

# Be Heard survey results

Justice and Home Affairs

February 2021

# Engagement Levels



People find the working environment stimulating  
**HIGH MENTAL ACTIVATION**



**LOW MENTAL ACTIVATION**  
 People find the working environment unchallenging

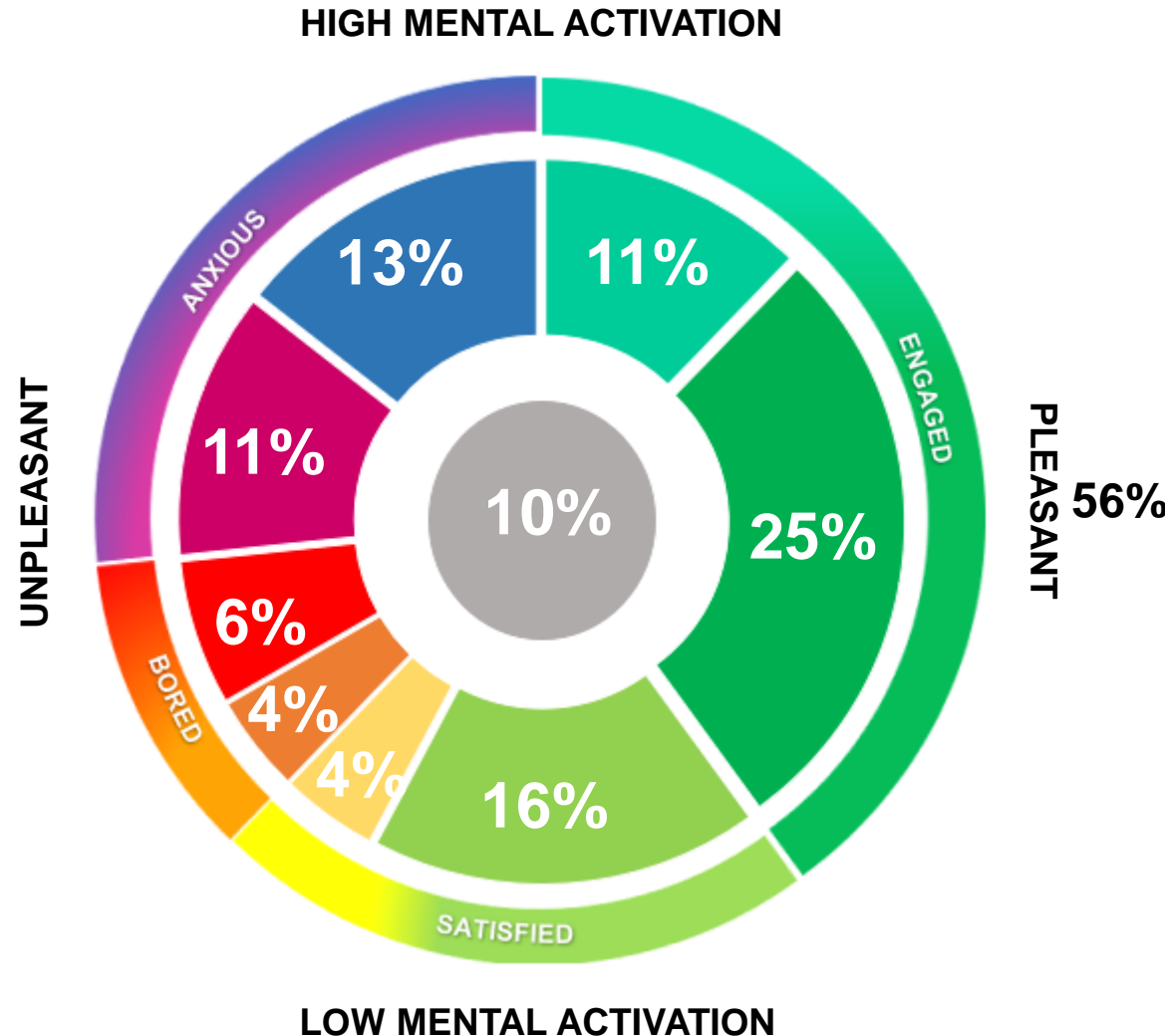
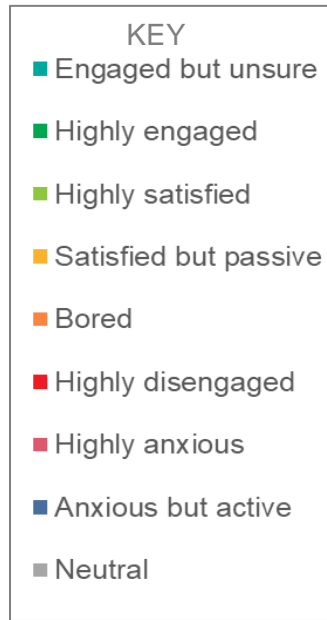
The Be Heard survey provides us with lots of rich information and detail about how you feel. And it focuses on working out what our employee engagement levels are. This is because:

When people are engaged they feel connected to each other and to the aims of the organisation they work for. They believe in a shared purpose and feel they play an important part in fulfilling it.

An engaged workforce is more motivated and productive because people take pride in what they're doing and have faith in those around them. This leads to better working relationships, greater collaboration and ultimately a more successful organisation.

The diagram on the left shows the additional information on the level of engagement among our people. There are nine groups, ranging from people who are highly engaged, to people who are bored and disengaged.

# Justice and Home Affairs Overall Engagement Results



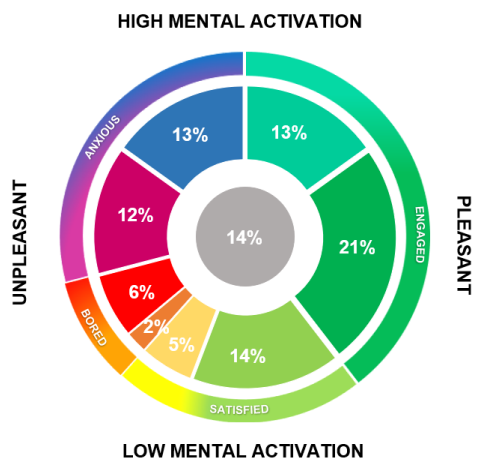
Our overall employee engagement figure is **56%**. This is slightly better than the 53% across Government. Our response rate was **56%**.

We conducted the survey while living and working through the Covid-19 pandemic, so this is understandable.

The diagram on the left shows us that 56% (the green and yellow areas) are engaged. 34% of our people are telling us they need more support or information.

It also tells us that 10% of our employees are disengaged or bored.

GoJ Overall Engagement Results



# The Be Heard survey is based on 8 factors of engagement



**My Manager** highlights that people work for people. A good manager will talk with confidence about the direction and vision of the organisation, take an interest in the personal growth of their people and build effective teams.



**Leadership** is a prime influence on employee engagement. Leadership needs to drive forward change while creating a balance between work and personal life.



**My Company** measures how much people value the company they work for, how proud they are to work there, and whether they feel they're making a difference.



**Personal Growth** tells us if people feel challenged in their jobs, if they feel their skills are used to the full and if they feel there are opportunities to advance.



**My Team** is important as friendship and support from your workmates can make all the difference to your day. And as any good employer knows, team spirit fosters productivity.



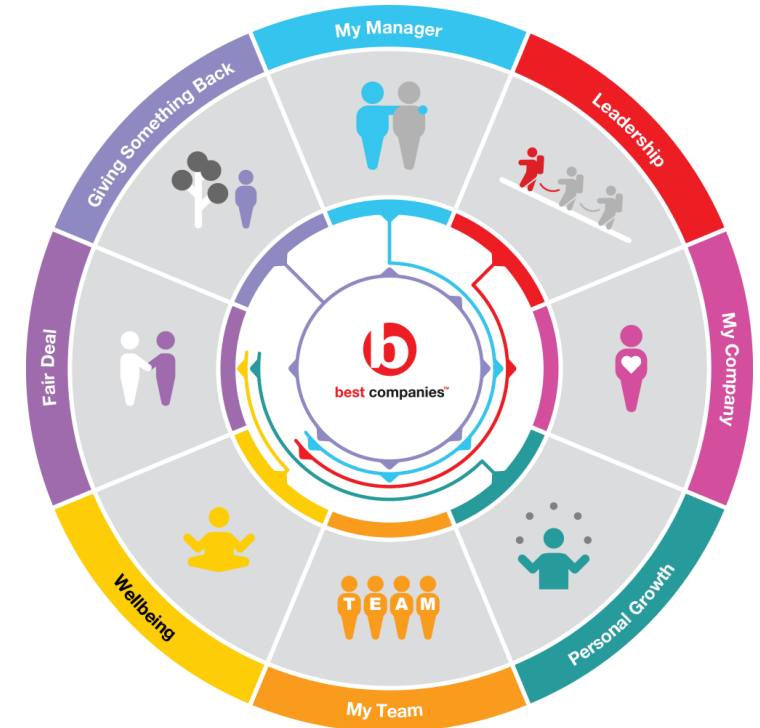
The balance between work and home life - the famous "work/life ratio" - is vitally important. **Wellbeing** measures stress and pressure and their impact on your health and performance.



