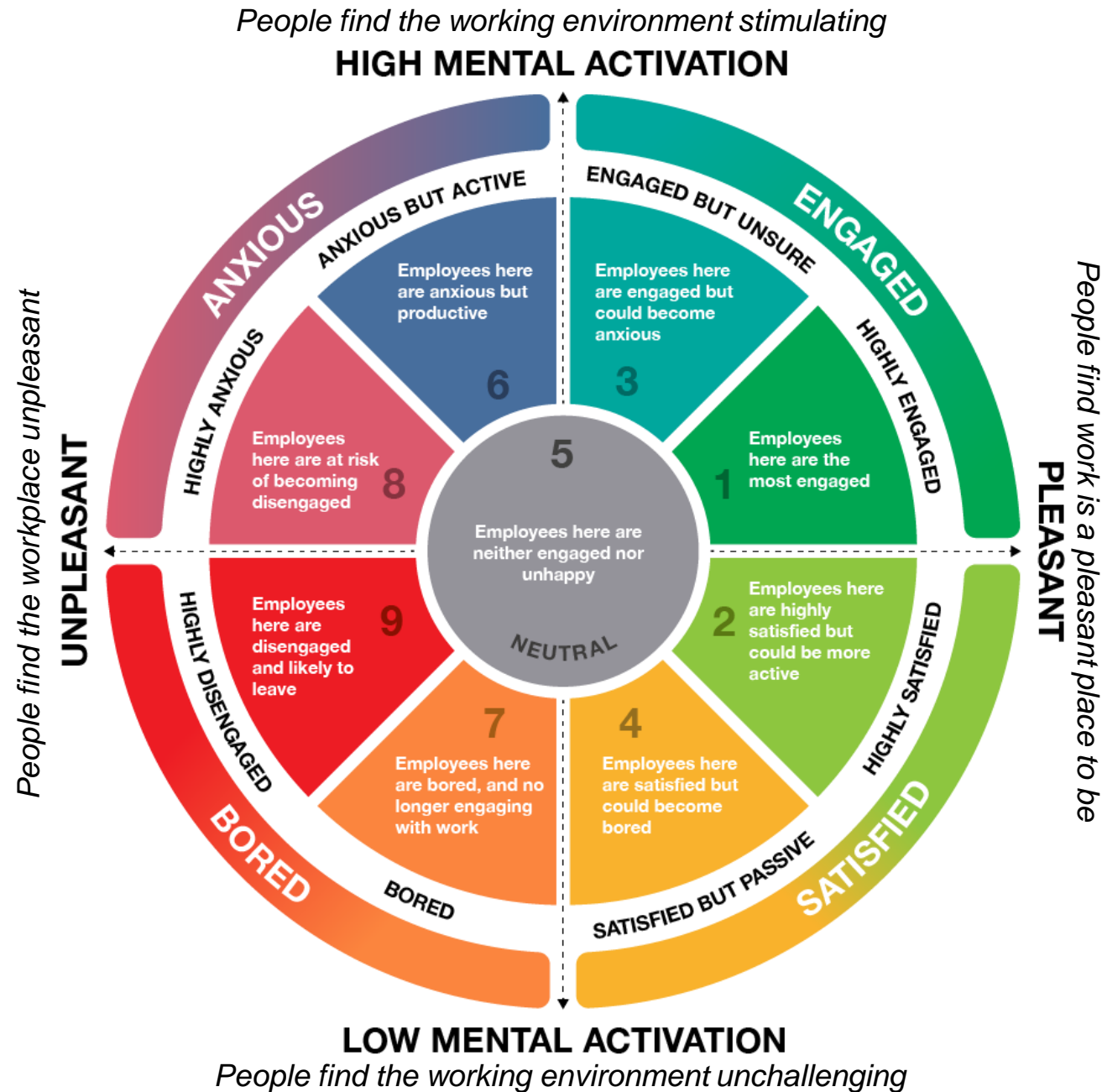


Be Heard survey results

Non-executives and legislature

February 2021

Engagement Levels



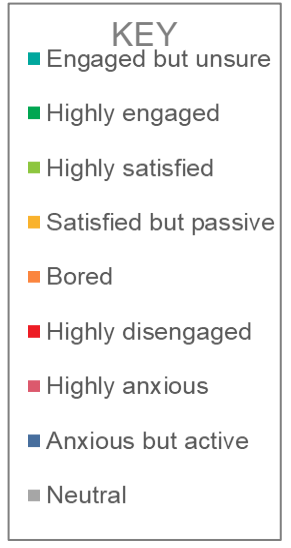
The Be Heard survey provides us with lots of rich information and detail about how you feel. And it focuses on working out what our employee engagement levels are. This is because:

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.

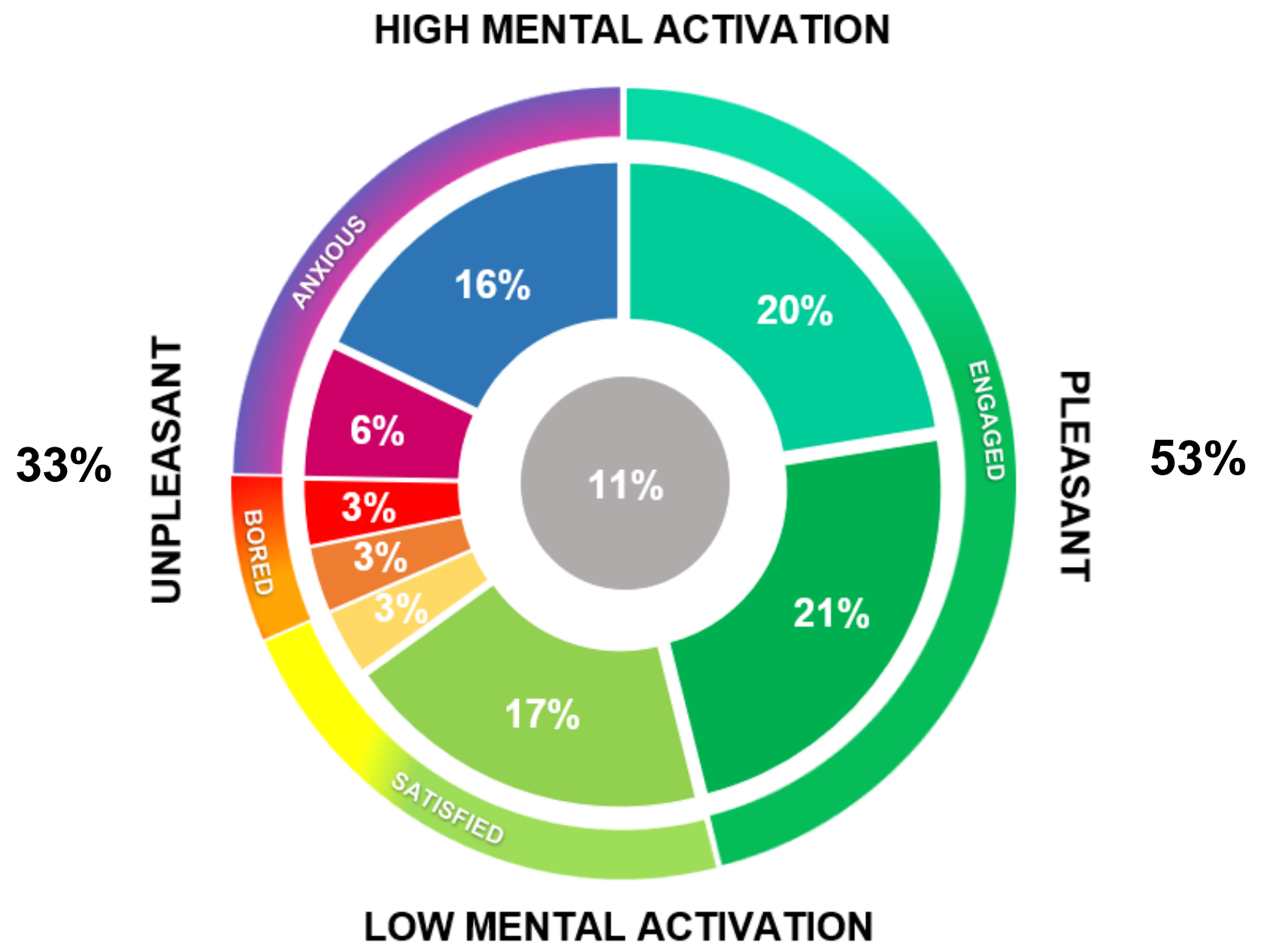
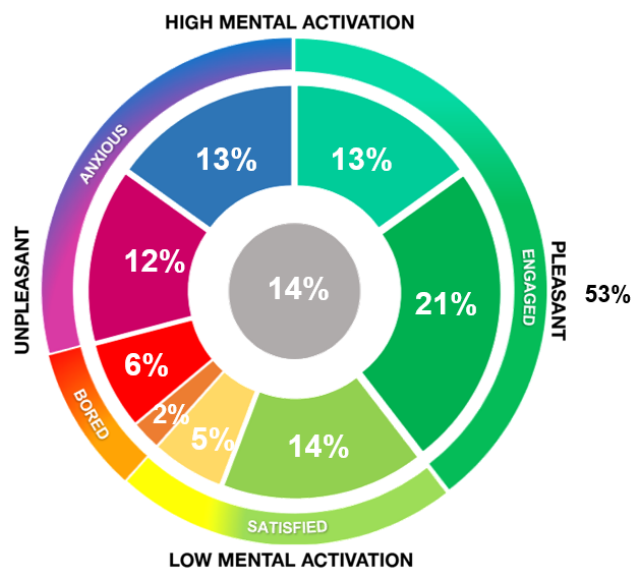
An engaged workforce is more motivated and productive because people take pride in what they're doing and have faith in those around them. This leads to better working relationships, greater collaboration and ultimately a more successful organisation.

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.

Non-executives and Legislature Overall Engagement Results



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.



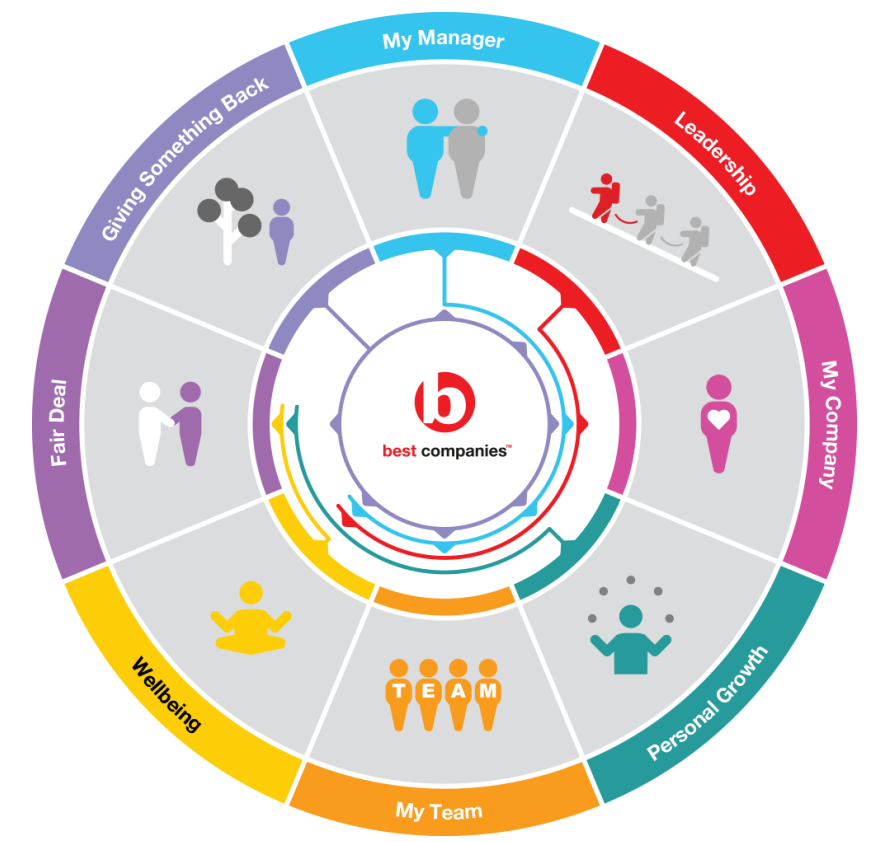
The balance between work and home life - the famous "work/life ratio" - is vitally important. **Wellbeing** measures stress and pressure and their impact on your health and performance.



