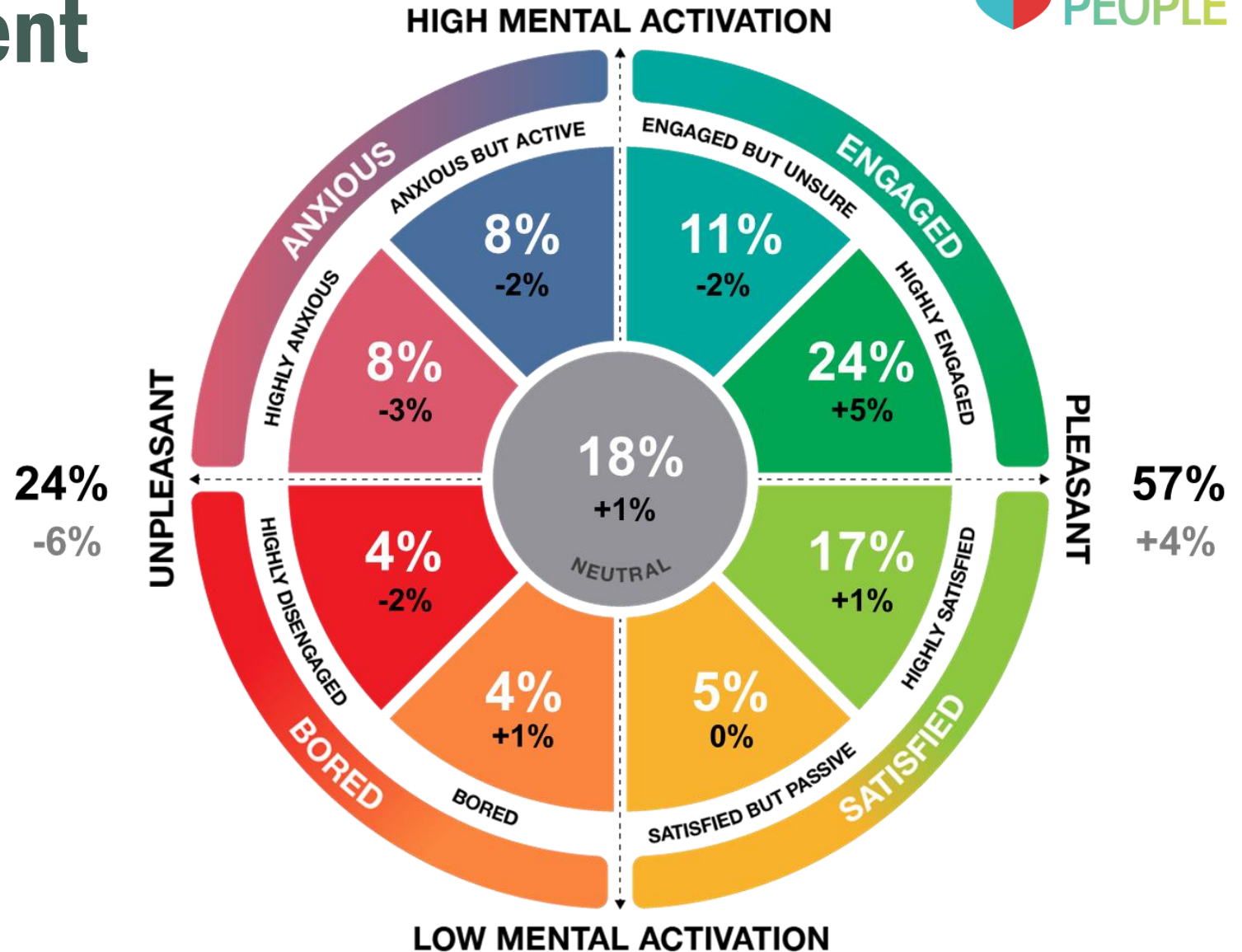
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- This chart is not based on the 8 factors of engagement scores



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
- 57% of respondents within Treasury and Exchequer 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



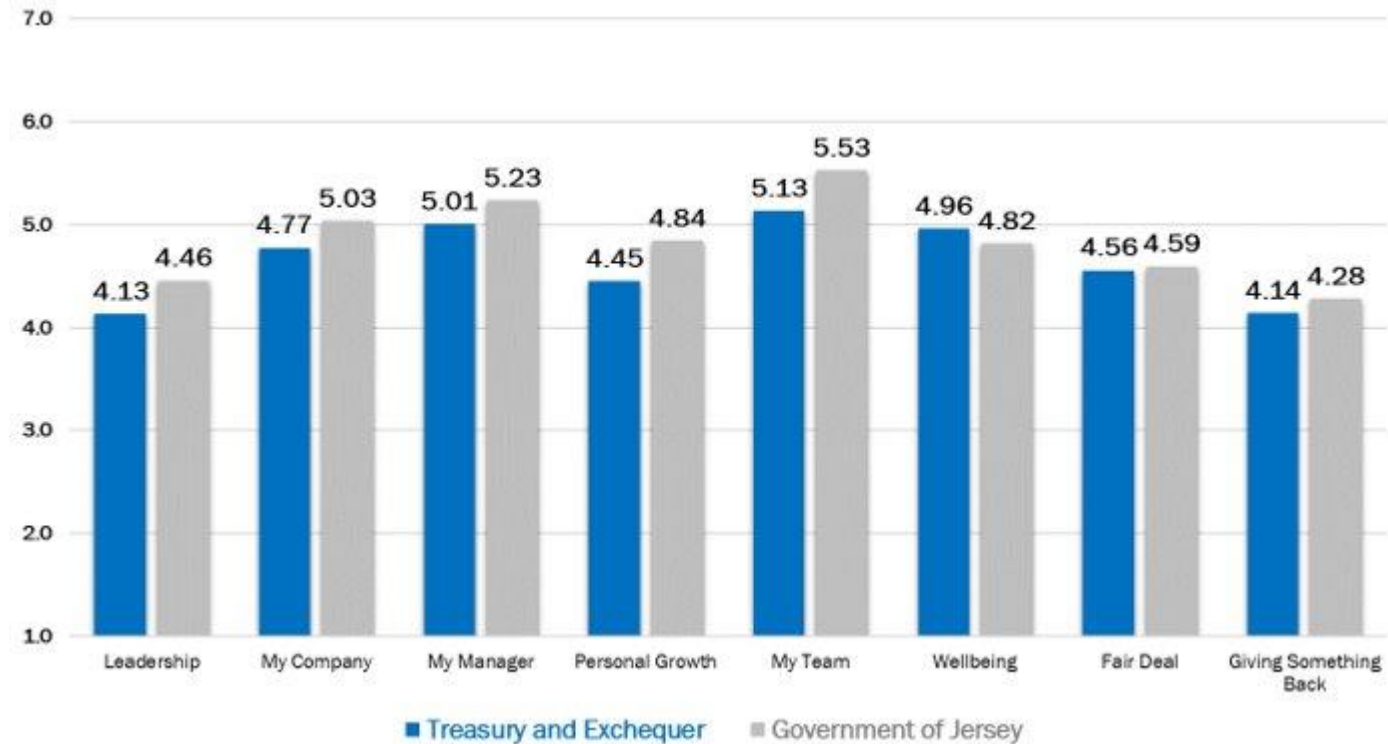
- The BCI score is a recognised standard for employee engagement calculated by combining the responses to the core statements in the survey, relating to the 8 Factors of Engagement
- The score is on a scale of 0-1000, although most companies fall between 475 and 900