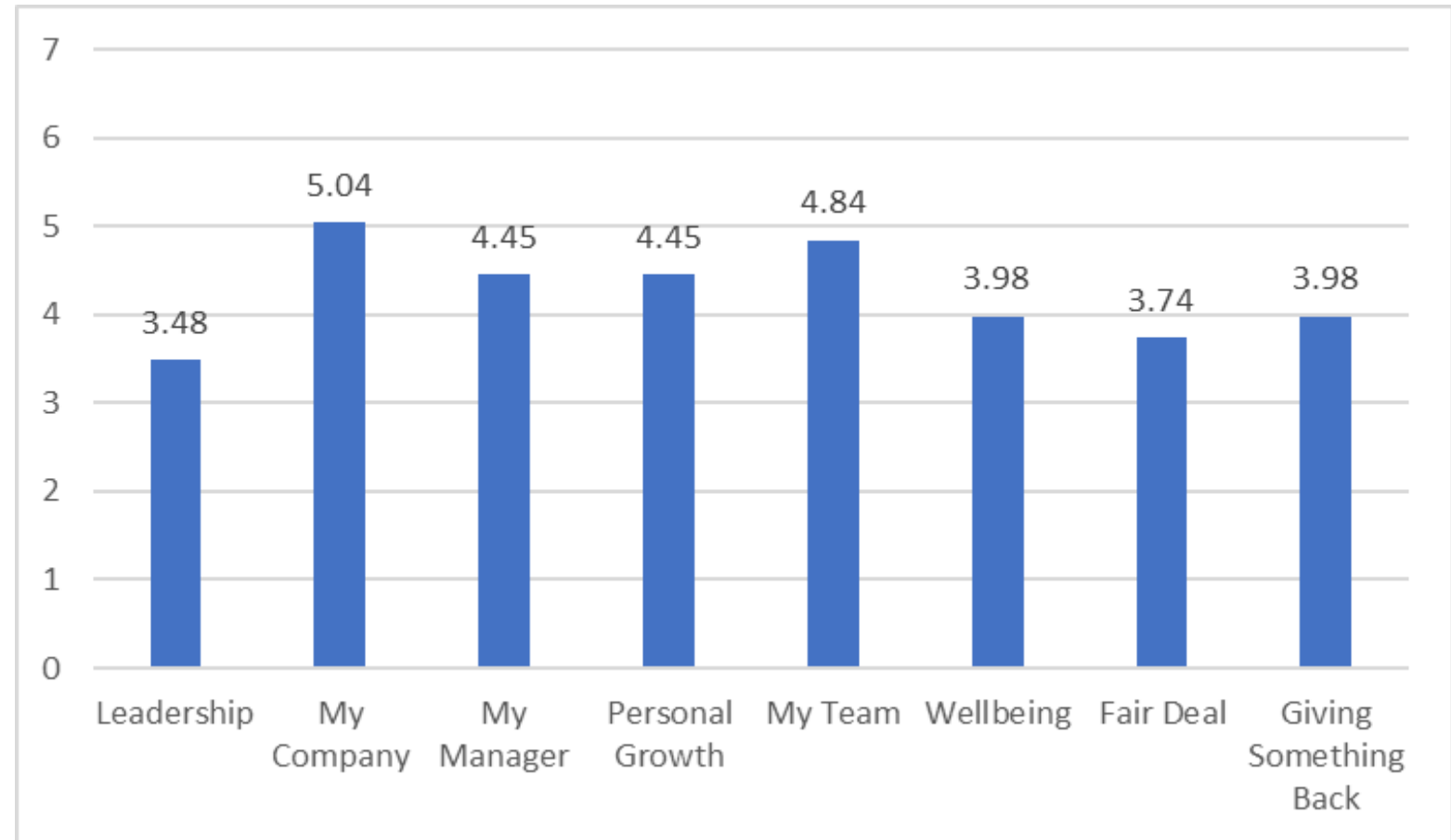
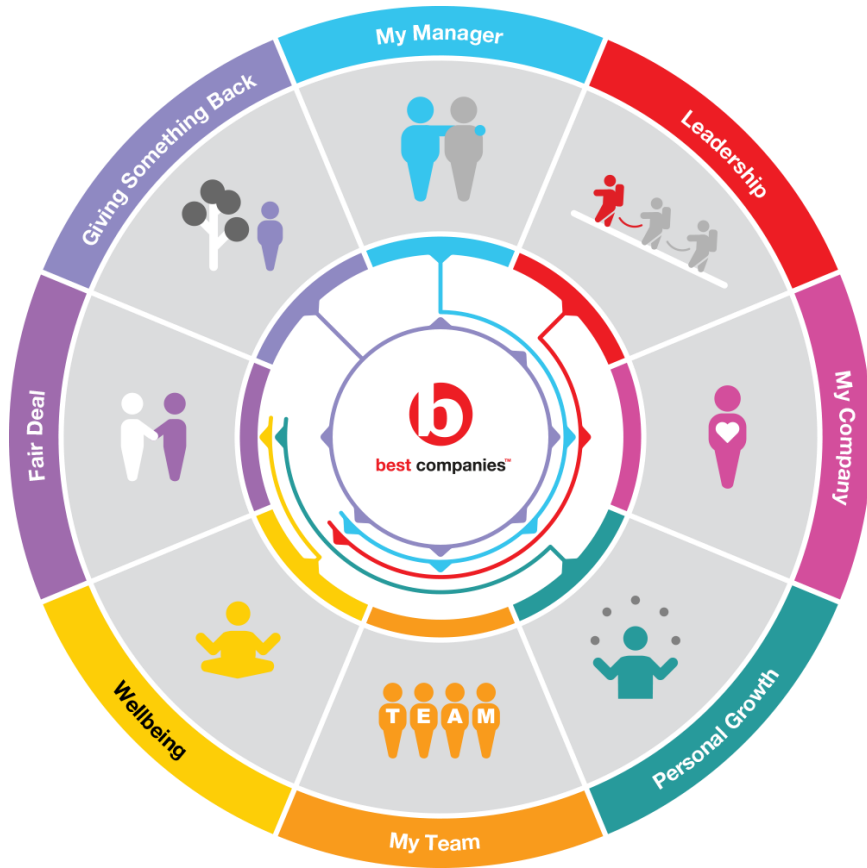
**Fair Deal** tells us whether people feel they feel the organisation values them and whether they feel pay and benefits compare well with those of counterparts in similar organisations.



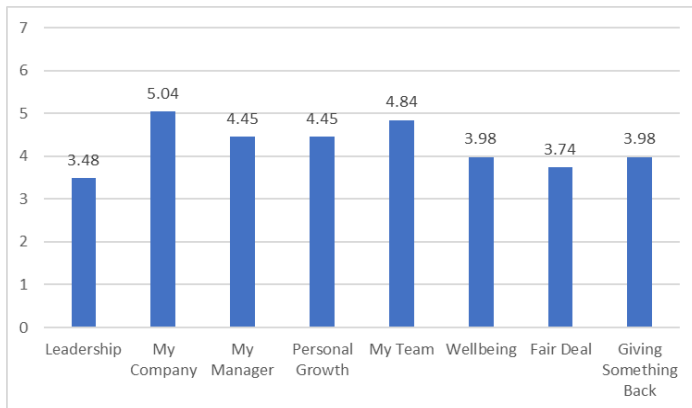
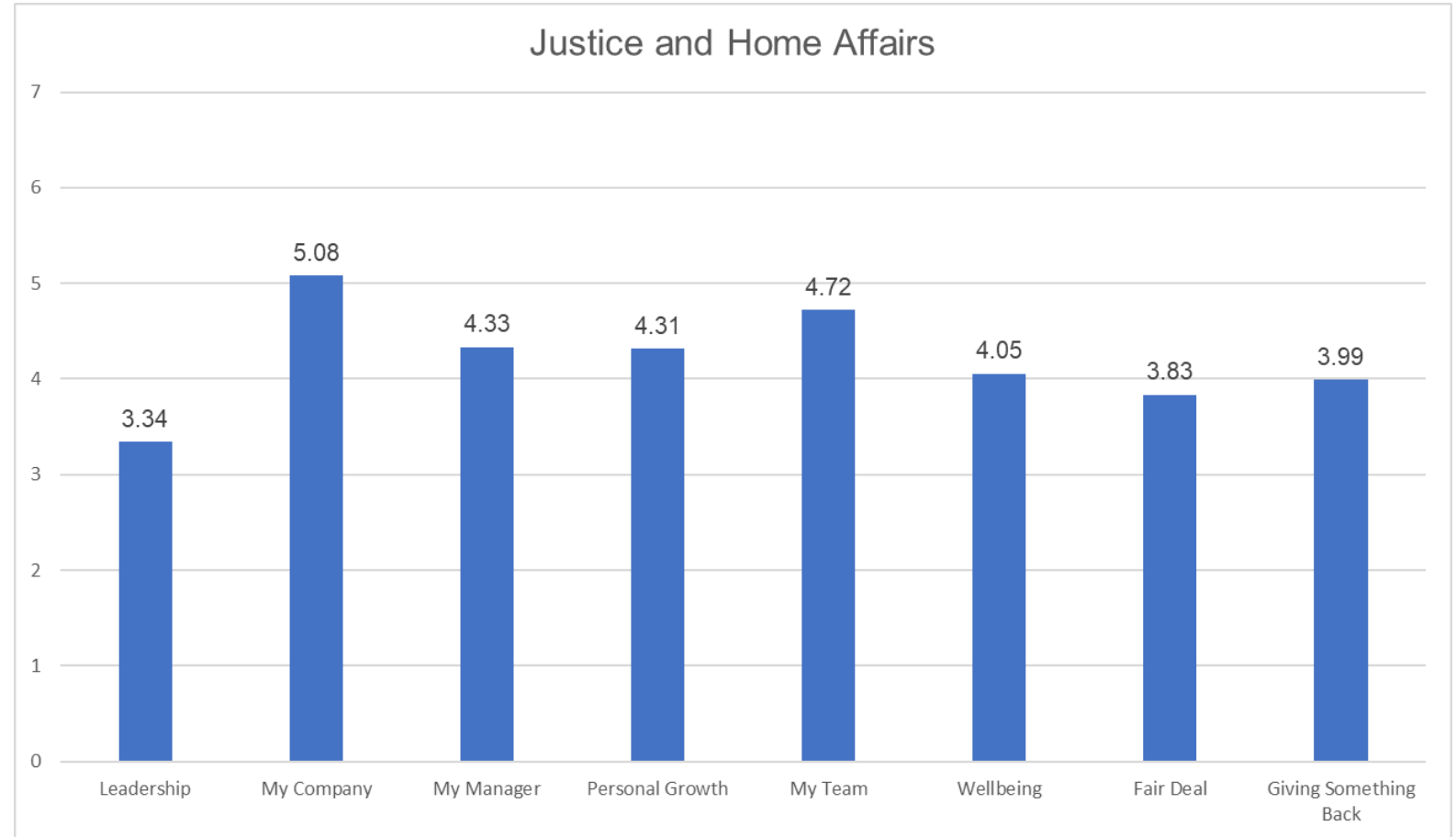
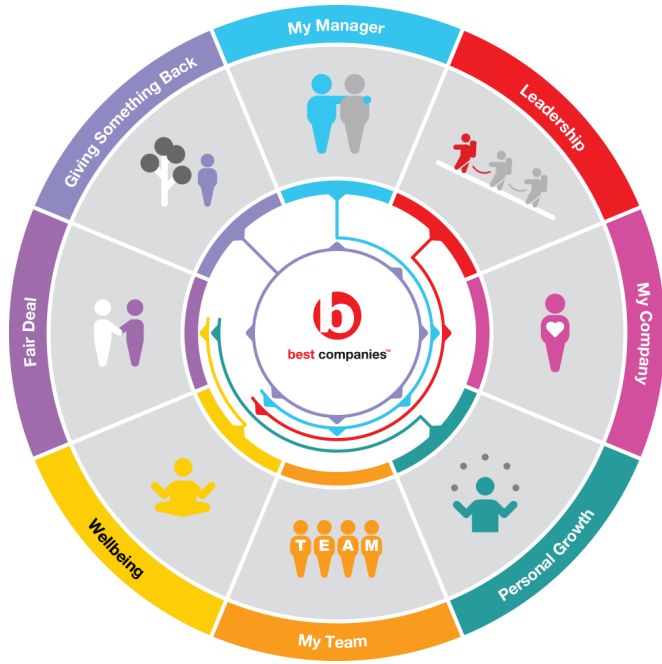
**Giving Something Back** or giving back to the local and wider community involves how we think about the environment and we think profit and budget concerns are the only things driving the organisation.