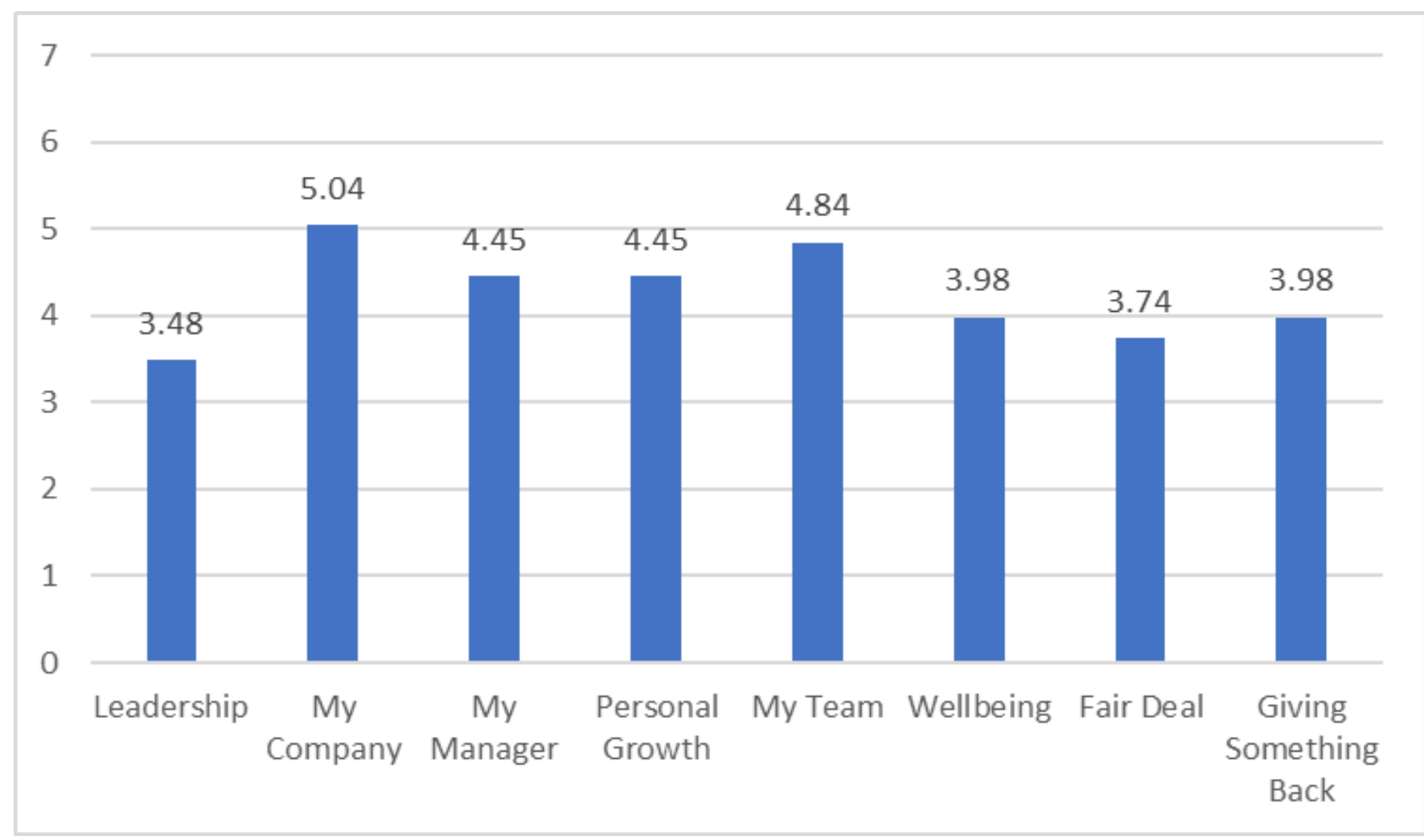
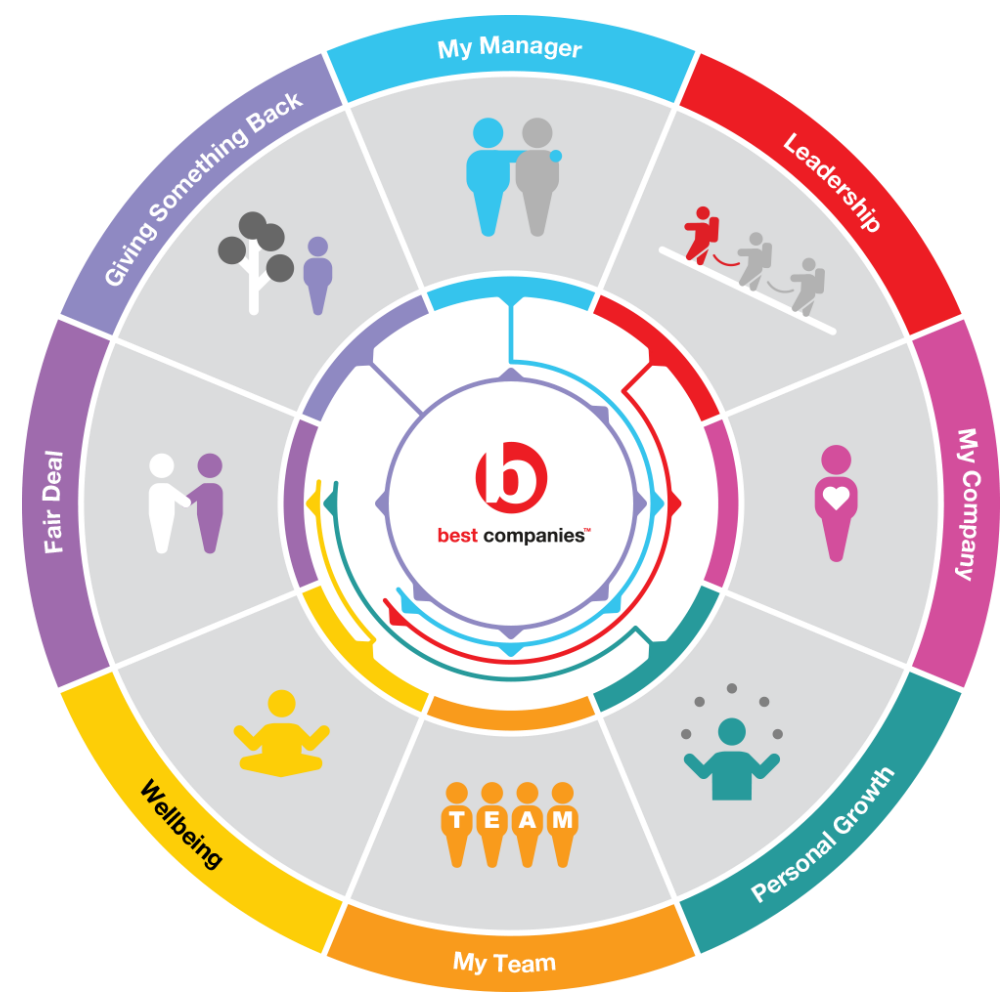
Fair Deal tells us whether people feel they feel the organisation values them and whether they feel pay and benefits compare well with those of counterparts in similar organisations.



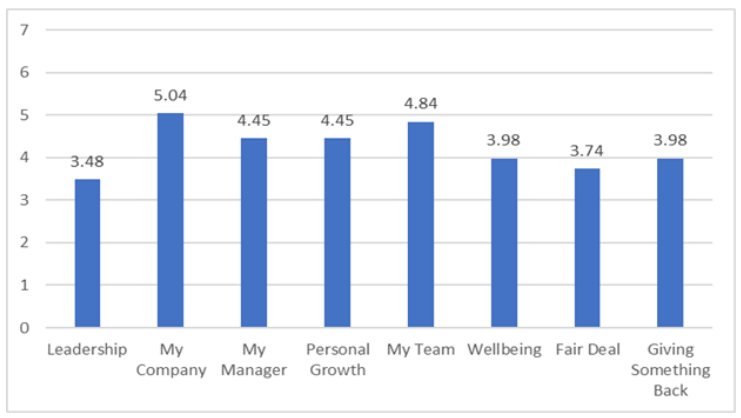
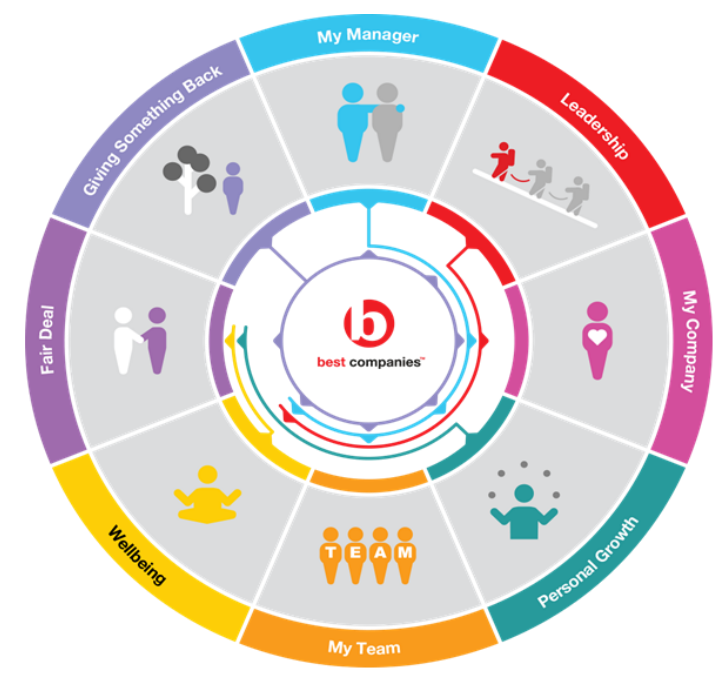
Giving Something Back or giving back to the local and wider community involves how we think about the environment and we think profit and budget concerns are the only things driving the organisation.



