

2023 BeHeard Survey

Strategic Policy, Planning and Performance

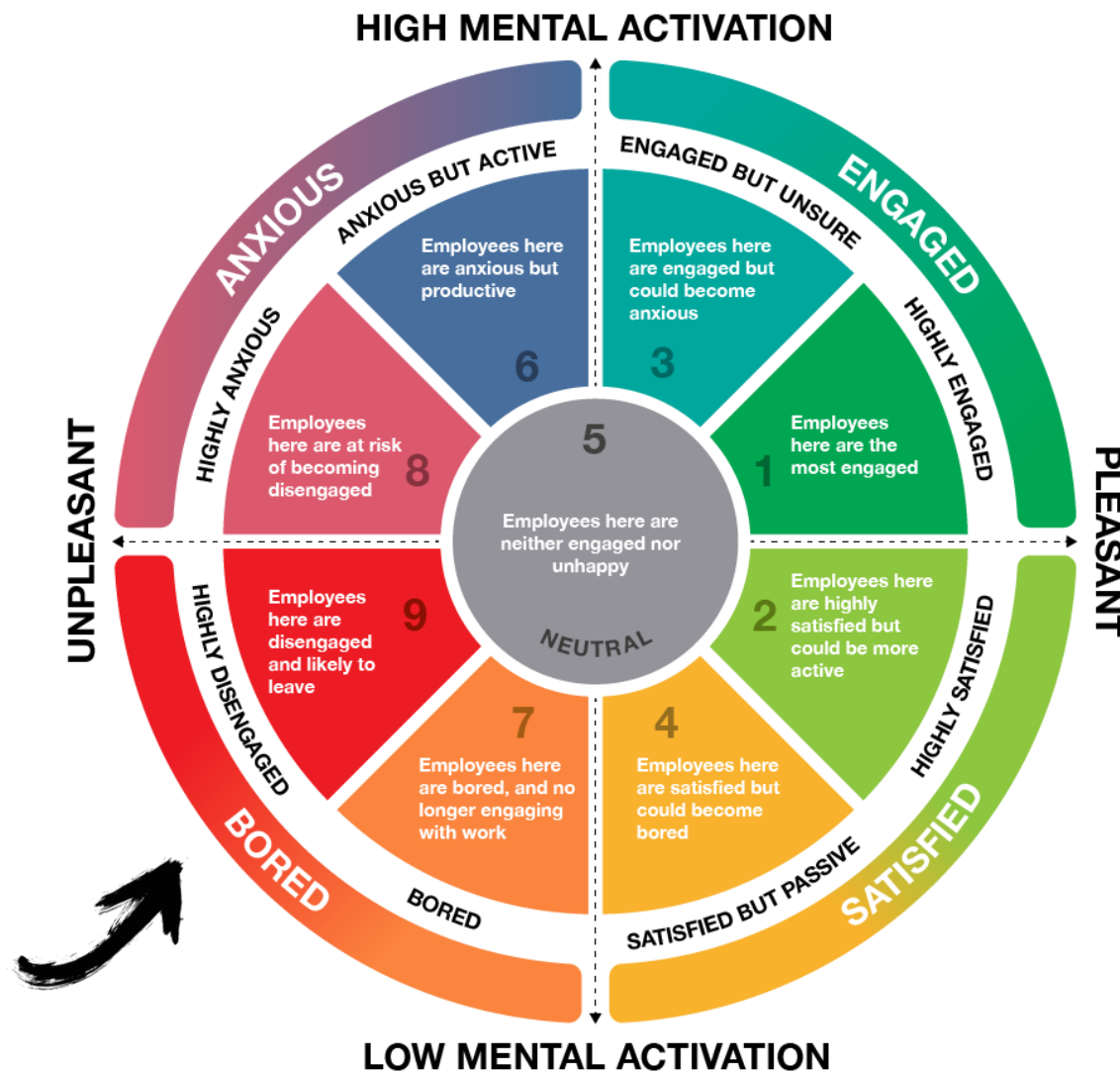
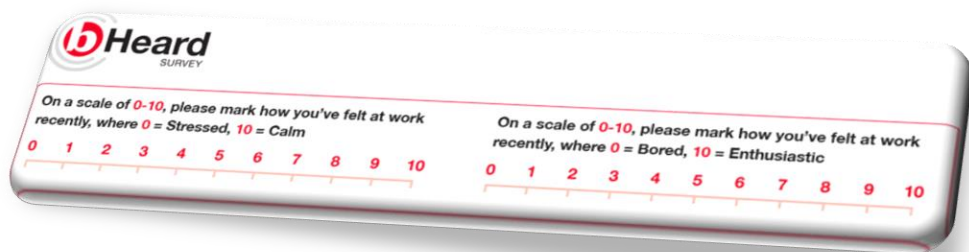
Presented July 2023

Organisation Effectiveness Team (P&CS), Cabinet Office

Employee Engagement

Overview

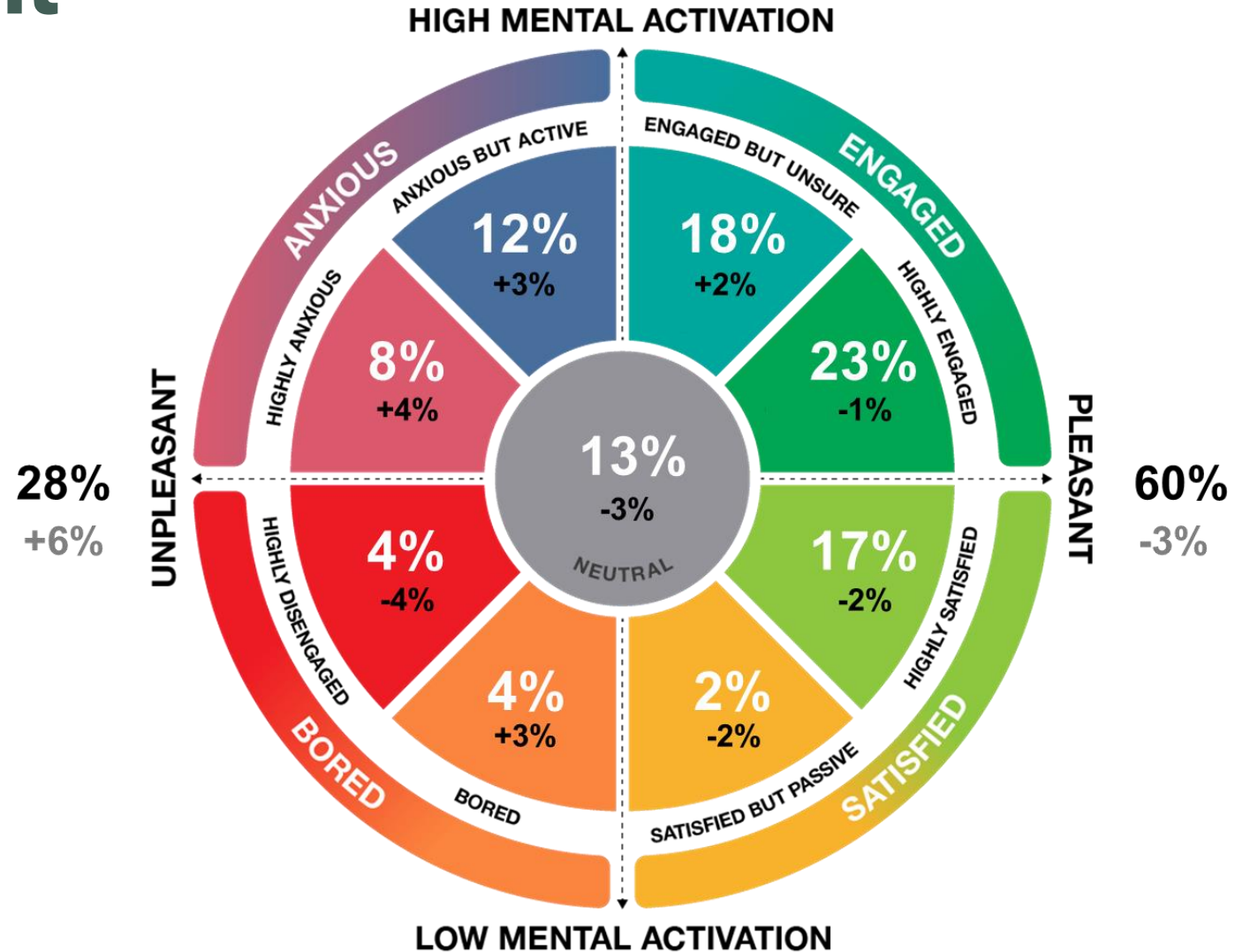
- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- This chart is not based on the 8 factors of engagement scores