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

8 Factors of Engagement

Treasury and Exchequer 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

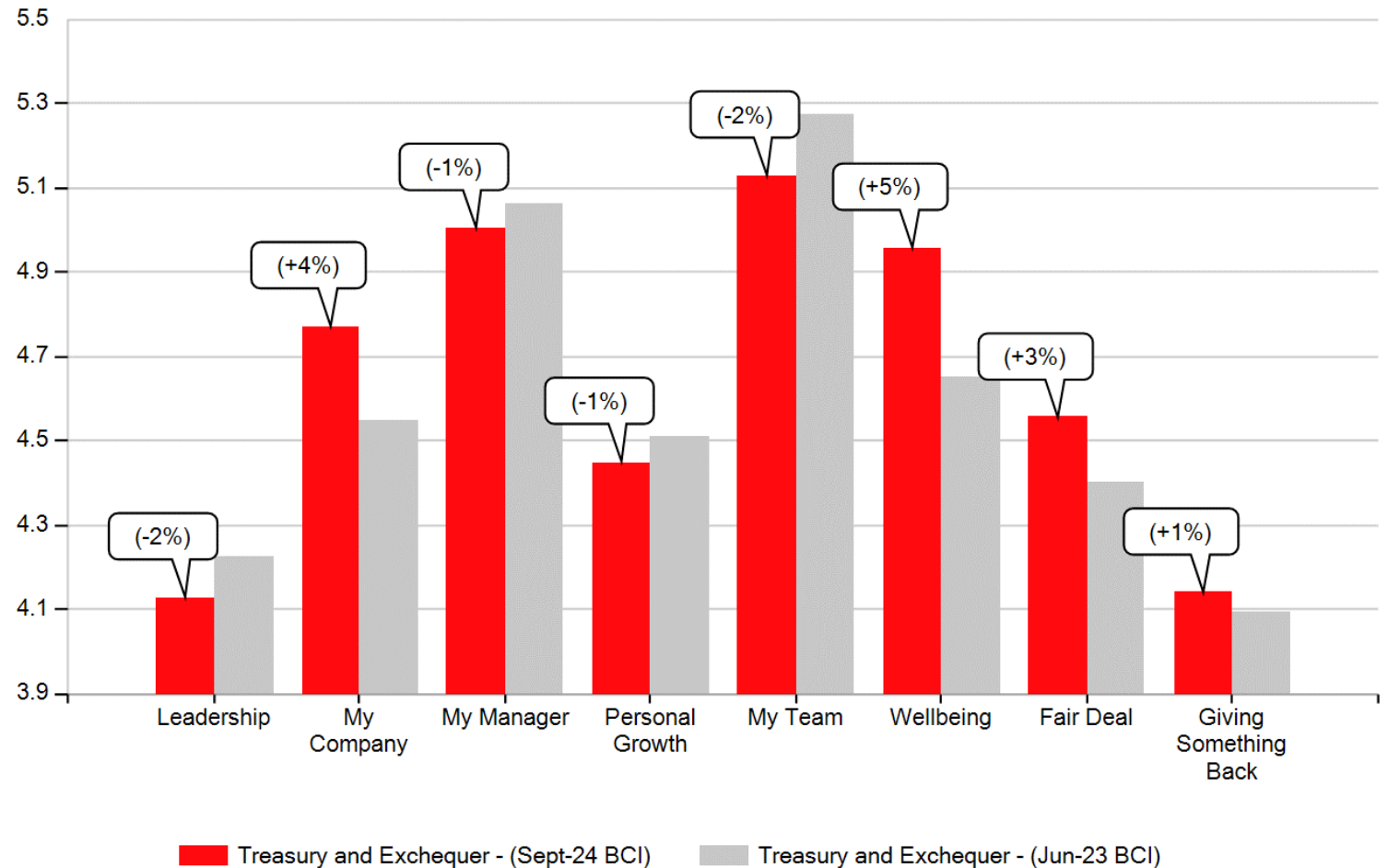


8 Factors of Engagement



Comparison against previous survey

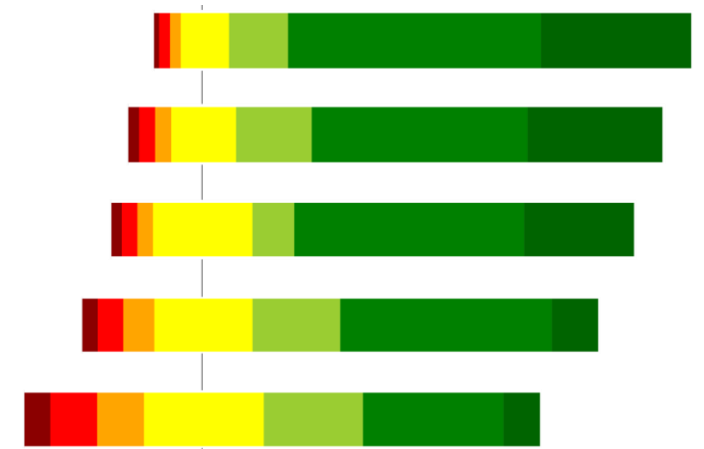
- The chart on this slide shows the difference in scores since the last survey in June 2023
- The differences are shown as percentage point differences
- An increase from 2 to 4 on a 7-point scale can be expressed as either 100% (relative change) or 33 percentage points (absolute change)