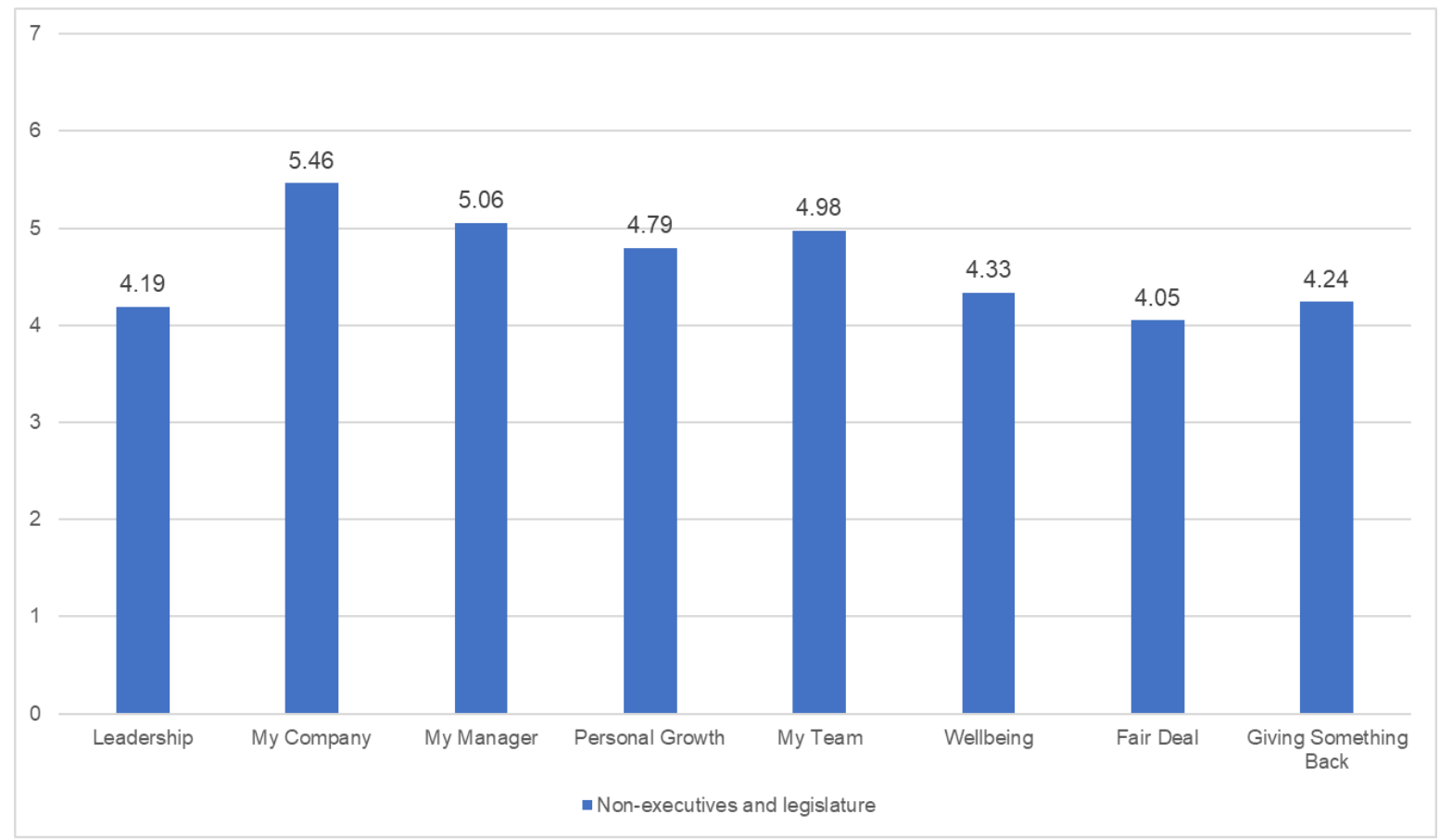
Overall Government of Jersey results by engagement factor



Non-executives and legislature results by engagement factor

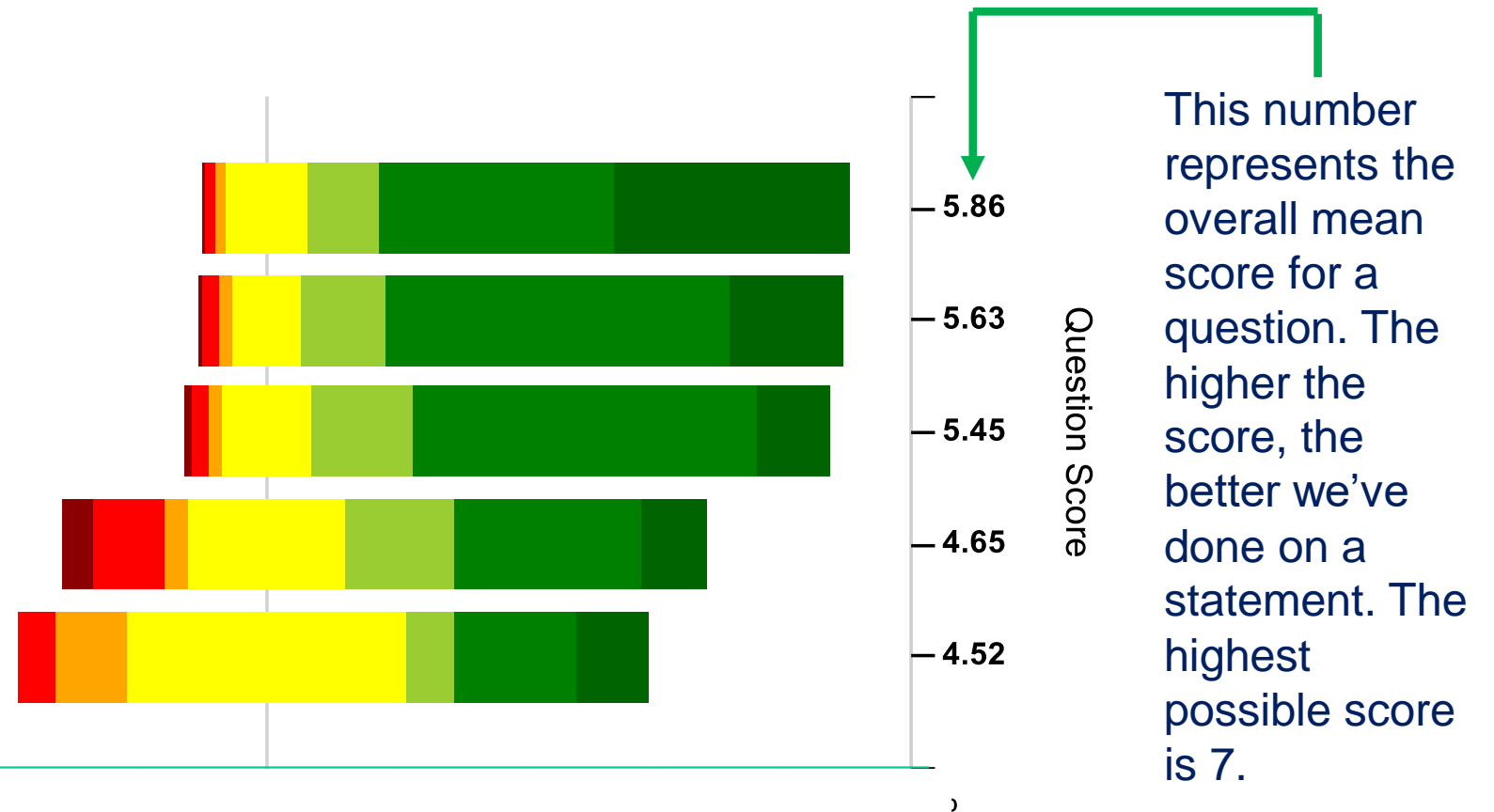


Overall Government of Jersey results by engagement factor



Understanding our results – how to interpret heatmaps

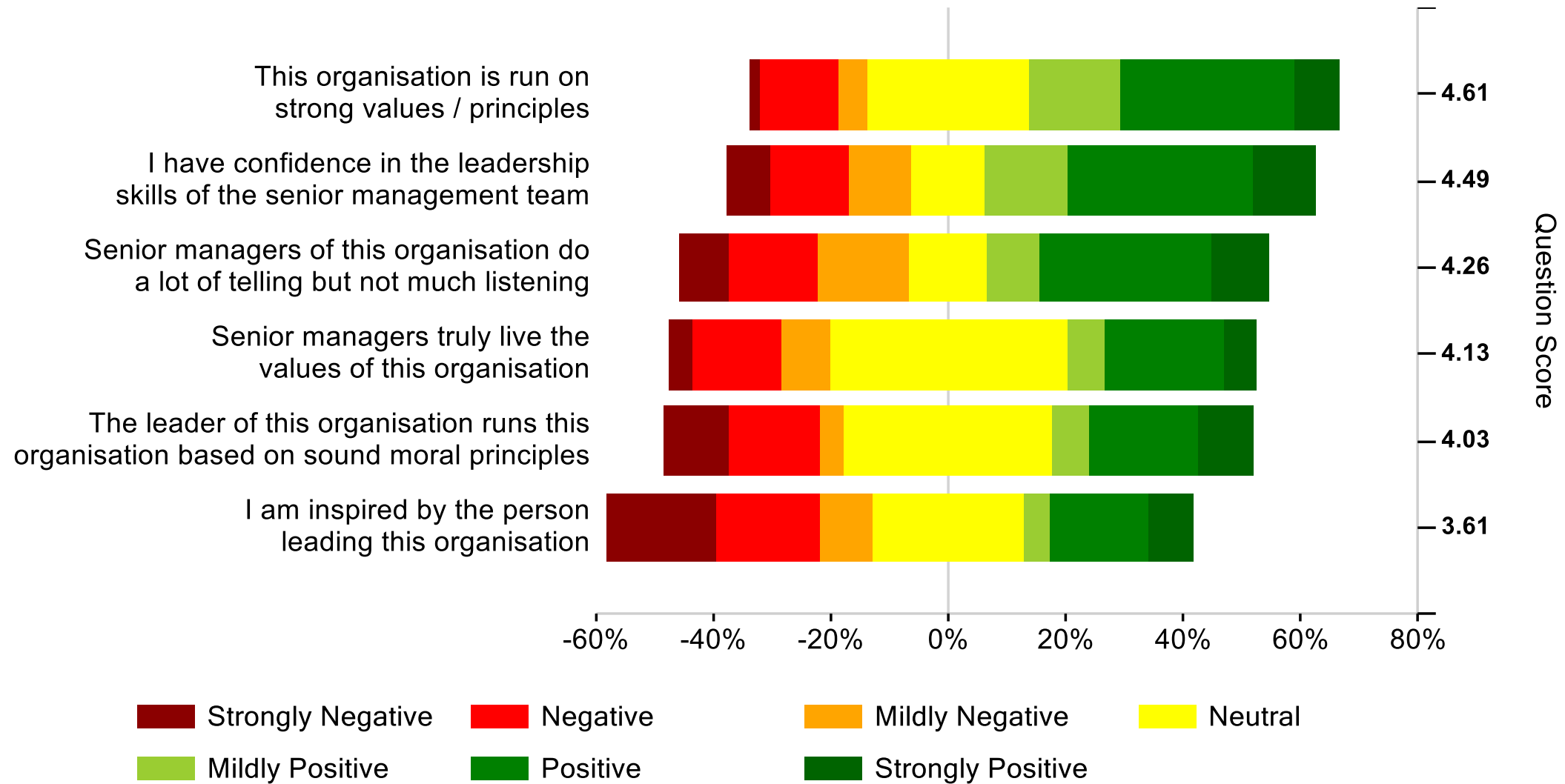
- A heatmap shows the response patterns and gives an idea of how many people responded at each point of the Strongly Positive to Strongly Negative scale.
- Red indicates areas for improvement and green is always positive (even if the statement is phrased negatively).