# Overall Government of Jersey results by engagement factor



# Justice and Home Affairs results by engagement factor



Overall Government of Jersey results by engagement factor



# Top 15 most highly correlated questions Justice and Home Affairs

Most highly correlated questions	Pearson Correlation
I would leave tomorrow if I had another job	0.733
My manager helps me to fulfil my potential	0.722
This job is good for my own personal growth	0.712
I feel proud to work for this organisation	0.701
My manager cares about how satisfied I am in my job	0.689
I have confidence in the leadership skills of my manager	0.688
My manager is an excellent role model for me	0.674
My manager would be quick to respond if I showed signs of being under too much pressure	0.669
I love working for this organisation	0.664
My manager motivates me to give my best every day	0.659
I have confidence in the leadership skills of the senior management team	0.658
Senior managers truly live the values of this organisation	0.657
My manager cares about me as an individual	0.650
My manager does a lot of telling but not much listening	0.647
This organisation is run on strong values / principles	0.644

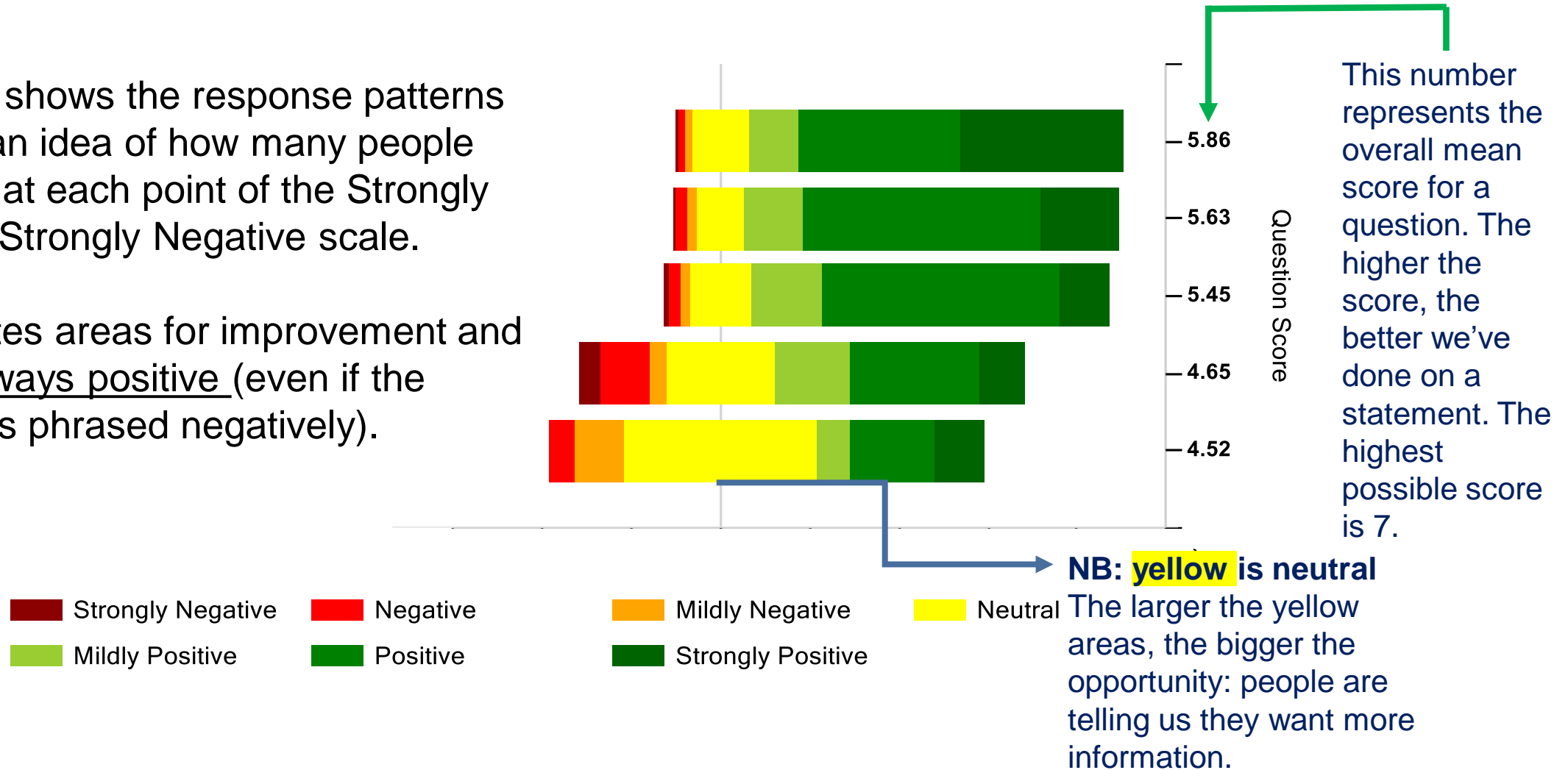
Key
Managerial Engagement
Organisational Clarity
Personal Growth & My Company Questions

\* These are the questions most correlated to engagement in JHA

# Understanding JHA results – how to interpret heatmaps

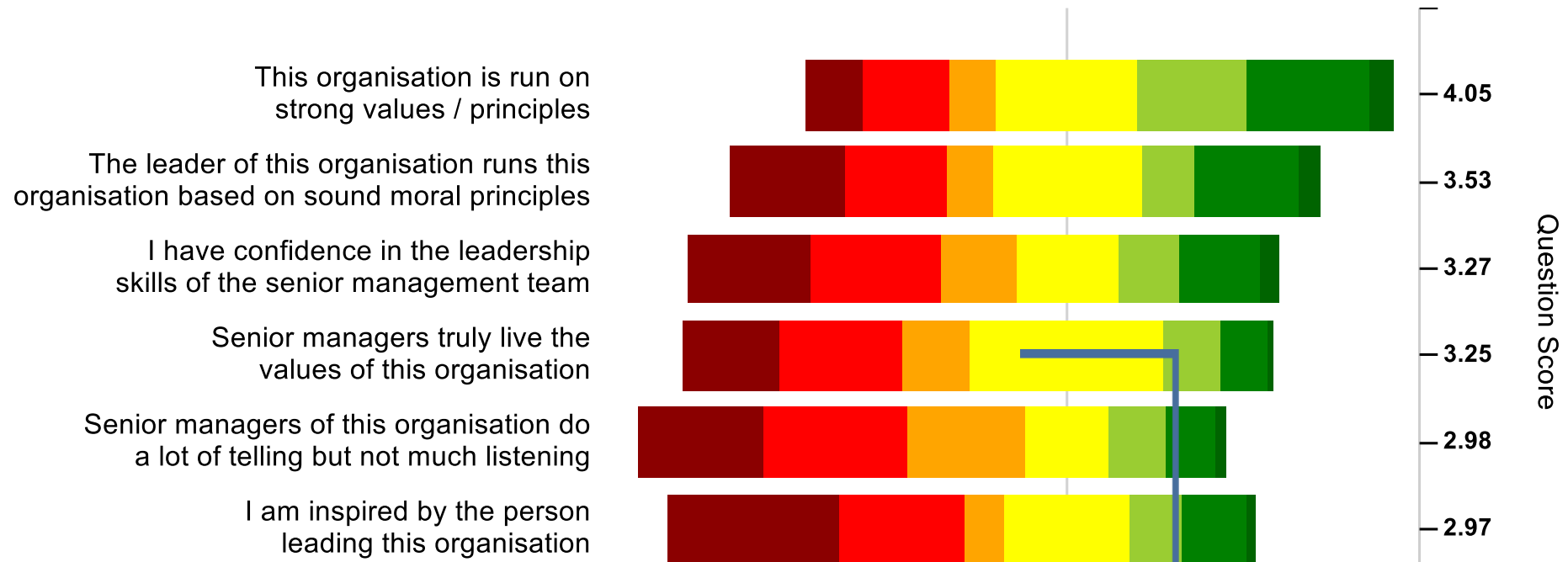


- A heatmap shows the response patterns and gives an idea of how many people responded at each point of the Strongly Positive to Strongly Negative scale.
- Red indicates areas for improvement and green is always positive (even if the statement is phrased negatively).





