

Sunday Times Best Company to work for in the Public Sector survey results

53 Surveys were returned from 60 sent out, representing an 88.3% response rate. Surveys were completed in November 2009, and the list was published in March 2010. The detailed results were made available in April 2010.

The response rates according to staff levels were as follows:-

Band	Headcount	# returned
1	6	0
2	19	18
3	24	20
4	7	0
5&6	8	8

Although 53 responses were returned, not all respondents completed the “employment group” section of the survey (46 respondents completed this section). It must therefore be assumed that there was an error in terms of either understanding the question pertaining to employment group, or actually completing this section. As such, responses have not been drilled down per grade, as I consider this will not reflect an accurate view.

The questions were analysed in the following categories: -

Overall; My Manager; Leadership; My Company; Personal Growth; My team; Giving Something Back; Fair Deal; Well being.

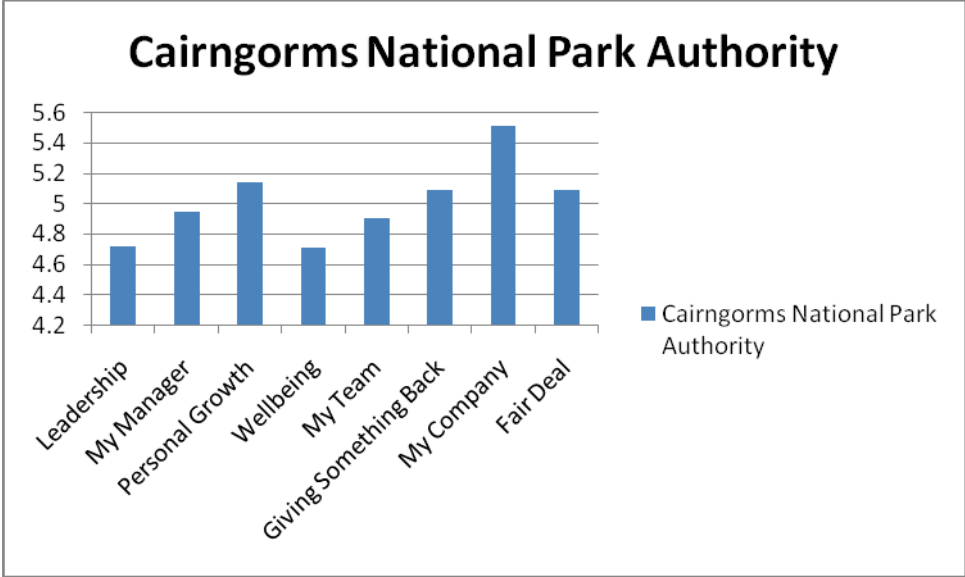
Stand alone questions that were not scored under these headings but that had significant responses were also analysed.

There was also the opportunity for respondents to comment generally, and these comments were listed in the results.

In responding to questions, the following instructions were provided with regards terminology: -

- **“Team”** refers to your peers or those at a similar level to you, not a team of people that you manage
- **“Senior Manager/Management”** refers to the group of people who run the overall organisation
- **“My Manager”** refers to your line manager or the manager responsible for monitoring your pay and performance
- **“Leader of this Organisation”** refers specifically to the managerial head of the organisation e.g. the Chief Executive or Managing Director.

Overall

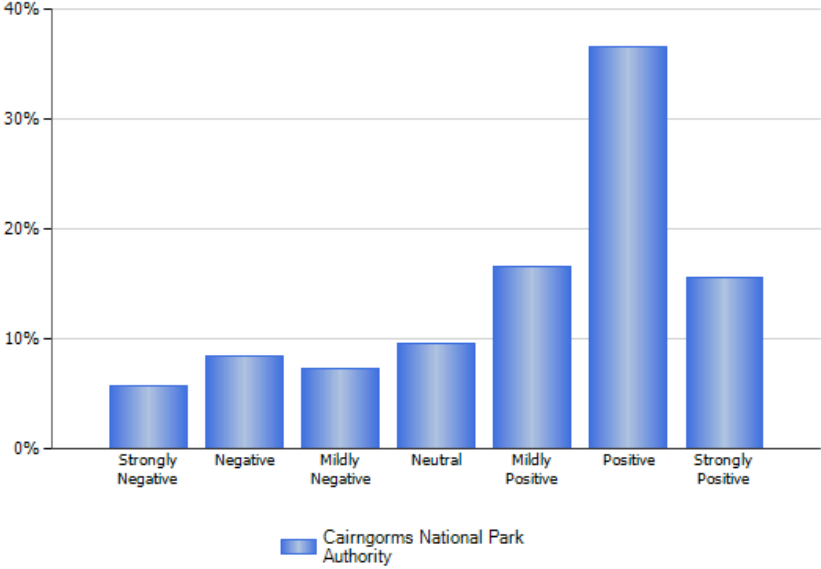


Key: maximum score possible is 7 and minimum is 1. A score of 7 represents strong agreement with all positively phrased questions and strong disagreement with all negatively phrased questions.