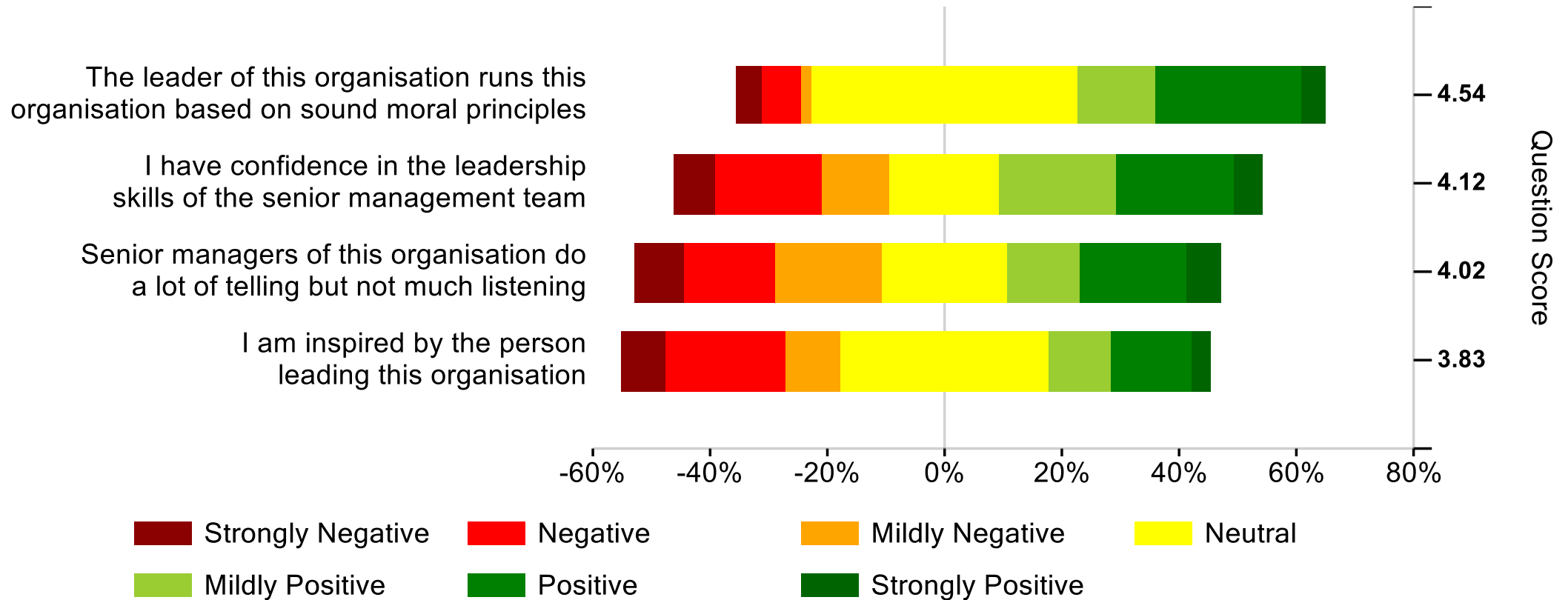
2024 BeHeard Survey

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



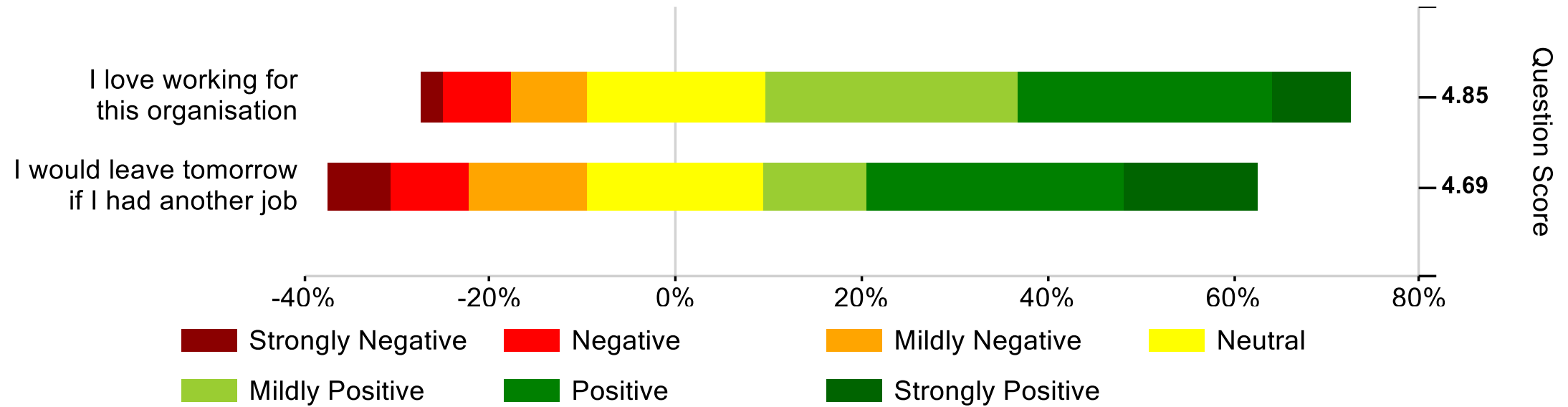
Leadership



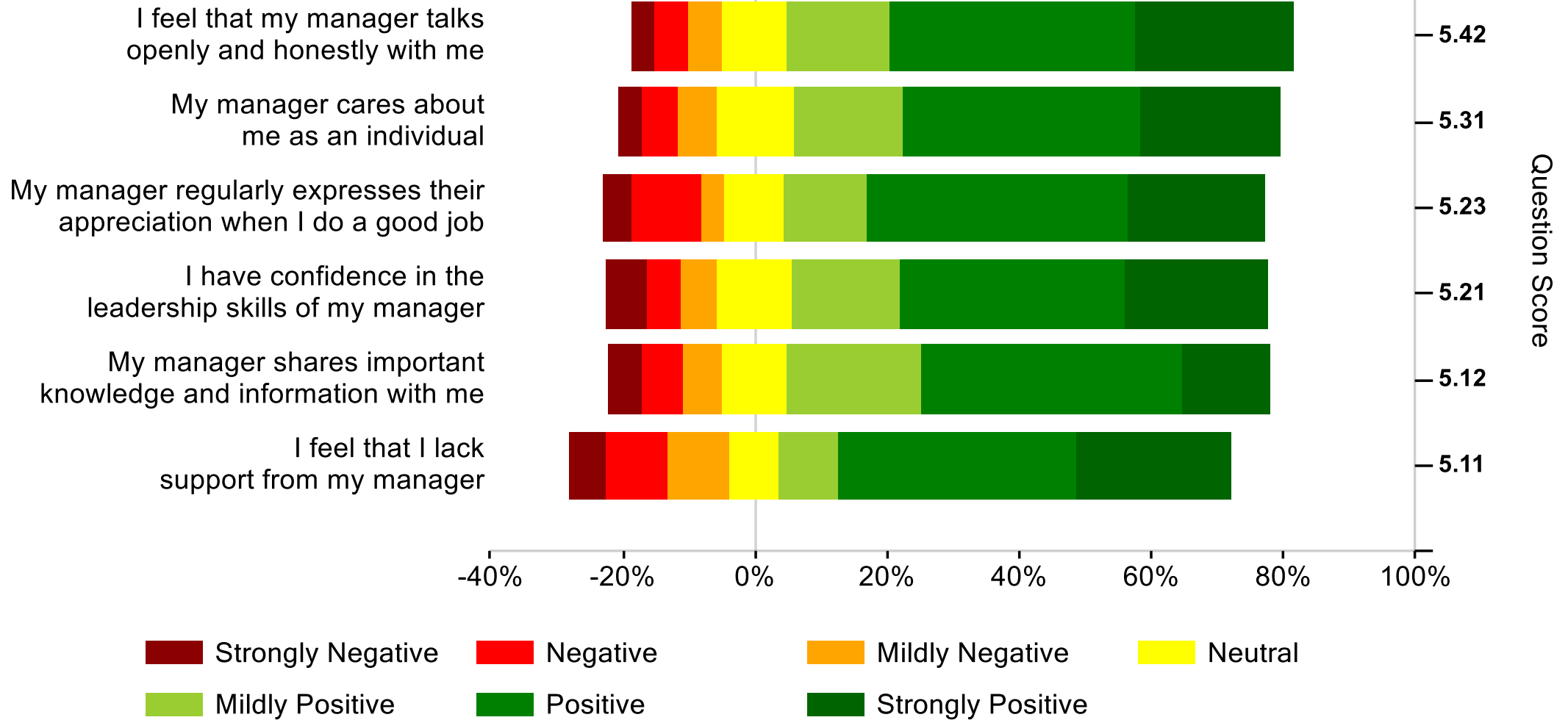
Leadership questions related to Chief Officer Richard Bell