# JHA results: Be Heard Survey – Leadership



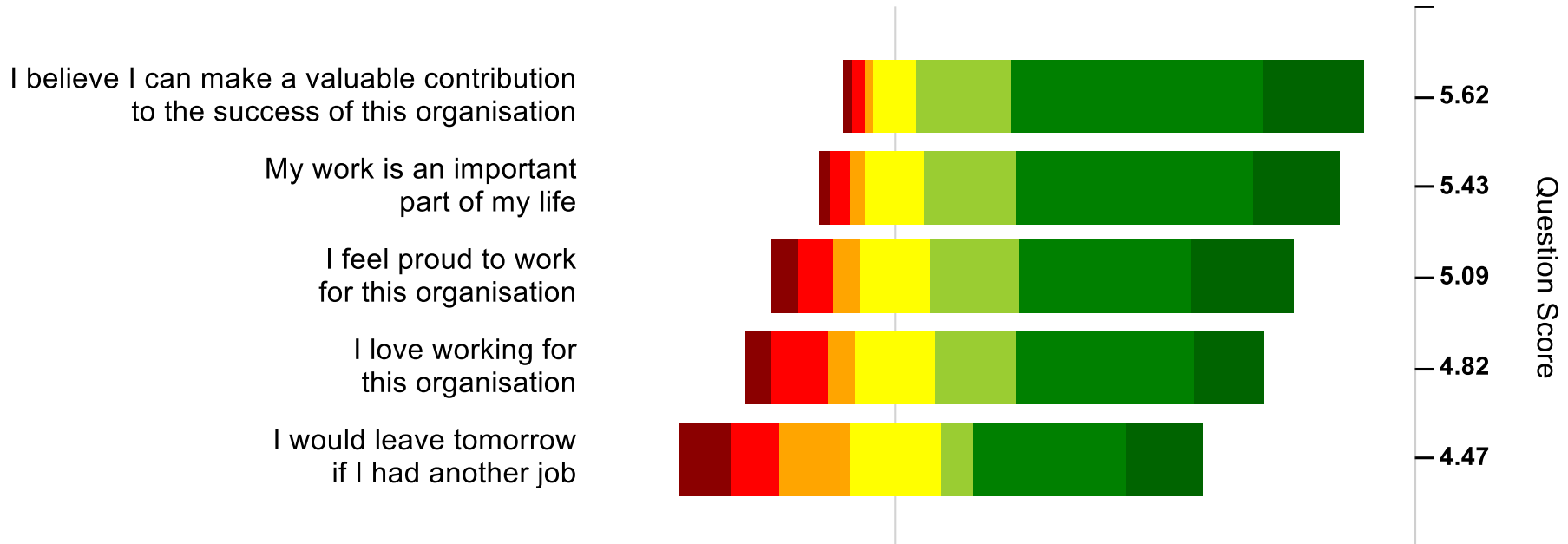
**Remember: yellow is neutral** The larger the yellow areas, the bigger the opportunity: people are telling us they're not able to comment and would benefit from more information

\* Responses available on heatmap are from all job grades combined

# JHA results: Be Heard Survey – My Company\*



\*My Company means Government of Jersey

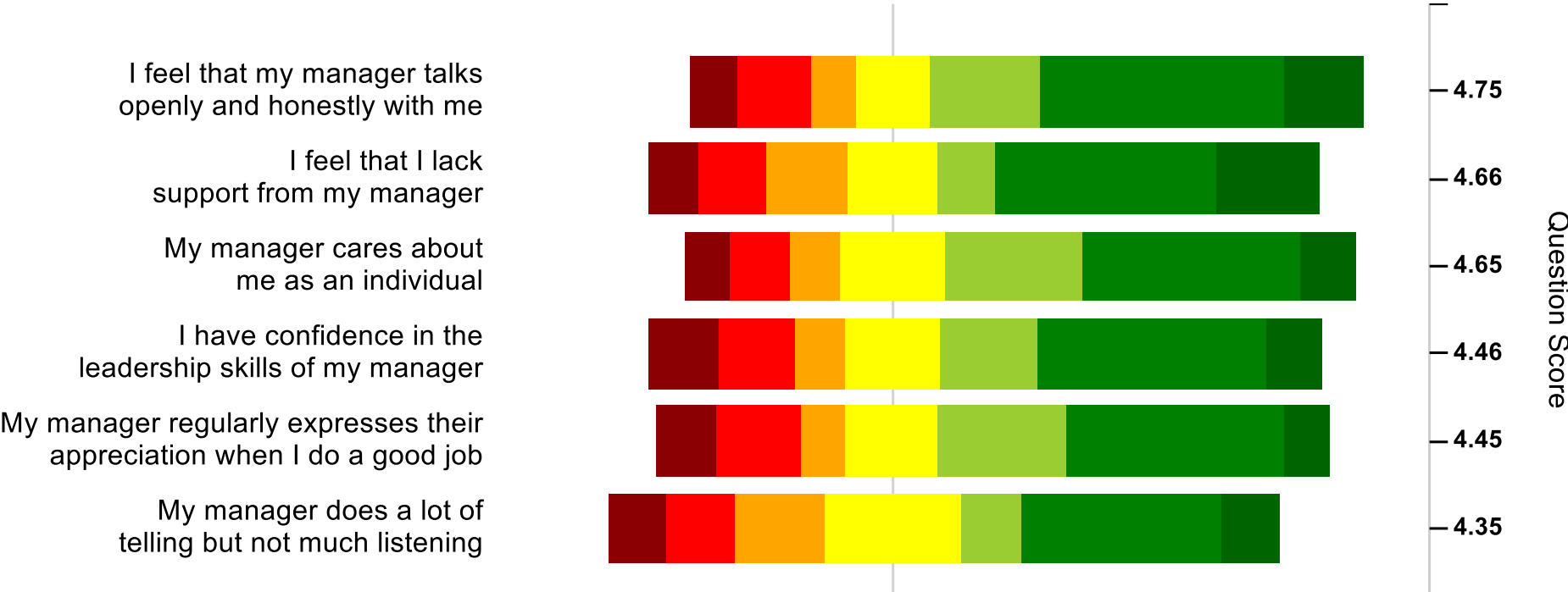


■ Strongly Negative    ■ Negative    ■ Mildly Negative    ■ Neutral  
■ Mildly Positive    ■ Positive    ■ Strongly Positive