Employee Engagement

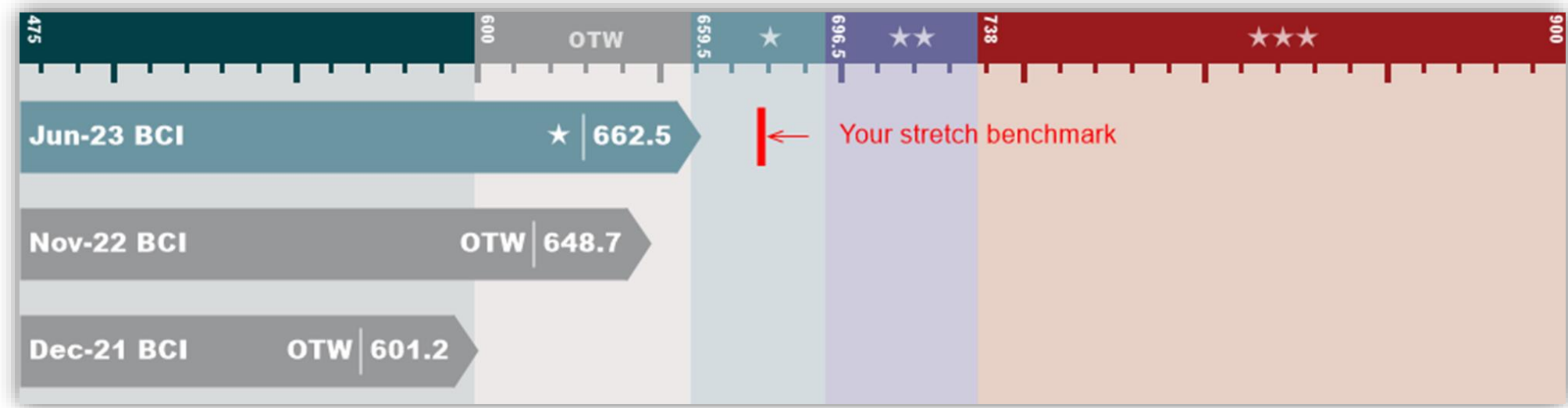
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- The engagement chart is based on two additional questions from the survey
- The questions measured how stressed or calm and how bored or enthusiastic colleagues felt
- 60% of respondents within SPPP reported an overall pleasant experience in the workplace – a 3% decrease since 2022
- 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
- After 3 years of steady improvement, SPPP reached a 1★ rating in 2023

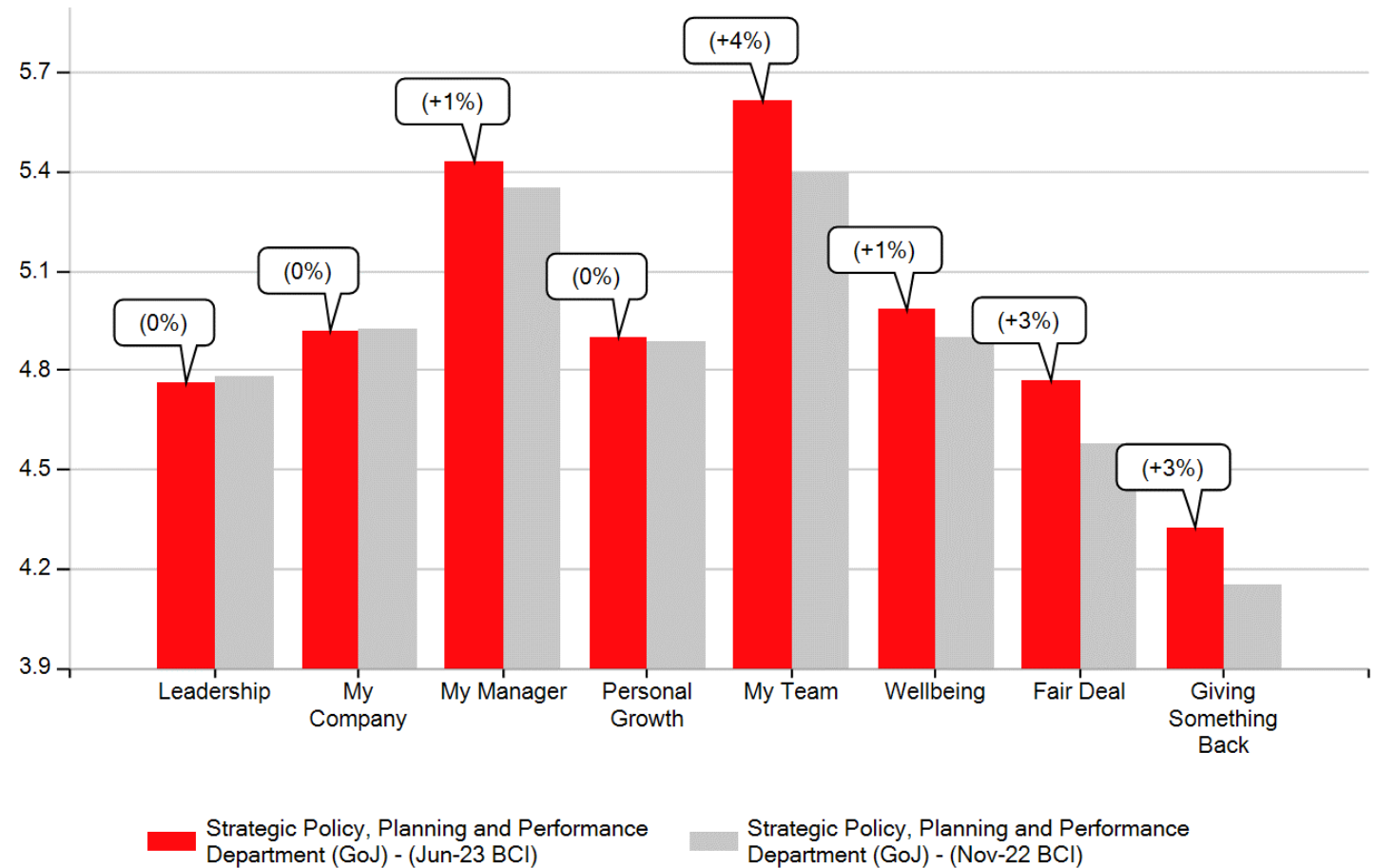
OTW is Good
 ★ is Very Good
 ★★ is Outstanding
 ★★★ is World Class