The CNPA staff responses indicated the greatest satisfaction with My Company (5.5), followed by Personal growth (5.1), Giving Something Back and Fair Deal tied next (5); followed by a tie for my Manager with My Team (4.9), then a tie for Leadership and Wellbeing (4.7). Scores in all categories were at least 1 full point above the 3.5 “neutral” mark. All areas were therefore positively or very positively assessed.

My Manager

My Manager by Response



Overall the significant majority of respondents were positive about “my manager” (37%), mildly positive (17%), strongly positive (16%), Neutral (9%), negative (8%), mildly negative (7%), strongly negative (6%)

There were several questions within this category. The majority view is presented first as being either agree (agree + strongly agree), or disagree (disagree + strongly disagree), followed by the question the score relates to, followed by the full scores.

55% agree, 13% disagree - My manager regularly expresses his/her appreciation when I do a good job – the significant majority agreed (38%), strongly agreed (17%); slightly agreed (15%); slightly Disagree (9%), Strongly Disagree (9%), neither agree or Disagree (8%); Disagree (4%).

60% agree, 12% disagree- I feel that my manager talks openly and honestly with me – Significant majority agreed (38%), strongly agreed (22%), slightly agreed (13%); neither agreed/disagreed (9%), slightly disagreed (6%), disagreed (6%), strongly disagreed (6%).

57% agree, 8% disagree- My Manager cares about me as an individual - Significant majority agreed (38%), strongly agreed (19%), slightly agreed (18%); neither agreed/disagreed (12%), slightly disagreed (5%), strongly disagreed (5%), disagreed (3%),

57% agree, 11% disagree - My manager cares about how satisfied I am in my job - Significant majority agreed (46%), slightly agreed (18%); strongly agreed (11%), slightly disagreed (11%), disagreed (8%), neither agreed/disagreed (3%), strongly disagreed (3%).

58% disagree, 18% agree - I feel that I lack support from my manager – Majority disagreed (30%), strongly disagreed (28%), slightly disagreed (15%), agreed (14%), neither agree/disagree (5%), slightly agree (4%) strongly agree (4%)

55% agree, 15% disagree - My manager helps me to fulfil my potential - Significant majority agreed (49%), neither agreed/disagreed (16%), slightly agreed (11%), disagreed (9%), strongly agreed (6%), strongly disagreed (6%), slightly disagreed (3%).

42% agree, 19% disagree - My manager is an excellent role model for me – Majority agreed (28%), slightly agreed (23%), strongly agreed (14%), disagreed (14%), neither agreed/disagreed (11%), slightly disagreed (5%), strongly disagreed (5%).

53% agree, 16% disagree - My manager shares important knowledge and information with me – Significant majority agreed (42%), slightly agreed (17%), strongly agreed (11%), neither agreed/disagreed (%), disagreed (8%), strongly disagreed (8%), slightly agreed (6%).

