

2023 BeHeard Survey

Health and Community Services

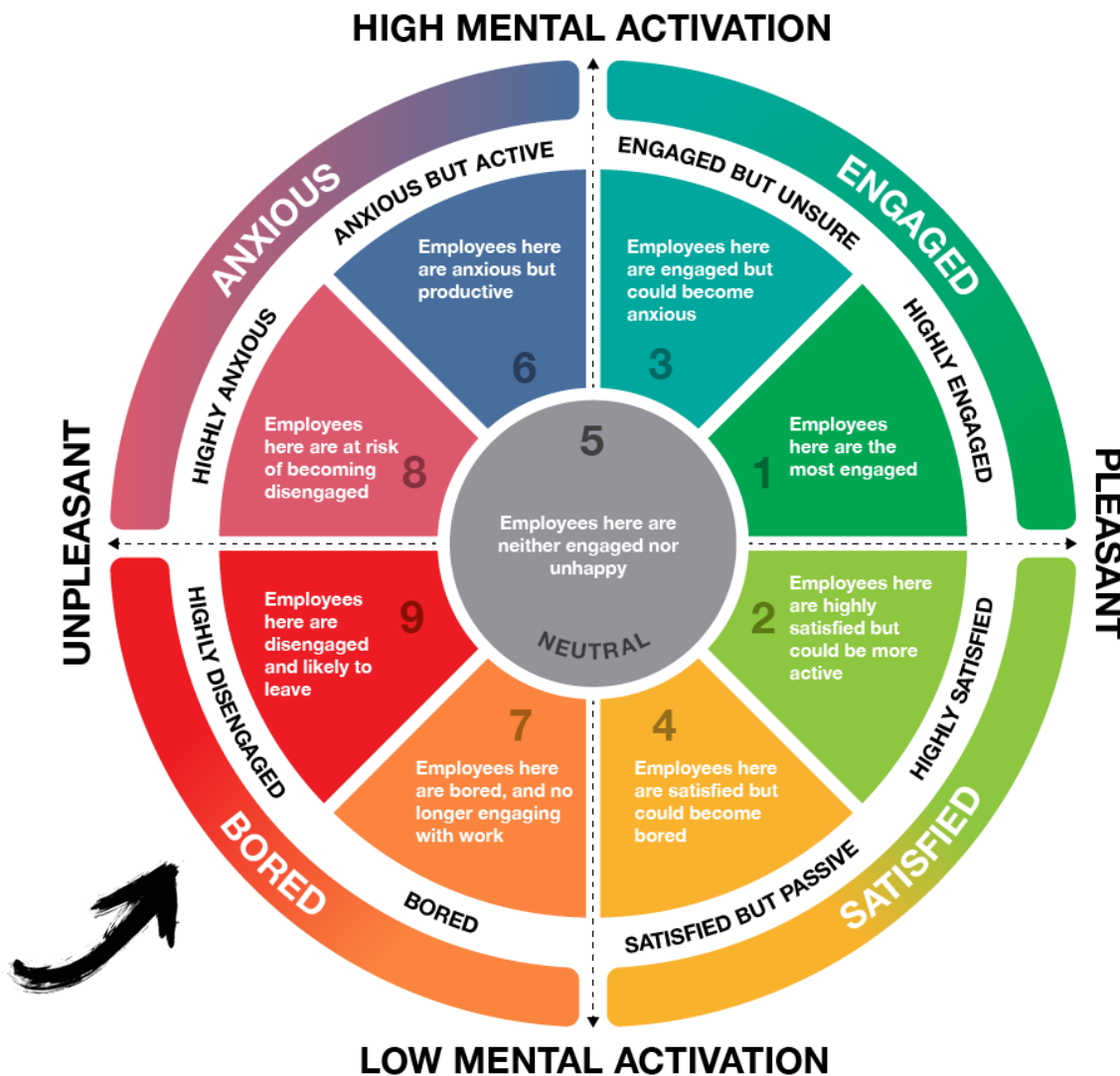
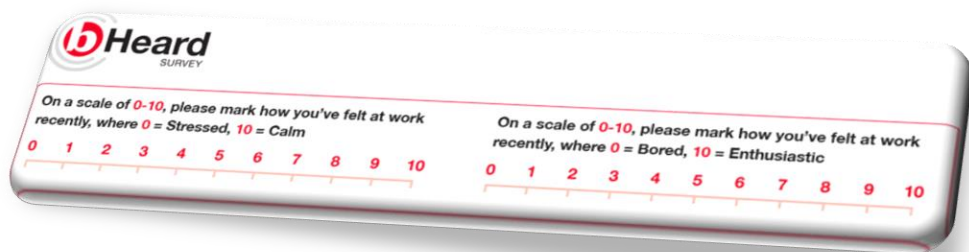
Presented July 2023

Organisation Effectiveness Team (P&CS), Cabinet Office

Employee Engagement

Overview

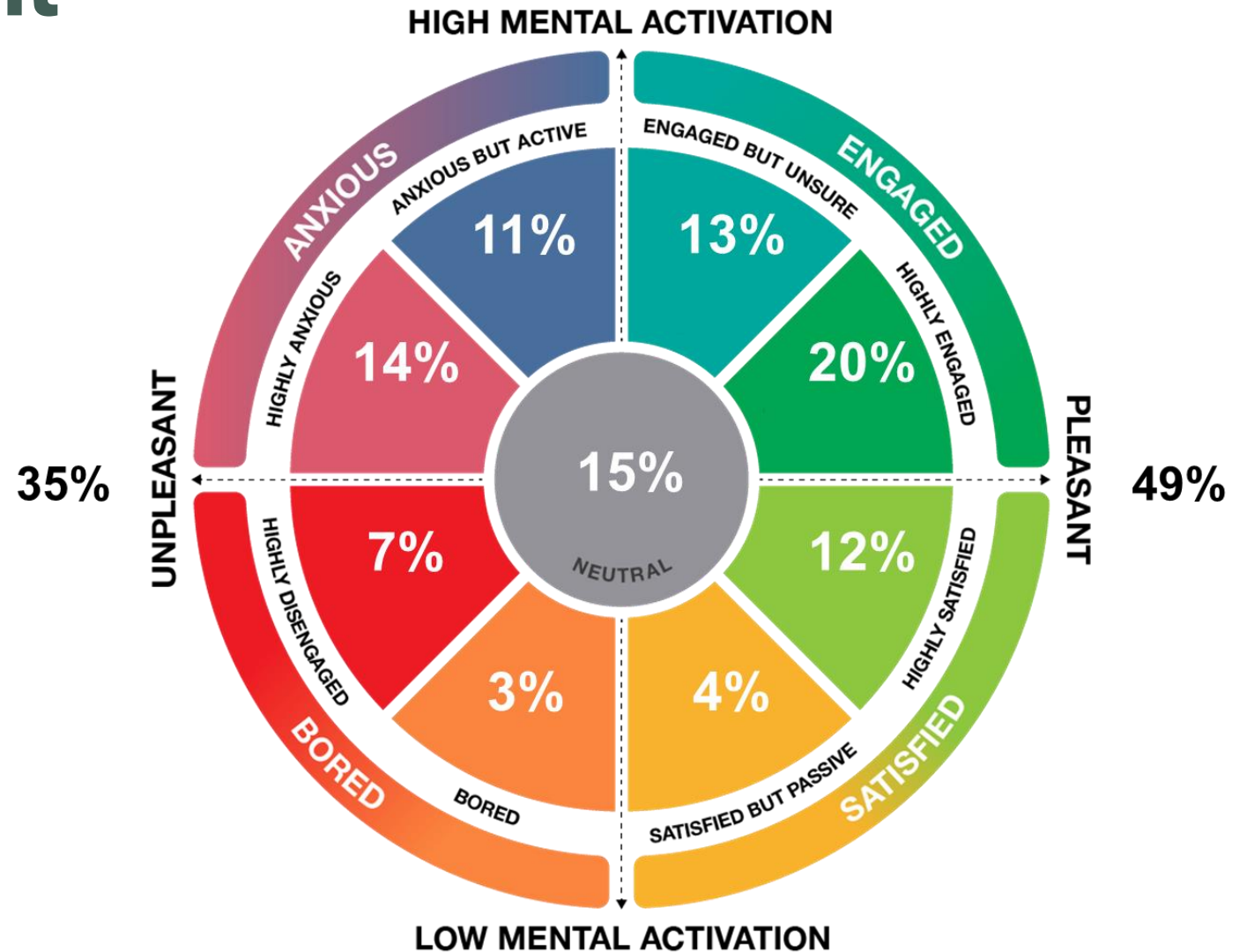
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- This chart is not based on the 8 factors of engagement scores