8 Factors of Engagement



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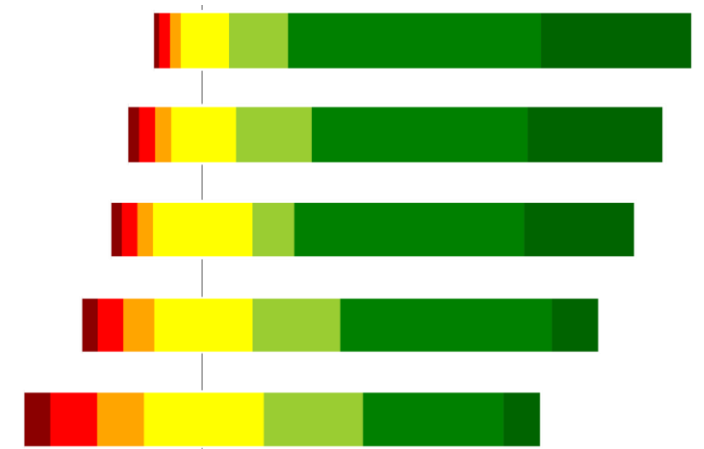
- The 8 factor scores are based on the core 24 statements in the survey
- Each factor is scored on a scale of 1 to 7
- The chart shows 2023 scores compared against the 2022 pulse survey scores