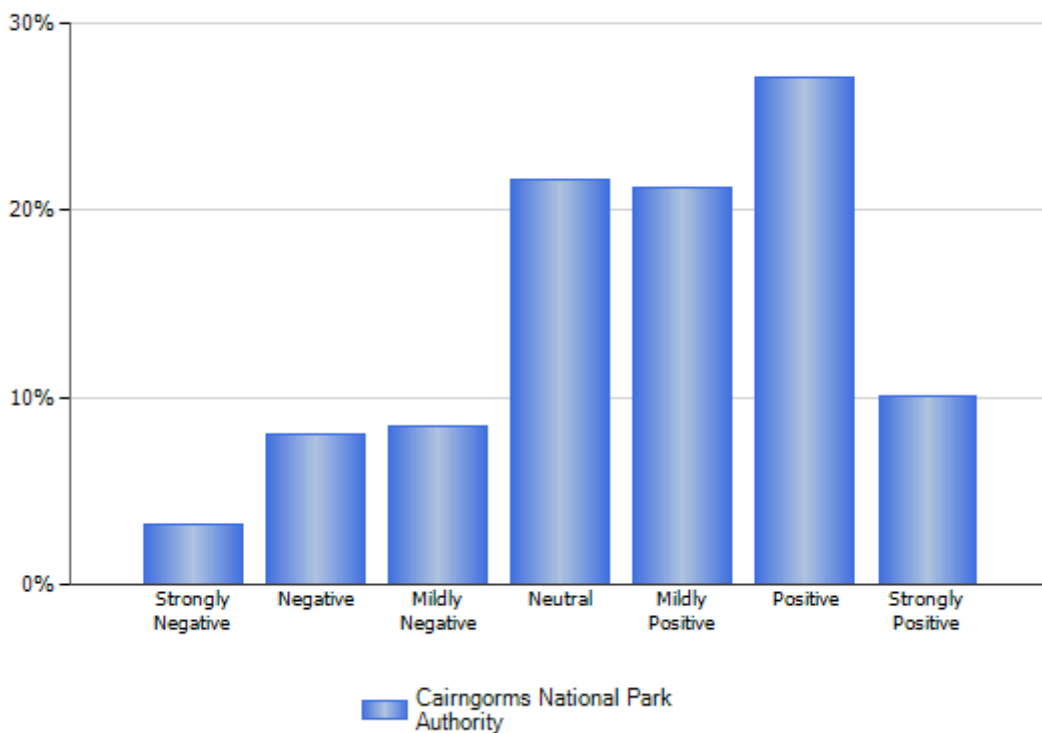
61% disagree, 9% agree - My manager does a lot of telling but not much listening – Significant majority disagreed (40%), strongly disagreed (21%); slightly disagreed (14%), neither agreed/disagreed (9%), slightly agree (7%), agree (5%), strongly agree (4%).

28% agreed, 24% disagree - My manager motivates me to give my best every day
 - Majority slightly agreed (28%), agreed (21%), disagreed (15%), neither agreed/disagreed (14%), slightly disagreed (9%), strongly agreed (7%), strongly disagreed (6%).

48% agree, 14% disagree - I have confidence in the leadership skills of my manager
 - Significant majority agreed (33%), strongly agreed (15%), slightly agreed (14%), slightly disagreed (14%), neither agreed/disagreed (12%), disagreed (7%), strongly disagreed (7%)

Leadership

Leadership by Response



Overall, the majority of respondents were positive about the leadership (28%), neutral (22%), mildly positive (21%), strongly positive (10%), mildly negative (8%), negative (7%), strongly negative (4%).

There were several questions within this category as follows:

35% agree, 9% disagree - Senior managers truly live the values of this organisation – Majority agreed (28%), slightly agreed (23%), Neutral (21%), slightly disagreed (12%), strongly agreed (7%), disagreed (7%), strongly disagreed (2%).

45% agree - I am excited about where this organisation is going – Majority agreed (32%), neutral (24%), slightly agreed (19%), strongly agreed (13%), slightly disagreed (12%)

26% agree, 24% disagree - I am inspired by the person leading this organisation – Majority were neutral (26%), agreed (17%), slightly agreed (17%), disagreed (17%), strongly agreed (9%), slightly disagreed (7%), strongly disagreed (7%)

31% agree, 21% disagree - I have confidence in the leadership skills of the senior management team – Majority agreed (27%), slightly agreed (25%), disagreed (17%), neutral (16%), slightly disagreed (7%), strongly agreed (4%), strongly disagreed (4%)

44% agree, 9% disagree - The leader of this organisation runs this organisation based on sound moral principles – Majority agreed (32%), slightly agreed (26%), neutral (19%), strongly agreed (12%), disagreed (6%), slightly disagreed (3%), strongly disagreed (3%)