 Strongly Negative	 Negative	 Mildly Negative	 Neutral
 Mildly Positive	 Positive	 Strongly Positive	

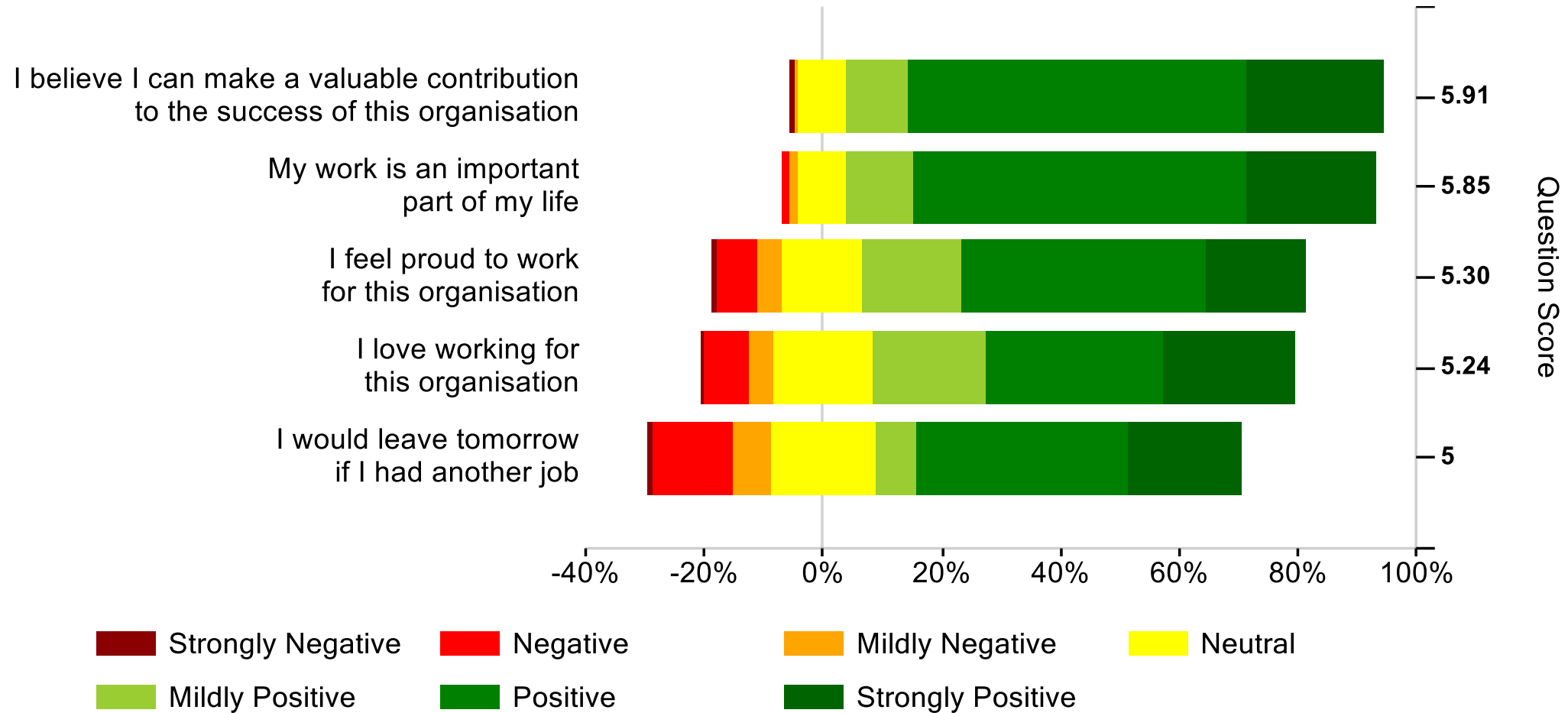
NB: yellow is neutral
 The larger the yellow areas, the bigger the opportunity: people are telling us they want more information.

Leadership Heatmap



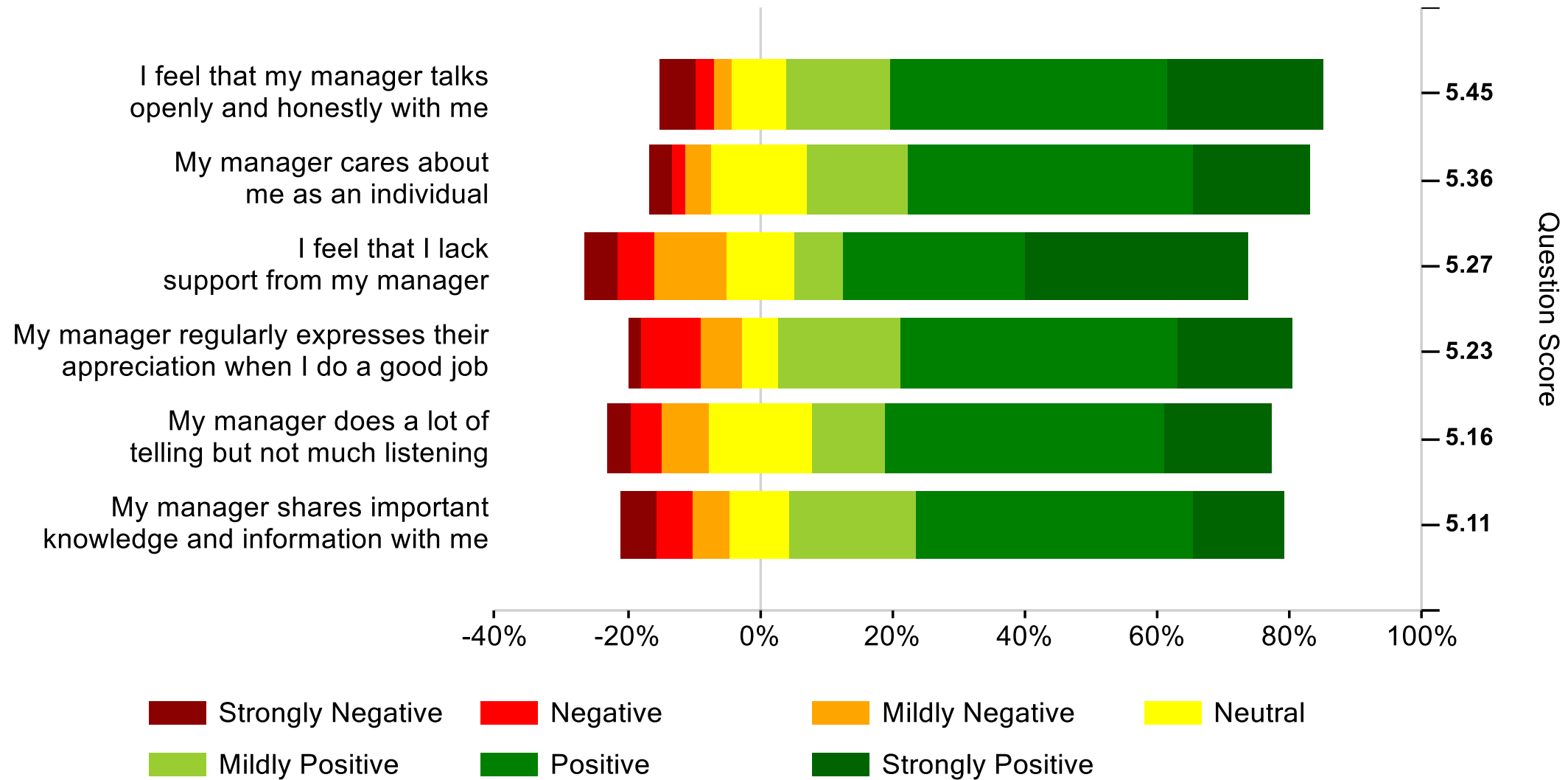
* Responses available on heatmap are from all job grades combined

My Company Heatmap



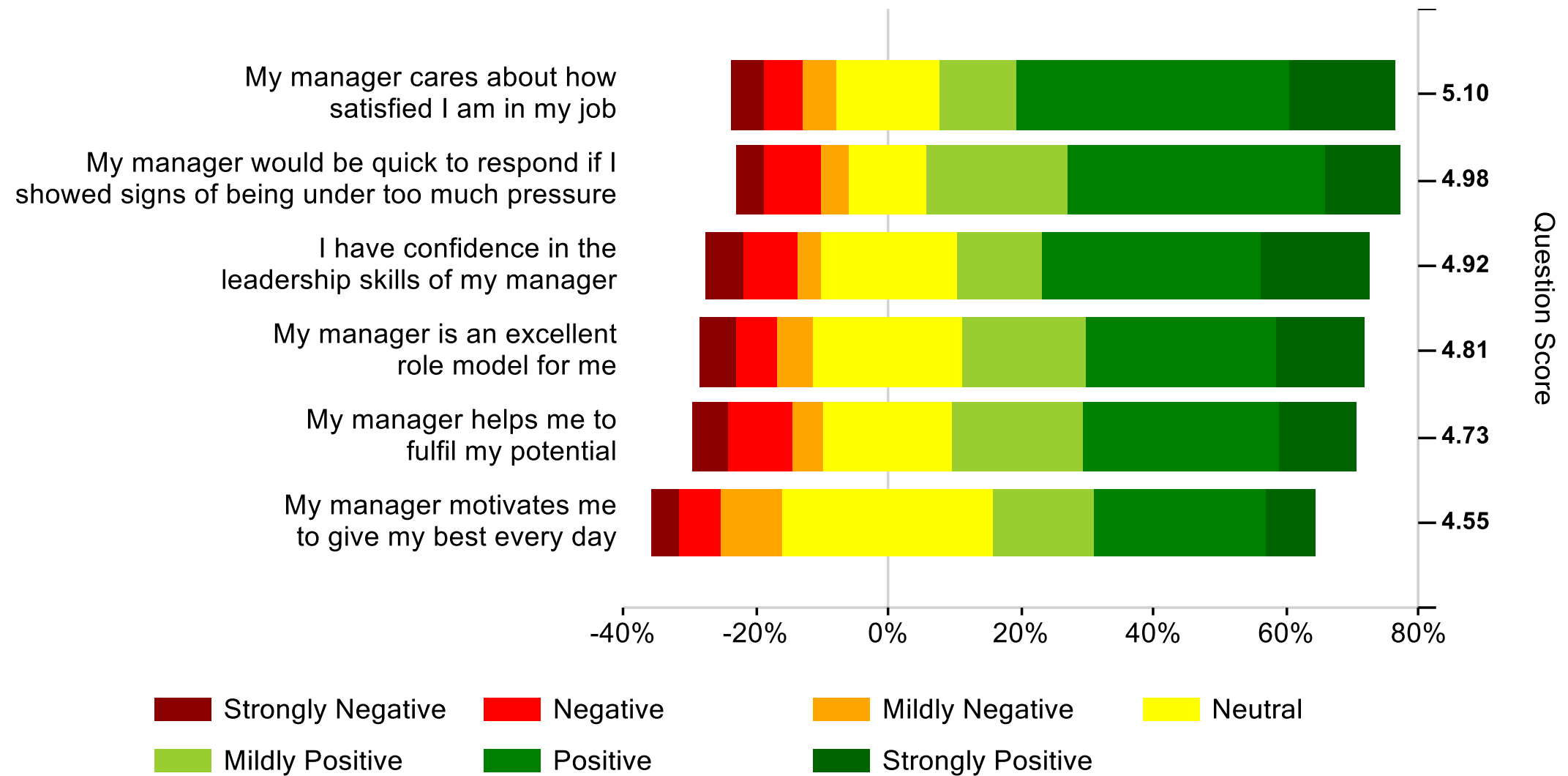
* Responses available on heatmap are from all job grades combined