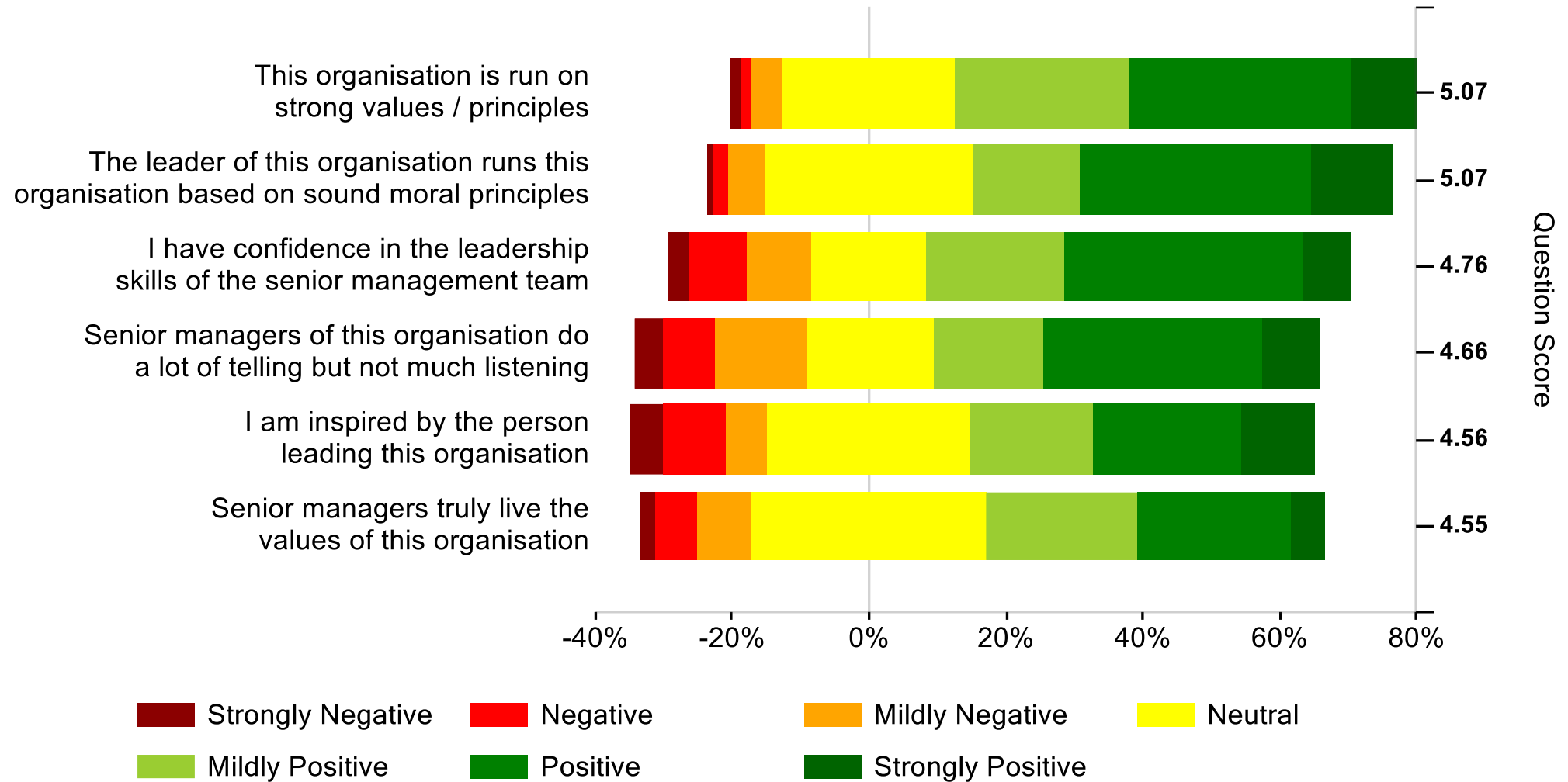
2023 BeHeard Survey

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



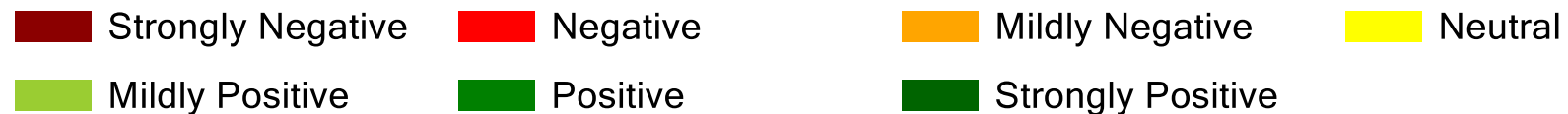
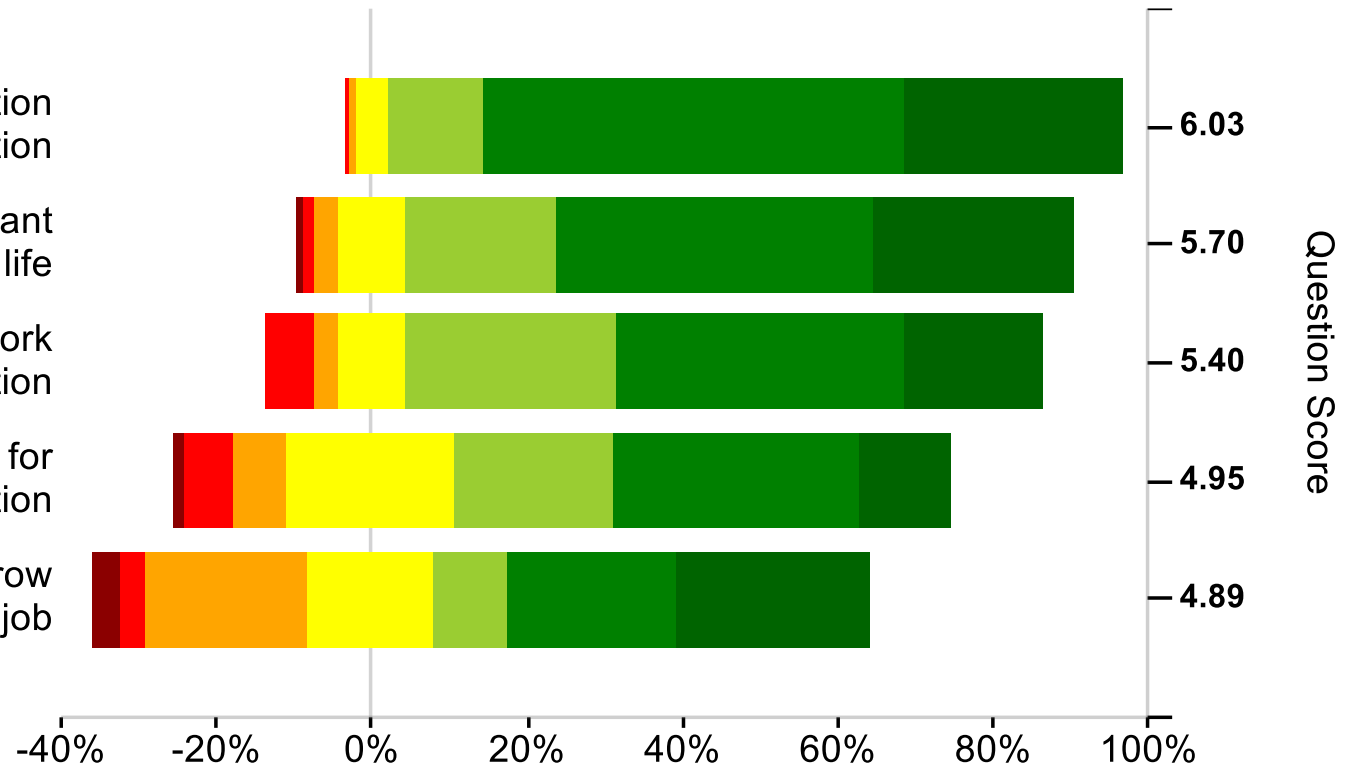
I believe I can make a valuable contribution to the success of this organisation

My work is an important part of my life

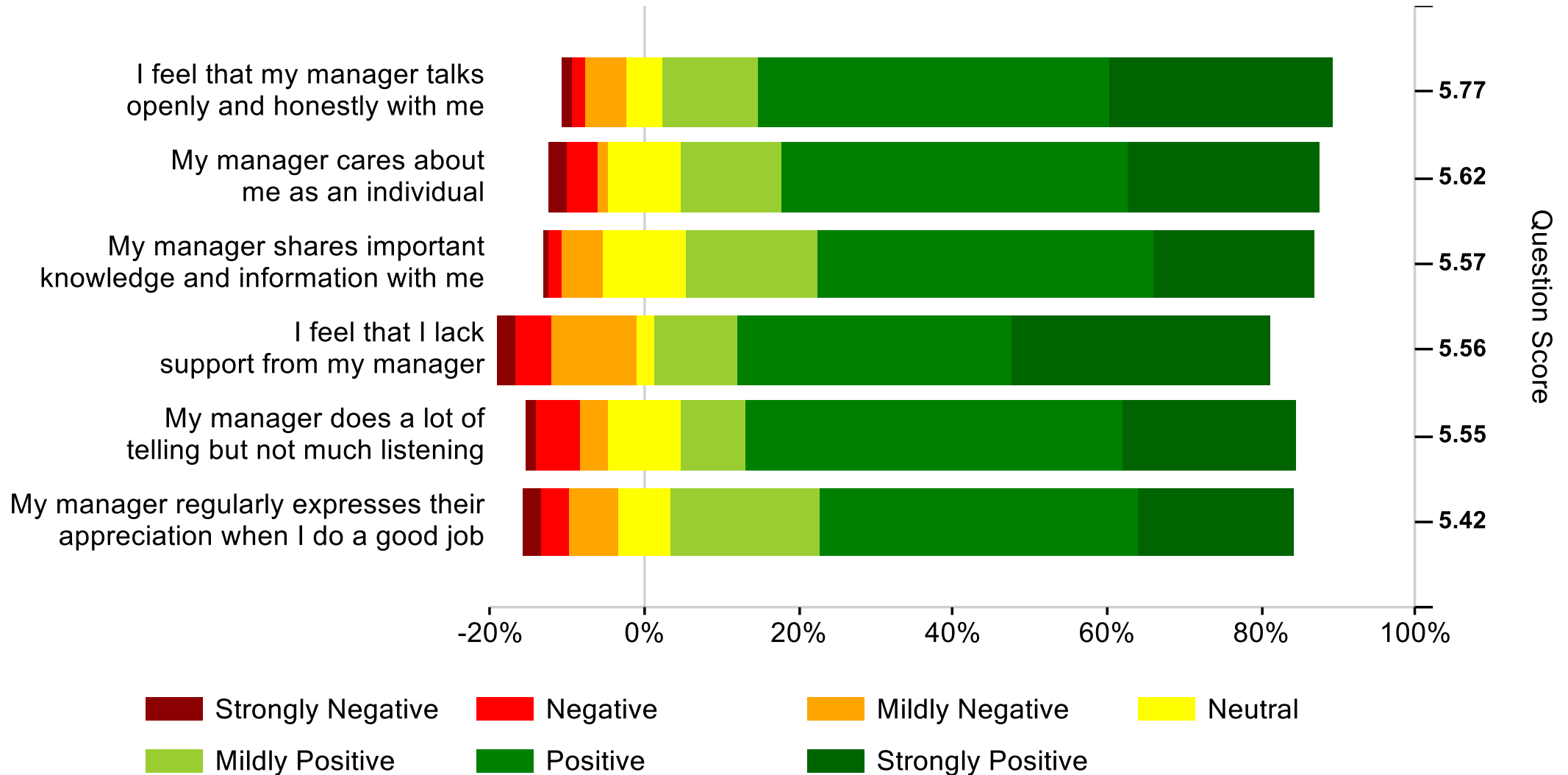
I feel proud to work for this organisation