Employee Engagement

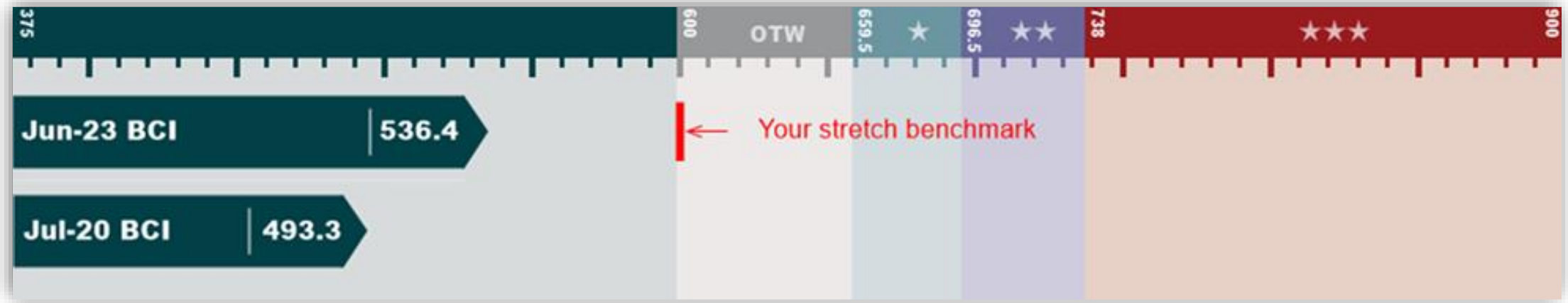
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- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- 49% of respondents within HCS reported an overall pleasant experience in the workplace
- This chart is not based on the 8 factors of engagement scores



BCI Score

Health and Community Services



- 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
- The BCI score has improved from 493.3 in 2020*

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

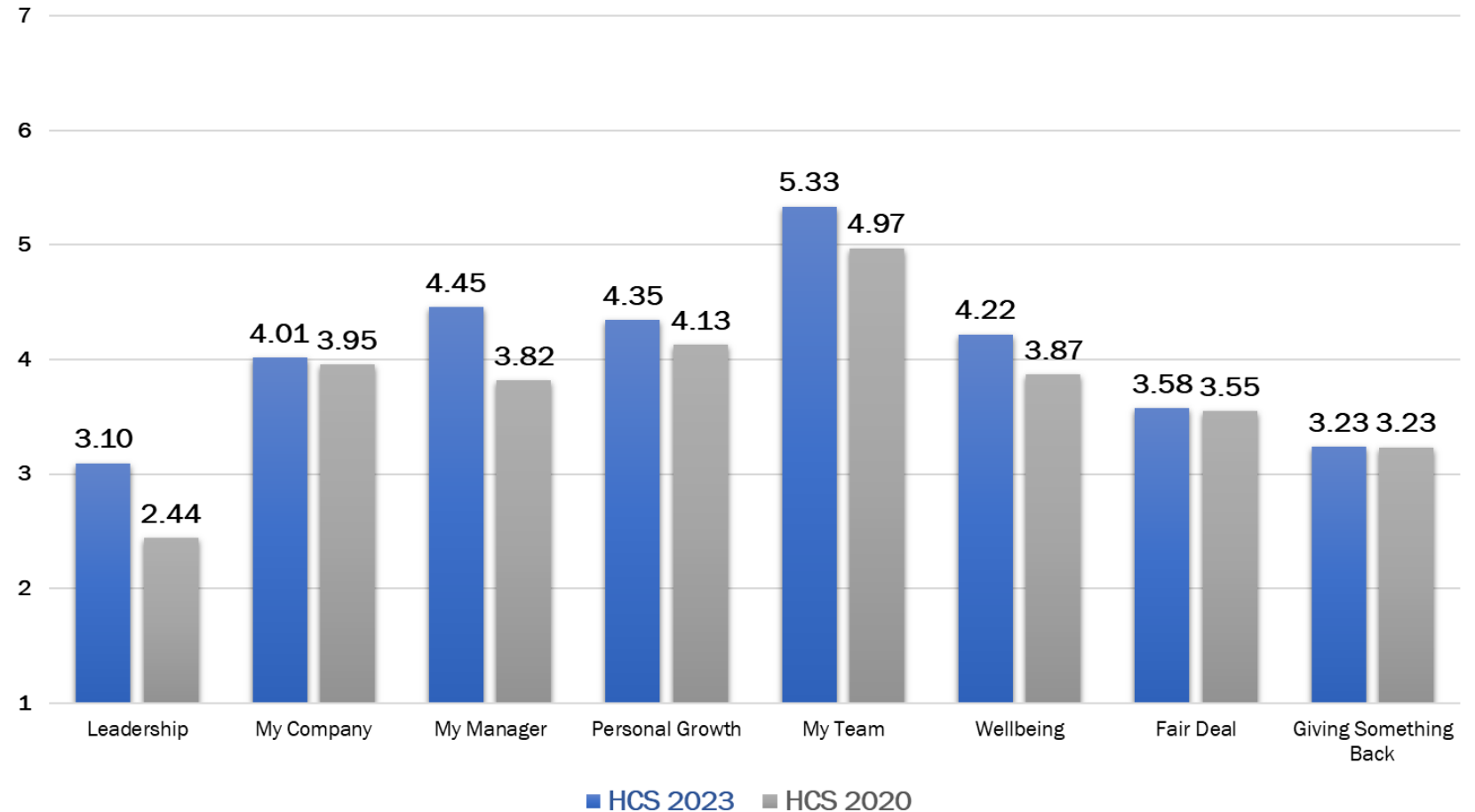
**Due to the 2023 survey being set up separately for each department, the 2020 BCI score has been adjusted to allow for true comparison. The BCI score for HCS as part of the overall GoJ survey in 2020 was originally published as 510.6. For more information about Headcount Adjusted Scoring, please contact OETeam@gov.je*

8 Factors of Engagement



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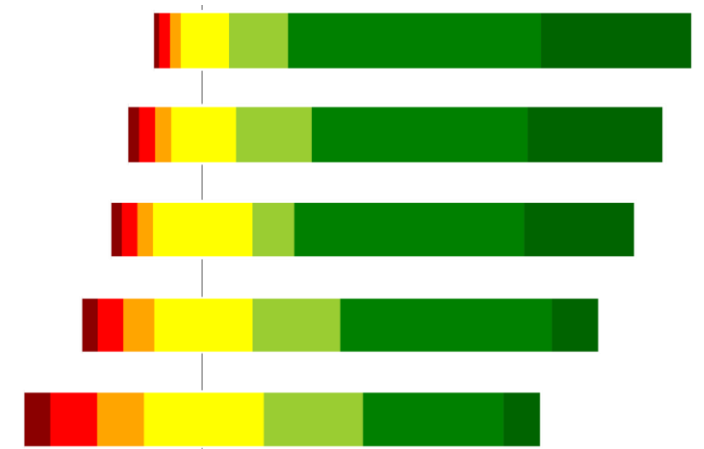
- The 8 factor scores are based on the core 24 statements in the survey
- Each factor is scored on a scale of 1 to 7
- The chart shows 2023 scores compared against readjusted 2020 scores in order to allow like for like comparison based on the departmental headcount