**Remember: green is always positive, even if the question is phrased negatively**

\* Responses available on heatmap are from all job grades combined

# JHA results: Be Heard Survey – My Manager (1 of 2)

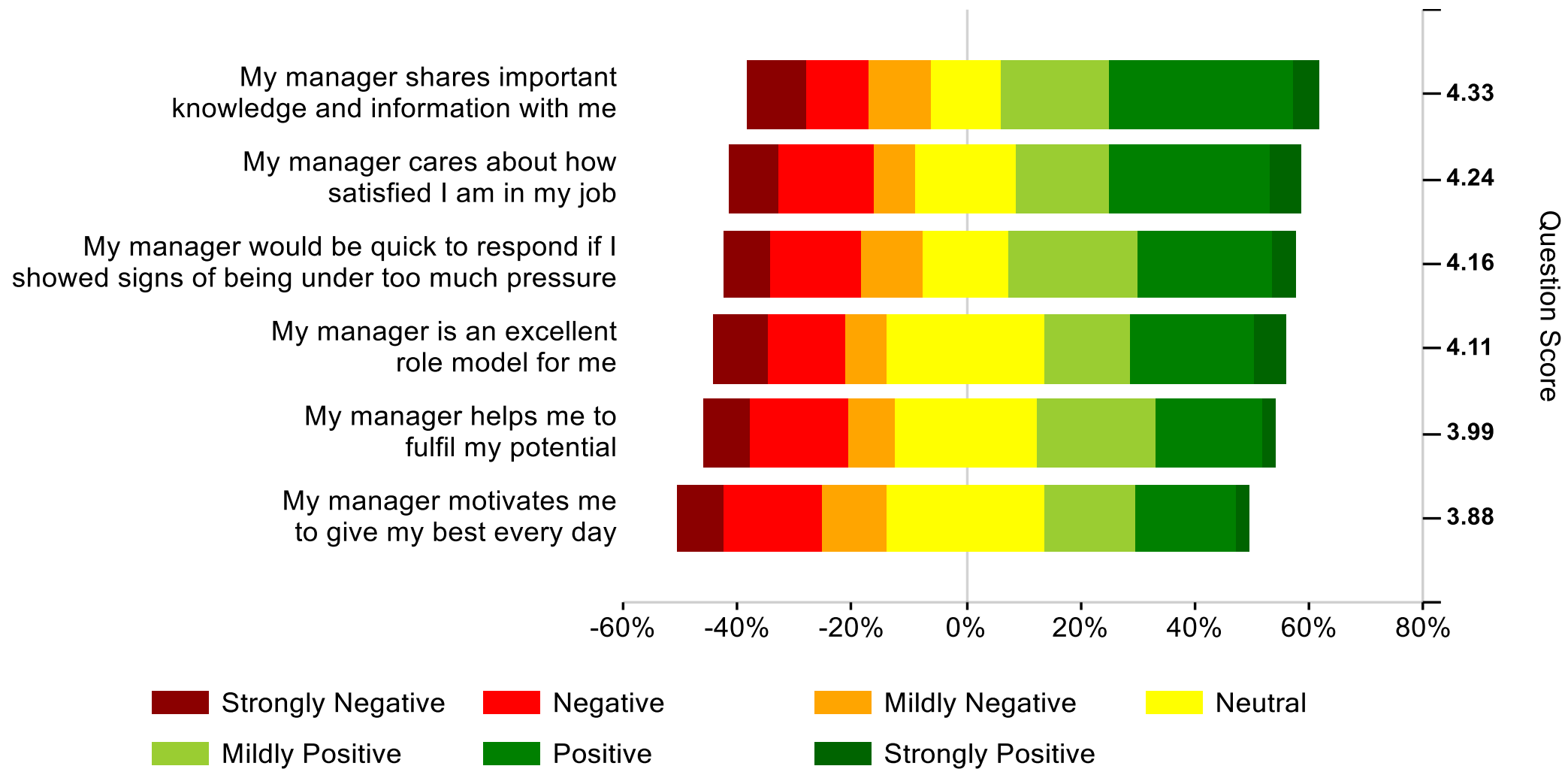


■ Strongly Negative    ■ Negative    ■ Mildly Negative    ■ Neutral  
■ Mildly Positive    ■ Positive    ■ Strongly Positive

**Remember: green is always positive, even if the question is phrased negatively**

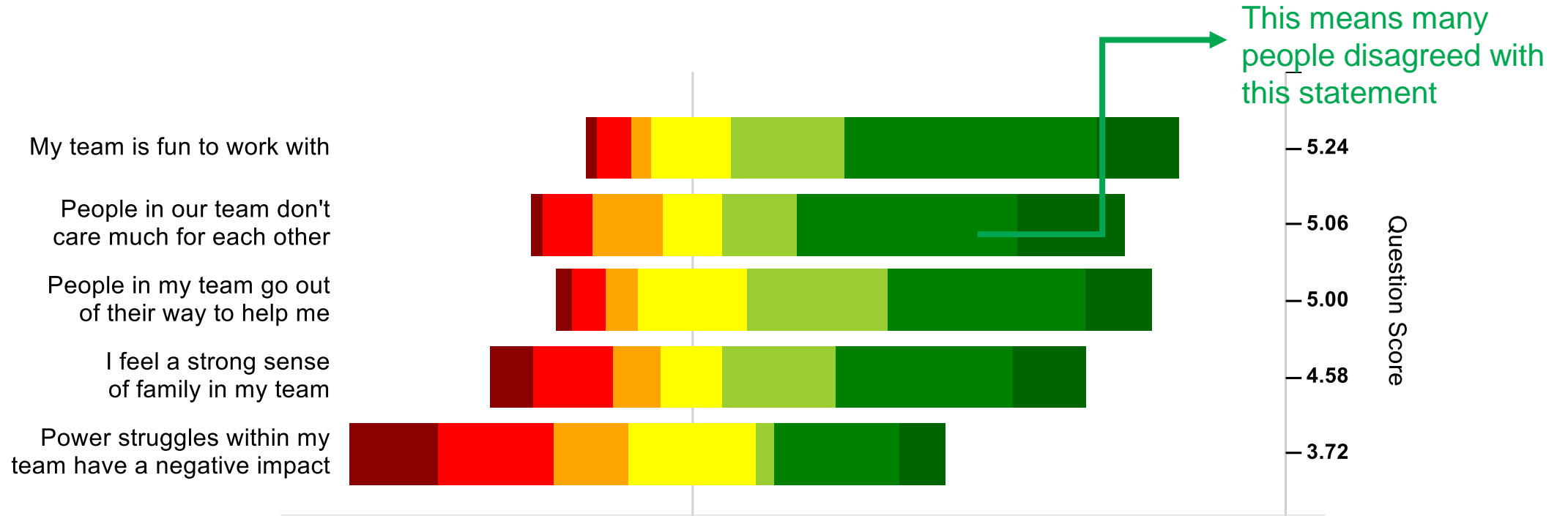
\* Responses available on heatmap are from all job grades combined

# JHA results: Be Heard Survey – My Manager (2 of 2)



\* Responses available on heatmap are from all job grades combined

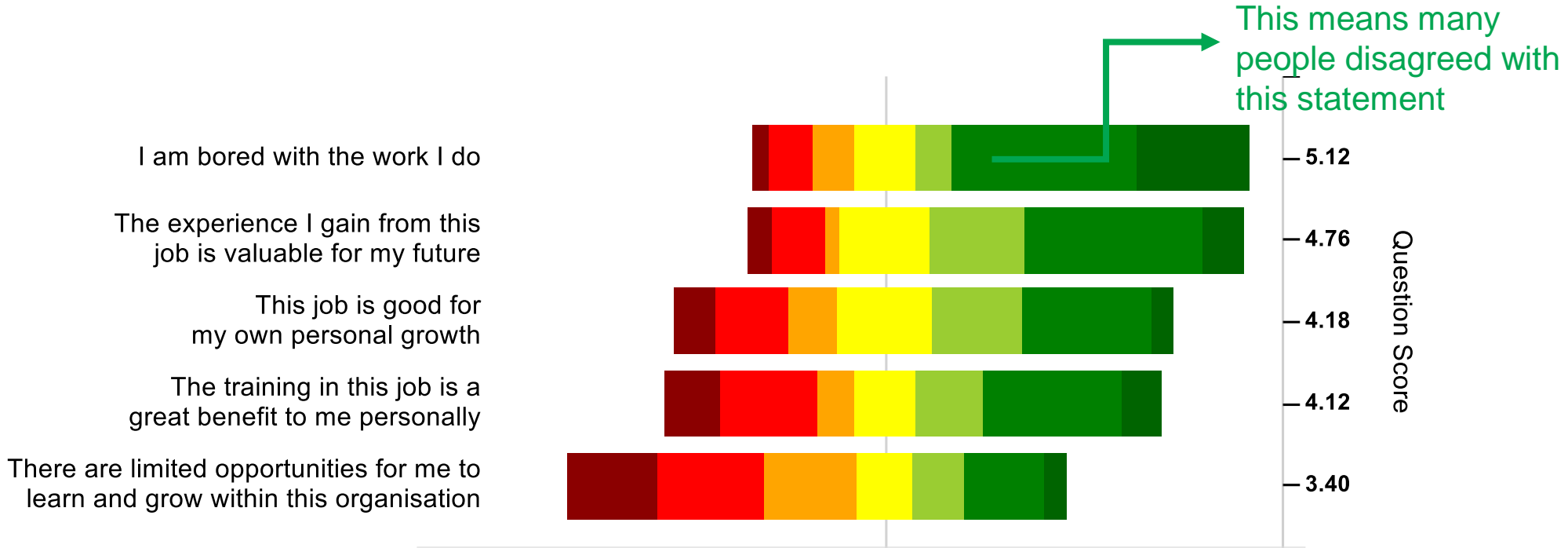
# JHA results: Be Heard Survey – My Team



**Remember: green is always positive, even if the question is phrased negatively**

\* Responses available on heatmap are from all job grades combined

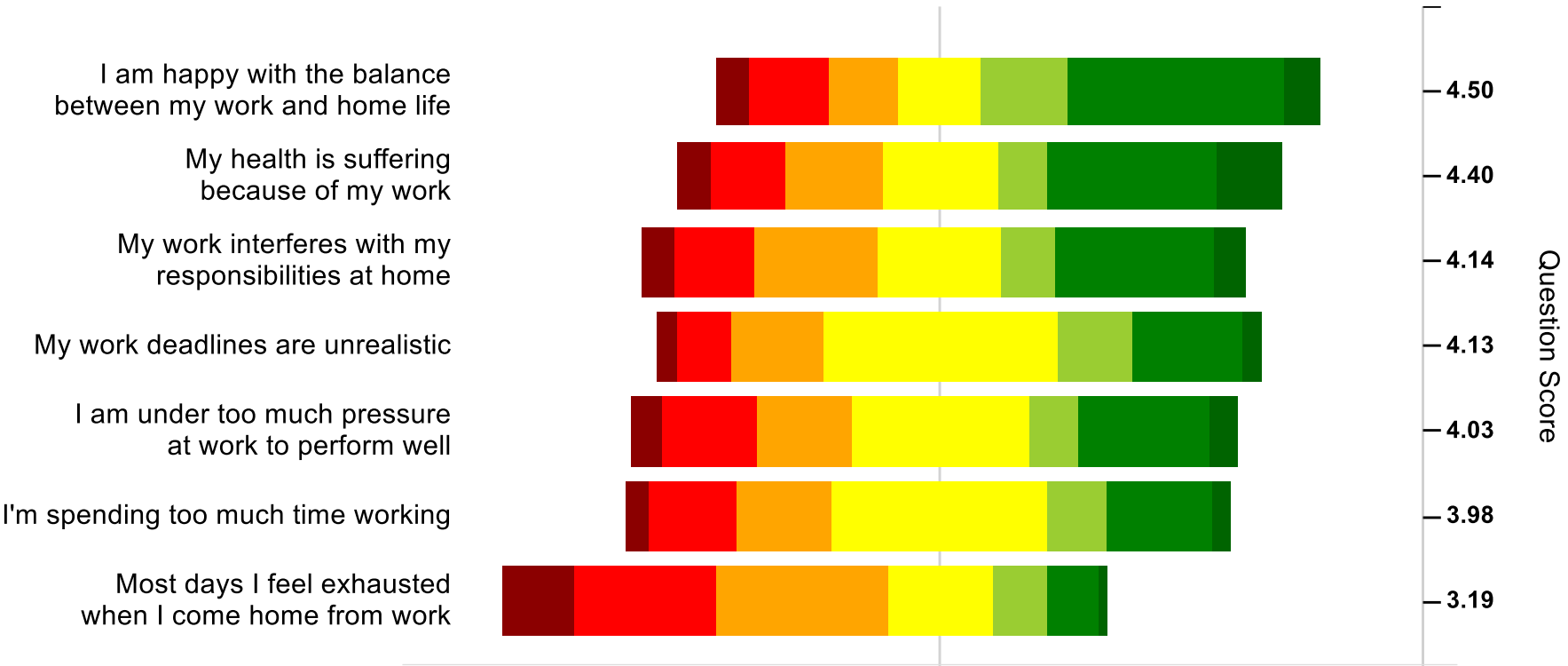
# JHA results: Be Heard Survey – Personal Growth