I love working for this organisation

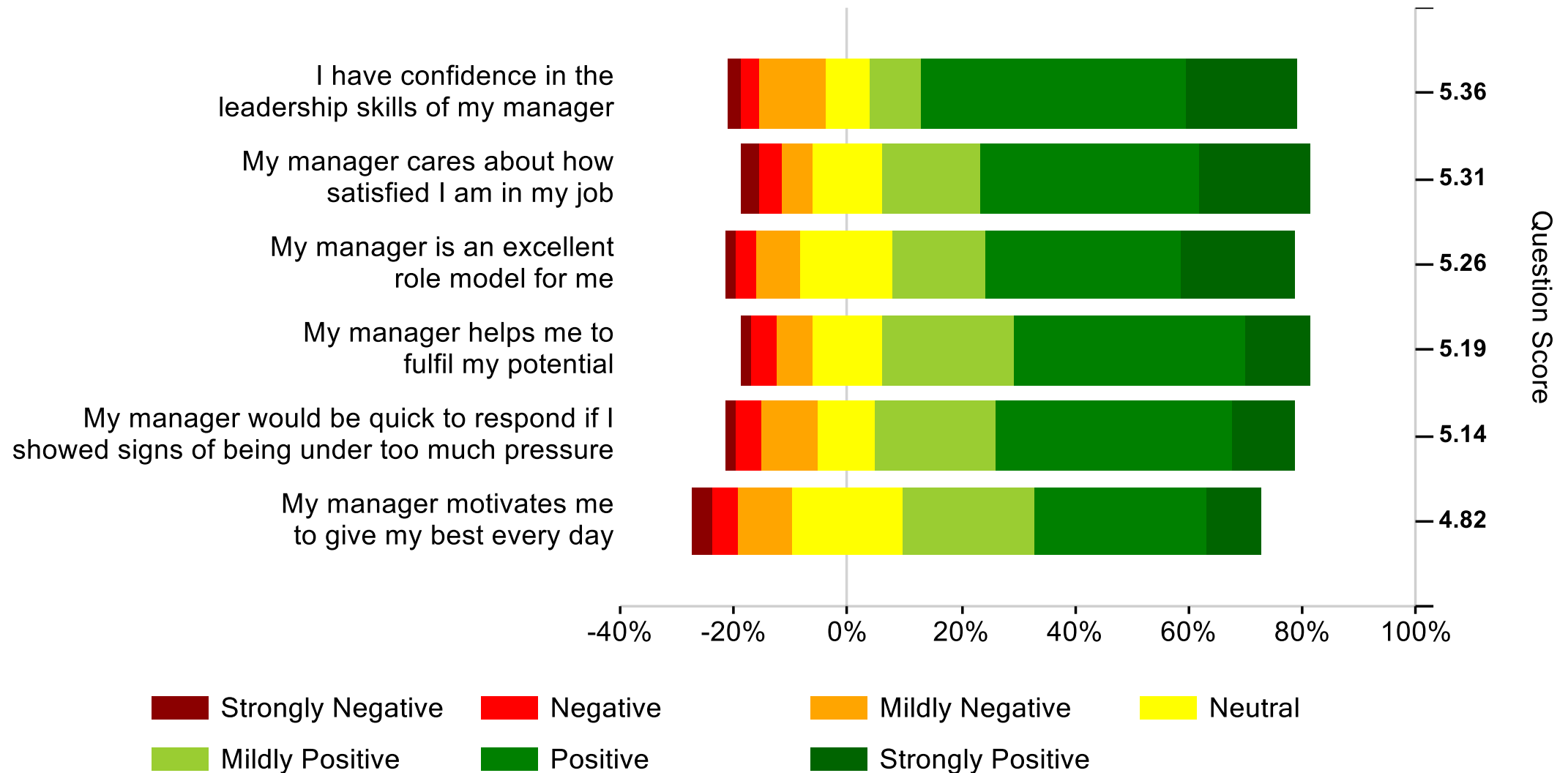
I would leave tomorrow if I had another job



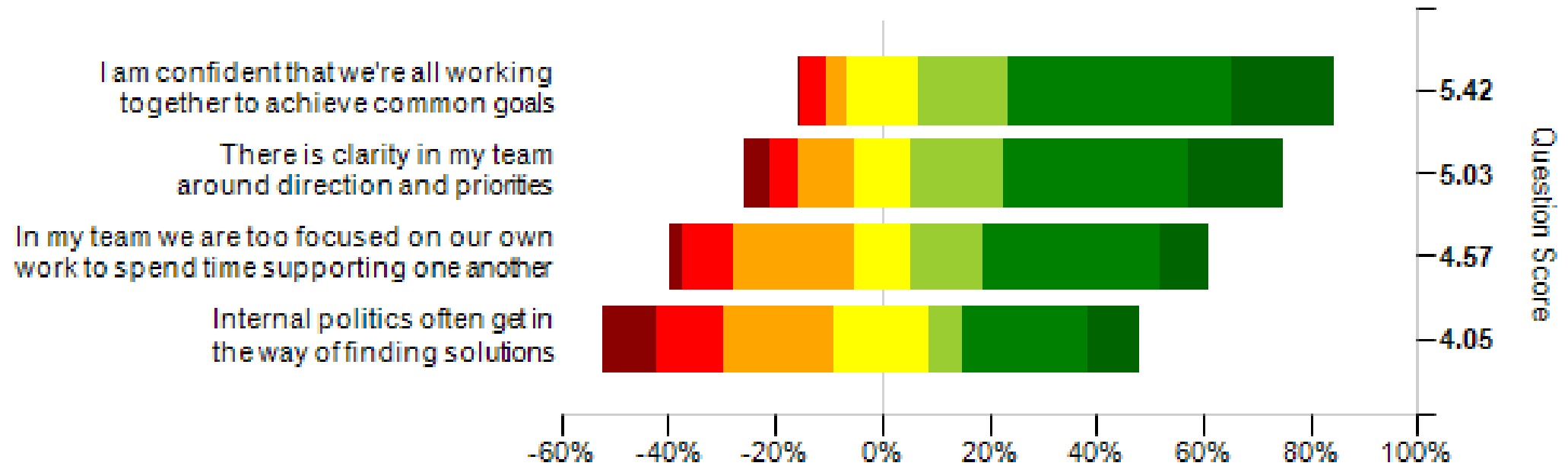
My Manager (1 of 2)



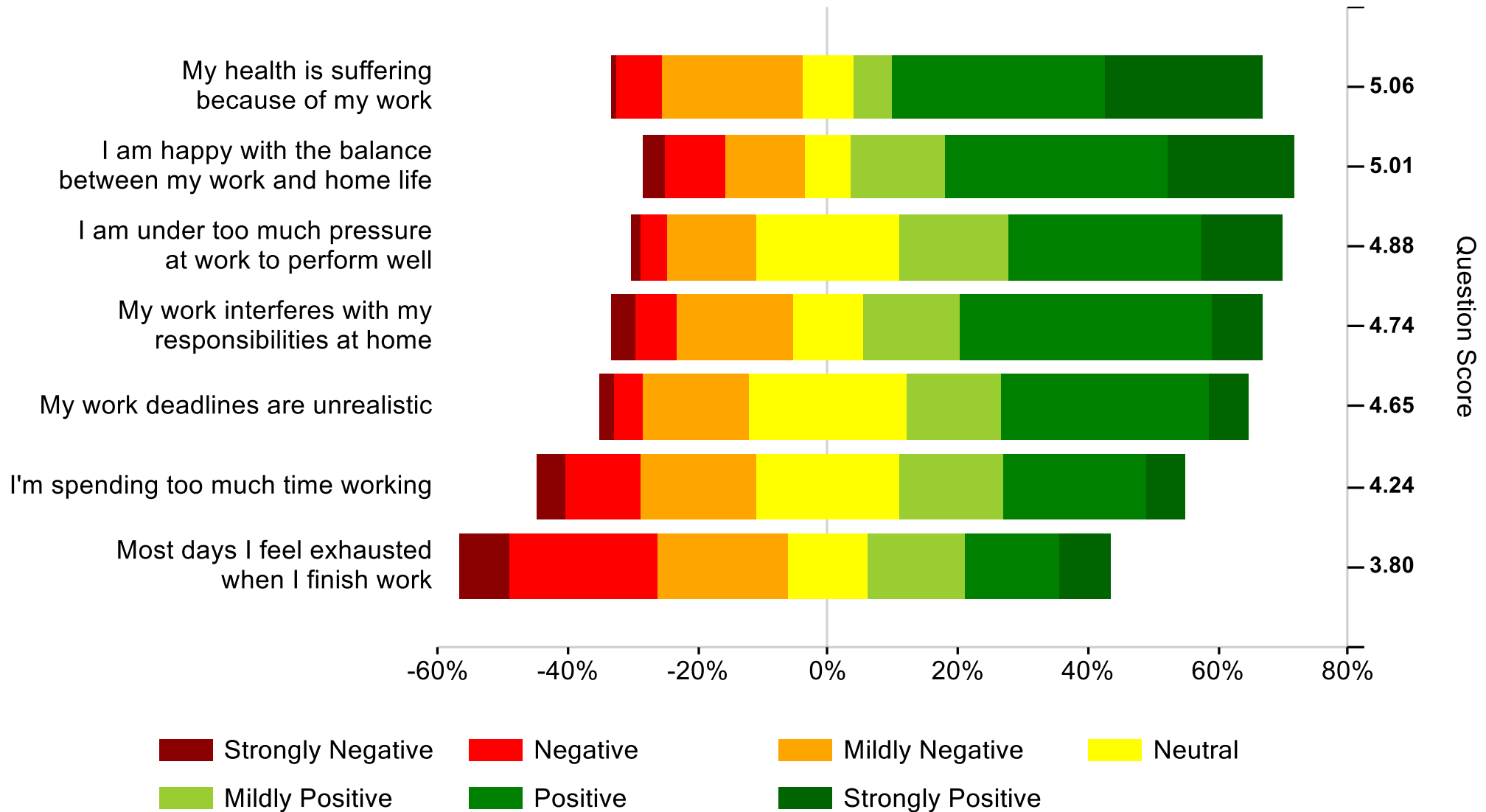
My Manager (2 of 2)