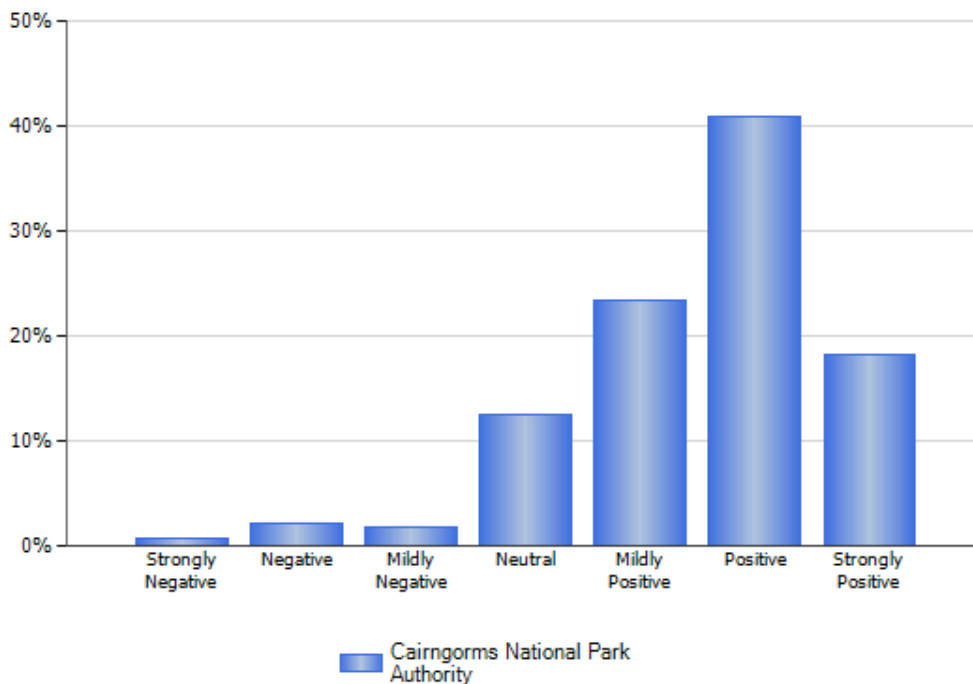
47% agree, 4% disagree - This organisation is run on strong values/principles - Majority agreed (36%), slightly agreed (26%), neutral (16%), strongly agreed (11%), slightly disagreed (7%), disagreed (2%), strongly disagreed (2%).

36% agree, 9% disagree - I have a great deal of faith in the person leading this organisation – Majority slightly agreed (25%), agreed (21%), neutral (21%), strongly agreed (15%), slightly disagreed (9%), disagreed (5%), strongly disagreed (4%)

32% disagree, 15% agree - Senior managers of this organisation do a lot of telling but not much listening – Majority were neutral (33%), disagreed (24%), slightly agreed (11%), slightly disagreed (9%), agreed (9%), strongly disagreed (8%), strongly agree (6%)

My Company

My Company by Response



Overall, the significant majority of respondents were positive about My Company (41%), mildly positive (23%), strongly positive (18%), neutral (12%), negative (3%), mildly negative (2%), strongly negative (1%).

There were several questions within this category, as follows:

66% agree, 2% disagree - I feel I can make a difference in this organisation: - Significant majority agreed (47%), strongly agreed (19%), slightly agreed (17%), neutral (13%), slightly disagreed (2%), disagreed (2%).

63% agree, 0 disagree - I feel I can make a valuable contribution to the success of this organisation: - Significant majority agreed (48%), slightly agreed (27%), strongly agreed (15%), neutral (10%).

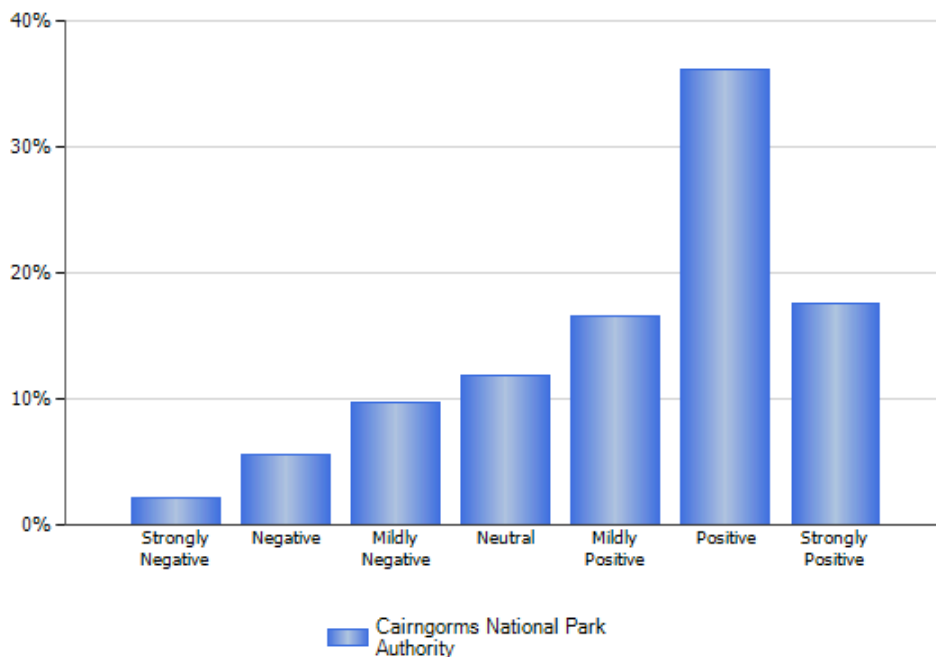
46% agree, 9% disagree - I love working for this organisation: - Majority agreed (33%), slightly agreed (31%), strongly agreed (13%), neutral (12%), disagreed (6%), strongly disagreed (3%), slightly disagreed (2%).