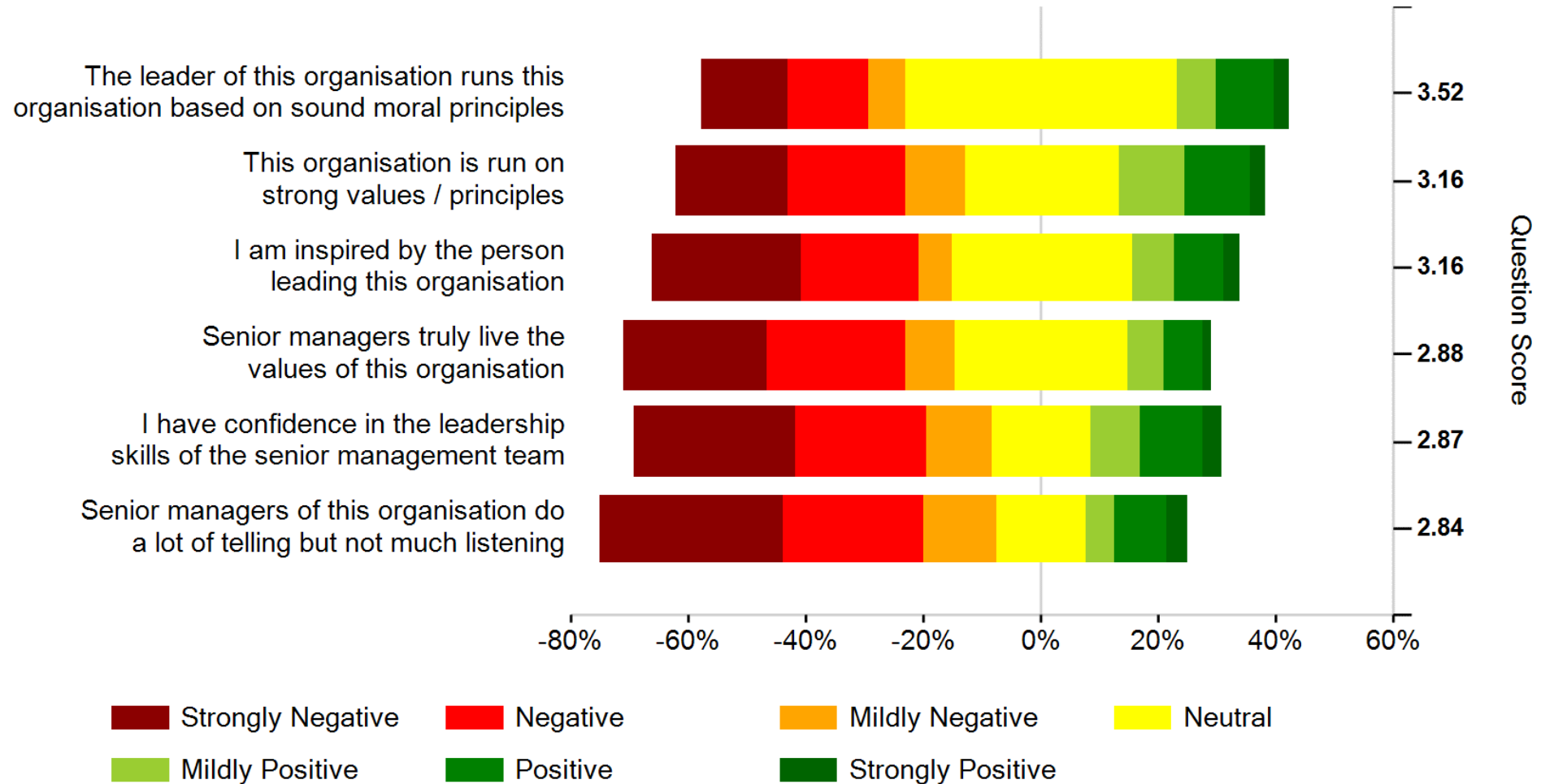
2023 BeHeard Survey

Introduction to heatmaps

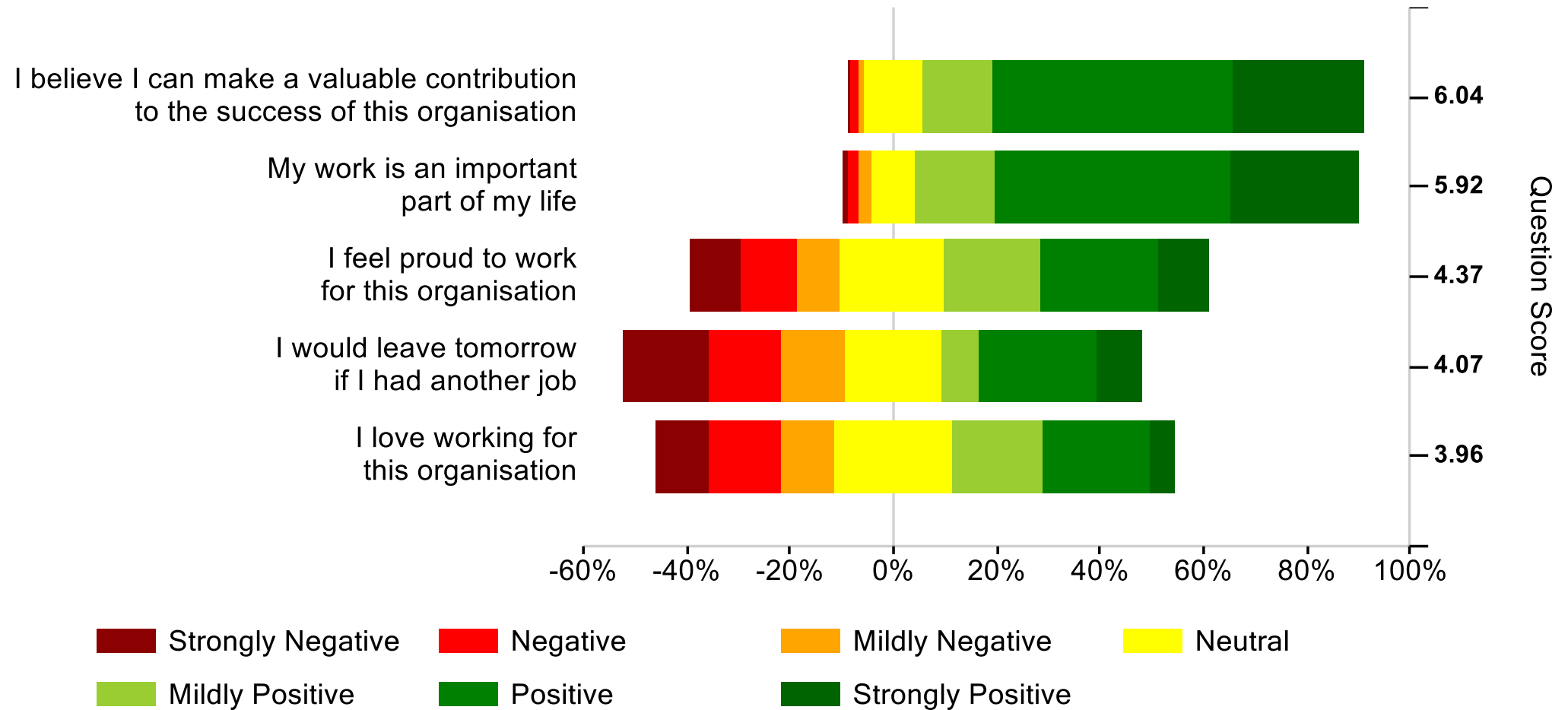
- The heatmaps show a breakdown of responses to statements in each factor
- Regardless of the wording of statements (positive or negative) 1 is always the lowest and 7 the highest
- Green portions of the heatmaps on the right-hand side are positive even if the statement is worded negatively
- The statements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



