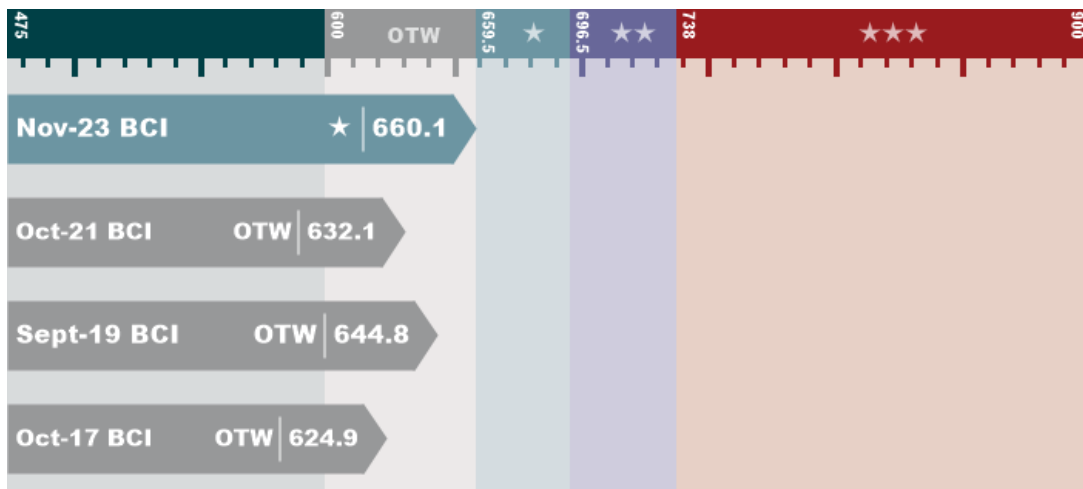




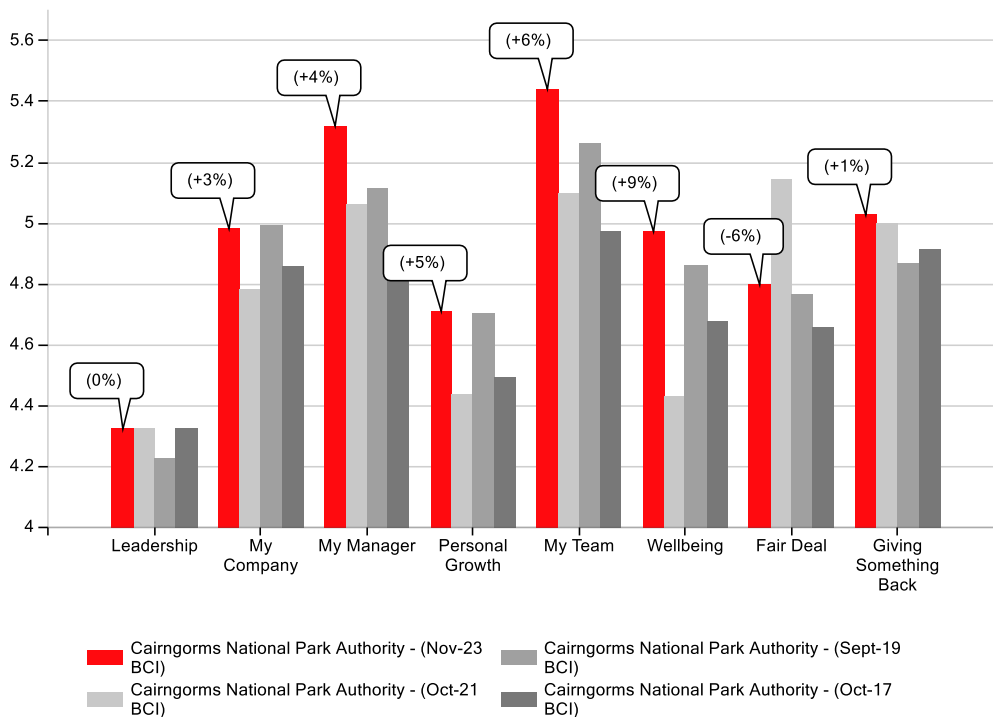
## Staff Survey: Context & Interpretation

### 2023 / 24 Best Companies Survey Results

1. The Best Companies survey was launched in October 2023, Respondents to the survey were staff who were in post at the time it was launched. 84 Surveys were returned from 103 sent out, representing an 82% response rate. The response rate in 2021/22 was 77%.
2. Response rates by directorate were:
  - a) Corporate Services & Comms = 81% (26 responses out of 32 circulated)
  - b) Nature & Climate Change = 77% (21 out of 27)
  - c) Planning & Place = 81% (27 out of 33)
  - d) SMT = 90% (10 out of 11)
3. Through the survey, the following terminology applies:
  - e) Team – a team of people that the respondent works with (e.g. the Planning team)
  - f) My manager - refers to the respondent's line manager.
  - g) Senior Managers/Management - refers to the Directors and Heads of Service, i.e. MT and OMG
  - h) Leader of this Organisation - refers to the CEO.
4. The graph below shows the Authority's Best Companies Index Score, and how it relates to Best Companies' accreditation standard. A rating of One to Watch is Good; 1 Star is Very Good; 2 Star is Outstanding and 3 Star is Extraordinary. This accreditation relates to an assessment of how we engage with our staff. The 2023 results show that CNPA scored One Star, and the score was higher than the last 4 surveys.



5. The Traditional Chart below shows the Overall position, which combines the organisation's survey responses under each of the 8 workplace factors and compares them to the results at the last 4 surveys. Employee engagement is shown for each factor. On this scale, a score of one shows strong dis-engagement and seven is strongly engaged. A score of four is therefore the “middle ground” score. The number on each red bar shows the percentage of how far above or below the previous survey we have scored.





6. The eight factors are: Leadership; My Company; My Manager; Personal Growth; My Team; Wellbeing; Fair Deal and Giving Something Back.
7. The slides in Appendix 1 are mostly presented as traditional charts, which display the organisations survey responses using bars or columns, and offer greater flexibility for viewing the results, particularly when comparing to previous results. A low response to a negatively phrased statement indicates agreement with the statement. A high response indicates disagreement with the statement. For example, “senior managers do a lot of telling but not much listening”. This is a negatively phrased statement. A score below 4 indicated that the overall responses to the statement agree with that statement, which suggests “dis-engagement”, where a score above 4 indicates disagreement with the statement, and a workforce that is more engaged. The higher it is above 4, the greater the engagement is. On the flip side, a low response to a positively phrased question indicates disagreement with the question, where a high response indicates agreement. For example, “Senior managers truly live the values of the organisation”. This is a positively phrased question. A score below 4 indicates general disagreement with the statement, whereas a score above 4 indicates that the statement is broadly agreed with.
8. An easier presentation to interpret is the heatmap. At the end of the slide show, you will find the heatmaps. A heatmap allows you to view the proportion of employees who feel positively, negatively, or indifferent about each question in the factor. The chart is colour coded to make it easy to see at a glance where problems might lie. The orange and reds represent negative responses to the questions, while greens represent positive responses. The yellow sections represent people who are indifferent. So, for a positively phrased statement – e.g. “My manager cares for me as an individual”, the orange and reds indicate those who do not agree with this statement and who therefore feel that my manager does not care for me as an individual. For a negatively phrased statement e.g. “I feel I lack support from my manager”, the orange and reds indicate those who agree with the statement.

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