My Manager Heatmap (1 of 2)



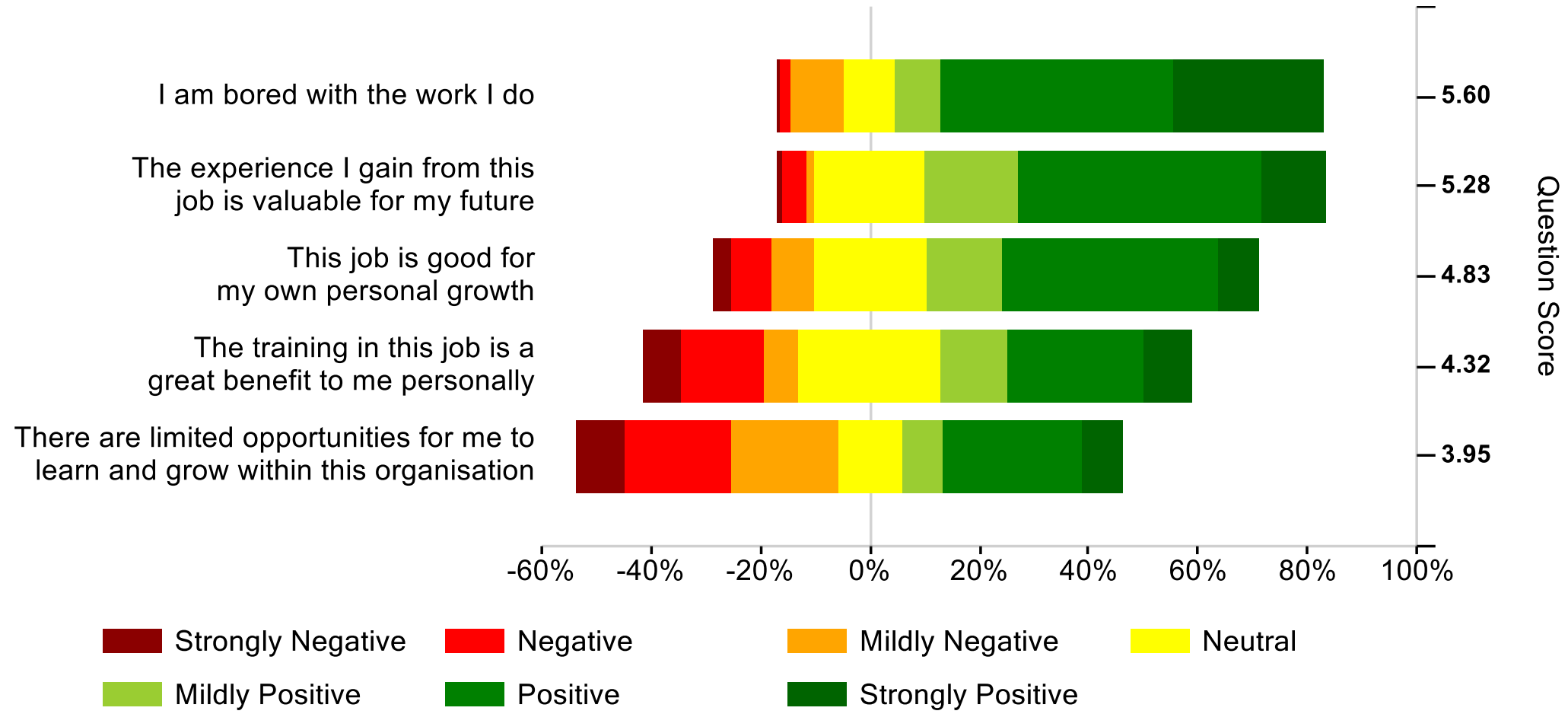
* Responses available on heatmap are from all job grades combined

My Manager Heatmap (2 of 2)



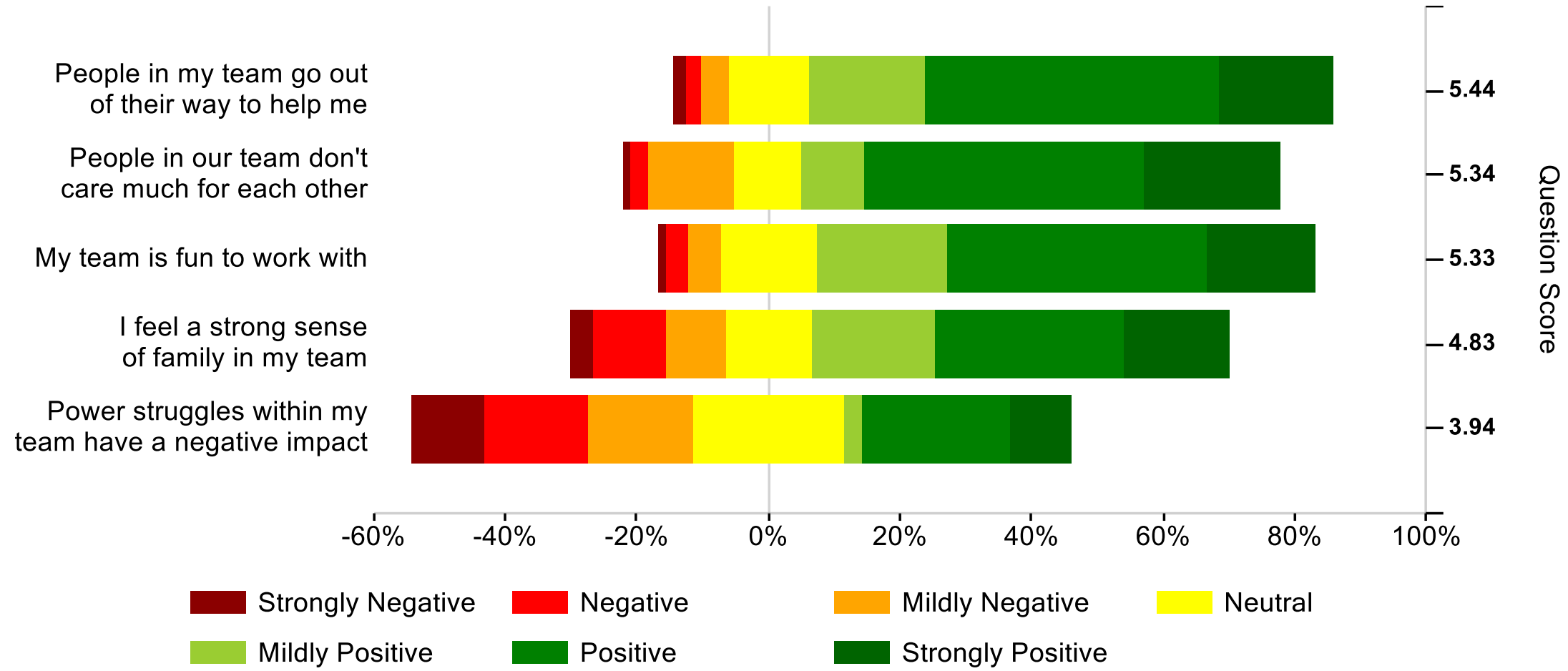
* Responses available on heatmap are from all job grades combined

Personal Growth Heatmap



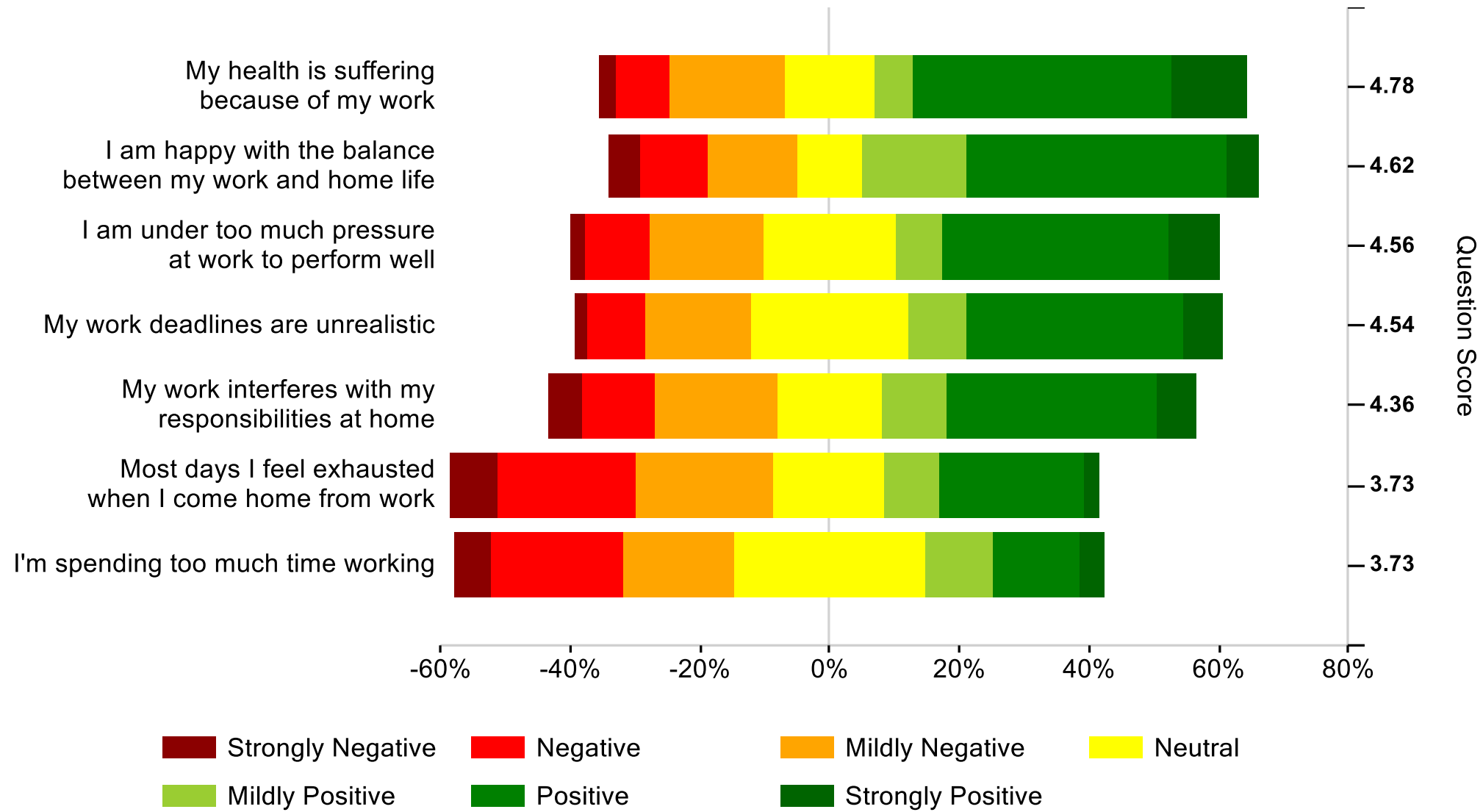
* Responses available on heatmap are from all job grades combined

