



Employee Opinion Survey 2015 – Initial Results

Background

In March 2015 St Helena Government (SHG) started development of an Employee Opinion Survey. The objective of the survey was to gather information on the opinions of SHG employees on the topics which mattered to them, with the intention of using this information to develop a targeted programme of actions to address the issues of greatest concern to SHG employees. This process led to the creation of the Employee Opinion Survey Questionnaire which was conducted in May 2015. All employees were invited to participate and considerable effort made to ensure any barriers to participation were overcome.

Participation

Total responses:	386 (53% of SHG employees)
of which, Online:	184 (48%)
Paper:	202 (52%)
Additional comments:	113 (29%)

This is a very encouraging response rate with one in every two SHG employees taking the time to participate. One in three of those who complete a questionnaire added an additional comment. These comments will be carefully anonymised, rewording where necessary, to protect the identity of those who provided them and presented to the Business Delivery Group (BDG). Some very passionate comments were returned, reflecting the strength of feelings of many SHG employees on a number of themes.

High Level Results

The level of agreement of respondents to the questions asked was used to produce our two key indicators- percentage positive (people who agree or strongly agree with statement) and percentage negative (people who disagree or strongly disagree). The percentage of people who gave a neutral response (don't know or neither agree or disagree) is also of interest but is not presented here.

The level of "positive" response is used to rank each of the questions and then to prioritise areas for action.

Percentage positive	Meaning
70% and above	Good
55% to 70%	OK – some improvement needed
Below 55%	Priority for Improvement

The overall rating for the 2015 Opinion Survey was 49% positive. This means that action needs to be taken to improve employee perceptions of working for SHG.

Question Theme	% Positive	% Negative
Overall	49%	23%
Performance & Career	72%	13%
Line Manager	71%	9%
Job Satisfaction	69%	11%
Senior Managers	64%	10%
Resources	62%	14%
Commitment & Motivation	62%	13%
Respect & Value	60%	16%
Quality	56%	15%
Training	52%	15%
Health, Safety and Wellness	48%	28%
Teamwork	44%	22%
Decision Making	42%	37%
Communication	40%	31%
Policies and Procedures	36%	28%
Change	35%	23%
Planning	26%	35%
Reward & Recognition	23%	47%
Pay	19%	54%

Employee Engagement

The survey was presented as an opinion survey rather than an engagement survey which those of you who have worked overseas may have seen before. There were however a number of questions included which are used to measure how engaged SHG employees are- how committed and motivated we all are to contribute to the success of SHG and how happy we are in our jobs.

The overall rating for engagement was 63% - OK but could be better.

Next Steps

Although some of the results are extremely encouraging, there is a lot to be done to make SHG a great place to work. The results will be extremely beneficial in prioritising how issues are addressed. The results for themes are presented here but we will “drill down” in to questions and make sure issues are picked up and tackled.

The full results will be presented to Councillors and Directors on Friday 26th June, along with a suggested approach to taking action on the key priorities. On the same day a full report will be published on the SHG website.

There will be many actions that need to be carried out to ensure that any changes that happen are the right ones, done in the right way to lead to solution of problems not creation of new ones. You will probably be called on to take part in this in some way - we have all been given the opportunity to identify problems within SHG, we now all need to be part of finding the solutions to these.

If you have any questions or would like to make any further comments you can contact John Paterson at john.paterson@sainthelena.gov.sh or tel: 22470, ext 230