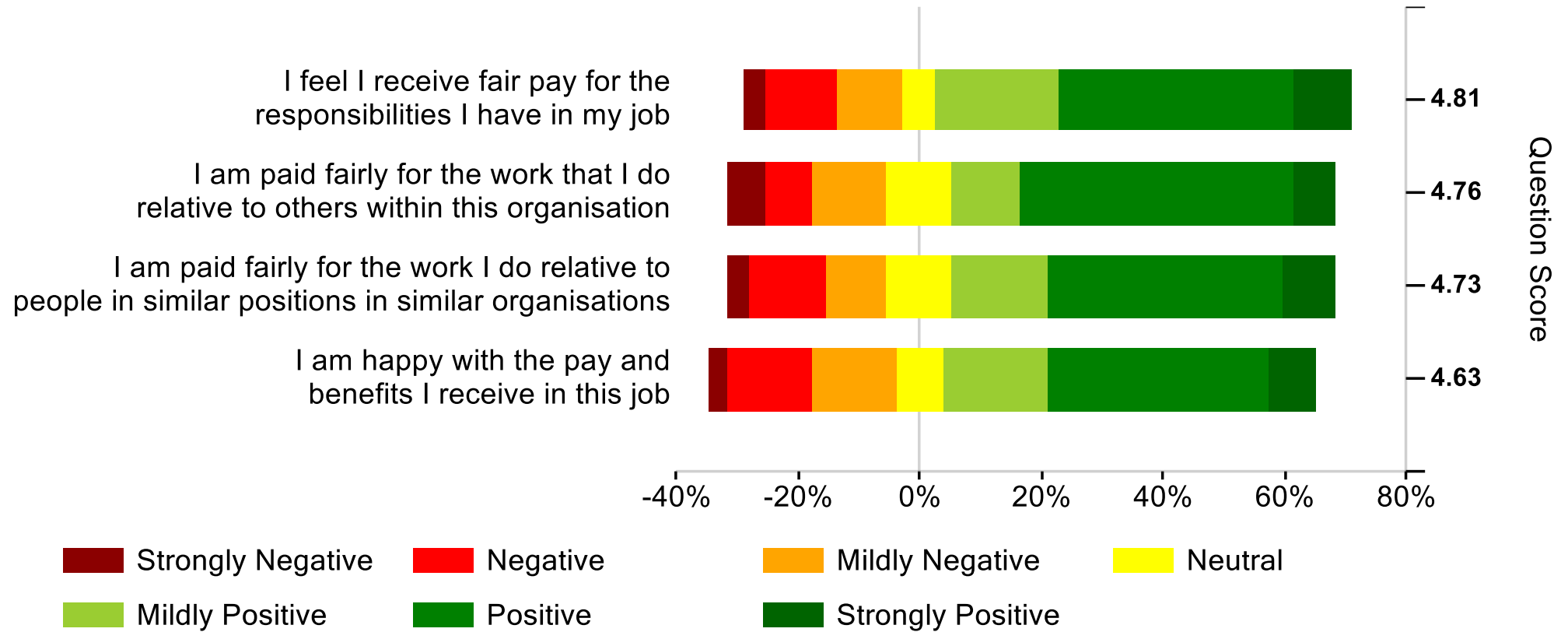
My Team (2 of 2)