Senior Managers questions related to: For Revenue Jersey - Richard Summersgill, Cora O'Brien, Mandy Sloan, Niamh Moylan, Dominic Murphy, Julie Hinault, Christophe Ait-Elhadj, Iain Bussy, Marie Vibert, & Jean-Marc Blanchet. For Commercial Services - Caroline Hastings. For Finance - Andrew Hacquoil, Hazel Cunningham, Graham Chidlow.

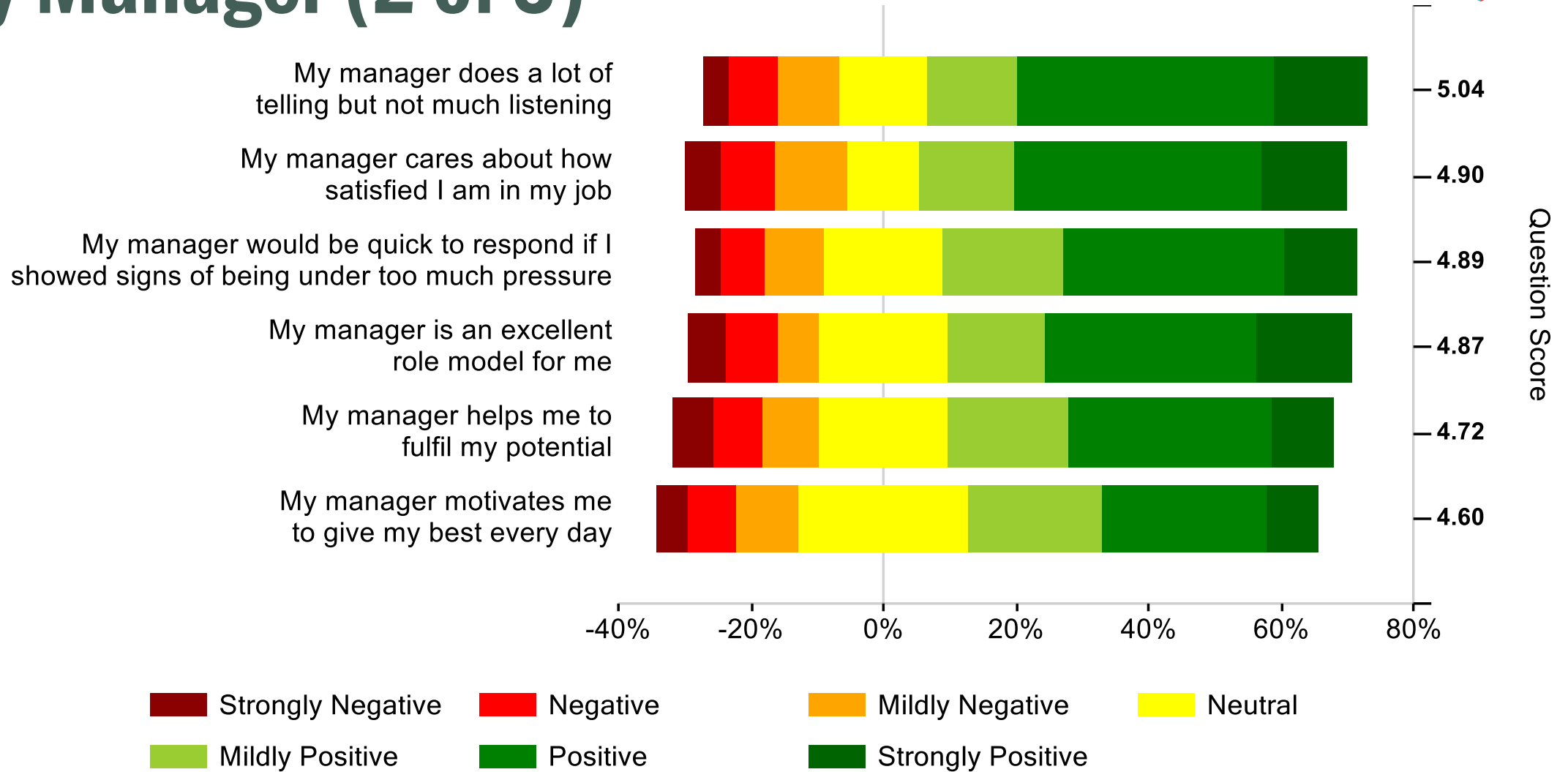
My Company



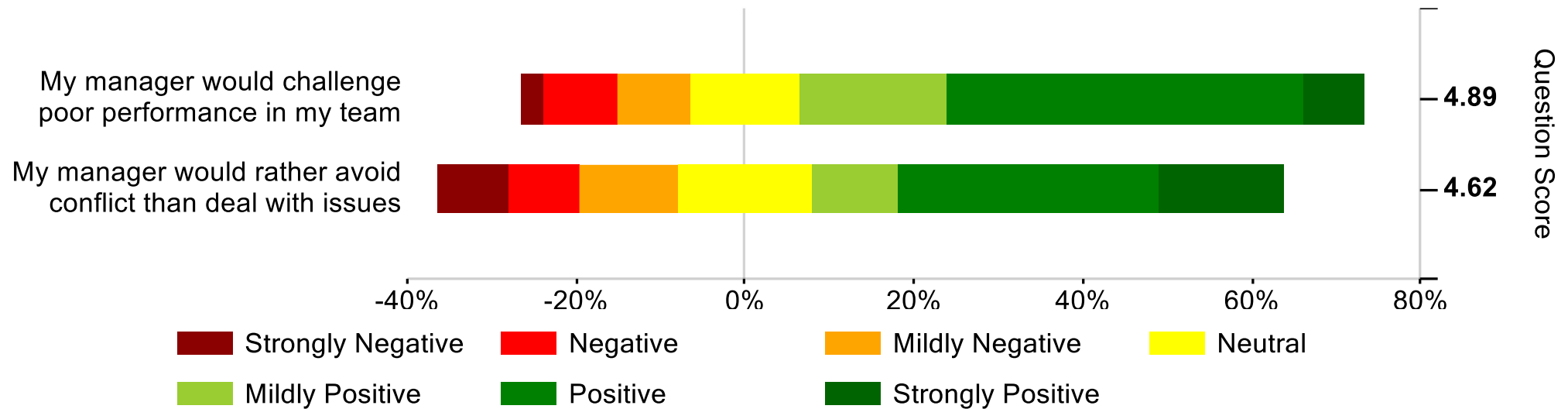
My Manager (1 of 3)



My Manager (2 of 3)

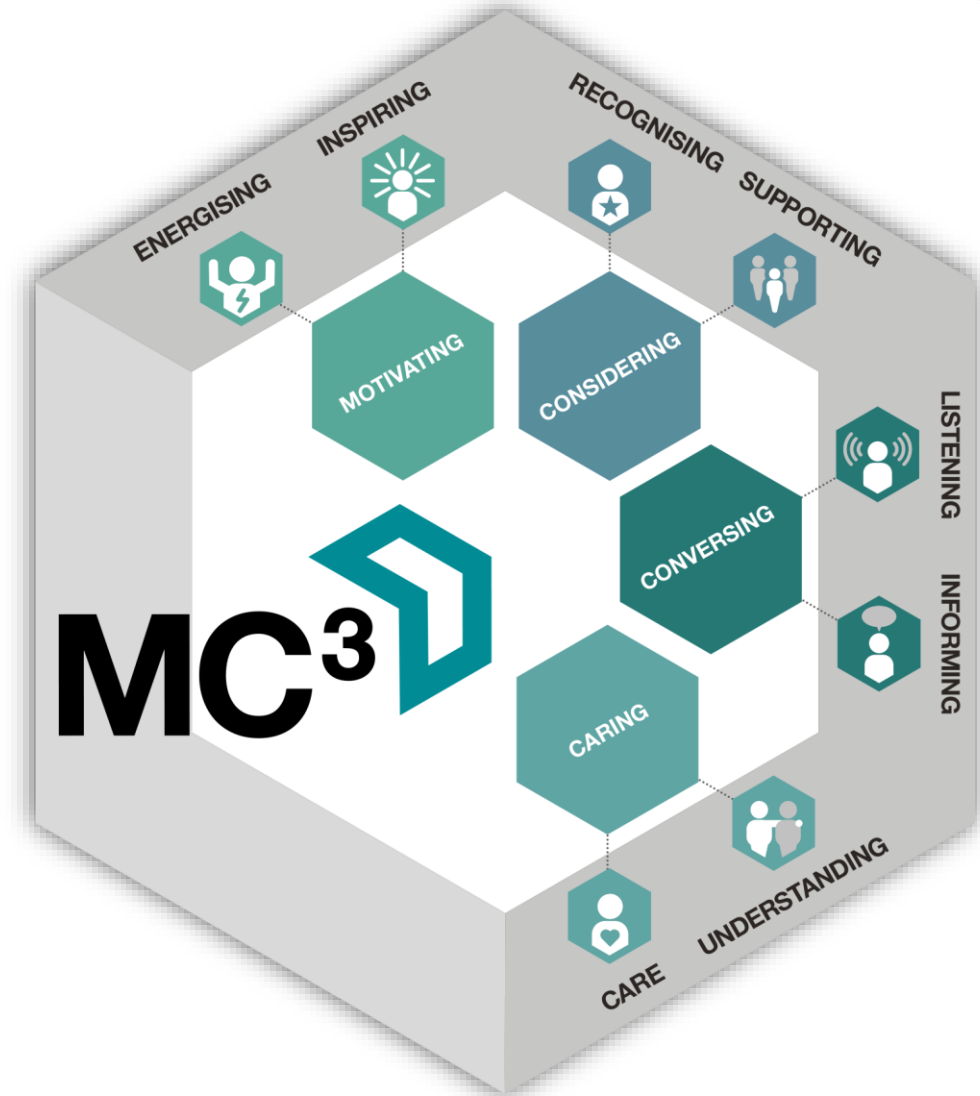


My Manager (3 of 3)