My Team Heatmap



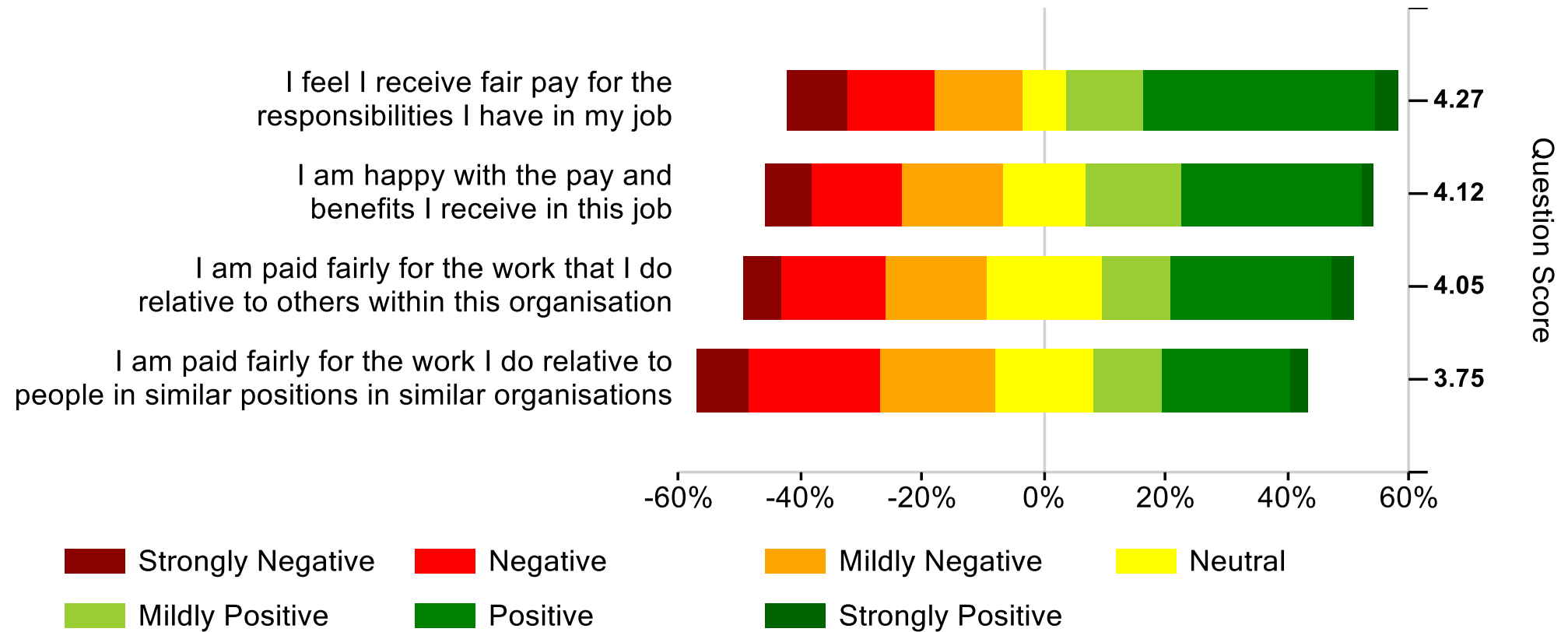
* Responses available on heatmap are from all job grades combined

Wellbeing Heatmap



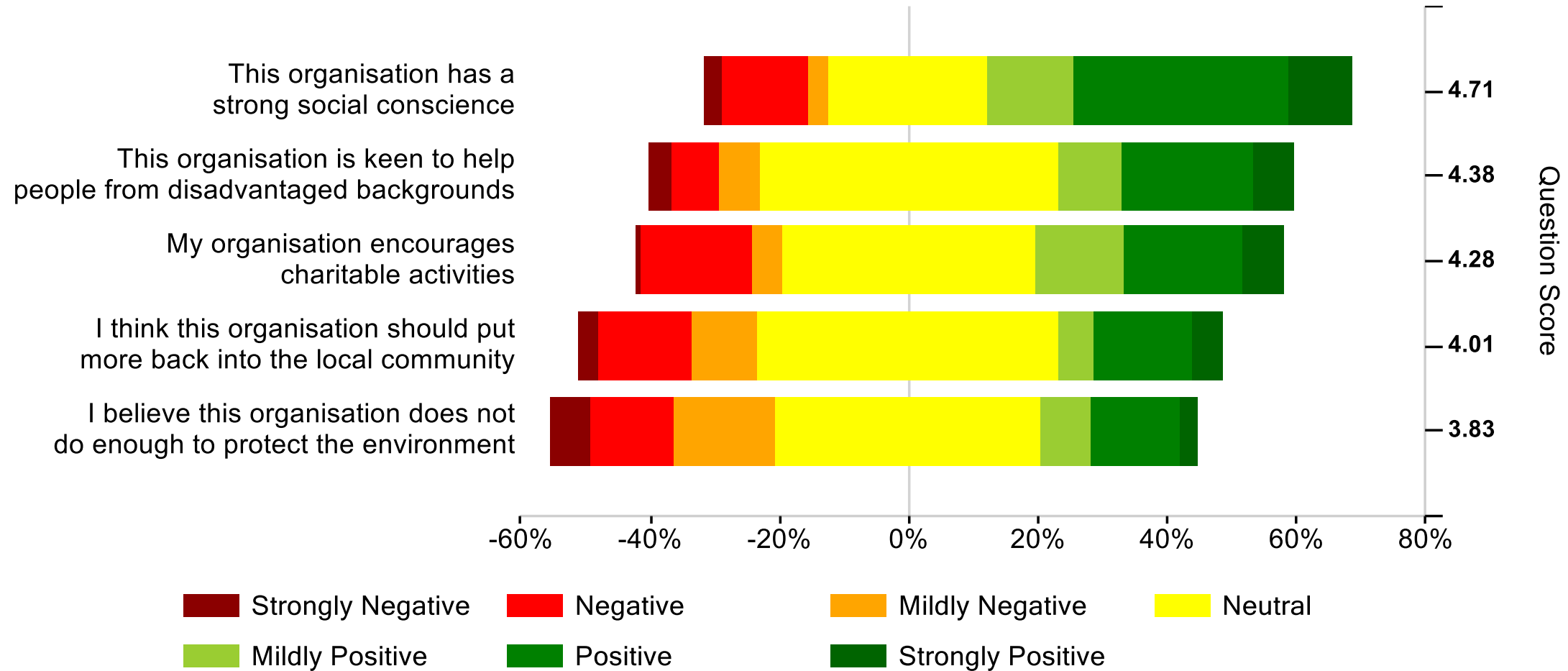
* Responses available on heatmap are from all job grades combined

Fair Deal Heatmap



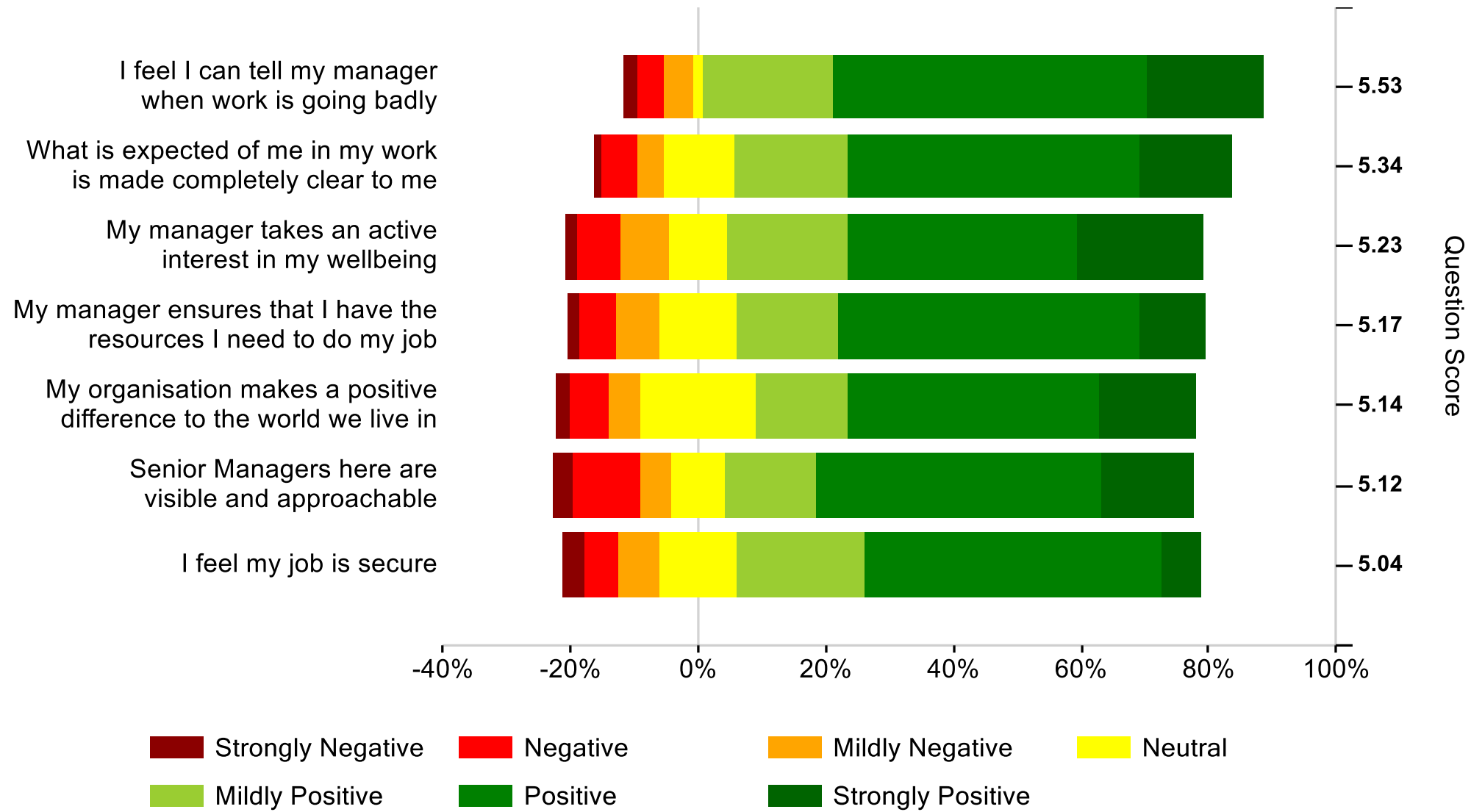
* Responses available on heatmap are from all job grades combined