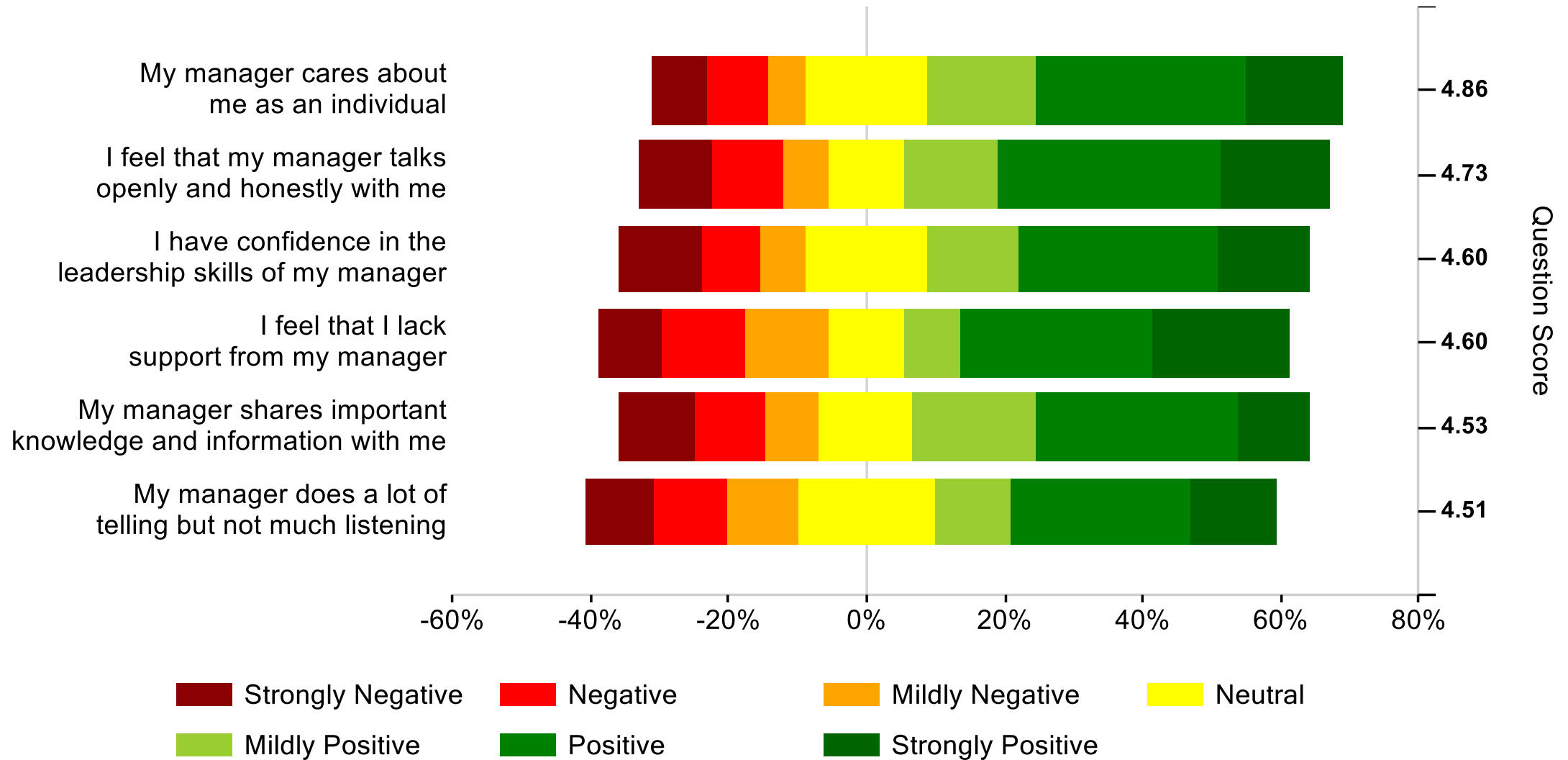
Leadership



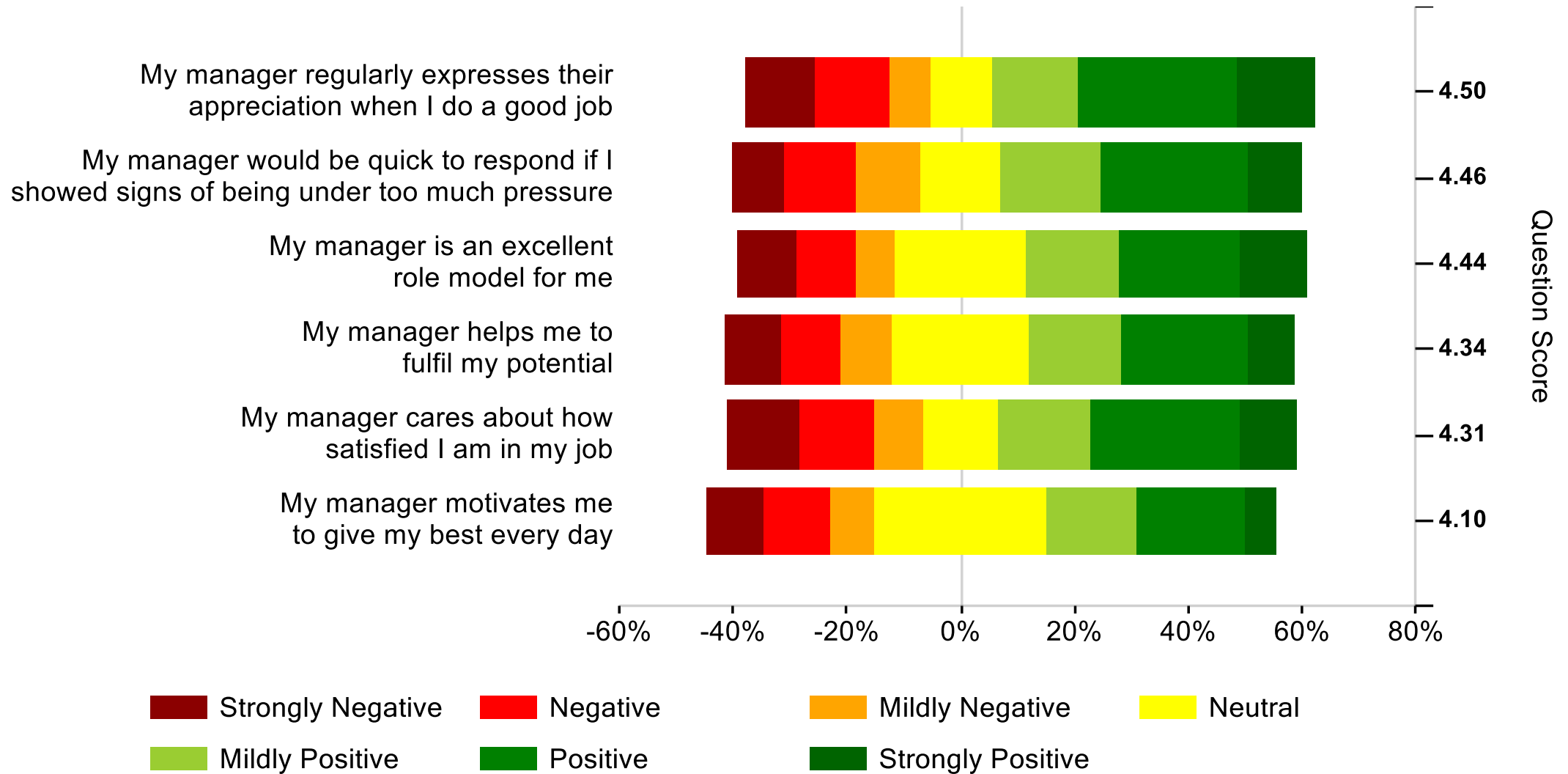
My Company



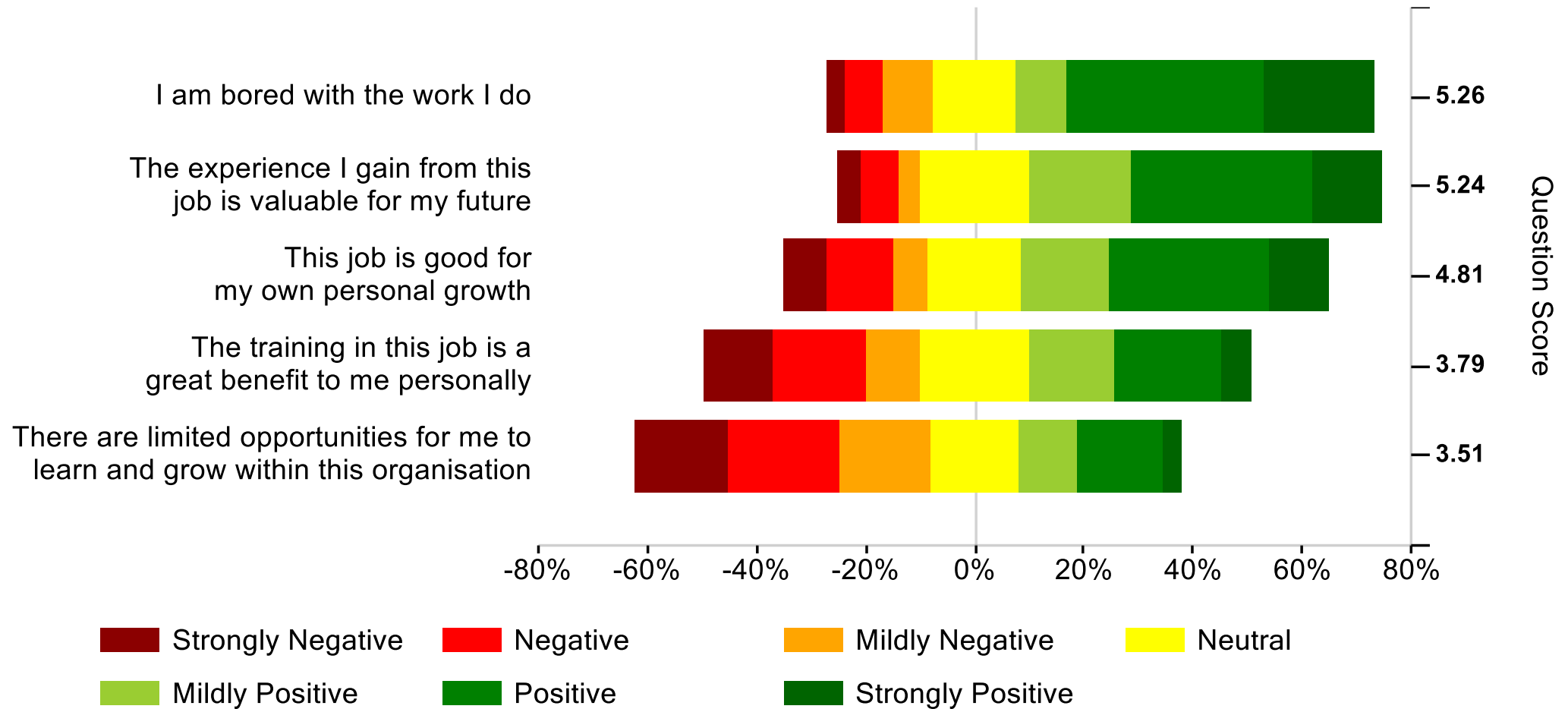
My Manager (1 of 2)