MC³

- MC³ 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



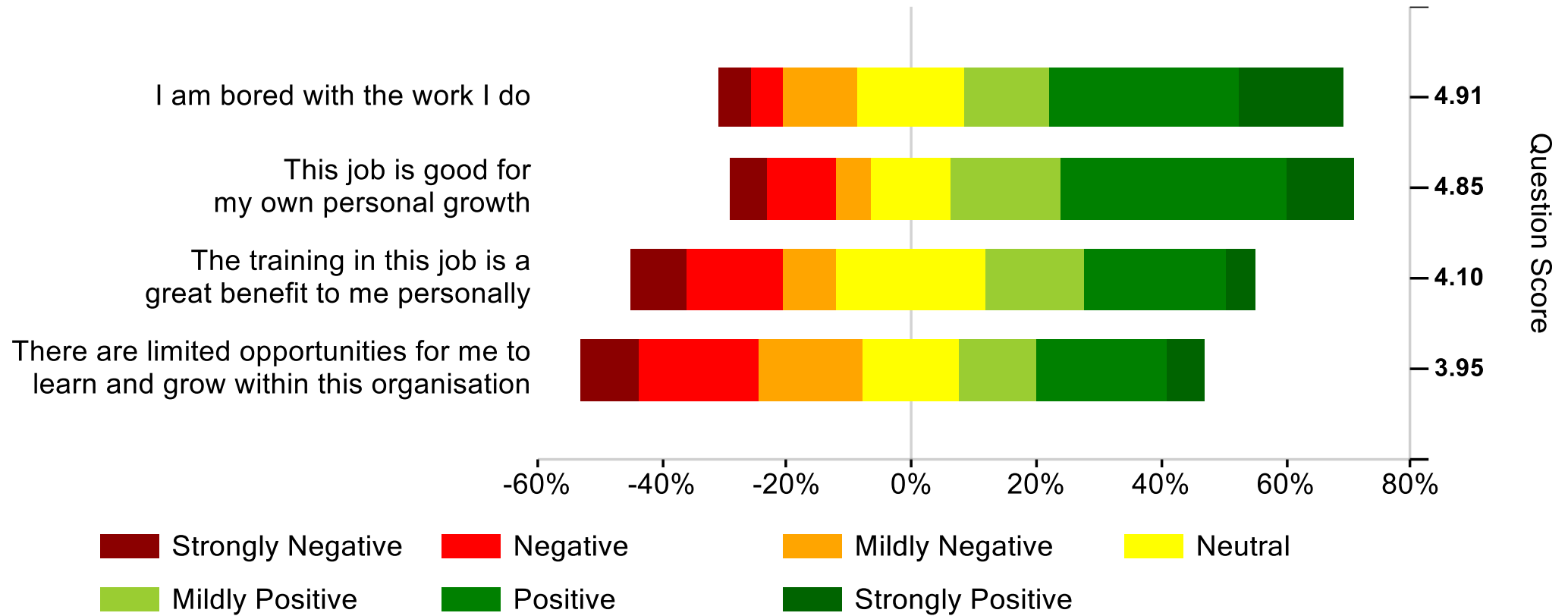
MC³



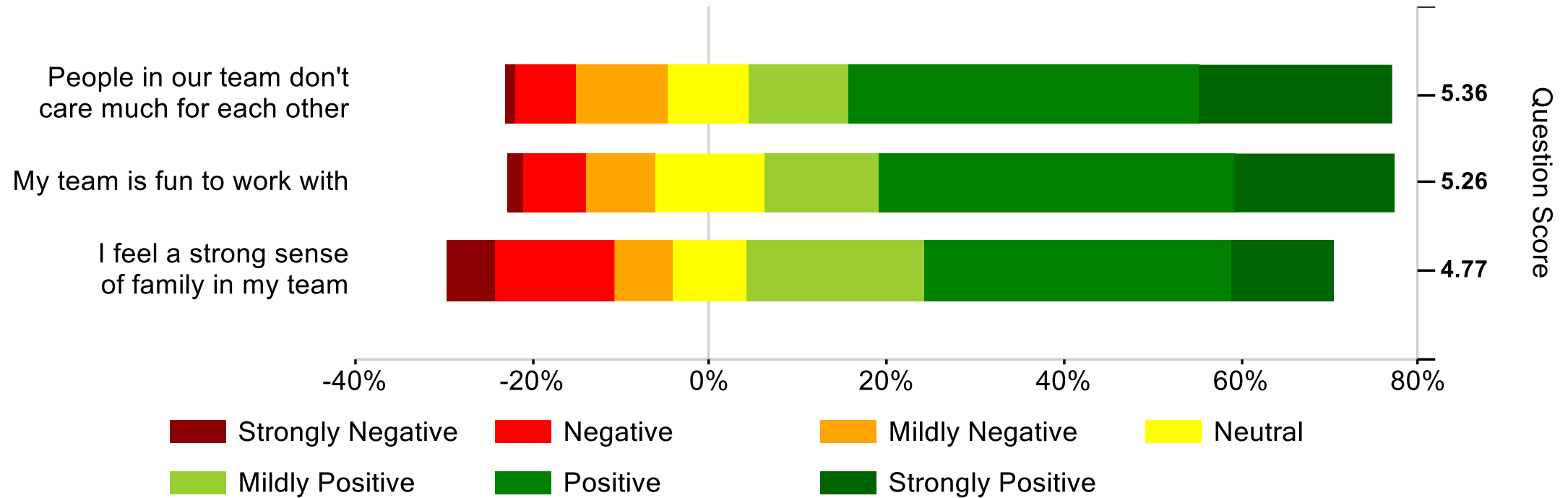
	MC3 Overall	Motivates	Inspiring	Energising	Considers	Recognising	Supporting	Converses	Listening	Informing	Cares	Understanding	Caring
3* Manager	82.58 -14	81.28 -15	82.22 -17	81.16 -13	83.33 -15	85.42 -14	83.33 -17	85.42 -15	84.79 -14	87.50 -16	84.00 -16	83.33 -17	84.72 -16
2* Manager	76.71 -8	74.99 -8	74.79 -10	75.02 -7	77.33 -9	79.17 -8	76.98 -11	80.00 -9	79.17 -9	81.67 -11	77.78 -10	77.38 -11	78.13 -10
1* Manager	71.46 -3	69.67 -3	68.52 -4	70.04 -2	72.04 -3	72.73 -2	72.07 -6	74.96 -4	73.33 -3	76.34 -5	71.89 -4	71.67 -5	72.62 -4
Treasury and Exchequer	68.44	66.69	64.90	68.48	68.72	71.21	66.23	70.84	70.52	71.15	67.52	66.53	68.51
Ones to Watch Manager	65.34 3	62.59 4	59.33 6	67.88 1	66.88 2	63.19 8	62.80 3	67.06 4	63.28 7	65.40 6	64.09 3	66.28 0	67.02 1