Giving Something Back Heatmap



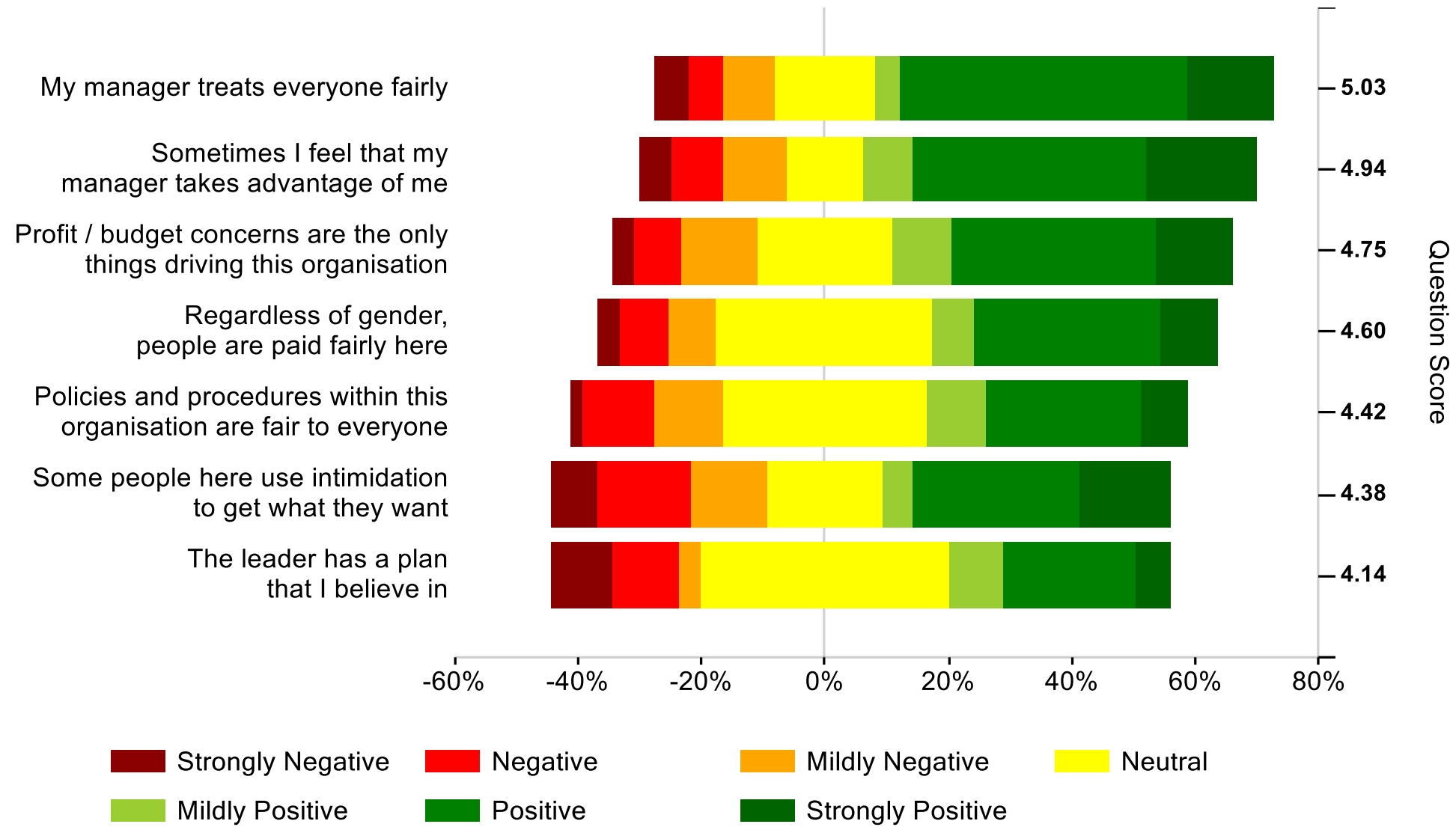
* Responses available on heatmap are from all job grades combined

Feedback Heatmap (1 of 3)



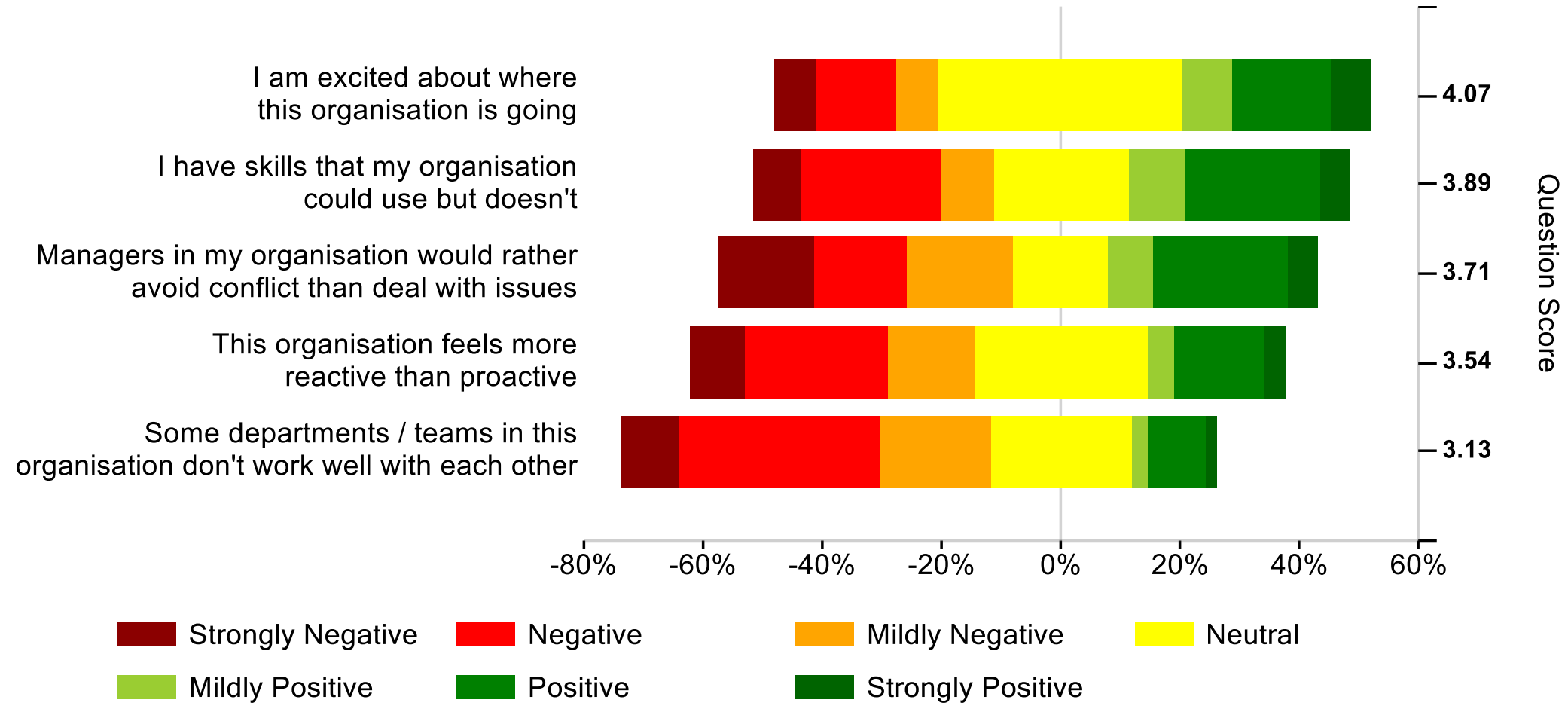
* Responses available on heatmap are from all job grades combined

Feedback Heatmap (2 of 3)



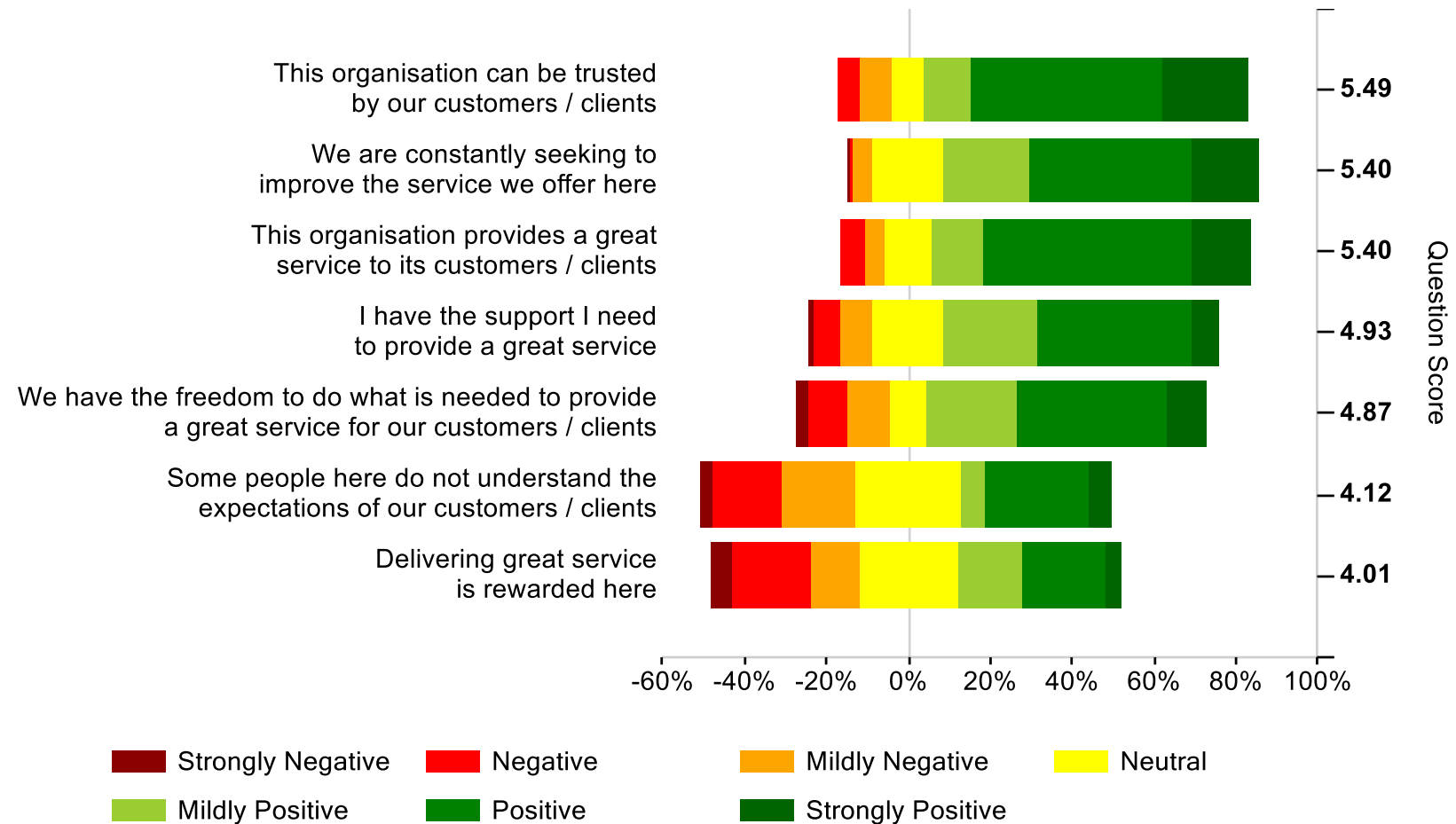
* Responses available on heatmap are from all job grades combined