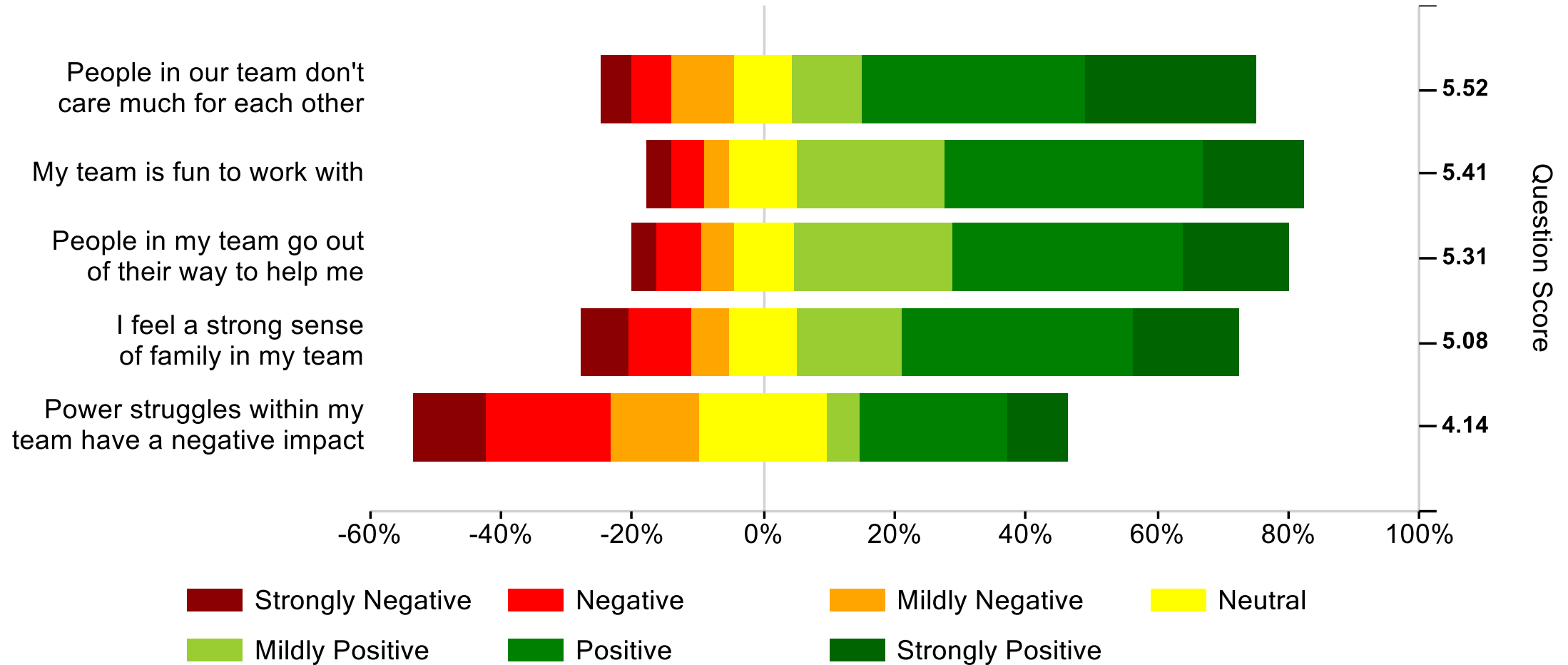
My Manager (2 of 2)



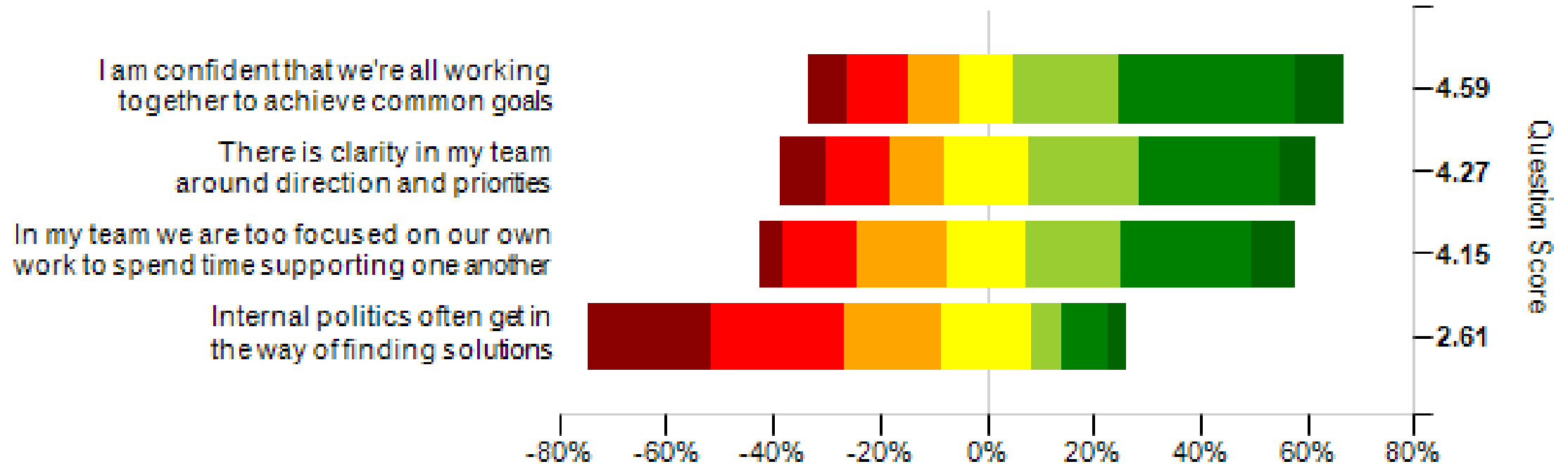
Personal Growth



My Team (1 of 2)

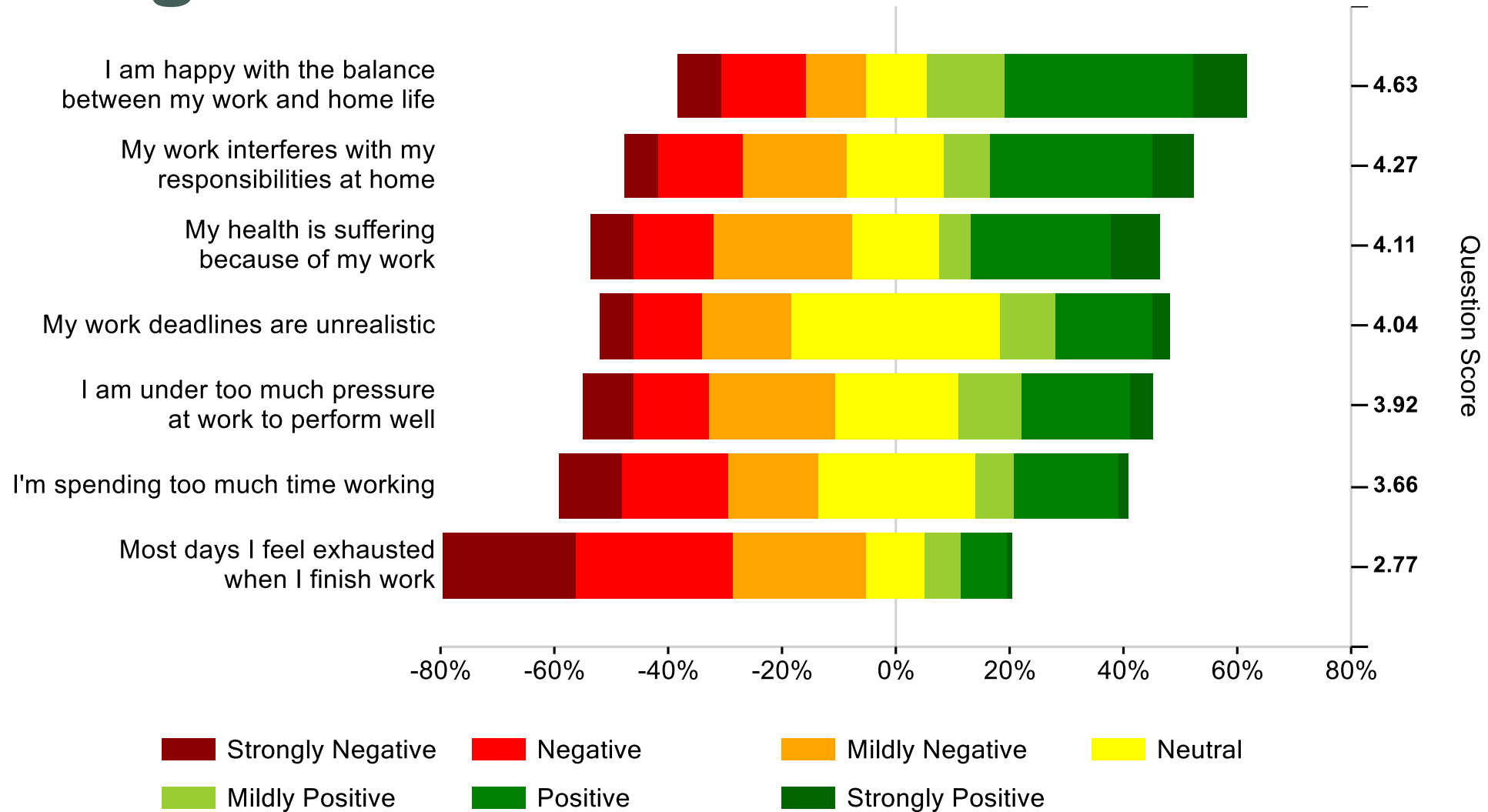


My Team (2 of 2)