55% agree, 0 disagree - I feel proud to work for this organisation: - Majority agreed (32%), slightly agreed (25%), strongly agreed (23%), neutral (16%), slightly disagreed (4%)

67% agree, 3% disagree - My work is an important part of my life: - Significant majority agreed (46%), strongly agreed (21%), slightly agreed (19%), neutral (9%), disagreed (3%), slightly agreed (2%)

Personal growth

Personal Growth by Response



Overall, the significant majority of respondents were positive about Personal Growth (36%), strongly positive (17%), mildly positive (16%), neutral (12%), mildly negative (10%), negative (6%), strongly negative (3%).

There were several questions within this category, as follows:

61% agree, 3% disagree - This job is good for my own personal growth: - Significant majority agreed (40%), strongly agreed (21%), slightly agreed (15%), neutral (12%), slightly agreed (9%), disagreed (3%)

59% agree, 6% disagree - My work is stimulating: - Majority agreed (36%), strongly agreed (23%), slightly agreed (17%), neutral (9%), slightly disagreed (9%), disagreed (6%)

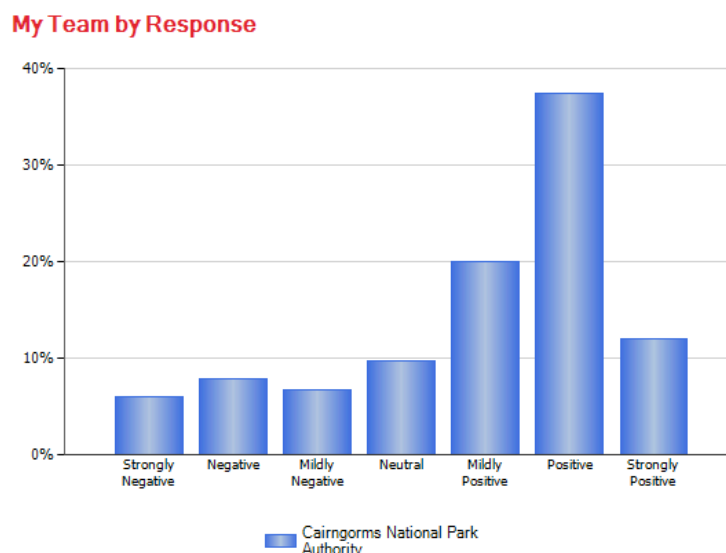
57% agree, 6% disagree - The training in this job is a great benefit to me personally: - Significant majority agreed (43%), slightly agreed (15%), neutral (15%), strongly agreed (14%), slightly agreed (7%), disagreed (6%)

34% disagree, 19% agree - There are limited opportunities for me to learn and grow within this organisation: - Majority disagreed (28%), slightly disagreed (23%), slightly agreed (15%), agreed (13%), neutral (9%), strongly agreed (6%), strongly disagreed (6%)

55% disagree, 12% agree - I am bored with the work I do: - majority disagreed (34%), strongly disagreed (21%), slightly agreed (17%), slightly disagreed (9%), neutral (7%), agreed (6%), strongly agreed (6%)

58% agree, 2% disagree - The experience I gain from this job is valuable for my future: - majority agreed (36%), strongly agreed (22%), slightly agreed (21%), neutral (19%), strongly disagreed (2%)

My Team



Overall, the significant majority of respondents were positive about My Team (37%), mildly positive (20%), strongly positive (12%), neutral (10%), negative (8%), mildly negative (7%), strongly negative (6%).