**Remember: green is always positive, even if the question is phrased negatively**

\* Responses available on heatmap are from all job grades combined

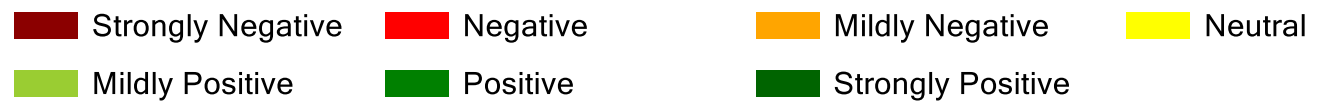
# JHA results: Be Heard Survey – Wellbeing



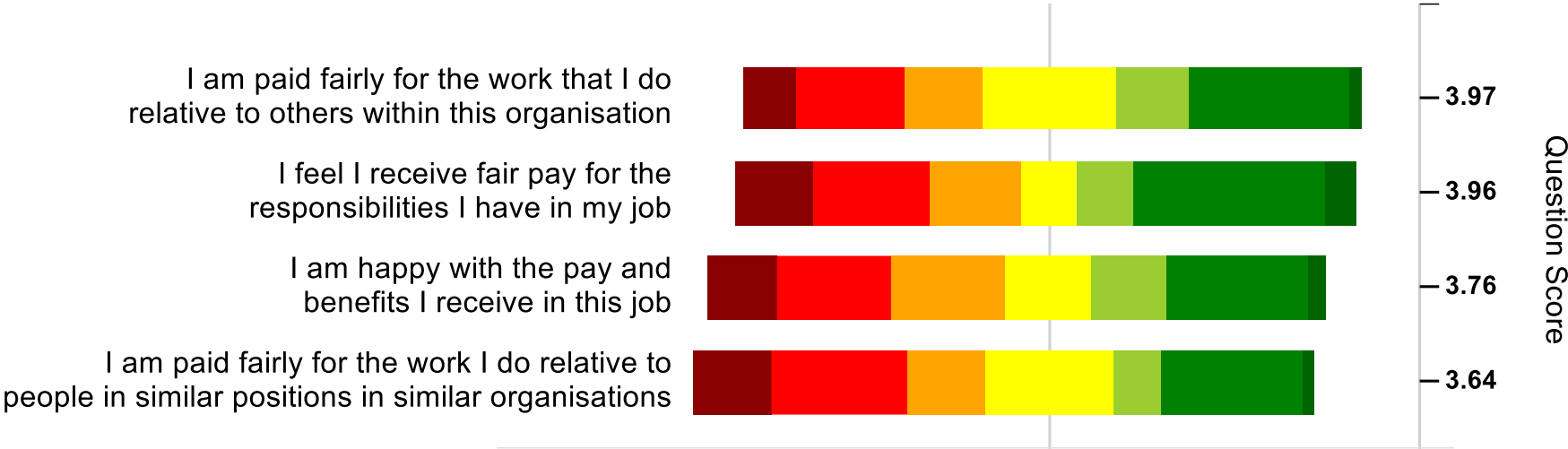
The Wellbeing scores are a reflection of how hard people have been working during this extraordinary year.

Please note that there are wide variations in the feedback that colleagues have provided about their wellbeing, depending on the types and areas of their work.

Wellbeing is a priority area of focus to help improve how colleagues feel



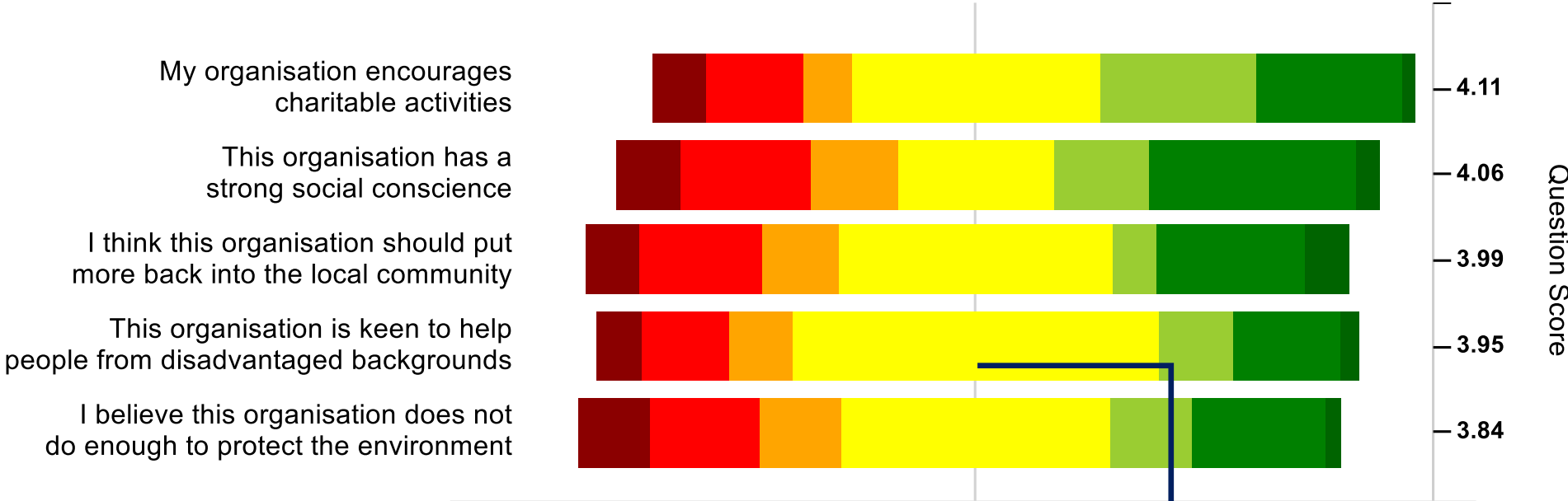
# JHA results: Be Heard Survey – Fair Deal



Strongly Negative    Negative    Mildly Negative    Neutral  
Mildly Positive    Positive    Strongly Positive



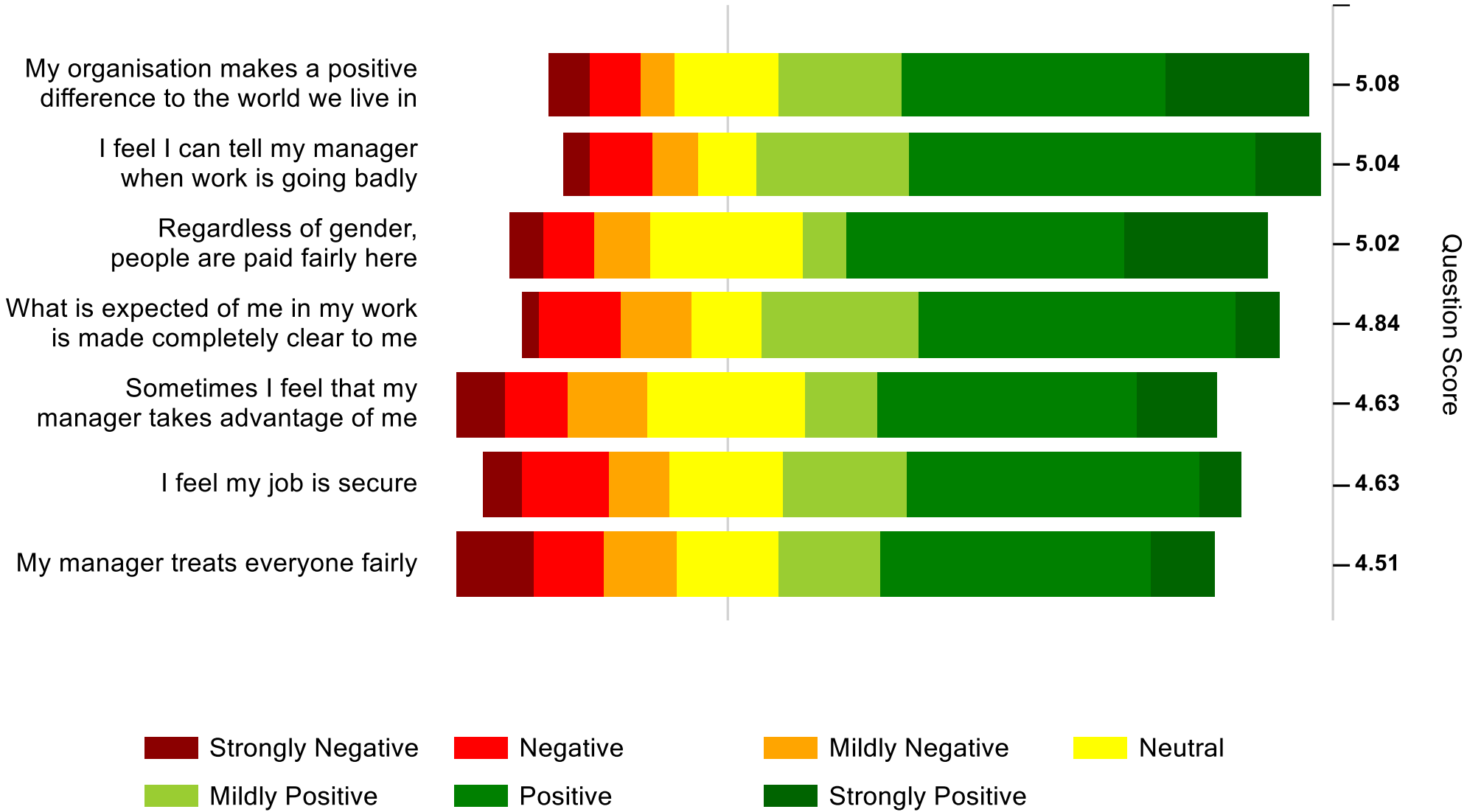
# JHA results: Be Heard Survey – Giving Something back