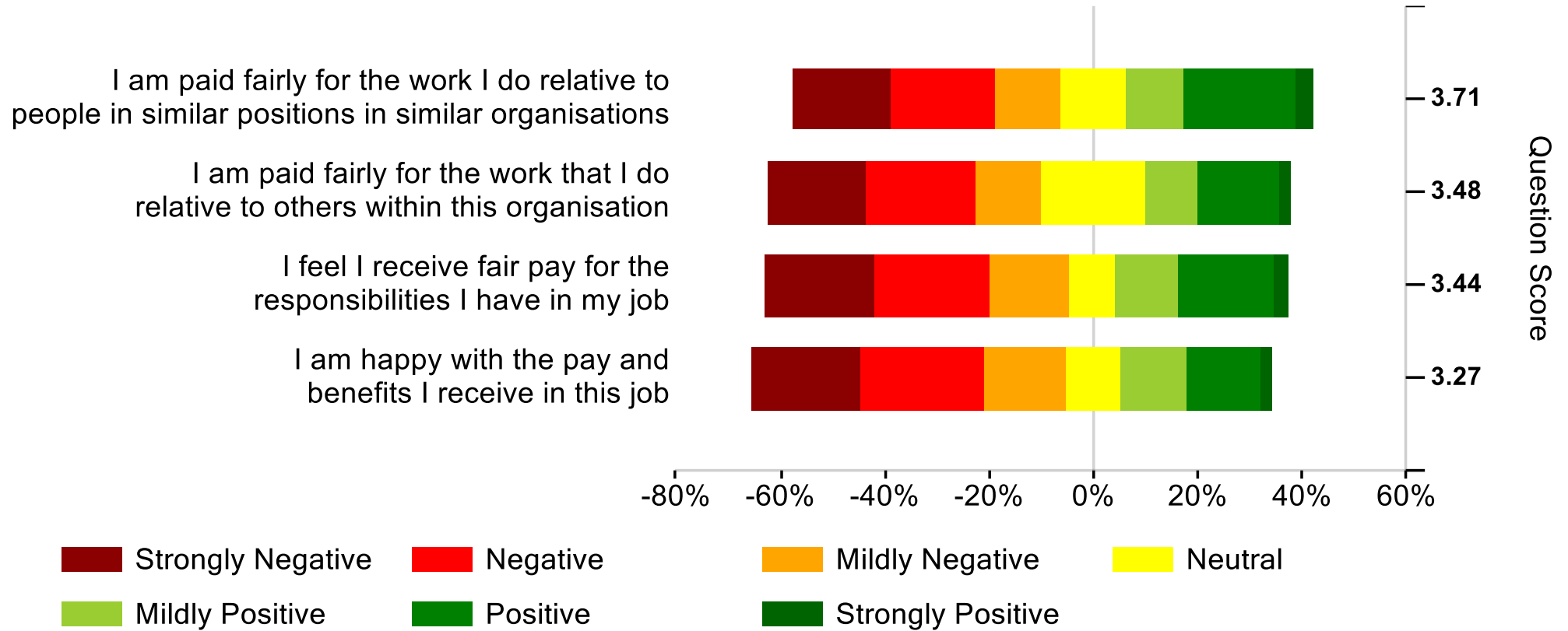


- Strongly Negative
- Negative
- Mildly Negative
- Neutral
- Mildly Positive
- Positive
- Strongly Positive