There were several questions within this category, as follows:

46% agree, 5% disagree - People in my team go out of their way to help me: - Majority slightly agreed (36%), agreed (34%), strongly agreed (12%), neutral (8%), slightly disagreed (5%), strongly disagreed (5%)

42% agree, 23% disagree - I feel a strong sense of family in my team: - Majority agreed (35%), slightly agreed (21%), disagreed (19%), strongly agreed (7%), neutral (7%), slightly disagreed (7%), strongly disagreed (4%).

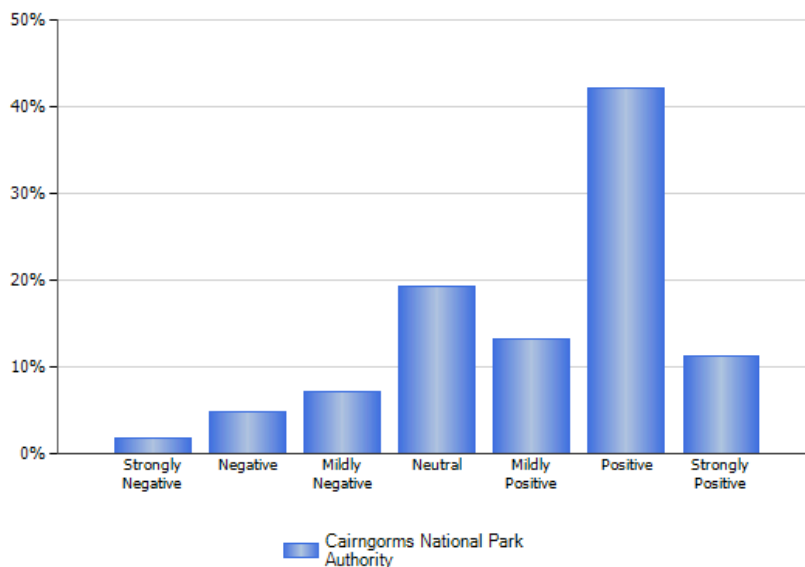
61% agree, 17% disagree - My team is fun to work with: - Significant Majority agreed (46%), strongly agreed (15%), slightly agreed (9%), neutral (9%), disagreed (9%), strongly disagreed (8%), slightly disagreed (4%).

34% agree, 16% disagree - Working in this team gives me a buzz - Majority agreed (28%), slightly agreed (24%), neutral (19%), disagreed (9%), slightly disagreed (7%), strongly disagreed (7%), strongly agreed (6%).

66% disagree, 8% disagree - People in our team don't care much for each other - Significant Majority disagreed (45%), strongly disagreed (21%), slightly disagreed (11%), slightly agreed (9%), neutral (6%), strongly agreed (6%), agreed (2%).

Giving Something Back

Giving Something Back by Response



Overall, the significant majority of respondents were positive about Giving Something Back (42%), neutral (19%), mildly positive (14%), strongly positive (11%), mildly negative (8%), negative (4%), strongly negative (2%).

There were several questions within this category, as follows:

23% agree, 17% disagree - I think this organisation should put more back into the local community: - Significant Majority were neutral (36%), slightly agreed (15%), agreed (14%), disagreed (12%), slightly disagreed (9%), strongly agreed (9%), strongly disagreed (5%).

63% disagree, 14% agree - I believe this organisation does not do enough to protect the environment – Significant Majority disagreed (45%), strongly disagreed (18%), slightly disagreed (16%), slightly agreed (7%), neutral (7%), agreed (7%).

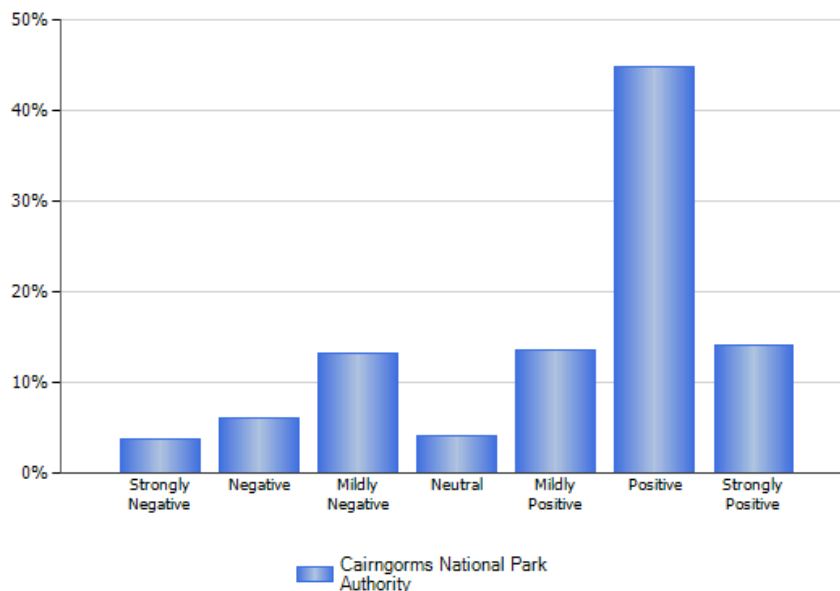
50% disagree, 2% agree - My organisation’s support of worthy goods is driven by a desire for good publicity – Significant Majority disagreed (43%), neutral (27%), slightly disagreed (14%), strongly disagreed (7%), slightly agreed (7%), agreed (2%).