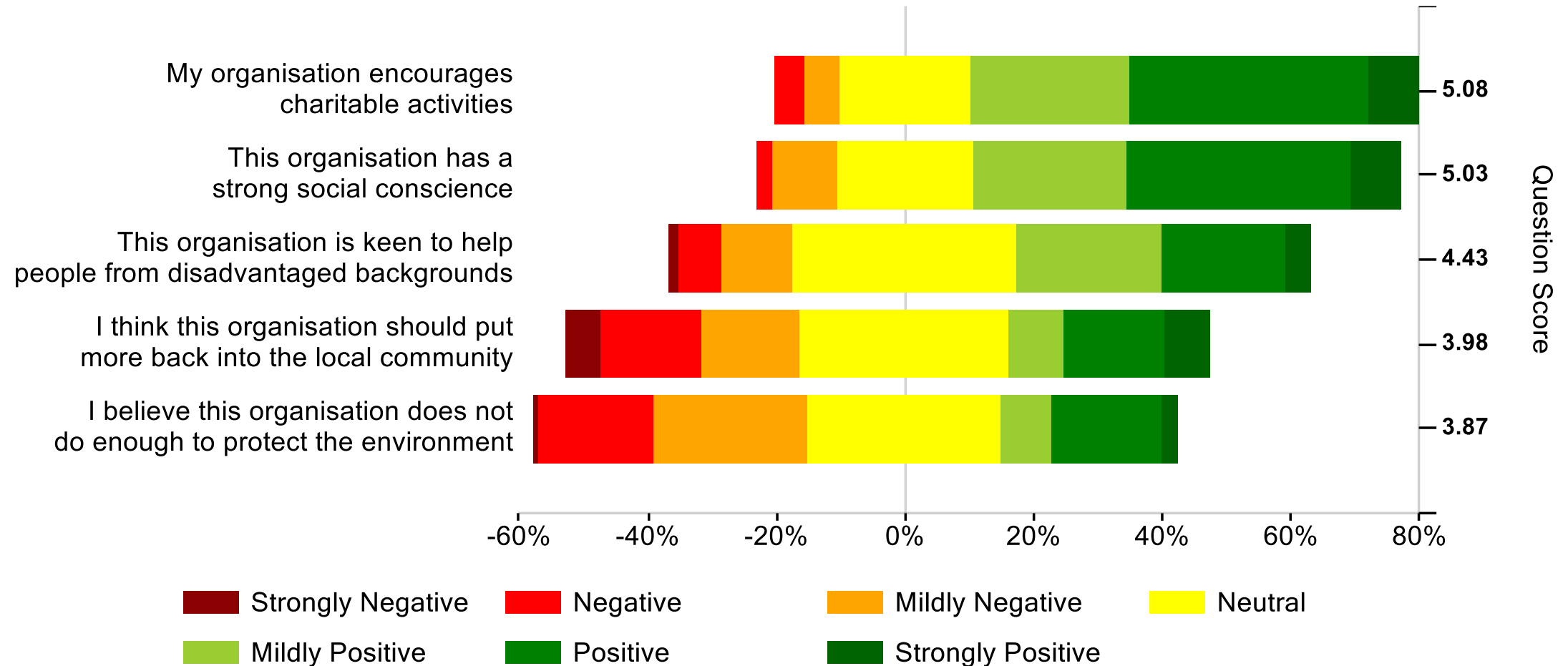
Wellbeing



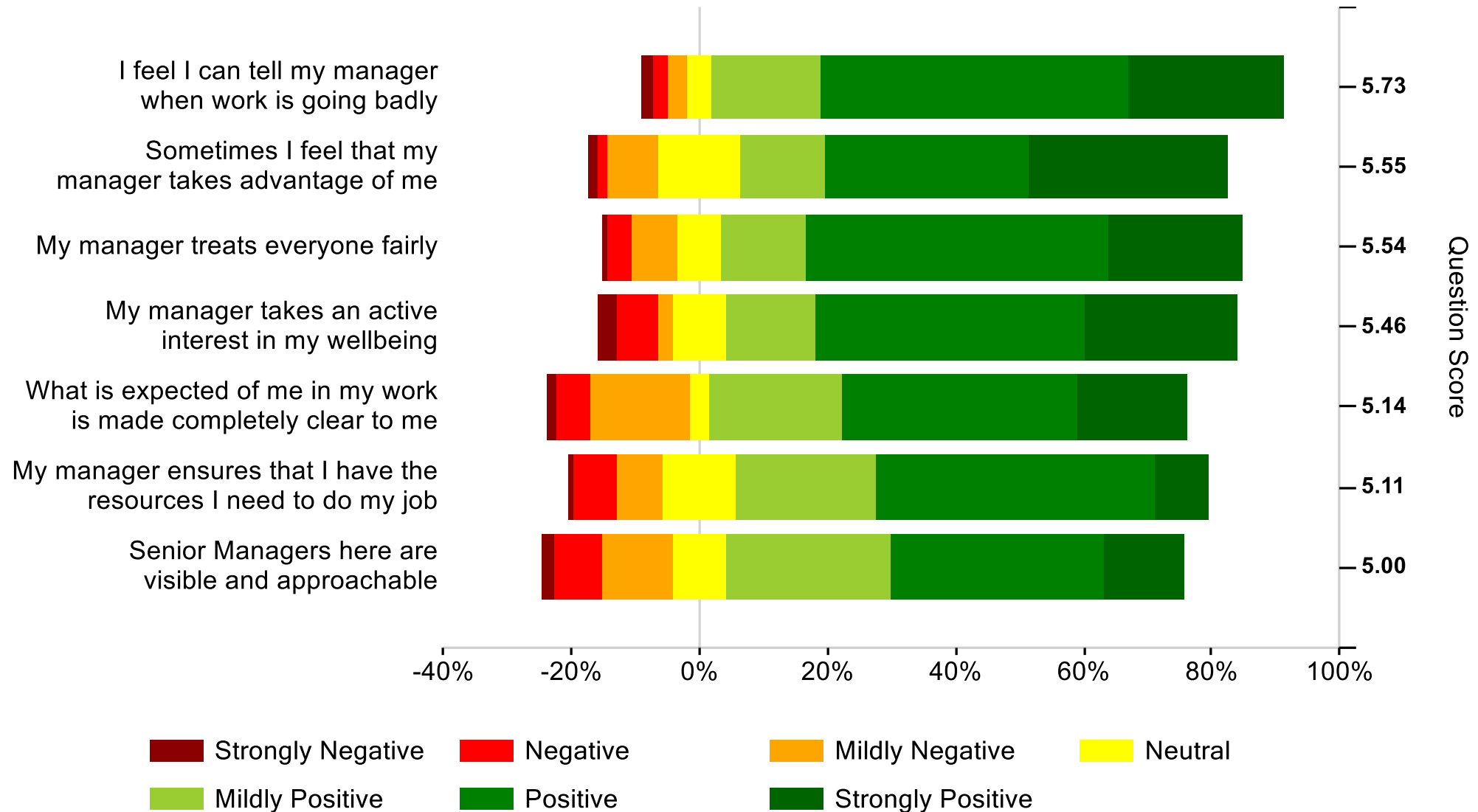
Fair Deal



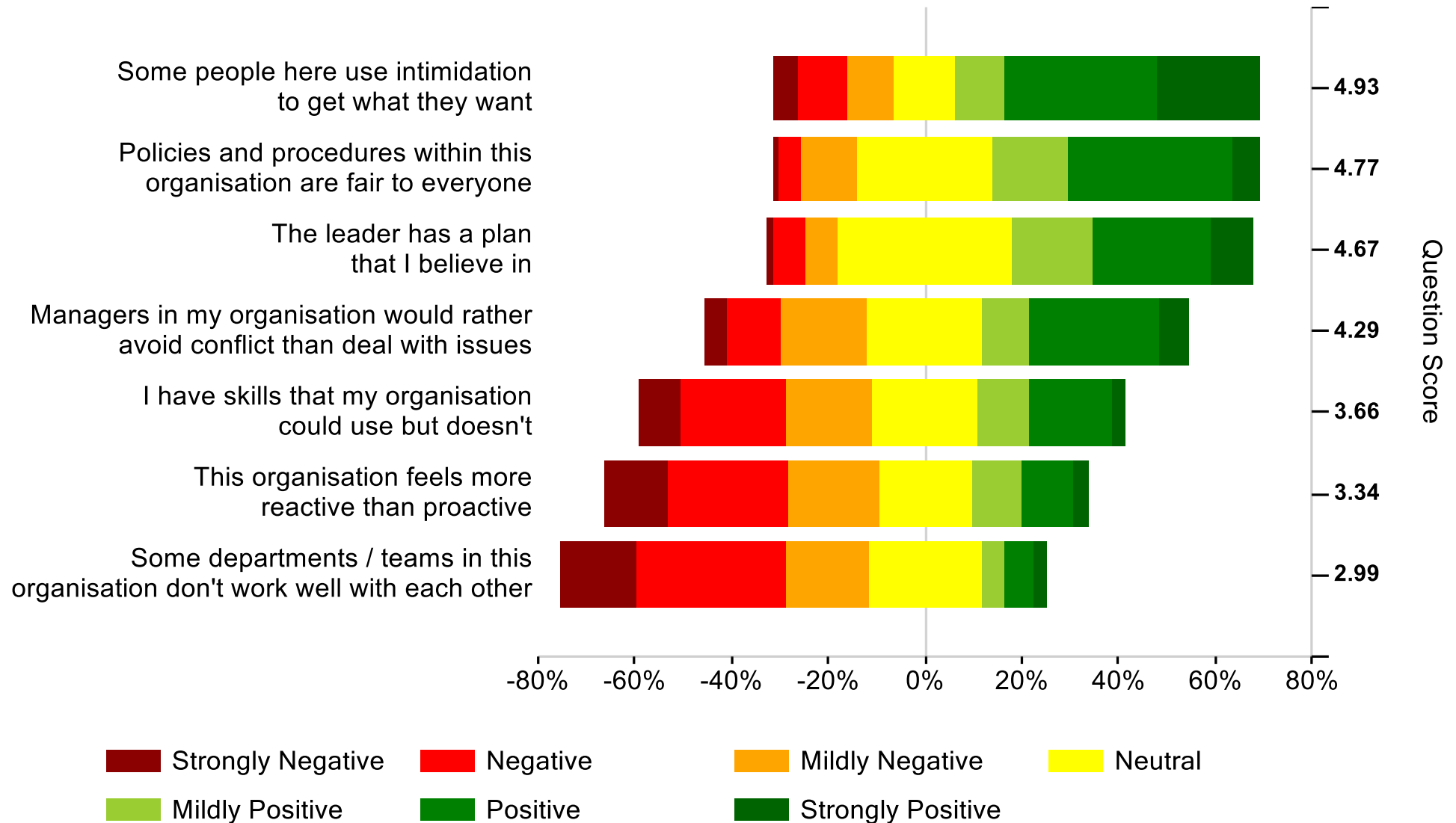
Giving Something Back



Feedback (1 of 2)