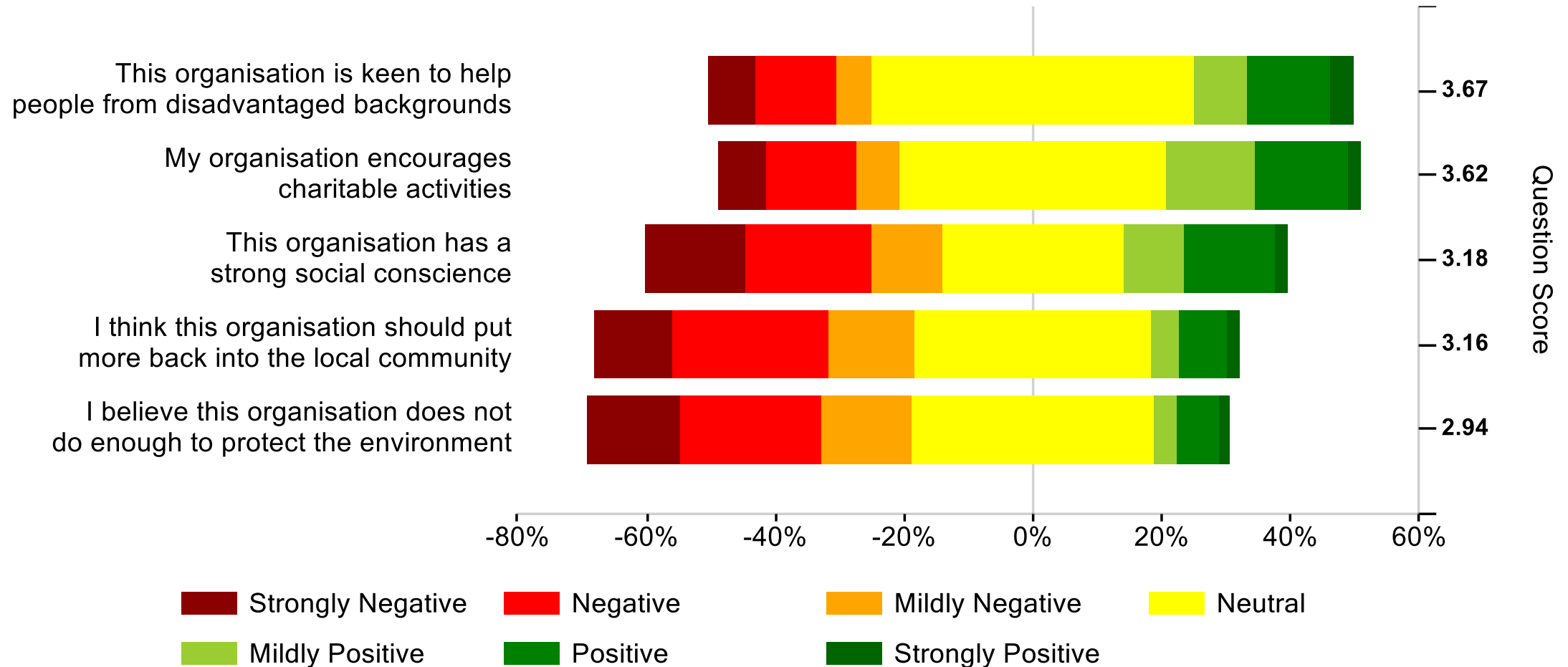
Wellbeing



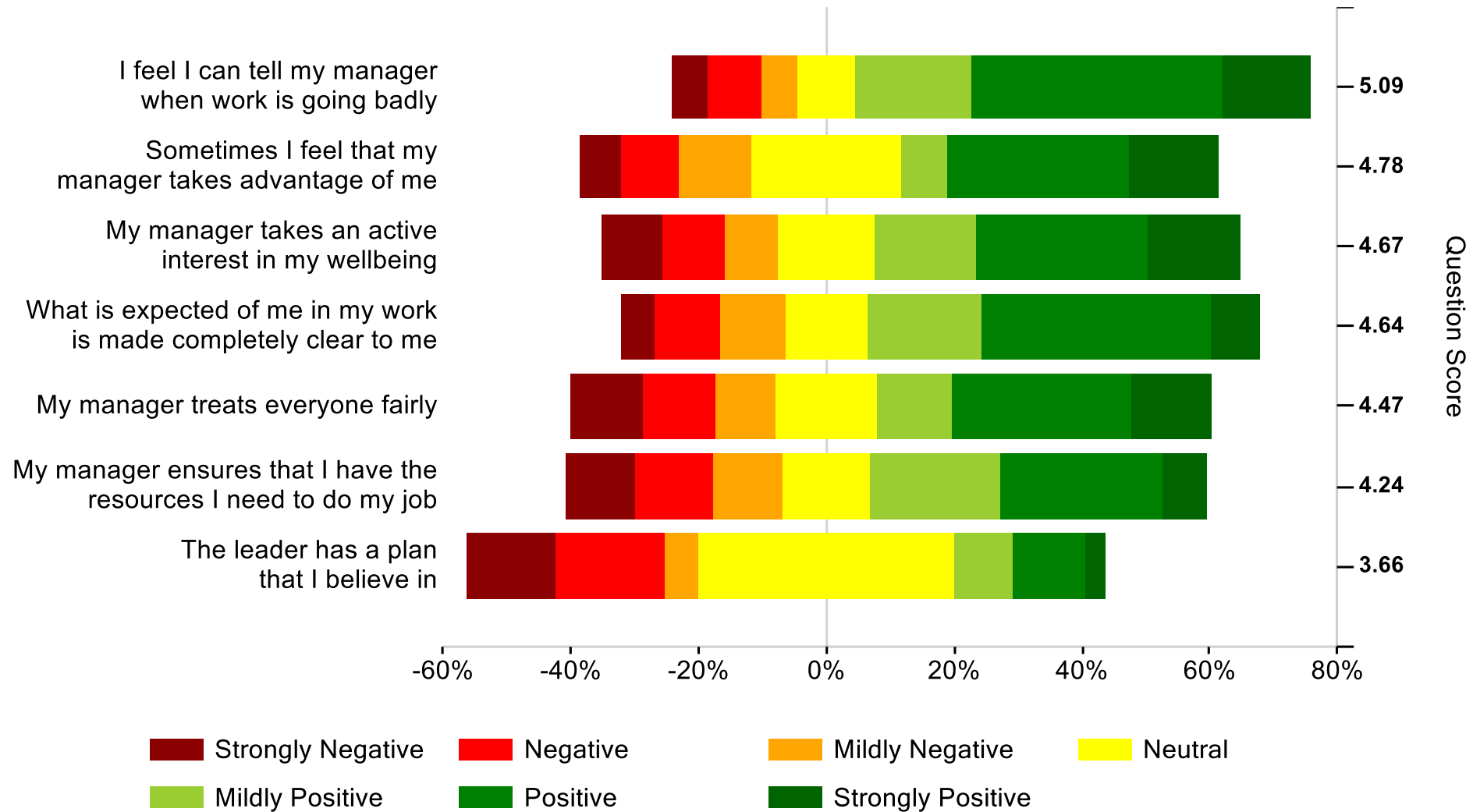
Fair Deal



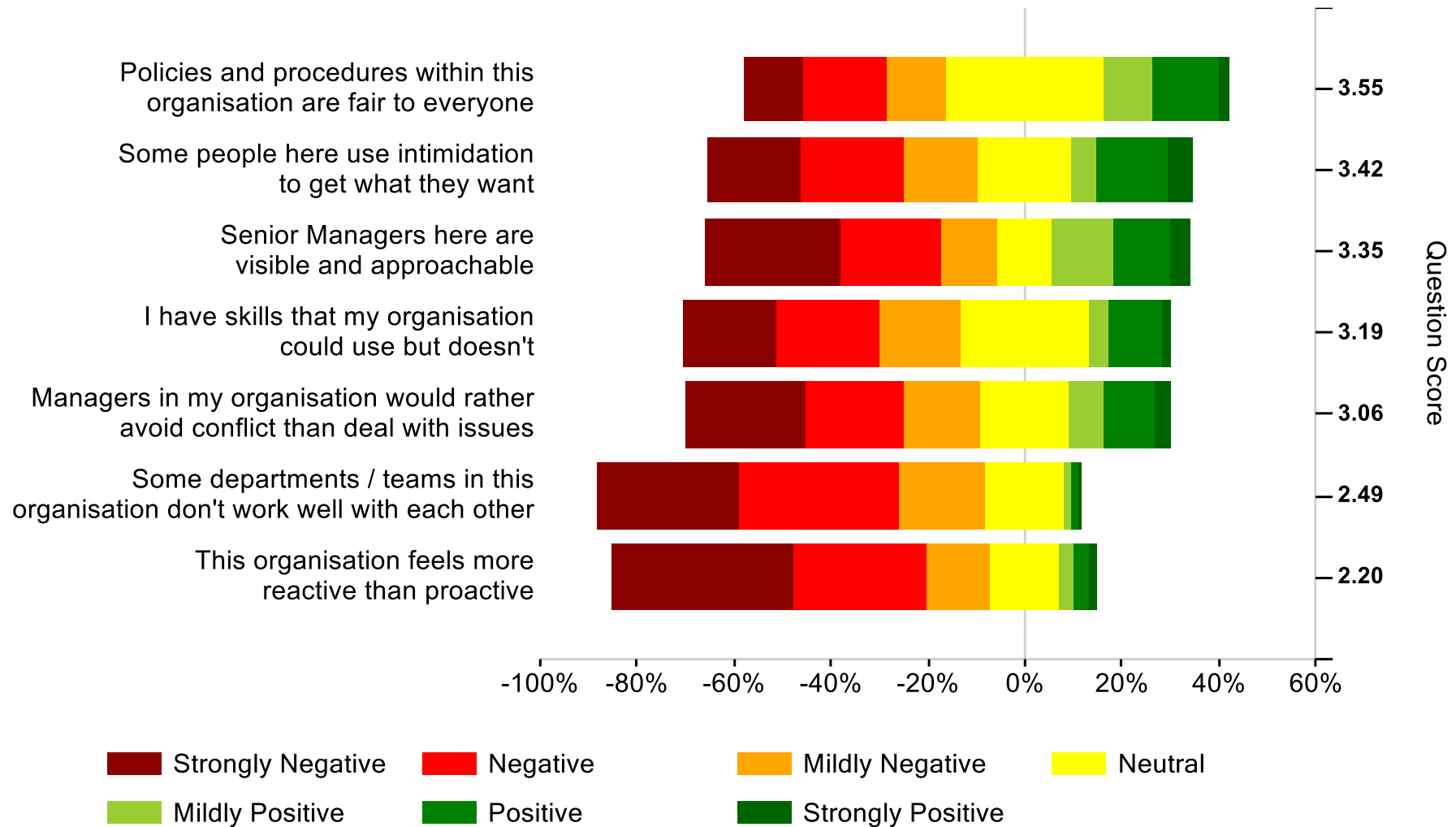
Giving Something Back



Feedback (1 of 2)



Feedback (2 of 2)



Bespoke (1 of 3)



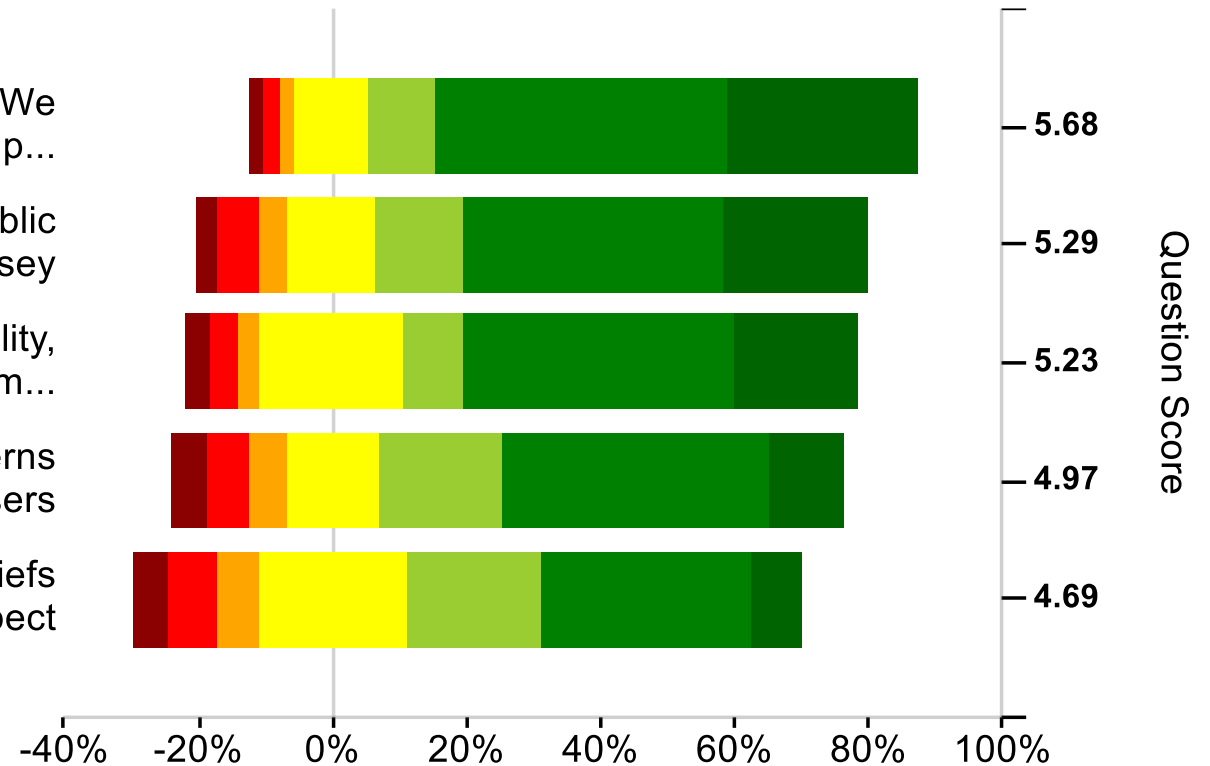
My own values align to those of my organisation (We are respectful, customer focussed, always imp...