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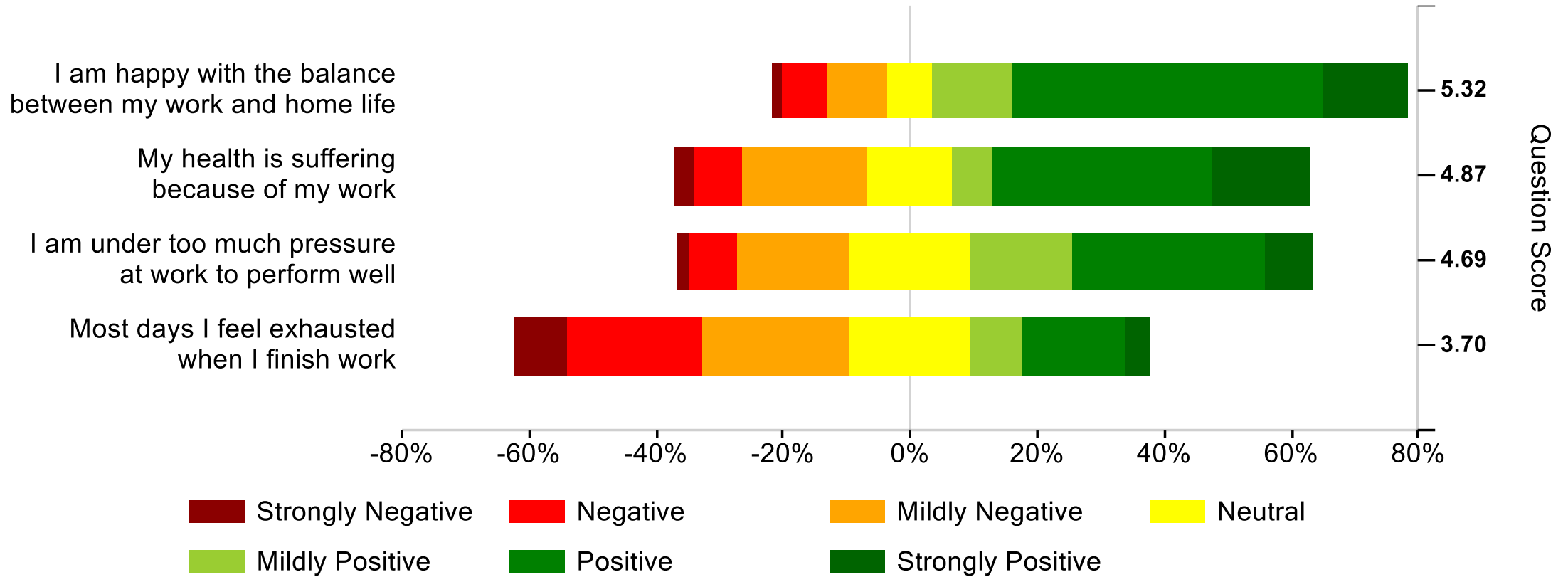
Personal Growth