Feedback (2 of 2)



Bespoke (1 of 2)



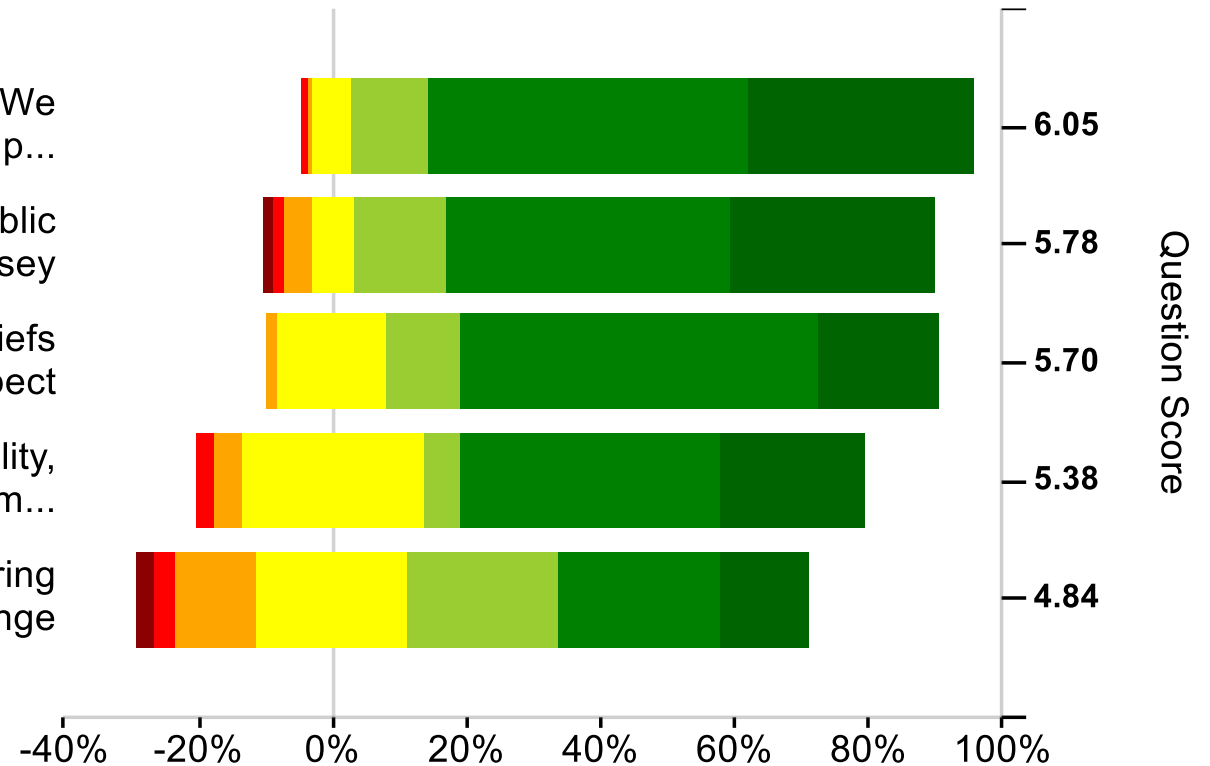
My own values align to those of my organisation (We are respectful, customer focussed, always imp...

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

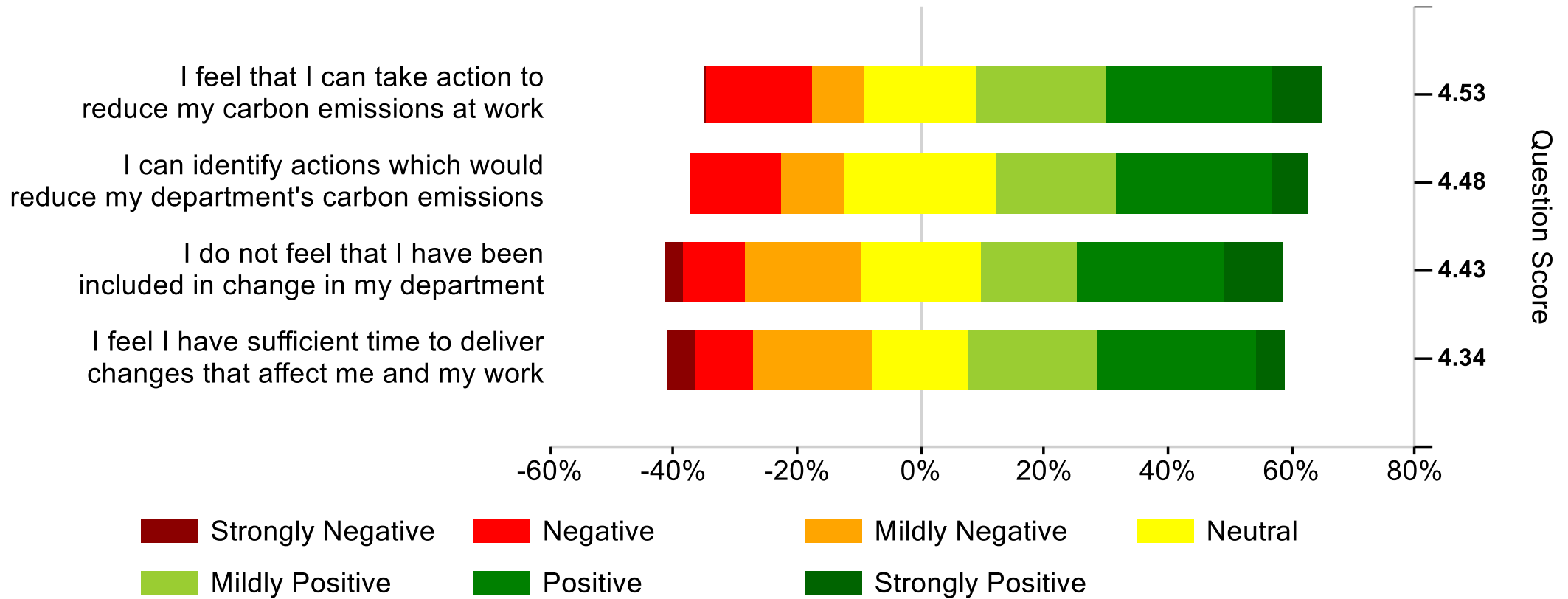
My personal values and beliefs are treated with respect

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

My department has a good balance of delivering business-as-usual activities and delivering change



Bespoke (2 of 2)



Service