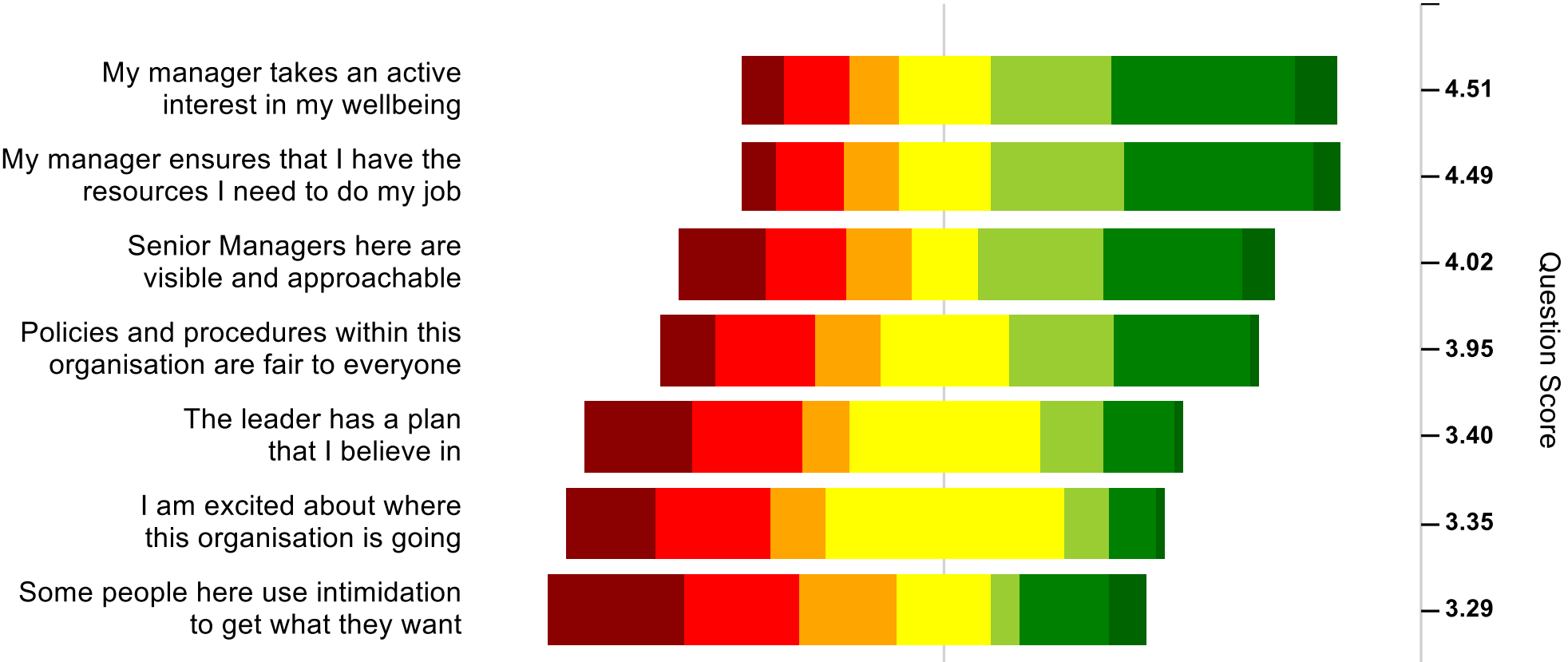
Strongly Negative    Negative    Mildly Negative    Neutral  
Mildly Positive    Positive    Strongly Positive

**Remember:** The larger the yellow area, the more opportunities there are to improving engagement by providing more information

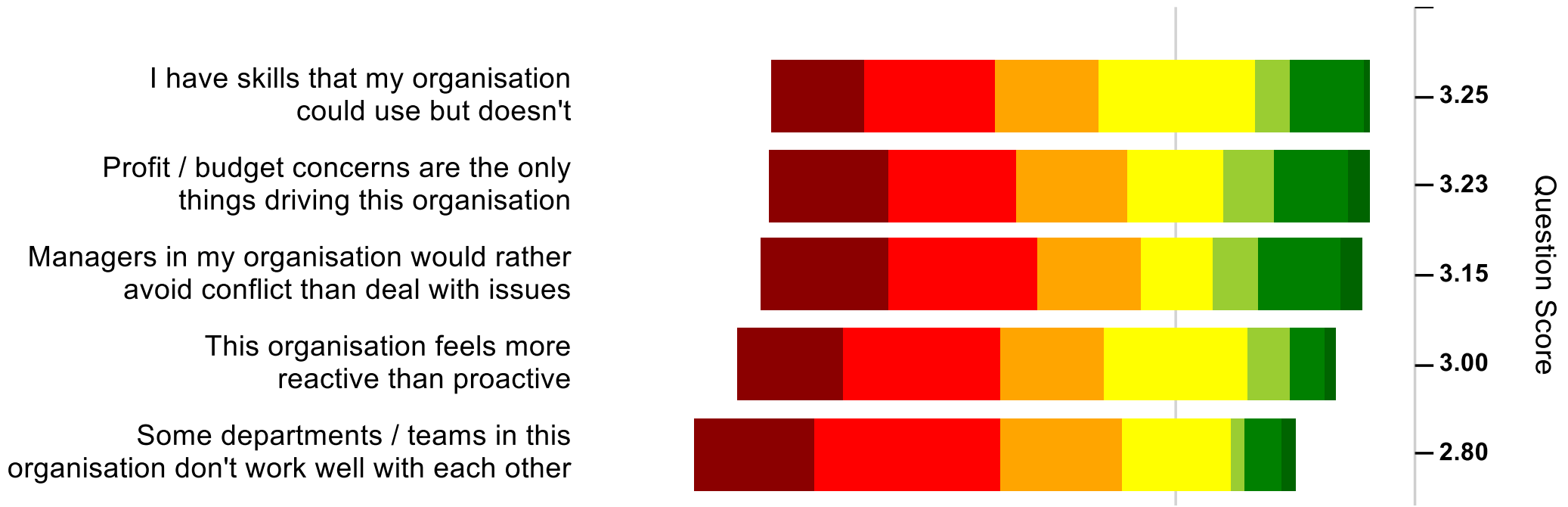
# JHA results: Be Heard Survey – Feedback (1 of 3)