Feedback Heatmap (3 of 3)



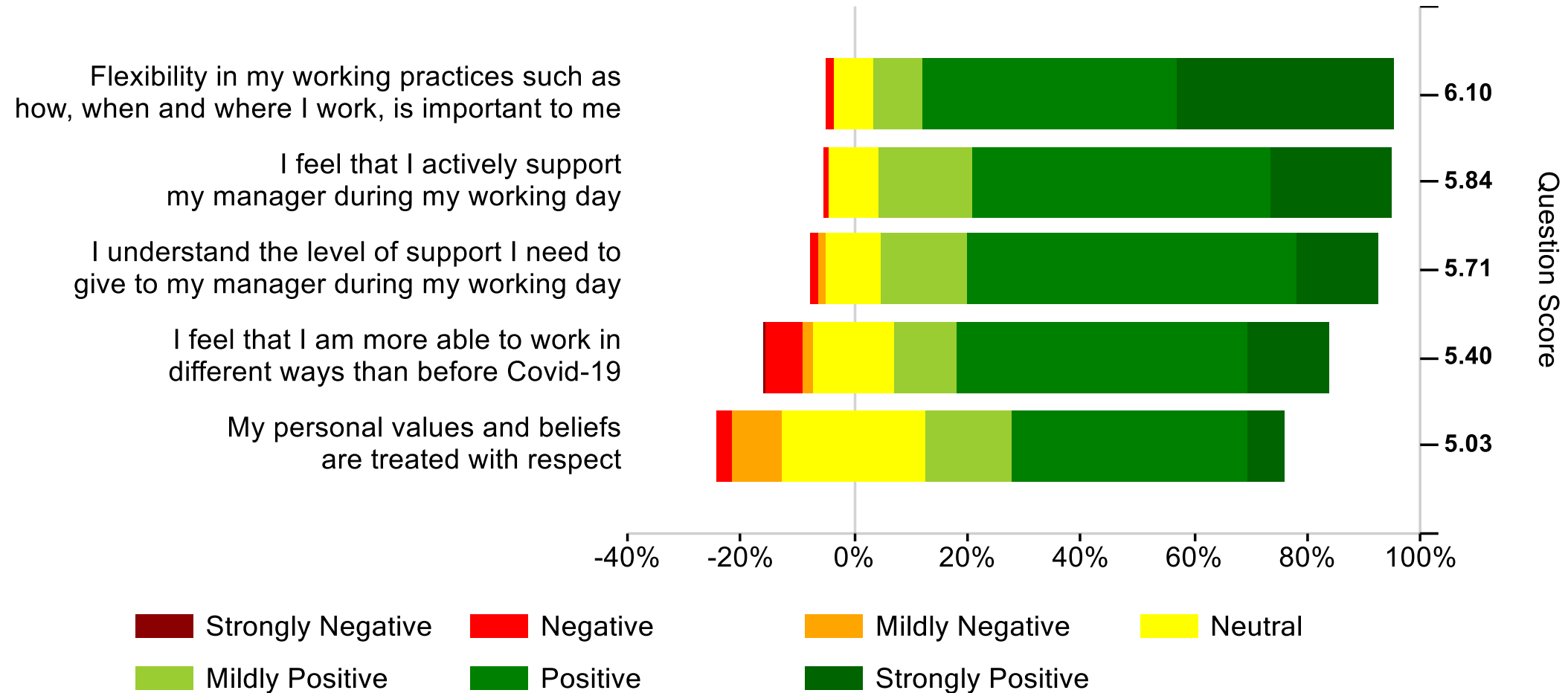
* Responses available on heatmap are from all job grades combined

Customer Service



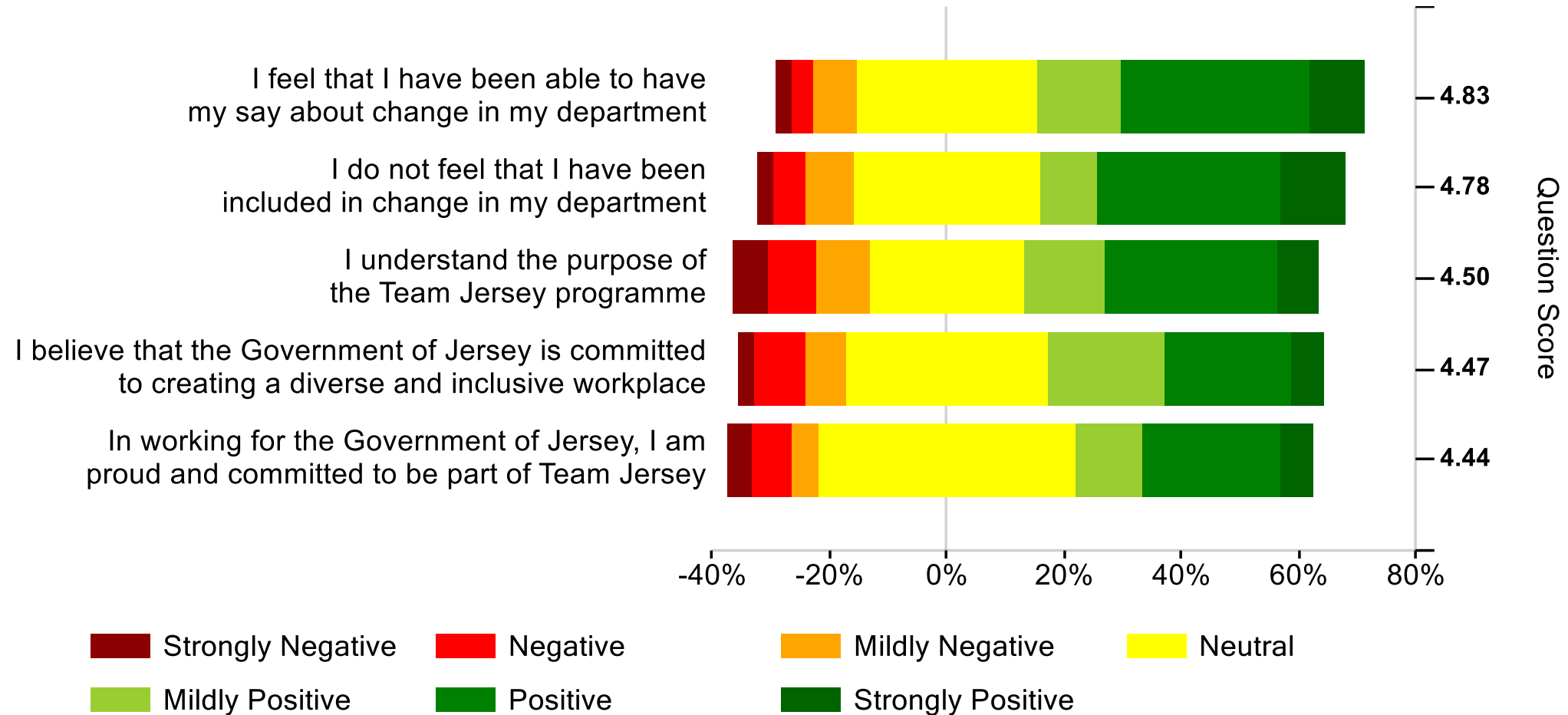
Customers include all users of Government services or citizens with rights and expectations *This includes anyone who interacts with any part of Government of Jersey either voluntarily or involuntarily or because they are required to *Other examples of how we might refer to customers: Business Owner,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

Bespoke Questions Heatmap (1 of 3)



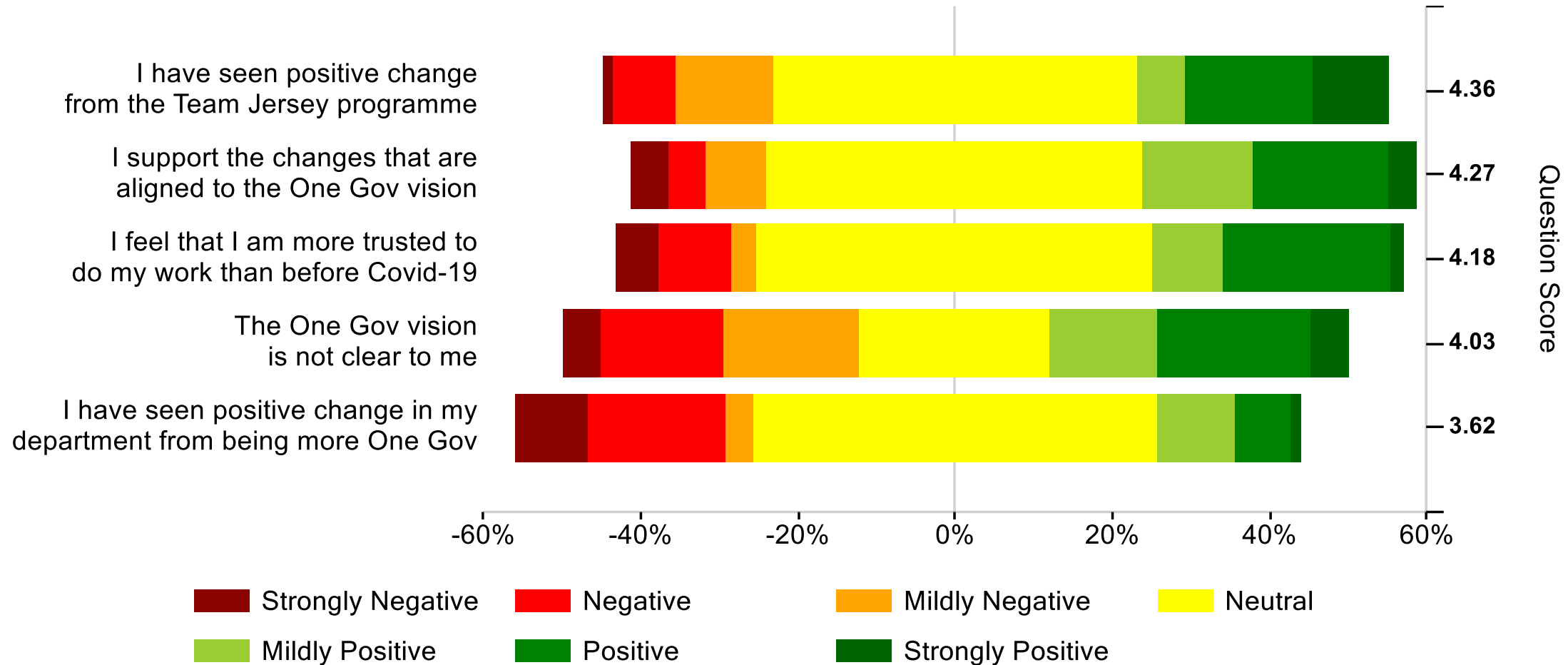
* Responses available on heatmap are from all job grades combined

Bespoke Questions Heatmap (2 of 3)



* Responses available on heatmap are from all job grades combined

Bespoke Questions Heatmap (3 of 3)



* Responses available on heatmap are from all job grades combined