I take pride in being a public servant for the people of Jersey

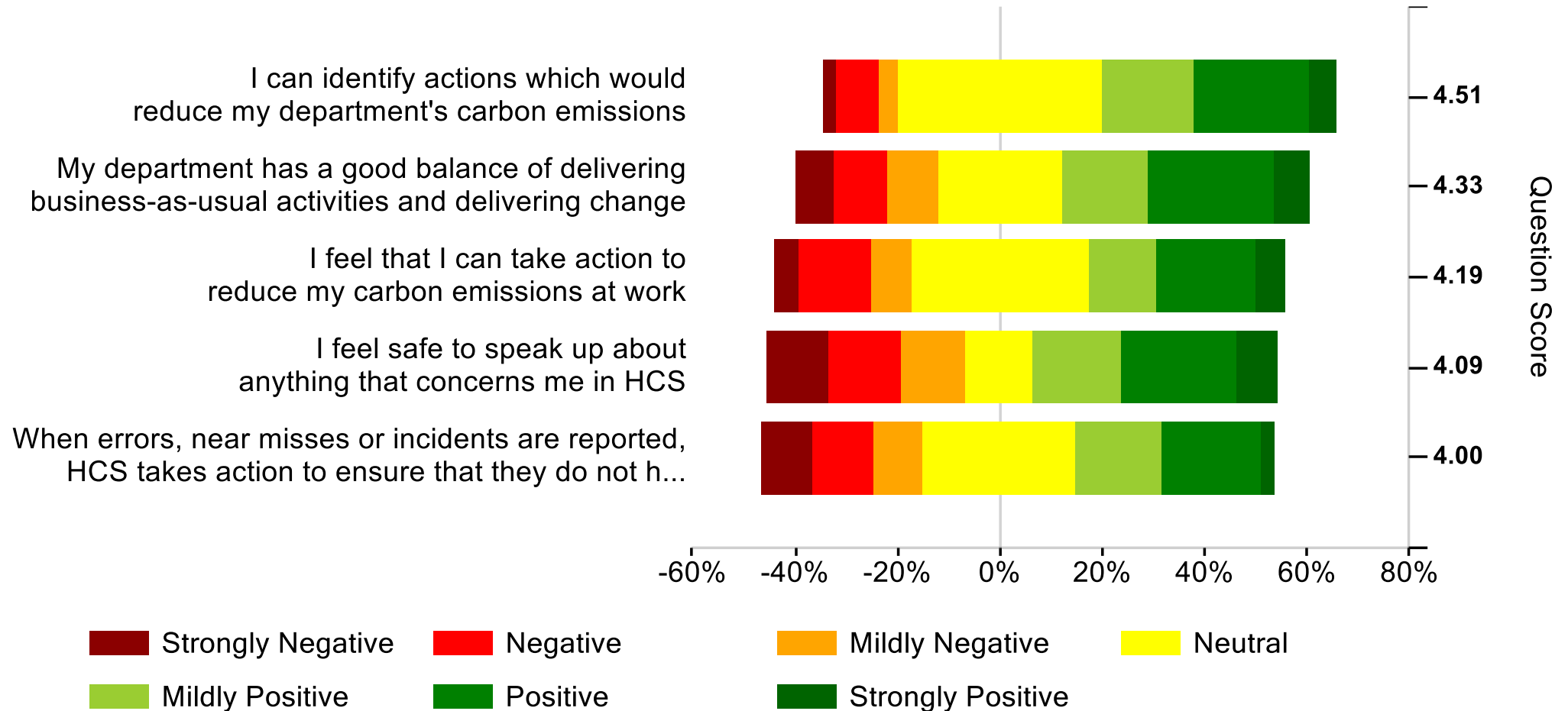
I feel comfortable discussing my race, nationality, gender identity, or disability with my line m...

I feel able to escalate concerns about patients / service users

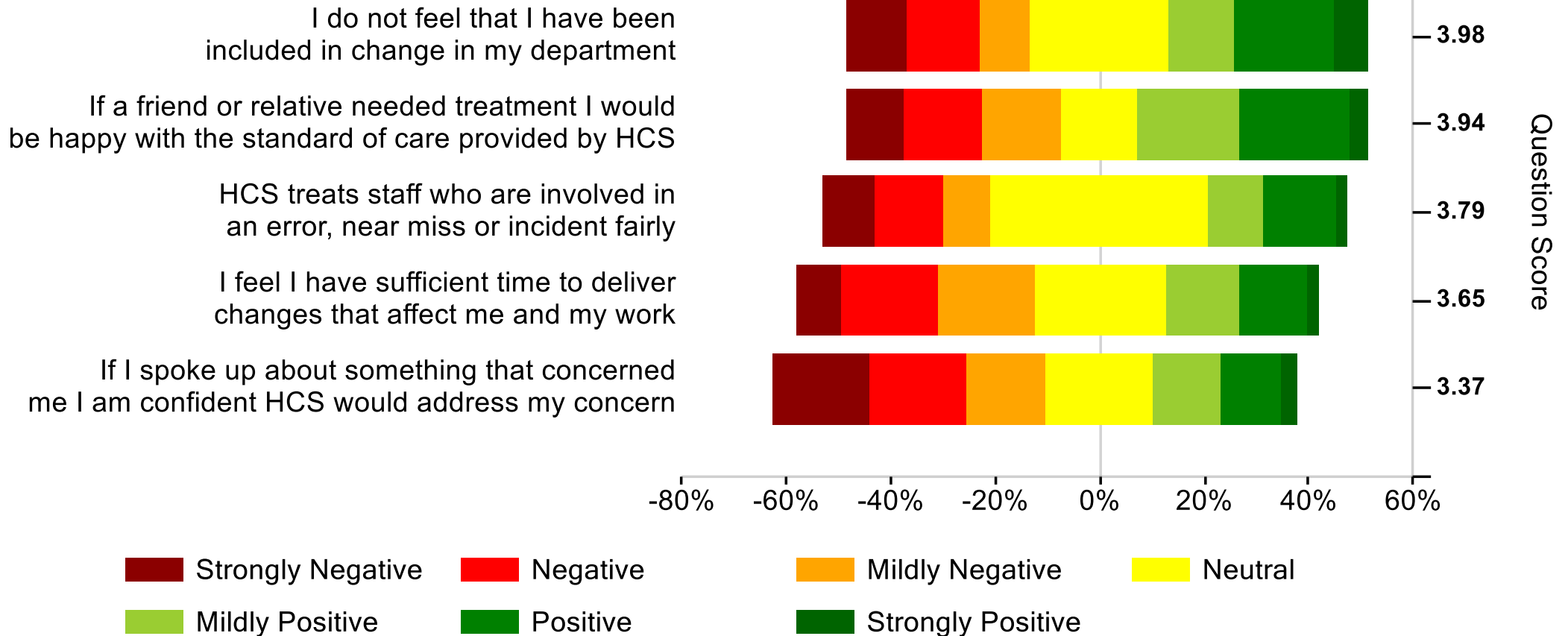
My personal values and beliefs are treated with respect



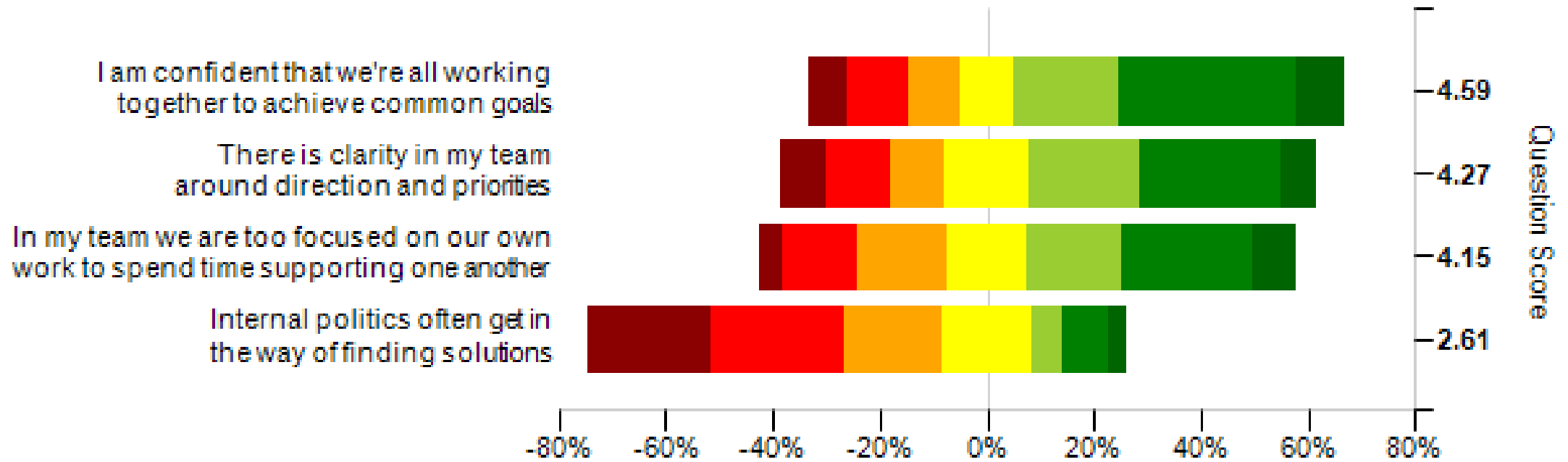
Bespoke (2 of 3)



Bespoke (3 of 3)



Service



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