68% disagree, 0 agree - Profit/Budget Concerns are the only things driving this organisation – Significant Majority disagreed (49%), strongly disagreed (19%), slightly disagreed (15%), neutral (13%), slightly agreed (4%).

67% agree, 3% disagree - My organisation makes a positive difference to the world we live in: - Significant majority agreed (60%), neutral (14%), slightly agreed (13%), strongly agreed (7%), slightly disagreed (3%), disagreed (3%)

Fair Deal

Fair Deal by Response



Overall, the significant majority of respondents were positive about Fair Deal (44%), strongly positive (14%), mildly positive (14%), mildly negative (14%), negative (6%), neutral (4%), strongly negative (4%).

There were several questions within this category, as follows:

77% agree, 7% disagree - I am happy with the pay and benefits I receive in this job: - The significant majority agreed (59%), strongly agreed (18%), slightly agreed (11%), disagreed (7%), slightly disagreed (3%), neutral (2%).

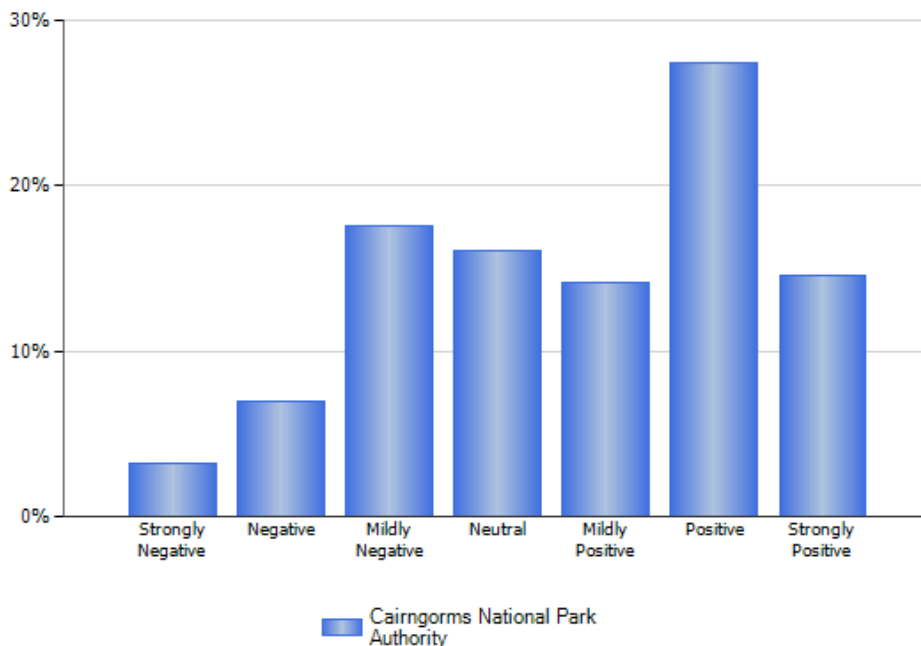
63% agree, 6% disagree - I am paid fairly for the work I do relative to people in similar positions in similar organisations: - The significant majority agreed (44%), strongly agreed (19%), slightly agreed (14%), slightly disagreed (14%) neutral (3%), disagreed (3%), strongly disagreed (3%).

54% agree, 13% disagree - I am paid fairly for the work that I do relative to others within this organisation: - Significant majority agreed (43%), slightly disagreed (16%), strongly agreed (11%), slightly agreed (11%), strongly disagreed (7%), neutral (6%), disagreed (6%).

