

STRATEGIC HR FORUM DISCUSSION TOPICS

B) Staff Satisfaction Survey

The Council has carried out bi-annual Staff Satisfaction Surveys since 2000. Running surveys regularly will show whether improvements have been shown from the last or previous surveys and may show where action required differs from the last and other surveys.

Staff Satisfaction Surveys are primarily a tool to gauge if there are matters of importance that could provide efficiencies. Getting the views of employees gives us a picture of what's working well and what areas might benefit from change. Surveys pinpoint staff priorities and help show us where to focus our efforts.

We send our survey to all our staff to show we value everyone's opinion, whether they are managers or front-line employees. We get a clearer picture by seeing it from all perspectives.

Confidentiality

Our survey findings are reported by organisation as a whole, by directorate and by service (only where there have been 10 or more responses). We also remove employees' individual comments from service results to ensure individuals cannot be identified.

The benefit of service level results is that an action plan can be developed to fit that service. There is a section of the survey which focuses on the immediate line manager and the team working environment which is the key area of focus for action planning at service level.

Organisation wide the survey can be used to see trends and identify where action can be taken for the organisation as a whole.

As an example, the most recent Staff Survey had a number of questions about office accommodation to get feedback from staff on areas to focus on for the Council accommodation refurbishment. This has been extracted for use by the office accommodation project team.

The following headlines are those we have communicated to our staff from our very recent 2014 staff survey. The results in a full report will be available to all staff on the intranet in June.

- Overall, the results are encouraging with 62% of staff rating NHDC as one of the best/above average as a place to work (a 6.7% increase on 2012's result)
- Overall Job satisfaction has stayed very high with 79% of staff saying they satisfied or very satisfied with their job.
- As in 2012, some of the key things staff were most concerned about were opportunities for career progression and office accommodation.
- Over 60 staff gave suggestions on how the office accommodation team can improve the working environment given the proposed move to a more open plan layout
- The job factors that staff were most satisfied with were 'friendly colleagues' (90%), 'working hours' (88%) and 'interesting work' (83%).
- The greatest change in satisfaction level on job factors was a 17% increase in satisfaction with job security, which in 2012 had the largest decrease in satisfaction of all the job factors.