# JHA results: Be Heard Survey – Feedback (2 of 3)

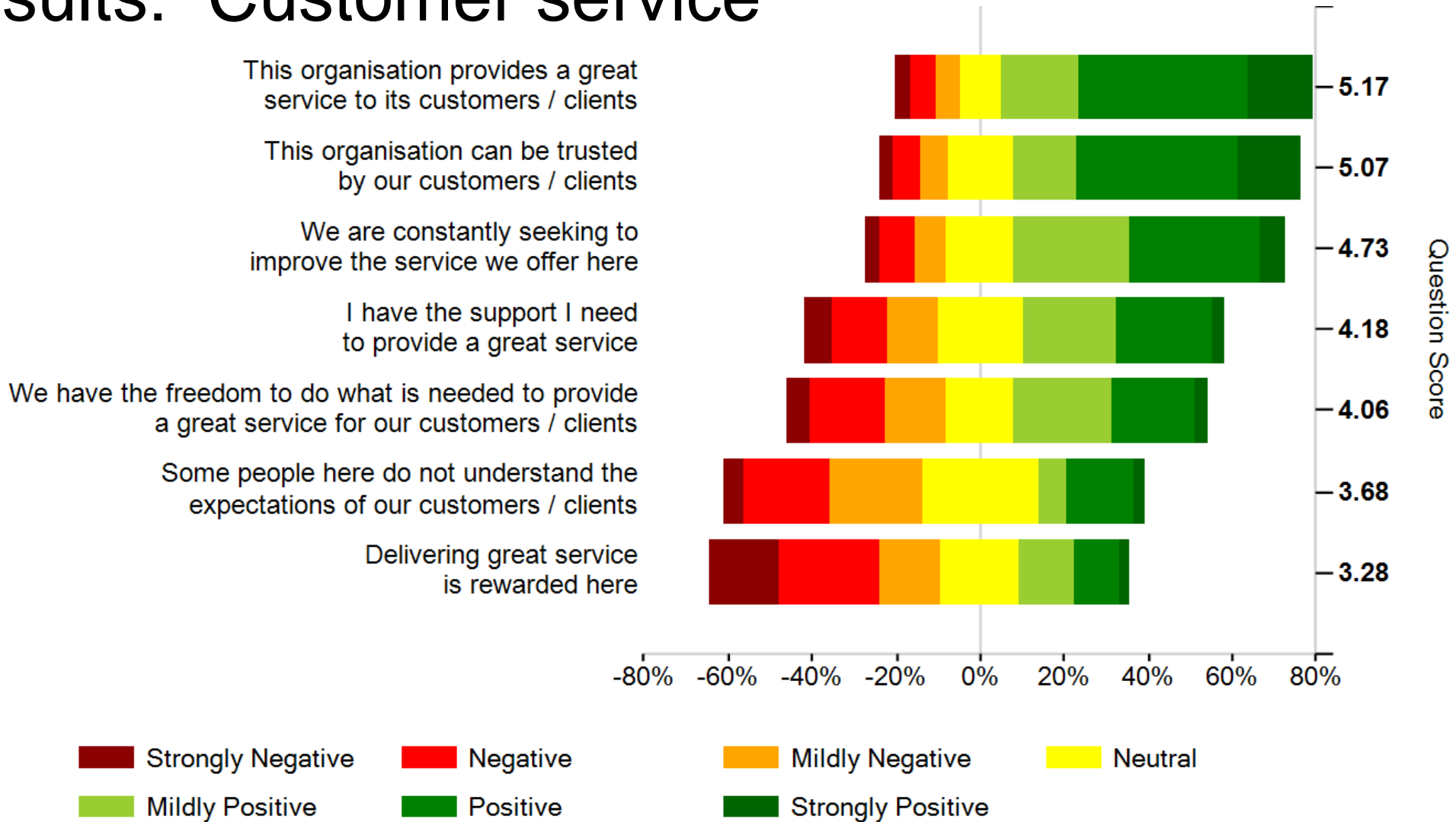


# JHA results: Be Heard Survey – Feedback (3 of 3)



- Strongly Negative
- Negative
- Mildly Negative
- Neutral
- Mildly Positive
- Strongly Positive

# JHA results: Customer service

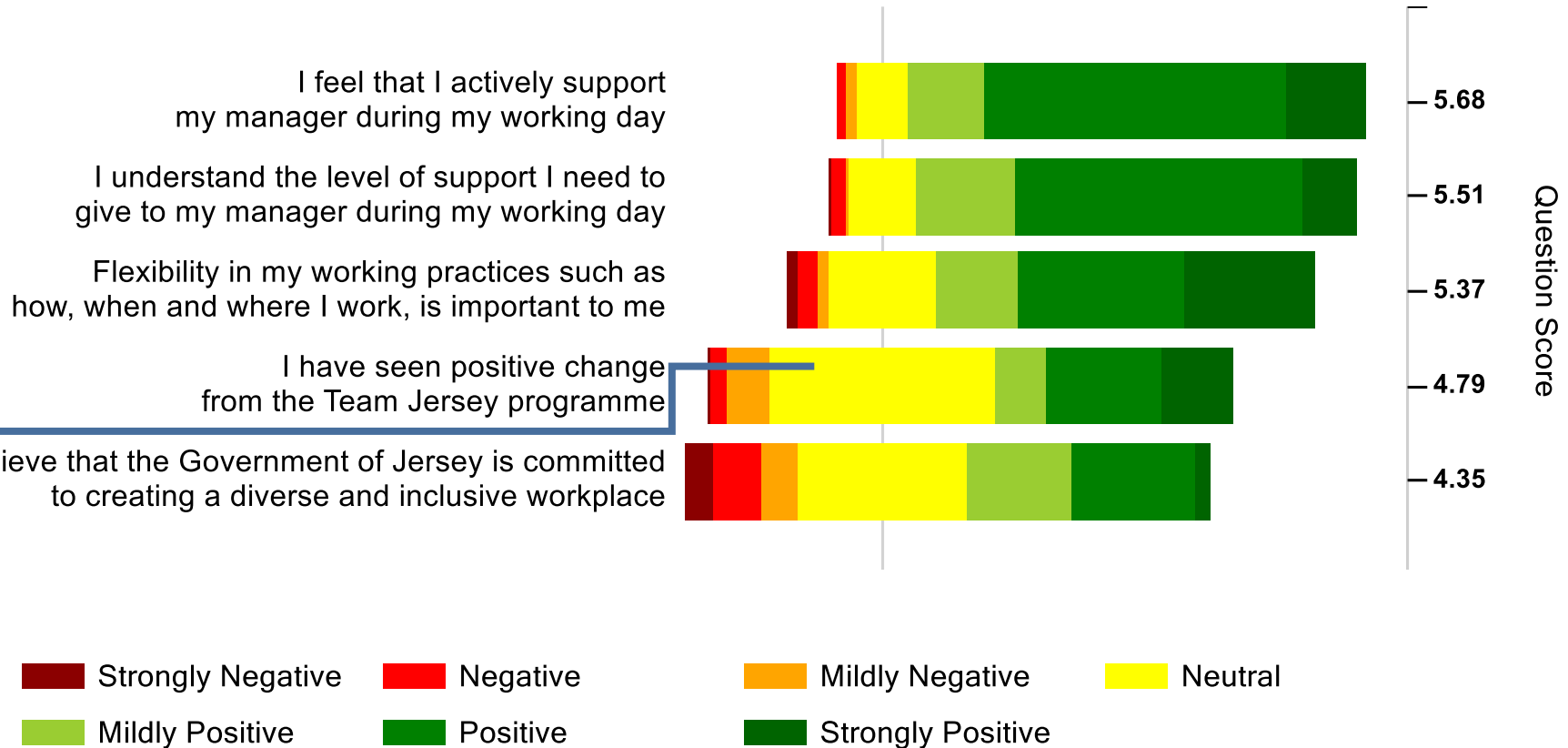


Customers include all users of Government services or citizens with rights and expectations \*This includes anyone who interacts with any part of Government of Jersey either voluntarily or involuntarily or because they are required to \*Other examples of how we might refer to customers: Business Owner, Patient, Citizen, Client, Service User, Student, Pensioner, Tax payer, Architect, Prisoner, Income Support Recipient, Supplier

# JHA results: Government of Jersey bespoke questions (1 of 3)



**NB: yellow is neutral** The larger the yellow areas, the bigger the opportunity: Where people have engaged with the Team Jersey programme, they are positive



**NB:** the highest possible score is 7, and everything over 4 is positive.

\* Responses available on heatmap are from all job grades combined

# JHA results: Government of Jersey bespoke questions (2 of 3)

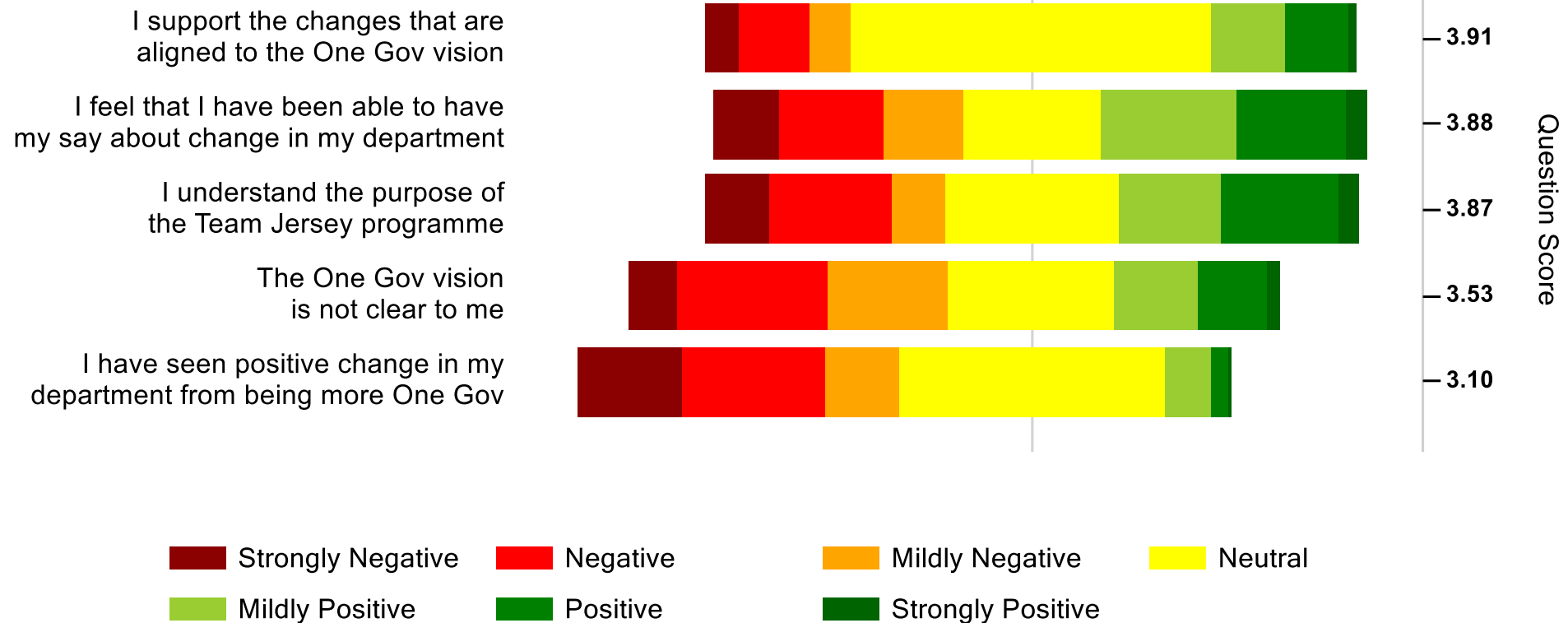


\* Responses available on heatmap are from all job grades combined

# JHA results: Government of Jersey bespoke questions (3 of 3)



**NB: yellow is neutral** The larger the yellow areas, the bigger the opportunity: people are telling us they want more information.



\* Responses available on heatmap are from all job grades combined