44% agree, 11% disagree - I feel I receive fair pay for the responsibilities I have in my job: - Majority agreed (35%), slightly disagreed (21%), slightly agreed (18%), strongly agreed (9%), disagreed (7%), neutral (6%), strongly disagreed (4%).

Well Being

Wellbeing by Response



Overall, the majority of respondents were positive about Well Being (27%), mildly negative (17%), neutral (16%), strongly positive (15%), mildly positive (14%), negative (7%), strongly negative (4%).

There were several questions within this category, as follows:

51% disagree, 21% agree - I have had stress related symptoms in the last 12 months because of my job: - Significant majority strongly disagreed (40%), slightly agreed (13%), agreed (13%), disagreed (11%), neutral (9%), strongly agreed (8%), slightly disagreed (6%).

29% disagree, 14% agree - Most days I feel exhausted when I come home from work: - Majority disagreed (26%), slightly agreed (25%), neutral (17%), slightly disagreed (15%), agreed (9%), strongly agreed (5%), strongly disagreed (3%)

44% disagree, 8% agree - I am under too much pressure at work to perform well: - Majority disagreed (30%), neutral (18%), slightly agreed (16%), strongly disagreed (14%), slightly disagreed (14%), agreed (6%), strongly agreed (2%).

44% agree, 11% disagree - I am happy with the balance between my work and home life: - Significant majority agreed (40%), slightly agreed (23%), slightly disagreed (15%), disagreed (11%), neutral (7%), strongly agreed (4%).

33% disagree, 11% agree - I'm spending too much time working: - An equal amount were neutral to those who slightly agreed (25%), disagreed (24%), strongly disagreed (8%), slightly disagreed (7%), agreed (7%), strongly agreed (4%).

46% disagree, 7% agree - My work interferes with my responsibilities at home: - Majority disagreed (37%), slightly disagreed (19%), slightly agreed (19%), strongly disagreed (9%), neutral (9%), agreed (4%), strongly agreed (3%).

30% disagree, 16% agree - Sometimes I feel that this organisation takes advantage of me:- Majority were neutral (24%), disagreed (23%), slightly disagreed (16%), slightly agreed (14%), agreed (12%), strongly disagreed (7%), strongly agreed (4%).

59% disagree, 4% agree - My health is suffering because of my work: - Significant majority strongly disagreed (38%), disagreed (21%), neutral (13%), slightly agreed (13%), slightly disagreed (11%), agreed (2%), Strongly agreed (2%)

37% disagree, 9% agree - My work deadlines are unrealistic: - Majority disagreed (28%), neutral (21%), slightly disagreed (19%), slightly agreed (14%), strongly disagreed (9%), strongly agreed (5%), agreed (4%)

Feedback questions

These questions are not part of the scored employee engagement factors. They represent individual issues and are presented because this data gives useful feedback on related employee attitudes

54% disagree, 21% agree - There is an individual in my team who is disruptive: - Majority strongly disagreed (28%), disagreed (26%), slightly agreed (15%), agreed (12%), strongly agreed (9%), neutral (7%), slightly disagreed (3%).

57% agree, 13% disagree - What is expected of me in my work is made completely clear to me: - Significant majority agreed (49%), slightly agreed (13%), slightly disagreed (11%), disagreed (11%), strongly agreed (8%), neutral (6%), strongly disagreed (2%)

56% disagree, 14% agree - I would leave tomorrow if I had another job: - Majority disagreed (32%), strongly disagreed (24%), neutral (17%), slightly disagreed (7%), agreed (7%), strongly agreed (7%), slightly agreed (6%).

25% agree, 19% disagree - This is my dream job: - An equal amount agreed to those who were neutral (21%), slightly agreed (18%), strongly disagreed (15%), disagreed (14%), slightly disagreed (7%), strongly agreed (4%).

48% disagree, 24% agree - Some people here use intimidation to get what they want: - Majority disagreed (27%), strongly disagreed (21%), agreed (18%), slightly agreed (15%), slightly disagreed (7%), neutral (6%), strongly agreed (6%).

20% disagree, 17% agree - The economic climate makes me worried about my organisation's future: - Significant majority slightly agreed (44%), disagreed (17%), agreed (15%), neutral (12%), slightly disagreed (7%), strongly disagreed (3%), strongly agreed (2%).

38% agree, 6% disagree - Some departments/teams in this organisation don't work well with each other: - Majority slightly agreed (38%), agreed (26%), neutral (15%), strongly agreed (12%), disagreed (6%), slightly disagreed (3%).

**Kate Christie
August 2010**