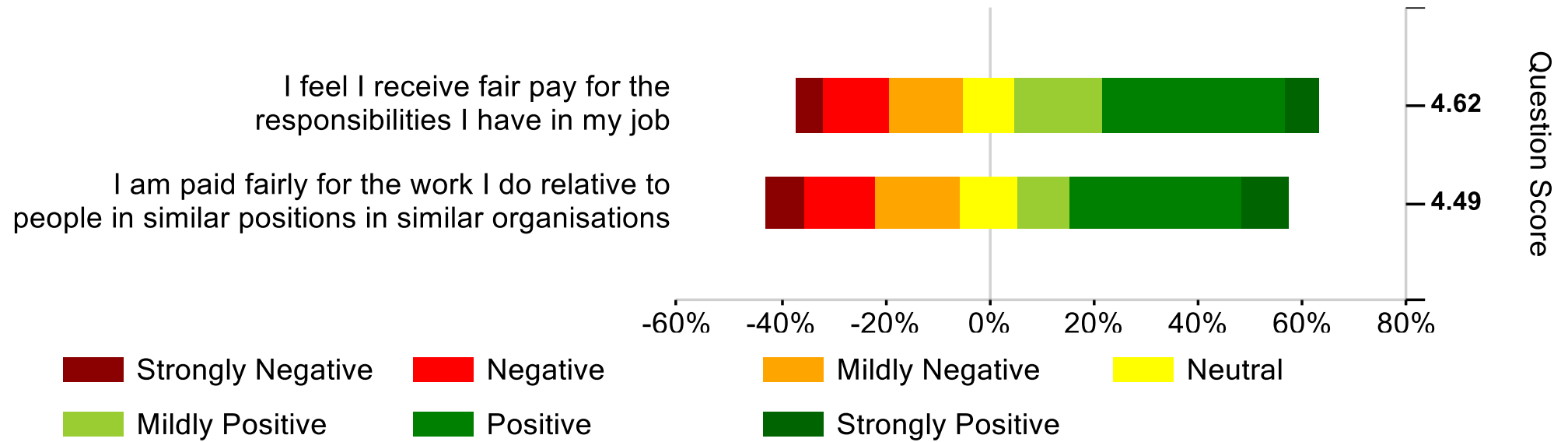
My Team



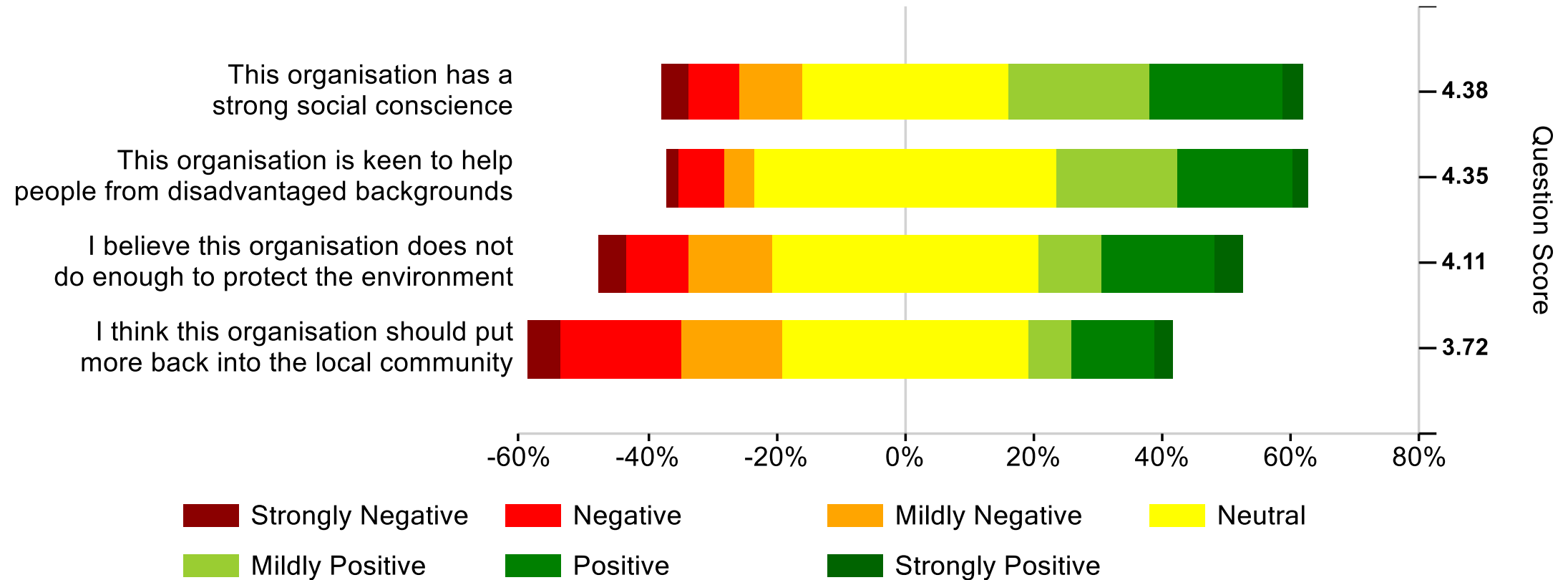
Wellbeing



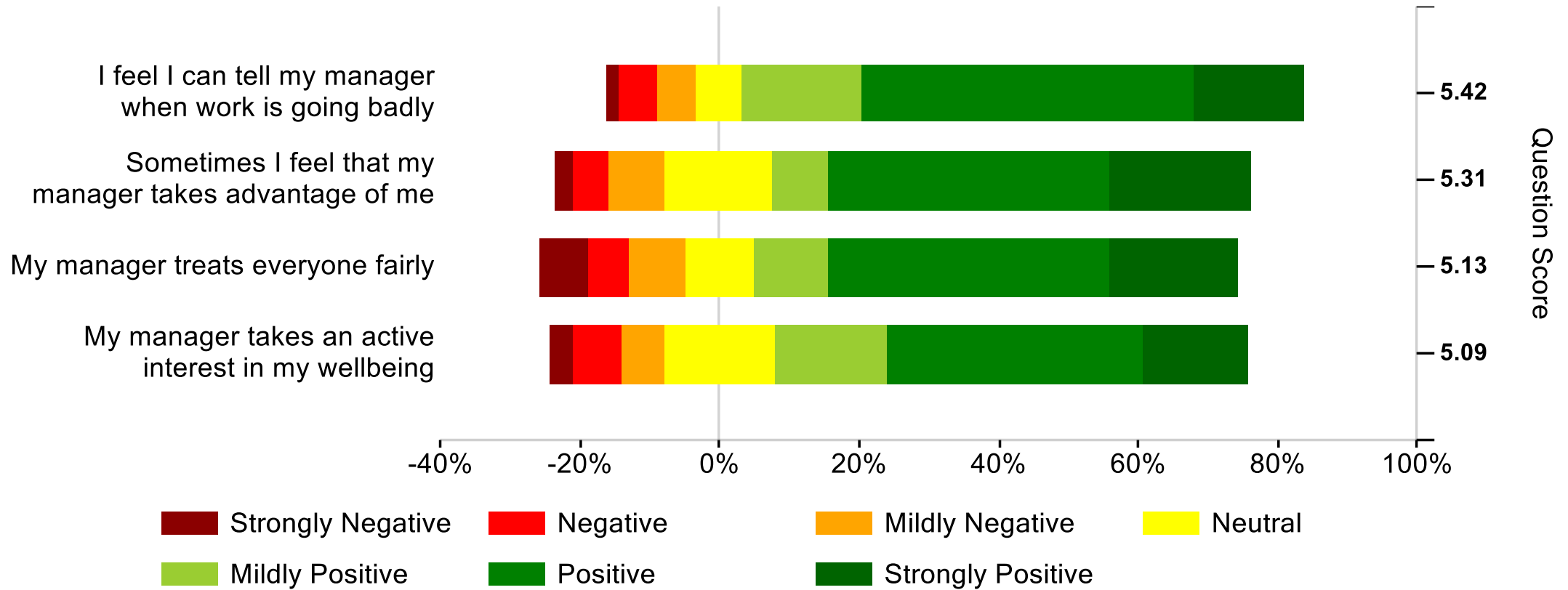
Fair Deal



