

Be Heard MyStates content

About the Be Heard employee survey

Be Heard is our engagement survey, which is for all employees, and ran in July and September 2020. Find out more about the results and why sharing your working experience really matters.

Why we run employee surveys

Employees who are engaged are more motivated and effective 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.

It's important that we measure this and find out how employees feel about working for our organisation.

When we know more about employees' experiences at work, we can work together to build on what's good and make improvements where we're need to.

Why we ran a survey in 2020

We ran our last survey in 2018 and our environment has changed significantly, from working through implementation of the changes needed to deliver the One Gov plan, to managing and delivering services through COVID-19 and planning for recovery.

We're still facing major change and the feedback and experience you shared really matters in shaping an organisation and culture where:

- we create a great place to work, where we're supported, belong and are valued
- we create opportunities for everyone to achieve their potential
- we develop and deliver the right environment for us all to succeed and be proud of our achievements
- we know how to work together to build a view of the future of work for our people and our Island.

Looking back at the progress we've made since the last survey, learning from recent experiences during the pandemic and getting feedback on your experience, will bring insight to improve and build the future organisation that all employees are proud to work for.

About the survey

It was a standard questionnaire of 70 statements that explored how colleagues feel about wellbeing, pay and benefits, personal growth, our teams, leadership, and much more. The survey was developed alongside academics at the University of Plymouth. It's an online survey and took 15 to 20 mins to complete.

We partnered with Best Companies, an independent workplace engagement specialist, to run the Be Heard survey. They work with organisations like ours to measure, improve and recognise levels of workplace engagement.

Be Heard survey response rates

See the Be Heard response rate for your department

The Be Heard survey response rates by department.

The Government of Jersey overall response rate was 56%.

Department	Survey response rate
Treasury and Exchequer	79%
Strategic Policy, Planning and Performance	81%
Office of the Chief Executive	82%
Non-executives and legislature	60%
Justice and Home Affairs	56%
Health and Community Services	43%
Infrastructure, Housing and Environment	59%
Customer and Local Services	83%
Children, Young People, Education and Skills*	67%
Chief Operating Office	79%

* Schools are excluded from CYPES results. An education specific survey was conducted during 2021. The timing of the survey precluded many colleagues from participating due to year-end pressures.

Be Heard survey results

Government of Jersey

Thank you if you took the time to participate in the Be Heard survey. 56% of colleagues completed it.

Overall, the results are telling us that we have a 53% engagement figure, which is an increase from 2018. It also tells us that 8% of colleagues are disengaged. 39% of colleagues are providing us with feedback that they need more information and support.

Overall Government of Jersey results slide pack

[Chief Operating Office](#) (Clicks on each department will take users to the standard slide pack)

[Children, Young People, Education and Skills](#)

[Customer and Local Services](#)

[Health and Community Services](#)

[Infrastructure, Housing and Environment](#)

[Justice and Home Affairs](#)

[Office of the Chief Executive](#)

[Strategic Policy, Performance and Population
Treasury and Exchequer](#)

[Non-executives and legislature](#) (Click to see a list of each area with a further click to slide pack)

Action planning

Planning how we act on what you've said is an important part of our engagement survey approach. It allows everyone the opportunity contribute to practical ideas and actions to improve engagement across our organisation and in departments.

Be on the look out for information in your department on how to participate in action planning.

Frequently asked questions

Why has there been a delay in releasing the results?

The survey was initially open between 6 and 24 July and reopened from 25 August to 12 September to allow more colleagues to participate. It was a difficult period to do a survey due to pressures created by COVID-19 and, among other things, contributed to the delay. We're in a better position now to respond to the results and action planning will start after we've released them.

How will the Be Heard results be shared in departments?

Department results are available online and have been shared within departments first. Directorate and service results are all shared and available to everyone. Ask your team leader, manager or head of service if you haven't seen yours yet.

How will we respond to the survey results?

We'll develop appropriate actions at an organisational, department and team level. We have initiatives in place or starting, such as learning and skills development, and the survey will help us to further develop these and tailor our communication around these. You'll have the opportunity to participate in action planning in your departments and teams.

Who's responsible for action planning?

Everyone. We want to encourage all colleagues to get involved. Senior leadership teams in departments will be defining the strategic actions to respond to the Be Heard results. This ideally should form part of their People and Culture plan.

Colleagues will be asked to participate in action planning to help shape practical actions in response to the survey results. It's important that, if you're asked to take part in action planning, that you're aware of departmental strategic actions.

Can we share and communicate our progress and actions?

Yes, definitely. It's important to share progress and keep stories alive throughout the year. We want colleagues to develop confidence in the organisation's response in internal news articles and newsletters.

When will the next Be Heard survey be?

The plan is that we'll run an organisation-wide Be Heard survey every other year, so the next full survey will be in 2022. However, departments do have the option to conduct their own Be Heard 'pulse' (smaller) surveys before then. The OD team can help to arrange this for departments that would like to conduct a follow up survey in 2021, and there's no additional cost involved in 2021.

Can departments run their own surveys?

We recommend that departments use the Be Heard survey from Best Companies for employee engagement surveys: they are the expert supplier in this field that we have our contract with. This will allow us to measure and track progress over time and develop our insight into our engagement data.