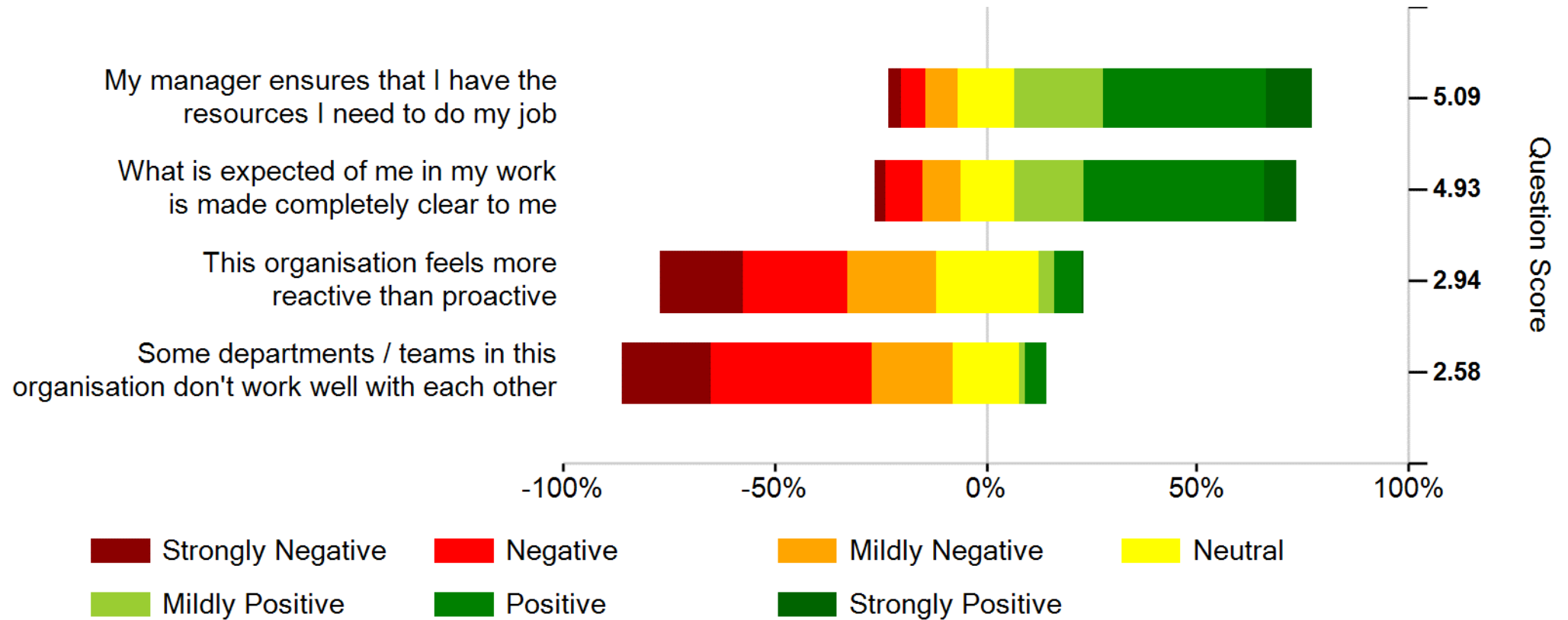
Giving Something Back



Feedback (1 of 2)



Feedback (2 of 2)



Service



Some people here do not understand the expectations of our customers / clients

